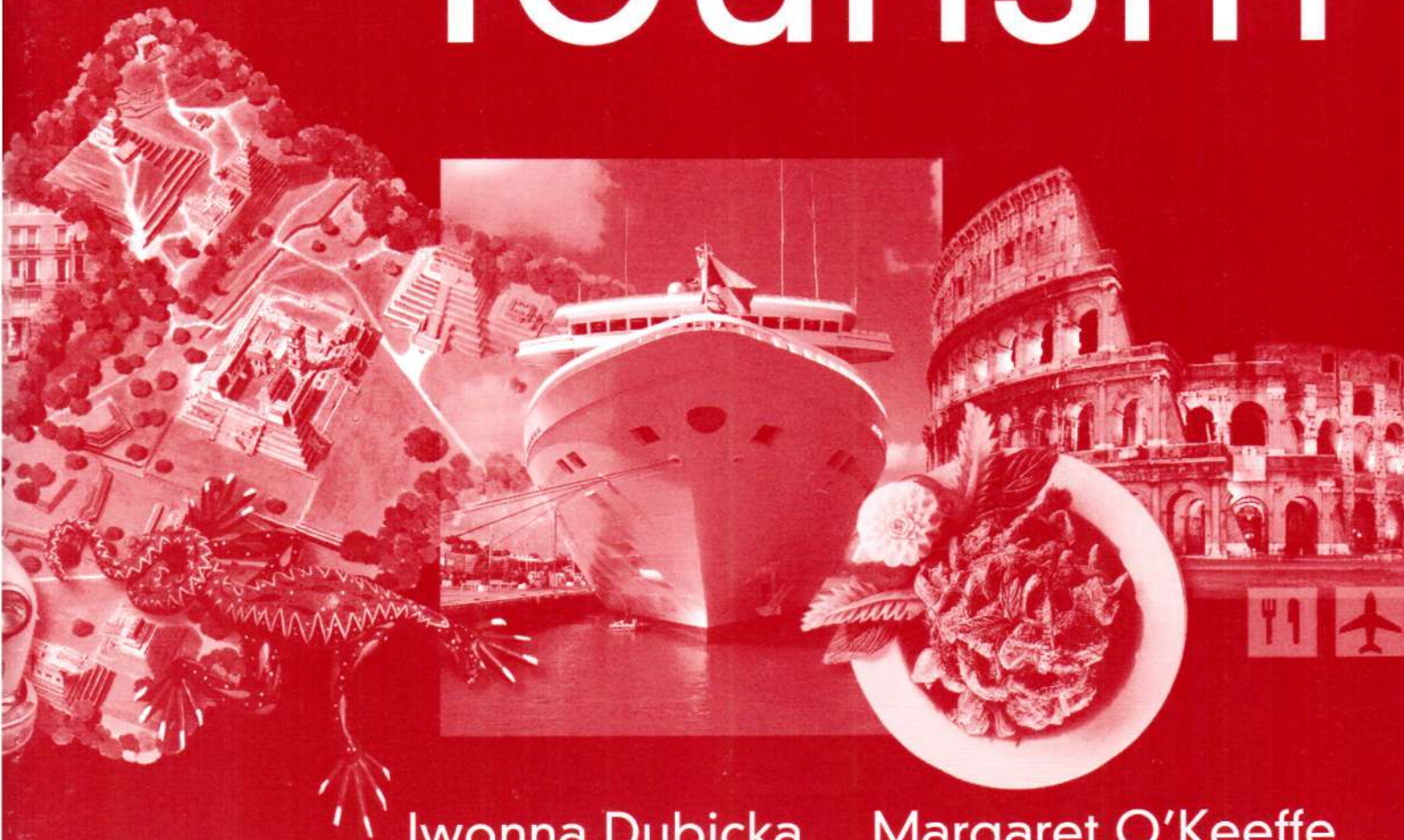


Pre-intermediate Workbook

English

for International

Tourism



Iwonna Dubicka Margaret O'Keeffe



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English for International Tourism

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Pearson Education Limited
Edinburgh Gate
Harlow
Essex CM20 2JE
England
and Associated Companies throughout the world.

www.longman.com

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First published 2003
Fourth impression 2006

ISBN-13: 978-0-582-47989-0

ISBN-10: 0-582-47989-4

Set in Syntax 11/15pt

Printed in Malaysia, CLP

Acknowledgements

Author acknowledgements

We would like to thank the following people for their contributions, encouragement and hard work: Eustasio Gavilan, Eli Ridler, Albert Prades, Kim Ashmore, Anne-Marie Hennessy, Anita Herron, Marta La Torre, Nathalie Lebris, Maribel Marci, Sean McGuinness, Jane and Simon Munn, Kelly and Leta O'Donnell, Joan Offroy, Kash Sandhu, Alison Wilson as well as our friends, families and students. We would also like to thank Ian Wood, our editor, for his invaluable input and professionalism.

The authors and publishers are grateful to British Airways for permission to reproduce the article on page 45.

Photo acknowledgements

The publishers are grateful to the following for their permission to reproduce copyright photographs:

Art Directors & TRIP for page 19; Benihana Restaurant for page 13; British Airways for page 39; Cunard for page 26; Gerald Cubitt for 46 bottom left; Inghams Travel for pages 49 and 51; James Davis Travel Photography for page 45; Photobank New Zealand for page 46 bottom right; P&O Cruises for page 24; Photosource for page 46 top; Alex Smailes for page 5.

Images taken from DK Eyewitness Travel Guides published by Dorling Kindersley Limited:

Travel Guide Barcelona — page 17, 18; Travel Guide Florida — page 9, 11; Travel Guide Cracow — page 43; Travel Guide Cruise Guide to Europe — page 25; Travel Guide Istanbul — page 33; Travel Guide Mexico — page 61; Travel Guide New

Zealand — page 47br; Travel Guide South Africa — page 29; Travel Guide St Petersburg — page 35, 57; Travel Guide Thailand — page 53; Travel Guide Venice & Veneto — page 22, 23.

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English for International Tourism Pre-intermediate Workbook

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All in a day's work

reading **My job**

1 Read the text on the opposite page and answer the questions.

- 1 Eustasio usually works
 - A day shifts.
 - B night shifts.
 - C only at weekends.
 - D in the afternoons.
- 2 When he works at night, he
 - A helps the manager.
 - B meets a lot of guests.
 - C checks the hotel records.
 - D sends faxes confirming bookings.
- 3 During the night, he also works as the hotel's
 - A telephonist.
 - B housekeeper.
 - C concierge.
 - D manager.
- 4 When there is a group booking, he checks the names on the running list
 - A when the group check in.
 - B immediately after they check in.
 - C the next day.
 - D when they check out.
- 5 The main topic of this text is
 - A what Eustasio does during the day shift.
 - B the difficulties of being a receptionist.
 - C what Eustasio likes most about his job.
 - D Eustasio's duties as a receptionist.



My job

Eustasio Gavilán, receptionist at Darkwood Beach Hotel, Jamaica

I'm a hotel receptionist. I usually work from 7 am to 3 pm but occasionally I work nights. I prefer working during the day because I meet more guests. When I'm on night shift I'm responsible for the 'close of day'. I check both the manual records and the computer records to see which rooms are occupied, which are unoccupied, which are closed for maintenance and which need cleaning. The manager is not on duty at night or at the weekends so I'm responsible for everything at these times.

During the day shift I send faxes and emails confirming bookings,

check in new guests and prepare bills for the guests checking out. I also answer the telephone calls, deal with enquires, take reservations and put calls through to other departments.

Before a large group checks in, we receive a running list of all the names from the booking agents. I check people in as fast as possible because they have usually travelled a long way and I know they are tired. After that, I check the running list against the names of guests who checked in. There are often differences so I phone the agency to confirm the group names.

vocabulary Duties

2 Match the verbs with the nouns to show some of Eustasio's duties.

- | | |
|---------------|---------------------|
| 1 check | a) guests |
| 2 send | b) records |
| 3 confirm | c) calls |
| 4 check in | d) enquiries |
| 5 prepare | e) the telephone |
| 6 answer | f) bookings |
| 7 deal with | g) reservations |
| 8 take | h) bills |
| 9 put through | i) faxes and emails |

language focus Adverbs of frequency

3 Put these adverbs in the correct order from most to least frequent.

hardly ever often never always
sometimes usually occasionally

100% |----- hardly ever -----| 0%

Prepositions of time

4 Put the words in the box in the correct groups.

Monday the weekend the morning 7 o'clock February 11.30 pm
summer the autumn night midday 2001 8 December

on	in	at
Monday		

Present simple

5 What are the *he / she / it* endings for these verbs in the present simple? Put them in the correct groups.

arrive wash stay carry finish go make do
clean fly change watch check tidy take

-s	-es	-ies
arrives		

6 Complete the sentences with the correct form of the verb in brackets.

- Darina (not / work) *doesn't work* on Mondays.
- The housekeeper (change) the towels every day.
- The hotel (not / offer) room service after 11 pm.
- We (not / serve) dinner before 9 pm.
- Guests often (ask) for an alarm call.
- A waiter (not / finish) work until late at night.

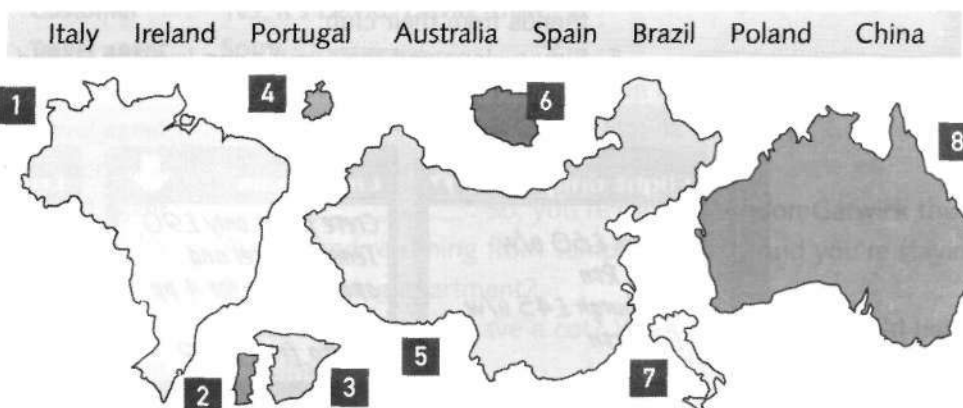
7 Write an appropriate present simple question for each answer.

- 1 What do you do?
I'm a hotel receptionist.
- 2
In a small hotel near the city centre.
- 3
I usually start at 8 o'clock in the morning.
- 4
By bus.
- 5
About forty hours a week.
- 6
No, I hardly ever work on Sundays.

vocabulary

Nationalities

8 Match the countries in the box with the outlines.



9 What are the nationalities from these countries? Put them in the correct group below.

Italy	Ireland	Portugal	Australia	Spain	Brazil	Poland
	China	Canada	Hungary	Japan	Kenya	
	South Africa	Sweden	Taiwan	Turkey		

-n	-ian	-ish	-ese
	Italian		

pronunciation

Word stress

10 Now mark the stressed syllable in each country and nationality.

China - Chinese

Fly-drive holidays

reading Holiday advertisements

1 Which of the advertisements below will these people be interested in?

- 1 Kashmir and Anita want to go away for a weekend.
- 2 Trudy is a student who wants to visit some friends on the Greek islands.
- 3 John and Silvia like all kinds of sports and outdoor activities.
- 4 James and Mary want to organise a holiday with a large group of retired friends from their club.
- 5 Simon, Jane and their young son love the United States.

Flight only deals ✈️
 Dublin £60 o/w
 £90 Rtn
 Edinburgh £45 o/w
 £70 rtn

Late deals ↓
 Crete flight only £90
 Tenerife hotel and
 apartments for 4 pp
 7 nts £209
 Malta from £179

Cruises 🚢
 Mediterranean cruises
 Special rates
 for pensioners

City breaks 🏛️
 Amsterdam
 2 nts, flights,
 transfers, hotel, B&B
 £135 incl. airport taxes

Special offers ☀️
 US fly-drive holidays
 See Disney World
 Florida, 7 nts and
 14 nts from £609

Snow holidays ⚡️
 Skiing in Andorra
 s/c apartments
 Optional HB
 7 nts from £215

WORLD BREAKS

vocabulary Abbreviations

2 Match the abbreviations with the correct word or phrase.

- | | |
|---------|----------------------|
| 1 s/c | → a) return flight |
| 2 pp | b) self-catering |
| 3 nts | c) half board |
| 4 HB | d) nights |
| 5 o/w | e) people |
| 6 rtn | f) bed and breakfast |
| 7 B&B | g) one-way flight |
| 8 incl. | h) inclusive price |

3 Look at these city break holiday adverts in a newspaper. Which one offers:

- 1 the best deal? 2 the most expensive deal? 3 the most meals?

Barcelona, rtn
flights, 2 nts,
3 star hotel, B&B
£215 + airport

Paris, rtn flights,
3 nts, 3 star hotel,
B&B £189 incl.

Rome, rtn flights,
2 nts, 2 star hotel,
B&B £189, weekend
supplement £15

Copenhagen, rtn
flights, 2 nts,
3 star hotel, HB
£215 incl. taxes

4 Complete the dialogue with the phrases in the box.

just let me confirm the details could you spell your surname
there's an additional charge can I have your name can I help you

- Travel agent Sunny Planet Holidays.¹?
- Customer Hi, I'd like to confirm a holiday booking.
- Travel agent Certainly.², please?
- Customer Yes, it's David, David Crawley.
- Travel agent Sorry,³?
- Customer Yes, C-R-A-W-L-E-Y. We spoke on Monday.
- Travel agent Ah yes, the fly-drive holiday to Florida for four?
- Customer That's right. For the last fortnight in August.
- Travel agent⁴. So, you're leaving London Gatwick the 17
August and returning from Tampa the 31st. And you're staying in
a self-catering apartment?
- Customer That's right. Does it have a cot? We have a one-year-old baby ...
- Travel agent I'm afraid⁵, sir.

5 Now complete the form for David Crawley's booking.

Sunny Planet Holidays		Reservations
Name of customer:	David Crawley ¹	
Type of holiday: ²	
Location: ³	
Type of accommodation: ⁴	
Number of nights: ⁵	
Out date: ⁶	
Departure airport: ⁷	
Return date: ⁸	
Departure airport: ⁹	
Number of persons: ¹⁰	
Number of children (under two): ¹¹	
Special requests: ¹²	



▲ Ocean Drive Miami Beach

language focus Present continuous

6 Complete David's email to his secretary with the correct form of the present continuous.

Untitled - Message

Send Save ABC Insert File... Priority Options...

from: David

To... Lesley

Cc...

Subject: travel arrangements

Arial 10 B I U

Hi Lesley

I hope everything (go)¹ is going well in the office. I (write)² this email to let you know that we (have)³ a great time in Florida but we've had to change our holiday plans. We (not/fly)⁴ on Sunday night as planned. We've decided to fly back on Monday and I (not/return)⁵ to the office until Tuesday. I (travel)⁶ to Cambridge on Wednesday for a meeting but I'll phone to confirm when I'm back in the country. Could you also please check that a taxi (come)⁷ to pick us up from Gatwick Airport at 17.00 hrs on Monday?

Thanks for everything.
Best regards,
David

7 Change David's diary according to his new travel plans.

Diary
Saturday -
Sunday - Tampa - London Gatwick Arrive: 17.00
Monday - office!
Tuesday -
Wednesday - meeting in Cambridge office
Thursday -
Friday -

Present continuous and present simple

8 Underline the correct option in these sentences.

- 1 David *is looking* / *looks* at the offers in the window at the moment.
- 2 He *is trying* / *tries* to decide which is the best holiday for his family.
- 3 They *are having* / *have* a fly-drive offer to Florida.
- 4 The travel agent *is asking* / *asks* him when he wants to travel.
- 5 How *are you spelling* / *do you spell* your surname?
- 6 We *are accepting* / *accept* Visa and MasterCard.

vocabulary Car hire

Language tip

gasoline = US English
petrol = UK English

9 Complete the sentences with a word from the box.

vehicle economy models Collision Damage Waiver third party insurance
additional air conditioning taxi driver's licence minimum age

Driving in Florida



DRIVING IN FLORIDA is a delight. Most highways are uncrowded, and Floridians are considerate drivers. Gasoline is inexpensive and car rental rates are the lowest in the United States.

Car rental costs in Florida are quite cheap and you can save money by booking and paying before you leave home. Fly-drive deals can be 50 percent cheaper, but be careful of 'free' car rental. Extras like state tax¹ and insurance are not included in these offers.



If you rent when you arrive, it is usually cheaper to rent a² at the airport than in town. All you need to rent a car is your

passport and a credit card. The³

for car rental is twenty-one, but drivers under twenty-five sometimes pay extra.

Make sure your car rental agreement includes⁵ (CDW) – also known as Loss Damage Waiver (LDW) – or you will be responsible for any damage to the car. Rental agreements include⁶, but it is best to buy⁷ or supplementary Liability Insurance.



Some companies add a premium if you want to leave the car in another city and all charge a lot for gas. Make sure you leave the car with the same amount of gas.

Most international car rental agencies offer a range of vehicles from⁸ to convertibles. All rental cars come with an automatic transmission, power steering and⁹

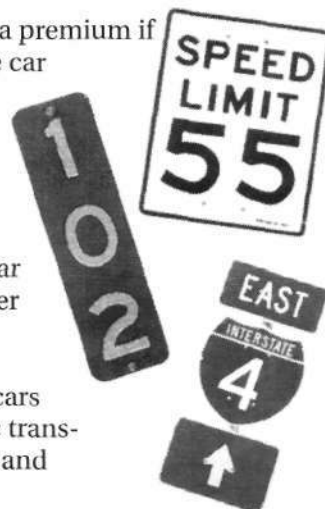


Table for two

reading **The Benihana restaurant**

1 Read the article about the Benihana restaurant on the opposite page and answer the questions.

- 1 What type of restaurant is the Benihana?
 - A Chinese
 - B Indian
 - C English
 - D Japanese
- 2 How much does an evening meal chosen from the menu usually cost?
 - A £8.50
 - B £12
 - C £14
 - D £30
- 3 Which of these groups cannot reserve the private dining room?
 - A a family group of eight
 - B ten people having a business lunch
 - C an office party of twenty people
 - D six people celebrating a friend's birthday
- 4 How many people can sit together at the hibachi table?
 - A eight
 - B ten
 - C twelve
 - D sixteen
- 5 The food is prepared and cooked in the
 - A dining room and served by the waiters.
 - B dining room and served by the chefs.
 - C kitchen and served by waiters.
 - D kitchen and served by the chefs.
- 6 When is the children's special available?
 - A every lunchtime
 - B all day Sunday
 - C Sunday lunchtime
 - D all weekend
- 7 Which of these children cannot have the kids' menu?
 - A Rachel, aged ten
 - B her brother John, aged six
 - C their cousin Tim, aged eight
 - D their cousin Helen, aged nine

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BENIHANA

average cost: £30 per head
set lunch from: £8.50
set dinner from: £14
house wine (bottle): £12

six vegetarian dishes
wheelchair access
private room available (max 12 people)
kids' menu Sunday lunch only from £4.75
highchairs available

Freshly cooked Japanese food and the theatrical performances by the chefs make this establishment very entertaining. Watch the way your meat, fish and vegetables are chopped, thrown around and chargrilled by the chefs. Take your kids to see this spectacle. Adults will have fun too.

