



A1  Here are some questions that might be asked at a travel agent's. Match the replies a-h to the client's questions 1-8.

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| 1 Do I have to change planes anywhere? | a Is that economy class or business class? |
| 2 Can I get an APEX ticket? | b No, it's a direct flight. |
| 3 Is it best to fly from Paris to Lyon? | c No, it's a non-stop flight. |
| 4 I'm booked on a flight to New York tomorrow, but I can't travel then. What should I do? | d No, you have to change trains in Bologna. Is that OK? |
| 5 What time do I have to be at the airport? | e Not really, it's better to take a train. |
| 6 Does the flight stop anywhere en route? | f Would you like me to cancel your reservation? |
| 7 Does the train go all the way to Venice? | g Yes, but only if you stay over Saturday night. Is that all right? |
| 8 How much is a round trip ticket to Tokyo? | h Your check-in time is 05.30 and your departure time is 06.30. Do you want me to book you a taxi? |



2  You'll hear eight short dialogues. Listen and decide which of the people (including the clients) did not speak politely.

B1 Grammar questions


On the right are the responses to some questions. What were the questions? Fill the blanks.

Question	Response
1 <i>What time does your flight leave?</i>	It leaves at 7.45.
2 check in?	I have to be there 90 minutes before.
3 people in your party?	There are four of us including myself.
4 your full name?	John Albert Smith.
5 room ?	I'd like a double room with balcony.
6 ?	I'll be leaving on Monday morning.
7 ?	I'm going to pay by Visa.
8 ?	I'd like a call at 7am please.

2 Pronunciation

  Listen to the model questions. Then practise the questions and answers, taking it in turns to play the roles of the CLIENT and the TRAVEL AGENT. Make sure you sound as polite as possible.

3 Role play

 Unjumble the sentences in the speech balloon to make questions. Then imagine that one of you is a VISITOR from another country and the other is asking about the visitor's country. Find out more about the country, using the unjumbled questions. Change roles.

How been have you long country this in?
 How spend time here going to are you much?
 What do come country you from part of the?
 What food kind of popular in most is country your?
 What time have usually people do dinner?
 When close stores the on do a weekday?
 Where country your in tourists most do go?
 Which region most beautiful the is?
 Who country's president/prime minister your is?
 Why visiting your country enjoy do tourists?
 What country you come did to this for?