



Unit 1
Ticket Service



Learning Objectives

Upon completion of this unit, you will be able to:

1. Knowledge 【知识目标】

- (1) Master the key language points and useful expressions about air ticket reservation, booking, changing and canceling air ticket, evolution of flight ticket, information on a flight ticket, etc.
- (2) Be aware of the technological innovation in air ticket booking systems.
- (3) Get to know both domestic and international policies about ticketing.

2. Skills 【能力目标】

- (1) Work in teams to figure out solutions to problems you might meet when booking, changing and canceling air ticket.
- (2) Conduct a series of writing, reading, speaking and translating activities related to ticket service.

3. Values 【价值目标】

Know more about and thus be proud of the great progress achieved in the civil aviation industry in China.

1.1 iPrepare

Booking tickets is the first step when planning a trip. This section consists of two parts, i.e. lead-in quotes and a dip into the topic. You will be equipped with basic knowledge such



as influencing factors when booking air tickets as well as major changes of air tickets after this section's preparation.

1.1.1 Lead-in Quotes

Uncertainty is the only certainty there is, and knowing how to live with insecurity is the only security.

——John Allen Paulos

不确定是唯一的确定，而知道如何生活在不安全中是唯一的安全。

——约翰·艾伦·保罗士

Brainstorming: What might be uncertain factors that may influence you when booking an air ticket?

1.1.2 A Dip into the Topic

中国民航 40 年：一张机票的变迁

20 世纪 90 年代以前，购买机票的程序极为烦琐，且机票全靠人工手写。

2000 年 3 月 28 日，我国第一张电子客票正式推出。人们购票后只需要拿着身份证，就可以去机场值机柜台直接兑换登机牌，极大简化了乘机流程。

2011 年年底，中国最先成为全球航空电子客票普及率 100% 的国家。

2014 年，中国东方航空公司（以下简称东航）在中国民航率先推出“购票即值机”服务，旅客在东航官方网站购买国内航班机票，可以同步选择所搭乘航班的座位，官网后台能够在值机开放后，根据其预选座位自动完成值机。

从纸质手写机票到第一张电子客票，再到首张电子登机牌，之后是 2016 年开具的中国民航第一张电子发票，再到 2017 年推出的全国首张航空旅客运输电子发票，一张机票形态的变迁，背后折射出的不仅是民航业服务水平的提升，更是改革开放 40 多年来，高科技日新月异迅猛发展带给人们的真真切切的便利。

Brainstorming: What do you foresee as a development in the domain of air ticket booking?

1.2 iExplore

In this section, you are going to conduct a series of activities, such as language building, listening, speaking, reading and case analyzing, which will be of great help in your future service in ticketing.



1.2.1 Useful Words and Expressions

The following words and expressions are to help to understand what you'll learn in this unit.

Useful Words and Phrases	
✧ airfare <i>n.</i> 票价	✧ discount <i>n.</i> 折扣
✧ boarding pass <i>n.</i> 登机牌	✧ cancel <i>v.</i> 取消
✧ departure <i>n.</i> 启程	✧ refund <i>v.</i> 退款
✧ flight number 航班号	✧ upgrade <i>v.</i> 升舱
✧ destination <i>n.</i> 目的地	✧ economy class 经济舱
✧ reservation <i>n.</i> 预定	✧ business class 商务舱
✧ airline <i>n.</i> 航空公司	✧ first class 头等舱
✧ single ticket 单程票	✧ window seat 靠窗座位
✧ return ticket 往返票	✧ aisle seat 靠过道座位

