

TỔNG LIÊN ĐOÀN LAO ĐỘNG VIỆT NAM  
TRƯỜNG ĐẠI HỌC TÔN ĐỨC THẮNG  
PHÒNG THCN & DN



# ENGLISH FOR TOURISM 1

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# Unit 1 TOURISM TODAY

## VOCABULARY

1- Put the words in the box in the correct list

2- Match the pictures and the words in the box. Write the correct letter

- |                 |           |                 |                |           |
|-----------------|-----------|-----------------|----------------|-----------|
| a- the coast    | b- temple | c- theme park   | d-sightseeing  | e- canal  |
| f-birdwatching  | g-pagoda  | h- channel      | i- windsurfing | j- grotto |
| k-backpacking   | l- castle | m-cathedral     | n- trekking    | o-palace  |
| p- scuba-diving | q- canyon | r- water-skiing | s-sunbathing   | t- tower  |

Places to go	Things to do



1



2



3



4



6



7



8



10



11

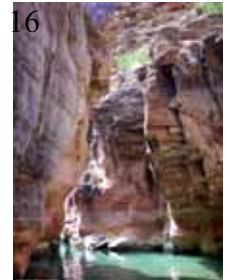


12



3





17  
**Conversation**

18

19

20

A- Look at the picture. What does this describe? Which country does it belong to?



**B- Complete the conversation**

a- swimming.                      b-fishing                      c-flying                      d- spending

John: I'm tired of 1 vacations at the beach. Let's go to the lake this year

Linda: It always rains at the lake. And it's far away. And none of our friends go there.

John: I know, but the 2 there is the best and you enjoy the 3

Linda: I prefer 3 at the beach, and they have a better tennis club.

John: We go there every year. This year we're 4 to the lake.

*stretch your vocabulary*

**What other places and activities do you know? Make a list**

*Lake, mountain, go fishing, prehistoric monument, acpocrolis, museum, kayaking, pyramid, waterfall...etc*



## PRONUNCIATION

Listen to these words below and mark the stress. Say each word out loud

Destination      brochure      charter      festival      currency  
 self-catering      heritage      resort      excursion      itinerary  
 sightseeing      visa      museum

## LISTENING

*Listen to four people talking about themselves.*

*Juan Menacho: 21 year old, train travel agent from Seville*

*Ulla Lindstrom is 36, comes from Stockholm, is the marketing Manager of a Swedish tour company*

*Anita Clayton is 18 years old, comes from Manchester, and is unemployed*

*Paola Gallizia is a 21 year-old flight attendant with Alitalia. She lives in Milan.*

A- There are 15 words, tick 8 words in these words.

agency      beach      favourite      lake      civilization  
 vacation      boring      temple      museum      excitement  
 flight      coast      pagoda      grotto      winter

B- Find the answer to the question:

- 1- Who likes painting?
- 2- Who is working in their first job in tourism?
- 3- Who has been to Japan?
- 4- Who wants to work in another country?
- 5- Who has a sister who has worked in Turkey?

C- Listen again and complete the chart:

Name	Juan	Ulla	Anita	Paola
Nationality				
Age				
Hometown				
Occupation				
Interests/ hobbies				
Favourite place				
Plans      for				

future				
Countries visited				

## LANGUAGE FOCUS

### Talking about like and dislike

A- Which ones express like or dislike? Give some other expressions about like/dislike

I am tired of spending vacation

I like traveling

I'm not fond of flying

I can't stand airline food

I love art galleries

I'm interested in ancient civilization

I don't mind it most of the time

B- Underline the expression about like and dislike in the texts below.

I travel a lot on business, especially Egypt. I like traveling, but in fact I'm not very fond of flying- it gets very boring after a while, and I can't stand airline food. But I don't mind it most of the time- at least I get to see the world. I particularly like the Far East. I'm fascinated by the mixture of ancient and modern civilizations – things like ancient historic temples right next to sophisticated up-to-date technology. Last year, for the first time, I actually had a holiday in Egypt and it was so interesting. I saw the Pyramids, the Sphinx, and the Valley of the Kings. I hope that one day I'll be able to spend a whole year out there.

C- Gerunds after prepositions

Look forward to    count on                    resort to                    insist on

Object to                    be opposed to                    be get used to

1. Underline all the preposition + gerunds combination

We, the members of the student council, would like to share with you the thoughts and concerns of the general student body. As you probably know, many students are complaining about life on campus. We are interested in meeting with you to discuss our ideas for dealing with these complaints. We know that you are tired of hearing students complaint and that you are not used to working with the student council. However, if you really believe in giving new ideas a try, we hope you will think

about speaking with our representatives soon. We look forward to hearing from you soon.

2- Complete the statements with the appropriate preposition and the gerund form of the verb

At in on to about for

- a- I don't have any plans for spring break, but I'm not concerned \_\_\_(get) bored. I can always take a walk or something.
- b- What are my plans for spring break? I'm very interested \_\_ (listen) to jazz. I'm going to attend the spring jazz festival.
- c- My friends and I are driving to New Orleans. I'm excited \_\_ (go) but I'm nervous \_\_ (drive) at night.
- d- I'm really looking forward \_\_ (stay) at home and just \_\_ (relax)
- e- I'm driving to Quebec. It's famous \_\_ (have) great food.
- f- I love languages, but I'm not good \_\_\_ (learn) them, so I'm studying for my Japanese class over the break.
- g- My friends and I are going camping, but my little brother insists \_\_ (come) with us. A lot of fun that'll be!
- h- My girlfriend plans \_\_ (read) and \_\_ (go) to the movies, so I guess I'll read a lot and see a lot of movies.

3- Combine these sentences. Use preposition in parentheses

- a- You can't walk on campus late at night. You have to worry about your safety (without)
- b- We can make changes. We can tell the administration about our concerns. (By)
- c- The administration can help. It can listen to our concerns (by)
- d- In some cases, students just complain. They don't make suggestions for improvements (instead of)
- e- Students get annoyed with some teachers. Some teachers come late to class. (For)
- f- You can improve your grades. Study regularly. (By)

#### 4- Find the error

Dear Brian,

I have been attending Longtree College for a year. I'm very happy about study here. At first, it was a little hard getting used to speak English all

the time, but now I feel very comfortable about communicate in my second language. I just joined an international student group, and I'm excited with meeting new people. Summer break is coming, and a few of us are planning on do some traveling together. Before to join this group, I used to spend holidays alone.

Please write. I look forward to hear from you!

## READING

### Pre-Reading

1- When did the tourism begin? Who was the first tourist?

2- Can you think of some recent international events that have affected the tourism industry?

3- If you were planning a holiday trip, what are some of the arrangements you might need to make?

### Footprints in the sands of time

*I do it, you do it, and even the ancient Greeks did it. Traveling fore pleasure, traveling to experience new places and events, traveling to relax and get away from it all - in other words, tourism.*

Ever since man first emerged from his cave-dwelling, it seems he felt the urge to travel. But tourism had to wait for the civilization of ancient Greece before it really got moving. The Olympic Games of 776BC were the first international tourist event, with people traveling from many countries to watch and take part.

Of course, if you want to travel from A to B, a good road is always an

advantage, and we have a lot to thank the Romans for here. Some of the first people take advantage of the roads were religious travelers visiting cathedrals, shrines, or holy sites- the words "holyday", after all originally comes from "holy day". Gradually, more and more people caught the travel bug. At first it was the nobility who set out in the 17<sup>th</sup> and the 18<sup>th</sup> centuries on their Grand Tours- an essential part of every young gentleman's education. At the same time the upper classes were flocking to spa towns like Bath and Cheltenham. They also enjoyed the healthy pleasures of sea-bathing at Brighton and other resorts. But it was developments in transport that really opened up the tourist industry. First there were stagecoaches and coaching inns. Then came steam and suddenly the world was a

smaller place. Steamboats crossed English Channel, and railway stretched their iron webs across the civilized world. No sooner had the first railways been built in 1830s than enterprising men like Thomas Cook in England began to exploit their potential by selling organized tour.

With the excursion across continental Europe, the building of hotels and resorts to cater for the tastes of the pleasure-seeker, and the introduction of hotel vouchers and traveler cheques, the tourist industry in its modern form was born. By the end of the 19<sup>th</sup> century, the middle classes had joined the tourist classes and mass tourism was reality.

*("Going international", Keith Harding, 4<sup>th</sup> impression 2001)*

## Tourism Today – Facts And Challenges

Tourism is one of the biggest businesses in the world. There are nearly 800 million international tourist arrivals every year. It employs, directly or indirectly, one in fifteen of all workers worldwide, from A to Z from airport cleaners to zookeepers and includes bar staff, flight attendants, tour guides, and resort reps. It is a huge part of the economy of many countries- in countries such as the Bahamas over 60% of the economy is based on tourism.

Tourism is a fast growing business. When Thomas Cook organized his first excursion from Leicester to Southborough in 1841, he probably didn't know what he was starting. Key developments in the last 150 years or so have led to the rise of mass tourism. There have been technological developments in transport, in particular the appearance of air travel and charter flights. There have been changes in working practices, with worker getting paid holiday time and working shorter and more flexible hours. In recent years we have seen the growth of the internet and globalizations, making the world seem a smaller but very fascinating place. The tourism industry grow faster and faster each year. In 1950, there were 25 million international tourist arrivals. In 2004, the figure was 760 million, and by 2020 it is predicted to be 1.6 billion.

But what are the challenges today? The tourism industry is affected by many different things: international events, economic change, changes in fashion. New concerns and worries appear every year, for example as people become more worried about security and international terrorism, or as the value of their currency changes. But new destinations and new sources of tourists also seem to emerge every year.

Tourism survives. It is powerful and sometimes dangerous force in the modern world. Tourism creates many good jobs and careers, but it also produces many poor and badly paid jobs. Tourism can help to protect environments and animal life, but it can also damage them. Tourist can save cultures and the local way of life, but it can destroy them. Tourism can change countries and people for the better, but it can also change them for the worse. ( *"Tourism 1, RoBin Walker and Keith Harding,P10, 2006)*

### THE COMPONENT OF TOURISM

A major component of tourism is location. The location of tourism is known as the tourist destination and its importance depends upon three major factors: attraction, accessibility, amenities.

The attractions of a destination can be either natural, such as the climate, or human-made such as historical buldings. Attractions can also be events such

as festivals, exhibitions and congresses.

Accessibility is related to the distance from centres of population or to tourist generating regions, and to transport facilities.

Time taken to get to tourist destinations is also important in realtion to accessibility.

**Amenities at the location include entertainment, accommodation and catering facilities as well as local transport services. At the destination there is usually some tourist organization which provides the framework within which tourism operates.**

The journey undertaken by tourists and their stay in the destination give rise to tourist services. These include transport for passengers to the location, as well as accommodation, catering and entertainment at the destination. In the past 25 years the growth of overseas tourism has increased the importance of two service providers: travel agent and tour operator. Besides, most countries now have active public sector tourism organizations. These organizations include national and regional tourists boards and offices. At the local level these are often tourist information centers. One of the main functions of public sector tourism is to provide information.

As tourism has grown in importance at local, regional, national and international level, a number of pressure groups have become involved in tourism issues. Such pressure groups include Friends of the Earth, Greenpeace, church groups and community organization.

( " Tourism", Neil McBurney, Prentice Hall international English Language Teaching, 1996)

### A- Comprehension

- 1- What reasons are given for people wanting to travel?
- 2- Find four examples of improvements in transport?
- 3- What did Thomas Cook do?
- 4- Why was the instruction of hotel vouchers and traveller's cheques so important?
- 5- What are the four positive and four negative effects of tourism ?
- 6- Which of the key developments in tourism do you think were the most important?
- 7- The importance of a tourist destination depends upon three main factors. Complete the table below, noting those factors and giving examples of each

Destination		
Factor 1.....	Factor 2.....	Factor 3.....
e.g (a).....	e.g (a).....	e.g (a).....
e.g (b) .....	e.g (b) .....	e.g (b) .....
e.g (c) .....	e.g (c) .....	e.g (c) .....

- 8- What is the function of pressure group?
- 9- What tourism issues are pressure groups likely to focus their attention on?

**B- Decide these statements True ( T) or False ( F).**

- 1- The ancient Greek built first roads.
- 2- The Roman first organized the tourism industry?
- 3- One in fifty of all workers are employed in tourism related industries.
- 4- The number of international tourism arrivals will more than double between 2004 and 2020
- 5- Tourists often worry about international security
- 6- Tourism has only had a good influence on the modern world.
- 7- The attraction of a destination can be the transport service
- 8- Time is the important thing in relation to accessibility

**C- Vocabulary:**

Word- combination: Match words in A and ones in B

A		B	
1.regional tourist	6. Travel	a- Region	f- Tour
2.national tourist	7. Inclusive	b- Facilities	g- Group
3.tourist generating	8. Tour	c- Operator	h- Board
4.tourist information	9. Service	d- Agent	i- Provider
5.catering	10. pressure	e- office	j- Center

**Output task:**

- 1- ***What famous attraction have you seen? Which was your favourite and why?***
- 2- ***Describe the places on your list to the class but don't say their names. The other students have to guess and say whether they would like to go there.***

**Ex:** *This is a city in Italy. It's very beautiful. It's got canals and gondolas instead of streets and cars ( Answer: Venice)*

- 3- **Writing:** *write a report to describe your favourite destination.*

# Unit 2: WHAT'S YOUR JOB?

## VOCABULARY

3- Match the pictures and the words in the box. Write the correct letter

a- waiter/waitress  
d- bellhop/porter  
g- flight attendant

b- curator  
e- hotel receptionist  
h- bartender

c- tour guide  
f- travel clerk  
i- concierge



1



2



3



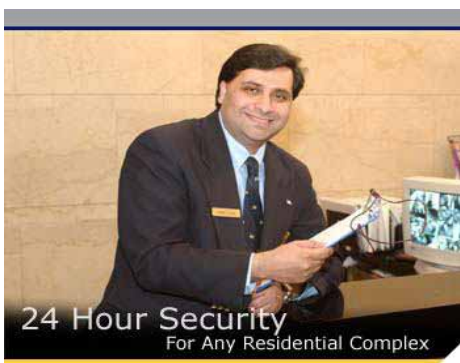
4



5



6



7



8



9

2- Put these words into the correct columns. The words may be in more than one column.

a- banquet

e- tour guides

i- reservation and counter staff

b- concierge

f- Traffic Assistance

j- Tour Planners

c- bartender

g- marketing staff

k- Airhostess / flight attendant

d- curator

h- executive chefs

l- sales and Marketing staff

**Hotel**

**tourism department**

**traffic/transportation**

*Banquet*

*tour guide*

*flight attendant*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3-Who would carry out the activities below? Match these activities with the words below

- a. warden    b-receptionist    c-curator    d- flight attendant  
e- pilot    f-porter    g-chambermaid    h-purser  
i-concierge    j-flight controller    k-

- 1- direct a plane at take-off and landing
- 2- keep the ship's accounts and look after passengers' rooms and general comfort
- 3- deal with people arriving at a hotel
- 4- give information and make arrangements at a hotel concerning local attractions and events
- 5- look after a museum
- 6- fly a plane
- 7- look after the passengers on a plane
- 8- take suitcases and bags on and off planes
- 9- help hotel guest with their suitcases and bags
- 10- give advice on how to promote a region or sector of tourism
- 11- check suitcases and bags for illegal items on arrival in a country
- 12- help arrange concerts , dance, and other social events on board a ship
- 13- look after a game park
- 14- be in charge of arrangements for a group of tourists travelling together
- 15- clean the rooms in a hotel
- 16- look after the passengers on a train

## CONVERSATION

Complete the blank with the words in the box

a- qualifications    b-look    c-good health    d-flight attendant

John: Right ,let's look at what it takes to be a \_\_\_1\_\_\_\_\_

Kim: I'm afraid that there's little hope for you if you are not in your twenties.

John: What about the way you \_\_\_2\_\_\_?



Kim: If you are under 1.55m, your chances are slim and also if you are over 1.85m you're probably excluded. You should be of average build and your weight should be proportionate to your height.

John: Is it the same for men and women?

Kim: Yes, more or less. First, you've got to be in pretty \_\_3\_\_. You don't need twenty-twenty vision but you've got to have fairly good eyesight. College education and good memory are also the important \_\_4\_\_ for flight attendant.

John: Well, thank you so much for the information. I'll consider this if I want to be a flight attendant.

Kim: oh, You're welcome.

### PRONUNCIATION

A- Listen to these words. How many syllables do they have? Tick the right column

Word	Number of syllables			Strongest
	1	2	3	
Agent		<input checked="" type="checkbox"/>		First
Attendant				
Manager				
Catering				
Guide				
Porter				
Tourism				
Pilot				
Attractions				
Calm				

### B- REDUCTION OF DO YOU

Listen. Notice the pronunciation of do you in these questions. Then listen and repeat.

/dəyə/

Where do you live?      What do you do?

Where do you work?      Where do you go to school?

C- Distinguish between /i/ and /e/

### **Listen and practice the difference**

Pig/peg      hid/head      fill/fell      middle/medal      chick/cheque  
 Miss/mess      pit/pet      lift/left      sit/set      lid/lead

**Write the words you hear**

**LISTENING**

A-The woman is making a passenger survey. Listen and complete the chart below

	Passenger 1	Passenger 2	Passenger 3
Destination			
Purpose of visit			
Length of stay			
Means of transportation			
Occupation			
Age			

B-Listen to these extracts from five conversation. For each one, decide who is talking to whom, and where the conversation takes place.

Conversation 1:.....

Conversation 2: .....

Conversation 3: .....

Conversation 4: .....

**LANGUAGE FOCUS:**

**Common WH-question:**

What do you do?            where are you going?

**Indirect question**

- I wonder if you'd mind answering some questions?
- Could you tell me where are you going?

**Condition : IF CLAUSE**

- There's little hope for you if you are not in your twenties
- I'll consider this if I want to be a flight attendant.

**PRACTICE:**

I- Convert these questions into indirect questions

- 1- what's the time?
- 2- When is the next flight to Amsterdam?
- 3- Is this your suitcase?
- 4- Is there a phone near here?
- 5- Why are there no trains on Sundays?

II- Write these sentences, put the verbs in bracket into the correct form.

- 1- What will we do if the taxi ( not come)?
- 2- Will you phone me if there (be) any problem?
- 3- If you put your money in a savings account, you (get) ten per cent interest.
- 4- If you (visit) Oxford, you (see) some interesting old buildings.
- 5- If it (snow) this winter, we (go) skiing.

III- Circle the correct answer to the question below:

1- “ If Mary finds out what’s happening, she’ll be very angry”

Is Mary going to find out what’s happening?

- a. Maybe                      b. Probably not

2- “ If they sack him, the factory will go on strike?”

Are they going to sack him?

- a. Maybe                      b. Probably not

3- “ What will you do if someone tells us to leave?”

Is someone going to tell us to leave?

- a. Maybe                      b. Probably not

IV- Read these conversations about HongKong. Summerize the advice with conditional

1- A: I hate hot weather

B: The best time to go to Hong Kong is Novermber or December

.....

2- A: I’m traveling with my children

B: Take them to Lai Chi Kok Amusement Park in Kowloon.

.....

3- A: We need a moderately priced hotel

B: I suggest the Harbour View International House

.....

4- A: We like seafood

B: There are wonderful seafood restaurants on Lamma Island

.....

5- A: I’m fascinated by Chinese opera

B: You might like the street opera in the Shanghai Street Night Market

.....

6- A: I’d like to get a good view o Hong Kong

B: You should take the funicular to the Peak

.....

V- Match each question with the correct answer

Question	Answer
1. Who did you go with?	a. The guide saw me
2. Who saw you?	b. She hit a car
3. What hit her?	c. I gave the money to Harry
4. What did she hit?	d. A car hit her
5. Which man did you give the money to?	e. Harry gave me the money
6. Which man gave you the money?	f. I went with the defendant.

## READING

Read about the people who work in the tourist industry. What are their jobs?

**Kukrit:** I work in the centre of Bangkok, at Hualamphong railway station. My job is to advise tourists about accommodation, transport, and sightseeing. It takes a lot of energy- you need to be patient and friendly. I really like helping people to have a nice time in my city, but it's very tiring.

**Monika:** I work six days a week, including evenings. In this job, you need to be well organized and efficient. I plan the menus with the chef, handle the day to day running of the business, do the accounts, and manage a team of ten. The only part of the job I don't like is dealing with customers' complaints

**Ramon:** What I like about my job is that every day is different. I'm part of a team and we all get on well. I have to check guests in and out of the hotel, take reservations, and sort out problems. I enjoy dealing with people – except the ones who are rude. For a job like this, you need to be a sociable person and to be diplomatic.

**Alex:** when I'm on a tour, I'm my own boss, and I really enjoy that. You need to be calm and resourceful for this job. Basically, I'm responsible for making sure that the tour goes smoothly and that people enjoy their holiday. I check what's happening each day, and deal with any problems. The only negative thing is that it's a big responsibility.

**John:** when I'm on a tour, I feel that I am dealing with the ancient civilization. I am in charge of helping others understand and appreciate cultural or natural heritage in many different settings - from parks, museums and aquariums to industrial sites, interpretive centres and botanical gardens. I have to equip my knowledge about subject matter and I can share my interest and knowledge with others. The different audiences make these positions interesting and stimulating. *(adapt from "Tourism and catering, Neil Wood, workshop 2003)*

A- Read and complete the notes

	Job	responsibility
Kukrit	.....	.....
Monika	.....	.....
Ramon	.....	.....
Alex	.....	.....
John	.....	.....

B- Write the correct name:

- a- \_\_\_\_\_ doesn't like dealing with complaints
- b- \_\_\_\_\_ likes helping people to have a nice time in his/her city
- c- \_\_\_\_\_ likes being his/her own boss
- d- \_\_\_\_\_ doesn't like rude people

## OUTPUT TASK

### Speaking:

Work group of four or five students:

Imagine a job and think about what do you do everyday, about the personal qualities you need

Ask the other groups to guess which it is

### Writing:

Write a paragraph about the job you'd like to do

# Unit 3

# TRAVEL AGENT

Warm up



*Choose one of the pictures and imagine you are that person. Don't tell anyone which picture you have chosen. You are in tourist information office. Make survey to complete the chart.*

Destination .....  
Purpose of visit .....  
Length of stay .....  
Mode of transportation .....  
Occupation .....  
Age .....

*Now go around the class and conduct a survey to find out, to guess which of pictures each person chose.*

## VOCABULARY

Look at the list of types of holidays and match each one with the appropriate phrase from a publicity brochure

- a- adventure      b- farmstay      c- safari/wildlife      d- camping
- e- fly-drive      f- self-catering      g- cruise      h- skiing
- i- driving/touring      j- package/beach      k- trekking      l- backpacking

- 1“ Sun,sea and sand- and all you pack is your suitcase”
- 2“ A floating five-star hotel”
- 3“ Route maps provided”
- 4“ Escape the crowds- go where the mood take you”
- 5“ A unique game- viewing experience”
- 6“ Tents available for hire”
- 7“ Discover a world of excitement”
- 8“ Your car will be waiting at the airport”
- 9“ Each suite has basic cooking facilities and a fridge”
- 10“ Breathtaking views from the snow- capped Himalayas”
- 11“ Sun glistening on the white Alpine slopes”
- 12“ Experience the working life of the countryside”

### CONVERSATION

Complete the conversation with the words in the box:

a-reasonably	c- availability
b-peaceful	d-beach



Travel agent: Hello, How can I help you?

Customer: Yes,we're looking for a holiday in November, somewhere hot you know, near a \_\_\_1\_\_\_ and all that, but not too far away if possible.

Travel agent: ok, well, what about going to the Canaries ! They're warm throughout the year and they're very interesting.

Customer: Yes, we thought that. In fact, we saw this ad here for Tenerife- Playadelas Americas. It seemed very reasonable.

Travel agent: Ok, I'll check \_\_\_2\_\_\_ for you...No, I'm sorry they've all gone. It was a special offer. There's plenty more choice in Canaries, though. But I wonder, have you thought of going to the Gambia! It's very \_\_\_3\_\_\_ priced and you're guarantee sun.

Customer: Yes, but It's a long flight,isn't it?

Travel agent: It's a 6-hour flight, you're right. You could try Lanzarote. There are some very\_\_\_4\_\_\_parts. I think you'd like it. Here's a picture- it's fairly cheap as well, as you can see.

Customer: Mm, sounds good.

### PRONUNCIATION:

A- Listen to the letters of the alphabet and their pronunciation. Write them in the right column.

