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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:  |
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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?
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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:** |

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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:** |