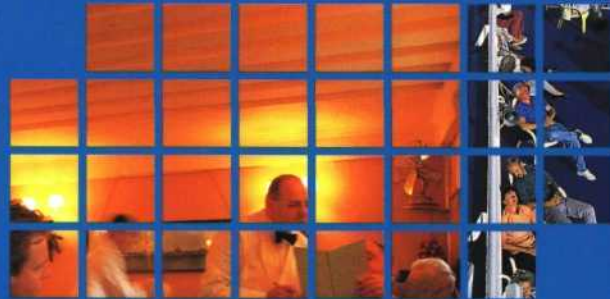


# Welcome!

English for the travel and  
tourism industry



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**Student's Book**

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Leo Jones

Cambridge  
Professional  
English

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# 1

Different kinds of people

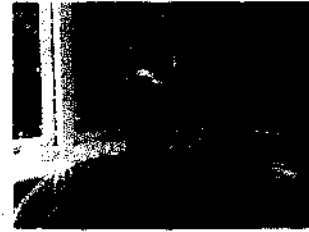
## Working in travel and tourism



JANINE .....



FIONA .....



JANE .....



LISA .....

### A Work in pairs Discuss these questions:

- What do you think are the jobs of the people in the photos?
- Look at the speech balloons. Can you guess who said what? Write the name of the speaker beside the correct speech balloon.

*I have no routine.  
I meet different people  
from different places.  
I have lots of responsibilities  
in my work.  
I look after people.*

1 .....

*It's very rewarding.  
It's enjoyable seeing other people's  
dreams coming into reality.  
It's always nice to have some  
feedback.*

3 .....

*We do different shifts.  
There's also a lot of paperwork.  
It's busy work.  
There's never a dull moment.  
You just meet so many  
different people.*

2 .....

*The islands are  
obviously the busiest.  
We get paid an hourly rate and  
then I get tips on top of that.  
I enjoy the people I work with.  
It's really hard work.  
Dealing with the general public  
can be a complete  
nightmare at times.*

4 .....

### B1



You'll hear the people in the photos describing their work. Listen and find out if you guessed right about who said what. Write their jobs beside their names under the photos.

### 2

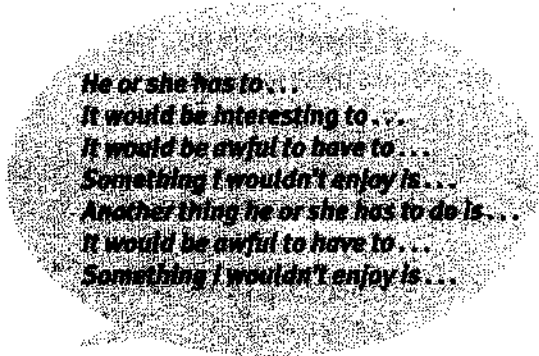


Listen again and decide if these statements are true (✓) or false (X). You do *not* need to understand every word the people say, only the main points they make.

- 1 Jane likes not knowing what she'll be doing next week.
- 2 Her main responsibility is serving food and drink.
- 3 Lisa does the same work whichever shift she's working.
- 4 She often gets the duty manager to help people who have complaints.
- 5 Janine doesn't sell package tours, only flights.
- 6 She doesn't often hear from her customers after their holiday.
- 7 Fiona depends on tips to supplement her basic pay.
- 8 She enjoys meeting her colleagues after work.

**C1** *Work in pairs* Look at the advertisement and discuss these questions:

- What does a local rep have to do?
- What are *three* things you might enjoy about the work?
- What are *three* things you would not enjoy about the work?



# Utopia HOLIDAYS

## LOCAL RESORT REPRESENTATIVES

*Utopia Holidays are looking for representatives in your region*

The reps' duties will include:

- meeting clients at the airport and escorting them to their hotels
- holding welcome parties for each group on the day after their arrival
- organising and escorting coach excursions to local places of interest
- answering clients' questions and dealing with their problems
- assisting clients who cannot speak the local language
- escorting clients from their hotels to the airport at the end of their holiday
- being on call 24 hours a day to deal with emergencies

Please apply in writing, enclosing your CV, to  
Alice Watson, Utopia Holidays, Utopia House, Skyway Drive, Crawley, RH12 4PJ

**2** *Join another pair* Compare your ideas.

**3** **Writing**  
Write about 50 words about the work you do (or will do).  
Begin like this:

In my job I have to . . . or  
In my job I'll probably have  
to . . .



★  
If you give clients the impression that you enjoy your work – and enjoy dealing with them – it will make it much easier for clients to feel comfortable with you. And it will make it easier for you to establish a good relationship with them. If you look bored or uninterested, your clients may start feeling the same. If you smile, other people will smile back!

# 2

Different kinds of people

## Being friendly and helpful

**A** *Work in groups* Find out about the last time your partners went to a restaurant, a café and a shop. Discuss these questions:

- How helpful and friendly were the staff?
- What did the staff do to make you feel welcome? What did they say to you?
- Would you recommend each place to a friend? Why/Why not?

*The staff were really friendly but the food wasn't very good.*

*The staff were rather unhelpful but the food was excellent.*

**B1**

You'll hear three conversations. Listen and decide which of the people in the photos sounds unfriendly and unhelpful.



A



B



C

**2**

Listen again. Match the problems 1–3 and the places a–c to the conversations.



- |   |                       |
|---|-----------------------|
| 1 The client is nervous.                | a at a reception desk |
| 2 The guest hasn't had her order taken. | b at a check-in desk  |
| 3 The reservation hasn't been made.     | c in a restaurant     |

	Problem	Place
Conversation 1	.....	.....
Conversation 2	.....	.....
Conversation 3	.....	.....

**C1**

*Work in pairs* Cross out the phrases that might sound unfriendly or impolite.

- |  |  |
|--|--|
| <i>Could you tell me your name please?</i> | <del><i>Who are you?</i></del>             |
| <i>What do you want?</i>                   | <i>May I help you?</i>                     |
| <i>It's a pleasure.</i>                    | <i>It's no trouble.</i>                    |
| <i>Certainly.</i>                          | <i>Obviously.</i>                          |
| <i>Do you want something?</i>              | <i>Is there anything I can do for you?</i> |

**2**

### Pronunciation



*Work in pairs* Listen to three model dialogues. Then practise them, taking it in turns to play the roles of the CLIENT and a friendly, helpful MEMBER OF STAFF.

- |   |  |   |
|---|--|---|
| <i>Good evening.</i>  | <i>Good morning.</i>                           | <i>Good afternoon.</i>                                      |
| <i>— Good evening, sir. Can I help you?</i>                 | <i>— Good morning, sir. Can I help you?</i>    | <i>— Good afternoon, madam.</i>                             |
| <i>Yes, I'd like to send a fax, please.</i>                 | <i>Yes, I'd like some information, please.</i> | <i>How may I help you?</i>                                  |
| <i>— Certainly, sir, would you like it sent right away?</i> | <i>— Certainly, sir.</i>                       | <i>I'd like to book a table for this evening, please.</i>   |
|   |  | <i>— Certainly, madam, what time would you like it for?</i> |

**D1** *Work in pairs* This document is a reminder to staff at a major hotel. Which are the *three* most important pieces of advice, do you think?

**SPEAK TO PEOPLE:** there is nothing as nice as a cheerful word of greeting.

**SMILE TO PEOPLE:** it takes seventy-two muscles to frown, only fourteen to smile.

**CALL PEOPLE BY NAME:** the sweetest music to anyone's ears is the sound of their own name.

**BE FRIENDLY:** you can make friends by being friendly.

**BE HELPFUL:** act as if everything is a genuine pleasure.

**BE INTERESTED IN PEOPLE:** you can like everyone if you try.

**CONSIDER THE FEELINGS OF OTHERS:** it will be appreciated.

**2** *Join another pair* Compare your ideas for D1. Then look at the answers to the questions below. Number the statements in order of importance (1–4) and explain why. Then add another answer for each question.

● Why do you enjoy dealing with people?

- I like meeting new people.*
- People are usually very friendly.*
- I find it challenging.*
- Every person you meet is different.*

● What do you find most difficult about dealing with clients?

- It's hard to be friendly and helpful all the time.*
- People aren't always appreciative.*
- Some people are difficult.*
- People get impatient when they have to wait.*

★

If you give people a favourable first impression of yourself, you'll find them much easier to deal with. A welcoming smile and a friendly greeting puts people at their ease, even if they have had a bad journey or if they are feeling tired, worried or cross.

Remember: You never get a second chance to make a first impression!



# 3 Different kinds of people

## When in Rome ...

**A1** Read this description of how westerners should behave at a Japanese *ryokan* (traditional inn). Match the pictures A–F to the paragraphs 1–6.

### GETTING ACQUAINTED WITH THE JAPANESE STYLE

- 1 Guests have to remove their shoes at the entrance of any Japanese-style accommodation. Slippers are worn inside, except on the *tatami* matting, so bring thick socks if the weather is cold.
- 2 Seating in the room is on cushions called *zabuton* arranged around the low table. In the winter season, there may be a blanket around the table. You slip your feet under the blanket for the warmth of a *kotatsu* electrical heating unit.
- 3 The *futon* bedding is laid out on the floor. It ordinarily consists of a mattress, sheets, a thick cover, and extra blankets if needed. A thin *yukata* robe is provided. In cold weather it is supplemented by a *tanzen* gown worn over it.

The toilet is usually Japanese-style. You don't sit on it but squat over it, facing the hooded end. Special slippers are usually provided for use only in the toilet cubicle.

Before going into the communal bath, you undress in an anteroom, placing your robe and underclothing in a basket or shelf compartment. The inn gives you a hand-towel to drape over your midriff in the bathroom and this towel is also used for scrubbing and drying yourself.

To take a bath, first sit on a low stool in front of a pair of hot/cold water faucets. Fill a bath pan with water, and pour it over your body to get soaking wet all over. If there are no faucets, use a bath pan to scoop water from the bath. If there is a shower, use this while seated on the stool, never standing up. Soap and rinse off thoroughly. Only then do you get into the bath for a good soak.



A



B



C



D



E



F

**2** What do you think are the *three* most surprising or strange things for someone who has never visited Japan? Highlight them or note them down.

**3** *Join a partner* Compare your ideas. Then discuss these questions:

- What do you think are the two most important things for a western visitor to remember in Japanese-style accommodation?
- What would you enjoy most about spending a night at a *ryokan*? What would you not enjoy?
- Where do you recommend that a visitor to your country should stay to get the best impression of everyday life there?
- What do you recommend to a first-time visitor to your country? Make a list of DOs and DON'Ts.

**B1** *Work in pairs* Discuss each of these questions. Then tick (✓) what you think is the *best* answer to each question.

## “When in Rome, do as the Romans do”

**1** A man with a beard, wearing dirty jeans and carrying a rucksack comes into the 5-star hotel where you're working. What do you do?



- a Ask him what he wants.
- b Ignore him.
- c Ask him politely to leave.
- d Treat him like any other guest.

**2** You know Ms Brown, an American client, very well. When she arrives do you ...

- a shake her hand?
- b smile and say *Hello*?
- c kiss her on the cheek?
- d say *Good evening* and bow?

**3** Mr Manuel Fernandez Garcia doesn't reply when you say “*Good morning, Mr Garcia*” to him. This is probably because ...

- a he didn't hear you.
- b you didn't look at him when you spoke.
- c he's rudely ignoring you.
- d you've called him by the wrong name.

**4** A German is talking to a Brazilian. The German keeps taking a step backwards each time the Brazilian steps forward. This is probably because ...

- a the Brazilian wants to be too friendly.
- b they're both trying to be friendly.
- c the German is being unfriendly.
- d they don't like each other.

**5** You are talking to a visitor from Britain. Which of these questions do you ask him or her?

- a *How old are you?*
- b *How much do you earn?*
- c *Are you married?*
- d *What part of Britain do you come from?*

**2** *Join another pair* Compare your answers. Can you think of any more examples of misunderstandings that might arise when dealing with people from other countries?

★  
Just because a person comes from a particular country, don't assume they'll behave like a 'typical' person from that country – whatever you imagine that to be! Treat each person as an individual.

Unless you know a foreign client really well, don't treat them too informally as they might think you're being over-familiar or even insincere. Different nationalities have different customs when it comes to formality and informality.

# 4 Different kinds of people

## Dealing with enquiries



### A1

You'll hear three short conversations in which clients are asking for information. The first time you listen, tick (✓) the boxes to show the right answers. The second time you listen, fill the blanks in the sentences.

- 1a The first guest wants to know about ...  
 a room for himself.  a room for someone else.
- 1b He is told that Room 406 is free.
- 2a The second guest wants to know how long it takes to get to the airport ...  
 by bus.  by taxi.
- 2b She is told that she has to check in at least 60 minutes before her flight.
- 3a The third guest wants to know what time ...  
 breakfast service begins.  breakfast service finishes.
- 3b He is told that breakfast is served from 6.30 to 9.30 on weekdays  
 and from 7.30 to 10.30 at weekends.

### 2

Listen again and tick (✓) the boxes to show which phrases in the speech balloons are used by the receptionist.

*Good evening. How can I help you?*

*How nice to see you again!*

*Hello again, Mr Grey! How are you today?*

*It's really nice to see you again!*

*Welcome back!*

*I hope you enjoy your stay with us!*

*Good morning.*

*What can I do for you?*

*Is there anything else I can do for you?*

*Have an enjoyable day!*

*Have a good day!*

*You're welcome!*

*You're very welcome.*

*It's a pleasure.*

**Work in pairs** When would you say the phrases in the first balloon? When would you say the ones in the second balloon?

**B1** *Work in pairs* Complete this dialogue with suitable words. You may be able to use some of the phrases in the speech balloons opposite.

RECEPTIONIST: *Good afternoon, Mr Johnson. How nice to see you again!*

GUEST: Thank you, it's very nice to be here again. How are you?

RECEPTIONIST: .....

GUEST: Good. Now, I asked for my usual room when I made the booking. Is it available?

RECEPTIONIST: .....

GUEST: Oh, well, never mind. Room 101 does overlook the garden too, doesn't it?

RECEPTIONIST: .....

GUEST: Oh, until Friday I expect. But is it all right if I let you know for sure tomorrow morning?

RECEPTIONIST: .....

GUEST: Good. Thanks very much. Don't worry about a porter. I've only got this small overnight bag.

RECEPTIONIST: .....



## 2 Pronunciation



Listen to the model version of the dialogue. Then practise it, taking it in turns to play the roles of the RECEPTIONIST and the GUEST. Make sure you sound as friendly and helpful as possible.

## C Role play



*Work in groups of three (or four)* One of you should look at Activity 1 on page 108, one at Activity 17 on page 116 and the other(s) at Activity 33 on page 124

This activity consists of six short role plays. In each role play there are two roles: GUEST or MEMBER OF STAFF. There is also an OBSERVER, who listens to the role play and then gives the others feedback on how polite and friendly they sounded.

★  
You can make people feel welcome and help them to feel at home by using their names instead of addressing them impersonally as *Sir* or *Madam*. Look for clues on credit cards, forms, luggage labels, etc. Make sure they know your name too, and show them that you remember their names when you meet them again.

A sincere smile shows people that you want to be friendly. Good eye contact shows that you're interested in them. Try to treat every client in the same way that you'd like to be treated yourself – or even better!

# 5

International travel

## Different ways of travelling



**A** *Work in groups* Look at the photos and discuss these questions:

- Which of the modes of transport have you used?
- Which is your favourite? Why?
- Which is/would be the worst, as far as you're concerned? Why?

**B1** *Grammar* **can/can't, have to and should/shouldn't**

Decide which of the activities in this list are allowed or not allowed, and which are encouraged or discouraged on a ...

plane ship train long-distance bus or coach

smoking	drinking alcohol	standing up during the journey
opening the window	wearing a seat belt	showing your ticket to the conductor
travelling without a ticket	singing songs	annoying the other passengers
getting drunk	talking to the driver	remaining seated during the journey

*On a ship you can smoke but you can't travel without a ticket.*

*On a long-distance bus you can't ... and you have to ...*

*On a train you should ... but you shouldn't ...*

**2** *Work in pairs* Write six sentences about the four modes of transport, using *can*, *can't*, *have to*, *should* or *shouldn't*.

**3** *Join another pair* Compare your sentences.

# What to do if ... you're scared of flying

**C** What should you do if you're afraid of flying? Read the article and put a tick (✓) beside the things that are recommended and a cross (X) beside the things you should not do.

- 1 Try not to be frightened.
- 2 Don't do your packing at the last moment.
- 3 Get plenty of sleep the night before you travel.
- 4 Don't get to the airport too early.
- 5 The same person should be in charge of documents and children.
- 6 Check in for your flight as soon as you can.
- 7 Try to get a seat at the back of the plane.
- 8 Don't eat anything before you board the plane.
- 9 Don't drink too much alcohol.
- 10 Have a couple of stiff drinks to help you relax.
- 11 Breathe deeply to help yourself to relax.
- 12 Walk up and down the aisle to get some exercise.

FEAR of flying comes in many forms. According to Douglas Ord, a pilot who runs courses for sufferers, about two-thirds are claustrophobic, while 99 per cent say they are terrified of turbulence. "Maybe it's an English thing," he says, "but many people's biggest worry is that they'll lose their self-control and run down the aisle screaming: 'I'm going to die, let me off!'"

But there is nothing wrong with being afraid of flying, according to psychologists. "Flying isn't part of our natural repertoire of experiences," says Keith Stoll, a clinical psychologist. "It's no wonder that up to 30 per cent of us are afraid. It's more surprising how many people aren't afraid."

Getting successfully airborne is not about suppressing fear. There are plenty of techniques to make flying less stressful, says Captain Ord. Minimising the stress before travelling — much of which has nothing to do with flying — helps. Always leave plenty of time the day before to pack and get a good night's sleep. Aim to arrive at the airport well before the earliest time you think you need to be there. Divide duties clearly, so someone is responsible for the passports and tickets, someone for the children.

Checking in early improves the chance of having a say in where you sit; generally, there is less turbulence in the front of the aircraft. Leave plenty of time to relax in the lounge.

Many people feel ill before the flight and don't eat, which only makes things worse on the plane. Ensure you have a light snack before you leave. And go easy on the alcohol. It does nothing for relaxation and causes dehydration. The reduced air pressure of the cabin can also make you feel sick.

Once you are on the plane, take long, deep and slow breaths from the stomach, as well as trying muscle-relaxing exercises. Start with your toes and work up to your face, tightening each group of muscles for 10 seconds and then relaxing them.

Captain Ord and Dr Stoll run courses for Aviatours on behalf of British Airways, which culminate in a 45-minute jet flight (£169 at Heathrow; £129 at Manchester).

**JAMES BEDDING**



**D1** *Work in pairs* Imagine that a client says this to you:

*I've never flown before. I'm afraid of flying because I know it's dangerous.*

Note down *five* things you could say to the person to reassure them.

**2** *Join another pair* Compare your notes. What is the best way of reassuring someone who is afraid of flying?

# 6 International travel

## Asking questions

**A1** *Work in pairs* Here are some questions that might be asked at a travel agent's. Match the replies a–h to the client's questions 1–8.

- 1 Do I have to change planes anywhere?
- 2 Can I get an APEX ticket?
- 3 Is it best to fly from Paris to Lyon?
- 4 I'm booked on a flight to New York tomorrow, but I can't travel then. What should I do?
- 5 What time do I have to be at the airport?
- 6 Does the flight stop anywhere en route?
- 7 Does the train go all the way to Venice?
- 8 How much is a round trip ticket to Tokyo?

- a Is that economy class or business class?
- b No, it's a direct flight.
- c No, it's a non-stop flight.
- d No, you have to change trains in Bologna. Is that OK?
- e Not really, it's better to take a train.
- f Would you like me to cancel your reservation?
- g Yes, but only if you stay over Saturday night. Is that all right?
- h Your check-in time is 05.30 and your departure time is 06.30. Do you want me to book you a taxi?

**2** You'll hear eight short dialogues. Listen and decide which of the people (including the clients) did *not* speak politely.

### B1 Grammar

On the right are the responses to some questions. What were the questions? Fill the blanks.

Question	Response
1 <i>What time does your flight leave?</i> .....	It leaves at 7.45.
2 ..... check in?	I have to be there 90 minutes before.
3 ..... people ..... in your party?	There are four of us including myself.
4 ..... your full name?	John Albert Smith.
5 ..... room ..... ?	I'd like a double room with balcony.
6 ..... ?	I'll be leaving on Monday morning.
7 ..... ?	I'm going to pay by Visa.
8 ..... ?	I'd like a call at 7am please.

**2** *Pronunciation*

*Work in pairs* Listen to the model questions. Then practise the questions and answers, taking it in turns to play the roles of the CLIENT and the TRAVEL AGENT. Make sure you sound as polite as possible.

### 3 Role play

*Work in pairs* Imagine that one of you is a VISITOR from another country and the other is asking about the visitor's country. Find out more about it, using the question words in the speech balloon. Then change roles.

How long...?  
 How much...?  
 What...? What kind of...?  
 What time...? When...?  
 Where...? Which...?  
 Who...? Why...?  
 What... for?

**C** *Could you tell me ...?* questions often sound more polite than direct questions, especially if the question is personal, difficult or annoying.

**1** Look at these examples and notice the word order in each question. Then do exercise 2 below.

**Direct Questions**

*When are you leaving?  
How long are you going to stay?  
What is your date of birth?  
What is your first name?*

**Could you tell me ...?**

*Could you tell me when you're leaving?  
Could you tell me how long you're going to stay?  
Could you tell me what your date of birth is?  
Could you tell me what your first name is?*



**2** Imagine that you're talking to a guest. Think of suitable *Could you tell me ...?* questions to ask.

- 1 *My name is difficult to spell.*
- 2 *I'm leaving soon.*
- 3 *I arrived in this country recently.*
- 4 *I gave my tickets to someone.*
- 5 *I'm leaving early next week.*
- 6 *I can't find my room key.*
- 7 *My suit needs pressing.*
- 8 *I want to see the manager.*

- Could you tell me how ... you spell your name ... ?*  
*Could you tell me when ... you're leaving ... ?*  
*Could you tell me when ... ?*  
*Could you tell me who ... ?*  
*Could you tell me which day ... ?*  
*Could you tell me when ... ?*  
*Could you tell me when ... ?*  
*Could you tell me why ... ?*

**D1** *Work in pairs* Read this letter to guests at a hotel and discuss these questions:

- Why are questionnaires useful for hotels?
- Why should guests bother to complete them?

**2** **Role play**



*Work in pairs* One of you should look at **Activity 3** on page 109, the other at **Activity 19** on page 117.

Play the roles of **GUEST** and **MEMBER OF STAFF**. Imagine that you're doing a guest survey, to find out more about the guest's reactions to your hotel.

A special questionnaire for our guests

Dear Guest,

Your ideas on what we can do to continuously improve our hotel are very important to us.

It is our goal to satisfy the needs of our customers and exceed their expectations.

Therefore it would be very much appreciated if you could take a little time to complete this questionnaire.

Thank you for staying with us.

We hope you enjoyed your stay with us and will return soon.

Yours sincerely,



# 7

## International travel

# Taking a booking



**You'll hear a travel agent dealing with a client. Listen and note down the client's requirements on the form.**

- The travel agent forgot to ask one thing. What was it?

RETURN FLIGHT FROM	TO
DATE AND TIME OF OUTWARD FLIGHT	
DATE AND TIME OF RETURN FLIGHT	
NUMBER OF PASSENGERS	
TYPE OR CLASS OF FARE	
PREFERRED AIRLINE	
METHOD OF PAYMENT	
NAME	
ADDRESS	
TELEPHONE NUMBER	



**Work in pairs Complete this dialogue with appropriate questions. Then listen and compare your questions with the model version.**

- TRAVEL AGENT:** *Good morning, sir. How may I help you?* .....
- CLIENT:** Good morning. Can I make an airline reservation, please?
- TRAVEL AGENT:** ..... ?
- CLIENT:** From Athens to Istanbul.
- TRAVEL AGENT:** ..... ?
- CLIENT:** I'd like to leave Athens on the 2nd of next month, returning on the 13th.
- TRAVEL AGENT:** ..... ?
- CLIENT:** I'd like to arrive in Istanbul by lunchtime, and be back in Athens by dinnertime.
- TRAVEL AGENT:** ..... ?
- CLIENT:** There'll be three of us — two adults and one child.
- TRAVEL AGENT:** ..... ?
- CLIENT:** She's eight years old.
- TRAVEL AGENT:** ..... ?
- CLIENT:** Economy class — the cheapest fares you can get, if possible!
- TRAVEL AGENT:** ..... ?
- CLIENT:** No, I don't mind which airline it is.
- TRAVEL AGENT:** All right, I'll just check the computer to find out about availability ...



## C Role play

*Work in pairs* One of you should look at **Activity 5** on page 110, the other at **Activity 20** on page 118.

You'll be playing the roles of **TRAVEL AGENT** and **CLIENT** and filling out this reservation form for a holiday in the USA.

This role play is in two parts.



			DEPARTURE DATE	DEPARTURE AIRPORT	NUMBER OF FLIGHTS
MR/MRS/ MISS/MS	INITIALS	SURNAME			ADDRESS OF FIRST PERSON NAMED TO WHOM ALL CORRESPONDENCE WILL BE SENT
			HOLIDAY INSURANCE		
			YES/NO		
			YES/NO		
			YES/NO		
			YES/NO		
HOTELS	NUMBER OF NIGHTS	ARRIVAL DATE	ROOM TYPE	NUMBER OF ROOMS	ROOM SUPPLEMENT OR EXTRAS
SPECIAL REQUEST (HONEYMOON/DIET etc)			IMPORTANT Client's Emergency Telephone numbers in case of strikes, delays, re-routing etc. HOME: _____ OTHER: _____		



# 8

## The best way to get there

Eurostar						
MONDAY > SATURDAY						
<b>London &gt; Ashford &gt; Brussels</b>						
Train No	9110	9116	9124	9132	9152	9156
London Waterloo	06.53	08.27	10.27	12.27	17.19*	18.27
Ashford	07.53	09.27		13.27		19.27
Brussels Midi/Zuid	11.10	12.44	14.38	16.44	21.39	22.45
					*17.27 on Saturdays	
<b>Brussels &gt; Ashford &gt; London</b>						
Train No	9113	9117	9125	9133	9153	9157
Brussels Midi/Zuid	07.31	08.27	10.31	12.31	17.22	18.27
Ashford		09.41				19.42
London Waterloo	09.43	10.43	12.43	14.43	19.39	20.43



DX	Daily except
H1	Heathrow Terminal 1
H2	Heathrow Terminal 2
C	London City
GN	Gatwick North Terminal
S	Stansted
BD	British Midland
UK	Air UK
BA	British Airways
SN	Sabena

Brighton is 30 mins by train from Gatwick or 1 hour from London Victoria.

Cambridge is 30 mins by train from Stansted or 1 hour from London Liverpool Street or London King's Cross.

