

**SỞ LAO ĐỘNG - THƯƠNG BINH VÀ XÃ HỘI HÀ NỘI**  
**TRƯỜNG TRUNG CẤP CÔNG NGHỆ VÀ DU LỊCH HÀ NỘI**

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**GIÁO TRÌNH**  
**MÔN ĐƠN: NGOẠI NGỮ CHUYÊN NGÀNH**  
**NGHỀ: HƯỚNG DẪN DU LỊCH**  
**TRÌNH ĐỘ: TRUNG CẤP**

*(Ban hành kèm theo Quyết định số: /QĐ-CNDL ngày 03 tháng 06 năm 2019  
của Hiệu trưởng Trường Trung cấp Công nghệ và Du lịch Hà Nội )*

**Hà Nội, năm 2019**

## **TUYÊN BỐ BẢN QUYỀN**

Tài liệu này thuộc loại sách giáo trình nên các nguồn thông tin có thể được phép dùng nguyên bản hoặc trích dùng cho các mục đích về đào tạo và tham khảo.

Mọi mục đích khác mang tính lệch lạc hoặc sử dụng với mục đích kinh doanh thiếu lành mạnh sẽ bị nghiêm cấm.

## LỜI GIỚI THIỆU

Đối với các trường đại học, cao đẳng, trung cấp và các cơ sở đào tạo nghề, việc giảng dạy ngoại ngữ chuyên ngành là rất cần thiết, những kiến thức này sẽ giúp sinh viên có thể giao tiếp và vận dụng những hiểu biết chuyên ngành đã học với các đối tác nước ngoài khi tiếp xúc hoặc làm việc với họ tại doanh nghiệp, tại các đại lý du lịch hoặc ở bất cứ nơi nào. Hiện nay, trên thế giới tiếng Anh là ngôn ngữ thông dụng nhất nên các giáo trình tiếng Anh chuyên ngành là không thể thiếu, đặc biệt là đối với ngành du lịch-liên quan rất nhiều đến các đối tác là người nước ngoài.

Giáo trình *Tiếng Anh chuyên ngành HDDL* dành cho các sinh viên đã có kiến thức về chuyên ngành lễ hành hướng dẫn, đã hoàn thành chương trình tiếng Anh cơ bản, có khả năng nghe, nói, đọc, viết ở trình độ trung cấp.

Giáo trình gồm 5 bài có nội dung liên quan đến một số kiến thức chuyên sâu về nghiệp vụ lễ hành như: điều hành tour, đặt vé máy bay, đặt phòng khách sạn... Trong quá trình biên soạn tôi đã cố gắng lựa chọn, xây dựng nội dung sao cho sát với kiến thức chuyên ngành, phù hợp với chương trình của Nhà trường.

Nội dung chính để tôi biên soạn giáo trình này: Dựa vào một số giáo trình Tiếng Anh Du lịch của các tác giả trong và ngoài nước trong thời gian gần đây nhất, giúp người học thực hiện được mục tiêu giao tiếp thông thường trong công việc, hoàn thiện thêm kiến thức chuyên môn nghiệp vụ bằng cách cung cấp cho người học khả năng diễn đạt về ngôn ngữ ở 2 kỹ năng quan trọng đối với nghề lễ hành hướng dẫn (nghe - nói), qua đây tôi xin cảm ơn Nhà trường, cảm ơn các đồng nghiệp đã giúp đỡ và đưa ra những lời nhận xét quý báu để tôi hoàn thiện giáo trình này.

Trong quá trình biên soạn giáo trình tôi đã cố gắng lựa chọn, xây dựng nội dung sát với kiến thức chuyên ngành phù hợp với chương trình của Nhà trường nhưng không thể tránh khỏi những thiếu sót, kính mong các đồng nghiệp góp ý để tôi điều chỉnh, hoàn thiện.

*Xin trân trọng cảm ơn!*

*Hà Nội, ngày ..... tháng ..... năm 2019*

**Biên soạn**

**Khoa Du lịch – Dịch vụ**

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**GIỚI THIỆU MÔN HỌC**  
**TIẾNG ANH CHUYÊN NGÀNH LỮ HÀNH HƯỚNG DẪN**  
**(Phần 1: Lữ hành)**

- **Vị trí, tính chất môn học:**

- Vị trí: Môn học được bố trí học song song môn Nghiệp vụ Lữ hành
- Tính chất: Là môn học bắt buộc nằm trong số môn học thuộc khối kiến thức chuyên môn ngành Quản trị dịch vụ Du lịch và Lữ hành, hệ cao đẳng.

- **Mục tiêu môn học:**

***Kiến thức:***

- Tăng cường vốn từ vựng chuyên ngành liên quan đến mảng lữ hành như: tiếp thị các chương trình du lịch, lựa chọn điểm đến, đặt chuyến bay, đặt phòng khách sạn...
- Cung cấp cho sinh viên các cách lựa chọn điểm đến, tiếp thị các chương trình du lịch, cách truyền tải thông tin về du lịch tới khách, ...
- Tiếp cận được những thuật ngữ chuyên ngành du lịch và hiểu được các cách lựa chọn điểm đến, các chương trình du lịch, cách truyền tải thông tin về du lịch tới khách,...
- Nêu được các chương trình du lịch
- Phân tích các cách truyền tải thông tin về du lịch tới khách

***Kỹ năng:***

- Phát triển kỹ năng đàm thoại với những chủ điểm khác nhau về các hoạt động trong lĩnh vực lữ hành: tiếp thị các chương trình du lịch, lựa chọn điểm đến, đặt chuyến bay, đặt phòng khách sạn...
- Vận dụng vốn từ vựng chuyên ngành kết hợp với các cấu trúc để thao tác nghề nghiệp như: lựa chọn điểm đến, tiếp thị các chương trình du lịch, cách truyền tải thông tin về du lịch tới khách, đặt phòng cho khách, đặt vé máy bay cho khách...

***Năng lực tự chủ và trách nhiệm:***

- Rèn luyện được thái độ nghiêm túc, chăm chỉ, có kỷ luật trong công việc.
- Rèn tính kiên trì trong học tập, ham học hỏi và tác phong tự tin khi giao tiếp.

## UNIT 1: PEOPLE IN TOURISM

### Objectives

\* **Knowledge:** Enlarge vocabulary related to jobs in tourism

Present jobs in tourism

Distinguish between present continuous and present simple

\* **Skills:** Listen and talk about jobs in tourism

Develop communicative skills in tourism



## 1. Presentation



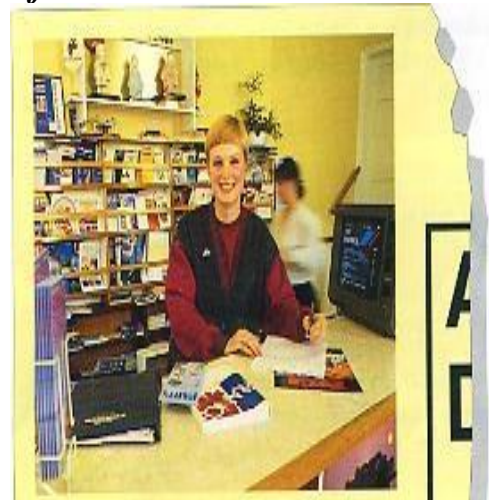
- 1.1. What jobs do the people in the pictures do?
- 1.2. What is the best job in tourism in your opinion?
- 1.3. What jobs are available in the tourism sector?

## 2. Reading

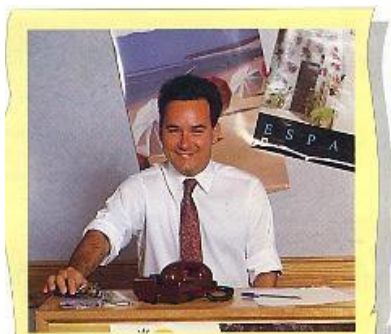
**2.1. Read these magazines extracts and decide which job you think is the most interesting. Discuss your reason with the rest of the class.**

Marie 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 her. 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 booking 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



Manuel 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 tourists 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 advance. 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 —Olé!, 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!!

Paola Conti 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!.

## 2.2. Read about Andrew Sharpe from Jamaica and answer these questions

- When did Andrew start working in tourism?
- What jobs has he done in tourism?
- What does he do now?
- What does he think is important when you work in tourism?
- What does he want to do in the future?



### *Tourism experience*

Started in tourism at the age of twelve, as an assistant in a restaurant, trained on the Cayman Islands-one year work experience as a chef other tourism jobs: hotel front desk, car rental supervisor, night manager of a small hotel, and check in clerk for a charter airline.

### *Present job*

Runs his own tour company (Authentic Caribbean Holidays ltd.)



Promotes 'Unique Jamaica' programme (adventure travel) attends trade fairs  
Runs in-school programmes for Jamaican students to teach tourism development, sustainability, and community tourism  
Offers internships and work experience for university students  
There's so much to do in tourism. There are many aspects: hotels, water sports, tour operation, travel agents.

*What do you need to succeed in tourism?*

'Working in tourism is about love for the industry. If you don't love it, forget it. It's a people industry. It's providing service. It's people enjoying and experiencing your culture. That's crucial. If you don't have that love, it doesn't make sense. If you work in the industry, you've got to love it.'

*What do you like about tourism?*

'You get to experience different cultures, coming to Europe to see how they operate and live. what they like ... In Europe you see something done differently which can help you with the same procedure back home, looking at it from a different angle. Even travelling inter-island, visiting various islands, then you see —OK, this island does it this way, we do it that way, and so forth.'

*What do you do to relax?*

'As a Caribbean, part of our life is enjoyment - having fun, our music, food, culture - it's natural for us. I play cricket. I love cricket, with friends, on the beach, and football ...'

*What's the future for you?*

'My goal is hopefully to become Minister of Tourism, Director of Tourism, that's my main goal. You have to have a rounded knowledge of the industry, from ground level to the top.'

### 3. Language study and practice

*\* Language study:*

#### + **The present simple**

*We use the present simple to talk about facts (they stay the same for a long time) and habits (they happen again and again).*

**Facts:** Maria Blanc **works** in a travel agency.

This agency **deals** mainly with business customers.

**Habits:** Every time I **go** out somebody asks a new question.

They usually **come** on package holidays.

#### + **The present continuous tense**

*We use the present continuous tense to talk about activities happening now.*

*She's **diving** at the moment.*

#### + **Describing job routines**

Kelly: 'I usually **start** at six in the morning, but this week **I'm doing** the late shift.'

*\* Practice*

**3.1. Make sentences from these prompts. The first one has been done for you.**

Example: sometimes/ want to/ hire/ car (They)

*They sometimes want to hire a car.*

1. Earn/ a lot of/ money/ summer (Paola)  
.....
2. Speak/ English/ French (Manuel)  
.....
3. Never/ get/ bored (Paola)  
.....
4. Not/ work/ Tourist Information Office (Marie)  
.....
5. Live/ Malaga (Manuel)  
.....
6. Not/ get/ cheap holidays (Paola and Manuel)  
.....
7. All/ speak/ English (We)  
.....

**3.2. Now find out about your partner.**

Student A: Ask questions starting *Do you ...?* Using the prompts below.

Student B: Answer the questions with *Yes, I do.* or *No, I don't.*

1. Get up early/ every day?  
.....
2. Work/ travel agency?  
.....
3. Often/ watch/ TV?  
.....
4. Speak/ Portuguese?  
.....
5. Sometimes/ drink/ wine?  
.....
6. Smoke?  
.....

**Now ask another student about his/her partner.**

Example: Does she smoke? *Yes, she does.*

*No, she doesn't.*

**3.3. Write down ten things you never/sometimes/usually/often/always do in a normal day. Tell your partner about them.**

Examples: *I never eat break fast*

*I usually watch TV.*

**3.4. Write the correct form of the verb in the space provided.**

1. I.... (stay) in Paris this week, but I.... (usually/live) in Madrid.  
-----
2. What.... (you/do)?  
-----
3. I'm a tour guide. But I.... (only/work) in the summer.

- 
4. Look! Those people...(learn) to ski
- 
5. I (often/play) golf at the weekend.
- 
6. Only a few British people ..... (understand) Spanish.
- 
7. Listen! What language... (That man/speak)?
- 
- 8 Mario... (speak) three languages.
- 
9. What..... (you/do)?
- 
- 10.I.....(wait) for a bus
- 

**3.5. Complete these sentences with the correct form of the verb in brackets.**

1. I usually \_\_\_\_ (finish) at five, but today I \_\_\_\_ (work) until eight.
2. We \_\_\_\_ (not have) many guests outside the summer season, but a big conference \_\_\_\_ (take place) this weekend, so we're very busy.
3. Some of the rooms \_\_\_\_ (not have) private 4 bathrooms. Which room (stay) in, madam?
4. \_\_\_\_ (wait) for a call from the manager. She \_\_\_\_ (want) me to show some important clients our deluxe suites. They \_\_\_\_ (think) of holding a business meeting there.
5. I \_\_\_\_ (work) with computers a lot. In fact, I \_\_\_\_ (do) as pedal training course at the moment. I \_\_\_\_ (go) to college every Tuesday evening.

**4. Listening**

**Three jobs (Track 1)**



**1. Kelly**



**2. John**



**3. Suzanna**

**4.1. Listen to three people talking about their jobs**

- + Which job do they each have?
- + Which of them
  - a. enjoys working with people?
  - b. gets one day off a week?
  - c. works shifts?
  - d. works mainly in the back office?
  - e. only works part of a year?

## 4.2. Listen again and complete the extract

### Extract 1

I \_\_\_\_1 arrivals, hand out \_\_\_\_2, process enquiries and \_\_\_\_3, that kind of thing. I work \_\_\_\_4, which can be drag. I \_\_\_\_5 start at six in the morning, which is ok because I get off nice and early, but then \_\_\_\_6 I do the late turn and I don't finish till after midnight- this week I \_\_\_\_7 the late shift.

### Extract 2

I \_\_\_\_8 directly with the public at the desk. On a typical day, I am on the phone and the \_\_\_\_9 most of the time. I \_\_\_\_10 the day by checking my \_\_\_\_11, and that \_\_\_\_12 the agenda for the first part of the morning at least. I have to talk to local businesses, hotels, tour companies, to check that \_\_\_\_13 the service they want, that we're stocking their brochures and so on. I also \_\_\_\_14 presentations, and I get invited to a lot of social events to network and talk about tourism information services in the city.

I \_\_\_\_15 on a big presentation for some Italian clients at the moment.

### Extract 3

We work very \_\_\_\_16, especially on the changeover days. We take the \_\_\_\_17 who are going home to the airport at six in the morning, and bring back the new group. We then have to get them settled, sort out any \_\_\_\_18 – and there always are problems! – and do the paperwork. So I \_\_\_\_19 until midnight on changeover day.

## 5. Speaking

5.1. What questions would you ask to find out this information about the four people?



Nationality

Age

Job

Qualities and skills

Where does he/ she come from?

-----

-----

-----

Working hours -----  
 Typical daily tasks -----  
 Things he/ she enjoys about the job -----  
 Relaxing after work -----  
 Own holiday -----

**5.2. Look at the pictures. Work with a partner. Ask and answer questions.**

Examples:

*What does he/she do?*

*What are they doing?*



**5.3. Discuss this question with your partner:**

*Which three skills are most important for a career in tourism?*

**5.4. Work group of four or five students**

*Look at the pictures in 5.2. and think about what do they do everyday, about the personal qualities they need.*

*Ask the other groups to guess which it is*

**6. Writing**

Look at the notes below about John Hunter. Imagine you are John Hunter. Now write about your job.

**Background information**  
 Name : John Hunter  
 Job : Representative for CampHols.  
 Place : Corinthia, Austria  
 Languages : English only

**The job**  
 Welcomes new campers; gives advice on places to visit and things to do, keeps the campsite clean.  
 Doesn't get much money but has plenty of free time; sometimes gets a bit lonely, but meets a lot of interesting people.

*My name is John Hunter. I work....*

.....  
.....  
.....  
.....  
.....  
.....  
.....

## 7. Exercises

**7.1. Work in pairs. Take turns to be A and B.**



*Student A*

Look at these pictures, choose a job. Do not tell your partner what it is! Answer only *Yes* or *No* to your partner's questions.

*Student B*

Try to find out what your partner's job is. You may ask questions, but only questions starting *Do you...?*

Example: *Do you work in an office?*

How many questions did you have to ask? Try again using different jobs.

**7.2. 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 centers 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*

	<b>Job</b>	<b>Responsibility</b>
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

**7.3. Complete the sentences using the words in the box.**

voyage    tour    trip    cruise    travel    journey

1. Last year Sam went on a \_\_\_\_\_ of Europe, and visited seven countries in two weeks.
2. I went on a one-week \_\_\_\_\_ around the Mediterranean, on a huge

ship called the —Venturall.

3. Last Saturday Tina went on a school \_\_\_\_\_ to London and visited the Houses of Parliament.

4. None of Tim's friends enjoy \_\_\_\_\_, so he always goes on holiday alone!

5. It was a long \_\_\_\_\_ from Cairo to Istanbul, but all the travelers enjoyed it.

6. Our ship sailed from Australia on a long \_\_\_\_\_ that took us all the way to Britain.

**7.4. Can you spot the odd one out?**

1. air, sea, bicycle
2. bikini, ice cream, shorts, sunglasses
3. towel, lotion, sand, swimming costume
4. hotel, villa, hostel, caravan
5. sunburn, sun block, suntan, sunstroke

**7.5. Match a word on the left with one on the right.**

- |             |             |
|-------------|-------------|
| 1. travel   | a. costume  |
| 2. sand     | b. lotion   |
| 3. swimming | c. agent    |
| 4. suntan   | d. trip     |
| 5. camp     | e. site     |
| 6. beach    | f. umbrella |
| 7. day      | g. castle   |

**7.6. Imagine a job and think about what you do every day, about the personal qualities you need.**

**7.7. Look at these jobs. What would you have to do in each one?**

1. Tour assistant – Paris, London, Rome
2. Mountain expedition assistant – Himalayas
3. Field trip volunteer – Amazon
4. Assistant travel agent – busy travel agency

**7.8. Read the text and answer the questions below.**

## *Hong Kong*



Hong Kong is one of the busiest, most densely-populated cities in the world



and an exciting tourist destination. In Hong Kong there are more than five million citizens, mainly of Chinese descent.

