

A Conversation at the Travel Agency

Travel Agent: Excuse me, can I help you?

Customer: Yes, I would like to get some information about booking a package tour.

Travel Agent: Great, do you mind if I ask you a few questions?

Customer: No, not at all.

Could I have your name please?			
Have you booked with our travel agency before?			
Where are you interested in travelling to?			
When would you like to start your trip?			
When would you like to return?			
How many people will be travelling in your party?			
Do you have any specific accommodation preferences?			
Do you have any special travel requirements?			
What sort of activities are you interested in?			

Travel Agent: Based on what you have told me I would recommend _____, because...

Customer: That sounds interesting, but I'd like to think about it for a while before I make a final decision.

Travel Agent: No problem. Here, let me give you our brochure. Please don't hesitate to contact me if you have any questions.

Customer: OK, thanks a lot for your help.

Travel Agent: It was my pleasure.