

English at Work

Episode 33: Prepare for take off

Language for booking a flight



- Narrator:** Hello again. Well, this is very exciting! Paul, the boss, is sending Anna and Tom on a business trip to France. He wants them to clinch the deal with a company interested in buying their Imperial Lemons. But has Tom got more than business on his mind?
- Tom:** Really? What... me and Anna... to France?
- Paul:** Yes but make sure you get that contract signed. We need the business.
- Tom:** Yeah, yeah, of course. Are we staying overnight?
- Paul:** There's no money for that – just get there and come straight back. Oh and could you bring back those nice French biscuits that have in the duty-free shop?
- Tom:** Sure. So, Anna, we're off on holiday together are we?!
- Anna:** No! But I've got to book the flights online, can you help me please?
- Tom:** It's not my thing. I'm sure Denise will help. I need to go and pack for this trip.
- Denise:** (*On the phone*) Yes Marge... in the cupboard... envelopes apparently... Tom and Anna... oh here she is... got to go Marge... bye. Hello Anna, everything OK?
- Anna:** Sort of. I've got to go to France with Tom.
- Denise:** Yes, I know. I thought you'd be pleased to go with Tom, after your time in the stationery cupboard with him!
- Anna:** I was just finding an envelope Denise. Anyway, I'm worried about booking the flights online. I usually book flights at a travel agent's.
- Denise:** It's company policy now, we have to do everything online – even my food shopping – but don't tell Paul.
- Anna:** Oh right. So where shall I begin?
- Denise:** Pull up a chair Anna and we'll log on. Right let's start with the British Airlines website. There. London to Marseille. What is the outbound date?
- Anna:** Going out tomorrow, back tomorrow.
- Denise:** Business class or Economy class? I think we'll say Economy.

Anna: That's cheaper I guess. What's this mean? Flexible or fixed?

Denise: A flexible ticket means you can change your flight but a fixed one means you can't – and that's cheaper so we'll choose that one. I'll book you on the 8am flight from Heathrow and flying home at 6pm. I just need to type in your full names now and select your seats. Window or aisle?

Anna: I'll what?

Denise: No Anna. A seat by the aisle or by the window?

Anna: Oh, an aisle seat please, Denise.

Denise: Good. What's your frequent flyer number?

Anna: Oh I don't have one of those.

Tom: What's that? Frequent flyer number? Here I've got a gold status card, can you stick my number in?

Denise: Gold status! Where did you get that?

Tom: Oh, I've flown loads of times for business. I've done deals all around the world.

Narrator: He means he's been on lots of jollies – free trips paid for by the company – and all he's come home with is a sun tan!

Denise: Hmm, really. Right I just need to pay now... using the company account of course.

Tom: Cool. Now, what do you think of my sunglasses?

Anna: Lovely Tom. Denise has booked you a window seat OK?

Tom: No! Sorry I can't sit by the window... I'm... errr...

Denise: Yes Tom?

Tom: Well, I mean, it's only polite that the lady sits by the window.

Denise: Really?!

Narrator: What's Tom like?! Hopefully he'll prove a useful business partner for Anna on the trip to France. Here's a reminder of some of the questions you may be asked when booking a flight...

What's the outbound and return date?
Do you want to fly business or economy?
Do you want a fixed or flexible ticket?
Would you like a window or aisle seat?
Have you got a frequent flyer number?

Denise: There you go you two, your e-ticket. Now don't forget your passports.

Tom: Thanks Denise. Hey Anna, I'm so pleased that we're on this trip together. It'll be nice to spend some time with you.

Anna: Yes and to do some business and really show Paul we are his best employees.

Tom: Oh yeah, of course... I just wondered...

Anna: Yes?

Tom: Is there any chance I could sit in the aisle seat?

Narrator: I've got a feeling Anna's in for a bumpy ride. Find out how their trip goes next time on English at Work. See ya!

- **Listening Challenge**

Does Anna want a window or an aisle seat on the plane?
(Answer: Aisle)