/ei/        /i:/    /e/    /ai/    /əu/        /u:/        /a:/  
A            b        f        l        o            q            r

B- Distinguish / æ/ and / e/

I - Listen and practice the difference

Had/head            bag/beg    land/lend            can/ken    pan/pen

Mat/met            pack/peck    marry/merry    pat/pet    cattle/kettle

II- Listen and write the word you hear

C - Intonation

I- Listen and decide which one is more polite

- 1- Could you tell me where you are going?
- 2- Would you mind filling in this form?
- 3- Could you tell me how old you are?
- 4- Could you possibly turn the radio down?

II- Listen and notice the intonation on these questions.

- 1- How was Hilary's holiday?
- 2- Where was the hotel?
- 3- Why did Hilary go to hospital?
- 4- what was the weather like?
- 5- How was Harry?
- 6- What will happen next summer?

## **LISTENING**

A- Listen to the travel agent presenting two products to Karl and Anita

- 1- Which place does Karl want to visit?
- 2- Which place does Anita want to visit?
- 3- Which two tours does the travel agent recommend?
- 4- For each tour, note down:
  - a- the length of the tour
  - b- the types of transport each tour uses
  - c- the accommodation and meals included

B- Listen to the conversation again and decide the sentence True or False

- 1- Karl wants to go around Australia in nineteen days
- 2- The tours that the travel agent recommends only include the flights, the train and the coaches.
- 3- Karl and Anita finally choose the AUSTRALIA'S BEST TOUR.
- 4- The travel agent gets their contact details to set up a file for them.

(Extract from **Tourism**, Robin Walker and Keith Harding)

**LANGUAGE FOCUS:**

Suggestion	Add information	Add further comment
<i>Ok, what about going to the Canaries?</i>	<i>They're warm throughout the year</i>	<i>And they're very interesting</i>
<i>Have you thought of going to the Gambia?</i>	<i>It's very reasonably priced</i>	<i>I think you'd love it</i>

**PRACTICE:**

Complete the conversation with the phrases from the box. Add pronoun and change the verbs as necessary.

- a-Take a trip together    c-try that new seafood place    e- buy tickets  
b-Go to the beach        d-buy another one

1- A: There's an Oasis concert at the Hong Kong Convention Centre next weekend

B: We're near there now. Maybe we could buy tickets

2- A: It's going to be hot tomorrow

B: I know. How about .....

3- A: Sweaters are on sale. Maybe we could buy one for Brian's birthday

B: We got him a sweater last year. Let's not .....

4- A: I don't know what to do on spring vacation. I'm sick of staying in the dorm

B: Me too. Why don't .....

5- A: I'm hungry

B: Let's .....

**READING:**

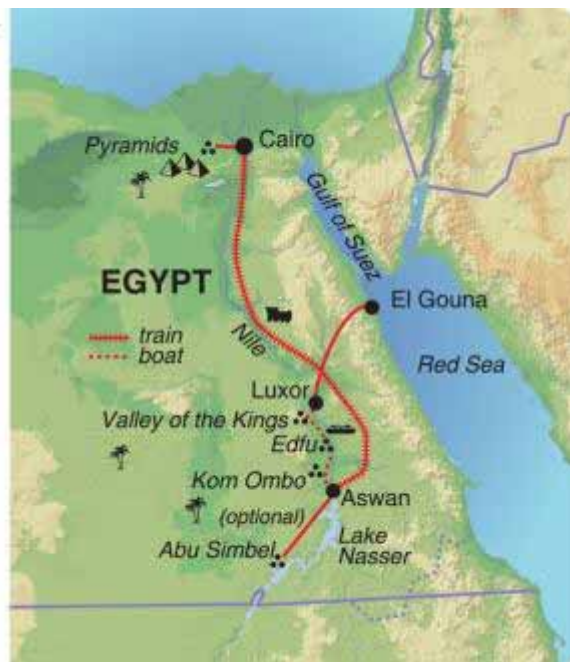
A- FOUR HOLIDAYS

**EGYPT DISCOVERER- A real insight in to a diverse land: history and culture in Egypt's main cities with a Nile cruise and relaxation by the Red Sea (13 days from GBP1,129 to GBP1,569 including flights)**



Egypt is a country filled with treasures from a glorious past. This trip is ideal for those wishing to combine visits to the awe-

inspiring sites with the comfort and relaxation of a Nile cruise and a stay by the Red Sea. With the help of our excellent guides, we delve in to the country's impressive past. We take a tour of citadel , visit Cairo's famous Archaeological Museum, trace the evolution of the breathtaking pyramids and explore the tombs and grand temples of ancient Thebes (to name but a few!). The Nile, Africa's most important river also holds many delights. We sail on a traditional felucca in the vibrant Nubian city of Aswan ( the valley of Kings, Queen hatshepsut's Temple and Colossi of Memnon.) and take a 3 night cruise down the Nile, visiting Kom Ombo and Edfu on the way. Our journey ends by the Red Sea with time to enjoy the golden beaches and explore the magnificent coral reefs. A varied itinerary and the perfect introduction to a truly captivating land.



(<http://www.exodus.co.uk/holidays/ail.html?>)

**Ultimate Halong Bay kayaking tour ( 7days)**



Ha Long Bay, located in the Gulf of Tonkin, covers an area of 1500 square km. with more than a thousand limestone peaks soaring from its crystalline emerald water. The calm sea provides an ideal location for sea kayaking as we paddle through a maze of islets amid dramatic natural scenery. On the way, we will visit some of the many lagoons for swimming and relaxing and enjoy fresh local seafood.

Having a wide range of modern kayaking equipments, we are able to maximize on speed and maneuverability ensuring that you will have a pleasant, enjoyable and safe trip to this World Heritmanage Listed area.

## CYCLING THE DANUBE - VIENNA TO BUDAPEST



A varied self guided ride through the Hungarian lowlands from charming Vienna to the beautiful city of Budapest

This is a classic one week ride through the beautiful peaceful scenery that links these two historic cities. Vienna requires little introduction, with a wealth of history, famous sites, entertainment and culture. The route passes numerous rural villages and takes in the famous 'Danube Bend', one of the most picturesque sections of this famous river. This section makes more use of the roads, which can

be busy, and also moves away from the banks of the river more often, but follows cycle paths and good quality flat tracks for much of the time. There is one hilly day. After a few miles in Slovakia the route continues to Hungary. Riverside woodland gives way to farmland, avenues of walnut trees, wide flat landscapes and the shady hills towards the famous Danube Bend. The end point of the trip is the beautiful city of Budapest with time to soak up the wonderful atmosphere, enjoy the stunning architecture and visit Buda Castle and the Royal Palace.

<http://www.exodus.co.uk/holidays/lsh.html?>



## Mekong Delta Homestay 2 day trip ( Vinh Long)



This 2-day trip offers a glimpse into the agrarian life of the vibrant southern Delta region as we wind our way through the tributaries and canals of the Mekong Delta. From our boats, we are able to closely observe the daily rituals of river life and participate in the bustling commercial activities as we buy our fruits

from the floating market. Along the way, we will visit an orchard farm, handicraft village, and a land market with an abundance of colorful fresh fruits and vegetables, and take a tour to the home of a local family whose house is built on stilts over the water to explore more about life in the Delta.

### **Tour price (US \$148/ person) includes:**

- ✓ English speaking guide
- ✓ All transportation and transfers
- ✓ Family stay in Mekong Delta
- ✓ Meals as indication
- ✓ Admission fees and permits where applicable

### **Tour price excludes:**

- ✓ Airfares & airport taxes
- ✓ Pre/post trip arrangement
- ✓ Visa and visa arrangement
- ✓ Travel insurance
- ✓ Other personal expenses

In group, decide which of the four holidays you would recommend for the following people. Explain the reason you choose.

1- The family of four – a couple in their forties with two children aged twelve and eight. They have two weeks available

2- A group of young people (students). They don't have much money, but they have plenty of time. They want to go somewhere different.

3- A retired couple in their sixties, healthy and active, interested in culture and nature.

4- A single woman. She has a very well-paid but stressful job as a lawyer. She likes outdoor sports.

### **B- WHAT DOES A TRAVEL AGENT DO?**

The travel agent acts as an intermediary between the tourist and the accommodation and transport providers. The main role of the travel agent is to sell holidays, particularly package holidays or inclusive tours, and travel ticket. A travel agent may choose to work **freelance**, or as part of a larger travel agency. Some agents specialize in a particular field of travel like business travel, exotic travel, or honeymoon arrangements. In some cases, a travel agent also provides overseas support and **referrals**, which can sometimes be **incredibly** useful.

. Travel agents can also help to organize visas and passports for their clients, ensuring that they move smoothly during their trip

Some travel agents can also recommend language classes and other preparations for a trip, while others might have helpful hints and tips for their customers to ensure that the clients enjoy the trip

A specialty travel agent who focuses on something like business travel may include things in a travel package which are **tailored** to businesspeople, such as specially organized tours, or accommodations which include needed services like Internet access. Travel agents sell themselves on their ability to organize complex and fun trips, whether they be **whirlwind** tours through Europe or leisurely luxury cruises.

Employment in this industry is **waning**, because Internet sites allow consumers to access many deals directly. However, in a **crisis** a travel agent can be quite useful; for example, upon the death of a loved one, someone might prefer to allow someone else to organize travel arrangements. A travel agent is also experienced in all of the quirks of the travel system, and a trip can sometimes run more smoothly with a travel agent at the helm.

<http://www.wisegeek.com/what-does-a-travel-agent-do.htm>

I- Read the text and fill out the table

Travel agent	Responsibilities
Freelance	Book tickets to a particular destination
Business travel	

**II- Choose the best explanation for each of these words and phrases from the text**

1- freelance ( line 4, para 1)

- a. working as profession independently
- b. working in small company
- c. working together with the partner

2- tailored

- a- arranged some clothes for someone
- b- saw some clothes for someone
- c- enabled something to adapt to someone

3-whirlwind

- a- very big
- b-very rapid
- c- very stormy

4-waning

- a-promoting
- b- diminishing
- c- increasing

**C- Matching two columns**

1-incredibly

a- the turning point

2-gourmet

b- set of instruction about exercise/diet

3-regimens

c- delicious, a critical judge of eating, drinking art

4-referrals

d- great degree

5-crisis

e- recommend or receive booking for other travel agency

**OUTPUT TASK**

**Speaking: Pairwork**

**Practice 1:**

Student A: Travel agents: you will be given a list of the holiday types you specialize in. Customers will come to you with particular holiday requests. Try to sell them a holiday that suits their needs, but is also one of the holidays you specialize in.

Student B: You will be given one or two holiday types in which you are interested. Try to find a travel agent who can provide you with the same holiday or a similar one. Visit as many travel agents as possible so that you can be sure you have got the best holiday for you.

**Practice 2:** telephone conversations:

- introduction yourself
- asking for someone
- speaking to the switchboard operator
- asking the caller to wait
- offering to take a message
- promising action
- asking for repetition and clarification

Student A: Tourist: you want to find out if there are any good late deals for beach holidays. You are only interested if the price is very cheap and sunshine is guaranteed.

Student B: Travel agent: You have one or two bargain-price late deals to Nha Trang and to Mui Ne

**Writing:**

Write a short paragraph to describe about the qualification that a good travel agent needs.

# Unit 4

# MAKING RESERVATION

## Transport

### VOCABULARY

Here are some words of transportation. Match the picture with the words in the box below:

- |          |             |          |              |
|----------|-------------|----------|--------------|
| a- taxi  | b- coach    | c- train | d- tri-cycle |
| e- ship  | f- monorail | g- boat  | h- tram      |
| i- ferry | j- bus      | k- plane | l- car       |



1



2



3



4



5



6



7



8



9



10



11



12

### CONVERSATION

Complete the conversation with words below:

a- what time of day    b-is that    c- how    d-that late    e-when

- Travel agent: Good morning, \_\_\_1\_\_\_ can I help you?
- Customer: I'd like to book one return ticket from Ho Chi Minh City to Hue, please.
- Travel agent: Certainly, do sit down, please.
- Customer: Thank you
- Travel agent: Right. Could you tell me \_\_\_2\_\_\_ you'd like to travel?
- Customer: On the 7<sup>th</sup> of July
- Travel agent: \_\_\_3\_\_\_ would you like to travel?
- Customer: Mm, I'd prefer a flight that leaves after 2 o'clock if possible
- Travel agent: And \_\_\_1\_\_\_ about the return flight?
- Customer: Um... coming back on July 19<sup>th</sup>. After 6 o'clock if there's a flight \_4\_\_\_
- Travel agent: Right. \_\_\_5\_\_\_ economy class?
- Customer: Yes, economy class- I can get an Advance Purchase Excursion (APEX) fare, can't I ?
- Travel agent: Yes, you can

## PRONUNCIATION

A - 1- Listen and focus on the sentences below:

Where is Mr Vernon going?

When is he travelling?

Which row is his seat in?

What date is he returning?

What time?

Why doesn't he want a seat on the twelve-thirty flight?

2- Listen and practice this conversation

- C** : I'd like to reserve a seat on the ten thirty flight to Birmingham, on Thursday. My name is Vernon
- T** : Thursday May 21<sup>st</sup> ? Certainly, sir. There's a seat in the third row.
- C** : That's fine. And I'm returning on May 23<sup>rd</sup>
- T** : The first Flight leaves Birmingham at eight thirty.

C: That's a bit early.  
 T: Or there's twelve thirty, or four thirty  
 C: Four thirty's too late. Twelve thirty, please.  
 T: on the twelve thirty flight on May 23<sup>rd</sup>, there's only a seat free in row thirteen.  
 C: Row thirteen? No, thanks. I'll go at eight thirty.

*B- 1- Distinguish between /3:/and /a:/*

Firm/farm	burn/barn	stir/star	heard/hard
Dirt/dart	hurt/heart	birth/bath	purse/pass

*2- Write the words you hear*

( adapted from *Sound English*,)

## LISTENING

A – Listen to the conversation between a tourist and the travel agent in a Barcelona travel agency. Decide these statements are True or False and correct the false sentences.

- 1- The tourist wants a flight from Barcelona to Rome.(T)
- 2- He wants to travel on Monday.(F)
- 3- There are restrictions on the ticket.(F)
- 4- The man's telephone number in Barcelona is 2018440.(F)
- 5- The flight leaves in the morning.(F)
- 6- Check-in time is at half past seven.

***B- Listen the telephone conversation and fill out the blank:***

Traveller: Hello, I'd like some information about \_\_1\_\_ from Amsterdam to Paris, please.

Operator: \_\_2\_\_ the line, please. I'll put you \_\_3\_\_ to International Enquiries.

Clerk: International Enquiries. Can I help you?

Traveller: Yes, Can you tell me about trains from Amsterdam to Paris \_\_4\_\_?

Clerk: Certainly. What \_\_5\_\_ would you like to leave?

Traveller: It doesn't really \_\_6\_\_, but I have to be in Paris by \_\_7\_\_

Clerk: There's an express at \_\_8\_\_, getting in at \_\_9\_\_.

Traveller: Hmm, I'd \_\_10\_\_ to leave a bit later, I think.

Clerk: Well, the \_\_11\_\_ arrives in Paris at \_\_12\_\_ but you have to change in Brussels.

Traveller: The time is better, but I'd really \_\_13\_\_ not change. Is there a later train?

Clerk: There is, but you would \_\_14\_\_ have to change.



## VOCABULARY

A- Look at the pictures. What kind of hotel do they show?



1



2



3



4



5



6

B-Match the names of hotel types with their definitions.

**a- commercial hotel**

**b- airport hotel**

**c- congress hotel**

**d- motel**

**e- guesthouse**

**f- luxury hotel**

**g- resort hotel**

**h- countryhouse**

1- It is built specially to provide a service to motorist

2- It provides every facility a wealthy guest might need.

3- It is situated in a place where tourists like to stay, often near the sea.

4- It provides accommodation for people going to or coming from other countries, usually only staying for one night.

5- It provides facilities for large meetings and conferences, with a lecture theatre and exhibition facilities.

6- It provides low-priced accommodation, usually on a small scale, for holiday visitors or for long-stay guests.

7- It is situated in pleasant scenery, and provides comfortable but informal accommodation for people who want to relax in a quiet place

8- It is often situated in a town center, and provides accommodation for travelling businessmen, staying only one or two nights.

C- Match the picture with the words below:

a- suite

b- family room

c- twin room

d- penthouse

f- single room

g- double room



1



2



3



4



5



6

**D-** In the table below are eleven types of ingredients. From the list, find one other ingredient of each type.

- a-**Turkey      **b-** mustard      **c-** beans      **d-** kidney      **e-** herbs  
**f-** margarine      **g-** rice      **h-** salmon      **i-** lobster      **j-** pheasant      **k-** lamb

Vegetable	Fish	Shellfish	Poultry	Game	Offal
Cauliflower	Trout	Crab	Duck	Venison	Liver
Meat	Fats & oils	Condiments	Flavourings	Cereals /cereal product	
Beef	Butter	Pepper	Garlic	Flour	

**E- -** Matching method of cooking with their definitions

- |                 |  |
|-----------------|--|
| 1. Bake         | a. In water or another liquid at 100°C                             |
| 2. Boil         | b. In water or another liquid at a little less than 100°C          |
| 3. Fry          | c. In water or another liquid at 100°C, slowly and for a long time |
| 4. Grill /broil | d. In steam  |
| 5. Poach        | e. In the oven, with very little or no fat                         |
| 6. Roast        | f. In the oven with fat  |
| 7. Sauté        | g. Under ( or over) direct heat                                    |
| 8. Steam        | h. In fat or oil   |
| 9. Stew         | i. In a little fat, for a short time                               |

F- what do you know about special diet? Fill out the table below

Diet	Only a little is allowed	None is allowed	This is necessary
Slimmers	Fats and fatty foods; oils and oily foods; carbohydrates		
Vegetarian		Meat, fish	
Vegan		Meat, fish, eggs, dairy products	
Muslim		Pork, ham, bacon, shellfish, eel, alcohol,	Animal must be killed according to religious ritual and under religious supervision ( halal meat)
Hindu		Beef , veal	
Diabetic	Carbonhydrates		
For gastric ulcers	Fatty and oily foods	Alcohol, spicy foods	

(extract from the task in *International Restaurant English*)

## CONVERSATION

Complete the conversation with the words in the box



a- B & B

b- confirm

c- hold

d- balcony

Travel agent: Well, you could try Lanzarote. Here 's a picture – it 's fairly cheap as well, as you can see.

Customer: hm, Sounds good.

Travel agent: I'll check availability for you.. Would you want a twin room with a \_\_1\_\_?

Customer: Yes

Travel agent: If I were you, I would choose 2, then you can eat out in the restaurant at night. That way you'll see a bit of the local life

Customer: Ok, bed and breakfast

Travel agent: I'm sorry, did you say you wanted a 1?

Customer: yes, we did

Travel agent: Ok. There's availability on 14<sup>th</sup> of November. Do you want to 3 it?

Customer: Can we think about it?

Travel agent: Off course, I can put a 24 hour 4 on your reservation, and you can let me know tomorrow. Can I just take some details?

( adapt to listening task in *Going International*)

## PRONUNCIATION

A – You will hear a hotel receptionist talking to guests. As you listen, tick the correct information on the forms below:

RESERVATION FORM	
NAME	Pauline Gordon/ Paul O'Gordon
ADDRESS	4 Teencourt Road/ 14 Court Road Lower Wenlow/Lower Wenlaw Cornwall
ROOM	404/44

RESERVATION FORM	
NAME	Joe Norton/ Joan Orton
ADDRESS	4 Newhole Street/ 14 Newhall street Coldwater/ Caldwater North Yorkshire
ROOM	14/40

B- Distinguish /əu/ and /ɔ:/

Low/law	Joe/jaw	Yoke/York	boat/bought
cold/called	Bowl/ball	toe/tore	tone/torn
snow/snore	hole/hall	sew/saw	show/shore

C- Listen and say these phrases

- |              |                     |
|--------------|---------------------|
| Roast pork   | North pole          |
| An open door | an awful joke       |
| A stone wall | a small hotel       |
| A cold hall  | an important notice |

**LISTENING**

A. Listen to the phone call and circle the correct answer(track3,4

- 1- Do Mr and Mrs Morell want to book a room for Tuesday night? Yes/No
- 2- Does the room cost 225 euros per night? Yes/No
- 3- Does the hotel have a restaurant? Yes/No
- 4- Do they want to book a table for seven o'clock? Yes/No
- 5- Does Mrs. Morell have a mobile phone? Yes/No

B.Listen to the voicemail message. Put the message in the correct order

- Thank you, goodbye
- We arrive in Dusseldorf at 6:00 pm on the 18<sup>th</sup>
- I'd like to make a room reservation for five nights from the 18<sup>th</sup> to the 22<sup>nd</sup> of June
- Please reserve us a parking space and a table for four for dinner at 7:30.
- Hello. This is Steven Dickson from Edinburgh, UK
- I'd like a double room for me and my wife, and an adjoining twin room for my two daughters.

(Adapt u 3the listening task in *Highly Recommended*, 2004)

C. Listen and fill out the table below:

Name	Types of room	Number of guest	Length of stay	Other details
John				
Susan				
Radka				

(adapt track 34-36 the listening task in *Tourism 1*, Robin Walker and Keith Harding ,2006)

D- I'd like to book a table

Listen to the phone call. Decide theses statements are true or false.

- 1- The restaurant closes on Sundays
- 2- The restaurant opens for lunch and dinner.
- 3- The restaurant serves lunch from twelve o'clock to two o'clock
- 4-Mrs Kruger wants to book a table for six people
- 5- The manager has a table for six at 8:00 on Saturday 24<sup>th</sup> September

E- Listen to the special wishes and fill out the table unit 4

Special food: vegetarian, vegan, Muslim, Hindu, allergy to fish...etc

Special position: out of door, in the shade, by the window, non-smoking area..

Premises and furniture: steps,stairs,the basement, lift/elevator, access for wheelchair..

Amenities: credit card, surrounding, atmosphere,band, reservation...

No	Special food	Special position	Premises/furniture	Amenities
1				Ame.Expr
				parking
2	X		X	
	For children		highchair	
3				
4				
5				

(extract from listening task in *International Restaurant English*)

Language practice:

Complete the polite requests on the right and then practice them

Please repeat that Could you repeat that please?

Please speak a bit more slowly .....speak a bit more.....?

For how many people How many people.....?.....

For what day? For what day.....?.....

Please arrive not later than 8 :30 .....?.....

### READINGr

A- Computer reservation system

A computer reservation system or CRS is a computerized system used to store and retrieve information and conduct transactions related to travel. Originally designed and operated by airlines, they were later extended to travel agents as a sales channel. Major CRS operations are also known as Global Distribution system (GDS). Many systems are now accessible to consumers through internet gateways for hotel, rental cars, and other services as well as airline tickets.

Today, each system allows an operator to locate and reserve inventory (for instance, an airline seat on a particular route at a particular time), find and process fares/prices applicable to the inventory, generate tickets and travel documents and generate reports on the transactions for accounting or marketing purposes.

(Extract from *Tourism*, Robin Walker and Keith Harding)

**Look at these statements. Decide if they are true or false**

- 1- Airlines were the first users of CRS
- 2- A GDS is a larger version of a CRS.
- 3- Only airlines and travel agents can have access to GDSs.
- 4- It is now possible to book a car or a hotel room through a GDS.
- 5- GDSs give ticket information but cannot produce a valid ticket
- 6- GDSs can tell travel agents how many tickets they have sold.

**B- The receptionist ( R ) at the Hotel Dilago is taking a telephone reservation from a guest ( G ). Read the first part of the dialogue below. How many function(a-f) does R do , and in what order?**

- a. ask when the reservation is for
- b. ask for the guest's name
- c. give the price of the room
- d. ask how many nights the guest is staying
- e. give the name of the hotel
- f. ask for a credit card number

R: Hello, Hotel Di Lago. Can I help you?

R: Certainly. When is it for?

R: Ok. How many nights is that for?

R: is that a single or a double room?

R: All our rooms have a bathroom. That's 120 euros per night, including tax

R: Would you like a smoking or non-smoking?

R: Ok, so that's a double room, non-smoking for three nights, from Friday 24<sup>th</sup> to Sunday 26<sup>th</sup> June

G: Hello, I'd like to make a reservation, please

G: For the weekend of 25<sup>th</sup> and 26<sup>th</sup> June

G: Three nights- Friday, Saturday and Sunday

G: a double room, please. With bathroom

G: That's fine

G: Non-smoking, please

G: That's right

## OUTPUT TASK

### Pairwork:

Student A: take a part of the tourist, holidaymaker, businessmen and tell travel agent your needs so that he can recommend a suitable tour ( hotel, restaurant and others)

Student B: take a part of the travel agent and recommend the suitable tour for the guest ( student A)

### Writing:

Write an email to confirm the details of the booking in the activity above

# Unit 5 HOW TO DEAL WITH COMPLAINTS?

Warm up:

“The customer is always right.” Do you agree with this statement. Discuss your opinion with the other.

