

# Unit 1 Advising on itineraries

## Preparation

### Exercise 1 Learning new words

These are the key words that you will need to know to understand the dialogues. Listen to the videotape and tick the words as you hear them. Do not worry about understanding the conversations at this time, but concentrate on recognizing the key words.

<input type="checkbox"/>	information (n)	/ɪnfər'meɪʃən/	_____
<input type="checkbox"/>	stay (v)	/steɪ/	_____
<input type="checkbox"/>	stop (n)	/stɒp/	_____
<input type="checkbox"/>	package (n)	'pækɪdʒ/	_____
<input type="checkbox"/>	round trip (n)	/raʊnd trɪp/	_____
<input type="checkbox"/>	stop off (v)	/stɒp ɔf/	_____
<input type="checkbox"/>	itinerary (n)	/ə'ɪtɪnəri:/	_____
<input type="checkbox"/>	extra (adj)	'ekstrə/	_____
<input type="checkbox"/>	spend (v)	/spend/	_____
<input type="checkbox"/>	disappointing (adj)	/dɪsə'pɔɪntɪŋ/	_____
<input type="checkbox"/>	check (v)	/tʃek/	_____
<input type="checkbox"/>	check in (v)	/tʃek'ɪn/	_____
<input type="checkbox"/>	pleasure (n)	'pleʒər/	_____

## Presentation: Core Dialogue

### Exercise 2 Listening to a conversation

Wendy walks into a travel agency. Watch the videotape and listen to the Core Dialogue. Then read it once only.

- Wendy:* Hello. I'm planning a trip to London. I'd like to get some information, please.
- Travel Agent:* Sure. When do you plan to go?
- Wendy:* Well, I'd like to be there next month.
- Travel Agent:* OK. And how long do you want to stay in London?
- Wendy:* About a week.
- Travel Agent:* Fine. Do you want to go anywhere else?
- Wendy:* Yes, I'd like to make a few stops in Europe.
- Travel Agent:* OK, sure. There's a Eurotrip package that gives you a round trip to London and then three stops in Europe.
- Wendy:* Can I choose the stops?
- Travel Agent:* Certainly. Tell me where you'd like to stop off and we can print out an itinerary for you.
- Wendy:* Thank you very much for your help.



### Exercise 3 Understanding the Core Dialogue

Give short answers to these questions.

1. Where does the conversation take place?
2. Where is Wendy planning to go?
3. Why has she come to the travel agency?
4. What is the travel agent's first question?
5. How long does Wendy want to stay in London?
6. Does Wendy want to go anywhere else?
7. What package does the agent tell Wendy about?
8. What information does Wendy have to give the agent so that the itinerary can be prepared?



### Exercise 4 Checking understanding

These pictures show a travel agent advising Wendy on her travel plans.

The pictures are in the wrong order.

Put the pictures in the right order.

Write only the number of the picture, 1-5.

Number \_\_\_      Number \_\_\_      Number \_\_\_      Number \_\_\_      Number \_\_\_

## Production

### Exercise 5 Controlled practice



You are talking to a travel agent because you want to arrange a holiday. Your partner is the travel agent. Have three conversations similar to the Core Dialogue. Each time, change only one piece of information.

1. Change the city in Europe that you want to go to. Here are some suggestions: Paris, Berlin, Rome.
2. Change the time when you plan to go. Here are some suggestions: next spring, in two months, in September.
3. Change the period of time that you want to stay. Here are some suggestions: two weeks, ten days, five days.

When you have done this, change roles with your partner so that you are now the travel agent.

## Grammar focus: Expressing wants politely: "I'd like to..."

The structure "I'd like to..." (= "I would like to...") is a polite way of saying "I want..." It's polite to use this form when asking for information ("I'd like to...") and when checking ("What would you like to know?"). Using "please" at the end is also polite. Note that the structure includes the infinitive verb, for example, "I'd like to go..."

I would like	to get	some information,	please.
I'd like	to be	there next month.	
	to make	a few stops in Europe.	

### Exercise 6 Grammar practice

Write polite inquiries for information using the following words.

