

## Travel agency

**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.

 <b>World Breaks</b>	<b>Reservations</b>
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.