English for airport staff

1. Greet him and ask for his passport and booking

Hi! I'm checking in for the flight to Toronto.	Good morning! Can I see your passport, please?
Sure. My booking is on my phone.	That's fine. Are you checking any bags?

Good morning! Where are you flying today?	Can I see your passport and your booking, please?	Do you have a booking number?
Are you checking any bags today?		

2. Weigh his bag and tell him it is four kilos over

Just this one. Where do I put it?	On the scale, please.
Oh no. Is that a problem?	It's four kilos over the limit.

Please put your bag on the scale.	Your bag is four kilos over the limit.	The limit is twenty-three kilos.

3. Tell him the options for the extra weight

Can I take something out?	Yes. You can move it to your carry-on.
What if I can't?	Then you can pay a fee.

You can take something out and put it in your carry-on.	Or you can pay a fee for the extra weight.	Take your time. I'll wait.

4. Give him an aisle seat and his boarding pass

Could I get an aisle seat?	Yes. I have 14C for you.

Do you prefer a window or an aisle seat?	I have an aisle seat for you: 14C.	Here's your boarding pass.
I've checked your bag through to Toronto.		

5. Tell him the gate and the time, and answer his worry about the connection

Which gate is it? And when do I board?	Gate B12. Boarding starts at 4:10.
My connection in Toronto is short. Is that okay?	Your bag goes through to your last stop.
What if the flight is late?	Please ask the staff at the gate.

Your gate is B12.	Boarding starts at 4:10.	The flight is delayed by thirty minutes. I'm sorry.
Please check the screens for any changes.	Have a good flight!	

Check in an English-speaking passenger, an AI chatbot: kotokin.com/learn/english/english-for-airport-staff