



# Booking Flights Worksheet

## 1: Vocabulary

Imagine a customer is on the telephone, speaking to a travel agent about booking a flight.

Rearrange the words to make some questions the travel agent might ask:

- 1 name take I Can please your ?
- 2 please do How you your spell name ?
- 3 from travelling Where you are ?
- 4 travelling And to you are where ?
- 5 trip or way Round one ?
- 6 people travelling many are How ?
- 7 class class economy Business or ?
- 8 leave date like you would to What ?
- 9 return date like you would to what And ?
- 10 aisle or seat prefer a Would seat you an window ?
- 11 insurance Would buy you to like some travel ?

## 2: Speaking

Work with a partner and decide who is A and who is B. Student A: look at page two.

Student B: look at page three. Turn your chairs around so that you have your back to your partner. Spend a few minutes reading your instructions and then begin your conversation.



Pearson

## Student A

You are a travel agent. Your partner is going to telephone you and book a flight. Ask your partner the questions on the first page, and write the information on the form below. If you don't hear your partner clearly, say 'Pardon?' or 'Could you repeat that, please?' Begin by saying 'Hello, flight bookings. How can I help?'

<b><u>FLIGHT BOOKING FORM</u></b>	
<b>Customer's name:</b>	
<b>Travelling from:</b>	<b>to:</b>
<b>Round trip</b>	<b>One way</b>
<b>Number of passengers:</b>	
<b>Business class</b>	<b>Economy class</b>
<b>Leaving date:</b>	<b>Return date:</b>
<b>Seat preference: aisle</b>	<b>window</b>
<b>Travel insurance required?</b>	

When you have finished, it is your turn to be the customer.

You want to book a one-way flight from Liverpool to Dublin, leaving on 31<sup>st</sup> November. You want to travel with a colleague, in business class. You would prefer to sit next to the window. You need to buy some travel insurance. Telephone the travel agent and book your flight.

When you have finished, compare your paper with your partner's to make sure you have both filled in the forms correctly.



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## Student B

You want to book a return flight from London Heathrow to Sydney, Australia, leaving on 25<sup>th</sup> November and returning on 6<sup>th</sup> January. You want to travel alone, in economy class. You would prefer to sit next to the window. You have already got travel insurance. Telephone the travel agent and book your flight.

When you have finished, it is your turn to be the travel agent.

Your partner is going to telephone you and book a flight. Ask your partner the questions on the first page, and write the information on the form below. If you don't hear your partner clearly, say 'Pardon?' or 'Could you repeat that, please?' Begin by saying 'Hello, flight bookings. How can I help?'

<b><u>FLIGHT BOOKING FORM</u></b>	
<b>Customer's name:</b>	
<b>Travelling from:</b>	<b>to:</b>
<b>Round Trip</b>	<b>One Way</b>
<b>Number of passengers:</b>	
<b>Business class</b>	<b>Economy class</b>
<b>Leaving date:</b>	<b>Return date:</b>
<b>Seat preference: aisle</b>	<b>window</b>
<b>Travel insurance required?</b>	

When you have finished, compare your paper with your partner's to make sure you have both filled in the forms correctly.