The menu is made up of mainly teppanyaki-style complete meals. Diners sit around a hotplate (hibachi) table for eight. Each table's chef brings in the ingredients and theatrically prepares the food. He then serves it, freshly cooked and steaming hot.

Prices aren't cheap but then meals such as the tuna fillet steak, the Benihana Regal, which includes king prawns and hibachi steak with mushrooms, offer good value for money.

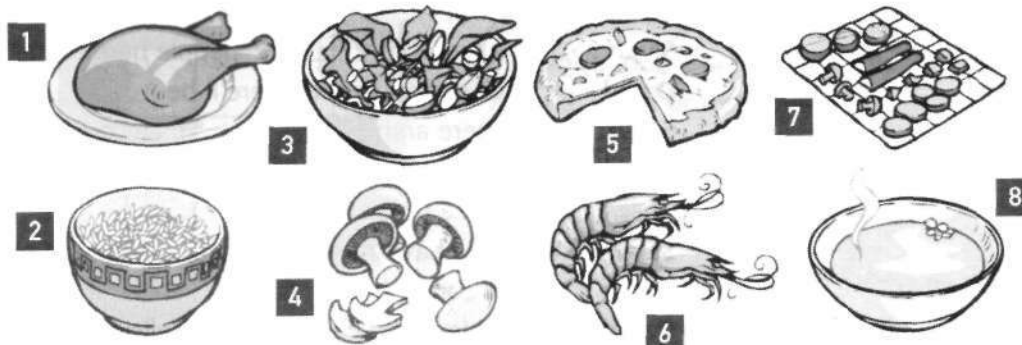
The clientele consists mainly of families and noisy parties. On Sunday lunchtimes under-tens get their own menu which includes a selection from chicken, steak and pasta meals.

Return to main page

vocabulary Dishes

2 Match the pictures with the dishes in the box.

chicken salad pizza grilled vegetables onion soup
steamed rice mushrooms king prawns



3 Complete the text with the correct options.

eating out in style

The restaurant that we went to last night was excellent. Before we ordered the meal, we had two dry martini *(martinis)*. For starters we both had a simple seafood salad *(salads)* made with fresh prawn *(prawns)*. For the main course, I had grilled salmon *(salmons)* served with wild mushroom *(mushrooms)* and

David had chicken *(chickens)* with brown rice and vegetable *(vegetables)*. We also had a side order of roast potato *(potatoes)*. The waitress recommended a delicious, light white wine *(wines)* to accompany the meal *(meals)*. My favourite part of the meal is always the dessert but it is difficult to find a restaurant

that makes good dessert *(desserts)*. This place offers a white chocolate mousse *(mousses)* which is the best I've ever tasted. After the meal, I had decaffeinated coffee *(coffees)* and David had some herbal tea *(teas)*.

4 Complete the sentences with *a, an, some or any*.

- 1 Would you like *some* more wine, sir?
- 2 Would you like glass of wine?
- 3 Could I have salt, please?
- 4 Can I have fried egg and bacon for breakfast?
- 5 We've got orange juice in the fridge but we haven't got tomato juice.
- 6 She doesn't like kind of cheese.
- 7 It was excellent chocolate mousse.
- 8 Are there tables free?

5 Complete the dialogue with *some, any, much, many or lots of*.

- Waiter** Would you like *some*¹ drinks before you order your meal?
- Sarah** Yes please. I'll have a tonic water with² ice, please. I really feel like a cold drink.
- David** A dry martini for me please, but I don't want³ olives.
- Waiter** Certainly, I'll get your drinks.
- Sarah** There aren't⁴ people here tonight.
- David** It's still early. I expect there'll be⁵ people later.
- Sarah** And there aren't⁶ meat dishes on the menu.
- David** It's a seafood restaurant Sarah! There are⁷ fish dishes to choose from.
- Sarah** Well, we haven't got⁸ time. Let's order when the waiter comes back.
- David** Good idea. The paella sounds delicious! What do you think?

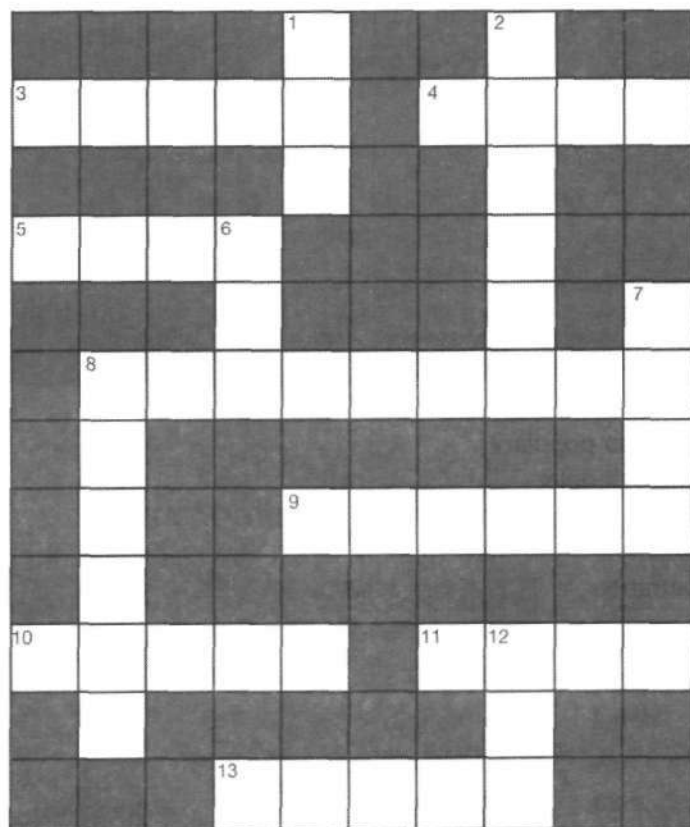
vocabulary Table service

6 Complete the dialogue with these sentences.

- a) I'm very sorry. We're very busy this afternoon.
 b) Yes, madam. How can I help you?
 c) I'll be right back with your drinks and appetisers.
 d) Would you like some appetisers with your drinks?
 e) I do apologise. Would you like to order your drinks while you're waiting?

Customer Excuse me!
Waitress¹
Customer We've been waiting to order for twenty minutes!
Waitress²
Customer Well, this is terrible service.
Waitress³
Customer Yes, we'd like a bottle of house red and some sparkling water, please.
Waitress⁴
Customer Yes, please. Some garlic bread and olives would be nice.
Waitress⁵
Customer Thank you.

7 Use the clues to complete this food crossword.



→ Across:

- 3 it makes food sweet
 4 ratatouille is ____ with peppers, aubergines and courgettes
 5 a hot starter
 8 a popular Italian food
 9 it's made from cow, goat and sheep's milk
 10 a common method of cooking meat
 11 the waiter brings you this at the end of a meal
 13 a drink made from fruit, typically oranges

↓ Down:

- 1 cook food in oil on a stove
 2 an orange vegetable that rabbits eat
 6 a small, round, green vegetable
 7 a red, white or rosé drink made from grapes
 8 a pink fish
 12 it keeps your drink cold

City tours

reading Barcelona Port Olímpic

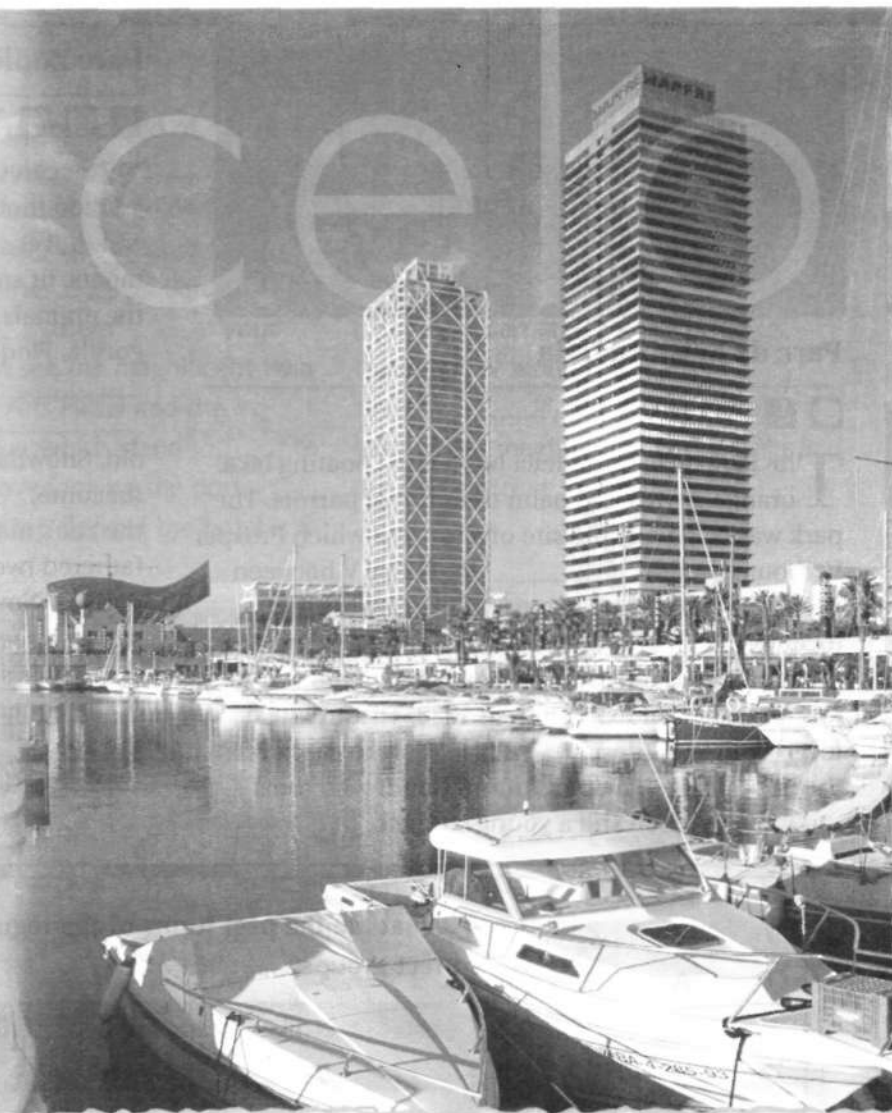
1 Read the article on the opposite page and answer the questions.

- 1 What is this article about?
 - A the 1992 Olympic Games
 - B the Olympic Village
 - C restaurants in Barcelona
 - D Barcelona's beaches
- 2 What happened to Barcelona's seafront in 1992?
 - A The city council built a shopping centre.
 - B The city council rebuilt the area.
 - C The city council made it into a park.
 - D The city council made it into a residential area.
- 3 Which of these can you not find on the seafront?
 - A two skyscrapers
 - B shops and nightclubs
 - C apartments and parks
 - D restaurants
- 4 What occupies the two skyscrapers?
 - A offices and a hotel
 - B modern offices
 - C a luxurious hotel
 - D restaurants and shops
- 5 Why is the Olympic port so popular?
 - A because of its business people
 - B because of its shops
 - C because of its nightclubs
 - D because of its restaurants

Port Olímpic

The most important rebuilding for the 1992 Olympics in Barcelona was the demolition of the old industrial waterfront. Four kilometres of promenade and sandy beaches were made. Barcelona suddenly seemed like a seaside resort. The city council built 2,000 apartments with parks and called the area Nova Icària. This area is still known as Vila Olímpica because the Olympic athletes originally stayed there.

On the seafront there are two forty-four-floor buildings, Spain's tallest skyscrapers. One of these towers is an office block, the other is the modern and luxurious Arts Hotel. The towers stand by the Olympic port which was also constructed for the 1992 games. This area has shops and nightclubs, but the main reason for visiting is the two levels of restaurants around the marina, which make it a popular place to eat out. The wonderful outdoor setting attracts business people at breakfast and lunchtime, as well as locals and tourists in the evenings and at weekends. After lunch you can walk along the beach or sit in one of the stylish promenade cafés.



vocabulary 2 Which word is the odd one out?

- | | | | |
|--------------|------------|--------------|------------|
| 1 nightclub | restaurant | bar | shop |
| 2 skyscraper | hotel | office block | tower |
| 3 marina | port | waterfront | park |
| 4 resort | seafront | beach | promenade |
| 5 dinner | lunch | café | breakfast |
| 6 luxurious | wonderful | stylish | industrial |
| 7 demolish | build | construct | make |

language focus Past simple

3 Complete the text about Barcelona's zoo with the past simple form of the verbs in brackets.



Parc de la Ciutadella



The Parc de la Ciutadella has a large boating lake, orange groves and palm trees full of parrots. The park was originally the site of a fortress which Prosper Verboom (build)¹ for Felipe V between 1715 and 1720. In 1878, most of the fortress that (occupy)² the site was pulled down and the park was given to the city to become the venue for the Universal Exhibition in 1888. The architect, Josep Fontseré, (design)³ the cascade in the park with the help of Antoni Gaudí who (be)⁴ then still a young student.

Parc Zoològic



You can visit Barcelona's zoo in the city park. The zoo (not / open)⁵ until the 1940s. The zoo (have)⁶ a special design in which moats, or small pools of water (separate)⁷ the animals. The only known example of an albino gorilla, Floquet de Neu, or Snowflake, (arrive)⁸ at Barcelona zoo in 1966 when he (be)⁹ three years old. Snowflake soon (become)¹⁰ the zoo's mascot and fathered twenty baby gorillas. Nowadays, you can also see dolphin and whale shows in one of the aquariums at the zoo.



4 What are the past forms of the regular verbs in the box? Put them in the correct groups.

like visit design finish want watch open
occupy work separate stay

-d	-ed	-ied
liked		

pronunciation -ed endings

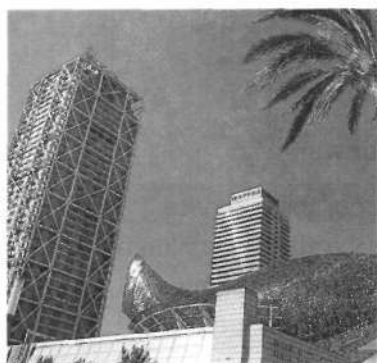
5 How are the -ed endings of the above past forms pronounced? Put them in the correct groups.

/t/	/d/	/ɪd/
liked		

Prepositions of place

6 Complete the tour extract with words from the box. You will need to use some words more than once.

on in next in front ahead over



▲ Arts Hotel, Barcelona

That brings us to the end of our tour of the Olympic Village.¹ your right, you can see the golden fish sculpture which was created for the Olympic Games² Barcelona in 1992.³ there⁴ your left, you can see the magnificent twin towers, the Arts Hotel and the Mapfre Tower which stand⁵ to each other overlooking the port.⁶ the top floor of the hotel is a

luxury penthouse suite. Barcelona's most famous visitors usually stay there. In a moment we will have lunch⁷ one of the many restaurants⁸ the marina. After lunch, you can take a walk⁹ the beach or along the seafront straight¹⁰, but you need to be back at our meeting point¹¹ of the Arts Hotel at four o'clock.

vocabulary Transport

7 Find ten forms of transport in the word puzzle.

P	L	A	N	E	C	R	M	O	B	F
O	N	T	I	F	A	M	O	P	E	D
B	P	R	S	E	R	R	T	L	E	O
U	N	D	E	R	G	R	O	U	N	D
S	R	M	N	R	I	N	R	S	V	Y
T	R	A	M	Y	C	E	B	O	A	T
R	T	D	E	M	S	H	I	P	G	H
C	O	A	C	H	S	L	K	C	R	O
E	N	R	C	A	B	L	E	C	A	R

UK and US English

8 Match the words with a similar meaning.

UK English

- 1 petrol
- 2 lorry
- 3 car park
- 4 motorway
- 5 underground
- 6 number plate
- 7 coach
- 8 accelerator

US English

- a) subway
- b) gas / gasoline
- c) license plate
- d) gas pedal
- e) parking lot
- f) truck
- g) highway
- h) bus

Water cities

vocabulary Hotel facilities

1 Match the symbols with the hotel and room facilities.

bath or shower pets allowed twenty-four hour room service
television in all rooms single-rate rooms available caters for children
rooms for more than two people lift non-smoking rooms
hotel parking minibar air conditioning restaurant



reading Amsterdam hotels

2 Read the hotel descriptions on the opposite page and choose the most suitable hotel for the following people.

1 Candy Olsavsky, 45

I'd like something special for my retired parents. The hotel needs to have a lift because my mother can't walk up and down stairs very easily. Somewhere quiet with old-fashioned service would be good for them. They don't like going out at night so the hotel should have a nice, comfortable lounge.

2 Kerstin Meyer, 23

I'm an art student and I'm going to Amsterdam on my own for a few days to see the museums. I haven't got much money and I just want a clean, simple, single room. I'll be out all day visiting the city so I don't want any special hotel facilities. I don't expect to have a room with its own bathroom.

3 Jocelyn Monroe, 28

My friend Sue is getting married next month and we're having a weekend away with about ten other girls to celebrate. We want to find a hotel with big family bedrooms so three or four of us could be in the same room. Two of the women are bringing their children and Marie wants to bring her dog.

4 Bruce Phillipson, 32

I'm looking for a hotel for our director of marketing and two other members of the department. They are going to the city to meet some important new clients. The hotel must have non-smoking rooms and room service. There must be a bar and restaurant too, because they might want to entertain the clients.

WHERE TO STAY

219











Van Onna

Bloemgracht 102 / 104 / 108, 1015 TN.

Rooms: 39    


Loek van Onna's charismatic B&B was originally three canal-side houses. The middle house was recently modernised and now contains an attractive staircase and breakfast room, and neat, modern rooms with en suite bathrooms. The two buildings on either side offer much more basic accommodation with shared bathrooms.

Swissôtel Amsterdam

Damrak, 96–98, 1012 LP. Rooms: 109 
         

This smart hotel on the corner of Dam square is popular with business people who are looking for something more intimate than a large chain hotel. Breakfast, lunch and dinner are served in an attractive marbled, but informal, French brasserie. Marble also features in the bathrooms of the hotel's stylish, modern and well-equipped bedrooms. Rooms facing the square are more expensive. But it is better to ask for a quieter room at the back of the hotel.

