



Unit 21 Planning a trip

Task 10

Announcer: Listen to Johannes' important phone conversations. Dialogue 1

Airline: World Airlines, hello. How can I help you?

Johannes: Hello, my name's Johannes Müller and I'd like to arrange for a special meal for my flight to New York, September 22. I'm vegetarian and I'm allergic to peanuts.

Airline: That's no problem at all. We'll make sure that your meal is vegetarian and peanut-free. Can I have your booking code?

Johannes: That's 73XP391. ... Is that set for my return flight, too?

Airline: I will make a note of it, but it's best to call again 24 hours before your next flight.

Johannes: Thanks, I'll write down a reminder to call from the hostel.

Announcer: Dialogue 2

Hannah: Hello, SuperHostel. Hannah speaking, how can I help you?

Johannes: Hi, my name is Johannes I'd like to make a change to my hostel reservation. I booked a standard room for five nights, but I would like to extend it to seven nights. My reservation number is XC543P33.

Hannah: Let me check our computer system. ... Ok. Found it. Well, unfortunately, we can't give you the same sleeping arrangement the entire time. You can stay in the 8-person hostel room you booked originally, but the last two days you'll have to be in a single room.

Johannes: Will there be any difference in price?

Hannah: Luckily for you, we're offering a special, one single room for two nights, at \$45.

Johannes: That's very affordable, but the hostel was only \$10 a night.

Hannah: Yes, but you're sharing that room with seven strangers. Trust me ... this will be a nice way to end your New York adventure with some relative peace and quiet.

Johannes: All right, I'll take the single room. Can you email the booking to me?

Hannah: Of course.

Johannes: Ok, thanks a lot. What was your name again?

Hannah: Oh, you're welcome. I'm Hannah.

Johannes: Ok thanks, once again, Hannah. See you in a few weeks.

Hannah: See you, then.