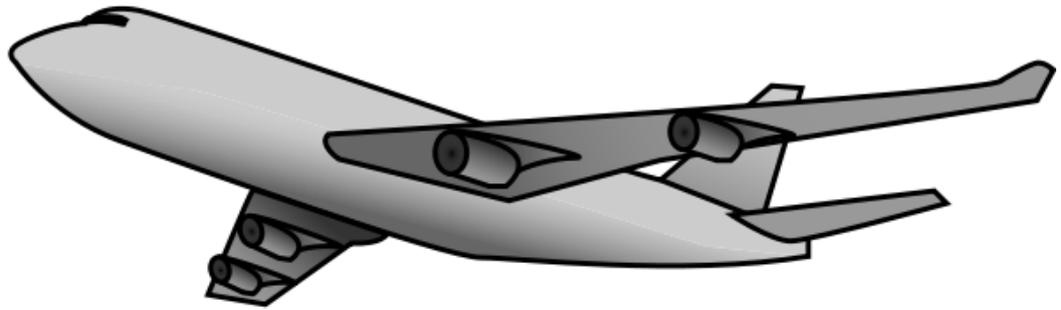


UNIT 1

BUYING TICKETS

When you are buying plane tickets for your vacation, you have many options. You can buy the tickets directly from the **airline**, or you can go to a **travel agency** and speak to a **travel agent** who will help you find the best **deals**. Many people **prefer** **online travel agencies** such as Travelocity, Expedia, or Orbitz, where they can compare prices, **book flights and hotels**, and even **reserve a rental car**.



You can sometimes find cheaper tickets if you travel as part of a **tour group**. A travel agent can help you buy a **package deal**, which includes your flight, hotel, meals, activities and entertainment. The tour group **arranges** all of the activities, and the members of the tour group **go sightseeing** to famous **tourist sites** together. Many people like travelling this way, but others prefer to be more **independent** and **strike out on their own**.

Circle any words that you don't know, and look them up in a dictionary.



VOCABULARY

airline – an 'airplane company'

travel agent – a person who helps other people buy plane tickets and arranges travel plans for people

travel agency – a company that helps people arrange their travel plans. (travel agents work in travel agencies)

online travel agency – a travel agency that is on the Internet

deal(s) – special prices; cheap prices; sales

book - to arrange a time or buy a ticket for something (flight, hotel, train, bus, etc.)

flight – a trip on an airplane ('fly' is a verb; 'flight' is a noun)

reserve – to book; to keep something aside so you can use it later

rental car – a car that you pay for to use for a short time

tour group – a group of people that go on vacation together

package deal – a kind of 'deal' that includes many different things purchased together (such as flight, hotel, and meals).

arrange – to prepare, set up, organize

go sightseeing – when on vacation, to go to the most interesting places and take pictures

tourist sites – places that many tourists like to go (tourists are people who are on vacation in a place)

independent – doesn't need other people's help, can take care of yourself

IDIOM

strike out on your own - to leave a group of people and go do something that you want to do, by yourself

SENTENCE PATTERN: I prefer A to B

This means that you like A more than B.

***NOTE: If A and B are verbs, you need to add –ing.**

Examples: I like steak, but I don't like hamburgers.

→ *I prefer steak to hamburgers.*

I enjoy playing tennis more than watching TV.

→ *I prefer playing tennis to watching TV.*

Rewrite the following sentences, using "prefer".