Estheréa

Singel 305, 1012 WJ. Rooms: 75  
       

The Estheréa occupies four elegant seventeenth-century houses. It is within easy walking distance of Dam square and Spui. This long-established hotel is popular with groups. More than half the bedrooms have a canal view, but rooms at the rear are bigger.

Canal House

Keizersgracht 148, 1015 CX. Rooms: 26

Of all the city's small hotels, the Canal House is the most elegant. It occupies two old houses, and all the rooms have magnificent views. Downstairs there is an atmospheric bar with gold mirrors, an ornate breakfast room and a lounge with a grand piano. Antique furnishings are also found in the bedrooms. Those at the front have views of the canal, while back rooms overlook a secluded garden. To preserve the ambience there are no televisions and children are not welcome.



3 Read the text again. Which hotel(s):

- 1 offers dining facilities?
- 2 have a lift?
- 3 are suitable if you want a single room?
- 4 is best for guests with young children?
- 5 have rooms for three or more people?
- 6 have televisions in the bedrooms?
- 7 has the most facilities?
- 8 has the least facilities?

language focus Comparatives and superlatives

4 Write the comparative and superlative forms of these adjectives.

- | | | |
|----------|------------------|-----------------------|
| 1 big |bigger..... |the biggest..... |
| 2 quiet | | |
| 3 noisy | | |
| 4 basic | | |
| 5 modern | | |
| 6 good | | |
| 7 bad | | |
| 8 far | | |

5 Complete the tour guide extract with *as ... (as)*, *not as ... (as)* or a comparative or superlative form.

Venice at a glance

FOR VISITORS TO VENICE, the vaporetti or water-buses provide (entertaining) the most entertaining¹ form of transport. The (good)² value service for tourists is the number 1. This operates from one end of the Grand Canal to the other and travels slowly enough to get a good view of the palaces at the waterside. The number 82 offers a (fast)³ route down the Grand Canal because it (not / stop / often)⁴ the number 1. The main waterbus services run every ten to twenty minutes but there are fewer after 6 pm. Buying a return ticket is (cheap)⁵ getting two single tickets. The price of a ticket is the same for going one stop or doing the whole route.

The gondola is (romantic)⁶ way to see the city but the prices are high, which means that it is (not / popular)⁷ other forms of transport with local Venetians.

The water taxi is (fast)⁸ way to travel through the city and out to the islands, taking only twenty minutes to go to the airport. One of (great)⁹ pleasures of exploring the city is walking. Few cities are (compact)¹⁰ Venice and it is possible to cross the city on foot in thirty-five minutes. Unfortunately, finding somewhere to sit and rest is (not easy)¹¹.



pronunciation **Word stress**

6 How many syllables are there in these words? Which ones are stressed? Put them in the correct groups below.

staircase telephone toiletries equipment atmosphere building
restaurant reception breakfast location laundry services

■ ■
staircase

■ ■ ■
telephone

language focus **Comparatives and superlatives**

▲ A gondola in Venice

7 Which part (A–D) of each sentence is incorrect?

- Canal view rooms are usually more expensive than rooms at the rear.
A B C D
- The new five-star hotel is the more modern hotel in the city.
A B C D
- The Marconi is more far from the Rialto than the Londra Palace.
A B C D
- Our hotel is not as busy in July than in August.
A B C D
- The facilities in this hotel are older as those in the hotel beside it.
A B C D

8 Find the ten positive adjectives in the puzzle that describe hotels.

M	A	G	N	I	F	I	C	E	N	T	I
O	R	F	E	R	O	A	O	L	R	F	M
D	T	R	O	S	R	T	S	E	A	A	P
E	I	C	H	P	T	T	T	G	O	M	E
R	S	H	D	A	U	R	L	A	D	O	C
N	D	A	L	C	N	A	B	N	M	U	C
S	L	R	S	I	P	C	U	T	O	S	A
C	O	M	F	O	R	T	A	B	L	E	B
O	L	I	V	U	I	I	N	D	I	V	L
S	N	N	E	S	C	V	I	N	V	O	E
M	E	G	R	E	A	E	W	S	E	D	E
D	E	L	I	G	H	T	F	U	L	S	P

Cruise ships

vocabulary Cruise jobs

1 Complete the who's who diagram on the opposite page with the following jobs in the box.

Deputy Hotel Manager	Cruise Director	Captain	Executive Chef
Purser	Food and Beverage Manager		

reading 2 Look at the diagram again and complete the sentences.

- The Captain is the most senior person on board the ship.
- About 25 percent of the total number of people on board are not passengers, but
- The Principal Medical officer, the, the Chief Engineer and the all report to the Captain.
- The has overall responsibility for the galley staff, food and beverage, the Purser and the Purser's staff as well as general entertainment on board.
- In the kitchen or galley, there are,,, butchers and other galley staff.
- The Food and Bar Managers directly report to the
- staff include singers and dancers, the audiovisual team, the stage manager and the Cruise Director.
- The has a similar function to a head receptionist in a hotel.



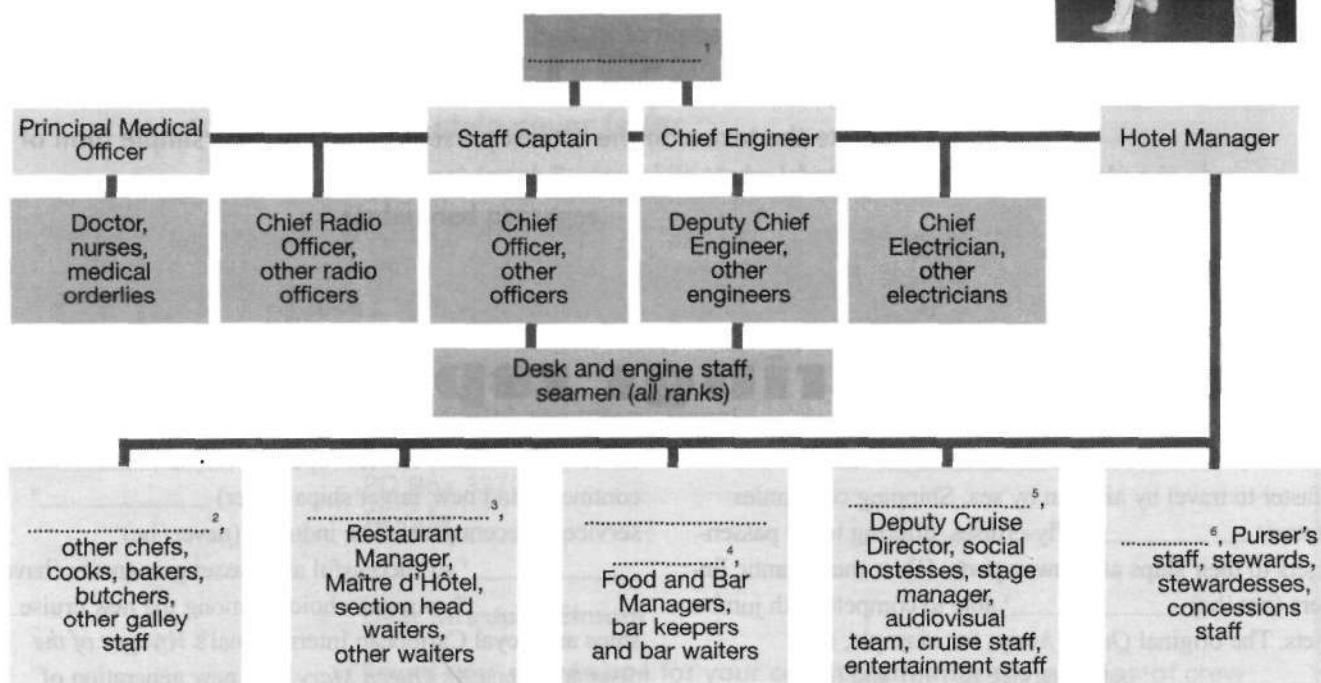
▲ The cruise ship Arcadia



Who's who on board

THE CAPTAIN HAS overall responsibility for every aspect of the ship, including the welfare of passengers, crew and cruise line staff. Senior officers report to the Captain. They are responsible for a particular aspect of the ship's operation. Under them is a

hierarchy of staff who make sure the voyage is safe and comfortable for all passengers. There is about one crew member for every three passengers, although there may be a higher ratio on luxury ships.



vocabulary Hotels and ships

3 Match the words used on board a ship with their equivalent in a hotel.

- | ship | hotel |
|----------------|----------------------|
| 1 deck | a) staff |
| 2 cabin | b) floor |
| 3 crew | c) head receptionist |
| 4 berth | d) guest |
| 5 porthole | e) room |
| 6 chief purser | f) window |
| 7 lido deck | g) swimming pool |
| 8 passenger | h) kitchen |
| 9 steward | i) bed |
| 10 galley | j) receptionist |

language focus Present perfect

LANGUAGE TIP

- We use *for* with periods of time.
I have worked as a purser for three years.
- We use *since* for points in time, when something began.
I have worked as a purser since 2001.

4 Which part (A–D) of these sentences is incorrect?

- 1 The Greek islands have been popular with holidaymakers since many years.
A B C D
- 2 How long you worked as a purser on board a cruise ship?
A B C D
- 3 I have worked as a purser for I started working on cruise ships.
A B C D
- 4 Are you a tourism student for a long time?
A B C D
- 5 Competition has made cruising more affordable for the 1990s.
A B C D
- 6 Cruising has lose some of its traditions but formality on board has survived.
A B C D

5 Complete the text with the correct present perfect or past simple form of the verbs in brackets.

Air travel brings rapid change

In the 1960s it (become)¹ cheaper and faster to travel by air than by sea. Shipping companies (start)² fly-cruises, offering to fly passengers to their ships at faraway ports. Older transatlantic liners (not/be)³ able to compete with jumbo jets. The original *Queen Mary*, for example, (go)⁴ out of service in 1967 and (end)⁵ her days as a hotel and museum ship in Long Beach, California.

Mass cruising

Since the early 1970s, tour operators and cruise lines in Europe (offer)⁶ cruises as a holiday experience.

Since the seventies, cruises (operate)⁷ in all continents and new, larger ships (enter)⁸ service in recent years. The industry (never/be)⁹ so successful and passengers (never/have)¹⁰ so much choice. Among the new cruise ships are Royal Caribbean International's *Voyager of the Seas* and Cunard's *Queen Mary 2*. A new generation of cruise ships (arrive)¹¹.



writing 6 Write sentences about what the cleaner has or hasn't done using *already* or *yet*.

The cleaner has already cleaned the portholes.



reading A US-style cover letter

7 Correct Janet Burtowski's cover letter. There are five mistakes in the underlined passages.

18 March 2002
Royal Caribbean International
Employment Department
PO Box 3370
Florida

Dear Mrs Julia Elmore

I send you¹ my résumé for your consideration for the position of crew member. I feel I have the necesary qualifications² and would appreciate the opportunity to have an interview with you.

Although my experience in the cruise industry is limited, I am very interested and enthusiastic to learn. I am also an outgoing, friendly person and I am sure I will enjoy working with both passengers and crew members.

If there is a position available with your compnay³, please contact me at the above address.

Love from⁴

Janet⁵

Service and safety

reading **Personal security and health**

1 Read the tour guide extract on the opposite page and answer the questions.

- 1 Which parts of a city can be unsafe?
- 2 What mustn't you do alone?
- 3 What precaution should you take against pickpockets?
- 4 Where should you put some money for tips?
- 5 Where should you keep valuable objects?
- 6 When shouldn't you travel by train?
- 7 What should you do with any possessions in your car?
- 8 Where is the best place to leave your car?

2 Read the text again and match the sentence halves.

- | | |
|---------------------------|---|
| 1 Avoid going out and | a) a lot of money in your wallet. |
| 2 It's best to visit | b) expensive jewellery in the street. |
| 3 You must lock | c) car parks that are supervised if possible. |
| 4 You shouldn't carry | d) exploring the city on your own. |
| 5 Avoid wearing | e) certain areas with a tour group. |
| 6 It's a good idea to use | f) your car doors at all times. |

vocabulary **3 Find words or phrases in the text which have a similar meaning to the following.**

Paragraph 1

- 1 actions that stop something bad from happening
- 2 not safe or secure
- 3 jewellery and watches

Paragraph 2

- 4 people who steal from other people's bags and pockets
- 5 small coins
- 6 object where you keep your money
- 7 to give money to thank someone for the service received
- 8 an object you wear around your body to hide money

Paragraph 3

- 9 strong metal box to keep valuables in
- 10 able to be seen

Personal security and health



STAYING SAFE is a question of common sense and taking some basic precautions. Inner city areas and townships are probably the most dangerous places – especially at night. Do not go out on your own, anywhere, and don't go exploring unless you are sure where you are going. Don't wear expensive-looking accessories.

Pickpockets are sometimes a problem so don't carry large sums of money. Keep some change in a side pocket so that you don't have to produce your wallet whenever you need to tip. A money belt worn under your clothes is useful for keeping documents and money.

Don't go near deserted or poor areas except as part of a tour group. Leave valuables in your hotel's safe-deposit box. Avoid travelling on any suburban trains at off-peak times, unless you're in a group of at least ten. If a criminal points

a gun at you, obey his or her orders.

When travelling by car, always keep the doors locked and the windows only slightly open. When you leave the car, lock it, even if you're getting out for just a few moments. Make sure nothing of value is visible inside. Use supervised car parks whenever possible.



vocabulary Negative adjectives

4 Find the ten negative adjectives in the puzzle that are used to describe hotel facilities, staff and services.

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

language focus **Making requests and giving advice**

5 Which part (A–D) of each sentence is incorrect?

- 1 Would you mind to show me your passport?
A B C D
- 2 Do you mind not to smoking in the reception area?
A B C D
- 3 The tour guide told us that we must to take a few precautions.
A B C D
- 4 We are recommend all our customers have some travel insurance.
A B C D
- 5 You should not taking a lot of money with you.
A B C D
- 6 It's good idea to take a map with you.
A B C D

writing **Letter of apology**

6 Complete the letter of apology with phrases from the box.

I can assure you that it is very important to us I am very sorry
I hope you will allow us I also apologise I would like to

Dear Mrs Williams

Thank you for taking the time to complete our customer satisfaction questionnaire.¹ to know how we can make our guests stay as pleasant as possible.² to hear that you were dissatisfied with the service and facilities when you stayed with us.

I have discussed the room facilities with our head housekeeper and several new baby cots and kettles have been purchased.³ for the inconvenience caused by the lifts during your stay.⁴ it is not normally the situation. At that time, one of the lifts was out of service for routine maintenance work and the hotel was especially busy that weekend. Your comments about room service have also been noted and referred to the manager in charge.

Once again, I apologise for the problems you experienced and⁵ offer you and your family a free night's stay at our hotel including breakfast. Please phone the hotel in advance to reserve your room, quoting this letter.

.....⁶ to serve you again and look forward to your stay at our hotel.

Yours sincerely
Shannon Reed
Shannon Reed

vocabulary At reception

7 Choose the best response to the receptionist's questions.

- 1 Good afternoon. Can I help you?
A For three days.
B Yes, I've booked a room. My name is Smith.
C That's right. I asked for a non-smoking room.
- 2 Could I see your passport please, Ms Muller?
A Certainly, it's M-U-L-L-E-R.
B That's right. I asked for a non-smoking room.
C What do you need it for?
- 3 Could you sign here please, madam?
A Yes, I've booked a room for two nights.
B What do you need my passport for?
C Yes, of course. May I use your pen?
- 4 Would you like the porter to carry your luggage to your room?
A Certainly, it's in my bag.
B No thanks. I'll take it myself.
C I'll wait here if it isn't going to take long.
- 5 Would you like to collect your passport later?
A Yes, I asked for a double room with balcony.
B That's right. I asked for a non-smoking room.
C No, I'll wait here if it isn't going to take long.

8 Make these requests sound more polite.

- 1 Sign here.
Could you sign here, please?
Would you mind signing here, please?
- 2 Wait in reception.
- 3 Don't smoke in here.
- 4 Show me your tickets.
- 5 Don't feed the animals.

East meets West

reading Holidays in Turkey

1 Read about the holiday plans of three people travelling to Turkey on the opposite page and complete the table below.

	Selim	Greta	Ben
Destination			
Activities			

2 Read the text again and answer the questions.

- What will Selim do in the Uludag National Park?
 - go shopping
 - go skiing
 - visit family
 - fly
- What is Selim going to buy at the market?
 - a typical plate
 - a Turkish carpet
 - Turkish sweets
 - fabrics
- Where is Greta going to sunbathe in Kas?
 - on a boat
 - on an island
 - at the campsite
 - on the beach
- Where will Greta take a boat to?
 - the cafés and bars
 - the island of Meis
 - the island of Limonaza
 - Kas

5 Which of the following will Ben and his wife not see?

- A ancient city of Troy
- B palaces and the Roman theatre
- C ancient walls
- D original Trojan horse

>> planning your trip



1 Selim

We're going for a winter holiday to Istanbul. We prefer not to go on holiday in the summer because of the crowds and I'd like to visit family I have there. We'll probably go skiing for a few days. Not many people know this, but you can go skiing in the Uludag National Park which is about sixty miles south of Istanbul. We might also do some shopping in some of Istanbul's markets and buy a kilim, you know, a Turkish carpet.

2 Greta

Kas is my dream. I've visited it once before and I'm going again this summer with friends. The town is set between the mountains and the sea. There are no beaches to speak of but most of the hotels have platforms where you can go into the sea. We're going camping at Kas because it has a swimming platform and a café and we can sunbathe at the campsite. The town comes alive at night. The harbour is lit up and the bars play music. There are great views of the Greek island of Meis and there are lots of boat trips from Kas. I think I'll take

one to Limonaza, it's a beautiful island and it's just twenty minutes away.

3 Ben

I used to teach ancient history at school so my wife and I are going on an archaeological tour around Turkey. After a few days in Istanbul, we're going to visit the ancient city of Troy which is famous for the Trojan Horse. It was discovered by archaeologists in the nineteenth century but, unfortunately, not much of the city survives today. I'm sure we'll visit the defence wall, the palaces and Roman theatre as part of the tour. We won't, of course, be able to see the legendary wooden horse, but there's a modern replica.



vocabulary 3 What do you think each person is going to buy? There is one extra gift.