From LONDON				To LONDON				
Freq.	Dep.	Arr.	Flight	Freq.	Dep.	Arr.	Flight	
<b>To BRUSSELS National</b>				<b>From BRUSSELS National</b>				
DX67	0655	H1	0855 BD141	DX7	0710	0710	GN BA2411	
DX67	0700	S	0915 UK932	DX7	0720	0720	H1 BD140	
Daily	0701	H1	0859 SN614	14	0720	0725	H1 BA387	
DX67	0715	H1	0925 BA388	235	0720	0725	H1 BA387	
DX7	0740	GN	0945 BA2412	Daily	0730	0740	H1 SN597	
67	0755	H1	0955 BD143	DX6	0800	0815	H1 BA389	
6	0810	S	1025 UK932	DX67	0800	0805	C	SN641
Daily	0830	H1	1030 SN598	6	0800	0815	H1 BA389	
DX67	0830	H1	1030 BD145	DX7	0830	0840	H1 SN599	
DX67	0835	C	1035 SB642	7	0845	0845	GN BA2411	
DX67	0855	H1	1105 BA392	DX67	0930	0940	H1 SN601	
DX7	0930	H1	1130 SN600	1	0940	1000	S	UK931
DX67	1030	H1	1230 SN602	2345	0940	1000	H1	UK931
1	1030	S	1240 UK934	DX67	0945	0950	H1	BD142
2345	1030	S	1240 UK934	67	1025	1030	H1	BD144
DX67	1055	H1	1255 BD147	DX7	1030	1035	GN	BA2413
67	1110	H1	1310 BD147	DX67	1050	1100	H1	BA391
DX67	1150	C	1350 SN644	6	1055	1105	S	UK931
Daily	1155	H1	1355 SN604	Daily	1105	1115	H1	SN603
DX67	1155	H1	1355 BD149	DX67	1110	1115	H1	BD146
Daily	1355	H1	1600 BA396	DX67	1115	1120	C	SN643
3457	1415	GN	1615 BA2414	DX67	1155	1205	H1	BA393
123	1500	S	1710 UK936	Daily	1345	1350	H1	BD148
45	1500	S	1710 UK936	1	1415	1430	S	UK935
DX6	1530	H1	1730 SN606	2345	1415	1430	S	UK935
DX6	1600	H1	1805 BA398	DX6	1430	1440	H1	SN605
DX67	1600	GN	1800 BA2416	DX67	1515	1520	C	SN645
DX67	1600	C	1800 SN646	DX67	1520	1525	H1	BD150
DX6	1625	H1	1825 BD151	Daily	1630	1640	H1	SN607
6	1635	H1	1835 BD151	3457	1700	1700	GN	BA2415
Daily	1730	H1	1930 SN608	DX67	1715	1720	H1	BD152
Daily	1745	H1	1945 BA402	Daily	1720	1730	H1	BA397
X6	1825	S	2035 UK940	DX6	1730	1740	H1	SN609
DX6	1830	H1	2030 SN610	123	1740	1755	S	UK937
Daily	1900	GN	2100 BA2420	45	1740	1755	S	UK937
Daily	1900	H1	2100 BS153	Daily	1830	1840	H1	SN611
DX6	1910	C	2110 SN618	DX6	1835	1840	C	SN647
Daily	1930	H1	2130 SN612	DX67	1840	1840	GN	BA2417
1245	1930	H1	2135 BA404	Daily	1900	1905	H1	BD154
37	1930	H1	2135 BA404	DX6	1905	1915	H1	BA399
DX67	2015	H1	2215 BD155	Daily	2030	2040	H1	SN613
7	2015	H1	2215 BD157	5	2045	2045	H1	BA403
DX67	2030	H1	2230 BD157	DX6	2105	2115	S	UK941
				457	2105	2115	S	UK941
				45	2105	2115	S	UK941
				7	2105	2115	S	UK941
				DX67	2140	2145	H1	BD156

**A1** *Work in pairs* Here are requests for information from four clients who want to travel from Brussels to England. Decide together what advice to give to each client.

Mr A wants to get to central London by 11am. What is the best way to get there?

Ms B wants to get to Brighton by lunchtime. What is the best way to get there?

Mr C wants to get Cambridge in time to check in at his hotel and freshen up before a dinner appointment at 8pm. What is the best way to get there?

Ms D wants to get to her hotel at London Heathrow on Saturday night. What is the best way to get there and does she have time to have dinner in Brussels?

## 2 Grammar *if...*

Fill the blanks using these words: catch take leave depart from arrive at reach get to.

- If Mr A catches the Eurostar train at 7.31, he'll get to Waterloo at 9.43.
- If he departs from Brussels at 8.30 on the Sabena flight, he'll arrive at Heathrow at 8.40.
- If you take the British Airways flight at 10.35, you'll reach Gatwick at 10.35 British time.
- If you leave Brussels at 12.31 by train, you'll arrive at Waterloo at 14.43.
- If you catch the last flight from Brussels, you'll arrive at Stansted at 21.00.
- If you want to depart from London before 9am, you'll have to take a plane.

**B1** Look at the itinerary and check it for mistakes. (There are two mistakes in it.)

## VOYAGES GULLIVER S.A.

ITINERARY  
FOR MR ALAN WATSON

*Local time in Brussels is  
one hour later than London.  
(Central European Time/  
Greenwich Mean Time)*

MON 13 MAR REPORT TO SABENA, BRUSSELS NATIONAL BY 0830  
MON 13 MAR DEP BRUSSELS NATIONAL 0930 SABENA SN 600  
MON 13 MAR ARR LONDON HEATHROW 0940 RESERVATION IS CONFIRMED IN BUSINESS CLASS

CONFIRMED ROOM RESERVATION FROM 13-14 MAR AT SHERLOCK HOLMES HOTEL, LONDON

TUE 14 MAR REPORT TO QANTAS, LONDON HEATHROW TERMINAL 3 BY 1015  
TUE 14 MAR DEP LONDON HEATHROW 1215 QANTAS QF 002  
WED 15 MAR ARR SYDNEY 2045 RESERVATION IS CONFIRMED IN BUSINESS CLASS

CONFIRMED ROOM RESERVATION FROM 15-21 MAR AT PLAZA HOTEL, SYDNEY

TUE 21 MAR REPORT TO QANTAS, SYDNEY INTERNATIONAL TERMINAL BY 2045  
TUE 21 MAR DEP SYDNEY 2215 QANTAS QF 021  
WED 22 MAR ARR TOKYO 0640 RESERVATION IS CONFIRMED IN BUSINESS CLASS

CONFIRMED ROOM RESERVATION FROM 21-26 MAR AT HILL TOP HOTEL, TOKYO

SUN 26 MAR REPORT TO OLYMPIC AIRWAYS, TOKYO NARITA TERMINAL 2 BY 2130  
SUN 26 MAR DEP TOKYO NARITA 2130 OLYMPIC OA 478  
MON 27 MAR ARR ATHENS 0805 RESERVATION IS CONFIRMED IN BUSINESS CLASS  
MON 27 MAR DEP ATHENS 0910 RESERVATION IS CONFIRMED IN BUSINESS CLASS

TUE 28 MAR ARR BRUSSELS 1130

- 2** Listen to the travel agent as she explains the itinerary to her client. Find out if the two mistakes are spotted by the client.



- 3** Listen to the way the travel agent explains each step of the route. This will help you to do the role play in 4 more easily. Which of the phrases in the speech balloon does she use?



**4** Role play



**Work in pairs** One of you should look at **Activity 2** on page 108, the other at **Activity 18** on page 116.

You'll be playing the roles of TRAVEL AGENT and CLIENT. This role play is in two parts.

*I'll just go through the itinerary with you ...  
First of all ...  
After that ...  
You have to check in at ...  
There's a misprint here. It should say ...  
Make sure that you reconfirm your tickets when you arrive in ...  
I hope you enjoy your trip!*

# 9

## Around the world

### A Vocabulary countries and nationalities

*Work in pairs* Match the names of these countries to their flags below. Then write down the nationality of a person from each country.

- |                              |                            |                       |
|------------------------------|----------------------------|-----------------------|
| USA ..... 1 - American ..... | UK ..... 2 - British ..... | Australia .....       |
| Austria .....                | Belgium .....              | Canada .....          |
| France .....                 | Germany .....              | Greece .....          |
| Hungary .....                | Italy .....                | Japan .....           |
| Malaysia .....               | Mexico .....               | the Netherlands ..... |
| South Africa .....           | Spain .....                | Sweden .....          |
| Switzerland .....            | Thailand .....             | Turkey .....          |



1



2



3



4



5



6



7



8



9



10



11



12



13



14



15



16



17



18



19



20



21

### B1 Pronunciation ABC

*Work in pairs* Which of these airport codes can you match to the cities on the map opposite? Make sure you say the letters clearly.



FRA — that's Frankfurt I think.  
MIA — that must be Miami.  
ORD — that might be Chicago.

2

Find out if you guessed right. One of you should look at Activity 6 on page 110, the other at Activity 21 on page 118.





**C1** Grammar *if...*

Which of the countries would you visit if you could afford it, and what would you do there? Write *five* sentences about five of the countries you'd like to visit.

*If I had enough money, I'd travel to America. I'd visit New York and go up the Empire State Building.*

*If I could afford it, I'd go to ..... I'd visit .....*

**2** *Join another student* Compare your sentences and ask your partner to explain *why* he or she would like to go to each place.

**D1** *Work in pairs* Imagine you could go on a round-the-world trip visiting ten different cities. Plan your route. You must fly *westwards* from your nearest international airport and the complete trip must last 28 days.

**2** *Join another pair* Tell each other about your routes, and give your reasons.

*We'd start at... and then fly on to... where we'd stop for... days. After that we'd go to...*

# 10 International travel

## Organising a trip

**A1** *Work in groups* Read this fax from your client, Ms Mary Rivers. She is an American businessperson who is based in Madrid. What does she want you to do?

I've made a list of the places I have to go to and the people I have to meet. Unfortunately, most of the people are only available on certain days. Can you please arrange an itinerary for me? As each meeting is likely to take all day, I want to have one meeting or one flight every day, but not both.

There may be a couple of free weekends. If so, I'd prefer to relax or do some sightseeing at one of the places of interest I have listed below, rather than spend the time alone in a city-centre hotel. I don't mind an evening flight on a Friday, by the way!

As you know, my outward flight from Madrid to Bangkok on 30 April has already been booked.

City	Airport	Name	Availability
Bangkok	BKK	Ms Junsook Mr Kasemeri	only on Tuesdays
Singapore	SIN	Mrs Chan Mrs Tan	Mondays and Fridays
Osaka	OSA	Mr Kuriyama Mr Saito	on holiday from May 16
Kuala Lumpur	KUL	Mr Majid Mr Al-Rahman	on holiday till May 10
Jakarta	CGK	Ms Ramly Mr Thayeb	only on Fridays
Denpasar-Bali	DPS	relaxation and sightseeing: beaches and temples	
Phuket	HKT	relaxation: beaches	
Kyoto (near Osaka)	OSA	sightseeing: temples	
Penang	PEN	relaxation: beaches	

**2** Use the information opposite to help you to plan her trip. Complete the itinerary below with the details of the trip. Include the days she will have meetings and with whom.

ITINERARY FOR:  
MS MARY RIVERS  
PLEASE CHECK IN AT MADRID BARAJAS BY 10.40 ON SUNDAY APRIL 30

DATE	FROM	TO	FLIGHT	DEP	ARR	DATE
30 APRIL	MADRID	BANGKOK	TG943	12:40	08:30	1 MAY
<i>2 May Meeting with Ms Junsook in Bangkok</i>						

**3** *Join another group* Compare your itineraries. Which one seems better? Why?

### B Writing

Write the letter you'll send to Ms Rivers to accompany the itinerary, explaining the reasons for the routes you've chosen.

<b>BKK → CGK</b>	<b>CGK → BKK</b>
1135 1630	0800 1130
1800 2130	1740 2235

<b>BKK → DPS</b>	<b>DPS → BKK</b>
1030 1535	1700 2000

<b>BKK → KUL</b>	<b>KUL → BKK</b>
1140 1440	1000 1100
1910 2210	1510 1610

<b>BKK → HKT</b>	<b>HKT → BKK</b>
1000 1120	1050 1215
1800 1920	1510 1635
2100 2220	1910 2035

<b>BKK → MAD</b>	<b>MAD → BKK</b>
2359 1010	1240 0830

<b>BKK → OSA</b>	<b>OSA → BKK</b>
0915 1635	1145 1530
2359 0730	1925 2300

<b>BKK → SIN</b>	<b>SIN → BKK</b>
1030 1245	1015 1215
1915 2115	1820 2020

<b>CGK → DPS</b>	<b>DPS → CGK</b>
0900 1000	1100 1200
1830 2030	1910 2020

<b>KUL → CGK</b>	<b>CGK → KUL</b>
1230 1305	1130 1400
2000 2035	1800 2030

<b>KUL → OSA</b>	<b>OSA → KUL</b>
1000 1715	0945 1430
2330 0615	1805 2300

<b>KUL → PEN</b>	<b>PEN → KUL</b>
1100 1130	0800 0830
2000 2030	2100 2130

<b>SIN → CGK</b>	<b>CGK → SIN</b>
0900 0935	0930 1200
1300 1330	1330 1600
1800 1830	1730 2000

<b>SIN → DPS</b>	<b>DPS → SIN</b>
0910 1135	1745 2005
1640 1905	2005 2225

<b>SIN → MAD</b>	<b>MAD → SIN</b>
1030 0900	2120 0715
1735 1655	2230 0830

<b>SIN → HKT</b>	<b>HKT → SIN</b>
0920 1005	1850 2135

<b>SIN → KUL</b>	<b>KUL → SIN</b>
every half hour from 0600 to 2000 flight time one hour	

<b>SIN → OSA</b>	<b>OSA → SIN</b>
1100 1935	1010 1550
2355 0645	1200 1740

<b>SIN → PEN</b>	<b>PEN → SIN</b>
1020 1130	1015 1130
1910 2020	1925 2040

**MAY**

Su	M	Tu	W	Th	F	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3





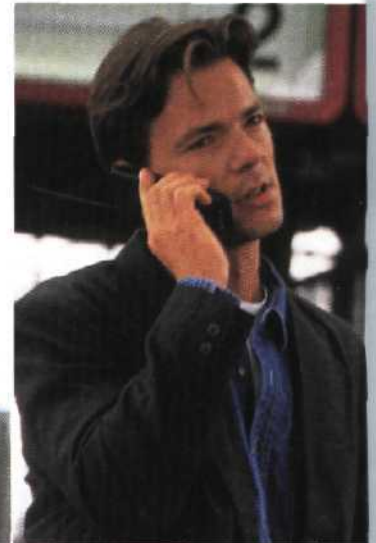
# 11

## Phone calls

# Using the phone

**A** *Work in pairs* Discuss these questions:

- What do you enjoy about using the phone?
- What do you dislike about making phone calls?
- What can go wrong when using different kinds of phone: mobile phone, payphone, cordless phone?
- Is it easier to communicate face-to-face than over the phone? Why/Why not?



**B1** *Work in pairs* Look at these rules of behaviour for using the phone. Which do you think are the *three* most important points?

### Rules for using the phone — some **DOs** and **DON'Ts**

- 1 Have all the **DOCUMENTS** you need to hand before you dial the number.
- 2 Speak **CLEARLY** so that the other person can understand you easily.
- 3 Always **CONFIRM** each point of information you are given. Don't pretend that you have understood when you haven't.
- 4 Speak in a **POLITE** and **FRIENDLY** voice — the client can't see what a nice person you are.
- 5 Behave in an **EFFICIENT** way, even if you're just taking a message.
- 6 Make **NOTES** during a call — don't rely on your memory. Read all the important details back to the client from your notes.
- 7 Let the other person **FINISH** what they want to say — don't interrupt them.
- 8 Send a **FOLLOW-UP** fax or letter to confirm any important details (especially prices and dates), so that you both have a written record of them.

**2** You'll hear three telephone calls. Note down the rule that each person failed to observe.

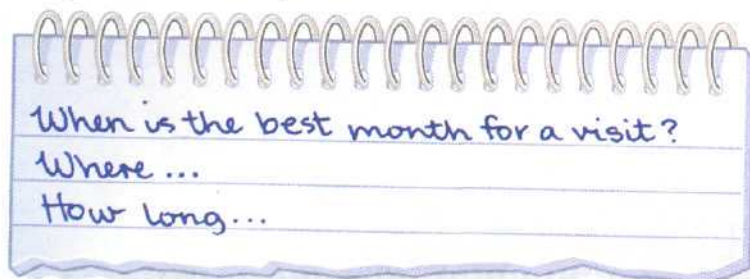


- 1 The receptionist didn't follow rule number .....
- 2 The information officer didn't follow rule number .....
- 3 The restaurant manager didn't follow rule number .....

**3** Now listen to three more calls. What do the same members of staff do better this time?



- C1** *Work in groups of three* Note down some questions that a visitor who has never visited your country before might ask about your own city or region. Then discuss how you'd answer each question.



## 2 Role play

*Work in groups of three* Student A plays the role of a VISITOR and Student B is an INFORMATION OFFICER in a tourist information office. Student C is the OBSERVER who will listen to the people on the phone and comment on how they sound. Did they follow all the Rules in B1? The two people on the phone should sit back-to-back, so that they can't see each other's faces and reactions.

*Good morning. Information office.  
Well, you can expect the best  
weather in ...  
Certainly, yes, I can send you a list  
of all the hotels.  
You can get here by car or by train.  
The nearest airport is ...  
Let me see, yes, it's 4th July.*

- 3** The OBSERVER gives feedback to the speakers. Then change roles so that a different person has a turn at being the information officer.
- 4** The OBSERVER gives feedback to the speakers. Then change roles so that everyone has a turn at being the information officer.



★  
If you smile while you're talking on the phone, your listener can 'hear' your smile. But it's best not to try to be funny or make jokes over the phone – your listener may think you're being sarcastic, or may not share your sense of humour.

# 12

## Phone calls

# How may I help you?

**A1**



Listen to three phone calls and tick (✓) the boxes to show what each caller wants to know.

- The first client wants to reserve a table for ...  
 lunch today.   
 dinner tonight.   
 lunch tomorrow.
- The second client wants to ...  
 cancel his booking.   
 change his booking.   
 confirm his booking.
- The third client wants someone to ...  
 repair a lamp.   
 replace a lamp.   
 bring an extra lamp.

**2**

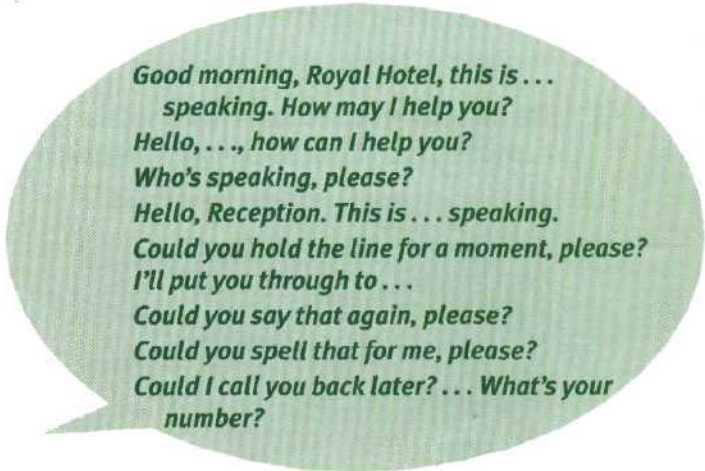


**Work in pairs** Listen to the calls again and decide which receptionist deals with the client best. Give your reasons.



**B1**

**Work in pairs** Complete this dialogue with your own ideas. Use some of the phrases in the speech balloon.



Good morning, Royal Hotel, this is ... speaking. How may I help you?  
 Hello, ... , how can I help you?  
 Who's speaking, please?  
 Hello, Reception. This is ... speaking.  
 Could you hold the line for a moment, please?  
 I'll put you through to ...  
 Could you say that again, please?  
 Could you spell that for me, please?  
 Could I call you back later? ... What's your number?

**TRAVEL AGENT:** Hello, Transworld Travel, this is ... speaking.

**CLIENT:** Hello, my name's David Green.

**TRAVEL AGENT:** \_\_\_\_\_ ?

**CLIENT:** Well, I bought a flight ticket from Frankfurt to Mexico City from you last week and now I need to change the outward flight date.

**TRAVEL AGENT:** All right, I'll just get your file. \_\_\_\_\_ ?

**CLIENT:** All right.



TRAVEL AGENT: Yes, here it is. ....?

CLIENT: Yes, the flight number is LH 414 and the date of travel is May 13th.

TRAVEL AGENT: .....?

CLIENT: I want to depart on May 15th now by the same flight.

TRAVEL AGENT: All right, Mr Green. ....?

CLIENT: I see. How long do you think it will take you to sort it out?

TRAVEL AGENT: It may take a while. ....?

CLIENT: Yes, certainly. My number is 555 6789 — extension 449.

TRAVEL AGENT: .....?

CLIENT: Yes, it's 555 6789 — extension 449.

TRAVEL AGENT: .....?

CLIENT: No, it's four *four* nine. And can you call me back before 3 o'clock, please?

TRAVEL AGENT: .....?

CLIENT: Good. I'll hear from you soon, then. Thank you very much.

TRAVEL AGENT: .....?

CLIENT: Goodbye.



## 2 Pronunciation



Listen and compare your ideas with the model version of the dialogue. Then practise it in pairs, taking it in turns to play the roles of the CLIENT and the TRAVEL AGENT. Make sure you sound as polite as possible.

## C Role play

*Work in pairs* Imagine that you are a MEMBER OF STAFF and a CLIENT talking on the phone. The member of staff must find out some personal information about the client and write it down on the form. Ask the client to repeat or spell out any details you don't catch. Then change roles so that you both get a turn at asking the questions.

FULL NAME:	
ADDRESS:	
PHONE NUMBER:	
PASSPORT NUMBER:	
VEHICLE REGISTRATION NUMBER:	

# 13

Phone calls

## Answering enquiries



**A** You'll hear two phone calls to a rail information office. Listen and fill in the missing information in the timetable.



	<i>train type</i>	TGV	CIS	TGV	IC	TGV	IC	EN	EN	EN	EN	EN
	<i>train number</i>	EC21	35	EC23	335	EC29	329	213	223	215	219	217
Paris Lyon	<i>d</i>	0714		1218		1548		1930	2004	2007		2209
Lausanne	<i>a</i>	1106				1945						
Lausanne	<i>d</i>		1113				1953					
Milan Centrale	<i>a</i>		1417				2345				0604	
Venice Santa Lucia	<i>a</i>								0845			
Florence SMN	<i>a</i>									0938		
Rome Termini	<i>a</i>											1126

### B

You'll hear six more phone calls. Note down the information each caller is given.

- The fax number is .....
- The post code is .....
- Dinner is served from ..... to .....
- The phone number is .....
- The price of a double room is from ..... to ..... , depending on the facilities.
- The phone number is ..... and the fax number is .....



Everyone finds it hard to understand numbers in a foreign language, and sometimes even in their own language. Bear this in mind when you're using English to say numbers to a client whose first language isn't English. When giving out numbers, say them slowly and clearly.

## C1 Pronunciation

Practise these phone calls in pairs. Make sure that you sound helpful and friendly and that you give the requested information very clearly. Sit back-to-back, or avoid looking at each other during the calls.

*Hello, New Zealand Lodge Association. How may I help you?*

*— Could you tell me the phone number of Kingfish Lodge, please?*

*Yes, certainly. It's 64 9 405 0164.*

*— 64 9 405 0164?*

*Yes, that's right.*

*— Good. OK, thank you very much.*

*You're welcome.*

*Hello, New Zealand Lodge Association. How may I help you?*

*— Could you tell me the address of Inverness Estate, please?*

*Yes, certainly. It's Ness Valley Road, RD 5, Papakura, New Zealand.*

*— How do you spell that?*

*N E double S, Ness Valley Road, RD 5, PAPA KURA.*

*— Ness Valley Road, RD 5, PAPA KURA?*

*Yes, that's right.*

*— Good. Thank you very much.*

*You're welcome.*



## 2 Role play



*Work in pairs* One of you should look at **Activity 8** on page 111, the other at **Activity 23** on page 119.

You'll be playing the roles of **TOURIST** and **INFORMATION OFFICER**. Sit back-to-back, or avoid looking at each other during the calls. This role play is in two parts.

*I'm sorry, could you say that again, please?*  
*I'm sorry, could you say that again more slowly, please?*  
*Could you spell that for me, please?*

*Yes, certainly. It's . . .*  
*I'll just check it for you. Just a moment, please.*  
*Could you hold the line for a moment, please? I'll just find out.*  
*Could I call you back with that information? . . . What's your number, please?*

# 14

Phone calls

## Taking messages



**A** You'll hear a client leaving a message about some tickets you have been asked to deal with. Listen and decide what important information is missing from these notes. And what is noted down incorrectly?

★  
When taking a message, always check with the client that you have noted down the main points correctly – especially the names, dates, times, prices and numbers.

*Horizon Travel*

Date: 7 July Time: 12.45

Message for: Gemma

From: Mr Boyle Tel. No.: 324 9856

Mr Boyle wants to change his booking to New York with Atlantic Hols.  
Now wants to fly on 16 Oct at 14:00, instead of 2 Oct. Prefers Metro  
Hotel to Rotterdam Hotel.  
Return flight can be 09.30 or 22.25.  
Call him on Friday.



**B1** You'll hear two messages which have been left on answer machines. Note down the main points of each message on the message pads.

**~ PHOENIX HOTEL ~**

DATE AND TIME \_\_\_\_\_

MESSAGE FOR \_\_\_\_\_

FROM \_\_\_\_\_ TEL. NO. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Newtown-on-sea*  
INFORMATION BUREAU

Date and time \_\_\_\_\_

Message for \_\_\_\_\_

From \_\_\_\_\_

Tel. No. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** *Work in pairs* Compare your notes and discuss these questions:

- Did you miss any important information?
- Did you include any unnecessary information?
- Is your handwriting readable and could another person understand the message?



**3** **Writing**

Rewrite the messages in note form so that another person can understand them clearly.

★  
Making notes involves choosing the important information to write down. You can't write down every word the client says, so you have to decide what is relevant and what is irrelevant.

**C** **Role play**



*Work in pairs* One of you should look at Activity 9 on page 112, the other at Activity 24 on page 120.

You'll be giving and receiving some more messages. Note down the information you're given on the message pads. This role play is in four parts.

**BAY VIEW HOTEL**

Date and time: \_\_\_\_\_

Message for: \_\_\_\_\_

From: \_\_\_\_\_

Tel: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**BAY VIEW HOTEL**

Date and time: \_\_\_\_\_

Message for: \_\_\_\_\_

From: \_\_\_\_\_

Tel: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





**A** **Work in groups** Discuss these questions:

- What is usually served for breakfast in a hotel in your country?
- What do people in your country usually have for breakfast when they're *at home*?
- What do *you* usually have for breakfast?

## BREAKFAST

Kindly indicate the number of orders and the time you wish breakfast to be served. Please hang this menu on the outside doorknob before 11:00 P.M.

Date	Room No.	Name	No. of Persons

To be served between:

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> 6:30 ~ 7:00 | <input type="checkbox"/> 8:30 ~ 9:00  |
| <input type="checkbox"/> 7:00 ~ 7:30 | <input type="checkbox"/> 9:00 ~ 9:30  |
| <input type="checkbox"/> 7:30 ~ 8:00 | <input type="checkbox"/> 9:30 ~ 10:00 |
| <input type="checkbox"/> 8:00 ~ 8:30 |                                       |

AMERICAN BREAKFAST ¥2,000

Orders

Juice  Orange  Tomato  Grapefruit

Eggs

Fried

Scrambled

Poached with  Ham  Bacon  Sausage

Boiled  Minutes

Breakfast Rolls with Jam & Marmalade

Beverage  Coffee

Tea with  Milk  Lemon

Milk



**B** You'll hear three guests phoning to order breakfast in their rooms. Listen and note down  
 (1) what the guest in Room 213 wants by ticking (✓) the breakfast menu;  
 (2) what the guests in Rooms 121 and 305 want on this form.

CONTINENTAL BREAKFAST ¥1,100	Orders
Juice <input type="checkbox"/> Orange <input type="checkbox"/> Tomato <input type="checkbox"/> Grapefruit Breakfast Rolls with Jam & Marmalade Beverage <input type="checkbox"/> Coffee <input type="checkbox"/> Tea with <input type="checkbox"/> Milk <input type="checkbox"/> Lemon <input type="checkbox"/> Milk	
The items on the regular Room Service breakfast menu are also available. Please write in here any you would like. <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
A 10% service charge, 3% consumption tax and 3% meals and hotel tax will be added to the above prices.	
	

ROOM NUMBER	TIME REQUIRED	BREAKFAST ORDER
121		
305		



**C1 Pronunciation**  
 Listen, and repeat the questions used by the person taking the order.

- I'd like some tea, please.*  
 – *Would you like it with milk or lemon?*
- Can I have some fruit juice, please?*  
 – *Would you like orange juice or grapefruit juice?*

**2 Role play**

**Work in pairs** Take it in turns to play the roles of a GUEST and a WAITER/WAITRESS.

- |                 |   |
|-----------------|---|
| GUEST           | WAITER/WAITRESS<br><i>(try to sound bright and helpful)</i> |
| bacon and eggs  | scrambled or fried?   |
| an egg          | poached or boiled?  |
| tea             | with milk or lemon?   |
| fruit juice     | orange or grapefruit?                                       |
| hot drink       | tea or coffee?  |
| coffee          | with cream or without?                                      |
| fried eggs      | with ham or bacon?  |
| breakfast rolls | butter or margarine?  |



**D Role play**  
**Work in pairs** Take it in turns to play the roles of a GUEST ordering breakfast over the phone, and a MEMBER OF STAFF taking the order. Order from the same breakfast menu that you used before.

