



Hello there, how can I help you?



Hello! I'd like to buy a ticket to Waterloo, please.





Of course, one ticket to Waterloo. Is it for an adult?



Yes, one adult ticket. I also have a railcard.





OK, that's great. Your railcard will give you a good discount. Is it just a single?



No, an open return, please.





OK, one adult open return with a railcard to Waterloo will be £15.00.



Can I pay by card, please?





Yes, the card machine is just here. Would you like a receipt?



Yes please. What time does the next train to Waterloo leave?





It leaves at 4.30pm on platform 5a.



Great, thank you so much for your help!





Good afternoon, are you here to buy a ticket?



Yes, I'd like to book a ticket for a train next week from Waterloo to York, please.





Certainly. Which day will you be travelling?



Monday 14th May.







OK, we can book an advance ticket for Monday 14th but you must choose a specific train time.



OK, I'll get the 2.30pm, please.





2.30pm, no problem. Is it a single ticket?



Yes, just one-way, please. Could you make it a first-class ticket as well?





Certainly. On first-class you can book your seat too, would you like a window seat or an aisle?



A window seat at a table, please.





OK, so an adult single ticket for the 2.30pm on Monday 14th May, Waterloo to York is £65.00.



Can I use credit card?



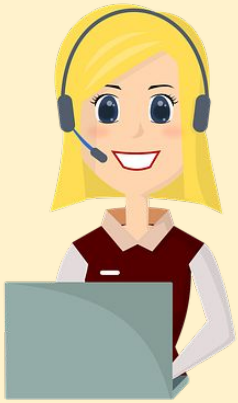


Yes we take credit card. You can pay just here. Would you like a receipt?



No thanks, that's everything.



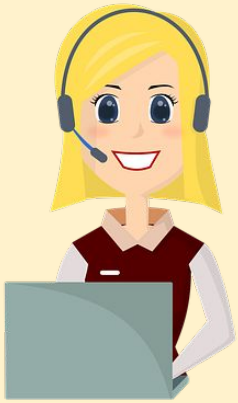


All tickets and railcards please!



Here is my ticket and railcard. Am I going the right way for Darlington?





Yes. You need to change at York for Darlington.



OK. How long is it to York?





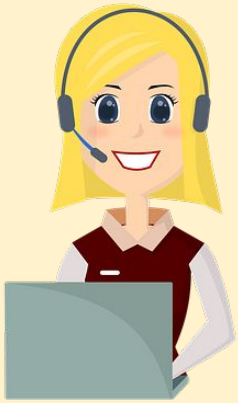
About another 2 hours. It's just 3 stops until York.



Do you know what the platform will be when we arrive at York?





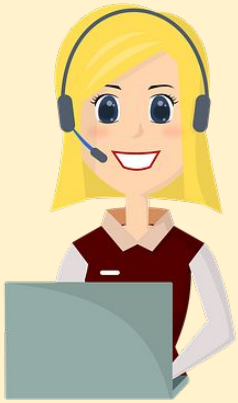


Yes, we'll arrive at platform 2  
and the train to Darlington is on  
platform 4.



Ok, great, thank you!





You're welcome! Could I just ask you to open the window too? It's very hot on this train.



Of course!

