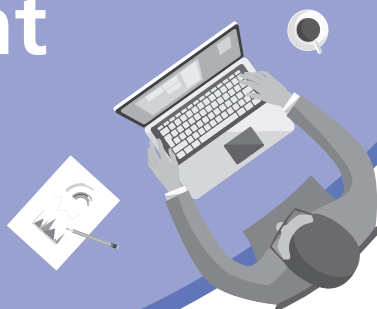


Unit ①

Making a Flight Reservation



Starting up

① Match Column A with Column B.

Column A
1. boarding pass
2. one-way ticket
3. return ticket
4. first class
5. business class
6. economy class
7. check in at the airport
8. boarding time
9. boarding gate
10. customs

Column B
a. 往返票
b. 头等舱
c. 经济舱
d. 在机场办理登机手续
e. 海关
f. 登机口
g. 单程票
h. 商务舱
i. 登机牌
j. 登机时间

② Complete the dialogue with the given sentences.



- A. When would you like to leave?
- B. One-way or return?
- C. May I help you?
- D. Economy class, please. How much does it cost?
- E. Thanks. By the way, how much luggage can I check in for free?
- F. Here you are.

Clerk: _____

Kate: I'd like to book a ticket from London to Guangzhou.

Clerk: _____

Kate: August 18th. I'd prefer a morning flight.

Clerk: Let me check. I'm sorry the morning flight is fully booked.
Would you mind taking the afternoon flight at 3 p.m.?

Kate: That's fine.

Clerk: _____

Kate: One-way, please.

Clerk: First, business or economy class?

Kate: _____

Clerk: 785 pounds. Your passport, please.

Kate: _____

Clerk: OK. I've booked you an economy seat on Flight BA 806, leaving from London at 3 p.m. on August 18th.

Kate: _____

Clerk: One piece under 30 kilogrammes.

Kate: OK. Thank you very much.





Listening

1 Listen and learn the following words and phrases.

travel agency 旅行社
 reservation 预订
 preference 偏好
 airline 航空公司
 hold on 等一等, 别挂电话
 availability 可得到

depart (从……) 出发
 Heathrow (伦敦) 希思罗机场
 nonstop 无中断的
 economy class 经济舱
 one-way 单程的
 pick up 领取

2 Listen to the dialogues and fill in the blanks.

1. A: I'd like to fly to Shanghai _____.
 B: _____, please, Madam. I'll check the availability.
2. A: Is it a _____ flight?
 B: No. There is a _____ of an hour in Frankfurt.
3. A: How much is it for the _____ class?
 B: A _____ economy ticket to Shanghai is 682 pounds.



Speaking

Kate Jones makes a phone call to Star Travel, a travel agency in London, to make a reservation for a flight to Guangzhou.

Clerk: *Star Travel*. What can I do for you?
 Kate: Two of us would like to fly to Guangzhou on July 19th.
 Clerk: Any preference for the airline?
 Kate: Air China, if possible.
 Clerk: Hold on, please, Madam. I'll check the availability.
 Kate: OK. Thank you.

Clerk: There are seats available on Flight CA 937 departing Heathrow at 6 p.m. on July 19th.

Kate: Is it a nonstop flight?

Clerk: Yes.

Kate: When does it arrive in Guangzhou?

Clerk: It arrives at Baiyun Airport at 1:25 p.m. Beijing time.

Kate: How much is it for the economy class?

Clerk: One-way or return?

Kate: One-way.

Clerk: A one-way economy ticket to Guangzhou is 785 pounds.

Kate: Could you book me two seats on that flight, please?

Clerk: May I have your names and passport numbers, please?

Kate: David Anderson, 689323136, and Kate Jones, 620113682. I'll send someone to pick up the tickets on Friday morning.

Clerk: That'll be fine. Thank you, Madam.



Role-play

Role-play the following situation in pairs.

Liu Ying is going to London on a business trip. Now she is calling the travelling agency to book an air ticket.

☹ The following may be used as a guideline for the role-play.

The clerk

- May I help you?
- One-way or return?
- Business or economy?
- Name and passport number?

Liu Ying

- Ticket to London on Sept. 20th.
- Return, Sept. 30th.
- Business.



Useful Sentences

- ① Would you like a one-way or a return ticket?
你要买单程票还是往返票?
- ② The plane departs at 11:30 a.m.
飞机在上午 11 时 30 分起飞。
- ③ How much luggage can I take with me?
我可以随身带多少行李?
- ④ What's the allowance of luggage?
行李的重量限额是多少?
- ⑤ Is there a nonstop flight to Hong Kong on Sunday?
周日有直飞香港的航班吗?



