

2 A travel agent deals with a telephone enquiry about Florida. In what order do you think the following will be mentioned? Listen and check your answers.

- ☐ a) total price of the holiday
- ☐ b) dates of the flights
- ☐ c) names of the people travelling
- ☐ d) type of accommodation
- ☐ e) method of payment
- ☒ f) destination

3 Listen again and answer these questions.

- 1 What three things are included in a fly-drive holiday?
- 2 What types of accommodation are available?
- 3 When does the guest want to travel?
- 4 What do the numbers 14 and 543 refer to?
- 5 How often are the flights to Florida?
- 6 Which airport do the flights to Florida go from?

Special offers



*US fly-drive holidays
Florida 7 nts and
14 nts from £399
Tel. World Breaks
020 7946 0004*

4 Listen again and complete the reservation form below.

World Breaks		Reservations
Type of holiday:	US fly-drive	
Resort name:	Orlando	
Type of accommodation:	1	
Number of nights:	2	
Out date:	3	
Departure airport:	LHR	
Return date:	4	
Departure airport:	ORL	
Number of adults:	5	
Name(s):	6	
Number of children:	7	
Name(s):	8	

Telephone enquires:



▲ Ocean Drive Miami Beach

4 Complete the dialogue with the phrases in the box.

just let me confirm the details could you spell your surname
there's an additional charge can I have your name can I help you

- Travel agent Sunny Planet Holidays.¹?
- Customer Hi, I'd like to confirm a holiday booking.
- Travel agent Certainly.², please?
- Customer Yes, it's David, David Crawley.
- Travel agent Sorry,³?
- Customer Yes, C-R-A-W-L-E-Y. We spoke on Monday.
- Travel agent Ah yes, the fly-drive holiday to Florida for four?
- Customer That's right. For the last fortnight in August.
- Travel agent ⁴. So, you're leaving London Gatwick the 17 August and returning from Tampa the 31st. And you're staying in a self-catering apartment?
- Customer That's right. Does it have a cot? We have a one-year-old baby ...
- Travel agent I'm afraid⁵, sir.