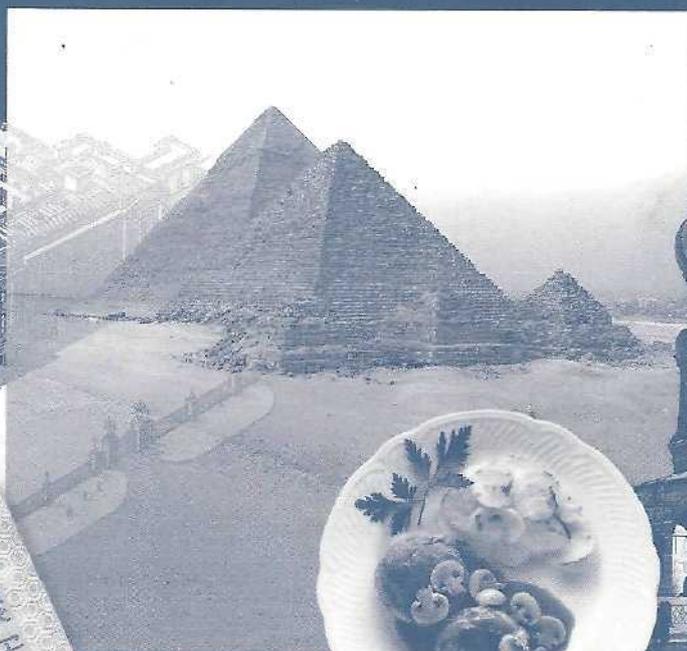
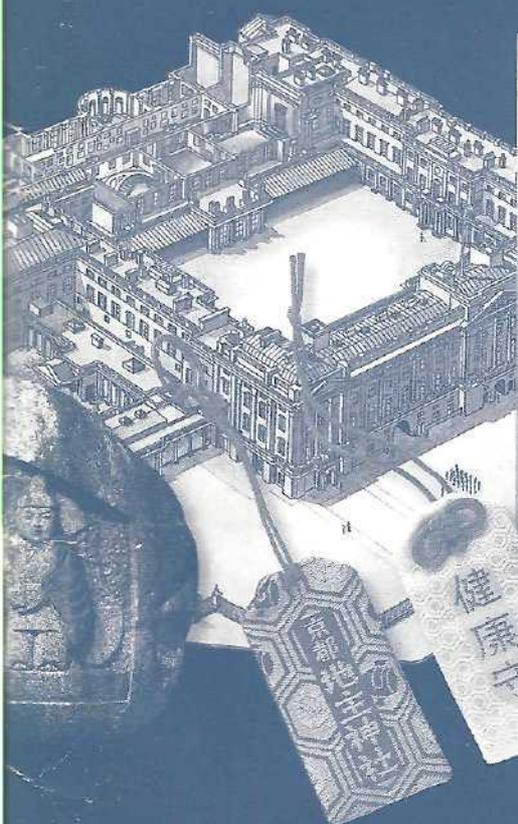


Intermediate Workbook

# English

for International

# Tourism



Peter Strutt



[www.longman.com](http://www.longman.com)



# English for International Tourism

## English for International Tourism

The multi-level series for students who need English for professional communication within the hotel and tourism industries.

- Explore some of the world's top tourist destinations with material taken from Dorling Kindersley's acclaimed *Eyewitness Travel Guides*
- Bring the working world into the classroom with authentic material from companies within the tourism industry
- Build confidence in working in English with effective communication strategies for workplace situations such as giving advice, taking bookings and dealing with complaints

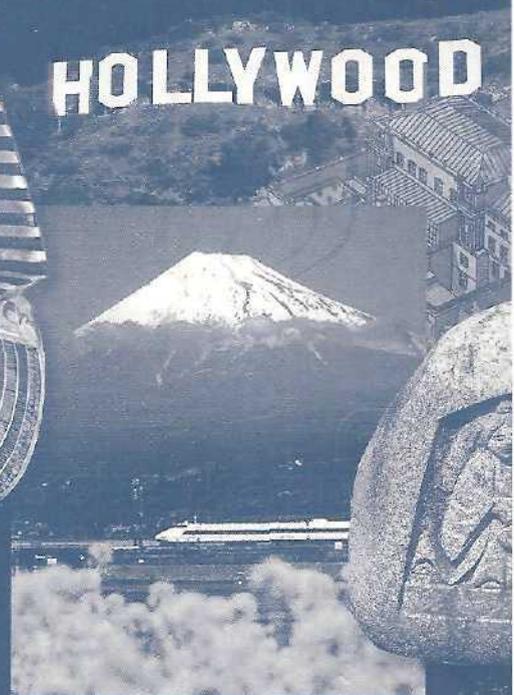
The Workbook reviews the language presented in the course, providing further practice and consolidation. It also features TOEIC® style exercises which provide excellent preparation for the examination. A full answer key is included for self-study.

## Components

- Students' Book
- Students' Book Audio Cassettes (2)
- Students' Book Audio CDs (2)
- Teacher's Book
- Workbook



HOLLYWOOD



Pearson  
Education

[www.longman.com/tourism](http://www.longman.com/tourism)

ISBN 0-582-47984-3



9 780582 479845

# English for International Tourism Intermediate Workbook

Contents		
<b>Unit 1</b>	Careers in tourism	4
<b>Unit 2</b>	Destinations	9
<b>Unit 3</b>	Hotel facilities	14
<b>Unit 4</b>	Tour operators	19
<b>Unit 5</b>	Dealing with guests	24
<b>Unit 6</b>	Travel agencies	29
<b>Unit 7</b>	Hotel reservations	35
<b>Unit 8</b>	Seeing the sights	39
<b>Unit 9</b>	Getting around	44
<b>Unit 10</b>	Eating out	49
<b>Unit 11</b>	Traditions	54
<b>Unit 12</b>	Special interest tours	59
	Vocabulary exercises	64
	Answer key	71

# Careers in tourism

## reading Job advertisements

1 Read the advertisements on the opposite page. Tick the skills that are required for each of the jobs.

	reservations agent	events manager	front office manager	operations manager
IT skills	✓			
people skills				
leadership skills				
financial skills				
writing skills				
supervisory skills				

## vocabulary Duties

2 Match the verbs with the nouns.

- |             |   |                   |
|-------------|---|-------------------|
| 1 handle    | → | a) proposals      |
| 2 achieve   | → | b) emergencies    |
| 3 make      |   | c) staff          |
| 4 prepare   |   | d) problems       |
| 5 supervise |   | e) room occupancy |
| 6 maximise  |   | f) targets        |
| 7 write     |   | g) costs          |
| 8 solve     |   | h) decisions      |

3 Find words in the text that match these definitions.

- 1 smart appearance
- 2 a previous track record in the travel industry
- 3 special skills or knowledge in a particular subject
- 4 showing people how to do things so they can copy you
- 5 the ability to make decisions without being told what to do
- 6 the ability to enjoy things that are funny and make people laugh



## Saudi Arabian Airlines

The largest carrier in the Middle East has vacancies at its UK call centre for a reservations agent *full or part-time*

Applicants, with at least one year's experience in reservation sales and a knowledge of a computerised reservations system, should be able to handle pressure and achieve targets.

For an application form and information sheet: Tel. 020 7798 0000

## Front Office Manager

Clarion Hotel and Conference Centre is seeking a well-presented, motivated person to maximise room occupancy and oversee front desk operations including check-in, check-out, group rooming lists, weekly revenue management.

Strong management and organisational skills required as are a sense of humour and the ability to handle the occasional emergency.

## American Express

*one of the world's leading financial organisations, is looking for an events manager*

Key tasks include writing proposals, preparing costs and making sure events run to budget.

Expertise in Word and Excel is a must and a knowledge of an airline CRS would be an advantage. If you are a creative person with initiative and at least two years' experience of

Conference and Incentive travel email your CV and covering letter to [D.Baker@aexp.com](mailto:D.Baker@aexp.com)

## Operations manager

London Docklands-based tour operator is seeking an innovative individual to take charge of a busy operations department. The successful candidate will be responsible for the supervision of ten staff in both the hotel and tour sections.

Duties include achieving gross profit margins, solving problems with both customers and suppliers, making financial decisions and leading by example. Computer literacy and travel background essential.

Apply in writing, enclosing CV, to Simon Scott, Executive Recruitment, 45 Morris Road, London W14 6TA

language focus **Asking questions**

**4 Isabella is looking for a new job. Complete the questions the interviewer asks her with an appropriate question word. Then match the questions with her answers below.**

- 1 ~~What~~..... is your full name? d .
- 2 ..... did you choose to study tourism?
- 3 ..... college did you go to?
- 4 ..... kind of job are you looking for?
- 5 ..... languages can you speak?
- 6 ..... did you find out about the job?
- 7 ..... would you be willing to start?

- a) I'd like to have a post with more responsibility.
- b) I can start at the beginning of next month.
- c) I wanted to combine work and travel.
- d) My full name's Isabella Mary Lock.
- e) I'm fluent in Spanish and Italian.
- f) I did a course at Westminster College.
- g) I saw the advert in the Travel Trade Gazette.

**5 Use the prompts to complete Isabella's questions.**

- 1 people / the company / employ  
How many people does the company employ? We have three hundred full-time staff.
- 2 I / travel abroad  
..... Three or four times a year.
- 3 I / working with  
..... You would start in a small team.
- 4 starting salary  
..... It's very competitive.
- 5 let me know  
..... We'll be in touch by next week.

**6 Complete these sentences with words from the box.**

skill      skills      skilful      highly-skilled      unskilled

- 1 The problem was solved by her ..... handling of a difficult situation.
- 2 Reading and writing ..... are essential when working in a brochure production department.
- 3 I admire his ..... at dealing with difficult members of the public.
- 4 Managing the finances of a large hotel is a ..... job.
- 5 Many hotel managers began their careers in ..... positions such as receptionist or housekeeper.

writing **Cover letters**

7 Read the text about writing cover letters and use the advice to complete the sentences below.

When writing cover letters you need to use a standard format. Remember that the address of the person you are writing to always appears on the left-hand side of the page and your own address is in the top right-hand corner. Put the date under your address.

Always make sure you start and end your cover letters correctly. If you are writing to Mrs Linda Carr then you should start the letter 'Dear Mrs Carr' and finish it with 'Yours sincerely'. Note that 'sincerely' has a small 's', not a capital letter.

If the advertisement asks you to send your application to Melanie Thompson, how would you begin your letter? 'Dear Melanie'? 'Dear Melanie Thompson'? 'Dear Mrs Thompson' is not really appropriate as she might not be married. It is probably safe to put 'Dear Melanie Thompson'.

If the advertisement just says 'reply to J. Brown' how would you address the letter? 'Dear Sir'? or 'Dear Madam'? or 'Dear Mr Brown'? You should ring the company and find out J. Brown's full name and whether this person is a man or a woman.

Remember that letter etiquette costs you nothing, but it can really pay dividends and you may be the only person who has made the effort to find out. This could help to make you different from all the other applicants and being noticed is important if you are going to get invited for interview.

If the advertisement just states: 'Write to the Human Resources Department' or 'Reply to Atlas Travel' it may not be possible for you to find out who will be dealing with your reply. In these cases you will have to start your letter 'Dear Sir/Madam' and finish the letter with 'Yours faithfully' with a small 'f'.

- 1 The address of the person the letter is addressed to appears .....
- 2 If you begin a letter with 'Dear Mrs Healey' you should end with .....
- 3 You should write your own address .....
- 4 If an advertisement says 'Reply to Vikki West' you should .....
- 5 If an advertisement says 'Reply to R. Simpson' you should .....
- 6 If an advertisement says 'Please send CV + cover letter to Marketing Director, Austravel' you should begin your letter with ....., and end with .....

8 Cindy Taylor wants to apply for the advertised post of hotel receptionist. Put the extracts from her application letter in the correct order.

## Hotel Receptionist

Excellent entry level vacancy for outgoing personality at this three-star hotel. The person appointed will be the first point of contact for visitors, clients and suppliers. Good phone and computer skills are a must. In this full-time position you will be part of a friendly and dynamic team, responsible for handling all front desk operations.

Reply to Mrs Willis, Manager, The Manor Park Hotel, Stony Stratford, Buckinghamshire.

a

I have a very pleasant, outgoing personality and am used to dealing with people of all ages and levels.

b

I look forward to hearing from you.

c

I would like to apply for the position of hotel receptionist, as advertised in the Hotel & Catering Reporter on 12 May.

d

Re: Hotel receptionist vacancy

e

C Taylor (Miss)

g

Enc. CV

f

Dear Mrs Willis

h

I am twenty-four years old and am about to finish a course in hotel administration. Earlier this year I worked for three months as a trainee in a small family-run hotel. Your vacancy is of particular interest to me as my duties involved taking phone calls, making bookings and providing guests with a warm welcome, which I feel is important for this kind of post.

i

I enclose a copy of my current CV for your information. Please contact me should you require any further details.

j

Yours sincerely

# Destinations

## reading Why people travel

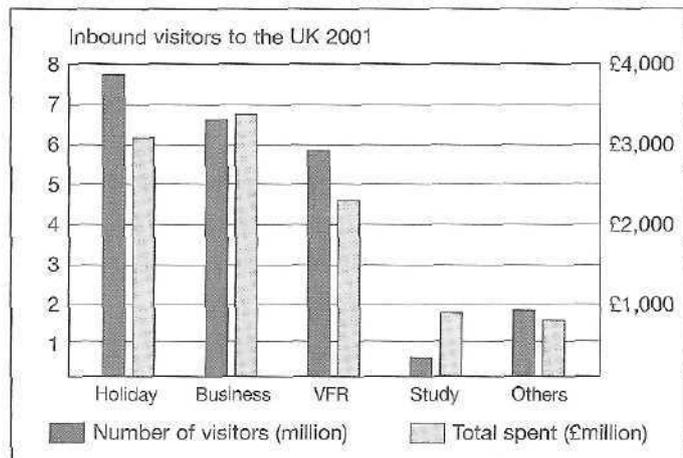
1 Read the text and answer the questions.

### Market Intelligence

You may find it surprising but travel and tourism is not just about going on holiday. There are other forms of tourism which create revenue for the travel industry. Business travel, for example, is an increasingly important sector since it is often of high value and earns significant income for tour operators, hoteliers, caterers and transport operators. Many city-based travel agencies have a separate department that caters for the needs of business clients.

Visiting friends and relatives (VFR) is also an important contributor to tourism revenue. Although the visitor enjoys free accommodation he or she is likely to spend money on other goods and services in the locality such as food, entertainment and transport and, in so doing, contribute to the local economy. Indeed, the fact that he or she is not paying for accommodation may well be an incentive to spend more on such things as eating out and entertainment.

Official statistics show that twenty-three million people visited the UK in 2001. The chart shows a breakdown of these visitors according to reason for travel.



©Crown copyright: National Statistics, International Passenger Survey.

- 1 What is the main purpose of the text?
- to promote tourism to the UK
  - to show why people travel
  - to show the importance of tourism in the UK
  - to analyse the economics of tourism

2 Which of the following is not mentioned?

- a) travelling on business
- b) the work of travel agencies
- c) how much money people spend on holiday
- d) the work of tourist boards

3 According to the article

- a) more people visit family than travel on business.
- b) fewer people travel to visit friends and relatives than previously.
- c) business travel is the most profitable form of tourism.
- d) more is spent on entertainment than on accommodation.

4 Who was this passage written for?

- a) hotel managers
- b) tour operators
- c) holidaymakers
- d) students of tourism

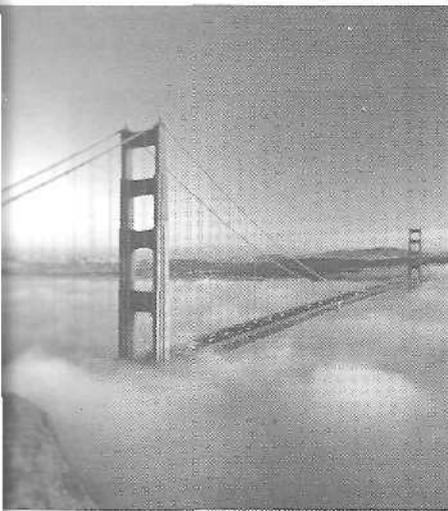
## vocabulary **Opposites**

2 Complete the sentences with words from the box.

life-size	famous	plain	old-fashioned	comfortable
	recorded	weird	wide	

- 1 The show was much better live than the one I saw ..... on video.
- 2 The new web design exhibition is state-of-the-art but I found the photo gallery rather .....
- 3 Some of the decorations are very ornate, others are just .....
- 4 The models of the monsters were gigantic, but the actors and actresses were .....
- 5 There's a ..... variety of things to do downtown but in the suburbs the choice is more restricted.
- 6 We saw some of the really ..... Hollywood stars when we went to the premiere.
- 7 The hotel was only three-star but it was very .....
- 8 Some of the things in the museum were so ..... it was difficult to work out what they actually were.

## language focus Present simple and present continuous



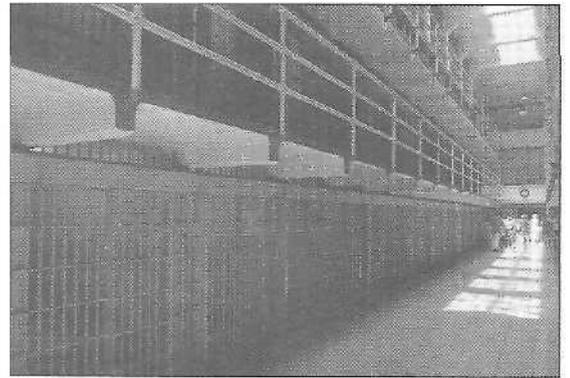
▲ Golden Gate Bridge, San Francisco

3 Peter Atherton is enquiring about holidays in the USA at a travel agents. Complete the dialogue with the correct form of the verbs in brackets.

- Peter** Good morning. My wife and I (look) .....<sup>1</sup> *are looking* for a holiday on the west coast of America. We (think) .....<sup>2</sup> of going to San Francisco or maybe Los Angeles, we're not sure.
- Jane** OK. (you / have) .....<sup>3</sup> any children?
- Peter** Yes, two young boys.
- Jane** Well, Las Vegas (change) .....<sup>4</sup> its image these days to appeal more to families and some of the hotels are very spectacular. It (become) .....<sup>5</sup> quite a popular destination for British tourists. And at the moment we (do) .....<sup>6</sup> a special ten-day offer with a stay in the Treasure Island hotel.
- Peter** OK, and what about San Francisco?
- Jane** Well, obviously San Francisco (have) .....<sup>7</sup> plenty of things to see and do – for example, Alcatraz, the Golden Gate, Fisherman's Wharf and so on. I (think) .....<sup>8</sup> that if you and your wife (prefer) .....<sup>9</sup> a family holiday rather than casinos and nightclubs then San Francisco is probably better.
- Peter** How much (it / cost) .....<sup>10</sup>?
- Jane** Well, it (vary) .....<sup>11</sup>. Actually, why not do a fly-drive? For example, you could fly to Los Angeles and then spend time visiting Las Vegas, San Diego, the Yosemite National Park and San Francisco. We (suggest) .....<sup>12</sup> an itinerary for you and (provide) .....<sup>13</sup> hotel vouchers for overnight stays and (give) .....<sup>14</sup> you all the necessary advice you (need) .....<sup>15</sup>. Let me see, fourteen nights accommodation and two weeks car rental (amount) .....<sup>16</sup> to £756 per person.
- Peter** (that / include) .....<sup>17</sup> insurance?
- Jane** No, I'm afraid that's extra.
- Peter** Where (flights / leave) .....<sup>18</sup> from?
- Jane** Heathrow and they're all scheduled.
- Peter** OK, well, thank you very much. We'll have to think about it. It all (depend) .....<sup>19</sup> to some extent on my job. You see I (work) .....<sup>20</sup> on a big project at the moment and I (not know) .....<sup>21</sup> exactly when I can take my holiday. I (reckon) .....<sup>22</sup> it'll be in August but I'm not sure.
- Jane** OK, well let me give you a brochure and you can think it over.