Turkish slippers Turkish delight blue and white plate carpet
leather belt jewellery box pipe

- 1 Selim is going to buy acarpet..... for his new flat and a for his father because he enjoys smoking.
- 2 Greta is going to buy a for herself because she loves earrings and for her friend because she likes sweets.
- 3 Ben is going to buy a for his wife because she loves ceramics and a for himself because the one he has is quite old.

language focus *Going to, will, might / may*

4 Match the examples with the rules below.

- 1 Helen has decided to go to Morocco for the Easter break. She's going to stay in Marrakesh for the first few nights.
- 2 I think I'll buy some ceramics in Morocco but I won't spend a lot.
- 3 The forecast says it's going to be quite warm in Morocco next month.
- 4 Dave hasn't booked anything yet but he'll probably go skiing.
- 5 Dave might go to the Alps but he's not sure.

- a) We usually use (not) *going to* + infinitive for talking about future intentions.
- b) We use *will / won't* + infinitive for predictions, with or without present evidence.
- c) We use *might / may (not)* + infinitive when we are not sure what will happen.
- d) We use (not) *going to* + infinitive for strong predictions based on present evidence.
- e) We use *will / won't* + infinitive for decisions made at the time of speaking.

Holiday plans

5 Complete the dialogue with the correct form of *going to, will or might*.

- Dave** What (you / do)¹ for a holiday this year?
- Helen** I'm going to Morocco.
- Dave** Really? How long are you going for?
- Helen** One week.
- Dave** Where (you / stay)² ?
- Helen** Well, first of all, in a hotel in Marrakesh, then we (hire)³ a 4x4 and drive to the desert.
- Dave** Wow, what (you / do)⁴ in the desert?
- Helen** Well, we (probably / go)⁵ on a camel ride at dawn.
- Dave** Sounds fun. Do you know what the weather (be)⁶ like in April?
- Helen** Quite sunny during the day, but it depends. It (be)⁷ cold at night in the desert. What about you, what (you / do)⁸ ?
- Dave** No definite plans yet. We (go)⁹ skiing in the Alps.
- Helen** Have you booked anything yet?
- Dave** No, not yet. I think I (look)¹⁰ on the internet tonight and see if there are any last minute offers.

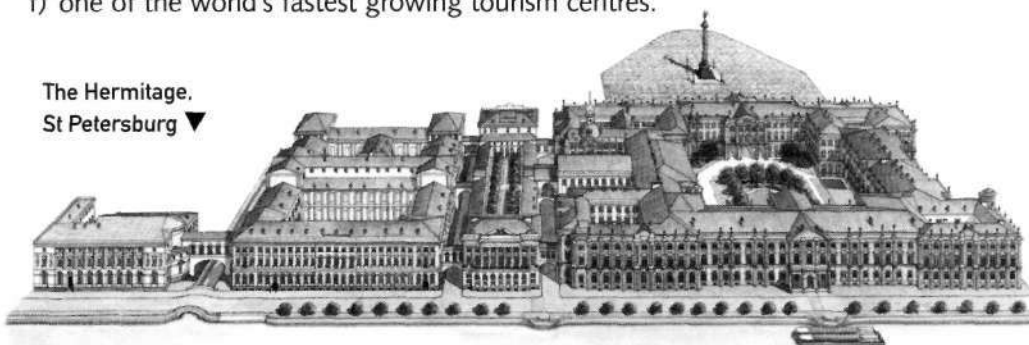
The future of tourism

6 Match the sentence halves to form predictions about the future of tourism in central and eastern Europe.

- 1 The next twenty years are going to be ...
- 2 The Russian Federation and Croatia, in particular, will ...
- 3 Forecasters agree that the region will become ...
- 4 They say the region is going to ...
- 5 This means that one in every three tourists to Europe will ...
- 6 Popular destinations will include ...

- a) city breaks in Moscow and St Petersburg.
- b) attract more than 220 million foreign tourists by 2020.
- c) benefit most from a tourism boom.
- d) an exciting time for central and eastern Europe.
- e) head for central and eastern Europe.
- f) one of the world's fastest growing tourism centres.

The Hermitage.
St Petersburg ▼



vocabulary Giving a presentation

7 Complete the presentation with phrases from the box.

today I'm going to then I'll but first of all good morning
finally first of all, I'd like to

.....¹, my name is Lisa Barton and² talk to you
about the growth of tourism in central and eastern Europe.³
show you some figures from the World Tourism Organisation and
.....⁴ talk about some of the predictions for the region.
.....⁵ I'll tell you about some of the popular destinations for city breaks.
.....⁶ some interesting facts. Did you know that one in every three
tourists to Europe will head for central and eastern Europe by the year 2020?

pronunciation The schwa sound /ə/

8 Mark the weak vowel sound (ə) in these words.

- | | | |
|----------------|------------|--------------|
| 1 fewer | 4 probably | 7 developing |
| 2 reduction | 5 monument | 8 centre |
| 3 presentation | 6 minority | |

Window seat or aisle?

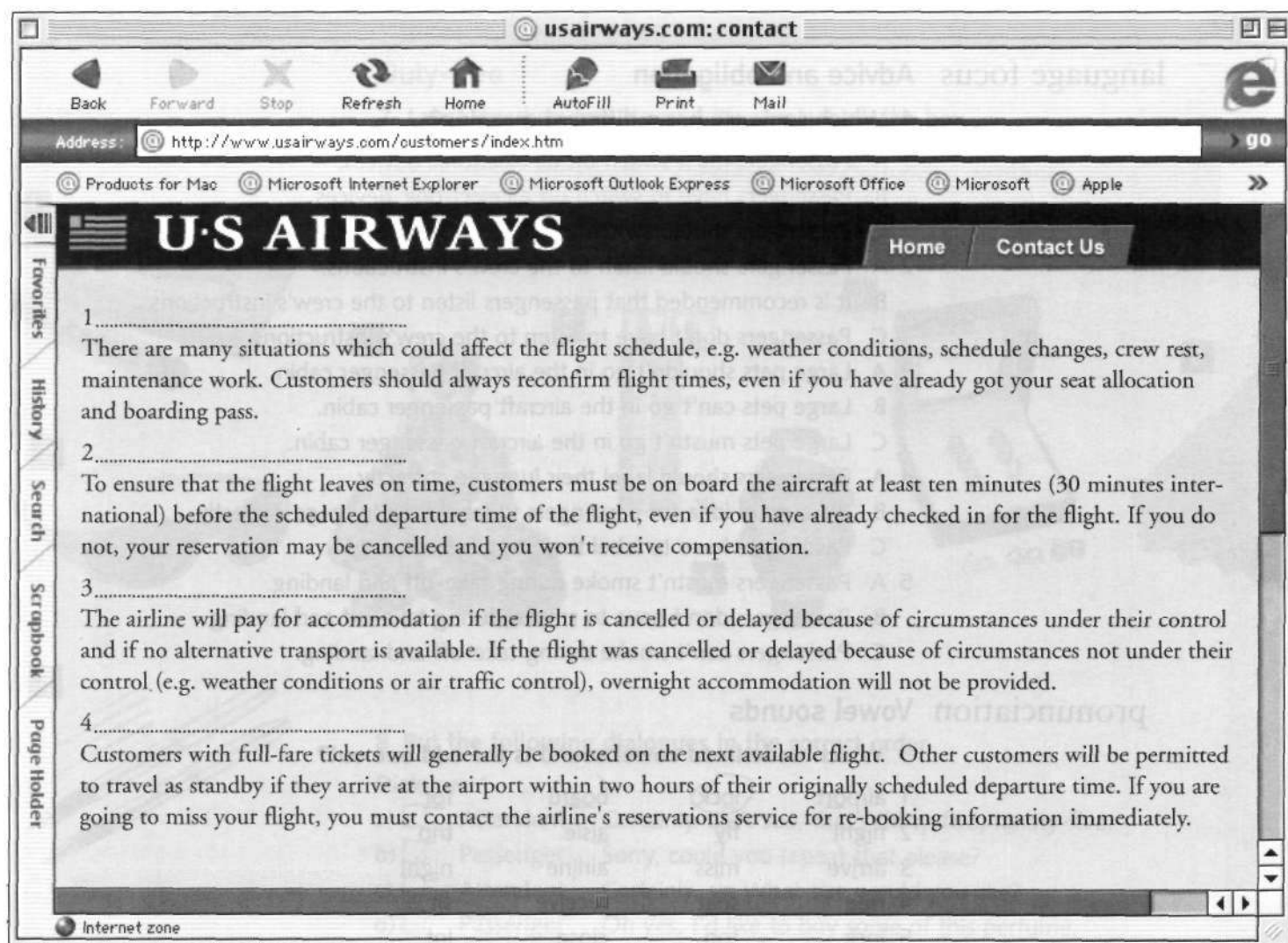
reading Airline terms and conditions

1 Look at these frequently asked questions (FAQs) on a US Airways website and match them with the answers on the opposite page.

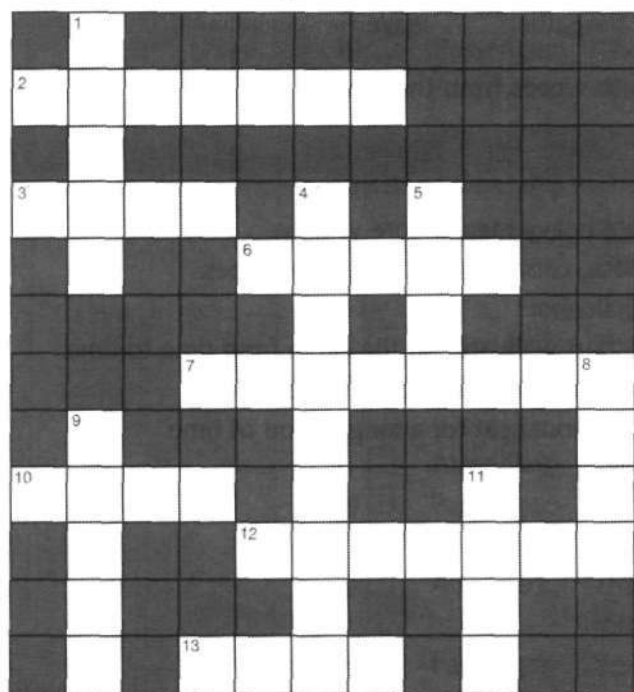
- a) Does the airline have to pay for my hotel if my flight is cancelled?
- b) Why do I have to be on the aircraft at least ten minutes before departure?
- c) What if I miss my flight?
- d) Why should I reconfirm my flight twenty-four hours in advance?

2 Read the webpage again and answer the questions.

- 1 The main idea of this webpage is to
 - A sell more airline tickets.
 - B answer some typical passenger questions.
 - C explain why planes are sometimes delayed.
 - D show passengers the correct check-in procedures.
- 2 Which of these things should **not** affect the flight schedule?
 - A bad weather conditions
 - B crew needing rest time
 - C essential repair work
 - D people who miss the plane
- 3 What must you do thirty minutes before an international flight?
 - A board the plane
 - B arrive at the airport
 - C check in
 - D reconfirm your seat number
- 4 When does the airline have to provide an overnight hotel room?
 - A when the weather is too bad to fly
 - B when the air traffic controllers are on strike
 - C when you arrive late and miss your flight
 - D when the airline is responsible for the delay
- 5 What should you do if you are going to miss your flight?
 - A go to your nearest travel agent and phone the airline
 - B pay for a ticket on another flight
 - C contact the airline's reservations service immediately
 - D wait for two hours and then catch another plane



vocabulary 3 Use the clues to complete this airport crossword.



→ Across

- 2 when the plane leaves the ground
- 3 what you sit on in a plane
- 6 when the plane leaves late
- 7 you must have a pass to get on the plane
- 10 luggage you can carry on board
- 12 also called baggage
- 13 people who work on a plane

↓ Down

- 1 similar to tag
- 4 you should wait in the lounge for your flight to be called
- 5 the opposite of 2 across
- 8 place where you have to go to board a plane
- 9 part of a plane where passengers sit
- 11 put clothes in a bag

language focus Advice and obligation

4 Which sentence has a different meaning?

- 1 A Passengers must switch off all electronic devices.
B Passengers have to switch off all electronic devices.
C Passengers should switch off all electronic devices.
- 2 A Passengers should listen to the crew's instructions.
B It is recommended that passengers listen to the crew's instructions.
C Passengers don't have to listen to the crew's instructions.
- 3 A Large pets shouldn't go in the aircraft passenger cabin.
B Large pets can't go in the aircraft passenger cabin.
C Large pets mustn't go in the aircraft passenger cabin.
- 4 A Passengers should label their luggage correctly.
B It's a good idea for passengers to label their luggage correctly.
C Passengers have to label their luggage correctly.
- 5 A Passengers mustn't smoke during take-off and landing.
B Passengers don't have to smoke during take-off and landing.
C Passengers can't smoke during take-off and landing.

pronunciation Vowel sounds

5 Which underlined vowel sound is the odd one out?

- | | | | |
|--------------------|----------------|------------------|----------------|
| 1 airport | <u>l</u> ock | bo <u>a</u> rd | f <u>o</u> r |
| 2 flight | f <u>y</u> | <u>a</u> isle | tr <u>i</u> p |
| 3 arrive | miss | airline | nigh <u>t</u> |
| 4 fr <u>ee</u> | s <u>ea</u> t | rece <u>i</u> ve | s <u>i</u> t |
| 5 l <u>o</u> ck | top | cl <u>o</u> se | l <u>o</u> t |
| 6 gat <u>e</u> | tag | b <u>a</u> g | c <u>a</u> bin |
| 7 pl <u>a</u> ne | gat <u>e</u> | l <u>a</u> te | l <u>a</u> nd |
| 8 rece <u>i</u> ve | l <u>ea</u> st | weath <u>e</u> r | l <u>ea</u> ve |

vocabulary 6 Complete the advice with words from the box.

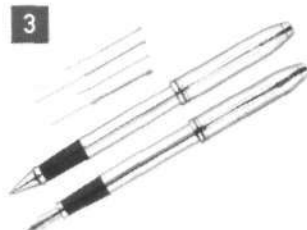
stretch wear sit drink eat take

- 1 You shouldn't a heavy meal before you fly.
- 2 You should loose, comfortable clothes and shoes.
- 3 You shouldn't alcohol.
- 4 You should a short walk around the cabin from time to time.
- 5 You should your arms and legs during the flight.
- 6 You shouldn't in your seat for a long period of time.

Duty-free

7 Label the duty-free items with words from the box.

sunglasses chocolate sports watch perfume
tie earrings soft toy pen



8 Put the following dialogues in the correct order.

Dialogue 1

- a) ☐ Attendant Certainly. Let's see, that's thirty-five, ninety-five.
 b) ☐ Passenger Sorry, could you repeat that please?
 c) ☐ Attendant Certainly, sir. What size would you like?
 d) ☐ Passenger Oh yes, I'd like to buy some of this perfume.
 e) ☒ Attendant Would you like any duty-free, sir?
 f) ☐ Passenger Can I pay in dollars?
 g) ☐ Attendant Here you are. That'll be forty euros and ninety-five cents.
 h) ☐ Passenger The larger bottle, please. The 220 ml.
 i) ☐ Attendant Yes, that's thirty-five dollars and ninety-five cents.

Dialogue 2

- a) ☐ Attendant That's OK. You can pay for one in euros and the other in dollars if you like.
 b) ☐ Passenger Here you are, eighty-four euros for the scarf and a fifty dollar note for the sunglasses.
 c) ☐ Attendant Thank you madam. And here's your change.
 d) ☐ Attendant Any duty-free, madam?
 e) ☐ Passenger Well, I have some euros left but not enough for both.
 f) ☐ Attendant Would you prefer to pay in euros or dollars?
 g) ☐ Passenger Can I? That's great. Then I'll pay for the scarf in euros and the sunglasses in dollars.
 h) ☐ Attendant That's fine. That'll be eighty-four euros for the scarf and forty-seven dollars fifty for the sunglasses.
 i) ☐ Passenger Yes, I'd like this scarf and the sunglasses.

Business or pleasure?

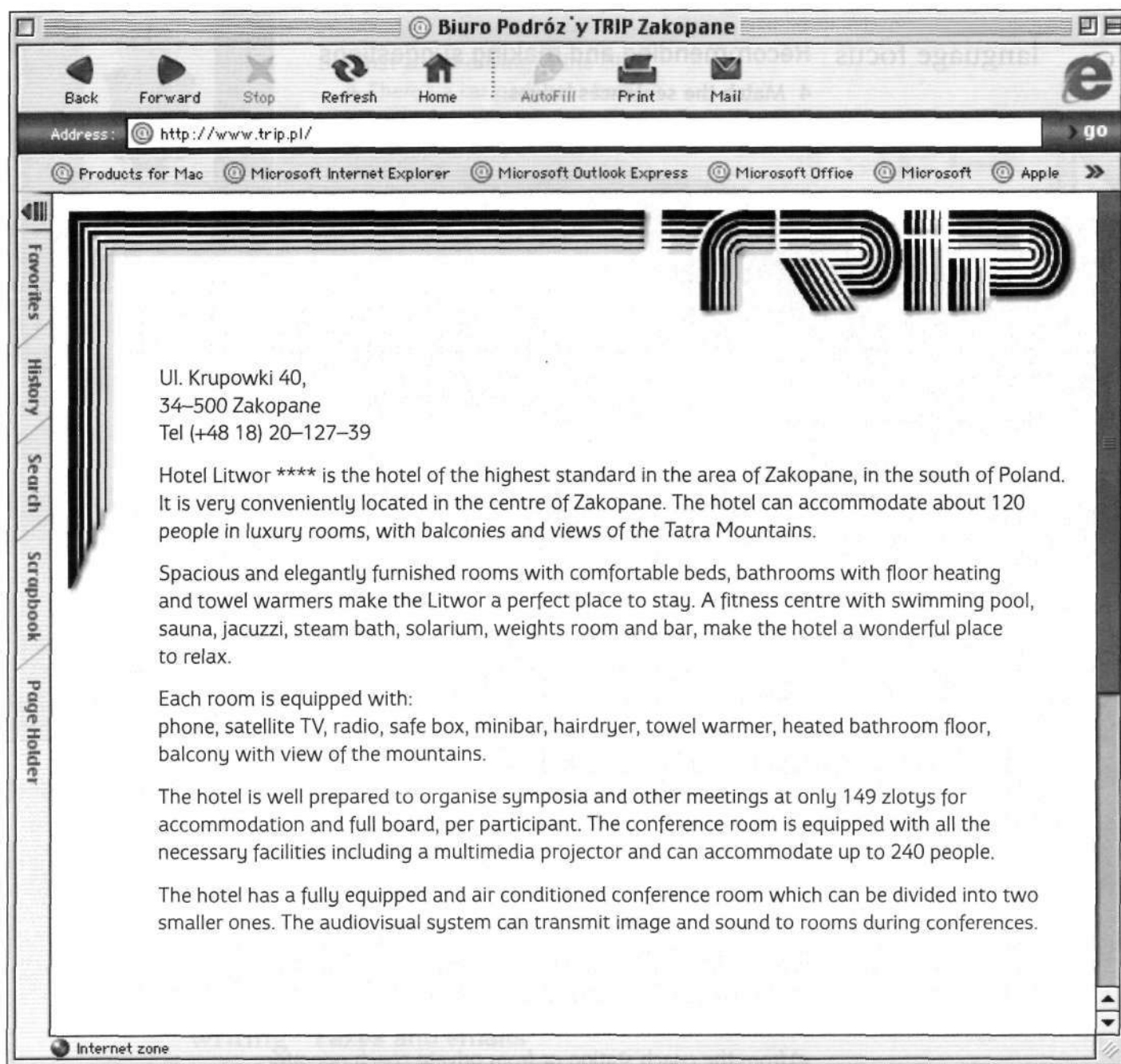
reading **The Hotel Litwor**

1 Look at the website for the Hotel Litwor on the opposite page and answer the questions.

- 1 Where is the Hotel Litwor located?
- 2 What kind of views does the Hotel Litwor offer?
- 3 What are the two luxury features of the hotel's bathrooms?
- 4 How many people can the conference room hold?
- 5 Can all the conference delegates stay at the hotel?
- 6 What is an advantage of the conference room?

