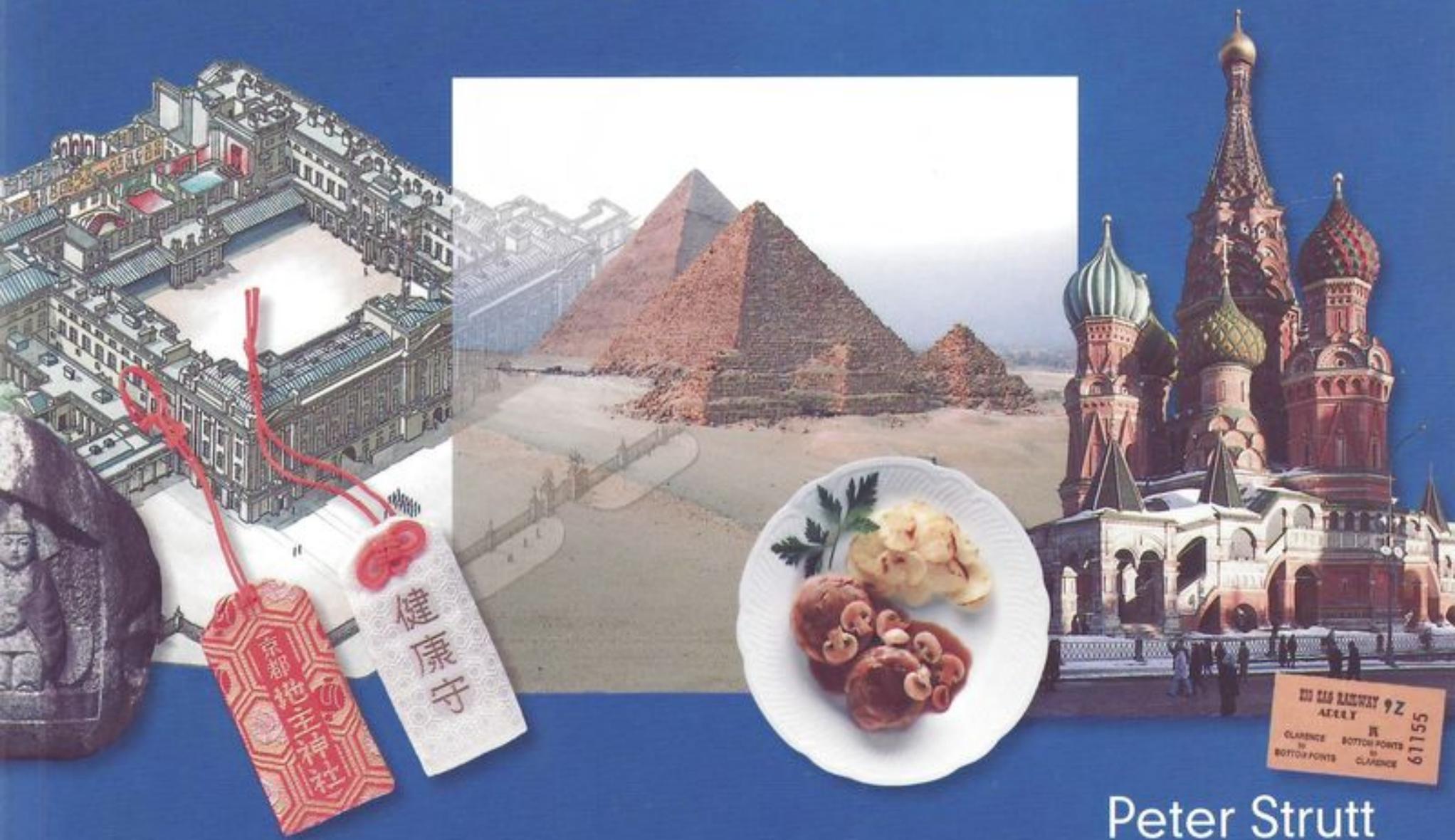


Intermediate Students' Book

English

for International

Tourism



Peter Strutt





English for International Tourism

Peter Strutt



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and Associated Companies throughout the world.

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Introduction

Foreword

Effective English language and interpersonal skills are now an essential job requirement in the hotel and tourism industries. In a global working environment where employees are in constant contact with each other and the public, the ability to use English is an absolute necessity.

English for International Tourism is a language course designed to cater for learners studying for vocational qualifications in the travel trade and for working professionals undertaking in-service language training. The course deals with the language of tourism from an insider's occupational perspective rather than that of the individual traveller. However, neither teacher nor student needs first-hand knowledge of the industry because, although the material is professionally relevant, it is not technical or over-specialised in nature.

The Students' Book contains twelve main units and three consolidation sections. Each unit contains a variety of language tasks developed around topics related to the travel industry and the provision of hotel accommodation. Each unit contains one or more listening tasks, a language focus section followed by practice, vocabulary development, pronunciation practice and a speaking section which is designed to bring the language previously studied into active use. Reading and writing skills also feature prominently as do the professional practice boxes which provide language and skills that are necessary when performing work-related tasks.

The skills-based syllabus ensures that students are provided with extensive communicative practice ranging from customer service encounters such as hiring a car or manning a hotel reception desk to preparing and giving presentations or dealing with business mail.

To this end, a wide variety of industry-specific contexts have been chosen to represent the diversity of the travel industry today and to reflect the global nature of tourism. The listening activities are designed to accustom students to a variety of native and non-native speakers using English as an international language.

Language focus aims to teach grammar using a functional approach where the goal is to help the learner become aware of the way in which grammatical choices convey meaning. The grammar and vocabulary sections arise out of the communicative needs of tourism professionals and feed into subsequent activities. For example, the pair work tasks are explicitly designed to give further contexts of use for the language previously introduced.

Authentic materials help learners cope with real English. Thus, many of the pages use extracts from *Dorling Kindersley's Eyewitness Travel Guides* which are visually attractive and provide key, up-to-date information on important travel destinations. Many sections also make use of the internet as the web has become such an important tool in promoting and selling tourism.

A separate **Workbook** is available for extra practice as homework or on a self-study basis. It follows the same unit by unit format and provides further work on reading, grammar, functions, vocabulary, pronunciation and writing. **The Teacher's Resource Book** provides step-by-step notes on using the material, ideas for extra activities, advice on coping with mixed ability classes, background information on tourism topics and destinations as well as a bank of extra photocopiable materials.

I hope you enjoy using English for International Tourism.

Peter Strutt

English for Tourism Intermediate **Bookmap**

| Unit | Language focus | Vocabulary | Professional practice |
|------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 1 Careers in tourism 6 | Question forms | Jobs and duties The word <i>Skill</i> Action verbs Pronunciation: Question forms | Write a CV / Resumé Write a cover letter Attend an interview Apply for a job |
| 2 Destinations 14 | Present simple and present continuous | Reasons for travelling Describing a destination | Prepare a presentation Give a short presentation |
| 3 Hotel facilities 22 | Have / Get something done Making comparisons | Hotel facilities Describing hotels Pronunciation: Word stress | Compare hotels Decide how to refurbish a hotel Write a hotel description |
| 4 Tour operators 30 | Present perfect and past simple Pronunciation: /ɪ/, /i:/ and /aɪ/ | Tour operators Package holidays | Deal with a complaint Write a letter of apology Persuade a client to buy a package tour |
| Consolidation 1 38 | Grammar review | Pronunciation: Word stress Alphabet quiz | |
| 5 Dealing with guests 40 | Articles | Describing people Misunderstanding -ed / -ing adjectives | Deal with a complaint Solve an overbooking problem |
| 6 Travel agencies 48 | The future | The word <i>Time</i> Telephone language Pronunciation: The alphabet | Take a telephone booking Prepare an educational report Reply to an enquiry |
| 7 Hotel reservations 56 | Indirect questions Reported speech | Text messaging Conferences and conventions Pronunciation: Politeness Contrastive stress | Take messages Send text messages Sell a conference venue to a client Write a formal letter |
| 8 Seeing the sights 64 | The passive | Places of interest How Guinness is made Exhibitions Pronunciation: /æ/, /ə/, and /eɪ/ | Recommend sights Describe an exhibition Guide for a famous sight |
| Consolidation 2 72 | Grammar review | Vocabulary review | Write an email |

| Unit | Language focus | Vocabulary | Professional practice |
|---------------------------------|---------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 9 Getting around 74 | Modal verbs | Checking in Using a dictionary Pronunciation: Same spelling, same sound? | Give advice on driving Give underground directions Car hire bookings Hire a motorhome |
| 10 Eating out 82 | Countable and uncountable nouns Quantifiers | Verbs of food preparation Pronunciation: /ə/ | Describe dishes Recommend a restaurant Prepare a menu Take an order |
| 11 Traditions 90 | Defining relative clauses Vague language | Traditions The theatre Public holidays Pronunciation: Dates | Describe a festival Exchange historical facts Recommend a festival |
| 12 Special interest tours 98 | Conditionals | Special interest tours Pronunciation: Word stress | Exchange hobbies Sell a holiday Organise a three-day cruise The hotel management game |
| Consolidation 3 106 | Grammar review | Vocabulary review Pronunciation: Same spelling, different sound | |
| Pairwork files 108 | | | |
| Writing bank 118 | | | |
| Grammar reference 122 | | | |
| Tapescripts 130 | | | |

1



Careers in tourism



Jobs in tourism

1 Work in pairs. Match the pictures with these sectors of the travel industry. Then answer the questions below.

- airlines
- hotels and accommodation
- ferry and cruise companies
- catering
- car hire

- 1 What sector of the travel industry most appeals to you?
- 2 Think of two jobs in each sector.
- 3 Which of these jobs interest you the most?

2 What is your idea of a good job? Put the following ideas in order of importance. Discuss your choices with your partner.

- | | |
|---------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> a chance to travel | <input type="checkbox"/> friendly colleagues |
| <input type="checkbox"/> teamwork | <input type="checkbox"/> a good salary |
| <input type="checkbox"/> flexible working hours | <input type="checkbox"/> long holidays |
| <input type="checkbox"/> job stability | <input type="checkbox"/> opportunity to meet people |
| <input type="checkbox"/> responsibility for other staff | <input type="checkbox"/> benefits (commission, cheap holidays) |

reading Job advertisements

3 Read the job advertisements on the opposite page. Which job do you find the most / least attractive? Give your reasons why.

4 Read the advertisement again. Which of the jobs:

- 1 involves selling?
- 2 requires management skills?
- 3 means working abroad?
- 4 offers extra financial benefits?
- 5 involves making arrangements?
- 6 needs excellent telephone skills?

A

Conference Event Co-ordinator

Conference Consultants is a dynamic events management organisation which provides creative, exciting and affordable solutions for conferences and exhibitions. We are currently looking for a hard-working person to join our staff.

The successful applicant will be responsible for organising special events. This person will have excellent customer service and management skills and be prepared to work under pressure.

An excellent salary package and company car will be offered to the right candidate.



C

Travel Sales Consultant



Leading travel agency is seeking a travel sales consultant to sell holidays and other travel products.

Good telephone, IT and numeracy skills are a must. The job involves booking package tours, making hotel reservations and arranging car hire as well as designing individual holidays for the independent traveller. You will be caring, have an outgoing personality and be able to put others first.

Night Auditor

This is a chance to become part of a well-established international five-star hotel.

We are looking for a Night Auditor for a busy hotel front office. Reporting to the Front Office Manager, you will be skilled at supervising staff, handling guest queries and complaints, maximising room occupancy and producing the daily business figures.

You are well-presented and patient with a friendly, helpful personality. This position has unlimited potential and will suit someone looking at his/her career in the long term.

Resort reps

If you enjoy being in foreign places but don't like being on the move the whole time, then being a resort representative is a great job for you. You will need to be enthusiastic, energetic, possess excellent communication skills and be good at dealing with emergencies and making decisions on your own. There is the opportunity to earn commission from selling excursions to boost your basic salary.

B

vocabulary Duties

5 Which verbs do not go with the nouns?

1 EVENTS

arrange organise ~~make~~

2 EMERGENCIES

handle deal with book

3 ROOM OCCUPANCY

maximise boost produce

4 TOURS

possess book organise

5 STAFF

supervise design join

6 INDIVIDUAL HOLIDAYS

book arrange supervise

D

vocabulary

management
communication
computer / IT
telephone
organisational
people

skills

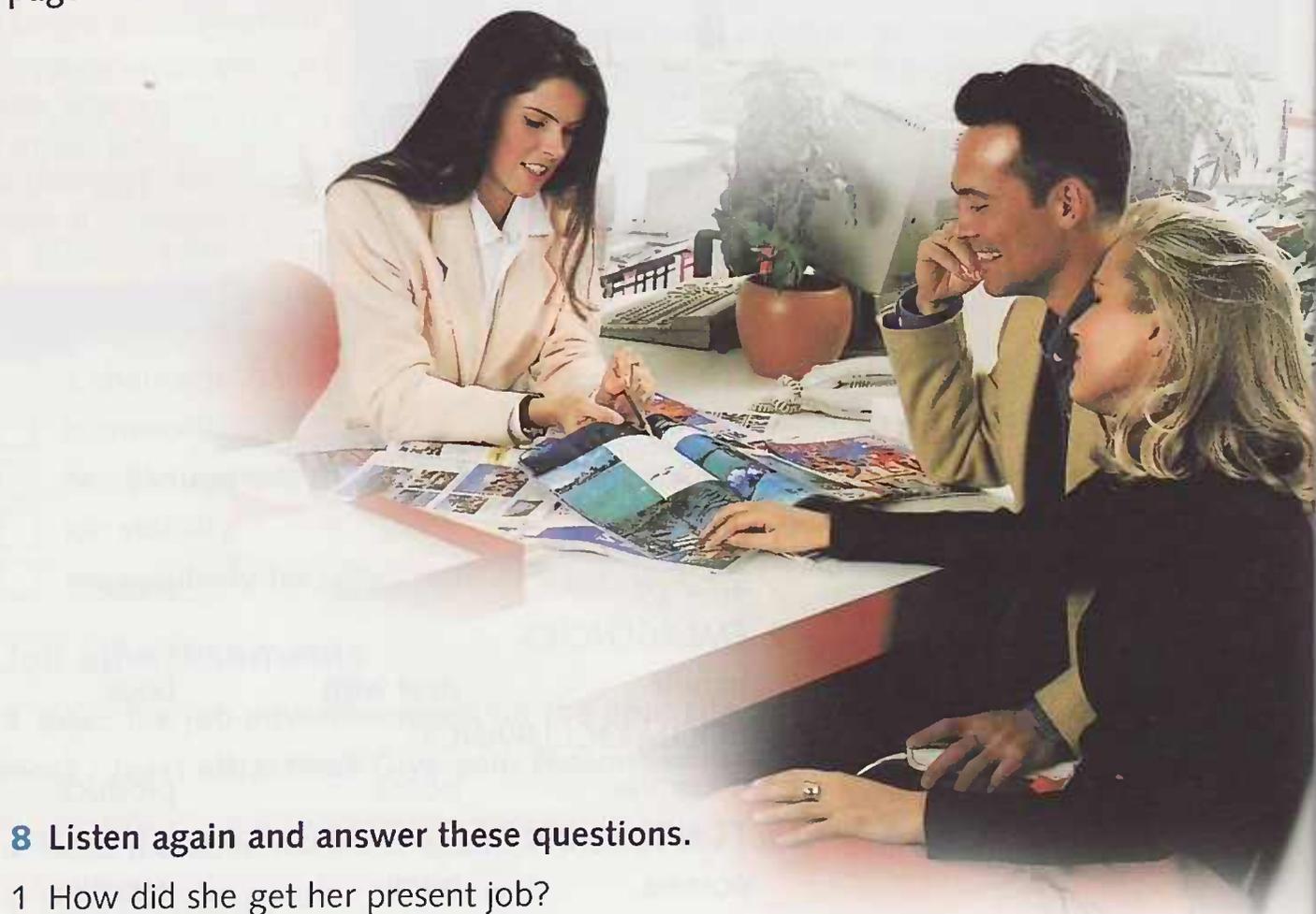
be skilled at + verb + -ing
she's skilled at supervising staff

Success in business depends on **skilful** (UK) / **skillful** (US) management.
A **highly-skilled** chef can earn a lot of money.
Being a porter is a relatively **unskilled** job.

practice 6 Complete these sentences with words from the vocabulary box above.

- 1 Dealing with difficult members of the public requires good communication skills.
- 2 Designing a good computer reservations system demands up-to-date
- 3 She's done a large number of relatively jobs. She's been a chambermaid, a cleaner and a waitress.
- 4 He has to co-ordinate the work of several departments so he's at organising schedules.
- 5 If you work in a call centre it's essential to have excellent
- 6 Conference interpreting is a occupation.

listening 7 Listen to Louisa Smith talk about her job and decide which of the jobs on page 7 she does.



8 Listen again and answer these questions.

- 1 How did she get her present job?
- 2 What does she do when she works 'upstairs'?
- 3 Who does she deal with when she works 'downstairs'?
- 4 What kind of questions do people ask her?
- 5 What questions does she ask customers?
- 6 What questions do people ask her at parties?
- 7 Which countries has she been to this year?

Language focus Question forms

- Yes / No questions

All these questions use an auxiliary as the first word in the question and require a positive (Yes) or negative (No) answer:

Can you drive?

Are you available straightaway?

Did you pass the exam?

Do you have any previous experience?

Have you read our brochure?

Will you be free during the summer?

- How / Wh- questions

We use these question words when we want more information than a simple yes or no. The question word is placed before the auxiliary verb.

What do you do in your free time?

Why do you want to work for us?

Where would you like to work?

Whose bag is this?

What time would I have to start?

How did you find out about the job?

What kind of job are you looking for?

How long have you studied English?

Who is in charge of staff training?

How soon will you let me know?

When can you let me know?

How much time do I spend abroad?

Which part of the course did you like?

How many days holiday are there?

- Now listen to the questions. What do you notice about the intonation at the end of the sentences?

► For more information turn to page 124.

practice 9 Complete these questions with the correct question word. Then match the questions to the answers below.

- | | | |
|---|------------------------------------------------|------------------------------------------|
| 1 | <i>What</i> was your last job? | <i>I was a receptionist.</i> |
| 2 | languages can you speak? | |
| 3 | language do you speak the best? | |
| 4 | job are you looking for? | |
| 5 | did you stay in Mexico? | |
| 6 | did you choose to study tourism? | |
| 7 | will I be able to start? | |
| 8 | responsibility is it to supervise staff? | |

I was a receptionist I'm most fluent in Spanish Just a week
 As soon as possible Spanish, French and a little Arabic
 I'd like to work for an airline I like meeting people Mrs Young's

speaking 10 Work in pairs. Find out the following information from your partner.

date of birth place of birth work experience languages
 countries visited professional skills hobbies ambitions

listening Curriculum Vitae

11 Work in groups. Discuss these questions. Then listen to a human resources manager talk about CVs and compare your ideas.

- 1 What makes a good CV?
- 2 How long should it be?
- 3 What should it contain?