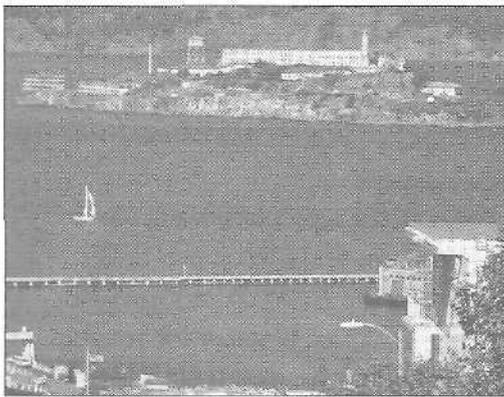
## Alcatraz Island

**A**LCATRAZ MEANS 'pelican' in Spanish and refers to the birds that first inhabited this rocky island. Lying three miles (5 km) east of the Golden Gate bridge, its location was of strategic interest to the US army, who established a fort here to guard San Francisco bay in 1859. The fort became a military prison in 1907 and then a maximum security Federal Penitentiary from 1934 to 1963. Alcatraz is now part of the Golden Gate National Recreation Area.



### Cell Block

*The cell house contains four cell blocks. No cell has an outside wall or ceiling. The dungeonlike foundation of the prison block shares the original foundations of the old military fort.*

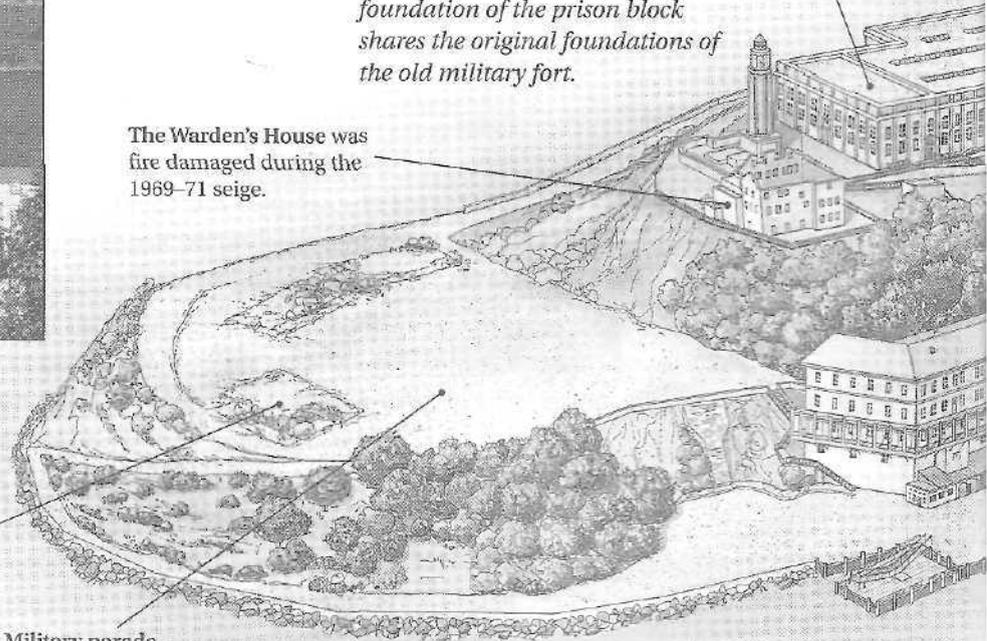


Alcatraz Island from the ferry  
*'The Rock' has no natural soil. Soil was shipped from Angel Island to make gardens for prison guards.*

The Warden's House was fire damaged during the 1969-71 seige.

The Officers' apartments stood here.

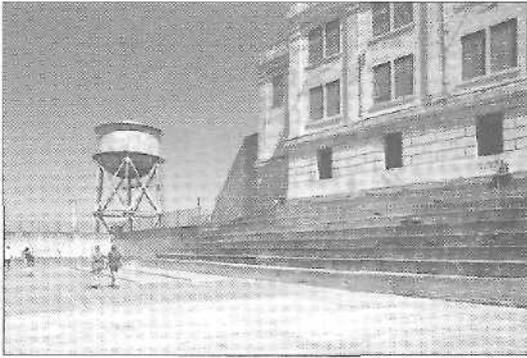
Military parade ground



## reading San Francisco and the Bay Area

4 Read the guide extract. Are these statements true or false? Correct any false statements.

- 1 Alcatraz was originally a bird colony.
- 2 The island used to be covered with a lot of trees.
- 3 The site did not become a prison until 1859.
- 4 Visitors arrive at the same place as the original prisoners.
- 5 The cells look out onto an outside courtyard.
- 6 It is not possible to visit the island on a Sunday.
- 7 The prisoners were allowed to take their meals outside.
- 8 Some of the prisoners appeared in feature films.



**Exercise yard**  
*Meals and a walk around the exercise yard were the highlights of a prisoner's day. The walled yard has featured in films made at the prison since the 1970s.*

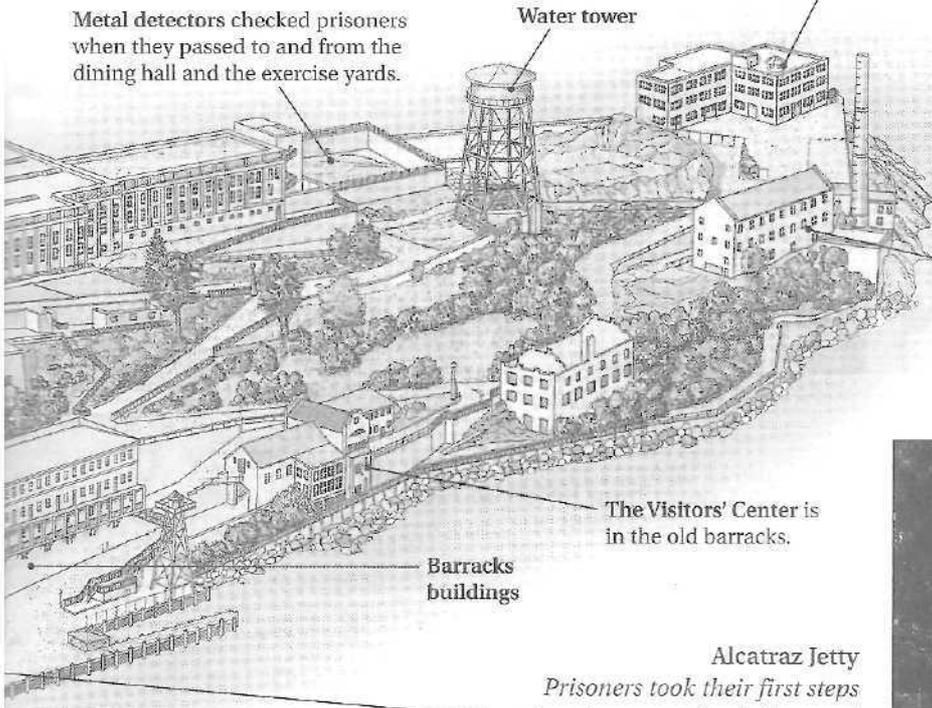
#### VISITORS CHECKLIST

Map 6 F1. ☎ (415) 705-5555.  
 🚢 from Pier 41. ☐ daily  
 Mon-Fri: first ferry 9.30am, last ferry 2.45pm; Sat, Sun & public hols: first ferry 9.30am, last ferry 2.15pm. 🗓 Jan 1, Thanksgiving, Dec 25. ♿ in places, but difficult. 📄 obligatory.  
 Advance reservations suggested.

Metal detectors checked prisoners when they passed to and from the dining hall and the exercise yards.

Water tower

Prison Workshops

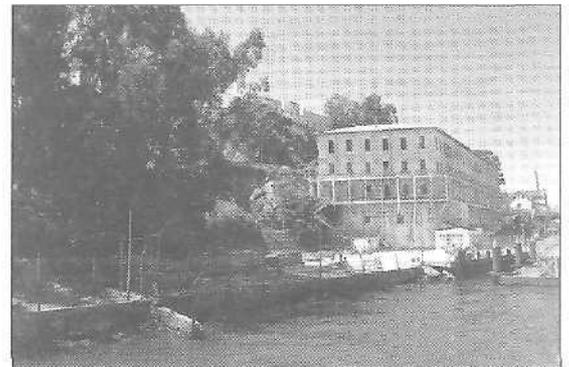


The Post Exchange, dating from the days of Fort Alcatraz, was a military store that also served as the Officers' Club.

The Visitors' Center is in the old barracks.

Barracks buildings

**Alcatraz Jetty**  
*Prisoners took their first steps ashore here; no other jetty served the steep-sided island. Now visitors get off at this pier.*



5 Finds words in the text which mean the same as the following:

- 1 another word for prison
- 2 small room where prisoners are confined
- 3 place where prisoners can walk and keep fit
- 4 group of buildings in which soldiers live
- 5 the person in charge of a prison
- 6 area where soldiers practise marching or stand in rows
- 7 people who make sure prisoners do not escape

# Hotel facilities

reading Hotel facilities

1 Match the facilities with the symbols.

wheelchair access    pets welcome    air conditioning    business facilities  
 garden or terrace    children's facilities    live entertainment  
 tourist information    theatre    health and fitness facilities



2 Find the thirteen adjectives describing hotels in the puzzle.



language focus **Have / get something done**

**3 A hotel manager has identified a number of problems. Write what he needs to *have / get done*.**

- 1 The hot tap in room 31 leaks.  
(fix) He needs to have the leak fixed in room 31.  
He needs to get the leak fixed in room 31.
- 2 Some of the light bulbs don't work.  
(replace) .....
- 3 The carpet in the lobby has a stain.  
(clean) .....
- 4 There isn't enough wood for the fireplace.  
(deliver) .....
- 5 The kitchen window doesn't shut properly.  
(repair) .....
- 6 The wallpaper in the lounge area has faded.  
(redecorate) .....

**Making comparisons**

**4 Rewrite the sentences using the word in brackets.**

- 1 The Hotel Adlon opened in 1997. The Westin Grand was built at the end of the nineteenth century.  
(older) The Westin Grand is older than the Adlon.
- 2 The Alsterhof Hotel costs 150 euros a night. The Hotel Transit costs forty euros a night.  
(expensive) The Hotel Transit isn't .....
- 3 The Intercontinental has meeting rooms for business visitors. The Hotel Pension Augusta doesn't.  
(suitable) The Intercontinental is .....
- 4 The room rates at the Holiday Inn and Hotel Avantgarde are identical.  
(same) The room rates at the Holiday Inn .....
- 5 A three-star hotel usually has good facilities whereas a youth hostel can be uncomfortable.  
(less) A youth hostel .....
- 6 Some rooms have good views, but room 302 has the best.  
(attractive) Room 302 .....
- 7 A meal at Raabe Diele costs thirty euros. A meal at Altes Zollhaus costs sixty euros.  
(twice) A meal at Altes Zollhaus is .....
- 8 You can't check out later than twelve noon.  
(late) You must check out no .....



▲ Hotel Adlon, Berlin

## reading Berlin hotels

5 Read the hotel descriptions and decide which hotel is most suitable for the following people.

- 1 Helen Townsend, travel manager at Selftrade plc is looking for a centrally-located hotel in which fifteen managers can stay while attending an exhibition in July. If possible, they would like direct internet access in their rooms.
- 2 Bozena Leszkowicz, mother of energetic twins aged eighteen months, is looking for a reasonably-priced hotel where she can stay for a week with her husband and children and not have to worry about upsetting other guests.
- 3 Mr and Mrs Wendt are planning to stay in Berlin with their two teenage children to visit the museums. They plan to eat out so it's not important for the hotel to have its own restaurant but they do like attractive surroundings.
- 4 Mabel Seijas is the singer in a rock band and is going to Berlin with the group for a weekend music festival. They don't have much money and just need to a place to keep their instruments and sleep.

### WHERE TO STAY

## BERLIN

### Hotel Pension Wittelsbach

☎ 864 98 40 FAX 862 15 32. rooms: 31



AE, MC, V, JCB. €€

The bedrooms here are huge and some are ornately decorated. This hotel is recommended for families. There are plenty of toys and the nursery rooms are done up in the style of a palace and the 'Wild West'.

### Comfort Hotel Frühling am Zoo

☎ 881 80 83 FAX 881 64 83. rooms: 66



AE, DC, MC, V, JCB, EC. €€

This is a mid-range hotel situated in a nineteenth-century building on the Kurfürstendamm. It doesn't have a restaurant, and the hotel is located over a row of shops and the windows in the bedrooms overlook a busy street. Although the windows have been soundproofed, there is no air conditioning so in summer the noise may affect light sleepers. The hotel also offers apartments with small kitchens.

### Hotel Seehof Berlin

☎ 32 00 20 FAX 32 00 22 51. rooms: 77



☎ AE, DC, MC, V, JCB, EC. €€

This is an amazing hotel situated in the town centre. It is only ten minutes on foot from the

Messe Gelände (the complex of trade fair halls) but at the same time it overlooks a picturesque lake. The modern structure of this hotel does not reveal the stylish interiors. If you like large rooms with mahogany furniture and a lakeside view, you will love this place. Its restaurant, the Restaurant Au Lac, is one of the best in Berlin.

### Die Fabrik

☎ 611 71 16 FAX 618 29 74. rooms: 41

AE, DC, MC, V, JCB, EC. €

Die Fabrik is a type of youth hostel set in an old factory building. Its simple furnishings are made from pale wood and there are shared bathrooms along the corridors. However, its easy-going atmosphere appeals not only to young people. Apart from single and double rooms, it also offers rooms for three or four people and even larger group rooms where the price of a bed is very cheap.

### Forum Hotel

☎ 23 89 0. FAX 23 89 43 05. rooms: 1006



AE, DC, MC, V, JCB, EC. €€

Modern and functional, all rooms offer either a bath or shower en suite, direct dial telephone, satellite and pay TV, minibar and hairdryer. Unfortunately, the rooms tend to be small and without air conditioning so any rooms that catch the sun can get hot in summer. However, rooms on the upper floors (26-35th floors) are equipped with extras such as air conditioning, a large work station, modem connection and safe and provide magnificent views over the city.



## Hotel inspections

6 Look at the extract from a hotel inspection report. In most of the lines there is one unnecessary word. If the line is correct put a tick (✓).

### Comments

- ✓ 1 I called room service on three occasions and each time there was  
 2 no any response. I therefore went down to reception to place my order  
 3 and spoke to Lisa. I asked her for why there was no one at room service  
 4 and she explained me that they were away from the phone serving  
 5 refreshments at a conference. Lisa took my order but, despite  
 6 of prompting, did not offer me any additional items. She confirmed  
 7 my room number but not my order. On questioning, she displayed  
 8 an average knowledge of the items on the menu. I asked for the meal  
 9 to be delivered in thirty-five minutes and it had arrived twenty-five minutes  
 10 later. Katie (wearing her name badge) brought me the same order. She  
 11 was disagreeable, did not use my name at all and was appeared to be  
 12 agitated. I was offered the bill for to sign but my drink had spilled onto it  
 13 and it was soggy. Katie did not say the usual 'Enjoy your meal' but the  
 14 food itself was tasty and neither too hot nor too much cold. However, the  
 15 glass for my drink was very dirty and I was not left a tray also.

7 Which of the following items were not actually checked?

Items checked

1	efficient response to telephone call (three rings max)	<input type="checkbox"/>
2	helpfulness / friendliness of staff on phone	<input type="checkbox"/>
3	guest name used during phone conversation	<input type="checkbox"/>
4	additional items offered during order process	<input type="checkbox"/>
5	order and room number verbally confirmed	<input type="checkbox"/>
6	product knowledge of staff	<input type="checkbox"/>
7	achievement of agreed room service delivery time	<input type="checkbox"/>
8	appearance of staff (including name badge)	<input type="checkbox"/>
9	friendliness of delivery staff	<input type="checkbox"/>
10	use of guest name by delivery staff	<input type="checkbox"/>
11	offered bill to sign	<input type="checkbox"/>
12	guest wished a pleasant meal	<input type="checkbox"/>
13	quality of food (temperature, taste, freshness as ordered)	<input type="checkbox"/>
14	clear tray removal instructions given	<input type="checkbox"/>
15	tray removed within one hour	<input type="checkbox"/>

Write S if the service was satisfactory or U if unsatisfactory.

## vocabulary A hotel description

### 8 Complete the sentences with a word formed from the word in brackets.

- 1 The Monarch Hotel overlooks a picturesque mountain valley. (picture)
- 2 There are ..... views from all the rooms on the south side. (magnify)
- 3 It is ..... by both rail, bus or private transport. (access)
- 4 All the ..... have been chosen to match the elegant eighteenth-century architecture. (furnish)
- 5 The west wing is of ..... importance as Queen Anne once stayed in the Regency Room. (history)
- 6 Recently awarded the Hotel of the Year prize, we aim to combine ..... with tradition. (modern)
- 7 All rooms are fully ..... with internet access, minibar and coffee-making facilities. (function)
- 8 Our friendly, welcoming staff will ensure your stay is as ..... as possible. (enjoy)

## pronunciation Word stress

### 9 Mark the stressed syllables.

- |                   |                 |
|-------------------|-----------------|
| 1 vacate          | vacancy         |
| 2 confirm         | confirmation    |
| 3 resident        | residential     |
| 4 tradition       | traditional     |
| 5 friendly        | friendliness    |
| 6 courtesy        | courteous       |
| 7 separate (adj.) | separate (verb) |
| 8 suitable        | unsuitable      |

### 10 Which words go together?

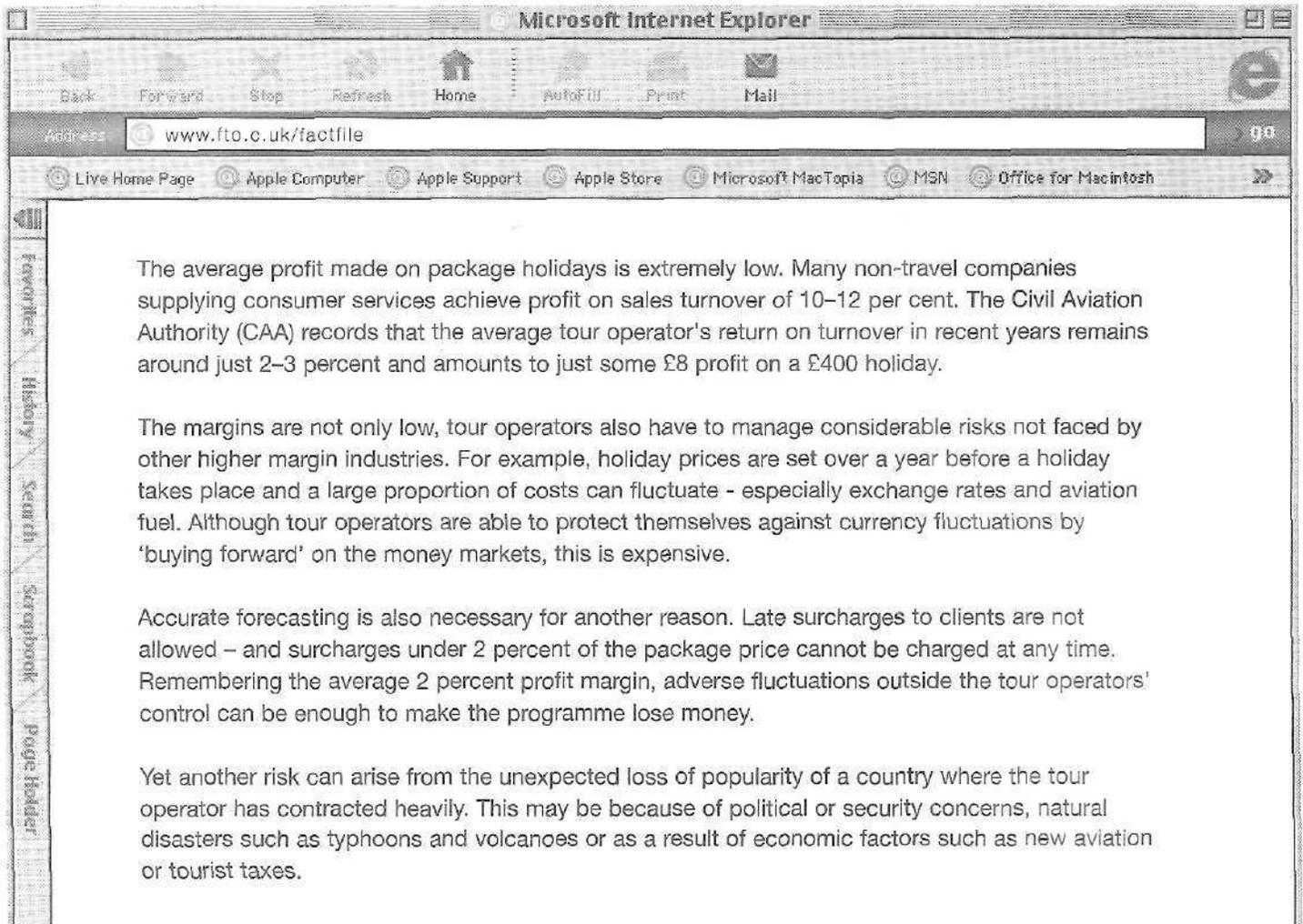
- |                          |              |
|--------------------------|--------------|
| 1 room, occupancy        | a) standards |
| 2 up-market, deluxe      | b) rate      |
| 3 maintain, keep up      | c) bed       |
| 4 wheelchair, internet   | d) location  |
| 5 quiet, suitable        | e) staff     |
| 6 four-poster, king-size | f) hotel     |
| 7 helpful, polite        | g) access    |
| 8 magnificent, lakeside  | h) views     |