2 Read the text again and choose the best option to complete each sentence.

- 1 The hotel ... about 120 people in luxury rooms.
 A accommodation of
 B can accommodate
 C accommodate
 D has accommodation of
- 2 Each room ... comfortable beds and bathrooms with floor heating.
 A has equipment
 B is equipped with
 C equipped with
 D with
- 3 Accommodation and full board ... 149 zlotys per participant.
 A room rate
 B is room rate
 C is costing about
 D costs about
- 4 The hotel has a fully equipped and ... conference room.
 A air conditioned
 B air conditioning
 C an air conditioning
 D air condition



vocabulary Hotel facilities

3 What are these hotel facilities?



- | | |
|------------------------|----------------------|
| 1 p__s a____d | 5 guarded c_r p__k |
| 2 rooms with a s____r | 6 s____p__l |
| 3 t____n in every room | 7 w____c____r access |
| 4 b____s facilities | 8 f____s centre |

language focus **Recommending and making suggestions**

4 Match the sentences halves.



- 1 You can get to
 - 2 You could go by
 - 3 You can get
 - 4 You can also buy a
 - 5 You might want to change money
 - 6 You can purchase coach tickets
 - 7 You might want to travel
 - 8 You might not want to travel
- a) by coach to Cracow because it's cheaper.
 - b) in the Bureau de change in Cracow's railway station.
 - c) ticket from the train conductor but there is a surcharge.
 - d) by coach because it often takes longer than the train.
 - e) train because it's faster than coach or car.
 - f) tickets from the train station or from the Orbis travel office.
 - g) from the coach station or from private coach operators.
 - h) Cracow from any Polish city or town.

Getting around Cracow

5 Choose the best response to each question.

- 1 How can I get around Cracow?
 - A You can get around the city easily.
 - B You can take a bus, a tram or a taxi.
 - C The coach is cheaper than the train.
- 2 Where can I buy bus tickets?
 - A At newspaper kiosks.
 - B It's best to walk.
 - C No, you can't.

- 3 What about driving in the city?
 A There's a car park near here.
 B How about getting the train?
 C I wouldn't recommend it.
- 4 Is there a lot of traffic in the centre?
 A Yes, it's quite busy.
 B No, it's not.
 C It's a pedestrian precinct.
- 5 Can I hire a car to go outside Cracow?
 A You could hire one.
 B Yes, but it's expensive.
 C The airport is twenty minutes away.

vocabulary Days and dates

6 Complete these sentences with the correct preposition.

- The castle was restored ... the twentieth century.
- Labour Day is ... 1 May.
- The palace was destroyed ... the eighteenth century.
- The hotel was rebuilt ... the year 2001.
- We're completely booked ... August.
- My birthday is ... Thursday.
- We celebrate New Year's Eve in our country the end of the year.

PRONUNCIATION TIP

We use the *th* sound for saying ordinal numbers and dates over three.

Your room is on the fourth floor.
The conference starts on 6 April.
(the sixth of April)

pronunciation Word stress

7 How many syllables are there in these words? Which ones are stressed?

- | | |
|---------------|---------------|
| 1 conference | 6 equipped |
| 2 business | 7 equipment |
| 3 facilities | 8 comfortable |
| 4 accommodate | 9 convenient |
| 5 traveller | 10 twentieth |

writing Faxes and emails

8 Which part (A–D) of each sentence is incorrect?

- Thank you for you letter and your interest in our hotel.
 A B C D
- I sending you information on our facilities together with a floor plan.
 A B C D
- The conference room is fully equipped and is located in the first floor.
 A B C D
- It consists of four rooms and can accommodate to 350 people.
 A B C D
- We offer a full range of technical equipped including a satellite link.
 A B C D
- If you have any other questions, please not hesitate to contact me.
 A B C D

The great outdoors

reading 1 Read the article on the opposite page. Are the following statements true (T) or false (F)? Correct any false statements.

- 1 More pensioners are going on adventurous holidays nowadays.
- 2 Old people don't like to travel as much now as in the past.
- 3 Saga is a travel company specialising in adventure holidays.
- 4 Most of the holidays booked with Saga are to exotic destinations.
- 5 Most people who travel with Saga are aged between sixty and seventy.
- 6 The oldest passengers who travel with Saga are in their eighties.
- 7 South American countries are popular destinations.

vocabulary 2 Find a word or expression in the article that has a similar meaning to the following.

Paragraph 1

travelling with a bag on your back
tendency
more and more

backpacking

Paragraph 2

holidays
advantages
better physical condition

Paragraph 3

observed
reservations

Widening horizons

The concept of backpacking pensioners may sound strange but it is fast becoming a common sight. According to Rory Hegarty at the UK charity, Age Concern, there is a clear trend for retired people to go on increasingly adventurous holidays. 'The stereotype of older people quietly sitting at home is changing, because the way old people think about themselves is changing,' he says. 'They see no reason why they shouldn't lead active lives and large numbers are now going on walking, climbing, rafting, sailing, swimming and other activity and adventure holidays.'

Saga Holidays, a company specialising in vacations for the over fifties, is feeling the benefits of this change. Bookings to exotic destinations now account for 20 percent of all holidays sold. 'As we all know, people are living longer than in the past and tend to be fitter and healthier in old age than in days gone by, so it's only natural that they want to continue travelling,' comments Michelle Paul, marketing manager for Saga.

She adds that over the last five years, she has noticed that the age of those travelling with Saga has increased. The average age of a Saga passenger is now sixty-six, she reveals. 'But it's not unusual for people in their eighties and nineties to be travelling to exotic places.' Particularly popular destinations with older people are Thailand, China, Australia, New Zealand and South Africa, says Paul. In the last five years sales of holidays to all these countries have increased dramatically. Destinations including Nepal, India and Botswana have also seen growing numbers of bookings from the over sixties.



Adapted from *BA High Life*, January 2001

pronunciation The /aɪ/ and /ɪ/ sounds

3 How is the letter *i* pronounced in each of these words? Put them in the correct groups.

bike	swim	hike	river	dive	visit	consist	white	similar	time
hill	five	little	island	wild	guide	cliff	size	tourist	sight

/aɪ/
bike

/ɪ/
swim

vocabulary 4 Complete the guide book extract with words from the box.

sailing race kayaks yachts crews
snowboarders events teams competitors

New Zealand's Sporting Year



THE SOUTHERN TRAVERSE is in mid-November. It is an adventure race for¹ of three to five people through some of the most difficult terrain in the South Island, finishing in Nelson. Apart from cycling,² have to use³ and rafts to cross lakes and rivers.

Yachting has been a popular pastime in Auckland since the 1870s, when the first⁴ regattas were held on Waitemata Harbour. The biggest event is the Auckland Anniversary Regatta, in late January. Up to 600⁵ take part in one of the world's largest one-day regattas.

World Heli-Challenge takes place in late July at Wanaka, on the South Island. It is just one of the many adventure sports⁶ in

New Zealand. International skiers and⁷ take part in three days of skiing events.

The International Dragon Boat Championships in February celebrate the Chinese New Year. Competing⁸ come from all over the world to⁹ on Wellington's Lambton Harbour.



DK

language focus Future forms

5 Choose the best word or phrase to complete each sentence.

1 We're in a few minutes.

- A starts
- B starting
- C is starting
- D am starting

2 Tomorrow, I'm on a three-day skydiving course.

- A go
- B goes
- C going
- D gone

- 3 Most of the museums in town on Mondays.
 A aren't opening
 B isn't opening
 C don't open
 D doesn't open
- 4 David with us on the tour today, because he doesn't feel well.
 A isn't coming
 B doesn't come
 C not coming
 D comes
- 5 the National Park this afternoon?
 A They visit
 B Are they visiting
 C Do they visit
 D They are visiting

writing Confirming changes

- 6 Complete the email with a suitable word in each gap.

Untitled - Message

Send Save Insert File... Priority Options...

This mail message has not yet been sent.

To... Stuart Gould

Cc...

Subject: Confirmation of changes to your reservation

Monaco 9 B I U

.....¹ Mr Gould

With² to your phone³ today, I am⁴ to confirm the changes made to your⁵. I have also attached the travel dates and times for your⁶.

If any of this information is incorrect, please contact us immediately. If you have any questions, or need to make any further⁷ to this booking, please email us or call us⁸ 611 385 0298 during office hours.⁹ you for choosing our company and I¹⁰ you enjoy your tour of Mount Cook with the Pacific Travel Company.

.....¹¹ regards,

Nathalie Taylor

Winter holidays

reading Ski North America

1 Read the text on the opposite page quickly and choose the best title.

- A Popular ski resorts around the world
- B Where to go skiing in North America and Canada
- C Popular ski resorts in Canada
- D The ski resort of Whistler-Blackcomb

2 Read the text again and answer these questions.

- 1 The Rocky Mountains border
 - A the USA and Canada.
 - B North and South America.
 - C the USA and Mexico.
 - D New Mexico and British Columbia.
- 2 What are Vail, Aspen and Telluride?
 - A famous ski resorts in the northern Rockies
 - B famous towns in Colorado
 - C famous ski resorts in British Columbia
 - D famous ski resorts in the southern Rockies
- 3 Why are the ski slopes of Colorado difficult?
 - A because of the mixture of artificial snow
 - B because there's snowboarding and downhill skiing
 - C because many of its runs are 'advanced'
 - D because it takes a long time for skiers to get to the top
- 4 What makes Colorado's ski season so long?
 - A snowmaking machines
 - B the cold weather
 - C Mother Nature and the weather
 - D snowmaking machines and the cold weather
- 5 Which of these is not true about Whistler-Blackcomb?
 - A it has fifteen different types of chairlifts and gondolas
 - B it has the lowest temperatures in Canada
 - C it has a European-style village with lots of amenities
 - D it's one of the biggest and best-equipped resorts

3 Write the following words as numbers.

- | | |
|--------------------------------|---|
| 1 twenty percent 20% | 5 three thousand, three hundred and fifty |
| 2 one hundred and ninety-three | 6 seven thousand and seventy-one |
| 3 two thousand and ten | 7 thirty thousand |
| 4 eleven million | 8 three thousand, two hundred and twenty |



A piste of the action

The Rocky Mountains, which border the USA and Canada, are a major venue for skiers and lovers of winter sports. The ranges are huge (the peaks average 3,350 m above sea level) and they cover some 3,220 km² from central New Mexico to north-eastern British Columbia.

The southern Rockies include some of the most famous ski centres in North America such as Vail, Aspen and Telluride.

Colorado ski country attracts around eleven million skiers annually — 20 percent of the total number of skiers in the USA.

The ski slopes of Colorado, a sunny state known for its powder snow, are among the most difficult in the world. Over half of Vail's 193 runs are 'advanced'. There's snowboarding here as well as downhill skiing. High-speed chairlifts for four and

a number of other lifts and gondolas can take visitors to the top in record time.

Colorado has a long season. You can usually ski from late November to mid-April, depending on the weather. Mother Nature is helped by snowmaking machines. To use them, however, temperatures must be cold enough to create the correct mixture.

At the northern end of the Rockies, 120 km north of Vancouver, is North America's number one ski resort — Whistler-Blackcomb. Whistler has 7,071 acres of skiable terrain which are served by fifteen different types of lifts and gondolas taking 30,000 skiers per hour onto the mountains. Whistler has five base stations, including a European-style village with restaurants, bars, hotels, condominium apartments and shops.

Canada has a reputation of being a cold country but because Whistler is not far from the Pacific Ocean, temperatures stay quite mild. Even in the middle of winter, temperatures don't often fall below -15 °C.



Adapted from *Hearrow International Traveller*, Issue 7

language focus Passive forms

4 Complete the email with the correct passive forms of the verbs in brackets.

Untitled - Message

Send Save Insert File... Priority Options...

This mail message has not yet been sent.

To... Julie Linden

Cc...

Subject: Entertainment programme

Monaco 9 B I U

Thank you for your enquiry about our entertainment programme. As you can see, we offer an action-packed week of winter activities and a variety of entertainment.

Programme of events:

Day 1 - Beginners (give)¹ their first ski lesson by professionally trained instructors. Guests (welcome)² by our entertainment manager in the hotel foyer at 7.00 pm. The welcome speech (follow)³ by a cocktail party at 7.30 pm.

Day 2 - Snowboarding lesson at 10.30 am, which (give)⁴ by an experienced instructor.

Day 3 - Snowshoeing at 11.00 am. Children (invite)⁵ to join in our kids' ski competition – children over twelve (not / allow)⁶ to take part.

Day 4 - Beginner's ski race at 3.00 pm.

Day 5 - Cross-country skiing excursion with picnic stop.

Day 6 - Experienced skiers can take part in the torchlit descent of the mountain at 7.00 pm and everyone (invite)⁷ to the farewell party with live music at 9.00 pm.

Day 7 - Guests (pick)⁸ up from the hotel by our tour bus at 10.30 am.

In addition to the above events, visits (arrange)⁹ to the local health spa every day at 5.00 pm so that skiers can relax in natural spring waters after the day's activities. Special treatments such as massage, aromatherapy and mud baths (can / book)¹⁰ by appointment only.

Please contact me if you need any further information.

I look forward to hearing from you.

5 A traveller describes a ski holiday. Choose the correct option.

- 1 A We were meeting at the airport by the tour representative. **X**
B We were met at the airport by the tour representative. **✓**
- 2 A The entertainment manager gave a welcome speech.
B The entertainment manager was given a welcome speech.
- 3 A Beginners were given ski lessons by an instructor every morning.
B Beginners gave ski lessons by an instructor every morning.
- 4 A On Saturday a torchlit descent hold for experienced skiers.
B On Saturday a torchlit descent was held for experienced skiers.
- 5 A After skiing all day, the guests offered visits to the local health spa.
B After skiing all day, the guests were offered visits to the local health spa.
- 6 A We were picked up by the bus at 10.30 am and driven to the airport.
B We were picked up by the bus at 10.30 am and drove to the airport.

Giving instructions

6 Complete the instructions with verbs from the box.

watch turn go board transfer hold
wait try don't go go through

- 1 The complimentary cocktail is in the hotel lounge. Just go through the double doors and it's on your right, past reception.
- 2 The health spa? out of the hotel and left. You can't miss it, it's opposite the ski shop.
- 3 on these boots, sir. They're a size bigger.
- 4 I'm afraid you can't go on the slope without a ski pass, madam. Please in the queue over there.
- 5 skiing if you've got trouble with your knees. It's not a good idea.
- 6 Be careful you don't let go of the drag lift because you can cause an accident. And on to your ski poles!
- 7 Would all guests going to the airport, now the coach in the hotel car park.
- 8 Remember, to turn right, weight to your left ski. Look, me, like this.

Now match the jobs in the box with the instructions above.

ski instructor fitness instructor ski resort representative
ski hire shop assistant drag lift attendant

pronunciation The *th* sounds

7 Which *th* sound is the odd one out?

- | | | | |
|------------|----------|---------|----------------|
| 1 thirteen | thousand | three | <u>further</u> |
| 2 weather | thanks | thirty | fifth |
| 3 other | that | the | length |
| 4 southern | weather | think | this |
| 5 northern | bathroom | thought | south |
| 6 then | there | tenth | these |
| 7 health | thin | through | other |
| 8 clothes | thanks | fifth | thirteenth |

Land of smiles

reading Trekking in Thailand

1 Read the tour guide extract on the opposite page quickly. What is its **main aim**?

- A to describe the region of northern Thailand
- B to explain the potential dangers of trekking in Thailand
- C to prepare travellers for going on a trek in Thailand

2 Read the text again and answer the questions.

- 1 What three activities are included in a typical trek?
- 2 What are Chang Dao, Phrao and Mae Taeng?
- 3 What should a competent guide know?
- 4 What should be the maximum number of trekkers in a group?
- 5 What form of transport should not be used by the trekking group?
- 6 How long are most treks?
- 7 When is it most important to wear dry clothes?
- 8 What should you wear on your feet?

vocabulary Meaning from context

3 Match these words from the text with their definitions.

- | | |
|---------------|----------------------------------|
| 1 incorporate | a) high mountainous areas |
| 2 stunning | b) include |
| 3 lowlands | c) extremely beautiful |
| 4 uplands | d) not new but already used |
| 5 tips | e) material that keeps warmth in |
| 6 damp | f) moisture in the atmosphere |
| 7 leeches | g) chemical to keep insects away |
| 8 worn-in | h) helpful information |
| 9 repellent | i) areas that are not high up |
| 10 thermal | j) insects that suck blood |

Trekking around Chang Dao

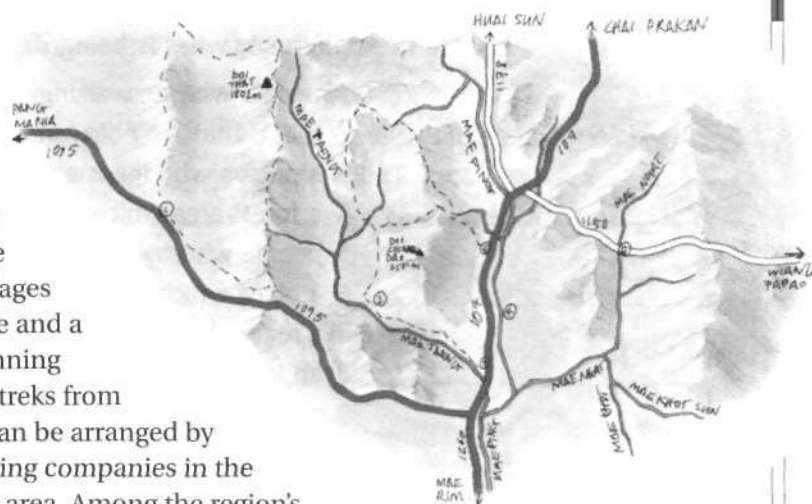


Northern Thailand is famous for its trekking. Treks in the area around Chang Dao and Mae Taeng often combine visits to hill-tribe villages with an elephant ride and a raft trip through stunning scenery. Most of the treks from Chiang Mai, which can be arranged by guesthouses or trekking companies in the city, incorporate this area. Among the region's

interesting towns are Mae Taeng, Phrao and Chang Dao, which are all located between the Thai-dominated lowlands and the uplands, where the hill tribes live.

