



10 SCENARIOS WITH DIALOGUES

TARGET: TOURISM INDUSTRY

1. AIRPORT (at the check in clerk)

DIALOGUE:

Check- in Clerk: Good morning

Passenger: Oh, good morning

Check in Clerk: Could I see your ticket , please?

Passenger: What? Oh yes, er....sorry. Here you are.

Check-in Clerk: Thank you Mr Robinson.

Passenger: I was wondering, er....Could I have a smoking seat, please?

Check in clerk: I'm afraid this is a non- smoking flight, sir. Would you prefer an aisle seat or a window seat?

Passenger: Erm...well, I'm not sure. You see, it's the first time I've flown and I, well ,I'm feeling a bit uneasy about it. What I really want is the safest seat.

Check in clerk: Oh I see , well there's really nothing to worry about. Let's see, I can give you an aisle seat right next to one of the exits. Then you'll have more leg room, too.

Passenger: Oh good.Oh, well that sounds all right

Check in clerk: And could I just see your passport, please?

Passenger: Um....oh yes....um....here you are.....

2. IN THE HOTEL (at the reception desk)

DIALOGUE: (R: receptionist G:guest)

R: Good evening sir

G: Good evening, my name is Smith. I have a room booked for tonight.

R: Oh right, I'll just check....What was your name again?

G: Smith, John Smith

R : Smith? Er.... well there is no record of a reservation here. Did you make your reservation by phone?

G: No, by fax. I've got a copy of your reply here, look.

R: I see. Well there's nothing on the computer.

G: Well Do you have a room?

R: I'll just check.....Oh! Yes, we seem to be half-empty tonight.

G: Well , can I have a room then?

R: Yes, sure.

3. IN A RESTAURANT (W: waiter C :customer M: Mary)

C: Excuse me

W: Yes, madam?

C: I'm ready to order now.

W: Oh, I'm sorry, I thought you were waiting for someone to join you.

C. well, I was but she hasn't come and now I want to order

W: Certainly, what would you like?

C: I'll have a Caesar salad and a grilled fillet steak

W: How would you like your steak cooked?

C: Medium, please

W: Would you like French fries with your steak?

C: Yes , please.

W: And would you like the salad as a starter or with your main course?

C: As a starter,please.....oh,just a minute. Hello Mary!

M: Sorry I'm late

C: That's right. I've just ordered

M: Oh, let me just look at the menu

W: please take your time. Would you like me to come back in a couple of minutes?

M: No , thanks . I'm just no hungry at all.

4. IN A TRAVEL AGENCY

DIALOGUE (T: travel agent C: client)

T: Good morning, sir. How may I help you?
C: Good morning. Can I make an airline reservation, please?
T: Certainly. Where would you like to fly to and from?
C: From Athens to Istanbul
T: O.K And when would you like to travel?
C: I'd like to leave Athens on the 2nd of next month, returning on the 13th
T: Fine, all right. And what time of day would you like to fly?
C: I'd like to arrive in Istanbul by lunchtime, and be back in Athens by dinnertime.
T: All right. And how many people will be travelling?
C: There'll be three of us - two adults and one child.
T: I see. Could you tell me how old the child is?
C: She's 8 years old
T: all right. And is this economic class or business class?
C: Economy class - the cheapest fares you can get, if possible!
T: All right. Do you have a preferred airline?
C: No I don't mind which airline it is.
T: All right, I'll just check the computer to find out about availability.

5. INFORMATION OFFICE

DIALOGUE: (I: information officer V: visitor)

I: Hello, can I help you?
V: Yes, it's Saturday and all the shops are closed. When are they opened?
I: Well, on Saturdays the stores are opened from about 9 am, and they all closed at 4 pm. It's 4.30 now, so that's why they are closed.
V: Oh I see! What about tomorrow?, Sunday? Are they closed then?
I: Yes I'm afraid so, but on weekdays most stores are opened from about 9.am until 8.pm
V: It's a pity I'm leaving first thing on Monday, isn't it?

6. CAR HIRE PLACE

DIALOGUE: (C: client R: rental clerk)

R: Good morning. How can I help you?
C: Good morning. Can I arrange car rental here?
R: Yes, certainly, sir. When would you like the car?
C: For three days, starting tomorrow morning
R: All right. And what kind of car would you like?
C: I don't really mind, but I only need a small one.
R: I have a Group B car, a Ford fiesta, available. Would that be all right?
C: That sounds fine. How much will it cost?
R: The cost per day is 35 pounds, sir.
C: Does that include all the extras?
R: Yes, that's with unlimited mileage and full insurance.
C: Excellent! Well, can I do the paperwork now, to save time tomorrow?
R: Certainly. I'll just need to fill in this form with your details
C: Good. Right, here's my driver's licence and my passport.
R: And how will you be paying for the car sir?
C: By visa - her's my card

7. A GUIDE WITH SOME TOURIST

DIALOGUE: (A guide is giving an explanation to some tourist about a castle)

Guide: This castle is surrounded by beautifully landscaped gardens. Today is used for Top-level conferences. In 1170 Thomas Beckett was murdered by The Knights of Henry II. The first drop-off is around 6.15 p.m and the fares are 38.50 pounds per adult.

(At the back row, there are some friends who were talking during the explanation, so, they didn't pick up everything that the guide said. So they start asking questions)

Tourist1: Sorry What is the castle used for today?

Tourist 2: When was Thomas Beckett murdered?

Tourist 1: What time is the first drop-off?

Tourist 2: Who murdered him?

8. TOURIST INFORMATION CENTRE

DIALOGUE:

T: Good evening, What can I do for you , madam?

C: Could you tell me how long it takes to get to the airport?

T:Would that be by taxi or public transport?

C: Oh, the flight's not till 6 o'clock, so I've probably got time to take the bus.

T: anything else?

C: Yes, please I need a map of the city

T: of course, here you are. We are here(pointed on the map)

From here you can visit the Cathedral, the new park and some commercial galleries

C: All right , thank you very much.

T: it's a pleasure, madam

9. IN A TRAIN STATION

Questions:

Excuse me, what time does the train leave?

Which platform does it leave from?

Do you want a single or return ticket?

Is any special fare for students?

What time does it arrive to Oxford?

Do you want preference or ordinary class?

10. IN THE PLANE (talking to the flight attendant)

Questions:

Do you want anything to drink / eat?

Where is the toilet?

What time will be in England?

How is the weather like in.....?

Can you give me a pillow , please?

Can you close/open the air-conditioner, please?

Any rubbish?

Where should I go to take the next plane to.....?