Instruction: Listen to the conversation and fill in each blank with **EXACTLY ONE WORD**.

PART 1:

- **RECEPTIONIST:** Good afternoon, Dreamtime Travel. How can I help you?
- **CUSTOMER:** Oh hello. I'm interested in the holidays you offer along the **(1)** _____ near here.
- **RECEPTIONIST:** Yes. We operate several tours up the coast. Where in particular did you want to go?
- **CUSTOMER:** Well, I like the sound of the holiday that mentioned **(2)** _____. Was it 'Whale Watching'?
- **RECEPTIONIST:** Oh, that's our Whale Watch Experience. It's very popular and it's based in a lovely little town with nice **(3)** _____.
- **CUSTOMER:** Oh right, and how long does it last?
- **RECEPTIONIST:** It's two days - that includes four hours' **(4)** _____ time each way from here.
- **CUSTOMER:** Good, I don't want to be away any longer than that. So is that by coach?
- **RECEPTIONIST:** Actually it's by **(5)** _____. We like to keep those tours small and personal so we don't take a whole coachload of people. In fact, we only take up to **(6)** _____ people on this tour, although we do run it with just twelve or thirteen.
- **CUSTOMER:** Oh, right. So do you run these tours often?
- **RECEPTIONIST:** Well it depends on the time of year. Of course in **(7)** _____ times like the summer holidays we do them every weekend, but at the moment it's usually once a **(8)** _____ at most.
- **CUSTOMER:** And when is the next one going?
- **RECEPTIONIST:** Mmm, let me see. Um, there's one in three weeks' time which is April the **(9)** _____, and then we don't have another one until June the 2nd.
- **CUSTOMER:** All right, and is April a good time to go?
- **RECEPTIONIST:** Pretty good. Though the really good time is **(10)** _____ in the year. I have to say though that the whale sighting is only one of the many things offered.
- **CUSTOMER:** Really?
- **RECEPTIONIST:** Yes. The hotel itself where you stay has great **(11)** _____. It's called The Pallisades.
- **CUSTOMER:** The Paris what?
- **RECEPTIONIST:** No, it's actually The Pallisades, P-A-L-L-I-S-A-D-E-S. It's right on the **(12)** _____ beach there.
- **CUSTOMER:** Oh, I see.
- **RECEPTIONIST:** All of the rooms have nice **(13)** _____ and the food is really good there too.
- **CUSTOMER:** Oh right.

LIVEWORKSHEETS

Instruction: Listen to the conversation and fill in each blank with **EXACTLY ONE WORD/NUMBER**

PART 2:

- **CUSTOMER:** And what about the other things? You know, that are included in the price.
- **RECEPTIONIST:** Oh, there are lots of things. If you don't want to do the whale watch cruise, your guide will take anyone who is interested either on a **(1)** _____ through the national park near the hotel, and there's no extra **(2)** _____ for that, or on a **(3)** _____ trip. That's an extra $12 I think. And there's also a **(4)** _____ park in town - that costs more or less the same.
- **CUSTOMER:** No, I think I'd prefer whales to snakes.
- **RECEPTIONIST:** Yeah. And if you just want to relax you are free to sit by the hotel **(5)** _____ or go down the beach. Oh, and they also have tennis courts at the hotel, but you have to pay for those by the **(6)** _____. But there are table tennis tables downstairs and they're part of the accommodation **(7)** _____. Just speak to your guide.
- **CUSTOMER:** Well that sounds good. So how much is the basic tour price?
- **RECEPTIONIST:** At this time of year it's usually around $300 but let me check. Er...oh, it's actually $**(8)** _____.
- **CUSTOMER:** And the next tour, are there any places on that one?
- **RECEPTIONIST:** How many people is it for?
- **CUSTOMER:** These are two of us.
- **RECEPTIONIST:** Yes, that should be fine. Can I just mention that we require all bookings to be made at least **(9)** _____ days before you travel to avoid cancellations of tours. And if you cancel within **(10)** _____ days of departure you will have to pay 50% of your total booking.
- **CUSTOMER:** OK.
- **RECEPTIONIST:** And you also need to pay a 20% **(11)** _____ at the time of booking.
- **CUSTOMER:** Can I pay that by credit card?
- **RECEPTIONIST:** Yes, you can.
- **CUSTOMER:** All right, what I'll do is I'll talk to my **(12)** _____ and get back to you.
- **RECEPTIONIST:** Fine. So I'll make a provisional booking, shall I? - two for the Whale Watch Experience. Let me issue you with a customer **(13)** _____ number for when you call back. Do you have a pen?
- **CUSTOMER:** Yes.
- **RECEPTIONIST:** OK, it's three nine seven, four five, T. That's T for tango. When you call back, ask to speak to the Tour Manager, that's me, **(14)** _____.
- **CUSTOMER:** Fine, I will.

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