



Reserving Tickets

Reserving Tickets

Let's analyse the transcript in detail! This particular example is for a theatre show, but a similar conversation could take place for a tourist attraction.

Reserving Tickets

Theatre: Good afternoon, this is Mains Theatre. How can I help?

When you call to book tickets, you'll normally hear the welcome line. Listen out for "***how may I help you?***" or "***what can I do for you today?***"

Reserving Tickets

Hannah: Good afternoon, I'd like two tickets to the showing of Shrek The Musical tomorrow night.

To ask for tickets you can use the phrase “***I'd like***” or “***I'd like to buy***” and then explain which tickets you'd like.

Reserving Tickets

Additional Examples

Cinema: I'd like two adult tickets for the 7.30pm showing of Les Miserables.

Museum: Can I buy a group ticket for two adults, two children for tomorrow?

Exhibition: I'd like to buy 3 tickets for the exhibition in the morning.

Reserving Tickets

Theatre: I'm sorry it's fully booked. We have a few tickets left tonight though.

If there is no availability you might hear phrases such as “***it's fully-booked***”, “***we've got nothing left***” or “***it's sold out***”. You could ask for an alternative day, time or type of ticket.

Reserving Tickets

Hannah: OK. What time does the show start tonight?

You may want to ask some important questions;

What time does it start/finish?

How long does it last?

Where is the entrance?

Which is the closest railway station?

Reserving Tickets

Theatre: It's the same time every night at 7pm. Doors open at 6pm.

Listen out for important information and responses to your questions.

Reserving Tickets

Hannah: Great, can I reserve two tickets please? How much are the tickets?

To ask about price you could say;

How much are the tickets?

How much is that (in total)?

What is the price?

Reserving Tickets

Theatre: We only have some centre tickets, row 4, seats 50 and 51 in the stalls. These are £35 each.

In a theatre/cinema you may get different choices of tickets (different rows, areas). Prices normally vary, so you can ask for different prices to find the right ticket for you.

Reserving Tickets

Hannah: OK. Can I pay by card?

When paying, you could ask:

Can I pay by card?

Can I pay when I pick up the tickets?

Reserving Tickets

Hannah: OK. Can I pay by card?

When paying, you could ask:

Can I pay by card?

Can I pay when I pick up the tickets?

Reserving Tickets

Theatre: Certainly. You can make payment right now over the phone. I just need your card details.

Listen to the information required by the salesperson and only provide your card details over the phone if you feel comfortable with this.

Reserving Tickets

Hannah: Yes, cardholder name is ... card number is ... expiry date is ... and security number is ...

As suggested in a previous presentation, information for payment by card will be cardholder name, card number, expiry date and security number.

Reserving Tickets

Theatre: Great. You can pick up the tickets at the box office anytime today, just show your card used for payment and some ID.

When collecting tickets, you usually need to provide some ID and the card you used for payment. Sometimes they will ask for the booking ID too.

Reserving Tickets

Hannah: Thank you. Will I get payment confirmation?

Theatre: We can send it via email to you?

Hannah: Yes, my email address is hannah@virtually-fluent.com

Theatre: Wonderful. I hope you enjoy the show. Bye!

If they haven't told you about the confirmation, ask them to send it to you; ***“can you send me a payment confirmation via email, please?”***

Reserving Tickets

There may be some other questions you hear or other information you'd like to provide. Let's take a look!

Reserving Tickets

- ✎ Is there a discount for children?
- ✎ Do you have any seats at the front?
- ✎ Is the ticket available all day?
- ✎ What time does it open/close?
- ✎ Do you have a restaurant/café too?