

# Listening

## All in a day's work

- 25 **1** Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent make money from?
- 1 Advice on visa and passport applications
  - 2 Airline tickets
  - 3 Brochures for tour operators
  - 4 Coach tours and trips
  - 5 Foreign currency and traveller's cheques
  - 6 Hotel bookings
  - 7 Package holidays
  - 8 Train tickets
  - 9 Transport information
  - 10 Travel insurance
- 2**  Listen to these customers. Which product or service do they want?



Speaker	Product / Service
1	
2	
3	
4	
5	