12 Listen again. Are these statements true or false? Correct any false statements.

- 1 A CV should be no longer than two pages.
- 2 You should always include a photograph.
- 3 You put the most recent experience first.
- 4 You should write in full sentences.
- 5 An employer is not interested in your hobbies and interests.
- 6 You should adapt your CV to the job description.
- 7 You should use good quality stationery.
- 8 You should make sure there are no grammar and spelling mistakes.

Now look at the CV on the opposite page. Does it follow this advice? How is this advice different to CVs in your country?

13 Read Michel Blanc's CV again and answer these questions.

- 1 How does he describe his qualifications in English?
- 2 In what sector of the tourism industry has he worked?
- 3 What experience has he had?

Professional practice Writing CVs

Use 'action' verbs to describe your experience. They attract attention and demonstrate that you are an 'action' person. What are these typical action verbs in your language?

| | | | |
|-------------|-------|-----------|-------|
| achieve | | introduce | |
| co-ordinate | | manage | |
| create | | organise | |
| develop | | plan | |
| direct | | research | |
| establish | | set up | |
| implement | | supervise | |

Personal details

Michel Blanc
 5 rue de la Libération
 76000 Rouen, France
 e-mail: michel_blanc@yahoo.fr
 25 years old
 French

**Education and qualifications**

Baccalauréat (Equivalent of British 'A' levels, specialising in economic subjects.)

BTS Tourisme (Two years' vocational training in Leisure and Tourism.)

Work Experience

Internship at the Ibis Hotel (Southampton) 62 bedrooms, three conference rooms.

Supervised the operation of the night shift, dealt with questions and complaints, implemented routine checks of the hotel, collected and compiled the daily business figures and entered statistics into a database to produce the daily reports.

Le Parc (Rouen) Assistant Manager of a three-star hotel. (45 rooms, 26,000 covers p.a.). Responsible for customer care, staff supervision, sales promotion (accommodation, seminars, banquets) and accounting.

Professional Skills

Project management, sales, customer care and public relations, budgeting and forecasting.

Computer skills: MS Office, specialist management software (HOTIX, LOGHOREST, CALLSTAR)

Languages: English, Spanish, some German

Interests: Sailing, skiing, scuba diving

Name and address of referee

Mr Clark, Oasis Hotel, 26 Wharf Street, Southampton

writing 14 Draft your own CV and show it to a partner. Ask him or her to evaluate it using these check points.

- Does it look good?
- Does it list experience starting from the present?
- Is it too long / too short?
- Is the contact information clear?
- Does it provide a good basis for an interview?

Cover letters

15 A short cover letter should always accompany your CV. Organise the following advice into two categories, *dos* and *dont's*.

- Type your letter of application
- Use interesting coloured paper
- Write at least two pages
- Repeat what is already on your CV
- Point out professional skills that you have acquired
- Emphasise how you believe you meet the employer's needs
- Tell the employer that you will call in to discuss your application

16 Use these phrases to complete the cover letter below.

I am confident I am available please find enclosed
I am writing with reference to I look forward to hearing
I have experience of

Michel Blanc
5 rue de la Libération
76000 Rouen, France
michel_blanc@yahoo.fr

6th August

The Human Resources Officer
Global Tours
80 Campbell Street
London WC2 9AN

Dear Sir or Madam,

.....¹ the position of Night Auditor as advertised in *The Guardian* of 11 January.

.....² a copy of my CV outlining my background and qualifications for your consideration. As an Assistant Manager of a three-star hotel³ managing staff and dealing with guests.

I also have practical experience of increasing room occupancy and producing financial statistics. If given the opportunity⁴ that I could make a valuable contribution to the running of the hotel.

.....⁵ for interview at a time and place of your convenience. I can be reached at the above postal and email addresses or on 0033 1 5543 7574. I appreciate your time and consideration and⁶ from you soon.

Yours faithfully,

Michel Blanc

Michel Blanc
Enclosures: CV and Photograph

speaking Interviews

17 Work in pairs. Student A turn to page 108. Student B you work for Global Tours and have advertised the following vacancy. Look at the information below and prepare to interview candidates for the job.

DO YOU WANT TO WORK FOR A MAJOR PLAYER IN THE TRAVEL INDUSTRY?

GLOBAL TOURS is currently seeking to recruit a number of recently qualified and/or experienced travel professionals to work in a variety of locations. Vacancies in reservations, sales, hotel and catering and holiday villages.

Candidates should speak English and possess excellent interpersonal skills. Motivating salary for the right people.



Information on Global Tours.

Following its acquisition of Worldwide Destinations plc GT has become the market leader in long-haul travel. It owns the five largest travel agency chains and enjoys guaranteed racking. With a turnover of more than €75m, it employs 15,000 people worldwide and caters for an average of 500,000 holidaymakers every year.



Student B

Interviewing procedure

- read the candidate's CV and cover letter before the interview
- welcome the candidate and put him / her at ease
- start with some small talk about a subject of interest to you both
- give the candidate some brief information about Global Tours
- ask the candidate questions about recent experience and qualifications
- find out about the candidate's strengths / weaknesses / motivations
- allow opportunities for the candidate to ask you questions
- thank the candidate and say when you will contact him / her

Professional practice Interview questions

Here are some typical interview questions.

Can you tell me about yourself?

What are your strong / weak points?

Why do you want to work in the travel industry?

Do you have any previous work experience?

What do you see yourself doing five years from now?

What kind of salary are you looking for?

When would you be willing to start?

Destinations



4



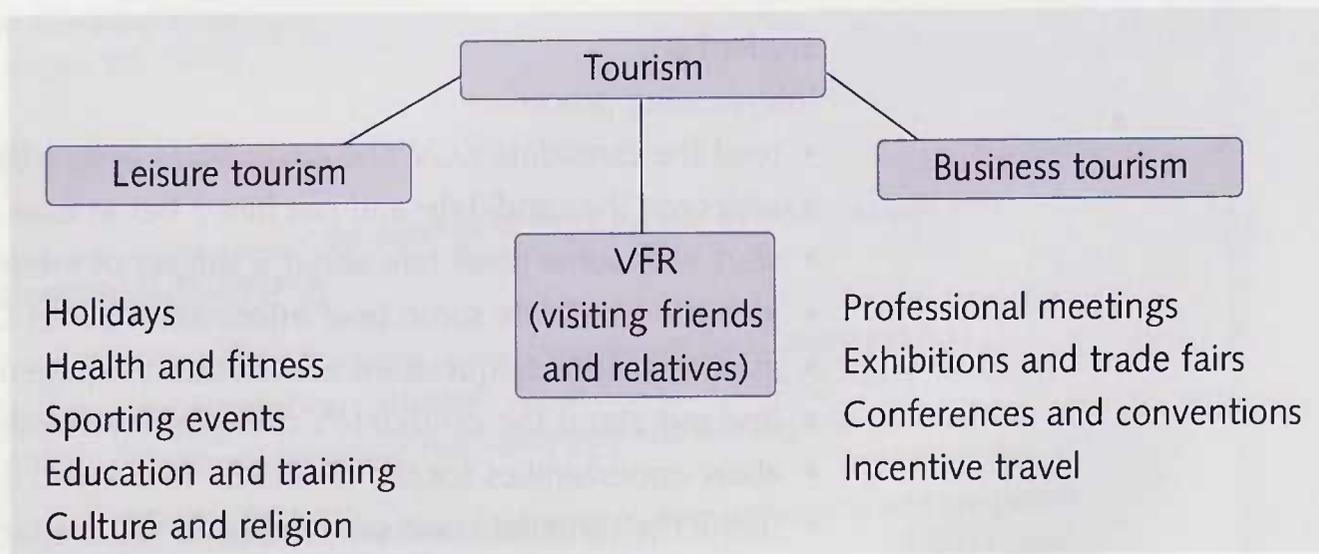
3



2

speaking **1** Look at the pictures. What kind of travel and tourism do they show? What other reasons for travel can you think of?

2 Match the types of tourism with the examples below.



Youell, Tourism: An Introduction, published by Pearson Education Ltd.

- 1 retired couple on a walking holiday in Scotland
- 2 overseas student going to study English in Cambridge
- 3 scientists flying to Helsinki for an international conference
- 4 coach of football fans travelling to an away match
- 5 travel agents attending the ITB fair in Berlin
- 6 weekend break in Verona with theatre tickets for Romeo and Juliet
- 7 trip to San Francisco for the most successful salesperson of the year
- 8 fly-drive holiday to Florida for a married couple
- 9 Japanese businessperson negotiating a contract in Berlin
- 10 family flying to Istanbul for a wedding

3 Work in pairs. What do you know about Los Angeles? Which of the following would attract tourists to LA?

beaches people culture food tradition
 historic monuments wildlife lifestyle

reading **Los Angeles**

4 Read the newspaper article. Why is Los Angeles the USA's most fascinating cultural destination?

LA Renaissance

38



The Getty Museum, Santa Monica

'LOS ANGELES will be the cultural capital of the millennium.' This statement was recently made by LA's 'vice-president of cultural tourism' who then went on to state that there are more major museums per head of population in LA than any other US city (300, to be precise), not to mention 'more artists, writers, film-makers, actors, dancers and musicians than in any other city in the history of civilisation'. His conclusion? 'LA is the most fascinating cultural destination in America.'

If LA can claim to be a cultural mecca, it's because of the Getty

Museum. This fine-art museum looks down from a Santa Monica hilltop over the city, a monument to culture. It cost well over \$1bn which forces people to take note.

Three million people visited the Getty in its first year. They come in the same coaches that take them to Disneyland and Beverly Hills. Almost immediately, it has become a part of the LA tour – an art museum that rivals Universal Studios, Hollywood and the Baywatch beaches.

Adapted from *www.telegraph.co.uk*, 5 December 1998

5 Read the text again. Are these statements true or false? Correct any false statements.

- 1 There are over 300 museums in LA.
- 2 Visitors to the Getty Museum can see a lot of paintings.
- 3 The Getty Museum is in the city centre.
- 4 The museum cost more than a billion dollars to build.
- 5 Three million went to the Getty museum last year.
- 6 The museum attracts the same tourists as Universal Studios.

A View of Hollywood Boulevard

Hollywood Boulevard is one of the most famous streets in the world, and its name is still a symbol of glamour. Visitors wishing to recapture the Golden Age of film should go to Mann's Chinese Theatre and the Walk of Fame.



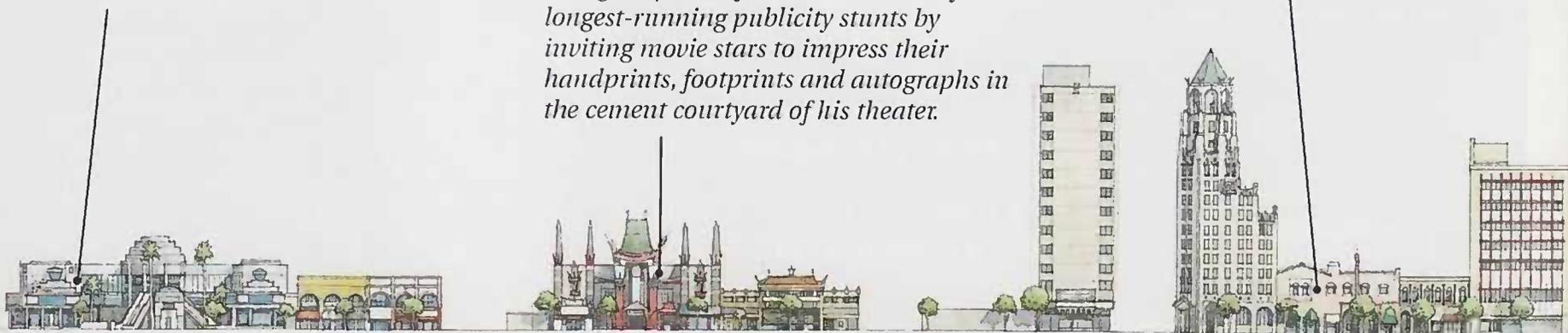
The Hollywood Galaxy houses a six-screen movie complex and the Hollywood Entertainment Museum, which has film, television, radio and recording memorabilia and provides a wide variety of interactive displays that allow visitors to explore entertainment industry technologies.



The exterior of Mann's Chinese Theater is an ornate mixture of Chinese temples, pagodas, lions and dragons which reflects the strong sense of showmanship of the theatre's creator, Sid Grauman. Grauman thought up one of the movie industry's longest-running publicity stunts by inviting movie stars to impress their handprints, footprints and autographs in the cement courtyard of his theater.



The Hollywood Wax Museum has life-size models of film stars, musicians and public figures. Clint Eastwood, Madonna, Michael Jackson and Ronald Reagan are among those on display.



HOLLYWOOD BOULEVARD NORTH SIDE

reading 6 Read the tour guide extract above. Where would you see:

- 1 an effigy of a pop star?
- 2 Leonardo da Vinci's Mona Lisa made out of toast?
- 3 the original Star Trek film sets?
- 4 the very first showing of a Walt Disney movie?
- 5 a tribute to actor Humphrey Bogart's career?
- 6 actor John Wayne's signature?

7 Work in pairs. Find out which part of Hollywood Boulevard would interest your partner most and why.

Stroll down Hollywood Boulevard's 'Walk of Fame' with its stars on the sidewalk that show the names of more than 2,000 film stars and musicians. Marilyn Monroe's star is embedded in the sidewalk at No. 6776. The camera symbol below her name indicates her career as a film actress.

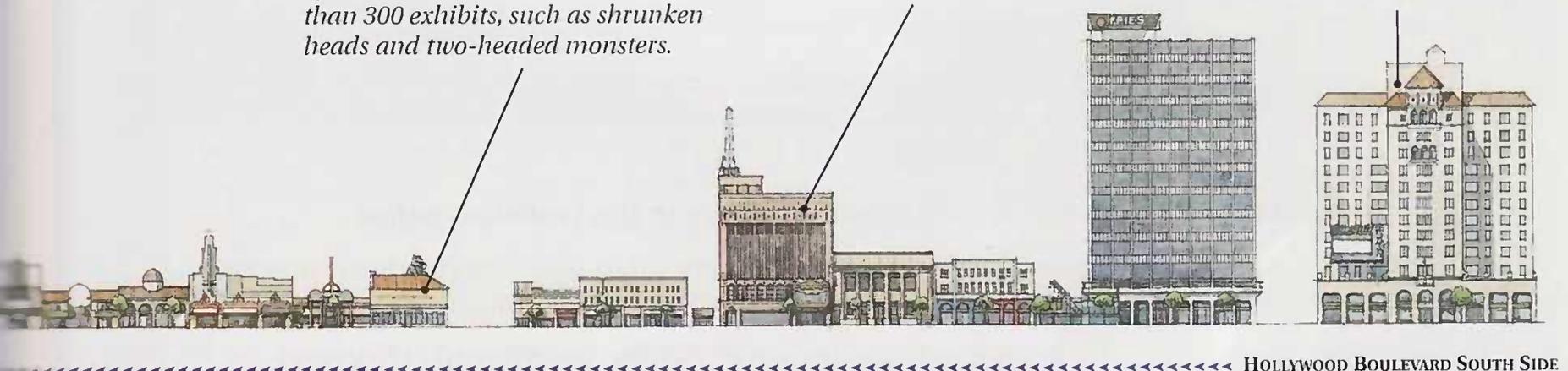
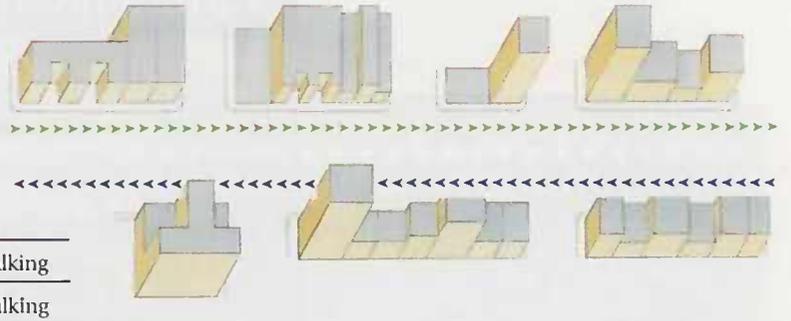


Ripley's Believe It or Not!® is a museum devoted to the bizarre. The building, topped by a gigantic model Tyrannosaurs Rex, contains more than 300 exhibits, such as shrunken heads and two-headed monsters.



El Capitan Theater
Neon lights welcome moviegoers to the beautifully restored Art Deco theater. Movies can be seen in old-fashioned comfort, but with state-of-the-art sound. World Premieres of Disney movies often feature a live revue by the Magic Kingdom's favorite characters.

Clarion Hotel Hollywood Roosevelt
An image of Charlie Chaplin (1889–1977) decorates the wall of this 1920s hotel.



HOLLYWOOD BOULEVARD SOUTH SIDE



8 Match the adjectives with their opposites. Use a dictionary to help you.

- | | | |
|--------------------|---|------------------|
| 1 wide | → | a) recorded |
| 2 live | → | b) restricted |
| 3 life-size | | c) old-fashioned |
| 4 state-of-the-art | | d) gigantic |
| 5 ornate | | e) plain |

listening 9 Listen to an LA tour guide and match the extracts with these places.

- Hollywood Wax Museum El Capitan Theater Ripley's Believe It or Not!®
Mann's Chinese Theater Hollywood Roosevelt

speaking 10 Work in pairs. Think of five places to include in a feature for your city or area. What is special about these places?

Language focus Present simple and present continuous

Match the sentences with the descriptions below.

- 1 They're **showing** a film called Bandit Country.
- 2 The trouble with this place is it's **becoming** too crowded.
- 3 What time **does** the film **start**?
- 4 Look, she's **getting** out of that black limousine.
- 5 TV personalities and film stars often **stay** there.
- 6 It **costs** about \$10 for adults.

- a) permanent state
- b) changing state
- c) activity in progress now
- d) regular or habitual activity
- e) temporary activity around the time of speaking
- f) scheduled event

What is the difference between the uses of *think* and *have* in these sentences?

What **do** you **think** of Los Angeles?

I'm **thinking** of going to Los Angeles this summer.

I think they're **having** lunch at Nate 'n' Al's deli.

California **has** hot summers and mild winters.

► For more information turn to page 124.

practice 11 Underline the correct verb form in the sentences below.

- 1 The brochures often feature / are often featuring hotels in Long Beach.
- 2 LA experiences / is experiencing a boom in hotel building.
- 3 The accommodation tax varies / is varying from 10–17 percent.
- 4 In summer the temperature stays / is staying in the mid 80s.
- 5 A meal for two costs / is costing about \$150.
- 6 San Diego becomes / is becoming very popular with British visitors.
- 7 British Airways flies / is flying direct to San Diego daily.
- 8 We look / 're looking for a suitable hotel in Anaheim.
- 9 Florida suffers / is suffering from a severe lack of rainfall at the moment.
- 10 Theme parks attract / are attracting families with young children.
- 11 We think / 're thinking of going to California for our holiday this year.
- 12 LA has / is having more museums than any other US city.

