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**PROFESSIONAL CONVERSATIONS
FOR TOURISM AND HOSPITALITY INDUSTRY**

**Опорні діалоги для розвитку професійного мовлення
у сфері туризму та гостинності**

**Навчальний посібник з англійської мови
за професійним спрямуванням
для студентів третього курсу
денної форми навчання
спеціальностей «Туризм» і «Готельно-ресторанна справа»**

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Для використання у самостійній та індивідуальній роботі студентів на заняттях з англійської мови за професійним спрямуванням.

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Introductory part

English conversation is quite different from English reading. Conversation uses a different type of English, including different vocabulary.

English conversation vocabulary is much more casual. In English, this means we use more words of Saxon or Old English origin during conversation. We also use more **phrasal verbs** (two or three word verbs).

The difference between conversation and more formal English is one reason that even “advanced” students have difficulty with everyday conversations.

The problem is that students learn more formal English in school. Formal English tends to use more words of French & Latin origin. This kind of English is, in fact, much easier for students who speak Ukrainian or Russian. These students often do quite well when reading English, but have a lot of trouble understanding normal speech.

So, if you want to communicate with native speakers it's very important to learn English conversation— not just textbooks and reading.

To learn conversation, you must listen to more **casual English** and you must learn the different vocabulary and patterns used in normal speech. You may be wondering why the topic of improving conversation skills is important for someone who wishes to learn a second language. One of the biggest factors that hold learners back, especially in a second language learning environment, like learning to speak English in Ukraine, is the fact that many of them lack the necessary conversational skills for language learning. They are reticent to talk to strangers or even to go to places/meetings etc. where they can meet people. This factor is also important, but to a lesser degree, in a foreign language learning environment, like learning German in Ukraine.

Why we say this is important is because it is by speaking, and doing a lot of it! Will you ever hope to improve your language skills! Speaking (and listening) is at the heart of learning another language. Clearly there are many people who set out to learn (and dare we say even taught that way) by learning to read and write first or in the main. However if you talk to any of them, they will all tell you (yes, we can

admit there may be one or two exceptions out of one thousand) that their speaking and English is no good and what is more they have very little confidence in what they can say.

The reading and writing skills are learnt in a part of the brain that admits only very limited traffic to the speaking part of the brain. The opposite is not true however. Once you can speak, you will be able to write what you can say (after of course you have mastered the writing conventions in the language). That of course may take some time depending which is your first language (and which one you are going to learn) but once you have mastered the basics of being able to write the words you can say...you are away!

So getting plenty of speaking and listening practice is critical. The more the better. (Just ask a concert pianist how many hours s/he practiced a day before s/he got to the level s/he did.) Learning to speak another language is not much different. You literally need oodles of practice.

And the best kind of practice is with people you want to talk to. It's not good always feeling that you have to talk, and so you engage in conversation reluctantly. You have got to put your heart into it so you really want to understand what the other person is saying and you really want the person to understand what you are saying. Then you will work with a quality of attention that will literally drive your language learning to new heights!

Sharing is caring!

Unit 1

Careers in Tourism

Dialogue 1 *Choosing a job in tourism or hospitality industry.* *What do you want to be?*

A.: Hello! Nice to meet you, Kate. So now we are groupmates!

B.: *Hi, Nick! I think it's great! I have long been waiting for this event. Now I am a student of the Institute of Tourism!*

A.: Yes! Me either. So, what do you see yourself in a five-year perspective?

B.: *Well...It's hard to say... Tourism is a fast-growing industry and offers a great deal of various exciting activities. I've thought of becoming a travel sales consultant but I haven't decided yet.*

A.: What are travel sales consultants responsible for?

B.: *Their main responsibilities are: booking and selling package tours, making hotel reservations, arranging car hire for fly-drive holidays as well as designing individual holidays for independent travellers.*

A.: And what special professional skills do you need to become a successful travel sales consultant?

B.: *Well, good telephone, IT and numeracy skills are a must!*

How about you, Nick? Why did you choose to study tourism?

A.: Because Tourism industry gives great opportunities for both employees and holidaymakers.

B.: *Have you made up your mind what you want to be, Nick?*

A.: I think I would like to work in the sphere of hospitality. I like working with people, be an inseparable part of a working team. So my calling is to be a hotel receptionist.

B.: *Oh, really? What are the duties of a hotel receptionist?*

A.: Lots of! Greeting incoming visitors and callers, checking-in and -out guests, answering visitors' inquiries and calls, sorting mail, dealing with faxes, arranging appointments for guests to meet with company staff.

B.: *Sounds interesting! You would make an excellent hotel receptionist. Besides I consider you to be a communicative, computer-literate, polite and friendly personality.*

A.: Thank you, Kate. It's very kind of you.

B.: *But it's true. See you at class, Nick.*

Dialogue 2 *Advice to help you succeed in interviews*

A.: Hi, Mike. I'm thinking of applying for a job with a multinational company, but I'm worried about having an interview in English. Can you give me any good tips?

M.: *Hmmm. That's tough. I guess the first thing is to try to make a good impression. We often say, "you never get a second chance to make a first impression". You really need to get off to a good start.*

A.: That sounds like good advice. Maybe I could sing and dance for them, ha ha ha! Then they'd really be impressed! But seriously, how do I make a good first impression?

M.: *To begin with, you should firmly shake the interviewer's hand while greeting him or her with a smile. Be sure to keep eye contact, especially when listening to the interviewer.*

A.: Ah, "body language" is really important, isn't it?

M.: *Yes, it is. The second thing is to have confidence. You get confidence from being prepared. You should learn a little bit about the company before the interview. Find out what they do, how long they've been in business, what their business motto is, that kind of thing. You should also anticipate possible questions, and think about how you will answer.*

A.: Should I memorize my answers beforehand?

M.: *No! Definitely not! That sounds very mechanical. You should be natural when you speak. Just think about how you want to answer, and choose the right words at the time of the interview. That way, you can use the interviewer's own words in your answer, which shows you've been listening. Then you're sure to make a good impression.*

A.: I never thought about that before. You're really smart, Mike! But what should I do if I can't remember an English word when I'm answering a question?

M.: *In that case, you have to paraphrase. In other words, you have to explain what you want to say. For example, if you forget the word "manufacturing", you can say "making a product" instead. Or instead of "statistics" you could say "using many big numbers to describe something".*

A.: That's very helpful, Mike. Thanks so much. Ah, one more thing. Should I ask about the salary during the interview?

M.: *No, either let them bring up the topic of money, or else wait for a second interview. If you prepare well, make a good first impression, have confidence, and use English naturally, you're almost certain to be interviewed again. Good luck!*

Dialogue 3

Job interview

A

N.: Hi, I'm Nancy Mendez. (shake hands) I'm a *hiring manager*.

W.: *Nice to meet you Ms. Mendez. I'm Wilson Liu.*

N.: Please have a seat. (motion to the chair).

W.: *Thank you. Oh, this is a copy of my resume and a list of references.*

N.: Thank you. I will take a look at these. So, what position are you applying for?

W.: *I submitted an application for the vacancy of a Travel Sales Consultant.*

N.: That's good. Will you tell me about your previous work experience?

W.: *I worked for the travel agency "Paradise" as Reservation Agent.*

N.: Why do you want this job?

W.: *I got a great work experience when I worked for the local travel agency "Paradise". I was dealing with people and I'm prepared to work under pressure. So, now I want to try myself on this position.*

N.: But it is quite a hard job. Do you have good people skills?

W.: *I'm sorry, what do you mean by "people skills"?*

N.: OK. I mean do you enjoy talking to customers?
W.: *Oh yes. I am friendly and I would like to help the customers.*
N.: Tell me more about your other skills, please.
W.: *I can use a cash register and I have basic computer skills.*
N.: Can you give me two good reasons why I should hire you?
W.: *Well, I am organized, dependable, and hard working.*
N.: OK. We can give you this position, but first of all you will need to do a training course. Of course your salary won't be brilliant, but this is only for the first month.
W.: *Good, I agree. When can I start?*
N.: Come tomorrow at 8 a.m.
W.: *OK. Thank you! Good bye!*
N.: Good bye!

B

A.: Hello.
B.: *Hi! How can I help you?*
A.: I would like to work for you
B.: *Oh. You need to pass the interview. Are you ready?*
A.: Yes, we may start.
B.: *What can you tell me about yourself?*
A.: My name is Albert. I am 25 years old and I am a hard-working person.
B.: *How did you find out about the job?*
A.: Oh. My friend told me about it
B.: *Why do you want to work for us?*
A.: Because I know that your company has a country wide chain of hotels and restaurants and you have prestigious rating. And I would be proud to get a job with your company.
B.: *What kind of job are you looking for?*
A.: I would like to be a hotel manager.
B.: *What was your last job?*
A.: I was a Night Auditor in Nadia hotel.
B.: *So, do you have any experience and professional skills?*
A.: Yes, I do. I know what responsibilities this job involves.
B.: *How many languages can you speak?*
A.: I am most fluent in English; also I speak Russian, Ukrainian and Polish. So I speak 4 languages.
B.: *Nice. And the last question. When will you be able to start?*
A.: As soon as possible
B.: *Ok. Leave us your cell phone number. We will call you.*
A.: Ok. It's 302-344-1330. Have a nice day. Bye.
B.: *Good bye!*

C

A.: Good morning, Miss Jones. So you applied for a job in our team. Am I right?
J.: *Yes, I did. I sent my resume for the position of restaurant manager.*
A.: That's good. I'd like to know a bit more about you. Probably you could tell me about your education first.

J.: *Well, I left school at 17 and then for the next five years I studied at New-York Federal University. I graduated from the Department of economics with high honors and was qualified as a manager of enterprise. And after that I did a one-year computer course.*

A.: Well. Your education sounds great, Miss Jones. And have you got any experience? Have you worked before?

J.: *Certainly. First I worked as a manager at children's clothes shop. I stayed there for four years and then I moved on to my present company. They offered me a job of a manager in a big cafe.*

A.: That's very interesting. Why aren't you happy with your present job, Miss Jones? Why are you going to leave them?

J.: *Well. The salary isn't so bad, I must admit. But the work schedule isn't convenient for me. And I often do a lot of overtime there. Besides you have an excellent reputation and I hope to have more opportunity and growth potential in your company.*

A.: I see. Do you mind business trips? And are you fluent in Italian or German?

J.: *Oh, foreign languages are my favorites. We did Italian and German at the University and I use them when I travel.*

A.: Very good. Can you tell me about your good points then?

J.: *Well... I start my work on time. I learn rather quickly. I am friendly and I am able to work under pressure in a busy company.*

A.: OK. That's enough I think. Well, Miss Jones. Thank you very much. I am pleased to talk to you and we shall inform you about the result of our interview in a few days.

J.: *Thank you. Good-bye.*

#D

A.: Good morning Ms Brandies, please have a seat.

B.: *Good morning, it's a pleasure to meet you.*

A.: Could you tell me who you work for at the moment?

B.: *I work for Frank and Banowitz importers.*

A.: How long have you worked for them?

B.: *I've been working for Frank and Banowitz for the past three years.*

A.: And how long have you been working in the accounting department?

B.: *I've been in the accounting department for the past six months.*

A.: Now, please, tell us about your strengths?

B.: *I am good at multitasking. I can write e-mails while answering phone calls.*

A.: You know this job requires a lot of travel. Have you done much traveling for business?

B.: *Yes, the job I had before Frank and Banowitz required me to travel monthly.*

A.: And why did you leave that position?

B.: *I was offered a more interesting position at Frank and Banowitz.*

A.: Have you had any experience in sales?

B.: *Yes, I've spent a few years working part-time as an advertising consultant for schools offering summer language courses.*

A.: That's interesting. How successful have you been?

B.: *The schools I've worked for have all had increased registrations as a result of my collaboration.*

A.: Very interesting...

Dialogue 4 **What is your job?**

A.: Hello, Helen. I heard you have a new job!

B.: *Hi, Andrew. Well, I am a resort representative in a Turkish 4-star «Akka Hotel» now.*

A.: Great! Do you like being on the move the whole time?

B.: *Yes, I am really energetic and have an inquiring nature!*

A.: I hope the position of a resort representative gives you a possibility to realize your excellent communication skills.

B.: *Oh, thank you. It really does.*

A.: I remember your amazing success in learning foreign languages at the university: English and German precisely. Do you often speak English?

B.: *In Turkey we always speak English and German. I have now improved my Russian. Besides, my Turkish is elementary but I am trying hard to master the colloquial level.*

A.: What are the duties of a resort representative?

B.: *I have to work throughout the summer and off-season then. I am the first point of contact for customers so I am well-prepared to answer questions and resolve problems.*

A.: What is your average working day like, Helen?

B.: *My working day usually starts with meeting the excited new arrivals at the airport and overseeing transfers to their accommodation. From there my duties may include: giving an introductory talk on the facilities and the area; accompanying holidaymakers on excursions; helping to arrange entertainment, completing paperwork.*

A.: You do work under pressure! Isn't that tiresome?

B.: *Of course, holidays rarely run completely smoothly and you may need to deal with unexpected dilemmas from lost passports to medical emergencies, so I am prepared to make decisions on my own.*

A.: What professional skills does an employer need to become a good resort representative?

B.: *Firstly, you need excellent interpersonal and communication skills, secondly, working as a holiday representative helps to develop many invaluable transferable skills, including organisation, presentation, customer service, business awareness, leadership, sales and teamwork.*

A.: Amazing! Do you like your job after all?

B.: *I do! My job brings me only satisfaction. I am lucky to have such experience.*

A.: Sounds really exciting! I am happy for you, Helen.

Destinations

Dialogue 1 Types of tourism

PRDirector: Global Tours is a major player in a travel industry which owns five largest agency chains, employs 15 000 people worldwide and caters for 500 000 holidaymakers every year.

ADManager: *The facts you name are stunning but at the same time the information sounds as too general for a regular customer. There are different types of travellers: retired people, married couples, students, businessmen, honeymooners and so on. Their tastes differ...*

PD.: Right.

ADM.: *In which way do you consider their requirements concerning spending their holidays?*

PD.: All the holidaymakers are interested in having excellent and well-organized holidays. That's why the holidays we sell are dependent on the reason for which our clients travel.

ADM.: *What do you mean?*

PD.: I mean that all the purposes of travelling are divided and combined into the three types of tourism: Leisure Tourism, Business Tourism and VFR.

