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**MATRIC NO: 17/SMS10/001**

**DEPT:PEACE AND CONFLICT STUDIES**

**COURSE CODE:PCS 417**

**COURSE TITLE: PEACE FIELD EXPERIENCE SCHEME (PFES) III**

 **BOOKING A FLIGHT**

Air France hello what can I do for you

Hello I would like to book a flight from Paris to New York please.

Okay do you want a one way or a round trip

It would be for a round trip, from August 15 to 29.

Okay, for how many people?

For three people including two adults and a baby

Okay and do you want to travel first class, business class or economy class

I want to travel at the cheapest, so economy class please.

No worries around what time would you like to leave

Late in the morning if possible.

So on August 15th in the late morning we have two flights available one at 10:35 am and the other at 10:50 am Which one would suit you best?

The 10:50 one please

Okay but for your return it doesn't have a flight before 4:10 p.m Is this time right for you

Yes it should be fine

Okay great, and you are allowed up to 23kg of luggage per adult and 10kg for an infant at no additional cost is that enough for you

Yes it is more than enough

Okay so your departure is scheduled for August 15 at 10:50am arriving in New York at 12:55pm and your return will be on August 29 at 4:10pm You will arrive in Paris at 5:40am it suits you ?

Yes it's very good

Okay so for two adults and a baby, it will be 2,782.92 Euros. Can I take the first and last names of the passengers, as well as your credit card number, please

Yes, so Marc and Anne Olivier, my husband and I, and Oceane Olivier our daughter. My card number is 1234 4321 5678 9876.

Very well it's reserved. Your reference number is NY12345, please present it when checking in. Do you have any questions

Yes, I would like to know how long before departure do I have to be at the airport for check-in

At the latest one hour before departure.

Ok thank you, that will be all. Goodbye.

Bye Madam.