12 Complete the text with the correct form of the present simple or present continuous.

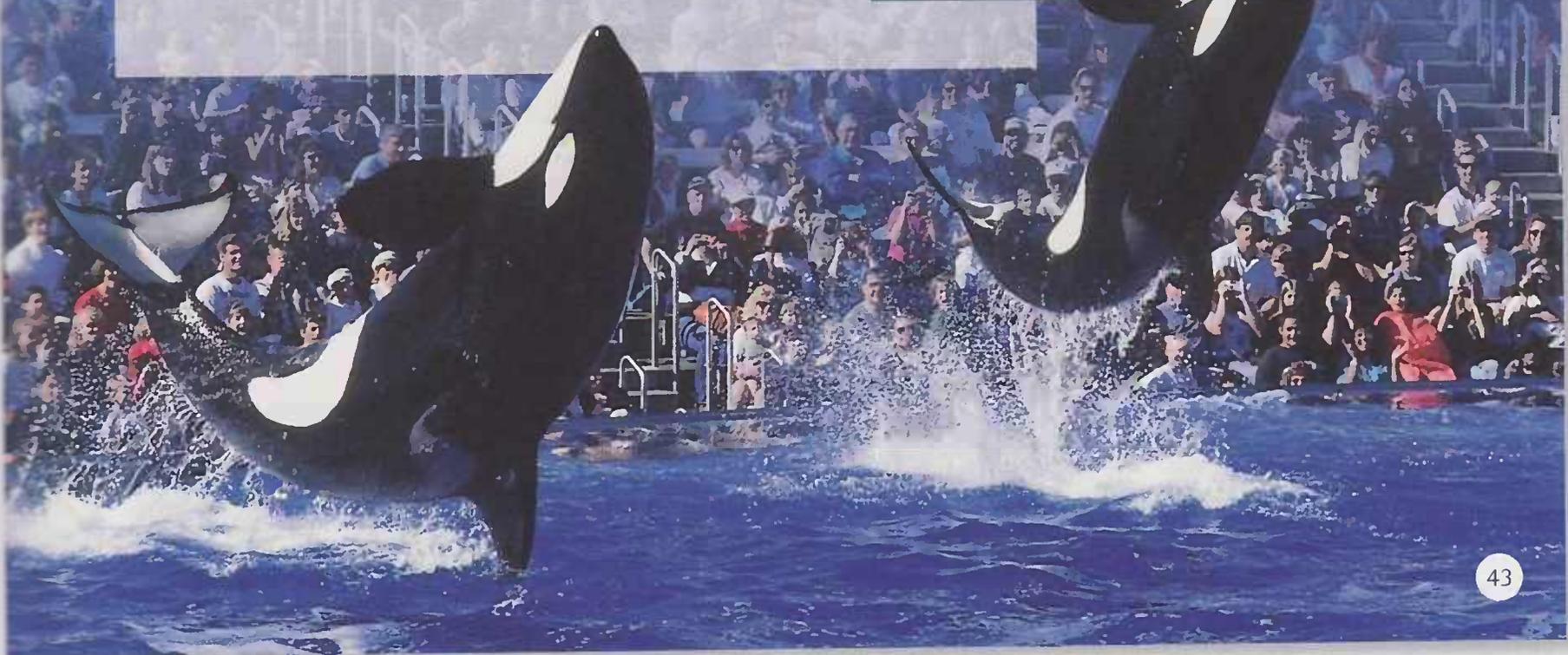
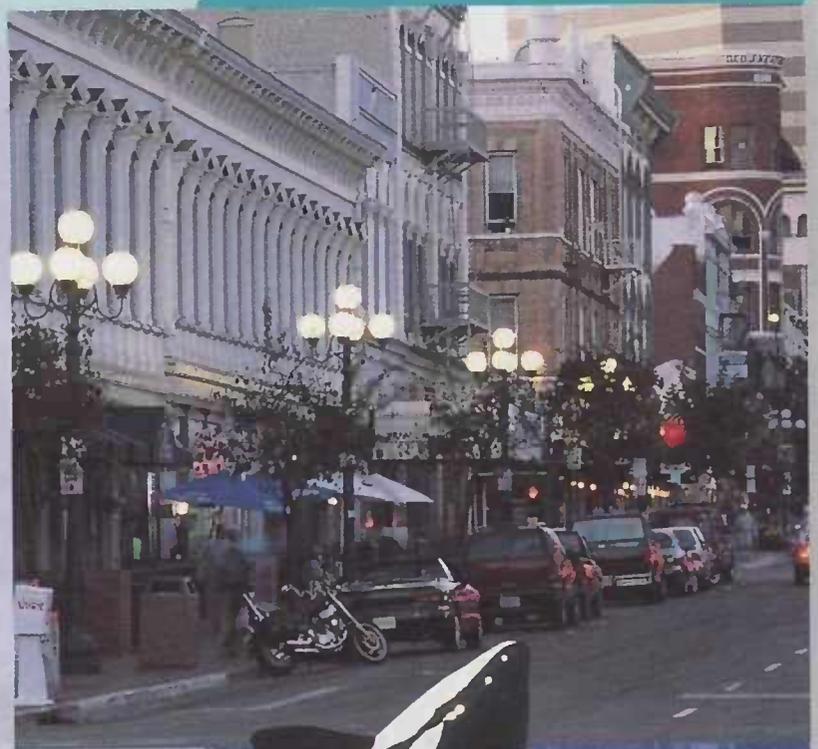
Exploring San Diego

Many visitors (prefer)¹ San Diego to Los Angeles because it is smaller and (appeal)² more to people who (like)³ a family atmosphere.

For example, SeaWorld (put on)⁴ great shows with performing killer whales and dolphins and (attract)⁵ children and parents alike. Many people (consider)⁶ San Diego zoo to be the best in the world and the animals (live)⁷ in the zoological equivalent of five-star hotels.

Good free guided tours of the pretty Old Town (leave)⁸ daily at 10.30 am and 2 pm.

Until recently the downtown area was very quiet and dull but (now / become)⁹ much more fashionable; entrepreneurs (open)¹⁰ trendy restaurants and bars and now the whole area (boom)¹¹ as a result of the live jazz concerts which are held every evening during the high season.

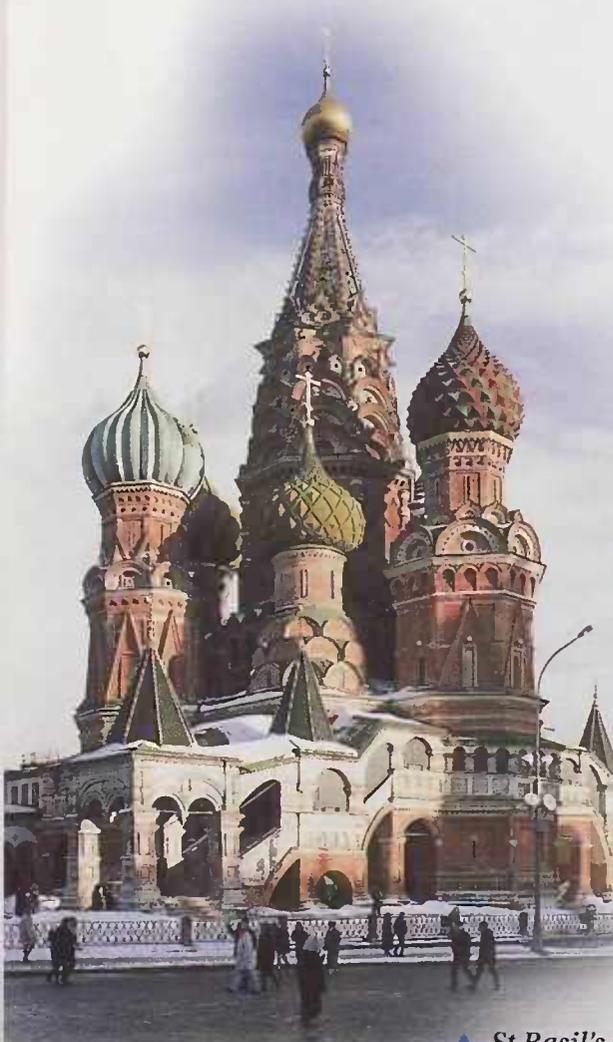


speaking 13 Work in pairs. How is tourism changing in your country? What type of tourists are visiting your country and what is the government doing to develop tourism?

listening Visiting Moscow

14 Listen to the short presentation on Moscow and take notes under these headings. Only write key words. Do not write everything you hear.

- Climate
- Getting around
- Sightseeing
- Entertainment
- Food and drink



▲ St Basil's Cathedral



▲ Ice Sculpture, Gorky Park

Komsomolskaya Metro Station ▶



▲ Red Square



Compare notes with a partner and fill in any information you missed.

vocabulary 15 Put these words in the correct groups below.

| | | | | | | |
|--------------|-------------|---------------|-----------|--------|------|--------|
| humid | tram | coach | nightclub | chilly | show | frozen |
| concert hall | underground | fairground | warm | cab | | |
| Climate | Transport | Entertainment | | | | |
| humid | tram | | | | | |

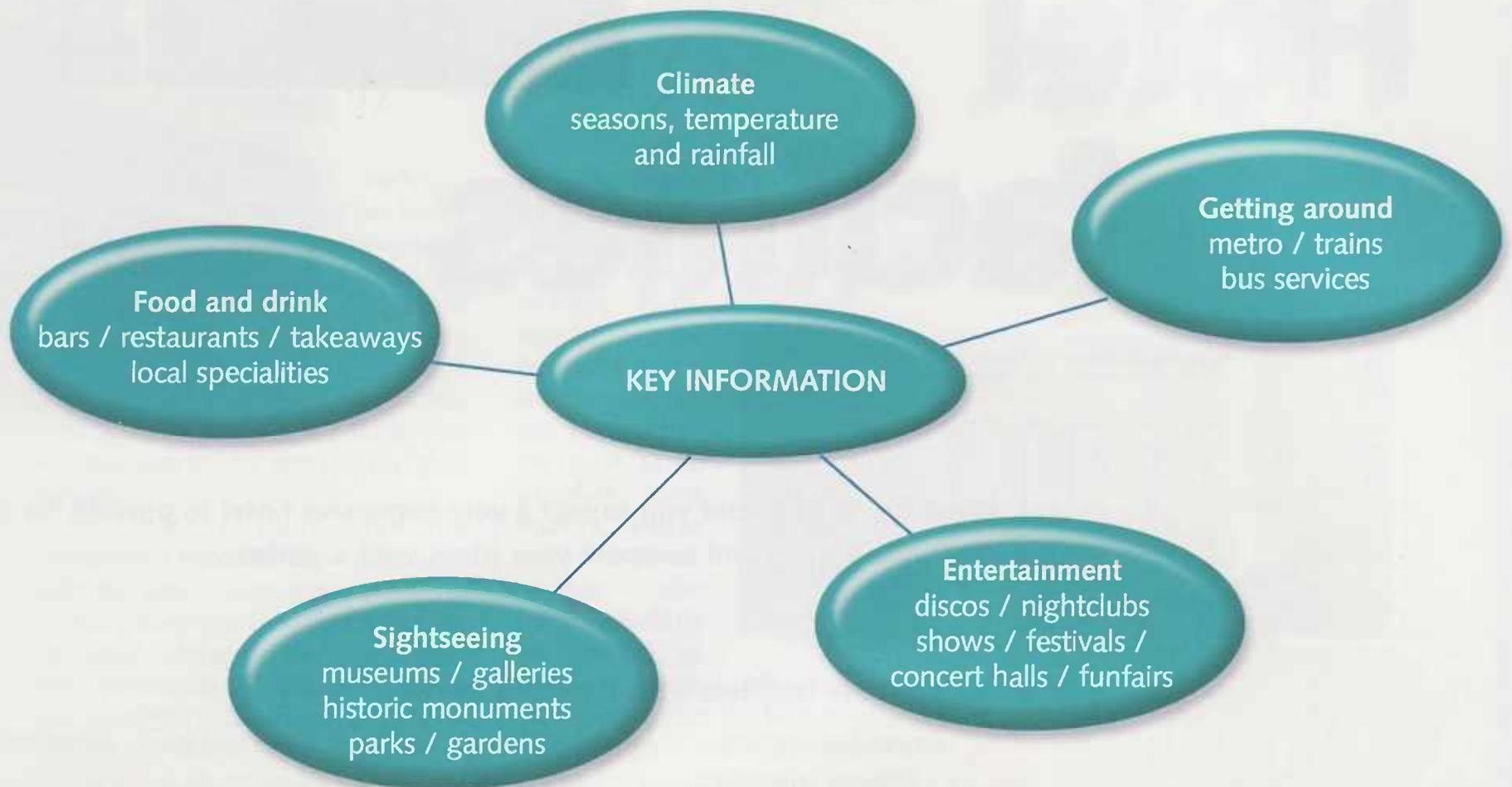
Add two more words to each list.

16 Listen again and answer these questions.

- 1 How many airports does Moscow have?
- 2 What's the best way to get from the airport to the city centre?
- 3 What are the most popular tourist attractions in Moscow?
- 4 How big is Gorky Park?
- 5 What attractions are there in Gorky Park?
- 6 When does the Moscow Film Festival take place?

speaking Giving a short presentation

17 Find out about a famous tourist destination on the internet and prepare a short presentation. First of all, make a plan of the ideas.



Professional practice Preparing a presentation

When preparing a presentation in English remember:

- make notes of your ideas
- select the best ideas and organise them into a logical order
- prepare any pictures you need
- check you have all the vocabulary you need
- check for any grammatical mistakes
- practice makes perfect – practise reading the presentation

The following phrases are useful when preparing a presentation.

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Recommending <i>the best time to go is ...</i> <i>it's a good idea to ...</i> <i>don't miss ...</i> <i>... is (well) worth seeing</i> | <ul style="list-style-type: none"> • Transport <i>buses / trains run every ...</i> <i>you can get there by ...</i> <i>the journey takes ...</i> |
| <ul style="list-style-type: none"> • Describing places <i>it's famous for ...</i> <i>the most interesting place is ...</i> <i>the museum houses ...</i> | <ul style="list-style-type: none"> • Using photographs etc. <i>this picture shows ...</i> <i>in the foreground / background is ...</i> <i>in the top / bottom corner is ...</i> |

18 Now give your presentation to the class. If you can, illustrate it with pictures.

Hotel facilities

1 What facilities would you expect a very expensive hotel to provide for its guests? Make a list and compare your ideas with a partner.

vocabulary

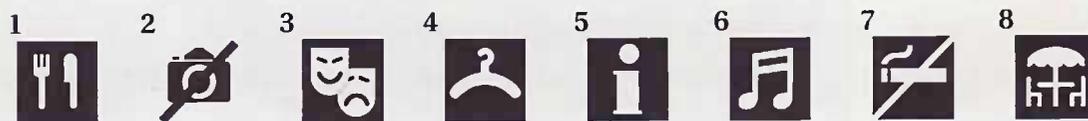
Hotel facilities

2 Match these facilities with the icons below.

wheelchair access health or fitness facilities credit cards accepted
 rooms for more than 2 people pets welcome air conditioning swimming pool
 24-hour room service business facilities children's facilities



3 Work in pairs. What facilities do you think these icons show?



reading

4 Read the article on the opposite page and make a list of all the facilities that guests can enjoy at the Lanesborough Hotel.

5 Read the article again. Are these statements true or false? Correct any false statements.

- 1 Stanley Kubrick stayed at the Lanesborough. *T*
- 2 The £5,287.50 a night tariff includes breakfast. *F*
- 3 The room tariff includes a car with a driver. *F*
- 4 The rooms contain their own fitness studio. *F*
- 5 The hotel combines modernity with tradition. *T*
- 6 Guests can be contacted even when they are not in their room. *T*
- 7 The butler provides a 24-hour service. *F*
- 8 The butler wasn't able to get a 35 mm film for the guest. *T*

A superior night's sleep

yours for only **£5,287.50**

Madonna, Michael Jackson, Celine Dion and Mariah Carey have all stayed at the Lanesborough. Stanley Kubrick filmed scenes for *Eyes Wide Shut* in a junior bedroom and Princess Diana used the dining room for a party. By anybody's standards £5,287.50 (excluding breakfast and dinner) is a lot to pay so what exactly do you get for your money?

For starters there was the chauffeured Rolls-Royce which came with the suite. Then there were the butlers whose role is to find anything the guest wishes to receive. There were personalised business cards and stationery, bunches of flowers from the in-house florist, a bottle of Perrier-Jouet champagne on ice, and a fruit bowl containing giant strawberries.

My butler told me about the hotel's fitness studio, I asked if I had to train in front of other guests: 'Of course not sir, I can have the equipment moved up to your suite. You can work out by the window, it's a lovely view over Green Park.'

There's a lot of gold. Gilt-framed portraits, gold and black candlesticks and in the bedroom golden walls, curtains and a gold-canopied four-poster bed.

But behind the early nineteenth-century façade I discovered a stack of

hi-tech gadgets: an in-room computer with fast internet access and internet radio so you can listen to local stations from New York to Buenos Aires, fifteen phone handsets and a mobile so you can be reached on your room number even when you're out about town.

But the price shouldn't be related to the facilities. It's a unique experience, like the butler who can find whatever you're looking for. At 12.10 am I urgently needed a recommendation for an Ethiopian restaurant, a 35 mm film for my camera and a fitness cycle delivered to my room for when I woke next morning.

My night butler did not disappoint. Within minutes he recommended the Ethiopian restaurant in Brixton: 'Would you like us to make a booking sir?' and located a night chemist who unfortunately did not stock film. It appeared as if by magic by 8.30 next morning, as did the member of staff asking where I required the cycle.



Adapted from the *Observer*, 18 March 2001

vocabulary 6 Match these words with their definitions.

- | | | |
|--------------|---|--------------------------------------|
| 1 chauffeur | → | a) small, clever machine |
| 2 stationery | → | b) professional driver |
| 3 florist | → | c) front of a building |
| 4 façade | → | d) part of a telephone that you hold |
| 5 gadget | → | e) paper, envelopes etc. |
| 6 handset | → | f) person who sells flowers |
| 7 mobile | → | g) telephone you can carry with you |

listening **7** Five guests at the Paragon Hotel make requests at reception. Listen and match the guests with the services below.



Room service

- If you need anything – breakfast, lunch, sandwiches or champagne just ring reception from the telephone at the side of your bed.
- And if you want us to book theatre or concert tickets for you just ask.

Valet service

- If you have any items of clothing that need washing or dry-cleaning give them to the chambermaid before 9 am for same-day service.

Valet parking

- Leave your car with a chauffeur who will park it in your reserved space. If it needs to be washed tell the person on duty.

Business facilities

- Documents can be typed or translated for you into the world's major languages. Email and internet available on request.

Beauty salon and hairdresser

- No need to book. Relax while you have your hair cut and your nails manicured.

Children's facilities

- Leave your children with us in safety if you want a night out on the town by yourselves.