ADM.: *VFR?*

PD.: That's visiting friends and relatives in other cities and abroad.

ADM.: *I see. I personally often use this type of tourism by visiting my cousin Samanta who lives in Krakow. It's a great pleasure to have such a Leisure Tourism. But if travellers go on a sightseeing weekend-break tour to Prague what type of Tourism is it?*

PD.: That's Leisure Tourism, of course. Besides, such purposes of travelling as learning more about culture, religion and lifestyle of a foreign country, improving their health, visiting and participating in sporting events, professional training and education are also referred to Leisure Tourism.

ADM.: *This combination of purposes is really rational. For which reasons do the businessmen travel?*

PD.: For various! These are: organizing conferences and conventions, participating in professional meetings, visiting exhibitions and trade fairs.

ADM.: *Last year I was chosen the best worker of our company and was presented with the incentive trip to Cyprus. Was it Business Tourism as well?*

PD.: Exactly! You are a fast learner! We have come to the conclusion that Global Tours is the company which provides all types of holidays for all types of pockets and tastes. Don't hesitate to cooperate with us.

Dialogue 2 Discussing the holiday destination of your choice

(LA Hollywood Boulevard)

A.: Good morning. Tourist Information Centre, Katie Burns speaking. How can I help you?

B.: *Good morning. I'd like to spend next weekend in LA. Could you, please, give me some information on what to see in LA?*

A.: Certainly, miss. Hollywood Boulevard is high on the list of things to see in Los Angeles. It may not be what you imagined. It's really touristy and despite it all, just plain fun.

B.: *Sounds interesting. Where should I start from?*

A.: The section of Hollywood Boulevard that appeals to tourists runs between La Brea Avenue and Vine Street, a little more than a mile.

B.: *Well, I think I can handle it.*

A.: It's also the home of the Hollywood Walk of Fame.

B.: *Wow! It means I can find my favourite actor Johny Depp's star!*

A.: Yes, a short look will take a few minutes but hunting down all your favorite stars can take a while...

B.: *I've heard so much about it. Can't wait seeing Walk of Fame!*

A.: One of the most popular sights in Hollywood, Grauman's Chinese Theatre is best-known for the hand- and footprints in its forecourt.

B.: *I guess I won't have much time on that!*

A.: No matter how much tourists claim that they're not star-struck, within a few minutes, they're sticking hands and feet in the prints and snapping photos.

B.: *We'll see. What other museums can you recommend for visiting?*

A.: Lots of! The Hollywood Wax Museums with the life-size models of celebrities, Ripley's Believe It or Not which contains above 300 exhibits of monsters, The Dolby Theatre where several Oscars are on display and the like.

B.: *Amazing! How can I combine all these attractions to be seen in 2 days?*

A.: We can offer you a Go Los Angeles Card!

B.: *A Go Los Angeles Card! What is it?*

A.: It's a one ticket for one low price to all the things you want to do in Los Angeles! The Go Los Angeles Card is your ticket to the best LA has to offer.

B.: *How much does it cost?*

A.: A 2-day Go Los Angeles Card costs 113\$. For this price you can enter over 40 attractions – including the Paramount Pictures Studio Tour, Warner Bros., VIP Studio Tour, Six Flags Magic Mountain, Kodak THEATRE tour, LA City Tours, museums, and much more.

B.: *I'll definitely buy it. Thanks a lot.*

A.: You're welcome and welcome to LA!

Dialogue 3 Sightseeing in Ivano-Frankivsk region

A.: Good afternoon. Solo Mio Travel, Natalia Honchar speaking. How can I help you?

B.: *Good afternoon. We'd like to go on a sightseeing tour in Ivano-Frankivsk region. What could you recommend us?*

A.: Is it your first time in Ivano-Frankivsk?

B.: *Yes, we've been waiting for this journey for a long time.*

A.: When exactly are you thinking of going?

B.: *In December. The second half of December.*

A.: I see. Have you ever been to the Carpathians?

B.: *Unfortunately, no.*

A.: Are you interested in combining sightseeing with winter sports?

B.: *Hmm... Why not?*

A.: We've got a special offer at the moment! We suggest you a 5-day package tour including a 3-day stay in Bukovel resort starting on 10th of December.

B.: *What exactly is included in this tour?*

A.: Transfer, accommodation in 3-star hotels and excursions.

B.: *Could you please detail us the itinerary of the tour?*

A.: Certainly, madam. You can easily find it on our web-site www.solomiotravel.com. Your tour starts with the excursion along the tiny historic streets of Ivano-Frankivsk. As it is the festive Christmas time you will enjoy the fairy-tale of snowy winter and have a unique possibility to taste the traditional Ukrainian cuisine in the hotel complex "Legenda".

B.: *Delicious!*

A.: The second day of your tour is the arrival to Bukovel which is in the heart of the Carpathian Mountains. It is a well-developed resort with all the facilities at reasonable prices.

B.: *But not all of us can ski.*

A.: It's not a problem. The service of highly-qualified ski instructors is available on your request. You can also hire all the necessary ski equipment here.

B.: *Great! Can we learn more about the culture and lifestyle of the locals?*

A.: Of course. The locals are the Hutsuls - friendly and generous people who will give you a warm and unforgettable welcome.

B.: *Are there any folk festivals to visit?*

A.: Well, yes. The festival of Andriy with divination and magic rituals is for everyone to watch and to take part in.

B.: *Wow! We're looking forward to visiting Ivano-Frankivsk in December. We are booking the tour.*

A.: How many of you are travelling?

B.: *Seven, I guess...*

Dialogue 4

The way tourism is changing in Ukraine

#A

A.: Hello! How are you?

B.: *Hi! I am fine and you?*

A.: I am fine too. I like to surf the internet you know and I've read a few articles about tourism industry in our country. Do you know that a new tourism-related state body of the executive power of Ukraine was set up in December 2010?

B.: *Yeah! I heard about it. In the last ten years the market for tourism has been actively expanding; the number of companies in the industry has grown greatly and*

now there are about five thousand of them. If we proceed solely from these figures, it can be concluded that the Ukrainian tourism industry had been fully formed.

A.: But the main problem is the formation of the Ukrainian National Tourism Product persisted unexpectedly, without comprehensive support from the state. This can be explained by the fact that the tourism industry's very foundation, made up of recreation complex territories and means of accommodation, was out of the field of competence and activity of the central body of the executive power in charge of tourism. The current Law on tourism does not offer a legal foundation for the activity aimed at providing services in accommodating tourists. This encourages the emergence of a powerful "shadow" market of hotel services, which, in turn, damages law-abiding (які дотримуються законів) hotels economically.

B.: *Furthermore, the construction of a competitive National Tourism Product involves an efficiently coordinated, tourism-friendly transportation system, a multitude of cafes and restaurants, effective maintenance and sanitation of beaches and parks, restoration of historical landmarks and monuments, functioning museums, prolific souvenir production. A new system of additional services for the tourists — clubs, golf courses, aqua-parks, and others, — should be created.*

A.: The government's decision to simplify the entrance formalities played an extremely important role in the growth of the industry — from April 2010 foreign citizens can obtain entrance visas for up to 8 days at the airports of Kyiv and Odessa, and at the Odessa Sea Port. This experiment was initiated by the State Tourism Administration of Ukraine as the first step towards the introduction of a visa-free entrance regime for EU, US, Canadian, Swiss, Japanese, Australian and South Korean tourists. According to our estimates, the extension of this visa-free experiment to Boryspil airport in Kyiv, on "the week-end in Kyiv" basis, will allow the Ukrainian air companies; hotels and restaurants earn about 40 million dollars a year. It should be mentioned that the problem of tourists crossing the Ukrainian borders has always been in the focus of the State Tourism Administration of Ukraine.

B.: *In late November 2012, an agreement on cooperation was signed between the State Tourism Administration of Ukraine, small historical towns in Western Ukraine, and the US organization RTI, which works on the municipal development of Ukraine. The main thing of this agreement, which resulted from a joint initiative, is the development of tourism and handicrafts, as a strategic element in the development of the urban areas of Ukraine.*

A.: This showed that the Ukrainian Government had appreciated common efforts and achievements, and pays much attention to the strategic development of tourism. We have interesting for tourists itineraries in all regions of the country.

B.: *I would like to tell you that now the world knows about our winter resort «Bukovel».*

A.: Yes. And it is one of the most popular with inbound tourists.

B.: *I think unfortunately because of situation in our country tourists are scared to visit Ukraine now.*

A.: I hope that in the near future the situation will be improved.

B.: *Yeah! I hope too.*

B

A.: Hello! How are you?

B.: *Hi! I am fine and you?*

A.: I am fine too. Have you heard about this new Tourism Law?

B.: *Yeah! I know that tourism in our country is developing quite well, but we need help from the state.*

A.: Do you know that a lot of new hotels, eco villages and health resorts are built in Western Ukraine? But I guess a lot of them are in private business.

B.: *Yeah and they've made a big step in developing culture and religion tourism in Ukraine to attract more holidaymakers.*

A.: Now a lot of people from other countries will know about historical past of Ukraine.

B.: *It would be very good because our past is so amazing and I think tourists from all over the world will visit us.*

A.: Yeah, because to this time only very few tourists have heard something about Ukraine.

B.: *I would like to tell you that now the world knows about our wintersports resort «Bukovel», Ttruskavets and Morshyn health resorts.*

A.: Yes and a lot of tourists visit these resorts every year.

B.: *I think unfortunately because of situation in our country tourists are scared to visit Ukraine now.*

A.: I have an optimistic turn of mind you know. That's why I hope that in the near future everything will change for the better.

B.: *Yeah! I hope too.*

Unit 3

Hotel Facilities

Dialogue 1 *Telephone enquiry on the facilities in a four-star hotel*

A

Guest: Good afternoon! Is this Paragon Hotel?

Receptionist: *Good afternoon! Yes, it is. How can I help you?*

G.: My family is going to stay in your hotel, but before booking a room we decided to make some enquiries on facilities there.

R.: *Yes, sure! Feel free to ask. I will gladly answer your questions.*

G.: What room services do you have?

R.: *In our hotel you can order breakfast, lunch and anything you want to your room. Even if you need theater or concert tickets.*

G.: Nice! What about laundry and parking?

R.: *Yes, sure! These services are also available in our hotel. If your things need washing and dry cleaning you should ask a chambermaid. The same about parking - the chauffer will park your car in a reserved place; and if your car needs to be washed, the person on duty will do that for you.*

G.: Great! What about business facilities?

R.: *Documents can be translated and typed into the world's major languages. Internet and e-mail are available on request.*

G.: Do you have a beauty salon there?

R.: *Sure, we have. There is even no need to book these services.*

G.: And finally, do you have any children's facilities?

R.: *Yes, you can leave your children with us in safety if you want a night out on the town by yourself.*

G.: Great! Later I will give you a call about a room we want to book..

R.: *Sure! Have a nice day!*

B

A.: Hello. It's hotel "Atlantic". How can I help you?

J.: *Hi, my name is John Black and I want to stay at your hotel. Is this a 4-star hotel?*

A.: Yes. What kind of room would you like?

J.: *What do you have to offer?*

A.: We have junior, comfort and en-suite.

J.: *I need an en-suite, please. What facilities do you offer?*

A.: Hotel "Atlantic" offers comfortable rooms (breakfast are included in the price) with bathroom, free Wi-Fi, butlers services, 24-hour restaurants, conference services, laundry. You can visit spa-centers, gym, and cinema.

J.: *I have a car. Do you have any parking?*

A.: Yes, sure. We have 24-hour parking and valet services.

J.: *Ok, what documents must I have?*

A.: Only your passport.

J.: *Ok, thank you for information.*

A.: You're welcome. Goodbye.

J.: *Goodbye.*

Dialogue 2 *Asking for hotel services*

Receptionist: Good morning, Madam, Sir. Welcome! How can I help you?

George: *Good evening, Miss. Do you have any vacant rooms?*

R.: Yes, what type of room would you like?

G.: *I would like a double room for me and my wife.*

R.: How long will you be staying?

G.: *We'll for three nights.*

R.: Let me have your ID (identity card). It's OK; I registered your personal information.

G.: *What services are included?*

R.: TV (television), Internet access, and AC (air conditioning). Within our hotel there are two swimming pools, an interior and an exterior one, a sauna and a gym. The price is 40 Euro per night, breakfast and dinner are included. Our restaurant is open until 10 p.m.

G.: *Is there a fridge in the room?*

R.: We charge 3 Euros a day for the fridge.

G.: *Very well, can we see the room?*

R.: Your room is on the first floor, it has a sea view and it is very spacious.

Maria: *Indeed, it is very spacious and bright. And what a view! Thank you, Miss. What do you think, George?*

G.: *It's perfect, thank you.*

R.: You're welcome. If you need anything, dial 111, please. We are at your service.

Ordering food

George: Hello! I'm calling from room # 125. We'd like to order dinner in our room.

Receptionist: *Sure. What'd you like to have?*

G.: Please send 2 cheeseburgers, 2 servings of crispy garlic noodles and 1 serving of mushroom gravy.

R.: *All right. Is there anything you'd like to drink?*

G.: Do you serve wine in the room?

R.: *I'm afraid not. Alcoholic drinks are served only at the hotel bar.*

G.: Not a problem. Just send us the food, please. How long would that be?

R.: *Maximum 30 minutes.*

G.: That'll be fine. Thank you.

Asking for laundry service

George: Hello! Is it possible to have the laundry picked up from our room? It's number 125.

Receptionist: *Sure. Is there anyone in the room?*

G.: Yes. My wife's there. Could you send someone right now? We are leaving in 15 minutes.

R.: *All right. I'll ask the housekeeping staff to pick it up immediately.*

G.: Thank you so much.

Ordering from housekeeping

George: I'd like to get two fresh towels, please.

Receptionist: *Sure. Do you need anything else, Sir?*

G.: No. That's all for now.

R.: *I am sending someone right away.*

G.: Thank you.

Ordering breakfast

Samanta: Room service. How may I help you?

George: *Good morning. This is room 125. Can we have some breakfast?*

S.: Of course. Do you want the English breakfast with tea or coffee for two persons?

G.: *No! I just want some fruits and a glass of carrot juice. Darling (addressing wife), would you like English breakfast?*

Maria: *What does it include?*

G.: *Hello! Are you still there?*

S.: Yes, Sir.