## VOCABULARY

Look at the picture. Identify the problem in the picture



## CONVERSATION

Complete the conversation with the words below:

- a- right.                      B- very                      c- rude                      d- late                      e- quite

Tour rep: So, what is the problem, exactly?  
 Guest: Well, they're just very 1, and very noisy. And they stay up very 2, drinking and playing music.  
 Tour rep: I 3 understand. And you can't get to sleep  
 Guest: That's 4 It's spoiling our holiday  
 Tour rep: I'm 5 sorry about this  
 Guest: So am I  
 Tour rep: Ok, I'll speak to them today and ask them to be quieter.  
 Guest: Thank you

## PRONUNCIATION

A- **Focus on the intonation of the saying "I'm sorry" and the link words in the sentences below:**

A : Excuse me, this table is too small. There are six of us  
 B: I'm sorry. I'll change your table straightaway.

Listen and mark the links in the conversations below

1- A: My room isn't ready  
 B: I'll send up someone from housekeeping straightaway

2- A: The people in the room next door are making a lot of noise

B: I'm sorry. I'll look into it for you

3- A: Excuse me. This fish is undercooked

B: I'm sorry madam. I'll talk to the chef and bring you another

4- A: We've been waiting for an hour and a half

B: say your aunt is very ill. A doctor ought to see her at once

A: There isn't a doctor available. They're all busy

B: Ask the receptionist to hurry up

A: I've asked her over and over again. The more I ask, the longer I wait.

**B- Distinguish /ʌ / and /æ /**

Bug/bag	mud/mad	puddle/paddle	fun/fan
Sung/sang	butter/batter	hut/hat	truck/track
Much/match	drunk/drank	cup/cap	uncle/ankle

**Listen and write the words you hear**

**LISTENING**

A- Listen to the conversation between a travel agent and a customer.

1. What is Sara Ashton's complaint?
2. How does the customer sound at the start of the conversation?
3. How does she sound at the end of the conversation?
4. Do you think the travel agent handled the complaint well? Say why?

(Extract 14 from the listening task in **First Class 1998**)

B- You are going to listen three conversations. For each one, decide:

1. Who is complaining and who is handling the complaint?
2. What they are complaining about?
3. What solution is proposed?
4. Who is the angriest?

(Extract from listening task in *going international*)

**LANGUAGE FOCUS**

**Responding to complaints (spoken)**

I 'm sorry to trouble you, but there seems to be a problem.  
Oh dear, I'm sorry to hear that  
I'm really very sorry  
Let me see if I can help, I just need a few details

**Responding to complaints (written )**

Thank you for your letter...	I was sorry to hear that
I have investigated your complaint in detail.	The problem was due to...
Unfortunately,...	As a sign of goodwill, I enclose .....

- 1- the travel agency booked her on the wrong flight
- 2- fairly calm
- 3- very angry
- 4- obviously not. His tone of voice showed that he was not interested and he almost suggested that it was the customer's mistake

Three complaints

- 1- a- hotel guest complaining to tour rep
  - b- noise and bulding work
  - c- try to move the guests to a quieter part of the hotel
  - d- guest is quite angry
  - e- hotel booking(brochure)
- 2- a- pasenger to airline rep
  - b- flight overbooked therefore has to wait for later flight
  - c- try to get passenger on earlier flight with another airline
  - d- very angry ( the angriest of the three)
  - e- plane charter
- 3- hotel manager to tour operator
  - b- hotel isnot featureed prominently enough in tour operator's brochure
  - c- redesign on next brochure print out
  - d- not very angry
  - e- brochure design

Decide whether the responding to the complaints are in spoken or in written languages. Then put them in order from most polite to most angry.

- a. Are you supposed to be in charge here?ove theg
- b. My particular complaint concerns the travel arrangement
- c. We were reasonably happy with the resort and the hotel, although the food was not really up to the standard we are used to.
- d. I find such service totally unacceptable
- e. Have you got a moment?
- f. I demand to see the person in charge immediately
- g- I can only apologize for the fact that
- h. I was wondering if you could help me- there appears to be a little difficulty
- i. I don't like to complain but...
- j. Please accept my sincere apologies for the problems you experienced.

Suggested response

Initial reaction: oh, dear, I'm so sorry to hear that

Apology: certainly. Is there a problem? I'm really very sorry.

Clarification: what exactly is the problem?

Take detail: I'll just take some details. Could you describe.. let me see if I can help, I just needs a few detail

Offer explanation: I'm terribly sorry, but there has been a bit of problem. I could just explaini

Proposed plan: I'll see if I can sort it out, I'll tell you what I'll do/why don't you/this is what I do..

## READING

A – Read these extracts from five other letters of complaint. Match them with the extracts from the tour operator's responses:

### Complaints

- 1- Not only that, but the bottom of the pool was damaged, with badly chipped tiles. I heard of at least three children who suffered cuts as a result.
- 2- Imagine how we felt when we found that we had been abandoned in the middle of a dangerous part of the city.
- 3- The room was dirty and the sheets were not changed at all during the two weeks we were there. We didn't want to bother the rep at the time as she seemed very busy, but having returned we feel we ought to complain.
- 4- The hotel we were eventually put in was of a greatly inferior quality with none of the facilities we had booked. We were offered no explanation and no discount. Indeed, we had to pay a surcharge for half-board as there were no self-catering facilities. Unless I receive a satisfactory explanation and full compensation I shall have no alternative but to take legal action.
- 5- The transfer to our hotel advertised in your brochure as taking approximately twenty minutes, in fact took over an hour.

### Responses

- a. I am very sorry that you received a less than satisfactory service. However, there is very little we can do to put things right after the event. You should have mentioned the situation to our representative, who could easily have sorted out the situation for you.
- b. It is most regrettable that your accommodation had to be changed at the last minute. The representative at the resort should certainly have offered a full explanation. Please accept my sincere apologies for this unfortunate incident.
- c. Unfortunately, from time to time repairs to facilities have to be made, although we try to keep any disruption to a minimum.

- d. We will look into this matter and get back to you. Please note, however, that our brochure clearly states that all timings are approximate and cannot be guaranteed.
- e. This really should not have happened and appropriate action has been taken with the tour guide in question.

(Extract from reading task in *going International*)

1c,2e,3a,4b,5d

B-Read the text below. Then look at the responding to Sarah Ashton’s letter. Does it follow steps 1-4 in the text? How can you improve it?

**. Responding to letters of complaint**

It is important to deal quickly with letters of complaint. A prompt and satisfactory reply may save a customer.

First establish whether the complaint is justified. If you are quite sure the customer is at fault, your reply should politely point out what the facts are. If there is any doubt about responsibility for a mistake, it is often wiser to assume the customer is right.

Below is a guide to the content of a typical reply to a letter of complaint. Write about each point in a separate paragraph.

<b>FLY –BY-NIGHT TRAVEL</b> 101 Constable street Edinburgh EH 3PQ Tel:031.333.9861 Fax: 031.333.9862
Sarah Ashton 14 Cherry Street Edinburgh EH 12 1QT  19 April 1991  Dear Ms. Ashton  I do apologize for their inconvenience and hope you will decide to travel with us again. I would like to apologize on behalf of the staff member who served you. He wishes you to know that he did not intend to cause you any offence. Thank you for your letter of 16 April concerning your visit to Fly-By-Night Travel last Monday. As a gesture of our goodwill I am enclosing a cheque for 50 pounds to cover the supplement paid . Your sincerely John Fleece

1. Begin your reply by acknowledging the fact that you have received the letter and referring to the complaint.
2. The apologize for the mistake, explaining why it happened. Avoid blaming members of your staff.
3. Explain what action you are taking. This may mean replacing or repairing damaged goods or refunding the customer’s money.
4. Finally, appologize for the inconvenience caused and indicate that you hope your business relationship can continue

*(extract from First Class)*

**The paragraphs in the letter are in wrong order. The correct form is as follows:**

**Thank you for your letter of 16 April concerning your visit to Flyby Night travel last Monday.**

**I would like to apologize on behalf of the staff member who served you. he wishes you to know that he did not intend to cause you any offence.**

**As a gesture of our goodwill I am enclosing a cheque for \$50 to cover the supplement paid.**

**I do apologize for the inconvenience and hope you will decide to travel with us again**

**Model letter to Mr.Webb**

**Dear mr webb**

**Thank you for your letter of date, saying that you received the wrong departure time for your flight to sao paulo.**

**I wish to apologize for this mistake, and iam sorry that you missed your flight and a number of meetings. In fact, the airline failed to inform us of a change to their schedule.**

**The airline is investigating the matter and will write to you directly.**

**I do apologize for thei inconvenience and hope you will decide to travel with us again**

**Yours sincerely**

**C – Identify the procedure of responding to complaint (spoken) in the conversation**

**A: Good morning, sir. Is there a problem?**

**B: Yes, there are some mistakes on my bill**

**A: Can you tell me what's wrong exactly?**

**B: Yes, you've charged me for drinks from the minibar which I didn't have.  
And I only made one telephone call to Sweden, not three.**

**A: Can I have a look? Yes, I see the problem. It's our mistake.**

**B: Yes, I think so.**

**A: I'm very sorry about this. I'll get you a new bill right away.**

**B: Thank you**

## **OUTPUT TASK**

**A- Pair works:**

**Discuss what you would say to the customers in these situations**

**1- A well-paid man booked a double room with a private bathroom and a sea view. Now, he is in a single room with no bathroom and a view of the motorway**

**2-An aggressive male customer at a busy hotel reception desk, complaining loudly about the slow service.**

**3- A female guest travelling with three children, complaining about the size of her hotel room.**

**4- A group of young men, all drunk, complaining because the hotel bar is closed.**

**5- A guest left his walkman in his room while his was out. When he got back it was lying on the floor, broken.**

**B- Writing:**

You are the manager of a travel agency. You have received a letter of complaint from a Mr. John. He asked your office to arrange for a business trip from Ho Chi Minh city to Nha trang. The itinerary he received gave the wrong departure time. He missed his flight to Da Nang as well as a number of meetings.

# Unit 6 DEALING WITH MONEY

## VOCABULARY

A – How do you say these numbers in English?

- a. 2%            b. \$ 300            c. £27.50            d. €1,700

B- Think of some ways in which guests can pay their hotel bills.



C- Match ways of payments and their definitions.

Ways of payments	Definition
1. Cash	extra money that you pay for a service (5)
2. Credit card	A piece of paper that show how much you must pay(8)
3. Traveller's cheque	A sum of money which is the first payment for sth(6)
4. Change	Money in the form of notes or coins(1)
5. Commission	Money you pay to protect yourself against something bad happening(10)
6. Deposit	A piece of paper that shows how much you have paid (9)
7. Exchange rate	A cheque you can exchange for foreign money(
8. Bill	A plastic card you can use to pay for things(2)
9. Receipt	The money you get back if you pay more than something costs (4)

**CONVERSATION**

Complete the conversation with the words in the box:

a. bill      b. traveller's cheque      c. credit cards      d. cash

A : Good morning, I'd like to settle my   a   now.

B: Yes, sir. How would you like to pay?

A: Do you take   b  ?

B: I'm afraid not. We only take   c   or   d  .

A: I'll pay by credit card, then. Is Visa OK?

B: Visa is fine. What's your room number?

**PRONUNCIATION**

A- Distinguish /u: / and /u/. write the word you hear

Fool/full      pool/pull      Luke/look

Boot/foot      food/good      tool/wool

B- Listen and practice the conversation

A: Can I help you?

B: Yes, please. I'm looking for a book about woodwork.

A: A **book** about **woodwork**? What about Woodwork for Beginners by Peter Bull? It's full of good ideas.

B: Thank you. I'll look at it.

**LISTENING**

A – Listen to the conversation and answer the questions below:

- 1- How is Mrs. De Canio paying?
- 2- When is the restaurant customer leaving?
- 3- Are the drinks included in the restaurant bill?
- 4- Is the service included in the restaurant bill?
- 5- How is the customer paying the bill?
- 6- Does the customer want a VAT receipt?

B- Listen to the four dialogues and write the correct methods of payment

- 1-.....
- 2-.....
- 3- .....
- 4-.....

Then decide whether these statements are true or false

- 1- Mr. Badel is paying for his room and meals only

- 2- The hotel vouchers are for the room and breakfast
- 3- Ms. Kohl is paying for her bar bill and hotel bill separately.
- 4- Mr. Popovic gives the cashier the correct money.

( Extract from **Highly Recommended**)

LANGUAGE FOCUS:  
 Would like + to infinitive  
 I'll get the right bill for you.  
 I'd like to settle my bill.  
 How would you like to pay?

**PRACTICE**

Read the statements, complete the summary using the appropriate verb followed by an infinitive or an object + infinitive from the box below

a- agree<sup>5</sup>    b- remind<sup>3</sup>    c- would like<sup>2</sup>    d- urge  
 e- invite<sup>4</sup>    f- need<sup>8</sup>    g- forget<sup>6</sup>    h- encourage<sup>7</sup>

1- Annie: I really think you should take things more slowly, Chet

Summary : Annie *urged Chet to take things more slowly*

2- Caryn: Tom, could you call me at 10:00?

Summary : Caryn .....

3- Kurt: Emily, please remember to buy gas today.

Summary : Kurt .....

4- Jack: We are going out for coffee, Marta. Would you like to join us?

Summary : Jack.....

5- Jason: OK, OK, Dad. I'll be home by 10.30 if that's what you want

Summary : Jason.....

6- Jeff: Oh, no! It's 4:15. I didn't go to the 2:00 staff meeting!

Summary : Jeff.....

7- Mom: Come on, Lisa, don't be scared. Just try again.

Summary : Lisa's mother .....

8- Terry: I'm using the car tonight. I'm taking Sue to the mall

Summary : Terry .....

**READING**

A - More and more people are using credit cards to pay for ticket, holiday, etc. Do you know the procedures for accepting credit card payments?

Imagine you work in a travel agency. What would you do in the following situations?

- 1- A man wants to pay for a holiday by credit card. You notice that the card has no signature.
- 2- A woman tries to use her credit card to pay for some tickets. You notice that the card expired the previous day.
- 3- Someone wishes to make a credit card payment by telephone.

Discuss your answers with a partner. Then read the procedures below to see if you were right.

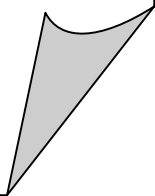
MEMORANDUM

TIKITRAVEL

---

To: All staff  
From: General Manager  
Subject: Accepting credit card payments

Date: 18 August 1991  
Ref

- 
1. Always ensure that the credit card is valid. The expiry date appears on the card. Note that some cards also carry a "Not valid before" date. If the card is invalid, you must obtain authorization from the appropriate credit card company.
  2. The card holder's signature must appear on the card. Holders of unsigned card must produce proof of identity and signature, then sign the card in front of a staff member.
  3. Check that the credit card is not on the blacklist of the issuing company.
  4. The amount to be charged must not exceed the limit set by the credit card company. For amounts above the limit, authorization is necessary.
  5. Cards that are damaged or defaced in any way are invalid.
  6. In the case of telephone sales, make sure you note the following details:
    - Name of card holder
    - Credit card type
    - Card number
    - Expiry date
    - Address of card holder ( to which credit card statement is usually sent)
    - Contact telephone number
- 

B – Match the phrases on the left and the explanations on the right

1- There is no service charge.  
Gratuities are at your discretion

a- Yes, Madam. You can use your American Express card

2- All major credit cards accepted

b- The cost of your meal is \$65. The extra \$6.50 is for the waiter

3 We regret we do not accept credit cards

c- The bill doesn't include service, sir. If you would like to give the waitress something, that's for you to decide

4- All prices include ... tax

d- We have to add this amount for tax, madam. It's 8% of the cost of the meal

5- Cover charge : \$ 2.00

e- This isn't for any food or drink, madam. we add this sum to every bill, for the rolls, linen.

6- 10% service charge will be added

f- You don't pay anything extra for tax, sir. It's already in the price of the meal

7- All prices are exclusive of ..tax at the current rate

g- I'm very sorry, sir, you won't be able to use your Dinner 's Club card. Could you pay in cash or by traveller's cheque

## OUTPUT TASK

### SPEAKING: PAIR WORK

Take it in turns to be the customer and the person serving

Student A: customer

1- You want to change US \$ 150 into euros

2- You want to settle your hotel bill and pay by Eur-cheques

3- You want the bill and a receipt. You only have a € 50 note

4- You've just booked a holiday. You have two credit cards, visa and Amex

Student B: person serving

1- The exchange rate for US\$ is 0.87. The commission is 3% for amounts up to € 200 and 1.5% for higher amounts.

2- The bill is € 490.00. You only take cash and credit cards.

3- The bill is € 19.00

4- The total price is € 2,500 .You need a 20% deposit. You take visa and mastercard, but not Amex

## Unit 7

## TOUR OPERATOR

### VOCABULARY

A- Look at the different functions. Match the words in italics with the definition

Functions	Definition
a- Sell air tickets and other transport ticket	a- Hire for a special purpose
b- Design a <i>brochure(e)</i>	b- Agreement to pay money as compensation for loss or accident
c- Give advice on resorts , <i>carriers</i> , and travel facilities(l)	
d- Order stocks of brochures for <i>rack display(f)</i>	c- Person or company, such as a hotel or an airline, which is represented by an agent
e- Negotiate with <i>principals for bulk purchase</i> of airline seats, hotel rooms (h) *	
f- Record and confirm reservations, send invoices to customers	d- Take someone as an employee
g- Issue tickets and <i>vouchers(g)</i>	e- Publicity booklet give details of holidays, etc
h- <i>Charter</i> aircraft (a) *	f- Equipment in a shop to hold things such as brochures
i- Send <i>rooming list</i> to hotels (n)*	g- Legal agreements between two companies
j- Provide <i>travel insurance (b)*</i>	h- Buying large amounts of goods or services in order to get a lower price
k- Sign <i>contracts</i> with hotels, airlines (g)*	
l- Plan <i>itineraries</i> for customers(o)*	i- Tour including travel, accommodation, and meals like a package
m- Arrange <i>corporate</i> travel(j)	
n- Investigate and research new market *	j- Relating to business or company
o- Plan advertising and promotion <i>strategy(k)*</i>	k- Planned method of work
p- <i>Recruit</i> and train staff, resort representatives and guides(d)*	l- Company which transports passengers such as airline

q- Arrange car hire *	m- List of passengers on a ship or plane
r- Organize <b><i>inclusive tours(i)*</i></b>	n- List of guests in a hotel, with their room number
s- Sell inclusive tours	o- Lists of places to be visited on a journey

B- Decide which function is performed by a travel agent and which is performed by a tour operator

## CONVERSATION

Complete the conversation with the words below:

a- brochure      b- run      c-complain      d-proposing      e-trouble

Mike : Hello, Mike Stakis here from Opal Beach Hotel. Is that John Fraser?

John : yes, it is. How are you, Mike?

Mike: Fine, John. I'm sorry to \_1\_ you but there seems to be a problem. Have you got a moment?

John: Sure. What's up?

Mike: I've just been looking at your new brochure

John: Oh, yes, do you like it?

Mike: it looks very nice, but I don't like the way you've featured the Opal Beach.

John: Really? I'm sorry to hear that. What do you mean exactly?

Mike: I thought we'd agreed that you'd make us the main hotel for the resort, but in the \_2\_ you've got the Oral Sands at the top - and with a bigger picture.

John: Mike, I'm sorry you feel like this, but I don't remember agreeing to anything like that - I remember \_\_\_3\_\_\_ it if we got a better room rate -but you said you couldn't bring the price down.

Mike: John, you know me, I'm not one to \_4\_, but I've got my notes here in front of me - you agreed to give us a special promotion anyway.

John: and my notes appear to say something different. Look, I don't want to argue about this. I'll tell you what I'll do. I'll change it for the next print \_\_\_5\_\_\_ -we only did a small run this time in any case. I'll put you at the top, next to the Coral Sands. Unless of course you can reconsider those proposals about room rates - then you can have the top slot to yourself!

Mike: you don't miss a trick! Well, I'll think about it...

## PRONUNCIATION

A- Distinguish /s/ and /ʃ /

Listen and write the words you hear.

See/she	sell/shell	said/shed	save/shave
Mess/mesh	Paris/parish	ass/ash	fist/fished
Sock/shock	saw/shore	sew/show	Sue/shoe
Sort/short	puss/push	rust/rushed	crust/crushed

B- Listen and practice this conversation and fill out the blank

A: Good morning. Welcome to Super vacation Travel Agency. Can I help you?

B: Yes, I hope so. I'm interested in a \_\_\_\_\_ holiday soon. I'd like some information.

A: Yes, certainly. What \_\_\_\_\_ of holiday interests you?

B: Somewhere with some \_\_\_\_\_.

A: What about a luxury cruise?

B: What exactly happens on a luxury cruise?

A: Well, a cruise is a holiday on a ship. The \_\_\_ itself is very luxurious; it's like staying in a luxury hotel. The ship \_\_\_ to various places. Passengers get off and see the \_\_\_\_.

B: I'm not sure. What other holidays can you suggest?

A: Here's a Super vacation brochure. It gives information about lots of holidays. See what \_\_\_\_\_ you best. Then we'll fix it.

B: thanks for the information. I expect I'll \_\_\_\_\_ you soon

## LISTENING

A- Listen to the difference between a travel agent and a tour operator and check to see if you matched the functions correct

( extract from **Going International**)

B- Why choose a package holiday?

Listen to the Helga, a German tour operator and answer some questions

1. What are the reasons she give for choosing a package holiday?

2- What does a tour operator's representative or "rep" do?

3. Helga says that package holidays produce "peace of mind". What does she mean?

4. How far in advanced tour operators buy accommodation or transport?

a. 6 months                      b. 1 year                      c. 2 years                      d. 3 years

5. What things does Helga say that people will need money for on a package holiday?

- a. buying drinks      b. buying souvenirs      c. car hire      d. paying for taxis

(Extract from *Tourism*, Robin Walker and Keith Harding)

## LANGUAGE FOCUS

### Identifying and proposing areas of discussion:

I thought we ought to meet to discuss charter arrangements for next year

I suggest we look at the questions of seat rates

### A- Put the words into the correct order to make sentence

1. point/see/I / your/yes
2. should/ of/ we/review/ year/I /a/last/start/think/with
3. with/agree/ I / you/totally/not/I'm/sure
4. basic/agenda/it/I / now/out/thought/be/sort/might/to/useful/the
5. commission/yes/prefer/but/more/I'd
6. that/I /yes/accept
7. that/sure/I'm/about/not
8. that/go/I'd/with/along

**B- Which ones are responding positively and which ones are expressing reservation or proposal? Think about the proposals that might have preceded each one**

## READING

### A- PUTTING A PACKAGE TOGETHER

A tour is a trip taken by a group of people who travel together and follow a pre-planned itinerary. Most tours include accommodations, a number of meals, sightseeing, land transportation and/or other transportation, plus the services of a professional tour manager or escort who accompanies the group.



A vacation package or package holiday combines multiple travel elements into an all-inclusive price. This price is usually lower than if the elements

were purchased separately. Volume purchasing makes this possible. Any of the following elements (or others) can be present in a package: air transportation, lodgings/accommodations, meals, motor coach, rail or private vehicle, entertainment, car rental, airport transfers, sightseeing, etc. One or more destinations can be involved, and optional elements can be added.

A tour operator puts together travel "packages" involving a number of different elements: airlines, ground transportation, hotels, restaurants, local guides and other services for one or more destinations. These packages are sold to the public, usually through travel agents or through direct selling. Many smaller tour operators prefer to deal directly with their clients. They do not have to pay commission to a travel agent and they can reduce the final cost of the holiday package.

Besides lower price, the traveler enjoys peace of mind and convenience. Prepayment covers all major expenses, so that money concerns are minimized. On group tours, there is the added camaraderie of other travelers. Tour operator representatives visit destinations in advance of tours, checking hotel quality, dining facilities, equipment, etc. This advance planning allows realistic information to be passed along to travel agents, and then to their clients.

Not all tour operators sell the same type of holiday. The really big operators produce low cost holidays to traditional sea, sun and sand destination. Other operators limit their product to customers who want a very specific type of holiday such as adventure holidays, holidays for single people, and holidays for motor-racing fans and so on. Domestic operators specialize in tours for people who want to holiday in their own country, while incoming tour operator are specialists in providing holiday packages to visitors coming from abroad.

Extract from *Tourism and* <http://www.ustoa.com/consumerfaqs.cfm>

**Answer the questions below:**

1. What are the components of a typical package holiday?  
.....
2. What are the differences between a tour and a package holiday?  
.....
3. What are the benefits of a tour or a package holiday?  
.....
4. How many different types of tour operators are there?  
.....
5. Why is it important to buy in bulk in tour operation?  
.....

