

# Listening

## All in a day's work

ES

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?



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Speaker Product / Service

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