G.: *What do you offer for the English breakfast?*

S.: Well, it includes porridge, yogurt, bacon and eggs, a toast with marmalade and tea or coffee.

G.: *Honey, they offer porridge, yogurt, bacon and eggs, a toast with marmalade and tea or coffee.*

M.: *Let it be with a cup of coffee.*

S.: OK.

G.: *How long will it take?*

S.: Be there in 10 minutes.

G.: *Great! Thank you!*

Dialogue 3 *Choosing a Berlin hotel to stay in*

A

A.: Hello. I'm going to Berlin next month and I want to stay in one of the luxurious hotels in Berlin. What can you recommend to me?

B.: *Hello. If you're looking for a luxurious hotel in Berlin, you should pay attention to the hotel "Adlon". This is a super-luxurious hotel with stunning interior. Walls and windows in the rooms have excellent sound-proofing.*

A.: What about other hotels?

B.: *Hotel "Four Seasons" is noteworthy. It's one of the top three in Berlin. It offers opulent interiors with magnificent flower arrangements and impeccable service.*

A.: What about "Berlin Hilton"? I heard it is a wonderful hotel.

B.: *Yes, "Berlin Hilton"'s nearness to the "Gendarmenmarkt" and the amazing choice of restaurants distinguish this hotel among others. Some of the rooms have spectacular views.*

A.: What modern hotel is situated in the centre of Berlin?

B.: *It's "Derag Hotel Grosser Kurfurst". This modern hotel offers many additional services, such as free bicycle hire, that set it apart from other hotels.*

A.: Ok, thanks for information. I think "Berlin Hilton" will be the most convenient for me because of its location. Thank you once more. Bye.

B.: *You're welcome. Have a nice journey! Goodbye.*

Dialogue 4 *How to become a hotel inspector*

A.: Good afternoon, everybody! Our today's programme guest is Roger Gray, a hotel inspector.

B.: *My greetings. Thank Radio Supreme for inviting me for the interview.*

A.: Let's come to the point. Mr. Gray, it is said that a job of an inspector is the best job in the world, is that right?

B.: *Ha-ha-ha!..but one of the hardest to get!*

A.: What are the tips on how to become a perfect hotel inspector?

B.: *I've got my own 5 secrets to finding my dream travel job!*

A.: Well, attention, please! Mr. Gray is going to share his 5 miraculous secrets!

B.: *Willingly! Firstly, get a degree in hospitality management. Many hotels and restaurants require their hotel inspectors to have a hospitality management degree to assure excellent quality evaluation reports.*

A.: Excuse me, Mr. Gray, we've got our first listener. Good morning, what is your name?

Listener 1: It's Nelly. My question is: Mr. Gray, is your job competitive?

B.: Thank you, Nelly for the question. As a matter of fact it is. Because of the perks it gives: free flights, hotel stays, company car and what is most amazing - free travelling.

A.: So, here we are with our second secret of getting the best job.

B.: Secondly, get **job experience**. Hotel inspectors start their career at the bottom.

A.: At the bottom of what?

B.: We start at the entry-level position as a front desk clerk, a room service staff, and then as a concierge. Starting at the bottom makes us knowledgeable in all the hotel operations aspects.

A.: Now I see.

B.: Thirdly, **practice writing evaluations and reviews**. One important aspect on **how to become a hotel inspector** is your writing skills and your attention to details. After gathering the vital information that is needed and making an evaluation report, an attentive hotel inspector makes a final evaluation, gives out service scores, puts in comments and collates photos about the hotel operations and highlights specific areas that are in need of improvements.

A.: What do most hotel owners look for in a hotel inspector?

B.: Making a fair, detailed, unbiased and just review of their hotel.

A.: Our next listener is holding the line. That's Mathew.

B.: Hello, Mathew.

Listener 2: How many hotel jobs should I change to become an inspector?

B.: Thank you, Mathew. The more the better. Your work experience will be appreciated by the future job interviewer. This brings us to the secret number Four! Prepare a **polished CV** and submit it to job vacancies you can find.

A.: What documents do you need for the job interview?

B.: Your CV which reflects your patience and seriousness in your goal of entering the hotel management industry and a Cover Letter describing your personality and highlighting your quality traits needed to become a good hotel inspector.

A.: Mr. Gray, what's the final secret?

B.: Well, **get the job**. The road on **how to become a hotel inspector** is not an easy one. This is a difficult career to break in due to its perks and high earning potential.

A.: Our last listener is waiting. Hello, Jane. Be brief, please.

Listener 3: Good afternoon, Mr. Gray. What traits of character do I need to be a good hotel inspector?

B.: Thanks for calling, Jane. Hard-working, patient, stubborn, smart and sociable. Definitely sociable!

A.: Thank you, Roger. You've been very informative. Our today's guest is Roger Gray – an experienced hotel inspector. Our programme is coming to its end. Goodbye everyone. Stay with us!

Unit 4 Tour Operators

Dialogue 1

The way e-commerce has changed travelling today

A.: We take a closer look at the travel industry and how things have changed. Could you please define the term e-commerce for us, Beth?

B.: *Electronic commerce – is trading in products or services using computer networks, such as the Internet. Development of information technology and the creation of computer networks and the Internet have enabled a new way of communication.*

A.: Do you mean direct communication with all users?

B.: *Exactly!*

A.: So, what's *the biggest change* you've seen in travel business over the last 25 years?

B.: *The Internet by far is the biggest change! The Internet allows the average Joe to access a library of travel information 24/7 (twenty-four hours a day seven days a week) from the comfort of his lounge room.*

A.: As we look at travel today, *how much* have things really changed?

B.: *Over the years, travel planning and reservations has shifted from travel agents to people booking and researching online.*

A.: What are the pros and cons of this from your perspective?

B.: *Well, for people who don't have time to research their holiday online it's better to go to the travel agency and have it done for them. For people who like to plan and do the research on their own there are several sites they can go to and compare rates – dates and activities.*

A.: Do you mean that a job of a travel agent will ever go away?

B.: *I don't think so. It will just need to evolve with the times and technology.*

A.: What do you think will be the next big trend?

B.: *The next big trend to watch is the revolution that is happening with our phones. Everything is now in our phones that we have with us ALL THE TIME.*

A.: As the travel industry has changed, finding good deals has become a lot harder. What tips do you have when looking for travel options?

B.: *I don't think it has become harder to find deals. The appearance of a tailor-made holiday has completely changed the traveler's attitude to the holiday organization.*

A.: What's a tailor-made holiday?

B.: *It's a personal planning service. You tell the agent what you want and he arranges services to fit your wishes for the holiday. And I've got one tip: if a tourist wants a good deal he will need to be flexible with dates and times of travelling.*

A.: What's the conclusion, Beth?

B.: *The travel industry has indeed changed. However, technology is bringing people all over the world closer together. We can get more information, faster and quicker than ever before. The Internet and social media have been huge for travel. However, travel agents still have their place in business too.*

A.: Thank you, Beth. It was Eloizabeth Branham, a travel analyst and examiner in our Saturday program Today's Outlook. Bye for now!

Dialogue 2

Booking a package holiday

A

A.: Good morning! How can I help you?

C.: *Good morning, I'm looking for a package tour to Vienna. Can you offer me something?*

A.: Yes, of course. We can suggest you a nice tour to Vienna. This package holiday includes transportation, insurance, living in one of the best hotels in Vienna, and catering.

C.: *Oh, I'm interested in this tour. When does it start?*

A.: The departure is from Ivano-Frankivsk on the 11th of December, it means that you'll arrive to Vienna on the 12th of December and depart from it on the 14th of December.

C.: *I accept this date.*

A.: You'll be checked-in in the hotel "Mozart" which will provide you with a half board catering.

C.: *It's ok.*

A.: How many people will travel?

C.: *Just me.*

A.: The price of this tour for one person is €250.

C.: *It's OK for me. I agree.*

A.: Maybe you have some preferences as for this holiday?

C.: *No, I 'don't.*

A.: That's nice. So give me please your passport and tell me your phone number.

C.: *Here you are. My phone number is 096-71-31-111.*

A.: OK, thank you. Just let me confirm the details. That's a package tour to Vienna for one person, leaving from Ivano-Frankivsk on the 11th of December and returning on the 14th of December.

C.: *Yes, that's right.*

A.: Will you pay by your credit card or in cash?

C.: *Cash, please.*

A.: Ok, we'll call you back in a few days before your tour starts in order to fill in some forms.

C.: *Ok, thank you so much!*

B

A.: Good morning. Can I help you?

B.: *Yes, please. I would like to spend my holidays somewhere in exotic place. What can you offer?*

A.: Well, we have got many interesting offers, but what type of holiday do you prefer?

B.: *It should be a package holiday, I guess. I prefer extreme holidays, but recently history of ancient Egypt has caught my attention, and I'd like to learn a bit more about this country.*

A.: Great. We have on offer a ten-day Nile cruise. Depart from Boryspil airport on an Egyptian flight to Cairo. Staying at Sharm Hotel. During ten days you'll visit Abu Simbel, Felucca Rides, Edfu, and Luxor and Thebes. And back home you will fly by Egyptair.

B.: *OK, and what about price?*

A.: This tour costs €2000 per person.

B.: *Hm, it's a bit expensive for me.*

A.: You're right, it is expensive, but we can make a small discount for you, and it will cost €1800.

B.: *It is much better. And what can you say about catering?*

A.: The price includes only breakfasts and dinners.

B.: *Is it possible to include lunches in the price?*

A.: It's a good idea but it would be very expensive.

B.: *OK. I understand. I should think a little about it. How can I contact with you?*

A.: I will give you our business card with our phone numbers and email address, and you can book a package holiday at any suitable way and at any time.

B.: *Thank you, goodbye!*

A.: Goodbye!

Dialogue 3 *Convincing the tour operator to renew the contract with your travel agency*

J.: Good afternoon. My name is Jane Wilkins. I'm a new Managing Director of Renaissance Holidays. Thank you for the opportunity to meet with you to discuss the recent changes in our organisation and holiday programmes.

M.: *Good afternoon. My name is Michael King and I'm a Managing Director of Galicia travel agency. It's my pleasure to meet with you. Please, sit down.*

J.: Thank you, Mr King. As you probably know I've come to this meeting to discuss the opportunity to renew the contract with your travel agency. I completely agree that our tour operator was not as good as it should have been but there have been a lot of dramatic improvements.

M.: *Ms Wilkins, I really appreciate that you understand the problem, but we have received a lot of complains from our customers concerning the poor services and travel products your tour operator was selling to Galicia travel agency. As a result, the number of our customers has decreased dramatically in the last six months. So we are currently looking for a different tour operator to negotiate and sign a contract.*

J.: I completely understand the problem. Could you tell me what improvements you want our tour operator to make in order we could get the opportunity to renew the contract with Galicia travel agency?

M.: *Our biggest concern is the limited choice of destinations. Unfortunately, Renaissance Holidays sells tours only to very few destinations such as Spain, Balearic Islands, Cyprus, Greece and Turkey. But we have an increasing number of travellers who would prefer to go to Cuba, Dominican Republic, Eastern Europe, Brazil and some other exotic destinations.*

J.: Right you are. We know about this problem. Our company sales experts have thoroughly studied the market and customers' needs and we decided to open up a large number of new destinations such as Cuba, Dominican Republic, Scandinavia, Eastern Europe, Brazil and South Africa. Also we can offer a lot of individual holidays for the independent traveller to almost any international destination.

M.: *I'm really happy to hear about the improvements concerning the range of destinations, but we also had a number of other problems. In particular, charter flights were regularly cancelled or delayed; transfers to hotels were always charged extra, local representatives often spoke limited English. Another issue we are really concerned about is the hotel service. Our customers often complained that hotel*

accommodation was very basic with few facilities. Catering was also below the appropriate standard.

J.: Regarding the above problems our company has made some improvements. Renaissance Holidays has decided to use only scheduled flights operated by leading international airlines. That means no flights will be delayed or cancelled in the future, unless there are severe weather conditions, which is of course beyond the control of a carrier. We have also greatly changed the policy of our company and included airport transfers in the total price. In order to make tourists' stay more pleasant and comfortable, we contracted with hoteliers running two- and three-star hotels with full board and a good range of free activities, recruited a new team of highly-skilled chefs and can offer now a wide variety of local and international dishes in each resort. We also understand that low level of English and other major foreign languages by our resort representatives is unacceptable, that's why we recruited qualified staff with excellent language skills, particularly English.

M.: *I'm pleasantly surprised to hear about the improvements that you have made in your company, Ms Wilkins. You have almost convinced me to renew the contract with Renaissance Holidays. My only request would be to reduce the prices of your travel products.*

J.: If Galicia travel agency agrees to renew the contract with Renaissance Holidays we are ready to reduce brochure prices by an average of 12 percent for the upcoming year.

M.: *Great, Ms Wilkins. I'll have our lawyer to prepare the contract so we could meet again next Friday and sign it if everything works for you.*

J.: It's a deal. See you next Friday at 10am at Renaissance Holidays office. Good bye! Have a nice day!

M.: *You too. Bye!*

Unit 5

Dealing with Guests

Dialogue 1

Discussing the personal qualities and skills of a good hotel manager

A.: What skills do I need to become a perfect hotel manager?

B.: *Well, firstly, managing a hotel, regardless of its size or rating, requires a number of skills combined with the ability to quickly adapt to changing situations.*

A.: Does it mean flexibility? Is it the ability to implement smoothly day-to-day operations?

B.: *Right! And to be able to constantly change the list of priorities.*

A.: Sounds interesting. Go on!

B.: *Secondly, to efficiently run a hotel and keep guests happy enough to return, a hotel manager needs exemplary communication skills with his staff as well as his guests.*

A.: So, excellent communication skills are a must! Do you mean both oral and written communication?

