



Module E Unit 9

Training 1.1 (p.77)

Announcer : You are Amy Leung, a clerk in a travel agency. You are discussing what information on Seattle to put in a fact sheet with your colleague. Listen to the conversation and complete the fact sheet below.

- Amy : Hi John, can you help me check the details in this fact sheet?
- John : Sure, let me see. I think you should put the city information at the top. Start with the average temperature.
- Amy : ^① Well in the summer, the average temperature is about 24 degrees Celsius.
- John : OK. What about the currency?
- Amy : ^② Well, I remember there're 1-cent and 5-cent coins. But I've forgotten the rest...
- John : There're also 10-cent and 25-cent coins. How about the notes?
- Amy : ^③ Well, the most common ones are 1, 5, 10 and 20 dollars.
- John : Are there any big notes?
- Amy : I suppose tourists might use fifties and hundreds.
- John : And the exchange rate?
- Amy : ^④ It's HK\$7.8 to US\$1.
- John : OK. Better put the time difference in as well. It's 16 hours, right?
- Amy : No, in the summer, it goes back 1 during daylight savings time.
- John : ^⑤ So that's 15 hours behind Hong Kong. The second section is about the flight. How long is it?
- Amy : ^⑥ The direct flight is 12 hours and 30 minutes.

- John : That's not so bad.
- Amy : No, but it costs US\$1,375 in the summer for a one-way ticket.
- John : How about round trip?
- Amy : ^⑦ US\$1,750 and the ticket is only valid for 60 days.
- John : It's getting really expensive.
- Amy : ^⑧ Yes, and they changed the baggage limit. It's only 50 pounds now.
- John : ^⑧ Let me see...that means you can only take about 23 kg. OK. How about local transport?
- Amy : ^⑩ The airport's quite far from the town. It's about 20 km.
- John : What's the cheapest way to get to town?
- Amy : ^⑬ Light rail. It's only US\$2.5 and it only takes 35 minutes.
- John : How about the taxis?
- Amy : There's a flat fare of US\$36 plus a tip. ^⑪ In general, the fare is US\$2.5 for the first mile ^⑫ and US\$2 for each mile thereafter.
- John : OK. And finally, put in something about the hotels.
- Amy : We got a really good deal at the Metro Hotel. It's US\$140 for a room with a king-sized bed.
- John : That seems like a lot.
- Amy : ^⑭ Not in Seattle, that's 40% off the regular rate. The room is a bit small though.
- John : Any other choices?
- Amy : ^⑮ Well, the Seattle Inn Hotel offers a bigger room with a king-sized bed at US\$230. The bed is 7 feet long.
- John : But it's a lot more expensive! *

Training 2.1 (p.78)

Announcer : You are helping customers book their air tickets. Listen to two conversations and mark a cross on the seats to show which ones the customers have reserved.

Conversation 1.

Amy : Good afternoon, sir. How may I help you?

Mr Lam : I'd like to book two seats for the flight to London tomorrow afternoon.

Amy : No problem. Do you have any preferences for seats?

Mr Lam : Yes, my wife likes the view from the plane window. Please try to arrange a window seat for her.

Amy : And you will be sitting right next to her, right? ^① What about 5D and 5E?

Mr Lam : That's fine for me. Thanks. *

Announcer : Conversation 2.

Amy : Good afternoon, madam. How may I help you?

Mrs Cheung : Do you have any flights to London tomorrow?

Amy : Yes, we have two flights to London. The earlier one departs at 3 pm. Would you like to book the seats now?

Mrs Cheung : Yes. Please arrange 4 seats for me.

Amy : OK. Would you like to sit near the window?

Mrs Cheung : Oh no. The UV is very high at flying altitude and I don't want to be exposed to UV radiation. By the way, I want to sit near the washroom. I don't want to walk a long way to the washroom on the plane. It's too dangerous.

Amy : OK, let me check. I'm sorry that the flight is quite full already and there aren't any empty rows near the

washroom. ^② So you'll have 19E, 19F, 20A and 20B.

Mrs Cheung : OK, thanks. *

Training 2.2 (p.79)

Announcer : You are completing an online flight booking form for a customer. Listen to the conversation and complete the form below. Mark a cross on the seats to show which ones the customer has reserved.

Amy : Good morning sir. How may I help you?

Martin : I'd like to book air tickets to London but my notebook isn't working.

Amy : That's OK. Let me fill in the online form for you. What's your name, please?

Martin : ^① Martin, Martin Johnson.

Amy : OK. And your phone number is?

Martin : ^② 9433 5987.

Amy : OK. ^③ And you're flying to London, right?

Martin : Right.

Amy : And when do you want to fly?

Martin : ^④ We're leaving on the 15th of August.

Amy : I'm sorry, there's no flight on that day. How about the 18th or the 21st?