Language focus Have / Get something done

- This structure is used to refer to actions done for someone by someone else.
*Is it possible to **have** some sandwiches **sent** up to my room?*
- *get* is a little more informal than *have*.
*I need to **get** it **translated** into Spanish.*
- If we want to name the person who will do the action we use an infinitive.
*I'll **get** the porter **to carry** your bags.*

What other things can you have done for you at a top hotel?

speaking **8** Read the descriptions and say which hotel:

- offers a service for no extra charge
- is close to the city centre
- ensures its rooms are quiet inside
- combines modernity with tradition
- provides an exceptionally high level of service

Berlin's Best Hotels

BERLIN BOASTS MANY splendid and luxurious hotels. While some of them belong to international chains, others are private establishments with an intimate family atmosphere. The hotels chosen here offer unique interiors, excellent service and a price that is a true representation of the accommodation and service provided.



Hackescher Markt
This charming hotel, opened in 1998, has bright, elegant rooms and a beautiful façade that matches the surrounding historic architecture.



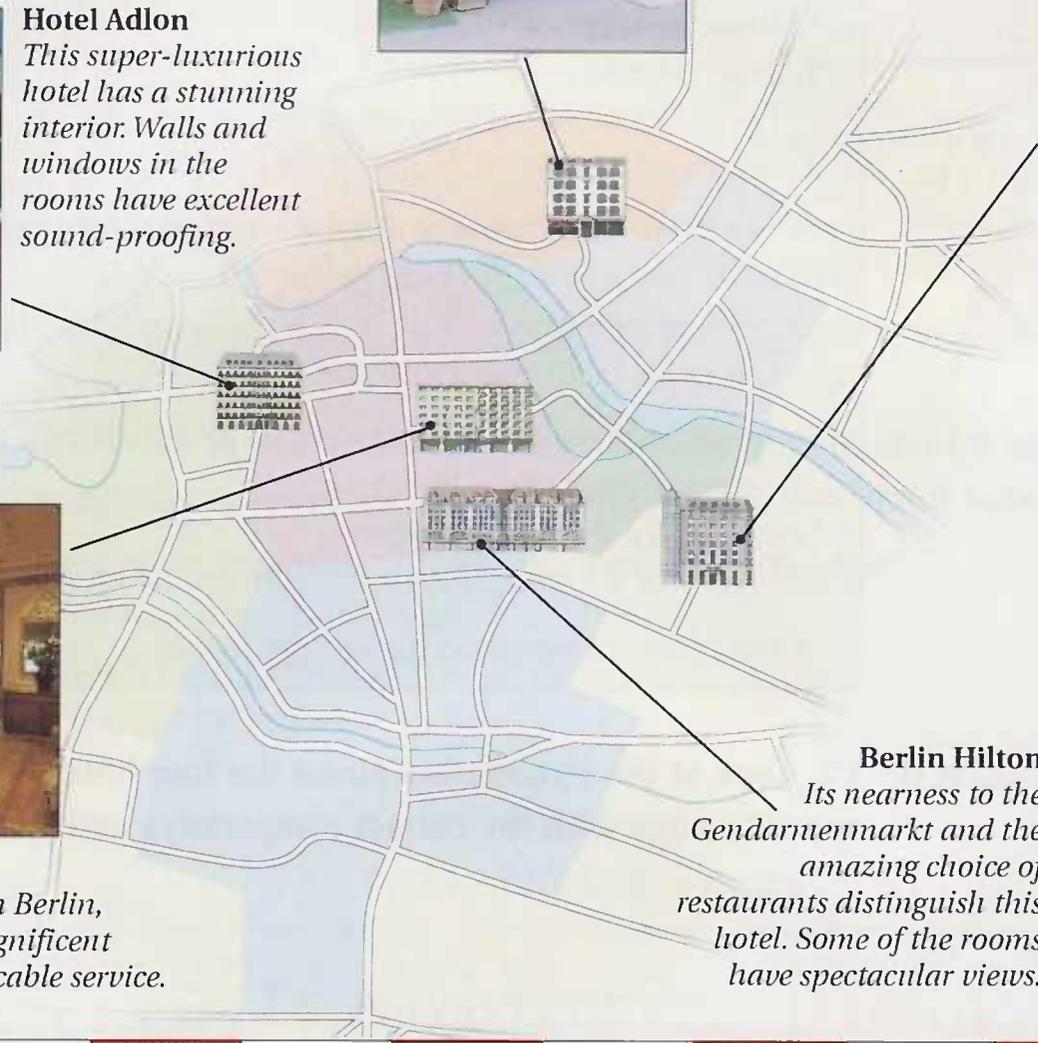
DeragHotel Grosser Kurfürst
This modern hotel offers many additional services, such as free bicycle hire, that set it apart from other hotels.



Hotel Adlon
This super-luxurious hotel has a stunning interior. Walls and windows in the rooms have excellent sound-proofing.



Four Seasons Hotel
This hotel, one of the top three in Berlin, offers opulent interiors with magnificent flower arrangements and impeccable service.



Berlin Hilton
Its nearness to the Gendarmenmarkt and the amazing choice of restaurants distinguish this hotel. Some of the rooms have spectacular views.



vocabulary Describing hotels

9 Match these words with their definitions.

- | | | |
|---------------|---|---------------------------------|
| 1 stunning | → | a) very light |
| 2 impeccable | → | b) extremely attractive |
| 3 spectacular | → | c) highly decorated |
| 4 bright | → | d) very impressive and exciting |
| 5 luxurious | → | e) perfect |
| 6 opulent | → | f) attractive and nice |
| 7 charming | → | g) extremely comfortable |

pronunciation Word stress

10 Now listen to the stress in the words and put them in the correct groups.



speaking 11 Which of these hotels would you like to stay at and why?

Language focus Making comparisons

Look at the examples and complete the rules below

The Hotel Adlon is **more expensive than** the Berlin Hilton.

Berlin is one of **the busiest** cities in the world.

The Berlin Hilton is **older than** the Hackescher Markt.

Prices are **as expensive as** in other major capital cities.

To form comparatives and superlatives of ...

1 three-syllable adjectives

2 one-syllable adjectives

3 two-syllable adjectives ending in -y

4 similar or identical people and things

a) put *more*, *less*, *most* or *least* in front of the adjective.

b) change -y to -i and add -er or -est.

c) add -er or -est.

d) use *as ... as* or *the same as*.

Some adjectives have irregular comparative and superlative forms.

good – *better than* – *the best*

bad – *worse than* – *the worst*

far – *farther / further than* – *the farthest / furthest*

► For more information turn to page 123.

LANGUAGE TIP

Don't forget that comparatives are followed by **than**.

- Going by U-Bahn is quicker **than** by car.

practice 12 Look at the information about the four hotels and complete the text on the opposite page with the correct comparative and superlative forms.

214

TRAVELLER'S NEEDS

Choosing a Hotel

THE CHOICE OF HOTELS selected in this guide is based on quality of accommodation and service as well as location. The list of hotels covers all the areas and price categories with additional information to help you choose a hotel that best meets your needs. Hotels within the same price category are listed alphabetically. More details can be found on pages 217–25.

| | | NUMBER OF ROOMS | BUSINESS FACILITIES | CHILDREN'S FACILITIES | RECOMMENDED RESTAURANT | CLOSE TO SHOPS | QUIET LOCATION | 24-HOUR ROOM SERVICE |
|------------------------------------|-----|-----------------|---------------------|-----------------------|------------------------|----------------|----------------|----------------------|
| Jugendgästehaus der DSJ | € | 124 | | ■ | | | | |
| Hotel Antares | €€ | 85 | ● | ■ | | | | ■ |
| Hotel Riehmers Hofgarten | €€ | 25 | | | ● | ■ | ● | |
| Best Western Hotel Stuttgarter Hof | €€€ | 110 | ● | ■ | ● | | | ■ |



KREUZBERG

The Jugendgästehaus

The Jugendgästehaus der DSJ is (large) *the largest* of the four hotels but not (comfortable) *the most comfortable*.² The rooms do not have bathrooms but there are showers in the corridors. For those who do not mind sharing, (cheap) *the cheapest*³ rate is for a bed in a dormitory. The Hotel Antares is (expensive) *the most expensive*⁴ the Jugendgästehaus but the extra level of comfort is worth the (high) *the highest*⁵ price. Room rates at The

Antares are about (same) *the same*⁶ at the Riehmers Hofgarten but guests at the Riehmers will find it (easy) *easy*⁷ to get to the shops and it is in a (quiet) *quiet*⁸ location. None of these hotels is (well-equipped) *as well*⁹ the Best Western, which is (suitable) *the most suitable*¹⁰ for business visitors. All establishments except for the Riehmers Hofgarten cater for children.



speaking 13 Work in pairs. Student A turn to page 108. Student B ask your partner questions to complete the following information about hotels in Berlin.

How many rooms does the Hotel Pension Funk have?

How expensive is it?

Does it have business facilities?

Is it close to shops?

Price categories for a double room per night. Including all taxes (in Euros)
 € under €100
 €€ €100–150
 €€€ €150–200
 €€€€ €200–250
 €€€€€ €250

BUSINESS FACILITIES
 There are telephone and fax machines in bedrooms, a conference

or meeting room within the hotel and computers with Internet access for guests.
CHILDREN'S FACILITIES
 Family rooms and/or extra bed in a double room. Cots and babysitting service available. There are creche areas in some hotels, or a games room with toys and other suitable equipment
QUIET LOCATION
 Hotel is located on a quiet street
CLOSE TO SHOPS
 Within a five-minute walk to a good choice of shops and restaurants

| | | NUMBER OF ROOMS | BUSINESS FACILITIES | CHILDREN'S FACILITIES | RECOMMENDED RESTAURANT | CLOSE TO SHOPS | QUIET LOCATION | 24-HOUR ROOM SERVICE |
|-------------------------|------|-----------------|---------------------|-----------------------|------------------------|----------------|----------------|----------------------|
| Hotel Pension Funk | | | | | | | | |
| Hotel Ambassador Berlin | €€ | 200 | ● | ■ | ● | ■ | | ■ |
| Concept Hotel | | | | | | | | |
| Hotel Brandenburger Hof | €€€ | 87 | ● | ■ | ● | | ● | ■ |
| Savoy Hotel | | | | | | | | |
| Steigenberger Berlin | €€€€ | 397 | ● | ■ | ● | ■ | | ■ |



14 In some countries there are official hotel classification schemes which rate hotels from one-star to five-star (excellent). What would the differences be between a typical one, three and five-star hotel?

- facilities
- restaurant
- cleanliness
- comfort
- services
- room size
- staffing
- customer care

reading **Hotel inspections**

15 What kind of things do you think hotel inspectors check? What questions do they ask?

16 Read the article below and complete the table.

| area | checks |
|--------------|--------|
| concierge | |
| restaurant | |
| room service | |
| bedroom | |
| bathroom | |

Business Travel

WHEN AN INSPECTOR Calls

During a hotel stay, have you ever waited more than three rings before the phone was picked up, found hairs in the bath or failed to receive a message?

If the hotel is up-market, these failings are serious. All hotels have their reputation to maintain but deluxe hotels have to justify their higher rates. So one way of maintaining standards is to use the services of a hotel inspector.

Inspectors checking any Preferred Hotels, an association of 125 deluxe hotels in 25 countries, answer 1,600 questions on each hotel during a two-day, anonymous stay. If a hotel fails the inspection in two categories – service and condition of the building – it goes on six months' trial, at the end of which is a second inspection. A second failure means a quick exit from Preferred.

David Smith is an inspector and travels the USA and Asia, for 12 days each month inspecting hotels, never using the same hotel twice. It should be a pleasure but it's difficult to relax and enjoy the luxury, he says. Work begins as soon as he enters the hotel entrance – 100 questions on the check-in procedure. The concierge is another target. Mr Smith will ask for anything from an aspirin to a legal document after offices have closed. 'The concierge has to provide a full service, not just theatre tickets, and must not expect a gratuity.'

Mr Smith also samples the restaurants and bars for the quality of service, doesn't tip staff and orders room service to check that staff are helpful in suggesting what to order and that the food trolley is clean when it arrives with breakfast.

There are 165 questions in the bathroom and bedroom, which means a 45-minute check for rubbish under the bed, dusty curtains, an empty minibar, dirty pillows or towels. 'The bathroom must be clean,' says Mr Smith, 'the water has to be instant and the shower easy to use and definitely no hairs in the bath.'

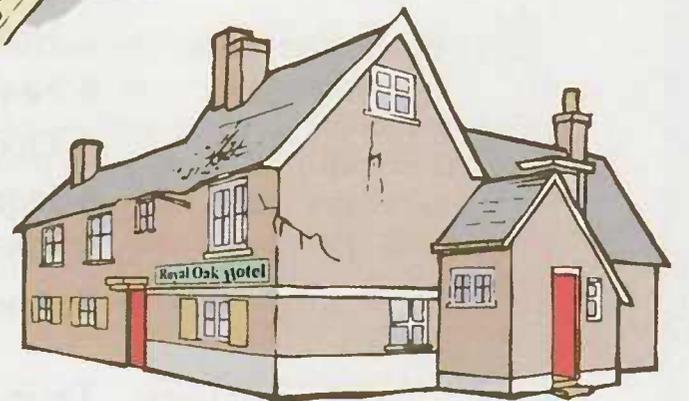
17 Read the article again and answer these questions.

- 1 Why would a hotel manager want to be inspected?
- 2 Does the manager know about the inspection in advance? *he's going*
- 3 What happens if a hotel fails the test?
- 4 Where does Mr Smith work?
- 5 About how many hotels does Mr Smith inspect each year?
- 6 Why doesn't he give them a tip?

listening **A hotel inspection**

18 Listen to a hotel inspector report on the Royal Oak Hotel and complete the inspection form.

| | Poor | Satisfactory | Excellent |
|-----------------------|--------------------------|--------------------------|--------------------------|
| Front entrance | | | |
| signs and notices | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lobby | | | |
| carpets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| tidiness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| furniture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kitchen | | | |
| hygiene | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| food storage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| appliances | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| fittings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Restaurant | | | |
| hygiene | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| furniture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| linen | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| tableware | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bathrooms | | | |
| fittings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| towels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bedrooms | | | |
| fittings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| TV remote control | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| bed linen | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

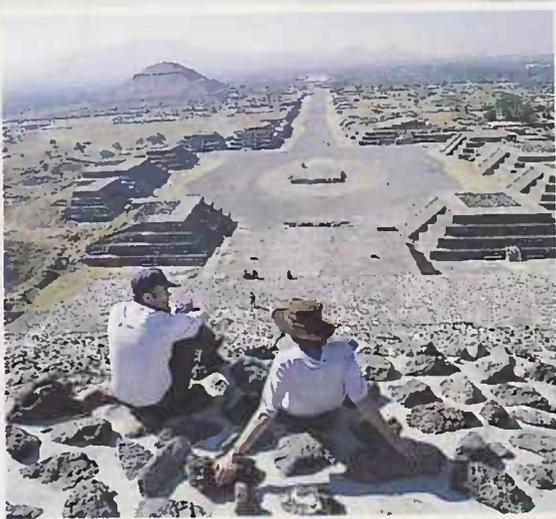


speaking

19 Work in groups. You manage the Royal Oak Hotel and have £300,000 to refurbish it. Look at the inspection form above and the information on page 109. Decide what you would do to the hotel and how you would advertise it.

writing

20 Write a description of the refurbished Royal Oak for a travel guide.



Tour operators

speaking

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

reading

2 Read the extracts on the opposite page. Who is likely to agree with these statements? More than one person may agree with the same statement.

Noel Josephides

Roger Shaw

Simon Laxton

Mike Gooley

1 Selling methods have not changed in the tourism industry.

2 Holidaymakers are more demanding than they used to be. }

3 New technology will help the industry to grow.

4 Operators cannot make large profits with so much competition. S

5 Independent operators can provide more personalised holidays. SM

6 Operators provide better holidays than they used to.

7 Operators have to act to prevent ecological damage.

vocabulary **Tour operators**

3 Match these words with their definitions.

1 reservations agent

2 e-commerce

3 tailor-made holidays

4 expansion

5 downside

6 merger

7 takeover

8 independent concern e

a) disadvantage

b) someone who books holidays for people

c) when two companies join to become one

d) selling goods and services on the internet

e) single company

f) when one company buys another

g) tour package designed for a single client

h) growth

Wzrost

BUSINESS REVIEW

MARKET LEADERS DISCUSS THE TOURISM INDUSTRY

Tough times for Britain's holidaymakers

Noel Josephides

Managing Director,
Sunvil Holidays

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

Roger Shaw

Managing Director,
British Airways Holidays

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

Simon Laxton

Managing Director,
Thomas Cook Holidays

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

Mike Gooley

Chairman,
Trailfinders

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

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

speaking 4 How has e-commerce changed the way tour operators do business? In what ways have holidaymakers become more demanding?

choice price quality booking procedures quality of service

Language focus Present perfect and past simple

1 Look at the sentences and complete the rules with the correct option.

Present perfect

*I've **been** in the tour operator business for ten years.*

*Now the industry **has reached** saturation.*

*In many ways our industry **hasn't changed** over time.*

Past simple

*Selling holidays is still the same as it **was** in the 1980s.*

*I **started** my career as a reservations agent 25 years ago.*

I worked as a business development manager for 15 years.

- The present perfect / past simple connects past and present time.
- The present perfect / past simple describes a result which has present consequences.
- The present perfect / past simple says how long a present situation has existed.
- The present perfect / past simple refers to a period of finished time.
- We use **for** with only the present perfect / only the past simple / both the present perfect and past simple to indicate a duration.
- We use **ago** with only the present perfect / past simple.

2 Are these words and phrases used with the past or present perfect?

^{Ps} yesterday ^{Ps} lately ^{Ps} so far over the last few years
^{Ps} last week ^{Ps} six months ago since + point in time in 2002 ^{Ps}

► For more information turn to page 125.

practice 5 Underline the correct verb form in the sentences below.

- Thomas Cook organised / has organised the first tour in 1841.
- Pathfinders wasn't / hasn't been the first to offer tailor-made holidays.
- He worked / has worked in the travel industry since 1996.
- When did you start / have you started working for Kuoni?
- Customers became / have become more demanding in the last few years.
- The number of bookings fell / has fallen since the accident.
- So far we had / 've had a very successful season.
- Visitors from the USA increased / have increased by 8 percent since last year.
- We started / have started offering tours to Mexico two years ago.
- Many operators put / have put their prices up lately.

6 Complete the profile of David Crossland, founder of Airtours, with the correct form of the past simple or the present perfect.

In 1972, David Crossland bought a travel agency called Pendle Travel Services Ltd. During the 1970s business (grow) grew¹ and in 1980 he (create) created² a tour operating division known as Pendle Air Tours. Six years later, the company (sell) sold³ its chain of 21 outlets to concentrate on tour operating. In March 1987, Airtours plc (be) was⁴ born and four years later Airtours International, the UK based in-house airline, (begin) began⁵ commercial flying. During the 1990s, the company (continue) continued⁶ to expand by acquiring chains of travel agencies and other tour operators in the UK and abroad.

Then in November 2001, Airtours (announce) announced⁷ plans for the future of the group under the new name of MyTravel Group plc.

