

The Simple Present: The Ticket Agent

**READING
TEXT**

Jack is a ticket agent for an airline. This airline operates in Canada, in the United States and in South America. Jack works at the airline ticket counter in a downtown hotel. Dozens of people come into the office everyday. Some of them want simple things like a round-trip ticket to Disneyland. Others want help to plan a complete vacation. He likes his job at the ticket counter. Jack loves the tourist industry because he enjoys talking to people. He does all his work on a computer. He enters the number of the flight, the destination and the date. The computer tells him if there is space available on that flight. The computer system is very accurate. Transportation is a twenty-four hour a day, seven day a week business, so Jack works on a shift schedule. One week, he works from nine to five, and has Monday and Tuesday off. The next week, he works from noon to nine with Sunday and Monday off. One of the fringe benefits of his job is free travel when there is space available on one of his company's flights. This year, he plans to go to Brazil in South America.

Underline the SIMPLE PRESENT in the reading text. Why is it used in each sentence?

Write a sentence with each of the following words and expressions.

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|----|-------------------|-------|
| 1. | TICKET | _____ |
| 2. | AGENT | _____ |
| 3. | TO OPERATE | _____ |
| 4. | COUNTER | _____ |
| 5. | DOZEN | _____ |
| 6. | ROUND-TRIP | _____ |
| 7. | TO PLAN | _____ |
| 8. | VACATION | _____ |

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|-----|--------------------|-------|
| 9. | TOURIST | _____ |
| 10. | TO ENTER | _____ |
| 11. | FLIGHT | _____ |
| 12. | DESTINATION | _____ |
| 13. | DATE | _____ |
| 14. | SPACE | _____ |
| 15. | AVAILABLE | _____ |
| 16. | ACCURATE | _____ |
| 17. | SHIFT | _____ |
| 18. | SCHEDULE | _____ |
| 19. | NOON | _____ |
| 20. | BENEFIT | _____ |

Answer the following questions.

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|-----|--|-------|
| 1. | What does Jack do? | _____ |
| 2. | Where does he work? | _____ |
| 3. | Does Jack like his job? | _____ |
| 4. | What information does Jack enter on the computer? | _____ |
| 5. | What does the computer tell Jack? | _____ |
| 6. | Do the computers work properly? | _____ |
| 7. | In what industry does Jack work? | _____ |
| 8. | What kind of schedule does Jack have? | _____ |
| 9. | Does Jack always have Monday off? | _____ |
| 10. | What is one of the benefits of his job? | _____ |
| 11. | Does Jack pay when he travels on one of his company's flights? | _____ |
| 12. | Where does Jack plan to go this year for his vacation? | _____ |