

UNIT 5: E-SERVICES TECHNOLOGY

Instruction: Read the notes below.

HOW TO PURCHASE A FLIGHT TICKET

Writing

A. Roslan's father wants to take his family for a holiday to Langkawi Island. Roslan and his father are browsing through the Internet to purchase tickets from Kuala Lumpur. Now, let us help both of them to find their flight tickets.

THEME 2: Health and Environment

STEP 1
On the Internet, type "Flight to Langkawi from Kuala Lumpur" and press "Enter".

STEP 2
Next, click on one of the choices provided by the search engine. You will be taken to the airline website.

STEP 3
Then, choose your date of departure and date of return.

STEP 4
After that, you can choose the time of your flight. If you are satisfied with the price, press "Continue".

STEP 5
Next, you are required to fill in the guest's details and press "Continue" again.

STEP 6
Finally, you are required to pay for the tickets. You can use online banking to pay for the tickets.

THEME 2: Health and Environment

The diagram illustrates the process of purchasing a flight ticket online. It starts with a search engine result for 'Cheap Flight Deals | Fast & Easy Airline Tickets | Expedia.com'. Step 1 shows a search for 'Flight to Langkawi from Kuala Lumpur'. Step 2 shows selecting a flight option from the search results. Step 3 shows choosing the date of departure and return. Step 4 shows selecting the flight time. Step 5 shows filling in the guest's details. Step 6 shows the payment page with various payment options like Visa, MasterCard, and online banking.

Rearrange the steps to purchase a flight ticket.

1

Next, you are required to fill in the guest's details and press "Continue" again.

2

Finally, you are required to pay for the tickets. You can use online banking to pay for the tickets.

3

On the Internet, type "Flight to Langkawi from Kuala Lumpur" and press "Enter".

4

After that, you can choose the time of your flight. If you are satisfied with the price, press "Continue".

5

Then, choose your date of departure and date of return.

6

Next, click on one of the choices provided by the search engine. You will be taken to the airline website.