

UNIT 6 - P. 48 (BOOKS)

6

Travel agencies

1 What is important to remember when dealing with enquiries and taking bookings over the telephone?



LISTENING, P. 48

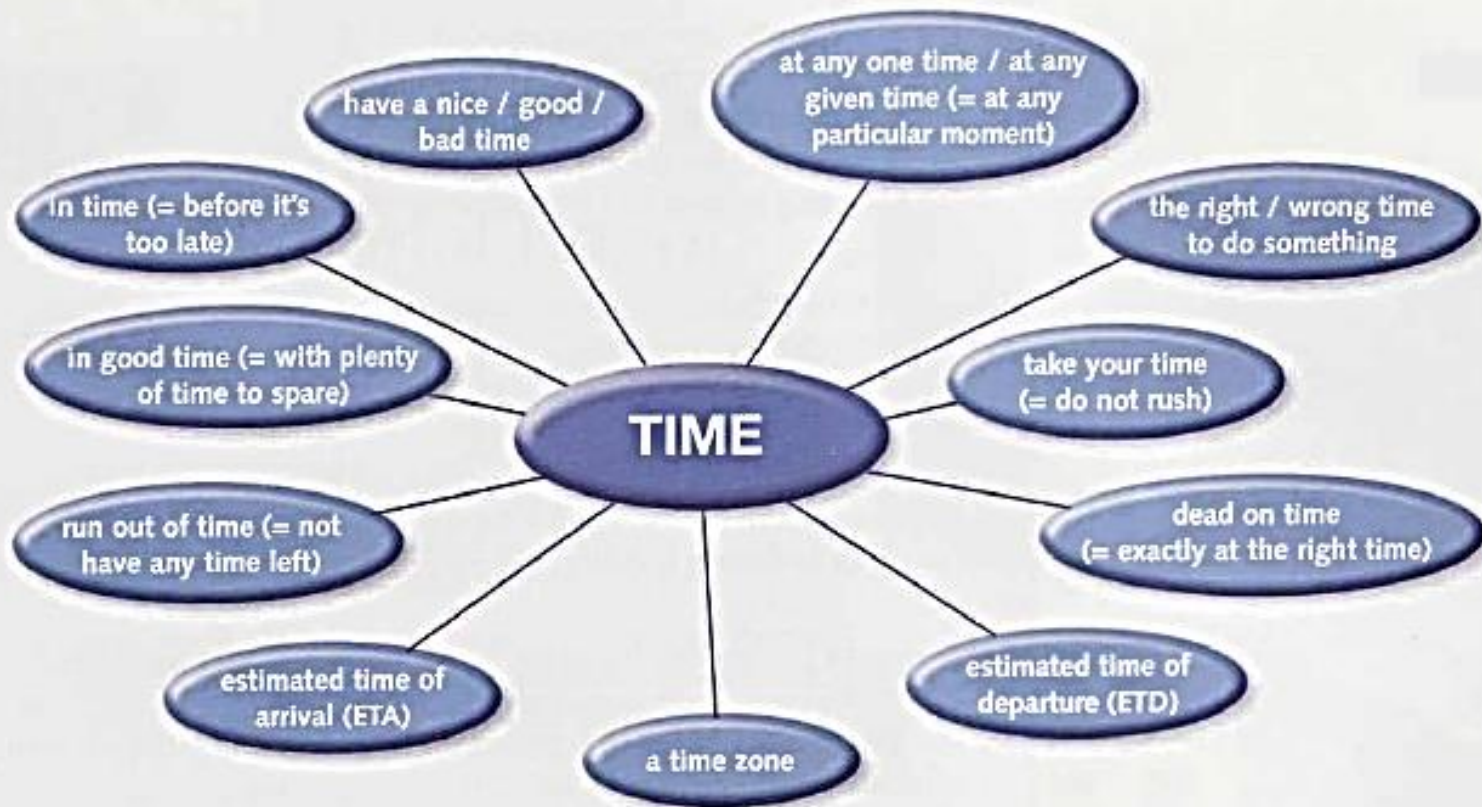
listening 2 Look at the booking form below. Then listen to a travel agent deal with a telephone enquiry and complete the form.