B.: *I do. A kind word to guests of various ages from many ethnic and socioeconomic backgrounds increases repeat business. Experience of written communication is required to answer guests' inquiries, develop corporate contacts and negotiate with vendors and suppliers.*

A.: *Is there the main characteristic of a perfect hotel manager? You know, the most important one?*

B.: *Managing stress is important in a hotel manager's career because, if your staff sees that you are anxious and upset, they will often become anxious and upset. If your staff is stressed out or worried about job security, they most likely will not provide the best customer service, and hotel business could suffer accordingly.*

A.: *It's a real relationship of cause and effect.*

B.: *Completely agree with you. Managing stress and handling stressful situations calmly will keep your staff reassured and allow you to resolve any problems with hotel operations more quickly.*

A.: *I see. It's often said that a hotel manager must be useful. How is it possible?*

B.: *Whenever a problem arises, the hotel manager is typically the person depended upon to solve it.*

A.: *What kind of problems can there arise?*

B.: *Whether it's a problem with the inventory of sheets and towels, a complaint about room service or a discrepancy in room or service charges, the manager has to address it with expedience, professionalism and resolve.*

A.: *So, being useful means being helpful and decisive?*

B.: *Exactly! One more thing - attention to detail is an essential skill for a hotel manager.*

A.: *Can a hotel manager control every member of his staff?*

B.: *He has to! He needs to make sure the maids are cleaning the rooms properly and maintaining sanitation conditions. He also needs to make sure the hotel restaurant is following state health guidelines, when preparing food for guests, such as properly washing and preparing food, monitoring cooking temperatures, and following hand washing procedures.*

A.: *Now it's clear why details are so important in hospitality.*

B.: *So, a hotel manager must be knowledgeable in all areas of hotel operations; these include security, finance, maintenance and personnel practices.*

A.: *Thanks a lot. You've been very helpful.*

Dialogue 2 *Complaining about inconveniences in a hotel room*

R.: *Good afternoon! Can I help you?*

G.: *Good afternoon! I'm staying in your hotel. My room is #3355. We have a problem here. It seems to me that our air conditioner is broken. It works all the time and I can't turn it off. Because of this my child is ill now. Please send an electrician to our room.*

R.: *I'm so sorry, but our electrician is ill now, he'll be at work only tomorrow. However, I think we can solve this problem. We can offer you to move to the other room. It's # 3359. This room is the same as yours.*

G.: *Ok, I agree to your offer. But you should be more mindful of your duties for the next time and check the rooms and appliances before checking-in.*

R.: Please accept our apologies for this inconvenience. As compensation your child can be examined by our doctor in the hotel.

G.: *Thank you, we'll accept this compensation.*

Dialogue 3 *Complaints and offering compensation for inefficient services*

A

J.: Good morning! I am Jessica Berns and I am a receptionist at Hilton Spa and Resorts hotel. How can I help you?

C.: *Good morning! My name is Evelina Bloom and I am staying in your hotel. May I see your hotel manager, please? It's really important.*

J.: Certainly, Ms Bloom. I'll have our concierge to accompany you to Mr. Thompson's office.

C.: *Thank you.*

T.: Good morning, Ms Bloom! Please sit down. Is there anything I can do for you?

C.: *I hope so, Mr. Thompson. I booked a suite in your hotel overlooking the Central Park. I came here to the hotel and checked-in last night. I was really tired so I preferred to use the room service and ordered supper over the phone. The supper was supposed to arrive in 40 minutes, but in fact it arrived in one and a half hour. Moreover, the salmon steak which was supposed to be medium rare was cold and overcooked. The bottle of Chardonnay I ordered was not cold enough. When I explained this to the waitress who had delivered the supper to my room she replied that this was beyond her responsibility. I didn't expect to receive such a reply in a five-star hotel.*

T.: I am sorry to hear that, Ms Bloom. Did you contact our receptionist to report about this problem?

C.: *Yes, I did that immediately. But the receptionist seemed to be really inefficient and just said she had been very sorry. And to make my stay in your hotel even worse, the air conditioner in my suite was making too much noise. So I called the reception desk to report about the problem. The receptionist promised to have it fixed immediately, but nobody arrived. As a result I stayed up until 4 in the morning and felt really exhausted at the meetings with my business partners during the day. Mr. Thompson, you probably know that I am a repeat customer in your hotel and I always prefer Hilton Spa and Resorts to Sheraton or Marriott hotels but I believe the above incident is inappropriate for any five-star hotel.*

T.: You are certainly right, Ms Bloom. I am sorry for the above inefficient services. We really value our customers. I'll make sure that such kind of problem won't happen again. I would also like to offer you a three-night free stay in one of our best suites as compensation. Thank you for reporting about the inappropriate services at our hotel.

C.: *Thank you, Mr. Thompson.*

#B

Guest: Good afternoon, we'd like to check out, please.

Receptionist: *Good afternoon, sir. What is the room number?*

G.: It's 331.

R.: *Here is your bill, sir.*

G.: That much! I can't believe it!

R.: *This is the tariff for the seaside suite in which you stayed, sir.*

G.: Because you said that other rooms were unavailable. Can we see the hotel manager, please?

R.: *Certainly. In a minute...*

Hotel Manager: *Yes, sir.*

G.: We arrived at your hotel yesterday at 7 p.m. The receptionist gave us a pricelist and offered the most expensive room.

H.M.: *Did you book the room, sir?*

G.: Certainly no. It was an unpredictable stay. It was dark and stormy outside and my wife had a terrible headache. We had no choice. So we decided to have a rest and lodge for the night.

H.M.: *Which room did you stay in?*

G.: A seaside room.

H.M.: *That is our best suite, sir.*

G.: And the most expensive one! After we checked in the hotel website about the room availabilities for this night we found out that there were all kinds of rooms available.

H.M.: *You should have addressed the hotel manager!*

G.: At once we called the reception and asked why they had lied. Your receptionist informed us that they could do nothing without the manager who was absent. The receptionist apologized but did nothing. We want compensation. Your hotel is almost empty. There are few customers here.

H.M.: *Just a moment. Let me check the booking system of our hotel. You see, the websites Expedia, Wotif and Booking.com only show the rooms which are available – they do not show rooms which are already reserved. For this reason the rooms appeared to be available.*

G.: But that's unfair!

H.M.: *We can offer you a free lunch for two persons in our restaurant or give you a 10% discount for the price of your room.*

G.: Unbelievable! I am not happy about this situation... We take a discount, though it is miserable.

#C

A.: I paid good money for this tour and would appreciate some help with some problems that have come up.

B.: *I would like to help you smooth out any difficulties you are having. What can I help you with?*

A.: This tour company can't seem to coordinate anything. We are always arriving after something is closed or get there when the guides for the site are on a break.

B.: *We are trying to fix that. Are the accommodations to your liking?*

A.: Our accommodations are pretty substandard.

B.: *Is there anything in particular that is wrong with your room?*

A.: The room smelled of smoke, even though it was supposed to be a nonsmoking room.

B.: *You should not have to put up with that. Was the hotel restaurant good?*

A.: Actually a few people from our group got sick, and everyone thinks it was from the bad dinner that we ate.

B.: *Our tour company takes pride in providing excellent tours. Please let me offer you a free city tour and lunch as an apology.*

Unit 6 Travel Agencies

Dialogue 1 *Telephone conversation on booking a hotel room*

A

Receptionist: Good morning! Grand Hotel speaking. How can I help you?

Guest: *I would like to book a room in your hotel.*

R.: Ok, and when would you like to come?

G.: *On the 17th of April for two nights.*

R.: April 17, fine. For two nights you say.

G.: *That's right.*

R.: What kind of accommodation would you like? And is it a single room?

G.: *Yes, please.*

R.: What time would you like to leave?

G.: *Early morning if possible. Leaving from Heathrow.*

R.: Fine. There is a flight that leaves at 7:45.

G.: *Yes, that sounds great!*

R.: Could I just take some details? Can you tell me your name, please?

G.: *Yes, it's Ann Sinclair.*

R.: Could you spell your last name?

G.: *S-I-N-C-L-A-R.*

R.: Ok, thank you. And your address, Ms Sinclair?

G.: *14 Bristol Drive, Swansea.*

R.: And your telephone number?

G.: *14073 985673*

R.: 14073 985673. I'll just confirm the details. So that's two nights from 17 April for Ms A Sinclair, return from Heathrow airport on the 19th. The price is \$300 in all. Do you have a pen and paper?

G.: *Yes.*

R.: I'm just going to give you your booking reference number. It's DT 56743.

G.: *Ok, thank you.*

R.: We look forward to your arrival on 17th. Good bye!

G.: *Bye!*

B

Receptionist: Thanks for calling Quality Inn. Morine speaking.

Caller: *Hello. I'm interested in booking a room for the September long weekend.*

R.: I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention centre.

C.: *Oh, I didn't realize. Well what about the weekend after that?*

R.: So... Friday the seventeenth?

C.: *Yes. Friday and Saturday.*

R.: It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.

C.: *Okay. Do you have any rooms with two double beds? We're a family of four.*

R.: Yes, all of our rooms have two double beds. The rate for that weekend is \$129 dollars a night.

C.: *That's reasonable. And do you have cots? One of my daughters might be bringing a friend.*

R.: We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

C.: *Okay, but I'm not positive if she is coming. Can we pay when we arrive?*

R.: Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.

C.: *Great, I'll call you right back. I have to find my husband's credit card.*

R.: Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

Dialogue 2 Telephone enquire on a weekend break to Barcelona

A

A.: Good afternoon!

B.: *Good afternoon! Travel Unlimited speaking. How can I help you?*

A.: Do you offer weekend tours to Barcelona?

B.: *Yes, of course.*

A.: What is included in the tour price?

B.: *Accommodation with breakfast and sightseeing excursion of Barcelona. Also you can choose an additional service for a fee.*

A.: What places can you recommend to visit?

B.: *All our clients staying in Barcelona receive Free Barcelona Pass vouchers providing discounted entry to museums and places of interest. So don't miss Sagrada Familia, Battló House and the Guell Park.*

A.: Oh, it's great. To see these famous sights was our dream! And we would like to buy some souvenirs for the relatives and friends. What are the best presents from Barcelona?

B.: *I'm sure best buys are ceramics, local leatherwork and lace or woven goods. For fashion, try the Passeig de Gracia and the Rambles.*

A.: Thank you. By the way, we are going to relax a bit in the evening.

B.: *I believe, flamenco show will be the best choice for you! These shows are held in the Spanish Village. Join the locals for a 'passagiata' or evening stroll along Ramblas, before calling at a tapas bar for drinks and local delicacies.*

A.: I'm really grateful to you for such complete information. It will help us to plan our weekend and not to waste time rushing from one place to another.

B.: *You're welcome. Would you like to get a guidebook of Barcelona?*

A.: Yes, sure. One more question. How much does it cost for two persons?

B.: *I'm sorry; will that be one or two nights?*

A.: Oh, yes, sorry, two nights – arriving the 15th and leaving on the 17th.

B.: *So it will cost \$220. Would you like to book this tour?*

A.: Not yet. First I need to talk with my husband. I'll call you tomorrow and make a reservation. Thank you. Good bye.

B.: *Not at all. Good bye.*

Dialogue 3 Discussing an itinerary for a weekend break in Madrid

#A

Evans: Hello. We would like to spend our weekend break in Madrid for four persons. It will be me, my husband and children.

Travel Agent.: *Hello! I can offer you a two-day tour to Madrid with different excursions in art galleries and museums.*

E.: But my children find art and culture boring. Can you offer something for them?

T.A.: *In this case I would advise you to choose a sightseeing excursion and shopping in the biggest shopping center of Madrid.*

E.: Oh, that sounds great! And is catering included in the tour price?

T.A.: *Yes, of course.*

E.: Do you offer vegetarian meals? Because my husband is a vegetarian.

T.A.: *Don't worry about this. We offer a vegetarian menu.*

E.: What about the evening program?

T.A.: *You can visit discos, show programs, but they are not included in the price.*

E.: Ok. And how much does it cost?

T.A.: *\$250.*

E.: Thank you. I have to discuss the tour with my family and than call you again. Good bye.

T.A.: *You're welcome. Good bye.*

#B

Client: Good afternoon. We'd like to book a weekend break to Madrid.

Travel Consultant: *Good afternoon. You've made a right choice that you are here. Welcome to Let's Go Company.*

C.: Can you prepare a detailed itinerary in Madrid for us so that we could make some holiday plans.

TC.: *Certainly Madam. Just a moment. Let me see... When are you thinking of going?*

C.: The second half of September.

TC.: *We've got a great offer for the weekend of 20-21st of September.*

C.: Sounds interesting.

TC.: *The arrival at the airport is on Friday evening at 20:30. The departure is at 21:45 on Sunday.*

C.: Two nights in Madrid! Splendid!

TC.: *After breakfast at a hotel you can have lunch out in the oldest restaurant in the world called El Botin. This is Ernest Hemingway's favourite restaurant.*

C.: The one he mentions in the book *The Sun Also Rises*?

TC.: *Exactly! Then, buy the Madrid Card which makes all your tours round Madrid free.*

C.: Is it available at the hotel reception?

TC.: *It is. In the afternoon take a tour of the Royal Palace – the official residence of the Spanish royal family. It is open till 5 p.m. so hurry up and enjoy the works by Velasques and Goya, visit all the rooms open to the public, decorated in original artifacts from times gone by.*

C.: Sure, we will.

TC.: *Are you interested in bullfighting?*

C.: I'm afraid, we aren't.

TC.: *Then flamenco show is for you! Visit Casa Patas or El Flamenco Vive to capture the raw power of genuine flamenco guitar and cante singing!*

C.: Well, dreams come true! What about Sunday?

TC.: *On Sunday morning visit the Madrid's Main Post Office at Plaza de Cibeles, one of the most splendid buildings in Madrid. From here you can walk up to Gran Via, Madrid's most famous street.*

C.: Is it possible to shop along the street?

TC.: *Shopping is the main occupation of those walking along Gran Via. You can buy lots of clothes and souvenirs here.*

C.: We would like to visit Toledo. Is it possible to do that in the afternoon?

TC.: *It is one hour ride from Plaza Eliptica bus station or a thirty minute way by train from Madrid's atocha Station.*

C.: We are looking forward to visiting the fortress built by the Romans!

TC.: *Get shown around the city by an expert guide. You are going to like it! Hurry up before the departure of your plane. Don't forget that you have to be at the airport 2 hours before the departure.*

C.: We know that. I think we are buying the tour.

TC.: *Shoud I book it now?*

C.: Of course! It is so amazing!

Unit 7

Hotel Reservations

Dialogue 1 *Booking a hotel room over the phone*

Receptionist: Good morning. Welcome to the Grand Woodward Hotel.

Client: *Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?*

R.: Yes Sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C.: *The 24th.*

R.: How long will you be staying?

C.: *I'll be staying for two nights.*

R.: How many people is the reservation for?

C.: *There will be two of us.*

R.: And would you like a room with twin beds or a double bed?

