I Need a Ticket to Osaka, Japan

Language for Booking Tickets by Chris Gunn

Materials:

Traveler Activity Sheet

Ticketing Agent Activity Sheet

Traveler Role Cards

Ticketing Agent Schedules and Fares

Purpose and Audience:

This role-play is intended for false beginners who are working in the tourist industry or need some survival travel English skills. It could also be used for business classes where the students are expected to travel frequently. The role-play includes the language for talking about airline tickets, fares, and schedules. The role-play also presents an opportunity to go over numbers in the hundreds and thousands and talking about preferences: *I'd like... I'd prefer...*

Warm-up:

As one possible warm-up, I prepare a few notes with the following instructions:

Your teacher is a travel agent. You want to buy a ticket to <u>Paris, France</u>. Buy your ticket from your teacher.

After the student has had a chance to digest the note, approach them and ask the following so that the whole class can see and hear: *Welcome to Chris's Travel* (use your own name). *How may I help you?* Hopefully, the student will ask you for a ticket to Paris. When the student does, go through the following list of questions stopping to explain any vocabulary items that the student doesn't understand:

Are you traveling alone?
Will this be one way or return?
When would you like to depart?
When would you like to return?
Do you mind a stopover? Or would you prefer direct?
Would you prefer economy, business, or first class?

After you have done this a few times, the students are usually familiar with the vocabulary in the role-play. Now, I begin the role-play.

Class Set-up for Role-play:

The students are divided into travelers and airline-ticketing agents. The travelers are given <u>an activity sheet</u> and <u>a role card</u>. The airline ticketing agents are given <u>an activity sheet</u> and the <u>schedule and fares for their particular</u> airline.

Class Activity:

Travelers go from airline to airline and inquire about airplane tickets. They write the information down that the ticketing agents give them. They use this information to decide which ticket and which airline best suits their role.

Airline Ticketing Agent Fares and Schedules

Each airline-ticketing agent should receive one airline schedule. The ticketing airline agents will use this schedule to inform travelers about fares and schedules.

7	9	7	Starlight Airlines Fares and Flight Schedules					
Destina	tion	Schedule	Stopover	ppover Departs Arrives Price (Economy/Business/First Class			Business/First Class)	
				One way				
South Korea	Incheon	Monday	no	9:20 AM	4:30 PM	\$477 / \$753 / \$1240	\$877 / \$1453 / \$2240	
	Incheon	Wednesday	Beijing	9:20 AM	6:30 PM	\$427 / \$723 / \$1140	\$827 / \$1383 / \$2140	
	Incheon	Friday	no	9:20 AM	4:30 PM	\$477 / \$753 / \$1240	\$877 / \$1453 / \$2240	
Japan	Osaka	Tuesday	no	10:15 AM	5:40 PM	\$476 / \$752 / \$1100	\$776 / \$1352 / \$2100	
	Osaka	Thursday	no	10:15 AM	5:40 PM	\$476 / \$752 / \$1100	\$776 / \$1352 / \$2100	
	Osaka	Saturday	Tokyo	10:15 AM	7:40 PM	\$426 / \$722 / \$1100	\$726 / \$1252 / \$2000	

	FLYING SERVICE		Oceana Airlines Fares and Flight Schedules					
Destina	tion	Schedule	Stopover	Stopover Departs Arrives Price (Economy/Business/First Class)				
						One way	Return	
South Korea	Incheon	Tuesday	no	8:45 AM	3:45 PM	\$445 / \$789 / \$1150	\$845 / \$1389 / \$2150	
	Incheon	Thursday	no	8:45 AM	3:45 PM	\$445 / \$789 / \$1150	\$845 / \$1389 / \$2150	
	Incheon	Saturday	Manila	8:45 AM	5:15 PM	\$425 / \$749 / \$1050	\$790/ \$1453 / \$2240	
Japan	Osaka	Monday	no	11:10 AM	6:20 PM	\$446 / \$852 / \$1150	\$846 / \$1352 / \$2150	
·	Osaka	Wednesday	Hong Kong	11:10 AM	8:20 PM	\$426 / \$832 / \$1150	\$816 / \$1322 / \$2110	
	Osaka	Friday	no	11:10 AM	6:20 PM	\$446 / \$852 / \$1150	\$846 / \$1352 / \$2150	