*Festivals*

You can join the locals celebrating the Mid-Autumn Festival, the Dragon Boat Festival, and Chinese New Year and Christmas, as well as enjoying hundreds of other annual cultural events.

*Dining*

Hong Kong offers a greater variety of international cuisine than any other city in the world. There are over six thousand restaurants out there waiting to welcome you, and you won't be disappointed.

*Views*

Hong Kong is also a city of views. On a clear day you can see as far as Macau on the other side of the bay. A day-trip to Macau is a wonderful diversion and should not be missed.

*Shopping*

Hong Kong is beyond doubt a shoppers' paradise because of the excellent value for money and quality of the products. Most shops and markets are open seven days a week.

*Answer the following questions about Hong Kong in full sentences.*

1. What is the population of Hong Kong?
2. How many cultural events are there every year?
3. Where can people go for a good day-trip from Hong Kong?
4. Is there good shopping in Hong Kong? If so, why is it good?
5. Are the shops and markets open every day?
6. Does Hong Kong sound like an interesting place to you? Why? Discuss this with a colleague and write down some good and not so good points.

.....

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.....

.....

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.....

## ***7.9. Read the text and answer the following questions***

### **An optimist's view of tourism's future**

One does not have to be an optimist to believe that international tourism will grow substantially over this century. As tourism has expanded in the latter half of the twentieth century it has been accused of many things: despoiler of environments, destroyer of cultures and exploiter of poor nations. Tourism, it is claimed, ultimately destroys the attractive features of a place and thus can neither sustain its resource base nor itself as an industry in the long term.

It is possible, however, to regard tourism's future growth as not only assured but also highly desirable. Tourism will continue to grow, the challenges consequently presented can be met, and the ultimate outcome will be positive, depending on how well both the tourism industry and governments respond to those challenges. A glance at the recent past reveals a remarkable increase in international tourist arrivals from 25 million in 1950 to 664 million in 1999, an average annual growth rate of 7%. By 2020 international arrivals are predicted to reach 1.18 billion, representing an average annual growth rate of 4.1%. Such forecasts seem reasonable given the likelihood that the forces driving past growth will continue for the foreseeable future: faster, larger aircraft leading to lower real travel costs; more widespread wealth in a greater number of countries; reduction of barriers to travel imposed by nations on their own citizens and visitors; the globalisation of media raising people's awareness of the world outside their own domains and raising their interest in experiencing other places. Consequently, by the end of the 21st century it is highly likely that more people will travel more often to a wider range of international destinations.

There are, however, reasons to believe that this future will not be realised. One of the greatest uncertainties lies in at least maintaining the current historically low cost of international travel. With plans well advanced for the introduction of larger and more fuel-efficient aircraft the medium-term outlook is promising, but looking into the future there must be concerns about the increasing scarcity of oil.

Technological developments such as the Internet and virtual reality may reduce the need or desire to travel. This notion can be summarily dismissed by considering the nature of the tourism experience and what motivates it. Tourism, in essence, is sensual, emotive and driven by a desire to experience a different place in more than two dimensions. Moreover, the Internet cannot provide the surprise discoveries, sense of adventure and chance encounters that real travel affords. It is more likely that the greater awareness of other places engendered by information technology will stimulate a desire to authenticate by direct experience.

Far more difficult to challenge is the claim that tourism is ultimately unsustainable because of its impacts on environments and cultures that then make destinations less appealing. Less developed nations are particularly vulnerable. They possess environmental and cultural features that tourists wish to experience, given the right conditions. They also possess a powerful

economic incentive to develop tourism rapidly and with as few constraints as possible. They lack capital to achieve this and consequently have frequently granted control of tourism development to foreign interests. To attract capital they have offered concessions – tax breaks, liberal access to land and low environmental standards - which ultimately reduce the benefits. There is no easy solution to this dilemma, but ironically it may lie in the growth of tourism itself. The combination of a growing market, increasing diversification and rising levels of experience amongst tourists will lead to the industry constantly seeking new destinations.

1. *Answer the following questions*

a. What is this article about?

\_\_\_\_\_

b. What are the negative factors connected with the development of tourism in the underdeveloped countries, and what solutions may be suggested according to the author?

\_\_\_\_\_

2. *True/ False*

- a. Faster aircrafts contribute to an increase in travel costs
- b. There are growing concerns over the attainability of oil around the world
- c. It is a recognized fact that the increased power of the Internet will induce people to wish to travel less
- d. Less developed nation tend to devolve the management of their tourism industry to foreign interests and capitals

3. *What does the following number refer to?*

4.1%: \_\_\_\_\_

4. *Give at least 3 synonyms of the noun GROWTH:*

-----  
-----  
-----

## UNIT 2: TRAVEL AGENCIES

### Objectives

\* **Knowledge:** Use some useful phrases for answering the telephone and using the telephone effectively.

Distinguish between —will and —going to

\* **Skills:** Practise 4 skills related to services of travel agency



### 1. Presentation

1.1. Name some famous travel agencies in your country

1.2. Which travel agency sells more holidays?

1.2. What kinds of holiday do travel agencies sell?

### 2. 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. The sales process

consists of six steps: 1) raising awareness; 2) establishing rapport; 3) investigating needs; 4) presenting products; 5) closing the sale; 6) after-sales service.

**Stage 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.

**Stage 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.

**Stage 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.

**Stage 4.** When you have selected the most suitable products, you need to present them in the terms of:

Features – these are what a holiday has, such as the hotel facilities. Transfers from the airport, excursions, etc.

Advantages – these are what makes 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 the moment.

At this part 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.

**Stage 5.** When the customer returns to your agency ...

#### **Answer these questions**

1. In which stage does a sales consultant do most of talking?
2. In which stage does a sales consultant have to listen most carefully?
3. Features, advantages, or benefit – which is the hardest for a sales consultant to explain to a customer?

### 3. Language study and practice

#### \* *Language study*

#### The future

*Match these sentences to the descriptions below.*

1. We're **staying in** London on 12<sup>th</sup> April
2. There's a light that **leaves** at 8.05.
3. I'm sure you'll **like** it.
4. I'll **prepare** everything for you and put it in the post this evening.
5. I'm **just going to give** you your booking reference number.

Prediction

Scheduled event

Personal intention

Pre-arranged plan

Promise

- We use **will** and **going to** for predictions and intentions.  
He'll **have** more responsibility in his new job. (prediction)  
I'm **going to book** something last-minute. (intention, decision already made)
- The future continuous also refers to arrangements that have been made. It is also used to ask questions very politely.  
She'll **be staying** at the Holiday Inn and meeting a number of clients.  
How **will** you **be paying**?

#### Telephone language

#### Using the telephone

- Answer all calls quickly
- Answer with your name
- And/or your organization
- Ask how you can help
- Speak clearly
- Use appropriate language
- Smile while you are talking
- Sound interested
- Repeat names, phone numbers and details to make sure everything has been understood.

*The following phrases are useful when answering the phone.*

Good morning. Corporate Travel. Can I help you? I'll put you through. I'm sorry, the line's engaged/busy. Would you like to hold? Can I take a message? Can I get him to call you back?
--

#### \* *Practice*

### 3.1. Complete the dialogue with the most appropriate future forms.

- Mr. Swan Hello, Jason Swan speaking
- Amanda Hello, this is Amanda from Comet Travel. I'm phoning to confirm the arrangements for your business trip to Italy at the end of the week.
- Mr. Swan Ah good.
- Amanda We've booked you on flight AZ342 to Milan for 31 March. It *leaves / is going to leave*<sup>1</sup> at 10.20 from Heathrow, so check-in is at 9.20. On 4 April you're booked on the 18.30 Alitalia flight from Milan to Rome and the day after the 15.50 flight from Rome to Turin.
- Mr. Swan OK, and what hotels *will I stay / will I be staying*<sup>2</sup> in?
- Amanda From the 31<sup>st</sup> to the 4<sup>th</sup> you're *going to stay / 'll be staying*<sup>3</sup> in the Raffaello and in Rome I've arranged for a room at the Visconti. I'm afraid there's a slight problem with Turin. The Ambasciatori is fully-booked so I'm *ringing / going to ring*<sup>4</sup> the Pozetti to try to get you in there. Can you tell me how you *will pay / will be paying*<sup>5</sup>, Mr. Swan?
- Mr. Swan American Express
- Amanda That's fine. So, I'll *put / put*<sup>6</sup> your documents and full details in the post tonight and you *'ll get / are getting*<sup>7</sup> them tomorrow morning.

**3.2. Work in groups. You work in the tourist information centre of the town you are in (or town you all know). What is there for visitors to do and to see in the area? List at least six things and say where the places are.**



**3.3. Read the article about travel and tourism.**

**THINK fOr a MINUTE**

**TRAVEL AND TOURISM**

Getting away from it all?

**1** \_\_\_\_\_

What's the difference between travel and tourism? Well, being a traveler is more than just being a holidaymaker. A holiday is just a short time away, and it normally involves relaxation. Tourists stay in holiday resorts, not travelers. Travelers go for the experience and their journeys are usually much longer and more challenging. For example, travelers tend to avoid tourist traps and like to go off the beaten track to discover new places. Travel is an age-old phenomenon, but tourism is a relatively recent invention. Thomas Cook is often described as the first travel agent because he arranged the —package tour: a 19-kilometre trip for 500 people, in 1841.

**2** \_\_\_\_\_

Going overseas in order to experience a different way of life is what many people think of as travel, but travel does not necessarily mean going abroad. How many people can say they have visited every part of their own country? Many people who live in vast countries such as Russia and the USA have only visited a small part of their own country, and so domestic travel is also very exciting. It's a surprising fact that about 75 percent of US citizens do not own a passport, so travelling does not mean leaving the country for them.

**3** \_\_\_\_\_

Some people can't travel or don't like the physical reality of travelling to faraway destinations. These days it is easy to be an —armchair traveler. People can visit distant corners of the world or even little known parts of their own country without leaving their living rooms. Television documentaries make the world a small place and some people argue that travel is no longer necessary. Perhaps soon people will use interactive computer programmes and virtual travel will become common. Enthusiasts argue that by doing this we will have all the benefits of travel without the inconvenience.



3.3.1. *Work with a partner to discuss the following*

1. What's the difference between a tourist and a traveler?
2. How much of your own country have you visited?
3. Is it possible to travel without leaving home?

3.3.2. *Read the article quickly and choose the most suitable heading for each paragraph. (There are two extra headings.)*

- a. Virtual tourism
- b. Tourist or traveler?
- c. Most popular destinations
- d. Holiday at home
- e. Holiday problems

3.3.3. *Read the article again and answer the questions*

1. How is a traveler different from a tourist? Give three examples.
2. How did tourism start?
3. What does the text say about people who live in large countries?
4. What is an armchair traveler?
5. How has television affected attitudes to travel?
6. How could travel develop in the future?

3.4. *Look at how this tour operator replies to different callers.*

1. Hold the line, please. I'll put you through to reservations.
2. I'm afraid she isn't here at the moment. Can I take a message?
3. Would you like to speak to the Duty Manager?
4. Can I ask him to call you back?
5. I'm sorry. There's no answer from his room.
6. Could you repeat that, please?
7. Just a moment. I'll check for you.
8. Could I have your name, please?
9. The line's busy at the moment. Will you hold?
10. If you give me your number, I'll call you back.

**What do you think each caller said first?**

Example: 1. *Hello. I'd like to reserve a tour, please.*

**Now read and repeat the phrases. Check your pronunciation and intonation.**

## **4. Listening**

### **All in a day's work**

4.1. *Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent make money from?*

1. Advice on visa and passport applications
2. Airline tickets
3. Brochure for tour operators
4. Coach tours and trips
5. Foreign currency and traveler's cheques
6. Hotel bookings
7. Package holidays
8. Train tickets
9. Transport information
10. Travel insurance



**4.2. Listen to these customers. Which product or service do they want?**

(Track 2)

**Speaker Product/ Service**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



**4.3. Karl and Anita want to go to Australia. They go to a travel agent's for advice. Listen to their conversation and answer the questions. (Track 3)**

- a. Which two stages of the sales process do you hear?
- b. Does the sales consultant finish the second stage?

**4.4. Listen again and write T (true) or F (false).**

*Karl and Anita want*

- a. to travel around Australia with their daughter
- b. a package holiday for the three of them
- c. to fly to Adelaide
- d. to travel out to Australia in July
- e. to stay for longer than three weeks
- f. to stay in Melbourne for twelve hours.

**4.5. Listen to the travel agent presenting two products to Karl and Anita. (Track 4)**

- a. Which place does Karl want to visit?
- b. Which place does Anita want to visit?
- c. Which two tours does the travel agent recommend?

## 5. Speaking

### 5.1. What Do You Think?

*Is it necessary to visit a travel agent? Why or Why not?*

Comprehension Check:

Make sentences out of the phrases below and assume that you are talking to a travel agent.

1. I want to spend.....
2. I need help.....
3. I am going to.....
4. Is it alright if.....
5. I want to know.....

### 5.2. Work in pairs

**Student A - You are a travel agent.**

**Student B - You want to find out about weekend breaks to somewhere.**

Write questions to ask the travel agent.

### IN A TRAVEL AGENCY



Travel Agent: Good morning, Sir. How may I help you?

Client: Hi, I need to make a reservation.

Travel Agent: Where would you like to fly to and from?

Client: From Japan to Philippines.

Travel Agent: Okay and what is the date?

Client: I will leave Japan on the 8th next month and return on the 22nd.

Travel Agent: All right let me check. What time would you like to fly?

Client: I'd like to arrive in the Philippines by lunchtime and be back in Japan by dinnertime. Travel Agent: How many people are you with?

Client: There will be three of us – 2 adults and 1 child.

Travel Agent: I see. How old is the child?

Client: She's 8 years old.

Travel Agent: Is this economy or business class?

Client: Economy class.

Travel Agent: Okay. Three tickets are reserved for you. Please check-in 3 hours before departure.

Client: Yes, we will. Thank you very much!

### 5.3. Practice this dialog

#### 5.4. Fill in the blank with one suitable word.

booking   prepared   package   planning   payment   online   details

Travel Agent: Hi sir, you gave a call regarding the \_\_1\_\_ of yours to Jaipur.

Customer: Yes, please.

Travel Agent: Sir, I would like to tell you that we have recently \_\_\_\_2\_\_ an amazing package for that.

Customer: Could you please tell me the details of that \_\_3\_\_?

Travel Agent: Sure sir. In that package, you will get 4 nights and 3 days. Breakfast for 3 days is complimentary in this, and the complete package is for 15000.

Customer: That's great!

Travel Agent: So sir, when are you \_\_4\_\_ to go?

Customer: As you know, I was planning earlier but couldn't go due to a reason but now as you have an amazing package and I am also free so I am planning to go within this week only.

Travel Agent: That's perfectly ok sir!

Customer: This package is valid till when?

Travel Agent: For a month.

Customer: Great. What are all formalities needed to be done?

Travel Agent: Sir for booking this package you have to pay 2500/- with a copy of your id proof and photograph.

Customer: Sure, no problem. How can I make the \_\_5\_\_?

Travel Agent: You can pay by card, cash or cheque.

Customer: But for that, I need to visit your office. Is it possible that I can pay \_\_6\_\_ and WhatsApp you my details?

Travel Agent: Sure sir, you can do that as well.

Customer: Just send me your account \_\_7\_\_ and your WhatsApp number.

Travel Agent: Ok!

### 6. Writing

#### 6.1. A report on a travel agency

Write up your experience at the local travel agency as a report. Use the following structure

**Title:**                    Travel agency quality assessment

-----

**Assessor:**            Put your name and contact details

-----

**Agency:**             Put the name of the agency you visited

-----

**Date of visit:**      Put the full date of your visit

- 
- Address:** Put the contact details of your agency  
-----
- Features:** Write one or two sentences describing and evaluating the window. Do the same for the interior, the travel agent's greeting, and their manner.  
-----
- Result:** Write one or two sentences describing and evaluating the result.  
-----
- Grade:** Give each feature a mark from 0 (minimum) to 5 (maximum)
- |          |        |          |
|----------|--------|----------|
| Window   | Manner |          |
| Interior | Result | Greeting |

### 6.2. *Replying to requests*

*You receive a letter from an overseas tour operator asking for information about weekend breaks in your city. Use the following phrases to write a reply to the letter.*

Thank you for your interest in.....	I enclose.....
We specialize in.....	I you need any further information...
I suggest we + verb (without _to')	I look forward to hearing from you.

- \_\_\_\_\_★★★\_\_\_\_\_
- Be friendly and positive
  - Use a new paragraph for each point.
  - Avoid long or complex sentences.
  - Check for any grammar or spelling mistakes.
- \_\_\_\_\_★★★\_\_\_\_\_

### 6.3. Complete the letter with the phrases from the box.

Yours sincerely	include in the price
I am pleased to enclose	£ 100 off the brochure price
There is current availability	make the necessary arrangements
Thank you for your recent request	please do not hesitate to contact us

4 April 2018

Dear Mr. and Mrs. Blake,

....Thank you for your recent request.....<sup>1</sup> for information on escorted journeys to Central and Eastern Europe.....<sup>2</sup> a brochure which you may find of interest. In particular, given your requirements, I recommend:

Highlights of Central Europe (page 72, tour code 1958A). This holiday lasts 14 days and takes in Berlin, Warsaw, Budapest, Vienna and Prague.