Booking reference ¹		Destination <u>Madrid</u>		
Flights From	From	To	Date	Time
Outward	Heathrow	<u>Barajas</u>	13 April ²
Homeward ³	Heathrow ⁴ ⁵
Name of hotel	<u>El Prado</u>			
Hotel code	<u>E2S HO9</u>			
Type of accommodation ⁶	single <input type="checkbox"/>	double <input type="checkbox"/>	triple <input type="checkbox"/>	
	twin <input type="checkbox"/>	private bathroom <input type="checkbox"/>		
No. of nights ⁷			
Party members ⁸			
Name(s)	Title <u>Mr</u>	Initials ⁹	Surname ¹⁰	
Address	<u>37 Bristol Drive, Swansea</u>			
Postcode ¹¹			
Telephone number ¹²			



VOCABULARY, P. 49

vocabulary 4 Look at the following ways of using the word *time* and complete the sentences below.



VOCABULARY, P. 49

- 1 The trains run dead on time , just like clockwork.
- 2 It was a rush but we arrived just – a few minutes later and we'd have missed the flight.
- 3 My watch was very fast so we arrived for the departure.
- 4 The flight leaves at 10.45 and the is 13.25.
- 5 It's the of year to go. The weather's neither too hot nor too cold.
- 6 We had to wait in line for 30 minutes because only a few visitors were allowed in
- 7 When you go from New York to London you cross five different
- 8 There's no need to rush, you can



PROFESSIONAL PRACTICE: TELEPHONE LANGUAGE, P. 49

USING THE TELEPHONE

- answer all calls quickly
- answer with your name and / or your organisation
- ask how you can help
- speak clearly
- use appropriate language
- smile while you are talking
- sound interested
- repeat names, phone numbers and details to make sure everything has been understood

Professional practice Telephone language

The following phrases are useful when answering the phone.

Good morning. Corporate Travel. Can I help you?

I'll put you through.

I'm sorry, the line's engaged / busy.

Would you like to hold?

Can I take a message?

Can I get him to call you back?



TELEPHONING, WORKBOOK, P. 68

Telephoning

12 Put the conversation in the correct order.

- | | | |
|-------------------------------------|-----------------|--|
| <input type="checkbox"/> | a) Charles | Hello, is Rita Yates there please? |
| <input type="checkbox"/> | b) Anne | Rita, no she works in Sales. This is Accounts. Hold on and I'll transfer you to her extension. |
| <input checked="" type="checkbox"/> | c) Receptionist | Good morning, Valerie speaking, can I help you? |
| <input type="checkbox"/> | d) Charles | Good morning. I'd like to speak to Rita Yates in Sales. |
| <input type="checkbox"/> | e) Charles | No, I'm afraid I don't. |
| <input type="checkbox"/> | f) Receptionist | OK. Hold the line please. Sorry to keep you waiting. I'm putting you through now. |
| <input type="checkbox"/> | g) Receptionist | Do you know the extension number? |
| <input type="checkbox"/> | h) Charles | Oh no, I've been cut off. |
| <input type="checkbox"/> | i) Anne | Hello. |



DODATNA LITERATURA

COMPLETE THE EXTRACTS FROM THE CALL WITH THE FOLLOWING WORDS:

SPEAK UP, BAD LINE, FAINT, AFTER ELEVEN, WAS LOGGED, CATCH, GIVE ME, IS THAT F, WAS, YOU REPEAT, IT'S S FOR.

- 1 Reception I'm sorry. This is a very
Could your name,
please?
- Guest Kraus. From Berlin.
- 2 Reception K-R-A-U-E for Foxtrot?
- Guest No, no. Sierra.
- 3 Guest I called earlier ... Our plane
delayed.
- Reception Yes, Mr Kraus. Your call
- 4 Guest We'll arrive very late – probably
.....
- Reception Sorry, but I didn't quite that.
- 5 Guest Can you directions to
the hotel?
- Reception I'm sorry. You're very Could
you a bit?



READING (STR. 52-53, ZAD. 9 I 11)

WHAT TO DO IN MADRID?

reading A weekend break

10 Match the headings below to the paragraphs from a Madrid city guide.

- 1 How to Get There
- 2 Where to Stay
- 3 Restaurants, Cafés and Bars
- 4 Shopping in Madrid
- 5 Royal Madrid
- 6 A Night Out
- 7 A Cultural Afternoon
- 8 Beyond Madrid

11 Read the texts again and answer these questions.

- 1 In what way could a visit to the Prado be a problem?
- 2 Why is it not a good idea to go to El Rastro in the afternoon?
- 3 Casa Patas is a discotheque. True or false?
- 4 What is the best way to get to the city centre from the airport?
- 5 In what way is a Hotel-residencias different from a standard hotel?
- 6 Why do you think Toledo is 'best explored on foot'?



