

Telephone: Flights

Useful Phrases

I'd like to enquire about flights

Could you tell me about the flight availability?

Do you want to go economy, business or first class?

How many of you will be travelling?

Does that include airport tax?

No, tax is another \$70 on top of that

Can I book that, then?

I'd like to book a hotel room

Could you check if the hotel has any rooms free?

Is there a discount rate?

Do you mind if I book it provisionally?

I'll call you back later to confirm

Transcript

Dolores: Hello! Dolores speaking...

Tim: Ah yes, hello. I'd like to enquire about flights to Hong Kong from Kennedy Airport in New York, please. I'm off to a conference at the end of the month - Thursday 22nd until Tuesday 27th. Could you tell me about the flight availability and prices?

Dolores: Certainly. Do you want to go economy, business or first class?

Tim: Well, I'd like to go first class, but unfortunately I'll have to go economy - company rules, you see.

Dolores: Yes, sure, I understand. How many of you will be travelling?

Tim: Ah, it's just me.

Dolores: Okay, so that's one seat ... economy ... New York - Kennedy to Hong Kong Airport.

Tim: And how much will that be?

Dolores: Let me see ... to qualify for the discount rate, you need to stay over a Saturday, which you are doing ... Yes, that'll be \$830.

Tim: Right, and does that include airport tax?

Dolores: No, tax is another \$70 on top of that.

Tim: Okay. Can I book that, then?

Dolores: Certainly.

Dolores: Can I help you with anything else?

Tim: Yes, I'd like to book a hotel room too, for the full five nights. Could you check if the Regency Hotel has any rooms free?

Dolores: Yes, they do.

Tim: And is there a discount rate for conference delegates?

Dolores: Yes, there is. I think it's 10% but I can check that for you.

Tim: Okay, do you mind if I book it provisionally for now and I'll call you back later to confirm? I just need to check one or two details.

Dolores: That's fine, sir. Can I help you with anything else?

Tim: No, that's all for now. As I said, I'll call you back.