UNIT 1 PLANNING A HOLIDAY

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1.0 OBJECTIVES

Our aim in this Unit is to help you with the language skills which will enable you to plan a holiday with ease. In this Unit you will engage with:

- a reading passage which describes different types of baggage;
- vocabulary pertaining to colours and sizes of baggage;
- speaking skills to help you book tickets for your travel;
- writing skills to help you write emails for hotels reservations;
- listening skills about different types of holidays; and
- grammatical item pertaining to order of adjectives.

1.1 WARM UP

Holidays are important for our mental health. We need to get away from our daily routine, and unwind from the stresses of normal life. Whether we go on a short holiday or on a long holiday, we can have a good relaxed time if we plan our holidays. And usually, we will need to know some English to plan well, especially if we wish to go abroad. We will need to know how to get our work done, how to communicate with many types of people like agents, booking clerks and even strangers. This unit should help you to take part in holiday activities with ease.

Activity 1

1 Think of those aspects of a holiday for which we need to plan. What are all the things that you will need to consider? The first one is done for you.

i) Where to go?

ii) ...........................................................

iii) ...........................................................

iv) ...........................................................

v) ...........................................................

vi) ...........................................................
1.2 READING COMPREHENSION: LUGGAGE THROUGH THE DECADES

Read the following passage and answer the questions given below it

Travel with Style:
The early 1940s saw people setting out on a journey, carrying their possessions in oversized steel or brass trunks and wooden crates. While boarding a train it was a common sight to see passengers clutching their precious cloth bags and bundles of queer shapes and sizes and porters balancing gunny sacks and hardboard boxes which would burst any moment, if not for the strong ropes that bound them. In those days the Queen’s men and the royal Sahibs were proud owners of sophisticated luggage cases. Independent India’s elite had access to foreign goods and their travel cases wore an aristocratic look. With the second five-year plan advocating industrial expansion, good quality and durable goods were available to the Indian consumer. The voluminous steel trunks and unwieldy hardboard boxes gave way to stylish suitcases and compact travel bags. Come 90s, the era of liberalization threw open the doors to multinationals which saw an influx of foreign goods and technology.

Today, the markets are flooded with elegant, sleek and stylish travel suitcases of a variety of brands. Travel bags and accessories are no more mere carriers of clothes and your belongings. They are much more of a fashion statement. As is for branded apparels, sunglasses and footwear, your brand of travel bags define your taste.

The beginning stages saw hard shell suitcases which were strong but brittle, and rough use could make them prone to cracks and scratches. However, with the passage of time, technology improved which enabled an affordable price line catering to all segments of society.

Travelers now carry bags in colours they please, as multi-colours such as platinum, olive green, carbon black, pewter grey, driftwood, cadet blue, cherry red, brown, sky blue, tan, purple, and even yellow, though flamboyant, are in vogue. Innovative designs, colours and patterns adorn the various bags which are the cynosure of all eyes.

Duffels, backpacks, small sized to large sized travel suitcases, expandable totes, wheeled luggage, convertible packing cubes, garment bags, handbags, upright roller carry-ons, executive and computer bags and all other travel accessories comprise a lion’s share of the economy.

| Upright roller carry-ons | Duffels | Backpacks |
Planning a Holiday

Check Your Progress 1

1. What sort of bags, according to the passage, were available to the average Indians in the past, and what kinds are popular today. Fill in the grid, using as many adjectives as possible.

<table>
<thead>
<tr>
<th></th>
<th>1940s</th>
<th>1950s</th>
<th>Today</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>oversize</td>
</tr>
</tbody>
</table>

2. What words would go together? Think of more adjectives.
   Elegant, sleek, stylish, .................., .................., ..................
   Brittle .........................., ..................
   Strong .........................., ..................

3. Look at the paragraph 4, where all the colours are described. Order the colours according to the darkest on one side going to the lighter on the other. (Your list may be slightly different from ours.)

