

Lost baggage counter

Ken: Excuse me, I lost my baggage.

Airport staff: Can you show me your boarding pass and baggage stickers?

Ken: Here you are.

Airport staff: Can you describe your baggage?

Ken: It is a red, big size American Tourister. I also had a name tag on it with my phone number.

Airport staff: Let me check on our system...I am so sorry. It says that your baggage is on the next flight. There must be some mistakes.

Ken: Oh no. How long do I have to wait?

Airport staff: It should be here by late night today.

Ken: Is that firm? I need my suits and files in that baggage for the business meeting tomorrow.

Airport staff: We will try our best to have your baggage arrived before tomorrow. Can you please fill out this form? We will contact and deliver it to your hotel as soon as possible.

Ken: Ok. Thank you for your help.

Let's talk:

Have you had any problems at the airport?

Phrases and Expressions

- Where can I report lost luggage for United Airlines?
- My luggage was not on the belt/ carousel.
- My luggage didn't arrive.
- I am calling to check on the status of my lost baggage.
- Can I get reimbursed?
- We are missing one suitcase.