Best of Central Europe (page 68, tour code 1938A). This tour leaves from Berlin and covers Warsaw, Krakow, Brno, Prague and Dresden.

These excursions are accompanied by an experienced travel guide and accommodation in first class hotels with service charges and porter age.....<sup>3</sup>. We are currently offering.....<sup>4</sup> if the Highlights of Central Europe tour is booked and paid for before the end of the month.

.....<sup>5</sup> for both of these tours and we should be more than pleased to.....<sup>6</sup> for your holiday. If you require any further assistant.....<sup>7</sup>

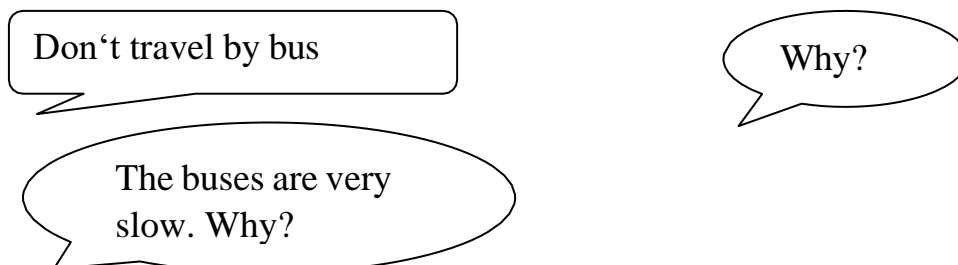
.....<sup>8</sup>,

Michelle Packard

## 7. Exercises

### 7.1. Work in groups of four. Discuss your travel tips.

Ask follow-up questions



### 7.2. Work in pairs to practice the dialog

#### Visiting a Travel Agent

Client: I need help for my vacation.

Travel Agent: Sure, where would you like to go?

Client: I don't know yet.

Travel Agent: Do you enjoy warm or cold places?

Client: I want to go to a tropical climate.

Travel Agent: I have some brochures here.

Client: Wow! These look great!

Travel Agent: How much is your budget for your vacation?

Client: I have a thousand dollars.

Travel Agent: Well, take these brochures, and go back to me after reading it.

Client: Thanks for your help!

Travel Agent: You are welcome.

**7.3. Complete the dialogue by inserting the correct tense. Look for time phrases first. Practice the dialogue with a friend.**

### Buying a Plane Ticket

Client: I would like \_\_1\_\_ (book) for a flight.

Travel Agent: I can help you with that. What place \_\_\_\_2\_\_ (be) your destination?

Client: I \_\_3\_\_ (travel) to Singapore.

Travel Agent: What \_\_4\_\_ (be) the date you want to fly?

Client: On June 14th.

Travel Agent: Would you \_\_5\_\_ (prefer) a morning or an afternoon flight?

Client: I want \_\_6\_\_ (fly) in the morning.

Travel Agent: Well, I have already booked you a flight. The tickets \_\_\_\_7\_\_ (arrive) by mail in a few days.

Client: Thank you!

**7.4. Read the following advertisement and complete the text. Use the words in the box**

## Our Special Deals

### Carmelita Hotel, Haifa



**A breath-taking panorama of the city from the top of Mount Carmel**

#### **In the room:**

- ❖ air conditioning
- ❖ telephone
- ❖ cable TV
- ❖ mini bar

#### **Other facilities on the site:**

- ❖ swimming pool
- ❖ travel agency in the lobby
- ❖ car rental in the lobby
- ❖ laundry

### Holiday Apartment, Eilat



**In the heart of Eilat, with a wonderful view of the Red Sea**

#### **In the apartment:**

- ❖ air conditioning
- ❖ telephone
- ❖ washing machine
- ❖ refrigerator
- ❖ microwave oven

#### **Nearby:**

- ❖ sandy beach
- ❖ playground
- ❖ supermarket

For more information:

Sunset Travel Agency

Telephone: 03-6543210

Address: 12, Kaplan Street, Tel Aviv

air conditioning	apartment	agency	cable	deals
hotel	Kaplan	Keren	lobby	microwave
panorama	playground	rent	special	supermarket
Sunset	swimming	telephone	travel	washing

The Sunset Travel Agency offers two \_\_\_\_\_ 1 \_\_\_\_\_ deals: spend a week in a hotel in Haifa or in a holiday \_\_\_\_\_ 2 \_\_\_\_\_ in Eilat.

The apartment in Eilat faces the Red Sea, while the hotel in Haifa offers a \_\_\_\_\_ 3 \_\_\_\_\_ of the city.

Both places have \_\_\_\_\_ 4 \_\_\_\_\_ and a telephone. While staying in the hotel, you can watch \_\_\_\_\_ 5 \_\_\_\_\_ TV or go to the swimming pool. There is a travel \_\_\_\_\_ 6 \_\_\_\_\_ in the lobby of the hotel. You can also \_\_\_\_\_ 7 \_\_\_\_\_ a car there.

The apartment has a \_\_\_\_\_ 8 \_\_\_\_\_ machine and a microwave oven. Your children can play in a playground while you are buying food in the \_\_\_\_\_ 9 \_\_\_\_\_.

For more information, you can visit the Sunset Travel Agency on \_\_\_\_\_ 10 \_\_\_\_\_ Street, Tel Aviv.

### 7.5. Put the conversation in the right order

1. **Travel Agent:** Sure, where would you like to go?
2. **Client:** I need help for my vacation.
3. **Travel Agent:** Do you enjoy warm or cold places?
4. **Client:** I don't know yet.
5. **Travel Agent:** I have some brochures here.
6. **Client:** I want to go to a tropical climate.
7. **Travel Agent:** How much is your budget for your vacation?
8. **Client:** Wow! These look great!
9. **Travel Agent:** Well, take these brochures, and go back to me after reading it.
10. **Client:** I have a thousand dollars.
11. **Travel Agent:** Welcome.
12. **Client:** Thanks for your help!

1.	3.	5.	7.	9.	11.
2.	4.	6.	8.	10.	12.



**7.6. Read the advertisement once again and fill in the missing parts of the dialogue between the travel agent (T) and the customer (C).**

- C Thank you. I'll think about it.
- T Thank you. Have a nice day.
- A.....or swim in one of their swimming pools.
- B. Have a look at their advertisement.
- C. How can I help you?
- D. They charge 5 EUR extra ...
- E. ...includes food and beverages.

- T:** Hello. \_\_\_\_\_
- C:** I'm interested in the SeaEscape Cruises.
- T:** Yes, of course. We have a wonderful offer. \_\_\_\_\_
- C:** Thank you ... So what does —All-You-Can-Eat‖ brunch mean?
- T:** You pay one price for everything.
- C:** Everything? Really?
- T:** The price \_\_\_\_\_.
- C:** What about activities on board the ship?
- T:** Oh, there are a lot of things to do. You can visit the Casino, \_\_\_\_\_, have a massage, visit different shows, go shopping... It really depends on what are you interested in.
- C:** I see. Are there any additional charges?
- T:** Yes. \_\_\_\_\_ for Friday and Saturday nights.
- C:** Thank you. I'll think about it.
- T:** Thank you. Have a nice day.

## UNIT 3: TOUR OPERATORS

### Objectives

After the completion of this unit, students should be able to:

- \* **Knowledge:** - Distinguish present perfect and past simple
  - Analyze the events of tourism industry
- \* **Skills:** - Practice writing describing local tour operations
  - Persuade a client to buy a package tour
  - Practice communicative skill



### 1. Presentation

1.1. *Have you ever been on a package holiday?*

1.2. *Why do you think people go on back age holiday?*

Think of three reasons. Compare your reasons with your partners.

## 2. Reading

2.1. *What sort of holidays did your grandparents go on? What changes have taken place in the travel industry in recent years?*

2.2. *Read the extracts. Who is likely to agree with these statements? More than one person may agree with the same statement*

Noel Josephides



Simon Laxton



Roger Shaw



Mike Gooley



1. Selling methods have not changed in the tourism industry
2. Holidaymakers are more demanding than they used to be.
3. New technology will help the industry to grow
4. Operators cannot make large profits with so much competition
5. Independent operators can provide more personalized holidays
6. Operators provide better holidays than they used to
7. Operators have to act to prevent ecological damage

**BUSINESS REVIEW**  
**MARKET LEADERS DISCUSS THE TOURISM INDUSTRY**

## **Tough times for Britain's holidaymaker**

### **Noel Josephides**

Managing Director,  
Sunvil Holidays

I started my career as a reservations agent 25 years ago and worked as a Business Development Manager for 15 years. In many ways our industry hasn't changed in that time. It is simple in the hands of fewer companies now, that's all. The approach of selling holidays is still the same as it was in the 1980s: pile them high and sell them cheap. The industry has reached saturation and profitability will only return with a big collapse.

### **Simon Iaxton**

Managing Director,  
Thomas Cook Holidays

The merger and takeovers in the industry have provided a new challenge to the big operators because the small independents are working harder to meet individual needs. This provides stiff competition for big companies. From the customer's point of view this is good because it has led to significant improvement in the quality of holidays. But making money in this industry is hard. Profited are smaller and customer increasingly expect higher standards.

### **Roger Shaw**

Managing Director,  
British Airways Holidays

It's an exciting time to be in the travel business. The industry has changed- something it hadn't done in 25 years. The arrival of e-commerce and tailor-made holidays has provided opportunities for expansion. On the downside the impact of tourism on the environment has to be controlled. We can't stop the harmful effects overnight but we can act to minimize them.

### **Mike Gooley**

Chairman,  
Trail finders

I've been in the tour operator business for ten years and this industry is one of the toughest of all service industries. And customer expectations have risen over the years, partly because of the increased competition.

Trail finders have only recently offered tailor-made holidays and I think that, as an independent concern, we're different from other tour operators in the way we put them together. We are different and don't set out to copy the others. If you don't want to run a business successfully you have to have new ideas.

### **2.3. Read the article about the role of tour operators and find the answers.**

#### **2.3.1. Package holidays are created by tour operators and then sold through the**

*chain of distribution.*

- a. What are the components of a typical package holiday?
- b. Who else forms part of the chain of distribution?
- c. How many different types of tour operator are there?

2.3.2. *There are two other terms that mean the same as package holiday. What are they?*

2.3.3. *To buy in bulk means to buy something*

- a. on the Internet
- b. in large quantities
- c. in secret
- d. a long time before you need to use it

2.3.4. *Why is it important to buy in bulk in tour operation?*

2.3.5. *Why do you think specialist tour operators prefer to sell direct to their clients?*

2.3.6. *If you could work for one of the four types of tour operator, which would you choose?*

### **Putting a package together**

Package holidays, which are also known as package tours, include all of the components necessary for a complete vacation: transport to and from the destination transfers between the airport I station I port and hotel food and accommodation at the destination other services such as a guide or holiday 'rep'.

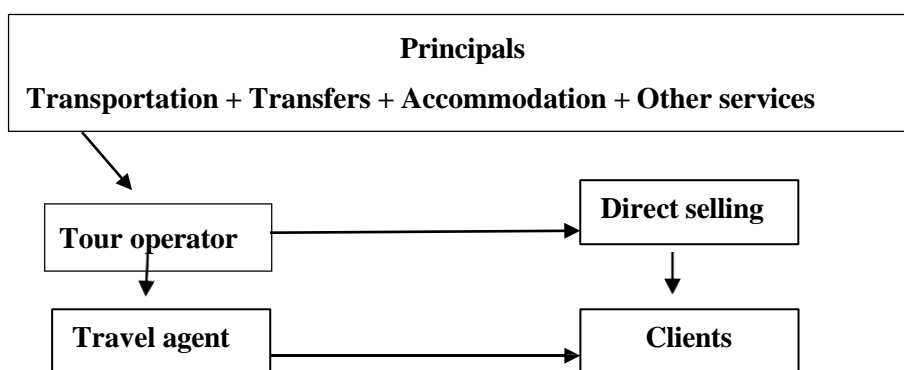
The professionals who bring these elements together to create a holiday are called tour operators. They buy in advance and in bulk from the principles: airlines, shipping lines, hoteliers, and so on. Because they buy hundreds of seats or rooms from the principle, they pay a much lower price for them than an ordinary member of the public.

The tour operator then converts this bulk into individual packages known technically as inclusive tours (ITs). These are marketed to the consumer through travel agents or by other systems.

In the past tour operators sold almost entirely through travel agents, but today they also use direct selling. This strategy eliminates the travel agents from the chain of distribution, and this reduces the final cost of the holiday package because direct sell operators do not have to pay commission to a travel agent. Many smaller tour operators, for example, prefer to deal directly with their clients.

Not all tour operators sell the same type of holiday. The really big operators, the mass market operators, produce low-cost holidays to traditional sea, sun, and sand destinations like Spain, Greece, or Turkey. Other operators limit their product to customers who want a v specific type of holiday. These specialist operators sell adventure holidays, holidays for single people, holidays motor-racing fans, and so on. Domestic operators specialize in tours for who want to holiday in their own country, whilst incoming tour operators are specialists in providing holiday packages to visitors coming from abroad. For

example, 'Vastravel', an Italian incoming tour operator, sells tours of Italy to people from the rest of the world.



### 3. Language study and practice

\* Language study

#### Past simple

1. We use the past simple to talk about completed actions that took place in the past.

*The hotel we stay in was reasonably comfortable*

*Did you meet them at the airport?*

2. Often the past simple is associated with a definite moment of period in the past.

*He started his career as a reservations agent in 1995.*

*She joined the company last year.*

#### The prepositions of time

in	on	at
<b>Months:</b> in January / in April <b>Seasons:</b> in spring / in winter <b>Years:</b> in 1984 / in 2015 <b>Centuries:</b> in the 20th century <b>Times of day:</b> in the morning / in the evening <b>Longer periods of time:</b> in the past / in the 1990s / in the holidays	<b>Days of the week:</b> on Monday <b>Days + parts of days:</b> on Tuesday afternoon / on Saturday mornings <b>Dates:</b> on November 22nd <b>Special days:</b> on my birthday / on New Year's Eve	<b>Clock times:</b> at 7.30 a.m. / at 5 o'clock <b>Festivals:</b> at Christmas / at Easter <b>Exceptions:</b> at night / at the weekend

\* Practice

#### 3.1. Underline the correct verb form in the sentences below.

1. Thomas Cook organized/ has organized the first tour in 1841.
2. Pathfinder wasn't/ hasn't been the first to offer tailor-made holidays
3. When did you start/ have you started working for Kuoni?
4. Customers became/ have become more demanding in the last few years
5. Sao far we had/ \_ve had a very successful season.
6. We started/ have started offering tours to Mexico two years ago

**3.2. Complete the profile of David Crossland of Airours, with the correct form of the past simple or the present perfect**

In 1972 David Crossland bought a travel agency called Pendle Travel Services Ltd. During the 1970s business (grow).....<sup>1</sup> and in 1980 he (create).....<sup>2</sup> a tour operating division known as Pendle Air tours. Six years later, the company (sell).....<sup>3</sup> its chain of 21 outlets to concentrate on tour operating. In March 1987, Air tours plc (be).....<sup>4</sup> boom and four years later Air tours International, the UK based in-house airline, (begin).....<sup>5</sup> commercial flying. During the 1990s the company (continue).....<sup>6</sup> to expand by acquiring chains of travel agencies and other tour operators in the UK and broad.

The in November 2001, Air tours (announce).....<sup>7</sup> plans for the future of the group under the new name of My Travel Group plc.

Now MyTravel plc (become).....<sup>8</sup> one of the biggest operators in four of the world's most active markets for air-inclusive holidays and other leisure travel services: the UK, northern Europe, Germany and North America. There are 15 million customers, 2001 retail travel agencies, and 27900 employees worldwide. The strategy (be).....<sup>9</sup> to develop its own other brands for sales through travel agencies. The growth of e-commerce (enable).....<sup>10</sup> the firm to launch all its brands on the internet and online sales (triple) .....<sup>11</sup> over the last few months.

**3.3. Read the text and correct the spelling**

suddenly	corner	billion	decades	industry
untouched	vacations	actually	airplane	rocketing

Tourism has changed a lot over the past few **dceades**. It is **ycasuall** quite a new thing. It probably didn't exist fifty years ago. The only people who travelled then were rich, and they were called travelers. I guess tourism started in the late 60s and early 70s when **raaneipl** travel became cheap. The idea of foreign travel **snuddley** became very popular with millions. Everyone wanted their two weeks of sun in the summer. Tourism today is a multi-**lolling**-dollar **ndtuysir**. There is hardly a **ncrroe** of the Earth **dthouncue** by tourism. The number of tourists is also **rteginkoe**. Millions of people from Russia, India and China are now taking **antsaovivc**. Tourism really is making the world a global village. I'm not sure if this is a good or a bad thing.

