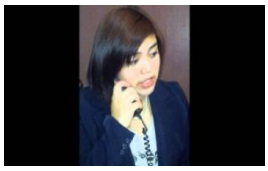

Booking a Flight

eslvideo.com Quiz by: clymar

1. The agent's name is_____

- ○ Risses
- ○ Prince
- ○ Princess

2. The airline's name is _____

- ○ Philippine Airlines
- ○ Phineas Airlines
- ○ Philippine's Airways

3. The passenger wants to reserve a flight from.....

- ○ Manila to Guam
- ○ Hawaii to Manila
- ○ Guam to Manila

4. When would he like to leave?

- ○ Between June 19th and June 21st.
- ○ Between June 18th and June 25th.
- ○ Between June 21st and June 29th.

5. How many people will be travelling?

- ○ 1 passenger
- ○ 2 passengers
- ○ 3 passengers

6. What class does he prefer to travel?

- ○ First class
- ○ business class
- ○ economy class

7. There are available seats for....

- ○ June 20th
- ○ June 21st
- ○ June 22nd

8. What time does the plane departs?

- ○ 4:20 p.m.
- ○ 4:20 a.m.

9. In what city will the plane land?

- ○ Guam
- ○ Manila
- ○ Philippines

10. What time is the "check in" process?

- ○ 4:20
- ○ 3:50
- ○ 2:50

11. How much is the ticket?

- ○ $510.00
- ○ $550.00
- ○ $515.00

12. He wants a _____ ticket.

- ○ round trip
- ○ one way
- ○ returning

13. How is he paying for the ticket?

- ○ Master Card
- ○ VISA
- ○ cash

14. When does the (credit) card expires?

- ○ May 2018
- ○ May 2019
- ○ May 2015

15. What is the comfirmation number?

- ◯ 906 651
- ◯ 906 631
- ◯ 906 641

Transcript

Good morning this is Princess from Philippine Airlines. How may I help you?

Hi, I'm calling to book a flight from Guam to Manila.

When would you like to leave sir?

I'd like to leave between June 19 and June 21, preferably in the afternoon.

How many people will be traveling, sir?

It's just for me.

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

I prefer to fly business class if that's possible.

Yes, sir. We have available seats for June 21.

What time is the flight please?

The plane will leave Guam International Airport at 4:20 in the afternoon and land in Manila at 7:30 in the evening.

What time do I have to be at the airport to check in?

An hour and a half before the departure, sir. That means at around 2:50 p.m.

All right. How much is the ticket please?

Five-hundred and ten dollars, sir, all taxes included.

Oh, that's perfect. Can i book that then?

Certainly, sir. Would you like to book a return flight as well?

No, I just need a one-way ticket. Thanks.

Very well, sir. What's your name please?

It's George Manda.

Could you spell it for me please?

Of course. My first name is spelled J o-r-g-e, and my last name is spelled M-a-n-d-a.

Okay, sir. How would you like to pay for the ticket?

I'll be paying with my Visa card.

Okay, sir. What's your card number?

It's six five three six two six oh nine five three one nine one one five.

When is the expiration date, sir?

The card expires on May 2015.

Let me give you your confirmation number. It's nine oh six six four one. Again, that's nine oh six six four one.

Thank you. I got it.

Thank you for choosing our Airline, sir. Have a nice day and goodbye.

Bye