

Ryanair boss tells stupid passengers who don't print off their boarding passes where to go...

Ryanair boss Michael O'Leary hit the headlines again recently when he hit back at a female passenger who was forced to pay a penalty of €300 (£237) in order to fly home from her holiday because she forgot to print her boarding cards off in time. Mr O'Leary launched his extraordinary rant against Sue McLeod, 35, from Newbury, Berkshire, branding 'those passengers who object to paying a penalty for failing to print their own boarding cards as 'idiots' who should b\*\*\*\*\* off'. Mr O'Leary added that passengers who arrive for flights without a pass are 'stupid' and it is right they are charged €60 a time to have one printed at the check-in desk because it is their '\*\*\*\*\* up'. Mr O'Leary added, 'Mother pays €300 for being an idiot and failing to comply with her agreement at the time of booking. We think Mrs McLeod should pay €60 (£47.40) for being so stupid.'

Mrs McLeod, her parents, and her two children had to pay the penalty in order to be able to fly home to Britain from Alicante, Spain, where they had been staying at a rural villa without internet access. Having returned home she wrote to Mr O'Leary asking for 'compensation and a gesture of goodwill'. Mr O'Leary replied 'politely but firmly', saying 'Thank you Mrs McLeod, but it is your \*\*\*\*\* up.' She hit back; saying she was unable to print her family's passes while they were in Spain for 15 days in August. Mr O'Leary responded saying she should have printed the passes at an internet café or asked a friend to print and fax them to her. Instead, he said, 'she then comes home and gets on Twitter. God help us all, and somehow we are going to change our policies. No, we're not'. Mr O'Leary admitted she was not alone in complaining about the rule, but said 0.02% of his passengers, which equates to 15,800 of its 79 million, who do not print off passes every year should b\*\*\*\*\* off'.

Mrs McLeod: "His comments say a lot about his airline. They're so rude. Why should anyone have to spend their precious time abroad having to find an internet café or a hotel to print out a boarding pass?" Mrs McLeod was backed by 350,000 Facebook users after complaining of her unfair treatment by the Irish no-frills airline, which has been frequently criticised for its extra charges.

**Category: Airlines / Ryanair / Boarding passes**

**Level: Intermediate / Upper intermediate**

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## EXERCISES

**1. Ryanair:** Think of three things you know about Ryanair. Go round the room swapping details with others.

**2. Dictation:** The teacher will read four to six lines of the article slowly and clearly. Students will write down what they hear. The teacher will repeat the passage slowly again. Self-correct your work from page one - filling in spaces and correcting mistakes. Be honest with yourself on the number of errors. Advise the teacher of your total number of errors. Less than five is very good. Ten is acceptable. Any more is room for improvement! More than twenty - you need to do some work!

**3. Reading:** The students should now read the article aloud, swapping readers every paragraph.

**4. Vocabulary:** Students should now look through the article and underline any vocabulary they do not know. Look in dictionaries. Discuss and help each other out. The teacher will go through and explain any unknown words or phrases.

**5. The article:** Students should look through the article with the teacher.

- a) What is the article about?
- b) What do you think about the article?
- c) **Discuss the article**

**6. Ryanair:** Think of five things you know about Ryanair from the article. Then add five other things you know about the no-frills airline. Write them below. Discuss together. What are your conclusions?

From the article	Your own ideas
1	1
2	2
3	3
4	4
5	5

**The teacher** will choose some pairs to discuss their findings in front of the class.

**7. Let's roleplay 1:** In pairs/groups. One of you is the interviewer. The others are one of the following people. You are in the *Discussion FM* radio studio in London. Today's interview is about: *Ryanair*. 10 minutes.

1	Michael O'Leary	3	A journalist
2	Sue McLeod	4	A Ryanair passenger

**The teacher** will choose some pairs to roleplay their interview in front of the class.

**8. Let's roleplay 2:** In pairs. You are in pub in a European airport where low cost airlines fly in and out of. Start a conversation about '*Ryanair*'. 5-minutes.

Ryanair boss tells stupid passengers... – 10<sup>th</sup> September 2012

9. **Let's think!** In pairs. On the board write as many words as you can to do with **Ryanair**. *One-two minutes*. Compare with other teams. Using your words compile a short dialogue together.

10. **Booking a ticket on Ryanair:** In pairs discuss how you would book a ticket on Ryanair. Explain all the hidden extras involved.

