



Mr Benson is phoning Diana Travel Agency to make enquiries about a trip he wants to take with his family.

Travel agent: Diana Travel.

Good morning. Can I help you?

Customer: Oh, hello. Er... yes. My wife and I are having two weeks holiday this coming summer. We'd like to go to Athens. We'd like to spend a few days in the city and see the sights. Do you think you can arrange this trip together with **sightseeing** for us?

We don't want anything too expensive.

Travel agent: Let me see... Mmm... In this case, I'd recommend a **package** trip by Cosmos 10 Airways which organises **charter** flights. It includes **airfare**, hotel and **tours**.

Customer: If we took this package, how long would we stay in the city?

Travel agent: It's a fourteen-day trip. Ten days in the city and four one-day tours to places of interest outside the city.

Customer: How much does the package cost?

Travel agent: About 300 pounds. This figure, however, doesn't take into account possible increases in airfare.

Customer: That sounds interesting. Could you tell me if the price also includes meals?

Travel agent: No, only breakfast is included in the package.

Customer: I'd like to check another possibility with you.

20

Travel agent: Certainly.

Customer: I wonder if we could travel on our own and have you make all the necessary **reservations**.

Travel agent: Yes, certainly, but you must bear in mind that the cost would be less, if you took the package trip. You see, the airline gets a special **rate** for the

hotel and the tours. Besides, this trip is very popular, because we offer an excellent value. I suggest that you make an early **booking**.

Customer: Well, I think I'd like some more information about this package. Can you send me a **brochure** and full details on dates and prices?

Travel agent: Of course, sir. I'll be happy to post it to you today. May I have your name and address, please?

Customer: Benson, Thomas Benson. 208 Surrenden Park, Brighton.

Travel agent: Please don't hesitate to phone if you need any further help.

Customer: Thank you, I won't. Goodbye.

Travel agent: Thank you for calling. Goodbye.

EXERCISE ONE: Are these statements **TRUE** or **FALSE**?

- | | | |
|--|-------------|--------------|
| 1) Mr. Benson is a married man. | TRUE | FALSE |
| 2) He wants to stay in Athens for two weeks. | TRUE | FALSE |
| 3) 300£ is the cost of the whole trip including all meals. | TRUE | FALSE |
| 4) He should book early not to miss the special rates. | TRUE | FALSE |
| 5) The travel agent offered to send Mr. Benson a brochure. | TRUE | FALSE |

EXERCISE TWO: Place these words in the correct sentence

reservation travel agent brochure airfare sightseeing



- 1) Good morning! I would like to make a for a double room.
- 2) If you want to book a package holiday, you had better ask a
- 3) No, I am afraidis not included in this price.
- 4) Would you like to do somewhile you're there?
- 5) I have looked through theirand found some very good deals.

EXERCISE THREE: Choose the correct answer

- 1) I'll when I have more time to talk.
a) call you back b) hang you up c) put you through
- 2), I will connect you shortly.
a) Hang up b) Hold on c) Ring up
- 3) Look her phone number up in the.....
a) directory b) library c) catalogue
- 4) When I call my parents in Larisa it's a.....
a) collect call b) long distance call c) direct call
- 5) She hung up the..... because the doorbell rang.
a) area code b) receiver c) dial
- 6) Mr. Smith will talk to you now, I'll.....
a) ring you up b) put you through c) call you back
- 7) A room with two separate beds is a.....
a) twin-bedded room b) double room c) double bed room
- 8) He is not available now, he's the phone.
a) at b) on c) off
- 9) After two hours we had break.
a) two minutes b) a two-minute c) two-minute
- 10) We will..... your reservation after you send the money.
a) complete b) conflict c) confirm