It is vital to trek with a group led by at least two competent guides, who should speak the necessary tribal languages and know local customs and hill-tribe etiquette. They should also be familiar with the area. Check that the group does not exceed eight trekkers, that the trek is registered with the police and transportation is not by public buses. Typical routes, which last about two or three days, are marked on the map.

Tips for trekkers include lining backpacks with plastic bags to keep wet clothes in and the damp out. Always sleep in dry clothes – even if it means putting on wet clothes by day. Wear a hat and sun cream, long trousers to protect against leeches, insect repellent and worn-in hiking boots – or at least supportive trainers. Nights are cold in the mountains so take thermal tops, warm clothes and a good-quality sleeping bag. The best times to trek are November to February and early in the wet season in June and July.



pronunciation The /u:/, /əʊ/ and /aʊ/ sounds

4 How are the underlined letters pronounced in these words? Put them in the correct groups.

group locate houses include town two
local through clothes trousers shoes know

/u:/	/əʊ/	/aʊ/
group	locate	houses

language focus Defining relative pronouns

5 Who or what is being described?

- 1 people who go walking in the mountains
- 2 things that are not wanted any more
- 3 a person who leads a group of walkers
- 4 a forest area which is in a hot part of the world
- 5 people who try to protect the environment
- 6 a place which is built especially for tourists
- 7 a man who serves food and drink
- 8 an instrument which tells a person's temperature
- 9 a person who sells you a holiday
- 10 a thing which protects a cut

language focus Non-defining relative pronouns

6 Make the two sentences into one by using *which* or *who*. Remember to use commas.

- 1 The Thais celebrate many different festivals. They are Buddhists.
The Thais, who are Buddhists, celebrate many different festivals.
- 2 Thailand has a population of sixty million. It covers 513,000 km².
- 3 Bo Sang is famous for its hand-painted umbrellas. It is in northern Thailand.
- 4 The Padaung women are from the Kayan tribe. They wear brass rings around their necks.
- 5 Bangkok has a population of seven million. It is one of the world's most congested cities.
- 6 Forests now cover less than 20 percent of Thailand. They used to cover 70 percent of the country.
- 7 Professional Thai boxers often retire at twenty-five. They start training as young as six.

vocabulary Medical kit

7 Rearrange the letters to identify the items from a medical kit.

- | | | |
|--------------------|----------|--------------|
| 1 ssisroc | scissors | 5 rpsini |
| 2 zrwteese | | 6 rpstesla |
| 3 isnetc pnelleret | | 7 catntispei |
| 4 badgane | | 8 usn kbolc |

writing Giving health advice

8 Write the advice again using the word or phrase in brackets.

- 1 It's vital to have the right vaccinations before you go.
(make sure) Make sure you have the right vaccinations before you go.
- 2 It's best to avoid spicy curries if your stomach is delicate.
(should)
- 3 You must drink lots of bottled water.
(essential to)
- 4 I recommend you put talcum powder in your medical kit.
(advisable to)
- 5 Don't swim in rivers and lakes.
(avoid)

vocabulary Selling to customers

9 Choose the best response to each question.

- 1 Would you like to get some travel insurance?
A All my documents were stolen so I lost it.
B Yes, last week I got the insurance for the holiday.
C I don't know. Is it worth it?
- 2 Where can I get some insurance for my trekking holiday?
A Yes, Thailand is a beautiful country to go trekking in.
B We can provide special insurance that meets all your needs.
C It's ten minutes down the street next to the bank.
- 3 What sort of insurance should I get?
A I'd recommend full health and travel insurance in your case.
B The cost is only twenty-three euros. It's well worth it.
C I'm not sure. I think we have some information here somewhere.
- 4 Will the insurance pay my medical bills directly or refund me later?
A Would you like to pay by cash or credit card?
B If you're going for three weeks, it costs \$19.50.
C It will cover all your medical costs immediately.
- 5 What else does the insurance cover?
A It also includes stolen or lost money, credit cards and luggage.
B It's not clear. You'll have to read the information on this form.
C You might have to pay for any medical costs yourself.
- 6 What sort of cover does the policy give?
A It costs £36 for two weeks.
B It includes cancellations, injury and lost or stolen luggage.
C It is with one of the best-known insurance companies.

Enjoy your stay

reading Banking and local currency

1 Read the first paragraph of the tour guide information on the opposite page. Are these statements true (T) or false (F)? Correct any false statements.

- 1 You can use credit cards anywhere in St Petersburg.
- 2 You can only pay in roubles in St Petersburg.
- 3 All banks give the same rates of commission.
- 4 You mustn't change money on the streets.

2 Read the other paragraphs and match them to the following headings.

- a) Traveller's cheques
- b) Banks and exchange offices
- c) Changing money
- d) Credit cards

3 Find words in the text which are similar in meaning to these words or phrases.

- 1 money that is from one country or area (introduction)

- 2 small piece of paper money (paragraph 1)

- 3 leaving a place or country (paragraph 1)

- 4 place where you can change money which is not a bank (paragraph 2)

- 5 offices of a bank (paragraph 2)

- 6 money in the form of notes or coins (paragraph 2)

- 7 extra amount of money charged for a service (paragraph 3)

- 8 exchange traveller's cheques for notes and coins (paragraph 4)

Banking and local currency



Credit cards can now be used in hotels and some restaurants and shops in St Petersburg, although cash is normally used everywhere else. Roubles are the only legal currency. There are many cash-points in the city where you can use credit cards, or exchange your currency or traveller's cheques to get roubles, but commission rates vary. Bank rates are very good and money should never be changed on the streets.

1

You cannot obtain roubles outside Russia, but there are many exchange offices in St Petersburg. You have to show your passport when you change money. Make sure that any notes brought into Russia are in good condition and that any US dollars were issued after 1990. When you complete an exchange transaction, you are given a receipt slip. Travellers have to keep these slips because they will be attached to the customs declaration form on arrival in Russia and returned to customs on departure.

2

The most reliable Russian banks are Inkombank and Promstroybank. Exchange offices are often branches of banks where you can change money or take out cash using a credit or debit card. Exchange offices often work long hours: the branches of Inkombank at the Europe and Nevskij Palace hotels are open twenty-four hours.

3

It is possible to obtain cash, both roubles and US dollars, with a credit card at larger banks and from automatic cash dispensers. The most commonly accepted card is Visa. If you take out roubles, you will be charged less commission.

4

Banks charge at least 3 percent if you need to cash traveller's cheques, but only the large banks offer this service. The cheapest alternative is American Express. The commission is only 2 percent if these cheques are cashed at the American Express office. Traveller's cheques can only be used in the largest hotels. Dollar cheques are always preferred.



vocabulary Upselling

4 Find twelve words related to upselling at check-in / check-out.

C	A	D	I	B	V	A	L	U	E
O	V	O	R	U	E	R	O	E	D
M	A	R	E	P	M	B	I	L	L
M	I	U	S	S	P	U	S	T	O
I	L	P	E	E	X	T	R	A	S
S	A	G	R	L	T	S	T	X	S
S	B	R	V	L	R	G	A	N	E
I	L	A	E	C	A	H	I	W	R
O	E	D	I	S	C	O	U	N	T
N	F	E	D	R	A	T	E	S	O
O	V	E	R	C	H	A	R	G	E

language focus Conditionals

5 Complete the sentences with an appropriate form of the verbs in brackets.

- When you (check) check in guests, persuade them to upgrade their room.
- If you don't explain the value of the room rate, guests (not / upgrade) will not upgrade.
- If you book the guest into an executive suite, you (get) will get a higher commission.
- Guests (re-book) will re-book if a receptionist tells them about special future events.
- Corporate guests (not / book) will not book if they are not offered a special discount.

6 Which part (A–D) of each sentence is incorrect?

- If you book a mini-suite, I'm sure you be more comfortable.
A B C D
- If you will leave me your fax number, I will fax you the information.
A B C D
- My secretary will confirms the booking when I get back to the office.
A B C D
- We will offer you a special rate if it will be a group booking.
A B C D
- Do you know when you visit our city again, sir?
A B C D

Problems with a bill

7 Complete the check-out dialogue with these phrases.

have a good journey	that's the registration fee
is everything else all right	here's your bill
how would you like to pay	shall I send you
would you like to sign	I think you'll find it's correct
that was the international	

Reception Here's your bill ¹, madam.
 Guest Wait a minute. I think there's been a mistake.
 Reception I'll just check it for you. ². The total includes room service.
 Guest But what's this fee?
 Reception ³, which is obligatory in Russia.
 Guest And what about this amount?
 Reception ⁴ phone call you made.
 Guest Yes, but it's so expensive!
 Reception Well, we do have a satellite line. ⁵?
 Guest Yes, I think so.
 Reception ⁶, madam?
 Guest Credit card, please.
 Reception ⁷ here? Are you planning to visit our city again?
 Guest I'm not sure, it depends on work.
 Reception ⁸ our updated brochure in the new year?
 Guest Yes, OK. Here's my address.
 Reception I hope you enjoyed your stay. ⁹ home.
 Guest Thank you. Goodbye.

pronunciation The /æ/, /a:/ and /eɪ/ sounds

8 Which underlined sound is the odd one out?

1 plan	<u>tr</u> ain	tr <u>a</u> vel	att <u>a</u> ched
2 p <u>a</u> y	r <u>a</u> te	upgr <u>a</u> de	cas <u>a</u>
3 reg <u>i</u> stration	pl <u>a</u> ne	f <u>a</u> x	s <u>a</u> me
4 c <u>a</u> rd	ch <u>a</u> rge	doll <u>a</u> r	l <u>a</u> rge
5 ex <u>a</u> change	p <u>a</u> id	fl <u>a</u> t	ob <u>a</u> in
6 v <u>a</u> lue	r <u>a</u> te	ad <u>a</u> dress	pas <u>a</u> enger
7 t <u>a</u> x	st <u>a</u> y	ban <u>a</u> k	trav <u>e</u> ller

Winds of change

reading Practical information

1 Read the tour guide extract on the opposite page and match the following headings to the paragraphs. There is one extra heading.

- a) When to go
- b) In an emergency
- c) Visas and passports
- d) Social customs

2 Read the text again and answer the questions.

- 1 Where is it most difficult to get tourist information in Mexico?
- 2 Why do you have to be patient in Mexico?
- 3 Which month is best to visit the coast? Why?
- 4 When shouldn't you visit Mexico City? Why?
- 5 What does an east European traveller need to get to visit Mexico?
- 6 Your passport expires on 31 October 2010. When is the last date you can visit Mexico?
- 7 When do Mexicans usually dress formally?
- 8 When should you ask permission to take photos?

vocabulary Weather

3 Complete the table.

noun	adjective
rain	rainy
sun
.....	cloudy
.....	windy
storm
humidity
heat
cold

PRACTICAL INFORMATION

MEXICO is gradually developing a modern tourist infrastructure and is now an easier country to travel around, although tourist facilities in more remote areas may be limited. There are Secretaría de Turismo (SECTUR)



tourist offices in all large cities. In small towns, visit the town hall for information about attractions and activities in the local area. Be prepared to slow down your pace of life and be patient – in Mexico everything takes longer.

1.....

The best time to visit inland regions is from February to June, before the rainy season begins. November is ideal for the beach. The climate is fresh and the prices are lower than the mid-December high season. Mexicans also visit the coast during July and August. On the Caribbean coast, September and October may bring hurricanes. The pollution in Mexico City is worst during the winter, from December to February.

2.....

Citizens of North America, Australasia and all western European countries do not need a visa to enter Mexico as tourists. But they must complete a Forma Migratoria de Turista (FMT). The form is obtained at Mexican embassies, at ports and airports and on board planes. Visitors need a passport valid

for six months from the date of travel and a return or onward ticket. Visitors must carry their FMT with them at all times. Business travellers need to contact their Mexican Consulate to obtain a visa.

3.....

Courtesy is appreciated in Mexico. On greeting, it is usual to shake hands or kiss on one cheek. When addressing people, use their title (señor, señora, señorita). People generally wear casual clothes except when visiting churches.

Observe signs that prohibit photography. Some indigenous people also do not like to be photographed, so ask first to avoid any confrontation.



4 Match the adjectives to the nouns. Use a dictionary to help you.

	temperatures	rain	winds	storms	snow	showers
heavy	X	✓				
strong						
high						

language focus Present simple and present continuous

5 Complete the sentences using the present simple or present continuous. Then match the sentences to the rules.

- 1 Mexico (gradually / develop) is gradually developing a modern tourist infrastructure.
- 2 US holidaymakers (not / need) a visa to go to Mexico.
- 3 What time (the banks / open)
- 4 We (visit) Chiapas next week.
- 5 (it / rain) at the moment?
- 6 They (go) abroad every summer.

- a) facts that are true and do not change
- b) events that are temporary
- c) events that happen regularly
- d) events that are developing and changing
- e) schedules and timetables
- f) future plans and arrangements

Past simple and present perfect

6 Choose the best word or phrase to complete the sentence.

- 1 The tour operator ... a lot of cancellations last month.
A have had
B had
C have
D has had
- 2 Hotel reservations in our city ... since last year.
A fell
B has fallen
C have fallen
D felt
- 3 Tourism in our country ... jobs for two million people in 2002.
A has provided
B not provided
C provided
D have provided
- 4 Tour operators say there ... an increase in short breaks since 2000.
A was
B have been
C were
D has been
- 5 The tourism industry ... very well so far this year.
A hasn't done
B not done
C didn't do
D haven't done

Future forms

7 Complete the email with the present simple, present continuous, *will be* or *going to*.

Untitled - Message

Send Save ABC Insert File... Priority Options...

This mail message has not yet been sent.

To... Sean, McKane@powernet.co.uk

Cc...

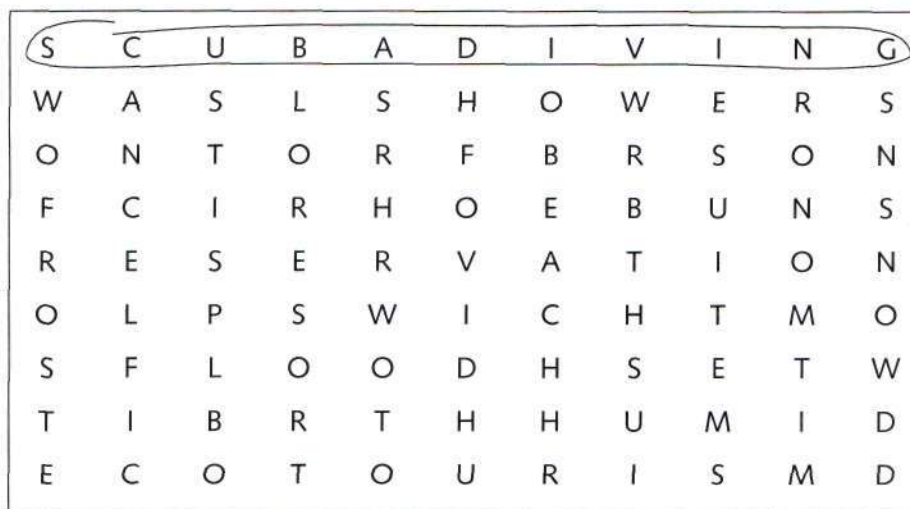
Subject: holiday plans

Dear Sean

How are you? What (you / do)¹ in the summer holidays? We (fly)² to Acapulco next Friday. Our flight (leave)³ at eleven in the evening so I (be able)⁴ to sleep all the way! We (spend)⁵ the first few days on the beach, relaxing and sunbathing. I hope it (be)⁶ nice and hot! After that we (plan)⁷ to visit the Mayan ruins and go trekking in the jungle for a week. I (send)⁸ you a postcard!

Love, Veronica

vocabulary 8 Use the clues to find words in this tourism puzzle.



1 underwater sport

2 when the ground is cold,
hard and white

3 booking

4 when the air is wet

5 when a river bursts its banks

6 you need it for skiing

7 environmentally friendly tourism

8 the opposite of book a holiday

9 area or place developed for tourism

10 place by the sea with sand

11 luxury or large hotel room

12 short periods of rain

Vocabulary exercises

Hotel and tourism jobs

1 Match the jobs with the duties.

receptionist tour guide resort representative
housekeeper travel agent steward porter waiter

- 1 He works on a cruise ship and has to look after the passengers. steward
- 2 She takes people sightseeing around the city.
- 3 She's responsible for taking bookings and checking guests in and out.
- 4 He organises the entertainment programme for the guests at the ski resort.
- 5 She makes sure the rooms and bathrooms are clean and tidy.
- 6 He takes bookings and confirms holiday details with airlines and hotels.
- 7 He works in a hotel and helps guests with their luggage.
- 8 He works long hours and has to take customers' orders and serves food.

