SAMPLE DIALOGUES

**TRAVEL AGENT**: Hello, Fuffah International Travel.  
**MR JOHN**: Hello, John Hart speaking from Compuworld. Is that you, Mrs Kenedy?  
**TRAVEL AGENT**: Yes, speaking. How can I help you, Mr Parker?  
**MR JOHN**: I'd like to book two seats on a flight to Rome, please. Business class.   
**TRAVEL AGENT**: Certainly. When do you want to leave?  
**MR JOHN**: Next Monday 20th March, in the morning.  
**TRAVEL AGENT**: Can you hold on a minute please?... Yes... there is a British Airways flight from Heathrow to Rome Fiumicino at 10:30. It is all right?  
**MR JOHN**: Isn't there anything earlier, please? Say 8 o'clock.  
**TRAVEL AGENT**: Well... there's a flight from Gatwick at a quarter to eight, 7:45 a.m.  
**MR JOHN**: All right. We need return tickets, too. Could you book a flight back to London on Friday afternoon, early afternoon if possible?  
**TRAVEL AGENT**: Let me see. You return on the 24th. Yes, there's a flight to Heathrow at 3 p.m. You must check in before 2.25 p.m.  
**MR JOHN**: That'd be fine. The names of the passengers are John Hart and Daniel Vardy.  
**TRAVEL AGENT:** Ok, Mr John. Your tickets will be ready tomorrow morning.  
**MR JOHN**: Can you possibly send us an email with confirmation and details of the flights?  
**TRAVEL AGENT:** Yes, of course. Good-bye.

ENQUIRY

Dear Mr John,  
I wish to confirm your business class reservation for two seats in the name of Mr John Hart and Mr Daniel Vardy  
on the following flights:  
March 20th BA 540 from Gatwick to Rome Fiumicino. Departure time: 7:45 a.m.  
March 24th BA 555 from Rome Fiumicino to Gatwick. Departure time: 3.00 p.m.  
The tickets will be available tomorrow morning.

Yours sincerely,  
Linda Drinkwater

MESSAGE LEFT ON FUFFAH TRAVEL'S ANSWERING MACHINE

Hello, Fuffah Travel. We're sorry our office is closed right now. If you want to leave a message, please speak after you hear the tone and we'll call you back as soon as possible. Thank you.

CHANGE RESERVATION in a Travel Agency

**TRAVEL AGENT**: Buongiorno. Posso esserle utile?  
MAN: Good morning. I've got a business reservation on a flight to London tomorrow afternoon but I'm afraid I need to change it. I have an important business meeting and will be busy till late tomorrow. Can you possibly change it?  
**TRAVEL AGENT**: Of course. Can I see your ticket, please? Well... you're booked on BA flight 555 from Fiumicino to Heathrow at 3 p.m.When would you like to leave?  
MAN: Do you think you can find me a seat on the first flight to London on Saturday morning?  
**TRAVEL AGENT**: Hold on a minute, please... There's a flight at 7:50. Would it be OK?  
MAN: It'd be perfect.  
**TRAVEL AGENT**: I'll check if there are still seats available... Yes, there's still a seat available: shall I book it for you? There'll be a charge for the change.  
MAN: It doesn't matter, provided I can be back home before lunch.  
**TRAVEL AGENT**: Oh well... if there isn't any delay you'll be in London at half past nine... 9:35 to be exact, two hours and forty-five minutes after departure. Your flight number is BA 551.  
MAN: That's fine. My wife won't complain then. By the way, where am I arriving?  
**TRAVEL AGENT**: Oh sorry, I didn't say you are arriving at Heathrow.  
MAN: Thank you very much. You've been very kind.

* RETURN TICKET: biglietto sia andata che ritorno
* SINGLE TICKET: biglietto andata/ritorno