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| **Example Dialogue #1:**  (T = Travel Agent, C = Customer)  T: Good afternoon. **How can I help you?**  C: Hello. I’d like to **go on a trip** in Europe.  T: Great. Where would you like to go?  C: I don’t know. Where do you **recommend**?  T: **I recommend** Prague.  C: Really?  ….  (questions 🡪 )  ….  C: Thanks for the information. I’ll think about it.  T: You’re welcome. | *Key Phrases & Questions:*   * Where is it? * How is the weather in June? * What can I do there? * What is it **famous for**? * What’s that? * Tell me more. * Are there any **special customs**? * Is there anything else? * I’ll think about it. |

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| **Travel Agency Name:**  Destination #1:  🡪 It’s famous for:  🡪 Your opinion:  Destination #2:  🡪 It’s famous for:  🡪 Your opinion: |
| **Travel Agency Name:**  Destination #1:  🡪 It’s famous for:  🡪 Your opinion:  Destination #2:  🡪 It’s famous for:  🡪 Your opinion: |

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| **Travel Agency Name:**  Destination #1:  🡪 It’s famous for:  🡪 Your opinion:  Destination #2:  🡪 It’s famous for:  🡪 Your opinion: |
| **Travel Agency Name:**  Destination #1:  🡪 It’s famous for:  🡪 Your opinion:  Destination #2:  🡪 It’s famous for:  🡪 Your opinion: |
| **Travel Agency Name:**  Destination #1:  🡪 It’s famous for:  🡪 Your opinion:  Destination #2:  🡪 It’s famous for:  🡪 Your opinion: |
| **Travel Agency Name:**  Destination #1:  🡪 It’s famous for:  🡪 Your opinion:  Destination #2:  🡪 It’s famous for:  🡪 Your opinion: |

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| **Example Dialogue #2:**  (T = Travel Agent, C = Customer)  C: Hello again. I’d like to **book** the trip to [Prague]**.**  T: Great!  ….(questions 🡪) …  T: Thank you. So your flight departs on June 13th at 3 pm. You return on June 18th at 11 am. And you will stay at the Holiday Inn.  C: How much will it cost **in total**?  ….  T: Your welcome. Have a great trip. | | *Key Phrases & Questions:*   * When would you like to go? * When would you like to return? * Would you like first class? * (Customer) How much will it cost? * Where would you like to stay? * How would you like to pay? |
| **Airline:**  **Flight departs from:**  **Flight arrives at:**  **Class:** First Class, Business, Economy | **Departure date: time:**  **Return date: time:**  **Price:** | |
| **Accommodation**: hotel / b&b / hostel / camping  **Name**: | **Price:** | |
| **Customer Name:**  **Phone Number:** | **Payment Type**: cash / credit card  **Total Price:** | |

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| **Airline:**  **Flight departs from:**  **Flight arrives at:**  **Class:** First Class, Business, Economy | **Departure date: time:**  **Return date: time:**  **Price:** |
| **Accommodation**: hotel / b&b / hostel / camping  **Name**: | **Price:** |
| **Customer Name:**  **Phone Number:** | **Payment Type**: cash / credit card  **Total Price:** |