



## CONVERSATION

*A = Agent; B = Caller*

**A:** Great Dream Airways. How may I help you?

**B:** Good afternoon. My name is Robert Jones.  
I'd like to book a seat on a plane to New York.

**A:** Okay. What date and what time, please?

**B:** I would like to travel on 10<sup>th</sup> August, in the morning.

**A:** Yes, sir. Do you want to travel economy or business class?

**B:** I'd like business class and an aisle seat, please.

**A:** I'll check the timetable for you. Will you hold, please? .....

There is a flight leaving Heathrow at 8:45 AM which arrives in New York at 12:30 PM local time. It flies non-stop.

**B:** That suits me. What time should I arrive at the airport?

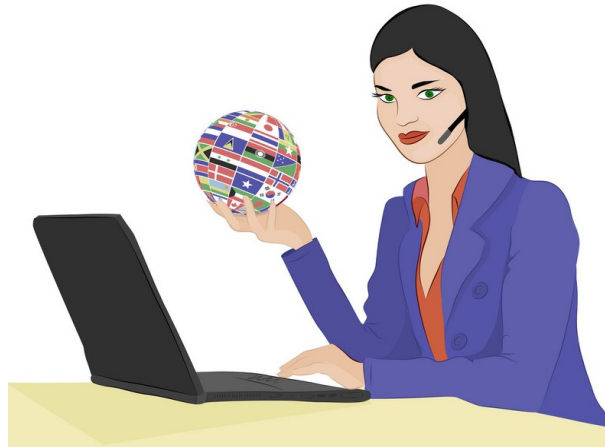
**A:** You'll have to be at Heathrow Terminal 3 by 5:00 AM at the latest.  
The coach leaves for the airport at 5:15 AM. But if you don't travel on the coach you should arrive at the airport before 7:30 AM.  
You can collect your ticket at the airport booking-office number 3.

**B:** Thank you.

**A:** My pleasure.

**B:** Good bye!

**A:** Good bye!



## USEFUL PHRASES

- I'd like to book a seat on a plane to .....
- I would like to travel on *(date and time)* .....
- I'd like business class and an aisle seat.
- I'll check the timetable for you.
- It flies non-stop.
- That suits me.
- What time should I arrive at the airport?

## LET'S TALK

1. Do you often travel abroad? What are your usual reasons for travelling?
2. Which do you prefer, booking a flight online or going to the ticket office and buying the ticket directly?
3. Do you prefer travelling non-stop or with layovers?
4. When you fly, do you prefer business or economy class? An aisle or windowseat?
5. What is the difference between direct flight and non-stop flight?
6. What was the most unforgettable experience you have had on a plane journey?