**TRAVEL**

1-3

W: Dennis, which seat are you sitting in? Mine sits 33F

M1: 43E, we’re anywhere near each other and I need to talk to you about the meeting during the flight

W: Let’s ask … if we can switch seat with the person next to me. Excuse me, my colleague and I would really like to seat next to each other during the flight. Would you mind switching with him?

M2: Not at all, I’m flying alone, so it doesn’t matter to me

W: Thank you so much, also let me buy you a drink as way of thanking you

4-6

W: Hello, this is … and I’m sorry but I have to cancel my room reservation for this weekend. I have an family emergency and I can’t leave town

M: We can definitely cancel that for you and unfortunately there is the 75$ fee for any cancelation withing 48 hours check-in

W: I understand. How much do I owe now?

M: Since you paid in advance, we will deduct the fee from your payment. We will credit … you the same way you pay for it

W: Oh, no I believe … I pay with credit card but … now it’s expired

M: In that case, we would issue a refund check … but this we … need a copy of photo id and your home address I’ll text you the email address you can use to send it to me

7-9

M: Welcome to … How May I help you?

W: Hi, I’m looking to book a hotel for my trip to … Could you recommend one?

M: We have partnership … with several places, do you have any specific requests in … mine?

W: Well, I like a place … for I could use … business center … I’m going for … a conference and I need to print something … out

M: Oh, I see, let me ask my manager which one … best, yesterday was my first day. Mrs. … which hotel in… have business center

W2: The … hotel has one, and many of … travelers have found it very convenient … I recommend that one,

W: Sounds good, I’ll go with that one, also, I heard … you offer a discount … member , let me give my membership card

10-12

W: What will you do after conference in New York next week. Will you stay in extra few days like he did after conferences in Chicago and Philadelphia?

M: I wasn’t planning on it, but I might consider it, I have never been to New York before

W: It’s too really lovely. I went last year for vacation and enjoyed it

M: Well, I think I’ll stay in an extra day or two, but I have to be back in the office for the important meeting the following Monday

W: Oh, that’s right with Bridge Stone Consulting. Gook luck with that meeting

13-15

M: Thank you for staying with us Mrs. … Here is your bill

W: Uhm, I think there is a mistake. I’ve never dine at restaurant here

M: Oh, that’s right … Let me look into that, one moment. Yes, it seems to … charge the wrong room. I’m sorry about that … Besides that, was there everything else to your satisfaction?

W: yes, also could you give these tip to the spa, I was in such a rush to get to a lunch appointment, I completely forgot

M: No problem, I’ll hand it to them after you leave