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Fifth terminal opens at London Heathrow

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Contents

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THE ARTICLE

London Heathrow's new Terminal 5 officially opened on Thursday and immediately created chaos for passengers. Unfortunately for the airport authorities, there were more than a few teething problems. Passengers arriving on morning flights had to wait several hours for their baggage to arrive. This was embarrassing for airport officials because Terminal 5 was built with the promise of fewer delays and a better service. Things got worse as the day progressed. The high-tech conveyor belt that takes suitcases to planes broke down. Seven flights left without baggage and 34 flights were cancelled. One unlucky passenger said: "This is Heathrow – it seems the bad things from the other terminals have also landed in this new one." The airport had to close all check-in desks by evening. Airport bosses asked people for patience and said it would take time to iron out the problems.

Officials did let out a sigh of relief on the first day because there were no large-scale protests from environmental campaigners. Authorities feared that groups opposed to the airport's plans for expansion might try to disrupt Terminal 5's opening. Many people are against plans for a third runway and a sixth terminal at Heathrow. One group even managed recently to climb onto the roof of the British parliament to protest against further airport construction at Heathrow. John Stewart, from the anti-expansion group Clear Skies, said: "The real reason Terminal 5 was built was to…allow more flights on the existing runways, which will mean more noise, more pollution and more stress for those living under the flight paths." This will also make London's skies more dangerous. Over 40,000 passengers and 380 flights were scheduled to pass through the new terminal on its first day.

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WARM-UPS

1. AIRPORTS: Walk around the class and talk to other students about airports. Change partners often. After you finish, sit with your original partner(s) and share what you found out.

2. CHAT: In pairs / groups, decide which of these topics or words from the article are most interesting and which are most boring.

official openings / chaos / teething problems / baggage / delays / patience / sighs of relief / protests / runways / construction / noise / pollution / stress /

Have a chat about the topics you liked. Change topics and partners frequently.

3. BETTER SERVICE: How can airports improve? Talk about this with your partner(s). Give a score from 10 (massive improvement needed) to 1 (a few changes here and there would be nice). Change partners and share your ideas.

Area	Score	What's wrong now?	Changes?
check-in			
parking			
security			
shopping			
immigration			
departure gates			
staff			
baggage claim			

4. AIRPORT PROBLEMS: Which of these would be a huge problem at an airport? Have you experienced any? Talk about them with your partner(s). Change partners and share your ideas.

- lost passport
- lost baggage
- cancelled flight
- lost wallet

- terror alert
- no hand luggage on the plane
- duty free shops closed
- other _____

5. CHAOS: Spend one minute writing down all of the different words you associate with the word 'chaos'. Share your words with your partner(s) and talk about them. Together, put the words into different categories.

6. QUICK ROLE PLAY: Students A **strongly** believe that traveling by air is the best way to travel; Students B **strongly** disagree. Change partners again and talk about your roles and conversations.

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BEFORE READING / LISTENING

1. TRUE / FALSE: Look at the article's headline and guess whether these sentences are true (T) or false (F):

a.	London's new airport terminal opened with no problems.	T / F
b.	All baggage was in the baggage claim area before the passengers.	T / F
c.	The terminal's cutting edge baggage conveyor belt broke down.	T / F
d.	Airport bosses said they would help passengers with their ironing.	T / F
e.	There were environmental demonstrations inside the terminal.	T / F
f.	There are plans for a sixth terminal at London's Heathrow Airport.	T / F
g.	A group of protestors climbed onto the air traffic control tower roof.	T / F
h.	People living near the airport will become more stressed.	T / F

2. SYNONYM MATCH: Match the following synonyms from the article:

1.	chaos		a.	more
2	teething problems		b.	went on
3.	progressed		c.	demonstrations
4.	delays		d.	disruption
5.	iron out		e.	current
6.	protests		f.	glitches
7.	expansion		g.	planned
8.	further		h.	enlargement
9.	existing		i.	solve
10.	scheduled		j.	holdups