Useful Expressions	
乘客定票咨询	✧ I'd like some information about your service to Seoul. 我想咨询到首尔的航班信息。
	✧ Do you have any flights to Beijing on September 16? 有9月16日到北京的航班吗?
	✧ Could you tell me how much a single/return ticket costs? 您可以告诉我单程票/往返票的票价吗?
	✧ What is the airfare? 票价是多少?
	✧ Is there a discount for students? 学生有折扣吗?
	✧ Could I make a reservation? 我可以预订吗?
	✧ How long does the flight take? 航班多久到达?
	✧ I want to have my ticket refunded. 我想退票。
	✧ How much is the cancellation fee? 取消费用是多少?
	✧ I'd like to change my reservation on Flight CZ3150 for next Monday to next Friday. 我想把预订的下周一的CZ3150航班改到下周五。
	✧ Economy class will be fine. 经济舱就行。
	✧ Here's my credit card. Can we get an aisle seat please? 这是我的信用卡。能给我们一个靠过道的座位吗?
✧ I'd like to pay by check / credit card / Alipay / WeChat/ in cash. 我用支票/信用卡/支付宝/微信/现金支付。	

续表

Useful Expressions	
售票人员 票务服务	◇ Which flight would you prefer? 您想乘坐哪个航班?
	◇ What would you like, economy, business or first class? 您想订经济舱, 商务舱还是头等舱?
	◇ Will you make a reservation or book the ticket now? 您是要预订还是现在购买?
	◇ Do you want a single or return ticket? 您是要单程票还是往返票?
	◇ I'll check the timetable for you. 我帮您查一下时刻表。
	◇ What's your frequent flyer number? 你的飞行常客号码是多少?
	◇ How would you like to pay? 您要怎么支付?

1.2.2 Listening for Understanding



Task A Multiple Choice

Directions: Listen to the following conversation and choose the best answer for each question.

- What does Hue need to change?
 - His airline seat
 - His return flight
 - His flight departure
 - The time of his business meeting
- What does Hue prefer?
 - A first-class seat
 - A direct flight
 - A non-direct flight
 - A window seat
- When is Hue leaving?
 - Today
 - Tomorrow
 - This week
 - Next week
- How much extra does the flight change cost?
 - No change in cost
 - \$50
 - \$100
 - \$150



Task B Blank Filling

Directions: Listen to the passage and fill in the blanks with the missing words and expressions.

Guide to Finding a Cheap Flight

Finding a cheap flight can be what makes or breaks your trip. Here's how to find a cheap flight no matter where you want to go in the world:



1. **Be** (1) _____ **with Your Dates.** Airline ticket prices vary greatly depending on the day of the week, time of year, and upcoming holidays. (2) _____ is a big month for traveling around Europe, and everyone wants to go somewhere warm in the winter. The solution is to fly (3) _____.

2. **Be Flexible with Your Destinations.** The truth about (4) _____ is that there's always a deal to some destination.

3. **Don't Always Fly Direct.** For example, sometimes it's cheaper to fly to London and take a (5) _____ airline to Amsterdam than to fly direct to Amsterdam from your (6) _____ city.

4. **Join a Cheap Flight Mailing List.** This will give you (7) _____ to the absolute best deals out there.

5. **Take Advantage of Student Discounts.** There are many discounts available to students. You can usually find prices 10%~20% (8) _____ the standard fare.

6. (9) _____ **for a Frequent Flier Program and Travel Hack.**

7. **Book Early, but Not Too Early.** Airline fares keep rising the closer you get to departure, but there is a (10) _____ spot when the airlines begin to either lower or increase fares based on demand.

Finding a cheap flight is all about being flexible and getting creative. These are not hard and fast rules. Use it as guide.



Task C Imitation

Directions: In this part, you will hear a dialogue **three times**. You should listen carefully for its general idea and try to read aloud the dialogue by imitation. Please pay attention to the differences in the intonation of the roles of the airline agent and the passenger.

Book a Plane Ticket

(A=Airline Agent; P=Passenger)

A: British Airways. Good morning.

P: Good morning. My name is Bunin. I'd like to book a seat on a plane to New York.

A: What date and what time, please?

P: I would like to travel on May 10, in the morning.

A: Yes, sir. Do you want to travel economy class or business class?

P: I'd like business class, and a window seat please.

A: I'll check the timetable for you. Will you hold, please? There is a flight leaving Heathrow at 9:45 a.m. which arrives in New York at 1:30 p.m. local time. It flies non-stop.

