



### A. Common Mistake (よくある間違い)

Read the article below and see if you can improve it.

下の文章を読んで、改善できる点はないか探してみましょう。

Airline: XYZ Airlines. Can I help you?

Kei: I want to reconfirm my flight.

Airline: I need your name and reservation number.

Kei: My name is Kei Mamada. My number is YS7671922.

Airline: I have your reservation. You're flying from Tokyo to Newark, New Jersey on March 18<sup>th</sup>, 10:30.

Kei: Yes, that's true.

Airline: I should have your phone number in case your flight is changed.

Kei: Sure. It's 03-315-1922.

Airline: Thanks. Do you need help with anything else?

Kei: No.

Airline: Okay. Have a good flight.

**B. Today's point (今日のポイント)**

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Check those points with your tutor.

講師と一緒に、以下のポイントを確認しましょう。

Ideally you should reconfirm your flight with the airline at least 72 hours before your scheduled departure. In most cases flights do not need to be reconfirmed, but you can always check this point when you purchase your ticket.

When you are calling to reconfirm your flight, prepare to give your name, reservation number, flight information, and contact number to the airline agent.

**C. Natural Conversation (会話練習)**

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Read the following sentences with your tutor keeping today's points in mind.

Today's pointに注意しながら、以下の文章を読みましょう。

Airline: XYZ Airlines, how may I help you today?

Kei: I'd like to reconfirm my flight.

Airline: Do you have your reservation number? I'll also need your name.

Kei: Yes. My name is Kei Mamada. The reservation number is YS7671922.

Airline: Yes, we have your reservation in our system. We have you on a 10:30 flight from Tokyo to Newark, New Jersey on March 18th.

Kei: Yes, that sounds right.

Airline: May I also have your phone number so we can reach you in case of any changes?

Kei: Certainly. It's 03-315-1922.

Airline: Thank you. Is there anything else I can do for you today?

Kei: No, that will be all. Thank you.

Airline: Thank you. Is there anything else I can do for you today?  
Airline: Thank you for choosing XYZ Airlines. Is there anything else I can do for you today?

**D. Practice (練習問題)**

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Answer the questions.

以下の問いに答えましょう。

1. Do you fly frequently?
2. If so, are you in the habit of reconfirming your flights?
3. Do you think it's necessary to reconfirm flights?

**E. Exercise (演習)**

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Do a rollplay with your tutor on the topic below using what you learned today.

今日学んだことを活かして、以下のトピックについて講師とロールプレイングしてみましょう。

You are an airline representative. Find a partner who needs to reconfirm their flight with your airline. Now switch roles.