Places to visit

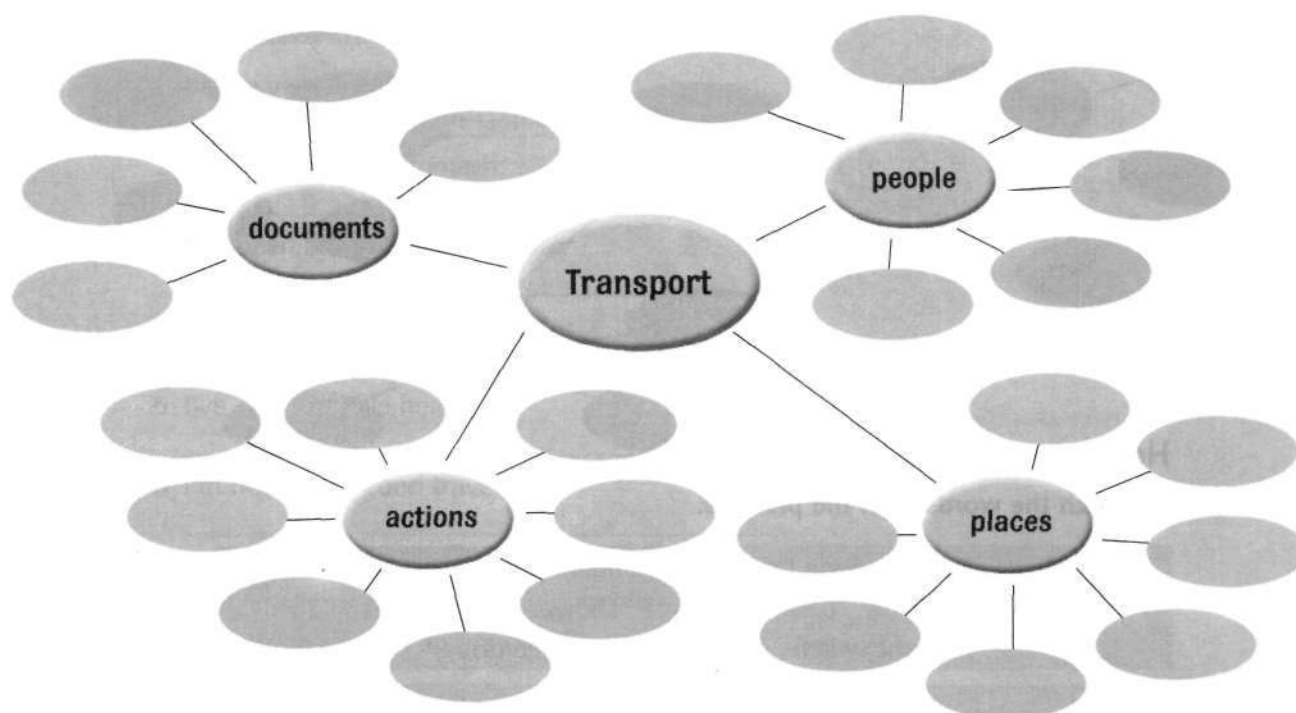
2 Find the other twelve places to visit in the word puzzle.

A	F	T	S	O	N	P	B	E	A	C	H	L	R
S	H	O	P	P	I	N	G	C	E	N	T	R	E
B	Z	R	U	M	G	S	A	F	A	R	I	O	S
B	O	C	A	T	H	O	D	R	T	L	M	L	T
A	A	E	D	O	T	R	O	N	P	S	U	D	A
Z	R	B	I	D	C	A	F	E	A	D	S	E	U
A	C	A	S	T	L	E	M	A	R	K	E	T	R
A	A	B	C	R	U	F	W	H	K	E	U	O	A
R	F	O	O	M	B	E	B	A	L	L	M	N	N
B	A	R	T	G	A	L	L	E	R	Y	G	Y	T

Transport

3 Put the following words in the correct groups.

flight attendant ticket cabin steward label board port
captain disembark boarding card pilot gate take-off passport
purser departure lounge land crew leave arrive sail fly
landing card check-in desk customs

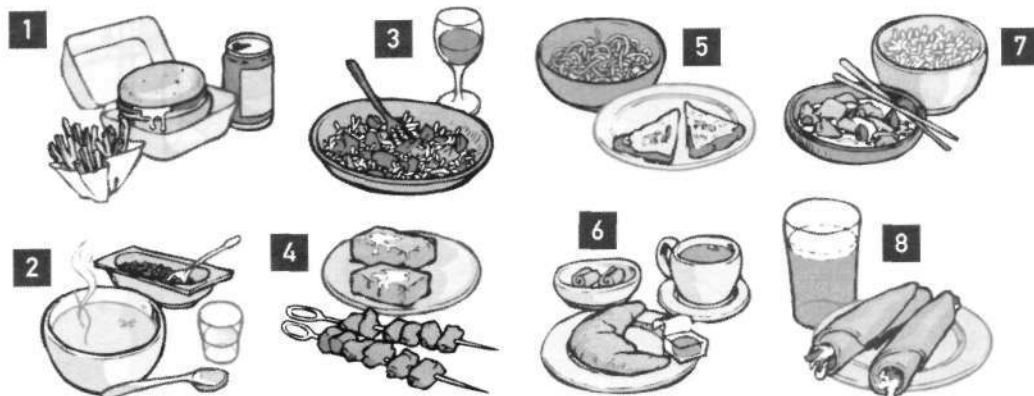


Do the words refer to travel by plane, by ship or both?

Food and drink

4 Match the dishes with the pictures. Which countries are they from?

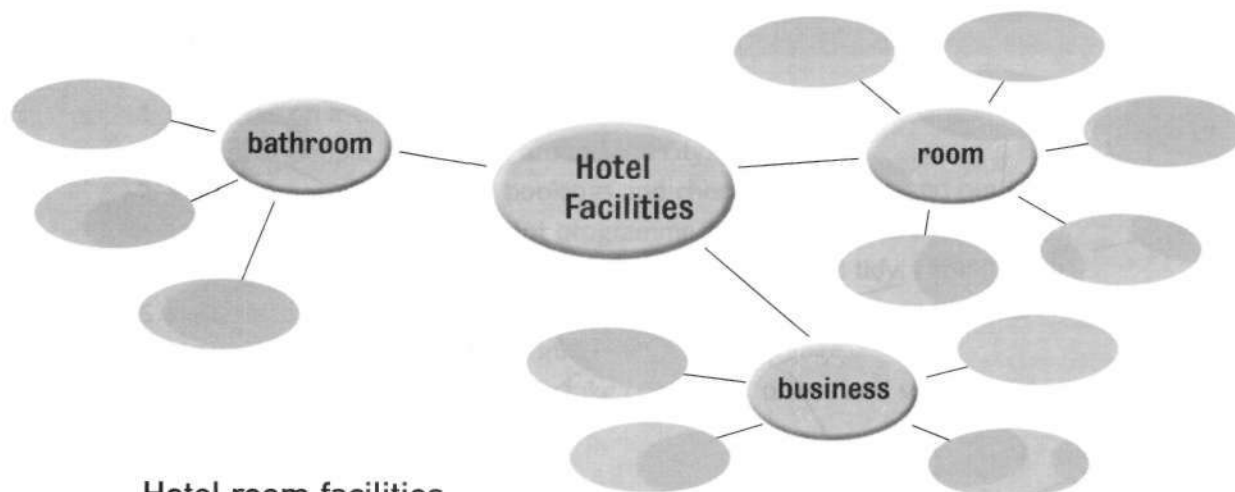
croissant and coffee pasta and pizza paella tortillas and beer
kebabs and sweet pastries hamburger and chips curry and rice caviar



Hotel facilities and services

5 Put the hotel facilities and services in the correct groups.

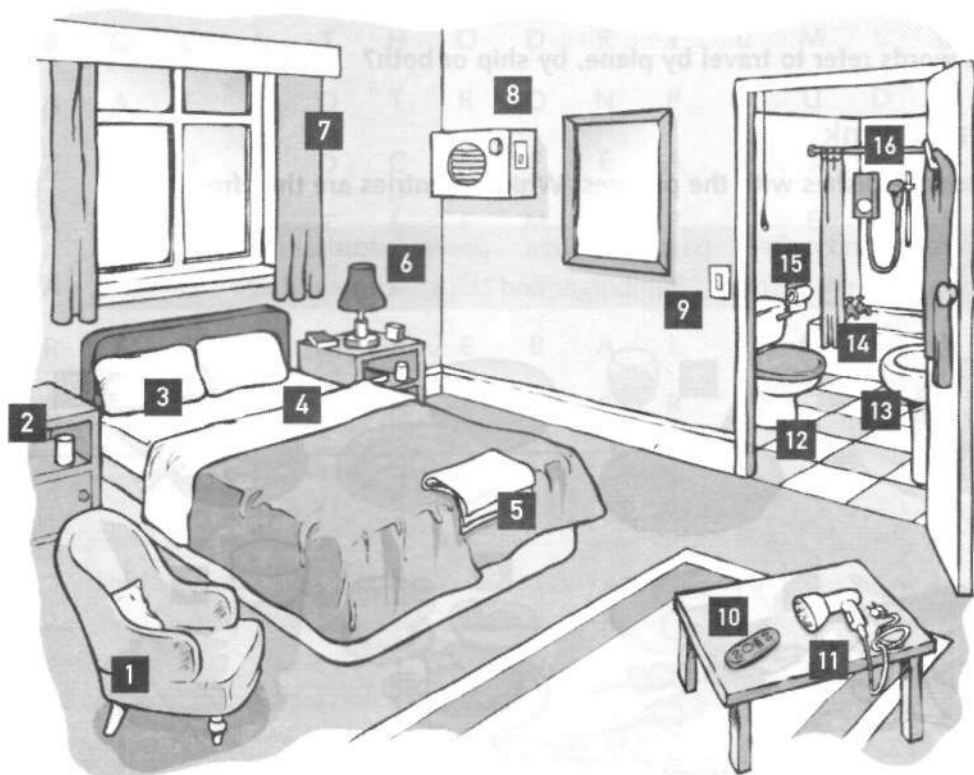
twin beds slide projector shower hairdryer balcony
toiletries meeting room wardrobe video-conferencing equipment
towels flipchart minibar



Hotel room facilities

6 Match the words with the pictures.

chair lamp bedside table air conditioning curtain towel
sheet pillow basin toilet roll shower bath toilet
light switch hairdryer remote control



Health and first aid

7 Match the traveller's problem or illness with the advice.

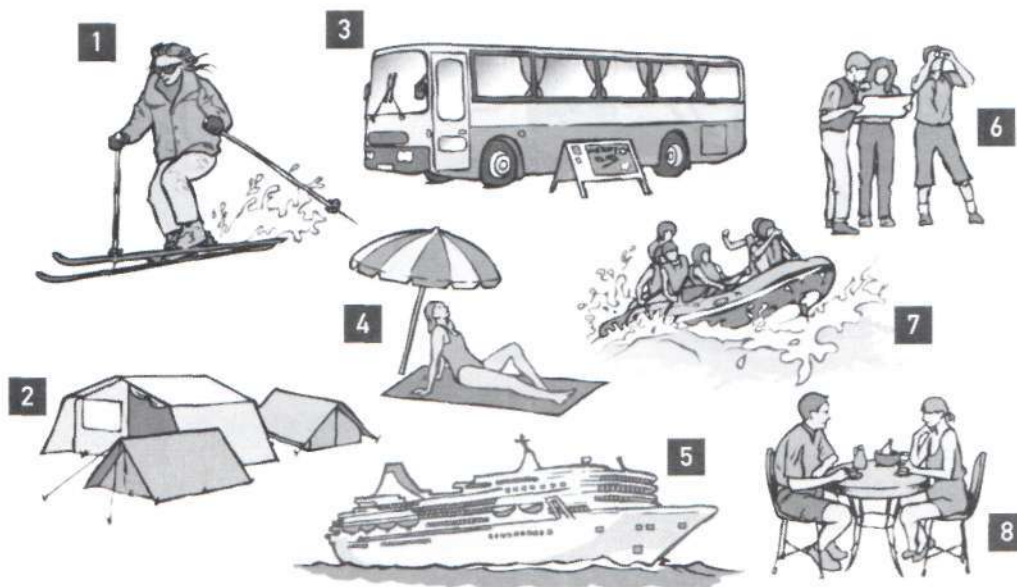
- Why don't you use this insect repellent?
- It's best to take an aspirin.
- It's a good idea to take a travel sickness pill.
- It's best to avoid walking for a few days.
- You should rest and you shouldn't eat fresh fruit or vegetables.
- You should use a high factor sun cream.

- I have very fair skin.
You should use a high factor sun cream.
- I've got an upset stomach.
.....
- I've been bitten by a mosquito.
.....
- I think I've hurt my ankle.
.....
- I've got a terrible headache.
.....
- I'm not a very good traveller.
.....

Types of holiday

8 Match the type of holiday to the picture.

beach holiday winter holiday activity holiday cruise coach tour
honeymoon sightseeing holiday camping



Landscape and climate

9 Which word is the odd one out?

- | | | | |
|--------------|-------|----------|---------------|
| 1 cloudy | humid | frosty | <u>lively</u> |
| 2 sunshine | storm | flood | hurricane |
| 3 mountain | hill | volcano | lowland |
| 4 showers | snow | overcast | rain |
| 5 jungle | trek | forest | glacier |
| 6 desert | lake | river | fjord |
| 7 humid | windy | wet | damp |
| 8 rainforest | beach | island | fjord |

At reception

10 Is the receptionist talking to a guest checking in or to a guest checking out?

Tick (✓) the correct column.

	Checking in	Checking out
1 Here's your bill.		✓
2 How would you like to pay?		
3 Enjoy your stay.		
4 Thank you for staying with us.		
5 We hope you enjoyed your stay.		
6 Let me know if you need anything.		
7 Would you like an alarm call?		
8 Will you be visiting us again soon?		
9 Was everything to your satisfaction?		
10 Can I see your passport, please?		
11 Breakfast is served from 8 am to 9 am.		
12 You have to check out before 12 noon.		
13 Your room is on the third floor.		
14 We look forward to seeing you next month.		
15 Would you like a room with a balcony?		

Being polite

11 Complete the dialogues with the following phrases.

- 1 This meal isn't hot enough.
- 2 I'm flying to Amsterdam.
- 3 I'd like to checkout, please.
- 4 I'd like to book the fly-drive holiday to the USA.
- 5 How long have we got for lunch?
- 6 I want to change our cabin. There's no balcony.
- a) I'm afraid all those are occupied.
- b) How would you like to pay, madam?
- c) I'm very sorry sir, I'll bring you another one right away.
- d) Please make sure you're back before 2 pm. The coach leaves then.
- e) Certainly, would you mind giving me your details?
- f) Could I see your ticket and passport, please?



Answer key

UNIT 1

Exercise 1

1 A 2 C 3 D 4 B 5 D

Exercise 2

1 b 2 i 3 f 4 a 5 h
6 e 7 d 8 g 9 c

Exercise 3

always, usually, often, sometimes, occasionally, hardly
ever, never

Exercise 4

on: Monday, the weekend (US), 8 December
in: the morning, February, summer, the autumn, 2001
at: the weekend (UK), 7 o'clock, 11.30 pm, night, midday

Exercise 5

-s: arrives, stays, makes, cleans, changes, checks, takes
-es: washes, finishes, goes, does, watches
-ies: carries, flies, tidies

Exercise 6

1 doesn't work
2 changes
3 doesn't offer
4 don't serve
5 ask
6 doesn't finish

Exercise 7

1 What do you do?
2 Where do you work?
3 When / what time do you start work?
4 How do you get to work?
5 How many hours do you work?
6 Do you work Sundays / on Sundays?

Exercise 8

1 Brazil
2 Portugal
3 Spain
4 Ireland
5 China
6 Poland
7 Italy
8 Australia

Exercise 9

-n: Australian, Kenyan, South African

-ian: Italian, Brazilian, Canadian, Hungarian
-ish: Irish, Spanish, Polish, Swedish, Turkish
-ese: Portuguese, Chinese, Japanese, Taiwanese

Exercise 10

IItaly, IItalian
Ireland, IIrish
Portugal, Portuguese
Australia, Australian
Spain, Spanish
Brazil, BBrazilian
Poland, Polish
China, Chinese
Canada, Canadian
Hungary, Hungarian
Japan, Japanese
Kenya, Kenyan
South AAfrica, South AAfrican
Sweden, Swedish
Taiwan, Taiwanese
Turkey, Turkish

UNIT 2

Exercise 1

1 Flight only deals / City breaks
2 Late deals
3 Snow holidays
4 Cruises
5 Special offers

Exercise 2

1 b 2 e 3 d 4 c 5 g
6 a 7 f 8 h

Exercise 3

1 Paris 2 Barcelona 3 Copenhagen

Exercise 4

1 Can I help you
2 Can I have your name
3 could you spell your surname
4 Just let me confirm the details
5 there's an additional charge

Exercise 5

1 David Crawley
2 fly-drive
3 Florida
4 self-catering
5 14

- 6 17 August
- 7 London Gatwick
- 8 31 August
- 9 Tampa
- 10 four
- 11 one
- 12 cot

Exercise 6

- 1 is going
- 2 'm writing
- 3 're having
- 4 're not / aren't flying
- 5 'm not returning
- 6 'm travelling
- 7 is coming

Exercise 7

Monday – Tampa – London Gatwick Arrive: 17.00
Tuesday – office!