P: That suits me. What time should I arrive at the airport?

A: You'll have to be at West London Air Terminal by 6:00 a.m. at the latest. The coach leaves for the airport at 6:15 a.m. But if you don't travel on the coach you should arrive at the airport

before 8:30 a.m. You can collect your ticket at the airport booking-office number 4.

P: Thank you.

A: My pleasure.

P: Good bye!

A: Good bye!

Notes:

(1) British Airways, 英国航空公司, 成立于 1924 年 3 月 31 日, 全球航班网络覆盖 75 个国家的 150 多个目的地。它是全球最大的国际航空公司之一, 每年承载约 3600 万名乘客。

(2) It flies non-stop.

句子大意: 它是直飞的。这指的是该航班或飞机没有中途停靠, 直接飞往目的地。non-stop 意为“直达的; 中途不停的”。

(3) The coach leaves for the airport at 6:15 a.m.

句子大意: 大巴早上 6:15 出发去机场。这里的 coach 意为“长途汽车, 长途客车”。机场大巴的其他表达还有: airport shuttle bus, airport express, airport limousine 等。

1.2.3 Speaking for Communicating

Directions: Practice the conversation with your partner.

Conversation A

Book a Plane Ticket Online

(A=Anna; D=Denise; J=John)

A: I'm worried about booking the flights online. I usually book flights at a travel agency.

D: It's company policy now. We have to do everything online.

A: Oh, right. So where shall I begin?

D: Pull up a chair, Anna, and we'll log on. Let's start with the British Airlines website. There. London to Marseille. When are you leaving?

A: Going out tomorrow, back tomorrow.

D: Business class or economy class? I think we'll say economy.

A: That's cheaper, I guess. What does this mean? Flexible or fixed?

D: A flexible ticket means you can change your flight but a fixed one means you can't—and that's cheaper, so we'll choose that one. I'll book you on the 8:00 a.m. flight from Heathrow and flying home at 6:00 p.m.. I just need to type in your full names now and select your seats. Window or aisle?

A: An aisle seat please, Denise.

D: What's your frequent flyer number?

A: Ah, I don't have one.

J: What's that? Frequent flyer number? I've got a gold status card.



D: Gold status! Where did you get that?

J: Oh, I've flown many times for business.

D: Right. I just need to pay now...using the company account, of course.

Words and Expressions

log on	登录；注册
Marseille	n. (法国) 马赛市
flexible	adj. 灵活的
Heathrow	n. 希思罗机场 (位于英国伦敦)
aisle	n. 走廊, 过道
frequent	adj. 频繁的, 经常性的
to fly for business	坐飞机出差
account	n. 账户

Conversation B

Changing a Flight Reservation

(A=Airline Agent; P=Passenger)

A: Thank you for calling EasyJet Airlines. My name is Anita. And I'm happy to serve you.

P: Yes, Anita, I need to change a flight I booked last week.

A: Do you have your confirmation number?

P: I do. It's 41BD8574.

A: Right. I've found your record indicator. You're scheduled to leave San Francisco International at 2:55 p.m. on November 20 and arrive at LAX, the airport in Los Angeles, at 4:15 p.m. What do you need to change?

P: I need to arrive in Los Angeles in the morning.

A: I see. There is an early morning flight that leaves San Francisco at 8:24 a.m. You can get to Los Angeles at 9:44 a.m. Does that allow the time you need?

P: I'm afraid not. My meetings are to begin at 8 a.m. Are there other options?

A: Yes, sir. There is a red-eye flight available the night before. You could leave at 11:23 p.m. on November 19 and arrive at 12:43 a.m. on November 20.

P: I think that option might be best.

A: Because you booked this flight over 24 hours ago, there is extra cost for the change.

P: How much is the fee?

A: The change fee is \$100. Would you like me to charge the credit card used to make your original booking?

P: What card is linked with my account?

A: It's an American Express. The last four numbers are 2997.

P: That'll be fine.

