

**CAREER
PATHS**



TRAVEL AGENT

Robert Sullivan - Jenny Dooley



Express Publishing

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	The Travel Agency	Webpage	arrange, destination, ease, handle, international, local, national, need, online, organize, reservation, serve, travel agency, travel agent, trip, vacation	Expressing preference
2	Communication	Webpage	24/7, attach, call back, communication, drop by, email, feedback, landline, prompt, smartphone, text message, voicemail	Asking about convenience
3	Travel Agents' Tasks	Customer Review	advise, assist, book, compare, deal, determine, locate, offer, recommend, reserve, sell	Asking for recommendations
4	Destination Activities	Brochure	activity, art gallery, climate, collection, jet skiing, lighthouse, museum, panorama, sailing, scuba diving, sculpture, sign up, snorkeling, water sport	Expressing uncertainty
5	Modes of Travel	Advertisement	amenities, bus, by rail, charter a yacht, coach, cruise, cruise ship, flight, fly, plane, scenic, set sail, train	Confirming information
6	Types of Trips	Advertisement	bleisure trip, business trip, commute, conference, corporate travel, domestic travel, foreign travel, honeymoon, leisure travel, personal, safari, ski trip, vacation package, weekend getaway	Seeking agreement
7	Air Travel	Email	abroad, airfare, airport, arrive, board, check in, connection, depart, direct flight, en route, one-way, round-trip, transfer	Asking for confirmation
8	Luxury Vacations	Advertisement	all-inclusive, customized, exclusive, exotic, location, luxury, private, resort, satisfaction, secluded, tailor-made, tropical	Expressing uncertainty
9	Describing Time	Questionnaire	brief, date of departure, date of return, duration, length of stay, lengthy, overnight, prior to, quick, red-eye	Expressing interest
10	Describing Cost	Email	additional, charge, discount, fare, fee, increase, tax, ticket price, total, upgrade	Giving a reminder
11	Payment and Billing	Payment Policy	advance notice, billing, business account, cash, charge, check, credit card, due, invoice, payment, purchase, receipt	Making suggestions
12	Numbers and Basic Math	Chart	add, divide by, equals, -hundred, less, minus, multiply by, over, plus, subtract, times	Correcting someone
13	Package Deals	Webpage	access, bargain, bundle, combine, come with, expense, guided tour, include, outing, package, special offer, value for money	Asking about experiences
14	Commissions	Memo	base pay, commission, earn, flat sales commission, incentive, paycheck, percentage, percentage commission, sales revenue, straight commission	Asking for an opinion
15	Types of Travel Agencies	Webpage	consortium, expertise, inbound agency, independent agency, mega agency, member, multi-destination, niche, outbound agency, regional agency, service	Describing experience

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Flights	Trip summary	arrival, board, carry-on, change, check, connect, disembark, gate, layover, non-stop, takeoff, transfer	Clarifying information
2	Airplane Options	Email	aisle, bulkhead seat, business class, cabin, center seat, coach, exit row, first class, in-flight meal, legroom, option, outbound, return flight, row, travel class, upgrade, window seat	Listing options
3	Airport and Ticket Information	Email	arrivals, baggage claim, boarding pass, boarding time, business lounge, checked baggage, concourse, departure lounge, departures, duty-free shop, e-ticket, ground transportation, passport, passport control, seat assignment, security checkpoint, terminal	Expressing disappointment
4	Rail Travel 1	FAQs	car, carriage, coach seating, compartment, line, open-car, platform, porter, station, stop, timetable	Asking about necessity
5	Rail Travel 2	Webpage	berth, bilevel, dining car, heritage train, high-speed rail, lounge, observation car, passenger train, quiet car, sleeper train, sleeping car	Giving advice
6	Cruise Ships 1	Pamphlet	babysitter, balcony, buffet, comedy club, cruise, cruise line, dance club, fine dining, ocean liner, stateroom, theater, upper deck	Asking for a reminder
7	Cruise Ships 2	Email	cabin, craft, crew, cruise director, dock, embarkation, on board, port of call, prohibit, safety, shore excursion, tender	Discussing restrictions
8	Rental Cars 1	Webpage	compact, coupon, drop off, economy, fill up, fuel, full-size, GPS, loyalty program, luxury, membership, model, pick up, rate, surcharge, top off, vehicle	Expressing concern
9	Rental Cars 2	Magazine article	age restriction, driver's license, driving rules, excess insurance, familiarize, insurance, international driving permit, loss damage waiver, passenger, personal accident insurance, personal effects coverage, right of way, road sign	Describing requirements
10	Accommodations 1	Email	accommodation, B&B, boutique hotel, double, en-suite, guesthouse, hotel, inn, lodging, motel, non-smoking, rack rate, single, -star, suite, twin	Asking about a preference
11	Accommodations 2	Booking form	airport shuttle, apartment, cabin, campground, facilities, farm stay, fitness center, front desk, hostel, pet friendly, room service, safe, spa, toiletries, vacation rental, villa	Asking for information
12	Tours	Article	anecdote, art, attraction, culture, explore, historic, inform, landmark, little-known, museum, ruins, tour, tour guide, tradition	Making suggestions
13	Adventure Vacations	Pamphlet	adventure tourism, backpacking, camping, ecotourism, equipment, fishing, game reserve, hike, hunting, kayaking, rafting, wilderness, wildlife	Asking for suggestions
14	Coach Travel	Webpage	affordable, day trip, door-to-door service, economical, fleet, long-distance, motorcoach, recline, route, sightseeing, tinted	Asking for an opinion
15	Local Transportation	Blog post	automatic ticket machine, bike path, get around, hail a cab, light rail, limousine, map, moped, night bus, on foot, pedestrianized area, run, subway, taxi, tram	Making a recommendation