4. List the bags in order of size. (Your list may be slightly different from ours.)

5. Write a letter to your cousin who is going to Pune for higher studies. Advise her on what sort of bags she should take.
   My advice is...
   I would suggest/my suggestion is...
   Say what sort of luggage/bags would be better for her purpose.

   ....................................................................................................................................................
   ....................................................................................................................................................
   ....................................................................................................................................................
   ....................................................................................................................................................
   ....................................................................................................................................................

1.3 VOCABULARY

Check Your Progress 2

1. Pick out the words from the text which mean the same as the following:
   Classy ..........................
   Privileged ..........................
Long lasting/ tough ........................................
Huge ..................................................
Unmanageable ........................................
Small bags where a lot can be packed in .........................
Something non-essential but desirable which contributes to good effect ................................
Clothes ..............................................
Fragile ............................................... 
Loud and flashy ......................................

2. Match the phrases in Column A with their meanings in Column B. Column B has an extra phrase.

<table>
<thead>
<tr>
<th>i</th>
<th>Gave way to</th>
<th>a</th>
<th>are in fashion</th>
</tr>
</thead>
<tbody>
<tr>
<td>ii</td>
<td>Threw open the doors to</td>
<td>b</td>
<td>to step aside for</td>
</tr>
<tr>
<td>iii</td>
<td>Prone to</td>
<td>c</td>
<td>evade the issue</td>
</tr>
<tr>
<td>iv</td>
<td>Are in vogue</td>
<td>d</td>
<td>large portion</td>
</tr>
<tr>
<td>v</td>
<td>Cynosure of all eyes</td>
<td>e</td>
<td>something that strongly attracts attention</td>
</tr>
<tr>
<td>vi</td>
<td>A lion’s share</td>
<td>f</td>
<td>likely to happen</td>
</tr>
<tr>
<td></td>
<td></td>
<td>g</td>
<td>to allow something new to start</td>
</tr>
</tbody>
</table>

3. Here are some words and phrases generally associated with various modes of travel. Separate them and put them in appropriate columns in the table given below. (some of these words/ phrases may be associated with more than one mode of transport.)

berth, boarding card, captain, cargo, charter-flight, check-in, compartment, conductor, conveyor belt, cruise, custom, departure lounge, disembark, dock, driver, duty free shop, fast lane, bypass, flight, immigration, intercity, landing, locomotive, overtake, parking, passport, pilot, platform, port, porter, set sail, take-off, terminal.

<table>
<thead>
<tr>
<th>Plane</th>
<th>Ship</th>
<th>Train</th>
<th>Coach</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

4. A city in India offers a wide range of accommodation to tourist from five-star luxury hotels to highly economical and clean boarding houses. Some of the choices available are given below. Write what you know about each of them:

A guest house ..........................................................
A railway retiring room .............................................
Bed and breakfast ...................................................
Circuit houses ......................................................
Deluxe hotels .......................................................
Motels .................................................................
Resorts .................................................................
Service apartments .............................................
Youth hostel ..........................................................

5. Answer the following questions:
   i) Which of these places would you prefer to stay at? Why?

   ........................................................................
   ........................................................................
   ........................................................................

   ii) What do you think is the best thing about each one of these places?

   ........................................................................
   ........................................................................
   ........................................................................

   iii) If you don’t have much money to spend on accommodation and food, which place would you consider the best?
Youth hostel because ...........................................

   ........................................................................
   ........................................................................
   ........................................................................

   iv) How is a deluxe hotel different from a resort?

   ........................................................................
   ........................................................................
   ........................................................................
   ........................................................................
   ........................................................................

1.4 LISTENING

Listen to the three passages and answer the questions given below. You may play the audio and listen to it as many times as you require. Please note that the text of the audio has been provided in the answers section.

Check Your Progress 3

Answer the questions on the passages you have heard.

1. The three passages are about:
   Passage 1: .................................
   Passage 2: .................................
   Passage 3: .................................

