

At an airline ticket counter at Perth International Airport

A =the airline employee

B= a member of the public

A: Good afternoon. Can I help you?

B: Yes I'd like to book a ticket please.

A: Just for one person?

B: Yes just for me.

A: Where would you like to go?

B: I'd like to fly to Tokyo this evening.

A: One way or return?

B: Just one way please, I've a ticket already to travel onward to Paris from Tokyo.

A: Would you like economy or business class?

B: Economy please.

A: The total cost will be \$685.00 including taxes.

B: That's very expensive.

A: I'm sorry they're the cheapest seats we have left.

B: What about tomorrow night is there anything cheaper?

A: I'm sorry we only fly to Tokyo 3 times a week, we don't have a flight tomorrow night.

B: Oh well I suppose I will have to take the flight tonight.

A: Certainly sir, how would you like to pay for this?

B: With credit card.

A: Thank you, can I see your passport please?

B: Yes here it is.

A: Thank you (*employee types on the keyboard*), here is your ticket, you can check in now the flight departs in 2 hours at 1005pm

B: Thank you.