

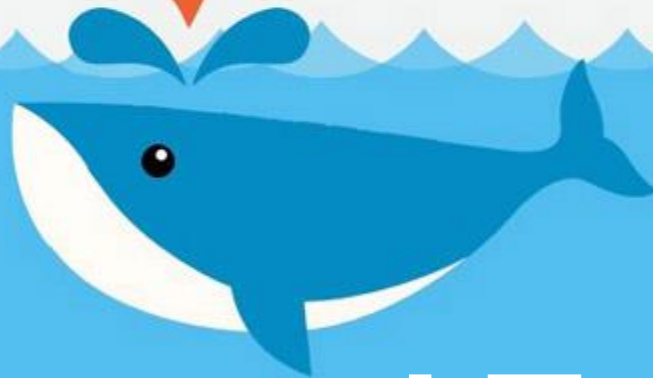
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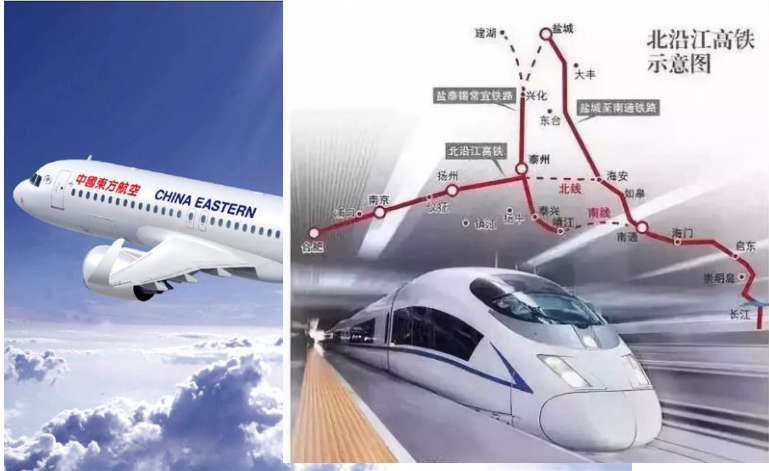


**Make
reservations**



Listening and Talking

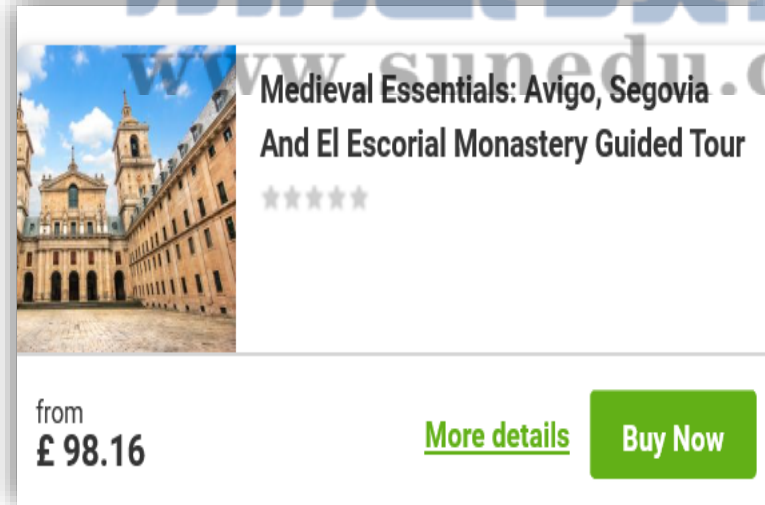
■ What **reservations** do we need to **make** before or when we travel?



book air/train tickets



book a hotel room



book attraction tickets



book a table for dinner

■ In what ways do people make reservations?



Face to face



Internet



E-mail



fax



Phone



Listen

and learn



Make reservations

1. Listen to the phone call and answer the questions.

(1) What are the two speakers talking about?



Booking/ Buying a plane ticket

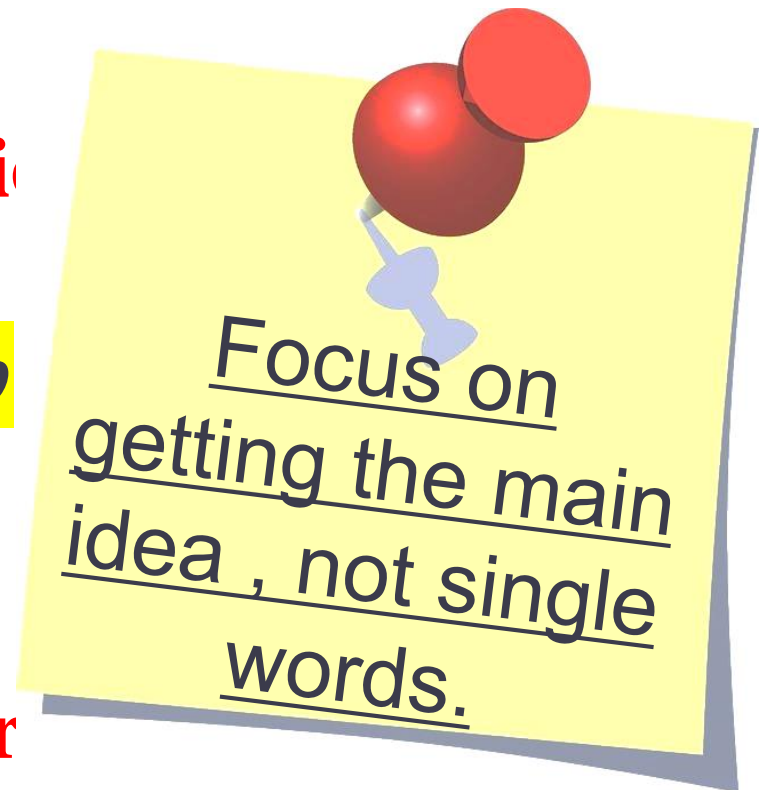
*(2) What is the **relationship** between the two speakers?*

