

4 Making travel arrangements



Get ready!

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