Now MyTravel plc (become) has become⁸ one of the biggest operators in four of the world's most active markets for air-inclusive holidays and other leisure travel services: the UK, northern Europe, Germany and North America. There are 15 million customers, 2001 retail travel agencies, and 27,900 employees worldwide. The strategy (be) has been⁹ to develop its own key brands for direct distribution and other brands for sale through travel agencies. The growth of e-commerce (enable) has enabled¹⁰ the firm to launch all its brands on the internet and online sales (triple) has tripled¹¹ over the last few months.



pronunciation The /i/, /i:/ and /aɪ/ sounds

7 Listen to the pronunciation of the underlined letters in these words and put them in the correct groups.

live business holiday leave opportunities industry
exciting tourism environment money service high

| /i/ | /i:/ | /aɪ/ |
|------|------|------|
| live | | |

Outlook Express

New Reply Reply All Forward Flag Print Delete Send & Receive Address Book Find

Folders

- Inbox (9)
- Outbox
- Sent Items

Sent Items

subject starts with

| To | Subject | Sent |
|-------------------|-------------------|---------|
| info@medtours.com | Holiday complaint | 27/6/02 |

From: arthurgrundy@adirect.co.uk To: info@medtours.com

You sent this message on 27/6/02.

I am writing to complain about the terrible organisation of a holiday recently booked with Med Tours.

My wife and I had chosen to stay in Bugibba, Malta from 19–26 June (ref: BMT 532) in order to celebrate our wedding anniversary together in peaceful and relaxing surroundings.

Our troubles began at the airport where our outward flight was delayed for over four hours. The check-in staff were unhelpful and there was no representative from Med Tours present to help deal with the situation. We finally took off at 3.15 pm and eventually arrived at the hotel in the evening, tired and frustrated with having wasted the first day of the holiday.

The hotel was reasonably comfortable but the food lacked variety and the service was poor. Although advertised as 'a stone's throw from the beach', the hotel is in fact situated on the other side of a busy main road and is at least 20 minutes' walk away. The shops in the resort were crowded and expensive and there were a lot of noisy roadworks in the town.

Last but not least, the return flight was scheduled for 9.10 am which meant having to leave the resort at dawn to get to the airport on time. As a result, the stay is certainly not seven days as advertised and certainly cannot be described as 'a haven of peace and tranquillity'. I am therefore looking for compensation for the inconvenience and distress of a ruined holiday.

Yours faithfully,

Arthur Grundy

writing 13 Use the following information to plan a reply to the complaint. Make a list of the points you want to make then write a reply.

Professional practice Letters of apology

The following phrases are useful when writing letters of apology.

- Thank the person for bringing the matter to your attention
Thank you for bringing this matter to our attention.
- Express sympathy
We are very sorry to hear that ...
- Apologise if necessary
We apologise for ...
Please accept our apologies for ...
- State what action you will take
Please be assured that we will ...
- Remind the reader that his / her relationship with you is important
We value your custom highly.
Your satisfaction is our priority.
- Make a goodwill gesture if appropriate
Please find enclosed a voucher for ...

listening 14 Look at the brochure extract below. Then listen to three people discussing the hotel details and mark any changes they make.

Salou



COSTA DORADA

Hotel Calderón

This modern popular family hotel is on the outskirts of Cambrils, 4 km from Salou which is easily reached by bus. Very popular with families, the hotel is just 50 m away from the long stretch of sandy beach.

Transport

Scheduled flights, coach transfer. Pre-bookable flight seating available (£8 short haul, £15 long haul).

Accommodation

Twin room with bath, WC and Balcony.

Supplement for single room.

Child prices and free places: 2 to 12 years

Your holiday includes

- Full board with buffet breakfast, lunch and dinner
- Weekly gala dinner with show
- Snacks available between 11 am–11 pm
- Unlimited locally produced alcohol
- Daily sports include tennis and table tennis
- Evening entertainment programme including live music, disco and cabarets
- Free use of the sauna, Turkish bath and jacuzzi

What's not included

- Scuba diving lessons
- Excursions and other personal expenditure
- An administration fee where tickets are collected at the departure airport

Prices per person for departures on or between

| | 7 nights | 14 nights |
|-------------------------|----------|-----------|
| 25/06–08/7 (low season) | £469 | £708 |
| 09/7–15/7 (high season) | £499 | £749 |

BIG REDUCTIONS FOR 2nd child

15 Listen again and answer these questions.

- 1 Where does the bus to Salou stop?
- 2 What did customers complain about last year?
- 3 Why has the price not gone up recently?
- 4 Why does Tony want to reduce the price?

speaking Renaissance Holidays

16 Renaissance Holidays was a popular tour operator until complaints meant travel agencies stopped selling their holidays. Jane Wilkins, the new MD, is trying to win back this business. Read her email to a travel agent.

Outlook Express

Folders: Inbox (9), Outbox, Sent Items

Sent Items: subject, starts with

To: j.wilkins@renaissance.co.uk Subject: re:meeting Sent: 27/5/02

From: m.king@websurf.net.org To: j.wilkins@renaissance.co.uk

You sent this message on 27/5/02.

Dear Ms Wilkins,
Thank you for your email. I will be pleased to meet you next Tuesday at 10 here in our agency to discuss your offer. However, I should say in advance that there could still be customer resistance to Renaissance given the poor reputation of your packages a few years ago.

Yours,
Michael King

>Dear Mr King
>As the new Managing Director of Renaissance Holidays I would appreciate the opportunity
>to meet with you to discuss the recent changes in our organisation and holiday
>programmes. We have changed our image entirely and spent the last three years
>completely rethinking our products. We are now confident that our packages can be a
>welcome addition to your business.
>I am free next Monday and Tuesday if you would like to fix a meeting.
>Best regards,
>Jane Wilkins

reputation

24 items displayed, 1 selected

Work in pairs. Student A you are Jane Wilkins. Turn to page 109. Student B you are Mr King. You agree to meet Ms Wilkins but do not want to renew the contract. Look at your notes below.

Problems we had with Renaissance Holidays in the past:

- limited choice of destinations (Spain, Balearic Islands, Cyprus, Greece and Turkey)
- brochure prices 10% higher than those of competitors
- charter flights regularly cancelled or delayed
- transfers to hotels charged extra
- holidays lasted for fixed 1, 2 or 3 week periods – not flexible
- accommodation very basic – poor quality hotels with few facilities
- catering below standard – food lacked variety
- local representatives often spoke limited English

Now meet Ms Wilkins. Start by welcoming her and then make your objections.

Consolidation 1

Interview questions

1 The following answers were given by a candidate during an interview. **What** questions do you think were asked?

- 1 I'm from Scotland originally, from just outside Edinburgh. *Where are you from?*
- 2 I saw the advertisement in the Travel Trade Gazette. *How did you find about the job?*
- 3 At the moment I'm working as a tour guide but it's only temporary. *What are you doing now?*
- 4 I lived in Rome for about two years. *Where did you live?*
- 5 I go back there two or three times a year if I can. *How do you go back?*
- 6 Any kind of job that allows me to use my skills. *What kind of job do you want?*
- 7 Yes, Spanish and Italian fluently and I get by in German. *What languages do you speak?*
- 8 As soon as possible. *When would you start any job?*

Present simple and continuous

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

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

Comparison

3 Complete the text on travel tips for visitors to Berlin.

busy easy fine late interested same

Checkpoint Charlie ▼



As a place where East meets West, Berlin is one of the busiest¹ cities in the world. There is inevitably a lot of traffic, so during rush hour it's easier² to travel around by U-Bahn than by car. Hotel prices in Berlin are cheaper³ in other major capital cities. Like elsewhere, in the majority of hotels you must check out by 12 noon at late⁴.

Berlin boasts some of the finest⁵ museum collections in the world. But if you're not as interested⁶ in culture as in nightclubbing then Berlin is the place for you. In particular, check out the SO 36 in Kreuzberg, notorious in the 1980s for its punk rock scene but still with plenty of things on offer today.

Past simple and present perfect

la ncu - obawa

4 Complete the letter with the correct forms of the verbs in brackets.

Dear Mr Perez,

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

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

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

Yours sincerely,

John Warr

John Warr

pronunciation Word stress

5 Listen to the stressed syllables in these words and put them in the correct groups.

dependable trustworthy confident sociable
outgoing resourceful professional ambitious



dependable

Alphabet quiz

→ w obowiem 2x zwolania

6 Work in pairs. Read the clues and find the words from units 1–4 that begin with the following letters of the alphabet.

accommodation

- a places to stay, hotels, guest houses etc.
- b personal servant in an expensive hotel
- c activity of providing food and drink
- d the central business district of a city
- e activities that amuse or interest people
- f rooms, equipment or services
- g another word for a tip
- h a holiday for a newly-married couple
- i list of places to be visited on a trip
- j travel from one place to another
- k place where food is prepared
- l the adjective from luxury

children

- m the opposite of old-fashioned
- n place of entertainment late at night
- o extra paid work
- p holiday including transport and accommodation
- q how good or bad something is
- r repairs and improvements to a hotel
- s another word for *personnel*
- t another word for *price* or *rate*
- u another word for *metro*
- v kind of ticket used instead of money
- w animals and plants in their natural state

Dealing with guests



speaking 1 Work in pairs. What makes a good hotel manager? Put these characteristics into order of importance and discuss your ideas with your partner.

A good hotel manager:

- | | |
|-----------------------------------------------------|-----------------------------------------------------------|
| <input type="checkbox"/> likes people | <input type="checkbox"/> can think like a child |
| <input type="checkbox"/> likes variety | <input type="checkbox"/> can entertain like a clown |
| <input type="checkbox"/> is charming | <input type="checkbox"/> understands body language |
| <input type="checkbox"/> has good financial skills | <input type="checkbox"/> pays attention to routine detail |
| <input type="checkbox"/> needs good computer skills | <input type="checkbox"/> possesses a sense of humour |

2 What other skills and qualities do you expect a good hotel manager to possess?

reading The perfect hotelier

3 Read the article on the opposite page. Which of the characteristics are mentioned?

4 Read the article again and complete these sentences with one of the options below.

- | | |
|-------------------------|---------------------------------------------|
| 1 Successful hoteliers | a) cannot concentrate on their work. |
| 2 Second rate hoteliers | b) want to be involved in many activities. |
| 3 Child-clowns | c) are polite but don't mean what they say. |
| | d) identify with their guests. |

Cloning the perfect hotelier

In a recent study Dr David Young, a leading psychologist, was hired to devise a personality test to reveal the characteristics that make hoteliers not just good but excellent.

The study showed – unsurprisingly – that the most successful owners and managers have two key qualities: the first, a genuine liking for people; the second, the ability to motivate others. These are the factors that put the X in excellence, but liking people is more than skin-deep. It has nothing to do with the ‘have a nice day’ attitude found among second-raters.

It means being good at dealing with all kinds of people, being able to share other people’s feelings and imagine what it is like to be in their situation. They understand body language and can detect non-verbal messages in order to gain a better understanding of a guest’s needs.

According to the psychologist, enthusiastic and motivating hoteliers are ‘child-clowns’. Like a child they must be filled with energy and enthusiasm and, like a clown, must be able to excite others so that they find their work more pleasurable and fulfilling. Another aspect of the child-clown personality is a love of variety and an equally strong dislike of routine.



Adapted from *Telegraph Travel*, 19 December 1998

vocabulary Describing people

5 Complete the table below.

-ed / -ing adjectives

-ed adjectives describe how a person feels:

I feel tired.

-ing adjectives say what makes the person feel that way:

It was a tiring journey.

| noun | adjective | verb |
|--------------|------------------------|----------|
| 1 motivation | motivating / motivated | motivate |
| 2 charm | | |
| 3 excellence | | |
| 4 enthusiasm | | |
| 5 fulfilment | | |
| 6 pleasure | | |
| 7 success | | |
| 8 variety | | |

speaking

6 What skills and qualities are required for the following jobs?

accountant housekeeper head receptionist sales manager

Language focus Articles

Read the extract from the text on page 41 and underline all the uses of **a** and **the** and all the nouns that do not have an article in front of them.

In a recent study Dr David Young, a leading psychologist, was hired to devise a personality test to reveal the characteristics that make hoteliers not just good but excellent.

The study showed – unsurprisingly – that the most successful owners and managers have two key qualities:



Read the rules and complete the information below with examples from the text on page 41.

- We normally use no article before the names of people and their titles.
..Professor Wilson, Dr David Young.....
 - We use *a* before professions
..a receptionist.....
 - We use *the* before a noun that has been previously mentioned or is clear.
..I had a passport and an identity card but the passport was invalid.
.....
 - We use *the* before a noun identified by a phrase or clause that follows.
..It's not the hotel that I stayed in last year.....
.....
 - We use no article when countable, plural nouns are used in a general sense.
..Guests staying in expensive hotels expect better facilities.....
.....
 - We use *the* in superlative expressions.
..The Lanesborough is the most expensive hotel in London.....
.....
- For more information turn to page 126.

listening 7 Listen to the stressed syllables in these words and mark the stress pattern on the following words.

■ ■ ■ ■
1 variety

■ ■
varied

5 excellence excellent

2 enthusiasm

enthusiastic

6 energy energetic

3 psychologist

psychological

7 excitement exciting

4 motivation

motivated

8 personality personal

Dealing with guests

8 Donald McCoy is a hotel consultant who maintains a website where he answers questions put to him by hotel managers. Read the questions and fill in the blanks using *a*, *the* or no article.

The screenshot shows a Microsoft Internet Explorer browser window. The address bar contains the URL <http://www.therealmaccoy.com>. The browser's navigation bar includes buttons for Back, Forward, Stop, Refresh, Home, AutoFill, Print, and Mail. Below the address bar, there are several search engines listed: Live Home Page, Apple Computer, Apple Support, Apple Store, Microsoft MacTopia, MSN, and Office for Macintosh. The main content area of the browser displays four questions, each starting with a blue arrow icon and followed by a paragraph of text with numbered blanks for articles. The questions are:

- ▶ Dear Donald
Hi! What can be done about reducing¹ noise at² motels? Many guests will often shout through³ open door to⁴ family members in other rooms while other people are trying to sleep.
gsimmons@kansas.tic.net
- ▶ Dear Donald
Just as there are floors where⁵ people aren't allowed to smoke, do you foresee⁶ non-kids floors? Personally, I see this as⁷ great selling point, blocking⁸ families away from⁹ business traveler.
m.estevez@Miami.us.org
- ▶ Hi Donald
.....¹⁰ last time we had¹¹ famous person staying with us we were invaded by¹² autograph hunters, reporters and¹³ paparazzi. Can you give any advice on how to prevent such threats to¹⁴ privacy of any guest who is in¹⁵ public eye?
janicebrian@Bostonet.com
- ▶ Dear Donald
We have¹⁶ number of guests who leave without paying. Some think¹⁷ account is going to be paid by someone else, others check in with¹⁸ intention of paying on departure but 'forget' to declare things that should be on¹⁹ bill such as drinks from²⁰ minibar. Worst of all are those who check in, usually for²¹ short periods, with no intention of paying at all. What steps can we take to deal with these people?
tony.bianchi@bsmontreal.ca

speaking 9 Work in small groups. What would be your responses to these questions?

writing 10 Reply to one of the emails offering a solution to the problem.

reading Communication problems

11 In his book *Running a Hotel on the Roof of the World*, Alec Le Sueur tells the story of his experience of working at a Holiday Inn hotel in Tibet. Before you read the extract below think about these questions.

- What physical problems could guests experience staying at 12,000 ft?
- What could the hotel provide to prevent these problems?

12 Read the extract and answer these questions.

- 1 What is meant by 'red carpet treatment'?
- 2 Why was it important to give this visitor 'red carpet treatment'?
- 3 Why do you think it was 'the last straw'?
- 4 What mistake did the operator make?
- 5 As the manager of this hotel what would you do to improve the situation?
- 6 Do you know any similar stories involving language problems?

'Why don't your staff speak English?' was a question which was asked by guests throughout the day. It became very annoying and although it was extremely tempting to reply, 'Why don't you speak Tibetan or next time stay at home?' this answer was not really acceptable in an international hotel. Instead I answered with a polite, 'Oh, I am terribly sorry, we are constantly looking for ways to improve the service to our guests and thank you so much for bringing this matter to our attention.'

The last straw with the 'lack of English' complaints came from an investment banker who had been invited to Tibet to discuss important financial projects with the local government. We had special instructions to provide red carpet treatment and the General Manager escorted him and his wife to the best suite in the hotel. The financier was concerned that his wife might suffer from altitude sickness and he looked around the suite for the oxygen supply. He found the bottle beneath the bedside table and followed the instructions on how to release oxygen into the room. But nothing happened and he called the operator to ask for someone to check the oxygen. 'Yes,' the operator responded. He waited patiently for an engineer to arrive. Fifteen minutes later no-one had appeared and his wife was complaining of a headache. He called the operator again to ask for the oxygen. 'Yes, wait a moment. I check for you,' was the reply.

Another quarter of an hour passed, and still no-one had arrived – his wife's headache was worsening and he was beginning to lose his temper. He snatched the receiver, dialled 2222 and demanded to know why there was no oxygen. The operator gave him an irritated reply, he had been wasting her time. 'Yes, I checked for you, but there is no Mr Oxygen staying in the hotel.'

Adapted from *Running a Hotel on the Roof of the World*, Summersdale Publishers Ltd.

speaking 13 What happened next? Role-play the situation. Student A is the guest and student B the General Manager.

vocabulary **Misunderstanding**

14 Complete the expressions with the words from the box.

cross crossed point stick tail

- 1 She completely missed the
- 2 They were talking at purposes.
- 3 She got the wrong end of the *stick*
- 4 I think we both got our lines *cross*
- 5 I couldn't make head nor *tail* of what she was saying.

listening **A complaint**

15 A guest checks in at a hotel and loses something of value. Read the following list of events. Then listen and number the events in the order in which they occur.

- 102 1
- 5 The porter shows Mrs Horton to room 212.
 - 5 Mrs Horton reports the missing necklace to reception.
 - 2 Mrs Horton goes to her room.
 - 2 Mrs Horton telephones her husband.
 - 5 Mrs Horton unpacks her clothes and uses the bathroom.
 - 6 The receptionist offers to ring the housekeeper.
 - 1 The receptionist misunderstands the name.

16 Listen to the conversations again and summarise the events so far. Use the words from the box.

first of all then after that because so

17 Later that afternoon, Mr Horton arrives at reception. Listen and answer these questions.

- 1 What does he think has happened to the necklace?
- 2 What does Mr Horton want to know?
- 3 What explanation does the receptionist give him?
- 4 Why can't Mr Horton find his wife?
- 5 Why couldn't Mr Horton speak to his wife on the phone?
- 6 What would you do now?

writing **18** Send a memo to the Duty Manager to tell her what has happened and what action has been taken.