**3.4. Choose the correct preposition and form correct time phases.**

1. September \_\_\_\_\_
2. 12 o'clock \_\_\_\_\_
3. Winter \_\_\_\_\_
4. Easter Monday \_\_\_\_\_
5. 4th July, 1776 \_\_\_\_\_

6. Christmas\_\_\_\_\_
7. Tuesday\_\_\_\_\_
8. The weekend\_\_\_\_\_
9. My birthday\_\_\_\_\_
10. The end of the week\_\_\_\_\_

**3.5. Read the information about time prepositions in Language study. Then insert the correct time prepositions into the passage.**

Dear Mr. Jones,

Thank you for your email. Our hotel opened..... April this year, so we have been open ..... only 6 months and all our facilities are new. A new wing of the hotel opens ..... May. With regard to your reservation, I have changed your arrival date..... 14<sup>th</sup> October ..... 18<sup>th</sup> October, and changed your departure date ..... 17<sup>th</sup> October ..... 22<sup>nd</sup> October, as you requested. We will pick you up at the airport ..... 10 o'clock ..... Monday 18<sup>th</sup> October as agreed.

The Tourism Conference runs ..... three days. .... Tuesday morning it starts ..... 9.00 a.m, and there is a break for lunch ..... midday. The conference resumes ..... 2 o'clock. .... 3 o'clock we have a special guest from the Department of Tourism. ....the evening there is a dinner for guests. The conference will end ..... 21<sup>st</sup> October ..... around 3.00 pm.

I will arrange for a taxi to take you to the airport ..... 8.00 am ..... 22<sup>nd</sup> October.

Regards,  
Kenneth Johnson

**4. Listening**

**Why do you choose a package holiday?**

**4.1. Listen to Helga, who works for Das Reise Buro, a German tour operator. What are the reasons she gives for choosing a package holiday? Are they the same as yours? (Track 5)**



**4.2. Listen again and choose the correct answers.**

1. How far in advance do tour operators buy accommodation or transport?
  - a. Six months
  - b. One year
  - c. Two year
  - d. Three years
2. 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

3. According to Helga, what does a tour operator's representative, or rep do?

4. Helga says that package holidays produce —peace of mind. What does she mean?

### 4.3. The 'Peace in Burma'tour

Begona's main job is organizing escorted tours of Burma, in South East Asia.  
(Track 6)

- 1. Why do you think people visit Burma?
- 2. Listen to Begona describing one of the tours she organizes. Tick the places the tour visits, and the activities the tourists can do.



	Place	Activity
<input type="checkbox"/>	Bagan	Rent a bicycle
<input type="checkbox"/>	Bago	Spend some time at the beach
<input type="checkbox"/>	Inle	Visit a school of Buddhism
<input type="checkbox"/>	Mandalay	Go trekking in the mountains
<input type="checkbox"/>	Ngapali	Practice yoga
<input type="checkbox"/>	Sitter	Visit the city's floating markets
<input type="checkbox"/>	Thailand	Visit some of the many temples
<input type="checkbox"/>	Than we	Go horse riding
<input type="checkbox"/>	Yangon	→ Visit the capital city

### 5. Speaking

5.1. Work in groups of three. Find a given city to complete each of these sentences





*All of us have been to.....*

*One of us has been to.....*

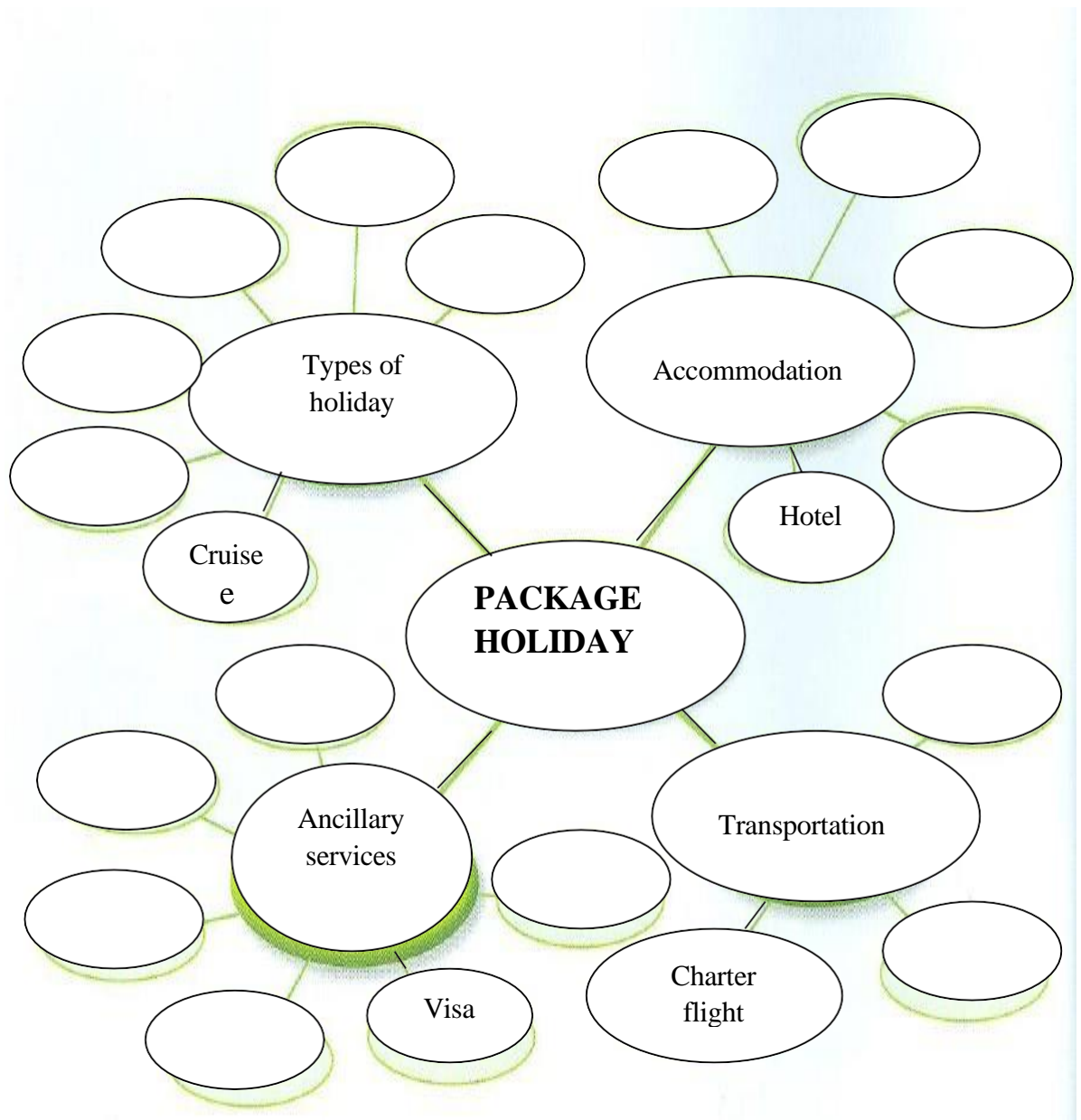
*Two of us have been to....*

*None of us has been to.....*

**5.2. Package holidays**

*Complete the diagram with these words phrases. Use a dictionary to help you.*

- Cruise      Hotel      Visa      Charter flight      Adventure      guesthouse
- Scheduled flight      transfer      Foreign exchange      Equipment hire
- Mini-break      Insurance      Lodge      Honeymoon      Lift pass      villa
- Winter sports      Luxury coach      Inn      All-inclusive



### 5.3. Practice with your partner

#### Talking to tour operator

**To: Tour operator**    **C= Customer**

**To:** Good morning.

**C:** Good morning.

**To:** What can I do for you?

**C:** Well, I'd like to book a holiday in Venice.

**To:** Certainly. When would you like to go?

**C:** From 1 to 10 August.

**To:** For ten days?

**C:** Yes, that's right. For ten days.

**To:** And for how many people?

**C:** Oh, just one. For me.

**To:** I see. Are you interested in a package from one of the tour operators?



**C:** Oh, a package would be fine. What do you suggest?  
**To:** If you're travelling alone, then I recommend, —Going Places‖.  
**C:** What does —Going Places‖ have?  
**To:** They've got a special offer for individuals: 10 days in Venice for £699.  
**C:** That sounds reasonable. What does the price include?  
**To:** It includes return airfare, plus hotel with breakfast and dinner.  
**C:** Is it a nice hotel?  
**To:** Oh yes, very nice. On the Grand Canal, with a restaurant and pool.  
**C:** It's just what I'm looking for! All right. I'll take it.

**5.4. What complaints do people make about package holidays? Think about travel arrangements, accommodation and brochure descriptions.**

## 6. Writing

### 6.1. Describing local tour operations

Use the information you have collected by answering the questions in *Find out* and write a brief description of how tour operation works in your country

#### *Find out*

1. Who are the biggest tour operators in your country or region?
2. Which are the most popular destinations they offered?
3. Which are the new destinations this year?
4. Do tour operators in your country only sell through travel agents or do they sell direct?
5. Are there any specialist tour operators in your country?
6. What type of specialist holidays do they market?

*You can begin like this*

**Tour Operation in** *(the name of your country)*

The biggest tour operators in *(the name of your country/ region)* are *(the name of two or three tour operators)*. There are number of important providers in our country, including *(the names of any airlines, hotel groups, etc.)*. The most popular destinations that the tour operators offer every year are *(the names of the usual destinations)*. New offers this year include....

## **6.2. Work in groups. Practice writing a brief description of how tour operation works**

### **7. Exercises**

#### **7.1. Fill in the gaps in the letter of application**

##### ***Read the following text***

*Our client is a Tour Operator seeking a Reservations Consultant with a minimum of 12 months travel reservations experience. This well-established travel organization specializes in holidays in Eastern Europe. Due to expansion they are now looking for friendly and professional reservations consultants with basic experience to join their professional and dynamic reservations team. The ideal Reservations Consultant will sell to the public, the travel industry and to corporate clients. If you are looking for a career move within travel and are seeking an exciting new challenge then this is the opportunity you have been waiting for. Please note only candidates with travel industry background and experience will be considered.*

Dear Sir or Madam,

I am writing with reference to your online advertisement for Travel Consultants. As you can see from my CV, I have a Diploma in Travel and Tourism. Before taking the course, I spent two years as a Customer Services Assistant for Telecom Plus. In this post I gained a good telephone \_\_1\_\_ and excellent communication \_\_2\_\_. I have a clear speaking \_\_3\_\_ and am able to \_\_4\_\_ under pressure.

For the last year I have been working for Wanderlust Travel, a small family travel agency, where customers consider me to be friendly and \_\_5\_\_. I enjoy \_\_6\_\_ with people and am both patient and \_\_7\_\_. I am well organized and always try to keep myself well \_\_8\_\_ about the latest trends in the travel industry. I am now looking to move to a larger organization where I will be able to put my sense of responsibility and \_\_9\_\_ to greater use. I am bilingual in Hungarian and English, and also have a good \_\_10\_\_ of Romanian.

I should be grateful if you could send me further details of the post.

I look forward to hearing from you,

Yours faithfully,

Istvan Fischer.

#### **7.2. Multiple Choice Questions**

*Check what you know about areas of work in the travel and tourism industry. Read the descriptions below and choose the best definition, A or B.*

1. Wanderlust Travel is a small family business that advises people about holidays and books tickets for them.
  - a. Wanderlust Travel is a tour operator
  - b. Wanderlust Travel is a travel agency

2. Visit Britain's mission is to promote Britain as a tourist destination.
  - a. Visit Britain is a tourist board.
  - b. Visit Britain is a transport company.
3. Beagle Charter operates flights and ferry services throughout South America.
  - a. Beagle Charter is a tour operator.
  - b. Beagle Charter is a transport company.
4. Hadrian's Wall was constructed on the orders the Emperor Hadrian in A.D. 122 as the most northern frontier of the Roman Empire and is visited by thousands of people every year.
  - a. Hadrian's Wall is a tourist attraction.
  - b. Hadrian's Wall is a tourist information centre.
5. If you want leaflets or maps of the place you are visiting, go to one of these places.
  - a. A transport company.
  - b. A tourist information centre.
6. Giuliana is an art student and speaks three languages. In the summer she accompanies groups of people round Florence and explains the history of the places they visit.
  - a. In the summer Giuliana works as a tour guide.
  - b. In the summer Giuliana works as a tour operator.
7. Peter's job in the company was to put together all-inclusive packages for trips to Namibia.
  - a. Peter worked for a travel agency.
  - b. Peter worked for a tour operator.

### ***7.3. Read a passage and choose the correct option***

Tour Operators organize hotel bookings, flights, transfer arrangements and sell the tour as a package, either direct to the public or through a travel agency. They employ Representatives or Couriers to look after tourists. The couriers make sure that the travel arrangements run smoothly and deal with problems and emergencies as they happen. An important part of this job is liaison with coach drivers, ferry staff, customs and immigration officers, and with hotel staff at stopovers about accommodation and meals. They organize social activities, suggest excursions and give commentaries when travelling. Their work is usually seasonal. Hours are long and they spend most of the trip in the company of clients.

1.
  - a. Tour operators only sell their packages to travel agencies.
  - b. Tour operators only sell their packages to the public.
  - c. Tour operators sell their packages to both travel agencies and the Public.
2.
  - a. A courier makes all the travel arrangements but doesn't travel with these clients.
  - b. A courier travels with the clients and solves any problems there may be.
  - c. Couriers do most of their work by telephone and fax
3.
  - a. Couriers never need to speak another language.

- b. It is probably useful if a courier can speak another language.
- c. Couriers don't need to speak the language of their clients.
- 4.
  - a. Couriers don't usually work all year round.
  - b. Couriers never work all year round.
  - c. Couriers usually work all year round.
- 5.
  - a. It's probably hard work being a courier.
  - b. A courier's job is easy.
  - c. Couriers usually have fixed working hours.

#### **7.4. Choose the correct options**

1. Will I be able to go into the city while I'm waiting for my connecting flight?
  - No, you won't have enough time.
  - The airport is not too far from the city.
  - You will make you connecting flight.
2. What are the visa requirements for American citizens?
  - You will need your passport.
  - You don't need a visa. Just your passport.
  - We accept all major credit cards.
3. Can you specify that I would like a room overlooking the ocean?
  - For how many people?
  - Many of the rooms overlook the ocean. What did you have in mind?
  - I'll try, but all of those rooms might already be booked.
4. Which airline are we flying?
  - Singapore Airlines.
  - Boeing 767.
  - Singapore International Airport.
5. How are we going to get from the airport to the hotel?
  - It's about 30 kilometers.
  - The hotel is in the city. It's about 30 kilometers away.
  - The hotel will have a shuttle bus waiting for you upon arrival.
6. What's "Agritourism"?
  - It's related to farms.
  - It's a term that refers to traveling and staying in rustic places, like on a farm, etc., and sometimes helping the local farmers.
  - Farm workers get involved in the tourist industry. They will help you find a hotel.
7. How hot is it going to be there?
  - The average temperature in July is about 35 degrees c.
  - Yes, it is.
  - Last year's temperatures were a departure from the norm.
8. Who are these tours organized by?
  - I will make all the arrangements for you.
  - A local company called "Costa Rica Vacations".
  - It's part of the tourism industry.
9. We just want to make sure that the rooms will be clean.
  - Yes, the rooms are cleaned.

From what other travelers have told me, the rooms are very clean.

It's too far from the city, so it's a little inconvenient.

10. We want to be close to all the attractions.

Many the attractions are in the center of the city.

The city has a great public transportation system.

Then I recommend that we book a central hotel, even though it might be a little more expensive.

**7.5. Put the conversation in the right order**

**a. Tour operator:** During monsoons there is less rush but you can go to different parts of Himachal in late summer and also from October to February when the weather remains pleasant.

**b. Tourist:** I want to plan a trip to Shimla for the summer vacation. Can you please tell me the detailed packages and itinerary?

**c. Tour operator:** All our hotels are registered on our online site and we conduct sightseeing packages on half-day or full-day basis.

**d. Tourist:** Do you provide car, buses and sightseeing facilities?

**e. Tourist:** Ok I shall come to your office and book the Shimla package as soon as possible.

1.	2.	3.	4.	5.
----	----	----	----	----



## UNIT 4: FLIGHT RESERVATIONS

**Objectives:** After studying the unit, Students should be able to:

- \* **Knowledge:** - Develop vocabulary related to booking flight
  - Distinguish the use of *Can...? Could...? Would...? Have got.*
  - Get proficiency with flight reservations, abbreviations and symbols, day, dates.
- \* **Skills:** - Listen for specific information related to booking flight
  - Practice communicative skill



## 1. Presentation

1. Have you ever booked a flight ticket via travel agent?
2. Which airline do you usually travel with?

## 2. Reading

**2.1. Imagine you work in the Air France office in London. Answer these customer enquiries:**



1. I'm on flight AF 1863 on Monday. Could you tell me the arrival time in Nantes?

2. I'm on the 17.30 flight to Nantes on Wednesday. Will I get something to eat on the plane?

3. I'm on flight BA 342 to Nice tomorrow. Can you tell me which airport that leaves from?

4. Can I fly Club Class to Nantes?

5. Is flight VM 6155 to Nantes non-stop?

### 2.2. Read about Tourism and Air travel

2.2.1. Look at the title of the article. What do you think the article will be about? Choose from the following possibilities.

- a. The future of air travel
- b. The advantages and disadvantages of air travel
- c. The incredible places you can fly to if you have enough money
- d. How to get the cheapest tickets for different flights

2.2.2. Read the article and see if you were right

2.2.3. How many million

- A. people travelled by plane in 2008?
- B. passengers used Atlanta airport in 2008?
- C. people are employed by the airline industry?

2.2.4. Find

- a. Two advantages of air travel
- b. Three disadvantages of air travel.