# 16

## Explaining dishes

**A1** You'll hear a description of how to make the Spanish dish, *paella*. Before you listen, look at the picture. How many of the ingredients can you identify? Do you know what goes into a *paella*?

**2** Listen to the description and decide if these statements are true (✓) or false (X).



- The rice is cooked first.
- The basic ingredients are stir-fried.
- A *paella* is baked in the oven.
- It must be stirred all the time it's cooking.
- The rice takes about 20 minutes to cook.

**3** *Work in pairs* Discuss these questions:

- Is it a dish you'd like to eat?  
Why/Why not?
- Is it a dish you'd like to make?  
Why/Why not?



**B1** *Work in groups* Look at the pictures. Use the words in the list below to identify the methods of cooking shown in each one.

steam   boil   grill/broil   stir-fry   deep fry   bake



1



2



3



4



5

- 2** *Work in pairs* How do things taste? Discuss how you think these dishes taste, using the words in the list.

spicy (hot) creamy (rich)  
plain sweet salty  
sour bitter



Thai fish soup



Italian risotto



French chocolate mousse



Indian curry



German bread

- 3** *Work in groups* Think of some more ingredients, dishes or sauces that you can describe with the words in the list above.

- C1** Think about dishes you know — starters, main courses and desserts. How can you describe them to a guest? Write a short menu including five dishes that are typical of your country.

## 2 Role play

*Work in pairs* Take it in turns to play the roles of a **CUSTOMER** and a **WAITER/WAITRESS**.

### WAITER/WAITRESS

Show your menu to the customer.

### CUSTOMER

Ask about each of the dishes on the menu.

### WAITER/WAITRESS

Explain how each dish is prepared.

*Moules marinière?*

*Lasagne al forno?*

*Paella a la valenciana?*

*That's mussels cooked in wine with onions and herbs.*

*That's layers of pasta, meat sauce and creamy sauce baked in the oven.*

*That's rice cooked with meat, shellfish and vegetables flavoured with saffron.*

# 17

## May I take your order?

**A1** *Work in pairs* Note down *three* questions a customer might ask about this menu. Decide how you would answer each question.

**2** You'll hear three guests ordering from the menu. Note down their orders, including the *changes* they request.

**3** *Work in pairs* Listen again and then discuss these questions:

- Which waiter or waitress did the best job?
- Who made a mistake? What was the mistake?
- Who was the most polite? Who was the most efficient? Who was the most friendly?

**MENU**

*Appetizers and soups*

Soup of the day  
Cream of asparagus soup  
Melon with port wine  
Six oysters  
Grilled sardines with lemon juice and garlic  
Smoked salmon  
Waldorf salad

*Entrées*

Grilled fillet steak served with French fries  
Pan-fried trout served with tagliatelle  
Venison steak with pepper sauce served with roast potatoes  
Veal schnitzel served with new potatoes  
Grilled lamb chops served with sauté potatoes

*All served with vegetables of the day*

*Today's specials*

Tomato, spinach and eggplant casserole  
Poached salmon with a ginger and lime juice sauce

**B1** Fill the blanks in this dialogue.

**WAITER:** Are you ready to order, sir?

**CUSTOMER:** Yes. I'd like a steak, please.

**WAITER:** Certainly. How .....

**CUSTOMER:** Medium rare, please. And can I have it with rice instead of French fries?

**WAITER:** Yes, of course. Would .....

**CUSTOMER:** Yes, a mixed salad would be nice.



WAITER: Fine, sir, and would ..... ?

CUSTOMER: Oh, yes. Let's see ... What's the soup of the day?

WAITER: Today we have cream of asparagus — it's made with fresh asparagus.

CUSTOMER: Good. OK, I'll have that.

WAITER: And would ..... ?

CUSTOMER: No, I'll have a beer, I think. Do you have local draught beer?

WAITER: No, I'm afraid not. Would ..... ?

CUSTOMER: Yes, OK, never mind. That'll be fine.

WAITER: So, that's a medium rare steak with rice and a mixed salad. And cream of asparagus soup to start with. Is that right?

CUSTOMER: Yes, that's right. And can I have some bread, please?

WAITER: .....

CUSTOMER: Thanks very much.



*"The 'Businessman's Lunch', sir? Perhaps if I could see some identification."*

## 2 Pronunciation



Listen to a model version of the dialogue. Then practise it in pairs, taking it in turns to play the roles of the WAITER/WAITRESS and the CUSTOMER. Make sure you sound as friendly and helpful as possible.

**C1** *Work in pairs* Add one more item to each part of the menu, including another special.

## 2 Role play

*Work in groups* Take it in turns to play the roles of a WAITER/WAITRESS and a table of two or three CUSTOMERS. Use the menu opposite.

After each turn, the guests give feedback on how well the waiter or waitress did their job.

**3** *Work in pairs* What are the local specialities of your region? What would you say to a customer, to encourage him or her to try them? How are they prepared?

*Are you ready to order?  
 Would you like an appetizer?  
 And to follow ... ?  
 I'm sure you'll enjoy that — it's delicious.  
 May I recommend the ... ? It's one of the chef's specialities.  
 ... is a local speciality, I can recommend it.  
 And what would you like to drink?  
 So that's ... [and check you've noted everything down correctly] — is that right?  
 So that's one ..., one ... and two ... — is that right?  
 Enjoy your meal!*

★  
 When taking an order, or making notes on what a client tells you, always double-check that you've noted things down right. This also gives the clients a chance to make sure they haven't made any mistakes. And to change their mind if they want to.

# 18

## Drinks, snacks and desserts

**A** *Work in pairs* Look at the pictures and label the drinks that are shown. Then discuss these questions:

- Which of the drinks are the most popular in your country?
- Which very popular drinks are *not* shown?



**B** *Work in pairs* Match these words to the drinks below. Some of them have two or more matches — try to find them all.

- a glass bottle carafe carton  
 can jar jug pot cup  
 of beer wine milk tea  
 lemonade orange juice honey

EXAMPLES: A glass of beer  
 A bottle of beer  
 A can of beer



**C1** *Work in pairs* Look at the menu opposite and add suitable prices. Then add one more item (including price) to each section of the menu.

What questions would a customer ask about the items on the menu?  
How would you answer their questions?



## 2 Role play

*Work in groups* Take it in turns to play the roles of a **WAITER/WAITRESS** and some **CUSTOMERS** at the Palm Beach Café.

- CUSTOMERS** Order something to eat and something to drink. Then imagine time has passed and ask for your bill and pay it.
- WAITER/WAITRESS** Take the order. Then imagine time has passed and present the bill.

*What would you like to drink?  
 Would you like something to eat as well?  
 So that's ... [and check you've understood the order correctly] — is that right?  
 Did you enjoy your ... ?  
 That comes to 43 dollars altogether.  
 And that's 7 dollars in change.  
 Thank you very much.*

# PALM BEACH café



Price

## Snacks

Home-made hamburger with french fries and salad  
Freshly made sandwiches with a choice of fillings  
Waldorf salad  
Our special Club sandwich

## Desserts and cakes

Chocolate mousse  
Profiteroles with chocolate sauce  
Fresh fruit salad  
Apple pie with whipped cream  
Carrot cake  
Black Forest cherry cake

## Drinks

Espresso, cappuccino or filter coffee  
Indian, China or green tea  
Iced tea or coffee  
Freshly squeezed orange or grapefruit juice  
Thick chocolate, vanilla or strawberry ice cream milkshake  
Home-made lemonade

Enjoy your  
meal!

D1



You'll hear three people talking about their work. Listen to what they say about what they do and what they enjoy (✓) and don't enjoy (X) about their work. Match the comments to the person who says them.



Helen  
wine  
waitress



Fiona  
barmaid



Sam  
restaurant  
manager

alcohol makes 20% of people behave badly  
asking noisy customers to be quiet  
being busy  
dealing with complaints  
explaining what things are  
hard work, late nights, long shifts  
large orders cause delays for other tables  
meeting people from other countries  
not being too close to the customers  
recommending drinks

✓ or X

2 **Work in pairs** Discuss these questions:

- What do you think is the worst thing about each person's job?
- What do you think is the best thing?



## Eating habits

**A1** Read each of these newspaper articles and then write down your answers to the questions below.

## Mediterranean diet endorsed

**FURTHER** claims that a Mediterranean diet is good for you are published today by Greek researchers, who say that a diet high in fruit, vegetables, and olive oil and low in meat and dairy products, allows for a healthy old age.

The researchers looked at 182 men and women aged over 70 in three Greek villages, measuring food intake and other lifestyle factors during 1988 and 1990, and returned in 1993 to look at the numbers who had died. Writing in the *British Medical Journal*, the researchers say that those villagers who ate a traditional diet had a 17 per cent reduction in the chance of death compared to those who did not.

The diet is given as a high intake of olive oil, moderate alcohol consumption, high consumption of legumes (beans and pulses), cereals, vegetables and fruits, and low consumption of meat and dairy products.

- 1 If you eat a traditional Mediterranean diet, what are the five main ingredients that you eat a lot of?
- 2 And what do you eat less of?

### 2 Work in groups Discuss these questions:

- Would you like to follow a traditional Mediterranean diet? Why/Why not?
- Would you like all airlines to offer the same food as the McPlane? Why/Why not?

## Fast food takes off without frying licence

THE McDonald's hamburger company is going into the airline catering business. A Swiss charter plane will be painted in the McDonald's colours, some cabin staff will wear McDonald's outfits, and the inflight food, instead of the customary cold collation, will be Big Macs and chicken McNuggets.

The service will be introduced on April 1, which initially led some people to suspect an April Fool trick, but the company and its Swiss airline collaborator, Crossair, confirmed yesterday that the project is no hoax. It will serve charter routes from Geneva and Zurich to popular European holiday resorts.

In line with the McDonald's practice of prefixing products with "Mc", the 161-seater MD83 jet will be known officially as the McPlane. Its fuselage will be painted to depict the McDonald's golden arches, and the cabin seats will be upholstered in bright red leather. McPlane's interior will seek to create the atmosphere of a McDonald's high street outlet, complete with "Have a nice day" greetings from the cockpit. Reto Meister, a Crossair spokesman, said yesterday: "The whole appearance of the plane will be of a McDonald's restaurant." He did not know if the cabin drinks trolley would be replaced by a milkshake dispenser. Chips, or "fries" as McDonald's call them, have been ruled out because of the danger of using a deep-fat frier. Crossair is a subsidiary of Swissair, and 80 per cent of its normal passengers are businessmen. Mr Meister said the service would be limited, initially, to one holiday charter route.

- 3 What drinks might be served instead of the usual airline drinks?
- 4 What McDonald's food will you *not* be able to get on the McPlane?

**B1** You'll hear four people talking about what they eat. Listen and put a tick (✓) by the things they do eat and a cross (X) by the things that they don't eat.



Sally beef cheese chicken dairy products eggs nuts pulses vegetables  
 Tim cheese commercial meat products free range meat garlic pasta  
 spicy foods vegetables  
 Peter bread cakes eggs fish meat pasta vegetables wheat flour  
 Steve chicken chocolate convenience foods desserts fish nuts

**2** *Work in pairs* Look again at the menu on page 40. What would you recommend from the menu to each of the speakers?

**C1** *Work in groups* Carry out this survey with the members of your group. Fill in each box with the number of times that each person tells you. First of all, fill in your own answers.

### Survey on eating habits

How many times have you eaten each of these kinds of food or meal during the past seven days?

<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> wholemeal bread	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> white bread
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> fast food	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a traditional local meal
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a meal with meat	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a vegetarian meal
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> convenience food	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> food prepared from fresh ingredients
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a snack or a sandwich	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a full meal
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a meal in a cafeteria	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a meal in a restaurant
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a meal at home	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> a picnic

**2** Compare the results of your survey with the other groups and discuss these questions:

- Which are the *three* most popular kinds of food or meal in your group? (Which scored the highest in your survey?)
- Which are the *three least* popular? (Which scored the lowest in the survey?)
- Why do so many people eat junk food when they know it isn't healthy?

# Welcome to our restaurant!

## A1 Find the answers to these questions in the leaflet opposite:

- 1 Two things are not modern at Chez Fred. What are they?
- 2 What *is* modern about the restaurant?
- 3 How many people does the restaurant seat?
- 4 Can you buy a meal at Chez Fred to take home to eat?
- 5 What can you buy at Chez Fred apart from fish and chips?
- 6 In the old days, how were fish and chips wrapped?

## 2 Work in pairs Discuss these questions:

- If Mr Capel opened a branch of Chez Fred in your town or city, how successful would it be? Why?
- If you could open your own restaurant or café: What kind of place would it be? What kinds of food and drink would you serve?

## B Grammar *Did you do it?/Have you done it?*

Here are just a few things that have to be done before opening a restaurant for business:

lay the tables	photocopy the menus
clean the floor	buy flowers for the tables
put the drinks in the fridge	prepare the reserved tables
unlock the door	put today's menu in the showcase outside

**Work in pairs** Take it in turns to ask each other if the other things on the list have been done. Follow this pattern:

- Ask: **Have you laid the tables?**  
 Reply: — **Yes, I have. I laid them an hour ago.**  
 or: — **Oh, dear. I forgot to lay them. I'll do it now.**



## C Work in teams Imagine that you're setting up your own restaurant — a place that's friendly and welcoming, and not too elegant or too expensive.

### 1 Plan a menu for your restaurant. Include one typical national dish and one regional speciality.

A set meal (*table d'hôte*), rather than a long *à la carte* menu is probably simplest. Don't worry about prices — all meals are on the house for the opening night!

What will you call your restaurant? Decide on a good name for it.

### 2 Role play

One team invites the members of another team (who are English-speaking guests) to come to the opening night of their restaurant. They welcome their guests, show them to their 'tables' and take their orders.

### 3 Change roles Now the members of the first team are the guests at the other team's restaurant.

### 4 Writing

Write a short newspaper report (about 50 words) describing the opening night.



# CHEZ FRED

*The Capel family, well known locally for producing the finest Fish & Chips, are proud to announce the opening of their new venture "Chez Fred".*

Our new Westbourne premises (formerly known as The Buccaneer), have undergone a complete refit in the style of the Edwardian age of the early 1900s.

The result is a new attractive licensed restaurant catering for 50 persons together with an outstanding quick service takeaway section, both of which are serviced by the most up to date frying equipment modern technology can provide.

Fred Capel, widely acknowledged within the trade as one of Britain's most accomplished fish and chip fryers, heads the professional team at Chez Fred, and their common aim is to provide a service second to none at value-for-money prices.

*Our products are superb – we assure you, our reputation guarantees it! Beautifully prepared and cooked fish, cocooned in our specially formulated crisp batter, together with chips like mother makes, provide an unbeatable combination! A taste of long ago, in fact.*

In addition to our scrumptious fish menu, we also produce mouth-watering Southern Fried Chicken. Good size portions of fresh chicken coated with our special breading and pressure-fried to perfection, a delicious alternative for those non-fish eaters.

Our exciting restaurant menu will include an imaginative selection of desserts, plus regular "Specials" — all designed to tempt you, so visit us soon. We think you'll agree — *Fish & Chips have come a long way since the newspaper wrapping days!*

*Superb  
fish & chips*

# Responding to enquiries

- A1** Look at the phone message and the letter and the fax responding to it.  
The fax and the letter both contain two mistakes. What are they?

MESSAGE FROM:

Mr Robert Harris of Chimera SA



DATE AND TIME:

11 June 12.45

Mr Harris wants to reserve a private room for a party of ten for Sunday 23rd June at 20.30. Can we do a special 4-course menu? The meal is to welcome a group of foreign visitors who want to eat local specialities. Please quote price including wine.

## Magnolia RESTAURANT

Mr Robert Harris  
Chimera SA  
100 Liberty Boulevard  
Freetown

11 June [year]

Dear Mr Harris,

Thank you very much for your enquiry. I am happy to say that we can reserve a private room for you for the evening of June 23 from 8pm.

Our chef has prepared a sample menu for you, which is enclosed. As you can see, he has included several typical dishes from our region. I feel sure you will find this suitable for your guests. Two very good local wines have been included on the menu.

For a party of ten people our price per person would be \$45, including 15% service. Wine will be charged extra.

I look forward to hearing from you. If you have any questions about the menu or any further suggestions, please call me.

I would be grateful if you could confirm this booking in writing by the end of this month.

Thank you very much for your interest in our restaurant. We look forward to welcoming you and your party.

Yours sincerely,

11 June

01234 987654

1:01

## BOUGAINVILLAEA RESTAURANT

from Max Muster, Manager  
to Mr Robert Harris

Date 11 June [year]

Dear Mr Harris,

Thank you for your enquiry. I am pleased to tell you that our private room is free on June 23 and I have provisionally reserved it for your party.

The second page of this fax is a sample menu prepared by our chef. He has included two excellent local wines as well as some delicious regional specialities. I am sure you will find his suggestions acceptable.

If you wish to suggest any variations, please let me know please.

The price for the meal, including wines and service, is \$53 per person.

Please confirm this booking in writing by June 27 at the latest.

Thank you again for your enquiry. We look forward to seeing you on June 23.

Yours sincerely,

★  
We usually use more words to say something than we do to write it. But writing takes much longer than a conversation because of the time it takes to prepare, write and edit.

## 2 Work in pairs Discuss these questions:

- What is the main difference between the letter and the fax?
- Which would the client prefer to receive? Why?

ds to say  
write it.  
onger than  
f the time  
and edit.

**B** *Work in pairs* Rearrange the eleven parts of this letter to give the correct layout.

- 1 Thank you very much for your letter.
- 2 Dear Mrs Spencer,
- 3 Yours sincerely,
- 4 The price per night is \$120 including evening meal and breakfast.
- 5 Please let us know if you intend to arrive after 6pm.
- 6 **Royal Zenda Hotel**  
115-121 Constitution Avenue, Hentzau, R-10034, Ruritania
- 7 Ms Dorothy Spencer  
123 Pine Avenue  
Newtown NN3 9DN  
Great Britain
- 8 *Rupert Meyer*  
Rupert Meyer  
Reservations Manager
- 9 We look forward to welcoming you on Sunday, December 4.
- 10 I am happy to confirm your booking for the nights of 4 December to 9 December. We have reserved a double room on the second floor, with bathroom, balcony and sea view.
- 11 4 July [year]



**C1** Imagine that you're working at your local tourist information office. You'll hear a telephone enquiry recorded on the answer machine.  
Listen and note down the caller's name and fax number and the information the caller requires.

**2 Writing**  
Reply to the message by fax, giving the requested information about your town or city.

MESSAGE FROM

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---

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★  
A fax can be written in a less formal style than a letter. People don't expect a fax to look as good as a letter, but a good-looking communication of any kind gives a better impression than a messy one.

# Confirming reservations

**A1** Look at these two letters. Which of them would you prefer to receive? Why?

## BELLEVUE HOTEL

22 April [year]

Henry Beaumont  
144 Riverside Drive  
Springfield

Dear Mr Beaumont,

Thank you very much for your telephone call. I am writing to you now to confirm your reservation for two adjoining double rooms with bath for the nights of July 14 to 23. Both rooms have a sea view and are on the fourth floor of the hotel.

The cost for half board (modified American plan) is \$85 per person per night, including taxes and service.

I enclose two brochures describing our hotel and its facilities. If you have any questions, we shall be pleased to answer them.

Please let us know if you are arriving at the hotel later than 7pm.

We look forward to welcoming you to the Bellevue on July 14. We hope you will enjoy your stay with us.

Yours sincerely,

## Homeleigh Hotel

22 April [year]

Mrs Rita Potter  
123 Oakdale Road  
Shelbyville

Dear Mrs Potter,

I am sending you this letter to confirm your telephone booking for two double rooms here from July 14 to 24 (10 nights). The two rooms are on the third floor. There is a connecting door and the rooms have balconies with sea views.

The price of the accommodation is \$90 per person per night for demi pension (half board). This includes taxes and service.

In case you are interested, I enclose a brochure about the hotel. This tells you all you need to know about the hotel and what it has to offer.

You must let me know if you plan to arrive at the hotel after 7 o'clock.

Yours sincerely,

**2** *Work in pairs* Highlight four phrases in your preferred letter which help to make it seem better.

**B1** You'll hear a phone call in which a client is booking a conference room at a hotel. Listen and fill in the missing information on the booking form opposite. Tick (✓) the boxes to show which services and equipment she asks for.



**2** *Work in pairs* Draft a letter to Jane Barratt confirming the reservation.

**3** *Join another pair* Show each other your letters. What are the best things in each letter?

**4** **Writing**

Write a final improved draft of the letter, using the best ideas from each letter.

If you have any further questions, please let us know and we shall be delighted to help.

Thank you for choosing our hotel.

Please let us know if you have any special requests.



## ROYAL SUITE CONFERENCE ROOM BOOKING

CLIENT'S NAME *Jane Barnett*

COMPANY NAME \_\_\_\_\_

COMPANY ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

TOTAL NUMBER OF PARTICIPANTS \_\_\_\_\_

Date \_\_\_\_\_

Starting time \_\_\_\_\_

Coffee break from \_\_\_\_\_ to \_\_\_\_\_

Lunch break from \_\_\_\_\_ to \_\_\_\_\_

Finishing time \_\_\_\_\_

---

CATERING

coffee <input type="checkbox"/>	sandwiches <input type="checkbox"/>
tea <input type="checkbox"/>	buffet lunch <input type="checkbox"/>
pastries <input type="checkbox"/>	sit-down lunch <input type="checkbox"/>

EQUIPMENT

overhead projector <input type="checkbox"/>	cassette player <input type="checkbox"/>
VCR <input type="checkbox"/>	microphone <input type="checkbox"/>
TV <input type="checkbox"/>	

### Some “GOLDEN RULES” for writing letters and faxes

- Decide what to say before you start to write. If you don't, the sentences are likely to go on and on and on until you can think of a good way to finish. In other words, make sure that you plan ahead.
- Put each separate idea in a separate paragraph.
- Use short sentences.
- Use short words that everyone can understand. You may be writing to people whose English isn't as good as yours.
- Think about your reader. Your letters should be...
  - Clear** – make sure the reader knows exactly what you mean.
  - Complete** – make sure you give the reader all the necessary information.
  - Courteous** – write in a sincere, polite tone.
  - Correct** – the reader may be confused if there are too many mistakes in grammar, punctuation or spelling.
- Check your letter through before you print it – and correct any mistakes you find.



★  
When writing to a woman, make sure you use her preferred style of address: *Mrs*, *Miss* or *Ms*. If in doubt, use *Ms*.



# Avoiding mistakes

**A1** Look at these faxes. Find the mistakes in each one.

**2** **Writing**  
Choose one of the faxes  
and rewrite it correctly.

★  
If you send someone a letter or fax  
make sure it gives the right  
impression. Unclear layout or untidy  
presentation may suggest that you  
are inefficient or don't care.

2

03/07 11:32 AM 01821 7562921

Dear Mrs Lee,

Thanks you for your letter of 24th June. I  
be pleased to reserve a double room for you  
from July 4th to July 7th including.

The room have a balcony with a sea view. It  
is full air condition and it is having a  
bathroom with shower.

The price of the room are \$50 with  
continental breakfast and \$40 per person  
with half board.

We looking forward to welcome you at July  
4th. Thank you for choose our hotel.

Yours sincerely,

3

01862 928321 15:53

Dear Mr Anderson,

Thank you for your fax. I am pleased to  
say that we have six doulbe rooms and  
and two single rooms available on  
January 17 and I have provisionally  
reserved them for you.

Our rates for bedd and breakfast are  
£25 per person in a double room and  
£35 per person in a single room. You, as  
leader of the party, can stay free of  
charge. Alternatively, an overall  
dicsount of 10 per cent can be deducted  
from each guest's bill if you prefer.

Please confrim this reservation in  
writing within two days.

I look forward to hearing form you.

Yours sincerely,

Dear mr harris!

Thank you, for your letter. I am sorry to  
inform you, that we do not have a room  
available on December 25TH. Because  
two floors of the hotel will be closed for  
re furbishment.

As part of our continuing programme of  
improvement, all our Rooms are being  
completely redecorated with air  
conditioning and new cable tvs.

We are sorry that we are unable to serve  
you on this occasion. from january 1st the  
hotel will be fully open and we shall be  
pleased to welcome you at any time after  
that date.

Yours sincerely?

**B1** *Work in pairs* Imagine that you work at the Seaview Hotel. Decide together how to reply by fax to this letter. (The chambermaid found the iron and the address book, but not the Walkman; you tried to phone Ms Duckworth but there was no reply.)  
Make notes of the information you'll give in your fax.

## 2 Writing

Write a fax responding to Ms Duckworth.

**3** *Work in pairs* Read each other's faxes and look for any mistakes your partner has made in:

spelling punctuation grammar

Correct the mistakes that your partner points out to you.

**4** *Join a different partner* Read each other's faxes. If you were a client, which of them would you prefer to receive? Why?

430 Albany Avenue  
West Fleet  
Surrey WT9 4PJ

Seaview Hotel  
100 East Cliff Drive  
Budmouth  
Dorset DT34 7JT  
Phone/Fax: 01254 776667

14 August [year]

Dear Sirs,

I have just returned from a business trip, during which I spent the night of 3 August at your hotel. When I unpacked my suitcase I discovered that several things were missing: a portable iron, my address book and a Walkman. I stayed in several different hotels during the trip but yours was the only one where I had to leave in a hurry because I did not receive a wake-up call. This is why I am fairly sure that I left all these things at your hotel.

Please let me know if you have found these items. If you would be kind enough to send them to me, I will be happy to send you a cheque for the postage.

Yours sincerely,

*Susan Duckworth*

S. Duckworth



★  
Before you print out a letter or fax, always check it through to make sure that you have included all the necessary information – and that you haven't made any mistakes in numbers, prices or dates.

## We are very sorry ...



A

You'll hear two people talking about dealing with a letter of complaint from a client. Listen and decide if these statements are true (✓) or false (X).

- 1 Janine's clients complained because ...  
they had to pay twice for their accommodation.  their hotel room was double booked.
- 2 She is going to write to apologise.  A face-to-face apology is enough in this case.
- 3 Robert's guest complained because ...  
she was woken by the fire alarm in the night.  her room was cold and the water was cold.
- 4 He is going to explain that it wasn't his fault.  He is going to write a letter of apology.

B1

Look at this extract from a letter from Mr Cross, a client, and then read the two replies below. Which reply would you prefer to receive if you were the client? Why? (If neither letter seems satisfactory, why not?)

The fire alarm went off in the middle of the night and we followed the indicated escape route. But the back stairs were blocked with boxes and we had to go back to the main stairs. In a real emergency this would have been very dangerous.

We all had to stand in the street, which was cold and dark. The hotel staff did not seem to know what had happened. We were allowed back in after about an hour. Only later did we find out (from another guest) that there had been a minor fire in the boiler room.

There was no heating the next day because of the boiler fault. We asked the housekeeper for extra blankets but none came.

The next morning we complained about the blocked fire stairs at the front desk and they apologised, but in the evening the boxes were still there.

1

Your letter of 3 November regarding your stay with us in October was forwarded to me. The situation is being looked into and I hope to resolve it quickly. When I have finished my investigation, I will write or call you with a response.

I assure you that your complaint is being taken seriously. You are a valued guest, and any dissatisfaction on your part indicates an opportunity for improvement on our part.

If I need more information from you to help me resolve this matter, I will contact you. Thank you for your patience.

Yours sincerely,

2

Thank you for your letter of 3 November. I am very sorry that there were problems during your stay with us in October. It will take me a few days to look into this matter because I need to talk to all the members of staff who were involved. I will telephone you as soon as I can with my response.

I would like you to know that we are taking your complaint very seriously. You are a valued guest. If you are dissatisfied with our service, this gives us a chance to make any improvements necessary.

I will contact you if I need to know more from you to help me resolve this matter. Thank you for being so patient.

Yours sincerely,

2 **Work in pairs** Imagine that you are the hotel manager. After investigating the situation, you have now found out that all the client's complaints are justified. Decide what you are going to do to deal with the situation.

3 Look at the letters in **Activity 38** on page 126. Highlight the useful phrases in the letter of apology which you can use in your letter to Mr Cross.

#### 4 Writing

Write a letter to Mr Cross explaining what action you've taken.

#### C Writing

Imagine that you're the travel agent who recommended the Inferno Hotel to Mr and Mrs Wild. Write a reply to this letter from them.



We are writing to you to complain about the Inferno Hotel, which you recommended to us and booked for us. We have just returned from our holiday and we did not enjoy ourselves.