## **B. Be careful! The art of successful negotiation**

***Are you satisfied with the way you handled that last set of negotiations? Couldn't you have done just a little bit better? This list of helpful hints may allow you to come away from your next negotiation with a greater sense of achievement***

### **PREPARATION**

*Being prepared is the most important thing. If you haven't had time to prepare properly, and then cancel the meeting – you'll be wasting your time.*

- 1 Make sure you know the arrangements – the time and the place
- 2 Set aside enough time for the meeting
- 3 Have a clear set of objectives: what do you really want to achieve? List your main objectives and your secondary objectives. What is the minimum position you are prepared to accept?
- 4 Take what you need documents, materials, people
- 5 Dress appropriately, 'Power-dressing' may help but it's more important to dress so that you feel comfortable and confident
- 6 If you're hosting the negotiation, then think carefully about the arrangement of the room and the layout of the furniture.
- 4 Make sure you understand what the other person is saying. Ask for clarification if necessary.
- 5 Be sure the other person understands you.
- 6 Don't patronize the other person if they don't understand your language easily. Don't treat them as if they are deaf or stupid just because their first language is not yours
- 7 Show respect for different cultures and find out about them before your meeting – it may help you get what you want
- 8 If the language difference is really great, then employ an interpreter

### **ACHIEVING YOUR OBJECTIVES**

*If you've done all of the above then you're nearly there. But you've still got to keep alert during the meeting, and respond to developments effectively.*

### **LANGUAGE AND BEHAVIOUR**

*Your behaviour should be polite and respectful – you won't gain anything by being rude. In international negotiations, you may also find you're talking to someone whose first language isn't the same as yours.*

- 1 Allow time for social conversation – and have a few topics of conversation up your sleeve
- 2 Don't use threatening body language or gestures
- 3 Be polite and civil even when you're being tough.
- 1 Prepare a strategy – a 'game plan' – of how you want the meeting to go, but be ready to adapt. Flexibility is vital.
- 2 If you're negotiating in a team, then think about your different roles and strategies – you may each have a different area of expertise or you may each decide to take a different approach
- 3 Make concessions if it helps to achieve your main objectives. The concessions can be real or apparent.
- 4 Avoid an atmosphere of conflict

- |  |  |
|--|--|
| <p>5 Listen to the other speaker. Don't interrupt – let them finish their points</p> <p>6 Respond to the points they meet with respect</p> <p>7 Avoid saying 'No'</p> <p><b>FOLLOW UP</b></p> <p><i>A successful negotiation can be destroyed if you don't spend time confirming what has been agreed.</i></p> | <p>1 Keep notes of the main points as the meeting progresses – even if there's a minute-taker or it's being recorded</p> <p>2 Make sure all parties agree on what has been agreed before you leave the meeting</p> <p>3 Follow up the meeting a few days later with a letter or a contract listing the terms on which you agreed</p> |
|--|--|

You might hear the following things said during a negotiation.  
Which piece of advice in the text do they refer to?

- 1- Could you just repeat that?
- 2- Did you have a pleasant journey?
- 3- Can I just recap on what we've agreed so far?
- 4- If I can start with your first point...
- 5- Yes, I see what you mean but don't you think it would be better to..
- 6- Would you like me to go over that again?

(Extract from **Going international**)

## **OUTPUT TASK**

**SPEAKING:** Role-play

Play a role of negotiations with a hotel between tour operators, the representative of the hotel chain.

Tour operator

You would prefer a meeting at the hotel next week in the early morning.

Your objectives are:

- a larger allocation of rooms – 50 per nights in high season
- a range of types of accommodation ( self-catering, family rooms,..)
- extras in the rooms
- hotel to provide some better photographs
- a contribution to advertising cost
- clearer idea of the hotel's recreational and leisure facilities

Hotel representative:

Your objectives are:

- set allocation – 60 rooms per night in high season
- promote new self-catering villa complex
- limited credit period

- tell tour operator about new recreational facilities
- a more prominent display in the operator's brochure

Secretaries: record the meeting




- Take notes, and in particular record any decisions that are made
- Make sure that both sides understand each other and don't get angry and unreasonable.
- Look for areas where the two sides agree - or where a compromise can be made.

WRITING: Write a short paragraph to design an optional package tour

## UNIT 8 TOUR ITINERARIES

### VOCABULARY

A- Look at the itinerary beside, try to find the transport for the short journey.

ITINERARY		
Day 1	Depart Heathrow Airport to Ho Chi Minh city at Thong Nhat airport	
Day 1	Take a city tour of Ho Chi Minh city – walk to visit the former Presidential Palace, see sight the Notre Dame Cathedral, Old Saigon Post Office, Ben Thanh market and Thien Hau Pagoda. Free evening.	
Day 2	Drive to the famous Cu Chi Tunnels, explore the incredible underground tunnel network and enjoy delicious food in floating restaurant on Saigon river. Overnight in Ho Chi Minh city	
Day 3	Leave Ho Chi Minh city for Vinh Long, take a boat ride to Binh Hoa Phuoc Island, observe the daily life on floating market and visit orchards of tropical fruits, back to Ho Chi Minh	
Day 4	Arrive Heathrow Airport	



could always take a bus \_\_3\_\_, or walk round the Botanic Gardens. And you should try to visit Raffles Hotel.

Tourist: That sounds like a \_\_4\_\_ day! What about the place to eat?

Lucy Tan: Well, Singapore is full of restaurants, or you could eat at Newton Circus. That's an \_\_5\_\_ food centre with stalls selling lots of different types of food.

Tourist: Mnm. You're making me hungry!

Lucy Tan: Ok. Let me mark those places on this map. I suggest you travel by taxi. They're quite cheap, and of course they're air-conditioned

(extracted from listening task, unit 8, First Class)

## PRONUNCIATION

### **A- Distinguish /l/ and /r/ and then write the words you hear**

Lip/rip    lap/rap    light/right    law/raw    lead/read

List/wrist    belly/berry    collect/correct    alive/arrive    long/wrong

### **B- Listen and practice this commentary on a guided tour**

Ladies and gentlemen, on your left, you will see Lumley Castle. This belongs to Lord and Lady Lumley, who live here with their family. All the land on the left of the road belongs to the Lumleys. They have a famous collection of wild animals, including lions, so please do not leave the coach until we are safely inside the car park. We are lucky, Lord Lumley is allowing us to leave the grounds and go inside this beautiful stately home. Most people can only look at the castle from outside. The time now is quarter to eleven. Please return to the coach by quarter past twelve. Don't be late, or we'll miss lunch.

### **C- Listen to these echo question. B is not sure what A said. His voice begins low, and rises**

A: **Lumley Castle is on your left**  
Castle?

B: **where is Lumley** →

A: **Lord and Lady Lumley have a collection of wild animal?**

B: **What have they got?** →

### **Now make echo questions about these sentences**

The castle belongs to Lord and Lady Lumley ( Who...?)

The Lumley family live in the castle ( where...? Or Who ...?)

We are going inside the castle ( Where...?)

The time is quarter to eleven ( what ...)

## LISTENING

A - Listen to the travel agent explaining the tour from Bangkok to Malaysia and complete this tour itinerary.

<b>Day 1</b>	<b>Arrival in Bangkok</b> You arrive in Bangkok and transfer to your hotel.
<b>Day 2</b>	<b>Bangkok</b> You are free to 1..... in your hotel or 2..... the city.
<b>Day 3</b>	<b>Bangkok</b> After visiting the 3..... in the morning, we spend the afternoon touring the Grand Palace and 4..... the display of Thai 5..... In the evening, we take the overnight 6..... to Nakorn Sri Thammarat.
<b>Day 4</b>	<b>Nakorn Sri Thammarat Krabi</b> On arrival, we visit the 7 <sup>th</sup> century 7..... and the museum, before going on to see the famous 8..... at work. After lunch we drive to Krabi on the 9..... coast.
<b>Day 5</b>	<b>Krabi / Phuket</b> After 10..... the night in Krabi, we set off early for Phuket. The rest of the day is yours to enjoy on Thailand's 11..... island.
<b>Day 6</b>	<b>Phuket / Penang</b> We 12..... the early flight to Penang for the 13..... part of the tour. You are free to explore the 14..... and mosques of Penang, or relax on the 15.....

**B- Listen to the conversation in a Rome travel agency answer these questions**

1. Why the woman in Rome?
2. What does she want the travel agent to do?
3. How long does the woman to spend in Rome?
4. What is the best way to see Florence?
5. Why does she have to be in Venice on the Wednesday?

(extracted from listening task , First class)

## LANGUAGE FOCUS

### Review of tenses:

On day 1, you arrive in Ho Chi Minh city and transfer to your hotel

On day 4 , we take an early flight back to London

### Preposition of conjunction:

**After having** breakfast at hotel, we set off early for Cu Chi Tunnel

( We have breakfast at the hotel. Then we set off early for Cu Chi

## PRACTICE

**A-** Explain the itinerary of the trip from London to Oxford and Woodstock

ITINERARY	
08.15	Coach departs from London, Victoria.
10.00	Arrival in Oxford.
10.15	Tour of Oxford University colleges.
12.45	Lunch at the Turf Tavern.
14.00	Coach leaves for Woodstock.
14.30	Tour of Woodstock and Blenheim Palace.
17.30	Coach departs for London.

**B** – Combine the following sentences. Using *after*, *before*.

1. You arrive early in Bangkok. Then you are free to relax and explore the city
2. We visit the Chinese Theatre. Then we spend the rest of the day at Disneyland.
3. We have breakfast in Queenstown. Then we take a flight over Mount Cook.
4. We spend the morning in Moscow. Then we reboard the Orient Express
5. You stay overnight in Agra. You visit the Taj Mahal the following morning
6. You can stroll around Sydney. Then you can take a leisurely harbour cruise

## READING

### A COUCH TOUR OF EUROPE

**1-** You are going to read the itinerary of a European couch tour. Before you read, look at the map of Europe and discuss the best

order in which to visit these places. The tour starts from London.  
How long do you think it will take? Amsterdam

London

O Rhineland

O Paris

O Beaune

O Innsbruck




O Lugano





O Venice





O Lake Maggiore

O Florence

O Rome

Day 1	<p>London – Channel Crossing – Amsterdam</p>  <p>You can join your tour by travelling on our complimentary feeder services from London. You will travel to the Channel port for your short ferry crossing and join your tour on the continent where you will be met by your Cosmos escort. From here your coach sets off to Amsterdam for overnight at Hotel Inntel at Zaandam or Grand Amsterdam **** pf</p>
Day 2	<p>Amsterdam – the Rhineland</p>  <p>A morning to enjoy Hooland’s busy metropolis. After your included visit to a famous diamond factory it’s time for optional morning sightseeing visit the Rijksmuseum with its collection of Dutch masters, then a drive with a local guide pointing out the city highlights, finally a canal cruise to see Amsterdam at water level. In the afternoon travel southwards to the Rhineland area for overnight at Hotel Kripp ** at Coblez,B&amp;D, pf</p>
Day 3	<p>The Rhineland – Innsbruck</p>  <p>A choice today of the included scenic drive along the shores of the Rhine or even more thrilling, the optional Rhine cruise with vistas of the Lorelei Rock, hill-top castles, half-timbered wine villages, and terraced vineyards. In the afternoon drive along the comfortable autobahn to Austria. Overnight at Hotel Dollinger *** B &amp;D,pf</p>

Day 4	<p>Innsbruck – Venice area</p>  <p>A morning to enjoy the sights of the Tyrol’s capital city. Your included orientation drive will show you the Maria Theresien Strasse and the legendary Golden Roof. In the afternoon use the fast and comfortable motorway to reach the Venice area for overnight at the Colombo *** at Marghera, B &amp; D,pf</p>
Day 5	<p>Venice – Florence area</p>  <p>It’s really more like a marvellous film –set than a real live city with its crisscrossing canals, gondolas and water buses, arched bridges, palaces, and little quiet piazzas. The included tour starts with a boat ride and is followed by highlights such as a visit to St mark’s Basilica and a chance to watch Venetian glass- blowers fashion their delicate objects as they did centuries ago. This afternoon journey across the Apennines into the gentle hilly countryside of Tuscany. Overnight in the Florence area at Hotel Delta at Calenzano **** or Europa *** in Sign , B &amp; D,pf</p>
Day 6	<p>Florence area – Rome</p>  <p>Your orientation drive will make a stop in Piazzale Michelangelo to enjoy one of the best views of the city stretching across the river Arno. Later visit one of Florence’s leather shops and then time to wander on your own. In the afternoon travel south on the autostrada. Pass the sunlit valleys of Chianti country and savour the timeless landscape of rounded hills, mellow medieval towns, and silvery olive groves broken by columns of dark cypress. Reach Rome well in time to enjoy your first evening in this great capital city. Overnights at Pineta Palace **** or American Palace *** B ,pf</p>
Day 7	<p>Rome</p> <p>The Eternal city and hub of the ancient civilized world is a sightseer’s dream. Your included sightseeing takes in Piazza Venezia, the Monument to the unknown</p> 

	<p>soldier, a view of the Roman Forum, and the Coliseum. Then by way of the Circus Maximus, you reach the top of the Gianicolo hill to enjoy a full view of Rome and its seven hills. <b>B,pf</b></p>	
Day 8	<p>Rome – Lugano</p> <p>Take the “Highway of the Sun” and motor northwards all day. Through more of Tuscany and into the flat and fertile plains of the Po Valley. Glimpses of the pre-Alps will make you aware that you’re not far from Lake Lugano. Overnight in Lugano which will be an introduction to tomorrow’s grand alpine scenery. Hotel Beha or Post Simplon ***. B &amp;D, pf</p>	
Day 9	<p>Lugano – Lake Maggiore – Lausanne</p> <p>A stupendous drive today going at first to Stresa on Lake Maggiore for a short stop before climbing to the summit of the Simplon Pass to enjoy a quite spectacular view of the surrounding alpine peaks. More mountain scenery as you motor through the Rhone Valley by way of Sion and Martigny to the shores of Lake Geneva. Overnight in Lausanne, the lively capital of canton Vaud, at the Hotel city or Alpha *** , B &amp; D, pf</p>	
Day 10	<p>Lausanne – Paris</p> <p>Vistas of famous vineyards on the way to Beaune. Visit the medieval Burgundian town; know the world over for its wine production. Later via the fast and comfortable autoroute to Paris. Tonight may be an optional cabaret show. hotel Latitudes Paris Seine ***, B, pf</p>	
Day 11	<p>Paris</p> <p>A full day in which to explore the city that’s known throughout the world for its fashions, art and museums, delicious food, and joie de vivre. Optional sightseeing with a local expert starts with an inside visit to Notre Dame cathedral. Then many of the best – know Parisian sights: Lasorbonne, boulevard St Germain, the Eiffel Tower, Opera, Champs Elyses, and Rue de Rivoli. In the afternoon you have the option of visiting Versailles. B, pf</p>	

Day 12	Paris – included visit to Disneyland , Paris  39 years of Disney magic, imagination and expertise have gone into making this self-contained world of fun and fantasy by far the greatest and most dazzling amusement centre in Europe. Once inside Disneyland Paris you can look forward to exhilarating non-stop fun and entertainment on a vast scale. Following the magic kingdom’s tradition, all rides are included in your entrance ticket so you can have unlimited access to the Theme park’s facilities and enjoy them to your heart’s content
Day 13	Paris – Channel crossing – UK  Leave Paris and travel north to the Channel port where your tour ends. After the short Channel crossing join the appropriate feeder service to London.B

Read and find out where you can do the following things:

- |                                      |   |                           |    |
|--------------------------------------|---|---------------------------|----|
| a. ride in a gondola                 | 5 | f. watch glass blowers    | 5  |
| b. visit a diamond factory           | 3 | g. visit a cathedral      | 11 |
| c. have a wonderful view of the Alps | 8 | h. go on a river cruise   | 3  |
| d. go on a canal cruise              | 6 | i. buy some leather goods | 6  |
| e. see a forum                       | 7 | j. go on a ‘magic’ ride   | 12 |

### OUTPUT TASK:

Speaking: play a role of tour guide to explain the itinerary below:



### **Day Adventure Package - 4** *days, 4 nights*

#### **Day 1 (Cat Tien National Park) (L, D)**

- Pick up in Saigon and head north by vehicle to Cat Tien National Park. About 150 kilometers or a 3.5 hour drive
- Check into the park and have lunch at Cat Tien National Park Restaurant
- Afternoon jungle trek (8 kilometers), or bird watching option. The best bird watching guide in Southern Vietnam works at Cat Tien

- Night spotting by jeep with an opportunity to see nocturnal animals of the park including deer, civet, snakes, and feral cats

### **Day 2 (Cat Tien National Park) (B, L, D)**

- Morning jungle trek out to Bau Sau (crocodile lake) and back (10 kilometers)
- After lunch in the park, depart by vehicle to Dalat. Breathtaking scenery along the way with coffee and tea plantations, jungle blanketed valleys and pine forested hills (200 km or 4 hr drive)
- Check into hotel and dinner at one of the great Dalat cafes and back to hotel for a good night's rest before next day's adventure

### **Day 3 (Dalat) (B,L)**

- Customer's choice of any of our 1 day trips. Spend the day Mountain Biking, Rock Climbing, Trekking, Canyoning or Kayaking, or have a more leisurely tour of the best temples and city sites in the area
- Arrival back at the hotel between 2:30 and 5:00 pm depending on trip taken and fitness level

### **Day 4 (Dalat) (B, L)**

- It's again your choice of any of our 1 day trips. Spend the day Mountain Biking, Rock Climbing, Trekking, Canyoning or Kayaking, or have a more leisurely tour of the best temples and city sites in the area

# Unit 9 TOURIST INFORMATION

## VOCABULARY

A- Think of attractions in Vietnam where tourists want to see and visit and facilities which tourist need to use



B- Look at the attractions below. What can you see or do?

- 1- Amusement Park: .....
- 2- Botanical Gardens: .....
- 3- Shopping Mall: .....
- 4- Floating Market: .....
- 5- Natural Resource( Grotto, Mountain..).....
- 6- Gallery: .....
- 7- Trade Village: .....

C – Match words from A with words from B to make compound nouns for different holiday activities

A		B	
1. Sight	9. Horse	a. Seeing	i- Climbing
2. Cliff	10.Mountain	b. Boarding	j- Walking
3. Heli	11.Scuba	c. Skiing	k- Watching
4. Snow	12.Water	d. Biking	l- Riding
5. Whale	13.Hang	e. Surfing	m- Diving
6. Hill	14.Wind	f. Rafting	
7. Skate	15.Camel	g. Gliding	

8. Bungee	16. White-water	h. Jumping	
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## CONVERSATION

Complete the conversation with the words in the box:

a. meeting      b. newagent's      c. coming      d. status      e. if

A : Could you help me? I'm trying to find out \_\_\_\_ a flight has arrived or not  
 B: Certainly. Are you \_\_\_\_ someone?  
 A: Yes, my brother. He was due in on UA19 from Atlanta. Has it arrived yet?  
 B: yes, it has. Let me check the \_\_\_\_\_. Here it is. It arrived an hour ago. He should be \_\_\_\_\_ through Gate G about now.  
 A: right, I'll go there. Gate G, you say?  
 B: yes, or if he's not at Gate G, try the meeting point  
 A: That's a good idea. Can you tell me where the meeting point is?  
 B: yes, of course. It's just over there, next to the \_\_\_\_\_.  
 A: Thanks for your help  
 B: You're welcome

## PRONUNCIATION

**A- Distinguish between /p/ and /b/ and write the words you hear.**

Pit/bit      pat/bat      port/bought      pull/bull  
 pride/bride  
 Rope/robe      tripe/tribe      tap/tab      cup/cub      rip/rib

**B- Listen and practice this conversation:**

A: Good morning. I'd like to book a cheap spring holiday. What package holidays are available?  
 B: There's a splendid holiday in Paris  
 A: I expect Paris is expensive !  
 B: there is a cheap period between November and February. You can compare our prices with other companies. Ours are cheaper.  
 A: but I don't want to go in February. I'd prefer April.  
 B: Well, April in Paris is beautiful. But it's very popular. Most package tours in April are fully booked.

A: yes, I remember my neighbour went to Paris in April. She belongs to a travel club. It was beautiful. But the airport was very busy. What other places are available in April?

B: Here's a brochure, with all the places and prices

A: Right, I'll probably be back tomorrow. Goodbye.

**C- Listen and check the word you hear.**

- |                 |                   |              |
|-----------------|-------------------|--------------|
| 1. best / vest  | 2. very / berry   | 3. vine/wine |
| 4. veil/ whale  | 5. best/vest/west | 6.           |
| bale/veil/whale |                   |              |

**LISTENING**

**A.** Listen to these enquiries and note down.

	What the enquirer is looking for	
1		6
2		7
3		8
4		9
5		10

**B** – Listen to the list of Sydney's top fifteen tourist attractions and write the place you hear.

- |                                 |                                    |
|---------------------------------|------------------------------------|
| 1. National Maritime Museum     | 9. Sydney Tower                    |
| 2. Aquarium                     | 10. Sydney Opera House             |
| 3. Chinese Garden and Chinatown | 11. Sydney Harbour                 |
| 4. Sydney Observatory           | 12. Royal Botanical Gardens        |
| 5. Sydney Harbour Bridge        | 13. Art Gallery of New South Wales |
| 6. Luna Amusement Park          | 14. Taronga Zoo                    |
| 7. Museum of Contemporary Art   | 15. Bondi Beach                    |
| 8. Queen Victoria Building      |                                    |

( extracted from Going to International)

**LANGUAGE FOCUS**

**Asking and talking about experience:**

I've been to Central Asia, once to Kyrgyzstan and once to Tajikistan. But both times we used a tour company. Have you thought of trying something different?

**Advice and suggestion**

If you are looking for Buddhist statues, then go to Wat Pho. Be careful at night, when the park can be a little dangerous

**PRACTICE**

Match the questions 1- 6 with answer from a- k . there may be more than one possibility.

- |  |                              |
|--|------------------------------|
| 1. Have you ever been diving?                        | a- Yes, I did                |
| 2. Did you like it?                                  | b- No, I didn't              |
| 3. Would you like to try it?                         | c- yes, it was great         |
| 4. Where did you do it?                              | d- Not really                |
| 5. Have you thought of trying a windsurfing holiday? | e- Yes, I have               |
| 6. Would you like some more Information?             | f- No, I haven't             |
|  | g- Yes, I would              |
|  | h-That's a good idea         |
|  | i- Mm. Tell me more about it |
|  | j- Malta                     |
|  | k- Yes, please. It sounds    |

interesting

## READING

### A- BANGKOK – WHERE EAST MEETS WEST

Situated between the 'secret' countries of Burma, Laos, and Cambodia, Thailand remains a curious mixture of eastern and western influences. Nowhere is this more evident than in its capital, Bangkok. Bangkok is a city of contrasts. A modern city of ten million inhabitants, it is growing at breathtaking speed. Sometimes when the midday heat and the noise and traffic are at their worst, it feels a little too busy. But Bangkok is also a city with an ancient heritage. Take a ride on the Chaos Phraya river and its connecting canals, and you'll find a city and a way of life that is not very different from that seen by the first Europeans to arrive there. Then there are the temples ( known as" wats' ) , the numerous statues of Buddha, and of course the splendour of the Grand Palace. But Bangkok is not just about monuments, it is vibrant, alive and full of hope. It gives the visitor a feeling that anything might be possible – and it usually is

#### TEMPLES



No trip to Bangkok is complete without a visit to at least one of the Buddhist temples, and there are so many in the city that it's difficult to avoid them. Bangkok has the greatest concentration of Buddhist temples in the world. The most renowned is the Wat Phra Keo, which is also called the Temple of the Emerald Buddha, containing

the mysterious Emerald Buddha statue, a Thai national symbol. Established in 1782, adjoining the Grand palace, it is the ceremonial temple of the Thai Kings. If you're looking for Buddhist statues, then go to Wat Pho, the oldest and largest wat in Bangkok, containing the largest collection of Buddha images in Thailand. Of course, don't miss Wat Arun, the 'Temple of Dawn'. Despite the surrounding skyscrapers, at over 100 metres high the glittering tower is still a breathtaking sight as you approach it up the river.

#### THE GRAND PALACE AND OTHER SIGHTS

Once a city within a city and surrounded by 2km of perimeter walls, the Grand Palace is a must for any visitor to Bangkok. It contains some of the finest examples of eastern architecture and art in the world. Among other delights, you can see the harem, the Chapel Royal, and the audience hall of Amaravati where kings are crowned. There is also the Grand Palace Museum which explains the 200-year history of the Palace.