2. Basically, horse safaris are:
   i) hunting with horses
   ii) horse riding tours
   iii) spotting wild animals

3. Snorkeling involves:
   i) deep sea diving
   ii) diving close to the shoreline
   iii) diving for pearls

4. River rafting requires:
   i) ability to swim
ii) a love for outdoors

iii) superb physical conditioning

5. Fill in the blanks:
   i) Horse safaris can be done at ......................
   ii) Snorkeling can be done at ......................
   iii) River rafting can be done in ......................

1.5 SPEAKING

Read this dialogue between a travel agent (A) and a customer (C). Practice it with the correct intonation.

C: Excuse me.
A: Yes Sir, how may I help you?
C: Could you give me some information please?
A: Certainly Sir.
C: I wish to visit the US some time in March this year. Can you give me some flight details and help me plan my itinerary?
A: Sure, I will be happy to help you.

...First, where do you wish to go to in the US, Sir?
C: Well, I would like to go to Seattle for a seminar. That will be for three days.
A: Yes Sir. There is no direct flight to Seattle. You could go via Los Angeles or New York.
C: Tell me which is cheaper.
A: I think it is best to go via New York. You’d be travelling for 20 hours, direct from Chennai to New York. Then at New York, you’d have to take a domestic flight to Seattle. That will take 5 hours more. It will cost Rs. 60,000 + 27,000. Would you like that Sir?
C: Sounds good. Could I take a train from New York to Seattle? I hear that the trip is a real pleasure. What do you suggest?
A: You could, of course Sir. But we cannot make the bookings for you. We only deal with airline tickets.
C: I see. Then I had better take a flight, I suppose. Do you think that is a better idea?
A: You could return to New York by train Sir. By that time you would be more familiar with the situation around.
C: Yes, I suppose so. Thank you.

Activity 1

1. Underline all the questions asked by the agent and by the customer. Write them down.
   ........................................................................................................
   ........................................................................................................
   ........................................................................................................
   ........................................................................................................
   ........................................................................................................
2. *We tend to give orders and not make requests.* Most of the questions are **asking for information politely**. How would the same questions be asked without so much politeness? Rewrite the conversation using the less polite forms by customer.

3. Imagine a conversation between you and a travel agent. Use the phrases and sentences you have underlined, in a conversation between you and the travel agent asking for and giving information about a flight from Delhi to Guwahati and write it here.

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1.6 WRITING AND SPEAKING

**Activity 2**

Complete the following dialogue. One of you acts as Travel Agent and the other as the Client. The Client wants to book his train from Delhi to Calcutta and back. These are his requirements. After you complete the dialogue check your answers. Practice saying this dialogue with your partner.

| Departure date – December 23 (from Delhi to Kolkata) |
| Return date – December 31 (from Kolkata to Delhi)   |
| Preferred train – Rajdhani Express                  |
| No. of passengers – 5 adults, one child             |

Travel agent : ................. may I help you?
Client : Good afternoon .................
Travel agent : Certainly sir. May I know your destination please?
Client : It’s from Delhi to Calcutta and back.
Travel agent : ..............................................?
Client : I’d like to leave Delhi on Dec. 23 and return on Dec. 31.
Travel agent : ..............................................?
Client : There’ll be six of us – 5 adults and one child.
Travel agent : ..............................................?
Client : Seven years.
Travel agent : ................................................................. ?
Client : Second A/C sleeper.
Travel agent : ................................................................. ?
Client : Rajdhani Express.
Travel agent : May I have the details of the passengers, please.
Client : Certainly. Here it is.
Travel agent : ...................... I’ll just check about the availability.

1.7 WRITING

Activity 3

You and five of your friends have decided to visit Port Blair, the capital of Andaman and Nicobar Islands. After looking at the various kinds of accommodation available on Port Blair, you have decided to spend a week in December this year at Andaman Beach Resort, Corbyn’s Cove, Port Blair. Here is the phone message left by you at the hotel:

Message from : Arun Srivastava, F9/3
Vasant Lok, New Delhi.
Date and Time : 5 November 11.30 a.m.
Mr. Srivastava wants to book three double rooms with A/C and attached bath for a group of six persons from 12.00 noon of Dec. 24 to 12 noon of Dec. 31. The group would prefer rooms facing the sea. Please quote price including the breakfast.

