

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