



Nancy Lee is reserving an airline ticket from Los Angeles to Hong Kong. She has to make a lot of choices.

Travel Agent: Good morning. Can I help you?

Nancy: Yes, I'd like to reserve a seat for a flight to Hong Kong.

Agent: Hong Kong? Would that be a round-trip ticket or one-way?

Nancy: _____, please.

Agent: And for what date?

Nancy: The eighteenth of this month, if possible.

Agent: Friday, the eighteenth? What about the return date? Do you have a fixed date in mind, or do you want an open ticket?

Nancy: I have to return on the 30th. _____.

Agent: Non-stop? There are some cheaper flights via Canada, Japan or Korea.

Nancy: Definitely _____.

Agent: What class?

Nancy: _____. I can't afford the others!

Agent: OK. What time of day do you want to depart?

Nancy: _____.

Agent: Well, both Cathay Pacific flights are late departures, 11:45 p.m. and 1:40 a.m., so you could sleep. It's a fifteen-hour flight. United leaves in the morning at 11:30 a.m. and it's a daytime flight.

Nancy: Mm, I have a United frequent flyer card, but I'll take the _____.

Agent: OK. If you'll bear with me, I'll check availability. Yes, that's fine. Do you have a seating preference?

Nancy: _____. How much is that going to be?

Agent: Two thousand, three hundred and forty-two dollars, please.

1 Read Nancy's conversation and try to guess her choices.

2 **2.32** Now listen to the conversation and note her choices.

Culture File **38** Air tickets

3 Look at the Categories and Options box. Then role-play the conversation using different options.

Category	Options
Flight	one-way or round-trip
Restrictions	fixed return date or open ticket
Departure time	morning, afternoon, evening
Flying time	overnight or daytime
Stops	connecting flight or non-stop
Class	first, business or coach
Seating preference	aisle, middle, window extra leg-room

4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity K
Student 2 - Go to Communication Activity X

5 Ask your partner these questions:

What's your favorite airline? Why?
Do you belong to a frequent flyer program?
Do you collect air miles on a program?
Do you choose an airline because of air miles?
Have you ever traveled in business class?
Has an airline ever upgraded you to a better seat?
Where do you prefer to sit?