C.: *A double bed, please.*

R.: Great. And would you prefer to have a room with a view of the ocean?

C.: *If that type of room is available, I would love to have an ocean view. What's the rate for the room?*

R.: Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?

C.: *Charles Hannighan.*

R.: Could you spell your last name for me, please?

C.: *Sure. H-A-N-N-I-G-H-A-N*

R.: And is there a phone number where you can be contacted?

C.: *Yes, my cell phone number is 555-26386.*

R.: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

C.: *Visa. The number is 987654321.*

R.: And what is the name of the cardholder?

C.: *Charles H. Hannighan.*

R.: All right, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C.: *Great, thank you so much.*

R.: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

Dialogue 2 *Hotel room reservation with discussion of the details*

Receptionist: Good morning! Grand Hotel. How can I help you?

Customer: *Hello, I would like to book a room, please.*

R.: Fine, have you stayed in our hotel before?

C.: *No, I haven't.*

R.: Ok. So what kind of room would you like?

C.: *En-suite bathroom.*

R.: I'll just check if we have a room... Yes, that's ok. Could I have your name?

C.: *Yes, it's Vita Meleshko.*

R.: Could you spell your last name?

C.: *M-E-L-E-S-H-K-O*

R.: Ok. When would that be exactly?

C.: *The weekend of the 14th of May.*

R.: And how long will you be staying?

C.: *2 nights, please.*

R.: Would you prefer smoking or non-smoking?

C.: *I prefer non-smoking.*

R.: Do you have any preference?

C.: *Yes, I would like a room with a sea view.*

R.: Ok. En-suite bathroom with a sea view.

C.: *That's right. Can you tell me the price?*

R.: Yes, it's 100 \$ per night, breakfast included

C.: *Ok, fine.*

R.: And could I just take your passport number?

C.: *Yes, it's VM 3396915*

R.: Fine, and how will you be paying?

C.: *By credit card, Visa.*

R.: Could you give me the number?

C.: *Yes, it's 1409 0703 0803 1407*

R.: So that's 1409 0703 0803 1407. And your address, please.

C.: *18, Stepova Street, Ivano-Frankivsk*

R.: Ok. I have made a reservation. We look forward to your arrival on the 14th of May.

C.: *Thanks. Goodbye!*

R.: Goodbye!

Dialogue 3 *Conversation on taking / passing the messages*

Taking a message

Receptionist: Good afternoon! Fiesta Hotel. Marianne Benson speaking. How can I help you?

Caller: *Hello! I'd like to speak to Mr. Brown in Room 216, please.*

R.: I'll put you through. I'm sorry. Mr. Brown is not available right now. Can I take a message?

C.: *I never seem to be able to get through. Mr. Brown's cell phone doesn't answer.*

R.: Can I take a message for him?

C.: *Yes, please. This is his PA Sarah O'Conner. Could you tell Mr. Brown that the Spanish delegates arrive tomorrow morning at 7.30. It's urgent. His speech has not been translated into Spanish yet as Mr. Brown hasn't finished it. I need to be consulted by him.*

R.: Fine! I'll tell him when he comes in. I'll just repeat what you said to make sure I've understood. Your name is Miss O'Conner and you need to be consulted by Mr. Brown concerning his unfinished and untranslated speech to the Spanish delegates coming tomorrow at 7.30. Is that right?

C.: *Tell him it's urgent. Thank you very much.*

R.: OK. I'll tell him.

Passing a message

Receptionist: Good evening. Mr. Brown, I've got a message for you.

Mr. Brown: *Was my wife calling?*

R.: No, Your Personal Assistant Miss O'Conner called at 3 p.m.

Mr. B.: *Really, What did she say?*

R.: She said the Spanish delegates arrive tomorrow morning at 7.30. She urgently needs to be consulted by you concerning the speech which you have not finished yet.

Mr. B.: *Oh, God. I've completely forgotten about this speech.*

R.: Miss O'Conner said it must be translated into Spanish.

Mr. B.: *When did you say they they were coming?*

R.: Tomorrow at 7.30.

Mr. B.: *My cell phone is out of order. Can I call the UK from my room?*

R.: Certainly, Sir. There's a direct dial telephone in your room. The country phone code is +44.

Mr. B.: *Thank you. And could you please book me a ticket to London as soon as possible.*

R.: I'll do that straight away, Sir. I'll let you know in 5 minutes.

Dialogue 4 *Conversation on choosing a hotel for a business conference*

Better Venues Agent: Good afternoon, Sir.

Magyar Hotel Representative: *Good afternoon.*

BVA.: As you already know we have got a client with certain requirements. We hope that your hotel can meet those requirements. So I've got a list of questions that I'm going to ask you.

MHR.: *I am more than sure that our hotel will be suitable for such a venue. I'll gladly answer your questions.*

BVA.: Our client needs accommodation for 250 delegates, and some can bring partners with them.

MHR.: *We've got 276 rooms in our hotel including 16 suites, 22 connecting rooms, 102 non-smoking and 2 rooms with disabled facilities. We can offer 24-hour room service, remote control TV with 22 movie and satellite channels, direct-dial telephones in every room, Bathrobes, mini-bar and in-room safes are also included.*

BVA.: That's great! The question with rooms is totally clear. So, now we'll proceed to the conference requirements. Let's start with the delegates. They need space for at least 30 exhibitors and an opening dinner for 400 people.

MHR.: *Ok. We've already decided that you should have no worries about space at all. Now about dining. Our restaurant features both international and Hungarian cuisines. It is open during lunch time and dinner time. We have 290 ground floor seats but we can easily enlarge the quantity of seats if there is a demand.*

BVA.: Fine. They also need a big room for plenary sessions, several smaller rooms for seminars and workshops.

MHR.: *We have vast range of meeting facilities, such as 4 main meeting rooms, 18 fully equipped business rooms and a ballroom.*

BVA.: Good. And the last question is about sightseeing and entertainment opportunities.

MHR.: *Yes, sure. Our hotel is situated in the heart of Budapest and faces the Royal Castle. There are great many excursions to places of interest, such as the Museum of Fine Arts and the Hungarian National Gallery, which are a must; Matthias Church and the Parliament building that are also worth of visiting.*

BVA.: Well, I see that your hotel meets all the requirements. I guess we are ready to offer it for that certain venue. Thank you for cooperation. I will give you a phone call and we'll discuss the details.

MHR.: *Yes, sure. I'm looking forward to hear from you. Thank you. Good bye!*

BVA.: Good bye!

Unit 8

Seeing the Sights

Dialogue 1

Discussing the tourist attractions in Ivano-Frankivsk region to be on offer

A

A.: Good morning.

B.: *Good morning.*

A.: Well. A new holiday season is coming, and we have to choose the most interesting attractions in our region to be on the offer.

B.: *Yes, sure. I think, we should make several lists of attractions for different types of holidaymakers.*

A.: You are quite right. For those who come for active recreation like winter sports, hiking, rafting and canoeing, biking, horse riding or rock-climbing, we can offer our famous tourist places such as Palianytsia (ski resort «Bukovel»), Yablunytisa, Kosiv, Verkhovyna and Vyshkiv. The mountain rivers Prut and Cheremosh create lots of waterfall cascades, which are important for water tourists. And the water trips on Dnister River become more and more popular as well. That's why we'll offer it as well.

B.: *Yes, they have good accommodation, necessary services and equipment there and in addition the views are really breathtaking. And for those who are interested in the folk arts and crafts and local traditions I would offer the Kolomyia museum of Folk Art of Hutsulshchyna and Pokuttia named after Kobrynski and "Pysanka" museum with the unique architecture (in the form of Easter Egg). They are the treasures of local folk art and crafts. And I believe Kosiv town must be included in each itinerary because it is a well-known center of Hutsul art. All holidaymakers try to buy some original souvenirs, and Kosiv market is the perfect place for them to find something special to their taste.*

A.: I'm sure when tourists see all that great variety of embroidered towels, blouses, shirts, wooden handicrafts, ironwork and leather belts and bags they feel lost and of course impressed by such big choice of wonderful national products.

B.: *I quit agree with you. And another group which is interested in architecture, history and religious institutions.*

A.: I guess, we have a good choice for them too. Ivano-Frankivsk region has rich cultural and historical heritage (more than 3,5 thousands monuments). Among them are St. Panteleimon's Church (XII century), Maniava cell (XVII century), wooden Hutsul and Boyko churches that are well-known far abroad. As for architectural monuments, we can organise excursions around Ivano-Frankivsk central part and also show them Pototskiys' palace.

B.: OK. We've agreed on the sights to offer and now it's necessary to arrange them all in three itineraries. Or... Maybe it would be better to prepare two itineraries for each type of tourists?

A.: You know, I think two will be much better. Well, thank you for cooperation. Let's get to implementation of our plans into life!

B.: *Well, it isn't an easy piece of work. Let's start!*

#B

A.: I need help knowing how to book some tours in Ivano-Frankivsk.

B.: *We will be able to book your tours here. How long will you be staying here?*

A.: I am only staying for three nights.

B.: *Is this your first stay in our city?*

A.: I have been here before on a business trip but didn't really have a chance to see much.

B.: *Have you thought of what types of things you would like to see? Would you maybe like to visit some outdoor venues or nighttime hotspots?*

A.: I love being outdoors and would love to spend some time in the mountains.

B.: *We have a tour that can take you where you can see all of that.*

A.: Do you have a tour where I can get a quick overview of the city?

B.: *We do have tours like that, and I think that that is a good place to start.*

Dialogue 2 *In a museum*

Tracy: What's the problem, Jack?

Jack: *Ah! Never mind. Just a slight headache.*

Rona: He is never well when museums are on the schedule.

J.: *The attic of the nation are all those museums, aren't they?*

T.: Take it easy Jack, relax.

J.: *If I could I would. It's annoying when you can't have fun from something, isn't it?*

R.: Fun? Museums are educational establishments for getting knowledge. You are not expected to have fun with it like dog shows or flower exhibitions.

J.: *What a bore!*

Henry: A picture gallery is no less enjoyable than a dog show. Stick to me, Jack, and you'll find it terrific, I promise you.

J.: *Do you? We'll see.*

(In the museum each visitor is offered stereophones to listen to a recorded guide's commentary.)

Voice on the audio: We are in the hall of colonial portraits of the National Portrait Gallery. The Permanent Collection of the Museum represents portraits of heroes and villains, thinkers and doers, conservatives and radicals. Most of them are taken from life-sittings. You will see George Washington, Abraham Lincoln, the artist Mary Cassatt...

J.: *Heavens, what sparkling eyes that lady on the colonial portrait has! And what a graceful pose!*

Maggy: Isn't it lovely! Her face is gentle, she looks as if she were alive.

J.: *And the texture of her dress! It looks so soft and silky as if you could feel it with your hand.*

H.: You like realist portraits, don't you?

J.: *What I really like about the 19th century ladies are their fashions and hairdos. They were gorgeous, weren't they?*

Voice on the audio: You are standing before the portrait of Mrs Alexander Hamilton, painted in 1787 by Ralph Earl. Ralf Earl began his career as an artist on

the eve of the American Revolution to become a painter of exceptional breadth and power. Earl captured on canvas the many faces of the young republic.

J.: Seriously, I like pictures that are true to life, where every face expression and every wrinkle is depicted exactly.

H.: Like in still life.

Voice on the audio: It is no surprise, then, that presidential portraiture has been a major collecting concern at the National Portrait Gallery ever since it opened its doors in 1968. Visitors will see an enhanced and extended display of multiple images of 43 presidents of the United States, including Gilbert Stuart's "Lansdowne" portrait of George Washington, the famous "cracked plate" photograph of Abraham Lincoln and whimsical sculptures of Presidents Lyndon Johnson, Jimmy Carter, Richard Nixon and George H. W. Bush by noted caricaturist Pat Oliphant.

J.: Look! Here are the Presidents Washington, Andrew Jackson, Lincoln, Theodore Roosevelt and Franklin D. Roosevelt. Wow!

T.: Here's Barack Obama.

H.: I heard that the collage was on view at the Portrait Gallery on Inauguration Day.

J.: Looks as if he were alive!

Dialogue 3 *Discussion of the beer production process*

A.: Could you tell me what was really worth seeing in Amsterdam?

B.: Well, I enjoyed the boat trip along the Amsterdam canal ring, the Rijksmuseum with the 17th century Dutch Golden Age masterpieces, the Van Gogh Museum which houses some 200 paintings and 550 sketches showing Van Gogh in all his moods, the Red Light District and the huge old protestant church Oude Kerk. But what was really unforgettable is the Heineken Brewery established in 1864. With several amusement park attractions added to the exhibit, the Brewery was renamed to Amsterdam Heineken Experience.

A.: I know that Heineken pilsner belongs to the world's best beers.

B.: We learned the history of the Heineken family, watched Heineken commercials from around the world, visited the horse stables, drank different beers and were given a free gift at the end.

A.: What was the gift?

B.: The gift was a Heineken leash with a bottle opener.

A.: What impressed you mostly?

B.: It's 5D, showing the complete beer brewing process...by brewing you.

A.: I don't understand. How is it possible?

B.: So you stand on a simulator and a guy on screen goes through the motions of explaining the process for you while you are swimming in the copper tank (everything sways from side to side), get boiled (heat lamps burn your forehead), get bottled (everything shakes) and so on.

A.: Is it dangerous?

B.: You do it while standing up so it's not so extreme.

A.: Well, I see. So, now you know how the beer is produced?

B.: This process may take from 3 to 6 months!

A.: That's pretty long!

B.: *While visiting Heineken Experience I learned that beer starts with the small seeds of barley ground in the grist mill. The grist is mixed with hot water. This mixture goes into a kieve, where a dark sweet liquid is produced, called the wort. Then, the hops are added to the wort in the large kettle. Everything is boiled for 90 minutes before it is strained into three cylinders. When the yeast is added the process of fermentation starts. After the yeast has been removed the beer must be stored in the tanks for not less than 10 days. Finally the beer is pumped into tankes or kegs.*

A.: That's quite a complicated procedure! I thought it was simpler. What was the most unforgettable about your excursion?

B.: *Everything from then on was pure Heineken marketing. Everything was green, everything was Heineken branded, brainwashing you to oblivion.*

A.: It does sound like a good excursion!

Unit 9

Getting Around

Dialogue 1

Checking-in procedure in the airport

A

A.: Good morning, sir. May I see your ticket, please?