## ***FLY THE WORLD***

*(BUT AT WHAT PRICE?)*

*The development of Jet Aircraft has revolutionized travel, making it possible to go much further much faster. New York in the morning. A meeting and lunch in San Francisco. Then back east to Boston, before ending the day in Washington. Almost anything is possible.*

*And the airline industry is not just fast. It is big. Very big! In fact it's huge, starting with more than three million people employed by the world's airlines, or with the 14,000 airports that passengers fly to or from. How many passengers? Over 1.5 billion worldwide in 2005, with Atlanta International, the world's busiest airport, handling over 80 million passengers alone.*

*In order to keep such a complex industry, each of the world's airports has a special code. The International Air Transport Association [IATA] takes responsibility for the designation of these codes, and they can easily be found on the Internet. Every single flight that takes off is also identified by a unique number, called a flight number. This is composed of the airline's code and then three or four digits.*

*Airlines work through scheduled flights, which take off and land at regular published times, or charter flights that are contracted to fly at a set time. Flights can be Short-haul, medium-haul, or long-haul, depending on the distance covered, but whatever the distance, passenger safety is at the heart of all operations, making air travel the safest form of transport by far.*

*Inevitably air travel creates problems, beginning with some people's fear of flying. More recently, however, the skies we fly have begun to look darker than the industry wants to admit. Security is now a major problem, especially after the devastating impact of the September 11 terrorist attacks on New York and Washington.*

*Also blackening the skies are the emissions from jet aircraft. A return transatlantic flight, for example, can produce up to two tons of carbon dioxide per passenger! So serious is the problem that in 2005 the UK Environment Minister asked travelers to consider subscribing to one of the carbon offset schemes available. It's relatively cheap. For example, the climate change impact of a flight to the Mediterranean only costs around £5 to offset.*

### **3. Language study and practice**

*\* Language study*

<b>Have got</b>
In British English we often use <i>have got</i> to talk about possession, relationship, etc... I <i>have got</i> means exactly the same as I <b>have</b> . I've got an open- round- the world ticket. Have you got your ticket with you?
<b>Polite/ formal requests</b>
<b>Could</b> you wait a minute while I check availability? <b>Would</b> you please check in an hour before departure?
<b>Informal requests</b>
<b>Can</b> you give me your contact address?

\* Practice

**3.1. Complete the statements and questions below using have got.**

Example:

...his passport and ticket? (He)

*Has he got his passport and ticket?*

1/.....a very good brochure in Italy. (They)

.....

2/.....a return ticket? ( your son )

.....

3/.....a room facing the sea? (I)

.....

4/.....a swimming pool?. (The hotel)

.....

5/.....an expiry date? (These ticket)

.....

6/.....a stopover in Singapore. (We)

.....

**3.2. Here are six things your partner might have:**





Write down four more things.

Now take turns to ask and answer questions.

Example:

A: Have you got...?

B: Yes, I have. / No, I haven't.

**3.3. The words in the travel agent's questions below are in the wrong order. Write them out in the correct order and match them with the right customer's response.**

1. Ticket you show please me your can?	a. Certainly. May I borrow your pen
2. Sign you form could this please?	b. Yes, it's 2018550
3. Have telephone can number your I?	c. But that's two hours before departure!
4. Check at would 8.30 please p.m. in you?	d. I'm afraid not. I can't get to the airport before 3 p.m.
5. Earlier you a could flight take?	e. Yes. Here it is

Now practice these dialogues with a partner. Take turns to be the travel agent and the customer.

**3.4. Work in pairs, one as the boss, the other as the secretary.**

**Boss** : Use the suggestions below to make questions starting *Can*, *Could*, and *Would*.

**Secretary** : Say *Yes* or *No* politely.

**Example** : type/ letter

**Boss** : *Would you type this letter, please?*

**Secretary** : *Yes, certainly.*

Or *I'm afraid I'm rather busy at present. Could I do it later?*

1. Make / telephone call to
2. Send / telex to...
3. Bring / coffee
4. Come / my office
5. Book / flight to...
6. Make / hotel reservation
7. Cancel / appointment with...

#### 4. Listening

*Handling over tickets (Track 7)*

PASSENGER BORDONI, GIORGIO MR				ISSUING AGENT CANTRAVEL TORONTO CA 8541				✈️	
PORT	CARRIER	FLIGHT #	DATE	DEP	ARR	STATUS	FARE CL		
TORONTO YYZ	AIRCAN	AC094	12AUG	2335	1210	OK	RAS		
BUENOS AIRES EZE	AIRCAN	AC093	23AUG	1655	0635	OK	WAI		
-- VOID --									
-- VOID --									
RESTRICTIONS NONE				BOOKING REF KMH155.5 HA OERN56.9ERF SADM CDA					
CURRENCY	FARE	TAX	TOTAL						
CAN\$	3851	99.74	3950.74						

**4.1. Look at the flight ticket and find**

- The name of the passenger
- The date of outbound travel
- The outbound flight number
- The origin of outbound flight
- The destination of outbound flight
- The flight times
- The cost of the ticket

**4.2. Listen to the travel agent handling over the ticket. Which of these pieces of information does he confirm with the client?**

**4.3. What does Mr. Bordoni ask travel agent about?**

**4.4. Listen again and complete the dialogue.**

**T.** Here your ticket. Let's just go through the   1  . So, that's Toronto-Buenos Aires   2  , leaving August 12 on   3   AC094   4   Toronto at 23.35 and   5   Buenos Aires the next day at 12.10.

**B.** That's not too bad

**T.** No, it's a good flight. Then there is your return. That's August 23, flight AC093.   6   Buenos Aires at 16.55.   7   Toronto 06.35. One passenger – yourself. Total   8   3,950.74USD.

**B.** Ouch! That includes taxes, no?

**T.** That includes taxes   9  , and   10  .

**B.** And it is   11  

**T.** One hundred per cent refundable, Mr. Bordoni. If you don't go, you don't   12  . And as I said, you can change the dates of travel   13     14   two hours before takeoff.

**B.** OK, that's good. Will you   15   the company directly?

**T.** No problem.

**B.** Then... then that's everything I think.

**T.** Good.


**B.** Thanks for your help.

**T.** Our pleasure, Mr. Bordoni.

## 5. Speaking

### 5.1. Check the details

PASSENGER		ISSUING AGENT GLOBETRANS TA BERLIN 2344						✈	
PORT	CARRIER	FLIGHT #	DATE	DEP	ARR	STATUS	FARE CL		
						OK	SAN		
RESTRICTIONS FLEX NON-TRANS		BOOKING REF KMH155.5 HA OERN56.9ERF SADM CDA							
CURRENCY/FARE	TAX	TOTAL							



1. Think about a return flight you would like to take. Complete the blank ticket with details of your journey. Make sure all of the information is probably covered.

2. Give your ticket to your partner. When your partner is ready, ask for your ticket. Your partner should check all the details with you. Correct any details that are wrong.

3. Change roles and take the role of travel agent.

### 5.2. Work in pairs. Practice the following dialogue.

#### Booking a flight

**Travel Agent:** How may I help you?

**Caller:** Yes, I'd like to make a flight reservation for the twenty-third of this month.

**Travel Agent:** Okay. What is your destination?

**Caller:** Well, I'm flying to Helsinki, Finland.

**Travel Agent:** Okay. Let me check what flights are available? [*Okay*] And when will you be returning?

**Caller:** Uh, well, I'd like to catch a return flight on the twenty-ninth. Oh, and I'd like the cheapest flight available.

**Travel Agent:** Okay. Let me see. Um, hmm . . .

**Caller:** Yeah?

**Travel Agent:** Well, the price for the flight is almost double the price you would

pay if you leave the day before.

**Caller:** Whoo. Let's go with the cheaper flight. By the way, how much is it?

**Travel Agent:** It's only \$980.

**Caller:** Alright. Well, let's go with that.

**Travel Agent:** Okay. That's flight 1070 from Salt Lake City to New York, Kennedy Airport, transferring to flight 90 from Kennedy to Helsinki.

**Caller:** And what are the departure and arrival times for each of those flights?

**Travel Agent:** It leaves Salt Lake City at 10:00 AM, arriving in New York at 4:35 PM, then transferring to flight 90 at 5:55 PM, and arriving in Helsinki at 8:30 AM the next day.

**Caller:** Alright. And, uh, I'd like to request a vegetarian meal.

**Travel Agent:** Sure, no problem. And could I have your name please?

**5.3. Work in pairs. Act out the role with the following dialogue.**

**Mike:** Hello, I need to schedule my trip to Paris for next week?

**Henrita:** When would you like to travel?

**Mike:** I have to reach Paris by the 24th.

**Henrita:** Is this a round trip? Will you need a return ticket, too?

**Mike:** Yes. Check that for 31st in the evening.

**Henrita:** Yes, there's a nonstop flight to Paris from Kennedy airport on 24th at 6AM. On 31st you may board flight 309 which is also nonstop at 4:30PM.

**Mike:** Okay, fine. I think that can work for me.

**Henrita:** Would you like to book the tickets then?

**Mike:** What's the cost?

**Henrita:** It'll be \$2750.

**Mike:** Do you accept cards?

**Henrita:** Yes, we do.

**5.4. Fill in the blank with suitable words.**

A: I would like to \_\_1\_\_ a flight.

B: I can help you with that. Where are you \_\_2\_\_ to?

A: I am traveling to Singapore.

B: What date will you be \_\_3\_\_?

A: I want to fly on June 14th.

B: Do you want to \_\_4\_\_ out of Los Angeles International or Burbank Airport?

A: I would like to fly out of Los Angeles International Airport.

B: Would you prefer a morning or an afternoon \_\_6\_\_?

A: I would rather fly in the morning.

B: Well, I have you booked on a \_\_7\_\_ that will fit your schedule. The tickets will arrive by mail in a \_\_8\_\_ days.

**6. Writing**

**6.1. Base on the information in 2.1 in Reading; now write down three similar enquiries. Ask your partner for the information you want.**

**6.2. Look at the flight booking form below, fill out the fields.**



# AIR TICKET BOOKING REQUEST FORM



## CUSTOMER DATA

Booking Date

*\*Fields for compulsory completion are marked in red*

First Name  Last Name  Telephone

Address

City  Postal Code  Fax

Country  E-mail

## ITINERARY

One-way trip

Departing date  Flight number  Class

From  To

Round Trip

Arrival Date  Flight number  Class

From  To

Comment field

## PASSENGERS

Nº	First Name	Last Name	Passport data (Series, Number, Date of Expiry)	Expiration Date of Exit Visa	Date of Birth
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Notes

## DELIVERY

## DELIVERY ADDRESS

Date of Delivery

Dear Ladies and Gentlemen! Be advised that, if the booking request has been annulled after the ticket issuance, the possible fee to the Air Company shall be paid by customer, irrespective of whether or not the ticket was actually received.

### 6.3. Sample of flight booking form



## Booking Information

Today's Date: 16 December 2015  
 Reservation ID: Z6JHVY  
 Passengers: 1. MS. MARIYAM MIRZA (Adult)

BOSTON TO BARCELONA		13 APR 2016 (+1)	
Flight: BOSTON to LONDON		Wednesday, Apr 13, 2016	
Depart:	07:20 PM	BOS Boston Logan International	
Arrive:	06:50 AM (+1)	LHR London Heathrow	
Confirmation Number:	Iberia Z6JHVY	Non-stop	
Flight Number:	Iberia IB4639		
Fare type:	Economy	Flying Time:	6h 30m
		Status:	Confirmed

Change of plane required. Time between flights: 2h 25m

Flight: LONDON to BARCELONA		Thursday Apr 14, 2016	
Depart:	09:15 AM	LHR London Heathrow	
Arrive:	12:25 PM	BCN Barcelona	
Confirmation Number:	Iberia Z6JHVY	Non-stop	
Flight Number:	Iberia IB7457		
Fare type:	Economy	Flying Time:	2h 10m
		Status:	Confirmed

BILBAO TO LONDON		22 APR 2016	
Flight: BILBAO to LONDON		Friday, Apr 22, 2016	
Depart:	12:25 PM	BIO Bilbao	
Arrive:	01:25 PM	LHR London Heathrow	
Confirmation Number:	Iberia Z6JHVY	Non-stop	
Flight Number:	Iberia IB4868		
Fare type:	Economy	Flying Time:	2h
		Status:	Confirmed

LONDON TO BOSTON		26 APR 2016	
Flight: LONDON to BOSTON		Tuesday, Apr 26, 2016	
Depart:	01:05 PM	LHR London Heathrow	
Arrive:	03:30 PM	BOS Boston Logan International	
Confirmation Number:	Virgin Atlantic Z6JHVY	Non-stop	
Flight Number:	Virgin Atlantic VS11		
Fare type:	Economy	Flying Time:	7h 25m
		Status:	Confirmed

## 7. Exercises

### 7.1. Work in pairs. Practice the following dialogue

A: Could you help me make a plane reservation?

B: I would be happy to help you. Where do you plan on going?

A: I am going to go to Hawaii.

B: For that destination, you may leave from Los Angeles or Burbank Airport. Which would you prefer?

A: I think that I would rather leave from Los Angeles Airport.

B: Would you prefer a morning or afternoon departure?

A: I need to leave in the morning.

B: Fine. On your return flight, do you have a preference as to morning or afternoon?

A: I would prefer to return in the afternoon.

B: I have booked you on your flight at a great rate. Here are your tickets.

### 7.2. Fill in the blank with suitable words

Airline trip departing choice matter leave flight tickets

A: I am planning a trip and need help making my \_\_1\_\_ reservation.

B: Sure. Where are you traveling to on your \_\_2\_\_?

A: I will be vacationing in Oregon.

B: You have an option of \_\_3\_\_ from Los Angeles or Burbank Airport. What is your preference?

A: I live closer to Los Angeles Airport, so that would be the best \_\_4\_\_.

B: Does it \_\_5\_\_ to you if you leave in the morning or afternoon?

A: I can \_\_6\_\_ at either time.

B: I'll put you on a morning \_\_7\_\_. Is a morning or afternoon return flight preferable for you?

A: Either morning or afternoon would work for me.

B: I'll give you an afternoon flight. Here are your \_\_8\_\_.

### 7.3. Put this dialog in the right order

A. Thank you sir. Well, there is a flight leaving at half past eight next Wednesday, is it all right for you?

B. Yes sir. When would you like to travel?

A. Yes, that's fine!

B. Yes, sure.

A. Is there a flight on Wednesday evening?

B. Of course! It's the Grand Hotel and the number is 2018550.

A. Thank you very much. Goodbye!

B. Could you wait a minute while I check availability?

A. Good morning! Can I help you?

B. Good morning! I want to book a flight from London to Paris.

A. There are no restrictions on this ticket. Can you give me your contact address?

B. Fine. Would you please check in one hour before departure? Here is your ticket, have a good flight!

**7.3. These are the timetables for Timor Air flights between Dili and Singapore, and Air North flights between Dili and Darwin.**

DEPART SINGAPORE		ARRIVE DILI	DEPART DARWIN	ARRIVE DILI
Monday			05.45 15.30	06.30 16.15
Tuesday	9.25	14.15	09.15	10.00
Wednesday			05.45 09.45	06.30 10.30
Thursday	9.25	14.15	05.45	06.30
Friday			06.30	07.15
Saturday	9.25	14.15	6.30	07.15
Sunday				

DEPART DILI		ARRIVE SINGAPORE	DEPART DILI	ARRIVE DARWIN
Monday			11.15 17.00	13.00 18.45
Tuesday	15.25	18.10	10.45	12.30
Wednesday			07.15 11.15	09.00 13.00
Thursday	15.25	18.10	11.15	13.00
Friday			08.00	09.45
Saturday	15.25	18.10	08.00	09.45
Sunday				

7.3.1. Look at the airline timetable below and fill in the times and the correct tense of the verbs.

1. My sister ..... (go) from Dili to Darwin next Wednesday. Her plane ..... (leave) Dili at ..... and ..... (arrive) in Darwin at ..... The flight ..... (take) just ..... hour and ..... minutes. She ..... (go) on a training course for five days and ..... (return) to Dili the following Monday.

2. Last Friday my boss ..... (fly) to Singapore from Dili. The plane ..... (depart) at ..... and ..... (land) in Singapore at ..... The flight ..... (take) ..... hour and ..... minutes. She ..... (stay) in Singapore until next week because she ..... (attend) a conference there.

7.3.2. Refer to the timetable above and answer these questions using complete sentences.

1. On a Saturday what time does the plane from Dili arrive in Singapore?  
.....

2. What is the flying time between Darwin and Dili?  
.....
3. How many times a week is there a flight from Singapore to Dili?  
.....
4. Is there a flight from Dili to Singapore on a Tuesday?  
.....
5. What is the departure time of the flight to Singapore on a Wednesday?  
.....
6. What time does the flight from Darwin arrive in Dili?  
.....
7. Is there an afternoon flight from Dili to Darwin?  
.....
8. How many flights a week are there between from Dili to Darwin?  
.....

**7.4. Fill in the gap with suitable words and phrases**

Travel Agency Clerk: — Horizon Travel, good afternoon. May I help you?

You: — ...

Travel Agency Clerk: — Would that be a one-way or return ticket?

You: — ...

Travel Agency Clerk: — When would you like to leave?

You: — ...

Travel Agency Clerk: — One moment, please ... OK. There are three flights on the 22nd. Do you want a morning flight, or an afternoon flight?

You: — ...

Travel Agency Clerk: — Well, there's a North wind Airways flight at nine forty five, a Swiss Air at fifteen ten and a KLM at fifteen twenty five.

You: — ...

Travel Agency Clerk: — OK. Just a moment, please... All right. Quite a few seats left.

You: — ...

Travel Agency Clerk: — Economy or first class?

You: — ...

Travel Agency Clerk: — Four hundred sixty-five dollars.

You: — ...

Travel Agency Clerk: — Yes, of course. Could I have your full name and the spelling, please?

