

Buying tickets

- 1 (1.33) Read and listen to the dialogue. What does Joanna want to do?



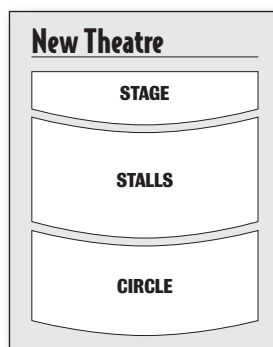
Clerk Good afternoon. Can I help?
 Joanna I'd like three tickets for the **Valley of the Kings** exhibition, please.
 Clerk Adults or children?
 Joanna **Two 16-year-olds and a 13-year-old.**
 Clerk Sorry, did you say **two 13-year-olds?**
 Joanna No, **one 13-year-old,** and **two 16-year-olds.**
 Clerk OK. That's **one child and two adults.** That'll be **£18.50.** The tickets also give you free entry to the rest of the museum.
 Joanna Pardon? How much did you say?
 Clerk That's **£18.50** for three tickets.
 Joanna OK. Here you are.
 Clerk Thank you. **£20.** Here's your change.

- 2 Work in pairs. Practise reading the dialogue, changing the words in **bold**. Use the museum guide.

City Arts Centre Museum Guide July–September		
Exhibitions		Tickets
The Romans in Britain	1 July–30 September	Adults: £7.00 Children (under 16), OAPs, Students: £4.50
The Vikings	1 August–31 October	£4.50
The Valley of the Kings	ends 31 August	Advance booking 012 787878

- 3 (1.34) Listen to Chris booking tickets on the phone. Answer the questions.
- What is Chris booking tickets for?
 - How much do they cost in total?

- 4 (1.34) Listen again. Mark the seats on the theatre plan and complete the credit card.



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- 5 Read the speaking tip below. Find two of the phrases in the dialogue in exercise 1.

Speaking tip

Don't be afraid to say you don't understand something. Use phrases such as:
Pardon?
Sorry, did you say ...?
Could you repeat that, please?

- 6 Work in pairs. Imagine you are booking tickets on the phone for a concert. Prepare a dialogue following the chart below.

Clerk

Answer the phone.

Customer

Ask for tickets. Give the name of the concert, the date and number of tickets. Adults or children?

Say the prices of the seats that are available.

Say which price of seat you'd like.

Tell the customer the total price. Ask for the customer's credit card number.

Give the number.

Ask for the expiry date.

Give the expiry date.

Ask for the customer's address.

Give your address.

Thank the customer and say when you will post the tickets.

Thank the clerk and finish the call.

- 7 Act out your dialogue to the class.