



BOOKING A HOLIDAY AT THE TRAVEL AGENCY



INSTRUCTIONS: Role play this dialogue between a travel agent and a client with your partner. Don't forget to say the missing words (your partner can help you).

There is one page for **Student A** (page 1) and another one for **Student B** (page 2). Student A starts the conversation.

After that, fill in the blanks on the third page.

STUDENT A: the travel agent.

-Good morning. Take a seat, please. How can _____ you?

-Good morning. I browsed through your catalogue and I'd like to book a holiday.

-Where would _____ go?

-I'd like to go to Sicily.

-Alright. _____ like the holiday for?

-Sometimes during the last two weeks in August.

-How long are _____ stay?

-I would like to stay for a week.

-What type of _____ would you prefer?

-I prefer hotel accommodation in a double room. I'm going with my husband.

-Alright. So a double _____ breakfast.

-If you have anything all inclusive, I'd go for that.

-Certainly. You mean _____ board pension.

-That's right.

-Ok! We have a four-star hotel, right on the beach, that _____ inclusive holidays. It is situated in Giardini Naxos, just 10 kilometers _____ Taormina.

-Could you tell me something about the hotel facilities?

-There _____ -pool with a sun terrace and free sun loungers in the garden. There is also a pool bar which is _____ day long and also serves snacks. The hotel has a twenty-four hour reception.

-How much is it per nights?

-It c _____ one hundred and twelve euros per night.

-Per person or per room?

-_____ room.

-That's not bad. I'd like to book it now.

-How would you like _____? In cash or _____ card?

-In cash. Can you arrange the flight to Sicily too or shall we book it for ourselves?

-Yes of course. Do you want _____ arrange that for you too?

-Yes, please.



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STUDENT B: the client

-Good morning. Take a seat, please. How can I help you?

-Good morning. I browsed through your _____ and I'd like _____ a holiday.

-Where would you like to go?

-I'd like to _____ Sicily.

-Alright. When would you like the holiday for?

-Sometimes during the last two _____ in August.

-How long are you going to stay?

-I would like _____ a week.

-What type of accommodation would you prefer?

-I prefer hotel accommodation in a double room. I'm _____ my husband.

-Alright. So a double room with breakfast.

-If you have _____ inclusive, I'd go for that.

-Certainly. You mean full board pension.

-That's _____.

-Ok! We have a four-star hotel, right on the beach, that offers all inclusive holidays. It is situated in Giardini Naxos, just 10 kilometers away from Taormina.

-Could you _____ me something about the hotel _____?

-There is a swimming-pool with a sun terrace and free sun loungers in the garden. There is also a pool bar which is open all day long and also serves snacks. The hotel has a twenty-four hour reception.

-_____ per nights?

-It costs one hundred and twelve euros per night.

-Per _____ or per room?

-Per room.

-That's not bad. I'd like _____ now.

-How would you like to pay? In cash or by credit card?

-In cash. Can you arrange the _____ to Sicily too or shall we book it for ourselves?

-Yes of course. Do you want me to arrange that for you too?

-Yes please.



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Fill in the blanks:

-Good morning. Take a seat, please. How can _____ you?

-Good morning. I browsed through your _____ and I'd like to _____ a holiday.

-Where would _____ go?

-I'd like to _____ Sicily.

-Alright. _____ like the holiday for?

-Sometimes during the last two _____ in August.

-How long are _____ stay?

-I would like _____ a week.

-What type of _____ would you prefer?

-I prefer hotel accommodation in a double room. I'm _____ my husband.

-Alright. So a double _____ breakfast.

-If you have _____ inclusive, I'd go for that.

-Certainly. You mean _____ board pension.

-That's _____.

-Ok! We have a four-star hotel, right on the beach, that _____ inclusive holidays. It is situated in Giardini Naxos, just 10 kilometers _____ Taormina.

-Could you _____ me something about the hotel _____?

-There _____ -pool with a sun terrace and free sun loungers in the garden. There is also a pool bar which is _____ day long and also serves snacks. The hotel has a twenty-four hour reception.

-_____ per nights?

-It costs one hundred and twelve euros per night.

-Per _____ or per room?

-Per room.

-That's not bad. I'd like _____ now.

-How would you like _____? In cash or _____ card?

-In cash. Can you arrange the _____ to Sicily too or shall we book it for ourselves?

-Yes of course. Do you want me to arrange that for you too?

-Yes please.



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