A: Okay, then. Your new confirmation number is 52NW7888. You'll still be able to check in online or with an agent when you arrive at the airport.

P: Thank you.

A: My pleasure. Thank you for choosing Easy Jet Airlines.

Words and Expressions

EasyJet Airlines	英国易捷航空公司
confirmation	<i>n.</i> 确认; 证实
indicator	<i>n.</i> 标志; 指示器
schedule	<i>v.</i> 安排; 排定; 把……列入计划表
San Francisco	旧金山 (美国城市)
Los Angeles	洛杉矶
option	<i>n.</i> 可选择的事物; 选择
available	<i>adj.</i> 可用的; 可获得的
original	<i>adj.</i> 起初的; 原先的
American Express	美国运通 (财富 500 强公司之一, 总部在美国)

Notes:

(1) I've found your record indicator. You're scheduled to leave San Francisco International at 2:55 p.m. on November 20 and arrive at LAX, the airport in Los Angeles, at 4:15 p.m.

句子大意: 我找到你的记录信息了。您将于 11 月 20 日下午 2 点 55 分从旧金山国际机场起飞, 4 点 15 分抵达洛杉矶国际机场。

record indicator 意为“记录指示器, 记录指标”, 这里指订票人的相关信息。

be scheduled to 意为“预定, 预期; 计划做”。如: Flight 5125 which is scheduled to take off at 11:30 will be delayed for twenty minutes. 原定 11:30 起飞的 5125 次航班将延误二十分钟。

LAX 是洛杉矶国际机场的机场代码。这种代码形式由国际航空运输协会 (International Air Transport Association, IATA) 规定, 用于代表全世界大多数机场。它由 3 个字母组成, 在登机证及行李牌上最为常见。如: ICN—仁川国际机场; LHR—希思罗机场; JFK—肯尼迪国际机场; PKX—北京大兴国际机场; PVG—上海浦东国际机场; CAN—广州白云国际机场。

(2) Because you booked this flight over 24 hours ago, there is extra cost for the change.

句子大意: 因为您是在 24 小时前订的机票, 所以更改机票是有成本的。

要注意的是, 不同航空公司的机票政策不同。如果你的航班因公共卫生原因取消, 大多数航班将为你提供退款或免费更改旅行日期的机会。如果出于其他原因, 一些航空公司会允许你更改旅行日期, 要么免费, 要么支付差价。具体政策及费用需查询所订购机票的航空公司的官方网站, 或咨询工作人员。

(3) Would you like me to charge the credit card used to make your original reservation?

句子大意: 您要用您最初预订时用的信用卡结账吗?



1.2.4 Reading for Acquiring

Passage A

More Inspirational Journey with Meet & Seat

Erik Varwijk, Managing Director of KLM said, “With Meet & Seat, KLM takes social networking a step forward. This new service connects passengers and aims to give them a more inspirational journey.”

Meet & Seat facilitates contact with fellow travelers who have the same background or interests, making air travel even more stimulating for KLM passengers. They can find out whether someone they know will be travelling on the same flight, or discover who else will be attending the same conference in the USA, for example. Through Meet & Seat they might arrange to have a coffee before their flight, select adjoining seats or decide to share a taxi afterwards.

Passengers can only see other Meet & Seat participants after linking their Facebook or LinkedIn profile to their flight. They can decide what personal information from their Facebook or LinkedIn account they would like to share with other passengers.

Meet & Seat is available using Manage My Booking on intercontinental flights only. Passengers can choose their seats via Manage My Booking from 90 days until 48 hours before departure, and therefore easily make contact with fellow travelers.

KLM Meet & Seat starts with a pilot project on flights from Amsterdam to San Francisco, New York and São Paulo. Shortly afterwards, it will roll out to other intercontinental destinations.

