



Booking Cinema Tickets

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Let's analyse the transcript in detail!

Booking Cinema Tickets

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

When you 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?***"

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Hannah: Good afternoon, I'd like two tickets to the showing of Star Wars 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.

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Additional Examples

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

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

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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.

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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?

How long is it running for?

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

Listen out for important information and responses to your questions.

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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?

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Theatre: We only have some centre tickets, row 4, seats 50 and 51. These are £15 each.

In a 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.

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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?

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

Listen to the information required by the salesperson and only provide your card details if you feel comfortable with this. If in person, you may just enter your PIN.

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

Information for payment by card will be cardholder name, card number, expiry date and security number.

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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.

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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?”***

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

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- ✎ Is there a discount for children?
- ✎ Do you have any seats at the front?
- ✎ What time does it open/close?
- ✎ Do you have a restaurant/café too?
- ✎ Which screen is it on?
- ✎ Where are the toilets?
- ✎ Where can I buy some popcorn/ drinks?