We booked a family room for three people (there are two of us, and our son Kevin, aged 16). We were given a small, dark room on the top floor with a double bed and an uncomfortable camp bed, which partly blocked the door to the bathroom.

We were promised a sea view, but our room overlooked the backyard and you could only see the sea if you leant out of the window. Because of the cooking smells from the kitchen, we had to keep our windows closed. The air conditioning was so noisy that we couldn't sleep unless we turned it off at night.

We complained to the management about our room, but the hotel was completely full and no other rooms were available. The staff were very apologetic but there was nothing they could do.

Another problem was that the food was disappointing. The portions were enormous but the dishes on the daily menu were monotonous and tasteless. The head waiter advised us to order à la carte if we wanted better food, but this would have been expensive.

The swimming pool was not cleaned once during our week there. The water became dirty with more and more leaves sinking to the bottom. There was an extra charge for the use of sunbeds, which seemed unreasonable to us, but the alternative was lying on the concrete.

It made things worse when we found out in conversation with other guests that everyone we talked to had paid less than we had. One couple who had made a last-minute booking had paid half what we had for a similar room!

Yours sincerely,

Edna Wild Nigel Wild

★  
Unless you know a client very well and he or she is the same age as you are, it's better to be polite and formal rather than familiar and over-friendly. However, if you sound too formal, people may think you're being unfriendly!

# 25 Accommodation Reservations

**A1** Read these faxes and look at the room chart of the Royal Hotel below. There is one mistake in the way the room chart has been filled out. Find the mistake and correct it.

Do you have a single room available for two nights from Friday May 6?

If so, please reserve this for me and confirm by fax. Thank you.

Please let me know the cost including continental breakfast.

*Susan Smith*

Please reserve one double room with balcony and shower for my husband and myself from May 1st to 8th. We require full board.

*Mary Moore*

room description	101 twin beds bath, balcony	102 single bed shower	103 double bed shower	104 twin beds bath	105 double bed shower, balcony
room price	\$92	\$65	\$85	\$88	\$90
Sun May 1					Mr & Mrs Moore (full board)
Mon May 2					
Tue May 3					
Wed May 4					
Thu May 5					
Fri May 6		Ms Smith (bed & breakfast)			Mr & Mrs Moore
Sat May 7					
Sun May 8		Ms Smith			

All prices include continental breakfast. For half board add \$20 per person. For full board add \$40 per person.

2 Look at this reply to Susan Smith's fax. Find the *four* mistakes in it and correct them.

3 Writing  
Write a reply to Mrs Moore's fax.

Dear Mr Smith,  
Thank you for your fax. I am happy to inform you that we have a single room with shower available for you from Friday May 6 to Sunday May 8. The cost of the room with full breakfast is £65.

I can confirm that the room has been reserved for you. We look forward to welcoming you both on May 6. Please let us know if you will be arriving later than 8pm.

Your sincerely,  
*A. Muster*  
Royal Hotel

B1 You'll hear a guest booking accommodation on the phone. Listen and note down his requirements on the room chart.

2 Pronunciation  
Listen to the phrases in the speech balloon and practise saying them clearly and politely.

*I'll just check if we have a room available.  
Yes, we do have a room free.  
I'm afraid the only room we have is ...  
Could you just spell your name for me, please?  
Is there a phone number where we can contact you?  
What time will you be arriving, Mr Green?  
We'll confirm this reservation in writing, Mrs Moore.  
We'll look forward to seeing you on Monday,  
Ms Smith.  
Thank you for your call, Mrs Moore.*

3 Grammar *if ...*  
Fill the blanks in these sentences with information from your updated room chart:

- 1 If we move Mr and Mrs Green to room 101, they *won't have a double bed.*
- 2 If the Greens choose full board, they .....
- 3 If Mr and Mrs Moore have room 101, they .....
- 4 If the Moores ..... a room with a bath, they .....
- 5 If we ..... Ms Smith to room 103, she .....
- 6 If Ms Smith ..... full board, she .....

C1 Role play  
*Work in pairs* One of you should look at Activity 7 on page 110, the other at Activity 22 on page 118.

You'll be playing the roles of RESERVATIONS MANAGER and GUEST telephoning to reserve rooms. Update the room chart opposite. This role play is in four parts.

2 *Work in pairs* Look at your updated room chart and discuss the following possible changes:

- ... the Browns in 104?
- ... the Andersons in 103?
- ... Mr Chavez in 103?
- ... Ms Smith in 103?
- ... the Andersons in 101?
- ... the Greens in 101?

**Begin like this:** *If we put the Browns in 104, they won't have a balcony.*

# 26

## Accommodation

# Checking in



**A1**  


You'll hear two conversations recorded at the reception desk of the Seaview Hotel. Listen and fill in the missing information for each guest.

name	<u>Mr Robert Watson</u>
room number	.....
type of room	.....
cost	.....
payment method	.....

name	<u>Ms Emma O'Neill</u>
room number	.....
type of room	.....
cost	.....
payment method	.....

**2**  


Listen again. Each receptionist made a small mistake. What were the two mistakes?

**B1**

Look at these phrases. Most of them are suitable for welcoming someone, but two are *not* suitable. Cross out the two that you think are unsuitable.

**2**  


### Pronunciation

Listen to the suitable phrases and practise saying them in a polite, friendly voice.

*Good evening, how may I help you?*  
*Hello, what do you want?*  
*It's good to see you again, Ms Black!*  
*It's nice to see you again, Mrs White.*  
*Back again, Mr Grey?*  
*Hello again, Ms Green, and welcome!*  
*Good afternoon, sir, do you have a reservation with us today?*  
*Good evening, Mr Brown. How nice to see you again!*

### C Role play



*Work in pairs* One of you should look at Activity 4 on page 109, the other at Activity 30 on page 122

You'll be playing the roles of RECEPTIONIST and GUEST who has just arrived at the Royal Hotel on May 1st.

This role play is in two parts.

### D

This is the Royal Hotel's registration card. Fill it out for yourself, as if you were a guest there.



#### REGISTRATION CARD

Surname

Forenames

Accompanied by

Payment method: cash  cheque  company account  credit card  (No.: \_\_\_\_\_)

Home address

Nationality

Passport number

Car registration number

Purpose of visit

Signature

Special requirements

Room number

Date of arrival

Date of departure



# 27

## Accommodation

# Facilities: Enjoy your stay!

**A1**

You'll hear three conversations. Listen and match the names of the guests to what they require and what they want to do.

**2**

Listen again. How well did each of the receptionists deal with the guests?

Guest's name	What they require	What they want to do
Mr Watson	TV remote control	go for a drive
Ms O'Neill	blankets	go for a swim
Mr and Mrs Harris	towels	go shopping

**B1** Vocabulary

Match the words in the list to the equipment and furniture in the pictures.

balcony bathtub bedspread bidet desk dressing table faucets (taps)  
 hair-dryer light switch mini-bar mirror night stand (bedside table) pillow  
 radiator radio-alarm reading light sheets shower sofa towels waste bin

Which equipment and furniture is *not* shown in the pictures?



**2** Grammar prepositions

Write your answers to these questions about the photos.

- Where's the balcony? *It's outside the room through the glass door.*
- Where's the waste bin? .....
- Where's the dressing table? .....
- Where are the towels? .....
- Where's the sofa? .....
- Where are the mirrors? .....



**C** You'll hear two people talking about the facilities that their hotel offers. Listen and tick (✓) the boxes to show which facilities each hotel offers.

**CENTRAL HOTEL · BELLEVUE HOTEL**

**ROOMS**

bath	<input type="checkbox"/>	<input type="checkbox"/>
shower	<input type="checkbox"/>	<input type="checkbox"/>
hair-dryer	<input type="checkbox"/>	<input type="checkbox"/>
telephone	<input type="checkbox"/>	<input type="checkbox"/>
desk	<input type="checkbox"/>	<input type="checkbox"/>
TV	<input type="checkbox"/>	<input type="checkbox"/>

**HOTEL FACILITIES**

indoor pool	<input type="checkbox"/>	<input type="checkbox"/>
outdoor pool	<input type="checkbox"/>	<input type="checkbox"/>
fitness centre	<input type="checkbox"/>	<input type="checkbox"/>
sauna	<input type="checkbox"/>	<input type="checkbox"/>
car park	<input type="checkbox"/>	<input type="checkbox"/>
garage	<input type="checkbox"/>	<input type="checkbox"/>
tennis court	<input type="checkbox"/>	<input type="checkbox"/>
garden	<input type="checkbox"/>	<input type="checkbox"/>
play area	<input type="checkbox"/>	<input type="checkbox"/>
beach	<input type="checkbox"/>	<input type="checkbox"/>
water sports	<input type="checkbox"/>	<input type="checkbox"/>
restaurant	<input type="checkbox"/>	<input type="checkbox"/>
night club	<input type="checkbox"/>	<input type="checkbox"/>
cocktail bar	<input type="checkbox"/>	<input type="checkbox"/>
bar and lounge	<input type="checkbox"/>	<input type="checkbox"/>
conference facilities	<input type="checkbox"/>	<input type="checkbox"/>

**D** Role play

*Work in pairs* Take it in turns to play the roles of a MEMBER OF THE HOTEL STAFF and a GUEST. Imagine that the guest is being shown the room and its facilities in the photos opposite. Explain where everything in the room is, and how it works.

*Here we are, this is your room: number 101.  
The door locks like this ...  
And over here is the ...  
It works like this ...  
If you want to adjust the ...*



# 28

## Accommodation

# Giving information

A1



You'll hear some guests asking for information. Listen and tick (✓) the boxes to show the right answers.

- 1 The first guest wants to know ...  
 when lunch starts.  when lunch ends.   
 The receptionist advises him to ...  
 reserve a table.  get there early.



- 2 The second guest wants to know where she can buy ...  
 a gift.  sun lotion.   
 The pool attendant ...  
 gives her a towel.  doesn't give her a towel.



- 3 The third guest wants to ...  
 order today's special.  find out about today's special.   
 The waitress recommends ...  
 the special.  another dish.



- 4 The fourth guest wants to get a ticket for ...  
 a concert.  the opera.   
 The hall porter (concierge) tells her that she should ...  
 pay him for the ticket now.  not pay him for the ticket.



- 5 The fifth guest wants to know ...  
 where he can wash clothes.  how to get his washing done.   
 The housekeeper tells him to put his dry-cleaning in ...  
 the same bag.  a different bag.



2



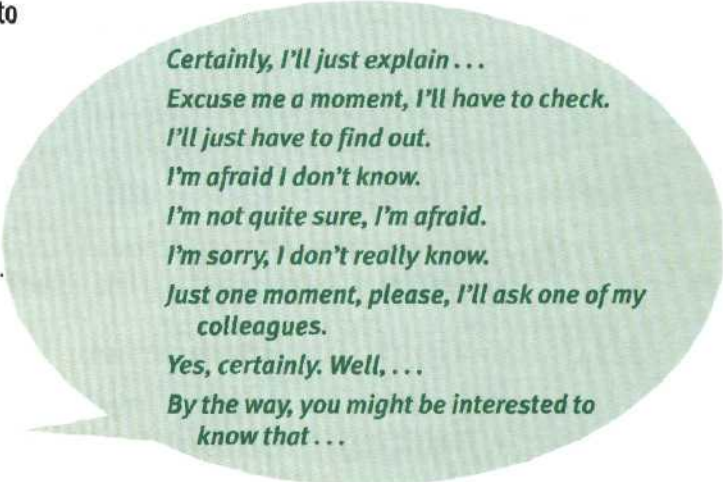
Listen again. Pay attention to the tone of voice the members of staff use and tick (✓) the boxes to show how they sound.

- |                               |                                    |                                      |
|-------------------------------|------------------------------------|--------------------------------------|
| The receptionist sounds ...   | helpful <input type="checkbox"/>   | unhelpful <input type="checkbox"/>   |
| The pool attendant sounds ... | helpful <input type="checkbox"/>   | unhelpful <input type="checkbox"/>   |
| The waitress sounds ...       | efficient <input type="checkbox"/> | inefficient <input type="checkbox"/> |
| The hall porter sounds ...    | friendly <input type="checkbox"/>  | unfriendly <input type="checkbox"/>  |
| The housekeeper sounds ...    | friendly <input type="checkbox"/>  | unfriendly <input type="checkbox"/>  |

**B1** Look at the phrases in the speech balloon. Match them to the situations in which you would say them.

**Situations**

- 1 If you know the answer to a question ...
- 2 If you have to check before answering a question ...
- 3 If you can't answer a question ...
- 4 If you want to give someone some extra information ...



**2** Pronunciation



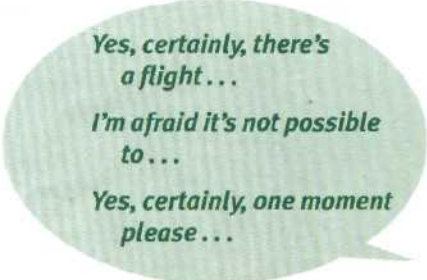
Listen to the phrases and practise saying them in a friendly and helpful voice.

**C** Role play



Half of the members of the class should look at **Activity 11** on page 113, the others at **Activity 26** on page 121.

You will be playing the roles of **GUEST** and **RECEPTIONIST** at the Hotel Miramar. This role play is in four parts.



# 29

## Accommodation

# The best hotel for you ...

### A1 Read the accommodation descriptions of hotels in St Lucia. Which place ...

doesn't charge for excursions? .....	has free water-skiing? .....
has its own dive school? .....	has the fewest rooms? .....
has most organised activities? .....	has the most rooms? .....
is not on a beach? .....	is the simplest? .....

### 2 Choose one place where *you'd* most like to spend two weeks' vacation. Highlight the features of the place that you find attractive.

### 3 Work in pairs Discuss these questions:

- Which of the places would you prefer to stay at? Why?
- What do you think is the worst thing about each place?
- What do you think is the best thing about each one?
- If you wanted to experience the atmosphere of a country and meet the people, which place would be best?

### B1 Which would be the best place for these people to stay? Why?



Mr and Mrs Brown (both aged 65)  
They haven't travelled abroad before.



Mr and Mrs Black (both aged 30)  
This is their honeymoon.



The Greens (father, 35, mother, 33,  
daughter, 12, son, 8) They want to  
be active on their holiday.



Ms Grey (aged 25) She is  
travelling alone but wants to  
make friends on holiday.

## 2 Role play

**Work in pairs** Take it in turns to play the roles of a TRAVEL AGENT\* and one of the CLIENTS in the pictures. Discuss which hotel is the best for the client.

\* If you're the travel agent, you can find more information about each hotel in Activity 36 on page 125.

*If you stay at ... you'll be able to ...  
The best things about ... are ...  
I think you'll find that ... is better  
for you because ...  
Another nice thing about that  
hotel is ...*

*I really want somewhere with  
a swimming pool.  
... looks very nice.  
Which do you recommend?*



## all inclusive

### CLUB ST. LUCIA

For families, couples, and singles of any age

**LOCATION:** Situated on the Cap Estate on the northernmost tip of St. Lucia about 1½ hours drive from the International Airport.

**FACILITIES:** These include large swimming pools, bars, BBQ stand, and a restaurant overlooking the Caribbean (elegantly casual dress), a pizza and pasta bar and full entertainment each night. The St. Lucia Racquet Club offers access to guests to all its facilities including tennis, squash court, fitness room and a pro shop (drinks and snacks at the Racquet Club are not provided).

**ACCOMMODATION:** (372) rooms are located in cottages set around the gardens each one having airconditioning or a ceiling fan, shower and a terrace.

**Standard (NAC):** have ceiling fan only, a terrace and are approximately 150 yards from the beach.

**Standard airconditioned (AC):** have television, bath and a covered terrace.

**Family Rooms (FMS):** have an airconditioned bedroom, bath, separate living area with ceiling fan, television and an open terrace area.

**Oceanview rooms (OV):** are airconditioned with television, located just a few yards from the beach and have seaview.

#### YOUR HOLIDAY INCLUDES:

- All meals: full breakfast, lunch, dinner and snacks daily.
- All drinks: unlimited beer, house wine, spirits, sparkling wine, cocktails and soft drinks.
- Watersports, including sunfish sailing, paddle boats, snorkelling, windsurfing and waterskiing plus group instruction.
- Tennis (day and night) including two ½-hour group tennis clinics per stay and equipment.
- Free use of bicycles on property. Jogging trail.
- Children's kids club for 4 to 12 year olds 9.30 am to 12 noon and 2pm to 5pm, 6 days a week. Birthday parties and cakes.
- Daily activities: backgammon, shuffleboard, chess, draughts, table tennis and volleyball.
- Golf is available at Cap Estate close by. There is a charge of approximately US\$25 for green fees, clubs and carts are available for hire locally.
- Nightly entertainment, theme nights, disco
- All portorage, taxes, service charges and tips (excluding airport departure tax).

### ANSE CHASTANET

**LOCATION:** Nestling within a 400 acre plantation on St. Lucia's southwest coast, this gem, Anse Chastanet is 20 minutes drive from Soufrière and about 1½ hours from the airport.

**FACILITIES:** Dining here is in the hilltop restaurant with incredible views of St. Lucia's beautiful sunsets, or down at the beachside restaurant where dress is always casual. Life at Anse Chastanet centres around the beach, where guests can enjoy free snorkelling, windsurfing and sunfish sailing. Keen divers will enjoy the PADI dive school housed right on the beach (see Special Dive Package) and beginners can join free courses before venturing out to explore. On land the hotel organises free excursions as well as rain forest hikes, nature walks and boat trips to Castries.

**ACCOMMODATION:** Rooms (48) are beautiful and traditionally decorated, each has ceiling fan, fridge, tea/coffee making facilities, shower, and an incredible view! Kuoni clients will receive a complimentary drinks package in deluxe and beachside rooms.

**Superior hillside rooms (SUP):** in octagonal cottages scattered on the hill.

**Deluxe hillside rooms (DLX):** are very spacious, with large balconies and open walls. Breathtaking view!

**Beachside rooms (BCH):** are very private and give immediate access onto the beach.



### ORANGE GROVE

**LOCATION:** Set in a charming hilltop position with excellent sea and countryside views from Rodney Bay and the Reduit Beach.

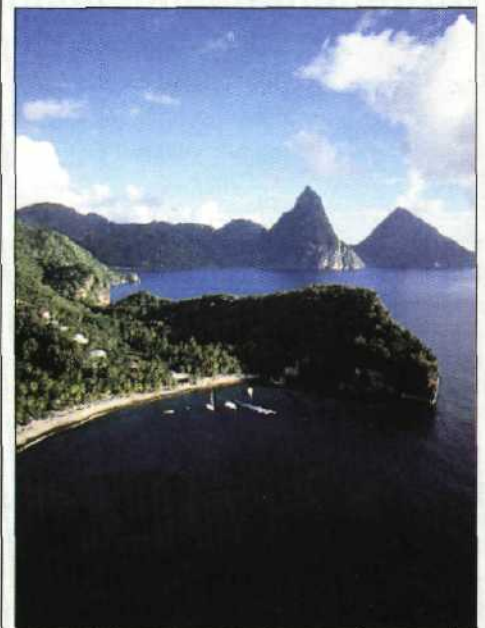
**FACILITIES:** In the gardens is an attractive swimming pool and sun terraces. The restaurant set in the main building, serves all meals and there is a terrace and bar. During the day there is a free shuttle to Choc Beach.

**ACCOMMODATION:** 62 rooms and suites set around the pool area all with airconditioning, television, telephone, and terrace.

**Standard rooms (STD):** have twin or one queensize bed, and bathroom with shower only.

**Superior rooms (SUP):** are newly built and as standard but more spacious, with twin or kingsize bed and shower.

**Suites (STE):** have a separate bedroom and living area. In the living area is another television plus sofa bed for two people.



# 30

## Accommodation

# The perfect hotel . . .

**A1** Look at the information opposite and find the answers to these questions:

- 1 How can you get to Pangkor Laut Resort?
- 2 How many local residents are there on the island?
- 3 Altogether, how many suites and villas are there in the resort?
- 4 How many different places serve food or beverages?

**2** *Work in groups* Discuss these questions:

- What do you think are the most attractive features of Pangkor Laut Resort?
- If you were a guest at Pangkor Laut Resort, which of the facilities would you take advantage of?

**B** *Work in groups* Imagine that you are designing your own new two- or three-star hotel, with all the facilities you think it should have. Before you start, fill in the blanks in 1 and 2 with some more ideas of your own.

**1** First of all, decide on the following:

The **location** of your hotel:

beach city centre city outskirts lakeside .....

The **guests** you're expecting:

businesspeople budget travellers families on vacation .....

**2** Now decide what facilities you want to offer. This isn't Pangkor Laut Resort, so you can't offer the same wide range of luxury facilities — your budget limits you to five!

**Room facilities:** (five only)

satellite TV with English-language channels fax phone balcony or terrace  
sunbeds on the balcony or terrace desk and chairs armchairs mini-bar  
24-hour room service air conditioning .....

**Public facilities:** (five only)

indoor pool fitness centre outdoor heated pool TV room tennis court golf course  
sauna sailing water-skiing children's playroom coffee shop bar lounge  
sunbathing area garden .....

**3** Draw a plan of the hotel, showing where the public facilities will be located. Then draw a plan of a guest room, showing how it will be designed.

**4** Prepare a presentation of your ideas, which you will give to the rest of the class.

**C** *Whole-class activity* Each team presents its design to the rest of the class. Vote on the most imaginative design.

**D** *Writing*  
Write a description of your hotel, using the Pangkor Laut Resort information as your model.



## LOCATION

4° 14" North by 100° 34" East is our address.

Pangkor Laut is a privately-owned island off the west coast of Peninsular Malaysia facing the Straits of Malacca. There are only two ways to get here; one by private ferry from the peaceful town of Lumut on the mainland; the other by plane to Pangkor Island and a shorter boat journey across the historic Straits.



## ONE ISLAND

Virtually the whole of the 300-acre island is covered in virgin rainforest estimated to be more than two million years old with magnificent sweeping bays of fine sandy beaches along its perimeters. Our island is large enough to sustain an abundance of wildlife yet small enough to have escaped man's exploitation.



The island's population is limited to guests and staff; for on this one island is only one resort. The island is traversed by jungle trails culminating at many of the bays along the island's perimeter. Nature lovers will encounter a variety of species of colourful birds and plants including native orchids. Yellow pied hornbills, white-breasted sea eagles, crab-eating macaque monkeys and tropical iguanas are common sights.

## ONE RESORT

At Pangkor Laut Resort, you can live over the water, on the beach or up on the hillside amidst the jungle. Each promises discreet luxury with panoramic views of the sea and the virgin jungle. 125 luxury villas on Royal Bay comprising ninety-four Royal Hill Villas perched dramatically on the hillside amidst the rainforest with sweeping views of the sea below; eight Royal Beach Villas clustered around tropical gardens steps away from the fine sandy beach as well as twenty-one Sea Villas and two Royal Sea Villa Suites set on stilts over the emerald green sea and linked by wooden walkways.

This is a nature resort and hideaway for those who want to experience a pristine wilderness of peace and tranquillity. Pangkor Laut Resort promises to be a world away from it all. Unrivalled luxury amidst unmatched natural beauty.

## DINING AND ENTERTAINMENT

The Palm Grove Café offers casual all-day dining comprising local as well as Continental dishes. The Samudra Restaurant serves a unique blending of Malaysian and Mediterranean cuisines in a spectacular over-water setting. The Royal Bay Beach Club overlooking our 35-metre lap pool and tennis courts offers poolside snacks and platters to accompany a round of drinks in a dramatic setting. The Oasis Bar on the deck of our freeform pool offers drinks and Tropical Cocktails. Chapmans Bar located beachfront at Emerald Bay offers light lunches or snacks, allowing you to spend the day at our little piece of heaven.

## RECREATIONAL FACILITIES

Recreation facilities include 3 tennis and 2 squash courts; 2 swimming pools; hot spa and cold dip; a fully-equipped water sports centre including snorkelling, windsurfing, sailing, water-skiing, scuba diving with recognised certificate; fishing trips; fitness centre/gymnasium; sauna; a television lounge for news, films and documentaries; a multi-lingual library; a gift and sundries shop; a conference/meeting room; jungle trekking as well as cruises for charter to neighbouring islands on one of the Resort's many vessels.



## How would you like to pay?



**A1** You'll hear some interviews with people who receive payment. What are the most common forms of payment that their guests and clients use? Listen and fill the blanks in these sentences:

- Jane works for an airline. Most passengers pay ..... but she also accepts foreign ..... — but not .....
- Rod is a travel agent. .... to ..... % of his customers pay ..... over the ..... or in the shop.
- Janine is a travel agent. Her customers usually pay ..... This enables them to spread the ..... of their holiday using ..... facilities.
- Tom works in a sports store. Most of his customers pay ..... for purchases under \$..... They also use ..... and receive their ..... in cash. He won't accept foreign .....
- Fiona is a waitress. Her younger customers pay ..... and the older ones .....

**2** How do clients usually pay in hotels, restaurants, travel agents and shops in your country?

**B1** What is the average price of each of these goods and services in your country?



**2 Role play**

**Work in pairs** If a tourist asks you the price of the goods and services above, what do you say to him or her? Role play the conversation between a TOURIST and a LOCAL RESIDENT. Then change roles.

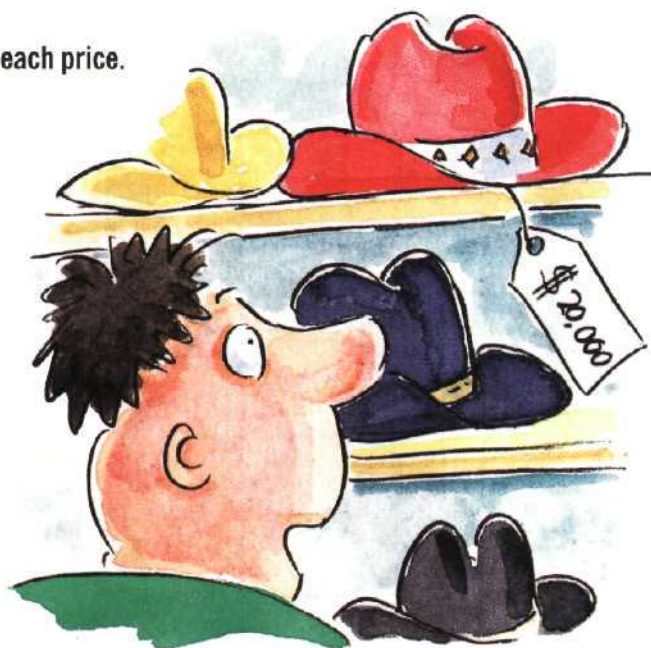
- ▶ by credit card:  
- ▶ by charge card:  
- ▶ with traveller's cheques
- ▶ with a personal cheque (or Eurocheque)
- ▶ with a voucher (from a tour operator or travel agent)
- ▶ in cash
- ▶ in another currency

*What does a ... cost?  
A ... costs about ...  
The average price of ... is ...  
That costs between ... and ...  
You can pay up to ... for that.  
It depends whether you  
buy it in a ... or in a ...*

## C1

You'll hear some prices being quoted. Write down each price.

- 1 A double room costs \$..... per night.
- 2 A round trip to Melbourne costs \$.....
- 3 The set meal costs \$.....
- 4 An all day ticket costs \$.....
- 5 The taxi will cost about \$.....
- 6 Airport tax is \$..... extra.
- 7 A one-way ticket costs ¥.....
- 8 You have been overcharged by \$.....