A. Teacher and student






B. Secretary and Manager



Customer and airline reservation agent



2. Listen again and complete the table with the words you hear.

Opening	<u>How</u> can I help you?	<u>I'd like to</u> to buy a plane ticket...	
Talking about time	<u>On what date</u> are you travelling?	On the 23rd of December	
Talking about what you prefer	There are two flights... Which <u>do you prefer</u> ? Would <u>you like to</u> travel business class or economy? <u>Would you like to</u> book a return flight this time?	The 9:30 flight, please. <u>I'd like</u> to travel business class. No, <u>thank you</u> . I'm taking the train back.	
Other information	<u>May I have</u> your name, sir?	Robert Williams	
Payment	<u>May I ask how you would like</u> to pay?	By credit card	



talk

and

learn



Language bank

Booking air tickets



- Details
 - travel date(s)
 - preferred time
 - one-way or return

- Flight class
 - ☐ first class
 - ☐ business class
 - ☐ economy class

Adults

— 1 + 16+

☒ Return ☐ One way ☐ Multi-city

From Hangzhou (HGH) To Country, city or airp

☐ Add nearby airports

☐ Add nearby airports

☐ Direct flights only

☐ Flexible tickets only

Opening:

Closings

How can I help you?
What can I do for you?

Time&place:

On what date are you travelling?
When/where do you want to fly?

Preference:

Which do you prefer?
Would you like to ...?
You want to go first class or...?

Other information:

May I have your name/ tele num
How long/much is the flight?
Does the fare include all taxes?

How you would like to pay?

3. Imagine you are making plans for the holiday. Role play a phone call to book air tickets with a partner.

Opening:

How can I help you?
What can I do for you?

Time&place:

On what date are you travelling?
When/where do you want to fly?

Preference:

Which do you prefer?
Would you like to ...?
You want to go first class or...?

Other information:

May I have your name/ tele num
How long/much is the flight?
Does the fare include all taxes?

How you would like to pay?

Closings

- How much does it cost to **upgrade** to business class?
- How many days **in advance** could I book a plane ticket?
- Could I change my ticket now?
- Could I **cancel** the reservation
- Thank you for flying with us.

A: Good morning . The United Airlines . What can I do for you?

B: Yes, I'd like to **make a reservation** to Boston next week.

A: When do you want to fly?

B: Monday, September

A: We have Flight 802 on Monday .just a moment please. Let me check whether there're seats **available**. I'm sorry we are all **booked up** for Flight 802 on that day.

B: Then ,any **alternatives**?

A: **The next available flight is leaving**

B: er... it is **a direct flight**, isn't it?

A: Yes it is . You want to go first class

B: I prefer first class, what the **fare**?

A: One way is \$176.

B: Ok I will take the 9:30 flight on Tu

A: A seat on Flight 807 to Boston 9:30

B: Right.can you also put me on the w

A: Certainly.may I have your name &

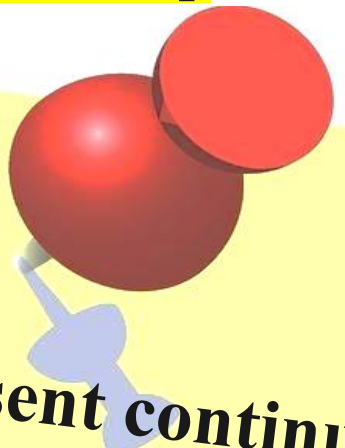
B: My name is Fay Fang. **You can re**

A: I will **notify** you if there is cancella

B: Thank you very much.

A: My pleasure.

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- **The present continuous tense** can be used to describe future plans and arrangements.
 - Use **formal and polite** expressions

Booking a hotel room



- Details
- check in/check out
- breakfast
- Internet

Check-out	Guests and rooms
22/10/2020	2 adults, 1 room

 Rooms	 1 
 Adults	 2 
 Children	 0 

Making a Hotel Reservation

- A room with a view 风景房
- A standard room 标间
- double rooms and single **suites** available 双人房和单人套间有空房
- twin bed 两张单人床
- Level of hotel 酒店星级
- Hotel facilities 酒店设施
- Pick-up service 接车服务
- 360RMB per night containing two breakfast tickets

Language bank

Booking a hotel room



Role play

Details

check in/check out
breakfast
Internet

● Kind of room

- ☐ 2 single beds
- ☐ double bed
- ☐ king bed

● Special requests

- ☐ a view
- ☐ a non-smoking room
- ☐ a quiet room

● I'd like to **book** a room for next Monday.

● I'd like to know if you have

are you staying?

What room would you like?

What is the room rate (房价)?

● Do you have free Internet service?

● I'd like to **reserve** a room for two days.

● When are you checking in (入住) and checking out (退房)?

● I'd like a room **with** two single beds.

● Is breakfast included?

● How would you like to pay?

Booking a table for dinner

Opening
Time

Other
Waiter



Role play

Making a Dinner Reservation

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reserve a table

sit in the non-smoking area?

- Details
 - date
 - time
 - number of people
- Special requests
 - ☐ non-smoking area
 - ☐ high chair(s)
 - ☐ other: _____

- I'd like a **quiet corner**, if possible.
- Can we take the small table **by the window**?
- I'm afraid we don't **have any tables open** at that time.



如何用英文通过电话预定餐厅 Make reservations in English

A sample

Bye Bye