B.: *Yes, certainly. Here you are.*

A.: Could you place your bag on the luggage belt?

B.: *Oh, er, yes, er. There.*

A.: Did you pack the bag yourself, sir?

B.: Yes, I did.

A.: You have exceeded the maximum baggage allowance of 20 kg.

B.: *Have I? Ok. I'll pay for the excess luggage.*

A.: Do you have any firearms, hazardous material or sharp instruments in your bag?

B.: *Erm, no.*

A.: What's that? May I remind you that no livestock may be taken on board our aircraft?

B.: *Oh, why didn't you tell me before? But it's only my little kitten! And I paid for it and have all necessary documents for my pat!*

A.: Well, now I see. Everything is all right. Would you like a window seat or an aisle seat?

B.: *Oh, a window seat, please.*

A.: You need to check in at gate 23. Have a nice flight.

B.: *Oh, thank you very much.*

B

A.: Welcome. May I have your tickets?

B.: *Here you go.*

A.: Is anybody else travelling with you two?

B.: *No. It's just us.*

A.: Do you have your passports with you?

B.: *Yes. Here it is.*

A.: I'm going to ask you a series of questions. Please respond with a yes or a no.
B.: *Ok.*
A.: Did someone you do not know ask you to take something on the plane with you?
B.: *No.*
A.: Did you have possession of your luggage since you packed?
B.: *Yes.*
A.: Did you leave your luggage unattended at all in the airport?
B.: *No.*
A.: Are you carrying any weapons or firearms?
B.: *No.*
A.: Are you carrying any flammable material?
B.: *No.*
A.: Do you have any perishable food items?
B.: *No.*
A.: Great. Can you place your baggage over here?
B.: *Sure.*
A.: Would you like an aisle or a window seat?
B.: *Window seat please.*
A.: Ok. I am placing you two in 21A and 21B. The gate number is C2. It is on the bottom of the ticket. They will start boarding 20 minutes before the departure time. C2 is located around the corner through the hall. Thank you.
B.: *Can you point me to gate C2?*
A.: Sure. It's that way. Around that corner.
B.: Great. Thank you.

Dialogue 2

Car hire

#A

May: Good morning, we would like to rent a car please.

Assistant: *Certainly, madam. And what kind of car were you wanting?*

Tony: A sports car please, something fast.

M.: Er, Tony, won't that be a bit expensive?

A.: *Well, we have one for one hundred pounds a day, a red Porsche...*

T.: Only one hundred pounds, May? That's only fifty pounds each ...

M.: Fifty pounds? Can't we get something cheaper?

A.: *Well, we also have a red Mercedes coupe at eighty-five pounds a day.*

T.: Well...

M.: [interrupts him] Er, no thank you. Can't we have an ordinary car? We are only going out for the day.

A.: *Yes madam. Is a Volkswagen alright then, sir?*

T.: Yes, thank you. Is it red?

A.: *Em, yes, sir.*

T.: Phew! I suppose it'll do then ...

M.: Umm, we're hoping to go to the Lake District. Can you recommend some things to see there?

A.: *Well, Lake Windermere is beautiful and you could stop in Grange and in Kendal on the way. It's a very beautiful area, lovely views and walks and all sorts of...*

M.: And how long will it take to get there?

A.: *Well, I suppose it'll take about two hours, depending on the traffic.*

T.: If we had a faster car...

M.: No, Tony, we are not racing! We're just having a quiet day in the country!

B

A.: How can I help you?

B.: *I would like to rent a car.*

A.: Do you have a reservation?

B.: *No.*

A.: That's alright. Let's see what we can find. We have several cars to choose from. What size are you looking for?

B.: *What are my options?*

A.: A compact car, midsize car, and a minivan.

B.: *How much are they?*

A.: Compact is \$21.95 a day, midsize is \$27.95 a day, and a minivan is 35.95 a day.

B.: *I'll take a midsize car.*

A.: How long will you be renting the car?

B.: *One week.*

A.: How many people will be driving the car?

B.: *Just myself.*

A.: Would you like insurance?

B.: *How much is it?*

A.: It is \$14.95 a day and it covers everything regardless of fault.

B.: *Yes please.*

A.: Can I have your name?

B.: *Last name is Lee. L E E. First name is Sang. S A N G.*

A.: Your address please?

B.: *I am from Korea. Would you like my address in Korea?*

A.: Just the city name.

B.: *Seoul, Korea.*

A.: Can I see your driver's license and a credit card?

B.: *Sure. Here it is.*

A.: Great. That will be \$324.92. Would you like me to charge it on this card?

B.: *Yes. That will be fine.*

A.: Please sign here. You can pick up your car downstairs. Your expected time to return the car is June 29th. That is exactly one week. Show the attendant this invoice. When you return the car, bring this invoice with you. Also, the gas tank is full; you

should fill up the gas tank before you return. If you don't want to, we can do it for \$3 a gallon. Is there anything else I can do for you?

B.: *That will be all. Thank you.*

A.: Thank you. Good bye.

Dialogue 3

Driving in New York

A.: To begin with, I don't encourage visitors to drive in New York at all.

B.: *Not a positive start! But why?*

A.: Once you are in the city, most people find they don't need a car, because they can easily take taxis or the subway to get where they want.

B.: *If driving cannot be avoided?*

A.: Then listen attentively to my tips which are to help you save on parking, avoid getting tickets and make driving easier and safer if you are unfamiliar with driving in NY City.

B.: *I'm going to take notes if you don't mind.*

A.: OK. Firstly, you should be aware that unlike nearly every other place in the U.S., you cannot make a right turn on red light.

B.: *Ever?*

A.: Except in the rare instances where there is a sign indicating you can! Secondly, there are many major avenues where you can't make a left turn during certain hours, so keep an eye out for signs.

B.: *What are these rules for?*

A.: These rules are designed to limit congestion at busy intersections, and the police will ticket you if you get caught making an illegal turn. Thirdly, watch out for pedestrians. People are **everywhere** in New York City. While it might be illegal to jaywalk, people still do it, so keep your eyes out for people wherever you are driving, whether you're near a crosswalk or not.

B.: *Is it difficult to park a car in New York?*

A.: Not difficult but parking takes time! It's amazing how one parking garage can charge one rate and across the street the price will be entirely different. My favorite way to plan for parking in New York City is to go to <http://nyc.bestparking.com>. I put in my arrival and departure date and times, as well as location and the website gives me lots of great options for parking with prices.

B.: *I heard parking is forbidden next to the fire hydrants?*

A.: Right. You need to stay 15 feet away from fire hydrants when you park on the street. And they will ticket (or tow) you if you're parked within 15 feet of the fire hydrant. For crosswalks, make sure your tires are located entirely outside of the crosswalk markings or you run the risk of getting a ticket.

B.: *So, stay away from cross walks as well! In which cases do I get a ticket?*

A.: Whether it's the middle of the night or a Sunday afternoon, if you park illegally, you are very likely to get a ticket. If you are running late and your parking meter runs out, there's also a strong likelihood you'll get a ticket, so give yourself plenty of time on the meter and be sure to make it back to your car before your meter runs out.

B.: *Excuse me, what's a parking meter?*

A.: A parking meter is a device used to collect money in exchange for the right to park your car in a particular place for a limited amount of time.

B.: *I see. Thank you! What should you do if you can't find your car in New York City and think it's been towed?*

A.: Call 311. With your license plate, the operator can quickly check the database to let you know where your car has been towed.

B.: *Well, thank you. What is the speed limit in NY?*

A.: The speed limit throughout New York City is 30 miles per hour. Even if there's no traffic, you won't be driving very fast in the city. Or if you do, it's for one block before you hit another light.

B.: *Is there anything else we have to know?*

A.: I nearly forgot! Be aware of taxi drivers. Use your mirrors. There's probably a cab in your blind spot. That's just a fact.

B.: *How about cyclists? Are they using the road too?*

A.: Cyclists are everywhere in and not all drivers are a fan of that. Regardless of your views on bike lanes, they're here and you need to keep an eye out for them. When you park, don't swing your door open into the street without looking for cyclists first. When turning, make sure that the intersection is clear, too. In general, respect cyclists and their right to the road.

B.: *Your driving tips are very useful.*

A.: That's because I have some driving experience in NY. And last but not least: stop honking! It accomplishes nothing other than making people hate you with the force of a thousand suns.

B.: *Oh, You've been very informative! Thank you much!*

Unit 10

Eating Out

Dialogue 1 *Giving advice on Ukrainian traditional cuisine*

A

Guide: If you plan to visit Ukraine, you will surely face some important questions: how to get there, where to spend the night and of course what to eat and drink.

Meanwhile all concerning transport, accommodation and places of interest is studied thoroughly and described in lots of guides, there is lack of information about national cuisine. It is really bad, as Ukrainian cuisine is worth trying it. There is not only mysterious "salo" and strong vodka, but a great variety of delicious, sometimes exotic dishes as well.

Visitor: *How best to learn about Ukrainian cuisine?*

G.: Well, you have two options.

V.: *And what are they?*

G.: First, you can find international fast-foods and have all meals; second, visit expensive national restaurants and take a chance to order Ukrainian national dishes and drinks.

V.: *What are the features of Ukrainian cuisine?*

G.: Ukrainian cuisine is varied and rich in taste and nutritional value. Bread is, of course, the mainstay of the Ukrainian diet. The country's reputation as the "breadbasket of Europe" is well deserved. The French writer Honore de Balzac, who lived in Ukraine for four years, counted 77 different ways of preparing bread. It is such a central part of the diet here that there is a custom to give honored guests and departing or arriving travelers the gift of a loaf of bread and salt. This tradition is still used in welcoming ceremonies for dignitaries and other important persons.

V.: *Can you suggest something special?*

G.: Of course. The most popular Ukrainian dish is borsch. This thick and delicious soup is prepared with a variety of ingredients including meat, mushrooms, beans, and even prunes. Mushroom soup, bean and pea soups, soups with dumplings and thick millet chowders are also popular.

V.: *What about main dishes?*

G.: I think "Holubtsi", or stuffed cabbage, is another favourite dish, as are "varenyky" filled with potatoes, meat, cheese, sauerkraut or berries such as blueberries or cherries. "Varenyky" are often mentioned in folk songs.

V.: *What could you advice to taste for dessert?*

G.: Ukrainians like dairy products. Some samples are cheese pancakes and "riazhanka" (fermented baked milk). There are no holidays without pies, "pampushky" (type of doughnuts or fritters), "baba" (a tall cylindrical cake) and honey cakes.

V.: *And finally some advise on beverages.*

G.: Uzvar is traditional Ukrainian drink of choice! It's typically served during Christmas Dinner, and is regularly cooked in the local households. This refreshing beverage is actually compote, made out of dried fruits. Most popular ingredients are dried apples, pears and apricots, with some grandmas adding prunes, raisins and honey to sweeten the already savoury drink.

V.: *Okay. I will taste it for sure.*

G.: However, Ukrainian cuisine extends much farther than that! You won't find the scrumptious gems in most restaurants or cafes. Ukraine's top secret foods are best cooked at home, by the hard-working hands, and in the welcoming guesthouses of rural Ukraine.

Dialogue 2

Table for two. Ordering a meal

#A

Guest1: Good evening. We have booked a table in the name of Barkley.

Host: Ah yes, Mr. Barkley. Your table is over here on the left. Here we are, the waiter will be with you shortly.

G1.: Thank you

Waiter: Good evening, here are the menus. Can I get you something to drink while you are choosing your meals?

G1.: Yes thank you. We would like two glasses of red wine and two lemonades please.

W.: No problem.

(in a minute)

W.: Are you ready to order your meals yet?

G1.: Yes, for starters we would like one tortilla, one melon and two seafood salads.

Guest2: Then for main courses we would like one beef steak, one hake with lettuce salad, rice with king prawns and the chicken with grapes.

W.: How would you like the steak: rare, medium or well done?

G1.: Well done please.

W.: Ok, would you like further drinks?

G2.: Yes please – two more glasses of lemonade, and for us a bottle of your house red wine.

W.: I'm sorry, but there is no hake available this evening. Would you like to choose something else?

G2.: Yes, we will have the mussels in tomato sauce instead please.

W.: Here we are: the seafood salads. Whose is the melon and the tortilla? Your main courses will be ready in 10 minutes.

(after the dinner)

W.: Did you enjoy the meal?

G2.: Yes, everything was very delicious. Could we have the bill please?

W.: Yes of course.

G1.: Do you accept credit cards?

W.: Yes no problem. Here you are, please enter your PIN. Thank you. See you again!

#B

Waiter: Can I take your order, sir?

Customer: Could you give me a few more minutes?

W.: Certainly. Take your time!

(a few minutes later)

W.: Are you ready to order now?

C.: Yes, I'd like a beefsteak, please.

W.: Would you like potatoes or rice with your steak?

C.: What kind of potatoes do you have?

W.: We have baked, mashed or French fries.

C.: I'll have French Fries, please.

W.: And how would you like your steak done?

C.: Medium-rare, please.

W.: *Would you like anything to start?*
C.: *I'll have a salad, please.*
W.: *We have Greek, Italian and Caesar, as well as the house salad.*
C.: *I'll have a house salad with oil and vinegar dressing.*
W.: *Would you like a beverage?*
C.: *I'll have a large diet Coke.*
W.: *And would you like anything for dessert?*
C.: *What do you suggest?*
W.: *The apple pie is my favourite!*
C.: *OK. I'll try that.*
W.: *I'll put your order in and be right back with some hot rolls and butter.*
C.: *Thank you!*

#C

Waiter: *Can I start you off with anything to drink?*
Customer: *Yes, may I have some water, please?*
W.: *Sure, would you like any appetizers today?*
C.: *May I get an order of barbeque wings?*
W.: *No problem, can I get you anything else?*
C.: *No, thank you, that'll be all for now.*
W.: *Let me know when you're ready to order your food.*
C.: *I'm ready.*
W.: *What can I get you?*
C.: *May I have the fettuccini Alfredo?*
W.: *Will that be all?*
C.: *Yes, that's it.*

#D

Waiter: *So how was your meal?*
Customer: *Our meal was wonderful!*
W.: *Would you like to finish your evening with us with some dessert?*
C.: *I am full, but maybe we could split a few desserts.*
W.: *Tonight's dessert specials include chocolate mousse cake, and a spicy rum apple crisp.*
C.: *I would love the apple crisp.*
W.: *That is a good choice, but would you like to split a second dessert for the four of you?*
C.: *Add in a chocolate mousse cake and we're good. We will also need four dessert forks, please.*
W.: *Can I bring you some coffee or tea with your dessert?*
C.: *We would like two coffees and two teas.*
W.: *I will put your dessert order in and be right back with your drinks.*
C.: *Thanks, and may we have our check when you come back? We have theater tickets and need to leave soon.*

Dialogue 3

Choosing a restaurant to eat out

A

A.: I am so tired and hungry. Let's go eat.