- get/information I would like to get some information, please.
- go/Scotland \_\_\_\_\_
- leave/next month \_\_\_\_\_
- stay/two weeks \_\_\_\_\_
- travel/with a friend \_\_\_\_\_
- make/a few stops \_\_\_\_\_
- buy/round trip \_\_\_\_\_

## Listening for specific information

### Exercise 7 Identifying the problem

Watch the videotape and listen to the four Short Dialogues.  
Match them to each of the problems on the right.  
Write only the number of the dialogue in the box.

- Wendy wants a non-smoking section of the plane.
- The ticket requires an extra stop.
- The itinerary includes Rome instead of Milan.
- Wendy wants to spend two weeks in Paris.



## Short Dialogues

- Travel Agent:* Fine. Do you want to go anywhere else?  
*Wendy:* No, just the round trip.  
*Travel Agent:* Oh, I'm sorry, you need to make one extra stop with this ticket.  
*Wendy:* Well, OK then.  
*Travel Agent:* So, what city would you like to stop in?



- Travel Agent:* Fine. Do you want to go anywhere else?  
*Wendy:* Yes, I'd like to spend about two weeks in Paris.  
*Travel Agent:* Oh, I'm sorry, ma'am, you can only spend seven days in each city on this itinerary.  
*Wendy:* Well, that's disappointing.



- Travel Agent:* Fine. Would you like to check your itinerary, ma'am?  
*Wendy:* Yes, please.  
*Travel Agent:* Here it is. Does that seem OK?  
*Wendy:* Oh, I was hoping to fly through Milan, not Rome.  
*Travel Agent:* Oh, I'm very sorry, ma'am. I'll change that right away.



- Travel Agent:* Fine. Is there anything else you'd like?  
*Wendy:* I'd like to sit in a non-smoking section of the plane.  
*Travel Agent:* You need to tell them that when you check in at the airport.  
*Wendy:* OK, thank you.  
*Travel Agent:* It's my pleasure.

## Role-play

### Exercise 8 Problem-solving

A traveler goes to the travel agent. He is planning a trip and wants the travel agent to advise him on an itinerary. The travel agent tries to help.

Example:

*Traveler:* Good morning. I'd like to get some information about flights to New York.

*Travel Agent:* Sure. When do you plan to go?

*Traveler:* Late this week, maybe Thursday or Friday.

*Travel Agent:* I can give you a flight on Thursday evening. It goes via Los Angeles.

*Traveler:* I'd prefer a direct flight, if possible.

*Travel Agent:* I'll see what I can do...No problem. I can give you one on Friday morning.

*Traveler:* That's great, thank you.

The travel agent might answer like this:

*Travel Agent:* I'll see what I can do...I'm sorry, the only flight I can give you is on Saturday morning. Would that be OK?

The traveler might answer like this:

*Traveler:* No, I need to go before then. But thanks for trying.

or

*Traveler:* No, that doesn't suit me. But thanks anyway.

Role-play the conversation between the traveler and the travel agent. In each case, the traveler wants a direct flight. The traveler should use the Traveler's Information (above right), while the travel agent should use the Travel Agent's Information (right). Change roles when you have finished.



#### Traveler's Information

	Destination	Planned departure
1.	New York	Thursday or Friday this week
2.	Paris	Late next week
3.	Detroit	Next Tuesday morning
4.	Rio de Janeiro	In the middle of next week
5.	Hong Kong	Monday afternoon

#### Travel Agent's Information

	Flight	Departure time	Stopover
1.	New York	Thursday 7 A.M.	Los Angeles
	New York	Friday 8 A.M.	—
	New York	Saturday 9 A.M.	—
2.	Paris	Wednesday 6:30 P.M.	—
	Paris	Thursday 10 A.M.	—
	Paris	Friday 2 P.M.	Frankfurt
3.	Detroit	Tuesday 10:45 A.M.	Los Angeles
	Detroit	Tuesday 1 P.M.	—
4.	Rio de Janeiro	Wednesday 4 P.M.	Santiago
	Rio de Janeiro	Thursday 7 P.M.	—
5.	Hong Kong	Monday 9:45 P.M.	—
	Hong Kong	Monday 6 P.M.	Kuala Lumpur
	Hong Kong	Monday 10 P.M.	—