Makayla needs a bit of help from the station manager at the train station.

Do the preparation exercise first. Then watch the video and follow the instructions to practise your speaking.

**Preparation**

Match the vocabulary with the correct descriptions and write a–e next to the numbers 1–5.

1. **rush hour**
   - a. a small piece of paper you need to buy before taking a train
2. **a ticket**
   - b. a long waiting area in a station. The train stops along here so people can get on and off
3. **a platform**
   - c. the times in the day which are busiest on public transport because people are going to or from work
4. **miss the train**
   - d. acceptable, or able to be used
5. **valid**
   - e. fail to catch a train because you were too late

**1. Check your understanding: multiple choice**

Circle the best answer to these questions.

1. **What problem has Makayla had?**
   - a. She’s just lost her ticket.
   - b. She’s taken the wrong train.
   - c. She’s just missed her train.

2. **Where does Makayla want to go?**
   - a. To London
   - b. To Edinburgh
   - c. To Manchester

3. **Which train can Makayla take?**
   - a. The 16:20 train
   - b. The 17:15 train
   - c. The 18:30 train

4. **What does Makayla need to do?**
   - a. Change her old ticket for a new ticket and pay an extra £3.50
   - b. Change her old ticket for a new ticket and pay an extra £7.50
   - c. Change her old ticket for a new ticket and pay an extra £11.00

5. **Which platform is her train going from?**
   - a. Platform 1
   - b. Platform 2
   - c. Platform 3
2. Check your understanding: gap fill
Complete the dialogue with a question from the box.

<table>
<thead>
<tr>
<th>What time’s the next train to Manchester</th>
<th>What platform is it from</th>
<th>What time does it get to Manchester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why not</td>
<td>Can I use the same ticket</td>
<td></td>
</tr>
</tbody>
</table>

Makayla: 1 ________________________________?
Station manager: Let’s see. The next train leaves at 17:15 from platform 2.
Makayla: 17:15 … so that’s quarter past five … platform 2. 2 ________________________________?
Station manager: At 18:30.
Makayla: Half past six … erm … 3 ________________________________?
Station manager: Just a moment, please. Can I see your ticket?
Makayla: Yes, here you are.
Station manager: Ah, sorry, no … You can’t use this ticket on the 17:15 train.
Makayla: Really? 4 ________________________________?
Station manager: This ticket is only valid on trains before 5 and after 7 o’clock. During rush hour tickets are more expensive.
Makayla: Oh … do I have to buy another ticket?
Station manager: Yes, well, I can change your old ticket for a new ticket. Your ticket cost £7.50 and the new ticket is £11.00. So you just pay the difference, which is £3.50.
Makayla: Ah, OK, erm ... 5 ________________________________?
Station manager: Platform 2. Just over there, on the other side.
3. Check your understanding: ordering
Write the words in the correct order to make questions.

1. next | to London | train | ’s | the | What time | ?

2. get | What time | ? | does | to London | it

3. it | is | ? | What | from | platform

4. this ticket | 17:15 train | Can | use | ? | on the | I

5. do | How much | have | pay | to | ? | I

Discussion
Do you like travelling by train? Have you ever had any problems on your journey?

Vocabulary Box
Write any new words you have learned in this lesson.