

## 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 features six numbered steps, each with a corresponding screenshot of a website or interface. Step 1 shows a search engine results page for 'Flight to Langkawi from Kuala Lumpur'. Step 2 shows a selection of flight options from an airline website. Step 3 shows a calendar interface for selecting departure and return dates. Step 4 shows a flight selection screen with a price table. Step 5 shows a form for entering passenger details. Step 6 shows a payment screen with various payment methods. The background is a map of Malaysia with a flight path from Kuala Lumpur to Langkawi. The diagram is framed by a pink border with the text 'THEME 2 Health and Environment' on the left and right sides.

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.