WOMAN:	Oh, that doesn't sound too bad, especially if it'll take me straight to the hotel.	
MAN:	But you do need to reserve a seat.	Q5
WOMAN:	OK, is it possible to make a booking right now? Through you?	
MAN:	Sure.	

MAN:	OK, I just have to fill this form out for you. So what date do you want to book this for?	
WOMAN:	The 16th of October – oh, no, sorry, that's my departure date. I arrive on the 17th, so book it for then, please.	Q6
MAN:	So, that's the Toronto Airport Shuttle to Milton. And this is for just one person or . . . ?	
WOMAN:	Yes, just me, please.	
MAN:	Right. And you said your expected time of arrival was 11.30? So if I book your Shuttle for after 12.00 – let's say, 12.30: that should give you plenty of time to, you know, collect your baggage, maybe grab a coffee?	Q7
WOMAN:	Yeah, that sounds fine, as long as we land on time!	
MAN:	Well, we'll take your flight details so you don't need to worry too much about that. Now, what about the fare? What sort of ticket do you want? One way or . . .?	
WOMAN:	Yes, that'll be fine, provided I can book the return trip once I'm there.	
MAN:	No problem – just allow a couple of days in advance to make sure you get a seat. And what's your name, please?	
WOMAN:	Janet, Janet Thomson.	
MAN:	Is that Thompson spelt with a 'p'?	
WOMAN:	No, it's T-H-O-M-S-O-N.	Q8
MAN:	OK. And you'll be coming from the UK? What flight will you be travelling on?	
WOMAN:	Oh, it's Air Canada flight number AC936, from London Heathrow.	Q9
WMAN:	Right. Now, do you know where you'll be staying? We need to give the driver an address.	
WOMAN:	Yes, it's called the Vacation Motel – and I think it's near the town centre. Anyway, the address is 24, Kitchener Street – that's KITCHENER Street.	
MAN:	That's fine. Right, so that's $35 to pay please. Have you got your credit card number there?	
WOMAN:	Yes, it's a VISA card, and the number is 3303 8450 2045 6837.	Q10
MAN:	OK. Well, that seems to be everything. Have a good trip and we'll see you in Toronto next week!	
WOMAN:	Yes, bye – oh, thanks for your help!	