

7

Taking a booking

A



You'll hear a travel agent dealing with a client. Listen and note down the client's requirements on the form.

- The travel agent forgot to ask one thing. What was it?

RETURN FLIGHT FROM	TO
DATE AND TIME OF OUTWARD FLIGHT	
DATE AND TIME OF RETURN FLIGHT	
NUMBER OF PASSENGERS	
TYPE OR CLASS OF FARE	
PREFERRED AIRLINE	
METHOD OF PAYMENT	
NAME	
ADDRESS	
TELEPHONE NUMBER	

B



Complete this dialogue with appropriate questions. Then listen and compare your questions with the model version.



- TRAVEL AGENT:** *Good morning, sir. How may I help you?*
- CLIENT:** Good morning. Can I make an airline reservation, please?
- TRAVEL AGENT:** ?
- CLIENT:** From Athens to Istanbul.
- TRAVEL AGENT:** ?
- CLIENT:** I'd like to leave Athens on the 2nd of next month, returning on the 13th.
- TRAVEL AGENT:** ?
- CLIENT:** I'd like to arrive in Istanbul by lunchtime, and be back in Athens by dinnertime.
- TRAVEL AGENT:** ?
- CLIENT:** There'll be three of us — two adults and one child.
- TRAVEL AGENT:** ?
- CLIENT:** She's eight years old.
- TRAVEL AGENT:** ?
- CLIENT:** Economy class — the cheapest fares you can get, if possible!
- TRAVEL AGENT:** ?
- CLIENT:** No, I don't mind which airline it is.
- TRAVEL AGENT:** All right, I'll just check the computer to find out about availability ...