

## 4 Making travel arrangements



1 Before you read the passage, talk about these questions.

- 1 Why do people travel?
- 2 What kind of arrangements do people need to make before they travel?

### Reading

2 Read this advertisement from a business magazine. Then, choose the correct answers.

- 1 What is the advertisement mainly about?
  - A the cheapest way to fly on an airline
  - B the advantages of using a travel service
  - C the lack of space in business class
  - D the stresses of making travel plans
- 2 What does Jet Set Travel NOT guarantee for their customers?
  - A good airline food
  - B tickets to worldwide destinations
  - C high baggage allowance
  - D inexpensive lodgings
- 3 According to the passage, what will Jet Set customers most likely do first after arrival?
  - A find a place to stay
  - B pick up their baggage
  - C meet the driver of their private car
  - D have dinner with business clients

## Jet Set Travel Agency

Are you looking for a luxury travel service? Look no further than 'Jet Set Travel'. We offer **business** and **first class** tickets to all the top **domestic** and international **destinations**.

We promise our customers the height of convenience. With us you fly **direct** to your destination; there are no **layovers**. Our customers don't have to worry about **baggage allowance**. They are allowed 140 kg with our tickets - guaranteed! We also promise the food and service on all partner **airlines** will be exceptional. So expect lots of leg room and fabulous **cuisine**!

Just let us know how long your stay will be and we'll find you the best **lodging** available. When you arrive at your **destination** airport, there will be a car waiting to take you to your hotel.

We are a luxury travel service that takes all the stress of planning away from you. Which means, you can concentrate on what's really important: your clients.

Business Traveler

March

### Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 The maximum weight of suitcases is 85 pounds on this flight.  
\_ \_ g \_ \_ \_ \_ \_ l \_ \_ \_ \_ \_
- 2 The place we will land is New York.  
\_ \_ \_ \_ \_ n \_ \_ \_ \_ \_
- 3 Mr. Smith wants a seat in the best class available.  
\_ \_ \_ \_ \_ s
- 4 You have a two hour break between flights in Chicago.  
\_ a \_ \_ \_ \_ \_
- 5 The restaurant had the most delicious food.  
\_ \_ \_ \_ \_ n \_



#### 4 Match the words (1-5) with the definitions (A-E).

- 1 \_\_\_ business class    3 \_\_\_ direct    5 \_\_\_ lodging  
2 \_\_\_ domestic    4 \_\_\_ airline

- A a flight within only one country  
B a company that provides flights  
C a place to stay  
D a seating area that is nicer than coach  
E going to a destination without stopping

#### 5 Listen and read the advertisement again. What is it about?

### Listening

#### 6 Listen to a conversation between a secretary and a travel agent. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The travel agent finds a flight with one layover.  
2 \_\_\_ The customer prefers to leave from London Heathrow.  
3 \_\_\_ The travel agent will organize a driver for New York.

#### 7 Listen again and complete the conversation.

**Agent:** Good morning, Jet Set Travel, how may I help you?

**Secretary:** Hello. I need to 1 \_\_\_\_\_ to New York for my employer. She needs to leave on April 9th.

**Agent:** Which airport would you like the flight to 2 \_\_\_\_\_ from?

**Secretary:** Central London – either Heathrow or Gatwick is fine.

**Agent:** We have a flight departing from Gatwick at 8:00 am. The flight 3 \_\_\_\_\_ in New York at 3:00 pm, US Eastern Standard Time.

**Secretary:** Perfect. Book a 4 \_\_\_\_\_ seat for Janet Harriman, please.

**Agent:** Certainly. Is there anything else I can do for you?

**Secretary:** Yes, Ms. Harriman will need a 5 \_\_\_\_\_ from the airport to her hotel.

**Agent:** We can arrange a car and 6 \_\_\_\_\_. The driver will meet her at the arrival gate in New York and help her with her 7 \_\_\_\_\_.

**Secretary:** That sounds great. Thank you.

### Speaking

#### 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

#### USE LANGUAGE SUCH AS:

*I need to book a flight to...*

*Which airport would you like to depart from?*

*Is there anything else I can do for you?*

**Student A:** You are a travel agent. Ask Student B questions in order to make travel arrangements.

**Student B:** You are a secretary. You need to make travel arrangements for your employer. Give Student A the information about:

- who is traveling
- where and when
- transportation

### Writing

#### 9 Use the dialogue in Task 8 to fill out the booking.

### Jet Set Travel Agency

#### CUSTOMER BOOKING

Customer Name: \_\_\_\_\_  
Date of Departure: \_\_\_\_\_  
Flight: \_\_\_\_\_  
Depart From: \_\_\_\_\_  
Departure Time: \_\_\_\_\_  
Destination: \_\_\_\_\_  
Destination Arrival Time: \_\_\_\_\_  
Additional notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_