

Travel agent: Good afternoon, how can I help you?

Customer: Good afternoon, I would like to book a luxury holiday for two people.

5 Travel agent: I have the perfect holiday for you!

Customer: Great! Tell me more!

10 Travel agent: It's a luxury package holiday to Mexico. You will be met at the airport by our travel representative and driven to your hotel. The 5-star hotel is located only 50 metres from the beach. When you arrive at the hotel you will be given a complimentary glass of champagne and your luggage will be taken to your room for you.

Customer: That's great, exactly what we want. What else is included?

15

Travel agent: You're invited to a welcome party on the beach where you will be treated to cocktails.

Customer: Thank you! Tell me about the hotel restaurant! What kind of food do you serve?

20

Travel agent: The restaurant is excellent! All your meals are prepared with the finest ingredients by the best chefs in the region. You will be served fresh fish, salads and traditional Mexican food.

25 Customer: Will we be able to go sightseeing?

Travel agent: Of course. You will be taken on a tour of ancient Mexican cities and archaeological sites. The ancient cities were built thousands of years ago and are a popular tourist attraction.

30

Customer: That sounds fantastic! Is there a spa at the hotel?

Travel agent: Yes, you will be pampered in the spa whenever you wish!

35 Customer: Will there be any entertainment?

Travel agent: Live music will be performed every night.

Customer: Ok, I'll book the holiday! Thank you!

40

Travel agent: Great that's 6,500 Euros please!