Malama Airlines

Fares and Flight Schedules

Destination		Schedule	Stopover Departs Arrives		Price (Economy/Business/First Class)		
						One way	Return
South Korea	Incheon	Monday	no	9:30 AM	4:00 PM	\$545 / \$789 / \$1450	\$945 / \$1489 / \$2450
	Incheon	Tuesday	Jakarta	9:30 AM	5:45 PM	\$545 / \$789 / \$1450	\$915 / \$1469 / \$2350
	Incheon	Friday	no	9:30 AM	4:00 PM	\$545 / \$789 / \$1450	\$945 / \$1489 / \$2450
Japan	Osaka	Tuesday	no	7:50 AM	6:10 PM	\$346 / \$652 / \$1150	\$746 / \$1252 / \$2150
	Osaka	Friday	no	7:50 AM	6:10 PM	\$346 / \$652 / \$1150	\$746 / \$1252 / \$2150
	Osaka	Sunday	Manila	7:50 AM	7:10 PM	\$346 / \$652 / \$1150	\$726 / \$1352 / \$2150



Nappon Airlines

Fares and Flight Schedules

Destination		Schedule	Stopover	Departs	Arrives	Price (Economy/Business/First Class)		
						One way	Return	
South Korea	Incheon	Wednesday	no	11:10 AM	8:20 PM	\$625 / \$970 / \$1500	\$1125 / \$1670 / \$2800	
	Incheon	Thursday	no	11:10 AM	8:20 PM	\$625 / \$970 / \$1500	\$1125 / \$1670 / \$2800	
	Incheon	Saturday	Bangkok	11:10 AM	9:40 PM	\$615 / \$970 / \$1500	\$1025 / \$1630 / \$2700	
Japan	Osaka	Monday	no	8:45 AM	3:10 PM	\$495 / \$752 / \$1150	\$795 / \$1352 / \$2150	
	Osaka	Friday	Hanoi	8:45 AM	5:15 PM	\$465 / \$742 / \$1090	\$785/ \$1252 / \$2050	
	Osaka	Saturday	no	8:45 AM	3:10 PM	\$495 / \$752 / \$1150	\$795 / \$1352 / \$2150	



Content Airlines

Fares and Flight Schedules

Destination		Schedule	Stopover Departs		Arrives	Price (Economy/Business/First Class)	
						One way	Return
South Korea	Incheon	Wednesday	Shanghai	10:15 AM	7:10 PM	\$485/ \$652 / \$1050	\$785/ \$1252 / \$2050
	Incheon	Friday	no	10:15 AM	6:30 PM	\$495/ \$652 / \$1050	\$795 / \$1352 / \$2150
	Incheon	Sunday	no	10:15 AM	6:30 PM	\$495/ \$652 / \$1050	\$795 / \$1352 / \$2150
Japan	Osaka	Wednesday	Singapore	9:30AM	5:45 PM	\$615 / \$840 / \$1400	\$1125 / \$1670 / \$2800
	Osaka	Friday	no	9:30AM	4:15 PM	\$625 / \$870 / \$1400	\$1125 / \$1670 / \$2800
	Osaka	Sunday	no	9:30AM	4:15 PM	\$625 / \$870 / \$1400	\$1125 / \$1670 / \$2800



