NEW BUSINESS ENGLISH 5

Lesson 34

Ticket Booking

LEARNING GOALS

- Booking a Flight Ticket

What would you say?

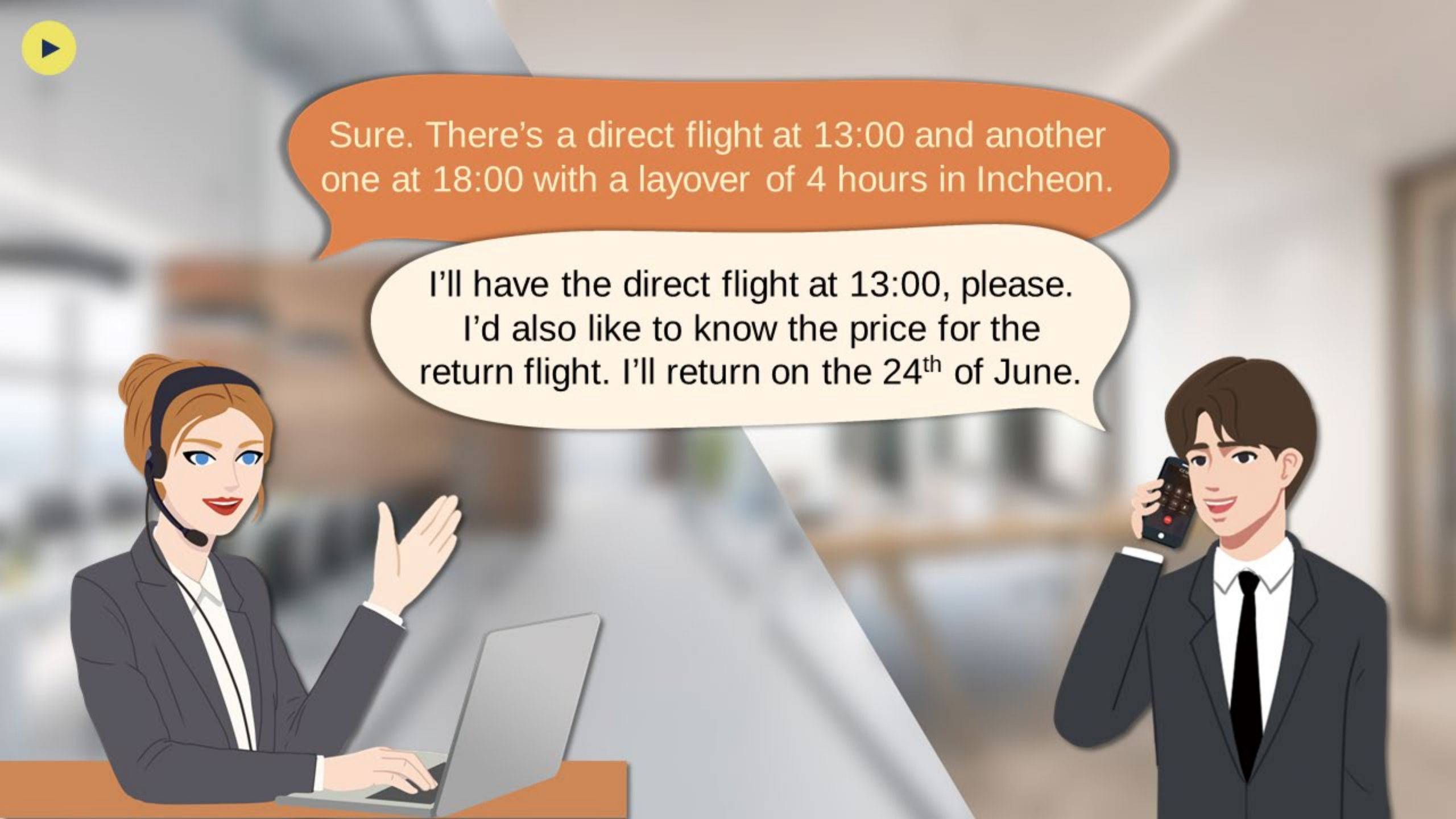
Scenario: Imagine you are going on a business trip.

