CHAPTER 1.2  Dialogue: At the Travel Agency

Dave wants to visit his mother in England, so he goes to a travel agency.

Dave:  Hi, I’d like to check on a flight.

Travel Agent:  Sure. What is your destination?


Travel Agent:  And is this one-way or round trip?

Dave:  Round trip.

Travel Agent:  When would you like to depart?

Dave:  January 12th, returning on January 26th.

Travel Agent:  Okay, one moment please. . . . Do you have an airline preference?

Dave:  No. Any airline will be fine. I’m not picky.

Travel Agent:  And what class would you like? Economy, business class, or first class?

Dave:  Economy, please.

Travel Agent:  Okay, well there’s a flight on the morning of the 12th, returning on the afternoon of the 26th. The cheapest we have is $1,400.

Dave:  Ouch! I was hoping to find something cheaper. My dates are flexible – do you think you can find a cheaper flight on different dates?

Travel Agent:  Let me check. Just a moment. . . . There’s a flight on the 10th, returning on the 25th, for $968.

Dave:  That’s much better!

Travel Agent:  But you have to change planes twice – once in New York, and again in Holland. And there’s a 6-hour layover in Holland.

Dave:  Hmmmm. . . Is that the best you can do?
Travel Agent: I’m afraid so. If you’d like, I can reserve a seat now, and you don’t need to pay right away.

Dave: That would be great.

Travel Agent: I just need your full name and passport number.

Dave: Here you are. (Hands the travel agent his passport.)

Travel Agent: Okay, one moment. . . . Alright! It’s reserved. If you decide you want to purchase the ticket, you need to confirm before the end of the month.

Dave: Great! You’ve been very helpful. Thanks!

Travel Agent: That’s my job! Take care!

Useful Vocabulary

destination – where you want to go

one-way – a ticket that only includes a flight to a place (not back)

round trip – a ticket that includes the flight to a place and back

depart – leaving a place

return – coming back to a place

preference – what you prefer (“prefer” is a verb; “preference” is a noun)

picky – very hard to make happy; needing many things

class – different levels of service
   Economy class – the cheapest class of tickets on an airplane
   Business class – nicer than economy class; includes bigger seats and better food and movies
   First class – the best class of tickets on an airplane, with very nice seats and the best service

flexible – willing to change plans

layover – the time you spend in an airport waiting for your next flight

confirm – to decide and purchase the ticket