

Get ready!

1 Before you read the passage, talk about these questions. Use the **HELP** button to compare your answers.

1 Communicating by email

From: A.Wallis@planettravel.com
To: rodriguez350@publicmail.com
Subject: RE: question about packages

Dear Mr. Rodriguez,

Thank you for your **inquiry** regarding travel packages to Barcelona, Spain. **With reference to** your previous email, I am pleased to inform you that I have found several travel packages that may **suit** your needs. You mentioned that you wanted the best, so I have **attached** a brochure **detailing** our **deluxe** Discover Barcelona package.

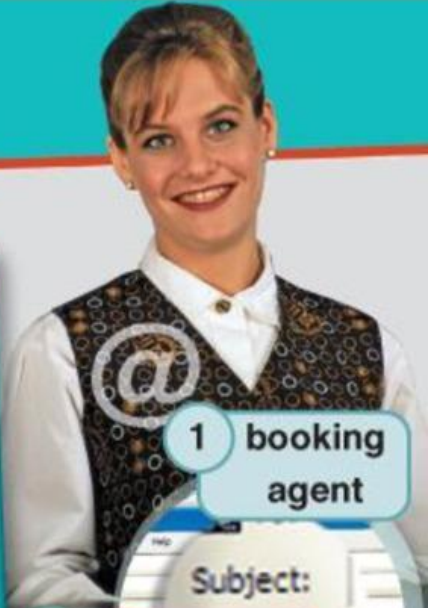
Some of the features of the package include:

- 6 days, 7 nights in beautiful Barcelona
- Round-trip airfare from New York City
- Airport **meet and greet**
- Six nights at the historic La Fonda Hotel. The hotel is located in Barcelona's famous Raval neighborhood.

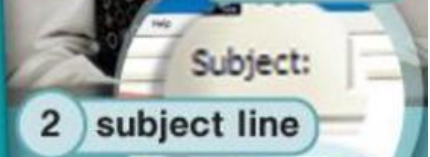
The price of this package holiday is \$1,250* per person. If you would like to book this holiday, please contact me at your earliest convenience. I will **forward** your request to a **booking agent**. Your reference number is 3456-90823. Please put this **reference number** in the **subject line** of your email. As always, please feel free to email me if you have any other questions or need any additional information. I look forward to helping you plan your trip.

Sincerely,
Alan Wallis
Travel Agent, Planet Travel, Inc. • 5332 112th Avenue, Queens, New York 11414

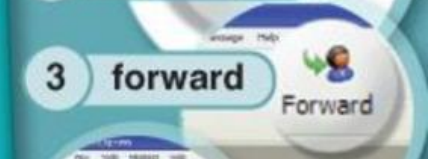
*Does NOT include **baggage charges** and other **applicable fees**.



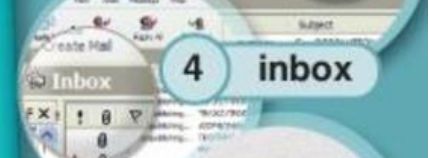
1 booking agent



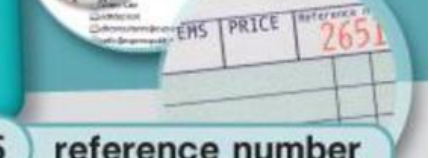
2 subject line



3 forward



4 inbox



5 reference number

1 What are some ways to communicate with other people?

2 Which do you like better: writing emails or talking on the phone? Why?

1 What are some ways to communicate with other people?

There are many ways to communicate with other people. Nowadays many people use electronic forms of communication such as e-mails and text messages. Phone calls are popular too, as is face-to-face communication. But some older ways to communicate, such as sending letters, are no longer very popular.

2 Which do you like better: writing emails or talking on the phone? Why?

I prefer speaking to people on the phone to writing e-mails. E-mails are great when you want to say just a few things quickly, and to more than one person, especially for business use. But when you talk on a phone you hear the other person's voice, and you can communicate much better because you can hear not just the words they say, but how they say them. Also conversations flow better on the phone so you may find your communication going in surprising and productive directions.

2 Listen and read this email from a booking agent to a client.

What are not included in the price of the package? Fill in the blanks.

Baggage and other applicable are not included in the price of the package.

Choose the correct answers.

1 What is the email mostly about?

- ☐ A different types of travel packages ☐ B how to book a package holiday ☐ C details about hotels in Barcelona ☐ D information about a package holiday

2 What is true about Mr. Rodriguez?

- ☐ A He has been to Barcelona in the past. ☐ B He emailed the booking agent before. ☐ C He wants an inexpensive vacation. ☐ D He plans to travel by himself.

