

## Exhibit A

### Brainstorming Discussion

- **Can you mention airlines that fly within the USA?**
- **Can you mention hotel chains in the USA?**
- **Can you mention car rental companies in the USA?**
- **What airports do you know in Florida?**
- **What is a Tourist Visit Center?**
- **Where can you find them?**

## Exhibit B

(Teacher's use)

### Travel Vocabulary



- Domestic Airline.

Example: American Airlines.

- International Airline.

Example: KLM.

- Hotel Chain.

Example: Hilton.

- Car Rental Company.

Example: Hertz.

- International Airport.

Example: Orlando International Airport.

- Tourism Office.

Example: Orlando/Orange County Visitors Bureau.

## Exhibit C

### Exploring Travel Vocabulary

#### Vocabulary List

Travel agent	Emergency exit	Request
Travel agency	Seat belt	Confirm
Yellow pages	Fasten	Upgrade
Destination	Upright position	Purchase
Origin	Overhead compartment	Schedules
Single room	Galley	Baggage
Double room	Lavatories	Arrival
King size bed	Cockpit	Departure
Single bed	Flight attendant	Pending
Queen bed	Boarding Pass	Cancel
Insurance	Receipt	Seat
Quote	Delay	Window
Itinerary	Reservation number	Center
Fares	Compact	Aisle
Website	Full Size	Mid Size
Automated		



## Exhibit D

### How Well Do I Understand My Travel Vocabulary?

**Directions:** Using the vocabulary list provided, categorize each word into: Airline Vocabulary, Hotel Vocabulary or Car Rental Vocabulary, some words may be repeated by category.

Airport

Hotel

Car Rental

Confirm

Confirm

Confirm

Boarding pass

Bed

Compact size

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## Exhibit E

### Domestic Airlines



<b>Air Midwest/US Airways Express</b>	<b>800-428-4322</b>
<b>Air Tran</b>	<b>800-247-8726</b>
<b>Alaska Airlines</b>	<b>800-426-0333</b>
<b>Aloha Airlines</b>	<b>800-367-5250</b>
<b>American Airlines</b>	<b>800-433-7300</b>
<b>America West</b>	<b>800-235-9292</b>
<b>American Trans Air (ATA)</b>	<b>800-225-2995</b>
<b>Continental</b>	<b>800-525-0280</b>
<b>Delta</b>	<b>800-221-1212</b>
<b>Frontier</b>	<b>800-432-1359</b>
<b>Hawaiian Airlines</b>	<b>800-367-5320</b>
<b>Jet Blue</b>	<b>800-538-2583</b>
<b>Midwest Airlines</b>	<b>800-452-2022</b>
<b>Northwest Airlines</b>	<b>800-225-2525</b>
<b>Pan Am Airways</b>	<b>800-359-7262</b>
<b>Southwest</b>	<b>800-435-9792</b>
<b>Spirit Airlines</b>	<b>800-772-7117</b>
<b>Sun Country</b>	<b>800-359-6786</b>
<b>United Airlines</b>	<b>800-241-6522</b>
<b>US Airways</b>	<b>800-428-4322</b>

## Exhibit F

### **Some Florida International Airports**

<b>Orlando International Airport</b>	<b>407-825-2001</b>
<b>Tampa International Airport</b>	<b>813-870-8700</b>
<b>Daytona International Airport</b>	<b>386-248-8069</b>
<b>Fort Lauderdale International Airport</b>	<b>954-359-1200</b>
<b>Miami International Airport</b>	<b>305-876-7000</b>



## Exhibit G

### The Role Play

Agent: Next in line, please.  
Student: Good Morning.  
Agent: What can I do for you?  
Student: I want to make a reservation.  
Agent: Where do you want to go?  
Student: I want to go to New York City.  
Agent: We have two major airports. Would you like to fly into LaGuardia or John F. Kennedy?  
Student: Well... I am not sure. I am going to a hotel in Brooklyn. I really want your lowest fare.  
Agent: Okay. Either airport will be more or less the same distance to Brooklyn.  
Student: What is your lowest fare?  
Agent: The lowest available fare is \$208.00 round trip.  
Student: What airport would I fly into?  
Agent: John F. Kennedy.  
Student: No problem!  
Agent: When do you want to leave?  
Student: July 11<sup>th</sup>.  
Agent: When do you want to return?  
Student: Three days after my departure date.  
Agent: That will be on the 14<sup>th</sup>. What is your name? How many people traveling?  
Student: Antonio Gomez. I am traveling by myself. Can I get a seat assignment?  
Agent: Certainly. Would you prefer a window, middle or aisle seat?  
Student: A window please.  
Agent: Your seat number is 12A. How would you like to pay for this ticket?  
Student: Can you put this reservation in a twenty-four hour hold?  
Agent: Absolutely. Remember that if this ticket is not purchased tomorrow by 11:00pm, your reservation will cancel automatically. I need to tell you that our fares are not guaranteed until they are purchased.  
Student: I do not understand. What does this mean?  
Agent: That the fare that I quoted you of \$208.00 can change if you do not pay for it at the time of this reservation.  
Student: Okay. I rather pay now. I have cash only.  
Agent: That is not a problem. Here is your ticket.  
Student: May I get a printed copy of my itinerary as well?  
Agent: Not a problem. Anything else?  
Student: No thanks. You have been very helpful.  
Agent: Thank you and thanks for choosing our airline.  
Student: Have a good one!

## Exhibit H

# Making Air Reservations and Visiting an Airport or a Travel Agency



- 1- Greet the agent at the airport counter or travel agency.**
- 2- Introduce yourself.**
- 3- Tell the agent where you would like to fly.**
- 4- Ask the agent about the lowest possible fare.**
- 5- Ask the agent about the destination airport.**
- 6- Tell the agent your departure and arrival dates.**
- 7- Ask the agent to assign a seat.**
- 8- Tell the agent to put your reservation on a twenty-four hour hold.**
- 9- Ask the agent for a printed copy of your airline itinerary.**

## Exhibit I

### **Class Discussion**

#### My Overall Experience

**Directions:** Prepare a 5 minute oral presentation that will cover the following topics:

- **Your general experience (feelings, procedures, expectations, etc.)**
- **Airline chosen**
- **Destination city**
- **Departure date**
- **Arrival date**
- **Fare**
- **What did you learn from going through the process?**
- **How did it help you?**
- **What was the hardest part?**
- **What was the easiest part?**
- **Any additional information that you would like to add.**

Exhibit J

**Oral Assessment / Presentation Evaluation**

**Name:** \_\_\_\_\_

**Date :** \_\_\_\_\_

**Topic:** \_\_\_\_\_

Opening Statement \_\_\_\_\_

States Topic \_\_\_\_\_

Logical Progression \_\_\_\_\_

Use of Visuals \_\_\_\_\_

Vocabulary Related to Topic \_\_\_\_\_

Clear Pronunciation \_\_\_\_\_

Accurate Volume of Voice \_\_\_\_\_

Eye Contact with Classmates \_\_\_\_\_

Shows Interest in the Topic \_\_\_\_\_

Good Grammar Usage \_\_\_\_\_

Total Possible Points **20**

Points Obtained \_\_\_\_\_

Grade \_\_\_\_\_

**Comments:**