## 2 Pronunciation

Listen to these prices and practise saying them:

- |            |                    |
|------------|--------------------|
| 1 \$15.99  | 5 \$17.70          |
| 2 NZ \$115 | 6 ¥31,200          |
| 3 A\$150   | 7 \$116            |
| 4 SFr 125  | 8 160 Saudi riyals |

## D

### Role play

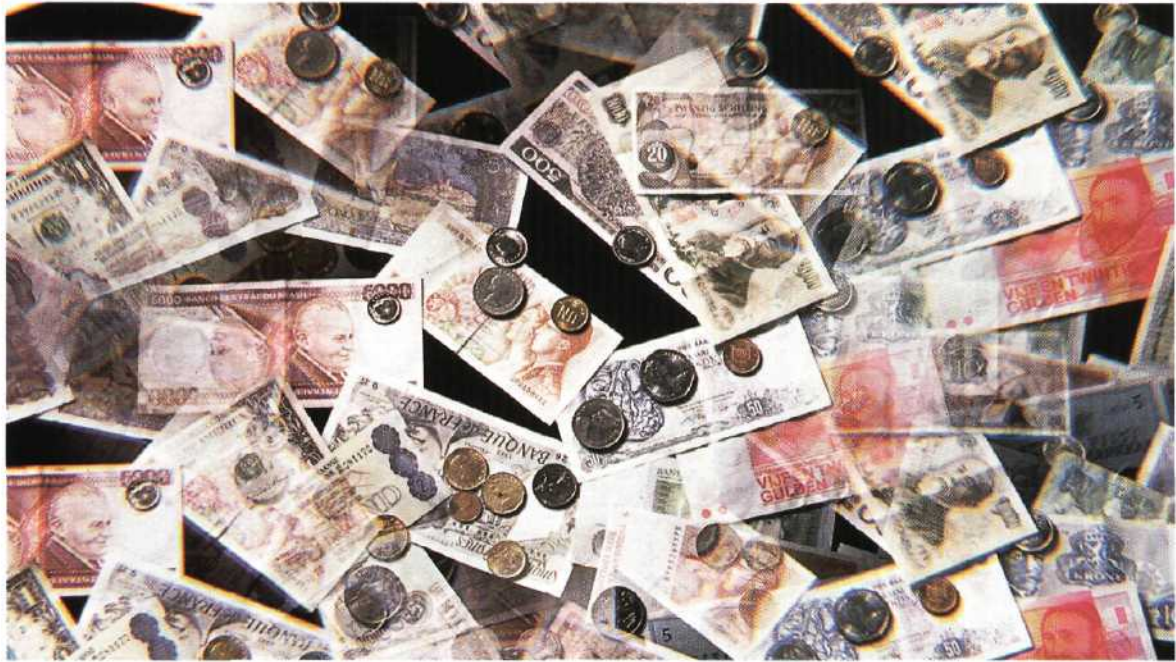
*Work in pairs* One of you should look at Activity 14 on page 114, the other at Activity 32 on page 123.

You'll be playing the roles of CASHIER and CLIENT.  
This role play is in two parts.

*So that's... altogether.  
That'll be... altogether.  
So the total is...  
Oh, no, sorry. That  
should be...*

*I'm sorry, how much did  
you say that was?  
Sorry, could you say that  
again, please?  
I'm not sure that's quite  
right.*

## Changing money



**A1** *Work in pairs* Which countries use these currencies? Match the currencies to the countries.

baht dollars forints francs pesos rands ringgits roubles rupees yen

Canada Hungary India Japan Malaysia Mexico Russia South Africa Switzerland Thailand

**2** Some of the currencies listed are used in other countries, too. Do you know where they are used?

*They use dollars in New Zealand, I think.  
— And in Singapore, too.*

**3** Which are the Top 5 nationalities who visit your country (or your place of work)?

- What currencies do they each use?
- What were the exchange rates yesterday?

Fill out the chart.

Nationality	Currency	Exchange rate
1		
2		
3		
4		
5		

## B1

You'll hear some tourists changing money. Listen and note down how much each one gets.



- The first client changes SFr..... and gets \$.....  
 The second client changes ¥..... and gets \$.....  
 The third client changes Singapore \$..... and NZ \$..... and gets US \$.....  
 The fourth client buys \$..... and pays ¥.....

2 If the same clients wanted to change the same money today, what would they get? Look at the exchange rates in a recent newspaper to find out.

## 3 Role play

**Work in pairs** Role play a series of transactions where a TOURIST wants a CASHIER to change these sums of money into *your* currency. Use the real exchange rates from a recent newspaper. (You may need a calculator for this role play.)

**Traveller's cheques:**

- 200 US dollars      350 Australian dollars      1,000 South African rand  
 200 Canadian dollars      310 Swiss francs

**Cash:**

- 50 Canadian dollars      100,000 Japanese yen  
 50 New Zealand dollars      100 Swiss francs

## C1

**Work in pairs** Here are some situations you might find yourself in. What would you do? What would you say to each client?

- HOTEL GUEST:                      *My Visa card expires tomorrow.*  
 RESTAURANT GUEST:              *I seem to have forgotten my wallet.*  
 CLIENT IN TRAVEL AGENCY:      *Is it all right if I pay you tomorrow?*  
 HOTEL GUEST:                      *I was expecting a 25 per cent discount on my bill, but you haven't given me any discount.*  
 CUSTOMER IN SHOP: 1              *I'm afraid I only have dollars, not local currency.*  
 CUSTOMER IN SHOP: 2              *\$99? Is that your best price?*  
 CUSTOMER IN SHOP: 3              *I can get the same thing round the corner for \$10 less.*  
 CUSTOMER IN SHOP: 4              *Do you take Japanese yen traveller's cheques?*

## 2 Role play

**Join a different partner** Role play the problem situations you discussed in C1. Take it in turns to be the CLIENT.

Country	Code	Rate	Rate	Rate
USA	USD	1.130	1.1812	1.188
UK	GBP	48.19	49.33	49.45
SINGAPORE	S\$	1.1622	1.2537	1.2492
HONG KONG	HK\$	1.1648	1.2547	1.2564
NEW ZEALAND	NZ\$	1.1927	1.2572	1.1847
INDONESIA	Rp		232288	187647
JAPAN	¥	9.12262	999524	898447
FLORIN	Fl		12436	11057
HONG KONG	HK\$	6.0231	6.4523	5.9223
FRANCE	FF	47544	5.1334	49253
MALAYSIA	MYR		23347	19667
GERMANY	DM	1.094	1.4914	1.2946

RATES ARE SUBJECT TO ALTERATION WITHOUT NOTICE  
 FOREIGN TRANSACTIONS ARE SUBJECT TO A COMMISSION CHARGE AND/OR STAMP DUTY

*I'm very sorry, sir, but ...  
 I'm sorry about that, madam.  
 I'm afraid ...  
 Yes, that's no problem at all, sir.  
 Well, I'm afraid that makes it rather difficult. You see ...*

# 33

Money

## Explaining the bill



**A** You'll hear a guest checking out of a hotel. The cashier explains the extra charges on the bill. Listen and note down the reasons for the charges on the guest's bill.

### Sunset BEACH RESORT

DATE	REFERENCE	DESCRIPTION	AMOUNT
05 Jan	4668	PALM BEACH Drinks at the bar	7.50
05 Jan	1955	SPORTS Tennis court hire	12.00
05 Jan	R 101	BERMUDA PLAN	180.00
06 Jan	3891	POOL SIDE	6.30
06 Jan	12345	TELEX & FAX	18.00
06 Jan	3291	ROOM SERVICE	10.00
06 Jan	4668	PALM BEACH	5.50
06 Jan	9832	COFFEE HSE	12.00
06 Jan	1291	WTR SPORTS	15.00
06 Jan	R 101	BERMUDA PLAN	180.00
07 Jan	3892	POOL SIDE	8.00
07 Jan	29871	PALM BEACH	9.00
07 Jan	12010	MISCELLANEOUS	15.00
07 Jan	R 101	BERMUDA PLAN	180.00
		<b>BALANCE DUE....</b>	<b>658.30</b>
		<b>SUMMARY OF CHARGES:</b>	
		3 PALM BEACH POSTING(S) =	22.00
		1 SPORTS POSTING(S) =	12.00
		2 POOL SIDE POSTING(S) =	14.30
		1 TELEX & FAX POSTING(S) =	18.00
		1 ROOM SERVICE POSTING(S) =	10.00
		1 WTR SPORTS POSTING(S) =	15.00
		3 ROOM CHARGE POSTING(S) =	540.00
		1 COFFEE HSE POSTING(S) =	12.00
		1 MISCELLANEOUS POSTING(S) =	15.00

## B Role play

Imagine that a cashier is explaining this bill to a guest. Take it in turns to play the roles of the CASHIER and the GUEST, changing roles when you reach the second part of the bill.

*What's this charge for?*

*Well, let me explain...*

*This charge is for...*

*The next item on the bill is...*

*And this is the service charge at... per cent, making a total of...*

## Central Hotel

DATE	REFERENCE	DESCRIPTION	AMOUNT
11 Jul	124	RESTAURANT	48.90
11 Jul	R 312	ROOM CHARGE (CONTINENTAL PLAN)	120.00
11 Jul	R 312	TELEPHONE	2.40
11 Jul	028	CAR HIRE	94.50
11 Jul	983	TV/VIDEO	10.00
11 Jul	182	COCKTAIL BAR	9.50
11 Jul	R 312	MINIBAR	5.00
11 Jul	127	RESTAURANT	67.00

12 Jul	R 312	ROOM CHARGE (CONTINENTAL PLAN)	120.00
12 Jul	381	COFFEE SHOP	8.50
12 Jul	781	OPERA TICKETS	78.00
12 Jul	104	NEWSPAPERS & MAGAZINES	2.80
12 Jul	351	TOILETRIES	4.20
13 Jul	129	TENNIS	12.50
13 Jul	R 312	MINIBAR	5.20
13 Jul	R 312	ROOM CHARGE (CONTINENTAL PLAN)	120.00
13 Jul	983	TV/VIDEO	10.00
13 Jul	356	GIFT SHOP	45.99
SUB TOTAL....			764.49
SERVICE CHARGE (P) 12.5%			95.56
LOCAL TAXES (P) 2.5%			19.11
BALANCE DUE....			879.16

## C Role play



**Work in pairs** One of you should look at Activity 10 on page 112, the other at Activity 25 on page 120.

You'll be role playing a restaurant situation. The WAITER/WAITRESS presents the bill to a GUEST, explains the items on it and then receives payment. This role play is in two parts.

*Here's your bill (check), sir.*

*It comes to... altogether.*

*Well, if you remember, you had two... at \$2.50 each.*

*The total includes/doesn't include service.*

*And here's your change.*

*Thank you very much, madam.*



# 34 Money

## Is service included?



You'll hear three people talking about tipping in the USA, the UK and France. Listen and fill in the missing information on the chart.

<i>Will they expect a tip? How much should I give?</i>					
	USA	UK	France	Japan	Australia
Waiter/Waitress		10-15%			
Barman/Barmaid					
Hotel porter				nothing	
Hotel maid					
Taxi driver					

- How much should the client give each person for service in *your* country?
- Read these texts about Japan and Australia and fill in the missing information in the chart above.

**J**APAN has the distinction of being one of the few developed countries where tipping is not generally expected, even at places like restaurants, hotels, etc. If a service charge is expected, it will automatically be added to your bill (another way of saying it is compulsory); this may be found at hotels and restaurants. Quite separate from the service charge, by the way, is the 10 per cent tax incurred if a restaurant or bar bill exceeds ¥5,000 or a hotel bill exceeds ¥10,000. This can sometimes be avoided by asking for separate bills if there are two or more of you.



**T**IPPING is not usually expected in Australia, except in restaurants where you should add 10% to the bill for good service. Even a taxi driver doesn't expect a tip, but it is customary to round the fare up to the nearest dollar.



**B1** *Work in groups* Do this survey with your partners.

In your country, which of these people would *you* tip? How much would you give them? Fill in the chart with the names of the people in your group. Use this system:

- ✓ = 'I usually give a tip.'
- X = 'I never give a tip.'
- ? = 'I sometimes give a tip.'
- 10% = 'I give ten per cent of the bill.' (or whatever exact percentage you give)
- ± 15% = 'I give about fifteen per cent of the bill.' (or whatever)
- 50¢ = 'I give fifty cents.' (or whatever)
- ↗ = 'I round the bill up to a slightly higher sum.' (e.g. from \$19.50 to \$20)

Your partners' names:				
barman/barmaid				
bus conductor				
fast food server				
cinema attendant				
flight attendant				
hairdresser				
hotel porter				
pool attendant				
room maid				
toilet attendant				
waiter/waitress				

**2** *Join another group* Compare your answers. Who are the 'Top 3 tip receivers'?

**3** *Role play*  
Imagine that you're giving advice to a Japanese or Australian VISITOR to your country. Where are clients expected to give a tip, and how much is expected? Where are service charges included in the bill? Role play the conversation and then change roles.

**4** *Writing*  
Write a paragraph for foreign visitors explaining when and how much to tip in your country.



"Do you think he was expecting a tip?"



## To and from the airport



**A1** Read the information about Tokyo Narita Airport. What would you say to a client who asks these questions:

- 1 How long does it take to get from the airport to downtown Tokyo by train?
- 2 How much does the taxi ride cost?
- 3 Is it a good idea to take the bus to the centre?
- 4 How much time should I allow to make my connection with an internal flight?
- 5 What's the best way to get to downtown Tokyo from the airport?

### TOKYO NARITA

Narita Airport is 65 km east of downtown Tokyo. The cab ride takes at least 90 minutes, but much longer at busy times of day (and it costs a small fortune). Far cheaper than a cab is the Airport Limousine Bus, which will take you to the Tokyo City Air Terminal. The Narita Express train to Tokyo Station in downtown Tokyo takes around 30 minutes. The Skyliner train to Keisei Ueno Station takes 45 minutes.

All flights from Narita leave from the same terminal. Most Japanese domestic flights leave from Haneda Airport (80 km away on the other side of the city). The inter-airport bus takes at least 2 hours but it may be quicker to take the Narita Express to Tokyo Station, transfer to a suburban train there and finally transfer to the monorail at Hamamatsucho.





**2** You'll hear three conversations at a travel agent's. The clients are finding out how to get to and from John F. Kennedy Airport in New York. Listen and match the answers to the questions.

Questions	Answers
1 How long does it take by subway to Manhattan?	15 minutes
2 How long does it take by Carey Airport Express bus?	20 minutes
3 The Carey Airport Express buses run every ...	30 minutes
4 How long does it take by Gray Line Air Shuttle?	1 hour
5 How long does it take by taxi to Manhattan — if you're lucky?	1¼ hours
6 How long does it take by taxi to Manhattan — if you're unlucky?	1½ hours
7 How long does it take by helicopter?	2 hours

**B1** *Work in groups* Think about your own town or city and discuss these questions:

- Where is the nearest international airport?
- Where is the nearest main train station?
- How do you get to the airport from your school, college or place of work by bus or train?
- How do you get to the main train station?
- What routes would you take to the airport and station by car?

## 2 Role play

*Work in pairs* Take it in turns to play the roles of a **VISITOR** and a **LOCAL RESIDENT**.

**VISITOR** Play two of the roles shown in the pictures. Ask the local resident these questions:

*How do I get to the airport from here?*  
*What's the best way to get to the train station from here?*

*The best thing to do ...*  
*The quickest way to get to ...*  
*If you take the ... it'll take about ... minutes and it'll cost ...*  
*It's not a good idea to ... because ... [give reason]*

**LOCAL RESIDENT** Answer the visitor's questions.



# 36

## Local knowledge



**A1**

You'll hear two information officers talking about the questions that people ask them. Write down the questions they're asked.

- 1 The most common question that the man is asked is:  
.....?
- 2 The most common question that the woman is asked is:  
.....?
- 3 The most difficult question that the man has been asked was:  
.....?
- 4 The most difficult question that the woman has been asked was:  
.....?
- 5 The most unusual question that the man has been asked was:  
.....?
- 6 The most unusual question that the woman has been asked was:  
.....?

**2** What other common questions do you think people ask in a Tourist Information Centre?

**B**

You'll hear another information officer talking to three different visitors. Listen and fill in the missing information.

- Bus or metro tickets** price: .....  
where to buy them: .....
- Bank opening hours** Monday to Friday: .....  
Saturday: .....  
Sunday: .....  
Other places to change money: .....
- Department stores opening hours** Monday to Friday: .....  
Thursday: .....  
Saturday: .....  
First Saturday of the month: .....  
Sunday: .....

*Join another student* Compare your answers.

**C1** *Work in groups* How much do you know about your own town or city? Make notes below. You may have to do some research.

**TRANSPORTATION**

**Bus, tram or metro tickets**

where to buy them:..... cost: .....

how to have tickets validated:.....

how to transfer from one route to another:.....

**Taxis**

phone numbers:..... fares:..... how much to tip: .....

**Trains (or buses) to two other cities**

times:.....

cost:.....

how to reserve seats:.....

**OPENING TIMES**

	Monday to Friday	Saturday
<b>Shops and stores</b>	from ..... to .....	from ..... to .....
<b>Supermarkets</b>	from ..... to .....	from ..... to .....
<b>Banks</b>	from ..... to .....	from ..... to .....

**TOURIST ATTRACTIONS**

top three tourist attractions in the area: .....

..... ticket prices: .....

.....

.....

Three more useful pieces of information about your city or region which a foreign visitor needs to know:

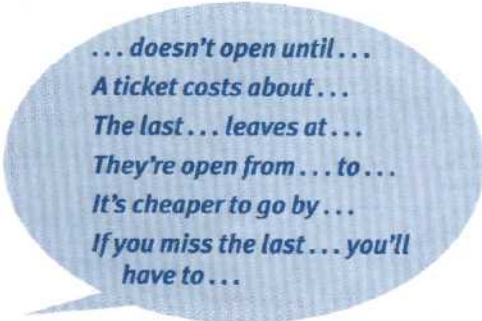
.....

.....

.....

**2 Role play**

*Work in pairs* Take it in turns to play the roles of a TOURIST and an INFORMATION OFFICER at your local tourist information office. Role play a series of conversations. The tourist asks for some of the information you noted down in C1.



# 37

## Travelling around

# Offering and requesting



**You'll hear four guests talking to a receptionist at a hotel. Listen and tick (✓) the boxes to show what the receptionist offers to do for each of them.**

- 1 The receptionist offers to ...  
phone the railway station for Mr White.  reserve a seat on the train for Mr White.
- 2 She offers to ...  
lend Mrs Brown a swimsuit.  sell Mrs Brown a swimsuit.
- 3 She offers to ...  
send a fax for Miss Green.  show Miss Green how to operate the fax machine.
- 4 She offers to ...  
provide a new clock-radio for Mr Black.  give Mr Black a wake-up call.



**2 Work in pairs** Listen again and discuss these questions:



- Which guest was the receptionist least polite to?
- Which of her ideas was the least sensible, do you think?

**3 Work in pairs** Decide together what you would offer to do for a guest who ...

- wants to know what's on at the theatre or opera this weekend.
- tells you that the bulb in his reading light is broken.
- tells you that her room overlooking the street is noisy.
- is leaving the hotel at 4am.
- needs a taxi to the airport at 4am.
- only has a large denomination banknote in your currency and wants to change it.

**4 Role play**

**Join a different partner** Take it in turns to play the roles of a GUEST and a MEMBER OF STAFF.

**GUEST** Explain to the member of staff what your problem is (from the list in A3). After he or she has offered to help you, say 'Thank you'.

**MEMBER OF STAFF** Offer to help the guest, using some of the expressions in the speech balloon.

*Good morning. How may I help you?*

*I'll ask ... to ... for you.*

*Would you like me to ... for you?*

*I could ... for you, if you like.*

*Shall I ... for you?*

*I could either ... or ... Which would you prefer me to do?*

*I'm afraid there's nothing I can do.  
Sorry.*



If you can't do something a client asks you to do, it's important to sound polite when you refuse. And explain why you can't do what they ask.

**B1** Grammar *to ... / ...-ing*  
**Using the phrases in the speech balloon, write down what you'd say if you wanted a client to ...**

- 1 move her car.
- 2 pay in cash.
- 3 show you his driving licence.
- 4 wait a moment.
- 5 move to another table.

*Excuse me. Would you mind ...-ing ... ?*

*I'm sorry, but could I ask you to ..., please?*

★  
 Whenever you're asking clients and guests to do something, you need to sound polite, of course. But if you want them to do something they don't want to do, you need to be extra polite – and you should also explain why you'd like them to do what you ask.

**2** Tick (✓) the reason which sounds more polite for each request in B1.

- 1 because it's blocking the exit.  because you can't park it there.
- 2 because it's only \$3.  because we only accept credit cards for amounts over \$10.
- 3 because I need to make a note of the number.  because I want to see if it's valid.
- 4 because there are no tables free.  because we aren't ready for you yet.
- 5 because this table is reserved.  because I want some other people to sit here.

**C** Role play

**Work in pairs** Imagine that you are in each of these situations. What would you say to the clients? Take it turns to play the roles of a CLIENT and a MEMBER OF STAFF.

*I'm sorry to have to ask you this, but ...*

*Would you mind moving your car, please?*



# 38

Travelling around

## Car rental



**A** You'll hear a car rental clerk dealing with a client who wants to rent a car. Listen and fill out the form with the client's requirements.

Name .....  
title first name family name

Car required: Group ..... Make .....

Full insurance required? Yes  No

Unlimited mileage? Yes  No

From .....  
time day month year

To .....  
time day month year

Pick-up location .....

Return location .....



**B** Fill the blanks in this dialogue. Then listen and compare your answers with the model version.

- CLERK: *Good morning. How can I help you?* .....
- CLIENT: Good morning. Can I arrange car rental here?  
 CLERK: .....
- CLIENT: For three days, starting tomorrow morning.  
 CLERK: .....
- CLIENT: I don't really mind, but I only need a small one.  
 CLERK: .....
- CLIENT: That sounds fine. How much will it cost?  
 CLERK: .....
- CLIENT: Does that include all the extras?  
 CLERK: .....
- CLIENT: Excellent! Well, can we do the paperwork now, to save time tomorrow?  
 CLERK: .....
- CLIENT: Good. Right, here's my driver's licence and my passport.  
 CLERK: .....
- CLIENT: By Visa — here's my card ...



**C** Look at the information in the text opposite, which is from a brochure for holidays in Greece. Then answer the questions below the text.

## Car Hire

Leave the local bus timetables behind. Make the most of your holiday! Book a car and give yourself the freedom to find secluded beaches, unspoilt villages and rural landscapes. It's the key to real holiday independence. What's more, hiring a car can be excellent value for money, and if four of you share, it could set you back just about the same as public transport. First Choice have arranged pre-bookable car hire at special rates for rentals of either 3 or 7 days. By booking in advance, you'll know just what the deal is.

### Car Hire Prices include:

- Unlimited mileage.
- Insurance for fire and theft and third party cover.
- Collision Damage Waiver (this means you are protected, subject to any excess for which you may be responsible, against the cost of any damage to the car, regardless of the cause but excluding theft, attempted theft and vandalism).
- Maintenance and replacement in case of breakdown.
- Local taxes (excluding local taxes on some extras which are payable locally).
- Delivery/collection during office hours.

### Car Hire Prices Do Not include:

- Personal Accident Insurance which can be arranged and paid for in resort. (If you have taken First Choice Travel Insurance, you are covered as outlined on page 328.)
- Car contents insurance, garaging, refuelling charges, parking and traffic fines.
- Delivery/collection for out of office hours, which may incur a local charge.
- Optional extras such as baby seats (approximately 500 drachmas a day), roof racks, etc. These extras must be requested at the time of making your booking and are paid for in resort.
- Petrol deposit of approximately 1,000 drachmas for a full tank of petrol which will be taken at the time of hire and refunded if the car is returned with the same amount of fuel.
- Charges for additional drivers.

### Driver Requirements

- Drivers must have a full UK licence and a minimum 1 year's experience. Minimum driving age 21.

**DO REMEMBER TO TAKE YOUR DRIVING LICENCE WITH YOU.**

### General Information

- Cars will normally be delivered to your hotel or apartment between 9am to 12 noon on the first day of hire and should be returned or ready for collection by 8pm on the last day of hire. If you wish to collect your car on arrival at the



resort airport, please make this known at the time of booking.

- On delivery of the car, the driver(s) will be asked to sign the car hire company's terms of hire, making the rental the subject of a direct contract between the car hire company and the driver. The vehicle may only be driven by persons authorised in advance.

### How to Book

It couldn't be easier! Just reserve your car at the time of making your holiday booking; your car hire arrangements and price will then be confirmed on your holiday invoice. You will receive a car hire voucher, along with your documents, about three weeks before your departure. This voucher must be handed to the car hire company as proof of reservation when you collect the car.

- 1 Do I have to pay for each kilometre?
- 2 Is the car insured if it is stolen?
- 3 Is the car insured in case I damage it?
- 4 Do I need extra insurance in case the car is stolen?
- 5 Will I have to pay any local taxes in local currency?
- 6 Do I have to collect the car from the car rental office?
- 7 If I want a child seat, will it cost extra?
- 8 Is there an extra charge for more than one driver?
- 9 Can I rent a car if I'm 20 years old?
- 10 What do I have to show the car hire company when I collect the car?



## D Role play

**Work in pairs** One of you should look at Activity 13 on page 114, the other at Activity 28 on page 122.

You'll be playing the roles of CAR RENTAL CLERK and CLIENT.

This role play is in two parts.



# 39

Travelling around

## Motoring

- A1** Look at the photos. What places are shown, do you think? What are the differences between the traffic in the photos and the traffic in your town or city?



- 2** You'll hear a British person talking about driving in the USA, and an American talking about driving in Britain. Listen and match the information to the countries.
- 3** *Work in groups* What is the equivalent information about driving in your country?



They drive on the left.  
They drive on the right.



Drivers stop at pedestrian crossings to let people cross.  
Everyone in the car must wear a seat belt.  
Most drivers seem to ignore speed limits.  
The speed limit is 30 mph in towns.  
The speed limit is 70 mph on motorways/highways.  
There are a lot of roundabouts.  
There are special lanes for cars carrying passengers.  
You can overtake on the inside.  
You can turn right at a red traffic light.

- B1** *Work in pairs* Imagine that you're talking to a visitor from the USA who wants to rent a car. What would you say to him/her to explain what these signs mean?



## 2 Grammar

Write a sentence explaining each sign. Begin your explanations like this:

*This sign means that you . . .*

and use these verbs: have to mustn't should shouldn't can can't

- C** *Work in groups* Look at the advice to drivers in Florida opposite. Which of this advice would you also give to motorists in *your* country? Put a tick (✓) beside the advice that is applicable to driving in your country. Put a cross (X) beside the advice that isn't relevant for your country.

## Welcome to Florida...

Before you proceed with your travel plans, please take a moment to review these important safety tips for Florida visitors. We would like to provide you with a few safety reminders during your stay:

- At the airport or while at our rental car facility, do not leave bags or luggage unattended. On arrival at Dollar, be sure to claim your bags from the bus driver. The rental process only requires the renter and additional drivers (if any) to rent a car, so please assign someone in your party to stay with the bags, if applicable.
- Prior to departure, take the time to know the route to your destination. Our counter personnel will be happy to supply you with a map of the area.
- Place all valuables in trunk or glove compartment and lock. Do not leave valuable items in car if visible to individuals passing by.
- Ask directions only from police or at a well-lit business area or service station. If you need to stop **for any reason**, do so at well-lit or populated areas.
- If your car is malfunctioning, drive to a well-lit area. Call the Dollar Rent A Car location where you rented the car or the emergency road service phone number: **1-800-423-4704**.
- If you are told by passing motorists that something is wrong with your vehicle, **do not** stop. Drive to the nearest service station or populated area.
- Keep doors and windows locked at all times. We recommend that customers driving convertibles keep the top down only during daylight and only after arrival at your hotel or final destination.
- **Do not** pull over to assist what may appear to be a disabled car, even if someone tries to wave you down for help.
- If your vehicle is bumped from behind, **do not** stop until reaching a service station or well-populated area.
- At night, park car in a well-lit area, especially at shopping malls. Check the interior of the vehicle and surrounding areas before entering the vehicle. Be sure to have your keys ready to unlock car doors prior to entering the vehicle. Be sure to have your keys ready to unlock car doors prior to entering a parking lot.
- **Do not** pick up hitch hikers under any circumstances.
- In the event you need police, **call 911**.
- **Do not** stop for flashing white lights or flashing headlights. These are not police procedures. Lights on emergency vehicles are red or red and blue.
- Your car should have a full tank of gas/petrol when you leave the rental facility. Before departing, please ensure this is the case.
- Use seat belts – buckle up (driver and passengers). It is the law and can save lives and reduce serious injuries in the event of an accident.
- Please remember, your personal belongings are not worth physical harm.

Thank you for choosing Dollar Rent A Car. We hope that your stay in Florida is safe and enjoyable!

### D1 Role play

**Work in pairs** Take it in turns to play the roles of a LOCAL RESIDENT and a VISITOR who is going to rent a car in your country.

VISITOR You've never driven in this country before. Ask for advice.

LOCAL RESIDENT What advice are you going to give? Answer the visitor's questions.