There are so many places to visit in Bangkok that it is impossible to list them all. But two other places well worth visiting are the National Museum, a treasure trove of Thai art and culture, and the Wimanmek Palace, or 'Palace in the Clouds', the world's largest structure made entirely of golden teak.

After all this sightseeing you might like to take a rest. Try Lumpini Park, a pleasant green park at the meeting of the port and downtown areas. But be careful at night, when the park can be a little dangerous.

#### THE RIVER AND CANALS

You can't leave Bangkok without going on a river trip to see the fascinating bustling life of the city. Bangkok has been called 'the Venice of the Orient' and any trip down the numerous canals will reveal a picturesque range of glittering wats and cool palms. Don't miss the Thonburi floating market, which despite recent commercialization still possesses a unique and fascinating character.

#### SHOPPING

Whether you are shopping in the colourful, lively, but swelteringly hot markets, or the ultra-modern department stores, one thing is clear – Bangkok is a city



for shoppers, and you're sure to find something you want. Markets are everywhere, selling anything from artificial flowers to barber's scissors. If you're souvenir-hunting, why not buy some Thai wood-carving, some local jewellery, or a brightly-coloured sarong?

## FOOD



Bangkok is a gourmet's paradise. Thai food can be extremely spicy and hot, but it's delicious. Try the shop house restaurants where you can get simple fried noodles with soy sauce at a very cheap price. Or the Thai delicacy of freshwater crab in one of the more up-market restaurants.

There are numerous street food stalls which turn Bangkok into one huge open-air restaurant at night. The Thais enjoy wandering around to find out what's cooking in the next street.

## NIGHT-LIFE

Since the days of the Vietnam War when American soldiers came to Bangkok for 'rest and recreation' Bangkok has had a reputation for rather sordid night-life. But this is changing fast. Of course, the red-light district is still there, but you'll also find more conventional clubs and discos, with a variety of jazz, rock, reggae, and Latin music. There are no licensing laws, so if you want an alcoholic drink it's not a problem. Try Saeng Thip, a rum-like local spirit. You can also find more traditional Thai entertainment-dancing and drama – at places like the National Theatre and the Cultural Centre.

This is just a glimpse of what Bangkok has to offer. For more information please visit the Tourism Authority office in Ratchadamnoen Nok Avenue.

**Divide into two groups, A and B. You are going to read part of the text again in more detail.**

### Group A

1 Read the sections on 'Temples', 'The Grand Palace and other sights', and 'The river and canals' in more detail, making notes. Be prepared to answer questions about them.

2 Think about the topics "Shopping", 'Food', and 'Night-life' , but do not read these sections. Prepare some questions that you would want to ask if you were a tourist in Bangkok.

Group B

1 Read the sections on 'Shopping', 'Food', and 'Night-life' in more detail, making notes. Be prepared to answer questions about them.

2 Think about the topics 'Temples', 'Grand Palace and other sights', but do not read these sections. Prepare some questions that you would want to ask if you were a tourist in Bangkok

### **OUTPUT TASK**

Pairwork:

Tourist: Ask for information about places to visit and things to do

Information officer: give advice and make recommendations

# UNIT 10

# GUIDING

## VOCABULARY

Match the picture with the names of the tourist attractions and the countries they are in



- a. The Taj Mahal
- b. The Pyramid
- c. The Eiffel
- d. Great Wall
- e. Hoi An
- f. Pisa Tower

- i. Egypt
- ii. India
- iii. China
- iv. Italy
- v. France
- vi. Vietnam

## PRONUNCIATION

A – Distinguish between /h/ and no /h/

Hand/and	hall/all	here/ear	high/eye
Hate/eight	heart/art	harm/arm	hill/ill
His/is	hold/old	hat/at	hair/air

Write the word you hear

B- Listen to the sentences on the cassette. Write the word you hear

1. My heart/art is the most important thing for me
2. The hair/air is very thin
3. It's near the hedge/edge
4. We must heat/eat up the potatoes

C- Listen and read out this postcard

Dear Harriet,

I'm having a horrible holiday here ! The hotel is huge and high up on a hill. I hurt my heel and had to go to hospital. The weather's too hot and I'm hungry. Harry's quite happy ,however,next summer. I shall stay at home. Harry can go on holiday by himself.

Hilary

### LISTENING

Listen to the guide commentaries and fill out the table below:

No	Place	City/country	Commentary
1			
2			
3			
4			
5			
6			
7			

( Extract from listening task in Going International)

### LANGUAGE FOCUS

#### Guiding language

On your right is...

On your left is..

In front of you is ...

We are now passing..

#### Passive

..was built

...is said to be haunted

### PRACTICE

A. Use the following notes to write into full sentences about St Paul's Cathedral in London.

1. On/left/beautiful/St Paul's Cathedral.

.....

2. Stood/over 300 years.

.....

3. Designed/Christopher Wren.

.....

4. One/large/dome/world.

.....

5. Said/influenced/design/Capitol building/Washington.

.....

6. Lord Nelson/buried/crypt.

.....

**B-** What is the function of the phrase below. Put them in the correct category

1. Do you have any questions?
  2. This is one of the most famous...
  3. as you can see,....
  4. Ok, if you are ready, let's go inside
  5. Please notice...
  6. This is a superb example of ...
  7. The structure was designed by ..
  8. It was built in ... and it stands ....
- a. Introduction: saying where you ar
  - b. Summarizing
  - c. Giving key information
  - d. Pointing out specific details
  - e. Inviting questions
  - f. Getting ready to move on

**READING : HOW TO BE A GOOD GUIDE?**

A- Most guides are freelance and are hired for particular jobs. Tour operators and other people employ guides mainly to inform tourists about the places they are visiting. Therefore a guide has to have a good sound knowledge not only of a particular place but also of other things which are generally relevant – for example, architecture, history, and local customs. During our training we intensively learn a vast amount of informaion about a whole range of subjects, and we have to be capable of jumping from one topic to another in the same sentence! But the way in which a person conveys this knowledge is the key : you have to be good at judging what your audience is intersted in and you have to know how to keep their attention. These are not easy skills, I can tell you!

A guide's commentary should be interesting, lively, and above all, enthusiastic. It shouldn't be too academic and 'heavy' but neither should it be frivolous. A sense of humour is also important, but again one should only be humorous where appropriate. "Getting the balance right' is the main skill of guiding and commentaries should vary according to each group. A group of schoolchildren and a group of architects require a very different approach.

Tourists ask a lot of questions and a guide should be friendly, helpful and approachable. Guides shouldn't claim to know everything – we're not superhuman! If you don't know the answer, say so, but add 'I'll find out for you'. Questions can vary. They can be practical ones; it's important to know where the toilets are situated as well as the date of a monument! When things go wrong – as they occasionally do – a guide should pause and calmly sort out the problem, and try to make sure that the original itinerary is kept to.

A guide takes on a number of roles for the tourist: teacher, entertainer, ambassador, nurse, and the boss. As 'teacher' the guide is passing on information, as we've discussed. Most tour groups are on holiday so they want to be entertained to a certain extent. People also need looking after, so you sometimes have to be a nurse. Some people are jet-lagged or have minor illnesses (sometimes worse!). When we train, we do a basic first-aid course. As a guide you really are an ambassador for your country and it is your job to promote it. For many people you are the only person from that country that they have any contact with. As an ambassador you also have to know about diplomacy and you are responsible for making sure everyone is happy.

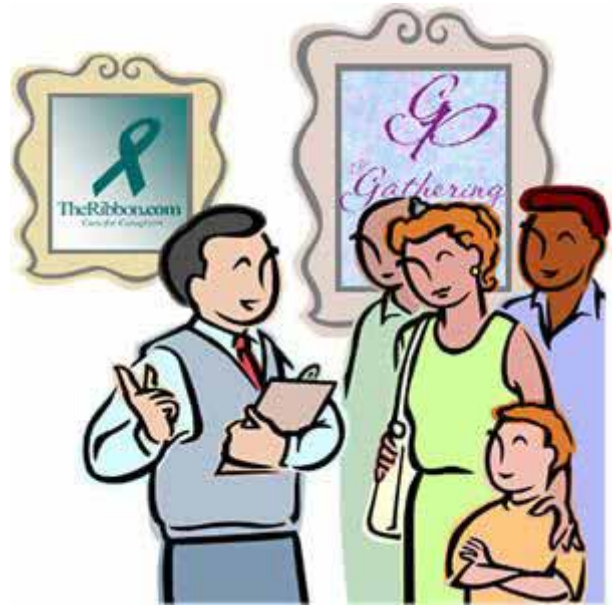
You also have to be the boss in order to ensure that the itinerary runs smoothly. You're often in charge of checking in and out of hotel, taking care of baggage, money, and so on. Efficiency is very important in all of this.

Above all as a guide you have to like people. You meet the world in this job, some great people and some awful ones, but you have to try to treat them all as equal. Don't be patronizing, but welcome everyone as if they were a VIP to your country. But most of all, enjoy it!

## Are you a good guide?

Here are the tips to help you...

1. good with people – you need to enjoy working with and for people
  - a. honest
  - b. helpful under any circumstances
  - c. friendly, you might be the first contact during the tourists trip
  - d. patient, don't get impatient if someone asks a million questions or tries to contradict you



- e. Know what to do in unexpected circumstances.
  - f. Always keep a first aid kit and know how to use it

### 2. be a good entertainer

- a. enthusiastic
- b. active
- c. good sense of humour

### 3. communication skills

- a. speak clearly
- b. transmit your knowledge whether is a sightseeing tours or something related to art, culture, sport etc.
- c. take advantage of any moments where you can pass on knowledge



- d. use body language: smile, eye contact with everyone etc.
- e. Try to be a good team leader and don't be a dictator! People want to enjoy themselves
- f. Engage the tourists with activities, or demonstrations.. it has to be a two-way thing... ask questions and give hints to help tourists understand things by themselves

### 4. good shape

- a. being a guide might require a lot of energy so stamina and good health are things to think about.
5. professionalism
    - a. be punctual and organised
    - b. courteous and attentive
    - c. inform tourists of locations, times, special considerations etc. put yourself in their place. What would you need to know before and while taking the tour?
  6. knowledgeable
    - a. language: make sure everyone understands you and that you make it clear in advance which language you are going to use
    - b. make sure you know everything about the tour you are providing and related issues
    - c. do your homework and prepare everything in advance. People will remember and reward you for this! Remember people will recommend good service and experiences!
    - d. do research in order to provide a memorable experience. People will thank and remember you for this!
    - e. You have the chance to transmit to people why your tour is important. Do your best to transmit an experience, tell stories, traditions, make people feel as if they lived in the environment! Make people think!
    - f. If you don't know the answer to a question say "I don't know" and write it down. Have the information ready for the next tour and even better you can communicate via email to the tourist answering his/her question
  7. responsible tourism
    - a. respect for local environment, products, traditions, religions, cultures and needs. See the how to do a good tour link
  8. IMPORTANT - ask for ratings on the web
    - a. You have the chance to see how you are doing and improve. Say to your clients at the beginning and at the end of the tour that they'll receive an email asking for their opinion. As a guide, you will have the great opportunity to see what people think about you and improve your skills!!!

Do your best to share an experience, tell stories, include traditions, ... make people think! ... Your challenge is making people live an experience!

People want people! Facilitate contact among people within the group and between the group and the locals if possible, respecting local culture, religions, traditions etc ...

Remember, people will evaluate you at the end of the tour and the better the tour is the more clients you will have.

Here you go, have fun and help people enjoy themselves!!!! Good luck!

Remember: the more original your tour / experience is the more fun your clients will have!

Extracted from Going International/<http://www.mycreativetours.com/good-tour-guide.php>

**A-** Read the text above and find words that match the following definitions

1. working for oneself, not for a particular company
2. a description of action and moving events
3. silly, not serious
4. easy to talk to and ask questions of
5. a planned travel route
6. a person representing his or her country
7. feeling tired and unwell as a result of air travel
8. immediate medical help( after an accident)
9. to advertise and publicize
10. careful and skilful management of people and their problems
11. treating someone like a child
12. a very important person

**B-** Here are some words and expressions often used when booking a guide.

Match them with the definitions below.

A	B
1. pick-up point	5- abbreviation for 'passengers
2. voucher	7- place, usually at a hotel or conference, where visitors can get help and advice

3. transfer	4-Money given to someone to say “ thank you” for good service
4. gratuity ('grat')	1-place where the guide and coach meet the passengers.
5. pax	8-a percentage paid to someone for bringing customers to a shop or other service.
6. incentive tour	10-written details of which rooms visitors are staying in at a hotel.
7. hospitality desk	9-a general sightseeing trip
8. commission	2-A ticket which a guide can use instead of cash to take a group into a famous place
9. panoramic tour	6-A trip offered to a group of employees as a reward for good work
10 rooming list	3-Taking a group of visitors from their place of arrival to their hotel

## **OUTPUT TASK**

### **Speaking**

Play a role as a tour guide and make a commentary about the optional attractions

## TAPESCRIPTS

### Unit 1

#### Pronunciation

Destination	brochure	charter	festival	currency
Self-catering	heritage	resort	excursion	itinerary
sightseeing	visa	museum		

#### Listening

**Juan:** I finished my studies at the school of tourism in Spain last year and I've just started my first job in a travel agency. It's fun. I love helping people to decide which places to visit. I've always loved traveling myself. I've been to most part of Europe and also to Egypt. I think Egypt is my favorite. I went there last year and had a wonderful time. I saw the Pyramids, the Sphinx, and the Valley of the Kings. I'm very interested in ancient civilizations. So maybe in the future I'd like to get a job in Egypt.

**Ulla :** I travel a lot on business, especially to Japan. I like travelling, but in fact I'm not very fond of flying- it gets very boring after a while, and I can't stand airline food. But I don't mind it most of the time- at least I get to see the world. I particularly like the Far East. I'm fascinated by the mixture of ancient and modern civilizations – things like ancient historic temples right next to sophisticated up-to-date technology. Last year, for the first time, I actually had a holiday in Japan, and it was so interesting. I

hope that one day I'll be able to spend a whole year out there.

**Anita:** I haven't travelled a lot but I really want to. I've been to Amsterdam, mainly because I love art galleries. I'm a real art freak! My favourite place in the world is the Van Gogh Museum. I went to Paris when I was a little girl, but I can't really remember much about it. I really want to see a bit more of Europe. I've just applied for a job as a tour rep in Greece. I hope I get it. My sister's a rep. She's spent the last three summers

in Turkey and she loves it.

**Paola:** I travel a lot in my job, of course, and I've visited a lot of different places. I've been working mainly on long haul flights to central and South America for the past few months. Last month, for example, I spent a lot of time in Mexico City, but I think my favourite place is Rio – it's so full of life and excitement. I stayed there during the carnival and it was absolutely incredible if you ever get the chance, you should go.

### Unit 2

#### Pronunciation

##### Syllables

Agent	attendant	manager	catering	guide
Porter	Tourism	pilot	attractions	calm

#### Listening

A- A passenger survey at an airport

I : interviewer; w: woman; m: man

**I:** could I ask you a few questions? I'm doing a passenger survey on behalf of the Tourist board and the airport to help plan our services

**W:** right

**I:** first of all, could you tell me where you're going?

**W:** yes, we're off to Corfu

**I:** and what is the purpose of your visit?

**W:** we're going on holiday. It's our first trip abroad, as a matter of fact

**I:** you must be very excited. How long are you staying in Corfu?

**M:** two week

**I:** thank you. and this is your daughter?(yes) is there anyone else in the party?

**W:** No, just the three of us

**I:** how did you get to the airport?

**W:** on the train

**I:** ok, we've nearly finished now. Could you tell me your occupation?

**W:** I work part-time in a supermarket and my husband's a chef in a hotel

**I:** right. Finally, you mind telling me how old you are?

**W:** we're both twenty-nine and Sarah here's six

**I:** great. Thanks. Well, I hope you have a lovely holiday.

**W:** thank you. We'll try

2- **I:** excuse me, sir. Could I ask you some questions?

**M:** certainly, dear. I've got plenty of time – my flight doesn't leave for another hour. I got here a bit early- didn't want to be late, you know.

**I:** ok, first question. Where are you going?

**M:** I'm off to Australia to Melbourne. I'm going to see my sister and her family. I haven't seen her for twenty-five years. But I retired recently and I thought, well, I've got the money, so why not?

**I:** I think that's great! So how long are you planning to stay in Australia?

**M:** well, I've got to return ticket to come back in a month's time, but if all goes well, I might stay a bit longer. It's a bit of a risk, you know. I don't really know what my sister's like any more- or her family. I've never seen her children and I've only met her husband once.

**I:** yes, it's always a bit of an unknown. Anyway, just a couple more questions. How did you get to the airport?

**M:** my son gave me a lift

**I:** ok, and finally, would you mind telling me how old you are?

**M:** twenty one, dear. No, I'm only joking. I'm sixty five and sixty- six next month

**I:** thank you. I hope you have a wonderful time

**M:** thank you. so do I

3- **I:** excuse me, madam. I wonder if you'd mind answering some questions?

**W:** er... ok. Will it take long?

**I:** no, just a few minutes. Could you tell me where you're travelling to?

**W:** Frankfurt

**I:** and are you travelling on business?

**W:** well, actually I'm going home. I've been here on business –at a meeting with our partners in the UK.

**I:** I see. So how long did you stay in the UK?

**W:** for just two days

**I:** thank you. and could you tell me if you're travelling alone?

**W:** yes, I am

**I:** ok, nearly finished. Can you tell me how you got to the airport?

**W:** by taxi, from my hotel

**I:** good. finally- occupation. I know you're in business

**W:** yes, I'm a Marketing manager for a company making pharmaceuticals

**I:** and can I ask which of these age groups you're in?

**W:** here- thirty to thirty – nine

**I:** right. Thank you very much. Have a pleasant journey.

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B- Identifying jobs and situations

1- Receptionist: is that a double or single?  
 Guest: double  
 Receptionist: and will you be requiring a continental or cooked breakfast in the morning?  
 Guest: continental , please  
 Receptionist: and newspaper?  
 Guest: no, thank you  
 Receptionist: ok, can you sign here? Thank you, right. Here's your key. The lifts are over there on the left. If you leave your luggage here. I'll get the porter to bring it up to you. have a pleasant stay  
 Guest: thank you  
 2- Customer: we were thinking of a city, but not too hot and crowded  
 Travel agent: Have you thought of Paris? It's not too hot at this time of year. Or Scandinavia- you could always try Stockholm or Oslo.  
 Customer: That's an idea. Could you give us some prices?  
 Travel agent: Right. Let's see what's available... there's a weekend break in Stockholm, two night's accommodation, return flights for 379 pounds. No meals except breakfast, but there's a guided tour of the city included...

3- Passenger: Could I possibly have a glass of water?  
 Flight attendant: certainly, sir. Still or sparkling?  
 Passenger: oh, still please. Could you hurry- I'm feeling a bit sick  
 Flight attendant: off course. Shall I get you a blanket as well?  
 Passenger: no, I'm all right- just the water. It's just that it's a bit bumpy back here.  
 Flight attendant: Right, I'll get it straightaway. We'll be landing in about twenty minutes- I'm sure you'll be fine then.

4- Passenger: I really couldn't sleep a wink last night. The noise was terrible!  
 Purser: I'm sorry to hear that,sir. It was a bit stormy last night.  
 Passenger: it wasn't the storm - it was the engines. Now, I insist you move me immediately.  
 Purser: well, I don't think it would be very different in any of the other cabins- the lower decks are a bit noisier sometimes, I'm afraid.  
 Passenger: what about the upper decks?  
 Purser: well, there would be a supplement, and in any case I'm afraid they're fully booked.  
 Passenger:I don't believe it! Well, if it's noisy again tonight I shall complain to the captain!

---

..Hnm. let's see.. there are a couple of things that I can think of straight away. Of course, a lot depends on what you'

**K:** I'd like to see Ayers Rock  
**A :** I want to go to the Great Barrier Reef  
**T :** Ah, they're quite a long way apart  
**K :** Yes, we saw that- we were looking at the map. It's big!  
**T:** not to worry. Melboune is a good base and if I can just show you this. This company specializes in independent tours and they have two in Australia that you should think about in my opinion. One's called ALL AUSTRALIA. That's 19 day. It goes along the coast to Adelaide then by train to Ayer Rock . Then you fly to Darwin

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### Unit 3

#### Pronunciation

A,B,C,D,F,G,H,I,J,K,L,M,N,O,P,Q,R,S,T,U,  
 V,W,X,Y,Z

#### Intonation

- 5- Could you tell me where you are going?
- 6- Would you mind filling in this form?
- 7- Could you tell me how old you are?
- 8- Could you possibly turn the radio down?

#### LISTENING

(T: Travel agent: Karl, a: Anita)

**T:** what have we got that might interest you

in north, and then to Claims. That means you both get to see what you want.

**A:** Is everything included?

**T:** Everything. The flights, the train, the coaches when you go anywhere by road.

**K:** and the hotels? And all the meals?

**T:** the hotels..and you can take the full board option with all the meals. But if I were you,I 'd take half-board. Full-board is too much food for most people, and with half-board you have the fun of choosing where to have lunch each day

**A:** that's a good idea!

**K:** nineteen days did you say?

**T:** that's right

**K:** hnm, it's a bit long, perhaps. It doesn't leave much time in Melbourne.

**A:** no,

**T:** well, then, why don't you think about the AUSTRALIA'S BEST TOUR? That's only 13 days. Here we are. It's like the last one but you go direct from Melbourne to Alice Springs

**A:** that's where you go to Ayers Rock?

**T:** that's right

**K:** and it goes to the Great Barrier Reef?

**T:** and Sydney. And as I said, it's only 13 days so you'll have more time in Melbourne.

**K:** this is harder than I thought

**A:** yes, it is complicated!

**T:** Look, why don't you leave your contact details with me and I'll have a look on the internet and in our brochures, and see if I can find anything else for you. Then if you can come in some time next week.

**K:** ok

**T:** could you give your name so I can set up a file for you?

**A:** chodkiewicz Anita Chodkiewicz

**T:** could I ask you to spell that?

**A:** yes, it's C-H-O-D..

**T:** C-H-O-D..

## **PRONUNCIATION:**

1- Where is Mr. Vernon going?

When is he travelling?

Which row is his seat in?

What date is he returning?

What time?

Why doesn't he want a seat on the twelve-thirty flight?

2- **A:** I'd like to reserve a seat on the ten thirty flight to Birmingham, on Thursday. My name is Vernon

**B:**Thursday May 21<sup>st</sup> ? Certainly, sir. There's a seat in the third row.

**A:** That's fine. And I'm returning on May 23<sup>rd</sup>

**B:**The first Flight leaves Birmingham at eight thirty.

**A:**That's a bit early.

**B:**Or there's twelve thirty, or four thirty

**A:** Four thirty's too late. Twelve thirty, please.

**B:** on the twelve thirty flight on May 23<sup>rd</sup> , there's only a seat free in row thirteen.

**A:** Row thirteen? No, thanks. I'll go at eight thirty.

*B- - Distinguish between /ɜ:/ and /a:/  
Firm/farm burn/barn stir/star*

*heard/hard Dirt/dart hurt/heart*

*birth/bath purse/pass*

## **LISTENING**

### **Flight reservation**

- **A:** Travel agent      **T:** Tourist

**A:** good morning. Can I help you?

**T:** good morning, I want to book a flight from Barcelona to Rome.

**A:** Yes, sir. When would you like to travel?

**T:** Is there af flight on Friday evening?

**A:** Friday evening.. Yes, Iberia fly to Rome on Friday evening.

**T:** oh,good. I've got an open round the world ticket, starting in New York.

**A:** Have you got your ticket with you? There may be some restrictions.

**T :** Sure. There you go.

**A:** Thank you. Could you wait a minute while I check availability?

**T :** yes, sure..

---

## **UNIT 4**

**A:** Yes, that's fine. There are no restrictions on this ticket. Can you give me your contact address and telephone number in Barcelona?

**T:** yes, it's the Hotel Goya and the number 's 2018550.

**A:** Fine, The flight leaves at half past eight. Would you please check in one hour before departure? Here's your ticket. Have a good flight.