Call an airline company to reserve a flight.

Situational Dialogue

Kenzo reserves a flight for his business trip.

Good morning, Miller Airlines.
How may I help you?
Good morning. I'd like to book a flight to Shanghai on the 20th of June, please.

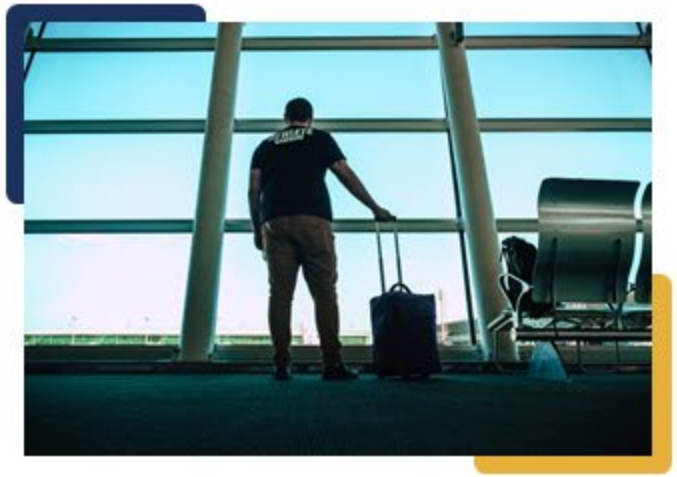

Sure. There's a direct flight at 13:00 and another one at 18:00 with a layover of 4 hours in Incheon.
I'll have the direct flight at 13:00, please. I'd also like to know the price for the return flight. I'll return on the 24th of June.

Economy, business, or first-class ticket?
I’d like to have a seat in economy class, please.
That would be a total of $5,388.
Let’s go with that.

Certainly. Could I have your name, please?
It's Kenzo Hara. K-E-N-Z-O H-A-R-A.
Okay. That's confirmed, Mr. Hara.

Key Vocabulary

Learn the new words and answer the questions.



layover

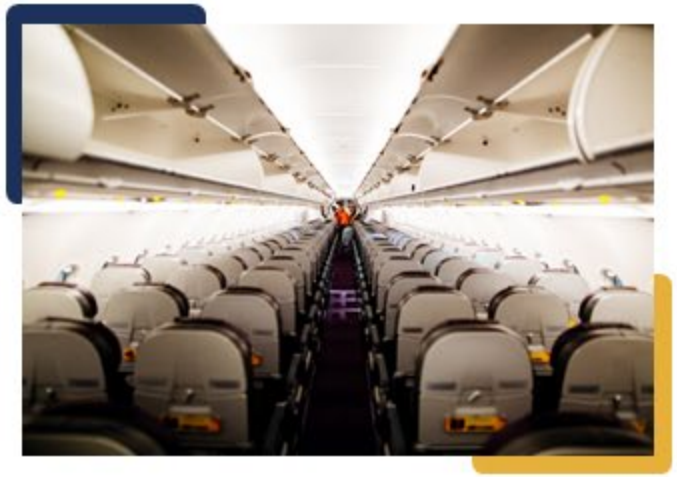
(n.) a short stay in a place that you make while you are on a longer journey to somewhere else

e.g. We had a 4-hour layover in Boston.

return flight

(n.) a flight going somewhere and back to the original starting point

e.g. My friend thinks it is more economical to buy a return flight ticket.



economy class

(n.) the cheapest type of seats on an aircraft

e.g. My family and I always choose to fly economy class.

Dialogue Review

Have a role play and answer the questions.

Kenzo reserves a flight for his business trip.