# Tour operators

## reading Market report

1 Read the text on the following page and answer these questions.

- 1 What would be the best title?
  - a) Forecasting the future
  - b) Trends in the travel industry
  - c) Health and safety concerns
  - d) Profitability and risk
- 2 What does 'return on turnover' mean?
  - a) the profit left after all expenditure
  - b) profit made from total sales
  - c) the number of passenger flights
  - d) customers purchasing a holiday over £400
- 3 According to the passage, tour operators
  - a) usually make a profit of over 10 percent.
  - b) often make very little profit.
  - c) always buy currency in advance.
  - d) limit their surcharges to 2 percent.
- 4 What does 'buying forward' mean in context?
  - a) purchasing foreign exchange at a pre-agreed rate
  - b) charging customers more for their holiday
  - c) making customers pay in foreign currency
  - d) keeping costs as low as possible
- 5 Which threats are NOT mentioned?
  - a) changes in exchange rates
  - b) natural catastrophes
  - c) social unrest
  - d) unexpected cancellations
- 6 What is the purpose of this passage?
  - a) to persuade
  - b) to warn
  - c) to inform
  - d) to advise



*Adapted from www.fto.co.uk/factfile*

## vocabulary **Tour operators**

### 2 Complete the sentences with words from the box.

merger	competition	tailor-made	takeover
brand	e-commerce	collapse	margins

- Under the ..... agreement the three companies will share their resources and be combined into one new company.
- Management described the move as a hostile ..... bid and said Crossair would lose its independence.
- Kuoni and Thomson are two of Britain's biggest package holiday ..... names.
- The growth of ..... applications such as online booking is transforming the industry.
- It's increasingly difficult to survive in the face of so much .....
- The ..... of the tour operator meant that many holidaymakers were unable to return home until new arrangements had been made.
- We're in the business of offering ..... holidays at package tour prices.
- Last year we were able to maintain high profit ..... well in excess of the industry average.

### The /ɪ/, /i:/ and /aɪ/ sounds

3 Put these words into the correct group according to the underlined vowel sound.

determine	digital	direct	energy	identify
inclusive	million	seat	sit	skier

/ɪ/	/i:/	/aɪ/
determine		

### language focus Present perfect and past simple

4 Complete the text with the correct form of the verbs in the box.

open	be	become	decline	enhance
evolve	expand	organise	set up	take

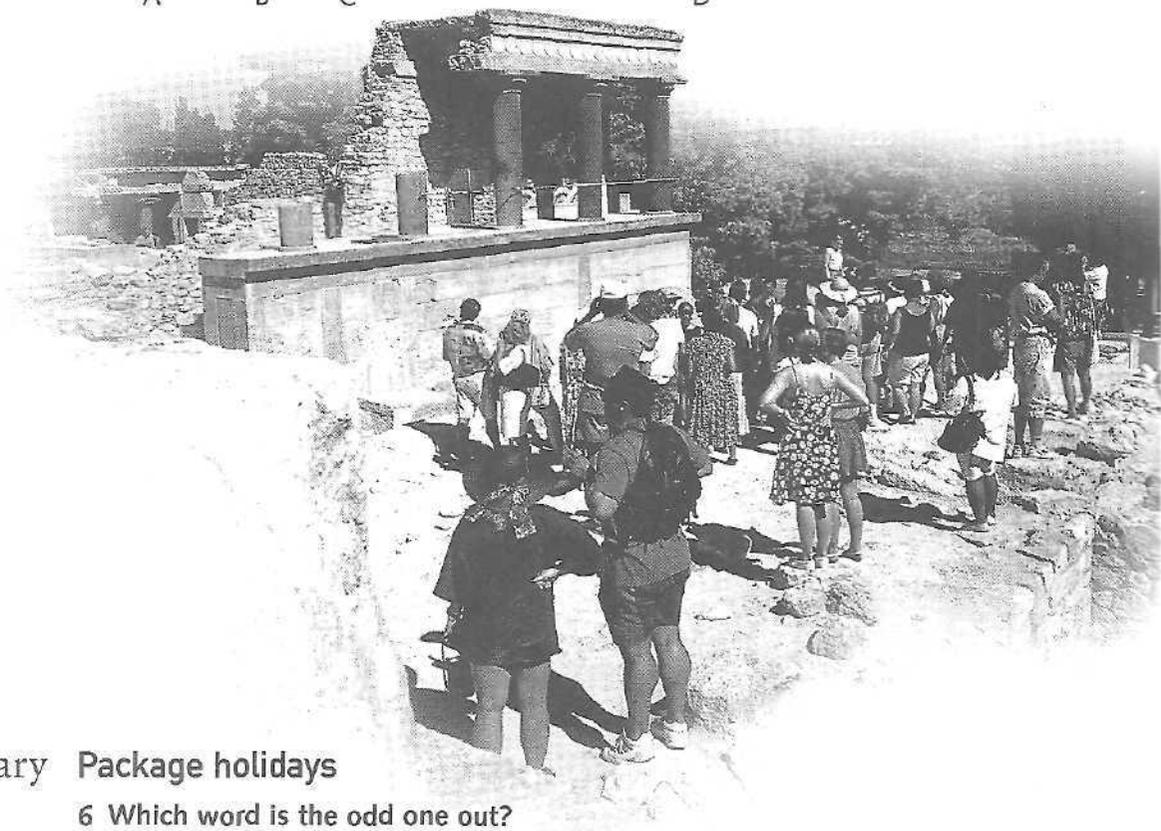


In 1906 Alfred Kuoni .....opened.....<sup>1</sup> a 'Travel Bureau' in Zurich, Switzerland and one year later .....<sup>2</sup> his first escorted group tour to Egypt. Over the next fifty years the Kuoni business .....<sup>3</sup> into Europe and .....<sup>4</sup> Europe's first travel agency to operate charter flights to Africa. In 1977 Kuoni organised.....<sup>5</sup> the first charter tour around the world and nineteen years later .....<sup>6</sup> its own charter airline.

While only two years ago roughly half of Kuoni's turnover .....<sup>7</sup> still generated in Switzerland, this .....<sup>8</sup> to less than 30 percent today – testimony of Kuoni's strong pan-European presence. In contrast to the other major European operators, Kuoni .....<sup>9</sup> its position in markets outside Europe such as the USA and India. Over the last few years, Kuoni .....<sup>10</sup> into a company with a truly global reach that employs a staff of over 7,700 specialists around the world.

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

- 1 Many changes took place in the travel industry over the last few years.  
A B C D
- 2 He started his career ten years ago when he has been at college.  
A B C D
- 3 Thomas Cook was the first person to organise a travel package since 1851.  
A B C D
- 4 The number of bookings fell since the air traffic controllers went on strike.  
A B C D
- 5 Are you in charge of product development for very long?  
A B C D
- 6 I think he made too many mistakes when he has been managing director.  
A B C D



**vocabulary Package holidays**

**6 Which word is the odd one out?**

- |               |                |                  |                   |
|---------------|----------------|------------------|-------------------|
| 1 charter     | scheduled      | long-haul        | upgrade           |
| 2 guesthouse  | chalet         | motor home       | lodge             |
| 3 full board  | surcharge      | half board       | bed and breakfast |
| 4 airline     | coach operator | ferry company    | travel agency     |
| 5 backpacking | wedding        | trekking         | guiding           |
| 6 villa       | visa           | foreign exchange | insurance         |
| 7 safari      | currency       | honeymoon        | weekend break     |
| 8 single      | return         | round trip       | all-inclusive     |

**Which category do the remaining words in each group belong to?**

types of holiday    ancillary services    transportation    accommodation

## writing Letter of apology

## 7 Complete the letter using the phrases from the box.

beyond our control      bringing this matter to our attention  
 we are very sorry to hear      please accept our apologies  
 regret      we have taken measures      please be assured  
 we have decided to compensate you      voucher

## AlphaTours

112 Harrow Way, Old Woking, GU8 7BT

Mr Michael Singh  
 4 Eldertree Cottages  
 Alton, Hants  
 GU34 2RB

Dear Mr Singh,

Thank you for your letter of 4 March and for .....<sup>1</sup>.

.....<sup>2</sup> that your holiday was not as enjoyable as it might have been. Unfortunately, you were victims of air traffic congestion at the airport which is .....<sup>3</sup> and we can only .....<sup>4</sup> that the staff at the terminal were not more helpful.

.....<sup>5</sup> for the condition of the hotel. We were assured by the owners that the refurbishment would be completed in time and .....<sup>6</sup> to ensure that this kind of incident will not happen again.

I have been informed that the problem of jellyfish is exceptional and could not have been anticipated. The beach itself is secluded and normally swimming is entirely safe.

After investigating the flight times .....<sup>7</sup> for the equivalent of one day of your holiday per person. Our accounts department will be sending you a cheque within the next few days, together with a .....<sup>8</sup> offering 10% reduction on your next booking with us.

.....<sup>9</sup> that we will take steps to make sure that in future departure times do not involve such an early morning start.

Yours sincerely,



Michelle Brown  
 (Customer Services Manager)

# Dealing with guests

## reading The Swan Hotel

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

1 Before arriving at the hotel the writer

- a) had been there the weekend before.
- b) had not been in contact with the hotel.
- c) had been unable to get through.
- d) had been lucky to get a room.

2 The hotel

- a) was built in 1821.
- b) looks ordinary.
- c) is in the town centre.
- d) looks impressive.

3 The writer's first impression was one of

- a) enthusiasm.
- b) amusement.
- c) anger.
- d) disappointment.

4 We learn that the room was

- a) ordinary.
- b) attractive.
- c) well-furnished.
- d) at the back of the hotel.

5 What do we learn about the owner?

- a) He is energetic.
- b) He is a good salesman.
- c) He pays attention to detail.
- d) He has a sense of humour.

6 Which of these is NOT true?

- a) They ate in a separate dining room.
- b) The waiter misunderstood the order.
- c) The food was unsatisfactory.
- d) The chef was competent.

# Swan Hotel

When I rang to book a room at The Swan, the receptionist sounded doubtful. 'I don't think we've anything that weekend,' she said. 'No, wait – there's just one.'

The Swan, dating back to 1821, is the Georgian building at the end of town. We had to smile at the comical scene that greeted us when we arrived. A disorganised receptionist; an over-talkative salesman with his back to us and two foreign guests reduced to communicating in sign language.

At last, we made it to our small, nothing out of the ordinary, brown and cream room with a double bed and a view of the gardens.

Coming downstairs again we met another talkative character. Colin Vaughan, the owner, amused us with stories of the army, difficult guests, VAT and how the hotel had been used as a bookshop before he bought it ten years ago: 'It took me six long weeks to get rid of all those books.'

Today, the Swan is a traditionally furnished hotel with generous areas of red, flowery carpet and a large number of cherry-red sofas and armchairs.

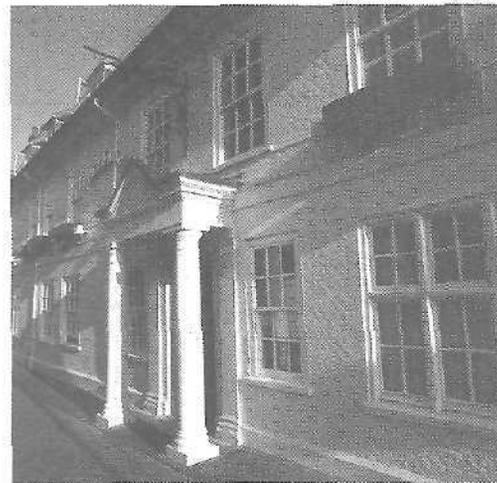
After a wander around town, a blonde girl broke the news that we couldn't have dinner in their restaurant that evening because members of the Chamber of Commerce were having dinner there and the other public rooms had been booked by a rugby club.

Assuming we would be served two bar meals instead, we made our way to the bar. Yet we were confused. We thought the girl had said something about a table for us in the room next to the bar? We made our way there and sat down. To our surprise, restaurant menus were brought. So she had meant it!

We were further surprised when we were led into a small plain dining room where several tables had been laid including one large one occupied by people eating bar meals. By now we were even more confused. We suspected the hotel management was, too!

Oh dear! I had asked for local baked trout without its lemon and ginger sauce. It arrived with. However, the chef more than made up for the situation by removing the skin complete with sauce and then skilfully filleting the fish. Again, surprisingly good – as was my husband's pork with mustard sauce.

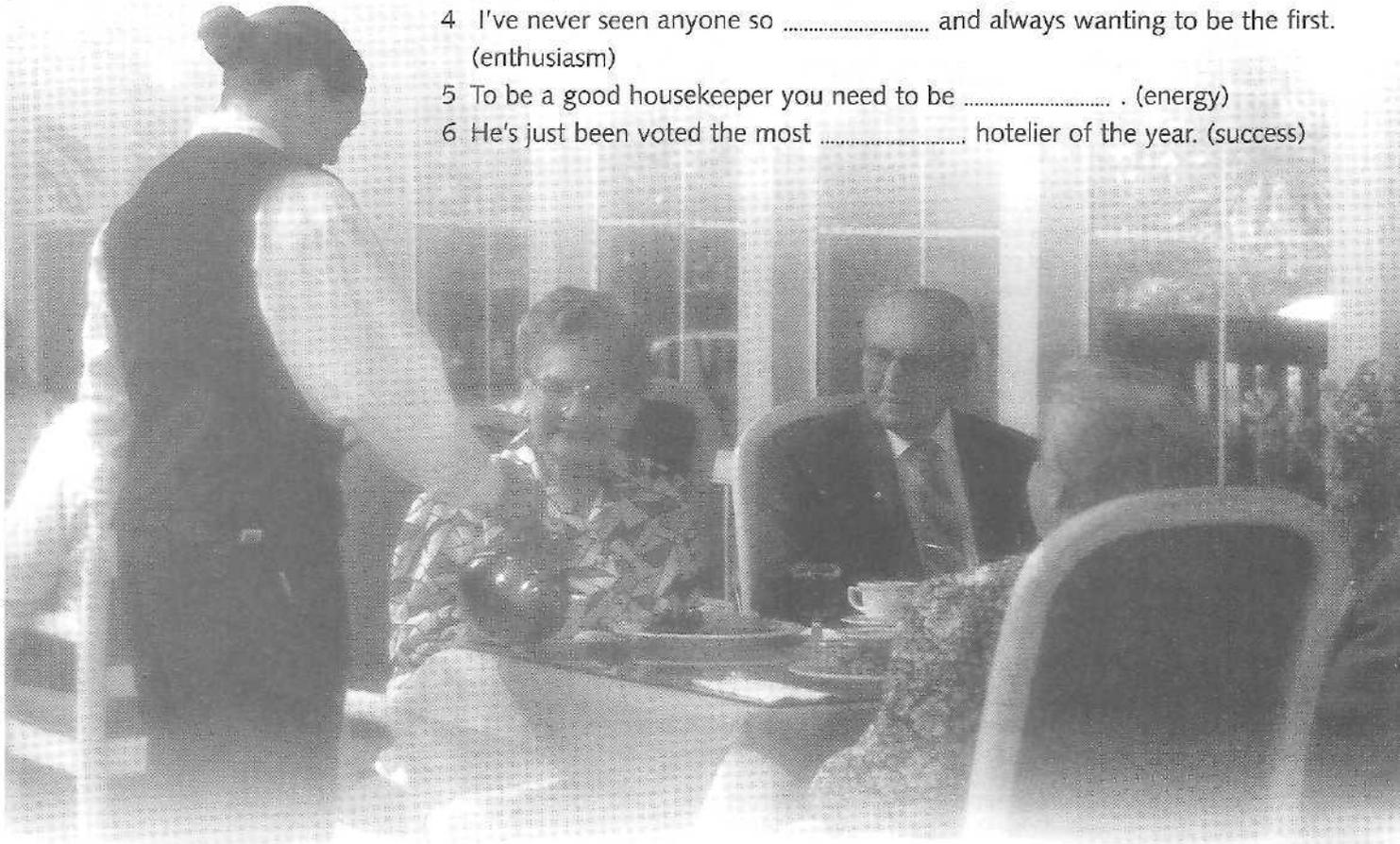
Nevertheless, it would have been nice to have been told beforehand about the dining arrangement – after all, it's not just the food one pays for, it's the sense of occasion too – and, in an ideal world, we would have had something knocked off the bill.



vocabulary **Word building**

**2 Complete the sentences with the correct form of the word in brackets.**

- 1 She has a very ..... personality and likes being with people. (please)
- 2 He's a very ..... sort of person, always friendly and ready to help. (like)
- 3 She can be ..... when she wants to, but sometimes she's just plain rude. (charm)
- 4 I've never seen anyone so ..... and always wanting to be the first. (enthusiasm)
- 5 To be a good housekeeper you need to be ..... . (energy)
- 6 He's just been voted the most ..... hotelier of the year. (success)



**-ing or -ed?**

**3 Complete the sentences with the correct adjective.**

- 1 I was very *tired* / *tiring* after the long journey.
- 2 The hotel is situated in a *charmed* / *charming* village.
- 3 The new bonus means staff are now very *motivated* / *motivating*.
- 4 The inspector was *revolted* / *revolting* by the state of the kitchen.
- 5 The training course was hard work but very *fulfilling* / *fulfilled*.
- 6 The lack of hygiene in the kitchen was *disgusted* / *disgusting*.
- 7 They were both *amused* / *amusing* by the manager's funny stories.
- 8 They found the receptionist's attitude *confused* / *confusing*.
- 9 They were *surprised* / *surprising* to see the size of the bill.
- 10 The guests were very *satisfied* / *satisfying* with their stay.

pronunciation **Word stress**

**4 How many syllables are there in each word? Mark the stressed syllable.**

acceptable    unacceptable    inconvenience    apology    apologise  
compensation    misunderstanding    mix-up    sympathetic

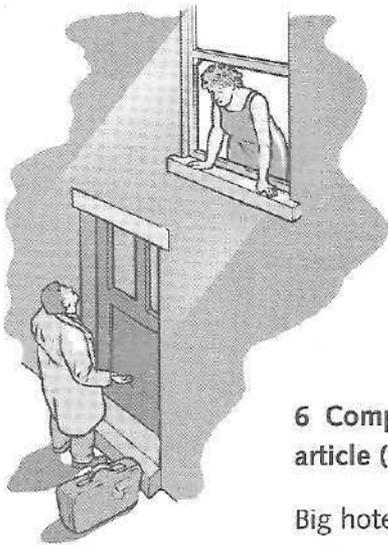
## language focus Articles

5 Complete the passages with *a*, *an*, *the* or no article ( $\emptyset$ ).

...A <sup>1</sup> man arrived at .....<sup>2</sup> seaside hotel where he had made  
 .....<sup>3</sup> reservation rather late at .....<sup>4</sup> night. All .....<sup>5</sup> lights were  
 out, so he knocked on .....<sup>6</sup> front door. After .....<sup>7</sup> long time,  
 .....<sup>8</sup> light appeared in .....<sup>9</sup> upstairs window and .....<sup>10</sup> old  
 woman called out, 'Who are you? What do you want?' 'I'm staying  
 here!' the man replied. 'Well stay there then,' she shouted, and  
 slammed .....<sup>11</sup> window shut.