1. I don't like math class, but I like English class.

2. Playing piano is boring, but playing drums is fun.

3. Online travel agencies are convenient, but regular travel agencies are not.

4. I like summers, but I don't like winters.

5. Kim doesn't like dogs, but she loves cats.

Write one more sentence, using "prefer"

Fill in the blanks with a vocabulary word in the box below.

airline	travel agent	travel agency
deal	book	flight
tour group	package deal	arrange
go sightseeing	tourist sites	independent

1. I always fly with the same _____ because they give me frequent flyer miles*.
2. The _____ from China to the US is almost 12 hours long.
3. This is one of the most famous _____ in Italy.
4. Melissa went to Europe in a _____ because she likes to travel with many people.
5. Your travel agent can help you _____ a flight and a hotel.
6. *A flight around the world for only \$100!! What a great _____!!*
7. Rita is very _____, so I don't think she will join a tour group.
8. My uncle James helps people arrange their vacations. He works for a _____.
9. When I go on vacation, I like to stay in the hotel, but my parents prefer to _____.
10. The travel agency has a _____: if you book the flight and hotel together, you can save 25%!
11. I know a good _____ who can help you book a cheap flight.
12. Your travel agent can help you _____ a suitable vacation.

*"Frequent flyer miles" are like "points" that airlines give to their customers. You can use the "miles" to get free tickets.

Vocabulary In-Depth

book

I booked my hotel room online.

Did you book a place for our wedding?

The flight that we booked was cancelled, so we need to book a new one.

Write your own: _____

deal

That store is going out of business, so you can get some great deals there.

Buy one get one free? That's a very good deal.

I want to buy your car, but I don't have much money. Can you give me a deal?

Write your own: _____

reserve

This restaurant is very popular. You must reserve a table if you want to eat here.

I reserved my hotel room online. (Here, you can use "book" or "reserve".)

The seats in the front row are reserved for VIPs (very important people).

Write your own: _____

arrange

I arranged the chairs in five rows of six, because there are 30 people in class.

Could you arrange these books in ABC order, please?

I am helping my class arrange a picnic for this weekend.

Write your own: _____

flight

I flew for 20 hours from Australia to New York. That was a very long flight.

I like to fly. I think flights are fun.

This flight is too expensive. Maybe a travel agent can help me book a cheaper flight.

Write your own: _____

agent

A real estate agent will help you buy a house.

The actor's agent helps him find acting jobs.

If you write a novel, a literary agent can help you get it published and into bookstores.

Write your own: _____

Vocabulary Review

Test your memory! Try to fill in the blanks below, **without looking back at the words**.

When you are buying plane tickets for your vacation, you have many options. You can buy the tickets directly from the _____, or you can go to a _____ and speak to a _____ who will help you find the best _____. Many people prefer _____ such as Travelocity, Expedia, or Orbitz, where they can compare prices, _____ flights and hotels, and even _____ a rental car.

You can sometimes find cheaper tickets if you travel as part of a _____. A travel agent can help you buy a _____, which includes your flight, hotel, meals, activities and entertainment. The tour group _____ all of the activities, and the members of the tour group _____ to famous _____ together. Many people like travelling this way, but others prefer to be more and _____.

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?
- Dave:** London, England.
- 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:** Hmmm. . . 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

Useful Phrases and Sentences

Here are some polite ways to ask for what you want:

I was hoping to...

I was hoping to find a cheap flight on the 25th.

I was hoping to book a direct flight without any layovers.

Would it be possible to...?

Would it be possible to book an earlier flight?

Would it be possible to reserve the seat without paying now?

Do you by any chance...?

Do you by any chance have any direct flights?

Do you by any chance know if there are any earlier flights?

When you are happy with the answer, you can say:

That would be great.

That's perfect. Thank you.

When you are NOT happy with the answer, you can say:

Is that the best you can do?

Could you find anything better (earlier/later/cheaper)?

At the end of the conversation, you can say:

Wonderful. Thank you for your time.

Great. You've been very helpful.

Write 4 (polite) questions that you can ask a travel agent when you are booking a ticket.

1. _____ ?

2. _____ ?

3. _____ ?

4. _____ ?

Write 4 (polite) responses to the travel agent's sentences (look on the previous page if you need help):

Travel agent: If you travel in a tour group, you can get 50% off!

Response: _____

Travel agent: There's a flight that leaves at 4:00 in the morning.

Response: _____

Travel agent: Okay, I booked the ticket for you. You're all done!

Response: _____

Travel agent: The cheapest flight we have is \$9,000.

Response: _____