Words and Expressions

Managing Director	总经理
KLM	荷兰皇家航空公司
inspirational	<i>adj.</i> 绝妙的
facilitate	<i>v.</i> 使更容易, 使便利; 促进, 推动
stimulating	<i>adj.</i> 使人兴奋的; 饶有趣味的
adjoining	<i>adj.</i> 邻接的; 毗连的
profile	<i>n.</i> (人、团体或组织的) 简介
LinkedIn	领英 (一个面向职场的社交平台)
account	<i>n.</i> 账户; 网络账号
available	<i>adj.</i> 可用的; 可获得的
intercontinental	<i>adj.</i> 洲际的; 大陆间的
via	<i>prep.</i> 经由, 经过 (某一地方)
departure	<i>n.</i> 离开, 启程
to roll out	<i>v.</i> 正式推出 (新产品)

Notes:

(1) KLM, 荷兰皇家航空公司, 创立于 1919 年 10 月 7 日。2005 年, 荷兰皇家航空公



司与法国航空公司合并，组成欧洲最大的航空集团——法荷航集团，法航与荷航各自以独立的品牌名称经营。IATA 代码为 KL。

(2) Meet & Seat facilitates contact with fellow travelers who have the same background or interests, making air travel even more stimulating for KLM passengers.

句子大意：Meet & Seat 有助于与具有相同背景或兴趣的同行旅客联系，使航空旅行对荷航乘客来说更加美妙。

(3) LinkedIn, 中文名“领英”，启动于 2003 年 5 月，是一个面向职场的社交平台，总部设于美国加利福尼亚州的森尼韦尔。该公司于 2011 年 5 月 20 日在纽约证券交易所上市。网站的目的是让注册用户维护他们在商业交往中认识并信任的联系人，俗称“人脉”。用户可以邀请他认识的人成为“关系”(connections)圈的人。截至 2020 年 5 月，领英的用户总量已经达到 6.9 亿，在中国拥有超过 5000 万名用户。

Task: Decide whether the following statements are True (T) or False (F) based on your understanding of the passage above.

- _____ 1. Meet & Seat only allows travelers of the same background and interests to contact.
- _____ 2. Meet & Seat makes it possible for passengers to select adjoining seats with people they know on the same flight.
- _____ 3. All passengers can see other Meet & Seat participants.
- _____ 4. Once linking their Facebook or LinkedIn to their flight, Meet & Seat will automatically share passengers' personal information from Facebook or LinkedIn account with other passengers.
- _____ 5. Meet & Seat will roll out to other intercontinental destinations after a pilot project.

Passage B

The End of the Paper Airline Ticket

While skyrocketing jet fuel prices have created a crisis in the airline industry, top airline executives from around the globe gathered in Istanbul last weekend for a ceremony commemorating a more positive milestone: the end of the paper airline ticket. At a time when airlines have raised fares or tacked on fees for everything from excess baggage to seat selection, the elimination of paper airline tickets stands to reduce airline costs by as much as \$3 billion worldwide and cut the cost of issuing a ticket from \$10 to \$1, according to Bryan Wilson of the International Air Transport Association (IATA).

You might be surprised to learn that newer or smaller airlines in many parts of the world, such as Kingfisher Airlines in India or Aerocondor Peru, actually went 100% electronic before most major carriers in the U.S. and Europe, according to Wilson. Many newer airlines have state-of-the-art business systems in place aimed specifically at processing electronic tickets.



Of course, paper tickets won't disappear immediately just because IATA stops issuing them. In addition, not every airline is subject to IATA's electronic ticketing rules.

Nostalgia aside, what's good for the airlines' bottom line is also good for travelers: Electronic tickets enable travelers to check in for their flights at home and use self-service kiosks to print boarding passes and other documents at the airport. With an electronic ticket you no longer need to worry about misplacing your ticket or leaving it at home, and electronic tickets make itinerary changes and refunds easier and quicker to process. And the move to electronic tickets will spare the lives of 50,000 trees per year according to IATA.

