

Calling the travel agency: *Who says what?*

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



□□ - TUI Reise Center. Sie sprechen mit Frau Schmidt.

□□ - Eleven thirty! What's the check in time?

□□ - Hello. My name is Mc Allister. I'm from Scotland. Do you speak English?

□□ - No, I'm sorry. I won't get to the airport in time. When will the next flight leave?

□□ - I need a flight from Hanover to Glasgow on Wednesday. Do you have any seats?

□□ - That's OK. I'll take it.

□□ - That's one hour and thirty minutes economy class and half an hour business class. Will you take that?

□□ - Thank you very much. Goodbye.

□□ - Yes, I do. How can I help you sir?

□□ - 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.

□□ - I'm sorry, sir. There won't be another flight on Wednesday. There will be one on Thursday at the same time.

□□ - OK. Let me see. Yes, here it is. I have one on the 11:30 flight.

□□ - That doesn't matter. I'll take that.

□□ - For your information: It is flight number LO1252 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.

**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.

□ Yes, I do. How can I help you, sir?

□ That's one hour and thirty minutes economy class and half an hour 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?