.....<sup>12</sup> farmer, who went to stay in a big city for .....<sup>13</sup> first time  
 ever, to do some sightseeing, asked .....<sup>14</sup> hotel's clerk about .....<sup>15</sup>  
 times of .....<sup>16</sup> meals. 'Breakfast is served from seven to eleven,  
 .....<sup>17</sup> lunch from twelve to three, and .....<sup>18</sup> supper from six to  
 eight,' explained .....<sup>19</sup> clerk.  
 'Look here,' inquired .....<sup>20</sup> farmer in .....<sup>21</sup> surprise, 'when am I  
 going to be able to see .....<sup>22</sup> city?'

6 Complete the text about safety deposit boxes with *a*, *an*, *the* or no article ( $\emptyset$ ).

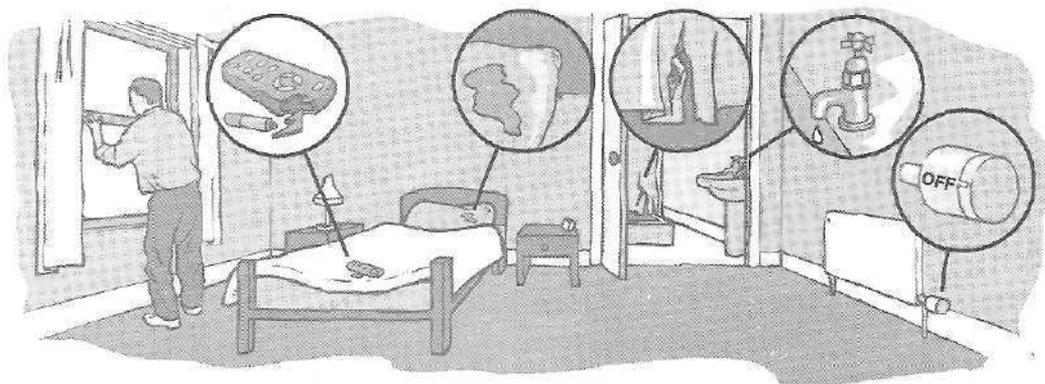
Big hotels use ... $\emptyset$ .....<sup>1</sup> individual deposit boxes for .....<sup>2</sup> personal property  
 such as .....<sup>3</sup> jewellery, .....<sup>4</sup> passports or .....<sup>5</sup> money. Larger items  
 such as .....<sup>6</sup> briefcases or even .....<sup>7</sup> fur coats have to be stored  
 separately. These safety deposit boxes are usually located in .....<sup>8</sup> front  
 office area.

.....<sup>9</sup> boxes are stored in .....<sup>10</sup> individual safes which are secured by  
 .....<sup>11</sup> two locks. .....<sup>12</sup> first lock is opened by .....<sup>13</sup> key that is  
 common to every safe; this key is held by .....<sup>14</sup> cashier. .....<sup>15</sup> second  
 lock has .....<sup>16</sup> individual key which is issued to .....<sup>17</sup> guest, who signs  
 .....<sup>18</sup> deposit slip. .....<sup>19</sup> safe can only be opened when .....<sup>20</sup> both  
 keys are in .....<sup>21</sup> locks. .....<sup>22</sup> guest and .....<sup>23</sup> cashier must both be  
 present and sign .....<sup>24</sup> deposit slip.

## vocabulary Hotel problems

7 Use these words to describe the problems and match them with the pictures.

stained      freezing      missing      stuck  
working      torn      dripping      sags



- 1 The bed .....
- 2 The pillowcase is .....
- 3 The shower curtain is .....
- 4 The remote control isn't .....
- 5 The tap is .....
- 6 One of the bedside lamps is .....
- 7 The window is ..... and I can't open it.
- 8 It's ..... and the radiator is supposed to be on.

Now match the problems with these responses from the manager.

- a) I'm awfully sorry. I'll get you a clean one.
- b) I'll get you some new batteries.
- c) Yes it is rather cold. I'll have the central heating turned up.
- d) Thank you for telling me. I'll have a new one put up.
- e) I'll have it seen to by a plumber first thing tomorrow.
- f) Oh, I'll get someone to force it open for you.
- g) Is it? OK, I'll send someone up straight away with another one.
- h) Oh dear. It probably needs a new mattress.

## Misunderstanding

8 Complete the expressions with the words in the box.

our lines crossed      head nor tail      at cross-purposes      mix-up  
the wrong end of the stick      missed the point

- 1 I tried to make him understand but he completely .....
- 2 We both got ..... and so I didn't know what she was trying to do.
- 3 We'd been in conversation for at least three minutes before we realised we were talking .....
- 4 I know she was upset but she got .....
- 5 He started speaking to me in dialect and I couldn't make ..... of what he was saying.
- 6 There was a ..... over the train times and we arrived three hours late.

# Travel agencies

## vocabulary Confirming a booking

### 1 Complete the dialogue with these phrases.

- a) and the return flight
- b) Tracy speaking
- c) I'll send her the tickets and a confirmation in writing
- d) and where will I be staying
- e) could you give me your name
- f) could you tell me who the tickets should be sent to
- g) how can I help you
- h) my pleasure
- i) could you give me the details, please
- j) is that right

- Travel agent** Good afternoon. ....<sup>1</sup>.
- Customer** Hello, Is that Medway Travel?
- Travel agent** Yes, .....<sup>2?</sup>
- Customer** I'd like to confirm the arrangements for my business trip to Italy please.
- Travel agent** Certainly. ....<sup>3?</sup>
- Customer** Sure. It's Philip Weston, W-E-S-T-O-N.
- Travel agent** Fine, I'm just bringing you up on the screen. You're going to Milan, .....<sup>4?</sup>
- Customer** Yes, that's correct. ....<sup>5?</sup>
- Travel agent** OK, so you're leaving on the thirty-first of March on flight number AZ102, check-in at 9.20, leaving Heathrow 10.20, arriving 13.00.
- Customer** .....<sup>6?</sup>
- Travel agent** We've booked you on AZ521 from Milan to Heathrow, leaving at 17.05 and arriving at 18.45. Check-in by 16.00.
- Customer** OK. ....<sup>7?</sup>
- Travel agent** Two nights at the Hotel Miramare. It has single rooms with private bathroom, minibar and the usual facilities.
- Customer** Right. Yes, I've stayed there before.
- Travel agent** .....<sup>8?</sup>
- Customer** Yes, my secretary, Mrs Michelle Young at the TSB bank. You've got the address.
- Travel agent** OK, .....<sup>9</sup>.
- Customer** Thank you very much.
- Travel agent** .....<sup>10</sup>.

writing Letter of confirmation

2 Complete the letter of confirmation with the information from the dialogue on page 29 and the phrases below.

- a) yours sincerely
- b) with reference to the above
- c) together with invoice no. 12/0954F
- d) travel consultant
- e) if you have any queries
- f) all your reservations have been confirmed

## Medway Travel

15 Rochester Way  
Maidstone  
MD4 2DS

Mrs Michelle Young  
TSB Bank  
35 Stanley Road  
Gillingham

2 March 2003

Dear Mrs Young,

**RE : BUSINESS TRIP TO ITALY**

.....<sup>1</sup> With reference to the above.....<sup>2</sup> I am pleased to enclose Mr Weston's travel documents,

.....<sup>3</sup> and the itinerary is as follows :

Booking reference: 12/0954F

Destination(s): Milan

Date	From / To	Flight No.	Check-in	Depart
..... <sup>4</sup>	..... <sup>5</sup>	..... <sup>6</sup>	..... <sup>7</sup>	..... <sup>8</sup>
..... <sup>9</sup>	..... <sup>10</sup>	..... <sup>11</sup>	..... <sup>12</sup>	..... <sup>13</sup>

Hotel Accommodation

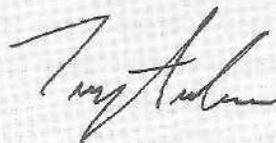
Date

Duration

.....<sup>14</sup> .....<sup>15</sup> .....<sup>16</sup>

.....<sup>17</sup> please do not hesitate to contact me.

.....<sup>18</sup>



Tracy Andrews  
.....<sup>19</sup>

Enc. Tickets + vouchers

vocabulary **Time****3 Complete the sentences with words from the box.**

zones   take   one   estimated   good   ran   dead

- 1 Los Angeles and London are in different time ..... zones .....
- 2 The ..... time of arrival is 11.35.
- 3 ..... your time, we're in no hurry.
- 4 The flight arrived ..... on time, not a minute's delay.
- 5 Make sure you leave in ..... time to get to the airport before check-in closes.
- 6 There are about 5,000 visitors at any ..... time.
- 7 We ..... out of time and weren't able to complete the project.

language focus **The future****4 Complete the sentences with the correct option.**

- 1  My sister's just been told the agency is closing down.
  - Oh no! What .....
  - She doesn't know yet.
    - a) is she going to do
    - b) is she doing
    - c) will she be doing
- 2  You said you would send me on an educational trip to Malta.
  - I know, ..... it before Christmas. Don't worry.
    - a) I'll be arranging
    - b) I arrange
    - c) I'll arrange
- 3  Have you made any plans for the summer?
  - Yes, Juan and I ..... the summer in Corsica.
    - a) are spending
    - b) will spend
    - c) spend
- 4  Could I have a word with you?
  - Sorry, I'm in a real hurry. My train ..... in three minutes.
    - a) will leave
    - b) leaves
    - c) is going to leave

- 5  I've got to go out for a couple of hours.  
 ● Don't worry, ..... the shop while you're away.  
 a) I'm going to look after  
 b) I look after  
 c) I'll look after
- 6  How many Magic of Spain brochures should we order?  
 ● A lot. I think Spain ..... very popular this year.  
 a) is being  
 b) is going to be  
 c) is

5 Complete the memo with a suitable future form of the verbs in brackets.



**Galaxy** Travel

**MEMO**

FROM Paul Lewis

TO Mandy Curtis 2 June 2003

This is to let you know about the travel arrangements for your educational trip to Madrid next week.

I've booked you on an early flight so you (have to) .....<sup>1</sup> get up early! The flight (leave) .....<sup>2</sup> from Gatwick at 6.45, check-in one hour beforehand.

You (stay) .....<sup>3</sup> at the Santo Domingo for four nights. They (not know) .....<sup>4</sup> that you are employed by a travel agency so make sure you don't make it obvious that you are actually checking the quality of their facilities.

This afternoon I (phone) .....<sup>5</sup> a car hire firm so that you can take one day to visit Toledo. I know you've driven abroad before so I'm sure you (be able to).....<sup>6</sup> cope with driving on the right.

Don't forget that you (present) .....<sup>7</sup> a report to your colleagues when you (get) .....<sup>8</sup> back so I suggest you take a laptop computer with you to keep a record of everything. It looks as if it (be) .....<sup>9</sup> very hot so you should also take your sunglasses and summer clothes!

I (leave) .....<sup>10</sup> your tickets and car hire details on your desk this evening.

Have a good trip.

Paul

## writing Proof reading

6 Read the letter and correct all the underlined mistakes.



Mr Sergiusz Jablonski  
 28 Riverside  
 Bristol  
 4 April 2003

Dear Mr Jablonski,

**Re: Great offers to Spain**

Thank you very much for your recent request for informations<sup>1</sup>. As a Preferred Customer who has previously booked with Galaxy Travel, I thought you would be interesting<sup>2</sup> in some of our holiday's ideas<sup>3</sup> in Spain this summer. I am pleased to join<sup>4</sup> a Magic of Spain brochure, which is including<sup>5</sup> a new great value holiday to Andalucia and a leaflet dedicated to short brakes<sup>6</sup> in Madrid and its surroundings.

Madrid is particularly suitable, not only for its wealth of attractions but also for its geographical location. For example, both of<sup>7</sup> Toledo and Segovia can easily be reached from Madrid by rail, bus or car and are easily explored by feet<sup>8</sup>.

I believe you will find that these holidays are offering<sup>9</sup> excellent value for money. So much is include<sup>10</sup> in the price that is often an extra, such as insurance and cancellation cover, portorage of luggages<sup>11</sup> and excursions accompagnied<sup>12</sup> by experienced guides.

We are currently offering £50 off the brochure price if any of these holidays are booked and payed<sup>13</sup> for by the end of the month.

If you need any farther<sup>14</sup> details please do not hesitate to contact me.

I look forward to hear<sup>15</sup> from you.

Yours sincerely

A handwritten signature in cursive script that reads "Paul Lewis".

Paul Lewis  
 Branch Manager  
 Galaxy Travel

# Hotel reservations

## reading Working in reception

1 Read the interview with Fiona McGovan, a tourism student who has recently completed a work placement at a hotel, and answer the questions.

1 Tick the things she had to do.

- a) deal with money
- b) take bookings
- c) serve in the bar
- d) organise seminars
- e) communicate with other sections

2 What did she find particularly difficult?

- a) using the computer system
- b) the quantity of work
- c) staff relationships
- d) checking the accounts

3 Why was the guest's room not waiting for her?

- a) She hadn't made a booking.
- b) She had arrived at the wrong hotel.
- c) Her room had been given to a colleague.
- d) Someone else had been given her room.

4 Why did the woman come back to the hotel?

- a) The room had been released.
- b) She needed to collect her bags.
- c) She was going to talk to someone.
- d) She'd received a phone call.

5 How did the woman react?

- a) She was angry.
- b) She complained to her colleague.
- c) She insulted the staff.
- d) She left without saying a word.

# A placement at the Mansion Hotel

*Trainee Fiona McGovan talks to Milli Patel about her recent work experience.*



You've just finished working in a hotel, haven't you?

*That's right, I was in a three-star hotel called the Mansion Hotel.*

What kind of things did you have to do?

*At the beginning I was on reception. I had to take bookings, confirm reservations and welcome the guests when they arrived. I also had to deal with the money side of things, take payments, check the petty cash, do the accounts, change currency, all the basic front office things, and of course liaise with all the other departments.*

What sort of things did you find easy or particularly difficult?

*It wasn't easy because there were so many things to do and I was on my feet all day long. At first, it wasn't easy to use the computer system but it didn't take too long to get used to.*

Were there any problems you had to deal with?

*Well, yes there was one occasion when a woman had made her booking months before and written to confirm. But when she arrived her room had been let out and so she was redirected to another hotel.*

What happened to her booking?

*Well, because she arrived after 6 pm, that's when the rooms are released. Anyway, the next day she came back to see whether there'd been any phone calls or faxes and she'd also arranged to meet someone in the lobby. But in fact the person she was going to meet had been told to go to another hotel. And it wasn't even the one she was staying at but a different hotel altogether.*

She must have been really fed up.

*She was and she let us know. But the worst thing was when she came across someone from her company who was staying with us and who had checked in at half past nine. I think we lost a customer there!*

vocabulary 2 Which words in the text mean the same as these?

- a) handle
- b) small change
- c) foreign money
- d) work closely with
- e) accustomed to
- f) given to another person
- g) annoyed
- h) met

language focus **Politeness**

**3 Make these questions sound more polite using the word in brackets**

1 What's your name? (tell)

.....

2 Can you spell that? (would)

.....

3 What kind of room do you want? (could)

.....

4 What time will you get here? (know)

.....

5 How will you pay? (be)

.....

6 Sign the visitors' book, will you? (mind)

.....

pronunciation **Contrastive stress**

**4 Underline the two stressed words in each sentence.**

1 Would you like brown bread or white?

2 Checking the petty cash is your responsibility not his.

3 He doesn't want to pay by cheque, he wants to pay in cash.

4 I didn't say they might be coming, I said they were.

5 They were supposed to deliver it yesterday not tomorrow.

6 It's not the first complaint they've had and it won't be the last.

language focus **Indirect questions**

**5 Put the words into the right order.**

1 you vacated me have could tell rooms which been?

2 the any you have repaired when idea photocopier will do be?

3 would I wondering if room you was changing mind your.

4 tonight what you know do time be you'll back?

5 noise making you mind please would just a less little?

6 many you let group know how could people are there me in your?

**Reported speech**

**6 Tick (✓) the sentences which are grammatically correct. Put a cross (X) by the sentences that are wrong and correct them.**

1 Mrs Roberts phoned and told that she wanted to extend her stay.

2 Could you tell me how long you intend to stay?

3 Mr Kent asked me to say you he would be late this evening.

4 I'll tell him what you said when he arrives.

5 The receptionist warned us don't leave valuables in our rooms.

6 He asked you for fax him a copy of the invoice.

7 She suggested to phone him on his mobile.

8 He promised getting in touch as soon as possible.



## reading Sydney's trains

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

1 What is this text about?

- a) visitors to Sydney
- b) transportation in Sydney
- c) bus services
- d) what kind of ticket to buy

2 TravelTen tickets

- a) are good if you travel the same line frequently.
- b) can only be used by the purchaser.
- c) are only valid for seven consecutive days.
- d) provide unlimited travel on buses and ferries.

3 Visitors travelling regularly from the city to the suburbs should buy

- a) a TravelTen ticket.
- b) the Green TravelPass.
- c) the Red TravelPass.
- d) the Blue TravelPass.

4 An X in front of the bus numbers means

- a) it will only stop at certain points.
- b) only passengers with tickets can get on.
- c) it is a high-speed bus.
- d) it does not run at weekends.

5 If 1 January is a bank holiday and falls on a Saturday

- a) the Saturday timetable applies all day.
- b) the weekday timetable applies except after 6 pm.
- c) there are no buses at all that day.
- d) the Sunday timetable is applicable until 6 pm.

## Pronunciation

7 Which is the odd one out?

- |                    |                 |                  |                  |
|--------------------|-----------------|------------------|------------------|
| 1 <u>tour</u>      | <u>more</u>     | <u>sure</u>      | <u>harbour</u>   |
| 2 <u>turn</u>      | <u>circle</u>   | <u>ferry</u>     | <u>journey</u>   |
| 3 <u>sign</u>      | <u>terminal</u> | <u>signal</u>    | <u>valid</u>     |
| 4 <u>newsagent</u> | <u>station</u>  | <u>junction</u>  | <u>passenger</u> |
| 5 <u>liability</u> | <u>licence</u>  | <u>composite</u> | <u>expiry</u>    |
| 6 <u>aisle</u>     | <u>mile</u>     | <u>wajver</u>    | <u>type</u>      |

# Sydney's trains and buses

Travelling on Sydney's trains, buses and ferries is not expensive, especially if you use one of the composite tickets or *TravelPasses* that are readily available from railway stations, newsagents and news stands where the yellow and black 'Bus tickets sold here' sign is on display.

*TravelTen* tickets entitle you to make ten bus journeys by public transport. The tickets are colour-coded, according to the number of sections for which they can be used on each journey. These tickets are useful if you need to travel the same route a number of times. Most visitors will require either a Blue *TravelTen* (1–2 sections) or a Red *TravelTen* (3–9 sections). Most visitors' *TravelTen* tickets can be transferred from one user to another and can be shared by more than one passenger.

The most economical of the composite tickets are the *TravelPasses* which allow unlimited seven-day travel on buses, trains and ferries as long as you travel within stipulated zones. They are sold in 'bus only' or 'bus-ferry' and 'bus-ferry-train' combinations. The Red *TravelPass*, a combined 'bus-ferry-train' ticket, covers all zones included in the usual tourist outings. The slightly more expensive Green *TravelPass* allows for bus, train and ferry travel over a wider area.