Words and Expressions

skyrocket	v. (价格) 飞涨, 猛涨
Istanbul	n. 伊斯坦布尔 (土耳其城市)
commemorate	v. 纪念
tack	v. 增补, 附加
excess	adj. 过多的, 超额的; 额外的, 附加的
elimination	n. 消除, 排除; 淘汰; 消灭
stock	n. (商店的) 现货, 存货, 库存; 储备量, 现有量
extinct	adj. 灭绝的; 消亡的
itinerary	n. 行程, 旅行路线
nostalgia	n. 怀旧, 念旧
kiosk	n. 自助服务终端
misplace	vt. 放错地方
refund	n. 退款
to go electronic	电子化
to be subject to	受……影响/约束
state-of-the-art	最先进的; 达到最高水准的
to have...in place	(资金、计划等) 到位
the bottom line	底线, 最重要的因素

Notes:

(1) While skyrocketing jet fuel prices have created a serious crisis in the airline industry, top airline executives from around the globe gathered in Istanbul last weekend for a ceremony commemorating a more positive milestone: the end of the paper airline ticket.

句子大意: 在航空燃油价格飞涨给航空业造成了一场严重危机之际, 上周末, 来自世界各地的航空公司高管齐聚伊斯坦布尔, 参加一个仪式, 纪念一个更为积极的里程碑: 纸质机票时代的终结。

(2) At a time when airlines have raised fares or tacked on fees for everything from excess baggage to seat selection, the elimination of paper airline tickets stands to reduce airline costs by



as much as \$3 billion worldwide and cut the cost of issuing a ticket from \$10 to \$1, according to Bryan Wilson of the International Air Transport Association (IATA).

句子大意：IATA 的布莱恩·威尔逊表示，在航空公司提高票价或对从超重行李到选择座位等加收费用时，取消纸质机票将在全球范围内减少航空公司 30 亿美元的成本，并将一张机票的成本从 10 美元降低到 1 美元。

Stand to 有“向某处航驶，朝，必定，坚持”等意思。如：stand to win（必定赢），stand to sea（驶向大海），His stores stand to lose millions of dollars（他的商店承受着数百万美元的损失）。

IATA 是一个由世界各国航空公司组成的大型国际组织，其前身是 1919 年在海牙成立并在第二次世界大战时解体的国际航空业务协会，总部设在加拿大的蒙特利尔，执行机构设在日内瓦。和监管航空安全和航行规则的国际民航组织相比，它更像是一个由承运人（航空公司）组成的国际协调组织，管理在民航运输中出现的诸如票价、危险品运输等问题，主要作用是通过航空运输企业来协调和沟通政府间的政策，并解决实际运作的问题。

(3) You might be surprised to learn that newer or smaller airlines in many parts of the world, such as Kingfisher Airlines in India or Aerocondor Peru, actually went 100% electronic before most major carriers in the U.S. and Europe, according to Wilson.

句子大意：威尔逊说，你可能会惊讶地发现，世界上许多地方较新的或较小的航空公司，比如印度的翠鸟航空（Kingfisher Airlines）和秘鲁的秃鹰航空（Aerocondor Peru），实际上比美国和欧洲的大多数主要航空公司都更早实现了 100% 的电子化。

(4) state-of-the-art 意为：最先进的；已经发展的；达到最高水准的。如：state-of-the-art technology 意为尖端技术。

Kingfisher Airlines，即翠鸟航空，是一家位于印度班加罗尔的航空公司。翠鸟航空的承诺是符合旅客的需要和提供合理价格的机票。

秃鹰航空即秘鲁秃鹰航空公司，是秘鲁的一家航空公司，总部设在利马。秃鹰航空成立于 1975 年，从事秘鲁的国内航班和包机、货运、空中救护服务。主要枢纽是豪尔赫查韦斯国际机场。

(5) In addition, not every airline is subject to IATA's electronic ticketing rules.

句子大意：另外，并不是所有航空公司都适用 IATA 的电子机票制度。

Be subject to 意为“受支配，从属于；常遭受……；有……倾向的”。如：Prices may be subject to alteration（价格可能会受变更影响）。

(6) Nostalgia aside, what's good for the airlines' bottom line is also good for travelers: Electronic tickets enable travelers to check-in for their flights at home and use self-service kiosks to print boarding passes and other documents at the airport.