11. **Let's roleplay 3:** In pairs. You are at the check-in desk at the airport you are flying from. One of you has forgotten to print off your boarding pass. The other is the check-in person; roleplay the situation. *5-minutes*.

12. **Flying with Ryanair/a low cost airline:** In pairs discuss a flight you took recently on Ryanair/a low cost airline (Imagine!).

13. **Let's do 'The Article Quiz':** Have the students quiz each other in pairs. They score a point for each correct answer and half a point each time they have to look at the article for help. See who can get the highest score!

**Student A**

- 1) Name the airline.
- 2) Name the airline boss.
- 3) Name the air passenger.
- 4) Name the social networks.
- 5) How much did this lady have to pay to print the boarding passes?

**Student B**

- 1) How many people a year fly on the airline?
- 2) How many 'backers' did the lady get?
- 3) What did the lady say in summing up what the airline boss said?
- 4) Who did the lady travel with home on her return journey?
- 5) Where did the lady stay?

14. **Low cost airlines:** Think of five positive things about low cost airlines. Then add five things you dislike about them. Write them below. Discuss together. What are your conclusions?

Positive things	Negative things
1	1
2	2
3	3
4	4
5	5

**The teacher** will choose some pairs to discuss their findings in front of the class.

15. **Let's write an e-mail:** Write and send a 200 word e-mail to your teacher about: **Ryanair**. Your e-mail can be read out in class.

16. **Sentence starters:** Finish these sentence starters. Correct your mistakes. Compare what other people have written.

- a) Low cost airlines \_\_\_\_\_
- b) Ryanair \_\_\_\_\_
- c) Mr O'Leary \_\_\_\_\_

## DISCUSSION

### Student A questions

- 1) Did the headline make you want to read the article?
- 2) Was Mr O'Leary right to slag off his customers?
- 3) Was Mr O'Leary right to swear at his customers?
- 4) Have you ever experienced a problem getting home from your holiday with an airline?
- 5) Was Mrs McLeod right to complain?
- 6) Why didn't Mrs McLeod go to an internet café?
- 7) Was Mrs McLeod 'stupid' by not printing out her boarding passes?
- 8) What advice would you offer Ryanair about this issue?
- 9) What advice would you offer Mrs McLeod?
- 10) Have you learnt anything in today's English lesson?

### Student B questions

- 1) What do you think about what you read?
- 2) Have you ever flown on Ryanair?
- 3) How have budget airlines evolved over the last decade?
- 4) What is the best airline deal you took?
- 5) Is Michael O'Leary right with his comments?
- 6) Would you pay €60 if you forgot to print off your boarding pass?
- 7) What does this article tell you?
- 8) Are we right to criticise Ryanair?
- 9) Will Sue McLeod fly with Ryanair again?
- 10) Did you like this discussion?

## SPEAKING

Let's discuss! Ryanair/Low cost airlines

*Allow 10-15 minutes – As a class / small groups / pairs / 1 to 1*

20 things about Ryanair/Low cost airlines
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The teacher can moderate the session.

## GAP FILL: READING:

*Put the words into the gaps in the text.*

Ryanair boss tells stupid passengers who don't print off their boarding passes where to go...

*idiots*

*boss*

Ryanair (1)\_\_\_\_\_ Michael O'Leary hit the headlines again recently when he hit back at a female (2)\_\_\_\_\_ who was forced to pay a penalty of €300 (£237) in order to fly home from her holiday because she forgot to print her boarding cards off in time. Mr O'Leary launched his extraordinary rant against Sue McLeod, 35, from Newbury, Berkshire, branding 'those passengers who (3)\_\_\_\_\_ to paying a penalty for failing to print their own boarding cards as '(4)\_\_\_\_\_' who should b\*\*\*\*\* off'. Mr O'Leary added that passengers who arrive for (5)\_\_\_\_\_ without a pass are 'stupid' and it is right they are charged €60 a time to have one printed at the (6)\_\_\_\_\_ desk because it is their '\*\*\*\*\* up'. Mr O'Leary added, 'Mother pays €300 for being an idiot and failing to (7)\_\_\_\_\_ with her agreement at the time of booking. We think Mrs McLeod should pay €60 (£47.40) for being so (8)\_\_\_\_\_.'