You: — ...

Travel Agency Clerk: — Just a moment, please, Mr. Adams. (...) All right. I've reserved one seat in your name on NWA flight 408

bound for Paris on April the 22nd.

You: — ...

Travel Agency Clerk: — You'll need to confirm this reservation at least 2 hours before departure time.

You: — ...

**7.5. Read the text and discuss the question in groups**

When I go on vacation, I usually travel by plane. In the past, I used to book a flight with a travel agency, but now, I tend to search online for good deals on plane tickets. Finding the best price on plane tickets is probably the most important consideration, but the departure time, the number of layovers, and the length of flight are also important factors. Making plane reservations online is pretty easy to do, but don't forget that you still have to pay certain fees and taxes that go along with the price of the ticket. Finally, keep in mind that you might have to pay a cancellation fee if you decide to change your flight plans or cancel your flight.

*Question:*

What are the advantages and disadvantages of reserving plane tickets online verses working with a travel agent?

## UNIT 5: HOTEL RESERVATIONS

### Objectives:

- \* **Knowledge:** - Use indirect questions and reported speech
  - Enlarge vocabulary related to reserving hotel
- \* **Skills:** - Take hotel reservations from clients over the phone
  - Apply some principles for taking messages and then pass on messages.
  - Know the way to sell a conference venue and write a formal letter.
- \* **Attitude:** - Be confident, positive, polite



### 1. Presentation

1. Have you ever booked a hotel room via travel agent?
2. Which documents do you need for booking hotel room?
3. What are the main factors that determine where you choose to stay?

## 2. Reading

2.1. The following text is from an online travel agency. Read the text carefully and answer the following questions on the text.



The hotel has 8 Standard, 6 Deluxe, 4 Family rooms and 9 Cottages. Rooms have hot and cold shower and private balcony. Room service and laundry are available. All rooms except Cottages offer air conditioning.

Each room has two single beds; Family rooms have 4 single beds. All rooms (except for Cottages) have televisions. If you wish to make a reservation or request more information simply complete the form. Our travel staff will typically respond to any request in 1 working day. A confirmation of your booking will be sent to you via e-mail (and fax if required).

If for any reason you need to cancel your booking we would ask you to do so as early as possible by e-mailing our travel staff.

1. Showers
  - a. There are no showers in the Cottages.
  - b. There is a shower in every room.
  - c. Only the Cottages have showers.
2. Air Conditioning
  - a. There's no air conditioning available in the Cottages.
  - b. Air conditioning is available in every room.
  - c. Air conditioning is only available in the Cottages.
3. Except for the Family rooms, all rooms are...
  - A. double rooms.
  - b. twin-bedded rooms.
  - c. single rooms.
4. To book a room you must...
  - a. respond in one working day.
  - b. send a fax.
  - c. Fill in a form.
5. Everyone who makes a reservation will receive a confirmation via...
  - a. fax.
  - b. e-mail.
  - c. air-mail



**2.2. Five elderly ladies want to go on holiday to Bath and have asked you to find suitable hotel accommodation. Each one has special wishes. They don't mind staying in different hotels.**

**Look at the six hotels given and tick the best one for each person.**

1. Sandra loves relaxing overlooking water.
  - a) Hilton Bath Waterside
  - b) Hilton Bath City
  - c) Lansdowne Grove Hotel
  - d) Pratts Hotel
2. Elena cannot walk very far so she wants a hotel where she can park her car.
  - a) Abbey Hotel
  - b) Hilton Bath City
  - c) Heritage Hotel, The Francis
  - d) Pratts Hotel
3. Marie likes to be near the town centre where she can go shopping, go for a drink or visit interesting local sites.
  - a) Abbey Hotel
  - b) Hilton Bath Waterside
  - c) Pratts Hotel
  - d) Lansdowne Grove Hotel
4. Patricia loves luxury and wants to do something for her body, but wants all-inclusive offers.
  - a) Hilton Bath City
  - b) Hilton Bath Waterside
  - c) Heritage Hotel, The Francis
  - d) Lansdowne Grove Hotel
5. Christine loves old buildings set in beautiful surroundings.
  - a) Abbey Hotel
  - b) Heritage Hotel, The Francis
  - c) Lansdowne Grove Hotel
  - d) Pratts Hotel

**BATH Hilton Bath Waterside**

\*\*\*\*\*

The Hilton Bath Waterside is beautifully situated where the Kennet and Avon canals meet the River Avon. Relax and enjoy the friendly service and glorious views from the hotel's Waterside restaurant. British Rail station Bath: ¼ mile **SAVE Save £3 in Mar/Apr, £2 in Jul/Aug and £5 in Jan/Feb.**

<b>Price per person per night (£)</b>	<b>Spr</b>	<b>Sum</b>	<b>Win</b>
Bed, full breakfast	46	46	44
Bed, full breakfast and dinner	N/A	61	59

Single supplement	20	20	18
-------------------	----	----	----

### BATH Hilton Bath City

\*\*\*\*\*

The Hilton Bath City is situated in the centre of the city. This modern hotel has leisure facilities which include a small indoor pool, sauna, steam room and gym. Within walking distance are the Roman Baths with Pump Room, the Royal Crescent and the Museum of Costume; car park nearby. British Rail station Bath: ½ mile **SAVE Save £3 in Mar. Special Sunday night offer £36 B&B; Ask for our bed and full board arrangements all year round.**

Price per person per night (£)	Spr	Sum	Win
Bed, full breakfast	51	51	49
Single supplement	20	20	20

### BATH Abbey Hotel

\*\*\*\*\*

This elegant hotel, restored to its Georgian splendor is situated in the very heart of Bath, close to the Roman Baths, Pump Room and Abbey. The award-winning restaurant offers food of seasonal individuality and high quality plus a comprehensive, sensibly-priced wine list. Car parking close by. British Rail Bath Spa: ¼ mile **SAVE Save 20% in Jul/Aug/Nov/Dec/Jan/Feb. Sunday night saver: 7 nights for the price of 6.**

Price per person per night (£)	Spr	Sum	Win
Bed, full breakfast	57	59	59
Bed, full breakfast and dinner	65	69	69
Single supplement	14	14	14

### BATH Pratts Hotel

\*\*\*\*\*

Pratts Hotel is centrally located within historic Bath, close to the Abbey, Roman Baths, Royal Crescent and wonderful shops. The historical ambience of the hotel combines with modern facilities, superb food, and friendly service. British Rail Bath: ¼ mile **SAVE 7 nights for the price of 6.**

Price per person per night (£)	Spr	Sum	Win
--------------------------------	-----	-----	-----

Bed, full breakfast and dinner	60	60	60
Single supplement	25	25	25

### BATH Heritage Hotel, The Francis

\*\*\*\*\*

The Francis sits on the south side of elegant Queen's Square, a short walk from the Roman Baths, Pump Rooms, the Royal Crescent and many of the town's superb shops, galleries and museums. Facilities include the Edgar Restaurant and Café / bar, lounge and limited free car parking in the basement. British Rail Bath Spa: 2 miles **SAVE Save £5 in Jul/Aug**

Price per person per night (£)	Spr	Sum	Win
Bed, full breakfast	59	70	65
Bed, full breakfast and dinner	N/A	85	80

### BATH Lansdown Grove Hotel

\*\*\*\*\*

Lansdown Grove Hotel is an 18<sup>th</sup> century building set in delightful gardens. The hotel occupies a prominent position overlooking the Georgian city. The hotel has recently been refurbished to provide guests with comfortable and elegant surroundings. Many of the bedrooms have far-reaching southerly views over the city to the wooded hills beyond. British Rail Bath Spa: 2 miles **SAVE Save 20% in Jul/Aug (Sun-Thurs)**

Price per person per night (£)	Spr	Sum	Win
Bed, full breakfast and dinner	65	69	69
Single supplement (Mon- Th)	45	53	53

### 3. Language study and practice

\* *Language study*

#### Indirect questions

- When asking questions, it is often more polite to use an indirect form.  
*What time will you arrive? (direct)*  
*Do you know what time you will arrive? (indirect)*
- What do you notice about word order and use of auxiliary verbs in indirect questions?  
*Do you have any idea how long it takes?*

*I was wondering if **you could** arrange a bottle of champagne.  
 Could you tell me how many people **there are** in the group?*

- We can also use a past tense to make a question less direct:  
*How much did you want to pay, sir? (= how much do you)*

### Taking messages

#### When taking messages always make sure that:

- other people can understand the message easily
- other people can read your writing
- all information is accurate
- all abbreviations are clear to other people
- the message contains all the necessary information

#### \* Practice

#### 3.1. Rewrite these sentences as indirect questions.

1. What are the room rates?  
 Could you tell me ..... *what the room rates are, please?* ?
2. Is it possible to have a connecting room?  
 I was wondering.....
3. Is there a florist's near here?  
 Do you know if ..... ?
4. Can I leave my cases here after I've vacated the room?  
 I was wondering.....
5. How long will the taxi take to drive?  
 Could you tell me..... ?

#### 3.2. Change these sentences into indirect questions. Use a different sentence beginning for each one.

1. How much does it cost to take a taxi to the airport?  
 .....
2. Can I settle the bill this evening?  
 .....
3. Is there a good bookshop near the hotel?  
 .....

#### 3.3. Complete the letter to a consumer advice service with the verbs from the box. What advice would you give the customer?

added asked told could promised said told was would

We recently booked a ski holiday at a four-star hotel in Zermatt, specially requesting a twin-bedded room with shower for our two teenage children.

On arrival late at night, we found their room had a double bed.

The next day *w e a . s . k . e . d* .....<sup>1</sup> the rep to sort it out. She.....<sup>2</sup> us she.....<sup>3</sup> not and.....<sup>4</sup> that it .....<sup>5</sup> the hotel's fault. The

hotel.....<sup>6</sup> us it was the tour operator's fault and.....<sup>7</sup> that a room with twin beds.....<sup>8</sup> cost an extra 30 Swiss francs a night. We paid up and, on our return, wrote to the operator asking for the money back.

They have.....<sup>9</sup> to give us a £70 voucher as a gesture of goodwill. Should we accept this offer or do we have other choices? Does this kind of thing happen often?

### 3.4. Practice this dialog with the partner

*Receptionist:* Janson Wine Importers. Good Morning. How can I help you?

*Caller:* Could I speak to Mr. Adams, please?

*Receptionist:* Who's calling please?

*Caller:* This is Anna Beare.

*Receptionist:* Sorry, I didn't catch your name.

*Caller:* Anna Beare. That's B E A R E

*Receptionist:* Thank you. And where are you calling from?

*Caller:* Sun Soaked Vineyards

*Receptionist:* OK Ms Beare. I'll try and put you through. ... I'm sorry but the line's busy. Would you like to hold?

*Caller:* Oh, that's a shame. This concerns an upcoming shipment and it's rather urgent.

*Receptionist:* He should be free in half an hour. Would you like to call back?

*Caller:* I'm afraid I'll be in a meeting. Could I leave a message?

*Receptionist:* Certainly.

*Caller:* Could you tell Mr. Adams that our shipment will be postponed and that the 200 cases ordered should arrive next Monday.

*Receptionist:* Shipment delayed ... arriving next Monday.

*Caller:* Yes, and could you ask him to call me back when the shipment arrives?

*Receptionist:* Certainly. Could you give me your number please?

*Caller:* Yes, it's 503-589-9087

*Receptionist:* That's 503-589-9087

*Caller:* Yes, that's right. Thanks for your help. Goodbye

*Receptionist:* Goodbye.

### 3.5. Taking a Message Comprehension Quiz

Check your understanding with this multiple choice comprehension quiz. Check your answers below, as well as practice key expressions from this dialogue.

1. Who would the caller like to speak to?
  - a. The receptionist
  - b. Anna Beare
  - c. Mr. Adams
2. Which company does the caller represent?
  - a. Jason Wine Importers
  - b. Sun Soaked Vineyards
  - c. Beare consulting

3. Is the caller able to complete her task?
  - a. Yes, she speaks with Mr. Adams.
  - b. No, she hangs up.
  - c. No, but she leaves a message.
4. Which information does the caller wish to leave?
  - a. That they haven't received their shipment yet.
  - b. That there is a short delay in the shipment.
  - c. That the wine was of poor quality.
5. What other information does the receptionist ask for?
  - a. The time of day
  - b. The caller's telephone number
  - c. They type of wine shipped

#### 4. Listening

### A PLACE TO STAY

4.1. Listen to these people asking for accommodation. Which type of accommodation is each speaker looking for?

Speaker	Type	Number/ guests	Length of stay	Other details
Richard				
Susan				
Radka				

4.2. Listen again. How many people is each enquiry for, and for how long?

4.3. If necessary, listen a third time and note any specific details of each call

*Take a reservation by telephon*

1. Look at the screen from the hotel computer reservation system. In which order do you think the receptionist will ask for the information? Listen to a phone call and see if you are right.

2. Listen again and fill in the missing information.

## 5. Speaking

**5.1. What kind of information does the tour operator need when booking a room in a hotel for the guests?**

**5.2. What are the main factors that determine where you choose to stay on your vacation (e.g., price, location, hotel amenities, room decor, hotel reputation, etc.)? Rank these things from highest to lowest and discuss your reasons.**

**5.3. Work in pairs. Practice the following dialogue**



### **Making a hotel reservation**

A- Now let's reserve a room for you at the Four Seasons. Do you want a single or a double room?

B- A single room will be fine, thanks. Will it have a view of the harbor?

A- Oh, yes. All rooms have harbor views. They have a room available. Shall I make the confirmation?

B- Yes, go ahead

A- OK. So, now you have a room available at the Four Seasons from Saturday, the 27th of July until Saturday, the 3rd of August.

B- That's great. Can I pay by credit card?

A- No problem. So it is sixty-two thousand baths, including your flight.

B- OK. Here's my card. When will I be able to collect my ticket?

A- It should be ready in a couple of days. I can call you at work if you'd like.

B- Thank you very much.

## 6. Writing

### 6.1. Writing an email to a hotel manager to make a reservation



1. Include all relevant information in your email:

- your complete contact information,
- date and time of arrival and departure,
- number of days of your stay,
- Type of room and any special needs or requests such as a smoking or nonsmoking room.

2. Be to the point, don't include any unnecessary details.

3. Be polite and start your email by "Dear sir or Madam"

### 6.2. Examples of Letter for Making Hotel Reservation via a Travel Agent

**From**

(Travel Agency Name)

(Address)

(Date)

**To**

(Company Name)

(Address)

Dear Sir,

Please make reservation for our partner, \_\_\_\_\_(Name), as per details given below:

\_\_\_\_\_ (Hotel Name) View, \_\_\_\_\_ (Place) \_\_\_\_\_ (Date)  
to \_\_\_\_\_ (Date).

Your hotel voucher together with air tickets as per details below should be sent to us at an early date.

(Date) \_\_\_\_\_ Bangkok \_\_\_\_\_ Kuala Lumpur \_\_\_\_\_ Morning flight

(Date) \_\_\_\_\_ Kuala Lumpur \_\_\_\_\_ Singapore \_\_\_\_\_ Afternoon flight

(Date) \_\_\_\_\_ Singapore \_\_\_\_\_ Hong Kong \_\_\_\_\_ Morning flight

(Date) \_\_\_\_\_ Hong Kong \_\_\_\_\_ Bangkok \_\_\_\_\_ Morning flight

Thanking you

Yours faithfully,

(Travel Agency Name)

Manager



## 1.

Dear Sir,

Would you mind reserving a nonsmoking room for me and my wife for this date (...) We will be spending three nights? We will arrive on August 4th at 5 o'clock in the morning.

Please charge my credit card for the initial deposit required. Include any discounts that my early registration permits.

Credit card number:

Name:

Expiration date:

I look forward to receiving a letter confirming my reservation.

Yours faithfully,

Name

## 2.

(Date)

Dear Hotel Manager,

I would like to reserve accommodation for (room type) in your hotel for (number) nights for (number) guests.

Arrival date will be on (date, including the day of the week) at approximately (time).

Departure date will be on (date, including the day of the week) at (time).

Number of adults? Number of children (ages)?

Room type: (i.e.: Single, double, suite, ground floor, top floor, waterfront, Self catering/bed & breakfast/half board/full board/all-inclusive)

List any special requirements or needs. (i.e. – any medical conditions, wheelchair access, quiet room far away from any entertainment facilities, internet connection in their rooms),

Booking of special facilities (i.e. sauna, Jacuzzi, etc.) which need to be reserved before using them, you may wish to book this in advance to avoid waiting.

Thank you for your prompt attention to the above, I look forward to receiving a letter confirming my reservation.

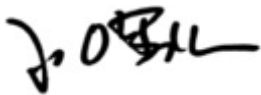
Kind Regards,

Your Name

3.

	<b>[Senders Name]</b> [Address line] [State, ZIP Code] [Letter Date]
<b>[Recipients Name]</b> [Address line] [State, ZIP Code]	
<b>[Subject: Normally bold, summarizes the intention of the letter] -Optional-</b>	
Dear [Recipients Name],	
I am writing you this email to make reservations for one of your Deluxe Suites, preferably with an ocean view, for the dates of September 15 until September 20. My wife and I plan to arrive at your hotel at approximately noon on the 15th of September and would like to request that we have lunch ready and prepared in our room when we get in. Listed below are the food items that we would like to have. I would also like to ask that you give us an extra duvet, as my wife always feels cold when visiting your city.	
I have enclosed a check for \$100 to serve as my deposit. I hope to hear from you, via a call or an email to confirm that you have received my request. If there are any other concerns that you would like to discuss with me, you can reach me at 333-3333. My wife and I are very excited about staying at your hotel. Thank you.	
Sincerely,	

**6.3. You received a hotel booking letter from guest, write the reply letter.**

Dear Sir/Madam,
I would like to book a double room for the month of August 2002. I need an air conditioned room with bath and shower which faces the sea. I should be grateful if you would confirm my booking as soon as possible.
Please give me an indication of your rates per night including full board.
Should you have no vacancies please could you give me the address of a suitable hotel in your area?
Yours faithfully,


Dear Sir/Madam,

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**7. Exercises**

**7.1. Complete the sentences below with the best answer**

1. If you're traveling on a budget and you want to meet other young people like yourself, you ought to consider staying at a \_\_\_\_\_.

