

**2** A travel agent deals with a telephone enquiry about Florida. In what order do you think the following will be mentioned? Listen and check your answers.

- a) total price of the holiday
- b) dates of the flights
- c) names of the people travelling
- d) type of accommodation
- e) method of payment
- f) destination

**3** Listen again and answer these questions.

- 1 What three things are included in a fly-drive holiday?
- 2 What types of accommodation are available?
- 3 When does the guest want to travel?
- 4 What do the numbers 14 and 543 refer to?
- 5 How often are the flights to Florida?
- 6 Which airport do the flights to Florida go from?

### Special offers

*US fly-drive holidays  
Florida 7 nts and  
14 nts from £399  
Tel. World Breaks  
020 7946 0004*

**4** Listen again and complete the reservation form below.



### World Breaks

### Reservations

Type of holiday:	US fly-drive
Resort name:	Orlando
Type of accommodation:	1
Number of nights:	2
Out date:	3
Departure airport:	LHR
Return date:	4
Departure airport:	ORL
Number of adults:	5
Name(s):	6
Number of children:	7
Name(s):	8

Telephone enquires:



▲ Ocean Drive Miami Beach

4 Complete the dialogue with the phrases in the box.

just let me confirm the details could you spell your surname  
there's an additional charge can I have your name can I help you

Travel agent Sunny Planet Holidays. ....<sup>1</sup>?

Customer Hi, I'd like to confirm a holiday booking.

Travel agent Certainly. ....<sup>2</sup>, please?

Customer Yes, it's David, David Crawley.

Travel agent Sorry, ....<sup>3</sup>?

Customer Yes, C-R-A-W-L-E-Y. We spoke on Monday.

Travel agent Ah yes, the fly-drive holiday to Florida for four?

Customer That's right. For the last fortnight in August.

Travel agent ....<sup>4</sup>. So, you're leaving London Gatwick the 17 August and returning from Tampa the 31st. And you're staying in a self-catering apartment?

Customer That's right. Does it have a cot? We have a one-year-old baby ...

Travel agent I'm afraid ....<sup>5</sup>, sir.