*comply*

*flights*

*Check-in*

*object*

*stupid*

*passenger*

Mrs McLeod, her parents, and her two children had to pay the (1)\_\_\_\_\_ in order to be able to fly home to Britain from Alicante, Spain, where they had been staying at a (2)\_\_\_\_\_ villa without internet access. Having returned home she wrote to Mr O'Leary asking for '(3)\_\_\_\_\_ and a (4)\_\_\_\_\_ of (5)\_\_\_\_\_'. Mr O'Leary replied 'politely but firmly', saying 'Thank you Mrs McLeod, but it is your \*\*\*\*\* up.' She hit back; saying she was unable to print her family's passes while they were in Spain for 15 days in August. Mr O'Leary responded saying she should have printed the passes at an (6)\_\_\_\_\_ café or asked a friend to print and (7)\_\_\_\_\_ them to her. Instead, he said, 'she then comes home and gets on Twitter. God help us all, and somehow we are going to change our (8)\_\_\_\_\_. No, we're not'. Mr O'Leary admitted she was not alone in complaining about the rule, but said 0.02% of his passengers, which equates to 15,800 of its 79 million, who do not print off passes every year should b\*\*\*\*\* off'.

*internet*

*penalty*

*compensation*

*fax*

*gesture*

*rural*

*goodwill*

*policies*

## GAP FILL: LISTENING:

*Listen and fill in the spaces.*

Ryanair boss tells stupid passengers who don't print off their boarding passes where to go...

Ryanair boss Michael O'Leary \_\_\_\_\_ again recently when he hit back at a female passenger who was forced to pay a penalty of €300 (£237) in order to fly home from her holiday because \_\_\_\_\_ her boarding cards off in time. Mr O'Leary launched his extraordinary rant against Sue McLeod, 35, from Newbury, Berkshire, branding 'those passengers who object to paying a penalty \_\_\_\_\_ their own boarding cards as 'idiots' who should b\*\*\*\*\* off'. Mr O'Leary added that passengers who arrive for flights \_\_\_\_\_ 'stupid' and it is right they are charged €60 a time to have one printed at the check-in desk because it is their '\*\*\*\* up'. Mr O'Leary added, 'Mother pays €300 for being an idiot and failing to comply with her agreement at \_\_\_\_\_. We think Mrs McLeod should pay €60 (£47.40) \_\_\_\_\_.'

Mrs McLeod, her parents, and \_\_\_\_\_ to pay the penalty in order to be able to fly home to Britain from Alicante, Spain, where they had been staying at a rural villa \_\_\_\_\_. Having returned home she wrote to Mr O'Leary asking for 'compensation and a gesture of goodwill'. Mr O'Leary replied '\_\_\_\_\_'; saying 'Thank you Mrs McLeod, but it is your \*\*\*\* up.' She hit back; saying she was unable to print her family's passes while they were in Spain for 15 days in August. Mr O'Leary responded saying she \_\_\_\_\_ the passes at an internet café or asked a friend to print and fax them to her. Instead, he said, 'she then comes home and gets on Twitter. \_\_\_\_\_, and somehow we are going to change our policies. No, we're not'. Mr O'Leary admitted she was not alone in complaining about the rule, but said 0.02% of his passengers, which equates to 15,800 of its 79 million, \_\_\_\_\_ passes every year should b\*\*\*\*\* off'.

## GRAMMAR:

Put the words into the gaps in the text.

Ryanair boss tells stupid passengers who don't print off their boarding passes where to go...

Ryanair boss Michael O'Leary hit the headlines again recently when he hit back at a female passenger who was forced to pay a penalty of €300 (£237) in order to fly home from (1)\_\_\_ holiday because (2)\_\_\_ forgot to print her boarding cards off in time. Mr O'Leary launched (3)\_\_\_ extraordinary rant against Sue McLeod, 35, from Newbury, Berkshire, branding 'those passengers (4)\_\_\_ object to paying a penalty for failing to print their own boarding cards as 'idiots' who should b\*\*\*\*\* off'. Mr O'Leary added that passengers who arrive (5)\_\_\_ flights without a pass are 'stupid' and it is right they are charged €60 a time to have one printed (6)\_\_\_ the check-in desk because it is their '\*\*\*\* up'. Mr O'Leary added, 'Mother pays €300 for being an idiot and failing to comply with her agreement at the time of booking. (7)\_\_\_ think Mrs McLeod should pay €60 (£47.40) for being (8)\_\_\_ stupid.'