句子大意：除了怀旧，对航空公司有利的对旅客自然也有好处。电子机票使旅客可以在家办理登机手续，在机场使用自助服务台打印登机牌等文件。

Nostalgia 意为“怀旧，念旧”，这里是指怀念纸质机票。

(7) With an electronic ticket you no longer need to worry about misplacing your ticket or



leaving it at home, and electronic tickets make itinerary changes and refunds easier and quicker to process.

句子大意: 有了电子机票, 你不再需要担心把机票放错地方或把它忘在家里, 电子机票使行程更改和退款更容易、更快捷。

Task: Answer the following questions based on your understanding of the passage above.

1. What did airline executives from around the world gather in Istanbul for?

2. How will the elimination of paper airline tickets affect airline costs?

3. Will paper airline tickets disappear immediately because IATA stops issuing them?

4. How will passengers benefit from electronic tickets?

5. How will electronic tickets benefit the environment?

1.3 iProduce

In this section, you are going to put what you've learned in the previous sections into practical use. A series of tasks are waiting for you, in order to check whether you are capable of ticketing service. Now let's get started!

1.3.1 Best Option

Directions: Fill in each blank with the best option from the box below each dialogue.

Dialogue A

Ticket Booking

P: I would like to book a flight.

A: I can help you with that. (1) _____

P: I am traveling to Singapore.

A: (2) _____

P: I want to fly on June 14.

A: Would you prefer a morning or an afternoon flight?

P: (3) _____

A: (4) _____

P: Economy will be fine.

A: Well, I have you booked on a flight that will fit your schedule. The tickets will arrive by mail in a few days.

- a. Would you like economy, business or first class?
- b. When are you flying?
- c. Where are you traveling to?
- d. Would you like a window or aisle seat?
- e. I would rather fly in the morning.
- f. What date will you be traveling?
- g. Do you need to upgrade to business class?

Dialogue B

Ticket Refunding

A: (1) _____

P: Well, I want to have my ticket *refunded* (退钱、退款).

A: (2) _____

P: Yes. ZH9107 from Shenzhen to Beijing.

A: (3) _____

P: On September 19.

A: May I see your passport, please?

P: (4) _____

A: Thank you. Wait a moment. Your reservation to Beijing is for tomorrow. We can refund your ticket, but you have to pay a certain amount of cancellation fee.

P: OK. (5) _____

A: 23.9USD.

P: Got it.

A: Please fill out the form.

P: That's all right.

A: (6) _____

P: Thank you!

- a. Do you want a one-way or return ticket?



- b. And the departure date?
- c. Good morning. Can I help you?
- d. Here's your passport.
- e. Could you tell me the flight number for the flight?
- f. How much should I pay?
- g. Yes, here you are.
- h. How would you like to pay, by check or...?

Dialogue C

Ticket Reissuing

A: Good afternoon, sir. How can I help you?

P: Yes, hello. I'd like to change my flight to Cape Town.

A: Hmm. OK, (1) _____

P: Umm...I don't remember my booking number, to be honest.

A: That's OK. (2) _____

P: Yeah, my family name is Lister.

A: Great. And when are you flying?

P: Oh, it's next Monday, the 15th.

A: OK. (3) _____ Ah yes. That's SAA 235 from Johannesburg to Cape Town at 9 a.m. OK. (4) _____

P: Would it be possible to fly three days later?

A: OK, let me just check the availability...Ah yes. There are flights on Thursday the 18th, but unfortunately the nine o'clock flight is full. What about another time that day?

P: Is it possible to go in the morning? Are there other morning flights?

A: There's another flight at 11:30. How about that?

P: (5) _____

A: OK, that's great. There's a different flight number. It's SAA327. Now one thing I just need to sort out with you is that your original ticket was a budget economy class ticket. It's the cheapest fare and unfortunately that can only be changed if it's upgraded. So you'd need to get a normal economy class ticket.