1. Imagine you are the Manager of the hotel Andaman Beach Resort. Write a letter / email confirming reservation of the accommodation.

2. Draft a letter/email to Manager of the hotel Andaman Beach Resort confirming the reservation.
Remember the following while writing the letter/email:

- Decide what to say before you actually start writing.
- Use short sentences.
- Use a separate Para for each idea.
- Give the reader all the information he/she may require.
- Write politely.
- Avoid making mistakes in grammar and punctuation. Such mistakes may give a meaning other than what you intend.
- Check your letter thoroughly before you despatch it.
- Address a woman with Mrs., Miss or Ms.

1.8 GRAMMAR: ORDER OF ADJECTIVES

Adjectives are often placed in a certain order. Look at the following sentences

...oversized steel trunks

size quality

clutching their precious cloth bags

quality material

clutching their precious red cloth bags

quality colour material

The order in which adjectives are placed before a noun are shown in the following table:

<table>
<thead>
<tr>
<th>Article</th>
<th>Adjective of size</th>
<th>Adjective of quality description</th>
<th>Adjective age showing</th>
<th>Adjective showing colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>A/an, the</td>
<td>Voluminous, compact, huge, large, small</td>
<td>Elegant, sleek, stylish</td>
<td>Old, ancient, new</td>
<td>platinum, olive green, brown, sky blue</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjective showing shape</th>
<th>Adjective showing nationality</th>
<th>Adjective showing material</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oval, round, square, diamond</td>
<td>Indian, American, British, Australian</td>
<td>Steel, wooden, brass, cloth, shell</td>
</tr>
</tbody>
</table>

Check Your Progress 4

1. Look at the following sentences and pick the correct one from each set.

i) a) a soup small Japanese bowl
   b) a small soup Japanese bowl
   c) a small Japanese soup bowl
   d) a Japanese small soup bowl

ii) a) a/an filthy silk old shirt
    b) a/an silk filthy old shirt
    c) a/an old silk filthy shirt
    d) a/an filthy old silk shirt
2. Which is the correct order?
   i)  a) a/an new exciting travel destination
        b) a/an destination exciting new travel
        c) a/an travel exciting destination new
        d) a/an new destination travel exciting
   ii) a) a blue sailing beautiful boat
        b) a blue beautiful sailing boat
        c) a beautiful blue sailing boat
        d) a sailing beautiful blue boat
   iii) a) a/an square wooden old table
        b) a/an old wooden square table
        c) a/an old square wooden table
        d) a/an wooden old square table
   iv) a) a red big leather suitcase
        b) a big red suitcase leather
        c) a red big suitcase leather
        d) A big red leather suitcase

3. Put the adjectives in the correct order where necessary:
   i) a thin long stick
   ii) a beautiful modern city
   iii) black luscious long hair
   iv) a French new melodious song
   v) a cotton new green dress
   vi) a/an American old film
   vii) a wooden comfortable chair
   viii) a bright lovely day
   ix) a/an ancient interesting tale
   x) a new brave world

4. Use at least two adjectives of different categories to describe each of the following nouns. Use the adjectives in the correct order.
   A travel bag, a hand bag, shoes, a camera, a jacket, reading material, dark glasses/shades, a diary, sunscreen, towel.

1.9 LET US SUM UP

In this unit, we gave you practice in reading a passage on different types of luggage and attempted to increase your vocabulary by talking about different types of baggage in terms of their colour and types of adjectives related to their description. In the grammar section, we discussed the order of adjectives. In the speaking section we helped you with phrases to make travel bookings which is an essential aspect of planning for a holiday. In the writing section our language focus was on writing emails to make hotel bookings. The listening section gave you practice in listening to various types of adventure sports that are available at holiday resorts. If you have diligently attempted all the activities, you will be able to make your bookings and arrangements with ease.
1.10 ANSWERS

Check Your Progress 1

1. 1940s | Oversized, voluminous, unwieldy
      1950s | Aristocratic, durable, stylish, compact
      Today | Elegant, sleek, stylish

2. Elegant, sleek, stylish, graceful, well-designed, chic
   Brittle, fragile, easily broken, weak, delicate, breakable
   Strong, tough, well-built, durable, hard, robust, stiff

3. Carbon black, olive green, cherry red, purple, brown, cadet blue, yellow, tan,
   pewter grey, driftwood, sky blue, platinum

4. Wheeled luggage, travel suitcase, upright roller carry-on, backpack, garment bag, executive bag, computer bag, tote and handbag.