Agent: Good morning, Miller Airlines. How may I help you?
Kenzo: Good morning. I'd like to book a flight to Shanghai on the 20th of June, please.
Agent: Sure. There's a direct flight at 13:00 and another one at 18:00 with a **layover** of 4 hours in Incheon.
Kenzo: I'll have the direct flight at 13:00, please. I'd also like to know the price for the **return flight**. I'll return on the 24th.
Agent: Economy, business, or first-class ticket?
Kenzo: I'd like to have a seat in **economy class**, please.
Agent: That would be a total of $5,388.
Kenzo: Let's go with that.
Agent: Certainly. Could I have your name, please?
Kenzo: It's Kenzo Hara. K-E-N-Z-O H-A-R-A.
Agent: Okay. That's confirmed, Mr. Hara.

Learning Goals

Let's check the learning goal!

Kenzo reserves a flight for his business trip.

Agent: Good morning, Miller Airlines. How may I help you?
Kenzo: Good morning. **I'd like to book a flight to Shanghai on the 20th of June, please.**
Agent: Sure. There's a direct flight at 13:00 and another one at 18:00 with a **layover** of 4 hours in Incheon.
Kenzo: **I'll have the direct flight at 13:00, please. I'd also like to know the price for the return flight. I'll return on the 24th.**
Agent: Economy, business, or first-class ticket?
Kenzo: **I'd like to have a seat in economy class, please.**
Agent: That would be a total of $5,388.
Kenzo: Let's go with that.
Agent: Certainly. Could I have your name, please?
Kenzo: It's Kenzo Hara. K-E-N-Z-O H-A-R-A.
Agent: Okay. That's confirmed, Mr. Hara.

1. Booking a Flight Ticket

Learning Goals

Learn the key expressions and sentence structures.

Booking a Flight Ticket

- **Do you have any flights from (origin) to (destination) on (date)?**
- **I'd like to book/ reserve a flight to (destination) on the (date).**
- **I'll return on the (date).**
- **I'd like to know the price for + (noun)?**
- **I'd like to have + (class type/ seat type), please.**

Example Sentences:

- Do you have any flights from New York to Tokyo on the 12th of April?
- I'd like to book a flight to Sydney on July 29th, please.
- I'd like to know the price for a return ticket, please.
- I'd like to have an economy seat, please.

Types of Flight Classes:

- economy class
- premium economy
- business class
- first class

What factors do you consider whenever you book a flight?

Semi-open Dialogue

Have a role play.

Scenario: You are traveling from your city to France for a business trip.

Book your flight over the phone.

.:: Make sure to include the following information:

- origin and destination
- date
- return date
- seat/ class preferences

Coffee Break

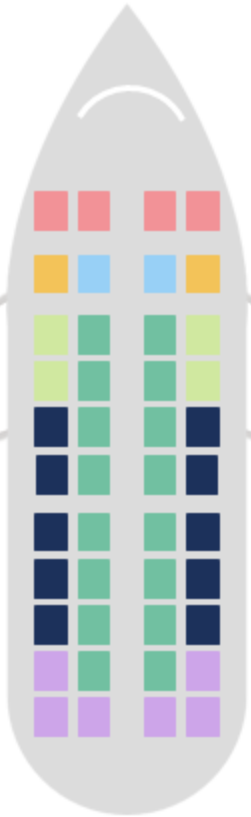
Learn some of the best seats on a plane.

Best Plane Seats

1 **Best Seat for a Smooth Ride:** a seat over the wing

2 **Best Seat for Maximum Legroom:** an aisle seat in second exit row

3 **Best Seat for a Quick Plane Exit:** any seat close to the front of the plane



4 **Best Seat for Sleepers:** a window seat near the front

5 **Best Seat for the Safety Conscious:** a seat toward the back of the plane

6 **Best Seat for Larger Passengers:** any aisle seat

Which seat do you usually reserve on a flight?

Overview

Keywords and expressions:

layover/ return flight/ economy class

Do you have any flights from (origin) to (destination) on (date)?
I'd like to book/ reserve a flight to (destination) on the (date).
I'll return on the (date).
I'd like to know the price for + (noun)?
I'd like to have + (class type/ seat type), please.

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