

Booking Flights Online



The worksheets in this chapter are based on the following areas:

- reading Web pages,
- booking flights online, and
- using email.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie.

Reading: Web Pages

A Web site is a way of looking at information over the Internet. This is a picture of the Aer Lingus Web site, www.aerlingus.com. There is a lot of information and a lot of pictures on it, such as flight fares or prices, flight times and city destinations.

Answer the questions in the boxes below.

Here you can book flights.

What date is shown for the flights here?

Answer:

Here is a list of links. Links are words on the web site. Once you click on any of these words, it will bring you to another web page.

List 3 'Quick Links' on the web page.

Answer:

The screenshot shows the Aer Lingus website interface. At the top, there's a navigation bar with 'aerlingus.com' and links for 'BOOK', 'MANAGE BOOKING', 'SERVICES & FREQUENT FLYER', 'NEED HELP?', 'ABOUT US', and 'LOGIN/JOIN'. Below this is a 'Search for flights' section with dropdown menus for 'From' (Dublin, Cork, Shannon) and 'To' (Alicante, Amsterdam, Athens, Barcelona). It also has fields for 'Departing' and 'Returning' (both set to December) and a 'Search' button. To the right, a '3 Day Festive Offer' advertises flights from €1. Below that, a 'Latest low fares' section lists various cities with their corresponding fares, such as Bristol (€1), Glasgow (€1), Birmingham (€1), London (€1), Newcastle (€1), Edinburgh (€1), Milan/Linate (€13), Madrid (€13), Warsaw (€13), Paris (€13), Riga (€13), Zurich (€13), Venice (€13), Düsseldorf (€13), Hamburg (€13), Munich (€13), Krakow (€13), Malaga (€13), Berlin (€13), Frankfurt (€13), Prague (€13), Rome/DeVinci (€13), Lisbon (€13), Kiev (€13), Amsterdam (€13), Alicante (€13), Faro Algarve (€13), Poznan (€13), Los Angeles (€130), NYC (€130), Dubai (€130), Boston (€130), and Chicago/O'Hare (€130). A 'Quick links' section includes links for 'Investor Relations', 'Baggage Information', 'Airline Check-in', 'Destination Guides', 'Check-in times', 'Passport & Visa Information', 'Timetables', 'Contact Air Liners', 'Arrival & Departure Information', and 'Notice of Liability Limitations'. There's also a 'Hotels' advertisement.

There is also a list of cities and fare prices. Name one city that has a flight price of €13?

Answer:

There is information on car hire, hotels, travel insurance, and special offers.

How much is the 3 day Festive Offer?

Answer:

Reading: Booking Flights Online

Nowadays, many people book flights over the Internet. There are a couple of things you need to book flights online:

- access to the Internet
- an email address
- a credit card

TIP: The Really Useful Guide to Words and Numbers Learner Workbook 1 has more information on the Internet in the chapter on Information and Communications Technology.

Let's say you wanted to book a flight with Aer Lingus. Here are five steps to get you started:

1. Open a browser, such as Internet Explorer, by double clicking on the **blue e** on your computer. →



Reading: Finding Flights Online

1. Click in the **Address Bar** and **type** the address of the website www.aerlingus.com, and press the Enter key.



2. Go to the **'Search for flights'** part of the page. Next, you have to fill in the place you are going to and the dates you are travelling.

A screenshot of the "Search for flights" form on the Aerlingus website. The form includes options for "return", "one-way", and "multicity" travel. The "From" field is set to "Dublin (DUB)" and the "To" field is set to "London (LHR)". The "Departing" date is "15" of "November" and the "Returning" date is "17" of "November". There are checkboxes for "My travel dates are flexible" (set to "Yes") and "Fare Type" (set to "Lowest"). The "Adults" field is set to "2", "Children" to "1", and "Infants" to "2". A "Search >>" button is at the bottom right.

3. A list of **flight times** will come up and you have to pick the flight time you want on the day you are travelling.

A screenshot of the "Select Flights" page on the Aerlingus website. It shows two tables of flight options. The first table is for "Friday 15 November 2008" and the second is for "Sunday 17 November 2008". Each table lists flight numbers, departure times, arrival times, and fares for various routes.

Friday 15 November 2008			
From	Destination	Time	Fare
Dublin (DUB)	Lanzarote (ACE)	08:00	112.00
Dublin (DUB)	Lisbon (LIS)	08:00	112.00
Dublin (DUB)	London (LHR)	08:00	112.00
Dublin (DUB)	Los Angeles (LAX)	08:00	112.00

Sunday 17 November 2008			
From	Destination	Time	Fare
Dublin (DUB)	Lanzarote (ACE)	08:00	112.00
Dublin (DUB)	Lisbon (LIS)	08:00	112.00
Dublin (DUB)	London (LHR)	08:00	112.00
Dublin (DUB)	Los Angeles (LAX)	08:00	112.00

Writing: Booking Flights Online

Imagine you wanted to book a flight for 2 adults from Cork to Lisbon, leaving on 17th November and returning on 21st November.

