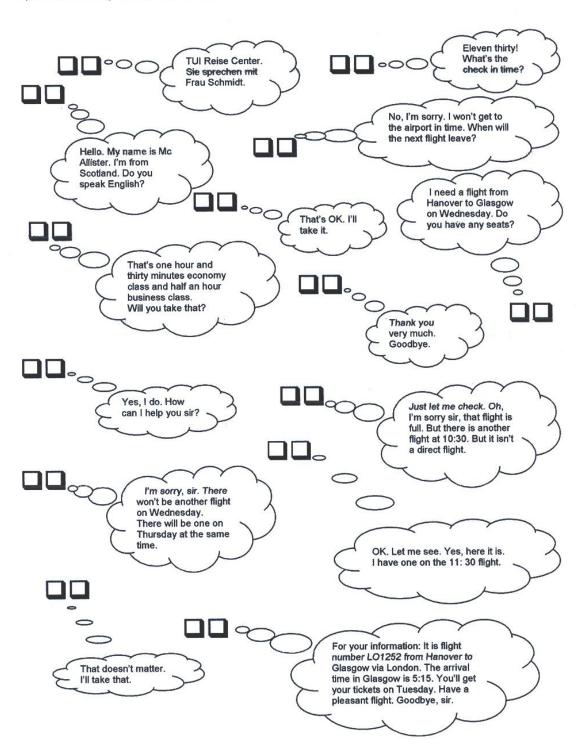
Calling the travel agency: Who says what?

- a) Read the texts in the speech bubbles.
 Write A for agent or C for customer next to them.
- b) Then put the sentences in the correct order.
- c) Act the dialogue with a partner.





a) Einordnung in den Lehrplan

- sich in gängigen standardsprachlichen Kommunikationssituationen verständigen
- typische Wendungen zum Eröffnen, Weiterführen und Beenden von Gesprächen benutzen
- sich in Begegnungs- und Alltagssituationen angemessen verhalten

b) Zuordnung zu AFB: II

c) Erwartungshorizont

Folgender Dialog wird erwartet:

- TUI Reisecenter. Sie sprechen mit Frau Schmidt.
- Hello. My name is McAllister. I'm from Scotland. Do you speak English?
- Yes, I do. How can I help you, sir?
- I need a flight from Hanover to Glasgow on Wednesday. Do you have any seats?
- Ok. Let me see. Yes, here it is. I have one on the 11:30 flight.
- Eleven thirty! What's the check in time?
- That's one hour and thirty minutes economy class and half an hour business class.
- No, I'm sorry. I won't get to the airport in time. When will the next flight leave?
- I'm sorry there won't be any other flight on Wednesday. There will be one on Thursday at the same time.
- That doesn't matter. I'll take that.
- Just let me check. Oh, I'm sorry sir, that flight is full. But there is another flight at 10:30. But it isn't a direct flight.
- That's OK. I'll take it.
- For your information: It is flight number LO 1252 from Hanover to Glasgow via London. The arrival time in Glasgow is 5:15. You'll get your tickets on Tuesday. Have a pleasant flight. Goodbye, sir.

d) Differenzierungsmöglichkeit

Die nächste Seite macht deutlich, wie diese Aufgabe durch Einfärbungen der speech bubbles vereinfacht werden kann.

Vereinfachung der Aufgabe

Calling the travel agency Who says what, the agent or the customer? a) Read the texts in the speech bubbles to find it out. Then finish the following sentence: The coloured bubbles are the and the white bubbles are the b) Put the sentences in the correct order and write them into your folder. c) Act the dialogue with a partner. Thank you very much. Goodbye. Hello, my name is Mc Allister. I'm from Scotland. Do you speak English? I need a flight from Hanover to Glasgow on Wednesday. Do you have any seats? I'm sorry, sir. There won't be another flight on Wednesday. There will be one on Thursday at the same time. That's OK. I'll take that. Eleven thirty! What's the check in time? For your information: it is flight number LO 1253 from Hanover to Glasgow via London. The arrival time in Glasgow is 5:15. You'll get your tickets on Tuesday. Have a pleasant flight. Goodbye, sir. That's one hour and thirty minutes economy Yes, I do. How can I class and half an hour help you, sir? business class. That doesn't matter. I'll take that. Just let me check. Oh, I'm sorry, sir, that flight is full. But there is another flight at 10:30. But it isn't a direct flight. TUI Reise Center. Sie sprechen mit Frau Schmidt. OK. Let me see. Yes, here it is. I have one on the 11:30 flight. No, I'm sorry. I won't get to the airport in time. When will the next flight leave?