**T:** Thank you very much

### **Train ticket buying**

**T:** Traveller    **O:** operator    **C:** Clerk

**T:** Hello, I'd like some information about trains from Amsterdam to Paris, please.

**O:** Hold the line, please. I'll put you through to International Enquiries.

**C:** International Enquiries. Can I help you?

**T:** Yes, Can you tell me about trains from Amsterdam to Paris tomorrow?

**C:** Certainly. What time would you like to leave?

**T:** It doesn't really matter, but I have to be in Paris by 8.00 pm

**C:** There's an express at 10.50, getting in at five past five.

**T:** Hmm, I'd prefer to leave a bit later, I think.

**C:** Well, the 12:26 arrives in Paris at 18:57 but you have to change in Brussels.

**T:** The time is better, but I'd really rather not change. Is there a later train?

**C:** There is, but you would still have to change.

**T:** I see. In that case the 10.50 is probably the best. Can I buy a ticket now? I've got a credit card

**HOTEL/RESTAURANT**

**Pronunciation**

Pauline Gordon/ Paul O'Gordon

4 Teencourt Road/ 14 Court Road

Lower Wenlow/Lower Wenlaw

cornwall

404/44

Joe Norton/ Joan Orton

4 Newhole Street/ 14 Newhall street

Coldwater/ Caldwater

North Yorkshire

14/40

**B-**

Low/law            Joe/jaw                            Yoke/York

boat/bought      cold/called            Bowl/ball

toe/tore            tone/torn                snow/snore

hole/hall            sew/saw                show/shore

**C-** Roast pork                            North pole

An open door                            an awful joke

A stone wall                            a small hotel

A cold hall                                an important notice

Listening 2:

**A:**

**R:** Reservation                            **C:** Caller

**R:** Good morning, reservation Felipe speaking. How can I help you?

**C:** Hello. I'd like to book a room for me and my husband, please. Do you have a double room for next Wednesday?

**R:** Yes, we do. How many night is it for?

**C:** Two. Wednesday and Thursday

**R:** Yes, we have a double room available.

**C:** good, that's fine. Does the hotel have a restaurant ? you see, we arrive in the evening at about 7:00

**R:** Yes. Would you like me to book you a table?

**C:** Yes, please. Can we have a table for two at 7:30 on Wednesday evening?

**R:** Yes, madam. And your name, please?

**C:** Mrs. Julia Morell

**R:** Do you have a contact number?

**C:** Yes, my mobile number is 07780161236

**R:** thank you, Mrs. Morell. Could you send an email or fax to confirm your reservation?

**C:** yes, off course

**R:** Thank you for calling. Goodbye

**C:** Goodbye

## B- Checking and confirming

Hello. This is Steven Dickson from Edinburgh, UK. I'd like to make a room reservation for five nights from the 18<sup>th</sup> to the 22<sup>nd</sup> of Jun. I'd like a double room for me and my wife, and adjoining twin room for my two daughters. We arrive in Dusseldorf at 6:00 pm on the 18<sup>th</sup>. Please reserve us parking space and a table for four for dinner at 7:30. Thank you. Goodbye.

## C- A place to stay

1- Hi, I need a room for tonight...No, just myself... That's right. Just for tonight. You've only got doubles? No single?...No, no. Non-smoking..Hmm. Ok. I'll take it. I guess. Thank you very much

2- Hello. Is that Sea View?.. Do you have a room for two for tonight and tomorrow? ... Yes, a double or a twin. Either would be perfect. Is the bathroom en suite?.. a washbasin and shower is fine...Oh, supper would be wonderful. That saves us going back out again. Davidson.. Yes, Ok We'll see you this evening then.

3- Hello. I've been looking at your website and I'm ringing to see if you would have a space for a family of five- that's my wife and me and our children? No. all in the same tent. It's a standard ten. A frame tent, I think you say... Electricity? No...no, we don't..No, actually... I mean to tell you the truth, we'd like not to be near the shower block. As far away as possible in fact... For two weeks from July 22<sup>nd</sup> ... a deposit of 15%? OK. How should I send that?

D- I'd like to book a table

C: customer                      M: manager

C: Good morning. I'd like to make a reservation please. What days do you open?

M: We open from Tuesday to Sunday

C: When do you close?

M: We close on Mondays

C: I see. And what time do you serve lunch?

M: we serve lunch from twelve o'clock to three o'clock

C: Hm..good.Well, I'd like to book a table for six people at 8 o'clock on Saturday the 24<sup>th</sup> of September, please

M: We're always busy on Saturdays. We sometimes have cancellations but I'm afraid we're fully booked on Saturday the 24<sup>th</sup>. Oh...but I have a table on the 23<sup>rd</sup>

C: Ok. Friday the 23<sup>rd</sup> is fine. Thank you very much

M: So..That's a table for six at 8:00 on Friday the 23<sup>rd</sup> of September

C: yes

M: What name is it, please?

C: Kruger....K-R-U-G-E-R

M: Ok.We look forward to seeing you on Friday the 23<sup>rd</sup> of September

## E-Special wishes

C: customer                      W : waiter

1-C: I suppose you accept American Express cards?

W: Certainly, Madam. That would be no problem

C: and what about parking?

W : I'm sorry, Madam. There's no parking at the restaurant. But there's a car park in the next street

2- C: we're bringing our small daughter. She's two, so we'd need a high chair or sth like that.

W: Certainly, sir. That would be no problem

C: And I wonder if you have a special menu for children

W : No, I'm sorry , sir, we don't have a children's menu. But your daughter could have small portion of suitable dishes.

3- C: One member of my party is very lame. He has a wheel chair. Would he be able to get into your restaurant all right?

W : Certainly, sir, that would be no problem. We have an elevator

4- C: We'd all be Muslim in the party, so would there be any difficulties about suitable meat dishes

W : No, sir, that would be no problem

C: Do you have Halal meat?

W : No, I'm sorry, Sir, we have to Halal meat. But we have some excellent fish dishes that would be suitable

5- C: I'd like a table by the pool, if you've got one

W : No, I'm sorry, sir, we have no tables by the pool

C: And one of my guest as diabetes. Would he be able to find the right kinds of dishes on your menu?

W : Certainly, sir. That would be no problem

## **Unit 5:**

### **Pronunciation**

A : Excuse me, this table is too small. There are six of us

B: I'm sorry. I'll change your table straightaway.

Listen and mark the links in the conversations below

1- A: My room isn't ready

B: I'll send up someone from housekeeping straightaway

2- A: The people in the room next door are making a lot of noise

B: I'm sorry. I'll look into it for you

3- A: Excuse me. This fish is undercooked

B: I'm sorry madam. I'll talk to the chef and bring you another

4- A: We've been waiting for an hour and a half

B: say your aunt is very ill. A doctor ought to see her at once

A: There isn't a doctor available. They're all busy

B: Ask the receptionist to hurry up

A: I've asked her over and over again. The more I ask, the longer I wait.

### **B- Distinguish /ʌ / and /æ /**

Bug/bag                      mud/mad                      puddle/paddle                      fun/fan

Sung/sang   butter/batter   hut/hat                      truck/track

Much/match                  drunk/drank   cup/cap                      uncle/ankle

### **Listening**

C: Customer            T:     Travel agent

C: My name is Sarah Ashton. I booked a flight to London through this office last week. It was a telephone booking and I paid by Visa. This morning I received the ticket and you've booked me on the wrong flight.

T: Hmm... What flight did you want?

C: I want to travel on the 10am flight tomorrow. This ticket is for the 14:00

T: Are you sure you booked the 10 o'clock flight?

C: Look ! I definitely booked the 10 o'clock flight!

T: Well, that's a special fare. If you want to change the departure time, there will be a charge to upgrade the ticket.

C: What! I don't believe this! Listen! This is your mistake! If you think I'm going to pay any more..

### **Three complaints**

**T : tour rep**

**G: guest**

**1- T:** Hello, have you settled in OK? Is everything all right?

G: Well, seeing as you ask, no it's not. I'm afraid we're not very happy with the hotel so far. In fact, to be honest, it's a disgrace.

T: Oh, dear, I'm sorry to hear that. What exactly is the problem?

G: The noise for a start. There was disco music until three o'clock this morning – right under our room! and then at 8 o'clock the bulldozers started with their drills. I didn't pay all this money to stay in a building site, and frankly I want to know what you're going to do about it! Your company certainly didn't mention anything about building work in their brochure.

T: OK, look, I'm really very sorry. Let me take some details. What room are you in?

G: 209

T: Oh, yes, it's Mr and Mrs Pratt isn't it?

G: That's right. Now can you do anything or not?

T: well, I'll see if I can sort it out. I know the hotel is ver full at the moment, but I'll talk to the management and see if we can move you to a quieter room. there's a much quieter area over on the other side of the pool.

G: That would be something, I suppose.

T: if you wait here I'll go and talk to the manager right away. Perhaps you'd like a coffee on the house while you're waiting?

G: Ok

T: I'll be righ back.

**2- P: Passenger                            A: Airline rep**

P: Are you supposed to be in charge here?

A: Yes, madam. How can I help you?

P: I've just been told by that person over there that I can't check in. some story about the flight being overbooked. She says I've got to wait until seven o'clock tonight!

A: I see. That sounds unfortunate

P: Unfortunate! It's disaster. I've got a meeting in Stockholm at 8 o'clock tomorrow morning. I'll be exhausted- that's if I ever get there!

A: let me see if I can help. I just need a few particulars. Were you booked on flight SA716?

P: Yes, I was

A: Ah, well, I'm terribly sorry but there has been a bit of a problem.

P: What do you mean?

A: If I could just explain – I'm afraid there was a technical fault on the plane you were meant to be on and we have had to replace it with another one, which unfortunately is not so big.

P: I don't believe it! So because of that I've got to wait another six hours?

A: I may be able to help. Just have a seat. This is what I'll do – I'll have a word with another airline and see if we can squeeze you onto an earlier flight

3-

Personnel department: Hello, Mrs. White. My name's Roger Scales from the personnel department at the Bay hotel and I'm just calling you about your recent visit. I know there were problems when you stayed with us and I wanted to check that we dealt with them properly.

Guest: oh...yes ...Ok

Personnel department: I see there were problems with the disabled facilities.

Guest: Well, the disabled access in the hotel was very good really. You know, to the bars and the restaurants, but the main lift wasn't working when we arrived. So, that's why we needed a room on the ground floor.

Personnel department: I see, and did we give you a room on the ground floor?

Guest: Yes, you did, but the room you gave us was very noisy. That first night, we couldn't sleep at all

Personnel department: Oh dear. That shouldn't have happened. Did we give you a different room on the ground floor?

Guest: yes, you did. The next day you gave us a beautiful room next to the gardens. It was very quiet and the manager sent us some flowers and a complimentary bottle of champagne. So, in the end we had a very pleasant stay.

Personnel department: good. I'm glad you enjoyed it. Well, we look forward to seeing you again.

Guest: yes, thank you very much. Goodbye

Personnel department: goodbye

## Unit 6:

### Pronunciation

Listen and write the words you hear.

See/she

sell/shell

said/shed

save/shave

Mess/mesh

Paris/parish

ass/ash

fist/fished

Sock/shock

saw/shore

sew/show

Sue/shoe

Sort/short

puss/push

rust/rushed

crust/crushed

B- Listen and practice this conversation

A: Good morning. Welcome to Supervacation Travel Agency. Can I help you?

B: Yes, I hope so. I'm interested in a short holiday soon. I'd like some information.

A: Yes, certainly. What sort of holiday interests you?

B: Somewhere with some sunshine.

A: What about a luxury cruise?

B: What exactly happens on a luxury cruise?

A: Well, a cruise is a holiday on a ship. The ship itself is very luxurious; it's like staying in a luxury hotel. The ship sails to various places. Passengers get off and see the sights.

B: I'm not sure. What other holidays can you suggest?

A: Here's a Supervacation brochure. It gives information about lots of holidays. See what suits you best. Then we'll fix it.

B: thanks for the information. I expect I'll see you soon

### **LISTENING**

The difference between a tour operator and a travel agent? Well, it's quite simple, really. Obviously there is a lot of overlap between the two roles, but basically, a tour operator buys the separate elements of transport, accommodation, and other services, and combines them into a package. A travel agent sells these products and other services to the public and provides a convenient location such as a shop or office for the purchase of travel.

So a tour operator will have to do things like decide what tours and holidays to organize - it might be inclusive tours, or independent holidays. They'll probably investigate and research new markets to find out what people actually want. Then, when they're putting together a tour, they'll have to negotiate with the various airline companies and hotels and other principals, as we call them, in order to get good bulk purchase deals. They'll probably charter aircraft, and later on they'll need to recruit and train staff to be resort representatives, guides and so on. When that's all sorted out and they've signed contracts with the principals they'll be able to concentrate more on promotion- designing and printing a brochure, and planning an advertising campaign. Once the tours are being sold, the tour operator deals more directly with the agent in accepting booking. They have to continue to work with the principals - sending room lists, flight manifests, that sort of thing.

So a tour operator doesn't usually have so much direct contact with the customer. The travel agent, on the other hand, is in direct contact with the customer, advising on resorts, carriers, and travel facilities in general, helping to plan itineraries for customer, arranging corporate travel. Then when they're actually selling holidays, inclusive tours, air tickets or whatever, they'll be involved in recording and confirming reservations, sending invoices to customers, and issuing tickets and vouchers. They're also involved in ancillary services like arranging car hire or selling insurance. And plenty of other things as well, from ordering stocks of brochures for rack display to making sure the windows are kept clean.

### **WHY CHOOSE A PACKAGE HOLIDAY?**

I : interviewer            H: Helga

I : Helga, what would you say were the advantage of a package holiday?

H: Well, I think the most obvious advantage is the saving in cost. Package holidays are cheaper than the same holiday bought independently. We're tour operators, and so we're buying in bulk and we buy in advance- sometimes as much as two year in advance- and this means that we get good prices for airline seats for hotel rooms, for accommodation in general and for other services. The independent traveller simply cannot get prices as good as ours. So yes, I'd say the low cost is the most important advantage.

I : Are there any other advantages?

H: Well, yes there are. Another important advantage of the package holiday is that you know how much the holiday will cost before you've left home. The accommodation transport, transfers, and a lot of excursions - all this is included in the price. In fact, we call it an all-inclusive price - the only other money you will spend is buying souvenirs, drinks, or small things like that. With a family, where the money they have might be limited, you know how much the holiday's going to cost you before you leave home.

I : Can you give one more reason for taking a package holiday?

H: Well, another thing is the fact that it's been organized by professionals. So as tour operators we've been to the destination. We've confirmed that the hotel meets our standards and we've checked with local guides

I: So this means that you won't have any problems - you can relax and ...

H: Yes, you're on holiday with nothing to worry about. And if you do have a problem, there's a rep, a representative of our company on site. So if you have any problems, there's somebody who speaks your language that you can go to and this person will find a solution to your problem and this also produces peace of mind.

## UNIT 7

### PRONUNCIATION

B: Visa is fine. What's your room number?

### PRONUNCIATION

A- Distinguish /u: / and /u/. write the word you hear

Fool/ful      pool/pull      Luke/look

Boot/foot      food/good      tool/wool

B- Listen and practice the conversation

A: Can I help you?

B: Yes, please. I'm looking for a book about woodwork.

A: A **book** about **woodwork**? What about Woodwork for Beginners by Peter Bull? It's full of good ideas.

B: Thank you. I'll look at it.

### LISTENING

**A- D: Mrs. De Canio**

**R: Reception**

**W : waiter**

**Wo: Woman**

1- **D:** Hello, we're checking out now. could we have the bill for room 234, please? I asked for it to be prepared.

**R:** Yes, your bill's ready for you, Mrs DeCanio. Here you are. Everything is itemized: your room, meals, telephone calls, pay-per-view, and the minibar. Service and VAT are included. How would you like to pay?

**D:** with Visa. Here's my card

**R:** Could you sign here, please? Thank you. here's your receipt and your Visa slip copy. Thank you very much. We hope to see you again.

**D:** thank you

2- **Wo:** Excuse me, we're leaving now. could you bring us the bill , please?

**W:** Certainly, madam

**Wo:** Have you included the drinks from the bar?

**W:** Yes, I've included them here.

**Wo:**Ah And is service included?

**W:** No, madam. How are you paying?

**Wo:** I'm paying in cash. Do you accept euros?

**W:** Yes, we do. the total in euros is just there. Would you like a VAT receipt?

**Wo:** No, thanks. This is fine.

B-

**C:** Cashier    **R:** Reception    **B:** Mr. Badel    **F:** Mr. Frank    **K:** Ms.Kohl    **P:** Mr.Popovic

1- **C:** The invoice for your room and meals goes directly to your company.

**B:** yes, that's right

**C:** so, here's your bill for eh extras. How are you paying, Mr.Badel?

**B:** With Mastercard

2- C: Your hotel vouchers are for room and breakfast, Mr, Frank. Your bill for the other meals and drinks comes to 230 dollars. How would you like to pay?

F: With US dollar traveller's cheques, please.

3- K: Can I pay my bar bill separately, please?

R: Yes, certainly Ms.Kohl

K: I'll pay be credit card. Do you take Visa?

W: yes, Visa is fine

4- W: That's £17.50 altogether Mr.Popovic. how would you like to pay?

P: in cash , please. Here you are, £20.

W: one moment, and I'll get your change

P: No, that's alright. Keep the change

W: Thank you very much

## UNIT 8-

### PRONUNCIATION

**A- Distinguish /l/ and /r/ and then write the words you hear**

Lip/rip lap/rap light/right law/raw lead/read

List/wrist belly/berry collect/correct alive/arrive long/wrong

**B- Listen and practice this commentary on a guided tour**

Ladies and gentlemen, on your left, you will see Lumley Castle. This belongs to Lord and Lady Lumley, who live here with their family. All the land on the left of the road belongs to the Lumleys. They have a famous collection of wild animals, including lions, so please do not eave the coach until we are safely inside the car park. We are lucky, Lord Lumley is allowing us to leave the grounds and go inside this beautiful stately home. Most people can only look at the castle from outside. The time now is quarter to eleven. Please return to the coach by quarter past twelve. Don't be late, or we'll miss lunch.

**C- Listen to these echo question. B is not sure what A said. His voice begins low, and rises**

A: Lumley Castle is **on** your left

B: **where** is Lumley Castle? →

A: **Lord** and **Lady Lumley** have a collection of **wild animal**?

B: **What** have they **got**? →

**Now make echo questions about these sentences**

The castle belongs to Lord and Lady Lumley ( Who....?)

The Lumley family live in the castle ( where....? Or Who ....?)

We are going inside the castle ( Where...?)

The time is quarter to eleven ( what ...)

### LISTENING

**Tour operator representative:**

Good morning. I'd like to welcome you on behalf of Thailand Tours to the Oriental Hotel, Bangkok. My name is Joanna anh I'd your tour leader for the first part of your holiday.

I'm going to spend a few minutes outlining your 15-day overland tour to Singapore. If you have any questions, please don't hesitate to interrupt.

Day 2 – that's tomorrow – is a free day, so you may just want to relax in your hotel. But if you're feeling more energetic you could explore the city.

On day 3 we visit the famous floating market in the morning. Then we take a tour of the Grand Palaxe in the afternoon and later watch some Thai boxing. In the evening we take the overnight train to Nakorn Sri Thammarat.

On day 4 we stop at Nakorn Sri Thammarat to see the 7<sup>th</sup> century temple and the museum. Then we visit the famous local silversmiths at work. After lunch we drive to Krabi on the west coast where we have dinner and stay overnight.

On day 5 we set off early for Phuket where you can relax and enjoy Thailand's largest island. The next day, day 6, we take the early morning flight to Penang for the Malaysian part of the tour. Again it's a free day, so you can explore the street markets, or spend the day relaxing on the beach.

**T: Travel agent.**

**W: Woman.**

T: Buon giorno, signora. Posso aiutarla?

W: Er, do you speak English?

T: Yes, madam. Can I help you?

W: Oh, good. Now, I'm here with a colleague for a conference, but we'd like to stay on afterwards and visit Florence and Venice. Do you think you could organize a trip for us and maybe suggest some excursions that we could go on?

T: Certainly, madam. It would be a pleasure. Could you give me your name, please?

W: Of course. My name is Mrs Munro and my colleague is Miss Parker.

T: Right. What date would you like to go?

W: Saturday, 5<sup>th</sup> April.

T: ... 5<sup>th</sup> April. Returning to Rome on ...?

W: Saturday, 12<sup>th</sup>.

T: Fine. Have you ever been to Florence?

W: No, I've never visited Tuscany. In fact, I've seen very little of Italy – except Rome.

T: Well, the best way to see Florence is on foot. The Duomo, the Palazzo Vecchio, the Uffizi and the Pitti Palace are all very central. But I can give you details of various excursions as well.

W: That's very kind. Now we must be in Venice on the Wednesday. We've already booked some concert tickets for that evening.

T: O.K. That's no problem. Perhaps you could look at these hotels and tell me which ones interest you. Then I can make up an itinerary and FAX it to your hotel.

W: Thank you.

T: Do you have a credit card?

UNIT 9

A- PART ONE

1. where's the best place to get a panoramic view of the city? We want to take some photos.
2. I've heard there are some paintings by Andy Warhol somewhere in Sydney. Can you tell me where they are?
3. is there anywhere in the harbour where you can see battleships or any other old historic ships?
4. we want to relax, hang out, just do a bit of swimming and sunbathing. Have you got any suggestions?
5. I'd like to take the kids some where educational but not too boring. Is there any museum with – I don't know- sealife, shark, crocodiles, that kind of thing? Someone told me there's a good display on the Great Barrier Reef as well.
6. I'm interested in seeing all the famous sights – The Bridge, the Opera House. Is there a boat trip or anything like that, that shows me all the sights?
7. What about the more ethnic side of Sydney? Is there anywhere we can go to get a different kind of food for example?
8. where can we go for a bit of fun and excitement – rides, rollercoasters, that sort of thing?
9. Excuse me. could you tell us the best place to get away from the noise and bustle of the city – a park or somewhere? You know, a bit of greenery and some fresh air

10. Someone told us there's an old fashioned indoor shopping mall with all the top designer shops and some nice bars and restaurants. Do you know the place?

B-Part two:

1. There's one or two possibilities. The Tower is the obvious one – you get some outstanding 360 degree views of the city. But you can also get some good views from the Harbour Bridge – if you go up the Pylon Lookout – and the Opera House as well. I'd go for the Tower though, if you've got a good head for heights!
2. That's MCA – it's got some wonderful modern and contemporary art
3. You should go to the National Maritime Museum. You can visit twelve or so historic ships in the outdoor display and the indoor exhibitions are also well worth visiting.
4. you could go to Bondi Beach, or there's some great beaches to the north.
5. you could try the Power house Museum – that's got a lot of hands –on stuff- but if they're interested in sea-life then it's got to be the Aquarium
6. Yes, go down to Sydney harbour – I'll show you where – and take any one of the cruises. There's a lot to choose from I recommend one of the old squareriggers.
7. There's always Chinatown if you like Chinese food. Or alternatively, I could give you the names and addresses of some good Thai restaurants – they're my favourite
8. The place to go is Luna Park. It was restored and modernized a few years back and it's great. You'll love it, I guarantee it!
9. if I were you I'd go to the Botanical Gardens or the Chinese Garden.
10. I can recommend lots of places to go shopping, but I think the place you're talking about is the Queen Victoria Building.

## Unit 10

### Listening

Guide commentaries

1

The elegant building you can see on your left with the lovely green lawns in front of it is, of course, one of the most famous buildings in America. It is also one of the most powerful. It was designed by James Hoban after the site had been chosen by George Washington. Building work began in 1792, and although it was burned early on by the British in the war of 1814, it was restored. John Adams was the first president to live here.

2

You are now standing in front of one of the most famous sights in the whole world. It is without doubt the finest example of Mughal architecture. The glorious white marble exterior stands as a symbol of purity and love. It was built by the emperor Shah Jahan as a mausoleum – a burial place – for his beloved wife Mumtaz, and it took nearly twenty years to build.

3

The magnificent structure we are now passing is 300 metres high and has stood on this site for over a century. It stands as a proud example of the technological and engineering achievements of 19<sup>th</sup> century France. It is said that the British planned to build a similar structure just a bit higher, but they only got as far as the first stage when – so the story goes – the structure began to collapse.

4

Now, standing in the middle of this square we have a splendid view of the largest and most important church in the Christian world. The church was started in the early 16<sup>th</sup> century and took over a hundred years to complete. Bramante, Raffaello, and Michelangelo all worked on it. The centerpiece of the church is the magnificent dome standing over 120 metres high. We shall now go into the church and climb to the top for some wonderful view of the city – so I hope you are feeling fit!

5

The building in front of you is nearly two-and-a-half thousand years old. It is a masterpiece of architecture, reflecting the advanced development of the culture which produced it. It was built as a temple to the goddess Athena, but in its long history it has also been used as a Christian church and as a mosque. Over the years much of it has been destroyed, indeed a lot of the sculptures are held in the British Museum in London.

6

We're now approaching a very famous sight indeed. It has a main span of 1,280 metres, with a total length of 2,824 metres, making it one of the world's longest suspension bridges. As we cross, look to your left for some superb views of the city and the bay, and to your right you'll be able to gaze out to the blue horizon of the Pacific Ocean.

7

Soon we'll be entering one of the most famous ancient buildings in the world. Most of what you can see is original. Imagine the blood and the death, the cruelty, and the peculiar pleasures of the declining empire. It was here also the Christians are said to have been thrown to the wild beasts.