3 What can be inferred about the Deluxe Discover Barcelona package?

- ☐ A It lasts for two weeks. ☐ B It doesn't include accommodations. ☐ C It could cost more than \$1,250 per person. ☐ D It doesn't include ground transportation.

Vocabulary

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

forward subject line baggage charges attach with reference to deluxe

A being the best quality

B a part of an email that says what it is about

C relating to something else

D to include in an email as a separate file

E money that you pay to put luggage on a plane

F to send an email that you received to someone else

Vocabulary

4 Read the sentences and choose the correct words or phrases.

1 Jenna checked her **meet and greet** **inbox** for new emails.

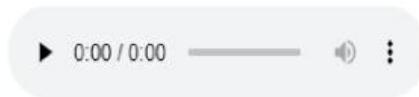
2 Mr. Patton's **inquiry** **booking agent** was about room availability the first week of March.

3 The price of the package did not include **applicable fees** **reference numbers**.

4 Ms. Nelson chose the earliest flight because it **detailed** **suited** her busy schedule.

Listening

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



- 1 The travel agent tried to forward Mr. Rodriguez's inquiry to the woman.
- 2 The woman didn't receive the email because the man sent it to the wrong email address.
- 3 The booking agent asks the man to attach the brochure to the email.

True	False
True	False
True	False

Listening

6  Listen again. Fill in the blanks.

Travel Agent: Good morning, Claire. Do you have a moment?

Booking Agent: Sure, Alan. What can I help you with?

Travel Agent: Have you had a chance to 1) this morning?

Booking Agent: Yes, I have. Why do you ask?

Travel Agent: I 2) you an email. Did you receive it?

Booking Agent: No, I'm afraid I didn't. What was it about?

Travel Agent: It was the 3) for one of my clients.

Booking Agent: What's the client's name?

Travel Agent: John Rodriguez.

Booking Agent: I'm sorry, Alan. I don't know anything about Mr. Rodriguez.

Travel Agent: I must have sent it to the 4) email address.

Booking Agent: No harm done. Why don't you 5) it? I can take care of the booking today.

Travel Agent: Great! Thanks a lot, Claire.

Booking Agent: And please make sure the reference number is in the 6) . It makes it a lot easier to organize the client's information that way.

Travel Agent: No problem.

Booking Agent: I'll be expecting that email in my 7) . Talk to you later.

Speaking

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

Thanks a lot, Bill.

No problem.

It was the booking information for one of my clients, Mr. Handley.

Did you get the e-mail I sent you?

USE LANGUAGE SUCH AS:

Have you had a chance to check your email?

Did you receive the email?

What was it about?

Student A: You are a travel agent at Planet Travel, Inc. Talk to Student B about:

- An email you sent
- What the email was about
- What you should do next

Student B: You are a booking agent at Planet Travel, Inc. Talk to Student A about:

- What the email is about
- Special instructions for sending the email

A:

B: No, I'm afraid I didn't. What was it about?

A:

B: I'm sorry. I don't know anything about a Mr. Handley. Why don't you forward it to me again and I'll take care of the booking today.

A: Great!

B: Just make sure to include the reference number in the subject line. It makes it a lot easier to organize the information that way.

A:

B: I'll be expecting that e-mail in my inbox. Talk to you later.

Writing

8 You are a travel agent. Use the words below to complete the email to a booking agent forwarding a previous email that was not received.

deal

attached

reference

conversation

booking

mistake

Dear Bill,

With to our earlier about Mr. Handley, please find the email regarding his . Sorry about my , I'm still not really sure what happened. Grateful if you could with it today if at all possible.

Sincerely,

John

Travel Agent: Good morning, Claire. Do you have a moment?

Booking Agent: Sure, Alan. What can I help you with?

Travel Agent: Have you had a chance to check your email this morning?

Booking Agent: Yes, I have. Why do you ask?

Travel Agent: I forwarded you an email. Did you receive it?

Booking Agent: No, I'm afraid I didn't. What was it about?

Travel Agent: It was the booking information for one of my clients.

Booking Agent: What's the client's name?

Travel Agent: John Rodriguez.

Booking Agent: I'm sorry, Alan. I don't know anything about Mr. Rodriguez.

Travel Agent: I must have sent it to the wrong email address.

Booking Agent: No harm done. Why don't you resend it? I can take care of the booking today.

Travel Agent: Great! Thanks a lot, Claire.

Booking Agent: And please make sure the reference number is in the subject line. It makes it a lot easier to organize the client's information that way.

Travel Agent: No problem.

Booking Agent: I'll be expecting that email in my inbox. Talk to you later.