TO

DATE

SUBJECT

Memo

listening Dealing with complaints

19 Match the complaints with the responses below. Then listen and check your answers.

- 1 It's disgusting, the sheet's stained. *a*
- 2 The shower curtain is torn in the bathroom. *h*
- 3 I'm afraid the room is terribly dusty. *e*
- 4 The fluorescent light is making a funny noise. *f*
- 5 The window's stuck. *e*
- 6 The faucets are dripping, I can't turn them off. *g*
- 7 I did ask for a newspaper in my room. *d*
- 8 The waste paper basket is full. *b*
- a) I'm terribly sorry about that. I'll have a clean one brought to your room.
- b) I do apologise. I'll have it emptied for you.
- c) I'll get it cleaned for you straightaway.
- d) If you tell me which one you read I'll have it delivered.
- e) Oh dear. I'll get someone to open it.
- f) I'll have it changed by the electrician.
- g) OK, I'll have them looked at by a plumber.
- h) Is it? I'm sorry, I'll get a new one fitted.

LANGUAGE TIP

When making an offer to help, make sure that you pronounce the 'll in I'll.

- I'll ask the porter to show you another room.
- I'll call a taxi for you.

Professional practice Dealing with complaints

Match the phrases in the box with the advice below.

I'm (very / terribly) sorry. What seems to have happened is that ...
 There's been a misunderstanding. We'll look into the matter and ...
 I suggest that we ... I'll see to it straightaway.
 I do apologise for the inconvenience.
 Thank you for bringing the matter to my attention.
 There seems to have been a problem / a mix-up.

- if the guest is angry go somewhere private
- listen carefully to the complaint and don't interrupt or argue
- thank the person for bringing the matter to your attention
 1. Thank you for bringing the matter to my attention.....
- speak normally without raising your voice
- apologise for the inconvenience
 2.....
 3.....
- explain what happened
 4.....
 5.....
 6.....
- explain what action will be taken and how soon
 7.....
 8.....
 9.....

speaking 20 Work in pairs. Student A you are a guest at a hotel. Look at the following problems and complain to reception. Student B you are the receptionist. Turn to page 113.

- you lose your key and the replacement key is missing
- the service in the restaurant is very slow and the waiter doesn't speak English very well and brought the wrong order
- there are no instructions on how to operate the TV set and the remote control is not working

Offering compensation

21 Work in pairs. Hotels often give meal vouchers or room upgrades in response to complaints. What other forms of compensation do hotels offer?

Overbooking

22 Work in pairs. Student A turn to page 115. Student B you are in charge of room allocation. A group of guests has just arrived unexpectedly. Look at the reservation chart and information below and deal with the situation.

- ask for proof and details of the booking
- apologise for the mistake
- explain what happened
- find out how many people are in the party and what rooms they need
- show sympathy and understanding of the guest's complaint
- allocate the cheapest available rooms – you are expecting a fax confirming bookings for the superior rooms so you want to keep them free

| Thursday | Friday | Saturday | Sunday |
|----------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|
| Twins (20) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ | Twins (20) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ | Twins (20) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ | Twins (20) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ |
| Doubles (13) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ □□ | Doubles (13) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ □□ | Doubles (13) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ □□ | Doubles (13) ØØØØØØØØØØ ØØØØØØØØØØ □□□□□□ □□ |
| Singles (10) ØØØØØØØØØØ ØØØØØØØØØØ □□ | Singles (10) ØØØØØØØØØØ ØØØØØØØØØØ □□ | Singles (10) ØØØØØØØØØØ ØØØØØØØØØØ □□ | Singles (10) ØØØØØØØØØØ ØØØØØØØØØØ □□ |
| 28 | 28 | 28 | 28 |
| Groups | Groups | Groups | Groups |
| | | | AMEX group |
| | | | 25T |
| | | | 3 nights |

Travel agencies

1 What is important to remember when dealing with enquiries and taking bookings over the telephone?

listening 2 Look at the booking form below. Then listen to a travel agent deal with a telephone enquiry and complete the form.

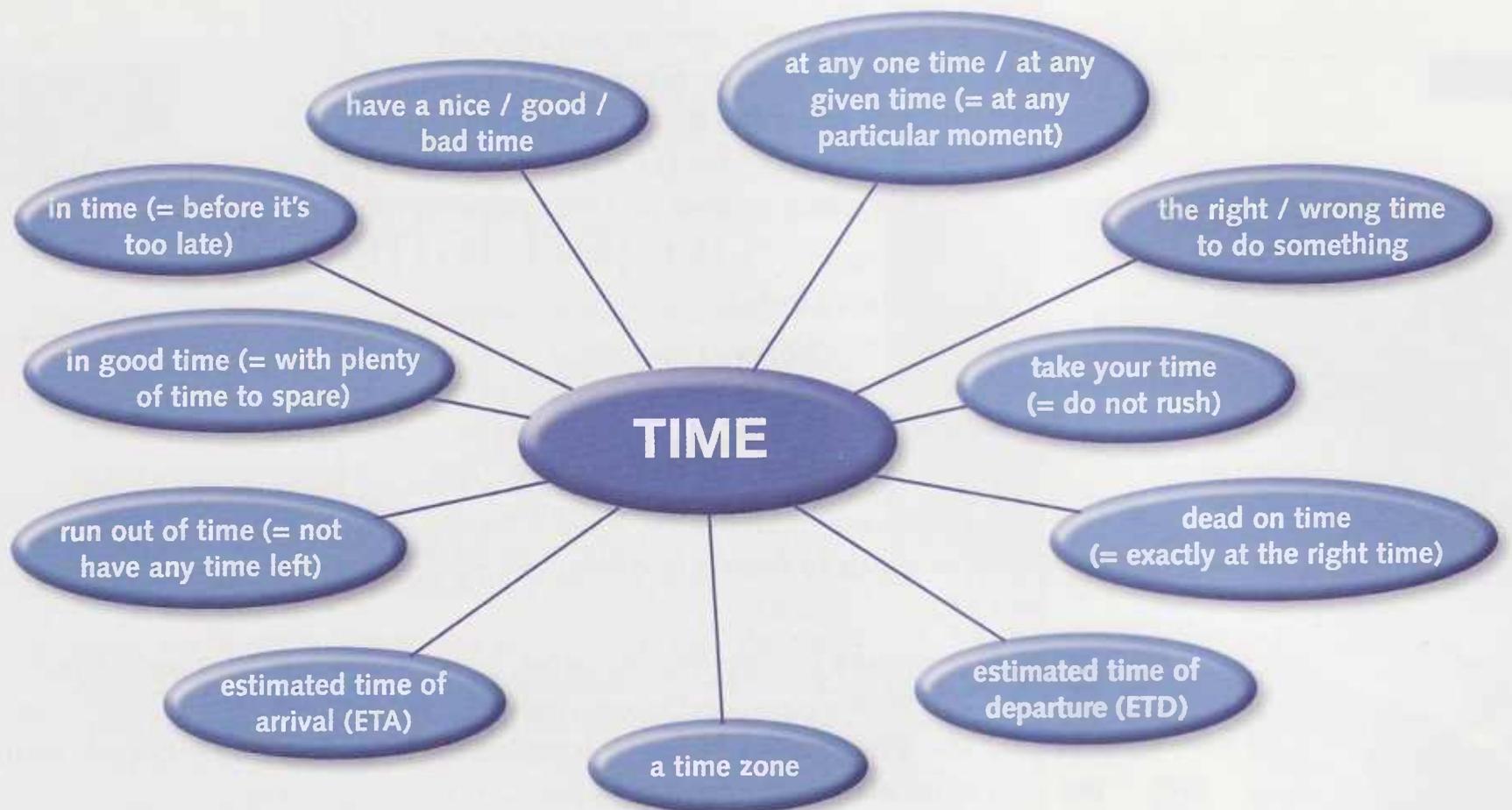
| | | | | | | | |
|-------------------------|----------|---------------------------|--------------------------|-------------------|--------------------------|---------|--------------------------|
| Booking reference | | 1 | | Destination | | Madrid | |
| Flights From | From | To | Date | Time | | | |
| Outward | Heathrow | Barajas... | 13 April | | | 2 | |
| Homeward | | 3 Heathrow | | 4 | | 5 | |
| Name of hotel | | El Prado | | | | | |
| Hotel code | | E2S H09 | | | | | |
| Type of accommodation 6 | | single | <input type="checkbox"/> | double | <input type="checkbox"/> | triple | <input type="checkbox"/> |
| | | twin | <input type="checkbox"/> | private bathroom | <input type="checkbox"/> | | |
| No. of nights | | | | | | | |
| Party members | | | | | | | |
| Name(s) | | Title | Mr..... | Initials | | Surname | |
| Address | | 37 Bristol Drive, Swansea | | | | | |
| Postcode | | | | | | | |
| Telephone number | | | | | | | |

pronunciation The alphabet

3 Listen to the letters of the alphabet and put them in the correct groups.

| | | | | | | |
|------|------|-----|------|------|------|------|
| /eɪ/ | /i:/ | /e/ | /aɪ/ | /əʊ/ | /u:/ | /ɑ:/ |
| A | B | F | I | O | Q | R |

vocabulary 4 Look at the following ways of using the word *time* and complete the sentences below.



USING THE TELEPHONE

- answer all calls quickly
- answer with your name and / or your organisation
- ask how you can help
- speak clearly
- use appropriate language
- smile while you are talking
- sound interested
- repeat names, phone numbers and details to make sure everything has been understood

- 1 The trains run dead on time, just like clockwork.
- 2 It was a rush but we arrived just – a few minutes later and we'd have missed the flight.
- 3 My watch was very fast so we arrived for the departure.
- 4 The flight leaves at 10.45 and the is 13.25.
- 5 It's the of year to go. The weather's neither too hot nor too cold.
- 6 We had to wait in line for 30 minutes because only a few visitors were allowed in
- 7 When you go from New York to London you cross five different
- 8 There's no need to rush, you can

Professional practice Telephone language

The following phrases are useful when answering the phone.
Good morning. Corporate Travel. Can I help you?
I'll put you through.
I'm sorry, the line's engaged / busy.
Would you like to hold?
Can I take a message?
Can I get him to call you back?

speaking 5 Work in pairs. Student A you are a travel agent. Turn to page 110. Student B you want to find out about weekend breaks to Barcelona. Write questions to ask the travel agent. Then phone and ask for details about the holiday.

Language focus The future

Match these sentences to the descriptions below.

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

- a) prediction
- b) scheduled event
- c) personal intention
- d) pre-arranged plan
- e) promise

- We use *will* and *going to* for predictions and intentions.
He'll have more responsibility in his new job. (prediction)
I'm going to book something last-minute. (intention, decision already made)
 - The future continuous also refers to arrangements that have been made. It is also used to ask questions very politely.
She'll be staying at the Holiday Inn and meeting a number of clients.
How will you be paying?
- For more information turn to page 126.

practice 6 Complete the dialogue with the most appropriate future forms.

Mr Swan Hello. Jason Swan speaking.

Amanda Hello, this is Amanda from Comet Travel. I'm phoning to confirm the arrangements for your business trip to Italy at the end of the week.

Mr Swan Ah good.

Amanda We've booked you on flight AZ342 to Milan for 31 March. It *leaves / is going to leave*¹ at 10.20 from Heathrow, so check-in is at 9.20. On 4 April you're booked on the 18.30 Alitalia flight from Milan to Rome and the day after the 15.50 flight from Rome to Turin.

Mr Swan OK, and what hotels *will I stay / will I be staying*² in?

Amanda From the 31st to the 4th you're *going to stay / 'll be staying*³ in the Raffaello and in Rome I've arranged for a room at the Visconti. I'm afraid there's a slight problem with Turin. The Ambasciatori is fully-booked so I'm *ringing / going to ring*⁴ the Pozetti to try to get you in there. Can you tell me how you *will pay / will be paying*⁵, Mr Swan?

Mr Swan American Express.

Amanda That's fine. So, I'll *put / put*⁶ your documents and full details in the post tonight and you *'ll get / are getting*⁷ them tomorrow morning.

reading Educational reports

7 Read the text about educational reports. Who are they for?

23

The

Educational Report

An educational report is designed to help you become more familiar with a new country, destination or resort. This forms an important part of our customer service. The aim is that the report will help you in the future when recommending this destination to your customers. Obviously, we cannot all visit every destination in the world, so on your return, you should share this new information with your colleagues.

There are three stages to the educational trip. Before you go you should complete the questionnaire using the Tour Operator's brochure. During your stay you should complete the Educational Booklet, which contains questions about the resort itself, travel arrangements and the hotel. After the trip, you should discuss your trip with your manager and how you are going to train other members of staff during the feedback session.

Once you have returned from your educational trip it is only polite to write and thank your hosts.



8 Read the text again and answer these questions.

- 1 What are the aims of the educational report?
- 2 What do you have to do before you leave?
- 3 What should you do while you are away?
- 4 What does an educational report include?
- 5 What should you do when you get back?

speaking

9 Find information about an interesting destination on the internet. Use the information and questions below to prepare an educational report. Present your findings to your class colleagues.

The destination

- What are the main attractions of this destination?
- What type of customers would this destination be most suitable for?
- What is the currency and the current US\$ rate of exchange?
- What is the cost in local currency of (a) a soft drink (b) a beer (c) a meal.
- Name three selling points for recommending this destination to customers.

Transport

- What is the transfer time from the airport to the destination?
- What public transport facilities are there? How much do they cost?

reading **A weekend break**

10 Match the headings below to the paragraphs from a Madrid city guide.

- 1 How to Get There
- 2 Where to Stay
- 3 Restaurants, Cafés and Bars
- 4 Shopping in Madrid
- 5 Royal Madrid
- 6 A Night Out
- 7 A Cultural Afternoon
- 8 Beyond Madrid

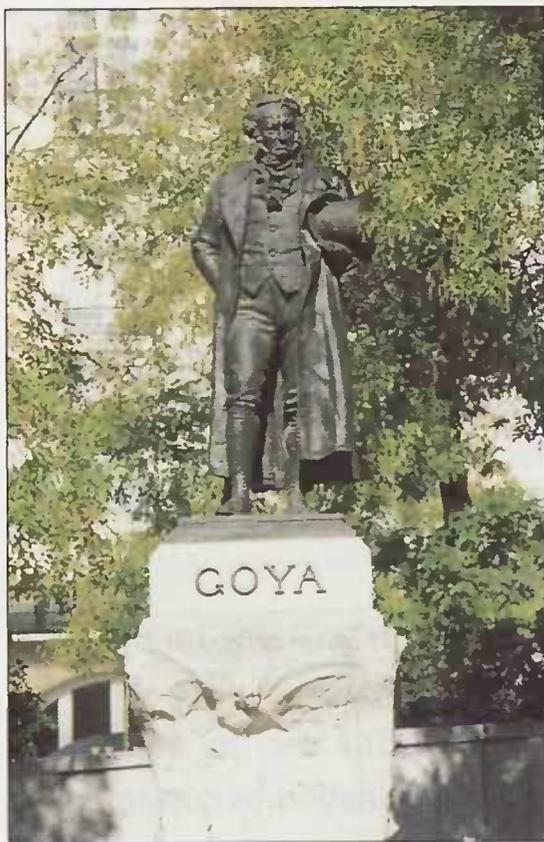
What to Do in Madrid



FEW EUROPEAN CITIES take their entertainment as seriously as Madrid. The city is an international centre for cultural events, putting a great deal of energy into providing its citizens and visitors with the best in traditional and modern entertainment throughout the year. World famous orchestras, ballets and operas are daily events. The country's best flamenco acts bring their southern Spanish art to Madrid's international audiences. Some of Europe's liveliest cafés and bars are founded here. Be prepared for late nights, however, because many activities begin well after midnight.

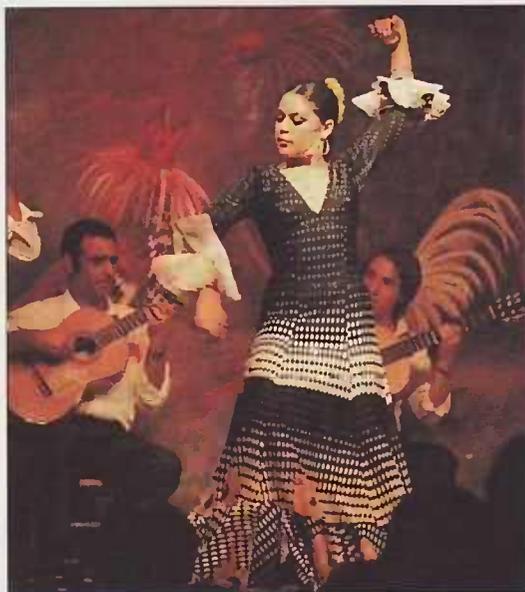
A *A cultural afternoon*

The Prado Museum contains the world's greatest assembly of Spanish painting – especially works by Velazquez and Goya – ranging from the 12th to 19th centuries. It also houses impressive foreign collections, particularly of Italian and Flemish works. Ideally you should make several visits but unfortunately 48 hours doesn't allow you that luxury.



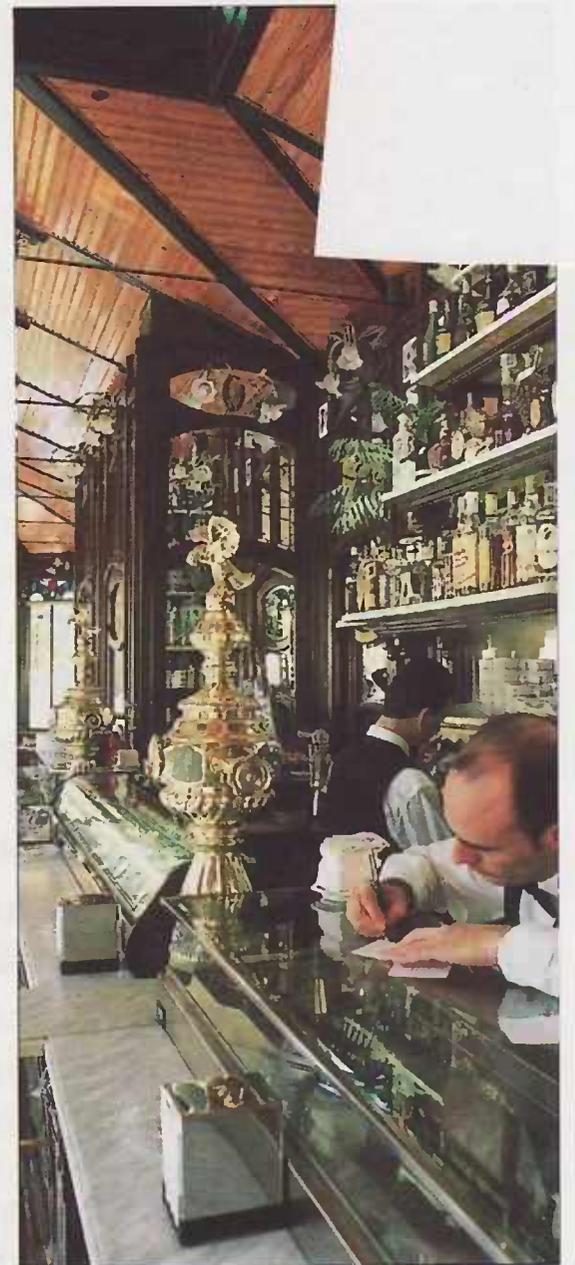
B

Although some people claim that El Rastro has changed a great deal since its heyday during the 19th century, plenty of Madrilenos still shop here in search of a bargain. But get there early, by midday it's almost impossible to move through the crowds.