Martin : The 18th would be OK, I suppose.

Amy : OK then. ^⑤ Will you be flying economy class?

Martin : Yes. First class is too expensive.

Amy : And how many people?

Martin : ^⑥ 3 adults and 3 children.

Amy : OK, adults have to pay 100% of the fare. How old are the children?

Martin : ^⑨ The boys are 5 and ^⑩ the girl is just a baby.

Amy : There's a price difference for the children and the baby. The two 5-year-old boys pay 75%.

Martin : Oh good. How about the baby?

Amy : If your child is 2 years old or below, it's free.

Martin : Well, she's only 9 months old and she needs baby meals.

Amy : OK, let me write it down. ¹⁴ One baby meal. Now you need to choose seats, will you all sit together?

Martin : Yes, please.

Amy : Well, we can put 3 people in the same row, along with the baby. ¹⁵ That's seats 9A, 9B and 9C.

Martin : OK.

Amy : Then we just need 2 seats for the kids. How about in the row behind, 10B and 10C?

Martin : Mm...my boys don't like aisle seats.

Amy : ¹⁵ OK, 10A and 10B then. Now the reservation is almost done. Do you want child meals for the 2 boys?

Martin : Yes please... Oh wait, George usually likes the regular meal. ¹² Please arrange only 1 child meal for my little son then.

Amy : No problem. Any other needs?

Martin : ¹³ I'd like 1 vegetarian meal.

Amy : Alright then, that's all I need to know. So that's 1 baby meal, 1 child meal and 1 vegetarian meal. The others have regular meals.

Martin : That's right.

Amy : OK. The tickets are reserved now. ⁷ Your flight number is BR005 and it's a one-way journey. ⁵ Please note that the departure time is 4:30 pm and the check-in time is... *

Training 3.1 (p.80)

Announcer : You are preparing a brochure for two holiday activities. A senior staff member is telling you some rules that you need to include in the brochure. Listen to the conversation and write the correct symbol next to the items which the tourists must bring, can bring and cannot bring.

Paul : OK. Let me tell you the rules about using the hot springs. Every year, we have trouble with people breaking the hotel rules and it even caused arguments.

Amy : Really? What happened?

Paul : ¹ Well, last year someone tried to walk down to the hot spring area in his flip flops and hurt himself. There's no walking path so people must wear shoes.

Amy : OK. What else should they wear?

Paul : ⁸ They have to wear a swimsuit. Naked bathing or regular clothing isn't allowed.

Amy : Right, keeping the water clean is important. ⁴ How about a towel then?

Paul : It's a good idea, but they don't necessarily have to bring one as towels will be provided. But some people may like to use their own towels though.

Amy : ⁶ They should wear swim caps, right?

Paul : Yes. That keeps the water clean.

Amy : How about food then?

Paul : ² Food shouldn't be a problem, as long as they don't eat or drink in the water. There're some tables there for people to use.

Amy : So they can bring food and drinks. ⁵ How about wine?

Paul : Sure, but there's one rule. No glass bottles. Broken glass is dangerous and would be really hard to clean up.

Amy : OK then. ⁷ Do they need money?

Paul : Not really, but there's usually a guy there selling souvenirs, so they could bring some if they wanted to. Sun lotion is also available.

Amy : Is it free?

Paul : ³ Yes, but they must remember to bring their room key. It's a private spring, so only guests can use it.

Amy : OK. I'll write all that up later. Let's talk about ocean kayaking.

Paul : Right. This is done in Canada, so the safety rules are very strict. ¹⁰ Everyone has to wear a life jacket.

Amy : Well, that makes sense. ¹⁴ How about a helmet?

Paul : They really should, but it's not actually a requirement. ¹⁶ They'll need their passports though.

Amy : Really? Why?

Paul : Children under 10 aren't allowed. And the other reason is that the government wants personal information for any missing people in case of accidents.

Amy : I see.

Paul : ¹² Please also note that they ought to bring a plastic neck pouch.

Amy : The company should provide that, I think.

Paul : I agree, but we don't know for sure. So please remind the tourists to bring it. ⁹ Also, they must bring some money. This is a separate trip, so they have to pay on the spot.

Amy : What else?

Paul : ¹³ It can get really hot, so they may need some sun lotion. I got a bad burn last year.

Amy : I guess it depends on the weather, right?

Paul : ¹⁵ Sure, but they'll need some water no matter what the weather's like. It's a long trip and they'll be sweating.

Amy : Of course. How about other drinks?

Paul : Water is best, but anything's OK. ¹¹ Just one rule — no alcohol on the boats. It's too dangerous.

Amy : OK, I'll prepare these brochures right away.

Paul : Thanks. *

Training 4.1 (p.81)

Announcer : You are calling some customers to get their feedback on the company's tour packages. Listen to three conversations and complete the questionnaires below.