5. Dearest Neetu,

   Congrats! I heard you secured admission at the Symbiosis Institute of Mass Communication for its renowned Journalism course. I am so happy for you! I am sure you will continue to make our family proud with your achievements.

   Since it is the first time you are going to be staying away from home for a long period, I have a few suggestions about the sort of luggage you need to take. Having lived away from home for the past 8 years let me warn you that you are literally going to live life out of a suitcase for a while. You might be tempted to take everything you own: clothes, books, shoes, bags, laptop etc. However, remember you cannot accommodate everything in a small hostel room. So take only the essentials.

   My advice is that you take one medium or large sized upright roller carry-on suitcase. Pack any books that you intend to take in this as they tend to be quite heavy. The roller will help ease the weight. Place all clothes such as a few pairs of jeans, some t-shirts and shirts and all essential accessories such as belts in convertible packing tubes and arrange these in the suitcase. Make sure all clothes are ironed so that you can fit in more items.

   Take a backpack in which you can place your laptop as well as folders containing your certificates and essential documents. You can carry the backpack to college when necessary.

   An expandable tote is must have for a woman. You can put your PDAs such as mobile phone/ iPad etc. as well as your cosmetics bag in this. I am sending you one which has ample space and a number of pouches for keys and stationary etc. I hope you like it! You can take this to college every day.

   Finally, a duffle bag is essential when in college. I suggest that you take a medium sized one and pack your footwear in this. You can also place your toiletries in this. This bag will come in handy for any overnight trips from college.

   I hope these tips are useful. You have a good time in college. I hope to visit you in Pune sometime.
Travel and Tourism

All the best!
Take care.
Love loads,
Shalini

Check Your Progress 2

1. Classy – Sophisticated
   Privileged – Elite
   Long lasting/ tough – Durable
   Huge – Voluminous
   Unmanageable – Unwieldy
   Small bags where a lot can be packed in – Compact
   Something non-essential but desirable which contributes to good effect – Accessories
   Clothes – Apparel
   Fragile – Brittle
   Loud and flashy – Flamboyant

2. i  Gave way to          b  to step aside for
   ii Threw open the doors to g  to allow something new to start
   iii Prone to        f  likely to happen
   iv  Are in vogue a  are in fashion
   v  Cynosure of all eyes e  something that strongly attracts attention
   vi  A lion’s share d  large portion

3.   Planc   Ship   Train   Coach
   ---   ----   ----   ----
   Boarding card  Captain  Berth  Conductor
   Passport    Cargo   Compartment  Driver
   Pilot       Cruise   Platform  Fast lane
   Take off    Disembark  Porter  Bypass
   Terminal   Dock    Inter City
   Charter flight  Immigration  Locomotive
   Check-in  Passport  Overtake
   Customs    Port    Parking
   Departure lounge  Set sail
   Duty free shop
   Flight
   Immigration lounge

4. A guest house – normally personalized treatment
   A railway retiring room – a place to rest in case the train is late
   Bed and breakfast – cheap and home-like atmosphere.
   Circuit houses – cheap and specious, personalized treatment
   Deluxe hotels – luxurious and comfortable
Motels – for one-night lodging
Resorts – luxurious with relaxing
Service apartments – fully furnished apartments providing hotel like amenities
Youth hostel – cheap and usually for students.