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## WORDLIST

Accessibility(n)	tính dễ đến gần , tính dễ bị ảnh hưởng
Accommodation(n)	sự thích nghi, phòng ở đủ tiện nghi
Agency (n)	đại lý, nhi nhánh công ty, hãng thông tấn
Agrarian adj:	thuộc về ruộng đất, trồng trọt
Allergic (adj)	dị ứng
Amenity (n)	tính nhã nhặn, hòa nhã, tiện nghi
Archaeological(adj)	thuộc về khảo cổ
Autobahn (n)	xa lộ ( ở Đức)
Autostrada :	đường dành riêng cho xe ôto, xa lộ
Awe-inspiring( adj)	gây kinh hoàng
Bake (v )	bỏ lò,nướng bằng lò
Banquet (n),(V)	đại yến, tiệc lớn, thết đãi tiệc
Bartender (n)	người pha chế rượu
Bellhop/porter (n)	người khuân vác, trực tầng ở khách sạn
Brochure (n)	tập sách mỏng để quảng cáo
Bulk(adj)	lớn
Bustling adj	hối hả, vội vàng
Canal (n)	kênh, sông đào
Canyon (n)	hẻm núi
Captivating (adj)	làm say đắm, quyến rũ
Castle (n)	lâu đài, thành trì, thành quách
Cathedral (n)	nhà thờ
Cauliflower (n)	bông cải
Cave-dwelling(n)	việc ở hang động của người thượng cổ
Challenges (n)	thử thách
Channel (n)	eo biển , kênh
Charter (n)(v )	thuê tàu xe, máy bay
Citadel (n)	thành lũy,thành quách
Civilization (n)	nền văn minh
Coast (n) :	đường bờ biển
Community (n)	khu phố, cộng đồng
Complimentary(adj)	ca ngợi, ca tụng,mời
Concession (n)	nhượng bộ, giảm giá
Concierge (n)	người giữ cửa, tư vấn thông tin về giải trí ở khách sạn
Condiments (n)	đồ gia vị
Congress (n)	cuộc họp chính thức, đại hội
Coral reefs. (n)	dải san hô ngầm
Credit card (n)	thẻ tín dụng

Crisis	(n)	cuộc khủng hoảng
<i>Cruise (n)</i>		cuộc đi chơi trên biển
Crystalline (adj)		kết tinh, bằng pha lê
Curator(n)		người phụ trách , hướng dẫn ở bảo tàng
Currency (n)		tiền tệ
Deface (v )		làm mất uy tín
Delve (n),(v )		chỗ trũng , đào bới
Destination	(n)	điểm đến, nơi đến
Diabetic:	(adj)	mắc bệnh tiểu đường
<i>Diverse (adj)</i>		phong phú, đa dạng
Domestic (adj)		nội địa, trong nhà
Emerald (n)		ngọc lục bảo, màu xanh ngọc
Enterprise (n)		doanh nghiệp
Evolution (n)		sự tiến hóa, phát triển
Excursion (n)		cuộc du ngoạn, chuyến tham quan ngắn
Executive chefs		đầu bếp trưởng
Exhibitions (n)		việc trưng bày, triển lãm
Exotic (adj)		ngoại lai, đẹp lạ thường
Explore (v:		khám phá
Facilities(n)		điều kiện thuận lợi, tiện nghi
Felucca (n)		một loại tàu nhỏ ở Địa trung hải
Ferry (n)		phà, bến phà
Festival (n)		lễ hội, liên hoan ( tôn giáo, âm nhạc, nghệ thuật)
Flexible (adj)		uyển chuyển , linh hoạt
Flight attendant (n)		người phục vụ, tiếp viên hàng không
Flock (n) (v )	)	nhóm, tùm, tụ tập
Freelance (n)		hành nghề tự do
Game (n)		thịt rừng
<i>Glimpse (n),(v.)</i>		<i>Nhìn thoáng qua</i>
Glorious(adj)		vinh quang, lộng lẫy
Gondola:		thuyền đáy bằng, khinh khí cầu
Grill (v ) :		nướng vỉ
Grotto (n)		hang, động
Guesthouse (n)		nhà khách
Gulf (n)		vịnh
Handicraft village		làng nghề thủ công
Harem :		hậu cung

Helm (n)	mây tụ, lái tàu
Heritage (n)	di sản, tài sản thừa kế
Hub:	trục bánh xe, trung tâm
Incredibly (adv)	đáng kinh ngạc
Inhabitants:	dân cư
Itinerary (n)	kế hoạch một hành trình
Kidney (n)	thận
Lagoons (n)	phá, vịnh
Limestone(n)	đá vôi
Liver (n)	gan
Maneuverability(n)	khéo léo
Maze of islets (n)	mê cung của những hòn đảo nhỏ
Metropolis (n)	thủ đô, thủ phủ, mẫu quốc
Monorail (n)	đường xe lửa (1ray)
Monuments:	đài tưởng niệm
Museum (n)	nhà bảo tàng
Muslim :	người theo đạo Hồi
Mustard (n)	mù tạc
Negotiation (n)	thương lượng, đàm phán
Offal (n)	đồ lòng, ruột
Paddle (n), (v )	mái chèo, chèo xuồng
Pagoda (n)	chùa, tháp
Palace (n)	cung điện
Patronize (V: )	hạ cố, đỡ đầu
Peaks (n)	đỉnh
Penthouse (n)	tầng thượng nhà cao tầng
Picturesque (adj)	đẹp, gây ấn tượng mạnh
Promotion(n)	khuyến mãi, thăng tiến
Rack (n)	giá, kệ để đồ
Receptionist (n)	người tiếp tân
Referral system	giới thiệu nhà hàng ,khách sạn khác
Reservation and counter staff:	nhân viên nhận đặt phòng
Resort (n) (v )	khu nghỉ dưỡng, thường xuyên lui tới, la cà
Rituals (adj)(n)	theo lễ nghi, trình tự
Roast (v )	roti, quay
Safari(N)	cuộc đi săn hoặc hành trình tương tự đi săn
Sauté :	áp chảo, xào
Self-catering (adj)	tự phục vụ ( quán ăn, kỳ nghỉ)

Soaring (adj)	bay vút lên
Splendour:	sự tráng lệ, lộng lẫy
Stew:	hầm, ninh
Stunning (adj.	Tuyệt vời, lộng lẫy, gây ấn tượng mạnh ( kiến trúc)
Suite (n)	dãy phòng, loại phòng có phòng khách,tắm,ngủ riêng
Survive (v )	sống sót
Teak :	một loại gỗ
Temple (n):	đền, miếu, điện , thánh đường
Terraced vineyards:	vườn nho có bậc thang
Terrorism(n)	sự khủng bố, chính sách khủng bố
Theme park (n)	công viên giải trí
Tombs n)	lăng, mộ
Tour guide (n)	người hướng dẫn viên du lịch
Tour operator (n)	người điều hành chuyến du lịch
Tower(n)	tháp ( nhà thờ, pháo đài,lâu đài)
Traffic Assistance (n)	trợ lý về xe cộ
Tram (n)	xe điện ( chạy đường ray)
Travel agent (n)	người làm nghề đại lý du lịch
Treasures (n)	châu báu, kho tàng
Trekking (n)	đi bộ leo núi , đường dài
Tributaries (adj)(n)	nhánh, phụ ( sông)
Trout (n)	cá hồi
Trove :	vật tìm ra
Ultimate (adj)	tân tiến, thượng hạng, tốt nhất
Valleys :	thung lũng
Venison (n)	thịt nai
Vibrant (adj)	rực rỡ, đầy sức sống, rung động mạnh
Visa (n) (V )	thị thực, đóng dấu thị thực
Walnut trees, n:	cây óc-chó
Wane (V )	tàn yếu, hết thời

TỔNG LIÊN ĐOÀN LAO ĐỘNG VIỆT NAM  
TRƯỜNG ĐẠI HỌC TÔN ĐỨC THẮNG  
PHÒNG THCN & DN



# ENGLISH FOR TOURISM 2

P A C C

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Hồ Chí Minh City  
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# Unit 1:

# TOURISM TODAY

## VOCABULARY

### I- Tourist attractions

Match the word with the picture below:

a- bay

b- floating market

c- bird sanctuary

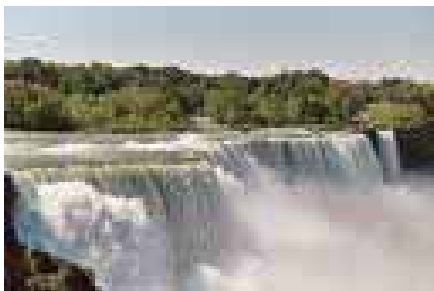
d- waterfall

e- beach

f- grotto

g- museum

h- lake



1



2



3



6



7



8

**II- Tourist activities**

- a. Fishing      b. Swimming      c. Bird watching      d. Kayaking  
 e. Scuba diving      f. Skiing      g. Skating      h. Hiking  
 i. Horse riding      j. Playing golf      k. Sailing      l. Biking



1 \_\_\_\_\_



2 \_\_\_\_\_



3 \_\_\_\_\_



4 \_\_\_\_\_



\_\_\_\_\_ 6 \_\_\_\_\_



7 \_\_\_\_\_



8 \_\_\_\_\_



9 \_\_\_\_\_



10 \_\_\_\_\_



11 \_\_\_\_\_

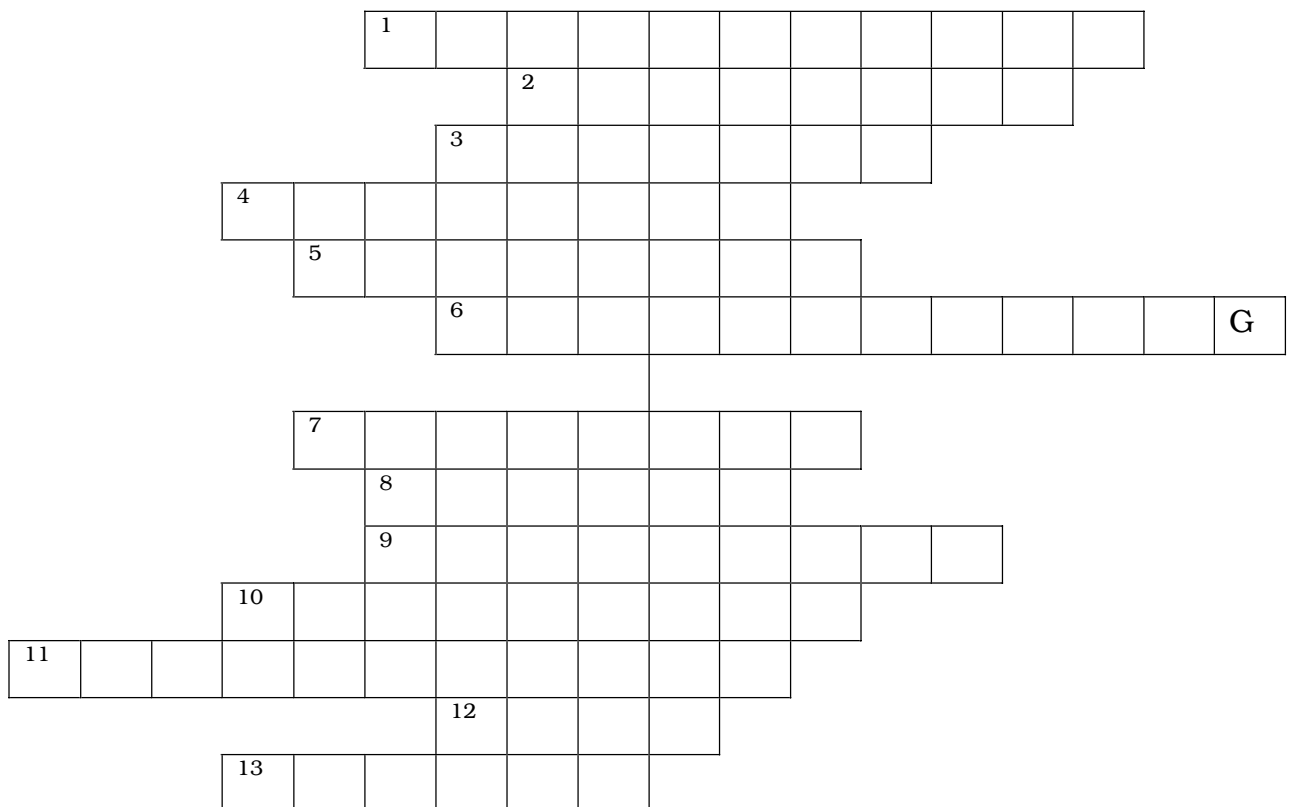


12 \_\_\_\_\_

**III- The language of tourism**

1- when you get to your\_\_\_ you'll be met by our representative.

- 2- if you want to choose a holiday the best way to start is to read a \_\_\_\_
- 3- Hiring transport (for example, a plane) for a special purpose
- 4- Every year the villagers celebrate their \_\_\_ with fireworks a procession, and a huge meal
- 5- You'll need to change your money into local \_\_\_\_\_
- 6- If you don't want to eat the hotel food you could always go \_\_\_ and prepare your own meals
- 7- The invironment, including the countryside, historic buildings, seen as something good to be passed on to future generations.
- 8- Place where people regularly go for holidays
- 9- Short visit, often no longer than a day, returning to the place you started from
- 10- A list of places to be visited on one journey
- 11- I want to see everything in the city, so I've booked a \_\_\_ tour on an open-top bus
12. For some countries you need to have a \_\_\_ before you're allowed in
13. Building in which collections of rare objects are exhibited.



#### IV- Tourism features and attractions

Put these words into the correct column :

- a- harbour   b- sunny   c- music festival   d- campsite   e- desert  
 f- chilly   g- museum   h- waterfall   i- castle   j- folk dance  
 k- concert   l- countryside   m-bar   n- heritage   o- motel  
 p- plane   q- damp   r- metro   s- nightlife   t- temperature  
 u- coastline   v-art gallery

Climate	Natural features	Built attraction	Events	Food,drink, entertainment	Accommodation	transport
Rainy	Beach	Cathedral	Carnival	Restaurant	Hotel	Train

**V- Complete the sentences**

- 1- I don't really like the city. I prefer to live in the \_\_\_\_\_  
 2- There aren't many beaches on the island. The \_\_\_ is mainly rocky with steep cliff.  
 3- The Netherlands has a \_\_\_ climate, with mild winters and cool summer  
 4- These beautiful old churches are part of our national \_\_\_\_\_

F- Matching the word in the left and the definition in the right

- 1- visitors                      a- buy products or services  
 2- tourists                      b- stay in hotel  
 3- tour leaders                c- travel in planes, trains, buses or boat  
 4- customer                    d- take groups of people on organized holidays  
 5- passengers                 e- visit particular places or building  
 6- guests                        f- travel to places on holiday

**LANGUAGE PRACTICE**

**I- Choose the correct words**

- 1- I dislike swimming/ to swim much  
 2- I would like to do/ doing a parachute jump one day  
 3- Mark would prefer to drive / driving rather than take/ taking the train

- 4- I can't stand to spend/ spending too much on plane.
- 5- I like to lie/ lying on the beach. I always spend my holidays sunbathing
- 6- They don't mind to take/ taking care of their garden

**II- Complete the sentences using the words in brackets**

Mark: I've always wanted to visit San Francisco

Sarah: Me too. *\_i'd love to visit\_*( I'd love) it some time.

1- Harriet: Tom seems to enjoy watching football matches

David: Yes, .....( he loves) United play

2- Trevor: I'm glad I don't travel as late as Sarah does

Laura: Me too.....( I wouldn't like) such long hours

3- Mathew: I think I'll go and see this new film

Emma: Can I go with you?.....(I'd like it) too

4- Reporter: Have you ever flown in a hot-air balloon?

Miles: No, but .....( I'd love) in one someday.

**III- Complete the conversation**

A: I hear you sometimes sail to France in your boat

B: That's right. I really enjoy *sailing*

1- A: Are you going to organize our trip?

B: yes, of course. I've agreed..... it

2- A: What time will you be back?

B: oh, I expect ..... back some time around nine

3- A: Did I remind you about the dinner tonight?

B: Yes, thank you. You keep ..... me

4- A: Was your decision the right one, do you think?

B: Yes, luckily. In the end, it proved ..... the best thing for everyone

5- A: Do you still work at the travel company?

B: No, I gave up ..... there last year.

6- A: I'm sorry you had to wait all that time

B: oh, it's all right. I didn't mind .....

**IV- Complete the sentences , using would like or don't/doesn't like**

Mike won't wear a tie. Harriet is annoyed

She *would like him to wear a tie* because they are going to a concert

1- Mrs Miles is going to do a parachute jump, but her son and daughter don't like the idea.

They ..... because they think it's dangerous

2- Herry loves art galleries, but his wife doesn't care about it

She ..... because she doesn't find it interesting

3- Natasa may not go on holiday with her friends.

They ..... because she's always good fun to be with

**V- Read the conversation and write the missing words. Use one word only in each space**

Anna: I hear you're preapring to ....*leave*.. for Australia

Lisa: That's right. And I'm really looking forwart to it. I can't (1)..... to get there. I 'm hoping (2)..... See all my friends while I'm there. I 'm going to enjoy (3)..... them again after so long.

Anna: Martin and I (4)..... like to go away, but we can't manage it this year.

There's just one problem that I ( 5)..... To sort out. My tickets haven't arrived. I've tried to ring the travel agency, but I can't get through. I'm beginning to regret (6)..... Going thre myself to pick them up

Anna: I expect they'll be here tomorrow.

Lisa : That's realy leaving it to the last minute. It's such a worry.

Anna: Well, I know you. You can't (7) ..... Worrying, can you?

Lisa: No, I can't. I hope this holiday isn't going to turn out (8) ..... Be a disaster.

Anna: of course it isn't. Just keep (9) ..... Trying to get through

**VI- Find the error.**

1- I love help people to decide which places to live

2- I like travelling but I am not fond of fy

3- I haven't travelled a lot but I am really want to

4- I can't stand train food but I mind it most of the time

5- She would like applying for a job as a tour reps in Greece

**VII- Reading:**



The Trung Thu Festival (on the 15th day of the eighth lunar month), or Children's Day, apparently recalls a

Duong-Dynasty evening when Emperor Minh-Hoang took his Empress to the shores of a beautiful lake.

On this day kids are given *banh nuong* (cakes made of sesame seeds and ground lotus flowers) and *banh deo* (glutinous rice dumplings). But the real treat is the lanterns crafted into shapes of boats, dragonflies, butterflies and even spacecraft.

The festival really begins after dark, when the children come out onto the streets to swing their colourful lanterns and dance in processions under the gaze of proud parents. If you catch this festival in any place with a high vantage point, then follow the crowds of families who will find the best view to light their children's lanterns and to watch the huge harvest moon rise in the sky.

Trung Thu is not all about indulging the kids. There is also an educational element whereby children learn from grandparents and parents how to prepare and present the festival dinner. There is usually a "doctor" made of paper or dough to remind them of high standards to be achieved in their studies.

The Mid-Autumn Festival is also found in Hong Kong, Singapore and all over China. In Hong Kong the reason for the festival apparently dates back to a Mongolian uprising in the 14th century, when the cakes were invented to carry secret messages of war

[www.whatsonwhen.com/sisp/index.htm?fx=event.search&loc\\_id=131149&cat\\_id=2229](http://www.whatsonwhen.com/sisp/index.htm?fx=event.search&loc_id=131149&cat_id=2229) - , 16/06/09)

7.1 Read the text and decide these statements are true or false. Correct the false

- 1- The trung thu festival was born in China.  
.....
- 2- Moon cakes are only for kids in Trung thu festival.  
.....
- 3- The Trung thu festival happens during all day.  
.....
- 4- The festival is also found in Hong Kong, Singapore, Malaysia and China  
.....
- 5- The Mid-autumn festival is just for kids  
.....

7.2 Matching the words in two columns

A

- 1- lantern
- 2- apparently
- 3- dough
- 4- gaze
- 5- indulge

B

- a- to look with attention
- b- metal lamp used outside
- c- allow oneself to have whatever he likes
- d- paste of bread
- e- clearly

# Unit 2

# WHAT'S YOUR JOB?

## VOCABULARY

### I. Put these words into the correct column

Tourism department      Hotel department      Transportation

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

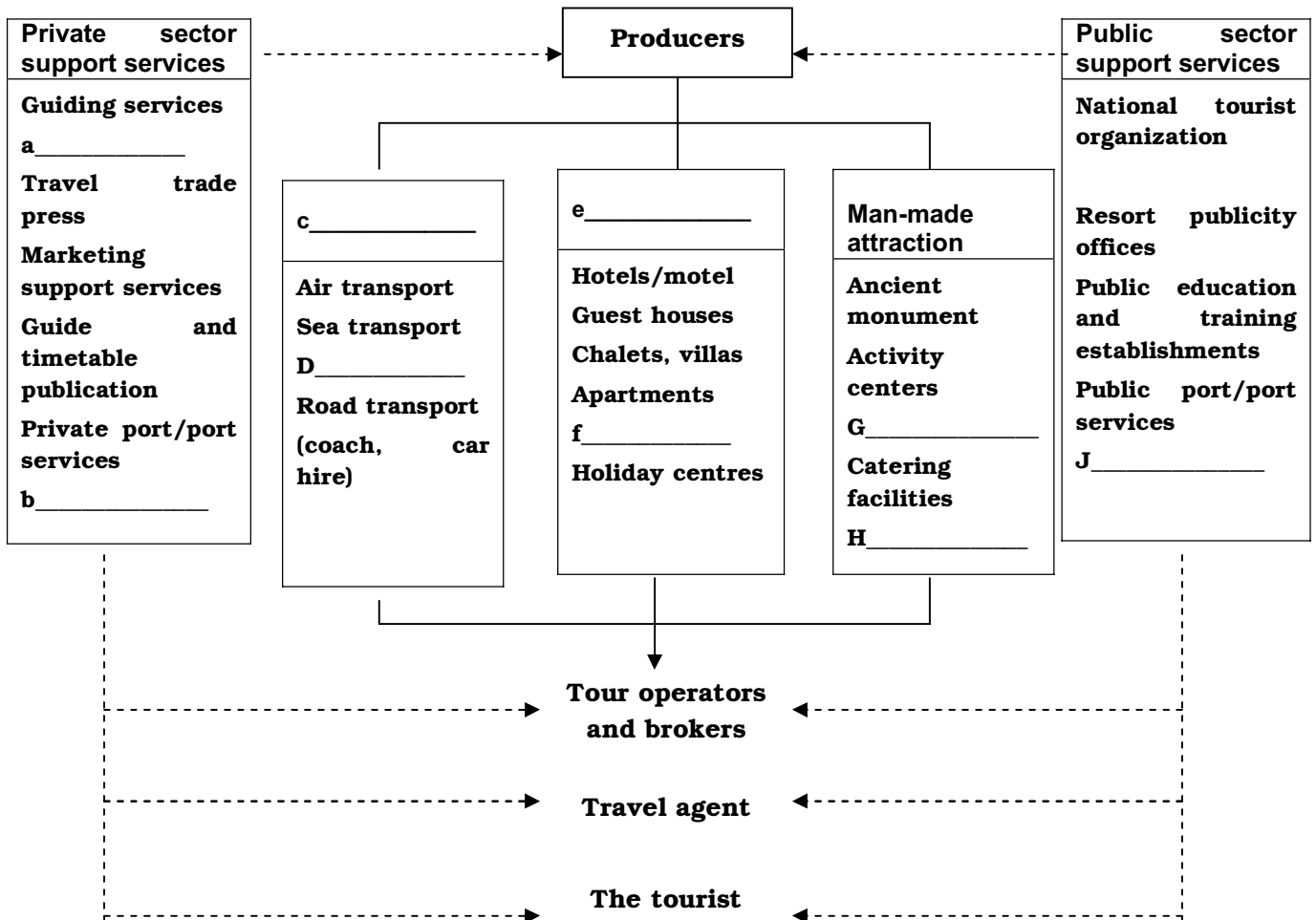
- a-flight pursers
- d- Tour escorts
- g-Maintenance
- j- Warden
- m-Front office

- b- Tour operators
- e-Heritage Interpreters
- h-customer services
- k-House keeping
- n- security/guard

- c-Executive housekeepers
- f- Catering managers
- i-Food and beverage servers
- l-cargo and courier agencies
- o- Public relations

### II. Fill in the gaps with the words and phrases from the list

The structure of tourist industry



Extracted from GOING INTERNATIONAL

- |                   |   |
|-------------------|---|
| 1- accommodation  | 6- regional tourist organizations                 |
| 2- theme park     | 7- camping and caravan sites                      |
| 3- carriers       | 8- visa and passport offices                      |
| 4- rail transport | 9- travel insurance and finance services          |
| 5- stately home   | 10- private education and training establishments |

**LANGUAGE FOCUS**

**I. Use what or which to rewrite these sentences below:**

*Ex: Do you play the piano, or the violin, or the guitar, or...?*

*-> What musical instrument do you play?*

*Did you go to the Little Theatre or the Theatre Royal?*

*-> Which Theatre did you go to?*

1- Did you take the morning flight or the afternoon flight?