3. PHRASE MATCH: Match the following phrases from the article (sometimes more than one combination is possible):

1.	created chaos		a.	under the flight paths
2	more than a few teething		b.	of relief
3.	built with the promise		c.	out the problems
4.	Seven flights		d.	problems
5.	it would take time to iron		e.	environmental campaigners
6.	Officials did let out a sigh		f.	were scheduled
7.	large-scale protests from		g.	for passengers
8.	protest against further		h.	of fewer delays
9.	more stress for those living		i.	airport construction
10.	380 flights		j.	left without baggage

_____

WHILE READING / LISTENING

GAP FILL: Put the words into the gaps in the text.

London Heathrow's new Terminal 5 _____ opened on Thursday and immediately created chaos for passengers. Unfortunately for the airport authorities, there were more than a few _____ problems. Passengers arriving on morning flights had to wait several hours for their baggage to arrive. This was embarrassing for airport officials because Terminal 5 was built with the _____ of fewer delays and a better service. Things got worse as the day _____. The high-tech conveyor belt that takes suitcases to planes broke down. Seven flights left without baggage and 34 flights were _____. One unlucky passenger said: "This is Heathrow – it seems the bad things from the other terminals have also _____ in this new one." The airport had to close all check-in desks by evening. Airport bosses asked people for _____ and said it would take time _____ the problems.

cancelled

patience

teething

progressed

landed

officially

iron out

promise

Officials did let out a _____ of relief on the first day because there were no large-scale _____ from environmental campaigners. Authorities feared that groups opposed to the airport's plans for expansion might try to _____ Terminal 5's opening. Many people are against plans for a third runway and a sixth terminal at Heathrow. One group even managed recently to _____ onto the roof of the British parliament to protest against further airport _____ at Heathrow. John Stewart, from the anti-expansion group Clear Skies, said: "The real reason Terminal 5 was built was to…allow more flights on the existing _____, which will mean more noise, more pollution and more stress for those living under the _____ paths." This will also make London's skies more dangerous. Over 40,000 passengers and 380 flights were _____ to pass through the new terminal on its first day.

flight

protests

climb

runways

sigh

scheduled

construction

disrupt

_____

LISTENING: **Listen and fill in the spaces.**

London Heathrow's new Terminal 5 _____ Thursday and immediately created chaos for passengers. Unfortunately for the airport authorities, there _____ teething problems. Passengers arriving on morning flights had to wait several hours for their baggage to arrive. _____ airport officials because Terminal 5 was built with the promise of fewer delays and a better service. Things got worse _____. The high-tech conveyor belt that takes suitcases to planes broke down. Seven flights left without baggage and 34 flights were cancelled. One unlucky passenger said: "This is Heathrow – it seems the bad things from the other terminals _____ this new one." The airport had to close all check-in desks by evening. Airport bosses asked people for patience and said it would _____ the problems.

Officials did let _____ the first day because there were no large-scale protests from environmental campaigners. Authorities feared that groups _____ for expansion might try to disrupt Terminal 5's opening. Many people are against plans for a third runway and a sixth terminal at Heathrow. One group even managed recently to climb _____ British parliament to protest against further airport construction at Heathrow. John Stewart, from the anti-expansion group Clear Skies, said: "The real reason Terminal 5 was built was to…allow more _____ runways, which will mean more noise, more pollution and more stress for those _____." This will also make London's skies more dangerous. Over 40,000 passengers and 380 flights were scheduled _____ terminal on its first day.

AFTER READING / LISTENING

1. WORD SEARCH: Look in your dictionaries / computer to find collocates, other meanings, information, synonyms … for the words **'sigh'** and **'relief'**.

sigh	relief

- Share your findings with your partners.
- Make questions using the words you found.
- Ask your partner / group your questions.

2. ARTICLE QUESTIONS: Look back at the article and write down some questions you would like to ask the class about the text.

- Share your questions with other classmates / groups.
- Ask your partner / group your questions.