Route numbers and destinations are prominently displayed on the buses and an X in front of the number means it is an express bus. Tickets (one-way only) are bought from the driver. Try to have coins at hand as drivers are not always able to change large notes. You will be given a ticket valid for that journey – if you change buses you will have to pay again.

Timetables are found on the bus stop sign or at a nearby shelter. The Sunday timetable also applies to public holidays, except when they fall on a Saturday. In this case, *Saturday timetables apply after 6 pm.*



**8 Complete the text with words from the box.**

across    along    in front of    down to    until  
 ahead    next to    away from    above    up    out

**A two-hour walk from to Clovelly**

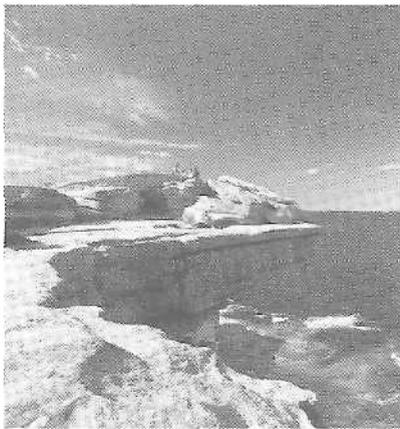
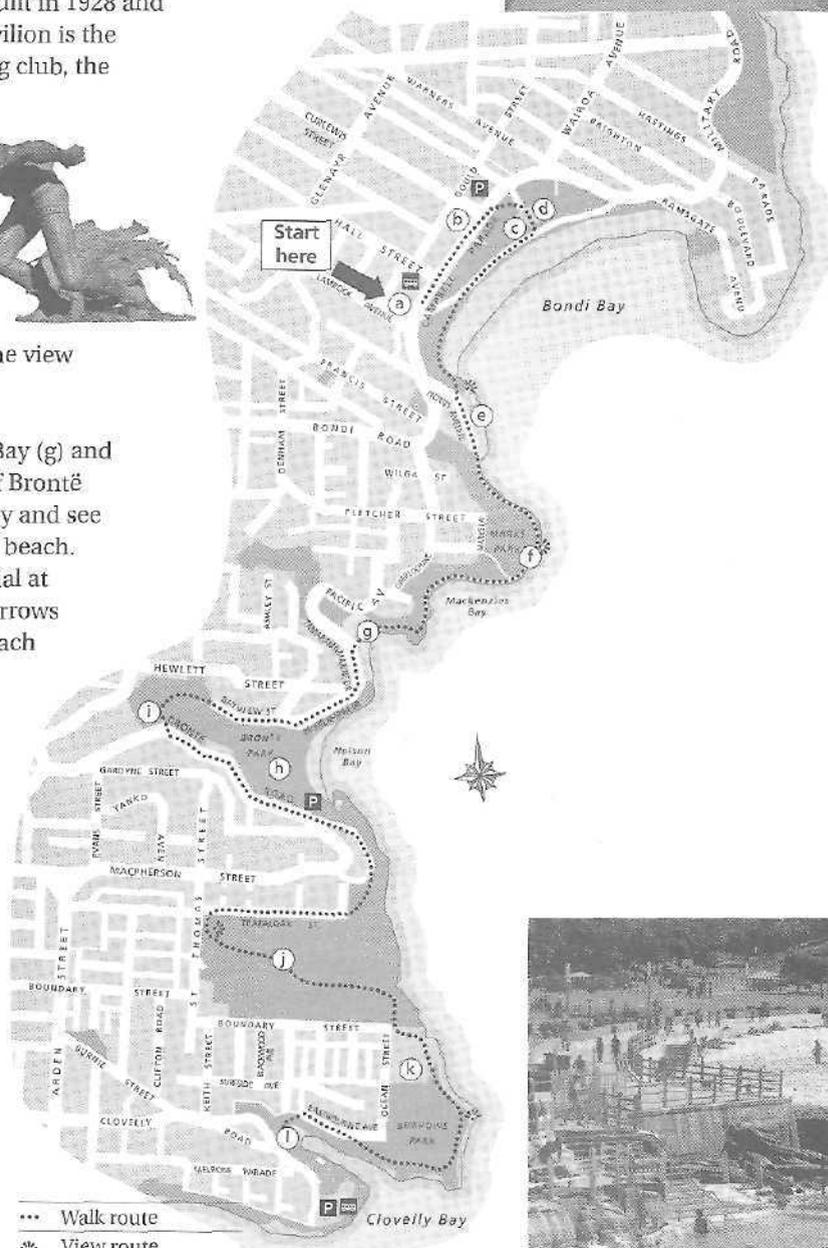
Walk north .....<sup>1</sup> Campbell Parade (a), passing a row of hotels, beachwear shops and lively cafés that give the street a colourful atmosphere. Turn right, crossing .....<sup>2</sup> Hotel Bondi (b) and walk .....<sup>3</sup> the beach. Straight .....<sup>4</sup>, you will see the Pavilion (c), built in 1928 and today a cultural centre. ....<sup>5</sup> the Pavilion is the home of Australia's oldest surf life saving club, the Bondi Surf Bathers (d).

Follow the beach south and climb .....<sup>6</sup> a flight of steps to continue on Notts Avenue above Bondi Baths (e). Then leave Notts Avenue and continue another 500 metres until you reach Mackenzies Point (f) on the headland and admire the view .....<sup>7</sup> to sea.

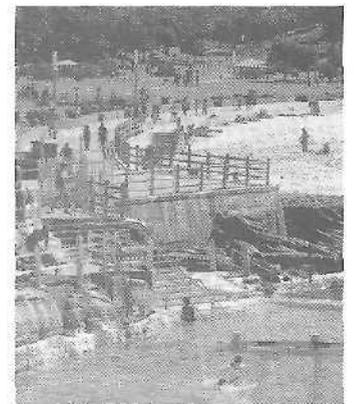
Resume your walk as far as Tamarama Bay (g) and follow the road .....<sup>8</sup> to the slopes of Brontë Park (h). In order to explore Brontë Gully and see Brontë House (i), continue .....<sup>9</sup> the beach. Then head south, past the Irish memorial at Waverley Cemetery (j) and .....<sup>10</sup> Burrows Park (k) .....<sup>11</sup> you reach Clovelly Beach and the walk's end (l).



Tamara Surf Life Saving Club, at the beach's northern end



Lookout at Mackenzies Point, a popular spot for watching surfers



Brontë's swimming baths

- Walk route
- \* View route
- Bus stop icon
- P Parking



# Eating out

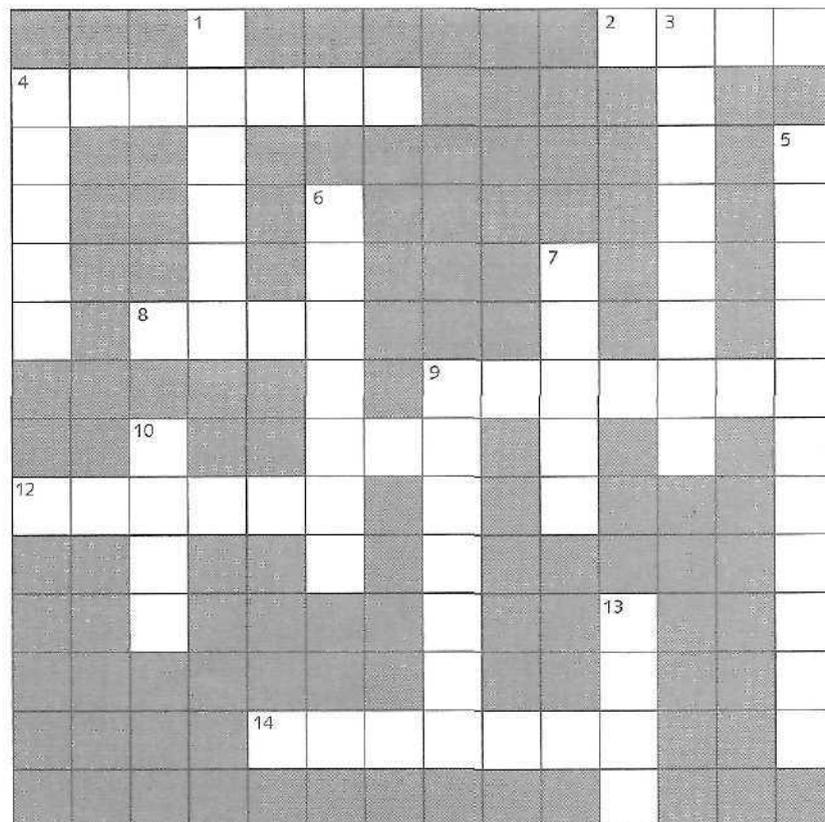
vocabulary 1 Complete the crossword using these clues.

Across ►

- 2 another word for food
- 4 the opposite of sweet
- 8 the list of dishes in a restaurant
- 9 you hope to get this with a smile
- 11 money you leave for the waiter or waitress
- 12 the person who serves you
- 14 a French word for cooking

Down ▼

- 1 part of a meal served separately
- 3 what you drink before a meal
- 4 another word for strong-flavoured
- 5 what you need to prepare a dish
- 6 chicken, duck and geese are examples of this
- 7 chives and parsley are examples of these
- 9 vodka, whisky and tequila are examples of these
- 10 what you have to pay after a meal
- 13 a French word for a cook



## vocabulary Ways of cooking

2 In what ways could you cook the following food? Use a dictionary to help you

	boil	fry	bake	roast	grill	steam
croissants			✓			
an egg						
a leg of lamb						
mussels						
a pudding						
spaghetti						
steak						



▲ Paella

## Explaining dishes

3 Use the prompts to explain the dishes in the box. Don't forget to name the dish, list its ingredients and say how it is served.

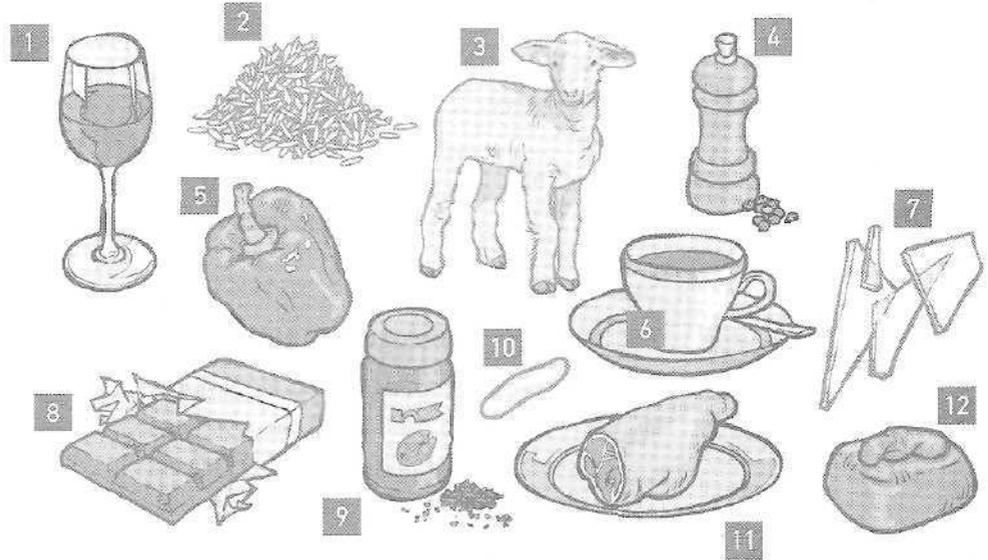
paella	sauerkraut	chicken biriyani	chocolate terrine
Dong goo man arp	goulash	scampi alla marinara	kuskus

- Spain / vegetables, fish and chicken / rice  
Paella is a Spanish dish made with vegetables, fish and chicken served with rice.
- Hungary / meat cooked in a paprika sauce / potatoes  
.....
- Italy / shrimps, tomatoes and Parmesan cheese / pasta  
.....
- Germany / pickled cabbage, sausage and bacon / boiled potatoes  
.....
- India / sliced chicken, onions, carrots, nuts and spices / saffron rice  
.....
- China / stewed pork and mushrooms / noodles  
.....
- North Africa / lamb, mixed vegetables and raisins / semolina  
.....
- France / dessert / chocolate, eggs and milk / creamy vanilla sauce  
.....

language focus **Countable and uncountable nouns**

4 Match the pictures with the food.

rice a grain of rice a lamb a leg of lamb a glass  
 glass pepper a pepper a chocolate a bar of chocolate  
 a cup of coffee coffee



vocabulary

5 Put the words from the box in the correct groups. Use a dictionary to help you.

turkey shrimp raspberry mushrooms blackcurrant grapes  
 goose lobster ginger pepper mussels tarragon onion  
 cabbage chives parsley aubergine pear beans duck

poultry	fruit	vegetables	shellfish	herbs and spices
turkey				

## language focus Quantifiers

### 6 Complete the sentences with words from the box.

a little   many   any   little   a few   some   few   much

- 1 I drink my coffee with ..... a little ..... brandy.
- 2 I'm afraid ..... of our desserts contain nuts.
- 3 Could you ask the chef not to put too ..... sauce on the meat?
- 4 I like the restaurant but I've only been there ..... times.
- 5 There's very ..... choice here, let's go somewhere else.
- 6 How ..... bottles of water did we have?
- 7 I don't like ..... Indian food. It's too spicy for me.
- 8 ..... Europeans eat horse or snake.

### Serving guests

#### 7 Complete the dialogue by putting the waiter's words in the correct order.

**Guest 1** Good evening. We'd like a table for two, please.

**Waiter** just if to me follow like you'd certainly  
 1 ..... Certainly, if you'd just like to follow me. .....  
 an have to like you aperitif would  
 2 .....

**Guest 1** No, thank you. We're in a hurry.

**Waiter** menu here at for to the is you look right  
 3 .....

**[Later]** to you are order ready  
 4 .....

**Guest 1** Yes, I'll have a rack of lamb with french fries.

**Guest 2** And I'll have the pepper steak with a side salad.

**Waiter** pepper and lamb steak that's one rack so of one  
 5 .....  
 and drink would you like what to  
 6 .....

**Guest 1** I'm not sure. Any suggestions?

**Waiter** vintage it's I'd certainly the as a Bordeaux very recommend good  
 7 .....

**Guest 1** OK, we'll take your word for it!

#### 8 Read the text on the opposite page and answer the questions.

- 1 Which of the wines are suitable for everyday consumption?
- 2 Which wine comes onto the market towards the end of each year?
- 3 Which of these drinks are fizzy?
- 4 Which wines would be drunk with a dessert?



## What to Drink in Paris

Paris is the best place in France to sample a wide range of the country's many different wines. It's cheapest to order wine by the carafe. Cafés and wine bars always offer wine by the glass – *un petit blanc* is a small glass of white, a larger glass of red, *un ballon rouge*. House wine is nearly always a reliable choice.



### RED WINE

Some of the world's finest and most expensive red wines come from the Bordeaux and Burgundy regions, but for everyday drinking choose from the enormous range of basic Bordeaux and Côtes du Rhône wines. Alternatively try Beaujolais, which comes from the southern end of Burgundy and is light enough to serve chilled.



### WHITE WINE

The finest white Bordeaux and Burgundy are best with food but for everyday drinking try a little dry wine such as Entre-les-Deux Mers or Anjou Blanc or Sauvignon de Touraine from the Loire valley.

### SPARKLING WINE

In France champagne is the first choice for a celebration drink, and styles range from non-vintage to deluxe. Many other wine regions make sparkling wines by the champagne method and they tend to be a lot cheaper. Look out for Crémant de Loire, Vouvray Mousseux and Blanquette de Limoux.



Beaujolais Nouveau, the fruity first taste of the year's new wine, is released on the third Thursday of November.



Southern Rhône is famous for its dark, rich red wines from Châteauneuf-du-Pape north of Avignon.



Northern Rhône has some dark, fragrant red wines, best aged for ten years, from Côte-Rôtie near Vienne.

Burgundy wines include Chablis, a fresh, full-bodied dry wine from the northernmost vineyards.



The Bordeaux region produces Barsac and Sauternes which are sweet, luscious golden-coloured wines suitable to accompany a dessert.



## reading Describing wine

9 Match the words with their definitions.

- |               |                                       |
|---------------|---------------------------------------|
| 1 chilled     | a) tasting strong and rich            |
| 2 luscious    | b) the opposite of sweet wine         |
| 3 dry         | c) slightly cold                      |
| 4 fragrant    | d) where grapes are grown             |
| 5 full-bodied | e) having a strong and pleasant smell |
| 6 vineyard    | f) having a pleasant sweet taste      |

# Traditions

## reading New Year celebrations

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

Which of the traditions

- 1 is associated with good luck?
- 2 has a parade through the streets?
- 3 is celebrated with a meal in the open air?
- 4 involves making a lot of noise?
- 5 has to be officially declared to begin?
- 6 involves cleaning the house?
- 7 is based on a myth or a historical event?
- 8 takes place on 31 December to 1 January?
- 9 involves the giving of gifts?

## vocabulary 2 Which word is the odd one out?

- |            |           |            |         |
|------------|-----------|------------|---------|
| 1 feast    | offering  | meal       | banquet |
| 2 gift     | present   | donation   | receipt |
| 3 party    | parade    | procession | float   |
| 4 candles  | fireworks | lamps      | flags   |
| 5 folklore | tradition | heritage   | prayer  |
| 6 whistle  | rattle    | horn       | dance   |

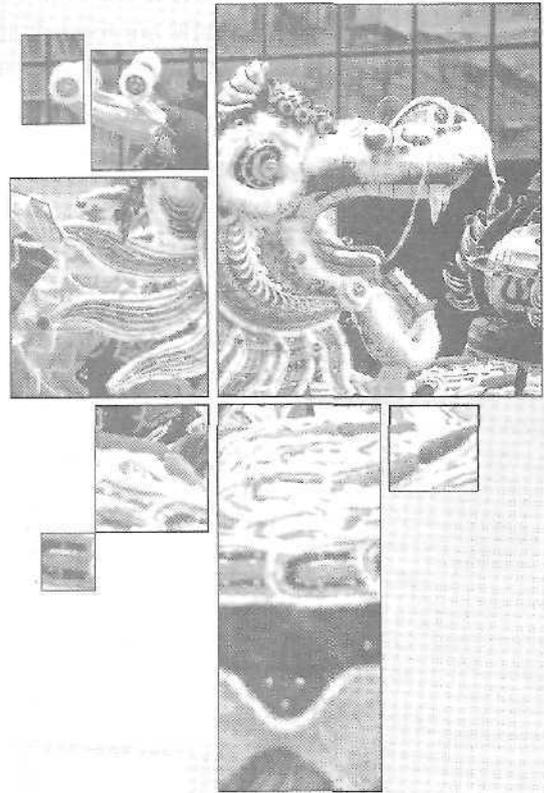
## Pronunciation

3 Which underlined sound is the odd one out?

- |                     |                      |                   |
|---------------------|----------------------|-------------------|
| 1 <u>ma</u> rks     | spec <u>ta</u> cular | calen <u>da</u> r |
| 2 <u>he</u> alth    | we <u>al</u> th      | <u>fe</u> ast     |
| 3 <u>dra</u> gon    | g <u>o</u> ld        | clo <u>th</u> es  |
| 4 <u>no</u> ise     | se <u>ni</u> or      | re <u>jo</u> ice  |
| 5 <u>ev</u> il      | sp <u>ir</u> it      | Ch <u>i</u> nese  |
| 6 <u>ho</u> rn      | pro <u>ce</u> ssion  | se <u>co</u> nd   |
| 7 ann <u>o</u> unce | yo <u>un</u> gest    | <u>lo</u> ud      |
| 8 <u>do</u> or      | fl <u>oo</u> r       | mo <u>o</u> n     |

# New Year celebrations around the world

**A** The Chinese New Year 'Yuan Tan' takes place between 21 January and 20 February. The exact date is fixed by the lunar calendar, in which a new moon marks the beginning of each new month. For many families, it is a time for feasting and visiting friends and relatives, but in each city a spectacular procession takes place. The celebrations are based on bringing luck, health, wealth and happiness for the coming year. People clean their houses to rid them of last year's bad luck before the celebrations begin. Thousands of people line the streets to watch the procession of floats as dancing dragons, associated with a long life and wealth, make their way through the crowded streets. The Chinese believe that evil spirits dislike loud noises so they decorate their houses with firecrackers. The loud noises are intended to frighten away evil spirits and any bad luck that the spirits might bring.



