SAMPLE QUESTIONS

1. How can I help you?
2. When do you want to leave?
3. Is it all right?
4. What's your name and Surname?
5. What time would you like to leave?
6. Where would you like to leave from?
7. How many are you?
8. Where would you like to go?
9. Where would you like to leave from?
10. How many people would you like to book for?
11. Which company would you like to fly with?
12. Would you like to book a return flight?
13. What are the passenger's name?
14. What time of the day?
15. Would you prefer to leave in the morning/afternoon/evening?
16. Isn't there anything earlier/later?
17. Isn't there an earlier flight?
18. Shall I book it for you?
19. Would you like to book it?
20. How would you like to pay?
21. Is it a direct flight?
22. No, the flight has a STOPOVER in London.
23. Does the flight have a stopover?
24. Which airport would you like to leave from?
25. Isn't there a cheaper flight?
26. How much baggage would you like to board?
27. What time does the last flight to London leave?
28. How often is there a flight to Berlin?
29. How long does the 7:05 flight to London take?
30. Shall I book it for you?
31. I wish you a nice journey.

HOLDER (possessore) EXPIRY DATE (data di scadenza)

SCHOOL EXERCISE

* Hello, Ravizza hotel management and catering school, this is Simone,  how can I help you?
* Can I speak to miss Bianchi?
* I would like to speak with...
* Hold on the line, please. ATTENDA IN LINEA
* I'll put you through. GLIELO PASSO
* The line is busy. OCCUPATA
* Would you like to leave a message?
* Would you like me to take a message?
* What's your name?
* Can you spell it please?
* Can you send an email, please to… \_ UNDERSCORE - DASH / SLASH . DOT @ AT

Useful method

There is a flight from Milan, Linate to New York on 28th May leaving at 7:45 arriving at 13:15 local time. There is a stopover in London, Heathrow (HTW) of about 2 hours. From 8:45 to 10:35  
For the return there is a flight on 3rd June from New York at 18:25 arriving in Milan at 10:35 on 4th June on the day after.  
The flight number is EZY2715 or It's Easyjet flight EZY2715 or It's an Alitalia flight operated by Airfrance. There are only two seats left at this fare.  
The fare for the outbound journey is 33.37€  
The total price for 4 people, return tickets, is 388,96.