3. GAP FILL: In pairs / groups, compare your answers to this exercise. Check your answers. Talk about the words from the activity. Were they new, interesting, worth learning…?

4. VOCABULARY: Circle any words you do not understand. In groups, pool unknown words and use dictionaries to find their meanings.

5. TEST EACH OTHER: Look at the words below. With your partner, try to recall exactly how these were used in the text:

• officially	• relief
• teething	• opposed
• promise	• sixth
• broke	• climb
• landed	• existing
• iron	• skies

STUDENT AIRPORT SURVEY

Write five GOOD questions about airports in the table. Do this in pairs. Each student must write the questions on his / her own paper.

When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.

- Make mini-presentations to other groups on your findings.

DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

a)   What did you think when you read the headline?

b)   What springs to mind when you hear the word 'airport'?

c)   Have you heard anything about the quality of London's Heathrow Airport?

d)   Do you like airports?

e)   What do you think the airport bosses said to each other about the "teething problems"?

f)   What do you think the airport's passengers said to the airport staff about the "teething problems"?

g)   How embarrassing is the chaos at Terminal 5 for airport officials?

h)   Have you ever had delays or problems at airports?

i)   What problems do you have that you need to iron out?

STUDENT B's QUESTIONS (Do not show these to student A)

a)   Did you like reading this article?

b)   When was the last time you let out a sigh of relief?

c)   Do you understand why environmental groups would demonstrate at the opening of a new airport terminal building?

d)   What do you think living next to a busy international airport would be like?

e)   Would you protest if there were plans to build an airport in your area?

f)   Do you think the skies around airports are dangerous?

g)   Do you think problems associated with air travel will increase or decrease in the future?

h)   What questions would you like to ask the head of Heathrow's Terminal 5?

i)   Did you like this discussion?

_____

LANGUAGE

CORRECT WORD: Put the correct words from a–d below in the article.

London Heathrow's new Terminal 5 (1) _____ opened on Thursday and immediately created chaos for passengers. Unfortunately for the airport authorities, there were more than a (2) _____ teething problems. Passengers arriving on morning flights had to wait (3) _____ hours for their baggage to arrive. This was embarrassing for airport officials because Terminal 5 was built with the promise of fewer delays and a better service. Things got worse (4) _____ the day progressed. The high-tech conveyor belt that takes suitcases to planes (5) _____ down. Seven flights left without baggage and 34 flights were cancelled. One unlucky passenger said: "This is Heathrow – it seems the bad things from the other terminals have also landed in this new one." The airport had to close all check-in desks by evening. Airport bosses asked people for patience and said it would take time to iron (6) _____ the problems.

Officials did let (7) _____ a sigh of relief on the first day because there were no large-scale protests from environmental campaigners. Authorities (8) _____ that groups opposed to the airport's plans (9) _____ expansion might try to disrupt Terminal 5's opening. Many people are against plans for a third runway and a sixth terminal at Heathrow. One group even managed recently to climb onto the roof of the British parliament to protest (10) _____ further airport construction at Heathrow. John Stewart, from the anti-expansion group Clear Skies, said: "The real reason Terminal 5 was built was to…allow more flights on the (11) _____ runways, which will mean more noise, more pollution and more stress for those living under the flight paths." This will also make London's (12) _____ more dangerous. Over 40,000 passengers and 380 flights were scheduled to pass through the new terminal on its first day.

1.	(a) officially	(b) office	(c) official	(d) officer
2.	(a) several	(b) few	(c) number	(d) lot
3.	(a) few	(b) number	(c) several	(d) lot
4.	(a) to	(b) with	(c) by	(d) as
5.	(a) break	(b) breaking	(c) broken	(d) broke
6.	(a) on	(b) in	(c) out	(d) with
7.	(a) out	(b) on	(c) to	(d) up
8.	(a) afraid	(b) feared	(c) fear	(d) fearsome
9.	(a) with	(b) by	(c) for	(d) to
10.	(a) against	(b) for	(c) with	(d) more
11.	(a) exist	(b) exists	(c) existed	(d) existing
12.	(a) skyline	(b) skies	(c) skyscrapers	(d) skylights

WRITING:

Write about *airports* for 10 minutes. Correct your partner's paper.

