Good morning/afternoon!

My name's XXX

What's your name? Good morning/afternoon, XXX. My name is ..........

How are you today? XXXX

Let's begin our class. We’re going to talk about planning a business trip

What plans do you have for this week? XXXX

Do you keep a desk agenda? Or do you plan on a smartphone/computer? XXXX

Do you ever travel on business? If not, would you like to? XXXX

What do you think are the best/worst things about business travel? XXXX

Very interesting!

You need to travel from Paris to Liverpool. Let’s have a look at your options.

Is there a good choice of flights to Liverpool? XXXX

And how many flights are there to Manchester airport? XXXX

How often does Easyjet fly to Liverpool? XXXX

How many flights are there from Paris to Manchester? XXXX

How far is Liverpool airport from the city centre? XXXX

How long does it take by taxi? XXXX

How far is Manchester airport from Liverpool? XXXX
How long does it take by taxi?

Which airport would you choose? Why?

What other factor is important?

Price

Let’s look at different types of airline ticket. What are the three main classes?

Economy, business and first class

Which do you usually fly? For leisure/business.

Which do you prefer? Why?

What’s the difference between a one-way and a return ticket?

You can’t return with a one-way ticket. A return ticket takes you there and back.

When you’re booking a return trip, what’s the difference between an open and a fixed ticket?

You can choose the return date of an open ticket; you can’t change a restricted ticket.

Now let’s book an airline ticket. (click for blue text box and pic)

Nowadays we often book on the internet but let’s imagine a reservation over the phone or at a travel agents. OK?

Where are you travelling to?

I’m travelling to XXXX

And where are you flying from?

I’m flying from XXXX

How many of you are travelling?

There are XXX of us/I’m travelling alone

Which class would you like to fly?

I’d like to fly XXX class

Which date do you want to fly?

I want to fly on the XXX of XXX

Will that be a one way or a return ticket?

XXXX

And do you want an open or fixed return ticket?

I want a XXXX ticket

(If fixed return ticket) Which date will you be returning?

I’ll be returning on the XXX of XXX

Would you prefer a morning, afternoon or evening flight?

I’d prefer a XXX flight
There’s a British Airways flight at XXX or XXX? (obviously the times you propose will depend on the answer to the previous question!) I’ll take the XXX flight. How much will that be? That’ll be £XXX. (the price will depend on the destination chosen by the client so I’ll leave you to imagine!) Do you want travel insurance? How much is it? It costs XXX. Yes, I’ll take it. / No, thank you. Will you be taking hold luggage or hand luggage? I’ll be taking XXX luggage Would you prefer a window or an aisle seat? I’d prefer an aisle seat OK. Let me take your details. (If client is female) Mrs. or Ms.? XXX Can you give me your first name? XXX And your surname? XXX Can you spell that for me? XXX (If more than one person flying, you can ask for their details too!) Can I take your address? XXX And your phone number? XXX What’s your e-mail address? It’s XXX at XXX That’ll be £XXX (Remember if they’ve asked for insurance and/or hold baggage, the price will have gone up!). What type of card are you paying with? I’m paying with a XXX card. What’s your card number? It’s XXX And the expiry date on the card? It’s XXX What’s the security code on the back of the card? XXX OK, your payment is being processed …Your tickets are booked. Your reference no. is AB548762. I’ll e-mail the details and you can print the boarding pass/passes at home. You need to confirm your return ticket 24 hours before departure or the reservation may be cancelled. Make sure you arrive at the airport 2hrs before departure. Thank you. Great work! (click for next slide)
Now. It's checking time. I want you to read the definitions and match them to the correct type of ticket. Can you read 1, please. 

**The most expensive airline ticket**

Good. And what’s the answer?  
**First class**

(Click for answer) 
Can you read question 2? 
**It takes you there and back**

And the answer?  
**Return ticket**

Good! (Click for answer) 
number 3?  
you can’t return with this* 
And the ticket is? 
**One-way ticket**

(Click for answer) Excellent! 
And question 4?  
**You can change the return date**

Good. And the correct answer?  
**Open ticket**

Great! (Click for answer) 
And can you read number 5, please? 
**The cheapest airline ticket**

Can you give the answer, please?  
**Economy class**

(Click for answer) 
Well done. (Click for next slide)

**Slide 6**  
7 mn

Now let’s choose a hotel for your stay in Liverpool. (Click for burgundy text box and photo and grey text box) How many rooms does the Adelphi have?  
It has 402 rooms.

How many restaurants are there?  
There are 2 restaurants.

And how many restaurants does it have?  
It has 6 bars.

Are there any conference rooms? How many? 
Yes, there are 6 conference rooms.

Is there a fitness centre?
Yes, there’s a XXX
How far is it from the station?
It’s 3 minutes walk from the station.
And how far is it from the airport?
It’s 12 kilometres/15 minutes by taxi from the airport.
Does it have car parking facilities?
Yes, it does.
What facilities do the rooms have?
They have XXX.