P: Oh. How much more do I have to pay?

A: Er, let me check ... Er that's 740 rand. Is that OK?

P: Oh, that's quite a bit but ... but (6) _____

A: OK. All right. Let me just print this out for you – print out your new itinerary.

- a. 11:30 sounds good.
- b. Hold on, please. I will check the timetable for you.

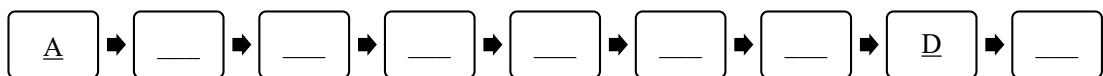
- c. So can you tell me the booking number?
- d. I'll change it anyway.
- e. What is your confirmation number?
- f. Let me just check that for you.
- g. Maybe just your family name then. Can you give me that?
- h. What would you like to change?

1.3.2 Reordering

Directions: Put the following sentences in correct order so that they can be organized into a paragraph.

How to Buy an Airline Ticket Online

- A. Booking an airline ticket online seems complicated. With some research and flexibility, you'll be able to book your next airline ticket seamlessly.
- B. Once you've confirmed that all of your trip information is correct, enter your personal and payment information to finish booking your tickets.
- C. First, look for flights in advance. The best time to book a domestic flight is between 21 and 60 days before you depart.
- D. If you require any special accommodations for your flight, such as a wheelchair, request these at the time of booking.
- E. Check airfare deal websites. Enter your trip details such as destination, departure date, and passenger type, single or return ticket, etc.
- F. At your time of booking, many airlines will allow you to choose your seat.
- G. Once you have found the best trip, move to the airline's direct website to book your tickets.
- H. Towards the end of the booking process, your airline may suggest add-ons that you can book, such as hotels or car rentals. You can choose to add insurance or not.
- I. The website will be able to show you lots of flight options. Next, choose how many stops you want to make. Many flights, especially to far-away locations, will require you to make stopovers at airports along the way.



1.3.3 Story Retelling

Directions: Work with your partners and tell the following story in your own words to your partner.

David wanted to book the flight tickets again after his **business trip**(出差) to Denver (丹佛) ended two days early in the week of Father's Day.



On June 16, he tried to change the flight on the airline’s website. When he couldn’t, David tried on American Airlines’ mobile application but the result was the same.

He then came in contact with an agent on chat who **re-booked** (改订) his flight, but couldn’t change his preferred seat.

He called America Airlines **only to** (结果……) be told by an **automated voice** (自动语音) to call back again because the phone lines are flooded with **complaints** (投诉).

David called the airline again the next day (a Saturday) and spent three hours and 45 minutes **on hold** (等待接听).

Frustrated (使沮丧) by all this, David then decided to drive to Denver International Airport. After a 45-minute drive, he reached the airport and managed to speak to American Airlines staff that made the changes according to his requirements.

“This has been the worst airline call center experience I’ve ever had,” he said.

1.3.4 C-E Translation

Directions: Translate the following sentences into English.

1. 灵活机票意味着你可以更改你的航班。

2. 我现在只需要输入你的全名，然后选择你的座位。

3. 因为您是在 24 小时前订的机票，所以更改机票是有成本的。

4. 早上 8 点 24 分有一班航班从旧金山起飞。

5. 你可以在网上或到达机场时在代理处办理登机手续。

1.3.5 Acting out

Directions: Make up dialogues with your partners according to the following situations and act them out.

Situation 1: Your neighbor is an aged granny. She wants to pay a visit to her son’s family in China this month. She has no idea about how to book tickets online. Out of nowhere, she got to know that you work in an airline company. You are having a conversation with granny Wang who comes to you for help.

Situation 2: You are a travel agent. You are having a conversation with a couple who come to you and want to consult something about available flights and airfares. They are planning a trip to Maldives with their two kids; one is 11 months, another 7 years old. They want to know how many tickets they have to book, and how much they should pay, especially the airfares for their two kids.

1.4 Supplementary Materials

