1 Do you use a travel agent when you go abroad?

2 What should a travel package include?

What two types of package does it discuss? Fill in the blanks.

The brochure discusses two types of package:

the d_____ package and the e_____ package.

Mark the following statements as *True* or *False*.

1 The deluxe package includes all meals, drinks, tours, and transfers.	**True**	**False**
2 The economy package can be changed.	**True**	**False**
3 Deluxe package travelers book their own rooms.	**True**	**False**

LIVEWORKSHEETS

Vocabulary

3 Match the words with the definitions (A-F).

all-inclusive | customize | explore | entrance fee | travel package | deluxe

A money you pay to get into a park _____

B to learn more about a place _____

C being the best or highest in quality _____

D to change something so it's how you want it _____

E including everything (lodging/food/ etc.) _____

F a holiday that includes air fare, lodging, etc. _____

4 Fill in the blanks with the correct words from the word bank.

WORD BANK

half board | full board | set menu | accommodations | itinerary | air-only

1 Sarah chooses all of her meals from a(n) _____. She has many options.

2 Frederick wants to eat all his meals at the hotel. He buys a(n) _____ package.

3 The holidaymaker did not like her _____. Her bed was uncomfortable and the room had a terrible view.

4 The family checked the _____ for information about the day's activities.

5 John bought a(n) _____ package. Now he only has plane tickets for his trip.

6 The small hotel only offers breakfast and dinner. It has _____ service.

Listening

5 Listen to the conversation between a travel agent and his client. Then mark the following statements as *True* or *False*.

0:00 / 0:00

1 The client wants to see Thailand now. **True** **False**

2 The deluxe package only includes airfare. **True** **False**

3 The client wants to add excursions. **True** **False**

LIVEWORKSHEETS

Listening

6 Listen again. Fill in the blanks.

Travel Agent: Welcome to Planet Travel. How can I help you?

Client: Hi. I'd like to **1)** _____ _____ _____.

Travel Agent: Where would you like to visit?

Client: I'd like to go to Thailand. I hear it is beautiful this time of year.

Travel Agent: It is! Spring is the best time to visit. We have two **2)** _____ for Thailand: the deluxe and economy packages.

Client: What is the difference between them?

Travel Agent: The deluxe is the best package that we offer. It's **3)** _____-_____.

Client: What about the economy package?

Travel Agent: You can customize the economy to be **4)** _____.

Client: Does that mean I could get an **5)** _____-_____ package?

Travel Agent: Exactly. Is that something you're interested in?

Client: Yes. I don't mind making my own arrangements for **6)** _____.

Travel Agent: OK, are you interested in planning any 7) _____? We can help you with that as well.

Client: No, I'd rather explore on my own once I get there.

Travel Agent: Welcome to Planet Travel. How can I help you?

Client: Hi. I'd like to plan a holiday.

Travel Agent: Where would you like to visit?

Client: I'd like to go to Thailand. I hear it is beautiful this time of year.

Travel Agent: It is! Spring is the best time to visit. We have two packages for Thailand: the deluxe and economy packages.

Client: What is the difference between them?

Travel Agent: The deluxe is the best package that we offer. It's all-inclusive.

Client: What about the economy package?

Travel Agent: You can customize the economy to be inexpensive.

Client: Does that mean I could get an air-only package?

Travel Agent: Exactly. Is that something you're interested in?

Client: Yes. I don't mind making my own arrangements for accommodation.

Travel Agent: OK, are you interested in planning any excursions? We can help you with that as well.

Client: No, I'd rather explore on my own once I get there.

LIVEWORKSHEETS

Speaking

7 Complete the conversation below based on Task 6, with the phrases given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:

Where would you like to visit?
I'd like to go to ...
Does that mean I could get a ...?

Student A: You are a travel agent at Planet Travel. Answer Student B's questions about planning a holiday. Make up information about:

- types of packages
- types of flights
- types of excursions

Student B: You are a client at Planet Travel. Ask Student A questions about:

- The types of packages available
- The type of flight
- What excursions are available

Where would you like to visit? | Which are you interested in? | We also have a flight-only package. | There are many.

A: Welcome to Planet Travel. _____

B: Hi. I'd like to go to Chile. It sounds very beautiful.

A: It is! We have two packages for Chile: one all-inclusive package that includes all flights, transfers, tours, and all accommodations. _____

B: What types of flights are they in the different packages?

A: Well the all-inclusive package includes internal flights as well as the flight to Chile. The economy package only includes the return flight to Chile. _____

B: I'd prefer the economy, I don't mind making my own arrangements for accommodation. What excursions are available?

A: _____ Hiking on the glaciers, trekking in the jungles, and going on jeep rides are just some of them! Would you like us to help you with any of these?

B: No thanks. I'd rather explore on my own once I get there.

Writing

8 Imagine you are a travel agent. Use the dialogue in Task 7 to complete a summary of the traveler's travel package.

DISCOVERY TOURS PACKAGE REQUEST FORM

Destination: _____

Package Type: _____

Includes: _____ only

LIVEWORKSHEETS