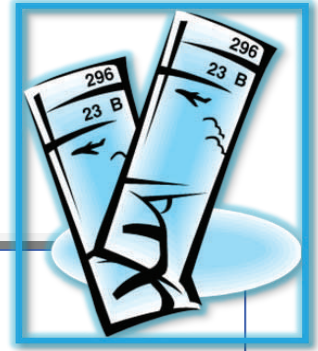


Confirming a Flight



- Client:* Hello, I would like to confirm my flight.
- Airline Staff:* What is your ticket number?
- Client:* The number is 922-8919-334.
- Airline Staff:* You are scheduled to depart on March 3rd at 6:00 in the morning. Is this correct?
- Client:* Yes.
- Airline Staff:* Are you traveling alone?
- Client :* No, my sister is traveling with me.
- Airline Staff:* What is her ticket number?
- Client:* Her ticket number is 922-8919-335.
- Airline Staff:* Your tickets have been confirmed. Please be at the airport three hours before your flight.
- Client:* Okay, thank you very much!
- Airline Staff:* You're welcome.

What Do You Think?

What would you do if you arrive late at the airport?

Words to Ponder

1. **confirm** - to give approval to: to give assurance of the validity of.
2. **depart** - to go away: to leave.
3. **passenger** - a traveler
4. **ticket** - a certificate or token showing that a fare or admission fee has been paid.

Confirming a Flight



Comprehension Check:

Fill in the blanks with the most appropriate word in the sentence.
Given are the clues below.

passengers *clerk* *vacation* *aisle* *schedule*
brochures *suitcase* *tropical* *rental* *complimentary*

1. She works as a _____ in a local pet store.
2. The university will be closed for Christmas _____.
3. She packed her _____ the night before she left.
4. The restaurant offers valet parking as a _____ service.
5. He wanted to escape winter and visit some _____ location.
6. I have a hectic _____ this week.
7. We came across pretty ladies handing out _____ for passersby.
8. There were two _____ in the car addition to the driver.

IN THE PLANE

(talking to the flight attendant)



Flight Attendant: Excuse me Sir, would you like anything to drink?

Passenger 1: No, thanks. But, which is the way to the toilet?

Flight Attendant: Go straight then turn right.

Passenger 2: Excuse me, what time are we going to arrive in Hong Kong?

Flight Attendant: We will arrive in 2 hours.

Passenger: Great! May I request for a pillow?

Flight Attendant: Sure, I'll be right back.

Passenger: Can you turn down the aircon, it's very cold.

Flight Attendant: Sure, are there any garbage for disposals?

Passenger: Yes, I have candy wrappers in my pocket. Thanks!

Flight Attendant: You're welcome.

IN THE PLANE

(TALKING TO THE FLIGHT ATTENDANT)

What Do You Think?

What is a flight attendant?

Words to Ponder:

1. **request**— to make a request; to ask a favor or privilege.
2. **weather**— the state of the atmosphere with respect to heat or cold, wetness or dryness, calm or storm, clearness or cloudiness.

Comprehension Check:

Complete the words by filling in the missing letters.

1. a _ s _ e - a passageway separating seating areas in a plane.
2. fl _ g _ t - a trip made by or in an airplane
3. p a _ _ p o _ t - an official document issued by a government, certifying the holder's identity and citizenship and entitling them to travel
4. b a _ _ a _ e - suitcases, trunks, and personal belongings of travelers: luggage
5. c _ s t _ m s - the place in an airport where officials check incoming goods, travelers, or luggage

IN THE HOTEL (at the reception desk)



Receptionist: Good evening, Sir.

Guest: Good evening. I have a reservation here.

Receptionist: Alright, let me check. What is your name?

Guest: It's John Smith.

Receptionist: Did you make your reservation by phone?

Guest: Yes.

Receptionist: Okay, please follow me. I will show you your room.

Guest: Where is it?

Receptionist: It's on the second floor at Room 208.

Guest: Is it overlooking the ocean?

Receptionist: Yes, it is. Here's the key.

Guest: Wow! This is great. Thank you so much.

Receptionist: You're welcome Mr. Smith. Enjoy your stay.

Guest: Sure, I will.

IN THE HOTEL

(AT THE RECEPTION DESK)

Words to Ponder

1. **reception desk**— a counter in a hotel where guests are received
2. **record**— to set down in writing, make an official copy
3. **half-empty**— a place containing half its capacity; half-filled.



What Do You Think?

What will you do if you have already booked for a reservation but the hotel was full when you get there?

Comprehension Check:

Make your own story and role play a scenario by using the conversation in the Hotel.

IN A RESTAURANT

Waitress: Hello, good morning Ma'am.

Customer: *Hi! Give me a table for two please.*

Waitress: Sure, please follow me.

Customer: *Thank you.*

Waitress: You're welcome. May I take your order?

Customer: *Yes, can I have rice and fish fillet?*

Waitress: Sure, how about your drinks?

Customer: *I want pineapple juice.*

Waitress: What would you have for dessert?

Customer: *Oh, yes, I like to have banana split.*

Waitress: Your order is fish fillet, pineapple juice and banana split for dessert. Is there anything else Ma'am?

Customer: *No, that's it for now. My partner will arrive in a minute.*

Waitress: Alright, I will be back with your order.

Customer: *Thank you!*



IN A RESTAURANT

Words to Ponder

1. **menu**— a list of dishes that may be ordered in a restaurant.
2. **starter**— the first to be served in a meal; appetizer.
3. **main course**— the principal dish of a meal.

What Do You Think?

1. What are the kinds of food you want to experience?
2. What was the most exciting place or restaurant you've ever been to? Tell us about your experience.

Comprehension Check:

Spelling Check: Underline the word which has the correct spelling.

- | | | |
|---------------|------------|------------|
| 1. broshore | brochure | broshure |
| 2. restaurant | ristaurant | reasturant |
| 3. tropickal | tropical | tropecal |
| 4. preffer | prefare | prefer |
| 5. dinner | dinerr | diener |

ORDERING FOOD AND DRINK



Passenger: *I would like to order a drink.*

Flight Attendant: Yes, what would you like coffee, tea or juice?

Passenger: *I'd like soda please.*

Flight Attendant: Sure. Would that be all?

Passenger: *When will our meals be served?*

Flight Attendant: Dinner will be served in 15 minutes.

Passenger: *What are our dinner choices?*

Flight Attendant: You will have a choice of chicken, fish, or beef.

Passenger: *I am a vegetarian. But I like to have fish.*

Flight Attendant: Oh, yes of course! You will have vegetarian meal for dinner.

Passenger: *Thank you!*

Flight Attendant: My pleasure.

Words to Ponder:

1. **beverage**- a drinkable liquid.
2. **vegetarian**- consisting wholly of vegetables, fruits grains, nuts, and sometimes eggs or dairy products; a person who does not eat meat is a vegetarian.
3. **complimentary**- given free as a courtesy or favor.

ORDERING FOOD AND DRINKS

What Do You Think?

Have you ever tried riding in an airplane? What were the accommodations given to you?

Comprehension Check:

Use the phrases below to make a sentence.

1. travel alone...
2. place on earth....
3. when I fly....
4. walk around ...
5. travel during summer...