



# UNIT



## Making Reservations for Flight Tickets

### Lead-in

**Task** The following information is usually involved in booking a flight ticket by telephone. Can you rearrange them in the correct order?

- |  |                                  |
|--|----------------------------------|
| 1. class of service                      | 2. passenger's name              |
| 3. departure date                        | 4. arrival time                  |
| 5. destination                           | 6. meal service                  |
| 7. a single or round trip                | 8. ticket fare                   |
| 9. repetition of reservation information | 10. passenger's telephone number |

→  →  →  →  →  →  →  →  →  →

### Model Dialogs

#### Dialog 1

(C = Clerk P = Passenger)

C: Hello, China Southern Airlines. May I help you?

P: Yes, I'd like to book a ticket from Guangzhou to Tokyo.

C: Okay! When do you wish to fly?

P: Next Friday, July 1st. What flights are available?



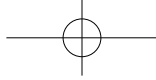
- C: Please hold for a moment. Let me check the flight schedule.  
(after a moment)
- C: Sorry for keeping you waiting. We have two flights to Tokyo, at 10:10 a.m. and 3:15 p.m. Both flights have seats available.
- P: What's the arrival time of the morning flight?
- C: That's Flight CZ385 and it arrives in Tokyo at 2:55 p.m. local time.
- P: Is it a direct flight?
- C: Yes, it's a nonstop flight.
- P: Hmm... it works out with my schedule. I'll take that flight. How much is a one-way ticket?
- C: Which class do you prefer? First class, business class or economy class?
- P: Economy, please.
- C: It's 4,800 *yuan* for economy class. What name shall I put the reservation under?
- P: Tony Alexander, and my telephone number is 56782220.
- C: Thank you, Mr. Alexander. I'll repeat your reservation. I've booked you one economy-class seat on Flight CZ385 for July 1st, one way to Tokyo, leaving Guangzhou at 10:10 a.m.
- P: That's right. Thanks a lot.
- C: My pleasure. Please be at the airport at least two hours before departure time.

## Dialog 2

(C = Clerk P = Passenger)

- P: Good morning. I'd like to make a reservation for a flight to Portland, leaving Guangzhou next Friday.
- C: Okay. We have a scheduled flight departing for Portland every day.
- P: Is it a direct flight?
- C: No. I'm afraid you'll have to take a connecting flight to Portland by way of Los Angeles.
- P: Okay. One business-class seat, please.





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- C: I'm sorry, business class for that flight is already fully booked. But there are still some seats in first class.
- P: All right. I'll go first class then.
- C: May I have your name, please?
- P: Peter Smith.
- C: All right. The one-way first-class fare from Guangzhou to Portland is RMB10,000. Would you like to pay in cash or by credit card?
- P: Credit card. Here you are. Oh, by the way, I'm a vegetarian.
- C: Okay. I'll add this information to the booking.
- P: Thank you.
- C: Here is your ticket and credit card. Please be at the airport to check in two hours before departure time.
- P: Thank you very much.

### New Words and Expressions

airline /'eəlain/	n. 航空公司
available /ə'veɪləbəl/	adj. 有空的, 可用的
depart /dɪ'pɑ:t/	v. 离开
departure /dɪ'pɑ:tʃə/	n. 离港, 出发
fare /feə/	n. 票价
reservation /,rezə'veɪʃən/	n. 预订
schedule /'skedju:l/	n. 时间表
vegetarian /,vedʒə'teəriən/	n. 素食主义者
business class	商务舱
direct flight	直飞航班
economy class	经济舱
first class	头等舱
nonstop flight	直飞航班
one-way ticket	单程票

## Speaking Tasks

**Task 1 Role-play the model dialogs with your classmates. You may exchange your roles while role-playing.**

**Task 2 Translate the following words and expressions into Chinese.**

- |                                   |                                  |
|-----------------------------------|----------------------------------|
| 1. reserve a flight ticket _____  | 2. departure time _____          |
| 3. direct flight _____            | 4. one-way ticket _____          |
| 5. return ticket _____            | 6. round-trip ticket _____       |
| 7. domestic flight _____          | 8. departure date _____          |
| 9. destination _____              | 10. business class _____         |
| 11. earliest flight _____         | 12. check the availability _____ |
| 13. put on the waiting list _____ | 14. first class _____            |
| 15. arrival time _____            | 16. economy class _____          |
| 17. hold for a moment _____       | 18. nonstop flight _____         |

**Task 3 Complete the dialog and practice it.**

- A. available      B. if there is any cancellation      C. I'd like to book a ticket  
D. put you on standby      E. You can reach me

P:   1   to Los Angeles on September 8th.

C: Just a moment, please. Let me check. I'm very sorry, sir. There are no seats   2   on Friday's flights.

P: Oh, that's too bad. I have to leave this Friday. What should I do?

