**Phone:** Thanks for calling the United Airlines flight information line. I got up to the minute information for all United, codeshare, and United Express flights. Your class may be recorded for quality purposes.

**(different voice):** Let’s get started. Enter or say the United flight number, or say “I don’t know it” and we’ll get your info a different way.

**Me:** I don’t know it

**Phone:** No problem. Let’s try a different way. Would you like arrival or departure information?

**Me:** Departure

**Phone:** Here’s a hint: you can interrupt me or say start over at any time. Ok. Let’s find the right flight. What’s the departure city?

**Me:** B – O – S

**Phone: (pause)** Hmm. United doesn’t serve Bonaire, Netherland Antilles. What’s the departure city?

**Me:** B – O – S

**Phone:** And what’s the arrival city?

**Me:** P – H – L

**Phone:** And the scheduled departure time?

**Me: (did not answer)**

**Phone:** Sorry I couldn’t hear you. Please tell me the time of day the flight is scheduled to depart. For example: three thirty pm or noon.

**Me:** Ten fifty five am

**Phone: (pause)** Eight fifty five am. Correct?

**Me: (coolly)** No

**Phone:** My mistake. Please say the departure time again.

**Me:** Eleven thirty am

**Phone:** let’s make sure I’ve got that right. You’re looking for a flight arriving in Philadelphia, Pennsylvania, which departs from Boston, Massachusetts, today, February seventh at eleven thirteen am. Is that right? Yes or No?

**Me:** Uhhh I don’t think so

**Phone:** Sorry. To hear that again, say repeat that. Otherwise, do I have the details right?

**Me:** No

**Phone:** Which do you want to change? Departure city, arrival city, date or time? You can also say…

**Me: (interrupting)** Time

**Phone:** And the scheduled departure time?

**Me:** Eleven thirty am

**Phone:** Eleven thirty am. Correct?

**Me:** Yes

**Phone:** Let’s make sure I got that right. You are looking for a flight arriving in Philadelphia, Pennsylvania, which departs from Boston, Massachusetts, today February seventh at eleven thirty am. Is that right? Yes or no.

**Me:** Uh ha

**Phone:** Sorry to hear that again, say repeat that. Otherwise, do I have the details right?

**Me:** Uh ha

**Phone:** All right; I’ll look up flights. Hold on. Just a reminder: you can use EZ check in at United.com or at kiosks in the airport. I found one flight which looks right. Hold on while I get the information for flight eighteen eighty eight departing on February 7th. Flight eighteen eighty eight departed at Eleven thirty four am and arrived in Philadelphia, Pennsylvania at twelve fifty pm at gate C seventeen. You can say: “repeat that,” “change the itinerary,” or “goodbye.”

**Me:** Goodbye.

**Phone: (pause)** Thanks for calling United Airlines. It’s time to fly. Goodbye.