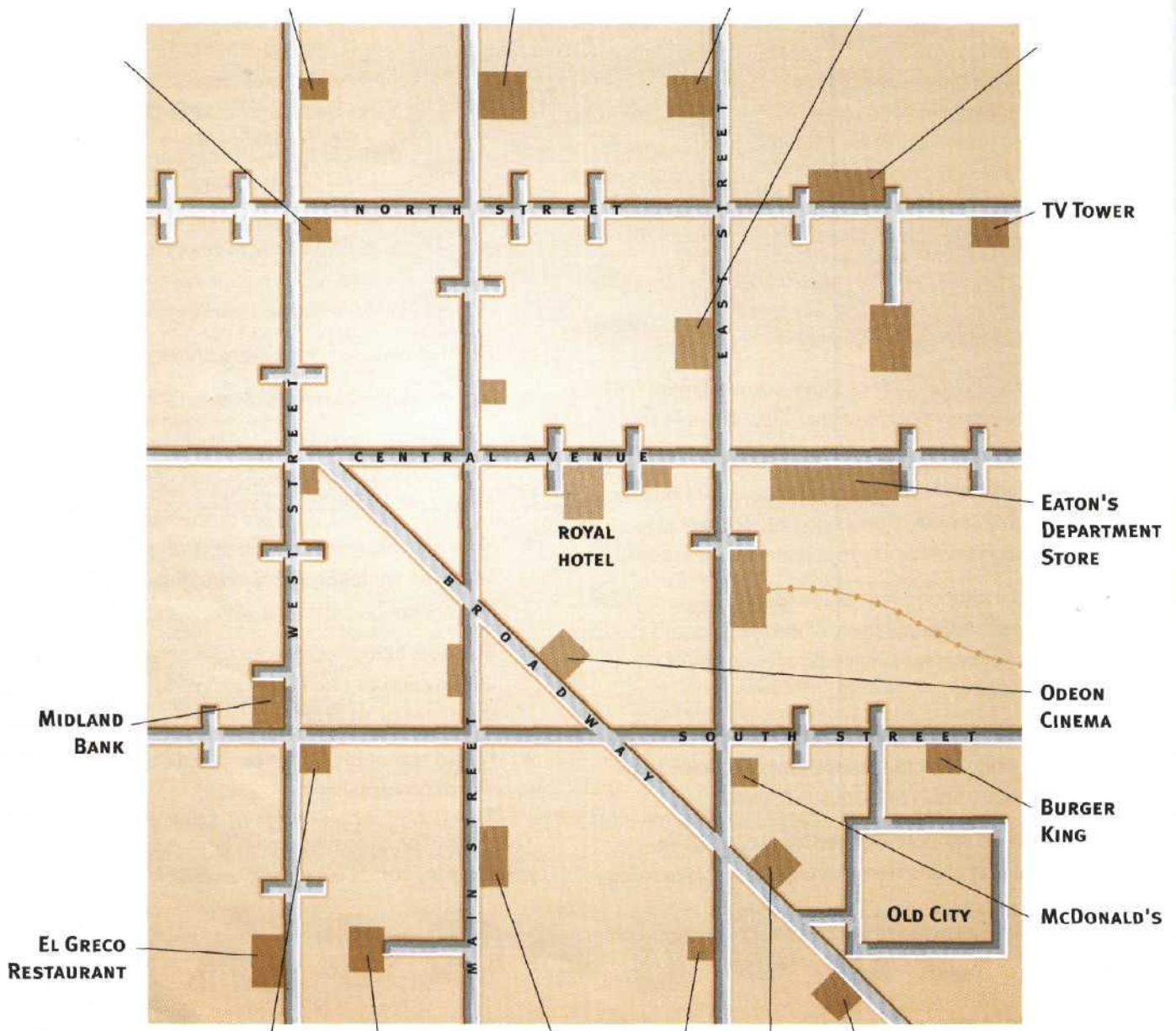
### 2 Writing

Write a letter to someone who is planning a fly-drive holiday in your country, giving him or her advice on motoring in your country.

How long will it take to drive to some other cities in the country?  
How far are some of the tourist attractions?

Don't forget to ...  
You aren't allowed to ...  
If you drive on the motorway ...

## The best way to get there



A1

You'll hear some guests at the Royal Hotel asking where these places are in the city. Listen and mark where each place is on the street plan.

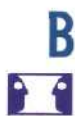


the railway station   City Hall   the nearest pharmacy   the art gallery

2

What would you say to a guest who wants to get from the Royal Hotel to these places in the city?

Eaton's department store   the Odeon cinema   the El Greco restaurant   McDonald's

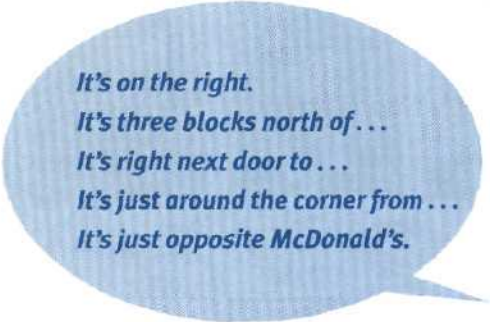


## B Role play

**Work in pairs** One of you should look at Activity 15 on page 115, the other at Activity 31 on page 123.

You'll be playing the roles of RECEPTIONIST and GUEST at the Royal Hotel.

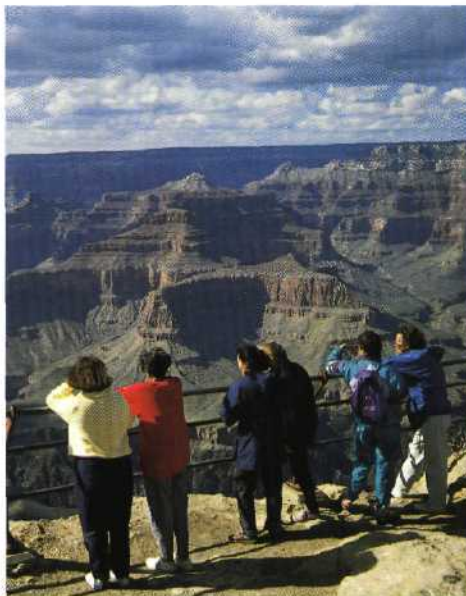
This role play is in two parts.



## C1

**Work in groups** Think about your own town or city, or the place where you're studying. What would you say to a visitor who asks these questions:

- Where is the best viewpoint to see the town or city from?
- Which is the best hotel? Where is it?
- Where is the best department store?
- Which inexpensive restaurant would you recommend? Where is it?
- Which luxury restaurant would you recommend? Where is it?



## 2 Note down four places in your town or city which tourists most often go to.

1 ..... 3 .....

2 ..... 4 .....

## 3 Role play

**Work in pairs** Take it in turns to play the roles of a TOURIST in your home town or city and a LOCAL RESIDENT. The local resident is explaining to the tourist how to get to the places you noted down in C2.



Most people find it hard to understand and remember directions. If possible, show them the route on a street plan. The quickest route isn't always the easiest route to follow. A zig-zag route involving shortcuts is harder to explain and follow than a route where, for example, you go north five blocks and then east four blocks.

You can help people to know they're on the right route if you mention large buildings and places with easy-to-remember names that they will go past.

# 41

## Problems

# Is there anything I can do?



Jim



Anna



Tony



Karen



1



2



3



4

### A1

You'll hear four people describing a problem they had to deal with. Listen and match the speakers to the problems in the pictures.



2 **Work in pairs** Can you guess how each person dealt with each problem?

3 You'll hear how the people dealt with the problems. Listen and find out if you guessed right. Decide if these statements are true (✓) or false (X).



- 1 The guest drove off in his replacement car the same day.   
The police never found the car.
- 2 The guest had to go out to buy some dog food.   
The chef prepared a special meal for them.
- 3 The client managed to get seats on another flight.   
The tour operators were unhelpful.
- 4 The child shared a room at the airport hotel.   
They waited at the airport until the child was collected.

**B1** *Work in pairs* Here are some more problems you might have to deal with. Decide together how you would deal with each of them.

I've locked myself out of my car. The keys are inside and so is my wallet. I'm afraid someone might break into it if I leave it unattended.



I've lost my airline ticket. I'm booked to fly on the 11am flight to London. It's already 9.30 and I still have to get to the airport.



My car has two flat tyres. I've got to drive to a meeting and I'm due there in an hour.



I've turned on both taps in my bath and I can't turn them off. They are completely stuck and the bath is about to overflow.



My room is on the ground floor and someone keeps looking into my window.



I feel terrible. I've got a terrible headache and I feel sick. I think I've got food poisoning.



**2** **Role play**

*Join a different partner* Take it in turns to role play each of the situations you discussed in B1.

**C** **Role play**



*Work in pairs* One of you should look at Activity 27 on page 121, the other at Activity 34 on page 124.

You'll be playing the roles of GUEST and MEMBER OF STAFF. The guest will have some more difficulties.

*Is there anything I can do?  
Would you like me to...?  
What I suggest you do is this:...*

# 42

## Problems

# Dealing with complaints



**A** You'll hear five people talking about how they deal with complaints. Listen and match the comments to the people who say them.

- 1 Complaints give us a chance to prevent the same problem happening again.
- 2 Clients don't like to feel their complaint has been ignored.
- 3 Don't take complaints personally. Perhaps ask the duty manager to deal with the situation.
- 4 People get cross when something goes wrong if they have saved all year for their holiday.
- 5 The staff of a hotel are a team with shared responsibilities.



waitress



travel agent



receptionist



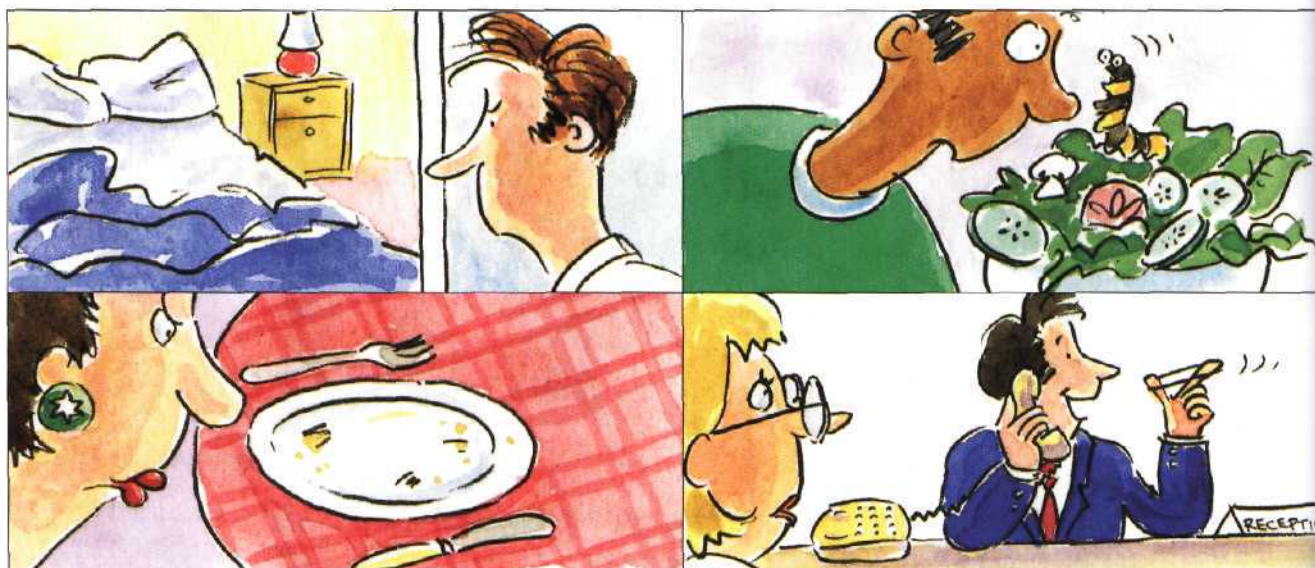
hotel general manager



restaurant manager

## B1

*Work in pairs* What has happened in the situations below? If you were the person responsible, what would you do? What would you say to each of the guests?



- 2 You'll hear members of staff dealing with each of the complaints. Listen and decide what each of them did wrong. What *should* they have done and said?



- 3 You'll hear the same members of staff dealing with the complaints more effectively. Listen and decide why each one is better this time. Did they do what *you* would have done?



### C1 Pronunciation

Listen to these sentences and practise saying them in a sincere apologetic voice.

*I'm terribly sorry about that, sir.*  
*I'm really very sorry about this, madam.*  
*I'll do it right away, sir.*  
*I'll see to it right away, madam.*  
*I'll look into it right away, Mr Brown.*  
*I'll make sure it doesn't happen again.*

2 **Work in pairs** Here are some things that clients might say to you. Decide together:

- how to deal with each complaint.
- what you will actually say to each client (your exact words).

*My steak is overcooked.*  
*The heating in my room isn't working.*  
*The wine waiter was very rude to me when I asked for red wine with my fish.*  
*You forgot to wake me at 6am. Now I've missed my train.*

*There's no hot water in my room.*  
*The TV in my room only shows two channels and they're both in Hungarian.*  
*The pool attendant told me I couldn't reserve a sunbed before breakfast.*  
*The trams going past my room kept me awake all night.*

### 3 Role play

**Join a different partner** Role play the situations you discussed in C2. Take it in turns to play the role of the GUEST.



### D1 Role play

**Work in pairs** One of you should look at **Activity 12** on page 113, the other at **Activity 35** on page 124

You'll be playing the roles of GUEST and MEMBER OF STAFF. The member of staff will have to deal with some more complaints.

### 2 Writing

Write a letter to a guest who has written to you to complain about three of the things you dealt with in D1.

---

★

Some complaints may be unreasonable or unjustified, or they may not be your fault. But it's usually best to apologise and offer to take action. In a service industry 'The customer is always right' (even if he or she is wrong). An apology costs nothing and can help the client to feel better. Remember that complaints can help you to improve your service in future.

---



# 43

## Problems

# Better safe than sorry

- A1** Read this advice for tourists. Which are the *three* most important pieces of advice that you'd give to a visitor to *your* country?
- 2** *Work in pairs* What would you say to someone who asked you *why* they should follow each tip?

*If you answer the door without verifying who it is, you might be letting a criminal into your room.*

*If you don't use the main entrance late at night...*

## TRAVELER SAFETY TIPS

- 1** Don't answer the door in a hotel or motel room without verifying who it is. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
- 2** When returning to your hotel or motel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots.
- 3** Close the door securely whenever you are in your room and use all of the locking devices provided.
- 4** Don't needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool, or other places where they can be easily stolen.
- 5** Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- 6** Don't invite strangers to your room.
- 7** Place all valuables in the hotel or motel's safe deposit box.
- 8** Do not leave valuables in your vehicle.
- 9** Check to see that any sliding glass doors or windows and any connecting room doors are locked.
- 10** If you see any suspicious activity, please report your observations to the management.

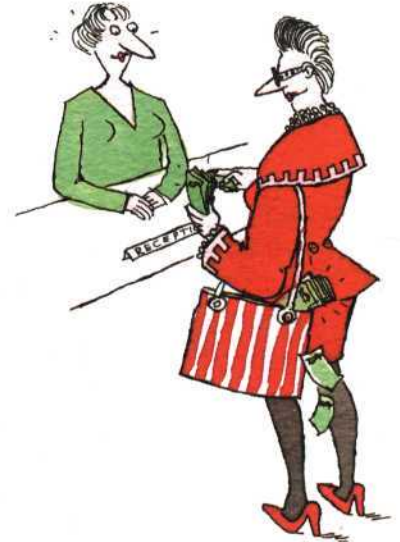
**B1** *Work in groups* Discuss these questions about safety and keeping out of trouble:

- Which of the pieces of advice in **A1** is *not* really necessary for your country?
- What parts of your town or city would you advise a tourist to avoid at night? What would you say to them exactly?
- If you're going out or returning home late at night, what precautions do you take? Why?

**2** *Role play*  
*Work in pairs* Play the roles of a **VISITOR** and a **LOCAL RESIDENT**.

**VISITOR** Find out what you should do to avoid risks in the hotel and in the town.

**LOCAL RESIDENT** Advise the visitor how to avoid risks.



**C** *Writing*

Write a handout for visitors to your town or city, advising them about safety.

*Dear Visitor*

Welcome to.....!

We hope that you will enjoy your stay here, and we would like to suggest some simple precautions you should take to make sure that your stay is safe and pleasant.

- 1
- 2
- 3
- 4



# 44

## Problems

# Difficult customers?

A1



You'll hear three people talking about how they deal with awkward customers. Listen and decide if these statements are true (✓) or false (X).

- 1 **Jane** describes a passenger who refused to stop smoking.
- 2 The passenger became violent and the crew had to handcuff him.
- 3 The passenger had to fly home on a Qantas flight.
- 4 If a special meal isn't available, she tries to make the passenger feel important.
- 5 **Fiona** describes a party of customers who didn't have a reservation.
- 6 The customers were rude to her.
- 7 **Sam** talks about customers who discover they don't like the dish they've ordered.
- 8 If customers are unfamiliar with Mexican food, they can ask the staff for advice.
- 9 Sam describes a customer who wanted a Chinese dish.
- 10 Even at very busy times customers can order variations from the menu.



2

**Work in groups** Have you had any similar experiences of difficult clients? Tell each other what happened and how you dealt with them.

B1



You'll hear eight clients asking you to do something for them. It may be difficult to understand them because they all speak very quickly or unclearly. Listen and tick (✓) the boxes to show what each person wants you to do.

- 1 Mr Adams wants to reserve a double room ...  
for 4 nights from 3 July.  for 3 nights from 4 July.
- 2 Mrs Butler wants someone to move the beds ...  
together.  apart.
- 3 Mr Cohen wants you to have his bill ready at ...  
6am.  6pm.
- 4 Ms Daniels wants you to phone her office. The number is ...  
58903, ext 60.  58930, ext 16.
- 5 Mr Edwards wants you to book ...  
a table at 8 o'clock for 7 people.  a table at 7 o'clock for 8 people.
- 6 Mrs Foster wants you to book two tickets for ...  
the opera house tour.  the opera performance.
- 7 Mr Graham wants a wake-up call at ...  
6.15.  6.50.
- 8 Ms Hughes has two bags. She ...  
wants someone to help her with them.   
doesn't need anyone to help her with them.



Don't panic if you don't understand what someone says, and don't try to guess what they said. If you're not sure, ask them to repeat what they said. Make sure you understand exactly what they want.

## 2 Pronunciation



Listen to these phrases and practise saying them politely and clearly.

*I'm sorry, could you say that again more slowly, please?*

*I'm sorry, I didn't quite understand what you said.*

*I'm sorry, I didn't quite follow what you said.*

## C Role play

**Work in pairs** Take it in turns to play the roles of a difficult GUEST and a MEMBER OF STAFF. Read each other's information before you begin the role play.

**GUEST** You are hard to please. You are dissatisfied because:

- You ordered breakfast in your room and they brought you coffee instead of tea. The coffee was cold. And you ordered it for 8am but they brought it at 7.30.
- Last night the fire alarm rang at midnight. It was a false alarm. The fire escape route was locked. You had to stand outside the hotel in your pyjamas for half an hour till you were allowed back in. Nobody apologised for this at the time.

**MEMBER OF STAFF** Be prepared for what the guest is going to say by reading the information opposite first. Remain calm and don't lose your temper. Apologise for each problem.

### Now change roles.

**MEMBER OF STAFF** Be prepared for what the guest is going to say by reading the information opposite first. Remain calm and don't lose your temper. Apologise for each problem.

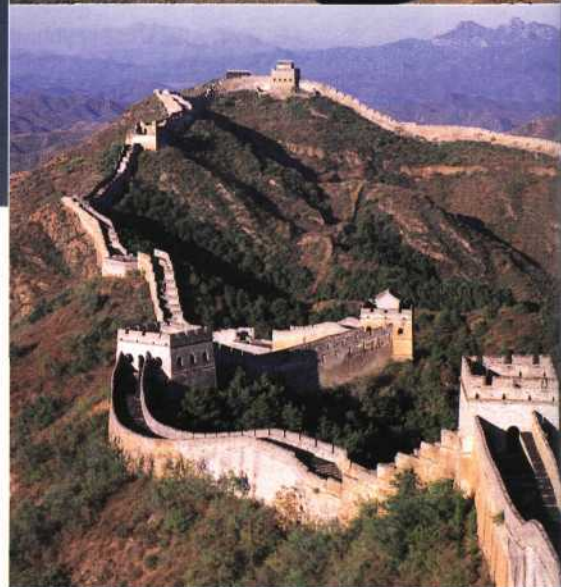
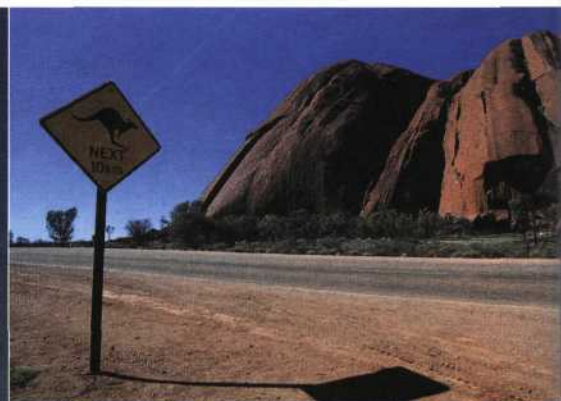
**GUEST** You are hard to please. You are dissatisfied because:

- You had to wait 20 minutes for a table in the restaurant. They made you sit in a corner near the toilets. You had to order from the *à la carte* menu because the main courses on the *table d'hôte* menu weren't available. The wine waiter didn't come till you had nearly finished your first course.
- The chambermaid burst into your room and woke you up this morning. She didn't come back to make up your room till the afternoon. She didn't clean the bathroom properly. The housekeeper was unhelpful when you told her about this.



# 45 Attractions and activities

## Seeing the sights



### A *Work in groups* Look at the photos and discuss these questions:

- Where are the places shown in the photos?
- Put them in order: which would you most like to visit? Why?
- What kind of places do *you* like to visit on holiday (or at the weekend)?
- Why is it that people like to go sightseeing when they're on holiday?

### B1 *Work in pairs* Explain the difference between each of these pairs of sights and attractions:

art gallery ↔ historical museum	mountain ↔ hill
theme park ↔ national park	monument ↔ viewpoint
castle ↔ old city	market ↔ shopping centre

### 2 *Vocabulary* describing

Choose two words and phrases from the list below that you *can* use to describe each of the attractions in B1 to a client, and one that you would *not* use.

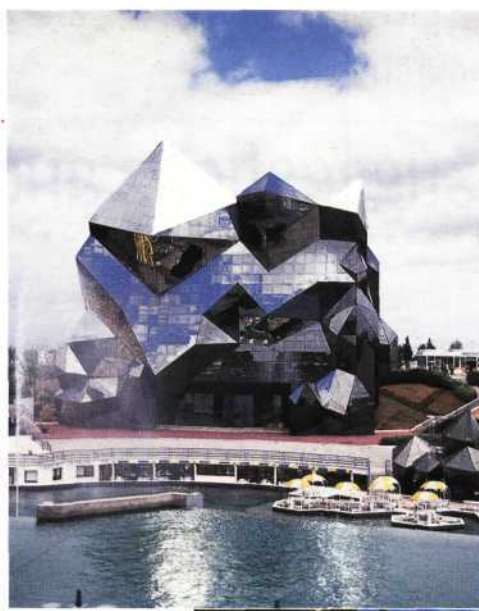
interesting fascinating enjoyable unusual worth visiting  
 worth the trip attractive superb wonderful nice lovely  
 charming impressive unforgettable beautiful pretty

*An art gallery shows paintings and sculptures. A historical museum tells you about the history of the area or city.*

*The National Gallery is worth visiting: it's fascinating.*  
 [not attractive]

*Mount Fuji is wonderful: it's very impressive.*  
 [not fascinating]

Futuroscope



Royal Pavilion



The Lake District

## C1



You'll hear three people answering this question:

*What is the number one tourist attraction in your city or region?*

Listen and match the places to the reasons 1–6 why tourists find each one popular.

- 1 It's a great place for walking.
- 2 It's very different from what you'd expect.
- 3 You can learn about famous film directors.
- 4 You can swim in the lakes.
- 5 You get a very full day of entertainment.
- 6 You learn about English history.

**2** *Work in pairs* What are the two most popular tourist attractions in *your* city or region?

.....  
.....

Note down what you would tell a visitor about both of the attractions.

- 1 Why are they popular?
- 2 What kind of people enjoy them most?
- 3 What are the opening times?
- 4 What's the best time to go to avoid the crowds?
- 5 How do you get there by car?
- 6 How do you get there by public transport?

Write down *three* more questions that people might ask you about them.

## 3 Role play

*Join a different partner* Imagine that one of you is a foreign TOURIST. Role play a conversation about *one* of the attractions you discussed in C2. Use the words and phrases from B2. Then change roles and talk about a different attraction.

## 4 Writing

Write a letter to a person who is going to stay in your city or region, explaining what there is to do in the area during their holiday.

*You'd enjoy a visit to ... because ...*  
*While you're here why don't you go to ... ?*  
*If you want to go to ... the best time to go is ...*

# 46

## Making suggestions and giving advice

**A1** What kind of weather is shown in the pictures? What would you say to a visitor if each kind of weather was expected today? Begin like this: *It's going to...*

**2** You'll hear five weather forecasts. Listen and match the descriptions of the weather to the dates.



- March 1st sunny and warm all day
- April 1st sunshine and showers
- May 1st thunderstorms in the afternoon
- June 1st heavy rain later
- July 1st sunny but very cold all day

**3** What advice would you give to each of these clients, if they were dressed like this on the days shown?



March 1



April 1



May 1



June 1



July 1

- It might be a good idea to...*
- I think it would be better to...*
- I think you should perhaps...*
- I don't think you need to...*
- It might be better not to...*
- I don't think you should...*

### 4 Role play

**Work in pairs** Take it in turns to play the roles of the CLIENTS in the pictures and a MEMBER OF STAFF. Begin each conversation by saying 'Good morning' and then use the phrases in the speech balloon.

★  
People from other countries may be surprised by the weather in your country, and they may find it hard to get used to. They may not know what kind of clothes to wear, or if they should take extra warm clothes with them on a day trip. You may need to advise them.

## B1 *Work in pairs* Discuss these questions:

- During which months (if ever) are the weather conditions in the list most likely in your region?  
sunny hot snowing foggy raining cold cloudy fine windy
- What could a tourist do in such weather?

Because of your professional knowledge and because you know about your own region, clients will often ask you for your advice. But make sure that it's clear from your tone of voice that you're making a suggestion, not giving them an order.

## 2 Role play

*Join a different partner* Take it in turns to play the roles of a GUEST and a RECEPTIONIST. Use the useful phrases in the speech balloon as you talk about what the guest could do this weekend in the different kinds of weather you discussed in B1.

*What do you think I should do if it's... this weekend?*

*If it's... you could...  
Well, if it's... you won't be able to... So why don't you...?  
If it's... the best thing to do is...  
If it's... the only thing you can do is...*



## C1 *Work in pairs* If a visitor asked you for advice on these topics about your own town or city, what advice would you give? What would you say to the visitor?

- I want to go to the coast. Should I drive or take the train?
- I want to do some shopping for clothes.
- Is there a good night club?

## 2 Role play



*Work in pairs* One of you should look at **Activity 16** on page 115, the other at **Activity 29** on page 122.

You'll be asking for and giving more advice about your own town or city and playing the roles of GUEST and RECEPTIONIST. This role play is in two parts.



# Sun, sea and sand?

**A1** Find the answers to these questions in the advertisement:

- How many attractions that begin with the letter *s* are mentioned?
- What other attractions *not* beginning with the letter *s* are mentioned?



## Sun, Sea, Sand, Summer, Spain

IT'S NO COINCIDENCE that so many people's idea of an ideal holiday starts with the same letter. Over the years, the beach holiday has become synonymous with *Spain*. And rightly so. In *Spain*, you can still enjoy all the fun of the fair without your beach towel. Of course, should you tire of soaking up the sun lying down, you can always soak up the sea in a variety of other positions. For the energetic, most Spanish resorts offer every watersport under the sun (and several under the sea). And for the less energetic a cool glass of sangria (there's that letter again) is normally within easy reach. When the Spanish sun reluctantly dips below the horizon, the nightlife lights up the night and continues to do so until the sun makes a reappearance. At the end of the holiday, you'll begin to understand why the natives occasionally feel the need for another word beginning with a sibilant sound. *Siesta*.

For further information please contact your travel agent. The Spanish Tourist Office, 57 St. James's Street, London SW1A 1LD

**2**

You'll hear three people who have visited different parts of Spain. Listen and tick (✓) the boxes to show the reasons why they enjoyed their visits.



