

## Flights\_01: Options (Duration: 01:25)

- Good morning. Can I help you?
- Yes. I'd like to reserve a seat for a flight to Hong Kong.
- Hong Kong? Would that be a round-trip ticket or one-way?
- Round trip, please.
- And for what date?
- The 18<sup>th</sup> of this month, if possible.
- Friday the 18<sup>th</sup>? What about the return date? Do you have a fixed date in mind, or do you want an open ticket?
- I have to return on the 30<sup>th</sup>. Fixed.
- Non-stop? There are some cheaper flights via Canada, Japan or Korea.
- Definitely non-stop.
- What class?
- Coach. I can't afford the others.
- OK. What time of day do you want to depart?
- What's available?
- Well, both Cathay Pacific flights are late departures; 11:45pm and 1:40am, so you could sleep – it's a 15-hour flight. United leaves in the morning at 11:30am and it's a daytime flight.
- Hmm. I have a United frequent-flyer card, but I'll take the Cathay Pacific, 11:45 one.
- OK. If you'll bear with me, I'll check availability. Yes, that's fine. Do you have a seating preference?
- Window. How much is that going to be?
- \$2,342 please.