Have a look at the 'Search for flights screen' shown below. Now fill in the details you might put in.

What airport are you flying from?

Where are you going?

What date are you going?

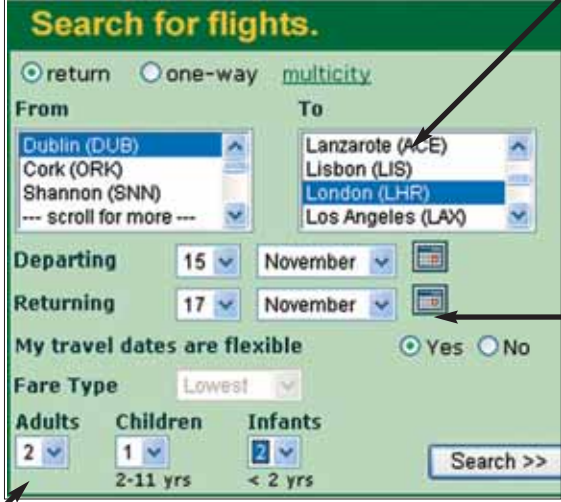
What date are you coming back?

How many people are going with you?

Adults _____

Children between the ages of 2 and 11 _____

Children less than 2 (< is the symbol for less than) _____



The screenshot shows a flight search interface with the following fields and options:

- Return type: return, one-way, multicity
- From: Dublin (DUB), Cork (ORK), Shannon (SNN), --- scroll for more ---
- To: Lanzarote (ACE), Lisbon (LIS), London (LHR), Los Angeles (LAX)
- Departing: 15, November
- Returning: 17, November
- My travel dates are flexible: Yes, No
- Fare Type: Lowest
- Adults: 2
- Children: 1 (2-11 yrs)
- Infants: 2 (< 2 yrs)
- Search >>

Now that you've done it here, you're ready to go to www.aerlingus.com and try it for real.

Reading: Booking Flights Online

The screen below is shown after someone has selected a flight. Scan the following filled-in form and answer the questions below.

Search for flights.

return one-way multicity

From **To**

Dublin (DUB) Nice (NCE)
Cork (ORK) Paris (CDG)
Shannon (SNN) Prague (PRG)
--- scroll for more --- Rome/DaVinci (FCO)

Departing 8 December

Returning 12 December

My travel dates are flexible Yes No

Fare Type Lowest

Adults **Children** **Infants**

3 1 2

2-11 yrs < 2 yrs

Search >>

1. Where is the person going?

2. Where are they going from?

3. What is the departing date?

4. What is the returning date?

5. How many adults and children are flying?

Reading: Email

If you book flights online, you will normally be sent an email confirming your details. You can then print this out and use it as a ticket. The following piece of reading is about email.

Email stands for electronic mail. To get a grasp of what email is, it's best to think in terms of postal mail.

The email message - Instead of using a pen, you use your keyboard to type an email message in an email program on your computer.

Sending the email - When the email is finished and has been addressed to the recipient's email address, you don't put a stamp on it and post it but click on the Send button in the email program. This makes the email message go on its journey.

Email transport - Like postal services transport letters and parcel, email 'servers' send email messages from sender to recipient. Usually, emails are not delivered to the recipient directly, but wait at the 'nearest' mail server to be picked up by them.

Email's Benefits

Convenience - You can type your email message wherever you want, save it for later use and send it at any time without having to worry about envelopes, stamps and tariffs.

Speed - Emails typically arrive within seconds or minutes -- anywhere in the world.

Cost - Except for the fee you pay for accessing the Internet, sending and receiving emails is typically free.

Reading: Email

Circle the right answer. The first one is done for you.

1. Email stands for...
 - a) egg mail.
 - b) electronic mail.
 - c) extra mail.
 - d) enter mail.

2. To send an email, you...
 - a) put a stamp on it and post it.
 - b) click on the Send button in the email program.
 - c) give it to the post office.
 - d) type in 'send' on the keyboard.

3. Email is ...
 - a) convenient, quick and cheap.
 - b) difficult, slow and expensive.
 - c) convenient, quick but expensive.
 - d) difficult, slow but cheap.