**B** In Australia they celebrate New Year on 1 January. This day is a public holiday and many people have picnics and camp out on the beach. Most people organise parties that start on 31 December and at midnight they start to make a lot of noise with whistles and rattles and car horns to ring in the new year.

**C** In Egypt the new crescent moon must be seen before the new year can be announced. The sighting is carried out at the Muhammed Ali mosque in Cairo. The message is then passed on to the religious leader known as the Grand Mufti who proclaims the New Year. Everyone dresses up in special clothes and the children are given sweets. Boys are given a sweet in the shape of a boy on horseback and girls one in the shape of a girl wearing a dress.

**D** In Greece 1 January is St Basil's Day which is the day for those named Vassilios and Vassiliki. On name-days and St Basil's Day people visit their friends and relatives and exchange gifts. The most important dish prepared at New Year is Vassilopitta or St Basil's cake. A silver or gold coin is placed inside the cake; the first piece is for St Basil, the second for the house, the next for the most senior member of the household down to the youngest child. Whoever finds the coin in their piece of cake will be lucky for the next year.

**E** In Poland New Year's Eve is known as St Sylvester's Eve. According to legend Pope Sylvester I imprisoned a dragon called Leviathan who, it is said, had escaped on the first day of the year 1000, devoured the land and the people and set fire to the heavens. On New Year's Day, when the world did not come to an end, there was great rejoicing and from then on this day was called St Sylvester's Eve. It is believed that those who wake up early on New Year's Day will wake up early for the rest of the year. Those who touch the floor with the right foot first when getting out of bed can expect good luck for the following year.



## reading Japan's festival seasons

4 Read the tour guide extract and answer the questions.

- 1 What happens during Golden Week?
- 2 Why is tea poured over an image of the Buddha?
- 3 Why are torches lit on 14 July?
- 4 Why do parents visit shrines on 15 November?
- 5 What happens on 6 January in Tokyo?

INTRODUCING JAPAN

# JAPAN THROUGH THE YEAR



Although spring does not officially begin until the cherry trees blossom in April, this is the time when the weather begins to get warmer. Cherry blossom parties take place and in Golden Week (29 April–5 May) many Japanese people take time off to travel. Buddha's birthday (8 April) is celebrated at temples nationwide. Sweet tea is poured over a small image of the Buddha as a sign of devotion. After the mild climate of late spring, the skies cloud over and there are torrential downpours during the rainy season, often the

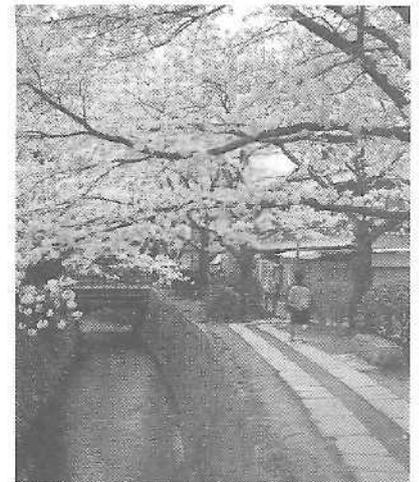
cause of landslides and flooding. This is the start of the season of night-time torch-lit fishing with trained cormorants.



As soon as the last clouds of the rainy season have left, the scorching heat and humidity of summer makes itself felt, the air vibrates with the sound of insects, the rice grows fast and people do what they can to keep cool. During the Fire Festival on 14 July, twelve massive torches are set alight and carried by priests in white robes to purify twelve portable shrines.

## AUTUMN

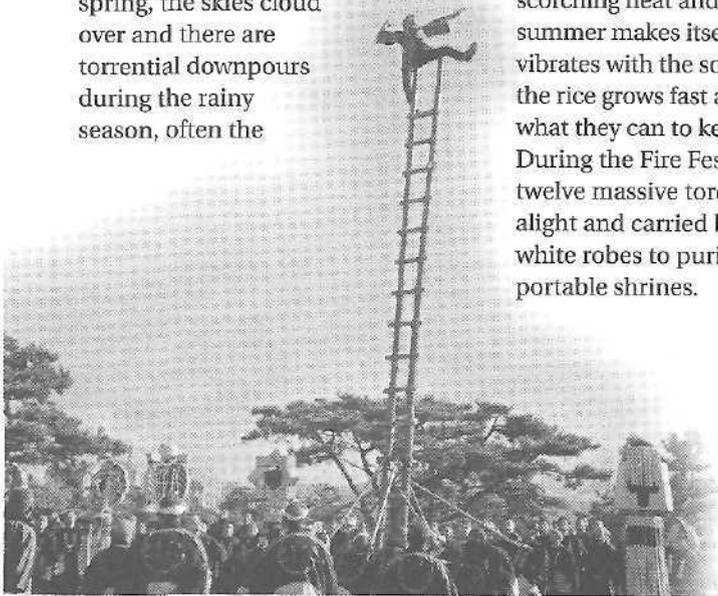
Autumn is the time of harvest festivals with processions of ornate floats in many cities. On 15 November there is a children's festival when parents take children aged three, five and seven to shrines to give thanks for their good health and pray for good fortune.



Cherry blossom along Philosopher's Walk, Kyoto

## WINTER

The winter season begins in the north with the first snows. However, in Tokyo the winters are relatively mild and the temperature rarely drops below freezing. On 6 January, Tokyo firefighters in traditional uniforms perform acrobatic tricks on top of bamboo ladders to show their spirit and skill.



DK

## vocabulary Temperatures

5 Put the words in the box in order from the coldest to the hottest.

freezing scorching warm hot mild cool cold

6 Match the words with their definitions.

- |                       |   |   |
|-----------------------|---|---|
| 1 fortune             | → | a) flowers on a tree                            |
| 2 mild                | → | b) the good or bad things that happen in life   |
| 3 scorching           |   | c) unchanging loyalty to a religion             |
| 4 blossom             |   | d) time when crops are gathered from the fields |
| 5 torrential downpour |   | e) all over the country                         |
| 6 harvest             |   | f) when a lot of rain falls in a short time     |
| 7 devotion            |   | g) not too cold                                 |
| 8 nationwide          |   | h) extremely hot                                |

The Sapporo Snow Festival

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



▲ Dinosaur at Sapporo Snow Festival

- 1 The Sapporo festival in northern Japan is attracting over two million visitors.  
A B C D
- 2 In 1950, a few young people have built six snow statues in Odori Park.  
A B C D
- 3 Much to their surprise, over 50,000 people were coming to see them.  
A B C D
- 4 The festival has been held every years ever since.  
A B C D
- 5 Watching how they are made is so good as seeing the finished product.  
A B C D
- 6 Since the last four years there has been a 'Virtual Festival' on the web.  
A B C D
- 7 This enables students all over the world submitting their own designs.  
A B C D

language focus **Relative clauses**

**8 Complete the sentences with a suitable relative pronoun.**

- 1 A bonsai is a miniature tree ..... is grown in small container.
- 2 Sen no Rikyu was the man ..... formalised the tea ceremony.
- 3 The Ginza district of Tokyo is the place ..... most tourists go shopping.
- 4 Matcha is a green tea ..... is drunk during the tea ceremony.
- 5 Geisha are entertainers ..... skills take years to acquire.
- 6 The chasen is a sort of whisk ..... is used to stir the tea.
- 7 Golden Week is the time of year ..... Japanese people travel.

vocabulary **The theatre**

**9 Use the clues to find seventeen words associated with the theatre. The number of letters in each word is given in brackets.**

- |                                    |   |
|------------------------------------|---|
| 1 another word for 'show' (11)     | 10 covers an opening in the floor (8)   |
| 2 used in Bunraku theatre (7)      | 11 what actors perform in a theatre (4) |
| 3 another word for clue 4 (5)      | 12 what the actors wear (7)             |
| 4 painted stage background (7)     | 13 opposite of 'comedy' (7)             |
| 5 scenery on a stage (3)           | 14 all the actors in a play (4)         |
| 6 people watching a play (8)       | 15 place where the actors stand (5)     |
| 7 people the actors represent (10) | 16 this hides an actor's face (4)       |
| 8 played with instruments (5)      | 17 someone who performs in a play (5)   |
| 9 face cream, lipstick, etc. (6)   |   |

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

# Special interest tours

reading 1 Match the special interest holidays with the descriptions below.

- a) a golfing holiday
- b) a genealogy tour
- c) a music holiday
- d) a stay on a health farm
- e) a European battlefields tour

1

A unique opportunity to stay on the island of Evia, Greece. Each participant will receive both individual and masterclass time. The standard is high and places are limited to twenty, though all levels of achievement are encouraged. Time will be spent focusing on the essentials of playing the oboe, especially breathing and body work, with nightly performances in which everyone has a chance to participate.

2

Play a round Down Under. Enthusiasts from all over the world come to enjoy the magnificent panoramas that New Zealand and Australia have to offer. Some unusual hazards to watch for on a few of New Zealand's courses are the boiling mud pools, craters, and old geysers ... and the occasional sheep. Best to leave your ball, should you hit into any of those.

3

Closeted in a private room, your body can do nothing but surrender to the cotton sheets and the warmed massage bed as the soft-spoken masseur begins the voyage to renew your spirit and restore your soul. With each stroke of her arm, and the gentle but firm touch of her hands, the tension is forced to float out of your body.

4

This tour focuses on military involvement during the First and Second World Wars as well as twentieth-century conflict on European soil by all nations. Founded several years ago we have taken thousands of pilgrims, veterans, widows and children to visit the memorials and last resting places of the fallen.

We offer a very special service beyond just tracing your family tree, by doing deeper research. This involves investigating what your ancestors did for a living, what they ate, wore, their folk medicine and religious observances and, more generally, how they saw their world.

5



**2 Read the text again. Are these statements true (T) or false (F)? Correct any false statements.**

- 1 The stay on the island of Evia is open to all levels of musical ability.
- 2 Playing golf in New Zealand can be dangerous.
- 3 The stay on the health farm combines religion and fitness.
- 4 The military tour includes visits to cemeteries.
- 5 The genealogy tour involves an understanding of social history.

**pronunciation word stress**

**3 Look at the words in the box and mark the stressed syllables.**

European	performances	participate	ancestors
panoramas	hazards	historical	memorials

**vocabulary 4 Put these words in the correct groups.**

fauna and flora	aqualung	wildlife	diving	species	watercolour
habitat	brush	palette	scuba	easel	oils
			snorkel		



ecology	underwater exploration	painting
fauna and flora		

**language focus Conditionals**

**5 Complete the sentences with the correct option.**

- 1 She doesn't like golf but if she *does / did*, she *will / would* go with her husband on his golfing tour of Scotland.
- 2 She's thinking of going on a whale-watching expedition and if she *saves / saved* up enough money she *will / would* go to New Zealand.
- 3 I never get a holiday but if I *do / did*, I *'ll / 'd* go to Egypt.
- 4 I want go hiking but I *'ll / 'd* need to buy some new shoes if I *don't / didn't* want to have sore feet.
- 5 There are lots of insects in the jungle and if you *don't / didn't* wear insect repellent you *'ll / 'd* get bitten.
- 6 You *don't / didn't* need to buy a visa if you *'re / were* only staying two days in Beirut.

language focus **Conditional 2**

6 Simon is reading the job advertisements but doesn't have the right skills.

Look at the advertisements and write sentences as in the example.

doesn't speak French    can't ski    doesn't have a passport  
 doesn't like animals    suffers from mountain sickness

**Receptionist required at the Hotel Opéra**  
 Must speak French.  
 1 If he spoke French he could get a job at the Hotel Opéra.....

**COURIER NEEDED IMMEDIATELY BY**  
**SAFEWAY TRAVEL**  
 Must have valid passport.  
 2 .....

**SKI INSTRUCTOR REQUIRED FOR ALPINE RESORT**  
 Previous experience necessary.  
 3 .....

**Qualified guide sought for trekking holiday in the Himalayas**  
 4 .....

**Extra person required for dog-handling holiday company**  
 No previous experience required.  
 5 .....

**Agreeing and disagreeing**

7 Complete the dialogue with the following phrases.

- a) Yes, that sounds like a good idea. If we do that
- b) I agree entirely because
- c) No, I disagree entirely.
- d) That's right but
- e) Yes, you're right. It's important to respect the culture.

- What sort of advice do you think we should provide in the Egypt brochure?
- Well, I think the first thing to mention is health.
- .....<sup>1</sup> so many people fall sick when they don't come prepared. We should tell them to be careful of tap water and ice in drinks.
- Yes, especially as the price of drinks is not actually included in the meals. It's best if we tell them to drink only bottled water.
- .....<sup>2</sup> they also have to make sure that the seal of the bottle is unbroken before they open it.
- The second thing is personal safety. Egypt can be a dangerous place!
- .....<sup>3</sup> The people are warm and hospitable and crime is almost non-existent. What we have to do, though, is tell them not to wear anything that might cause offence, like short skirts or see-through clothing.
- .....<sup>4</sup>
- The third thing is shopping. We can point out that our guide is always available for advice on how much to pay for things.
- .....<sup>5</sup> we won't have people worrying that they've been overcharged.

reading **Booking conditions**

**8 Read the booking conditions on the opposite page and answer the questions.**

- 1 Who should notify Adventure Travel if you want to make any changes to your holiday plans?
- 2 How should this be done?
- 3 Is there any charge?
- 4 What happens if your letter is lost in the post?
- 5 What happens if I cancel on 25 May for a holiday beginning on 1 July?
- 6 How much compensation would I receive if an air traffic controllers' strike made it impossible to leave?
- 7 What would happen if you were put up in a cheaper, less comfortable hotel?
- 8 What would happen if you were dissatisfied and didn't make a complaint while on vacation?
- 9 If you write a letter of complaint when you return how soon will you get a reply?
- 10 What can you do if you are dissatisfied with the way your complaint has been handled?

vocabulary **9 Match the verbs with the nouns.**

- |            |   |                       |
|------------|---|-----------------------|
| 1 issue    | → | a) the situation      |
| 2 cancel   | → | b) an invoice         |
| 3 submit   |   | c) the booking number |
| 4 quote    |   | d) a holiday          |
| 5 rectify  |   | e) the difference     |
| 6 refund   |   | f) a request          |
| 7 take out |   | g) insurance          |

**10 Match the words with their definitions.**

- |                         |   |                                 |
|-------------------------|---|---------------------------------|
| 1 rectify               | → | a) sent                         |
| 2 forfeited             | → | b) make good                    |
| 3 submitted             |   | c) initial part-payment         |
| 4 circumstances         |   | d) trouble                      |
| 5 charges               |   | e) apply                        |
| 6 rescheduling          |   | f) lost and cannot be recovered |
| 7 administrative charge |   | g) fees                         |
| 8 take effect           |   | h) situations                   |
| 9 liable                |   | i) changing the timetable       |
| 10 arbitrator           |   | j) legally responsible for      |
| 11 inconvenience        |   | k) fee for the paperwork        |
| 12 deposit              |   | l) independent judge            |

# Adventure Travel

## IMPORTANT HOLIDAY INFORMATION

1. If you wish to change or cancel your holiday after the invoice has been issued we will do our best to make the change. Any requests must be submitted IN WRITING by the person who signed the contract. If it is possible to make the change, it will be subject to an administrative charge of £45.
2. If you decide to cancel your holiday the cancellation will take effect from the day the letter is received. The following charges will be payable depending on when the notification of cancellation is received:

prior to 61 days	deposit forfeited
60-42	30% of total holiday cost
41-28	60% of total holiday cost
27-7	90% of total holiday cost
less than 7 days	100% of total holiday cost

We strongly recommend you take out insurance against loss of deposit or cancellation fees.

3. If we have to change or cancel your holiday due to circumstances beyond our control (for example rescheduling of flights, war or threat of war, industrial action, natural disaster, etc.) we will not be liable for any compensation.
4. If the reserved accommodation is unavailable we will attempt to provide accommodation of at least the same standard in the same area. If only accommodation of a lower standard is available we will refund the difference in price and pay £60 per person for any inconvenience.
5. If you have a complaint on holiday you must notify our local representative who will do their best to rectify the situation. It is unreasonable to take no action while on holiday but then complain on return. We cannot accept any liability if you fail to notify us strictly in accordance with this paragraph.
6. If you have a problem which is unresolved you should write within 28 days, quoting your booking number. We will write to you within 28 days of receipt. If the matter is not resolved you may refer the complaint to an arbitrator.

# Vocabulary exercises

## Employment

1 Use the words from the box to correct the sentences about Jackie Hills. One word is wrong in each sentence.

education      course      applied      track record  
work experience      graduated      responsible      skilled

- 1 At the age of eighteen, Jackie decided to stay in training and went to university. education
- 2 While at university she did an internship to gain practical background.
- 3 Three years later, she studied with a degree in tourism management.
- 4 She then arranged for a vacancy with a major international tour operator.
- 5 She now works as a project manager and is involved for a team of ten people.
- 6 Everyone agrees she is leading at motivating those who work with her.
- 7 She's recently done a sixty-hour class in Spanish to improve her language skills.
- 8 With her potential and proven benefits she should soon be getting promotion.

## The right person

2 Match the words with their definitions.

- |                  |   |  |
|------------------|---|--|
| 1 self-motivated | → | a) can work in a planned, orderly way          |
| 2 well-presented | → | b) good at working on their own                |
| 3 outgoing       |   | c) people who work well with others            |
| 4 methodical     |   | d) expert                                      |
| 5 numerate       |   | e) smart in appearance                         |
| 6 team players   |   | f) good with figures                           |
| 7 highly-skilled |   | g) friendly and with good communication skills |

## Action verbs

3 Complete the extract from this CV with words from the box.

coordinating      reporting      meeting  
compiling      implementing      maximising

In my previous post I was in charge of

- 1 .....coordinating..... the work of three separate departments
- 2 ..... statistics on visitor profiles and expenditure
- 3 ..... new projects and ..... deadlines
- 4 ..... revenues and return on investment
- 5 ..... to the Board of Directors

## Pay and benefits

4 Complete the words and then match them with their definitions.

- |                       |   |   |
|-----------------------|---|---|
| 1 c o m m i s s i o n | → | a) payment to waiters and porters by guests |
| 2 o v _ _ t _ m _     |   | b) money paid according to value of sales   |
| 3 s _ l _ _ y         |   | c) extra money for good performance         |
| 4 c _ m p _ _ y c _ _ |   | d) extra hours worked                       |
| 5 b _ n _ s           |   | e) basic monthly pay                        |
| 6 t _ p _             |   | f) vehicle paid for by the employer         |

## Accommodation

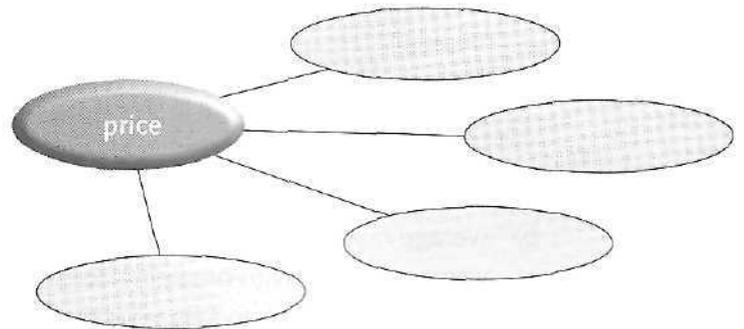
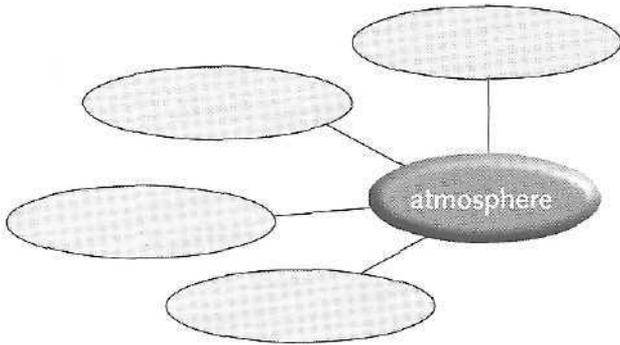
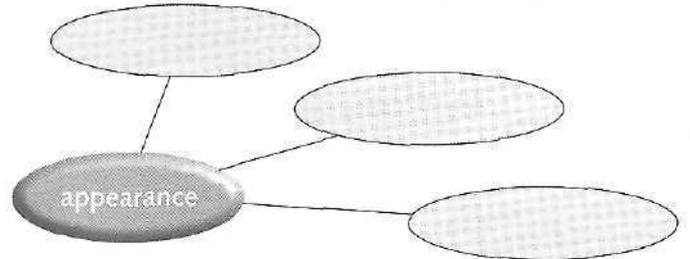
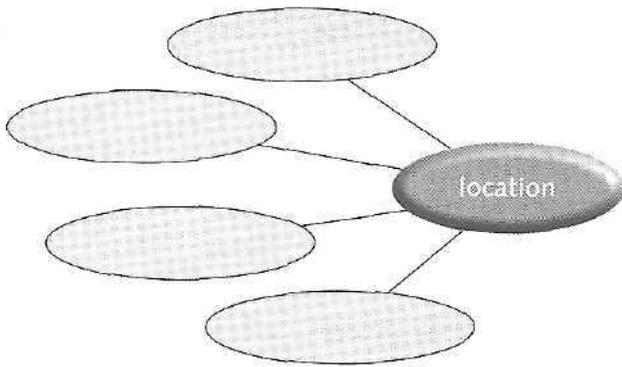
5 Match the words and phrases with their definitions.

