

Speaking skills practice: Problems at the train station – transcript

- Station manager: Good afternoon. How can I help you?
Makayla: **Hello ... Erm ... yes. I've just missed my train!**
 Station manager: Ah. Where are you going?
Makayla: **To Manchester.**
 Station manager: Ah yes. That was the 16:20.
Makayla: **What time's the next one?**
 Station manager: Let's see. The next train to Manchester leaves at 17:15 from platform 2.
Makayla: **17:15 ... so that's quarter past five ... platform 2. What time does it get to Manchester?**
 Station manager: At 18:30.
Makayla: **Half past six ... erm ... Can I use the same ticket?**
 Station manager: Just a moment, please. Can I see your ticket?
Makayla: **Yes, here you are.**
 Station manager: Ah, sorry, no ... You can't use this ticket on the 17:15 train.
Makayla: **Really? Why not?**
 Station manager: This ticket is valid on trains before 5 and after 7 o'clock. During rush hour tickets are more expensive.
Makayla: **Oh ... do I have to buy another ticket?**
 Station manager: Yes, well, I can change your old ticket for a new ticket. Your ticket cost £7.50 and the new ticket is £11.00. So you just pay the difference, which is £3.50.
Makayla: **Ah, OK, erm ... What platform is it from?**
 Station manager: Platform 2. Just over there, on the other side.
Makayla: **OK, thanks. Bye.**
 Station manager: All right. Bye bye!
- ...
- Station manager: Good afternoon. How can I help you?
Makayla: **Hello ... Erm ... yes. I've just m_____ my train!**
 Station manager: Ah. Where are you going?
Makayla: **T__ Manchester.**
 Station manager: Yes. That was the 16:20.
Makayla: **W__ time's the n__ one?**
 Station manager: Let's see. The next train to Manchester leaves at 17:15 from platform 2.
Makayla: **17:15 ... so that's q_____ past f__ ... platform 2. W__ time d__ it g__ t__ Manchester?**
 Station manager: 18:30.
Makayla: **H__ p__ six ... erm ... Can I use the same t_____?**
 Station manager: Just a moment, please. Can I see your ticket?
Makayla: **Yes, h__ you are.**
 Station manager: Ah, I'm sorry, no ... You can't use this ticket on the 17:15 train.
Makayla: **Really? W__ not?**
 Station manager: Because this ticket is only valid before 5 or after 7 o'clock. During rush hour tickets are more expensive.
Makayla: **Oh ... do I have to buy a_____ t_____?**
 Station manager: Yes, well, I can change your old ticket for a new ticket. The old ticket cost £7.50 and the new ticket is £11.00, so you just need to pay the difference, which is £3.50.
Makayla: **OK, erm ... What p_____ is it from?**
 Station manager: Platform 2. Over there.
Makayla: **OK, thanks. Bye.**
 Station manager: You're welcome.