C

Flamenco is a late-night art form with shows usually taking place through the evening and into the early hours of the morning. Most venues offer dinner and a show, which may be singing only, or both singing and dancing. Casa Patas is still the best place to capture the raw power of genuine flamenco guitar and *cante* singing.



D

Madrid is notorious for its late meal times, with lunch around 3 pm and dinner around 11 pm. For the majority of travellers, eating times here take some getting used to. Madrilenos usually have two breakfasts (*desayunos*). The first may be a quick coffee at home. The second, around 10 or 11 am, is often eaten in a bar or a café.



E
MADRID'S VAST AND LAVISH PALACIO REAL was built to impress. The site, on a high hill overlooking the river Manzanares, had been a Moorish fortress until destroyed by fire in 1734, during the reign of Felipe V. This suited Spain's first Bourbon king well - his idea of a palace was the Versailles of his childhood, and so he commissioned a new French-style palace to be built on the spot. It took 26 years to construct and became the home of the ruling monarch's family until Alfonso XIII went into exile in 1931. The present king, Juan Carlos I, lives in the more modest Zarzuela Palace outside Madrid, but the Palacio Real is still used for state occasions.



F
 It takes about 20 minutes by bus to reach the city centre from the airport. The airport bus departs from International Terminal 1 every 15 minutes and goes to Plaza de Castilla. The metro runs from the airport, providing fast access to anywhere.

G
 A wide variety of hotel-type accommodation exists including hotels, apartment-hotels, hostels and pensions. Spanish hotels are rated from one to five stars. One- and two-star hotels offer basic facilities and the better ones have friendly staff, high standards of cleanliness and air-conditioning, which is essential in summer. Hotel-residencias (HR) are hotels without a meal service; otherwise, they are the same as other hotels.



H
 Toledo is easily reached from Madrid by rail, bus or car and is then best explored on foot. The Romans built a fortress on the site of the present-day Alcazar, the Visigoths made Toledo their capital in the 6th century AD and in the Middle Ages Toledo was a melting pot of Christian, Muslim and Jewish cultures.



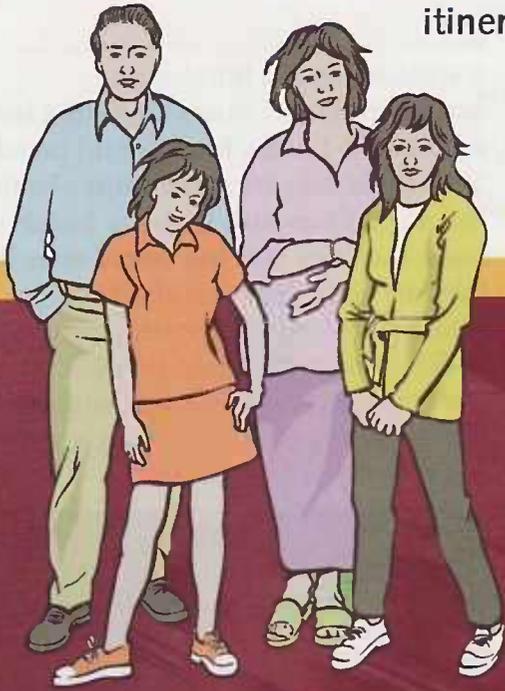
11 Read the texts again and answer these questions.

- 1 In what way could a visit to the Prado be a problem?
- 2 Why is it not a good idea to go to El Rastro in the afternoon?
- 3 Casa Patas is a discotheque. True or false?
- 4 What is the best way to get to the city centre from the airport?
- 5 In what way is a Hotel-residencias different from a standard hotel?
- 6 Why do you think Toledo is 'best explored on foot'?

12 What do these times and dates refer to in the guide?

| | | |
|--------------------------|-----------------|---------------------------------------------|
| 6 th century | the Middle Ages | 12 th – 19 th century |
| 19 th century | 11 am | 3 pm |
| | | every 12 minutes |

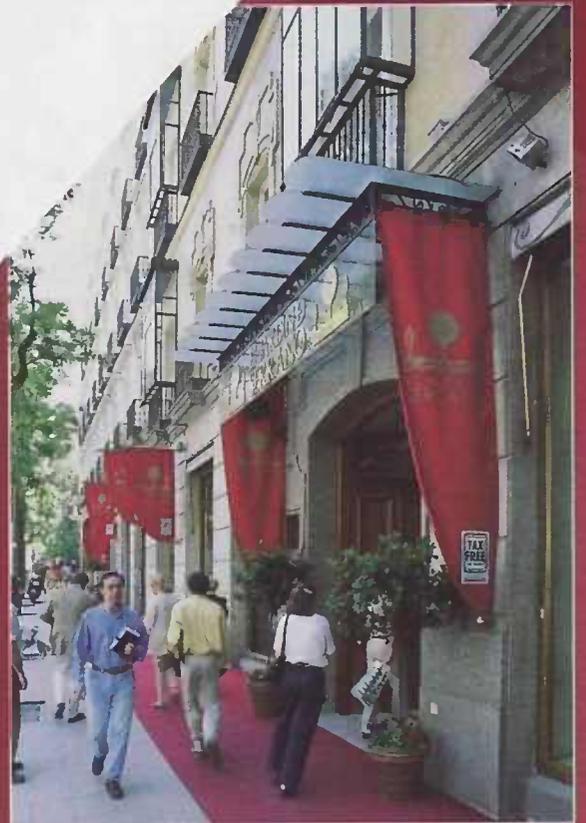
speaking 13 Look at the information about the Evans family below and prepare an itinerary for a weekend break in Madrid for the whole family.



Mr and Mrs Evans and their two daughters aged 13 and 15 are planning to spend a weekend in Madrid. They will arrive at the airport on Friday evening at 20.30 and leave at 21.45 on Sunday.

Mr Evans is interested in 16th century history and painting but dislikes shopping for long periods. Mrs Evans likes collecting old jewellery and postcards and is interested in vegetarian cooking.

The children find art and culture boring. Their main interests are clothes, music and dance. They will tolerate the occasional sightseeing visit or walk in the open air.



| | am | pm | evening |
|----------|----|----|---------|
| Saturday | | | |
| Sunday | | | |

writing **Replying to requests****14** Complete the letter with the phrases from the box.

| | |
|-----------------------------------|--------------------------------------|
| yours sincerely | included in the price |
| I am pleased to enclose | £100 off the brochure price |
| there is current availability | make the necessary arrangements |
| thank you for your recent request | please do not hesitate to contact us |

4 April 2003

Dear Mr and Mrs Blake

Thank you for your

journeys to Central

which you may

recommend:

- Highlight
14 days

(page 72, tour code 1958A). This holiday lasts
Warsaw, Budapest, Vienna and Prague.

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

These excursions are accompanied by an experienced travel guide and
accommodation in first class hotels with service charges and portage

.....³. We are currently offering⁴
if the Highlights of Central Europe tour is booked and paid for before the end of
the month.

.....⁵ for both of these tours and we would be more than
pleased to⁶ for your holiday. If you require any further
assistance⁷.

.....⁸,

Michelle Packard

Travel Consultant

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

| | |
|-------------------------------------------|------------------------------------------------|
| <i>thank you for your interest in ...</i> | <i>I enclose ...</i> |
| <i>we specialise in ...</i> | <i>if you need any further information ...</i> |
| <i>I suggest we + verb (without 'to')</i> | <i>I look forward to hearing from you.</i> |

- be friendly and positive
- use a new paragraph for each point
- avoid long or complex sentences
- check for any grammar or spelling mistakes

Hotel reservations

speaking 1 When a guest books a room at a hotel what kind of information does the reservations department need?

listening 2 A woman reserves a hotel room over the phone. In what order would you expect these questions to be asked?

- a) How will you be paying?
- b) How many people would that be for?
- c) When would that be for exactly?
- d) What time will you be arriving?
- e) What kind of room would you like?
- f) Could I have your name, please?
- g) How many nights will you be staying?

Now listen and check your answers.

3 Look at the reservations screen below. Then listen again and complete Ann Herridge's booking.

| | | | |
|-----------------|--------------------------------------------|------------|--------|
| Booking: From |1 | Nights |2 |
| Guest: Surname |3 | First name |4 |
| Adults |5 | Children |6 |
| Address |7 | | |
| Room: Type | SGL / DBL / TWB / SUITE ⁸ | | |
| | Smoking / Non-smoking ⁹ | | |
| Number |10 | | |
| Rate: |11 | | |
| Extras: |12 | | |
| Return guest: | Yes / No ¹³ | | |
| Previous room # |14 | | |
| Payment: | VISA / DEBIT / CHEQUE / CASH ¹⁵ | | |
| Credit card # |16 | | |

At registration

4 Look at the registration card below. Then listen to a conversation at the reception desk and complete the card.



The undersigned authorises the King James Hotel to use data collected in this questionnaire for sales and marketing purposes.

| | | | |
|-----------------|---|-------------------|---|
| Arrival | 1 | Type | 5 |
| Departure | 2 | Surname | 6 |
| Room No. | 3 | Nationality | 7 |
| Rate | 4 | Passport No. | 8 |

Method of payment ⁹

| | |
|-------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Cash £ | <input type="checkbox"/> Credit card £ |
| <input type="checkbox"/> Travel voucher £ | <input type="checkbox"/> Charge to company £ |

pronunciation Politeness

5 Listen to the intonation in these sentences. Which sentences sound polite? Write P (polite) or I (impolite) next to each sentence. Then practise saying the sentences politely.

- 1 Hold on while I put you through to Reservations.
- 2 Could I have your name?
- 3 This is a company account, is it?
- 4 When would that be for exactly?
- 5 What kind of room would you like?
- 6 How long will you be staying?
- 7 How will you be paying?
- 8 Here's your key. Your room's number 19.

Contrastive stress

6 Listen to these sentences and underline the stressed words. Why do the speakers stress these words in particular?

- 1 Will that be one or two nights?
- 2 We're arriving on the 15th and leaving on the 17th.
- 3 Would you like a single or a double room?
- 4 Would you prefer smoking or non-smoking rooms?
- 5 Is the room at the back or at the front of the hotel?

Language focus Indirect questions

- When asking questions, it is often more polite to use an indirect form.
What time will you arrive? (direct)
Do you know what time you will arrive? (indirect)
- What do you notice about the word order and use of auxiliary verbs in indirect questions?
*Do you have any idea how long **it takes**?*
*I was wondering if **you could** arrange a bottle of champagne.*
*Could you tell me how many people **there are** in the group?*
- We can also use a past tense to make a question less direct:
How much did you want to pay, sir? (= how much do you)

practice 7 Rewrite these sentences as indirect questions.

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

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

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

speaking Making a reservation

9 Work in pairs. Student B turn to page 110. Student A you want to book a hotel room. Telephone Student B and make a reservation with the following details.

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

listening Messages

10 Look at the following messages and the advice below. Then listen to the original conversations. How effectively has Rosa taken the messages?

1

FROM Mr Jung
 TO Mr Courtney
 MESSAGE Pls fax a copy of the contract. 0175 5830182
 DATE 05.05
 TIME 10.45
 MESSAGE RECEIVED BY Rosa

2

FROM Mrs Hunter
 TO Mr Taylor
 MESSAGE Mrs Hunter will collect Mr Taylor @ 8 to take him to the factory.
 DATE 05.05
 TIME 11.50
 MESSAGE RECEIVED BY Rosa

3

FROM Brent Ross
 TO Ms Black
 MESSAGE Plane delayed. Don't go Odeon. Stay in htl. 0660 616 360.
 DATE 05.05
 TIME 18.30
 MESSAGE RECEIVED BY Rosa

Professional practice Messages

When taking messages always make sure that:

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

11 Listen to Rosa pass on the messages when the guests return. Which guest(s) receive a satisfactory message?

Language focus Reported speech

Listen to Rosa pass on the messages again and complete these sentences.

- 1 Tell him that I'll pick him up tomorrow at 8 o'clock.'
She said she would pick you up tomorrow at 8 o'clock.
- 2 'Could he fax me a copy of the contract?'
He fax him a copy of the contract.
- 3 'My plane's been delayed.'
He said that his plane
- 4 It'd be a good idea if she could leave a message on my mobile.'
He that you phone on mobile.
- 5 'If there's more delay I'll let her know.'
He to get in touch again if there a problem.
- 6 'Can you tell her I love her very much?'
He me to you that he you very much.

Are these rules for reporting speech true or false?

- a) The exact words have to be reported.
- b) You can summarise a message with a reporting verb.
- c) Both *say* and *tell* are followed by *that*.
- d) When the reporting verb is in the past we do not usually use the same tenses as the original speaker.
- e) Verb tenses don't change when we report ideas that are still true when we report them.

► For more information turn to page 127.

practice 12 Complete the letter to a consumer advice service with the verbs from the box. What advice would you give the customer?

added asked told could promised said told was would

Dear Gill,

We recently booked a ski holiday at a four-star hotel in Zermatt, specifically requesting a twin-bedded room with shower for our two teenage children. On arrival late at night, we found their room had a double bed.

The next day we asked¹ the rep to sort it out. She² us she³ not and⁴ that it⁵ the hotel's fault. The hotel⁶ us it was the tour operator's fault and⁷ that a room with twin beds⁸ cost an extra 30 Swiss francs a night. We paid up and, on our return, wrote to the operator asking for the money back.

They have⁹ to give us a £70 voucher as a gesture of goodwill. Should we accept this offer or do we have other choices? Does this kind of thing happen often?

speaking **13** Work in pairs. Student A you are a hotel guest. Turn to page 111. Student B you are the receptionist. Student A phones to collect the messages below. Pass them on and then write down the messages your partner gives you.

Your mother called to say that the credit card has been found ...

WHILE YOU WERE OUT

FROM mother

TO Room 408

MESSAGE
Credit card has been found. (left it at home).
Does she want it to be posted or has she
enough traveller's cheques and foreign currency?
Pls call back, won't do anything until. must call,
post will take time.

DATE

MESSAGE RECEIVED BY

WHILE YOU WERE OUT

FROM John Walters, DSL

TO Room 408

MESSAGE
She is supposed to be picking up JW
@ airport. Plane has been overbooked,
can't get on. On next flt, arrives 11 pm.
Will get taxi and see her @ breakfast.

DATE

MESSAGE RECEIVED BY

writing Text messaging

14 Look at these mobile phone text messages. Write them out in full and then pass them on to a partner using reported speech.

- 1 L8 4 MTG. C U @ 10.
I'm late for a meeting. I'll see you at 10.
- 2 CU @ KINGS X STN @ 8. HOPE U R OK.
- 3 PLS SND PIX OF HTL RM 2 JOHN B4 2MORO
- 4 CN U TELL ME TM OF NXT MTG ASAP?
- 5 IF U CNT CM LET ME KNW ASAP. TUV M
- 6 YR REPORT IS XLNT. C U L8R

TXT MSG

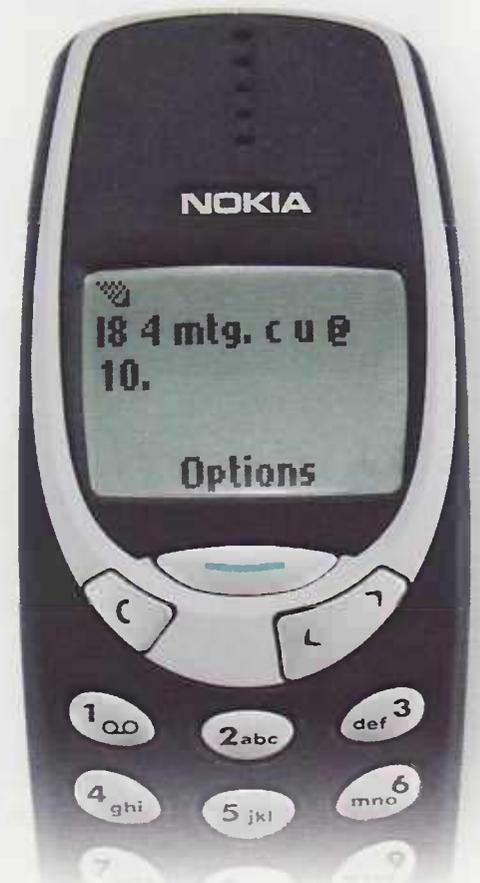
mobile phone text messages often use abbreviations:

C = see

R = are

U = you

For more see the glossary of abbreviations on page 115.



15 Work in pairs. Write mobile phone text messages to each other. Try to read your partner's message.

vocabulary **Conferences and conventions**

16 Put these words and phrases into the correct groups.

à la carte auditorium banquet beverages buffet display area
 flip chart luncheon meeting rooms OHP refreshments

| places | equipment | catering |
|------------|-----------|----------|
| auditorium | | |

Try to add two more words to each list.

speaking **17** Work in groups of three. Student A you work for Better Venues, an agency that specialises in arranging conferences. Look at the letter below from a new client. Student B look at the opposite page and Student C turn to page 112.

TOEIT

Better Venues
 112 Malborough Way
 London
 SW3 4JT

24 April 2003

Dear Sir / Madam

Re: TOEIT Conference 4-9 September

Further to our telephone conversation of 19th April I am pleased to confirm the following details regarding our plans for a 5-day convention on 4-9 September.

Our requirements are:

- accommodation for 250 delegates (some with partners)
- space for at least 30 exhibitors (publishers, bookshops etc.)
- an opening dinner for up to 400 people
- a big enough room for the plenary sessions
- a large number of smaller rooms for seminars and workshops
- a location that provides sightseeing and entertainment opportunities

I hope these details provide you with the information you need. I look forward to hearing from you in the near future with regard to possible venues.

Student A

You arrange to meet representatives of the Magyar Hotel, Budapest and the Plaza Hotel, Casablanca. Prepare questions for the meeting, talk to the hotel representatives and then decide which hotel best meets your client's needs.

Student B

You represent the Magyar Hotel, Budapest. You are going to meet a conference organiser to present your hotel as the ideal conference venue. Look at the information below, find out the client's needs and do your best to win the contract.

Magyar Hotel

Budapest

Location

Located in the heart of the city, facing the Royal Castle and overlooking the Danube. A short walk from the business, commercial and entertainment areas.

Transportation to / from hotel
Distance from international airport:
18 km. Time by taxi: approximately
30 minutes.

Conference rooms and meeting facilities

- 4 main Meeting Rooms.
- Ballroom dimensions: 34.5 x 23.5 m. Can be divided into 3.
- 18 Business Rooms equipped with fax, printer, photocopier and email.
- High quality service, dedicated meeting co-ordinator.

Services and equipment

- Overhead projector, screen, 35 mm slide projector, microphone, flip chart, lectern.
- Support services available, including interpreter.



Guest room information and facilities

- 276 rooms and 16 suites.
- 22 connecting rooms, 102 non-smoking rooms.
- 2 rooms with disabled facilities.
- Remote control TV with 22 movie and satellite channels.
- Direct-dial telephones.
- Bathrobes, minibar, in-room safe.
- Laundry and valet service.
- 24-hour room service.



Dining

Restaurant featuring both international and Hungarian cuisine. Open daily from 12.00–15.00 and 19.00–24.00. Ground floor seats 290. Live music in the evenings.