B.: *I agree. But where? I do not know this place.*

A.: Yes, but I am sure that we will find some not expensive restaurant.

B.: *I haven't got a lot of money on me.*

A.: No problem. How about this restaurant "Come and try"?

B.: *Looks nice. Let's go!*

A.: Oh, so noisy. Maybe we should look for some other one?

B.: *Ok, maybe that one, on the opposite side?*

A.: Yeah, but it is a restaurant with Mexican cuisine.

B.: *Cool. Do you like Mexican chili sausages'?*

A.: I will try. But I know that you are a vegetarian.

B.: *Yes, I am. I will order some salad and Mexican warm bread.*

A.: Good, here we can sit out on the terrace.

B.: *Great! I hope it is a quiet place.*

A.: I guess, this restaurant is not for family with kids.

B.: *Hope so. Let's go!*

B

A.: Sam, have you thought about where would you like to go to dinner on Friday?

B.: *I am not sure. I don't know that many restaurants around here.*

A.: You know, we could look online at the local Internet sites.

B.: *Good. Let's take a look!*

A.: What kind of food would you like for the dinner?

B.: *I enjoy Thai or Japanese the best.*

A.: This one, Shogun, looks good.

B.: *Oh yes, I've heard of that one. Everyone I've spoken with says that it is great!*

A.: Would you like to go there then?

B.: *I think that that would be a really good choice! Let's call and make a reservation.*

C

Mum: I'm so tired. I don't want to cook today. Let's go out for lunch. Where shall we go?

Dad: Let's go to the seafood restaurant. I like seafood.

Emma: Ugh! I hate those snails and mussels. Let's go to Chartier. They have house pâté, roast chicken and pepper steak there.

M.: I guess it's too expensive. Let's go to Belleville vegetarian restaurant. I love it!

Jackie: That's so boring! Let's go to Pizza Hut. I love pizza!

D.: Don't be silly! You know I hate cheese.

M.: How about "Café de Coral"?

E.: What?

D.: You know the one round the corner.

J.: Oh, I see!

M.: It's new, and it isn't expensive.

J.: OK.

E.: But.....

D.: OK. I'm hungry. No more talk. Let's go to Café de Coral.

D

A.: Jane, do you have a favourite place that you would like to go to for your birthday dinner?

B.: *I am kind of at a loss right now to think of some place special.*

A.: I've got a great guidebook here of local restaurants.

B.: *That would be a good place to look.*

A.: What is your favourite type of restaurant food?

B.: *I like a lot of things, but Thai or Japanese would be good.*

A.: Shogun looks pretty good!

B.: *Oh, I remember that restaurant. I went there years ago. I really enjoyed it!*

A.: Would that be a good choice for your birthday dinner then?

B.: *I would enjoy going there. Let's call ahead to make sure that we can get a table for that night.*

E

A.: Debi, do you have any preference for where you would like to go for dinner for your birthday?

B.: *I don't really know where I want to go. I am having trouble thinking of a particular restaurant.*

A.: There is a great restaurant directory here in the weekend section of the newspaper.

B.: *OK, we could look at that.*

A.: Do you have a particular type of food that you would like?

B.: *I really like Japanese or Thai food.*

A.: That Japanese restaurant, Shogun, got good reviews.

B.: *Oh yeah! I saw a review of that restaurant on television. The reviewer loved it!*

A.: Would that be a place that you might like to go to for your birthday?

B.: *That would work out great! Why don't we call and get a reservation?*

Unit 11 Traditions

Dialogue 1

A talk about Ukrainian traditions

T.: Hello, Miss...?

O.: *Olga. How can I help you?*

T.: My name is Tomas. I am a journalist from the "New – York Times". I am here to write an article on Ukrainian culture.

O.: *Oh, you're welcome to Ukraine! You are at the right place.*

T.: Thank you! Do you know anybody who can be of a help?

O.: *Oh, you are talking to her now 😊*

T.: Great! Can you tell me about the main cultural events in your country and how they are celebrated?

O.: *Ok, the main religious holidays are Christmas and Easter. I guess you have the same in your country. But they are celebrated in a unique traditional way in every family.*

T.: I am more interested in the way Christmas is celebrated.

O.: *Christmas starts on the Christmas Eve in every family with a Sviata Vecheria or Holy Supper composed of 12 different dishes: Kutia, vareniki with mushrooms, kvasolia, goroh, golubtsi, fried potatoes, two types of fish, honey, bread, uzvar etc.*

T.: Very interesting! I would like to note it. And what else's important in this time?

O.: *What else? Christmas is the most important family holiday of the whole year. So Christmas Eve brings the close relatives together to begin the holiday with many customs and traditions, which reach back to antiquity.*

T.: OK, what's after Holy Supper? Can you explain to me the meaning of the word Koliada?

O.: *Oh, koliada...what's the Christmas without the caroling? Koliada is the tradition of Ukrainian Christmas songs or carols which have their origins in antiquity.*

T.: What is the main theme of Christmas carols?

O.: *The themes of Ukrainian Christmas songs vary. Many, of course, deal with the birth of Christ and that occasion's joyful celebrations.*

T.: Wow, will you write for me lyrics of the most popular carol. I would like to translate it for Americans.

O.: *It would be great. But I know that Americans also have such a wonderful tradition.*

T.: Of course we have. But everyone knows that Christmas in Ukraine is very interesting and Ukrainians celebrate it with their old traditions.

O.: *I am glad to hear that. And I must add that every region has some unique customs in celebrating Christmas.*

T.: Ok, thank you so much for such interesting information.

O.: *You are welcome!!!*

T.: Good bye and wish you all the best.

O.: *Thank you. Good luck.*

Dialogue 2 *A talk about the main public holidays in Ukraine and their origins*

A.: Hello Mr. Fedorkiv. I want to know more about Ukraine. Can you tell me about the main public holidays in Ukraine?

F.: *Hello. There are very different public holidays in Ukraine.*

A.: Yes, I know. But which are widely celebrated by the people of your country?

F.: *The Independence Day of course! Every Ukrainian celebrates on this day.*

A.: Nice. Can you tell me more about this day?

F.: *On 24th of August every year, we celebrate the country's Declaration of Independence from the Soviet Union in 1991.*

A.: So, your Independence celebration is a one-day event, 24th of August, isn't it?

F.: *No. The celebration usually starts a day before, August 23 being the Day of the National Flag of Ukraine. The President then raises the Ukrainian flag, and concerts kick off the festivities of the Independence Day.*

A.: Very interesting. Do Ukrainians work on this day?

F.: *Oh no, People don't have to work; children don't attend school that day and if the holiday happens to fall on a weekend day the following Monday is usually declared a public holiday.*

A.: Really nice. Tell me how Ukrainians celebrate and what's special about this day?

F.: *There are various sport events, exhibitions, concerts, and spectacles organized that run through the day till late into the night when spectacular fireworks displays officially end Ukraine's biggest party of the year.*

A.: I heard about traditional Ukrainian fairs. Which gifts or souvenirs are popular on these fairs?

F.: *On the traditional fairs you can buy a lot of different handmade gifts or souvenirs. The most popular of them are traditional embroideries, embroidered decorative towels, motanka dolls, straw souvenirs and ceramics.*

A.: Ok. Do Ukrainians dress traditionally?

F.: *Of course! On this day every Ukrainian puts on embroidered cloths. It is very fashionable, because all embroideries are handmade.*

A.: Really, Independence Day in Ukraine is very interesting and exciting holiday. I would like to visit Ukraine on one of these days.

F.: *I am glad. Hope to see you again.*

A.: Yes, thank you and good bye.

F.: *Don't mention it!! Good bye!!!*

Dialogue 3

You work for a tour operator.

Give advice to your customer on a festival to visit.

A.: Good morning!

B.: *Good morning. Can I help you?*

A.: Yes, please. I want to go to some European festival this autumn. What can you offer?

B.: *At this time many interesting festivals are held in Europe, the most popular of which are such as Autumn Stuttgart Beer Festival, "Oktoberfesr", Autumn Festival of Contemporary Art, Festival of light, Festival of chocolate, International Jazz Festival and White Truffle Festival.*

A.: What a big choice! It is even difficult to choose only one festival. Probably, I will focus on the Festival of light. Can you give me some more information about it?

B.: *Of course, I can! The festival of light takes place in Berlin from 10th to 21st October. Objects of spectacular light installations become the most important historical and architectural monuments of Berlin and facades decorated with colorful lights and you can see a laser show in the sky.*

A.: Oh. Sounds fascinating. Is there any entertainment during the festival?

B.: *Yes, besides light installations, the festival program provides various concerts, tours, exhibitions and shows.*

A.: What about transport during the festival?

B.: *During festival evenings in the city work special buses "Light Liner", bicycle taxi, river tram and flying balloons which you can use to enjoy the festival atmosphere.*

A.: Thank you very much for useful information. And what about prices?

B.: *You can give me your e-mail address, and during the next working day I'll send you the price list and approximate festival program.*

A.: *I'm looking forward to hear from you. Thank you. See you soon.*

B.: *Good bye. Have a nice day.*

Dialogue 4

The main public holidays in the USA

B.: *Hi, Nora! I'm glad to see you! I have not seen you for ages! Where have you been all this time!*

N.: *Hi, Betty! I have had an exciting travelling in the USA!*

B.: *I'm very interested in American holidays! Would you tell me something interesting you have learned about this?*

N.: *Yes, of course. There are very many holidays, but only Federal Holiday is a day off for federal government employees. Malls, shopping centers and most retail stores close only on Thanksgiving and Christmas and many on Easter Sunday as well, but remain open on all other holidays (early closing on Christmas Eve and New Year's Eve, and sometimes on other major holidays).*

B.: *What other federal holidays except New Year are there in the USA?*

N.: *There are Birthdays of Martin Luther King and Jr. Washington, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas.*

B.: *Why do Americans celebrate these holidays?*

N.: *Memorial Day honors the nation's war dead from the Civil War onwards; it marks the unofficial beginning of the summer season. On Independence Day the signing of the Declaration of Independence from British rule is celebrated, also it is called the Fourth of July. Fireworks celebrations are held in many cities throughout the nation. Labor Day celebrates the achievements of workers and the labor movement; it marks the unofficial end of the summer season. Veterans Day honors all veterans of the United States Armed Forces. It is observed on November 11 to recall the end of World War I on that date in 1918 (major hostilities of World War I were formally ended at the 11th hour of the 11th day of the 11th month of 1918 when the Armistice with Germany went into effect). Thanksgiving Day traditionally celebrates the giving of thanks for the autumn harvest.*

B.: *What are the holidays related to personalities?*

N.: *There are such holidays as Birthday of Martin Luther King, Jr. Martin Luther King was the leader of the movement for civil rights. President's Day is celebrated to honor the US presidents. And Columbus Day. Columbus was the discoverer of America.*

B.: *Are there any holidays except federal holidays?*

N.: *There are many commonly observed celebrations in the United States that are not federal holidays. Some of these observances honor groups of people, such as National African American History Month and Women's History Month, or causes, such as National Oceans Month and National Substance Abuse Prevention Month.*

B.: *What holidays are the most popular there?*

N.: *Groundhog Day is February 2 and has been celebrated since 1887. On Groundhog Day, crowds gather to see if groundhog sees his shadow after emerging from his burrow, thus predicting six more weeks of winter weather. Or the Earth Day*

that is observed on April 22. First celebrated in 1970 in the United States, it inspired national legislation such as the Clean Air and Clean Water Acts. The Earth Day is designed to promote ecology, encourage respect for life on earth, and highlight concern over pollution of the soil, air, and water.

B.: By the way, I have heard about Pearl Harbor Day. What does this holiday mean?

N.: *Pearl Harbor Remembrance Day is December 7. In 1994, Congress designated this national observance to honor the more than 2,400 military service personnel who died on this date in 1941, during the surprise attack on Pearl Harbor, Hawaii, by Japanese forces. The attack on Pearl Harbor caused the United States to enter World War II.*

B.: Have the Americans any other state holidays?

N.: *Yes, there are Flag Day and Patriot Day. Flag Day, celebrated on June 14, has been a presidentially proclaimed observance since 1916. Although Flag Day is not a federal holiday, Americans are encouraged to display the flag outside their homes and businesses on this day to honor the history and heritage the American flag represents. September 11, 2001, was a defining moment in American history. On that day, terrorists hijacked four commercial airliners to strike targets in the United States. Nearly 3,000 people died as a consequence of the attacks. Patriot Day and National Day of Service and Remembrance are observed on September 11 in honor of the victims of these attacks.*

B.: So, do the Americans have holidays like in Europe?

N.: *Yes, of course. There are Valentine's Day, Mother's Day, Father's Day, and Halloween.*

B.: What about Ethnic and Religious Holidays?

N.: *Various ethnic and religious groups in the United States celebrate days with special meaning to them even though these are not national holidays. For example, Christians celebrate the resurrection of Jesus Christ on Easter, Jews observe their high holy days in September, and Muslims celebrate Ramadan. There are many other religious and ethnic celebrations in the United States.*

B.: Thank you. I've got to know a lot of new things! And this information helps much in understanding American culture and mentality! The USA is very interesting and diverse country!

Dialogue 5 *A talk about the main public holidays in Great Britain*

A.: Hi! Is it Travel Agency "Open World"?

B.: *Hi! Yes, it is. How can I help you?*

A.: This year I'm going to travel to the Great Britain. But I'm not sure when I should do this. I would like to celebrate some holiday in the UK.

B.: *There are only six public holidays a year in Great Britain, those are days on which people don't need to go to work. They are: Christmas Day, Good Friday, Easter Monday, Spring Bank Holiday and Late Summer Bank Holiday, and Boxing Day.*

A.: Oh, that's so interesting! I would like to get more information about these holidays.

