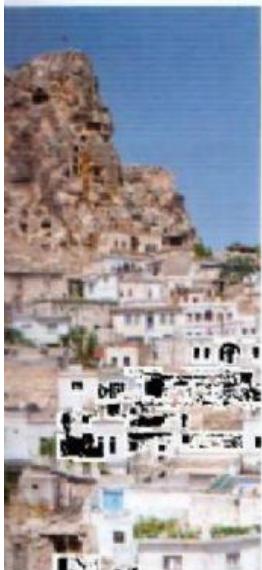


5 Complete the second part of the conversation with the missing information.

So, I'll need a 50% deposit now and the balance at least 14 days before the holiday date. So your holiday is a two week, all-inclusive package to the Marmais Resort. Return flights; transfers to and from Dalaman Airport; a self-catering apartment, which will be cleaned once a week and use of a communal swimming pool. Now your passport numbers and expiry dates. No problem. You can email them to me. I also need both your dates of birth. Can I have the full names of all the people travelling, please?



Travel Agent: (1)

Customer: My name is Karen Miller and my boyfriend's name is Andrew Jones.

Travel Agent: (2)

Customer: My date of birth is 8 June 1989 and Andrew's is 5 March 1985.

Travel Agent: (3)

Customer: Oh! I'm afraid I haven't got them with me.

Travel Agent: (4)

Customer: Ok. Thanks.

Travel Agent: (5)

Customer: What's included in that?

Travel Agent: (6)

Customer: Perfect!

Travel Agent: (7)

Customer: OK. Here's my credit card.