- A. youth hostel                      B. hotel                      C. resort

2. One of the nice things about that hotel is that each room has a \_\_\_\_\_ so you can prepare you own meals.

- A. rollaway bed                      B. sitting area                      C. kitchenette

3. Can you \_\_\_\_\_ and see if they can bring us some more towels?

- A. call the front desk                      B. book a hotel                      C. order room service

**7.2. Read the text and choose the correct options.**

**Types of Hotel**



There are many types of hotel, big and small. Big hotels, which are part of a 'group', offer guests a standard that does not vary from one location to another. Hotels can be awarded 'Stars' if their facilities match the Tourist Boards specifications. The more stars, the higher the standards. There is also a 'Red Star' accolade awarded for excellent cuisine.

People expect rooms with unsuited facilities. There is also a choice of single, double or family rooms to book. Hotels in large busy cities often have triple glazed windows to help reduce the noise of passing traffic.

When you stay in a hotel, the facilities are reflected in the price of the accommodation. Many establishments have swimming pools, squash courts, health clubs, gymnasiums and indoor play areas for young family members. Some of these activities can be used by non-residents, providing they pay the subscription fee. There are hotels with golf courses in their grounds. Some have lakes that are offered to guests who wish to fish or take out a boat to fill their leisure time.

A good hotel with pleasant helpful staff contributes to making a holiday enjoyable and encourages return visits. Christmas cards are sent to regular guests from the hotel management. A varied choice of fresh food beautifully presented in a dining area with lovely views, all add to the holiday experience.

If the guests do not wish to dine in the restaurant, room service is an alternative. A menu is supplied in the room from which guests can order. When the food is ready, a member of staff will bring it to the room. If the guests have to leave early in the morning before the dining room is serving breakfast, an order can be placed the night before leaving and breakfast will be delivered to the room at the desired time. There is always a list of the restaurant opening times in the room.

Most hotels ask their guests to vacate their rooms by 10 o'clock on the day of their departure. This is so the staff has enough time to clean the room, make up the bed and generally tidy the area, before the next occupants arrive. New visitors to a hotel do not usually have access to their room until after mid-day.

1. Why are hotels awarded stars?
  - A) They indicate the number of rooms in the building.
  - B) The stars are a way of knowing what facilities they offer.
  - C) They tell guests the hotel is open all year.
  - D) The stars indicate the size of the grounds.
2. Why do hotels in busy cities have double and triple glazed windows?
  - A) It helps to reduce noise levels.
  - B) To stop the sun shining in.
  - C) To keep the window cleaners busy.
  - D) They give a clearer view.
3. What facilities are offered to non-residents?
  - A) Only the bedrooms.
  - B) Non-residents are not welcome.

- C) Only play areas for children.
  - D) The dining room, adjacent golf courses and the fitness areas.
4. What does room service mean?
- A) Food and drink can be delivered to your room.
  - B) The guests have to leave.
  - C) An electrician comes to turn off the lights.
  - D) The room is ready for cleaning.
5. Why are guests asked to vacate their rooms by 10 am on departure day?
- A) To check nothing has been stolen.
  - B) So that the room can be cleaned ready for the next occupants.
  - C) So the room can be repainted.
  - D) To let the staff sit in it when they are tired.

**7.3. Read the following conversation and decide which option (A-D) from each question should be used to fill in the blanks that have been left.**

**Situation:** Jane talks to the hotel receptionist.

**Jane:** Hello. Can you help me? \_\_\_\_\_[1]\_\_\_\_\_.

**Receptionist:** Certainly, I'll try.

**Jane:** I'm Jane Major and my room number is 822.

**Receptionist:** Yes I remember you checking in just a short time ago.

**Jane:** \_\_\_\_\_[2]\_\_\_\_\_, however it overlooks Oxford Street.

**Receptionist:** Yes a lot of our rooms overlook the street.

**Jane:** Even with the double-glazed windows closed, \_\_\_\_\_[3]\_\_\_\_\_.

**Receptionist:** The traffic is non-stop day and night unfortunately.

**Jane:** Would it be possible to have a room in a quieter location?

**Receptionist:** All the rooms at the back of the building are fully occupied but \_\_\_\_\_[4]\_\_\_\_\_.

**Jane:** That will be better. I should be able to \_\_\_\_\_[5]\_\_\_\_\_.

Thankyou.

1) Which option is the best to fill in the first blank?

- A. I don't have a problem
- B. I have a problem
- C. I want to go home
- D. I cannot get into my room

2) Which option is the best to fill in the second blank?

- A. My room is very well appointed
- B. My room is dirty
- C. The bedside lamp is not working
- D. I have a wonderful view

3) Which option is the best to fill in the third blank?

- A. It is very quiet
- B. It is extremely cold
- C. It is far too hot
- D. It is very noisy

4) Which option is the best to fill in the fourth blank?

- A. I have a room at the back
- B. I have a room along the side of the building
- C. There is a room in the basement
- D. All the rooms are taken

5) Which option is the best to fill in the fifth blank?

- A. Watch the traffic
- B. Sit on the balcony
- C. Get a good night's sleep
- D. Wake up very early

#### 7.4. Work in pairs

*Student A: You want to book a hotel room, telephone Student B and make a reservation with the following details.*

- reserve a room (with bath) for yourself, your partner and two young children
- arrival on 13 March and departure on 15 March
- arrival not before 9 pm on the 13 March
- you need a cot for a baby (age 15 months)
- you would like to know the room rates
- your credit card number is 9863 2317 4563 9912

*Student B you are a reservation clerk at a hotel. Answer the phone with the name of the hotel. Take all the necessary details and use the reservations chart below to confirm the reservation details.*

13 <sup>th</sup>			14 <sup>th</sup>			15 <sup>th</sup>		
Room	Type	Names	Room	Type	Names	Room	Type	Names
202	TB	Sanchez	202	TB		202	TB	
203	DB	Dobson	203	DB		203	DB	
204	TRB		204	TRB	Andrews	204	TRB	
205	S		205	S	Doherty	205	S	Bettinger

Rates: Twin Bedroom = €85 Double Bedroom = € 97 Single Bedroom = € 49

## CONSOLIDATION

### 1. Grammar

#### 1.1. *The Present simple and Present Continuous tense*

Complete the sentences with the correct form of the verbs in brackets

1. The hotel (overlook) .....the bay
2. (You think)... ..... of taking on more staff for the winter season?
3. Taxis (charge).....\$25 for the journey from the airport
4. They (renovate)... ..... the building at the moment and it won't open until next year
5. The price (not/include)... ..... airport tax
6. They (open).....a new tour operating division and I (think) ..... it's be very successful.
7. Hurry up. The bus (leave).....

#### 1.2. *The Past Simple and Present Perfect Tense*

Write the words in brackets in the past simple or the present perfect.

1. They \_\_\_\_\_ (climb) Mount Everest twice before and are going for a third time this year.
2. \_\_\_\_\_ you ever \_\_\_\_\_ (ride) on a camel?
3. When \_\_\_\_\_ he \_\_\_\_\_ (die)?
4. \_\_\_\_\_ he \_\_\_\_\_ (have) time to see Martin last week?
5. He \_\_\_\_\_ (just announce) another attempt to reach the South Pole.
6. She \_\_\_\_\_ (raise) money for charity last year by crossing the desert.
7. I \_\_\_\_\_ (never live) abroad. What's it like?
8. We \_\_\_\_\_ (meet) loads of wonderful people when we went to Ethiopia last year.
9. How many exams \_\_\_\_\_ you \_\_\_\_\_ (have) so far this month?
10. I \_\_\_\_\_ (visit) so many countries in my life that I can't remember them all.

#### 1.3. *Complete the sentences with the correct form of the verbs in brackets.*

**Rachel** What (*you/ do*) did you do last weekend, Sophie?

**Sophie** I (*go*)..... to Amsterdam with Neil

**Rachel** Really? How long (*you/ stay*)..... ?

**Sophie** Oh, just for a long weekend. We (*stay*) ..... in a hotel called the Prinsenhof.

**Rachel** (*you/ do*) ..... Anything special?

**Sophie** Yes, we (*meet*)..... some old friends and we (*see*) ..... a lot of art exhibitions. We (*not/ have*) ..... time to see Anne Frank's house. Oh, and We (*have*) ..... a lot of Thai food

**Rachel** (*you/ eat*)..... Thai food in Holland!

**Sophie** That's right. There are a lot of Thai restaurants near the centre.  
(you/ do) ..... Anything special, Rachel?

**1.4. Complete the letter with the correct forms of the verbs in brackets**

Four months ago, I (visit) .....<sup>1</sup> your hotel and (spend) .....<sup>2</sup> you a report detailing the improvements that must be undertaken before your hotel can meet our quality standards. In particular, the carpet in the reception area badly (need) .....<sup>3</sup> changing, guests (be) .....<sup>4</sup> made to wait unacceptable lengths of time before being served and a number of light bulbs (not/ work) .....<sup>5</sup> in several rooms.

I (now receive) .....<sup>6</sup> a letter from you saying that you (take) .....<sup>7</sup> the necessary steps to ensure that the hotel comes up to the required standard. I understand that you (also redecorate).....<sup>8</sup> several passageways and I see from the enclosed invoices that the roof (be) . .....<sup>9</sup> repaired.

I (ring) .....<sup>10</sup> your deputy manager yesterday in order to confirm my visit next Thursday morning and look forward to meeting you

**1.5. Complete the text about Yukio's inter-railing holiday with the past simple or present perfect form of the verbs in brackets.**

Yukio and his friends are traveling around Central Europe by train. So far they (visit) 've visited <sup>1</sup> Poland where they (do) \_\_\_\_\_<sup>2</sup> some sightseeing in Cracow and (stay) \_\_\_\_\_<sup>3</sup> in the mountains in Zakopane. They (not / visit) <sup>4</sup> the Czech Republic yet. They're going to stay in Prague for a few days. There probably (not / visit) \_\_\_\_\_<sup>5</sup> any time to see Budapest but Yukio would like to go there in the future. Yukio and his friends are stopping in Germany and France on the way back home. Yukio's friends (never / be) \_\_\_\_\_<sup>6</sup> to Berlin before. Yukio (go) \_\_\_\_\_<sup>7</sup> to Berlin in the spring because his girlfriend is studying there with the Erasmus exchange programme.

Yukio (be / already) \_\_\_\_\_<sup>8</sup> to France a few times. He (drive) \_\_\_\_\_<sup>9</sup> from Spain to Paris last summer. Paris is very expensive but he always stays with his brother who lives there. His brother, Kazuo, (work) \_\_\_\_\_<sup>10</sup> in a hotel in Paris since he finished university. Yukio (live) \_\_\_\_\_<sup>11</sup> in Tokyo all his life but he would like to work abroad when he's older.



## 2. Vocabulary

### 2.1. Match the sentences halves.

1. They say travel helps you to find	a. more independent.
2. You should broaden	b. yourself but I think it's just running away.
3. I prefer to explore	c. new sights.
4. Most people just go abroad to	d. your horizons with a journey.
5. Travel makes you become	e. gets away from it all.
6. I like places where you experience different	f. cultures.
7. We saw some incredible	g. New places and meet new people.

### 2.2. Underline the correct word.

1. Did you have time to look *out* / *around*?
2. We set *out* / *in* on our adventure as the sun was rising.
3. Ask the taxi driver to carry *on* / *along* to the end of the road.
4. Let's stop *out* / *off* at the temple on the way.
5. How do you get *out* / *to* the market?
6. What time does he get *return* / *back* from work?

### 2.3. Complete these travel tips with the words in the box.

accommodation	be	customs	documents	find out	inoculations
insurance	read	respect	take		

1. Read about local laws and customs.
2. \_\_\_\_\_ aware of people acting suspiciously.
3. Obtain comprehensive travel \_\_\_\_\_.
4. Check what \_\_\_\_\_ and healthcare you need.
5. Make copies of \_\_\_\_\_, e.g. tickets, passport, insurance policy, and leave one copy at home.
6. \_\_\_\_\_ enough money.
7. \_\_\_\_\_ about local tricks used on tourists.
8. Never carry packages through \_\_\_\_\_ for others.
9. \_\_\_\_\_ local dress codes; think about what you wear.
10. Stay in locally owned \_\_\_\_\_ and try to eat in locally owned restaurants.

## 3. Speaking

### 3.1. Look at these jobs. What would you have to do in each one?



1. Tour assistant – Paris, London, Rome



2. Mountain expedition assistant – Himalayas



3. Field trip volunteer – Amazon



4. Assistant travel agent – busy travel agency

**3.2. What are the most interesting places you have visited in your own country and abroad? Where else would you like to visit?**

**3.3. Work in pairs. Find out the following information from you partner.**

- How many foreign countries you/ go to?
- When/ you/ go to ...?
- How long/ you/ stay there?
- What/ you/ do there?

**3.4.1. Dave wants to visit his mother in England, so he goes to a travel agency.**

Work in pairs. Practise the dialog

Dave: Hi, I'd like to check on a flight.

Travel Agent: Sure. What is your destination?

Dave: London, England.

Travel Agent: And is this one-way or round trip?

Dave: Round trip.

Travel Agent: When would you like to depart?

Dave: January 12th, returning on January 26th.

Travel Agent: Okay, one moment please. . . . Do you have an airline preference?

Dave: No. Any airline will be fine. I'm not picky.

Travel Agent: And what class would you like? Economy, business class, or first class?

Dave: Economy, please.

Travel Agent: Okay, well there's a flight on the morning of the 12th, returning on the afternoon of the 26th. The cheapest we have is \$1,400.

Dave: Ouch! I was hoping to find something cheaper. My dates are flexible – do you think you can find a cheaper flight on different dates?

Travel Agent: Let me check. Just a moment.....There's a flight on the 10th, returning on the 25th, for \$968.

Dave: That's much better!

Travel Agent: But you have to change planes twice – once in New York, and again in Holland. And there's a 6-hour layover in Holland.

Dave: Hmmm .....Is that the best you can do?

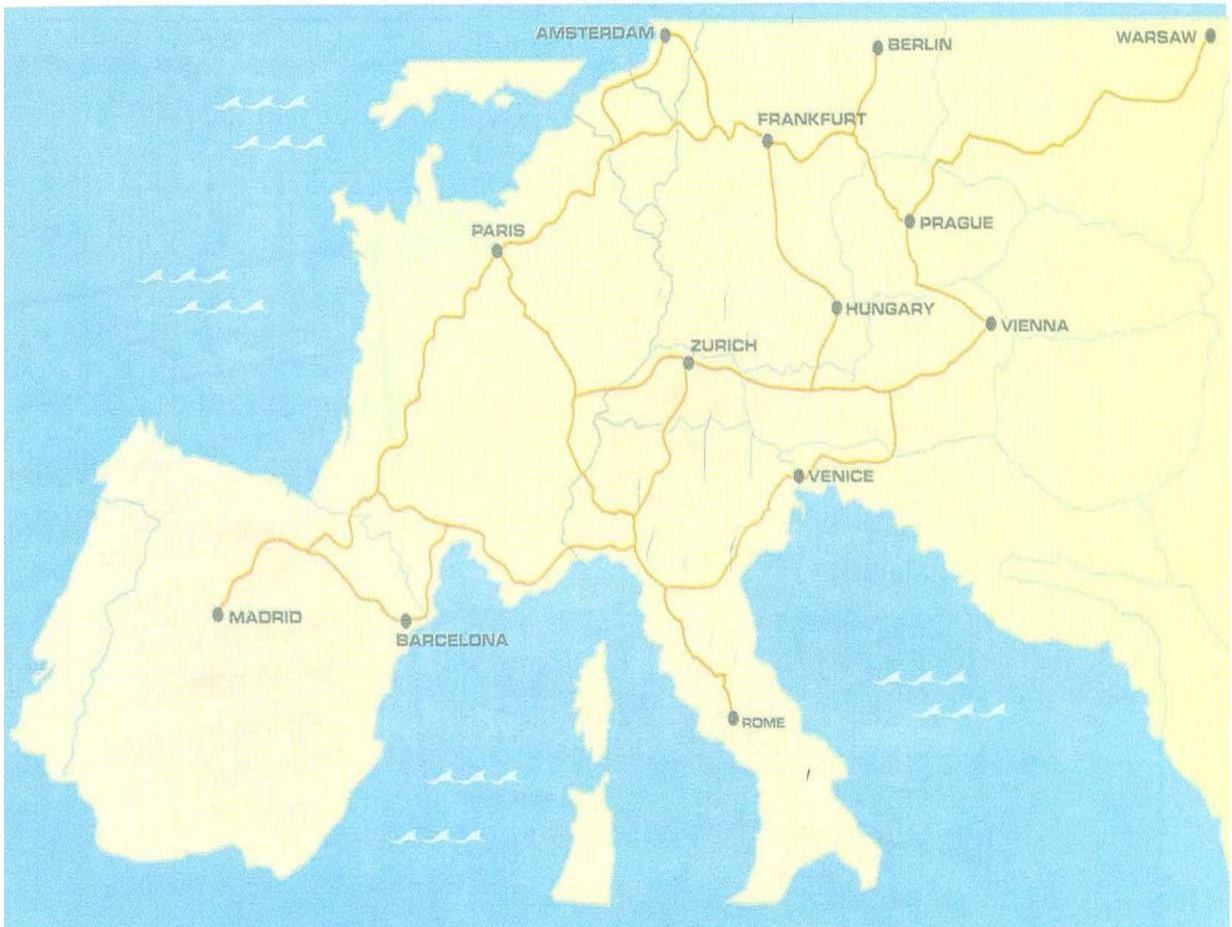
**3.4.2. Put the conversation in the right order and practise with partner**

- a. - Of course! It's the Grand Hotel and the number is 2018550.
- b.- Thank you very much. Goodbye!
- c. -There are no restrictions on this ticket. Can you give me your contact address?
- d. - Fine. Would you please check in one hour before departure? Here is your ticket, have a good flight!
- e. - Yes, sir. When would you like to travel?
- f. - Yes, that's fine!
- g. - Is there a flight on Wednesday evening?
- h. - Good morning! I want to book a flight from London to Paris.
- i. - Thank you, sir. Well, there is a flight leaving at half past eight next Wednesday, is it all right for you?
- k. - Yes, sure.
- l. - Good morning! Can I help you?