It used to be very unspoilt.  
There are lots of parks to walk in.  
The food is delicious.

The weather is hot and sunny.  
The nightlife is brilliant.  
You can get everywhere easily by public transport.

The beach was beautiful with white sand.  
The people are really friendly.  
It's a great place for a relaxing holiday.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**3** *Work in pairs* Why do tourists come to visit *your* region (or country)? Make a list of the main reasons.

**4** *Join another pair* Compare your lists and discuss these questions:

- What are the *four* most important reasons you've listed?
- Why are visitors sometimes disappointed when they visit your region (or country)? What might discourage them from coming again?
- What is your own idea of an ideal holiday destination? Where would you go if you could afford it, and what would you do there?

**B1** **Vocabulary** *adjectives*  
Decide which of these adjectives you would use in a holiday advertisement or brochure.

attractive beautiful cloudy  
crowded delicious delightful  
depressing dusty exciting  
fertile hospitable relaxing  
refreshing remote sunny warm

**2** Read the advertisement. Which of the attractions would apply to your region (or country)? (Look at the eight reasons round the border as well as the main text.)

**3** **Writing**  
Write an advertisement for your own region (or country).

# EXOTIC Thailand

## Come and unwind in the land of smiles

Laze on a soft sand beach in the shade of a coconut palm; swim in warm clear waters; dine under the stars, on fresh lobster and crab, with the smell of jasmine on the night air.

Come and live life at a different pace for a few weeks. Relax in the luxury of our hotels, enjoy the natural warmth of our hospitality and, in no time at all, you'll be smiling too.

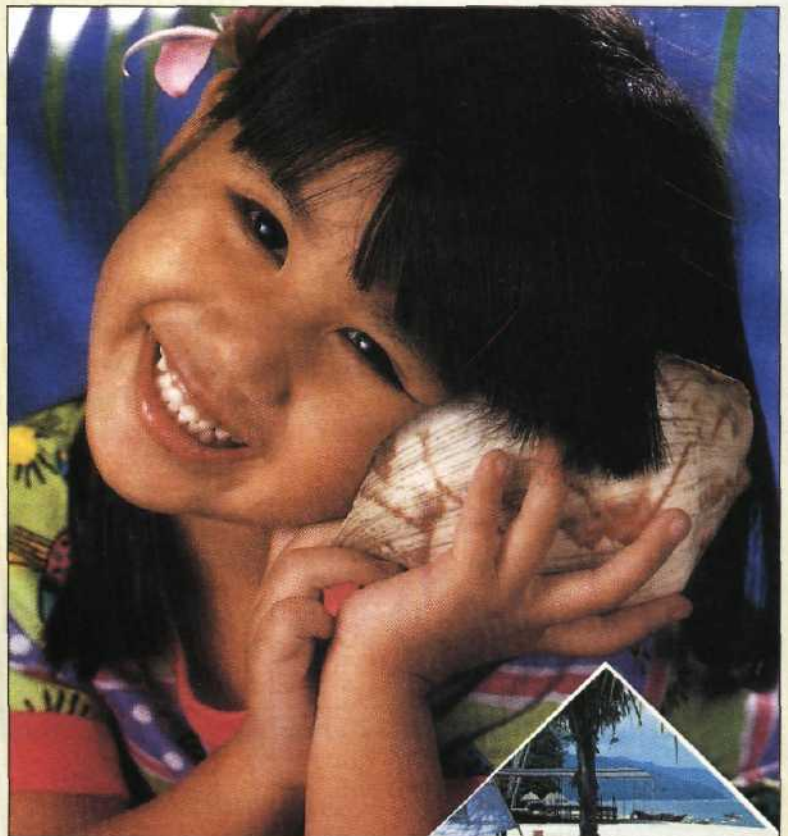
Duty Free Shopping in the heart of Bangkok.

Government authorised TAT  
Duty Free Shop (near British Embassy).  
Quality liquor, tobacco, perfumes, leather goods and local products.

HOSPITABLE PEOPLE

JUNGLE-CLAD MOUNTAINS

ANCIENT CUSTOMS



IN-TOWN TAT DUTY FREE SHOP

CULINARY DELIGHTS

FUN TRANSPORTATION

GLITTERING PALACES

TROPICAL ISLANDS

## History and folklore



A1

You'll hear four tourists asking about the banknotes you can see in the pictures. Listen and fill the blanks in these sentences:



- 1 Michael Faraday is famous for his experiments with ..... and .....
- 2 Clara Schumann was the ..... of Robert Schumann and a famous ..... in her own right.
- 3 Natsume Soseki was a famous Japanese ..... His most famous novel *Kokoro* (which means the ..... ) is very sad.
- 4 George Washington was the ..... US president. He commanded the American army in the war of ..... and defeated the British army at Yorktown.

**2 Work in groups** Have a look at the banknotes in your own wallets (and any coins which have portraits on them). Discuss these questions:

- What would you say to a visitor who asks you about each person on the banknotes (and coins)?
- Who are the *five* most famous historical figures in your country's history? What would you say about them to a visitor who has never heard of any of them?
- Whose statues can visitors see in the main square of your town or city? What are the people famous for?

B1

Read the brief history of Mexico and find the answers to these questions:

- 1 Who was Moctezuma II?
- 2 How many men did Cortés have?
- 3 For how long was Mexico a Spanish colony?
- 4 Which states of the USA used to be part of Mexico?
- 5 Who was Maximilian?

**2 Work in pairs** Discuss these questions:

- What are the three most important dates in your country's history?
- What would you say to a visitor about them?

# A brief history of Mexico

**A**ncient Mexico was the home of three major cultures: the Olmecs from 1500 to 600 BC, the Mayans whose civilization was most developed in the 6th century AD, and the Aztecs. The Aztecs founded a fine modern city in 1325 at Tenochtitlán: it had spring water and pyramids where human sacrifices were performed.



In 1519, the Spanish general Hernán Cortés and 600 men landed at Veracruz and marched to Tenochtitlán. They made the Aztec emperor Moctezuma II a prisoner and took over the city. But the Indians fought back and drove the Spanish out. Two years later the Spanish defeated the Aztecs and destroyed the city. It was rebuilt as Mexico City, the capital of New Spain. Within ten years many of the Indians had been converted to Christianity, but they were treated very much as slaves by the Spanish.

Mexico was ruled by Spain until 1821 when it became independent. In 1847 the US army invaded Mexico and defeated the Mexican Army. The states of California, New Mexico, Arizona and Texas became part of the USA after this.

After a devastating civil war, Benito Juárez, a Zapotec Indian, became president in 1861 and he introduced many reforms. In 1863 Napoleon III's French army entered Mexico City and the Austrian Maximilian became emperor of Mexico. A republican force under Porfirio Díaz eventually reconquered the country in 1867 and Juárez became president again. Díaz himself was president-dictator from 1877 to 1911.

In 1917, after a period of guerrilla fighting, led by Emiliano Zapata and Pancho Villa, a new liberal constitution was drawn up. Venustiano Carranza became president as leader of the Revolutionary Party.

**C** *Work in groups* Look at the photos and discuss these questions:

- What's happening in each of these pictures?
- What would you say to a visitor who asks you these questions:

Where can I go to see local dancing?

Where can I buy local handicrafts?

Where can I go to find out about local folklore and local history?



# 49

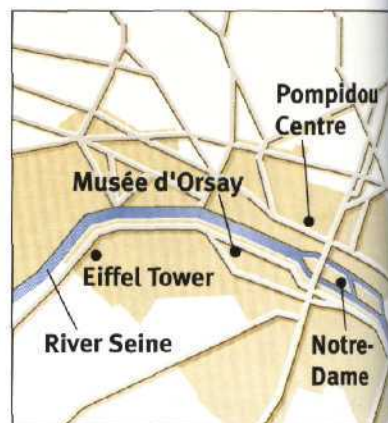
## Attractions and activities

# A nice day out

**A1** Read the extracts opposite from a guide book. If you had a free afternoon in Paris, and you only had time to go to *one* place, which would you visit? Why?

**2** Answer these tourists' questions about the places:

- 1 Is Tuesday evening a good time to go to the Pompidou Centre?
- 2 Is there a nice restaurant in the Pompidou Centre?
- 3 Where's the best place to see paintings by Picasso?
- 4 Where are the Impressionist paintings?
- 5 What kind of building is the Musée d'Orsay?
- 6 What's the best time to go up the Tower of Notre-Dame?
- 7 Where can I board a boat cruise on the River Seine?
- 8 Can I enjoy the view from the top floor of the Eiffel Tower in the evening?
- 9 How long does it take to get to the top of the Eiffel Tower?
- 10 What else is there to do near the Eiffel Tower?



**B** *Work in pairs* Make a list of *four* of the most popular tourist attractions in your own region. Then discuss these questions:

- What does each have to offer?
- What /less popular places would you recommend to a visitor who wants to experience your region and its culture?

**C1** *Work in groups* Devise a recommended day out (by car or by public transport) for tourists visiting your city/region. Include some *unusual* places which tourists don't usually visit.

**2** **Role play**

*Join another group* Take it in turns to describe your day out to the other group. Imagine that they are visitors and they have asked you to suggest a day's excursion to them.

**D** **Writing**

Write a one-page handout describing your recommended day out, including a paragraph about each place that will be visited.

### **A day out by car**

If you have a day to spare, and you'd like to find out more about this region, you might like to try this outing.

## MUSÉE D'ORSAY

This wonderful museum was opened in 1986. It displays works of art from the second half of the 19th century (1848–1910). The original building designed by Victor Laloux was a railway station, which was no longer used. Rather than demolish it, the French government decided to restore the exterior and alter the interior to accommodate paintings and sculptures in an unusual and impressive setting.



### MUST SEE:

- *Paintings by the French Impressionists, including famous works by: Vincent Van Gogh, Pierre-Auguste Renoir, Claude Monet, Edgar Degas and Paul Cézanne.*
- *Edouard Manet's Le Déjeuner sur l'Herbe, showing a group of artists and young women having a picnic in a forest.*

### OPENING TIMES

April–Oct 09:00–18:00  
 Nov–Mar 10:00–18:00  
 Sundays 09:00–18:00  
 Closed Mondays  
 – the best time to visit is early on a weekday or on Thursday evening (open till 21:45)

### While you're in the area ...

- Cross the river by the footbridge and walk upstream along the bank of the Seine towards Notre-Dame. If you make a short detour, you will be able to see Claude Monet's famous paintings of water lilies, which are displayed in the Orangerie Museum.

## NOTRE-DAME CATHEDRAL

This Gothic cathedral was built in the heart of Paris between 1163 and 1330, on the site of a Roman temple. It dominates the Île de la Cité, the island in the River Seine from which Paris expanded over the centuries. There are 387 steps to the top of the tower, but the climb is worth it.

### MUST SEE:

- *The interior, including the three beautiful rose windows.*



- *The view from the tower (and the famous gargoyles at the top).*

### OPENING TIMES

Cathedral: 08:00–19:00  
 Tower: 10:00–17:00  
 – the best time for a visit is early in the morning

### While you're in the area ...

- Allow yourself plenty of time to stroll around Île de la Cité and Île St Louis to see the historic buildings, squares and gardens.
- Walk around the island on the bank of the river.
- Take a river cruise from near the Pont Neuf (the oldest and longest bridge in Paris).

## POMPIDOU CENTRE

Parisians call this amazing building the *Beaubourg*. It was designed by Renzo Piano, Richard Rogers and Gianfranco Franchini and opened in 1977. The building is like an inside-outside building, with all the pipes, lifts and escalators on the outside – green water pipes, yellow electricity cables, blue ventilation tubes, red escalators, lifts and walkways.

At the front of the building is a huge piazza where you can enjoy street performers. The building contains a museum,



a library, exhibition areas and an unpretentious restaurant, which has a lovely view over the old buildings of the area.

### MUST SEE:

- *National Museum of Modern Art on the 5th floor. This museum has 30,000 works of art but only 800 on display at any one time. Works by Henri Matisse, Joan Miró, René Magritte, Salvador Dalí – and an ever-changing display of surprising controversial modern art from Europe and America.*

### OPENING TIMES (MUSEUM)

Mon, Wed–Fri noon–22:00,  
 Sat–Sun 10:00–22:00  
 Closed Tuesdays  
 – the best time to visit is in the evening

### While you're in the area ...

- Take a stroll around the area to see the historic buildings, and have a drink in one of the pavement cafés and watch the people walking past.
- Visit the Picasso Museum nearby, which has an impressive display of works by Pablo Picasso housed in an old palace.

## EIFFEL TOWER

The Eiffel Tower is the symbol of Paris but when it was built for the Universal Exhibition in 1889, it was meant to be a temporary building. It was designed by the engineer Gustave Eiffel. It was the world's tallest building until the Empire State Building was completed in New York in 1932.

There are lifts to take visitors to each of three levels, but if you feel energetic you can take the stairs to the First level (360 steps), Second level (700 steps) or even the Third level (1652 steps). At busy times it may take 2 hours to reach the top by lift because of the queues.

One of the best restaurants in Paris is the *Jules Verne* Restaurant (Second level), where you can enjoy panoramic views and eat excellent food.

### MUST SEE:

- *Cinémax museum – interesting film showing the history of the Tower and famous people visiting it, including Adolf Hitler and Charlie Chaplin.*
- *The view from the Third level (274m high).*

### OPENING TIMES

Apr–Oct 09:00–23:00 (to midnight in July & August)  
 Nov–Mar 09:30–23:00  
 – the best times to go up are early in the morning and before sunset

### While you're in the area ...

- Walk along the river to Les Invalides to see the Dôme Church and the tomb of Napoléon Bonaparte.
- Also visit the Rodin Museum nearby, which displays famous sculptures by Auguste Rodin including *The Thinker* and *The Kiss*.



# The future of tourism



**A1** You'll hear a discussion about the pros and cons of tourism. Listen and fill the blanks in this summary of what is said:

## Advantages

- 1 Tourism is an important source of ..... for local people.
- 2 Tourism benefits the ..... of a country or region.
- 3 Foreign ..... comes into the country.
- 4 Local ..... and ..... earn money by selling food to hotels.
- 5 Taxes raised from tourism improve life for ..... in the country.

## Disadvantages

- 1 Work in the tourism industry doesn't offer much .....
- 2 The benefits of tourism aren't always felt at a ..... level.
- 3 The profits from hotels may not stay in the ..... or .....
- 4 Many hotels prefer to import food from .....
- 5 The relative prosperity of tourists may encourage .....

## 2 Work in groups Discuss these questions:

- What are the advantages and disadvantages of tourism in *your* region?
- Which of the points made in the broadcast are most relevant to your country?
- In general, how well do tourists in your country behave?

## B1

Look at this advice to tourists. Which of the tips are **Dos** and which are **DON'Ts**? Fill the blanks with **Do** or **DON'T**.

## 2 Work in pairs Which of the tips do you disagree with? Why?

### How to be a responsible tourist

- ..... waste water. Tourists place a great strain on the local water supply.
- ..... stick to marked paths when walking in the countryside and ..... damage any plants.
- ..... pick flowers – leave them for others to enjoy.
- ..... take care with cigarette ends and matches.
- ..... have your picture taken with wild animals used by photographers.
- ..... turn off the lights when you leave your room.
- ..... buy local products and services rather than

imported goods, foods and drinks.

- ..... buy souvenirs that might put at risk endangered species or the natural environment. Avoid animal skins, ivory, rare flowers, mounted butterflies, shells, turtle products and rare flowers.
- ..... try to stay in locally-owned hotels, rather than multinationals where little of the money you spend remains in the country.
- ..... follow the Green Tourist Code: "Take only photos, leave only footprints, kill only time" – but ..... ask people's permission before you take their photos, and ..... leave too many footprints!

C1

Work in pairs Look at these pictures showing tourists behaving badly. What are they doing? Which of the behaviour do you think is the worst? And which is the least bad?



2

## Writing

Write '10 Tips' to encourage visitors to your country to behave responsibly. Refer to the tips in B1 and the pictures, and perhaps add some points of your own.



# Communication activities

- 1** In these six short role plays you'll be playing the role of guest or member of staff — or observer. The observer listens to the role play and then gives the others feedback on how polite and friendly they sounded.
- 1 You are a GUEST. Find out where the nearest toilet is. Start by saying 'Good morning'.
  - 2 You are a MEMBER OF STAFF. Explain that there is a bus to the city centre from the bus stop opposite (tickets cost 80 cents). Or a taxi would cost about \$5.
  - 3 You are the OBSERVER. Listen to your partners. Tell them how polite, helpful and friendly they sound. If they sound cold or rude, ask them to do the role play again.
  - 4 You are a GUEST. Find out where you can get a good local meal.
  - 5 You are a MEMBER OF STAFF. Explain that there is a kiosk just round the corner. They have postcards and stamps. A stamp for a postcard abroad costs 50 cents.
  - 6 You are the OBSERVER. Listen to your partners. If they sound cold or rude, ask them to do the role play again.
- 2** This role play is in two parts so that you both get a turn at being the travel agent.
- 1 You are a CLIENT. The travel agent will show you your itinerary (in Activity 18). Ask the travel agent to explain it to you. (There's one mistake in the itinerary.)
  - 2 You are the TRAVEL AGENT. Explain this itinerary to the client, but first read it through to make sure that you understand it!

## Your Itinerary

date	flight no.	from	dep	to	arr	check in
1 March	SR 410	Zurich	0730	Seattle/Tacoma	0135	Terminal A 0640
6 March	AA 524	Seattle/Tacoma	1159			1055
7 March				Dallas/Fort Worth	0546	
7 March	AA 1341	Dallas/Fort Worth	0650	Guadalajara	0918	
9 March	AA 1908	Guadalajara	1000	Los Angeles	1113	0900
19 March	SR 109	Los Angeles	0850			International Terminal 1950
20 March				Zurich	1604	

**3** This role play is in two parts, so that you both get a turn at being the member of staff.

**1** You are a MEMBER OF STAFF. Interview the guest to find out his/her answers to the questions on this customer survey. Begin like this:

*Would you mind helping us by answering a few questions? It won't take very long.*

**RESERVATIONS**

Was your reservation handled courteously and efficiently? YES  NO

If "No", please tell us how we can improve.

Why did you choose this hotel?

**RECEPTION AND SERVICE**

Did you receive efficient, friendly and prompt service from:

	Excellent	Good	Satisfactory	Fair	Poor
Doorman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concierge/Hall porter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check-in/Guest service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistant manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check-out/Cashier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, I thought the service from the staff was:  Excellent  Good  Satisfactory  Fair  Poor

Comments: .....

**WILL YOU RETURN?**

If your travel plans bring you back here, will you return to this hotel?

Definitely	Probably	Maybe	Never	Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why/Why not? .....

*Thank you for your time and your co-operation! Thank you for staying with us.*

**2** You are the GUEST. Answer the questions you're asked about the hotel. Use your imagination to think of suitable replies.

**4** This role play is in two parts so that you both get a turn at being the receptionist. Today is Sunday, May 1st.

**1** You are a RECEPTIONIST at the Royal Hotel. Welcome the guest and go through the check-in procedure. Consult the room chart on page 56.

**2** You are MR or MRS GREEN and you're checking in at the Royal Hotel. You sent a fax reserving a room till May 5th. You now want to stay until the 6th — is the room available for an extra night?

**5** This role play is in two parts so that you both get a turn at being the travel agent.

**1** You are a CLIENT. You want to book a holiday. These are your requirements and details:

Departure date 23 April  
from London, Gatwick to Orlando, Florida  
arriving there same day

Mr Alan Johnston and Ms Karen O'Neill  
31 Westerfield Road  
Ipswich IP3 2SN

home phone 01473 255512      office phone 0171 234 9672

13 nights accommodation at Suncrest Plaza Hotel, Cocoa Beach  
One double room with balcony and sea view

**2** You are the TRAVEL AGENT. Fill out the booking form on page 21 with the information that the client gives you. Finish by phoning the tour operator to check availability.

**6** Here are half of the answers to the airport codes quiz. Your partner has the rest of the answers. Which of the answers did you get right? Which couldn't you guess?

ATH	= Athens	LIS	= Lisbon
BUD	= Budapest	MAD	= Madrid
CDG or ORY	= Paris (Charles de Gaulle or Orly)	MEX	= Mexico City
FRA	= Frankfurt	NRT	= Tokyo (Narita)
HKG	= Hong Kong	PEK	= Beijing
JFK or EWR or LGA	= New York (JFK, Newark or La Guardia)	SYD	= Sydney
LAX	= Los Angeles	ZRH	= Zurich

*HKG is Hong Kong –  
I thought so.  
I didn't realise that  
PEK was Beijing.*

**7** This role play is in four parts so that you both get two turns at filling in the room chart.

- 1** Your name is BERNARD BROWN. Call the Royal Hotel. You want to reserve a room for your wife and yourself from May 2 to May 6 (four nights). The room must have a bath and balcony. (Your home phone number is 01303 87 92 31.)
- 2** You are the RESERVATIONS MANAGER at the Royal Hotel. Answer the phone and take the booking. Fill in the room chart on page 56.
- 3** Your name is CARLOS CHAVEZ. Call the hotel to reserve a single room from May 1 to May 8. (Your office phone number is 0171 993 3723.)
- 4** You are the RESERVATIONS MANAGER. Take the booking and fill out the room chart on page 56.

**8** This role play is in two parts so that you both get a turn at answering enquiries. You'll need to spell some of the difficult names aloud to your partner and say the numbers slowly and clearly.

**1** You are a TOURIST. Call the New Zealand Lodge Association and find out the phone numbers for these places:

Moonlight Lodge in Murchison	.....
Grasmere Lodge in Christchurch	.....
Motueka River Lodge	.....
Sherwood Lodge in North Canterbury	.....

and the full addresses for these places:

Braemar Lodge in North Canterbury	.....
Stewart Island Lodge	.....
Lake Brunner Lodge in Westland	.....
Remarkables Lodge in Queenstown	.....

**2** Change roles. Now you are the INFORMATION OFFICER. Refer to this information to answer your client's questions.

## LODGE CONTACT DETAILS

### North Island

---

**Kingfish Lodge**, RD 1, Whangaroa Harbour, Northland, New Zealand.  
Tel 64-9-405 0164, fax 64-9-405 0163.

**Okiato Lodge**, Okiato Point, RD 1, Russell, New Zealand.  
Tel 64-9-403 7948, fax 64-9-403 7515.

**Inverness Estate**, Ness Valley Road, RD 5, Papakura, New Zealand.  
Tel 64-9-292 8710, fax 64-9-292 8714.

**Fantail Lodge**, Rea Road, RD 2, Katikati, New Zealand.  
Tel 64-7-549 1581, fax 64-7-549 1417.

**Brooklands Country Estate**, RD 1, Ngaruawahia, Waikato, New Zealand.  
Tel 64-7-825 4756, fax 64-7-825 4873.

**Cassimir**, RD 3, Tauranga, New Zealand.  
Tel 64-7-578 5494, fax 64-7-543 1999.

**Moose Lodge**, RD 4, Rotorua, Lake Rotoiti, New Zealand.  
Tel 64-7-362 7823, fax 64-7-362 7677.

**Muriaroha Lodge**, 411 Old Taupo Road, PO Box 43, Rotorua, New Zealand.  
Tel 64-7-346 1220, fax 64-7-346 1338.

**Huka Lodge**, Huka Falls Road, PO Box 95, Taupo, New Zealand.  
Tel 64-7-378 5791, fax 64-7-378 0427.

**Lake Taupo Lodge**, PO Box 83, Taupo, New Zealand.  
Tel 64-7-378 7386, fax 64-7-377 3226.

**Mangapapa Lodge**, 466 Napier Road, Havelock North, Hawke's Bay, New Zealand.  
Tel 64-6-878 3234, fax 64-6-878 1214.

**9** This role play is in four parts so that you both get two turns at noting down messages.

**1** You are a **CALLER**. Leave this message for **Arthur Brown**, who is a guest at the Bay View Hotel:

Your name is **Alex McIntosh**. Your phone number is **01423 539435**. You were going to meet Mr Brown at **7.30** at the **Harbour View Restaurant**. You're going to be delayed and now you won't be there till **8.30**. You have phoned the restaurant to change the booking.

**2** You are the **RECEPTIONIST**. Take down the message you're given on one of the message pads on page 35. Check that you have noted down all the information correctly.

**3** Now you are the **CALLER** again. Leave this message for **Imogen Christie**, who is a guest at the Bay View Hotel:

Your name is **Sandy Hill**. Your phone number is **01832 973922**. Can Ms Christie make her own way to the meeting tomorrow morning? She can take a taxi. The meeting is at **Janus House, 100 Ocean Boulevard**. If there's any problem, could she phone you?

**4** You are the **RECEPTIONIST**. Take down the message you're given on the other message pad on page 35. Check that you have noted down the information correctly.

**10** This role play is in two parts so that you both get a turn at being the waiter/waitress.

**1** You are a **GUEST**. You've finished your coffee. Ask the waiter/waitress to bring you your bill. Listen carefully and make sure he or she gets everything right — especially the arithmetic.

**2** You are the **WAITER/WAITRESS**. Add up the bill in the presence of the guest, checking each item as you go through the order. (Make at least one deliberate mistake!)

			Total
2	Soup of the day	@ \$2.50	
1	Shrimp cocktail	@ \$3.00	
1	Fillet steak	@ \$18.50	
1	Lobster	@ \$24.50	
1	Omelette	@ \$9.50	
2	Fresh fruit salad	@ \$4.50	
1	Banana split	@ \$5.50	
1	bottle of house red	@ \$12.00	
1	bottle of mineral water	@ \$7.50	
3	cover charge	@ \$2.50	
	+ service @ 10%		
<b>Total =</b>			

So that's two soups — that's five dollars. And one shrimp cocktail — that's another three dollars.

Then you had one fillet steak — that's...

**11** This role play is in four parts. In the first two parts you are one of the receptionists and different guests will approach you with questions.

**1 & 2** You are a **RECEPTIONIST** on duty at the reception desk at the Hotel Miramar. Answer your guest's queries.

## •HOTEL• MIRAMAR INFORMATION

**Rooms** with a sea view are \$125, rooms overlooking the garden are \$99. You have only one \$125 room available now, but several for next month.

You can reserve rooms at **associate hotels** in Granada and Mendoza through the computer.

**Breakfast** is served 6.30–10am in the Atlantic Restaurant on the second floor up the stairs (i.e. first floor for Europeans).

**Checking out** time is 11am. Luggage can be stored for guests who have checked out.

**International flights** depart from Simón Bolívar Airport (25km from here). Allow 1 hour by taxi + 1 hour to check in.

**Domestic flights** depart from National Airport (5 km from here) to other cities:

Mendoza: 8.30 14.30

Granada: 10.30 17.30

Rio Verde: 12.00 18.15.

Allow 30 minutes by taxi + 45 minutes to check in.

There is a comfortable overnight **train** with sleeping cars to Granada, departing at 11pm.

**3** You are a **GUEST** at the Hotel Miramar. Ask one of the receptionists to help you with these questions.

Here are the things you want to do ...

find out about flights to Rio Verde in the south.

change \$100 into pesos.

find out what time dinner is served in the hotel.

**4** Now ask a *different* receptionist to help you with these questions. You want to ...

find out when you should leave the hotel for the midnight flight to Miami. Where can you leave your luggage till then?

book a taxi for 8am tomorrow to the university.

go for a swim.

**12** Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, you are a guest.

**GUEST** Make each of these complaints to the member of staff.

**1** *There seems to be something strange in my soup.*

**2** *I've been waiting a very long time for someone to bring me my bill.*

**3** *The fridge in my room isn't working and it's leaking all over the carpet.*

**4** *I left my Walkman in my room while I was out. When I got back it was lying on the floor, broken.*

**5** *Somebody came to my room this morning and tried to sell me something.*

**6** *You recommended the sightseeing tour to me but it was a waste of time.*

**MEMBER OF STAFF** Deal with the complaints politely and apologetically.

# 13

This role play is in two parts so that you both get a turn at being the rental clerk.

- 1 You are a CLIENT. You want to rent a Group B car at this location. You want to have the car now and you'll return it here at the same time one week from now. Find out how much this will cost with unlimited mileage without full insurance.

Begin by saying: *Hello. I'd like to rent a car please.*

- 2 You are the CAR RENTAL CLERK. Refer to this information and fill out the form below for the client.

Cars available today: Group A (no cars available); Group B (\$120 per week) Nissan Micra;

Group C (\$155 per week) Toyota Carina.