5. (i), (ii) and (iii) - Do them yourselves.
   iv A deluxe hotel is an expensive hotel which offers several luxuries like spa, swimming pool, gym, etc.
   A resort is a place used for relaxation or vacation. While this can be a single building such as a hotel, it also can be an entire island or a ship at sea. One of the most desirable aspects of a resort is that visitors are free from most daily responsibilities, which are usually taken care of by the facility’s staff. Several activities are normally offered at resorts, including massages, swimming, meals, cosmetic treatments and live entertainment.

<table>
<thead>
<tr>
<th>Listening text for audio passages: Horse Safaris, Snorkeling and River Rafting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passage 1: Horse Safaris</strong></td>
</tr>
<tr>
<td>Rajasthan is increasingly witnessing the metamorphosis of old forts, havelis and palaces into heritage hotels. One of these, Dera Dundlod, in the Shekawati region, offers horse safaris that are in a class by themselves. Kunwar Raghuvendra Singh of the erstwhile Dundlod family leads all safaris, which he claims to have pioneered. Cross-country riding, especially with a few fences thrown in, captures enthusiasts always. Horse-safaris can be arranged for durations of two to fifteen days, or even overnight if time is a constraint. Dundlod’s well-groomed Marwari thoroughbreds do make horse sense.</td>
</tr>
<tr>
<td><strong>Passage 2: Snorkeling</strong></td>
</tr>
<tr>
<td>This is an ideal way to enjoy gentle exercise while admiring the beauties of the marine world and exploring reefs and rock close to the shoreline. Water enthusiasts could spend their entire holiday either on or under the water, enjoying snorkeling and a wide range of water-sports. Close to India are the resorts at Maldives and Mauritius, besides Havelock Island in the Andamans. Both places have professionally qualified instructors who cater to all levels of experience, whether you are a beginner or fully equipped to take the plunge. Other “must snorkel” destinations include the Great Barrier Reef, Seychelles, Lakshadweep, Thailand and Indonesia. Put your head below the surface of the water suffused with sunlight and you will enter a huge, natural aquarium where you can see corals of all shapes and sizes. Through these gardens of glowing coral, fish in amazing numbers can be seen. The unusual thing is that you can actually reach out and touch them.</td>
</tr>
<tr>
<td><strong>Passage 3: River Rafting</strong></td>
</tr>
<tr>
<td>This sport does not need superhuman physical conditioning – only a love for the outdoors and a respect for nature. The awesome might of the Himalayan rivers, the froth and the foam of the rushing waters have given the sport another name – white water rafting. Your first encounter with the river is the beginning of an addiction. There are first time apprehensions: “Must I know how to swim?” It is not a necessity as long as you don’t fear water. You are provided a life jacket that will keep you afloat even if you fall overboard. And remember to carry only light essentials, as the entire gear is carried aboard the raft. How deep is the river? About chest high to a duck, is the answer!</td>
</tr>
</tbody>
</table>
Check Your Progress 3

1. Passage 1: Horse safaris  
   Passage 2: Snorkeling  
   Passage 3: River Rafting

2. ii) horse riding tours

3. ii) diving close to the shoreline

4. ii) a love for outdoors

5. i) Horse safaris can be done at Dera Dundlod, in the Shekawati region of Rajasthan  
   ii) Snorkeling can be done at Maldives and Mauritius and Havelock Island in the Andamans  
   iii) River rafting can be done in the Himalayan rivers

Activity 1

1. Do it yourself.

2. Do it yourself.

3. This is a sample answer.

Dialogue between the travel agent and you.

TA: Good Morning. Aries Travels. How can I help you?

C: Good Morning. I need to book a flight ticket from Delhi to Guwahati for the 13\textsuperscript{th} of February. Can you tell me if any seats are available in the Economy Class?

TA: Yes Ma’am. Please wait while I check.

C: Ok. Oh and I would prefer a flight which leaves after 1 p.m.

TA: Sure Ma’am. There is a seat available on the Spice Jet flight to Guwahati which leaves at 15.10 from Delhi.

C: Are there any stopovers?

TA: No Ma’am. It is a direct flight to Guwahati. The duration of the flight is 2 hrs 15 minutes. It will land in Guwahati at 17:25.

C: Ah ok. That is convenient. How much is the ticket fare?