4. When you send an email, it normally arrives in...
 - a) seconds.
 - b) days.
 - c) weeks.
 - d) months.

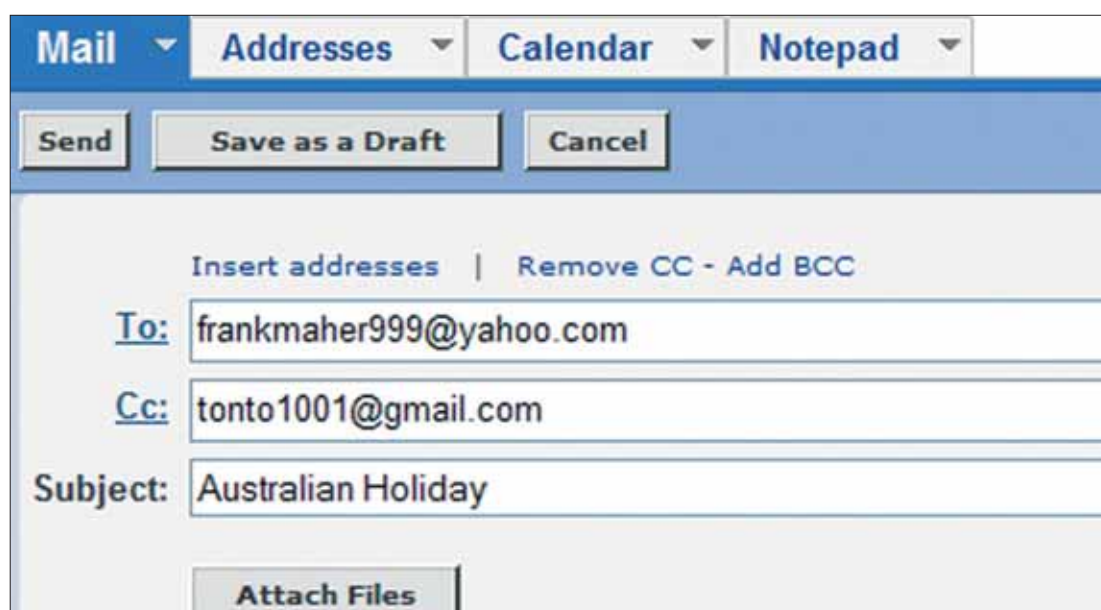
Reading: Setting Up an Email Address

You can create your own email address on the Internet. To do this, you need to firstly set up an email account. There are many places on the Internet that let you set up an email account for free. The most popular ones are hotmail, yahoo and gmail. For all of them, you need to fill in an online form.

When you set up an email account, you may need to provide personal information such as your name, date of birth, and gender.

You will also need to pick the email address you would like to have. Many addresses will already be used, so you may need to be creative with yours. Here are some examples of email addresses:

- frankmaher999@yahoo.com
- tonto1@gmail.com
- info@nala.ie



The screenshot shows an email client interface with a blue header bar containing menu items: Mail, Addresses, Calendar, and Notepad. Below the header is a toolbar with buttons for Send, Save as a Draft, and Cancel. The main area contains fields for To, Cc, and Subject. The To field contains frankmaher999@yahoo.com, the Cc field contains tonto1001@gmail.com, and the Subject field contains Australian Holiday. There are also links for Insert addresses and Remove CC - Add BCC, and an Attach Files button at the bottom.

Writing: Setting Up an Email Address

Here's the form that you will need to fill in to set up a Yahoo! Email account. See if you can fill it in.

YAHOO! EMAIL SIGN UP FORM

Create Your Yahoo! ID or Email Address

First Name: _____

Last Name: _____

Gender (Please): Male _____ Female _____

Yahoo ID: _____

Password: _____


Re-write
your password _____

Date of Birth: _____ _____ _____
 Day Month Year

Why not go to ie.yahoo.com on the Internet and set up your own account? If you need help, call us on Freephone 1800 20 20 65.

Reading: Emails

When you open up your email account, it looks like this. There are some new words to do with email. These are:



Compose: You have to click this button to write your email.

Inbox: This is the folder where emails come in.

To: This tells you who you are sending your email to.

Subject: This is a line to tell you what the email is about.

The screenshot shows an email client interface with a top menu (Mail, Addresses, Calendar, Notepad), a toolbar (Check Mail, Compose, Compose Text Msg), a left sidebar (Folders: Inbox, Draft, Sent, Bulk, Trash), and a main content area (Message details: Date, From, Subject, To; a 'Welcome!' banner).

Now answer these questions on email words. The first one is done for out.

1. The word **To** tells you who you are sending your email to.
2. The folder where emails come in is called the _____ .
3. The line that tells you what the email is about is called _____ .
4. The button you click to write emails is called _____ .