Mrs McLeod, her parents, and her two children had to pay the penalty in order to be able to fly home to Britain from Alicante, Spain, (1)\_\_\_ they had been staying at a rural villa without internet access. Having returned home she wrote to Mr O'Leary asking for 'compensation and a gesture of goodwill'. Mr O'Leary replied 'politely but firmly', saying 'Thank you Mrs McLeod, but it is your \*\*\*\* up.' She hit back; saying she was unable to print her family's passes (2)\_\_\_ (3)\_\_\_ were in Spain for 15 days in August. Mr O'Leary responded saying she should have printed the passes at an internet café or asked a friend to print and fax (4)\_\_\_ to her. Instead, he said, 'she (5)\_\_\_ comes home and gets on Twitter. God help us all, and (6)\_\_\_ we are going to change our policies. No, we're not'. Mr O'Leary admitted she was not alone in complaining about the rule, but said 0.02% of his passengers, (7)\_\_\_ equates to 15,800 of its 79 million, who do not print off passes every year (8)\_\_\_ b\*\*\*\*\* off'.

**for**

**his**

**who**

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**her**

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**so**

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**they**

**should**

**somehow**

**while**

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**where**

**which**

## SPELLING TEST

The teacher will ask the class individually to spell the following words that are in the article. Afterwards, check your answers with your teacher, using the following ratings: **Pass = 12, Good = 15, Very good = 18, Excellent = 20**

1	recently	11	policies
2	penalty	12	instead
3	extraordinary	13	firmly
4	passengers	14	goodwill
5	stupid	15	gesture
6	rude	16	compensation
7	precious	17	rural
8	unfair	18	comply
9	treatment	19	no-frills
10	frequently	20	criticised

### LINKS

<http://www.dailymail.co.uk/news/article-2198541/Ryanair-boss-OLeary-furious-rant-stupid-passengers-dont-print-boarding-passes.html>

[http://www.huffingtonpost.com/2012/09/05/ryanair-ceo-michael-oleary-calls-passengers-idiots\\_n\\_1857143.html](http://www.huffingtonpost.com/2012/09/05/ryanair-ceo-michael-oleary-calls-passengers-idiots_n_1857143.html)

<http://www.bitterwallet.com/sky-marshall-oleary-brands-ryanair-passengers-as-stupid/58942>

<http://abcnews.go.com/blogs/lifestyle/2012/09/ceo-calls-fee-paying-flyer-stupid/>

### ANSWERS

GAP FILL: Ryanair boss tells stupid passengers who don't print off their boarding passes where to go... Ryanair **boss** Michael O'Leary hit the headlines again recently when he hit back at a female **passenger** who was forced to pay a penalty of €300 (£237) in order to fly home from her holiday because she forgot to print her boarding cards off in time. Mr O'Leary launched his extraordinary rant against Sue McLeod, 35, from Newbury, Berkshire, branding 'those passengers who **object** to paying a penalty for failing to print their own boarding cards as **'idiots'** who should b\*\*\*\*\* off'. Mr O'Leary added that passengers who arrive for **flights** without a pass are 'stupid' and it is right they are charged €60 a time to have one printed at the **check-in** desk because it is their '\*\*\*\*\* up'. Mr O'Leary added, 'Mother pays €300 for being an idiot and failing to **comply** with her agreement at the time of booking. We think Mrs McLeod should pay €60 (£47.40) for being so **stupid**.'

Mrs McLeod, her parents, and her two children had to pay the **penalty** in order to be able to fly home to Britain from Alicante, Spain, where they had been staying at a **rural** villa without internet access. Having returned home she wrote to Mr O'Leary asking for '**compensation** and a **gesture** of **goodwill**'. Mr O'Leary replied 'politely but firmly', saying 'Thank you Mrs McLeod, but it is your \*\*\*\* up.' She hit back; saying she was unable to print her family's passes while they were in Spain for 15 days in August. Mr O'Leary responded saying she should have printed the passes at an **internet** café or asked a friend to print and **fax** them to her. Instead, he said, 'she then comes home and gets on Twitter. God help us all, and somehow we are going to change our **policies**. No, we're not'. Mr O'Leary admitted she was not alone in complaining about the rule, but said 0.02% of his passengers, which equates to 15,800 of its 79 million, who do not print off passes every year should b\*\*\*\*\* off'. **(V4)**



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