What to Do in Madrid



FEW EUROPEAN CITIES take their entertainment as seriously as Madrid. The city is an international centre for cultural events, putting a great deal of energy into providing its citizens and visitors with the best in traditional and modern entertainment throughout the year. World famous orchestras, ballets and operas are daily events. The country's best flamenco acts bring their southern Spanish art to Madrid's international audiences. Some of Europe's liveliest cafés and bars are founded here. Be prepared for late nights, however, because many activities begin well after midnight.

A A cultural afternoon

The Prado Museum contains the world's greatest assembly of Spanish painting – especially works by Velazquez and Goya – ranging from the 12th to 19th centuries. It also houses impressive foreign collections, particularly of Italian and Flemish works. Ideally you should make several visits but unfortunately 48 hours doesn't allow you that luxury.



B El Rastro

Although some people claim that El Rastro has changed a great deal since its heyday during the 19th century, plenty of Madrilenos still shop here in search of a bargain. But get there early, by midday it's almost impossible to move through the crowds.



C Flamenco is a late-night art form with shows usually taking place through the evening and into the early hours of the morning. Most venues offer dinner and a show, which may be singing only, or both singing and dancing. Casa Patas is still the best place to capture the raw power of genuine flamenco guitar and *cante* singing.



D Eating times

Madrid is notorious for its late meal times, with lunch around 3 pm and dinner around 11 pm. For the majority of travellers, eating times here take some getting used to. Madrilenos usually have two breakfasts (*desayunos*). The first may be a quick coffee at home. The second, around 10 or 11 am, is often eaten in a bar or a café.

E
MADRID'S VAST AND LAVISH PALACIO REAL was built to impress. The site, on a high hill overlooking the river Manzanares, had been a Moorish fortress until destroyed by fire in 1734, during the reign of Felipe V. This suited Spain's first Bourbon king well - his idea of a palace was the Versailles of his childhood, and so he commissioned a new French-style palace to be built on the spot. It took 26 years to construct and became the home of the ruling monarch's family until Alfonso XIII went into exile in 1931. The present king, Juan Carlos I, lives in the more modest Zarzuela Palace outside Madrid, but the Palacio Real is still used for state occasions.



F
It takes about 20 minutes by bus to reach the city centre from the airport. The airport bus departs from the International Terminal 1 every 15 minutes and goes to Plaza de Castilla. The metro runs from the airport, providing fast access to anywhere in the city.

G
A wide variety of hotel-type accommodation exists including hotels, apartment-hotels, hostels and pensions. Spanish hotels are rated from one to five stars. One- and two-star hotels offer basic facilities and the better ones have friendly staff, high standards of cleanliness and air-conditioning, which is essential in summer. Hotel-residencias (HR) are hotels without a meal service; otherwise, they are the same as other hotels.



H
Toledo is easily reached from Madrid by rail, bus or car and is then best explored on foot. The Romans built a fortress on the site of the present-day Alcazar, the Visigoths made Toledo their capital in the 6th century AD and in the Middle Ages Toledo was a melting pot of Christian, Muslim and Jewish cultures.

SPEAKING: WRITING AN ITINERARY

speaking 13 Look at the information about the Evans family below and prepare an itinerary for a weekend break in Madrid for the whole family.



Mr and Mrs Evans and their two daughters aged 13 and 15 are planning to spend a weekend in Madrid. They will arrive at the airport on Friday evening at 20.30 and leave at 21.45 on Sunday.

Mr Evans is interested in 16th century history and painting but dislikes shopping for long periods. Mrs Evans likes collecting old jewellery and postcards and is interested in vegetarian cooking.

The children find art and culture boring. Their main interests are clothes, music and dance. They will tolerate the occasional sightseeing visit or walk in the open air.



SPEAKING, P.49

speaking 5 Work in pairs. Student A you are a travel agent. Turn to page 110. Student B you want to find out about weekend breaks to Barcelona. Write questions to ask the travel agent. Then phone and ask for details about the holiday.



BARCELONA HOTELS

Barcelona travelogue

Transfers are not included.

Public transport: train (approx £2.50) or bus (approx £2) to the city centre.

A taxi from the airport is approx £10-15
Pre-bookable transfers until 28 Feb £14 per person each way based on 2 sharing.
(Supplement applies for transfers between 2000-0700hrs.)