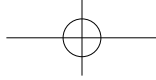
C: I can   3   if you wish.

P: That's all right.

C: Could you please tell me your name and the telephone number?

P: My name is James Smith.   4   at 34568999.

C: Good. I'll call you   5  .



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### Task 4 Give appropriate responses with the given information.

P: Good morning. What flights do you have from Shanghai to San Francisco?

C: 1. \_\_\_\_\_  
(two flights to San Francisco leaving at 2:00 p.m. and 5:00 p.m.)

P: Could I make a reservation for the first flight?

C: 2. \_\_\_\_\_

P: Next Saturday, May 5th.

C: 3. \_\_\_\_\_

P: Please book me one first-class ticket.

C: 4. \_\_\_\_\_

P: My name is Andy Wang.

C: 5. \_\_\_\_\_

P: One way, please.

C: 6. \_\_\_\_\_  
(Clerk repeats the reservation and asks the telephone number.)

P: You can reach me at 1567926.

C: You're all set, Mr. Wang. Have a pleasant trip.

### Task 5 Create dialogs according to the following situations.

**Situation 1:** Mr. Li is dialing the China Southern Airlines Customer Service Line, 95539, to book a one-way ticket from Guangzhou to Chengdu on Thursday. He wants to arrive before 4:00 p.m. to catch a meeting.

**Situation 2:** Michael is booking a one-way ticket from Beijing to Hangzhou to meet his client at the airport. The fare is RMB3,000. He pays for it in cash.

## Extended Reading

### How to Purchase Airline Tickets

If you're planning to fly, there are options when it comes to buying tickets. The

following passage details the different ways you could use to purchase airline tickets.

### 1. Through a Travel Agent

Wherever you want to fly, travel agents can help you buy airline tickets to get you there. First, phone or visit a travel agent nearby and inquire about flights to your chosen destination. Next, select a flight that meets your needs in terms of departure and arrival dates and times, layovers if any, number of connections, and baggage allowance. You need to consider if meals are provided, and decide whether you would like to fly economy or business class. Then, tell your travel agent which airline ticket you prefer and ask him/her to book it for you. All you need to do then is to provide him/her with the payment, then the travel agent will do the rest of the work for you.

### 2. Using a Travel Website

Another user-friendly way to book airline tickets is to visit travel websites. You need to fill in the details of the flight you plan to take, including departure and arrival airports, and the duration of your stay. You'll then be shown options for flights that meet your requirements. Next, choose a flight that meets your budget and travel criteria (fewer layovers, shortest travel time, etc.). After filling in the information requested and choosing your flight, you'll have successfully booked your airline ticket online. Once you provide payment information, your flight should be confirmed. Make sure to print a copy of your flight purchase or the e-ticket that's emailed to you for your records, to avoid problems when you get to the airport. (If you're unsure about using online travel sites to book tickets, you can call the airline provider afterwards to confirm your flight.)

### 3. Directly from the Airline Online

You can also purchase airline tickets directly from the airline itself. After logging on to the website, proceed to the flight booking section and complete the forms as requested. You'll have the options of several flights to choose from, and can even earn rewards for booking flights directly from the carrier's website. This should earn you free airline travel in the future. Reward points can usually also be earned through other booking methods, as long as you give your membership number.

#### 4. Through the Airline's Booking Department

Another easy way to book airline travel is to phone the airline directly. You can contact your preferred airline's customer service, and request to book a flight. Like on websites, you'll be asked about your preferred travel dates and airports, and then be given a price. This price may be a bit higher than with other methods, since telephone bookings often have extra booking fees.

When you need to book a flight, consider all the options. Travel agents, booking departments and websites can all help you book airline tickets.

#### New Words and Expressions

budget /'bʌdʒət/	n. 预算
carrier /'kæriə/	n. 航空公司, 承运人
connection /kə'nekʃən/	n. 联运
criteria (criterion 的复数形式) /kraɪ'tɪəriə/	n. 标准, 条件
layover /'leɪəʊvə/	n. 中途停留, 中途下车
option /'ɒpʃən/	n. 选择
preferred /prɪ'fɜ:d/	adj. 首选的
travel agent	旅行代理人

**Task 1 Talk about the following questions after reading the passage and do some extended discussion.**

1. How many ways of buying airline tickets are mentioned in the passage and what are they?
2. Which way of booking airline tickets is your favorite? Why?

**Task 2 Make an oral presentation about procedures of booking airline tickets by using travel websites.**

## Professional Terms for Further Study

Learn more professional terms for your further study.

board	v. 登机
compartment	n. 舱, 分隔厢
delay	n. 延误, 推迟
divert	v. 改航, 转向
carry-on baggage	手提行李
ETD (Expected Time of Departure)	预计起飞时间
ETA (Expected Time of Arrival)	预计到达时间
reduced fare ticket	减价票