- |    |                     |   |
|----|---------------------|---|
| 1  | campsite            | f |
| 2  | chalet              |   |
| 3  | guesthouse          |   |
| 4  | self-catering flat  |   |
| 5  | timeshare apartment |   |
| 6  | resort hotel        |   |
| 7  | youth hostel        |   |
| 8  | full board          |   |
| 9  | occupancy rate      |   |
| 10 | valet service       |   |
- 
- |    |   |
|----|---|
| a) | accommodation built of wood, often in the mountains             |
| b) | average number of rooms sold over a period of time              |
| c) | accommodation with breakfast, lunch and dinner included         |
| d) | place that you rent and do your own cooking in                  |
| e) | purpose-built accommodation in a holiday centre                 |
| f) | place to pitch a tent or park a caravan                         |
| g) | dry-cleaning and pressing clothes in a hotel                    |
| h) | cheap dormitory accommodation mainly for young people           |
| i) | accommodation that you own for a limited period during any year |
| j) | like a hotel but cheaper and with fewer facilities              |

## Describing hotels

6 Put the words and phrases in the correct groups.

4 km from airport    tranquil    mid-range    out-of-town  
 exorbitant    charming    value for money    renovated    budget  
 high-rise    beachside    intimate    well-appointed    cosy    central



## Checking in and out

7 Decide when you might hear the following sentences.

	Checking in	Checking out
1 Would you like an early morning call?	✓	
2 Is it possible to have a connecting room?		
3 I left some valuables in the safe.		
4 Could you tell me what this item is for?		
5 Do you have a reservation?		
6 May I see your passport please?		
7 Have a safe journey.		
8 Did you take anything from the minibar?		
9 I'll have them sent to your room.		
10 It's on the second floor.		

## Places to visit

### 8 Match the words to make places to visit.

- |             |   |                |
|-------------|---|----------------|
| 1 botanical | → | a) chamber     |
| 2 theme     | → | b) gardens     |
| 3 ancient   |   | c) gallery     |
| 4 night     |   | d) observatory |
| 5 art       |   | e) club        |
| 6 nature    |   | f) reserve     |
| 7 burial    |   | g) monument    |
| 8 solar     |   | h) museum      |
| 9 wax       |   | i) park        |

## Describing natural features

### 9 Complete the sentences with words from the box.

steep	extinct	rolling	sandy
snow-capped	dense	stunning	

- It's impossible to climb up the ..... steep ..... cliffs.
- Most of the island is covered with ..... forest.
- Children will just love the ..... beaches.
- In the distance you can see the ..... mountain peaks.
- The volcano is ..... and hasn't erupted for more than a thousand years.
- The train journey takes you through a long valley surrounded by gentle, ..... hills.
- If you climb to the summit there are some ..... views.

## Describing places

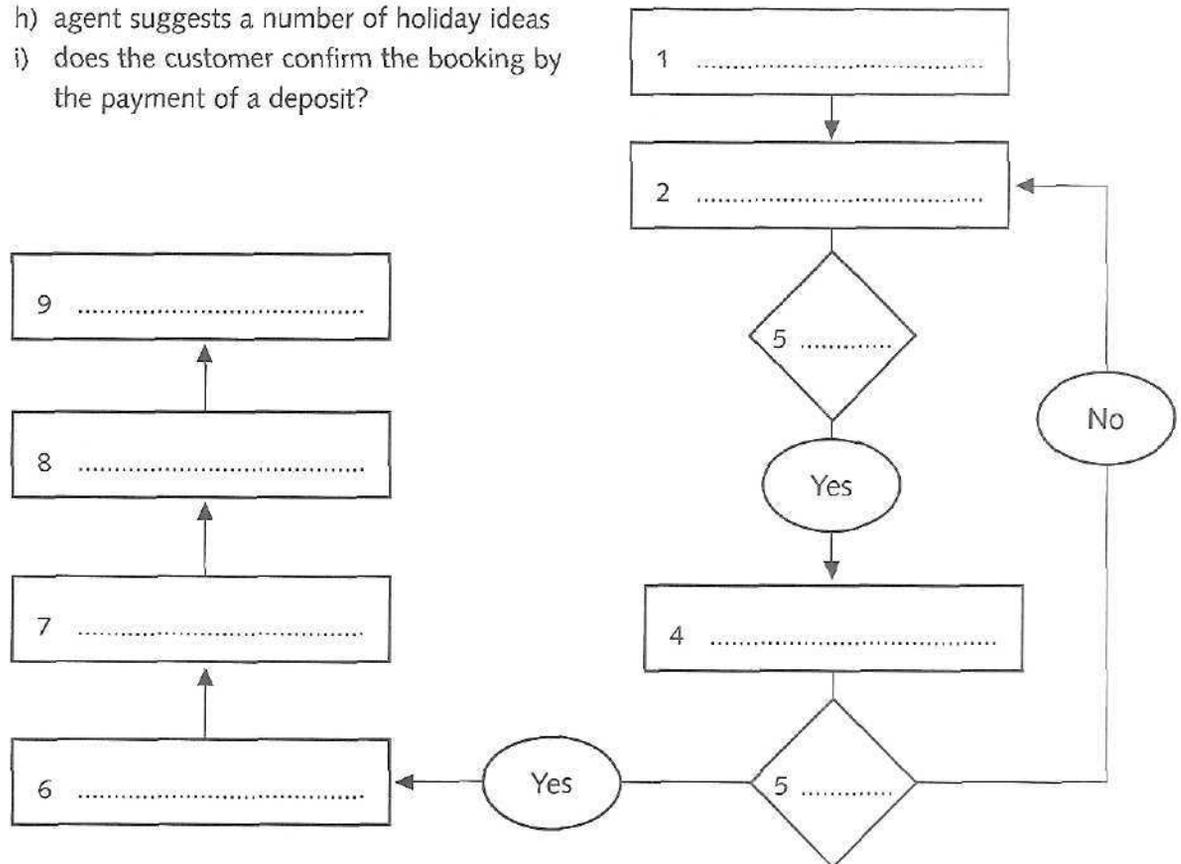
### 10 Which two words go together with the words 1–6?

- |               |                  |                |                   |
|---------------|------------------|----------------|-------------------|
| 1 ... market  | a) bustling      | b) crowded     | c) <u>coastal</u> |
| 2 ... ruins   | a) old-fashioned | b) historic    | c) ancient        |
| 3 ... theatre | a) traditional   | b) avant-garde | c) previous       |
| 4 ... centre  | a) leisure       | b) tourist     | c) health         |
| 5 ... hotel   | a) refurbished   | b) reworked    | c) ten-storey     |
| 6 ... avenue  | a) tree-lined    | b) broad       | c) straight       |

## Booking a package holiday

11 Complete the flow chart with the following instructions.

- travel agent sends the confirmation invoice
- customer makes an inquiry
- customer is welcomed by the operator's resort representative
- travel agent sends the travel documents to the customer
- does the customer choose a holiday from a brochure?
- agent contacts the operator's reservations department
- customer pays the balance
- agent suggests a number of holiday ideas
- does the customer confirm the booking by the payment of a deposit?



## Telephoning

12 Put the conversation in the correct order.

- |                                     |                 |  |
|-------------------------------------|-----------------|--|
| <input type="checkbox"/>            | a) Charles      | Hello, is Rita Yates there please?   |
| <input type="checkbox"/>            | b) Anne         | Rita, no she works in Sales. This is Accounts. Hold on and I'll transfer you to her extension. |
| <input checked="" type="checkbox"/> | c) Receptionist | Good morning, Valerie speaking, can I help you?  |
| <input type="checkbox"/>            | d) Charles      | Good morning. I'd like to speak to Rita Yates in Sales.  |
| <input type="checkbox"/>            | e) Charles      | No, I'm afraid I don't.  |
| <input type="checkbox"/>            | f) Receptionist | OK. Hold the line please. Sorry to keep you waiting. I'm putting you through now.              |
| <input type="checkbox"/>            | g) Receptionist | Do you know the extension number?  |
| <input type="checkbox"/>            | h) Charles      | Oh no, I've been cut off.  |
| <input type="checkbox"/>            | i) Anne         | Hello.   |

## Transport

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

rush hour	runway	deplane	toll	deck	sail
gear	hand baggage	CDW	tailback	berth	freeway
	wave	liner	wing	traffic jam	

road	air	sea
rush hour		

## Money

14 Choose the correct word to complete each sentence.

- Always check your change when you pay in cash.  
a) exchange      b) change      c) money      d) purse
- I'd like to buy €2,000 ..... of traveller's cheques.  
a) amount      b) value      c) worth      d) currency
- It's usually more ..... to take the train than to fly.  
a) saving      b) cheaper      c) economic      d) economical
- You pay a deposit now and the ..... six weeks before departure.  
a) balance      b) sold      c) credit      d) down payment
- We gave her a ..... after she had complained to the manager.  
a) refund      b) charge      c) credit      d) change
- American Express is ..... in most big cities.  
a) acknowledged      b) excepted      c) accepted      d) accounted
- The hotel bill came ..... €534.  
a) at      b) to      c) up to      d) for
- Could you please make out a cheque ..... €79.5.  
a) of      b) in      c) at      d) for

## Commonly confused words

15 Choose the best option to complete each sentence.

- 1 You don't have to *pay* / *paid* for the bill now.
- 2 Our *prizes* / *prices* haven't increased since last year.
- 3 We are always trying to *raise* / *rise* our standards of service.
- 4 Don't forget to *check* / *control* the bill to see if it's correct.
- 5 We *settled* / *set* up in this business ten years ago.
- 6 People don't realise what is *involved* / *implied* in running a restaurant.
- 7 I think she's *let* / *left* something behind in her room.
- 8 We don't know how the economic situation will *affect* / *effect* our future.
- 9 We've put a lot of *advertising* / *advertisements* in the local newspaper.
- 10 The *audience* / *spectators* clapped and cheered at the end of the play.
- 11 There's a lot of beautiful *landscape* / *scenery* round here.
- 12 Can I *borrow* / *lend* 50 euros? I'll pay you back tomorrow.
- 13 These trees *remember* / *remind* me of Japan in spring.
- 14 Someone *robbed* / *stole* all his money while he was on holiday.
- 15 The car is very *economic* / *economical* and can do forty miles a gallon.

## Conferences

16 Complete the advertisement using words from the box.

stylish   catering   video conferencing   interpreters   auditorium  
lecture   delegates   display   workshops   state-of-the-art

Set in a superb surrounding, modern and .....*stylish*.....<sup>1</sup> the Fordham Conference Centre offers excellent facilities for conferences and exhibitions. The main .....<sup>2</sup> seats up to 800 people and three separate .....<sup>3</sup> theatres provide accommodation for a further 600 .....<sup>4</sup>. Smaller meeting rooms and .....<sup>5</sup> areas are also available for seminars and .....<sup>6</sup>.

The centre is equipped with .....<sup>7</sup> audiovisual services including a permanent television studio for .....<sup>8</sup> and satellite links. .....<sup>9</sup> are available, for both simultaneous and consecutive translation into the main European languages.

The Fordham Centre also provides a full in-house .....<sup>10</sup> service including banqueting and special receptions.



# Answer key

## UNIT 1

### Exercise 1

IT skills:	reservations agent, events manager, operations manager
people skills:	reservations agent, front office manager, operations manager
leadership skills:	front office manager, operations manager
financial skills:	operations manager
writing skills:	events manager
supervisory skills:	front office manager, operations manager

### Exercise 2

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

### Exercise 3

- 1 well-presented
- 2 travel background
- 3 expertise
- 4 leading by example
- 5 initiative
- 6 sense of humour

### Exercise 4

- 1 What is your full name? (d)
- 2 Why did you choose to study tourism? (c)
- 3 Which college did you go to? (f)
- 4 What kind of job are you looking for? (a)
- 5 Which languages can you speak? (e)
- 6 Where / How did you find out about the job? (g)
- 7 When / How soon would you be willing to start? (b)

### Exercise 5

- 1 How many people does the company employ?
- 2 How often would I have to travel abroad?
- 3 How many people would I be working with?
- 4 What / How much is the starting salary?
- 5 When will you be able to let me know?

### Exercise 6

- 1 skilful
- 2 skills
- 3 skill
- 4 highly-skilled
- 5 unskilled

### Exercise 7

- 1 on the left-hand side of the page
- 2 'Yours sincerely'
- 3 in the top right-hand corner
- 4 begin the letter with 'Dear Vikki West'
- 5 ring the company and find out R. Simpson's full name
- 6 'Dear Sir / Madam', 'Yours faithfully'

### Exercise 8

f, d, c, h, a, i, b, j, e, g

## UNIT 2

### Exercise 1

1 b 2 d 3 c 4 d

### Exercise 2

- |                 |               |
|-----------------|---------------|
| 1 recorded      | 5 wide        |
| 2 old-fashioned | 6 famous      |
| 3 plain         | 7 comfortable |
| 4 life-size     | 8 weird       |

### Exercise 3

- |                 |                         |
|-----------------|-------------------------|
| 1 are looking   | 12 suggest              |
| 2 are thinking  | 13 provide              |
| 3 Do you have   | 14 give                 |
| 4 is changing   | 15 need                 |
| 5 is becoming   | 16 amounts              |
| 6 are doing     | 17 Does that include    |
| 7 has           | 18 do the flights leave |
| 8 think         | 19 depends              |
| 9 prefer        | 20 'm working           |
| 10 does it cost | 21 don't know           |
| 11 varies       | 22 reckon               |

### Exercise 4

- 1 true
- 2 false (Alcatraz is a rocky island.)
- 3 false (1907)
- 4 true
- 5 false (No cell has an outside wall.)
- 6 false (Alcatraz is open Monday to Sunday.)
- 7 false (Prisoners not allowed food in exercise yard.)
- 8 false (Films were made after the prison closed.)

### Exercise 5

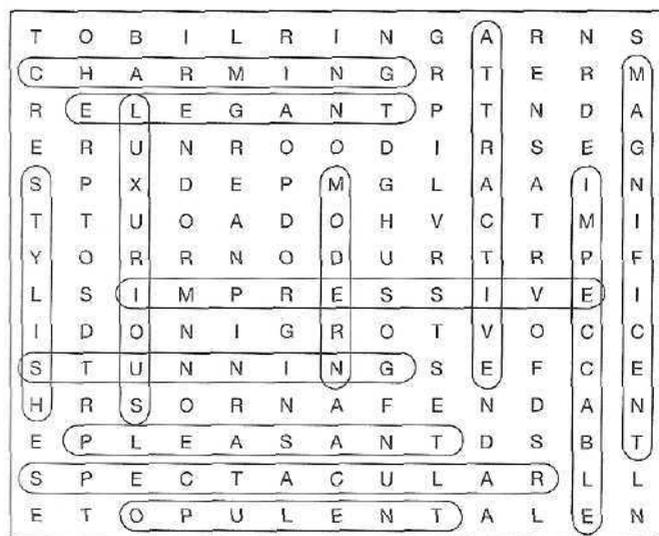
- 1 penitentiary
- 2 cell
- 3 exercise yard
- 4 barracks
- 5 warden
- 6 military parade ground
- 7 guards

## UNIT 3

### Exercise 1

- 1 pets welcome
- 2 theatre
- 3 tourist information
- 4 business facilities
- 5 wheelchair access
- 6 garden or terrace
- 7 children's facilities
- 8 air conditioning
- 9 live entertainment
- 10 health and fitness facilities

### Exercise 2



### Exercise 3

- 1 He needs to have the leak fixed in room 31.  
He needs to get the leak fixed in room 31.
- 2 He needs to have the light bulbs replaced.  
He needs to get the light bulbs replaced.
- 3 He needs to have the carpet in the lobby cleaned.  
He needs to get the carpet in the lobby cleaned.
- 4 He needs to have some wood delivered.  
He needs to get some wood delivered.

- 5 He needs to have the kitchen window repaired.  
He needs to get the kitchen window repaired.
- 6 He needs to have the lounge redecorated.  
He needs to get the lounge redecorated.

### Exercise 4

- 1 The Westin Grand is older than the Hotel Adlon.
- 2 The Hotel Transit isn't as expensive as the Alsterhof Hotel.
- 3 The Intercontinental is more suitable for business visitors than the Hotel Pension Augusta.
- 4 The room rates at the Holiday Inn are the same as at the Hotel Avantgarde.
- 5 A youth hostel is (usually) less comfortable than a three-star hotel.
- 6 Room 302 has the most attractive views.
- 7 A meal at Altes Zollhaus is twice as expensive as at Raabe Diele.
- 8 You must check out no later than twelve noon.