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	In-Store Booking	Magazine article	brick and mortar, debate, experience, face-to-face, in person, in-store, individualized, interaction, knowledgeable, reassure, relate to, talk through, traditional	Describing difficulties
2	Online Booking	Webpage	automated, criteria, departure time, dynamic scheduling, input, interface, planning tool, result, search engine, select, self-service, sort	Asking about possibility
3	Cancellations and Delays	Blog post	at fault, bump, cancellation, compensation, delay, entitled, mechanical failure, notify, overbook, rebook, reroute, voucher, weather, weather forecast	Discussing options
4	Itinerary Changes	Reservations policies	apply towards, cancellation fee, change fee, itinerary, mandatory, minimum, nonrefundable, notice, partial refund, penalty, policy, voluntary	Giving a warning
5	Customer Relations	Employee handbook	active listening, complain, composure, customer service, defuse, feedback, loyalty, positive, priority, rapport, rectify, satisfaction, solve, upset, word of mouth	Giving congratulations
6	Sales Techniques	Advice column	address, anticipate, approach, best interest, close, deal with, estimate, follow up, handshake, hard sell, pitch, promotion, seal the deal, signature	Giving advice
7	Travel Documents	FAQs	application, apply for, border, customs, deadline, declare, entry requirements, expire, immigration desk, intercontinental, landing card, overseas, process, proof, up-to-date, vaccination, visa	Giving reassurance
8	Travel Safety	Article	advisory, assistance, beforehand, crime, customary, demonstration, embassy, go missing, mug, natural disaster, safe, secure, strike, terrorism, travel warning, victim	Showing empathy
9	Currency Exchange	Webpage	acquainted with, bill, block, bureau de change, coin, convert, debit card, denomination, exchange, exchange rate, local currency, transaction fee, withdraw	Expressing lack of knowledge
10	Clients	Webpage	businessman/businesswoman, client, corporate travel, delegate, expatriate, group travel, individual, minor, pilgrim, relocate, retiree, sightseer, snowbird, specialization, tourist	Discussing a problem
11	Travel Insurance	Pamphlet	accident, cover, exclusion, expenses, guarantee, in the event of, individual, lose, luggage, medical, medical emergency, multi-trip, protection, recover, travel insurance, unforeseen circumstances	Discussing benefits
12	Travel Agents' Traits	Job posting	adept, committed, confident, cooperative, courteous, independently, organizational, outgoing, passionate, pay attention to detail, problem-solving, process, self-motivated, team-oriented	Describing character traits
13	Special Considerations	Handbook section	allergy, bereavement fare, diabetic, dietary restriction, disability, financial limitation, legroom, seat, sensitive, special needs, vegan, vegetarian, wheelchair, wheelchair access	Reacting to news
14	Certification	Article	align with, associate, benefit, certification, counselor, course, differentiate, establish, executive, maintain, title, training, trust	Describing pros and cons
15	Future of the Industry	Article	compete, consolidate, decline, demand, downsize, growth, human element, incorporate, metasearch engine, redundant, sharing economy, specialize, to one's advantage, undergo	Giving an opinion

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5

Modes of Travel

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways to travel quickly?
- 2 What are some benefits of cruises?



