



# **NEW BUSINESS ENGLISH 5**

## **Lesson 34**

### **Ticket Booking**



# LEARNING GOALS

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- ◆ Booking a Flight Ticket





# What would you say?

**Scenario: Imagine you are going on a business trip.**

**Call an airline company to reserve a flight.**



**Hello, Madam/ Sir.  
How may I help you?**

## Situational Dialogue

- ▶ Kenzo reserves a flight for his business trip.





Good morning, Miller Airlines.  
How may I help you?

Good morning. I'd like to book a flight to  
Shanghai on the 20<sup>th</sup> of June, please.







Sure. There's a direct flight at 13:00 and another one at 18:00 with a layover of 4 hours in Incheon.

I'll have the direct flight at 13:00, please.  
I'd also like to know the price for the return flight. I'll return on the 24<sup>th</sup> of June.



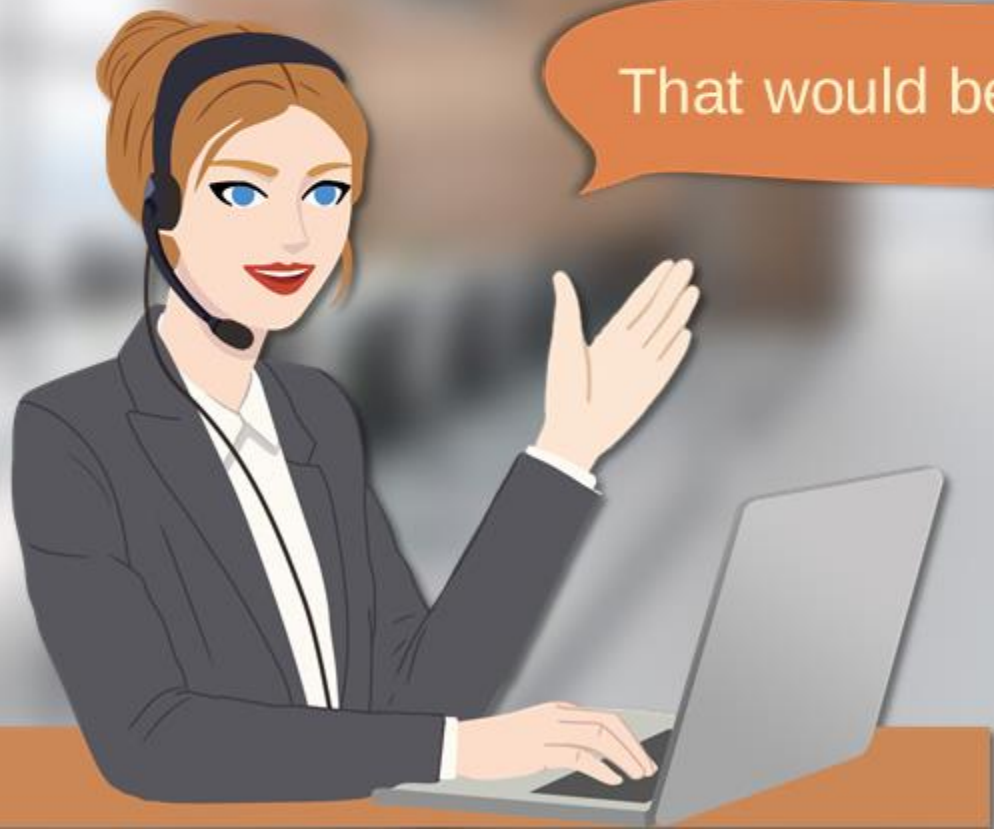


Economy, business, or  
first-class ticket?

I'd like to have a seat in  
economy class, please.

That would be a total of \$5,388.

Let's go with that.







Certainly. Could I have  
your name, please?

It's Kenzo Hara.  
K-E-N-Z-O H-A-R-A.

Okay. That's  
confirmed, Mr. Hara.





# Key Vocabulary

Learn the new words and answer the questions.