TA: Ma’am this is a non refundable ticket for Rs. 6,895. This fare is inclusive of a paid meal.

C: Ok. That would be fine. Can you book one ticket in the name of Mrs. Shilpa Mathur?

TA: Sure Ma’am. How would you like to pay? Cash or card?

C: I will pay cash.

TA: Ok. What is your meal preference: Veg or Non-veg?

C: I’ll have a Veg meal. Thank you.

TA: Ok Ma’am.

C: What is the baggage allowance on this airline?

TA: The allowance is 15 kilos per passenger. Your Economy seat has been reserved on the flight SG-874 for the 13\textsuperscript{th} of February which departs at 15.10. Please report 2 hours before the time of departure. Here is your ticket.
C: Ok. Thank you.

TA: You are welcome. Have a pleasant stay in Guwahati.

**Activity 2**

Travel agent: **How may I help you?**
Client: Good afternoon. **I want to purchase train tickets.**
Travel agent: Certainly sir. **May I know your destination please?**
Client: It’s from Delhi to Calcutta and back.
Travel agent: **What is the date of your departure and when would you like to return?**
Client: I’d like to leave Delhi on Dec. 23 and return on Dec. 31.
Travel agent: **How many tickets do you want to purchase?**
Client: There’ll be six of us — 5 adults and one child.
Travel agent: **How old is the child?**
Client: Seven years.
Travel agent: **Which class?**
Client: Second A/C sleeper.
Travel agent: **Which train would you like to board?**
Client: Rajdhani Express.
Travel agent: May I have the details of the passengers, please.
Client: Certainly. Here it is.
Travel agent: **All right.** I’ll just check about the availability.

**Activity 3**

These are sampler letters. Yours could be different.

1. **Andaman Beach Resort**
   Corbyn’s Cove, Port Blair
   Tel. 6321463

   Date: xx/xx/xxxx

   Mr. Arun Srivastava
   F 9/3, Vasant Lok
   New Delhi

   Dear Mr. Srivastava

   Thank you very much for your telephonic message. I am writing to you to say that we can reserve three double rooms with A/c from Dec. 24 (12.00 noon) – Dec. 31 (12.00 noon) All the three rooms have a sea view and are on the second floor of the resort.

   The cost of each room would be Rs 3200/-per night including taxes and service charges. Breakfast for each person would cost Rs. 150/- extra.

   I would be grateful if you could confirm this booking by email by the end of this month, along with a draft of Rs 33,600/- as 50% advance payment of tariff for the accommodation.

   I must thank you for taking interest in our resort. We look forward to welcoming you and your group on Dec. 24 and assure you of all attention and care.
I enclose two brochures describing our resort and its facilities. If you have any questions, we would be pleased to answer them.

Sincerely

(A.H. Thomas)
Manager

2. Date: xx/xx/xxxx

Mr. A.H. Thomas
Manager
Andaman Beach Resort
Corbyn’s Cove, Port Blair.

Dear Mr. Thomas

Thank you very much for your letter of Nov 7, booking our accommodation in your hotel as per our requirements. As desired by you, I am enclosing a draft of Rs.33,600/- an advance payment of tariff for the accommodation. I must also thank you for sending me information brochures giving more details about the facilities available at your hotel.

Looking forward to having an exciting holiday in Port Blair and a comfortable stay in your hotel.

Thank you
Yours sincerely

Arun Srivastava
F 9/3, Vasant Lok
New Delhi

Check Your Progress 4

1. i-c) A small Japanese soup bowl
   ii-d) A filthy old silk shirt

2. i. a) A new exciting travel destination,
   ii. c) A beautiful blue sailing boat
   iii. c) An old wooden square table
   iv. d) A big red leather suitcase

3. i. A long thin stick
   ii. A beautiful modern city
   iii. Long black luscious hair
   iv. A new melodious French song
   v. A new green cotton dress
   vi. An old American film
   vii. A comfortable wooden chair
   viii. A lovely bright day
   ix. An interesting ancient tale
   x. A brave new world