

Get ready!

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

3 Taking reservations

1 card holder

2 senior

3 checklist

4 window seat

5 minor

6 aisle seat

7 exit row

Phone Reservation Checklist

Ticket Agent Employee Manual - Page 14

Horizon Airways

Taking reservations over the phone is an important part of your job. Always refer to the following checklist when booking a flight over the phone: First, ask the customer for the following information in order to find available flights:

Locations and Dates

- ☐ round-trip ☐ one-way ☐ multi-destination
- ☐ Where does the trip originate?
- ☐ What is the destination city?
- ☐ When is the depart date?
- ☐ When is the return date?

Traveler Info

- ☐ Number of Adults traveling
- ☐ Number of **Minors** traveling
- ☐ Number of **Seniors** traveling
- ☐ Names of each passenger

Flight Preferences

- ☐ **Non-stop** ☐ 1+ stops
- ☐ **Window** ☐ **Aisle** ☐ **Exit Row**

Seat Preference

Enter the information from above into the system. Then describe the available flights to the customer. Make sure to tell the customer about the prices and travel times for each flight. After the client has made a decision, collect the following payment information:

- ☐ Credit card type
- ☐ Credit card number, expiration date and card verification number
- ☐ Card holder's full name and billing address

Once you have entered payment information, the reservation is complete. Tell the customer that a flight itinerary will be sent to his or her mailing address. Thank the customer and hang up.

1 How do people make plane reservations?

2 Do you prefer to sit by the aisle or by the window on an airplane? Why?

1 How do people make plane reservations?

People make plane reservations by calling a travel agent or an airline and saying where and when they wish to fly. They are given the options by the ticket agent and decide which flight to take. Finally they provide their agent with their personal details including the number of any card they use to pay for the flight.

2 Do you prefer to sit by the aisle or by the window on an airplane? Why?

I prefer to sit in an aisle seat rather than a window seat on an airplane. This makes it easier to move around the plane if you want to stretch on a long flight or go to the toilet when you need to.

Reading

2  Listen and read this excerpt from an airline employee manual. Choose the correct answer.

1 What is the document mostly about?

- ☐ A a list of requirements to buy a plane ticket ☐ B a guide to making a credit card payments ☐ C the steps for reserving a plane ticket ☐ D the ways to change a plane reservation

2 Which of the following information is NOT needed in order to find available flights for a passenger?

- ☐ A seat preference ☐ B card holder's address ☐ C depart date ☐ D destination city

3 According to the document, what information will an employee most likely ask for after the customer chooses a flight?

- ☐ A the address that the credit card bill goes to ☐ B the names of all of the passengers ☐ C the number of the departing flight ☐ D the total number of minor passengers

How many types of seats are available? Fill in the blanks.

There are types of seats available: seats, aisle , and seats in the rows.

Vocabulary

3 Choose the correct heading.

Seat Preferences

Payment Information

Passenger Types

aisle

billing address

minor

card verification number

exit row

window

senior

card holder

Vocabulary

4 Choose the sentence that uses the underlined part correctly.

- 1 ☐ A) Isabel has a checklist of things to do at work today.
☐ B) The customer calls a travel agent and takes the reservation for the agent.
- 2 ☐ A) The flight from Paris to San Diego is not direct. There is a stopover in New York City.
☐ B) A flight that originates in Miami starts somewhere else and ends in Miami.
- 3 ☐ A) The airport employee refers to a customer for information about available flights.
☐ B) Elisa wanted a quick flight, so she requested the non-stop service from Mexico City to Ontario.

Listening

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

1 The passenger buys a one-way ticket.

True

False

2 The man gives his payment information to complete his reservation.

True

False

3 The man's credit card bill goes to Brisbane.

True

False

Listening

6  Listen again. Fill in the blanks.

Ticket Clerk: Okay, sir. 1) the details of your reservation.

You want one adult, round-trip ticket from San Francisco to Brisbane. You depart on March 3rd. And the returning flight is on March 12th. Is that correct?

Customer: Yes, ma'am.

Ticket Clerk: The total for this flight is \$800. Would you like to 2) the reservation at this time?

Customer: Yes. I'll 3) with a Mastercharge credit card.

Ticket Clerk: What's the credit card number and expiration date?

Customer: The credit card number is 1-0-1-3-4-5-2-1-0-0-1-2-8-3-1-2. And the 4)
 is September 2013.

Ticket Clerk: Okay. I'll also need the 5) - card verification number. You'll find it on the back of your card. It's usually on the right-hand side of the signature line.

Customer: I see it. It's 0-9-3.

Ticket Clerk: Now, please tell me the cardholder's name as it 6) the card.

Customer: It's Jack Reed.

Ticket Clerk: Okay, Mr. Reed. The last thing I'll need is the billing address.

Customer: The billing address is 79 Main Street. That's in San Francisco, California. And the zip code is 90122.

Ticket Clerk: Thank you, Mr. Reed. Your reservation is now complete. Your 7)
is 4-0-5-8-2-1-0.

Customer: Will I get a flight itinerary, or anything like that?

Ticket Clerk: Yes, sir. It will be sent to your mailing address.

Customer: Great, I'll look for it in the mail. Thanks!

Ticket Clerk: Thank you for choosing Hermes Airways. Have a nice day!

Ticket Clerk: Okay, sir. Let me review the details of your reservation. You want one adult, round-trip ticket from San Francisco to Brisbane. You depart on March 3rd. And the returning flight is on March 12th. Is that correct?

Customer: Yes, ma'am.

Ticket Clerk: The total for this flight is \$800. Would you like to complete the reservation at this time?

Customer: Yes. I'll be paying with a Mastercharge credit card.

Ticket Clerk: What's the credit card number and expiration date?

Customer: The credit card number is 1-0-1-3-4-5-2-1-0- 0-1-2-8-3-1-2. And the expiration date is September 2013.

Ticket Clerk: Okay. I'll also need the three-digit card verification number. You'll find it on the back of your card. It's usually on the right-hand side of the signature line.

Customer: I see it. It's 0-9-3.

Ticket Clerk: Now, please tell me the cardholder's name as it appears on the card.

Customer: It's Jack Reed.

Ticket Clerk: Okay, Mr. Reed. The last thing I'll need is the billing address.

Customer: The billing address is 79 Main Street. That's in San Francisco, California. And the zip code is 90122.

Ticket Clerk: Thank you, Mr. Reed. Your reservation is now complete. Your confirmation number is 4-0-5-8-2-1-0.

Customer: Will I get a flight itinerary or anything like that?

Ticket Clerk: Yes, sir. It will be sent to your mailing address.

Customer: Great, I'll look for it in the mail. Thanks!

Ticket Clerk: Thank you for choosing Hermes Airways. Have a nice day!

Writing

8 You are a ticket agent at an airline. Use the words below to complete the instructions for taking a plane reservation over the phone.

Origin Return reservation stops number Non-stop Passenger destination flight mailing holder's
customer itinerary Depart expiration billing address Credit aisle Window passenger

When you are checking for an available for a
 make sure you take the following information:

The location and dates including:

and

date

date

Traveler info:

The number and type of traveling

(Minor/Adult/Senior)

Names

Flight Preferences

or with one or more

Seat Preference

, or exit row.

To complete a you will need:

Payment details

card type, number date
and card verification .

Card full name and .

Once you have entered all this information the reservation is complete.

Tell the customer that a flight will be sent to their

address. Then thank the customer and hang up.