Sights All Cresta clients staying in Barcelona receive FREE Barcelona Pass vouchers providing discounted entry to museums and places of interest. Don't miss Sagrada Família, Batlló House and the Guell Park. Like most



museums in Spain, the Picasso Museum is closed Mondays. To visit the Olympic Stadium, take the funicular to the top of Montjuic. In summer, you can hop on and off the bus Turistic, which runs between the most popular spots, whilst the city's superb beach offers a break from sightseeing.

Shops Best buys are ceramics, local leatherwork and lace / woven goods. For fashion, try the Passeig de Gracia and the Ramblas. Shops open 0900-2000 but close 1300-1600

Relaxing Flamenco shows are held in the Spanish Village. Join the locals for a 'passaggiata' or evening stroll along Ramblas, before calling at a tapas bar for drinks and local delicacies.

Condes de Barcelona

****LUXE
BARCELONA

In the fashionable shopping heart of Barcelona, on the Passeig de Gracia and opposite the famous Gaudi house, La Pedrera, the Condes de Barcelona is an excellent international hotel set in two former palaces, facing each other. Both sections succeed in blending the artistic splendour of the past with the comfort and style of Barcelona's best interior design. 183 elegant rooms all feature air-conditioning, satellite TV, phone, safe, minibar, bathrobes and excellent marble bathrooms with hairdryer. A rooftop terrace with a tiny splash pool offers views over the city. On the ground floor, the stylish Thalassa restaurant lovingly creates Mediterranean dishes embracing fresh local seafood. Very well situated, the Condes de Barcelona is recommended for the discerning traveller.

PRICES PER PERSON BY AIR

MESON CASTILLA								
Number of nights	2	3	4	5	6	7	Extra Single Night	Mid Room Week
1 Apr-16 Apr	309	339	380	408	438	469	36	17
17 Apr-15 Jul	323	353	393	422	452	482	36	17
16 Jul-4 Sep	362	392	433	461	491	521	36	17
5 Sep-31 Oct	309	339	380	408	438	469	36	17
16 Dec-31 Dec	308	340	372	398	426	454	33	17

CONDOS DE BARCELONA								
Number of nights	2	3	4	5	6	7	Extra Single Night	Mid Room Week
1 Apr-16 Apr	483	483	550	620	688	752	76	61
17 Apr-30 Jul	417	496	564	633	699	765	76	61
1 Jul-15 Sep	465	478	540	603	664	724	70	62
16 Jul-4 Sep	444	517	579	642	703	763	70	62
5 Sep-9 Sep	391	464	526	590	650	711	70	62
1-Sep-31 Oct	488	483	550	620	688	752	76	61

Meson Castilla**

SUPERIOR
BARCELONA

Set on a small square 250m from the lively Catalunya Square, this family-run hotel is an ideal base from which to discover Barcelona. The 60 rooms all have en-suite facilities, satellite TV, phone, minibar, hairdryer and air-conditioning. A safe is available at reception for guests' use. There is a charming breakfast room and the hotel is round the corner from the famous Ramblas. A firm Cresta favourite, you will be assured of a warm welcome. Private parking is available at the hotel at PTS2,500 per day

Flight Supplements

HEATHROW		GLASGOW	
British Midland	Daily	Iberia via LHR	Daily
1 Jan-5 Apr	NIL	1 Jan-5 Apr	65
6 Apr-16 Apr	65	6 Apr-16 Apr	128
17 Apr-15 Dec	NIL	17 Apr-15 Jul	65
16 Dec-24 Dec	49	16 Jul-4 Sep	72
25 Dec-31 Dec	NIL	5 Sep-15 Dec	65
British Airways	Daily	16 Dec-24 Dec	111
1 Jan-5 Apr	NIL	25 Dec-31 Dec	91
6 Apr-16 Apr	65		
17 Apr-15 Jul	NIL		
16 Jul-4 Sep	9		
5 Sep-15 Dec	NIL		
16 Dec-24 Dec	49		
25 Dec-31 Dec	5		
Iberia	Daily		
1 Jan-5 Apr	2		
6 Apr-16 Apr	65		
17 Apr-15 Jul	2		
16 Jul-4 Sep	9		
5 Sep-15 Dec	2		
16 Dec-24 Dec	49		
25 Dec-31 Dec	28		

MANCHESTER	
Iberia	Daily
1 Jan-5 Apr	NIL
6 Apr-16 Apr	53
17 Apr-15 Dec	NIL
16 Dec-24 Dec	36
25 Dec-31 Dec	16

THANK YOU FOR YOUR ATTENTION! 😊