Reading

2 Read the advertisement. Then, mark the following statements as true (T) or false (F).

- 1 The agency has specialist travel agents for cruises.
- 2 The company partners with cruise ships.
- 3 The travel agency's bus schedule changes by season.

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|------------------------------------|-------------------------------------|
| 1 <input type="checkbox"/> fly | 4 <input type="checkbox"/> train |
| 2 <input type="checkbox"/> plane | 5 <input type="checkbox"/> set sail |
| 3 <input type="checkbox"/> by rail | 6 <input type="checkbox"/> coach |

- A a large bus with added amenities for comfort
- B by train
- C a vehicle that travels through the sky
- D a series of cars that moves over a rail
- E to begin a journey by ship
- F to travel through the air

4 Read the sentence pairs. Choose the sentence that uses the underlined part correctly.

- 1 A When a person travels by rail, they go into the sky.
B A bus is a large vehicle with predetermined stops.
- 2 A To set sail is to end a journey.
B A flight is a journey through the air.
- 3 A To fly is to travel by boat.
B A cruise typically stops at coastal cities.
- 4 A A cruise ship travels on the ocean.
B A coach flies through the air.

Do you want to **set sail** for the Mediterranean?

Our **cruise** specialists know everything there is to know about the world's most popular cruise lines and which **cruise ships** have the best **amenities**. Perhaps you'd like to **charter a yacht** and go sailing wherever you want. We can help with that, too.

We also offer travel packages by other means. You can **fly** in a **plane** to many top destinations and we can offer discounts on most **flights**. For shorter journeys, **buses** are an inexpensive way to travel. We partner with a **coach** company that provides comfortable long-distance travel all year round.

Travel **by rail** is a more **scenic** option. **Trains** will take you through the best views and are a great way to see a great deal in a short time.

It's time to take that trip. Call today! 020-413-7569

TOP
Travel

- 5 Listen and read the advertisement again. When might purchasing a plane ticket not be the best option?

Listening

- 6 Listen to a conversation between a travel agent and a potential client. Check (✓) the agent's suggestions.

- 1 Taking a coach
- 2 Booking a plane ticket
- 3 Buying a train pass
- 4 Buying a monthly bus pass
- 5 Taking a cruise

- 7 Listen again and complete the conversation.

Agent: So, where do you want to travel?
Client: My boyfriend lives in Barcelona. I'm thinking of **1** _____ him there.
Agent: But that's not the only place you want to go?
Client: I want to travel **2** _____ Spain, especially Valencia and Madrid.
Agent: Then, in addition to booking a **3** _____, we can offer a monthly train pass.
Client: With that, I'll be able to go from **4** _____, right?
Agent: Right. Otherwise, if you're interested in staying on the coast, you could consider a **5** _____.
Client: I might be interested. Is there one that stops in Barcelona for a **6** _____?

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

So, where do you ...?

Then, ... we can ...

With ... I'll be able to ..., right?

Student A: You are an agent. Talk to Student B about:

- places he/she wants to visit
- the best travel options for his/her needs

Student B: You are a client. Talk to Student A about your options for travel.

Writing

- 9 Use the conversation from Task 8 to fill out the travel summary.