Prices include unlimited mileage.

Full insurance: \$10 per day

Return to another location: \$21 surcharge

Name .....			
<i>title</i>	<i>first name</i>	<i>family name</i>	
Car required: Group .....		Make .....	
Full insurance required?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Unlimited mileage?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
From .....			
<i>time</i>	<i>day</i>	<i>month</i>	<i>year</i>
To .....			
<i>time</i>	<i>day</i>	<i>month</i>	<i>year</i>
Pick-up location .....			
Return location .....			

# 14

This role play is in two parts so that you both get a turn at being the cashier.

- 1 You are a CASHIER. Explain to the client how much he or she has to pay.

- 2 You are the CLIENT. Imagine that you don't trust the cashier's arithmetic. Write down the prices the cashier tells you — and make sure he or she gets the final total right.

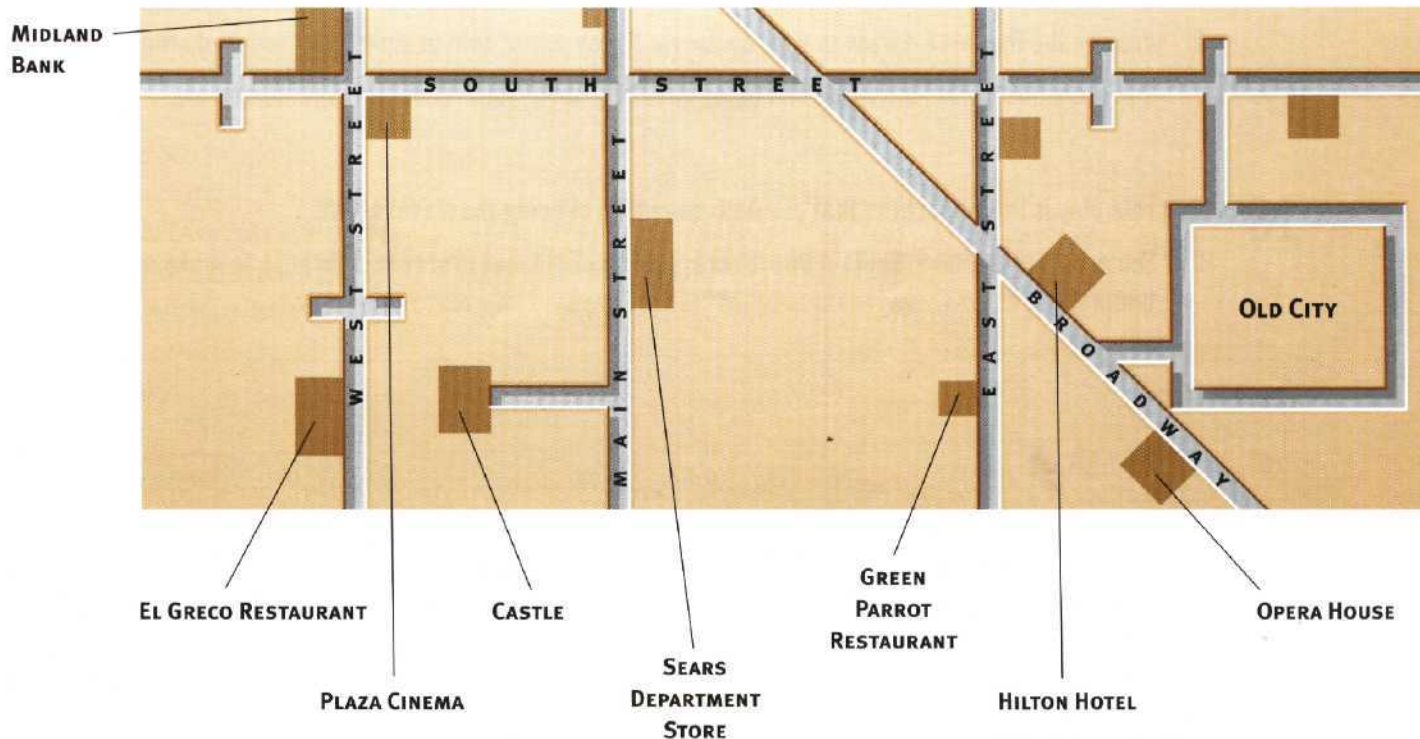
Two nights accommodation	=	<input type="text"/>
@ \$44 per night		
Three dinners @ \$24 each	=	<input type="text"/>
Four bottles of wine @ \$12.50 each	=	<input type="text"/>
Five local telephone calls	=	<input type="text"/>
@ 50¢ each		
Six glasses of beer @ \$3.40 each	=	<input type="text"/>
TOTAL	=	<input type="text"/>

**15** This role play is in two parts so that you both get a turn at playing each role.

**1** You are a GUEST at the Royal Hotel. Ask the receptionist where four of these places are and mark them on the map on page 86.

the Metro cinema      the market      the airline terminal  
the Sheraton Hotel      the St Tropez restaurant      the La Lupa restaurant

**2** You are a RECEPTIONIST at the Royal Hotel. Explain to the guest how to get to the places marked on this map of the south of the city.



**16** This role play is in two parts so that you both get a turn at playing each role.

**1** You are a RECEPTIONIST. The guest will ask you for some advice.

**2** You are the GUEST. Ask the receptionist these questions:

*Can you recommend an inexpensive restaurant?*

*Is there an art gallery here?*

*What's the best place to go jogging?*

*Is there a good bookshop in town?*

*Can you recommend somewhere for a quick snack?*



**17** In these six short role plays you'll be playing the role of guest or member of staff — or observer. The observer listens to the role play and then gives the others feedback on how polite and friendly they sounded.

- 1 You are a MEMBER OF STAFF. Explain that the toilets are down the stairs on the right.
- 2 You are the OBSERVER. Listen to your partners. Tell them how polite, helpful and friendly they sound. If they sound cold or rude, ask them to do the role play again.
- 3 You are a GUEST. Find out what the dialling code for a phone call to the UK is.
- 4 You are a MEMBER OF STAFF. Explain that there is a nice family restaurant two blocks from here. Offer to phone the restaurant to book a table.
- 5 You are the OBSERVER. Listen to your partners. If they sound cold or rude, ask them to do the role play again.
- 6 You are a GUEST. Find out if you can delay checking out of your room until 4pm tomorrow.

**18** This role play is in two parts so that you both get a turn at being the travel agent.

- 1 You are a TRAVEL AGENT. Explain this itinerary to the client, but first read it through to make sure that you understand it!

Your Itinerary						
date	flight no.	from	dep	to	arr	check in
1 MAY	RO 261	Budapest Ferihegy	0715	Istanbul	0815	Terminal 1 0615
4 MAY	TK 806	Istanbul	0920	Cairo	1140	International Terminal 0820
8 MAY	OS 388	Cairo	1220	Vienna	1655	Terminal 2 1050
8 MAY	OS 295	Vienna	1835	Venice	2005	
12 MAY	OS 294	Venice	0905	Vienna	1035	0805
12 MAY	OS 803	Venice	1140	Budapest	1240	

- 2 You are the CLIENT. The travel agent will show you your itinerary (in **Activity 2**). Ask the travel agent to explain it to you. (There's one mistake in the itinerary.)

# 19

This role play is in two parts so that you both get a turn at being the member of staff.

- 1 You are a GUEST. Answer the questions you're asked about the hotel. Use your imagination to think of suitable replies.
- 2 You are a MEMBER OF STAFF. Interview the guest to find out his/her answers to the questions on this customer survey. Begin like this:

*Would you mind helping us by answering a few questions? It won't take very long.*

## RESTAURANT AND BARS

Was the food and beverage quality and service acceptable?

	<i>Excellent</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Fair</i>	<i>Poor</i>
Room service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant – breakfast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant – lunch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant – dinner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lobby lounge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poolside snack bar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hotel bar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you feel that our food and beverage pricing represents good value? YES  NO

Comments: .....

.....

.....

Is there something about our restaurants/lounges that you would like to see added, corrected or changed?

## GUEST ROOM

Room number ..... Dates of stay .....

	<i>Excellent</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Fair</i>	<i>Poor</i>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: .....

.....

.....

Is there something about your room that you would like to see added, corrected or changed?

*Thank you for your time and your co-operation! Thank you for staying with us.*

## 20

This role play is in two parts so that you both get a turn at being the travel agent.

- 1 You are a TRAVEL AGENT. Fill out the booking form on page 21 with the information that the client gives you. Finish by phoning the tour operator to check availability.
- 2 You are the CLIENT. You want to book a holiday. These are your requirements and details:

*Departure date 3 May*

*from London, Heathrow to San Francisco, California  
arriving there next day*

*Mr Terry Porter, Mrs Susanne Porter, Miss Kelly Porter, Master Tim Porter  
85 Tuddenham Road  
Woodbridge IP32 4TK  
home phone 013943 87943 office phone 01473 290711*

*10 nights accommodation at Golden Gate Palace Hotel, San Francisco  
Two double rooms, one with balcony, one with harbour view*

## 21

Here are half of the answers to the airport codes quiz. Your partner has the rest of the answers. Which of the answers did you get right? Which couldn't you guess?

AMS = Amsterdam

BKK = Bangkok

CAI = Cairo

FCO = Rome (Leonardo da Vinci/Fiumicino)

GIG = Rio de Janeiro

IST = Istanbul

KUL = Kuala Lumpur

LHR or LGW = London (Heathrow, Gatwick,  
or STN or LCY Stansted or City)

MIA = Miami

ORD = Chicago (O'Hare)

SEL = Seoul

TXL or SXF = Berlin (Tegel or Schönefeld)

*Ah, ORD is Chicago – I  
thought so.  
I didn't realise that GIG  
was Rio de Janeiro.*

## 22

This role play is in four parts so that you both get two turns at filling in the room chart.

- 1 You are the RESERVATIONS MANAGER at the Royal Hotel. Answer the phone and take the booking. Fill in the room chart on page 56.
- 2 Your name is ANNIE ANDERSON. Call the Royal Hotel. You want to reserve a room for your sister and yourself from May 6 to May 8 (two nights). You don't want to pay more than \$100 for bed and breakfast. (Your home phone number is 01981 83 21 23.)
- 3 You are the RESERVATIONS MANAGER. Take the booking and fill in the room chart.
- 4 Your name is DAWN DAVIDSON. Call the hotel to reserve a room for two people from May 2 to May 8. (Your office phone number is 0181 821 4832.)

This role play is in two parts so that you both get a turn at answering enquiries. You'll need to spell some of the difficult names aloud to your partner and say the numbers slowly and clearly.

1 You are an INFORMATION OFFICER. Refer to this information to answer your client's questions.

## LODGE CONTACT DETAILS

### South Island

*Motueka River Lodge*, PO Box 238, Motueka, New Zealand.  
Tel 64-3-526 8668, fax 64-3-526 8669.

*Ilmara Lodge*, Dog Point Road, RD 2, Blenheim, Marlborough, New Zealand.  
Tel 64-3-572 8276, fax 64-3-572 9191.

*Moonlight Lodge*, PO Box 12, Murchison, New Zealand.  
Tel 64-3-523 9323, fax 64-3-523 9515.

*Sherwood Lodge*, Sherwood Road, RD, Waiiau, North Canterbury, New Zealand.  
Tel 64-3-315 6078, fax 64-3-315 6424.

*Braemar Lodge*, PO Box 89, Hanmer Springs, North Canterbury, New Zealand.  
Tel 64-3-315 7049, fax 64-3-315 7104.

*Grasmere Lodge*, Private Bag 55009, Christchurch, New Zealand.  
Tel 64-3-318 8407, fax 64-3-318 8263.

*Lake Brunner Lodge*, Mitchells, RD 1, Kumara 7871, Westland, New Zealand.  
Tel/fax 64-3-738 0163.

*Remarkables Lodge*, PO Box 144, Wakatipu 9195, Queenstown, New Zealand.  
Tel/fax 64-3-442 2720.

*Stewart Island Lodge*, PO Box 5, Halfmoon Bay, Stewart Island, New Zealand.  
Tel/fax 64-3-219 1085.

2 Change roles. Now you are a TOURIST. Call the New Zealand Lodge Association and find out the phone numbers for these places:

Okiato Lodge in Russell	.....
Kingfish Lodge in Northland	.....
Brooklands Country Estate in Waikato	.....
Inverness Estate in Papakura	.....

and the full addresses for these places:

Muriaroha Lodge	.....
Mangapapa Lodge in Hawke's Bay	.....
Huka Lodge in Taupo	.....
Moose Lodge in Lake Rotoiti	.....



**26** This role play is in four parts. In the first two parts you are a guest staying at the Hotel Miramar.

- 1** You are a GUEST at the Hotel Miramar. Ask one of the receptionists to help you with these questions. Here are the things you want to do ...

find out if you can get to Granada by train. Can you book a room in a good hotel there?  
find out how to get to the airport for your flight to Rio Verde.  
find out where and when breakfast is served.

- 2** Now ask a *different* receptionist to help you with these questions. You want to ...

change your room to one with a better view.  
find out how long it takes to get to the international airport.  
find out what time you have to check out.  
reserve a room for your next visit in a month's time.

- 3 & 4** Now you are a RECEPTIONIST on duty at the reception desk at the Hotel Miramar. Answer your guest's queries.

## •HOTEL• MIRAMAR INFORMATION

**Rooms** with a sea view are \$95, rooms overlooking the garden are \$85. You have only one \$95 room available now, but several for next month.

**Dinner** is served in the Gaucho Grill, Atlantic Restaurant (8–11.30pm) or Roof Top Room on the 20th floor (10pm–3am). Roof Top Room has a cabaret and dancing.

The **swimming pool** (open from 6am to 7pm) is on the roof. Towels available from the attendant (always on duty — press the bell to call him).

**Checking out** time is 11am. Luggage can be stored for guests who have checked out.

**International flights** depart from Simón Bolívar Airport (25km from here). Allow 1 hour by taxi + 1 hour to check in.

**Domestic flights** depart from National Airport (5 km from here) to other cities:

Mendoza: 8.30 14.30

Granada: 10.30 17.30

Rio Verde: 12.00 18.15

Allow 30 minutes by taxi + 45 minutes to check in.

**Taxis** are normally always available outside the hotel. They cannot be booked in advance.

Today's **exchange rate** is \$1 = 1595 pesos.

**27** Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, you are a guest.

**GUEST** Explain each of these problems to the member of staff and ask for his or her help.

- The people in the next room are having a very loud argument and I can't sleep.*
- I'm trying to phone home but I can't get an outside line.*
- I left my briefcase on the balcony and all my documents got wet in the rain.*
- I've just spilt coffee all over my suit. I have an interview this morning.*

**MEMBER OF STAFF** Ask the guest if you can help.

*I've got a problem ...  
I wonder if you could help me?*

# 28

This role play is in two parts so that you both get a turn at being the rental clerk.

1 You are a CAR RENTAL CLERK. Refer to this information and fill out the form below for the client.

Cars available today: Group A (\$100 per week) Ford Fiesta; Group B (no cars available);  
 Group C (\$145 per week) Ford Escort.  
 Prices include unlimited mileage.  
 Full insurance: \$12 per day  
 Return to another location: \$20 surcharge

Name .....  
title                      first name                      family name

Car required: Group ..... Make .....

Full insurance required?      Yes       No

Unlimited mileage?              Yes       No

From .....  
time                      day                      month                      year

To .....  
time                      day                      month                      year

Pick-up location .....

Return location .....

2 You are the CLIENT. You want to rent a Group A car at this location. You want to have the car tomorrow at 9am and you'll return it to the airport at the same time one week from then. Find out how much this will cost with unlimited mileage and full insurance.  
 Begin by saying: *Hello. I'd like to rent a car, please.*

# 29

This role play is in two parts so that you both get a turn at playing each role.

1 You are a GUEST. Ask the receptionist these questions:

*Is there somewhere I can go to hear jazz? Or classical music?*

*Is there an open-air swimming pool near here?*

*I need some walking boots. Where can I buy some?*

*I've got a free afternoon today. What should I do?*

*I can't decide whether to go to the opera or to the cinema this evening. What do you recommend?*

2 You are the RECEPTIONIST. The guest will ask you for some advice.

# 30

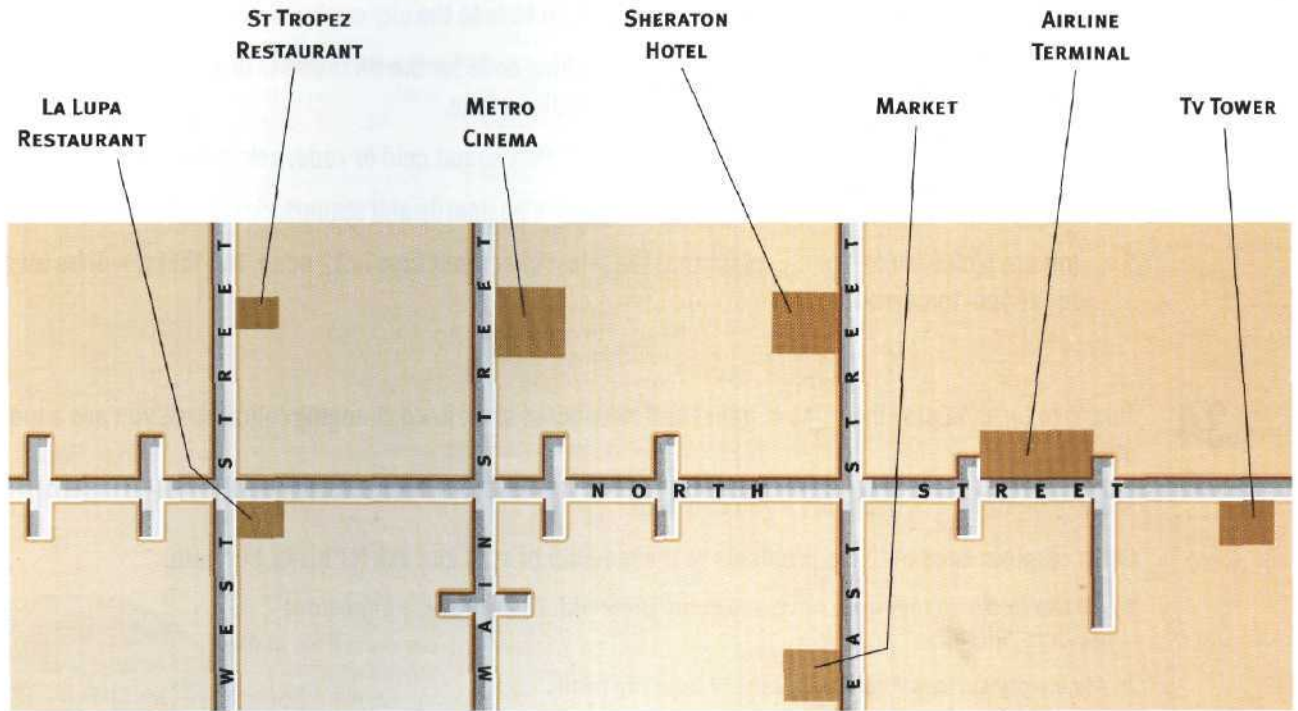
This role play is in two parts so that you both get a turn at being the receptionist. Today is Sunday, May 1st.

1 You are MR or MRS BROWN and you're checking in at the Royal Hotel. You phoned to reserve a room from May 2nd. You have arrived a day early — is there a room for you?

2 You are the RECEPTIONIST at the Royal Hotel. Welcome the guest and go through the check-in procedure. Consult the room chart on page 56.

**31** This role play is in two parts so that you both get a turn at playing each role.

- 1 You are a **RECEPTIONIST** at the Royal Hotel. Explain to the guest how to get to the places marked on this map of the north of the city.



- 2 You are a **GUEST** at the Royal Hotel. Ask the receptionist where four of these places are and mark them on the map on page 86.

the Plaza cinema  
the Hilton Hotel

the castle  
the Opera House

the Sears department store  
the Green Parrot restaurant

**32** This role play is in two parts so that you both get a turn at being the cashier.

- 1 You are a **CLIENT**. Imagine that you don't trust the cashier's arithmetic. Write down the prices the cashier tells you — and make sure he or she gets the final total right.
- 2 You are the **CASHIER**. Explain to the client how much he or she has to pay.

Two nights accommodation @ \$55 per night	=	<input type="text"/>
Three lunches @ \$19 each	=	<input type="text"/>
Four dinners @ \$29 each	=	<input type="text"/>
Five bottles of house red @ \$11.95 each	=	<input type="text"/>
Six bottles of mineral water @ \$3.50 each	=	<input type="text"/>
<b>TOTAL</b>	=	<input type="text"/>



### 33

In these six short role plays you'll be playing the role of guest or member of staff — or observer. The observer listens to the role play and then gives the others feedback on how polite and friendly they sounded.

- 1 You are the **OBSERVER**. Listen to your partners. Tell them how polite, helpful and friendly they sound. If they sound cold or rude, ask them to do the role play again.
- 2 You are a **GUEST**. Find out the best way to get from here to the city centre.
- 3 You are a **MEMBER OF STAFF**. Explain that the dialling code for the UK is 0044. To get an outside line from your room you need to dial 0 first and wait for the dialling tone.
- 4 You are the **OBSERVER**. Listen to your partners. If they sound cold or rude, ask them to do the role play again.
- 5 You are a **GUEST**. Find out where you can buy some postcards and stamps.
- 6 You are a **MEMBER OF STAFF**. Explain that the latest check-out time is 12 noon, but that it will be all right to check out at 4pm tomorrow.

### 34

Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, you are a member of staff.

**MEMBER OF STAFF** Ask the guest if you can help.

**GUEST** Explain each of these problems to the member of staff and ask for his or her help.

- 1 *All the lights in my room have suddenly gone out. I've got some important work to finish.*
- 2 *My empty suitcase has been stolen from my room.*
- 3 *I want to go for a swim but the pool's closed.*
- 4 *I've missed my flight because I overslept.*

*I have a problem . . .  
I wonder if you could  
help me?*

### 35

Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, you are a member of staff.

**GUEST** Make each of these complaints to the member of staff.

- 1 *The piped music in the restaurant is driving me mad.*
- 2 *The air-conditioning in my room isn't working.*
- 3 *My soup is cold.*
- 4 *I booked a room with a view but this one overlooks the car park.*
- 5 *The brochure says you have a 'large swimming pool', but it's very small.*
- 6 *I told you yesterday that my TV doesn't work, but no one has come to fix it.*

**MEMBER OF STAFF** Deal with the complaints politely and apologetically.

Here is some extra information about the three places described on page 65.

### Anse Chastanet

**Suitability:** Big honeymoon and wedding business here – you would have to look hard to find a more secluded or romantic spot. To enjoy this remote and hilly location you must be agile and it probably is not the place for toddlers or the elderly. Special diving packages.

**Opinion:** *Very much off the beaten track – the easiest access is by boat – and full of character. Winter rates include breakfast and dinner.*

### Club St. Lucia

**Suitability:** General, but especially good for families with children of all ages who want lots of activity and entertainment. Popular for honeymoons and increasingly so for weddings.

**Opinion:** *Well-facilitated, the lack of restaurant choice is a drawback and despite a fresh, modern appearance there is still a holiday camp atmosphere here. It is also usually very busy and very popular with the British. This is not the place for anyone wanting a quiet holiday. Run as an all-inclusive – all meals, drinks, snacks, sports (including free green fees at a nearby golf course), entertainment, tips are in the price – so it can offer very good value if you take full advantage.*

### Orange Grove

**Suitability:** Persons looking for good quality cheaper accommodation, but prepared to invest in car hire for mobility and variety of restaurants.

**Opinion:** *Great value for money. With new ownership/management and money invested, a vast improvement in guest satisfaction and quality of accommodation. Many features associated with resort hotels are available, e.g. hair dryers in all rooms, telephones in bathrooms, cable T.V. in bedroom and further set in lounge.*

#### ANSE CHASTANET

A true escape from the rigours of the real world, this deluxe hotel will take your breath away. A lot of steps from the beach to the rooms makes it unsuitable for those with walking difficulties.

#### CLUB ST. LUCIA

A happy, fun atmosphere, good facilities, expert management and unbeatable prices make this medium-class hotel a top choice for our clients year after year.

#### ORANGE GROVE

A simple but charming medium-class hotel with a good standard of service.

These are model notes for the two telephone messages on pages 34 and 35.

## ~ PHOENIX HOTEL ~

DATE AND TIME [today's date & time now]

MESSAGE FOR Reservations

FROM KATHERINE WOODFORD TEL. NO. 893 89 82 40

FAX. NO. 893 34 56 25

Ms Woodford wants 2 double rooms + shower + balconies  
for Feb 14th for 2 nights

Please confirm by fax, or phone before 9pm

[your name]

## Newtown-on-sea

### INFORMATION BUREAU

Date and time [today's date & time now]

Message for Reception

From TIM HUGHES

Tel. No. ?

Mr Hughes has room booked for 12 Feb.

Arriving very late. Please hold the room –

Visa no. 77771902 2867 3456 exp 12/02

Also please send brochure to:

SONIA BLAKE 1232 Forest Drive, Fargo

ND 58105

[your name]

**38** Read this letter and the reply below. Highlight the useful phrases in the reply which you can use in your own letter of apology.

## Utopia Holidays

UTOPIA HOUSE ♦ AIRWAYS DRIVE ♦ HORSHAM RH4 9LK

Mrs Hannah Rosser  
91 Richmond Avenue  
Bournemouth BH3 4TH

14 November [year]

Dear Mrs Rosser

Many thanks for your letter dated 21st October.

It is our wish, of course, that all our clients thoroughly enjoy their holidays and that all aspects are entirely to their satisfaction. I was very sorry to hear of your dissatisfaction with certain aspects of your recent holiday.

It is sometimes difficult for us to keep completely up to date with all the hotels featured in our brochures, and so we rely primarily on the hotel to advise us of any changes or reductions in facilities. We also strongly welcome feedback from our clients to keep us accurately informed. Your comments have been noted with extreme concern and are now being taken up with Management at the property. I cannot apologise enough for the disappointment that you experienced.

In view of the problems you incurred on this occasion, I would like to offer you compensation of £50.00 per person. Our cheque for the sum of £100.00 is enclosed in full and final settlement. I hope you will accept this with my sincere apologies.

Despite your recent experience, I hope that you will allow us to assist with your travel arrangements again as we would welcome the chance to restore your faith in our services and I am certain you would not be disappointed.

As a gesture of goodwill and a token of our apologies on this occasion, I have enclosed a 10% discount voucher which can be used against your next Utopia Holiday. Should you wish to take advantage of this offer, please contact me directly and I will personally deal with your travel arrangements.

Thank you for taking the time to write to us. I hope that despite some dissatisfaction you enjoyed your Utopia Holiday and that we will have the pleasure of welcoming you back again soon.

Yours sincerely  
UTOPIA HOLIDAYS LIMITED

*Anna Brown*

Anna Brown  
Customer Services Manager

91 Richmond Avenue  
Bournemouth BH3 4TH

Utopia Holidays  
Utopia House  
Airways Drive  
Horsham RH4 9LK

21 October [year]

Dear Sirs,

We have recently returned from a weekend break in New York with Utopia Holidays. Our enjoyment was seriously spoiled by the low quality of the Rotterdam Hotel and its facilities.

Our room was clean and newly decorated, but it was very cold and there were repeated problems with the hot water, so that we were unable to have a warm shower on several occasions. When we complained at the front desk about this we were told that the boiler was out of order and "being fixed". We were offered extra blankets to keep us warm in bed. The television in our room was very old and only showed four channels.

Although the hotel is in a fine central position, it is very run down and once you have left the lobby to make your way upstairs, the corridors are dirty and dark.

We urge you not to use the Rotterdam Hotel again.

Yours faithfully,

*Hannah Rosser*

Mrs H. Rosser

# Welcome!

English for the travel and  
tourism industry

## Student's Book

*Welcome!* is an intermediate level course for people who need to use or who are preparing to use English in their day-to-day work in the tourism, hospitality and travel industries.

The core language skills are developed through a wide range of tasks which closely reflect the user's world of work. Particular emphasis is placed on realistic and integrated communication tasks which give students the opportunity to build confidence and improve fluency.

### Key features of the Student's Book

- modular organization for maximum flexibility
- 50 lessons on double pages for ease of use in class
- use of real world content and context
- student-centred approach

The *Welcome!* course consists of:

- Student's Book
- Teacher's Book
- Student's Book Audio Cassette Set
- Student's Book Audio CD Set

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