Amerikaner Airlines

Fares and Flight Schedules

Destination Schedul		Schedule	Stopover	Departs	Arrives	Price (Economy/Business/First Class)		
						One way	Return	
South Korea	Incheon	Monday	no	9:10 AM	4:15 PM	\$446 / \$652 / \$1150	\$746 / \$1252 / \$2150	
	Incheon	Thursday	no	9:10 AM	4:15 PM	\$446 / \$652 / \$1150	\$746 / \$1252 / \$2150	
	Incheon	Friday	Taipei	9:10 AM	5:20 PM	\$426 / \$632 / \$1100	\$726 / \$1352 / \$2150	
Japan	Osaka	Monday	no	12:10 PM	6:30 PM	\$545 / \$789 / \$1250	\$945 / \$1489 / \$2450	
	Osaka	Thursday	Tokyo	12:10 PM	8:15 PM	\$525 / \$779 / \$1210	\$915 / \$1469 / \$2350	
	Osaka	Saturday	no	12:10 PM	6:30 PM	\$545 / \$789 / \$1250	\$945 / \$1489 / \$2450	



Candidian Airlines

Fares and Flight Schedules

Destina	Destination Schedule		Stopover	Stopover Departs Arrives Price (Economy/Business/First Class)				
			-	-		One way	Return	
South Korea	Incheon	Tuesday	no	7:50 AM	3:00 PM	\$480 / \$800 / \$1400	\$880 / \$1500 / \$2700	
	Incheon	Wednesday	Manila	7:50 AM	4:10 PM	\$460 / \$780 / \$1300	\$860 / \$1450 / \$2600	
	Incheon	Friday	no	7:50 AM	3:00 PM	\$480 / \$800 / \$1400	\$880 / \$1500 / \$2700	
Japan	Osaka	Monday	no	9:40 AM	4:10 PM	\$515 / \$780 / \$1540	\$915 / \$1480 / \$2540	
	Osaka	Thursday	Hong Kong	9:40 AM	5:30 PM	\$505 / \$780 / \$1540	\$905 / \$1420 / \$2500	
	Osaka	Friday	no	9:40 AM	4:10 PM	\$515 / \$780 / \$1540	\$915 / \$1480 / \$2540	



Pyramid Airlines Fares and Flight Schedules

Destination Schedule		Schedule	Stopover	Stopover Departs Arrives Price (Economy/Business/First			
						One way	Return
South Korea	Incheon	Tuesday	no	12:10 PM	7:35 PM	\$515 / \$780 / \$1540	\$915 / \$1480 / \$2540
	Incheon	Wednesday	Jakarta	12:10 PM	8:40 PM	\$505 / \$780 / \$1540	\$905 / \$1420 / \$2500
	Incheon	Saturday	no	12:10 PM	7:35 PM	\$515 / \$780 / \$1540	\$915 / \$1480 / \$2540
Japan	Osaka	Tuesday	no	9:10 AM	3:00 PM	\$480 / \$800 / \$1400	\$880 / \$1500 / \$2700
•	Osaka	Friday	no	9:10 AM	3:00 PM	\$480 / \$800 / \$1400	\$880 / \$1500 / \$2700
	Osaka	Sunday	Taipei	9:10 AM	4:10 PM	\$460 / \$780 / \$1300	\$860 / \$1450 / \$2600

Conversation: I Need a Ticket to Osaka.

A= Airline Ticketing Agent

B=Traveler

A: Welcome to Nappon Airlines. How may I help you?

B: I need a ticket to Osaka, Japan?

A: We have three flights to <u>Osaka</u> weekly: <u>Monday</u>, <u>Wednesday</u>, and <u>Friday</u>. The flights on <u>Monday</u> and <u>Friday</u> are direct and the one on <u>Wednesday</u> has a stopover in <u>Tokyo</u>. When were you thinking of flying to <u>Osaka</u>?

B: I would prefer Wednesday.

A: Will this be round trip or one way?

B: Round trip returning the following Monday.

A: How would you like to fly? Economy? Business? Or first class?

B: Business, please.

A: And will anyone be traveling with you?

B: No. I'm traveling alone.

