



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways to communicate with other people?
- 2 Which do you like better: writing emails or talking on the phone? Why?

1 booking agent

2 subject line

From: A.Wallis@planettravel.com
 To: rodriguez350@publicmail.com
 Subject: RE: question about packages

Forward

3 forward

Inbox

4 inbox

5 reference number

Dear Mr. Rodriguez,

Thank you for your **inquiry** regarding travel packages to Barcelona, Spain. **With reference to** your previous email, I am pleased to inform you that I have found several travel packages that may **suit** your needs. You mentioned that you wanted the best, so I have **attached** a brochure **detailing** our **deluxe** Discover Barcelona package.

Some of the features of the package include:

- 6 days, 7 nights in beautiful Barcelona
- Round-trip airfare from New York City
- Airport **meet and greet**
- Six nights at the historic La Fonda Hotel. The hotel is located in Barcelona's famous Raval neighborhood.

The price of this package holiday is \$1,250* per person. If you would like to book this holiday, please contact me at your earliest convenience. I will **forward** your request to a **booking agent**. Your reference number is 3456-90823. Please put this **reference number** in the **subject line** of your email. As always, please feel free to email me if you have any other questions or need any additional information. I look forward to helping you plan your trip.

Sincerely,
 Alan Wallis

Travel Agent, Planet Travel, Inc. • 5332 112th Avenue, Queens, New York 11414

*Does NOT include **baggage charges** and other **applicable fees**.

Reading

2 Listen and read this email from a booking agent to a client. Choose the correct answers. What are not included in the price of the package?

- 1 What is the email mostly about?
 - A different types of travel packages
 - B how to book a package holiday
 - C details about hotels in Barcelona
 - D information about a package holiday
- 2 What is true about Mr. Rodriguez?
 - A He has been to Barcelona in the past.
 - B He emailed the booking agent before.
 - C He wants an inexpensive vacation.
 - D He plans to travel by himself.
- 3 What can be inferred about the Deluxe Discover Barcelona package?
 - A It lasts for two weeks.
 - B It doesn't include accommodations.
 - C It could cost more than \$1,250 per person.
 - D It doesn't include ground transportation.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- 1 ___ with reference to
- 2 ___ attach
- 3 ___ deluxe
- 4 ___ baggage charges
- 5 ___ subject line
- 6 ___ forward

- A being the best quality
- B a part of an email that says what it is about
- C relating to something else
- D to include in an email as a separate file
- E money that you pay to put luggage on a plane
- F to send an email that you received to someone else

4 Read the sentence and circle the right word.

- Jenna checked her (meet and greet / inbox) for new emails.
- Mr. Patton's (inquiry / booking agent) was about room availability the first week of March.
- The price of the package did not include (applicable fees / reference numbers).
- Ms. Nelson chose the earliest flight because it (detailed / suited) her busy schedule.

Listening

5 Listen to a conversation between a travel agent and a booking agent. Then mark the following statements as true (T) or false (F).

- The travel agent tried to forward Mr. Rodriguez's inquiry to the woman.
- The woman didn't receive the email because the man sent it to the wrong email address.
- The booking agent asks the man to attach the brochure to the email.

6 Listen again. Fill in the blanks.

Travel Agent: Good morning, Claire. Do you have a moment?

Booking Agent: Sure, Alan. What can I help you with?

Travel Agent: Have you had a chance to 1 _____ this morning?

Booking Agent: Yes, I have. Why do you ask?

Travel Agent: I 2 _____ you an email. Did you receive it?

Booking Agent: No, I'm afraid I didn't. What was it about?

Travel Agent: It was the 3 _____ for one of my clients.

Booking Agent: What's the client's name?

Travel Agent: John Rodriguez.

Booking Agent: I'm sorry, Alan. I don't know anything about Mr. Rodriguez.

Travel Agent: I must have sent it to the 4 _____ email address.

Booking Agent: No harm done. Why don't you 5 _____ it? I can take care of the booking today.

Travel Agent: Great! Thanks a lot, Claire.

Booking Agent: And please make sure the reference number is in the 6 _____. It makes it a lot easier to organize the client's information that way.

Travel Agent: No problem.

Booking Agent: I'll be expecting that email in my 7 _____. Talk to you later.

Speaking

- 7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Have you had a chance to check your email?
Did you receive the email?
What was it about?

Student A: You are a travel agent at Planet Travel, Inc. Talk to Student B about:

- An email you sent
- What the email was about
- What you should do next

Make up a name for the booking agent.

Student B: You are a booking agent at Planet Travel, Inc. Talk to Student A about:

- What the email is about
- Special instructions for sending the email

Make up a name for the travel agent.

Writing

- 8 Imagine that you are a travel agent. Use the information from the speaking exercise to write an email to a booking agent forwarding a previous email that was not received. Be sure to include the following phrases:

