



# At the Airport

## CONVERSATION: BOOKING A FLIGHT



**TRAVEL  
AGENT**

Good afternoon! Welcome to Skyline Travel Agency. How may I assist you today?

**CUSTOMER**

Hi, good afternoon. I'm looking to book a flight to New York City.

**TRAVEL  
AGENT**

Great choice! When would you like to depart?

**CUSTOMER**

I'm aiming for around October 15<sup>th</sup>.

**TRAVEL  
AGENT**

And will this be a one-way or round-trip ticket?

**CUSTOMER**

Round-trip, please.

**TRAVEL  
AGENT**

When would you like to return?

**CUSTOMER**

I'm thinking of coming back on October 22<sup>nd</sup>.

**TRAVEL  
AGENT**

Let me check the availability... It looks like there are several options. Would you prefer a direct flight or are you okay with layovers?

**CUSTOMER**

I'd prefer a direct flight if possible.

**TRAVEL  
AGENT**

I found a direct flight departing on October 15<sup>th</sup> at 10:00 AM and returning on October 22<sup>nd</sup> at 4:00 PM. Does that work for you?

**CUSTOMER**

That sounds good. How much is the fare?

**TRAVEL  
AGENT**

The total fare for a round-trip ticket would be \$450.

**CUSTOMER**

That's within my budget. Could you tell me about the baggage allowance?

**TRAVEL  
AGENT**

You're allowed one check-in bag up to 50 lbs. and one carry-on bag up to 15 lbs.

**CUSTOMER**

Great. I'd like to proceed with the booking.

**TRAVEL AGENT**

May I have your full name, as it appears on your passport, and your date of birth for the booking?

**CUSTOMER**

Sure, it's Michael Smith and I was born on April 2<sup>nd</sup>, 1985.

**TRAVEL AGENT**

Could you please provide an email address for the booking confirmation and itinerary?

**CUSTOMER**

Yes, it's msmith@gmail.com

**TRAVEL AGENT**

Perfect! You're all set. You'll receive a confirmation email shortly. Do you have any other questions?

**CUSTOMER**

No, that should be it. Thank you for your help.

**TRAVEL AGENT**

You're welcome! Have a great trip!

## VOCABULARY



1. book



2. depart



3. one-way ticket



4. round-trip ticket



5. layover



6. availability



7. fare



8. budget



9. baggage allowance



20. date of birth

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