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HOMEWORK

1. VOCABULARY EXTENSION: Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.

2. INTERNET: Search the Internet and find out about London Heathrow's new Terminal 5. Share what you discover with your partner(s) in the next lesson.

3. AIRPORTS: Make a poster about different airports around the world. Show your work to your classmates in the next lesson. Did you all have similar things?

4. DELAYED: Write a magazine article about the problems airport delays create in people's lives. Include imaginary interviews with a passenger delayed at Terminal 5 and the head of the airport.

Read what you wrote to your classmates in the next lesson. Write down new words and expressions.

5. LETTER: Write a letter to the head of London Heathrow's new Terminal 5. Ask him three questions about the chaos at the airport. Give him three pieces of advice on what he should do for passengers. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

6. DIARY / JOURNAL: Imagine you are a check-in clerk at a busy international airport. Write your diary / journal entry for one day in your job. Read your entry to your classmates in the next lesson.

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ANSWERS

TRUE / FALSE:

a. F   b. F   c. T   d. F   e. F   f. T   g. F   h. T

SYNONYM MATCH:

1.	chaos		*a.*	disruption
2	teething problems		*b.*	glitches
3.	progressed		*c.*	went on
4.	delays		*d.*	holdups
5.	iron out		*e.*	solve
6.	protests		*f.*	demonstrations
7.	expansion		*g.*	enlargement
8.	further		*h.*	more
9.	existing		*i.*	current
10.	scheduled		*j.*	planned

PHRASE MATCH:

1.	created chaos		*a.*	for passengers
2	more than a few teething		*b.*	problems
3.	built with the promise		*c.*	of fewer delays
4.	Seven flights		*d.*	left without baggage
5.	it would take time to iron		*e.*	out the problems
6.	Officials did let out a sigh		*f.*	of relief
7.	large-scale protests from		*g.*	environmental campaigners
8.	protest against further		*h.*	airport construction
9.	more stress for those living		*i.*	under the flight paths
10.	380 flights		*j.*	were scheduled

GAP FILL:

Fifth terminal opens at London Heathrow

London Heathrow's new Terminal 5 **officially** opened on Thursday and immediately created chaos for passengers. Unfortunately for the airport authorities, there were more than a few **teething** problems. Passengers arriving on morning flights had to wait several hours for their baggage to arrive. This was embarrassing for airport officials because Terminal 5 was built with the **promise** of fewer delays and a better service. Things got worse as the day **progressed**. The high-tech conveyor belt that takes suitcases to planes broke down. Seven flights left without baggage and 34 flights were **cancelled**. One unlucky passenger said: "This is Heathrow – it seems the bad things from the other terminals have also **landed** in this new one." The airport had to close all check-in desks by evening. Airport bosses asked people for **patience** and said it would take time to **iron out** the problems.

Officials did let out a **sigh** of relief on the first day because there were no large-scale **protests** from environmental campaigners. Authorities feared that groups opposed to the airport's plans for expansion might try to **disrupt** Terminal 5's opening. Many people are against plans for a third runway and a sixth terminal at Heathrow. One group even managed recently to **climb** onto the roof of the British parliament to protest against further airport **construction** at Heathrow. John Stewart, from the anti-expansion group Clear Skies, said: "The real reason Terminal 5 was built was to…allow more flights on the existing **runways**, which will mean more noise, more pollution and more stress for those living under the **flight** paths." This will also make London's skies more dangerous. Over 40,000 passengers and 380 flights were **scheduled** to pass through the new terminal on its first day.

LANGUAGE WORK

1 - a   2 - b   3 - c   4 - d   5 - d   6 - c   7 - a   8 - b   9 - c   10 - a   11 - d   12 - b