

Hospitality and Tourism

Travel agents

by Keith Harding

Level: Elementary (to Pre-intermediate)

Target age: 16+

Time needed: 90 minutes

Grammar / language objective: Holiday vocabulary, dealing with an enquiry/booking, question forms

Materials: Worksheet 1: *Holiday types*.
Worksheet 2: *Client profiles*. Worksheet 3:
Travel agent expressions and dialogues.
Worksheet 4: *Role-cards*.

1. Warm-up

- Get students to ask each other about the last holiday they had.

2. Holiday types

- Ask students to name as many different types of holiday as they can, using the discussion they had in the Warm-up.
- For one of the holiday types (e.g. beach) elicit more information about:
 - a. the type of accommodation (e.g. hotel, apartment);
 - b. the different activities you do (e.g. sunbathing, swimming, water-sports); and
 - c. some example resorts (e.g. in their own country).
- Give out Worksheet 1 and get students to complete the grid. For stronger students get them to try it first without looking at the word list at the bottom of the page.

Type	Accommodation	Activities	Examples
Beach	hotel, apartment	swimming, water sports, sunbathing	
Camping	campsite, tent	walking, mountain climbing	
Cruise	cabin, ship	visiting ports, shopping, sightseeing	
Skiing	hotel, apartment, chalet	skiing, après-ski, snowboarding	
Countryside	farmhouse, bed & breakfast	walking, fishing	
Weekend city break	hotel	visiting museums and art galleries, shopping, sightseeing	

- Check through the answers. Then ask some general questions to link with the next stage:
 - Which types of holiday have you been on?
 - Which is your favourite?
 - What types of holiday do members of your family go on?
 - What would your ideal holiday be?

3. Client profiles

- Give out Worksheet 2. This is a 'client profile' form and is used by travel agents to store information on their clients so that they can send promotional literature to clients and deal effectively with any further bookings they make.
- Complete the first column (for yourself or an imaginary person) in class as an example. Pay particular attention to the questions that the person filling in the form needs to ask – and model, drill and practise as necessary.
- Get students to fill in the next column for a family group or a couple that they know. They can be completely fictional if they want but it is often easier to have a real client in mind. Encourage them to think beyond traditional family set-ups.
- Ask students to stand up and mingle with each other in order to complete the other three columns. Make sure they do not simply show each other what they have written.
- Students return to their seats and work in groups of three. They should discuss which holiday type (from section 2 above) would be best suited for the client profiles they have in their chart.

4. Travel agent dialogues

- Give out Worksheet 3 and get students to look at section A. This lists some expressions used when dealing with a reservation. Get students to identify the expressions that are definitely written.
Key: g, j, l
- If you want to explore the other more informal expressions, point out they can appear in different types of communication.

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Key:

Telephone: *a*

Telephone or face-to-face: *b, c, e, k, n*

Telephone or face-to-face or email: *d, f, i, m*

The expressions that appear at (or near) the start are: *h, j*

The expressions that appear at (or near) the end are: *a, b, g, l*

- Check answers together, remembering to check understanding of vocabulary and pronunciation of the words and sentences.
- Refer the students to section B of Worksheet 3 and get them to complete the travel agent's part of the gapped dialogue.
Key: 1. *h*; 2. *m*; 3. *c*; 4. *k*; 5. *i*; 6. *f*; 7. *n*; 8. *e*; 9. *b*; 10. *a*.

5. Travel agent role-play

- Divide the class into two groups: A and B. Distribute the role-cards in Worksheet 4. Ask the students to read the instructions on the cards and prepare themselves accordingly. They will then act out the phone conversation between client and travel agent.
- When the students have finished, get them to reverse roles and repeat the activity (with different partners).
- Follow up on any correction or development work that might be necessary.

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Holiday types

Type	Accommodation	Activities	Examples
Beach	hotel, apartment	swimming, water sports, _____	
Camping	campsite, _____	walking, _____	
Cruise	_____, _____	visiting ports, shopping, _____	
Skiing	hotel, apartment, _____	skiing, _____, _____	
Countryside	farmhouse, _____	walking, _____	
Weekend city break	hotel	visiting museums and _____, shopping, _____	

Choose from this list.

- après-ski
- art galleries
- bed & breakfast (B&B)
- cabin
- chalet
- fishing
- mountain-climbing
- ship
- sightseeing (x 2)
- snowboarding

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HOSPITALITY AND TOURISM WORKSHEET 2

Client profiles

	Teacher's example	Own example	Student 1	Student 2	Student 3
Name of main contact					
Date of birth					
Others travelling with contact					
Type of holiday preference					
Last booking (place and date)					
Additional orders (e.g. car hire, currency)					
Special requests					
Category (standard, VIP)					

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Look at these expressions used by a travel agent when dealing with an enquiry.

1. Identify the three expressions that would be used in written language only.

2. Which expressions are used at the start and which at the finish?

- a. Have a nice day and thanks for calling Magic Tours.
- b. Is there anything else I can help you with?
- c. Can you just confirm your date of birth?
- d. There are one or two options. I'll need to check availability and get back to you.
- e. OK, I'll send that to you as soon as possible.
- f. I can email some suggestions to you if you want?
- g. Best wishes.
- h. Good morning, Magic Tours. This is Lucy. How can I help you?
- i. When do you want to travel?
- j. Thank you for your enquiry regarding holidays in the Caribbean.
- k. I'll just look you up on the computer ... Here you are. Are you travelling with the family again this year?
- l. We look forward to hearing from you.
- m. Have you travelled with us before?
- n. Let me just check. I've got pbrown@hotmail.com. Is that correct?

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Travel agent expressions and dialogues

Section B

Complete the travel agent's part of this phone conversation, using expressions from section A.

1. _____

Good morning. My name is Peter Brown. I wanted to enquire about holidays in the Caribbean.

2. _____

Yes, I booked a holiday with you last year

3. _____

15th August, 1970

4. _____

No, it's just my wife and me this time.

5. _____

November if possible. And I'm particularly interested in Jamaica.

6. _____

That would be lovely. Do you have my email address?

7. _____

That's correct.

8. _____

I'm looking forward to receiving it.

9. _____

No, that's everything. Thank you.

10. _____

And you too, goodbye.

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Travel agent role-play



Role-card: group A

You are a client phoning to enquire about a holiday.

- Choose one of the profiles from the chart you completed in Worksheet 2.
- Think about the type of holiday you want.
- Think of an extra service you want (e.g. car hire, currency exchange).
- Before you phone the travel agent, give the client profile form to the travel agent (B).

Role-card: group B

You are a travel agent, and a client is going to phone you.

- Before the phone call, student A will give you his/her client profile from Worksheet 2.
- But first you must prepare for the phone call: How will you answer the phone? What questions will you ask? Remember to check who the client is, try to give them what they want and answer all their questions.
- At the end of the call, confirm what you have said and decided.