

PART 1 BEFORE THE TRIP



Planning Your Trip

001

Key Terms

book (v.)
round-trip (n.)
return (v.)
frequent (a.)

mile (n.)
flight (n.)
preference (n.)
high season

tax (n.)
cancel (v.)



Travel Agent



Amanda Wang

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On the telephone



▶ Good morning, Aloha Travel. How may I help you?



▶ Good morning. I'd like to **book** a **round-trip** ticket to Auckland, please.



▶ Sure, when would you like to fly?



▶ I'd like to leave on June 25th and **return** on July 3rd.



▶ OK. Do you belong to a **frequent** flyer program?



▶ Yes, I earn **miles** when I fly with EVA Air.



▶ Well, EVA Air has two **flights** leaving for Auckland on June 25th: one at 10:40 a.m. and the other at 11:45 p.m. Do you have a **preference**?



▶ The morning flight, please.



▶ OK, and your last name, please?



▶ My last name is Wang: W-A-N-G. And my first name is Amanda.



▶ OK, Ms. Wang. Your flight is all booked, but your ticket is only good for one month. Also, since you are traveling during **high season**, the ticket price is a little higher than it would be otherwise: \$1,100 including **tax**. And please make sure you pay by June 11th, or your ticket will be **canceled**.



▶ OK, I understand.



► Great. Now may I please have a contact number?



► Sure. My home phone number is 2255-5519.



► Thank you, Ms. Wang. I'll give you a call prior to your flight to remind you of the details. Have a great day.



► Thank you. Bye.



In-Depth Travel

First things first: book your ticket. Try to reserve your ticket well in advance. That way it'll be cheaper than if you book it at the last minute! Traveling in **low season** rather than **high season** will also greatly reduce the cost of your trip. And **direct flights** are usually more expensive than ones that require you to transfer. You can book your ticket online or through a travel agent. Booking online is quick and easy, and it may offer the cheapest ticket options. A travel agent, on the other hand, will usually be able to find you good deals on **travel packages** that include tickets and accommodations.

Also, if you are a budget traveler, **budget airlines** (also called **low-cost carriers, LCCs**) can be a good choice. Many of their services, such as in-flight meals, seat selection, and luggage check-in, are separately charged. It means that you can save a lot of money if you just don't need them!

If you don't travel often, booking a **package tour** might be a good idea since flight tickets, accommodation, and transportation are often included in the price. You can also choose to travel independently and use platforms like KKday or Klook to book **local one-day tours**. This allows you to avoid the hassle of planning every detail while still enjoying flexibility.

Travel insurance may or may not be included in these different types of tours, but it's always better to arrange your own. That way, you can select the insurance plan that best suits your needs. You can also ask your travel agent to recommend a reliable travel insurance company.

One very important thing to remember before you travel is to prepare your **visa**. For many countries, you won't need a visa for a short holiday. However, it's best to check the visa requirements of a country before you go, because the rules can change at any

© COSMOS CULTURE LTD. You might still need to show other documents, such as your return flight ticket or travel itinerary. Therefore, be prepared, and bon voyage!





Useful Expressions



Booking a Ticket



- 1 A How may I help you?
B I'd like to book a one-way/round-trip ticket.

- 2 A When would you like to leave/return?
B ① I'd like to leave on March 10th.
② I'm not sure about the return date.
③ Is it possible to book an open return ticket?

- 3 A Would you prefer a morning or an evening flight?
B I'd like a morning flight, please.



- 4 A Is that a direct flight to Paris?
B Yes. It's a direct flight.

- 5 A Will I need to take a connecting flight?
B You'll need to transfer in Amsterdam.

- 6 A Would it be possible to fly with a different company?
B There are no available seats with any other companies.

- 7 A Your ticket has been booked.
B Thank you for your help.



Participating in a Tour Group



- 1 A Hello, I'm interested in joining one of your group tours.
B Which tour are you interested in?

- 2 A Does the price cover accommodation?
B Accommodation is included in the price.

- 3 A Does the tour fee include insurance?
B You'll have to arrange your own insurance.

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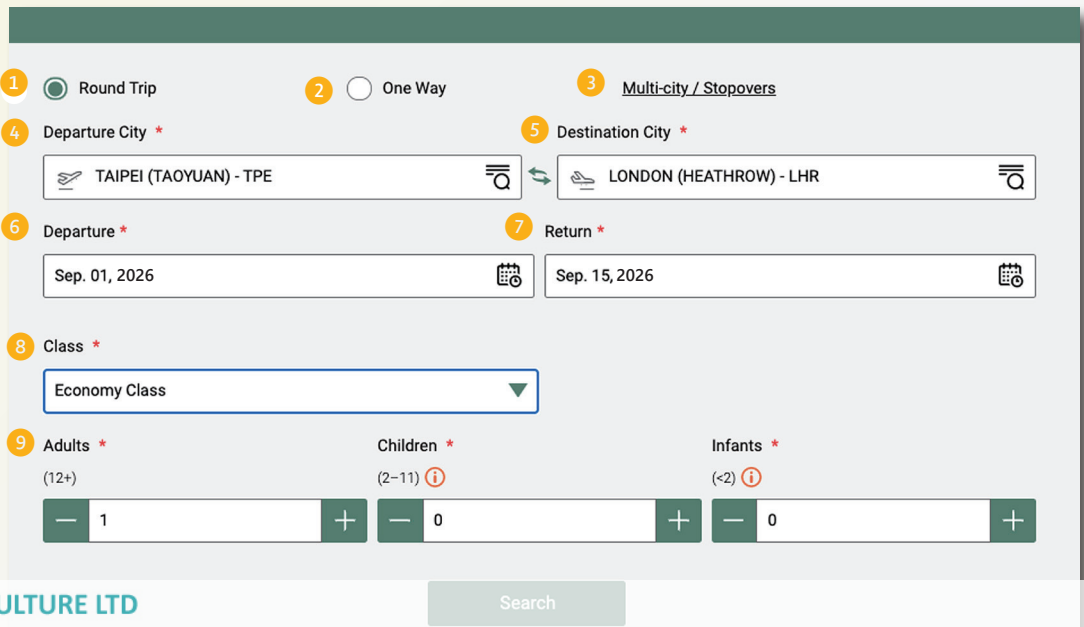
Booking a Hotel Room

- 1 A I would like to reserve a double room for three nights starting on February 5th.
- B ① We still have one room available for those dates.
- ② I'm afraid there are no vacancies during that period.
-
- 2 A Is breakfast included in the price of the room?
- B Breakfast costs an extra 10 euros per person.



Booking Flight Tickets Online

- | | |
|--------------------------|---------------------|
| ① Round Trip | ⑥ Departure |
| ② One Way | ⑦ Return |
| ③ Multi-city / Stopovers | ⑧ Class |
| ④ Departure City | ⑨ Passenger Details |
| ⑤ Destination City | |



The screenshot shows a flight booking interface with the following elements:

- 1** ☒ Round Trip
- 2** ☐ One Way
- 3** Multi-city / Stopovers
- 4** Departure City *: TAIPEI (TAOYUAN) - TPE
- 5** Destination City *: LONDON (HEATHROW) - LHR
- 6** Departure *: Sep. 01, 2026
- 7** Return *: Sep. 15, 2026
- 8** Class *: Economy Class
- 9** Adults *: (12+) 1
- Children *: (2-11) 0
- Infants *: (<2) 0
- Search button