

Dear Mr. Tyler,

I am pleased to **confirm** your **itinerary** for your trip from Sydney to London.

I have booked you on a **business class** flight SQ174 from Sydney Airport to London Heathrow. Departure is at 8:05 am on August 19th. This includes a 19-hour **layover** in Singapore.

I arranged **accommodations** at the Singapore Orchid Hotel, which has a wide range of luxury **amenities**. You will arrive at London Heathrow at 3:55 pm on August 20th. Your **e-ticket** is attached to this mail.

On arrival at Heathrow you can reach the center of London either by train or **coach**. **First class** train fares start at £26. Alternatively you can **rent** a car at the airport. Please let me know your preference so I can make the necessary **reservations**.

Thank you once again for choosing Merit Travel. If you have any other queries, please do not hesitate to get in touch.

Jana Lemon
Merit Travel

Get ready!

1 Before you read the passage, talk about these questions.

- Do you think the Internet will make business travel unnecessary? Why or why not?
- What are the benefits and challenges of business travel?

Reading

2 Listen and read the email message from a travel agency. Then, choose the correct answers. What should Mr. Tyler do if he has any queries?

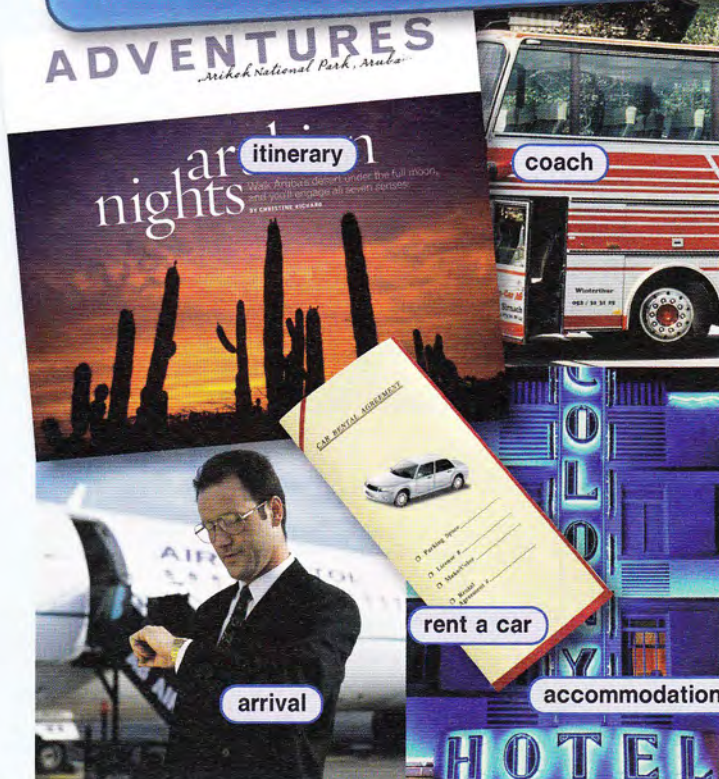
- Which of the following is NOT on Mr. Tyler's itinerary?
 - a layover in Singapore
 - a flight from Sydney to London
 - accommodations in a luxury hotel
 - a coach ticket to central London
- What is the main idea of the passage?
 - the details of an upcoming trip
 - a description of destination options
 - the estimated cost of a vacation
 - services provided by a travel agency
- What is included with the email?
 - a flight ticket
 - a hotel booking form
 - a train schedule
 - a list of car rental agencies

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

- | | |
|---------------------|---------------------|
| 1 __ itinerary | 5 __ reservation |
| 2 __ layover | 6 __ coach |
| 3 __ e-ticket | 7 __ business class |
| 4 __ accommodations | |

- a comfortable bus for longer journeys
- a place where travelers can stay
- an electronic pass to board a plane
- an agreement that something will be held
- a stop mid-way through a journey
- a detailed plan of a journey
- a large, expensive seating area



4 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

rent first class fare arrival amenities

- 1 Businesspeople fly _____ because it is more comfortable.
- 2 The train _____ from this city to the capital is very expensive.
- 3 The hotel has several _____, such as a swimming pool.
- 4 Upon _____, passengers should go to baggage claim.
- 5 Carol will _____ a car while she is on business in New York.

Listening

5 Listen to a conversation between a travel agent and a businessman. Check (✓) the costs that the travel agent must investigate.

- 1 business class flights to London
- 2 accommodations in Singapore
- 3 coach fares from Heathrow to London
- 4 renting a car in London
- 5 accommodations in London

6 Listen again and complete the conversation.

Agent: Oh hello Mr. Tyler. Did you receive the 1 _____?

Businessman: Yes I did, thank you. But I had one or two questions.

Agent: Sure, fire away.

Businessman: Firstly, about the 2 _____ in Singapore. Are the 3 _____ included in the price of the airline ticket?

Agent: Yes it is. It's part of the 4 _____ package.

Businessman: That's great. Secondly, how much are 5 _____ from Heathrow to the center of London?

Agent: I can find that out for you.

Businessman: That'd be great. Can you also find out the cost of 6 _____ a car for five days too, please?

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

*Did you receive the itinerary?
I had one or two questions.
Can you also find out ...*

Student A: You received your itinerary for a business trip. Ask Student B about:

- cost of accommodations
 - transportation options and costs
- Make up a destination.

Student B: You are a travel agent. Answer Student A's questions.

Writing

8 You are a travel agent. Use the conversation from Task 7 and the email to write an email to a client explaining the reservations you have made. Talk about:

- Where the client is traveling to
- How the client will get there
- What accommodations and transportation options you have arranged