Departing: London

Arriving in: _____

Mode of transportation: _____

Departing: _____

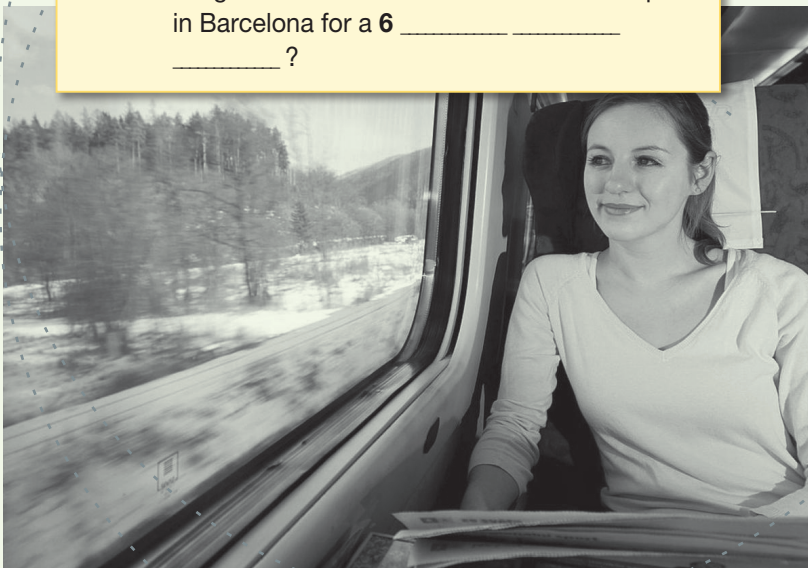
Arriving in: _____

Mode of transportation: _____

Departing: _____

Arriving in: _____

Mode of transportation: _____



Glossary

- accident** [N-COUNT-U11] An **accident** is an unintentional event that can happen to someone and which can potentially cause injury or death.
- acquainted with** [ADJ-U9] To be/get **acquainted with** something is to become familiar with it.
- active listening** [N-UNCOUNT-U5] **Active listening** is the effort to analyze and process information from someone with the aim to completely understand their view.
- address** [V-T-U6] To **address** an issue or a problem is to understand it and deal with it.
- adept** [ADJ-U12] If someone is **adept** at doing something, they have the skills, qualities, or abilities to do it.
- advisory** [N-COUNT-U8] An **advisory** is an alert or warning of possible danger.
- align with** [V-T-U14] To **align with** something is to side with or become an affiliate of something.
- allergy** [N-COUNT-U13] An **allergy** appears in the form of skin rash difficulty in breathing, sneezing, or itching, when you eat, smell, or touch certain things.
- anticipate** [V-T-U6] To **anticipate** something is to expect or predict it.
- application** [N-COUNT-U7] An **application** is a document that a person completes in order to formally request something.
- apply for** [V-T-U7] To **apply for** something is to formally request something, such as a passport or visa.
- apply towards** [PHRASE-U4] To **apply** an amount **towards** a balance is to count the amount as payment towards the balance.
- approach** [N-COUNT-U6] An **approach** is a way of handling a situation.
- assistance** [N-UNCOUNT-U8] **Assistance** is help of some kind.
- associate** [N-COUNT-U14] An **associate** is a worker that provides general services for a company.
- at fault** [PHRASE-U3] If someone is **at fault**, they are responsible for a problem.
- automated** [ADJ-U2] If a tool is **automated**, it performs a function using machinery, electronics, etc., and doesn't require work from the user.
- beforehand** [ADV-U8] If something is done **beforehand**, it is done prior to some other event.
- benefit** [N-COUNT-U14] A **benefit** is an advantage, or something that is helpful.
- bereavement fare** [N-COUNT-U13] A **bereavement fare** is a lower ticket price offered to individuals who are traveling because a close family member has recently died.
- best interest** [PHRASE-U6] A person's **best interest** is the situation or course of action that best meets their individual needs or preferences.
- bill** [N-COUNT-U9] A **bill** is a banknote that is used as currency.
- block** [V-T-U9] When a bank **blocks** an account or card, it doesn't allow its holder to have access to the account or make use of the card.
- border** [N-COUNT-U7] A **border** is the line that divides two different countries or regions.
- brick and mortar** [PHRASE-U1] If a store is **brick and mortar**, it has a physical location where customers can make purchases.
- bump** [V-T-U3] To **bump** a traveler from a trip or flight is to not let them travel because there is no available space for them.
- bureau de change** [N-COUNT-U9] **Bureau de change** is a business where people exchange foreign currencies.
- businessman/businesswoman** [N-COUNT-U10] A **businessman/businesswoman** is a person who works as an executive for a commercial or industrial business.
- cancellation** [N-COUNT-U3] A **cancellation** is a change in plan, where a scheduled event or service does not take place for some reason.
- cancellation fee** [N-COUNT-U4] A **cancellation fee** is a fine that an agency charges a customer if the customer cancels a reservation or travel plan.
- certification** [N-COUNT-U14] A **certification** is a formal recognition from an industry group indicating that an individual has met certain standards and qualifications.
- change fee** [N-COUNT-U4] A **change fee** is a fine that an agency charges a customer if the customer changes a reservation or travel plan.