### Exercise 5

- 1 Helen Townsend: Forum Hotel
- 2 Bozena Leszkowicz: Hotel Pension Wittelsbach
- 3 Mr and Mrs Wendt: Hotel Seehof Berlin
- 4 Mabel Seijas: Die Fabrik

### Exercise 6

- |       |         |
|-------|---------|
| 1 ✓   | 9 had   |
| 2 any | 10 same |
| 3 for | 11 was  |
| 4 me  | 12 for  |
| 5 ✓   | 13 ✓    |
| 6 of  | 14 much |
| 7 ✓   | 15 also |
| 8 ✓   |         |

### Exercise 7

- 1 U
- 2 not checked
- 3 not checked
- 4 U
- 5 U (but she did confirm the room number)
- 6 S
- 7 S
- 8 not checked (but wearing name badge)
- 9 U
- 10 U
- 11 U
- 12 U
- 13 S
- 14 U
- 15 U

**Exercise 8**

- |               |              |
|---------------|--------------|
| 1 picturesque | 5 historic   |
| 2 magnificent | 6 modernity  |
| 3 accessible  | 7 functional |
| 4 furnishings | 8 enjoyable  |

**Exercise 9**

- |             |              |
|-------------|--------------|
| 1 vacate    | vacancy      |
| 2 confirm   | confirmation |
| 3 resident  | residential  |
| 4 tradition | traditional  |
| 5 friendly  | friendliness |
| 6 courtesy  | courteous    |
| 7 separate  | separate     |
| 8 suitable  | unsuitable   |

**Exercise 10**

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

**UNIT 4**

**Exercise 1**

- |     |     |     |
|-----|-----|-----|
| 1 d | 2 a | 3 b |
| 4 a | 5 d | 6 c |

**Exercise 2**

- 1 merger
- 2 takeover
- 3 brand
- 4 e-commerce
- 5 competition
- 6 collapse
- 7 tailor-made
- 8 margins

**Exercise 3**

- |           |        |          |
|-----------|--------|----------|
| /ɪ/       | /i:/   | /aɪ/     |
| determine | energy | direct   |
| digital   | seat   | identify |
| inclusive | skier  |          |
| million   |        |          |
| sit       |        |          |

**Exercise 4**

- |             |                |
|-------------|----------------|
| 1 opened    | 6 set up       |
| 2 took      | 7 was          |
| 3 expanded  | 8 has declined |
| 4 became    | 9 has enhanced |
| 5 organised | 10 has evolved |

**Exercise 5**

- 1 B (have taken)
- 2 D (was)
- 3 D (in)
- 4 B (has fallen)
- 5 A (Have you been)
- 6 D (was)

**Exercise 6**

- 1 upgrade (transportation)
- 2 motor home (accommodation)
- 3 surcharge (accommodation)
- 4 travel agency (transportation)
- 5 wedding (types of holiday)
- 6 villa (ancillary services)
- 7 currency (ancillary services)
- 8 all-inclusive (types of holiday)

**Exercise 7**

- 1 bringing this matter to our attention
- 2 We are very sorry to hear
- 3 beyond our control
- 4 regret
- 5 Please accept our apologies
- 6 we have taken measures
- 7 we have decided to compensate you
- 8 voucher
- 9 Please be assured

**UNIT 5**

**Exercise 1**

- |     |     |     |
|-----|-----|-----|
| 1 d | 2 a | 3 b |
| 4 a | 5 d | 6 c |

**Exercise 2**

- 1 pleasant
- 2 likeable
- 3 charming
- 4 enthusiastic
- 5 energetic
- 6 successful

**Exercise 3**

- |              |              |
|--------------|--------------|
| 1 tired      | 6 disgusting |
| 2 charming   | 7 amused     |
| 3 motivated  | 8 confusing  |
| 4 revolted   | 9 surprised  |
| 5 fulfilling | 10 satisfied |

### Exercise 4

- 1 acceptable (4)
- 2 unacceptable (5)
- 3 inconvenience (5)
- 4 apology (4)
- 5 apologise (4)
- 6 compensation (4)
- 7 misunderstanding (5)
- 8 mix-up (2)
- 9 sympathetic (3)

### Exercise 5

- |        |        |
|--------|--------|
| 1 A    | 12 A   |
| 2 a    | 13 the |
| 3 a    | 14 the |
| 4 Ø    | 15 the |
| 5 the  | 16 Ø   |
| 6 the  | 17 Ø   |
| 7 a    | 18 Ø   |
| 8 a    | 19 the |
| 9 an   | 20 the |
| 10 an  | 21 Ø   |
| 11 the | 22 the |

### Exercise 6

- |        |            |
|--------|------------|
| 1 Ø    | 13 Ø       |
| 2 Ø    | 14 the     |
| 3 Ø    | 15 The     |
| 4 Ø    | 16 an      |
| 5 Ø    | 17 the     |
| 6 Ø    | 18 the     |
| 7 Ø    | 19 The / A |
| 8 the  | 20 Ø       |
| 9 The  | 21 the     |
| 10 Ø   | 22 The     |
| 11 Ø   | 23 the     |
| 12 The | 24 a       |

### Exercise 7

- |               |                |
|---------------|----------------|
| 1 sags (h)    | 5 dripping (e) |
| 2 stained (a) | 6 missing (g)  |
| 3 torn (d)    | 7 stuck (f)    |
| 4 working (b) | 8 freezing (c) |

### Exercise 8

- 1 missed the point
- 2 our lines crossed
- 3 at cross-purposes
- 4 the wrong end of the stick
- 5 head nor tail
- 6 mix-up

## UNIT 6

### Exercise 1

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

### Exercise 2

- 1 b
- 2 c
- 3 f
- 4 31 March
- 5 Heathrow
- 6 AZ102
- 7 9.20
- 8 10.20
- 9 2 April
- 10 Milan
- 11 AZ521
- 12 16.00
- 13 17.05
- 14 Hotel Miramare
- 15 31 March–2 April
- 16 two nights
- 17 e
- 18 a
- 19 d

### Exercise 3

- 1 zones
- 2 estimated
- 3 Take
- 4 dead
- 5 good
- 6 one
- 7 ran

### Exercise 4

- |       |     |     |
|-------|-----|-----|
| 1 a   | 2 c | 3 a |
| 4 b/c | 5 c | 6 b |

### Exercise 5

- |                      |                  |
|----------------------|------------------|
| 1 'll have to        | 6 'll be able to |
| 2 leaves             | 7 're presenting |
| 3 're staying        | 8 get            |
| 4 don't know         | 9 will be        |
| 5 'll phone / phoned | 10 'll leave     |

**Exercise 6**

- |                            |                |
|----------------------------|----------------|
| 1 information              | 9 offer        |
| 2 interested               | 10 included    |
| 3 holiday ideas            | 11 luggage     |
| 4 enclose                  | 12 accompanied |
| 5 includes                 | 13 paid        |
| 6 breaks                   | 14 further     |
| 7 'of' should not be there | 15 hearing     |
| 8 on foot                  |                |

**UNIT 7****Exercise 1**

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

**Exercise 2**

- a) deal with
- b) petty cash
- c) currency
- d) liaison
- e) used to
- f) let out
- g) fed up
- h) came across

**Exercise 3**

- 1 Could you tell me your name? / Could you tell me what your name is?
- 2 Would you spell that for me, please?
- 3 Could you tell me what kind of room you would like?
- 4 Do you know what time you'll get here?
- 5 How will you be paying?
- 6 Would you mind signing the visitors' book?

**Exercise 4**

- 1 brown, white
- 2 your, his
- 3 cheque, cash
- 4 might, were
- 5 yesterday, tomorrow
- 6 first, last

**Exercise 5**

- 1 Could you tell me which rooms have been vacated?
- 2 Do you have any idea when the photocopier will be repaired?
- 3 I was wondering if you would mind changing your room.
- 4 Do you know what time you'll be back tonight?
- 5 Would you mind making just a little less noise, please?
- 6 Could you let me know how many people there are in your group?

**Exercise 6**

- 1 X Mrs Roberts phoned and said that she wanted to extend her stay.
- 2 ✓
- 3 X Mr Kent asked me to tell you he would be late this evening.
- 4 ✓
- 5 X The receptionist warned us not to leave valuables in our rooms.
- 6 X He asked you to fax him a copy of the invoice.
- 7 X She suggested phoning him on his mobile. / She suggested I phone him on his mobile.
- 8 X He promised to get in touch as soon as possible.

**Exercise 7**

- |     |      |
|-----|------|
| 1 g | 9 d  |
| 2 c | 10 m |
| 3 k | 11 j |
| 4 b | 12 o |
| 5 f | 13 p |
| 6 a | 14 n |
| 7 h | 15 l |
| 8 e | 16 i |

**Exercise 8**

- 1 Would you like to see me later for a drink?
- 2 Thanks for the pictures of the hotel. I will send a catalogue as soon as possible.
- 3 Are you coming to the meeting? Please call me.
- 4 Thank you very much for your message. The room was excellent. Bye for now.

**Exercise 9**

- 1 plenary
- 2 presentation
- 3 channel
- 4 auditorium
- 5 coordinator
- 6 flip chart
- 7 safe
- 8 luncheon

**Exercise 10**

Sample answer

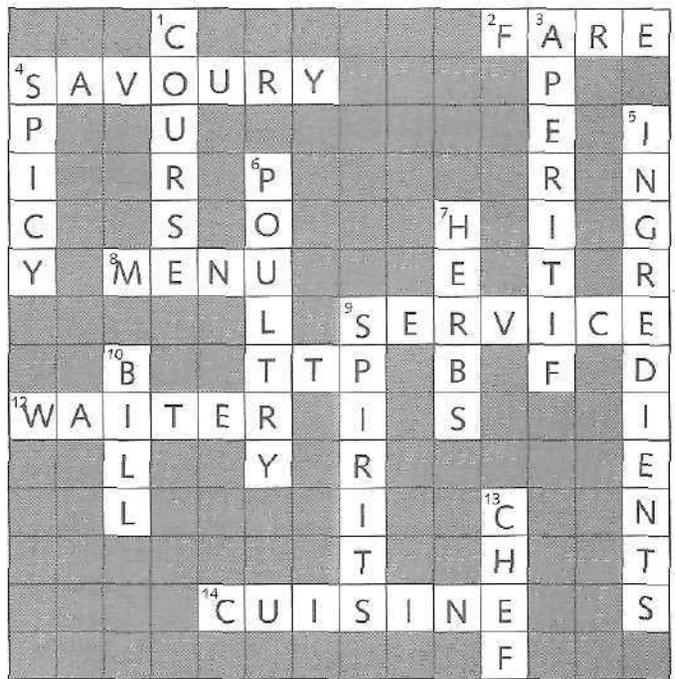
In response to your recent enquiry I am writing to present the Witek Conference Centre which is situated in Cracow, Poland approximately 4 km from the international airport.

The purpose-built centre is set in superb countryside and its peaceful atmosphere makes it an ideal venue. We are able to accommodate up to 350 delegates at any one time and offer the highest standard of catering, facilities and entertainment.



UNIT 10

Exercise 1



Exercise 2

- croissants: bake
- an egg: boil, fry
- a leg of lamb: roast
- mussels: steam
- a pudding: bake, steam
- spaghetti: boil
- steak: fry, grill

Exercise 3

- 1 Paella is a Spanish dish made with vegetables, fish and chicken served with rice.
- 2 Goulash is a Hungarian dish made with meat cooked in a paprika sauce and served with potatoes.
- 3 Scampi alla marinara is an Italian dish made with shrimps, tomatoes and Parmesan cheese served with pasta.
- 4 Sauerkraut is a German dish made with pickled cabbage, sausage and bacon served with boiled potatoes.
- 5 Chicken biriyani is an Indian dish made with sliced chicken, onions, carrots, nuts and spices served with saffron rice.
- 6 Dong goo man arp is a Chinese dish made with stewed pork and mushrooms served with noodles.
- 7 Kuskus is a North African dish made with lamb, mixed vegetables and raisins served with semolina.
- 8 Chocolate terrine is a French dessert made with chocolate, eggs and milk served with a creamy vanilla sauce.

Exercise 2

- 1 crossing
- 2 trip
- 3 tour
- 4 journey
- 5 excursion

Exercise 3

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

Exercise 4

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

Exercise 5

- |               |                  |
|---------------|------------------|
| 1 can         | 6 should         |
| 2 must        | 7 can            |
| 3 required to | 8 do not have to |
| 4 must not    | 9 allowed to     |
| 5 can         | 10 must          |

Exercise 6

- 1 b
- 2 a
- 3 b
- 4 c
- 5 d

Exercise 7

- |           |             |
|-----------|-------------|
| 1 harbour | 4 station   |
| 2 ferry   | 5 composite |
| 3 sign    | 6 waiver    |

Exercise 8

- |               |             |
|---------------|-------------|
| 1 along       | 7 out       |
| 2 in front of | 8 above     |
| 3 down to     | 9 away from |
| 4 ahead       | 10 across   |
| 5 Next to     | 11 until    |
| 6 up          |             |

### Exercise 4

- 1 a glass
- 2 rice
- 3 a lamb
- 4 pepper
- 5 a pepper
- 6 a cup of coffee
- 7 glass
- 8 a bar of chocolate
- 9 coffee
- 10 a grain of rice
- 11 a leg of lamb
- 12 a chocolate

### Exercise 5

- poultry: turkey, goose, duck  
fruit: raspberry, blackcurrent, grapes, pear  
vegetables: mushrooms, onion, cabbage, aubergine, beans  
shellfish: shrimp, lobster, mussels  
herbs and spices: ginger, pepper, tarragon, chives, parsley

### Exercise 6

- |            |          |
|------------|----------|
| 1 a little | 5 little |
| 2 some     | 6 many   |
| 3 much     | 7 any    |
| 4 a few    | 8 Few    |

### Exercise 7

- 1 Certainly, if you'd just like to follow me.
- 2 Would you like to have an aperitif?
- 3 Right, here is the menu for you to look at.
- 4 Are you ready to order?
- 5 So that's one rack of lamb and one pepper steak.
- 6 And what would you like to drink?
- 7 I'd certainly recommend the Bordeaux as it's a very good vintage.

### Exercise 8

- 1 house wine, basic Bordeaux, Côtes du Rhône, Beaujolais, Entre-les-Deux Mers, Anjou Blanc, Sauvignon de Touraine
- 2 Beaujolais Nouveau
- 3 Champagne, Crémant de Lire, Vouvray Mousseux, Blanquette de Limoux
- 4 Barsac and Sauternes

### Exercise 9

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

## UNIT 11

### Exercise 1

- 1 Chinese new year, St Basil's Day, St Sylvester's Eve
- 2 Chinese New Year
- 3 New Year's Day in Australia
- 4 Chinese New Year, New Year's Day in Australia
- 5 The new year in Egypt
- 6 Chinese New Year
- 7 St Sylvester's Eve
- 8 The new year in Australia, St Sylvester's Eve
- 9 The new year in Egypt, St Basil's Day

### Exercise 2

- |            |          |
|------------|----------|
| 1 offering | 4 flags  |
| 2 receipt  | 5 prayer |
| 3 party    | 6 dance  |

### Exercise 3

- |          |            |
|----------|------------|
| 1 marks  | 5 Chinese  |
| 2 feast  | 6 horn     |
| 3 dragon | 7 youngest |
| 4 senior | 8 moon     |

### Exercise 4

- 1 Many Japanese people take time off to travel.
- 2 as a sign of devotion
- 3 to purify twelve portable shrines
- 4 to give thanks for their children's good health and pray for good fortune
- 5 Firefighters perform acrobatic tricks to show their spirit and skill.

### Exercise 5

freezing, cold, cool, mild, warm, hot, scorching

### Exercise 6

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

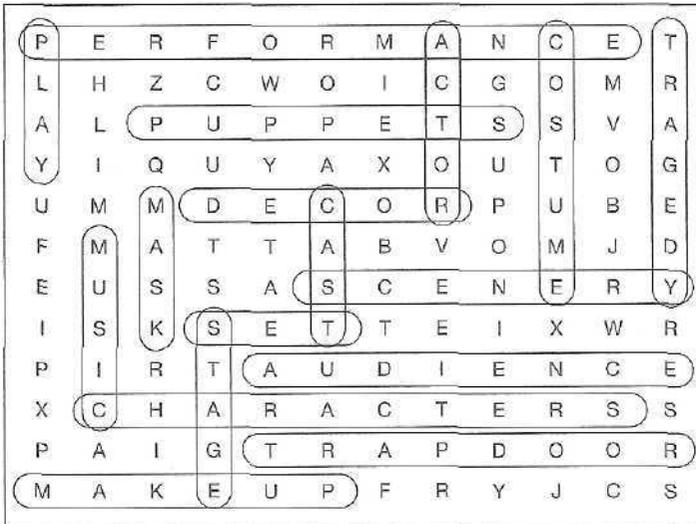
### Exercise 7

- 1 B (attracts)
- 2 C (built)
- 3 C (came)
- 4 C (year)
- 5 C (as)
- 6 A (Over / During)
- 7 C (to submit)

### Exercise 8

- 1 that / which
- 2 who
- 3 where
- 4 that / which
- 5 whose
- 6 that / which
- 7 when

**Exercise 9**



**UNIT 12**

**Exercise 1**

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

**Exercise 2**

- 1 true
- 2 true
- 3 false (Nothing is said about religion.)
- 4 true
- 5 true

**Exercise 3**

European  
performances  
participate  
ancestors  
panoramas  
hazards  
historical  
memorials

**Exercise 4**

ecology: fauna and flora, wildlife, species, habitat  
underwater exploration: aqualung, diving, scuba, snorkel  
painting: watercolour, brush, palette, easel, oils

**Exercise 5**

- 1 did, would
- 2 saves, will
- 3 did, 'd
- 4 'll, don't
- 5 don't, 'll
- 6 don't, 're

**Exercise 6**

- 1 If he spoke French, he could get a job at the Hotel Opéra.
- 2 If he had a passport he could work as a courier.
- 3 If he could ski he could work at the Alpine resort.
- 4 If he didn't suffer from mountain sickness he could work as a guide.
- 5 If he liked animals he could work as a dog handler.

**Exercise 7**

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

**Exercise 8**

- 1 the person who signed the contract
- 2 in writing
- 3 yes, £45
- 4 The cancellation will not take effect.
- 5 If the letter arrives less than a week before 1 July, the entire cost will be lost. If the letter arrives more than a week before 1 July, then 90 percent of the cost will be forfeited and if it arrives before 2 June then 60 percent of the cost will be forfeited.
- 6 This comes under the heading of 'industrial action' and no compensation would be received.
- 7 You would receive the difference in price and £60 per person extra.
- 8 The tour operator would not accept any liability.
- 9 within 28 days
- 10 You can refer the complaint to an arbitrator.

**Exercise 9**

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

**Exercise 10**

- |     |     |      |
|-----|-----|------|
| 1 b | 5 g | 9 j  |
| 2 f | 6 i | 10 l |
| 3 a | 7 k | 11 d |
| 4 h | 8 e | 12 c |

**VOCABULARY EXERCISES**

**Exercise 1**

- 1 training, education
- 2 an internship, work experience
- 3 studied, graduated
- 4 arranged, applied
- 5 involved, responsible
- 6 leading, skilled
- 7 class, course
- 8 benefits, track record

### Exercise 2

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

### Exercise 3

- 1 coordinating  
2 compiling  
3 implementing, meeting  
4 maximising  
5 reporting

### Exercise 4

- 1 commission (b)  
2 overtime (d)  
3 salary (e)  
4 company car (f)  
5 bonus (c)  
6 tips (a)

### Exercise 5

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

### Exercise 6

- location:    4 km from the airport, out-of-town,  
                  beachside, central  
appearance: renovated, high-rise, well-appointed  
atmosphere: tranquil, charming, intimate, cosy  
price:        mid-range, exorbitant, value for money,  
                  budget

### Exercise 7

- Checking in: 1, 2, 5, 6, 9, 10  
Checking out: 3, 4, 7, 8

### Exercise 8

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

### Exercise 9

- 1 steep  
2 dense  
3 sandy  
4 snow-capped  
5 extinct  
6 rolling  
7 stunning

### Exercise 10

- 1 bustling, crowded (a, b)  
2 historic, ancient (b, c)  
3 traditional, avant-garde (a,b)  
4 leisure, health (a, c)  
5 refurbished, ten-storey (a,c)  
6 tree-lined, broad (a,b)

### Exercise 11

- b, h, e, f, i, a, g, d, c

### Exercise 12

- c, d, g, e, f, i, a, b, h

### Exercise 13

- road:    rush hour, toll, gear, CDW, tailback, freeway,  
                  traffic jam  
air:     deplane, runway, hand baggage, wing  
sea:    deck, sail, berth, wave, liner

### Exercise 14

- 1 b) change  
2 c) worth  
3 d) economical  
4 a) balance  
5 a) refund  
6 c) accepted  
7 b) to  
8 d) for

### Exercise 15

- |            |                  |
|------------|------------------|
| 1 pay      | 9 advertisements |
| 2 prices   | 10 audience      |
| 3 raise    | 11 scenery       |
| 4 check    | 12 borrow        |
| 5 set      | 13 remind        |
| 6 involved | 14 stole         |
| 7 left     | 15 economical    |
| 8 affect   |                  |

### Exercise 16

- |              |                      |
|--------------|----------------------|
| 1 stylish    | 6 workshops          |
| 2 auditorium | 7 state-of-the-art   |
| 3 lecture    | 8 video conferencing |
| 4 delegates  | 9 Interpreters       |
| 5 display    | 10 catering          |