B.: *So, the most popular holiday in Britain is Christmas. A pantomime is a traditional English entertainment at Christmas. It is meant for children, but adults enjoy it just*

as much. It is a very old form of entertainment, and can be traced back to 16th century Italian comedies. There have been a lot of changes over the years. Singing and dancing and all kinds of jokes have been added; but the stories that are told are still fairy tales, with a hero, a heroine, and a villain. In every pantomime there are always three main characters. These are a "principal boy", a "principal girl", and a "dame". Pantomimes are changing all the time. Every year, someone has a new idea to make them more exciting or more up-to-date.

A.: What else British celebrate on winter holidays?

B.: *December 26th is Boxing Day. Traditionally boys from the shops in each town asked for money at Christmas. They go from house to house on December 26th and take boxes made of wood with them. At each house people give them money. This is a Christmas present. So the name of December 26th doesn't come from the sport of boxing - it comes from the boys' wooden boxes. Now, Boxing Day is an extra holiday after Christmas Day. On February 14th it's Saint Valentine's Day in Britain. It is not a national holiday. Banks and offices do not close, but it is a happy little festival in honour of St. Valentine. This custom came to Britain when the Romans invaded it.*

A.: Are there some parades or festivals?

B.: *Yes, there is a spectacular parade on Easter. It is a truly spectacular Easter Parade in Battersea Park. It is sponsored by the London Tourist Board and is usually planned around a central theme related to the history and attractions of London. The great procession, or parade, begins at 3 p.m. but it is advisable to find a vantage-point well before that hour. Also Londoners celebrate carnivals. And one of them is Europe's biggest street carnival. A lot of people in the Notting Hill area of London come from the West Indies - a group of islands in the Caribbean. And for two days in August, Notting Hill is the West Indies. There is West Indian food and music in the streets. There is also a big parade and people dance throughout the day and night.*

A.: What spring holidays British celebrate?

B.: *March 1st is a very important day for Welsh people. It's St. David's Day. He's the "patron" or national saint of Wales. On this day, the Welsh wear daffodils in the buttonholes of their coats or jackets. April 1st is April Fool's Day in Britain. This is a very old tradition from the Middle Ages (between the fifth and fifteenth centuries). At that time the servants were masters for one day of the year. They gave orders to their masters, and their masters had to obey.*

A.: What about autumn holidays?

B.: *On October 31st British people celebrate Halloween. Though it is not a public holiday, it is very dear to those who celebrate it, especially to children and teenagers. This day was originally called All Hallows' Eve because it fell on the eve of All Saints' Day. The name was later shortened to Halloween. According to old beliefs, Halloween is the time, when the veil between the living and the dead is partially lifted, and witches, ghosts and other super natural beings are about. Now children celebrate Halloween in unusual costumes and masks. It is a festival of merrymaking, superstitions spells, fortunetelling, traditional games and pranks. Halloween is a time for fun. Its origins date back to a time, when people believed in devils, witches and ghosts. Many Halloween customs are based on beliefs of the ancient Celts, who lived more than 2,000 years ago in what is now Great Britain, Ireland, and northern France.*

A.: I'm very interested in celebrating Easter in the UK! I guess this parade is a very exciting event!

B.: Ok. We will help you to plan your holidays!

Unit 12 Special Interest Tours

Dialogue 1 *You work for Eastman Travel and need to organize a three-day Nile cruise. Discuss the plan of the cruise*

A

A.: Good morning, everyone. The reason for our meeting today is to prepare an itinerary and discuss the plan of a three-day Nile cruise.

B.: *So, as I understand it Kuoni will be responsible for a scheduled flight and two nights staying in the Pyramids Hotel for the group of 20 travelers. And we need to organize the sightseeing part of the holiday.*

A.: I guess it would be a good idea to begin with the pyramids at Giza. We could do that as a half-day excursion. And I think it's enough for the first day as far as people can be tired after the flight.

B.: *I think it's reasonable. On the second day we can have a stopover and do the Egyptian Museum and the Tutankhamun collection. We take a good guide to show them only essential things at the museum. That's probably enough for most holidaymakers.*

A.: OK. But wouldn't it be better if the pyramid tour and the museum were prebooked?

B.: *You're right. Fine. And in the afternoon we can arrange another excursion, can't we?*

A.: Well, the group arrives in Abu Simbel and gets on the coach and goes off to the Temple of Ramses II and after that the Temple of Hathor.

B.: *That's a nice idea and I think it'd be interesting for them if we flew them to the Aswan Dam. And now day three.*

A.: Yes. They could stay on board ship and sail overnight to Kom Ombo. But it'd be more expensive.

B.: *It sounds great. Let's put "Overnight on board Aswan". OK. After a visit to the temple in Kom Ombo get back on board and sail to Edfu and Luxor to see Valley of the Kings and Queens.*

A.: I think the day will be very busy, and we'll sail straight to Luxor to leave the evening to relax before the flight back. What do you think?

B.: *That's fine. As for me, the holidaymakers will enjoy their cruise and discover a lot of new things.*

A.: So, I believe the itinerary of a three-day Nile cruise can be offered to our customers in its present form. Do you have any comments?

B.: *Oh no. I agree with you completely.*

B

A.: Hello, Jane. Have you ever heard about special interest tours?

B.: *Of course, I've heard about different tours of that kind.*

A.: *And I think we can speak about as many special interest tours as many hobbies people have.*

B.: *First of all I should say that everyone is a unique person and that's why likes completely different things. Some people prefer to spend their free time painting, whale watching or training yoga. That is they prefer a quiet and relaxing holiday. Other holidaymakers like opposite things. And they should be associated with extreme and danger, for example scuba diving, hiking, bungee jumping or dog-handling. All depends on the person's temperament.*

A.: *So, what type of holiday would you choose?*

B.: *I can definitely say that I prefer more active holiday with elements of danger, for example scuba diving and hiking, but I also wouldn't refuse to try yoga. And what about you?*

A.: *I completely agree with you, and I believe that holiday is successful only if you enjoyed it and it was for the benefit of your health and mood.*

Dialogue 2 *Happy holidays. Discussing your holiday plans*

#A

Jerry: *Look, Fei! I've just got a Christmas card from my sister.*

Fei: *It's very beautiful. Why are the words "Happy Holidays" written on the card? Christmas is only one holiday. Shouldn't it be "Happy Holiday", without the letter "s"?*

J.: *We don't just celebrate Christmas during this season. We also celebrate the coming of the New Year.*

F.: *Oh, I never thought about that before. There's more than one holiday at the end of the year.*

J.: *Now that I'm in China, I want to celebrate the holidays Chinese-style. What do you and your family do for Christmas?*

F.: *Actually, we don't do much at Christmas. It's not really a big family holiday. Young people in China would rather spend Christmas Eve with their boyfriends or girlfriends.*

J.: *So is it something like a date night?*

F.: *Yes, I guess you could say that. Christmas Eve is special, but we don't usually have any special plans for Christmas Day.*

J.: *Don't people give gifts to each other like they do in the U.S.?*

F.: *Many parents do give gifts to their kids. But more importantly, boyfriends give wonderful, special, romantic gifts to their girlfriends!*

J.: *I see. How about the New Year in China. Is it a bigger holiday than Christmas?*

F.: *Not really. We don't celebrate it because the Spring Festival is much more important to us here in China.*

J.: *The Spring Festival is known around the world as "Chinese New Year". It's the beginning of the year according to the traditional lunar calendar, isn't it?*

F.: *That's right. The Spring Festival is the biggest family holiday in China, so we don't celebrate the western New Year. How about in New York? Do people celebrate New Year's Eve more than New Year's Day?*

J.: There are two kinds of people who celebrate quite differently. Single people, or couples without children, often go out late on New Year's Eve. They drink and party after the clock strikes midnight. There are big parties all over, but the biggest one is in Times Square in Manhattan.

F.: *I guess they won't have much energy left over to do anything on New Year's Day, then.*

J.: Right. But there are families who don't do anything special on New Year's Eve. Instead, they celebrate with their families on New Year's Day.

F.: *What do they do on New Year's Day?*

J.: They have a big meal of a roast goose or turkey, celebrate and often watch parades in the big cities. The parades are quite spectacular.

F.: *It sounds a little bit like our traditional Lion Dance which is performed to chase away ghosts, evil spirits and giants.*

J.: Yes, it's a lot like the Lion Dance, except there is no lion!

#B

Mary: Have you had your holiday for this year yet, Jane?

Jane: *Not yet. I'm taking it at the end of September.*

M.: Where are you going? Have you made up your mind?

J.: *Not really. I thought of going to Spain again, but I've already been there twice and I'd like to try somewhere new.*

M.: My brother's just gone to Mexico for two weeks. I had a card from him yesterday and he seems to be having a good time. Why don't you go there?

J.: *That's O.K. for you well-off people, but I couldn't possibly afford it. I'm much too hard up at the moment.*

M.: The air-fare is quite expensive, I admit, but you needn't spend a lot when you get there.

J.: *I've already spent a lot of money this year. My flat was done up last month, so I haven't got much to spare for expensive holidays abroad.*

M.: Oh, I see.

J.: *Perhaps I'll just go to Scotland or Ireland in the end. I've heard they're both very beautiful, and I haven't been to either of them.*

M.: We went to Ireland two years ago to pay Jill and her husband a visit. They're in Dublin now.

J.: *Oh, yes, so they are!*

M.: If you decide on Ireland you can call in on them. Jill would willingly put you up for a few days, I'm sure.

J.: *That's a good idea! I haven't seen Jill for more than three years now and I'd like to know how she's getting on.*

Dialogue 3 *Discussing your last holiday*

#A

Andrew: Tell me about your last holiday?

Barbara: *Well, my last holiday was in Vietnam. I was in Vietnam for three weeks.*

A.: How was it?

B.: *It was fantastic! It's a beautiful country!*

A.: What did you do?

B.: *Many things. Vietnam is the country that is very diverse. The south is very different from the north. In the south you can go to the beach. And I went swimming in the ocean...and it's very hot there. In the north I went to the mountains where it's very cold... I went hiking.*

A.: Did you enjoy it?

B.: *Absolutely! The scenery was beautiful. They have many different ethnic groups in the north. So, it's very interesting to meet all the different people.*

A.: Did you go alone?

B.: *No, I went with the friend.*

A.: Who did you meet along the way?

B.: *We met many families and children. We met many people who were farmers. They were working in the ricefields. We also were lucky to have a tourguide who was from the local area and could show us all of the sights of the local area.*

A.: So did you pay a guide?

B.: *Yes, we did.*

A.: And how did you do that?

B.: *He gave us a standard rate of how much we had to pay. So we went to the cashmachine and took up the money and we paid it to him.*

A.: Was the entire trip very expensive.

B.: *No. Vietnam is not an expensive country. I think for a three week holiday we only spent around 1500 US dollars.*

A.: 1500?

B.: *Yes.*

A.: Plus transportation to get to and from Vietnam?

B.: *Yes, plus the cost for the flights.*

A.: Where did you stay at night?

B.: *It's very easy to find accommodation in Vietnam. Each time we arrived in a new city we asked about accommodation at the busstation at the trainstation and someone took us to a hostel.*

A.: You always stayed in a hostel, didn't you?

B.: *Yes, we did. We stayed in a hostel or in a cheap hotel.*

A.: Did you eat the local food?

B.: *Yes. It was delicious. They have very fresh ingredients. We liked the Vietnamese food a lot because it's not very fried, it's very fresh. We ate a lot of salads and these kinds of things.*

A.: Did you get sick?

B.: *No, both of us were very lucky - we didn't get sick and we ate a lot.*

A.: Do you recommend it?

B.: *I thoroughly recommend it. It was a wonderful trip!*

#B

A.: Where did you go on holiday last summer?

B.: *I went to the south of Spain.*

A.: Lovely, I've heard that it's beautiful there.

B.: *Yes, it is.*

A: Tell me more.

B.: *Well the countryside is very nice. It's quite dry, as it is so hot, but it is wonderful to drive around the small villages and through the mountains.*

A.: It sounds amazing. Are the beaches nice?

B.: *The water is so clear and the sand is clean and white. It's like being in a postcard. I had such a nice time.*

A.: I'm sure you did. What's the food like?

B.: *The food is wonderful! I ate so much seafood when I was on holiday. I also drank a lot of Spanish wine.*

A.: People say that local wine is the best wine. What was the weather like?

B.: *The weather was very, very hot. We had blue skies every day and we had to wear a lot of suncream so we didn't burn.*

A.: It sounds lovely to have so much sun.

B.: *It was nice, but it was also difficult to walk around the cities during the day.*

A.: Why?

B.: *It was just too hot. I was sweating so much and it was very uncomfortable. I spent most of my time on the beach, relaxing.*

A.: That doesn't sound too bad.

B.: *No, you're right. It was a lovely holiday. And you? What did you do on your last holiday?*

A.: Well my last holiday was in winter and I went skiing.

B.: *Wow, that sounds very energetic!*

A.: I suppose so. It's very tiring, but it's also very fun.

B.: *Was it your first time skiing?*

A.: Yes it was. I took a class to try and learn the basic skills and after that I tried skiing on my own.

B.: *And how was it?*

A.: Very good! I started very slowly, but soon got used to it. To be honest I think it's now my new favourite sport.

B.: *Wow, so it's good that you went on that holiday.*

A.: Yes, definitely!

B.: *And what was the weather like?*

A.: Well, very different from your holiday. It was very cold and snowing most days.

B.: *Well I suppose that's necessary for skiing.*

A.: Haha. Yes, I suppose it is. But next time I think I will go to the beach!

#C

Monica: Hi, Toni, nice to meet you again after a long holiday.

Toni: Hello. Monica, nice to meet you too.

M.: Anyway, where did you go on the last holiday?

T.: *Well. I went to Bali. It's a wonderful place with beautiful beaches and sceneries.*

M.: Wow. It sounds great. What did you do there?

T.: *My family and I spent four nights there in a bungalow in Kuta beach. I had a great vacation there. I swam and surfed on the beach. I also played football and sand with my brother.*

M.: What else did you do there?

T.: The next morning I visited another small island around Bali on a boat. It was a reat experience to see many beautiful places and have a talk with tourists there.

M.: What did you do before you left Bali?

T.: On the last day, I went to the merchandise shops and bought some stuffs there. I bought shirts, shorts, and also traditional clothes. Unfortunately I couldn't afford to buy a surfing board because it was too expensive.

M.: Well, it's nice to hear your story. I hope that I can also visit Bali someday.

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