## layover

*(n.) a short stay in a place that you make while you are on a longer journey to somewhere else*

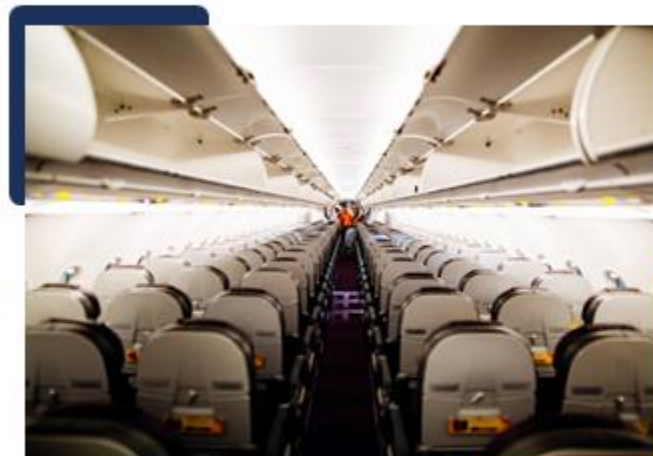
e.g. We had a 4-hour **layover** in Boston.



## return flight

*(n.) a flight going somewhere and back to the original starting point*

e.g. My friend thinks it is more economical to buy a **return flight** ticket.



## economy class

*(n.) the cheapest type of seats on an aircraft*

e.g. My family and I always choose to fly **economy class**.

## Dialogue Review

Have a role play and answer the questions.



*Kenzo reserves a flight for his business trip.*

**Agent:** Good morning, Miller Airlines. How may I help you?

**Kenzo:** Good morning. I'd like to book a flight to Shanghai on the 20<sup>th</sup> of June, please.

**Agent:** Sure. There's a direct flight at 13:00 and another one at 18:00 with a **layover** of 4 hours in Incheon.

**Kenzo:** I'll have the direct flight at 13:00, please. I'd also like to know the price for the **return flight**. I'll return on the 24<sup>th</sup>.

**Agent:** Economy, business, or first-class ticket?

**Kenzo:** I'd like to have a seat in **economy class**, please.

**Agent:** That would be a total of \$5,388.

**Kenzo:** Let's go with that.

**Agent:** Certainly. Could I have your name, please?

**Kenzo:** It's Kenzo Hara. K-E-N-Z-O H-A-R-A.

**Agent:** Okay. That's confirmed, Mr. Hara.





*Kenzo reserves a flight for his business trip.*

Agent: Good morning, Miller Airlines. How may I help you?

Kenzo: Good morning. **I'd like to book a flight to Shanghai on the 20th of June, please.**

Agent: Sure. There's a direct flight at 13:00 and another one at 18:00 with a **layover** of 4 hours in Incheon.

Kenzo: **I'll have the direct flight at 13:00, please. I'd also like to know the price for the return flight. I'll return on the 24th.**

Agent: Economy, business, or first-class ticket?

 **1. Booking a Flight Ticket**

Kenzo: **I'd like to have a seat in economy class, please.**

Agent: That would be a total of \$5,388.

Kenzo: Let's go with that.

Agent: Certainly. Could I have your name, please?

Kenzo: It's Kenzo Hara. K-E-N-Z-O H-A-R-A.

Agent: Okay. That's confirmed, Mr. Hara.

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Booking a Flight Ticket

- Do you have any flights from **(origin)** to **(destination)** on **(date)**?
- I'd like to book/ reserve a flight to **(destination)** on the **(date)**.
- I'll return on the **(date)**.
- I'd like to know the price for + **(noun)**?
- I'd like to have + **(class type/ seat type)**, please.

Example Sentences:

- Do you have any flights from New York to Tokyo on the 12<sup>th</sup> of April?
- I'd like to book a flight to Sydney on July 29th, please.
- I'd like to know the price for a return ticket, please.
- I'd like to have an economy seat, please.

### Types of Flight Classes:

- economy class
- premium economy
- business class
- first class



*What factors do you consider whenever you book a flight?*



# Semi-open Dialogue

Have a role play.

**Scenario:** You are traveling from your city to France for a business trip.  
**Book your flight over the phone.**



∴ Make sure to include the following information:

- **origin and destination**
- **date**
- **return date**
- **seat/ class preferences**

Learn some of the best seats on a plane.

### ∴ Best Plane Seats



*Which seat do you usually reserve on a flight?*



# Overview

## Keywords and expressions:

layover/ return flight/ economy class

Do you have any flights from (origin) to (destination) on (date)?

I'd like to book/ reserve a flight to (destination) on the (date).

I'll return on the (date).

I'd like to know the price for + (noun)?

I'd like to have + (class type/ seat type), please.

