

EXERCISE "AT THE TRAVEL AGENCY"

LISTEN TO THE AUDIO & COMPLETE THE DIALOGUES

### **DIALOGUE: SPEAKING TO A TRAVEL AGENT : BOOKING A TICKET**

**CLIENT:** Hello. I need to ..... my trip to Paris for next week.

**TRAVEL AGENT :** When ..... you like to travel?

**CLIENT:** I have to ..... Paris by the 24th.

**TRAVEL AGENT :** Is this a ..... trip? Will you need a ..... ticket, too?

**CLIENT:** Yes, check that for the 31st in the .....

**TRAVEL AGENT :** Yes. There's a ..... flight to Paris from Kennedy Airport on the 24th at 6 a.m. On the 31<sup>st</sup>, you may ..... Flight 309, which is also nonstop at 4:30 p.m.

**CLIENT:** Okay, fine. I think that can ..... for me.

**TRAVEL AGENT :** Would you ..... to ..... the tickets then?

**CLIENT:** What's the ..... ?

**TRAVEL AGENT :** It'll be two \$2700.

**CLIENT:** Do you ..... cards?

**TRAVEL AGENT :** Yes, we do.

### **DIALOGUE 2 : BOOKING A HOTEL**

**CLIENT:** I'd like to book a hotel in Paris please.

**TRAVEL AGENT :** Sure. We can ..... you find a ..... place.

**CLIENT:** Well, I need a ..... hotel that's near the marketplaces.

**TRAVEL AGENT :** ..... just give me a sec. Okay, here's one. It's the Belladonna on Locke Avenue.

**CLIENT:** What are the ..... for one person?

**TRAVEL AGENT :** It ..... \$150 per night. The room is big and has one ..... size bed.

**CLIENT:** OK. Book that for ..... nights then from the 24th through the 26th of this month.

**TRAVEL AGENT :** Certainly Sir, is there anything else I can ..... you ..... ?

**CLIENT:** That's all for now. Thank you.

### **DIALOGUE 3: BOOKING, ENQUIRING FOR A LOWER FARE**

**TRAVEL AGENT:** How may I help you?

**CLIENT:** I need to **BOOK** three tickets in ..... class for Tokyo on the 28th of May.

**TRAVEL AGENT:** Okay yes. here is a ..... on ANA from San Francisco to Tokyo. Would you like the ..... tickets, too?

**CLIENT:** No, just one way. How ..... is the fare?

**TRAVEL AGENT:** It **WILL** be \$5570 ..... the three tickets.

**CLIENT:** Are there any other ..... flights?

**TRAVEL AGENT:** This is the ..... for that day. However, if you book for the 1st of June, you'll have to pay only \$4800 for the three tickets on JAL.

**CLIENT:** I see. Let me talk to my husband and I'll call you back.

### **DIALOGUE 4: CANCELLING A BOOKING**

**CLIENT:** Hello, I need to ..... my flight to Tokyo.

**TRAVEL AGENT:** Okay. Do you know the date and the ..... Number?

**CLIENT:** I booked it yesterday, it'll be ..... Emma Brown number Z21455.

**TRAVEL AGENT:** All right, here it is. It's flight 1200 to Tokyo ..... June 2nd, right? Seat numbers, 88A and 88b.

**CLIENT:** Yeah, yeah that's the one.

**TRAVEL AGENT:** Would you like to ..... both of them?

**CLIENT:** Yes.

**TRAVEL AGENT:** You will get back only 85% of the .....

**CLIENT:** I .....

**TRAVEL AGENT:** All right. Would you like to ..... another flight?

**CLIENT:** No, but I will be ..... to you soon.

**TRAVEL AGENT:** Thank you, Mrs. Watson, let me cancel your ticket.

**Check:**

<b>JAL:</b>	<b>JAPAN AIRLINES</b>
<b>ANA:</b>	<b>ALL NIPPON AIRWAYS</b>



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