

travel visa

To: Mr. Smith [smith.boss@email.com]  
 From: Susan Wright [swright@email.com]  
 Subject: Travel Information

itinerary

passport

Dear Mr. Smith,  
 Everything is ready for your trip.

Your **flight reservation** is confirmed. International United Airlines flight 456, departing from Carver Airport at 10:00 am on Monday. The **airline ticket** is an **e-ticket**, **confirmation number** 12734. You will need your **passport** to check in for the flight. A **travel visa** is not necessary for this **destination**. The airline recommends that you arrive two hours prior to departure.

I have put a **map** and a **foreign language dictionary** on your desk, along with the files for your business meetings. Your **itinerary** is there, too. I will be in the office during business hours. You can contact me by email or telephone with any questions or requests.

Your return flight, IUA 567 arrives at Carver Airport on Wednesday at 6:00 pm. I have arranged for a car and driver to meet you at the airport upon your arrival.

Safe travels,  
 Susan

fly high!

airline ticket

## Get ready!

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

- 1 Why do people travel for business?
- 2 What do people need to take with them to the airport?

## Reading

### 2 Read this email from a personal assistant to her boss. Then, mark the following statements as true (T) or false (F).

- 1 ☐ The airline requires passengers to arrive two hours early.
- 2 ☐ Mr. Smith's travel visa is on his desk.
- 3 ☐ Mr. Smith can reach Susan during business hours.

## Vocabulary

### 3 Match the words (1-7) with the definitions (A-G).

- |  |  |
|--|--|
| 1 <input type="checkbox"/> itinerary                   | 5 <input type="checkbox"/> passport            |
| 2 <input type="checkbox"/> travel visa                 | 6 <input type="checkbox"/> confirmation number |
| 3 <input type="checkbox"/> e-ticket                    | 7 <input type="checkbox"/> flight reservation  |
| 4 <input type="checkbox"/> foreign language dictionary |  |

- A the schedule one plans to follow on a trip  
 B an official stamp that allows someone to travel to a place  
 C a book containing words and phrases in two languages  
 D an electronic confirmation of one's place on a flight  
 E a code that identifies a confirmed reservation  
 F an arrangement to hold a seat on an airplane  
 G a document providing permission to travel to and from a country



**4 Read the sentence pairs. Choose where the words best fit the blanks.**

**1 destination / map**

Carry a \_\_\_\_\_ to avoid getting lost.

Call when you arrive at your \_\_\_\_\_.

**2 flight reservation / airline ticket**

Have your \_\_\_\_\_ in your hand before getting on the plane.

What is the confirmation number for your \_\_\_\_\_?

**3 passport / confirmation number**

Print a copy of the \_\_\_\_\_ for your flight reservation.

A \_\_\_\_\_ is accepted as identification at check-in.

**5 Listen and read the email again. What information does it give?**

## Listening

**6 Listen to a conversation between a flight passenger and an airline employee. Mark the following statements as true (T) or false (F).**

1 \_\_\_ The employee confirms the flight's details.

2 \_\_\_ The passenger prefers a window seat.

3 \_\_\_ The flight has been delayed.

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

**Employee:** Welcome to International United Airlines. How can I help you today?

**Passenger:** I need to 1 \_\_\_\_\_ for flight number 456.

**Employee:** I can take care of that. Do you have the 2 \_\_\_\_\_ on you?

**Passenger:** I do. It's an 3 \_\_\_\_\_, confirmation number 12734.

**Employee:** Okay, Mr. Smith, I have your reservation pulled up. We 4 \_\_\_\_\_ leaving here today at 10:00 for Spain and returning on Wednesday. Is that correct?

**Passenger:** Yes, that's it.

**Employee:** Excellent. May I see your passport, please?

**Passenger:** Certainly. Here you go.

**Employee:** Thank you. Now, would you 5 \_\_\_\_\_ a window or an aisle seat?

**Passenger:** Aisle, please. Is the flight scheduled to leave 6 \_\_\_\_\_?

**Employee:** It is. It will begin boarding at 9:15. Gate 6, in Terminal 4. Here's your boarding pass.

**Passenger:** Great, thanks.

## Speaking

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

**USE LANGUAGE SUCH AS:**

*I need to check in for flight number ...*

*May I see your passport, please?*

*The flight will begin boarding at ...*

**Student A:** You are an airline employee. Check in Student B. Ask about:

- confirmation number
- passport
- seat preference

**Student B:** You are a business traveler. Answer Student A's questions.

## Writing

**9 Use the conversation from Task 8 to fill out the boarding pass.**

## International United Airlines

### BOARDING PASS

Passenger: \_\_\_\_\_

Flight number: \_\_\_\_\_

Confirmation number: \_\_\_\_\_

Time: \_\_\_\_\_

Seat: \_\_\_\_\_

Terminal/Gate: \_\_\_\_\_