

## Sample dialogue:

Travel agent: Good morning. How can I help you?

Customer: I'd like to book a flight, please.

Travel agent: Certainly. Where would you like to fly?

Customer: I'd like to go to ... [city]

Travel agent: I see. When would you like to travel?

Customer: On the ... [day] of ... [month].

Travel agent: Would you like economy or business class?

Customer: [...] class, please.

Travel agent: Let's see. OK, I've got a seat for you.

Customer: What time does the flight depart?

Travel agent: It departs at ... [time] in the ... [morning/afternoon/evening], and it arrives in ... [city] at ... [time] on the same day.

Customer: What is the luggage allowance for the flight?

Travel agent: At the moment, it's [...] kilos per person.

Customer: That sounds great. Can you book the seat for me, please?

Travel agent: All right. Can I have your name, please?

Customer: [Spells his/her name]. How much is the ticket, please?

Travel agent: That will be £ ... [price]

Customer: All right. Can I pay by credit card?

Travel agent: Yes, of course.

Customer: OK, here you are.

Travel agent: Thank you.