Student Material Phone Conversation 1

Inglés para Turismo Internacional Pre-Intermedio

Activity 1

Checking details:

A. Numbers:

Write the numbers below and then practise saying them.

- 1. One number between 100 and 1,000
- 2. Two numbers between 10,000 and 100,000
- 3. Three numbers between 100,000 and one million
- 4. Four fractions
- 5. Five numbers with a decimal point



B. Abbreviations:

Complete the full form of these useful terms in international tourism:

1.	IATA: International Air T	A		
2.	UNESCO: United Nations Educational, S		_ and C	0
3.	LHR: LH	Airport		
4.	NYC: New Y C_			
5.	ETA Estimated t	_ of a		
6.	ETD: Estimated t	of d		
7.	TIC: Tourist I	C		
8.	BB: Bed and B			

C. Email addresses:

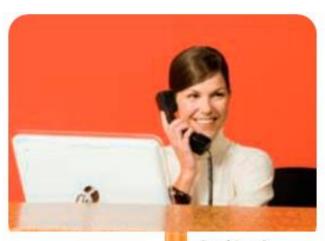
Practise saying the email addresses using: at / dot / hyphen / lower case / underscore / capital letter

- 1. Gianluca-Falzone@startravel.it
- 2. julie_lopez@britanico.com
- 3. Ben-Penney@Tiffane.fr
- 4. Macy_Gregson@brandnewgear.de

Activity 2

Taking details on the telephone - Roleplay

Use the information below to roleplay a phone conversation with your tutor. You will both take turns taking booking details over the phone. Start with **Booking 1**



Booking 1

You are the head waiter at a top hotel restaurant in Ottawa, Canada. Think of a name for the restaurant.

- Answer the phone and take the details for a booking. There are two sittings (8 p.m. and 10 p.m.).
- The restaurant is part of a group but the other thematic restaurants – an Italian and an Indian restaurant – are closed at the moment.
- Remember to ask for the caller's details: name and phone number.

Booking 2 You would like to book 15 seats for the Australian Open in Melbourne this January for some clients of

 Phone to reserve your seats and ask if there is a discount for group bookings – it isn't possible to book more than seven tickets online.

your company.

- Check the ticket prices nothing too expensive and if the booking fee is included.
- Be prepared to spell your name and give a credit card number, your phone number and your email address.

Activity 3

Tourist Destination – Peru:

