



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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