.....

2- Did you stay at the Grand Hotel or the Bristol?

.....

3- Do you like classical music, or jazz, or rock music, or ...?

.....

4- Do you buy 'Time' magazine or 'Newsweek', or a computer magazine, or..?

.....

5- Do you work for Viettravel, or TST, or Saigontourist, or...?

.....

6- Are you learning English, or Spanish, or Arabic, or Chinese, or ...?

.....

**II. Put in the correct question word or phrase**

*Ex: **What** did you buy? – A box of chocolate*

1- .....is this building?- It's about two hundred years old

2- .....money do you earn?- About \$ 250 a week

3- ..... of shop do you work in?- A toy shop

4- ..... is it to the post office? About two hundred metres

5- ..... do you take a holiday? – Once a year.

**III. Fill the blanks using these words :**

<i>catch</i>	<i>take</i>	<i>leave</i>	<i>depart from</i>
<i>arrive at</i>	<i>reach</i>	<i>get to</i>	

- 1- If Mr.Alex catches the Eurostar train at 7.31, he'll get to Waterloo at 9.43
- 2- If he \_\_\_\_\_ Brussels at 8.30 on the Sabena flight, \_\_\_\_\_ Heathrow at 8.40
- 3- If you \_\_\_\_\_ the Bristish Airways flight at 10.35, \_\_\_\_\_ Gatwick at 10.35 British time
- 4- If you \_\_\_\_\_ Brussels at 12.31 by train, \_\_\_\_\_ Waterloo at 14.43
- 5- If you \_\_\_\_\_ the last flight from Brussels, \_\_\_\_\_ Stansted at 21.00
- 6- If you want to \_\_\_\_\_ London before 9 am, \_\_\_\_\_ a plane.

**IV- Read the text and complete the blank with the correct words in parentheses**

“Lying during a job interview is risky business,” 1.said (said/told) Marta Toledo, director of a management consulting firm. “The truth always 2.\_\_\_\_\_ (has/had) a funny way of coming out.” Toledo tells the story of one woman applying for a job as an office manager. The woman 3\_\_\_\_\_ (said/told) the interview 4\_\_\_\_\_ ( that/what) she 5\_\_\_\_\_ ( has/had) a B.A degree. Actually, she was eight credits short. She also said 6.\_\_\_\_\_ (I/ she) 7\_\_\_\_\_ ( made/had made) \$30,000 at her last job. The truth was \$5,000 less. When the interviewer called to check the information, the applicant’s former boss told her that the applicant 8\_\_\_\_\_ ( has lied/ had lied). Another applicant, Gloria, reported that she 9\_\_\_\_\_ ( is quitting/was quitting) her current job to advance her career. She got the new job. All went well until the company hired Pete, who had worked at Gloria’s old company. Pete eventually told his boss that his old company 10\_\_\_\_\_( fired/had fired) Gloria. The new company fired her too, proving, once again, that it doesn’t pay to lie.

V- Read and decide which ones Claire asked and which ones Peter, the manager asked. Rewrite each question as indirect speech.

1. What type of training is available for the job?

Claire asked what type of training was available for the job

2. “ What kind of experiece do you have?”

.....

3. “ Are you interviewing with other companies?”

.....

4. “ What will my responsibilities be?”

.....

5. “ How is job performance rewarded?”

.....

6. “ What was your starting salary at your last job?”

.....

7. " Did you get along well with your last employer?"

.....

8. " Do you hire many women?"

.....

## READING

I.1 Read the article about stress interview. Underline all the indirect questions

A few week ago, Melissa Morrow had a stress interview, one wichi featured tough, tricky questions and negative evaluations. First, the interviewer asked why she couldn't work under pressure. Before she could answer, he asked who had written her applicaton letter for her. Melissa was shocked, but she handled herself very well. She asked the interviewer whether he was going to ask her any serious questions. Then she left.

Companies give stress interviews in order to watch how candidates handle pressure. Suppose, for example, that there is an accident in a nuclear power plant. The plant's public relations officer must remain calm when reporters aske how the accidents could have happened. Be aware, however, that in some countries, like the United States, certain directly related to the job. If your interviewer asks how old you are, you can refuse to answer. The interviewer also should not ask you whether you are married or how much money you owe. If you think a question is improper, ask how the question relates to the job. If it doesn't, you don't have to answer.

Grammar Express, Margaret Borne, 2003)

I.2 Circle the direct questions that match the indirect questions in the article

1. Can you work under pressure?
2. How old are you?
3. Who wrote your application letter for you?
4. When were you married?
5. Are you going to ask me any serious questions?
6. Is the question improper?
7. Was there an accident in a nuclear power plant?

II. Read the extracts below and decide which job you think is the most interesting. Discuss your reasons with the rest of the class



**M**arie Blanc works in a large travel agency in Paris. English is her only foreign language.

‘ I was born in Paris and I’m very happy here. But I like this job because I’m interested in travel. On the whole, this agency deals with business customers. I arrange their flights and hotel bookings all over the world. Apart from that we often get foreign tourists who want to change their travel arrangements. Of course English is essential. The best thing about this job? I get cheap holidays!’

**P**aola Coni is a tour guide in Florence. She speaks English and Spanish. “ I take groups of English speakers – Americans, English, Australians – on bus tours of Florence. In the summer there are four different tours and every time I go out somebody asks a new question, so I never get bored. Anyway, I’d hate to work in an office. I don’t want to do this for the rest of my life, but I’m enjoying the job at the moment and I earn a lot of money in the summer”

(extracted from FIRST CLASS)

**M**anuel Romero works in the Tourist Information Office at Malaga airport in the south of Spain. He speaks English and a little French.

“Most of the tourist who come here are British, but we also have a lot of Dutch and Germans. They usually come on Package holidays, so everything is organized in advanced. But sometimes they want to hire a car or do something a bit different. Then I give them advice. They usually don’t know any Spanish, apart from “Ole” , so I use my English all the time.

It’s an interesting job and some of the people I meet are very funny. One American couple asked if they could fly to Torremolinos. That’s only about ten kilometres from here!”

# UNIT 3

# TRAVEL AGENT

## VOCABULARY

I. There are some differences between dealing with a business traveller and an ordinary tourist. When arranging a flight and a hotel, which of these things are most important for the business traveller?

Flight	Hotel
A choice of flight times	Express reservation
A choice of airlines	Corporate discount rate
Express check-in	Express check-in/check-out
Automatic upgrade	Access to fax
Good food with free champagne	Modern point in room
Lots of leg-room	Mini-bar
Reclining seats	Close to airport
Air miles incentive scheme	Free newspaper
Immediate car hire pick-up on arrival	Room for business meetings
Limousine service from airport to hotel	Sports center

( extracted from GOING INTERNATIONAL)

## II- Match the words in the list with their definitions

advantage      benefit      consultant      awareness      browse      convince

1. A person who gives information or advice in business
2. A usefull, positive effect that something has
3. Knowing about something and probably being interested in it
4. something that helps or that gives a better chance of success
5. to spend time looking at something without a clear idea of what you want
6. to succeed in making somebody believe something

## III- Complete the sentences using the words in the list

1. A good \_\_\_\_ does not necessarily know the answers to every question, but does know where to find the answer.

2. Adverts on TV and in magazines are used to create \_\_\_ of new products
3. The \_\_\_ of using a travel agent is that they can help you to find the best holiday.
4. The main \_\_\_\_\_ of learning English is that most people in tourism speak it.
5. There is so much information to \_\_\_ through on the Internet that it is easy not to find what you want.

## LANGUAGE FOCUS

### I. Match the expressions for advice on the left with possible continuations on the right

- |                                |                                     |
|--------------------------------|-------------------------------------|
| 1. In my opinion, you should.. | a. Going in the autumn?             |
| 2. Have you thought about      | b. Is to hire a car                 |
| 3. How about                   | c. Taking the coach to the airport? |
| 4. If I were you               | d. Take a look at these brochures?  |
| 5. Why don't you               | e. I'd ask a travel agent           |
| 6. Your best option            | f. Travel overnight on the train    |

(extracted from TOURISM, Robin)

### II. Look at the example and make suggestions and comments. You can use your own ideas.

Suggestion	Add information	Add further comment
<i>Ok, what about going to the Canaries?</i>	<i>They're warm throughout the year</i>	<i>And they're very interesting</i>
<i>Have you thought of going to the Gambia?</i>	<i>It's very reasonably priced</i>	<i>I think you'd love it</i>

(extracted from GOING INTERNATIONAL)

1. I don't like flying ( take the train – fairly quick – interesting view)

.....

.....

.....

2. We want to go skiing ( Switzerland- many different resorts – beautiful)

.....

.....

.....

3. Where can I find the cheapest flights? ( look in the Sunday papers – all the companies advertise there – I've got a copy)

.....  
.....  
.....  
4. How can we get to see more of the island?( hire motorbikes - .....)

.....  
.....  
.....  
5. We want a holiday with a difference (.....)

.....  
.....  
.....  
**III- Complete the blank with the appropriate expression in parentheses**

1. A: I feel like having seafood for dinner, but we went to Tai Pak for seafood last night

B: Why not (Why not/ Let's not) go again? The food's great and so is the view

2. A: I'm really tired. \_\_\_\_ ( Let's/ How about) resting before we go out?

B: That's a good idea. I'm tired too.

3. A: I want to explore downtown Hong Kong.

B: \_\_\_\_ (Let's not/Why don't we) take a minibus? We'll see a lot more that way

4. A: A group of foreign students just checked in at the hostel

B: \_\_\_\_ (How about/Maybe we could) ask them to join us for dinner

5. A: I still need to buy some souvenirs before we leave

B: \_\_\_\_ (Let's/How about) go shopping after dinner

6. A: I don't want to go home tomorrow. I'm having a really good time here

B: So am I. \_\_\_\_ (Let's not/Why not) leave tomorrow.

**IV- Fill the blank with the given words. There are two words extra**

- a-nice*                      *b-customers*                      *c-experiences*                      *d-sell*                      *e- talking*  
*f-seeing*                      *g-how*                      *h- many*                      *i-holidays*                      *j- agency*

Janie is sales manager with a small travel \_\_1\_\_. She specialises in selling flight only. She can \_\_2\_ hotels and car hire, also tours abroad but she doesn't sell package \_\_3\_\_ at all. She is very interested in travel. So she enjoys talking about her own travel \_\_4\_\_ and \_\_5\_ other people going off on their travels. She tries to encourage people to send her a postcard.' It's always \_\_6\_\_ to have

some feedback”,she usually says. Thus, she does have a lot of people who come back just to let her know \_\_7\_\_ things have gone. In other words, she has a lot of repeat \_\_8\_\_\_\_\_.

## Reading

### Six steps to successful selling

Your job as a travel agency sales consultant is to help your customers to choose their next holiday. This is a skilled job, and in order to do it well, you need to follow an established routine called the sales process.

**1** To begin any sales process, it is important to raise your customer’s awareness of the products your agency offers. Adverts in the agency window, for example, attract people’s attention and may bring them into the shop.

**2** This is possibly the most important stage in sales. Many people are nervous about buying because they think that sales consultants only want to get their money. From the very first moment with a new client, you need to convince them that you are really interested in helping them find the right holiday.

Of course, sometimes people go into a travel agency just to browse through the brochures. In this case, do not stand next to them and ask questions. Let them know you are there, but leave them alone. Give them time.

**3** When a customer asks for help or information, we move on to the next stage - investigating the customer’s needs. This is also an important part of the sales process; it is only when you have a clear idea about where a client wants to go, when they want to travel, who with, and so on, that you can select the best products for them

**4** When you have selected the most suitable products, you need to present them in terms of :

**FEATURES** – these are what a holiday has, such as the hotel facilities, transfers from the airport, excursions, etc..

**ADVANTAGES** – these are what make the holiday better than other similar holidays. The fact that the price of a holiday includes all the excursions, or all your bar costs, for example, would be an advantage.

**BENEFITS** – why a particular feature is good for the customer you are talking to at that moment.

At this point in the process many customers will want time to think. The best thing to do is to get their contact details and invite them to take the brochures home and browse through them. If you have done a good job of presenting the product, they will probably be back a few days later

**5** When the customer returns to your agency.  
(extracted from TOURISM, Robin and Keith Harding)

Read the text and answer the questions below:

1. In which stages does a sales consultant do most of the talking?  
.....
2. In which stage does a sales consultant have to listen most carefully?  
.....
3. If customers are looking at brochures, why should you leave them alone?  
.....
4. Features, advantages, or benefits – which is the hardest for a sales consultant to explain to a customer?  
.....  
.....

## **Unit 4                      MAKING RESERVATION**

### *VOCABULARY*

**I-- Read the text below about Palatonia. Underline the word that describe types of transport**

Palatonia has a range of transport options for both local and intercity travel, all of which are cheap and efficient. Most large towns and cities offer a variety of public and private systems for local travel within and between urban and suburban areas. Public transport options include buses, trams, monorail and underground systems in most cities, with taxis and rickshaws( both human-powered and motorised ) available in the larger centers of population. The capital, Mafua, also has a network of small ferries that provide transport across the city harbour.

With regard to private transport options, the streets within all of Palatonia's major cities are not only designed for motorised vehicles, but also for bicycles. Designated bicycle lanes provide a safe environment for cyclists and a large number of bicycle parking areas are available for use. Motorbikes and cars are also popular forms of commuter transport.

The movement of people between major towns and cities in Palatonia is by train through the country's extensive rail network, by road either using public service vehicles such as coaches and minibuses or using private cars, by air and by sea, using the numerous ferries that operate between the various islands.

Based on the reading, draw a tree- diagram about form of transport

**II- Choose the best words:**

- 1- The price you pay to travel on a plane, train, etc, is the fee/ fare/ rate
- 2- A journey by water is a flight/ferry/ voyage
- 3- you board a plane at a gate/platform/ quay, and a train from a gate/platform/ quay
- 4- A ticket to a place and back again is a two- way/ return/ reverse ticket

**III- A travel agent is explaining transport choices to a customer who wants to travel from London to Edinburgh. Use the information below and in the box to complete the explanation**

	Journey	Fare
Bus	10 hours	\$ 40
Train	5 hours	\$75

Plane                      1 hour                      \$ 99

Quicker/ the cheapest/ more interesting/the most expensive/ more expensive/ the quickest/ the longest

Basically, you can go by train, by bus, or you can fly. The bus is \_\_\_ option, but it takes \_\_\_. Flying is \_\_\_ but obviously it's \_\_\_ - it only takes an hour. The train is \_\_\_ than the bus, but it's \_\_\_\_\_ and because it goes through beautiful countryside it's a \_\_\_ journey.

IV- Complete the words for kinds of transport. Find the hidden word

			<sup>1</sup> T	R	A	M													
	<sup>2</sup> C																		
	<sup>3</sup>	L			N														
<sup>4</sup>		X																	
		<sup>5</sup> U		D			R			R						N		D	

V- Match the items on the left with the items on the right to make sentences about travel

- |                              |   |                                    |
|------------------------------|---|------------------------------------|
| 1. Can I have an alarm       | b | a- A window seat, if possible?     |
| 2. Can I have                |   | b- Call at 6:00, please?           |
| 3. Check in, and then go     |   | c- Or is there a stopover in Rome? |
| 4. I'd like to book a single |   | d- Reservation before Saturday     |
| 5. Is it direct              |   | e- Room for three nights           |
| 6. Please confirm your       |   | f- Through passport control        |

VI- Complete the sentences with words below

Booking                      confirm                      flight                      leave                      queue                      receipt

- I have to change my booking. I'd like the 9:00 flight to Rome, not 10:45
- Just atke a taxi, and ask the driver for a .....
- Please phone them to ..... my flight details
- Nobody likes to ..... at check-in!
- The 12:10 ..... To Frankfurt is now boarding at gate 20.
- All trains to the city centre ..... from platform 5

LANGUAGE FOCUS

**I – Put the questions in the right column according to the meaning of “can”**

Can ( ability)	Can ( permission)	Can( what is possible)
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

1. Can we fly direct from Rome to Tashkent?
2. Can you use Microsoft PowerPoint?
3. Can she speak Russian?
4. Can I use your computer for half an hour or so , please?
5. Where can I buy phone cards?
6. Can I just make a phone call, please?
7. Can we go to the airport by underground?
8. Can you hear me now?
9. Excuse me. Can I open the window?

II- Match the answers to the questions in exercise I

- a- Yes, you don't need to change
- b- yes, you can. But you need to change twice from here
- c- At the post office. A lot of kiosks sell them, too
- d- Sure ! it's really hot in here
- e- Yes, go ahead. Just dial 9 to get an outside line
- f- yes, of course. You can use it all morning if you like. I'll be in a meeting
- g- yes, that's better. It's not a very good line, is it?
- h- No, I can't. But I want to learn
- i- Yes, And her Chinese is quite good, too

III- Complete the sentences with THERE OR IT

- 1- There's another flight at 10:15 . It's a Lufthansa flight
2. “ Is \_\_\_\_\_ a gift shop?” “ Yes, madam. \_\_\_\_\_'s on the first floor”
3. \_\_\_\_\_'s too late. \_\_\_\_\_'s nobody at the office
4. I know the Astoria. \_\_\_\_\_'s an excellent hotel. And \_\_\_\_\_'s very near the airport
- 5- \_\_\_\_\_'s Internet access in each room, and \_\_\_\_\_'s free

6- Szeged? I just know \_\_\_'s a city in Hungary. But what kind of place is \_\_\_? Is \_\_\_ anywhere to go in the evening?

IV- Complete the sentences with MUCH AND MANY

- 1- There aren't many rice dishes on the menu.
- 2- How \_\_\_ tables do we need to reserve for the staff party?
- 3- That's not a very exciting menu. There isn't \_\_\_ choice, is there?
- 4- Lets' go to another restaurant. There are too \_\_\_ people here
- 5- How \_\_\_ food do we need for the buffet lunch?
- 6- There isn't \_\_\_ to do for the reception. Philip organizes everything
- 7- There's too \_\_\_ salt in this soup. I can't eat it
- 8- Their food is always excellent, but the don't have \_\_\_ desserts

V- Match the first and second parts of the sentences

- |  |   |
|--|---|
| 1. They don't eat much meat,                 | a) But I go to pizzerias a lot                |
| 2. They have a lot of fish dishes,           | b) But we don't buy many soft drinks          |
| 3. We make a lot of fresh fruit juice,       | c) But he never invites many people           |
| 4. I don't go to Indian restaurants<br>much, | d) But sometimes we eat a lot of<br>chocolate |
| 5. He has a lot of money,                    | e) But I don't need much milk                 |
| 6. I need a lot of eggs,                     | f) But they haven't got many starters         |
| 7. We don't buy many sweet things            | g) But they eat a lot of vegetables           |

**READING/WRITING**

**I-1 Complete the two faxes with words from the box**

Available	bath	book	confirm	cost	inform
Look	please	sincerely	thank		

<b>CRAWLEY ELECTRONICS</b>	
<b>FAX</b>	
From : Crawley Electronics	+44186589442
To : Hotel Belfort, Crolles (France)	+33476050677
<hr/>	

*Hotel Belfort*  
Crolles, (France)

---

**FAX**

From : Hotel Belfort, Crolles (France)      +33476050677  
To :   Crawley Electronics                      +44186589442

Dear Ms Stamford

Thank you for your fax.

We are please to \_\_5\_\_ you that we have a single room with bath  
\_\_6\_\_ for two nights from 2 September. The \_\_7\_\_ is 75 euros,  
inclusive of breakfast.

We can\_\_8\_\_ that the room is reserved for Mr. Paul Wilberg.

We \_9\_\_ forward to seeing Mr. Wilberg in September

Yours \_\_10\_\_

*Guy Lefranc*

Hotel Belfort

**II- Put the sentences in this telephone message in the right order**

Telephone message

For: Thr Restaurant manager

From: Liz Stamford of Crowley Electronics

Date: 12 Nov.

a- it's for a group of 18, including 14 Chinese visitors

b- Ms Stamford wants to book one of our dining rooms for Friday evening,  
22 Nov



- 1- Flight FR 42 is delayed by half an hour because of bad weather. We apologize for the inconvenience
- 2- Nobody knows where the report is . it's l \_ \_ \_
- 3- Don't sit on that chair ! it's b \_ \_ \_ \_ \_
- 4- Let's take a taxi. We don't want to be l \_ \_ \_ for the meeting

**II- Here are some problem you might have to deal with. Decide how you would deal with each of them.**

1. I've locked myself out of my car. The keys are inside and so is my wallet. I'm afraid someone might break into it if I leave it unattended.
- 2- I've lost my airline ticket. I'm booked to fly on the 11am flight to London. It's already 9:30 and I still have to get to the airport.
- 3- My car has two flat Tyres. I've got to drive to a meeting and I'm due there in an hour.
- 4- I've turned on both taps in my bath and I can't turn them off. They are completely stuck and the bath is about to overflow.
- 5- my room is on the ground floor and some one keeps looking into my window
6. I feel terrible. I've got a terrible headache and I feel sick. I think I've got food poisoning.

**LANGUAGUE FOCUS**

**I- Look at these complaints. What should have been done?**

The phone doesn't work (check)

It should have been checked

- 1- The light bulb is broken ( replace)
- 2- Our bath is dirty (clean)
- 3- The rubbish bin is full ( empty)
- 4- These glasses are dirty (wash)
- 5- The TV isn't working ( mend)
- 6- Our taxi hasn't arrived ( order)

**II- What would you say to guests in these situations?**

EX: The bed isn't made

I'm sorry, it should have been made. I'll send someone up immediately

- 1- Our bathroom hasn't been cleaned
- 2- The minibar is empty.

- 3- The bathroom doesn't have any new soap or shampoo.
- 4- We asked for a quieter room.
- 5- There's something wrong with the air-conditioning
- 6- we ordered room service twenty minutes ago.

**III- Match the requests and complaints with the best answer**

1. There isn't any soap in the bathroom	a- I'm sorry, I'll get you one
2. Excuse me, I don't have a fork	b- Would you like some more with your main course?
3. I asked for white wine, not red	c- I'll tell the wine waiter to bring you some
4. Do you have any milk?	d- Four? Of course. I'll get you another
5. We ordered four coffees	e- Certainly, madam. I'll bring some
6. We finished the bread with our starter	f- I'm sorry. I'll send some up straight away

Reading

1- People complain. It's not nice to deal with that especially at reception, you're the front line and it's you that people complain to. You just have to not sort of take it personally and just apologise to them and you know, pass on comments or get the duty manager to help them.

(Jane- Receptionist)

2- It would be easier if you could all blame each other but you're a hotel, you're a team if the kitchen goes wrong, it affects us. Likewise if I take the wrong order, it affects the kitchen, so it's all a bit give and take and you just can't blame people. If they're that cross, you need to get the manager to speak to them and also you haven't really got time to be making long excuses

(Daisy, waitress)

3- The complaints we do get are people on the whole that are quite reasonable, just bringing things to our attention because they don't feel they're quite right and they just want us to have the opportunity to a) say why it's not happened and b) make sure it doesn't happen again for another guest

( John Roger,- General Manager)

4- And you're never going to please everybody all the time. But you have to try and make sure that at least they feel when they've left that something has been tried.. they've been given some help, they haven't just been ignored. But you've just at least got to give them a sense of feeling that they just haven't been ignored – just going over and saying a few words to them helps.

(Bob Ryan- Restaurant Manager)

5- Holidays are very important to people and if they go wrong the level of complaint is quite high, people have high expectations from their holidays, it's quite a responsible job in that way in that you're dealing with the thing that people look forward to for the most.. the majority of the year and if when they get to the... they've saved all year and they get on holidays and there's something wrong with it, they feel particularly aggrieved about it. in an ideal world everything would go completely smoothly but actually sometimes there are problems and I mean that ... in the travel industry that's always going to be part of the job. It's unfortunate but it's inevitable.

( Jenifer Lodge- travel agent)

( extracted from WELCOME!)

Read the text about how they deal with complaint and match the comments to the people who say them

1- Complaints give us a chance to prevent the same problem happening again

2- Clients don't like to feel their complaint has been ignored

3- don't take complaints personally. Perhaps ask the duty manager to deal with the situation

4- People get cross when something goes wrong if they have saved all year for their holiday

5- The staff of a hotel are a team with shared responsibilities