

Audio script 1 (Customer: C Agent: A)

C: Good morning. I'd like to book a coach to London. I was hoping you had something available this Saturday afternoon.

A: Good morning, sir. Take a seat and I'll just check for you. Er, yes, we still have several free seats for Saturday. Where will you be leaving from? There are three pick-up points in town: Main Street, Centenary Square or the Central Bus Station.

C: From Centenary Square, please. That's easier for me to get to than the bus station.

A: And what time would you like to leave? There are coaches on the hour, every hour, from 12.00 through till 6.00 p.m.

C: Well, I'm meeting someone at the station in London and I need to be there for 4.30, so which one would you recommend?

A: Um, well, there's one leaving at 1.00. That arrives at Victoria Station at 4.10, if that's any good. Traffic is usually quite light at the weekend and the drivers tend to make good time, so I think you'd certainly be there for 4.30.

C: OK, that sounds just right. I think I'll take that. I can always phone ahead if I'm going to be late.

A: And when are you returning, sir?

C: Actually, I'm not sure when I'll be coming back, so I won't book a return ticket, just one way.

A: I can always book you an open return if you'd like. You can use this at any time within the next month as long as you contact us first to reserve a seat.

C: Well, there's a chance I might be getting a lift back, you see, so I'll just pay for one way. I don't want to buy a return if I don't need it.

A: OK, no problem. Are you travelling alone?

C: Just the one ticket, please. I'm going down to visit my daughter at university. My son's meeting me at the station, so it's a proper family reunion.

A: Very nice! OK. Well, I can book that for you if you like, sir. That'll be £23.50. Now, I just need to take down some details. Can I have your name, please?

C: Yes, it's Matthew Upton, that's U-P-T-O-N.

A: And your address?

C: 34 Allesley Road. Allesley, that's A-double L-E-S-L-E-Y.

A: And your telephone number?

C: 01732 558997.

A: And your email address. We'll use this to send confirmation of your travel details.

C: matt257@yahoo.co.uk.

A: OK, thanks.

C: Before I forget, I'll be taking a little luggage. Is there a set luggage allowance?

A: We offer a very good luggage allowance. You can take two suitcases as long as they're no more than 20 kilos each; that's 40 kilos in total, and one small item of hand luggage on the coach. Most people find that more than adequate. Any additional items carry an extra charge of £10 for each bag.

C: I certainly won't be taking that much, so I should be OK. I was worried I might be taking too much.

A: Would you like travel insurance included with your ticket? It's an additional £2.00.

C: No, I don't think so.

A: No problem, it's not compulsory. OK, how will you be paying?

C: Actually, I've been having trouble with my debit card today and I've left my cheque book at home, so I'd better pay in cash. You'll give me a receipt, won't you?

A: Certainly, and we'll send confirmation to your email address as well. So, that's £23.50, sir. If you just wait a minute, I'll print you off a receipt.