



CONVERSATION 1 (BLUE)

- Ticket office: Hello there, how can I help you?
- Tracy: Hello! I'd like to buy a ticket to Waterloo, please.
- Ticket office: Of course, one ticket to Waterloo. Is it for an adult?
- Tracy: Yes, one adult ticket. I also have a railcard.
- Ticket office: OK, that's great. Your railcard will give you a good discount. Is it a single?
- Tracy: No, an open return, please.
- Ticket office: OK, one adult open return with a railcard to Waterloo will be £15.00.
- Tracy: Can I pay by card, please?
- Ticket office: Yes, the card machine is just here. Would you like a receipt?
- Tracy: Yes please. What time does the next train to Waterloo leave?
- Ticket office: It leaves at 4.30pm on platform 5a.
- Tracy: Great, thank you so much for your help!

CONVERSATION 2 (PINK)

- Ticket office: Good afternoon, are you here to buy a ticket?
- Sam: Yes, I'd like to book a ticket for a train next week from Waterloo to York, please.
- Ticket office: Certainly. Which day will you be travelling?
- Sam: Monday 14th May.
- Ticket office: OK, we can book an advance ticket for Monday 14th but you must choose a specific train time.
- Sam: OK, I'll get the 2.30pm, please.
- Ticket office: 2.30pm, no problem. Is it a single ticket?
- Sam: Yes, just one-way, please. Could you make it a first-class ticket as well?
- Ticket office: Certainly. On first-class you can book your seat too, would you like a window seat or an aisle?
- Sam: A window seat at a table, please.
- Ticket office: OK, so an adult single ticket for the 2.30pm on Monday 14th May, Waterloo to York is £60.00
- Sam: Can I use credit card?
- Ticket office: Yes we take credit card. You can pay just here. Would you like a receipt?
- Sam: No thanks, that's everything.

CONVERSATION 3 (YELLOW)

- Conductor: All tickets and railcards, please!
- Wayne: Here is my ticket and railcard. Am I going the right way for Darlington?
- Conductor: Yes, You need to change at York for Darlington.
- Wayne: OK. How long is it to York?
- Conductor: About another 2 hours. It's just 3 stops until York.
- Wayne: Do you know what the platform will be when we arrive at York?
- Conductor: Yes, we'll arrive at platform 2 and the train to Darlington is on platform 4.
- Wayne: OK, great thank you!
- Conductor: You're welcome! Could I just ask you to open the window too? It's very hot on this train!
- Wayne: Of course!