Let’s compare the Adelphi and the Atlantic Tower hotel.
Is the Atlantic Tower more modern than the Adelphi?
Yes, the Atlantic Tower is more modern than the Adelphi
Does the Atlantic Tower have more rooms than the Adelphi?
No, it has fewer rooms than the Adelphi
And which one has more conference rooms?
The Atlantic Tower has more conference rooms
Does the Adelphi have more bars than the Atlantic Tower?
Yes, it has more bars than the Atlantic Tower.
Which hotel is nearer to the station?
The Adelphi is nearer to the station
Which hotel is further from the airport?
The Atlantic Tower is further from the airport
Which hotel would you prefer to stay at?
I’d prefer to stay at the XXX
Why?
XXX
Good work.

Slide 7
6 mn
It’s time to book the hotel. We’re going to imagine a reservation by telephone. Let’s start!
Good morning, Adelphi Hotel, can I help you?
Good morning. I’d like to book a room.
Yes, sir/madam. When will you be arriving?
I’ll be arriving on the XXX of XXX
How many nights would you like to stay?
I’d like to stay for XXX nights
Will that be a single or double room?
A XXX, please.
And would you prefer a standard or a deluxe room, sir/madam?
I’d prefer a XXX room
Yes, we have a XXX room for the (date).
Breakfast is included. Would you like to book lunch(half-board)? Or lunch and dinner (full-board)?
I’d like XXX
So, that’ll be breakfast only/ half-board/full-board.
Good work. (click for white text box) Now can you ask the questions using the text box to help you?
Is there a bath or a shower in the room?
There is a bath and a shower in all the rooms.
Are there conference facilities in the hotel?
Yes, there are excellent conference facilities.
How far is it from the airport to the hotel?
It’s 15 minutes by taxi.
Is the hotel central?
Yes, it’s in the city centre, next to the station.
Can I pay by credit card?
Yes, we accept all major credit cards.
Great!
(click for next slide)

Slide 8 4 mn
Now you have to find the correct words to complete the questions.
Read out the question, inserting the correct words. (click for 1st question)
1. Is the hotel central ?
   (click for answer) Good! (if correct or read out the correct answer)
   (click for next question) (ask client to read out the next sentence) (click for answer) (etc…)

   Answers – 1. Is the hotel central ?
2. How much does a double room cost ?
3. How many rooms does it have ?
4. Are there any restaurants ?
5. Is there a fitness centre ?
6. Are the conference rooms big ?

Fantastic work!.
(click for next slide)

Slide 9 4 mn
You will have some free time on your business trip. Let’s look at things to do in Liverpool. What is Liverpool famous for?
The Beatles? Football?
Ha, yes! (click for Beatles Story photo)
What do you think this is ?
XXX
It’s the Beatles Story, a museum about the Beatles. (click for Liverpool One photo) Do you like the Beatles?

©Educastream
And what’s this?
It’s a shopping centre. It’s very modern with shops, cinemas, restaurants and bars. (click for Liverpool FC and Everton photos)
Any idea what these photos show?
Yes! The two football clubs in Liverpool – Liverpool and Everton. You can visit the two stadiums Anfield and Goodison Park. Do you like football? (If yes) Which team do you prefer?
No, I don’t like football/Yes, I prefer XXX
What do these photos show?
Museums/art galleries?
The Tate Gallery is an art gallery with modern art, and the Walker Art gallery has more classical art. Do you like art galleries? (If yes) Do you prefer modern or classical art?
I prefer xxx art
What would you prefer to do in Liverpool?
I would prefer to XXX
What would you hate to do?
I would hate to XXX
That’s very interesting. I would prefer to XXX and I would hate to XXX!

Slide 10
It’s time to look at Mr. Cook’s itinerary. (click for all pics)
When is Mr. Cook flying to Liverpool?
He’s flying to Liverpool on Wednesday at 8.45/quarter to nine
What’s his flight number?
EZ84321
Who is he having lunch with on Wednesday?
He’s having lunch with Mr. Rogers
How long does the conference last on Wednesday afternoon?
It lasts 4 hours
What is he doing on Thursday?
He’s going to the conference and having dinner at Mr. Wilson’s house.
When is he meeting Mrs. Ellwood?
He’s meeting Mrs. Ellwood on Friday at 2 o’clock
Where is the conference dinner?
It’s at the Adelphi Hotel.
What is he doing at 9 o’clock on Friday morning?
He’s attending a meeting
What time does his flight leave on Saturday?
His flight leaves at five to seven

How long does his flight last?
His flight lasts one and a half hours (remember time difference!)

Now can you ask three questions?
When/What time/Where/Who/How long/What XXX?
Brilliant work! (click for next slide)

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Slide 11

(click for text box & pic)

Now I’ve got more questions to ask you about your business trip. Tell me what you think you’ll do. Are you going to take foreign currency?
I think I’ll XXX

Are you going to take a suitcase or hand luggage?
I think I’ll XXX

Are you going to buy a guidebook before you leave?
I think I’ll XXX

How are you going to travel when you’re there?
I think I’ll XXX

Are going to travel with anyone?
I think I’ll XXX

What are you going to do in your free time?
I think I’ll XXX

Wonderful!
(click for next slide)

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Slide 12

4 mn

Now let’s see if you remember how to say the time in English. I want you to give me two ways of saying each time.
(click for 1st question)
eleven forty-five
quarter to twelve
(click for 1st answers)(click for 2nd question)
six twenty
twenty past six
(click for 2nd answers) etc.
3. eight thirty-five
twenty-five to nine
4. eleven fifty-five
five to midnight
5. seven thirty
half past seven

Fantastic work! That’s all for today. See you soon.