

TIM 3503 English for Airlines and Traveling

- Unit 4 Booking a ticket



Vocabulary

- Destination
 - book
 - return flight
 - direct flight
 - passenger
 - depart
 - credit card
 - round-trip
 - connect
 - outbound
- arrive
 - terminal
 - agent
 - itinerary
 - confirmation
 - expiration
 - preference
 - balance due
 - aisle
 - fare

Unit 4

Booking a ticket 1.



Clerk: Hello, what can I do for you?

Customer: I would like to book a flight.

Clerk: O.K. where would you like to go?

Customer: I'm going to Japan?, Do you have a flight to go there?

Clerk: Let me check. What date will you travel?

Customer: I have a plan to fly on September 3rd.

Booking a ticket

Clerk: What airport would you prefer, Narita Airport or Haneda Airport?

Customer: Um, I prefer Narita Airport. Thanks.

Clerk: I've checked the seat, it's available just only in the morning flight, would you like to book?

Customer: what time?

Clerk: 0600 am, is it o.k. for you?

Booking a ticket

Customer: It's too early for me. Do I have another choice, I mean other airlines to offer?

Clerk: Um, I'm sorry, because this is a high season. There are a lot of passengers travelling to Japan, so all flights to all cities of Japan are fully reserved.

Customer: O.K. I have no choice.

Clerk: Well, what class would you prefer?

Booking a ticket



- **Customer:** BC in the front please.
- **Clerk:** Isle or window seat sir?
- **Customer:** Isle please, and can I identify the kind of meal?
- **Clerk:** Sure sir, what type of meals would you like?
- **Customer:** I'm a vegetarian, thanks.

Booking a ticket

- **Clerk:** Well, I have booked the flight and arrange all you need already, your confirmed ticket will be set in the system and sent to you by mail. Thanks again for using our service.



Booking ticket2

- **Clerk:** Hello, Thai Airways ticketing office, can I help you?
- **Passenger:** Do you have flight on October 14th flying to Houston?
- **Clerk:** Sorry we don't have. However, we have a joined flight from BKK to Houston on October 15th .
- **Passenger:** What do you mean?

Booking ticket2

- **Clerk:** It means you can fly Thai Airways to DXB and then connect United Arab Emirate flight to Houston.
- **Passenger:** Don't you have direct flight?
- **Clerk:** Sorry, we don't, It's a long haul flight. It is necessary to stop at lease one stop in order to change crew, re-fuel, and so on.
- **Passenger:** How many hours do I have to stay at the transit point?

Booking ticket2

- **Clerk:** It's just only one hour, is it o.k. for you?
- **Passenger:** It's good, do you have a flight schedule?, I would like to make a night flight reservation.
- **Clerk:** Sure, there is an eleven P.M. flight arriving in DXB in the morning and connecting flight EK819 0800 A.M. arriving in Houston late evening, do you want to make booking?

Booking ticket2

- **Passenger:** Yes sure.
- **Clerk:** How many tickets would you like to book?, and what class would you prefer?, and it's one way or round trip ticket?
- **Passenger:** Round trip, for three people, and economy class please, one is elderly, another one is kid, and the rest is female.
- **Clerk:** I have reserved all three seats at the exit door in the middle of the aircraft.

Booking ticket2

- **Passenger:** That would be appreciate.
- **Clerk:** Would you like to book a returned flight.
- **Passenger:** Open flight please.
- **Clerk:** OK, and would you like to order in-flight meal in advance?
- **Passenger:** congee for both elderly and kid, and vegan for a lady, thank you.

Booking ticket2

- **Clerk:** All process done. All airline regulations and Airport regulations and security, you can check by Thai Airways website. And your seat confirmation number will be sent to you by mail after finishing payment process. Thank you for flying Thai, have a nice day.
- **Customer:** you too, thks.

Booking ticket2

- ◉ **Passenger:** Excuse me, would you provide me wheel chair and baby carriage please.
- ◉ **Clerk:** Absolutely yes.
- ◉ **Passenger:** Thanks. Have a good day.
- ◉ **Clerk:** You too.

Booking ticket 3

- **Customer:** I would like to make a reservation.
- **Officer:** o.k. I can book your flight right now. What destination are you flying to.
- **Customer:** I need to go to Toronto.
- **Officer:** What date would you like to book?
- **Customer:** On December 23rd. Please.

Booking ticket 3

- **Officer:** Sorry the flight on December 23rd is full, what's about December 22th?, and it's just only night flight. Are you o.k. with that?
- **Customer:** Do you have afternoon flight available for me?
- **Officer:** Sorry, I don't, however, I will list you first priority in case of cancelation of other passengers. How many seats would you like to book?

Booking ticket 3

- **Customer:** Only one, and round trip please. Thank you.
- **Officer:** o.k. you are on the first priority to be added, and this is the full fare by no discount. Do you agree with this price?
- Ticket confirmation number will be sent to you within 1 hour after payment process completed.
- **Customer:** I have no choice, well thanks again for listing me.

Booking ticket 3

- ◉ **Officer:** It's my pleasure, and thank you for choosing us. Have a good day, bye
- ◉ **Customer:** Bye

Saying what's wrong

I'm sorry, (but) don't understand.

I'm confused.

I'm concerned.

I didn't catch that.

I didn't hear.

I'm not sure/certain.

Asking for clarification

Could you repeat that?

Did you say... ?

What do you mean?

Do you/Does that mean ... ?

Can you tell me/say/go through that again, please?

- Put the words in the right order to make sentences from the conversations.
- 1 I'm purser the today
- 2 crew economy I'm in member senior
- 3 both Good meet to you
- 4 already each know other We
- 5 are doing How you ?
- 5 again good It's see to you

-
- I'm the purser today
 - I'm senior crew member in economy
 - Good to meet you both
 - We know each other already
 - How are you doing ?
 - It's good to see you again

Arrival, boarding pass, book(v), business class, cash
, check in , departure, economy, flight, luggage, luggage
allowance, seat

- Agent: Good morning, how can I help you?
- Customer: I'd like to a.....,please
- A: Certainly, where would you like to fly?
- C: I would like to go to London Heathrow
- A: I see. When would you like to travel?
- C: On the 13th June in the evening if possible
- A: No problem. Would you like....class for\$45 or for 57\$
- C:.....please, 57\$ is too expensive for me.
- A: Let's see. I have a window...for you, if you like
- C: Wonderful, what time does the flight leave?
- A: thetime is seven in the evening and thetime is at ten on the same day
- C: What is the..... for the flight?
- A: It's 15 KG per person.
- C: OK, Could you ...a seat for me please.
- A: Can you wait a minute I will print your.... So you don't waste time at the And this is your..... Number 23 A
- C: Can I pay by.....?
- A: It's ok If you prefer that

- Answer the questions from the dialogue.
- 1. Which airport is the customer flying to?
- 2. What time of day does he want to fly?
- 3. Which type of class does he want?
- 4. What time does his flight arrive?
- 5. How does he pay for the ticket?

