


Travelling

Asking for information

1 Look at this train ticket from the UK and complete the information.

- 1 Place of departure
- 2 Destination
- 3 When travelling
- 4 Number of people travelling
- 5 Single/Return?
- 6 First class/Standard?
- 7 Price



2 **LISTENING**  12 Listen to a conversation between a girl and a ticket agent. Choose the correct alternative and complete the missing details.


- 1 Destination: Cambridge/Canterbury
- 2 When travelling: Today/Tomorrow
- 3 Time of departure: 3.55 pm/6.05 pm
- 4 Travel details: Direct train/Change trains

Details:

- 5 Type of ticket: Single/Return

Details:

- 6 Price: £31/£41
- 7 Payment: Cash/Debit card
- 8 Platform: 8/9

3  12 Listen again. Tick (✓) the expressions in the Speaking bank that you hear.

SPEAKING BANK

Making polite requests for information

- Can/Could you tell me (the times of trains to ...)?
- Can/Could you tell me (which platform it is)?
- Can/Could you tell me (if the train leaves now)?

Asking for clarification

- Pardon?
- Could you repeat that, please?
- Sorry, I didn't catch that.
- Sorry, I missed that.



4 Make these requests for information more polite using the expressions in the Speaking bank.

How much is a return?

Could you tell me how much a return is?

- 1 Is it possible to pay by debit card?
- 2 What is the cheapest fare?
- 3 Is it a direct train?
- 4 What time is it?
- 5 What time does the train arrive?

5 Work with a partner. Prepare a dialogue using the guide below.

Ticket officer: Offer to help the customer.

Customer: Ask for the times of trains to Newcastle.

Ticket officer: Give the time of the next train.

Customer: Ask if the train is direct.

Ticket Officer: Say yes.

Customer: Ask for a ticket.

Ticket Officer: Ask if the customer wants a single or return.

Customer: Say you want a return and say when you want to come back.

Ticket Officer: Give the price.

Customer: Ask how to pay.

Ticket Officer: Reply.

Customer: Find out the platform number.

Ticket Officer: Reply and say goodbye.

PRACTICE MAKES PERFECT

- 6 **SPEAKING** Work with a partner. Prepare another dialogue. Remember to be polite and to ask for clarification by using expressions from the Speaking bank.

Student A: You are in the UK and you want to buy a train ticket. Look at page 147 for information about the ticket you want to buy.

Student B: You work in the ticket office. Look at page 147 for information about different trains. Begin the conversation: *Good morning. Can I help you?*

Departures

Greenford

Tomorrow: 5.30pm

Change at London St Pancras and Leicester, arrive 8.45 pm

Single fare: £52.60

Return fare: £55.60

Cash or debit card possible

Platform 4

Departures

Greenford

Tomorrow: 4.15 pm

Change at London Victoria, underground from London Victoria to London Paddington, train from London Paddington to Greenford, arrive 6.40 pm

Single fare: £27.30

Return fare: £30

Cash or debit card possible

Platform 14

Departures

Greenford

Tomorrow: 5.25 pm

Change at London Victoria, underground from London Victoria to London Paddington, train from London Paddington to Greenford, arrive 7.50 pm

Single fare: £25.30

Return fare: £28

Cash or debit card possible

Platform 7