Conversation 1.

Amy : Hi Miss Jones, this is Amy from Venus Travel. Would you mind if I asked you a few questions about your last tour?

Miss Jones : ¹ You mean the World Cup Tour?

Amy : Yes.

Miss Jones : No problem.

Amy : ³ Did you enjoy the tour?

Miss Jones : Well, it was good. The football games were great. I got to see a game every day. We went to most of the stadiums and we had some great seats. We never missed a bus or a train.

Amy : I'm glad to hear that.

Miss Jones : Still, there is one bad thing, though. ² Our guide didn't seem to know much about football.

Amy : Oh, was he rude or unwilling to help?

Miss Jones : No, he was a nice person. He knew about shopping and sights, but we were

there to watch the games and he wasn't much help in explaining things. Maybe you could hire guides who know more about football for this tour package.

Amy : I'll make a note of that, 'hire guides who know about football'... Is there anything else?

Miss Jones : No. Everything was OK. The hotels were nothing special, but we went there for the football game so that wasn't a big problem. Oh, there was one more thing. The special plane you booked for the flight was great.

Amy : You mean the one with the football theme?

Miss Jones : Yes. It was really clever. I loved it.

Amy : I'm happy to hear that. Would you like to receive emails about new offers from our company?

Miss Jones : No, thanks. I don't travel very often, so I don't need that.

Amy : OK. Thanks for your time. Goodbye.

Miss Jones : Bye. *

Announcer : Conversation 2.

Amy : Hi Mr Sanders, this is Amy from Venus Travel. Would you mind if I asked you a few questions about your last tour?

Mr Sanders: Just call me Dan. Actually, I'm going to complain about that tour.

Amy : I'm sorry to hear that. What was the problem?

Mr Sanders: Several things. First of all, the tour guide was poor. We went on the tour because we wanted to go to Disneyland, but your guide kept wasting our time on other sights. Also, we were standing around in hotel lobbies or restaurants waiting for him to finish what he was doing. When we finally did get to Disneyland, we had to leave early to catch the buses.

Amy : I'm sorry about that, but you know it was a fixed itinerary, so he had to take you to those places.

Mr Sanders: The itinerary was actually OK, I suppose. Some people wanted to go to other places as well. The real problem was the guide. He was very disorganised and he talked too much. And mostly he just talked about what a great tour guide he was.

Amy : I'm terribly sorry. We'll follow up on that.

Mr Sanders: And another thing, the hotel was awful. The rooms were small and dirty, and there was no hot water most of the time. And the hotel was too far away from Disneyland. Why didn't you just book the Disneyland Hotel? Though it's more expensive, people on the tour could spend more time at Disneyland!

Amy : OK. We appreciate your feedback. Let me write that down... 'stay at the Disneyland Hotel'. Is there anything else? How about the flight?

Mr Sanders: The flight was OK. Nothing special. Anyway, I just wanted to let you know how I felt.

Amy : Thank you for your comments. Would you like to receive emails of new offers from our company?

Mr Sanders: No, thanks. I don't really like to read emails.

Amy : Oh... Thank you very much for your time, Dan. Goodbye.

Mr Sanders: Bye. *

Announcer : Conversation 3.

Amy : Hi, Mrs Belson, this is Amy from Venus Travel. Would you mind if I asked you a few questions about your last tour?

Mrs Belson : Sure.

Amy : Great. Let me confirm your destination first. ¹³ You took the Hot Springs Tour, right?

Mrs Belson : Yes, it was wonderful.

Amy : I'm glad to hear that. What did you like best?

Mrs Belson : ¹⁵ Well, our guide, John, was really great. He took care of everything for us and made us feel like we were VIPs.

Amy : Well, that's his job.

Mrs Belson : ¹⁷ Also, the hotel was lovely. My room was very clean and comfortable and of course the hot springs were perfect. We had enough time to enjoy the hot springs instead of having to rush to different places. ¹⁶ So I think the itinerary was very good.

Amy : Do you have any suggestions for us then?

Mrs Belson : ¹⁸ Well, the flight was rather uncomfortable because of turbulence and bad weather. But I suppose you can't do anything about that.

Amy : I'm afraid not. Was the flight really bad then?

Mrs Belson : Oh, no, it just wasn't very nice. Also, the seats were a bit small. Maybe you could try a different airline next time.

Amy : ¹⁹ 'Use a different airline'... OK. Thank you for your feedback. We'll keep it in mind and I hope to see you again for your next vacation. Would you mind if we send you emails of our new offers?

Mrs Belson : Of course not. It's really lovely. ¹⁴ My email is flowergirl@coolmail.com.

Amy : flowergirl@coolmail.com. OK. Thank you very much for your time. Goodbye.

Mrs Belson : Goodbye. *