Exercise 8

- 1 is looking 4 is asking
- 2 is trying 5 do you spell
- 3 have 6 accept

Exercise 9

- 1 tax
- 2 vehicle
- 3 driver's licence
- 4 minimum age
- 5 Collision Damage Waiver
- 6 third party insurance
- 7 additional
- 8 economy models
- 9 air conditioning

UNIT 3

Exercise 1

- 1 D 2 D 3 C 4 A 5 B
- 6 C 7 A

Exercise 2

- 1 chicken
- 2 steamed rice
- 3 salad
- 4 mushrooms
- 5 pizza
- 6 king prawns
- 7 grilled vegetables
- 8 onion soup

Exercise 3

- 1 martinis

- 2 salad
- 3 prawns
- 4 salmon
- 5 mushrooms
- 6 chicken
- 7 vegetables
- 8 potatoes
- 9 wine
- 10 meal
- 11 desserts
- 12 mousse
- 13 coffee
- 14 tea

Exercise 4

- 1 some 5 some, any
- 2 a 6 any
- 3 some 7 an
- 4 a, some 8 any

Exercise 5

- 1 some
- 2 some
- 3 any
- 4 many
- 5 lots of
- 6 many / any
- 7 lots of
- 8 much

Exercise 6

- 1 b 2 a 3 e 4 d 5 c

Exercise 7



UNIT 4

Exercise 1

- 1 B 2 B 3 C 4 A 5 D

Exercise 2

- | | |
|----------|--------------|
| 1 shop | 5 café |
| 2 hotel | 6 industrial |
| 3 park | 7 demolish |
| 4 resort | |

Exercise 3

- | | |
|---------------|-------------|
| 1 built | 6 had |
| 2 occupied | 7 separated |
| 3 designed | 8 arrived |
| 4 was | 9 was |
| 5 didn't open | 10 became |

Exercise 4

- d: liked, separated
 -ed: visited, designed, finished, wanted, watched, opened, worked, stayed
 -ied: occupied

Exercise 5

- /t/: liked, finished, watched, worked
 /d/: designed, opened, occupied, stayed
 /ɪd/: visited, wanted, separated

Exercise 6

- On
- in
- Over
- on
- next
- On
- in / at
- in
- on
- ahead
- in front

Exercise 7

P	L	A	N	E	C	R	M	O	B	F
O	N	T	I	F	A	M	O	P	E	D
B	P	R	S	E	R	R	T	L	E	O
U	N	D	E	R	G	R	O	U	N	D
S	R	M	N	R	I	N	R	S	V	Y
T	R	A	M	Y	C	E	B	O	A	T
R	T	D	E	M	S	H	I	P	G	H
C	O	A	C	H	S	L	K	C	R	O
E	N	R	C	A	B	L	E	C	A	R

Exercise 8

- b2 f3 e4 g5 a
- c7 h8 d

UNIT 5

Exercise 1

- bath or shower
- single-rate rooms available
- rooms for more than two people
- twenty-four hour room service
- television in all rooms
- minibar
- non-smoking rooms
- air conditioning
- caters for children
- lift
- pets allowed
- hotel parking
- restaurant

Exercise 2

- Canal House
- Van Onna
- Estheréa
- Swissôtel Amsterdam

Exercise 3

- Swissôtel Amsterdam
- Swissôtel Amsterdam, Estheréa, Canal House
- Van Onna, Estheréa, Canal House
- Estheréa
- Van Onna, Swissôtel Amsterdam, Estheréa
- Swissôtel Amsterdam, Estheréa
- Swissôtel Amsterdam
- Van Onna

Exercise 4

- | | |
|---------------------|-------------------------|
| 1 bigger | the biggest |
| 2 quieter | the quietest |
| 3 noisier | the noisiest |
| 4 more basic | the most basic |
| 5 more modern | the most modern |
| 6 better | the best |
| 7 worse | the worst |
| 8 further / farther | the furthest / farthest |

Exercise 5

- the most entertaining
- best
- faster
- doesn't stop as often as
- cheaper than
- the most romantic

- 7 not as popular as
- 8 the fastest
- 9 the greatest
- 10 as compact as
- 11 not as easy

Exercise 6

- ☐ ☐: staircase, building, breakfast, laundry
☐ ☐: telephone, toiletries, atmosphere, restaurant, services
☐ ☐: equipment, reception, location

Exercise 7

- 1 D (than)
- 2 B (most)
- 3 A (further / farther)
- 4 D (as)
- 5 C (than)

Exercise 8

M	A	G	N	I	F	I	C	E	N	T	I
O	R	F	E	R	O	A	O	L	R	F	M
D	T	R	O	S	R	T	S	E	A	A	P
E	I	C	H	P	T	T	T	G	O	M	E
R	S	H	D	A	U	R	L	A	D	O	C
N	D	A	L	C	N	A	B	N	M	U	C
S	L	R	S	I	P	C	U	T	O	S	A
C	O	M	F	O	R	T	A	B	L	E	B
O	L	I	V	U	I	I	N	D	I	V	L
S	D	N	E	S	C	V	I	N	V	O	E
M	E	G	R	E	A	E	W	S	E	D	E
D	E	L	I	G	H	T	F	U	L	S	P

UNIT 6

Exercise 1

- 1 Captain
- 2 Executive Chef
- 3 Deputy Hotel Manager
- 4 Food and Beverage Manager
- 5 Cruise Director
- 6 Purser

Exercise 2

- 1 Captain
- 2 Crew
- 3 Staff Captain, Hotel Manager
- 4 Hotel Manager
- 5 Chefs, Cooks, Bakers
- 6 Hotel Manager

- 7 Entertainment
- 8 Purser

Exercise 3

- 1 b 2 e 3 a 4 i 5 f
- 6 c 7 g 8 d 9 j 10 h

Exercise 4

- 1 D (for many years)
- 2 B (have you worked)
- 3 B (since)
- 4 A (Have you been)
- 5 C (since)
- 6 A (has lost)

Exercise 5

- 1 became
- 2 started
- 3 were not
- 4 went
- 5 ended
- 6 have offered
- 7 have operated
- 8 have entered
- 9 has never been
- 10 have never had
- 11 has arrived

Exercise 6

The cleaner has:
 already cleaned the portholes,
 already made the beds,
 already changed the sheets.

The cleaner hasn't:
 tidied the writing desk yet,
 replaced the soap yet,
 washed the coffee cups yet.

Exercise 7

- 1 I am sending you
- 2 necessary
- 3 company
- 4 Yours sincerely
- 5 Janet Burtowski

UNIT 7

Exercise 1

- 1 inner city areas and townships
- 2 go out
- 3 don't carry large sums of money
- 4 in a side pocket
- 5 in the hotel safe-deposit box

- 6 at off-peak times
7 make sure they are not visible
8 in a supervised car park

Exercise 2

- 1 d 2 e 3 f 4 a 5 b 6 c

Exercise 3

- 1 precautions
2 dangerous
3 accessories
4 pickpockets
5 change
6 wallet
7 tip
8 money belt
9 safe-deposit box
10 visible

Exercise 4

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

Exercise 5

- 1 C (showing)
2 C (smoking)
3 C (take)
4 A (We recommend)
5 B (take)
6 A (It's a good idea)

Exercise 6

- 1 It is very important to us
2 I am very sorry
3 I also apologise
4 I can assure you that
5 I would like to
6 I hope you will allow us

Exercise 7

- 1 B 2 C 3 C 4 B 5 C

Exercise 8

- 1 Could you sign here, please?
Would you mind signing here, please?
2 Could you wait in reception, please?
Would you mind waiting in reception, please?
3 Could you not smoke in here, please?
Would you mind not smoking in here, please?
4 Could you show me your tickets, please?
Would you mind showing me your tickets, please?
5 Could you not feed the animals, please?
Would you mind not feeding the animals, please?

UNIT 8

Exercise 1

Selim

Destination: Istanbul, Uludag National Park

Activities: visit family, go skiing, buy a carpet

Greta

Destination: Kas, Limonaza

Activities: camping, sunbathing, boat trip

Ben

Destination: Istanbul, Troy

Activities: archaeological tour, see wooden horse

Exercise 2

- 1 B 2 B 3 C 4 C 5 D

Exercise 3

- 1 carpet, pipe
2 jewellery box, Turkish delight
3 blue and white plate, leather belt

Exercise 4

- 1 a 2 e 3 d 4 b 5 c

Exercise 5

- 1 are you going to do
2 are you going to stay
3 're going to hire
4 are you going to do
5 'll probably go
6 's going to be / 'll be
7 's going to be / 'll be
8 are you going to do
9 might go
10 'll look

Exercise 6

- 1 d 2 c 3 f 4 b 5 e 6 a

Exercise 7

- 1 Good morning
- 2 today I'm going to
- 3 First of all, I'd like to
- 4 then I'll
- 5 Finally
- 6 But first of all

Exercise 8

- 1 fewer
- 2 reduction
- 3 presentation
- 4 probably
- 5 monument
- 6 minority
- 7 developing
- 8 centre

UNIT 9

Exercise 1

- 1 d 2 b 3 a 4 c

Exercise 2

- 1 B 2 D 3 A 4 D 5 C

Exercise 3



Exercise 4

- 1 C 2 C 3 A 4 B 5 B

Exercise 5

- 1 lock
- 2 trip
- 3 miss
- 4 sit

- 5 close
- 6 gate
- 7 land
- 8 weather

Exercise 6

- 1 eat
- 2 wear
- 3 drink
- 4 take
- 5 stretch
- 6 sit

Exercise 7

- 1 chocolate
- 2 sunglasses
- 3 pen
- 4 soft toy
- 5 perfume
- 6 sports watch
- 7 earrings
- 8 tie

Exercise 8

- dialogue 1
e, d, c, h, g, f, a, b, i
dialogue 2
d, i, f, e, a, g, h, b, c

UNIT 10

Exercise 1

- 1 Zakopane in southern Poland
- 2 views of the Tatra Mountains
- 3 floor heating and towel warmers
- 4 up to 240 people
- 5 no, they can't (hotel capacity 120)
- 6 It can be divided into two and audiovisual messages can be sent to the hotel rooms.

Exercise 2

- 1 B 2 B 3 D 4 A

Exercise 3

- 1 pets allowed
- 2 rooms with a shower
- 3 television in every room
- 4 business facilities
- 5 guarded car park
- 6 swimming pool
- 7 wheelchair access
- 8 fitness centre

Exercise 4

- 1 h 2 e 3 f 4 c 5 b
6 g 7 a 8 d

Exercise 5

- 1 B 2 A 3 C 4 A 5 B

Exercise 6

- 1 in 2 on 3 in 4 in 5 in
6 on 7 at

Exercise 7

- 1 con-fe-rence (3)
2 bus-iness (2)
3 fa-cil-i-ties (4)
4 a-comm-o-date (4)
5 trav-ell-er (3)
6 e-quipped (2)
7 e-quip-ment (3)
8 com-for-ta-ble (4)
9 con-ven-i-ent (4)
10 twen-ti-eth (3)

Exercise 8

- 1 B (for your letter)
2 A (I'm sending)
3 D (on the first floor)
4 D (up to 350 people)
5 C (technical equipment)
6 C (do not hesitate)

UNIT 11

Exercise 1

- 1 T
2 F (They like to travel more.)
3 F (They specialise in holidays for the over fifties.)
4 F (Only 20 percent are to exotic destinations.)
5 T
6 F (nineties)
7 F (Popular destinations are Thailand, China, Australia, New Zealand and South Africa.)

Exercise 2

Paragraph 1: backpacking, clear trend, increasingly
Paragraph 2: vacations, benefits, fitter
Paragraph 3: noticed, bookings

Exercise 3

- | | |
|-------|---------|
| /aɪ/ | /ɪ/ |
| bike | swim |
| hike | river |
| dive | visit |
| white | consist |

- | | |
|--------|---------|
| time | similar |
| five | hill |
| island | little |
| wild | cliff |
| guide | tourist |
| size | |
| sight | |

Exercise 4

- 1 teams
2 competitors
3 kayaks
4 sailing
5 yachts
6 events
7 snowboarders
8 crews
9 race

Exercise 5

- 1 B 2 C 3 C 4 A 5 B

Exercise 6

- 1 Dear
2 regard / reference
3 call
4 writing / able
5 reservation / booking
6 holiday
7 changes
8 on
9 Thank
10 hope
11 With / Best

UNIT 12

Exercise 1

B

Exercise 2

- 1 A 2 D 3 C 4 D 5 B

Exercise 3

- 1 20%
2 193
3 2,010
4 11,000,000
5 3,350
6 7,071
7 30,000
8 3,220

Exercise 4

- 1 are given
- 2 are welcomed
- 3 is followed
- 4 is given
- 5 are invited
- 6 are not / aren't allowed
- 7 is invited
- 8 are picked
- 9 are arranged
- 10 can be booked

Exercise 5

- 1 B 2 A 3 A 4 B 5 B 6 A

Exercise 6

- 1 go through (ski resort representative)
- 2 Go, turn (ski resort representative)
- 3 Try (ski hire shop assistant)
- 4 wait (drag lift attendant)
- 5 Don't go (fitness instructor)
- 6 hold (drag lift attendant)
- 7 board (ski resort representative)
- 8 transfer, watch (ski instructor)

Exercise 7

- 1 further
- 2 weather
- 3 length
- 4 think
- 5 northern
- 6 tenth
- 7 other
- 8 clothes

UNIT 13

Exercise 1

C

Exercise 2

- 1 hill-tribe visits, elephant ride and raft trip
- 2 towns in northern Thailand
- 3 the necessary tribal languages, local customs and hill-tribe etiquette
- 4 eight
- 5 public buses
- 6 two or three days
- 7 at night when sleeping
- 8 worn-in hiking boots or supportive trainers

Exercise 3

- 1 b 2 c 3 i 4 a 5 h
6 f 7 j 8 d 9 g 10 e

Exercise 4

- /u:/: group, include, two, through, shoes
/əu/: locate, local, clothes, know
/aʊ/: houses, town, trousers

Exercise 5

- 1 trekkers
- 2 rubbish
- 3 guide
- 4 tropical rainforest
- 5 conservation workers / conservationists
- 6 resort
- 7 waiter
- 8 thermometer
- 9 travel agent
- 10 bandage / dressing / plaster

Exercise 6

- 1 The Thais, who are Buddhists, celebrate many different festivals.
- 2 Thailand, which covers 513,000 km², has a population of sixty million.
- 3 Bo Sang, which is in northern Thailand, is famous for its hand-painted umbrellas.
- 4 The Padaung women, who wear brass rings around their necks, are from the Kayan tribe.
- 5 Bangkok, which is one of the world's most congested cities, has a population of seven million.
- 6 Forests, which used to cover 70 percent of the country, now cover less than 20 percent of Thailand.
- 7 Professional Thai boxers, who start training as young as six, often retire at twenty-five.

Exercise 7

- 1 scissors
- 2 tweezers
- 3 insect repellent
- 4 bandage
- 5 aspirin
- 6 plasters
- 7 antiseptic
- 8 sun block

Exercise 8

- 1 Make sure you have the right vaccinations before you go.
- 2 You should avoid spicy curries if your stomach is delicate.
- 3 It's essential to drink lots of bottled water.
- 4 It's advisable to put talcum powder in your medical kit.
- 5 Avoid swimming in the rivers and lakes.

Exercise 9

- 1 C 2 B 3 A 4 C 5 A 6 B

UNIT 14

Exercise 1

- 1 F (in hotels and some restaurants and shops)
- 2 T
- 3 F (commission rates vary)
- 4 T

Exercise 2

- 1 c 2 b 3 d 4 a

Exercise 3

- 1 currency
- 2 note
- 3 departure
- 4 exchange office
- 5 branches
- 6 cash (noun)
- 7 commission
- 8 cash (verb)

Exercise 4

C	A	D	I	B	V	A	L	U	E
O	V	O	R	U	E	R	O	E	D
M	A	R	E	P	M	B	I	L	L
M	I	U	S	S	P	U	S	T	O
I	L	P	E	E	X	T	R	A	S
S	A	G	R	L	T	S	T	X	S
S	B	R	V	L	R	G	A	N	E
I	L	A	E	C	A	H	I	W	R
O	E	D	I	S	C	O	U	N	T
N	F	E	D	R	A	T	E	S	O
O	V	E	R	C	H	A	R	G	E

Exercise 5

- 1 check
- 2 won't upgrade
- 3 'll get
- 4 will / may / might / re-book
- 5 won't book

Exercise 6

- 1 D (you'll be)
- 2 B (you)
- 3 A (will confirm)
- 4 D (is)
- 5 D ('re visiting)

Exercise 7

- 1 Here's your bill
- 2 I think you'll find it's correct
- 3 That's the registration fee
- 4 That was the international
- 5 Is everything else all right
- 6 How would you like to pay
- 7 Would you like to sign
- 8 Shall I send you
- 9 Have a good journey

Exercise 8

- 1 train
- 2 cash
- 3 fax
- 4 dollar
- 5 flat
- 6 rate
- 7 stay

UNIT 15

Exercise 1

- 1 a 2 c 3 d

Exercise 2

- 1 in remote areas
- 2 everything takes longer
- 3 November, because of the fresh climate and lower prices
- 4 December to February, because of pollution
- 5 a visa
- 6 April 2010
- 7 when they go to church
- 8 with indigenous peoples

Exercise 3

noun	adjective
rain	rainy
sun	sunny
cloud	cloudy
wind	windy
storm	stormy
humidity	humid
heat	hot
cold	cold

Exercise 4

- heavy: rain, storms, snow, showers
 strong: winds
 high: temperatures, winds

Exercise 5

- 1 is gradually developing (d)
- 2 don't need (a)
- 3 do the banks open (e)
- 4 're visiting (f)
- 5 Is it raining (b)
- 6 go (c)

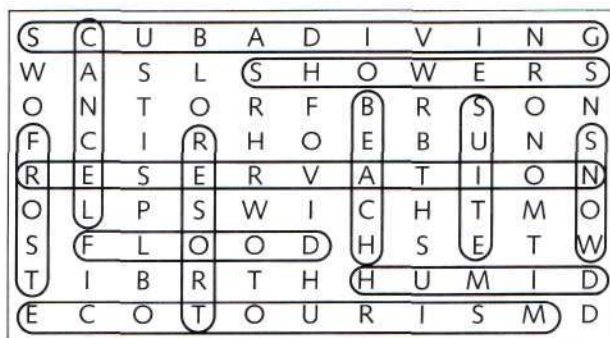
Exercise 6

- 1 B 2 C 3 C 4 D 5 A

Exercise 7

- 1 are you going to do
- 2 're flying
- 3 leaves
- 4 'll be able
- 5 're spending
- 6 'll be / 's going to be
- 7 're planning
- 8 'll send

Exercise 8

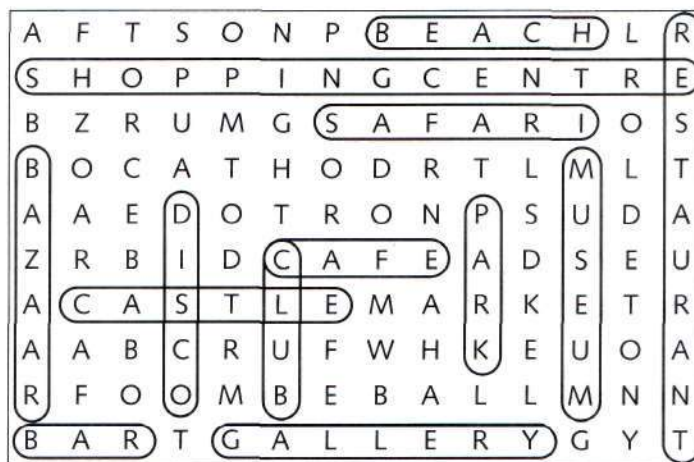


Vocabulary exercises

Exercise 1

- 1 steward
- 2 tour guide
- 3 receptionist
- 4 resort representative
- 5 housekeeper
- 6 travel agent
- 7 porter
- 8 waiter

Exercise 2



Exercise 3

documents: ticket (B), label (B), boarding card (B), passport (B), landing card (P)
 actions: board (B), disembark (B), take-off (P), land (P), leave (B), arrive (B), sail (S), fly (P)
 people: flight attendant (P), steward (B), captain (B), pilot (P), purser (S), crew (B)
 places: cabin (B), port (S), gate (P), land (B), departure lounge (B), check-in desk (B), customs (B)

Exercise 4

- 1 hamburger and chips (USA)
- 2 caviar (Russia)
- 3 paella (Spain)
- 4 kebabs and sweet pastries (Turkey)
- 5 pasta and pizza (Italy)
- 6 croissant and coffee (France)
- 7 curry and rice (India / China)
- 8 tortillas and beer (Mexico)

Exercise 5

bathroom: shower,, toiletries, towels
 rooms: twin beds, balcony, wardrobe, minibar, hairdryer
 business: slide projector, meeting room, video-conferencing equipment, flipchart

Exercise 6

- 1 chair
- 2 bedside table
- 3 pillow
- 4 sheet
- 5 towel
- 6 lamp
- 7 curtain

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