1.	3.	5.	7.	9.	11.
2.	4.	6.	8.	10	

**3.5. Work in pairs. Label these countries on the map of Europe. What tourist attractions do you know of in these countries?**

Italy	Poland	Spain	the Netherlands	Germany
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**3.6. Plan a two-week rail trip around the five countries. Think about the following details and complete the itinerary below.**

- Where will your train journey start?
- Which countries will you visit?
- How long will you stay in each country?
- Which places would you most like to visit?
- Where will your train journey end?

Destination:					
Arrive:					
Depart					

Sights:

**3.7. Talk to other students in the class about their plans. Who are you going to meet on your holiday and where?**

**3.8. Work in pairs and answer the following questions**

1. Why do you think people want to travel?

Work with a partner and make a list with the title: —Reasons for travelling!

2. Some people do not want to travel, but they have to (in other words, they are obliged to). Working with your partner, think of some reasons why people have to travel and make a list with the title: —Why people have to travel.

3. Now work on your own. In no more than fifty words, write an answer to the following: —My reasons for travelling. When you have finished, read your answer to your partner.

### **3.9. Choose the correct options**

1. Will I be able to make changes to my ticket later?  
Would you like to make some changes now?  
No, unfortunately changes are not permitted with this ticket.  
Your ticket is ready.
2. Is this considered a good hotel?  
When you decide, please let me know.  
For how many nights?  
Yes, it's one of the best in Paris.
3. How much is your cheapest flight to Singapore?  
We can book you a flight to Singapore.  
I'll have to check. Leave me your name and phone number and I'll get back to you with a quote.  
It's possible to find a cheap flight to Singapore.
4. What's the baggage allowance?  
25 kg (kilograms) per person  
You will have to check your bags when you get to the airport.  
It's not too expensive.
5. I'm looking for a package deal. Do you have any that include food and drinks?  
Yes, most of our package deals are all-inclusive.  
Yes, all our packages include air and hotel.  
Air and hotel are included in all our packages. We also have some packages that include meals.
6. Is this a child-friendly destination.  
Children under 12 can stay free-of-charge at the hotel.  
Everyone is very friendly there.  
Yes, it's a great destination for the whole family.
7. What are this hotel's amenities?  
They've got a great restaurant, a fitness center, an outdoor pool, and more.  
The rooms are very nice.  
How many nights will you be staying?
8. Can I get there by train?  
There's no train service to that town, but I can book you a bus ticket.  
There is no train station there.  
No train. Bus.
9. Why do I have to fill out this form?  
Yes, please fill out the form.

It's for security purposes. The government requires every traveler to fill one out.

It's a form that you have to fill out. Let me know when you're finished.

10. How many meals are included as part of the package?

Meals are included as part of the package tour.

Drinks are not included in the price.

Only breakfast is included.

#### 4. Reading

**4.1. It is difficult to talk about travelling and tourism in English because different words are used for different situations. Look at what the following young people say: underline the vocabulary you are not sure about and check it in your dictionary.**



1. A trip? What's a trip? Well, I think it's usually used when we talk about going away for a short time. We say —day trip||, —school trip|| and —business trip|| for example. You take —a trip|| out of town for the weekend – you could say —we're organizing a ski-ing trip next weekend|| for example. It's possible to use it to talk about travelling to a foreign country, like

—We're going on a trip to Italy this summer||, but this means you are going and coming back in a short space of time. It's definitely used as a noun and not as a verb: —to trip|| means —to fall|| in the UK, but it also refers to using drugs!

2. People have always travelled, and statistics show that more and more people are travelling today than ever before. Of course, the world's population continues to grow and this means there are more people who want or have to travel. The world's transport infrastructure is more efficient today, and this makes travelling easier and



more comfortable (in theory at least!). In addition, increasing numbers of people have more money to spend and use this money on holidays and travelling. But why do people travel?



3. The difference between —trip‖ and —journey‖? Mmm, that’s a hard question. I would say that they are similar in certain situations: true, you can’t talk about a —day journey‖ but you can say —that was a long or tiring trip/journey‖ when you are talking about travelling by car or train. People

often ask —How was your journey?‖ when they meet people at the railway station. —Journey‖ is also used for longer, more distant and less superficial travels – you would say —a journey across the Sahara‖ or —through the Australian outback—. It’s the kind of word used by adventure novelists – the —Journey to the Centre of the Earth—! Oh, and it can be used as a verb: —He journeyed from the heart of Siberia to the Black Sea – but —travell‖ would probably be used more often in this context.

4. —Travell‖ is used primarily as a verb – —I’ve travelled all over the world‖, —He travels a lot for his work‖ or —I’m travelling to Russia next year‖. With verbs like hate, enjoy, love and like, we use —travelling‖. As a noun, it is usually uncountable: —My main hobbies are



travel and reading‖. However, you can use it as a countable noun too: —He has just come back from his travels‖ is very formal, but it is used occasionally. And then there is the famous saying, —Travel broadens the mind‖. I definitely agree with that!

4.2. Match the jobs with the advertisements

karaoke singer	hospitality staff	Water sports instructor
trainee croupier		tour guide and shark feeder

1

Have you got the voice of an angel? A popular pub in Cyprus is looking for female singers to entertain holidaymakers.

2

Sea World Adventure in Florida needs someone to start work immediately. You will give educational talks to customers about the aquatic life at the park. Also, you will assist with the feeding of piranhas and other sea life. We will train you so experience is not essential. Applicants must be enthusiastic and confident working with people AND animals!

**Sea World**

3

We are specialists in residential activity courses for children and teenagers. We employ over 200 instructors a year and operate in twelve centers across Europe. As well as instructing in your own speciality, you'll be helping with anything from mountain biking to climbing. You'll get paid for having fun and we'll even help with your accommodation.

4

This is a great opportunity to get involved in the fast and exciting world of working in London casinos. This is where you'll learn to be the master of the roulette wheel. Applicants must be numerate, with good customer service skills and smart appearance.

5

We are looking for eighteen to thirty year olds to join our team. Staff may work in one or more of the following departments: restaurant, pub, sports, reception or souvenir shop. We are looking for friendly, outgoing individuals who will interact with our guests. Our resort is situated in the heart of the Japanese countryside.

78-30



**4.3. Work in pairs. Read the clues and find the words from units 1-5 that begin with the following letters of the alphabet**

- |   |  |
|---|--|
| a) place to stay, hotel, guest houses etc   | m) the opposite of old-fashioned                 |
| b) personal servant in an expensive hotel   | n) place of entertainment late at night          |
| c) activity of providing food and drink     | o) extra paid work                               |
| d) the central business district of a city  | p) holiday including transport and accommodation |
| e) activities that amuse or interest people | q) how good or bad something is                  |
| f) rooms, equipment or services             | r) repairs and improvements to a hotel           |
| g) another word for a tip                   | s) another word for personnel                    |
| h) a holiday for a newly-married couple     | t) another word for price or rate                |
| i) list of places to be visited on a trip   | u) another word for metro                        |
| j) travel from one place to another         | v) kind of ticket used instead of money          |
| k) place where food is prepared             | w) animals and plants in their natural state     |
| l) the adjective from luxury                |  |

**4.4. Read the passage and answer the following questions**

**Valley View Camping Ground**

Many seasoned tourists find they don't like staying in hotels, and that they prefer to avoid large cities. Does this description fit you? If the answer is yes, The Mountain View Camping Ground is for you. Our camping grounds overlook the spectacular Hampson Valley. We rent tents, bungalows and roulettes.



If DIY yourself is your style brings your own tents or roulettes. All guests enjoy access to cooking facilities, bathrooms with bathing facilities, and a playground for the children.

Our panoramic setting offers a wide variety of recreation activities as well as inspiring views of the mountains. Chisom, a quaint summer-resort village, is just 10 minutes by car. Take advantage of the many entertainment, shopping and relaxation opportunities including fitness centers, laundry/valet services, solariums and much more. Have lunch in one of the many restaurants and savor the tasty local cuisine.

Mountain View Camping Ground offers fun, relaxation and opportunities for all types of outdoor activities. Call us today to find out how we can make your next holiday perfect.

1. What type of tourist is described at the beginning of the reading?

- a. A first time tourist
  - b. An old tourist
  - c. A tourist who has traveled a lot
2. The camping grounds overlook:
- a. A tall mountain
  - b. An area between mountains
  - c. A city center
3. What type of accommodation can you not bring with you?
- a. A roulette
  - b. A tent
  - c. A bungalow
4. Who cooks dinner?
- a. The guests
  - b. The chef at the camping ground restaurant
  - c. Doesn't say
5. What does Valley View offer besides the inspiring views?
- a. Laundry/valet services
  - b. A fitness center
  - c. Recreation activities
6. Where can tourists try the local cuisine?
- a. At Valley View Camping Ground
  - b. In Chisom
  - c. In a bungalow

**4.5. Read the passage and answer the following questions**



Travel is something which people do every day. It is very difficult to avoid the need to travel. It may be a trip to school, university or to work. Travelling can often take a long time, especially when great distances need to be covered. People often enjoy travelling abroad for holidays. But for some people travelling is not fun at all. Some people suffer from travel sickness. This means that they will become very unwell each time they travel.

Travelling can be either affordable or costly. It often depends on how far you want to travel and the choice of transport. Using a bicycle will not cost anything as you power it by using your legs. However, the use of a bicycle can

be hard work and can take a lot of time to travel long distances. Cars and motorcycles are faster modes of transport, but are more expensive to use as gasoline is needed for them to work. It can usually be assumed that the longer you wish to travel, the more expensive and time consuming it will be.

The use of a plane is necessary for people wanting to travel very long distances. A pilot will fly a plane from an airport for many thousands of miles to take people to places far away. Although traffic is rarely a problem for airplanes, it can take a lot of preparation to travel by plane. People often need to arrive at the airport three hours prior to departure.

A train is another mode of transport which is ideal for travelling long distances within the same country, or between countries which are connected by land. A train driver will stop at train stations on route to allow passengers wishing to proceed to the scheduled destination to board the train.

A number of destinations can be travelled to by using the sea. People often depart from a harbor in a ferry which is driven by a captain. If the journey is a long distance, people may choose to sleep on the ferry while they wait to arrive at their destination. Some people choose to go on a cruise for their holiday, which would involve stopping at many different city ports for a short amount of time. People who need to travel short distances may choose not to use any transport at all. People often rely on their legs to take them to places nearby. This is often encouraged as certain modes of transport have been said to produce harmful emissions and damage the environment.

- 1) Which mode of transport does not cost money?
  - a. Train
  - b. Car
  - c. Walking
  - d. Bus
- 2) Why do some people not enjoy travelling?
  - a. They find it a waste of time
  - b. It is not comfortable
  - c. It is expensive
  - d. They become unwell
- 3) Name the mode of transport which is controlled by a pilot and stops at an airport.
  - a. Train
  - b. Airplane
  - c. Car
  - d. Bus
- 4) Name the mode of transport which is controlled by a captain and stops at a port.
  - a. Train
  - b. Car
  - c. Ship
  - d. Airplane

5) Which mode of transport is ideal for travelling between countries connected by land?

- a. Bicycle
- b. Train
- c. Airplane
- d. Car

**4.6. Read the text and do exercise**

Information on an airline ticket



*At the airport*

Please make sure you are at the airport in time and remember to carry proof of identity and your e-ticket with you as security may wish to see them.

*Baggage*

If travelling without bags then be at the gate 20 minutes before the flight departs. If you've got bag(s) to check, be at a bag tag counter no later than 30 minutes before departure. The first two bags are free. On board you're allowed one bag per person (maximum 7 kg).

*Changes/restrictions*

Changes permitted at any time. You may have to pay the difference between the original fare and the new fare if higher. Service fee applies unless changed online.

*Cancellation*

Up to the day of departure, fully refundable, after the day of departure refunds will incur a refund fee per person per one-way journey.

*From the information, what do you think the following expressions mean?*

- 1. proof of identity : .....
- 2. e-ticket: .....
- 3. to check: .....
- 4. tag: .....
- 5. original: .....
- 6. fee: .....
- 7. online: .....

8. fully refundable: .....

**4.7. Read the text and say if the following statements are true (T) or false (F)**

**Travelling and Tourism: an Introduction**

From Ulysses and the Romans to the Crusaders and religious pilgrims of the Middle Ages, people have always travelled. But originally, travel (from the French —travaill, meaning —hard work) was not a pleasure: transport was rudimentary and travelling was



uncomfortable and dangerous. Tourism – the practice of touring, or travelling for pleasure – began at the end of the 18<sup>th</sup> century. Today the word continues to be used to refer to the practice of travelling and visiting places for relaxation and pleasure. But it is also used to describe the industry which provides services and facilities for travellers.

The noun —tourist‖ was first used in the late 1700s, and it meant —one who tours‖, usually for culture or pleasure. In the 19<sup>th</sup> century the word was closely associated with wealthy young men (predominantly British) who went on tours of Europe to improve their cultural knowledge of the world. Occasionally, these —tours‖ simply gave their participants an opportunity to have a good time in a foreign country, and for many people the word —tourist‖ had negative associations. Today, tourists are temporary visitors to places away from home. They travel mainly to go on holiday, to relax or for business reasons. Normally, tourists are considered to be more passive and superficial than —travellers—.

—Tourist‖ is commonly used with adjectival function before a noun in English: for example, a tourist hotel (a hotel for tourists), a tourist attraction (a place of interest for tourists), a tourist agency (an agency that organizes holidays for tourists). Tourist traps are places where visitors pay high prices for goods and services. —Tourist‖ can also be used as a verb which means —to travel as a tourist‖: Russians *touristing* the USA think prices are high.

—Touristic‖ is also an adjective in English (there are —touristic‖ attractions, sites, maps, services and information), but it is not used as much as —tourist‖. The colloquial adjective —touristy‖ is used to describe something that is characteristic of the tourist, but it also has negative associations: a —touristy‖ place or experience is typically superficial or trashy.

		<b>T</b>	<b>F</b>
1	People began travelling in the Middle Ages.		
2	Tourism started in the early 1700s.		
3	The word —tourist‖ was first used in the late eighteenth		

	century.		
4	Tourists only travel for pleasure.		
5	The word —tourist  can be used as a noun, an adjective and a verb.		
6	Touristic  and —touristy  mean the same thing.		

**4.8. Choose one of the jobs and prepare an application for it. Adapt your CV to make it relevant to the job and then write a covering letter.**



*Interview questions*

1. Why would you like to work here?
2. Do you have experience of this type of work?
3. What skills and experience could you bring to the job?
4. How well do you work with other people?
5. Could you tell me why you left your last job?
6. What are your plans for the future?
7. Who could we contact for a reference?
8. Could you tell me about your hobbies and interests?

*Candidate questions*

1. Could you tell me more about the job?
2. Is there a dress code?
3. Who would I be working with?

**4.9. Read the situation. What kind of things can go wrong on a trip like this?**

*4.9.1. Situation*

Arcadia is an American university. Two years ago, the History Department organized a ten-day educational trip for students to Poland and the Czech Republic. Because of mistakes made by the organizers, the trip was unsuccessful and was not repeated the following year. This year, however, they will take a similar group of students (aged 18 – 21) to the same area, but the organizers plan to avoid the mistakes which they made in the past.

4.9.2 Read an extract from the report written by one of the organizers. How many of the mistakes mentioned in the report did you discuss in Exercise 1?

**The students complained about the following:**

1. *Three visitors to historical sites were set up. The students lost interest because there was not enough information about the sites in English.*
2. *Some students couldn't find their way back to the hotel in the evening after a concert. They returned very late, so a visit next day was cancelled.*
3. *One Saturday night, a group of our students went to a club in Prague. One of our students got involved in a fight and ended up in hospital.*
4. *Students took different amount of money, so some had to borrow from friends and this led to arguments.*
5. *Cameras were stolen from students while they travelled on the underground. One student lost all his documents, and had to spend a day at the embassy.*
6. *Students were unhappy because we changed the programme several times.*
7. *A visit to a college outside Prague was a disaster. The bus was too small and the seats were uncomfortable. The air conditioning didn't work properly and water dripped onto the passengers. Because of traffic, we arrived three hours late at the college.*
8. *Students said that on visits to rural areas they couldn't understand the menus in the restaurants as they were not in English.*

4.9.3. Match each problem in the report with one of these categories. You can use each category more than once.

Theft   money   transport   language   feedback   violence   organization

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