1. Booking air tickets online

- Go online and search for the website of the airline. If on a tight budget, search for the lowest fare options on discount travel websites.
- Enter information concerning your departure airport, destination airport, and flight date.
- Study the flights offered and make your choice.
- Enter your phone number to receive the flight confirmation.
- Print out the flight confirmation, and take it with you to the airport.



2. When taking a flight, passengers

- must arrive at the airport two hours before the flight.
- are allowed to only carry a small handbag.
- must not carry dangerous articles onto the plane.
- must fasten their seat belts during take-off and landing.
- are not allowed to smoke during the flight.
- must not use mobiles in flight.

Tips

Unit 2

Booking Hotel Rooms



Starting up

1 Match Column A with Column B.

Column A
1. single room
2. double room
3. standard room
4. deluxe room
5. high season
6. low season
7. peak rate
8. off-peak rate
9. standard room rate
10. corporate rate

Column B
a. 豪华房
b. 淡季
c. 旺季房价
d. 淡季房价
e. 标准间房价
f. 单人房
g. 团体优惠价
h. 标准房
i. 旺季
j. 双人房

② Rearrange the following sentences to make a dialogue.



1. Just a minute, please. Let me check. Yes, we have a double room available from October 1st to October 7th.
2. Good. Could you please tell me your name, Madam?
3. 480 *yuan* per night.
4. Kate Ross.
5. White Swan Hotel. May I help you?
6. Thank you. Bye.
7. I'd like to book a double room with a bathtub, from October 1st to October 7th.
8. How much is it per night?
9. That sounds good. I'll take it.
10. OK. We look forward to your visit.
11. Bye.

The right order: _____



Listening

① Listen and learn the following words and phrases.

teen 青少年的
garment 衣服
manufacture 生产

arrange 安排
hold 保留
late arrival 晚到

② Listen to the dialogues and fill in the blanks.

1. A: Hello, Ms Liu. _____ to hear from you. What _____ I do for you _____?
B: I'd like to book _____ for our visitors from _____ to Sept. 23rd.
2. A: Please _____ the rooms for late _____. Thank you.
B: You're _____. Have a _____ day.
3. A: Could you please _____ both rooms on the _____ floor?
B: No _____.



Speaking

Liu Ying makes a phone call to the Garden Hotel to book two rooms for the visitors from the PGC Trading Company.

Clerk: Good morning, Garden Hotel. May I help you?

Liu: Good morning. This is Liu Ying from the Teen Garment Manufacturing Co., Ltd.

Clerk: Hello, Ms Liu. Nice to hear from you. What can I do for you today?

Liu: I'd like to book two deluxe rooms for our visitors from Sept. 20th to Sept. 23rd.

Clerk: Sure. What are your visitors' names?

Liu: David Anderson and Kate Jones.

Clerk: OK. Two deluxe rooms for David Anderson and Kate Jones from Sept. 20th to Sept. 23rd.

Liu: Could you please arrange both rooms on the same floor.

Clerk: No problem.

Liu: Please hold the rooms for late arrival. Thank you.

Clerk: You're welcome.



Role-play

Role-play the following situation in pairs.

Liu Ying is going to London on a business trip. Now she is calling the ABC Hotel to book a single room.

▼ The following may be used as a guideline for the role-play.

The clerk

- Confirm the information.
- 220 pounds for a single room with a bath per night.
- How to pay?
- When to arrive?

Liu Ying

- Three nights from Sept. 20th to Sept. 22th.
- A single room with a bath.
- A quiet room with a front view.
- Pay by credit card.
- Hold the room for late arrival.



Useful Sentences

- 1 How long will you be staying here?
您在这儿住多久?
- 2 I'd like to book a double room for Mr and Mrs Smith from May 16th to May 19th.
我想为史密斯先生和太太订一间从5月16日至19日的双人房。
- 3 How much is it per night?
房间每晚多少钱?
- 4 When will you arrive?
您什么时候到达?
- 5 We have a single room available.
我们这里有一间单人房可住。



1. Booking a hotel room

- Choose a hotel within budget.
- Search for hotel deals on major travel sites.
- Check the hotel website.
- Contact the hotel directly and ask any questions you might have when making a reservation.
- Confirm the reservation and write down the reservation number.
- Check the cancellation policy of the hotel.



2. Checking in at the hotel

- Check in at the hotel, usually after 2 p.m.
- Present your passport and reservation number to the receptionist at the hotel.
- Fill in the registration form, with your name, address, nationality, passport number and method of payment etc.
- Get your room key.



3. Checking out at the hotel

- Check out of the hotel before 12 noon.
- Tell the receptionist your name and room number.
- Pay for your room.
- You may leave your luggage at the front desk after checking out.

Tips