A: OK, please give me a minute while I check price and availability. Oh! Good! There are several seats still available. The flight departs at 11:20 AM and arrives in Osaka at 6:40 PM local time. The price is \$877.00. Shall I book it for you?

B: Not yet. I have a few more places to check and then I'll get back to you.

Traveler Activity Sheet

I Need a Ticket to Osaka, Japan.



You are a traveler who needs a ticket. You will receive a role card from your teacher. Try to find the airline with a ticket that best suits your role.

Airline	Flight Days	Direct/ Stopover	Departure Time	Arrival Time	Price
	Monday	Direct	:	!	! ! !
Nappon	Wednesday	Stopover	11:20 AM	6:40 PM	<i>\$877.00</i>
	Friday	Direct	 ! !		; ! !
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A: Welcome to Nappon Airlines. How may I help you?

B: I need a ticket to Osaka, Japan?

A: We have three flights to <u>Osaka</u> weekly: <u>Monday</u>, <u>Wednesday</u>, and <u>Friday</u>. The flights on <u>Monday</u> and <u>Friday</u> are direct and the one on <u>Wednesday</u> has a stopover in <u>Tokyo</u>. When were you thinking of flying to <u>Osaka</u>?

B: I would prefer Wednesday.

A: Will this be round trip or one way?

B: Round trip returning the following Monday.

A: How would you like to fly? Economy? Business? Or first class?

B: Business, please.

A: And will anyone be traveling with you?

B: No. I'm traveling alone.

A: OK, please give me a minute while I check price and availability. Good! There are several seats still available. The flight <u>departs at 11:20 AM</u> and <u>arrives in Osaka at 6:40 PM local time</u>. The price is \$877.00. Shall I book it for you?

 ${\bf B}$: Not yet. I have a few more places to check and then I'll get back to you.

Ticketing Agent Activity Sheet

I Need a Ticket to Osaka, Japan.



You are a ticketing agent for an airline. Potential customers will see you about purchasing tickets. Find out what kind of tickets they want and give them the information that they ask for.

City	Travel Date	Roundtrip/ One Way	Economy/ Business/	Companions
_			1st Class	•
		Roundtrip		
Osaka	Wednesday	Returning	business	none
		following Monday		
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Traveler Role Cards

You are a businessman/businesswoman. You have an important business meeting in Osaka Japan next Thursday. You need a roundtrip ticket to Osaka Japan before Thursday. You are traveling alone and you would prefer a business class ticket since your boss is paying for the ticket. You would like to return the following Monday.

You are a student. You are flying to your home in Osaka for the holidays. You are broke so you need the cheapest ticket you can find. You would prefer to fly on Monday or Tuesday, but price is the most important thing. You would like to return in September.

You are a businessman/ businesswoman. You have some important business in Incheon, South Korea. You need to be in Incheon for a Tuesday morning business meeting. You are not sure when your business will be finished so you only want a one-way ticket, preferably business class. You are traveling with two other people from your company.

You are an English teacher. You have a teaching job in Osaka, Japan. You need to be in Osaka next Friday to start your job. You want a one-way economy ticket.

You are a rich tourist. You are traveling to Osaka, Japan on vacation with your three kids. You would like to go next Friday. Money is no object so you want a first class ticket without any stopovers. You would like to return the following Monday.

Your sister is getting married in Incheon, South Korea next Wednesday. You need to arrive in Incheon before Wednesday. You would like a return economy ticket. You are travelling with your brother and his wife. You would like to stay for about a week and then return on the following Wednesday.

You are a movie star. You are filming a movie in Incheon, South Korea. You need to be in Incheon next Monday. You don't know when the filming will be completed so ask for a one-way ticket. Of course, you want to travel first class.

You are moving to Incheon, South Korea with your family (wife/husband and 2 kids). You need one-way tickets. Moving is expensive so you had better go economy class. You would like to fly next Thursday or Friday.