Places of interest

For art lovers the Museum of Fine Arts and the Hungarian National Gallery are a must.

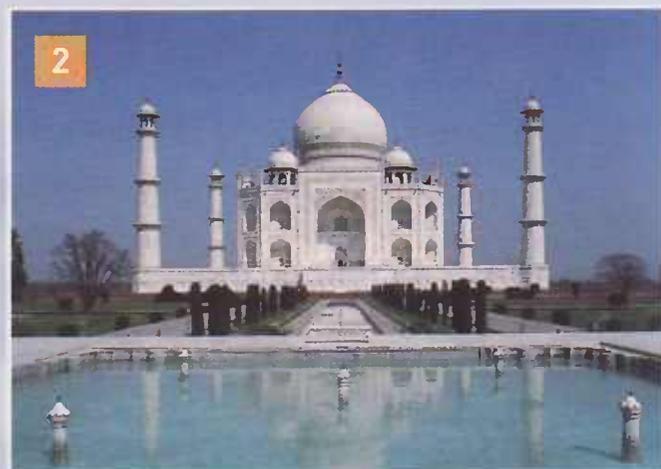
Take a day to discover the Castle district with the former Royal Palace, Matthias Church, and the Parliament building.

writing 18 Write a reply to TOEIT recommending one of the venues and explaining why it meets their requirements.

1



2



Seeing the sights

4



3



5



1 Match the pictures with the words and phrases from the box.

safari park festival amusement park
historic building place of natural beauty

2 Work in pairs. Which of these tourist attractions would interest your partner the most? Why?

listening

3 Listen to three tourists talk about the places on this page. Which places do they mention? What do they say about them?

Tourist 1 Tourist 2 Tourist 3

.....

.....

vocabulary

Places of interest

4 Put these words in the correct groups.

canyon castle glacier gorge cathedral
mosque palace temple tower

| | | |
|---------------------|--------------------|--------------------------|
| Religious buildings | Historic buildings | Places of natural beauty |
|---------------------|--------------------|--------------------------|

Add two more words to each list.

speaking 5 What tourist attractions are there in your own city or region? What does each of them have to offer? Make a list and present them to the class.

vocabulary Places to see

6 Match the places with the definitions. Use a dictionary to help you.

- | | | |
|----------------|---|------------------------------------------------|
| 1 canyon | → | a) special time for celebration and ceremonies |
| 2 palace | → | b) deep valley with very steep sides of rock |
| 3 cathedral | | c) large mountain with a hole in the top |
| 4 festival | | d) place where monks live |
| 5 valley | | e) large house built for a royal family |
| 6 monastery | | f) lowland between lines of hills or mountains |
| 7 stately home | | g) very large church |
| 8 volcano | | h) large house in the countryside |

pronunciation The /æ/, /ə/, /eɪ/ sounds

7 Listen to the pronunciation of the letter a in the above words and put them in the correct groups. Then practise saying the words.

| /æ/ | /ə/ | /eɪ/ |
|--------|-----|------|
| canyon | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

speaking 8 Which attractions would you recommend for the following tourists?



reading Dublin

9 Read the extracts from a tour guide to Dublin and match the sentences with the attractions. Which attraction:

- 1 is particularly suitable for children?
- 2 sells arts and crafts?
- 3 is associated with Irish politics?
- 4 particularly caters for educational visits?
- 5 combines sound and image in its displays?
- 6 contains an unusual object?
- 7 enables you to eat there?
- 8 is built on an earlier site?

listening Tourist Information Centre (TIC)

10 Listen to three enquiries at the Dublin TIC. Which of the following places are recommended? What kind of sights are they?

Newgrange Dublinia Museum of Modern Art Dublin Civic Museum
St Stephen's Green Parnell Square O'Donoghue's

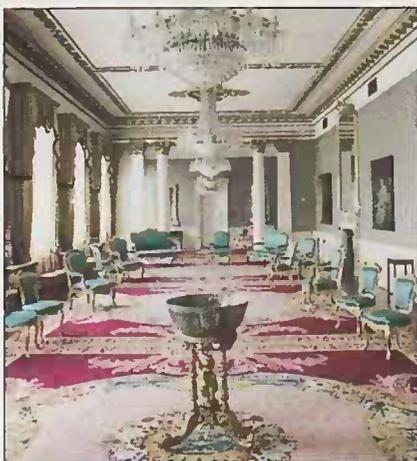
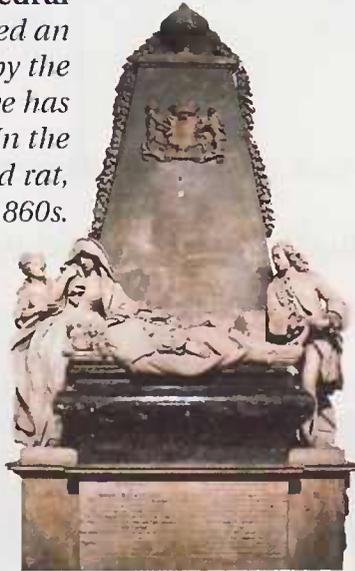
Christ Church Cathedral

Was built in 1172 and replaced an earlier wooden church built by the Vikings. The 25-metre high nave has some fine early Gothic arches. In the crypt there is a mummified cat and rat, found in an organ pipe in the 1860s.



Dublinia

A state-of-the-art multimedia exhibition of medieval Dublin giving kids the chance to dress up in period costume and experience the sounds and smells of life-size reconstructions of city life in the Middle Ages. A detailed teacher's pack, including an 8-page history of Medieval Dublin, is available for primary and secondary school teachers.



Dublin Castle

For seven centuries Dublin Castle was a symbol of English rule. Robert Emmett (1778–1803), leader of the failed 1803 rebellion, planned to capture the castle as a signal for the country to rise up against English rule. He was caught and publicly hanged.



11 Listen again. How do you get to the places that are recommended?

Professional practice Making suggestions

The following phrases are useful when making suggestions.

Why don't you take them to the zoo?

How about going to Phoenix Park?

I suggest starting off with Temple Bar.

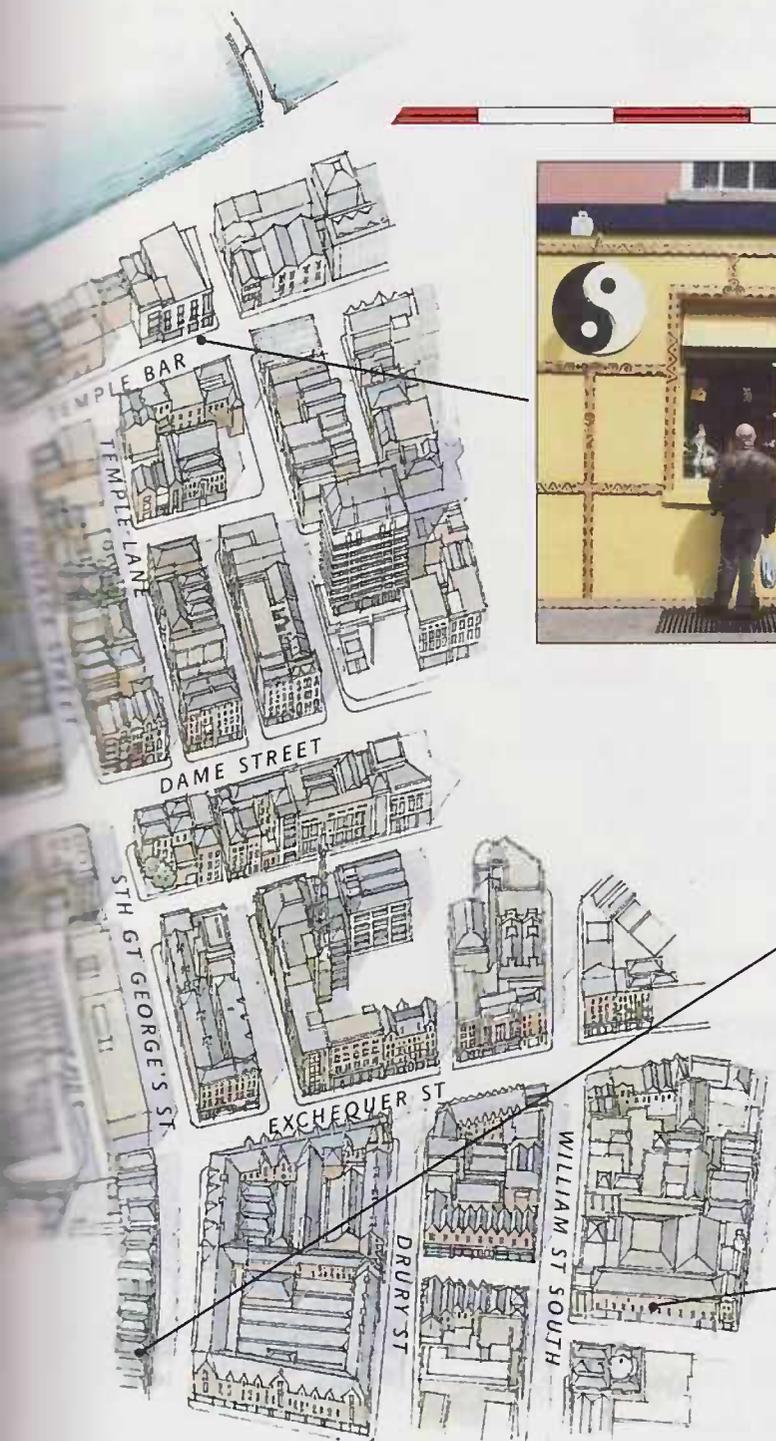
If I were you I'd get there early.

The best thing (for you to do) is / would be to take the bus.

You might like to think about going to Dublinia.

speaking

12 Work in pairs. Student A you want some suggestions on sightseeing in your area. Decide what kind of things you would like to do and see. Student B you work in the local TIC. Answer Student A's questions.

**Temple Bar**

This arts and entertainments district occupies a maze of lively cobbled streets. Underneath the Merchant's Arch is a short dark alley lined with shops which open out into a modern open square with plenty of crowded restaurants at lunchtime.

**The Long Hall**

The Long Hall is a magnificent, old-fashioned smoky pub serving the legendary Guinness and pub fare. Behind the narrow room's long bar stands a fascinating display of antique clocks.

Powerscourt Townhouse

This shopping centre is one of the best places in Dublin to find fashion accessories, antique shops and jewellery stalls. The central courtyard, topped by a glass dome, is popular with many Dubliners as a place to have a snack and a coffee.



listening How Guinness is made

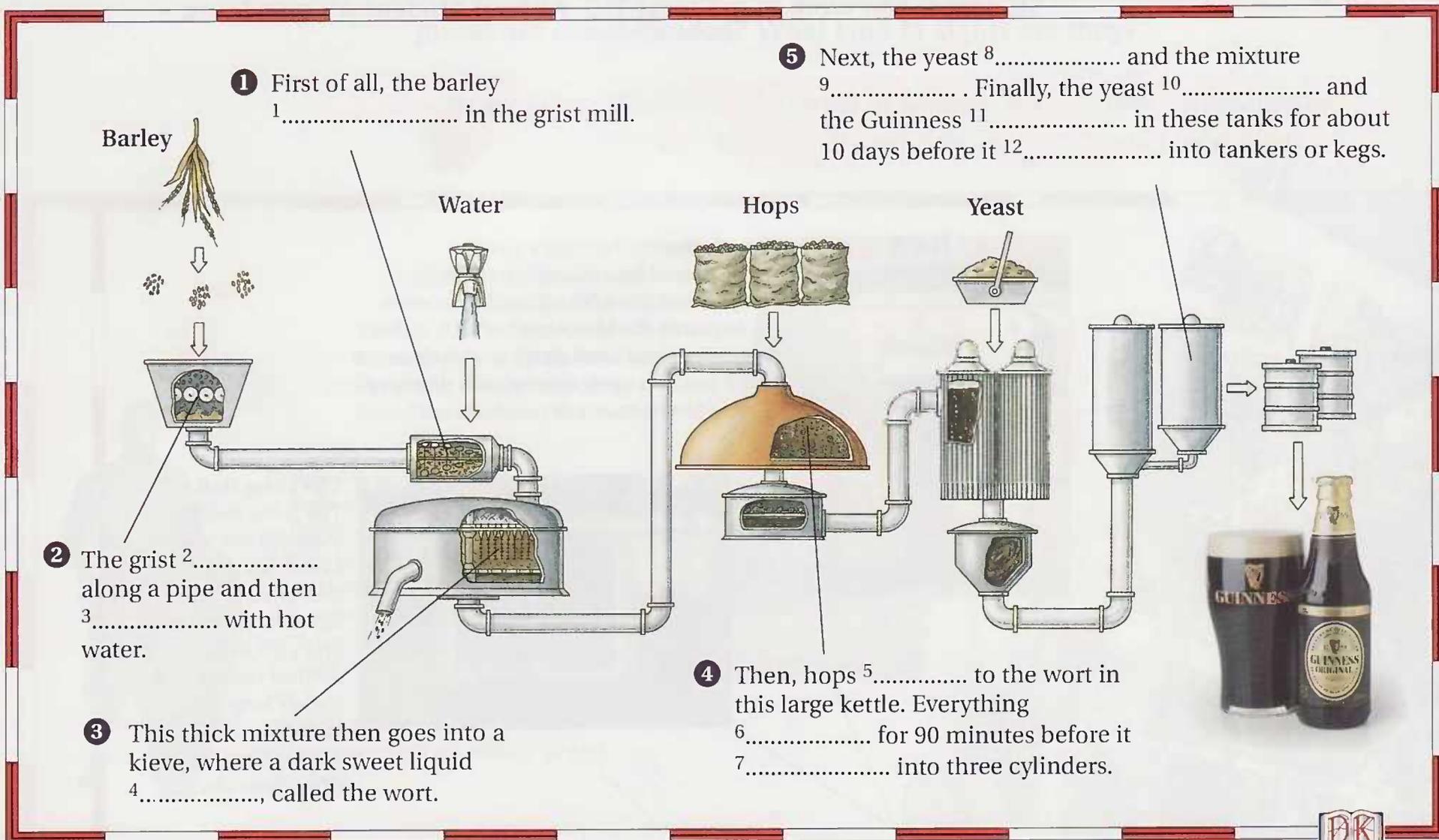
13 Listen to a tour guide describe how Guinness is made. Which of these ingredients are used to make Guinness?

barley coffee hops sugar yeast maize water vanilla

14 Match the processes with the definitions. (Use a dictionary to help you.)

- | | | |
|----------|---|--------------------------------------------|
| 1 boil | → | a) separate solids from a liquid |
| 2 feed | → | b) heat a liquid until it turns into a gas |
| 3 pump | | c) break something into very small pieces |
| 4 grind | | d) supply something slowly but constantly |
| 5 strain | | e) combine two or more liquids into one |
| 6 mix | | f) push a liquid through a pipe |

15 Listen to the tour guide again and complete the diagram below.



Language focus The passive

- We form the passive by using the appropriate form of *be* + past participle. Modal verbs can go before the passive form.
*Christ Church Cathedral **was built** in 1172.*
*After **being fermented**, the yeast **is removed** from the mixture.*
*The beer **must be matured** for 10 days before being transferred to the kegs.*
 - We often use the passive for descriptions of processes when we are not interested in who performs the action.
*The grist **is fed** along a pipe and **is mixed** with hot water.*
- For more information turn to page 127.

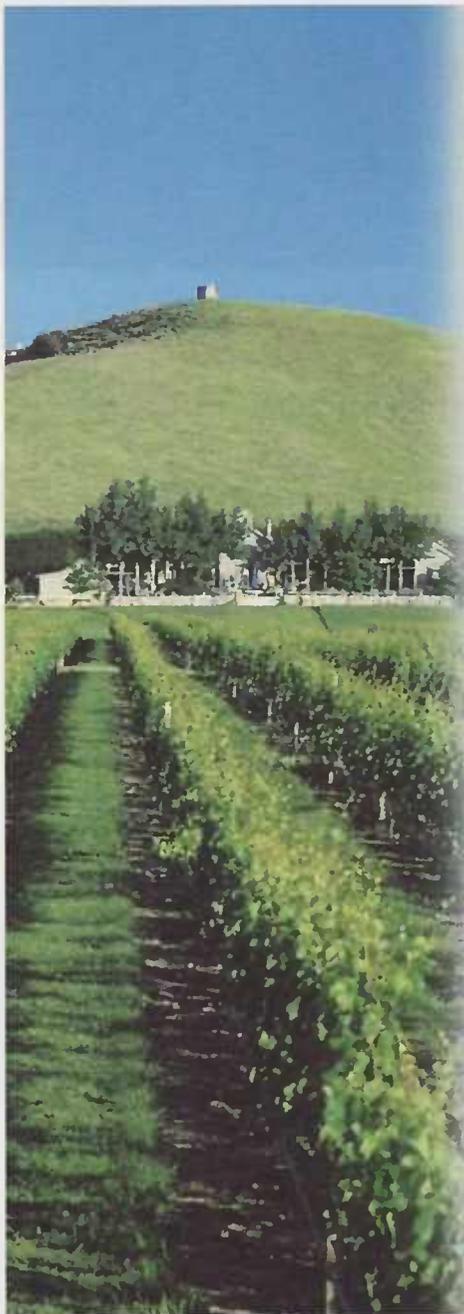
practice **16** Complete the process, using the passive form of the verbs from the box.

grind pump add mix produce add boil remove strain sell feed

- 1 The barley *is ground* to form a grist.
- 2 The grist along a pipe and with hot water.
- 3 A dark, sweet liquid
- 4 The hops to the liquid.
- 5 The mixture to a very high temperature.
- 6 The mixture and the yeast
- 7 After fermentation, the yeast by centrifuge.
- 8 The beer into tankers and to the public.

The wine-making process

17 Read the description of the wine-making process and complete the text with the correct active or passive forms of the verbs in brackets.



All wines (make) *are made*¹ in a similar manner. This said, variations may (occur)² in the numerous steps according to the type of wine that (produce)³.

Even though most wine grapes (harvest)⁴ around September 15, the harvest date (depend)⁵ on the variety, location and weather. Before harvesting can (take place)⁶, the sugar and acidity levels of the grape must (measure)⁷ by the winemaker. Next, the grapes (crush)⁸ to extract the juice from the pulp.

Fermentation (take place)⁹ in large vats and (last)¹⁰ between ten to thirty days. As a general rule, red wine (then / store)¹¹ in barrels of oak or redwood in order to give the wine a spicy and often smoky flavour.

Before (bottle)¹², wines are usually (filter)¹³ to improve clarity. Finally, the wine (bottle)¹⁴ and (label)¹⁵. A good wine can spend years in its bottle before (release)¹⁶ for sale.



speaking **18** Work in groups. Prepare a presentation of one of the following. Use any visual aids necessary.

- the production of a type of food or drink
- a work procedure, e.g. reservations, ticketing

speaking Museum tours

19 Work in pairs. What museums are there in your city or area? What kind of museums are they and what do they show?

listening The Natural History Museum

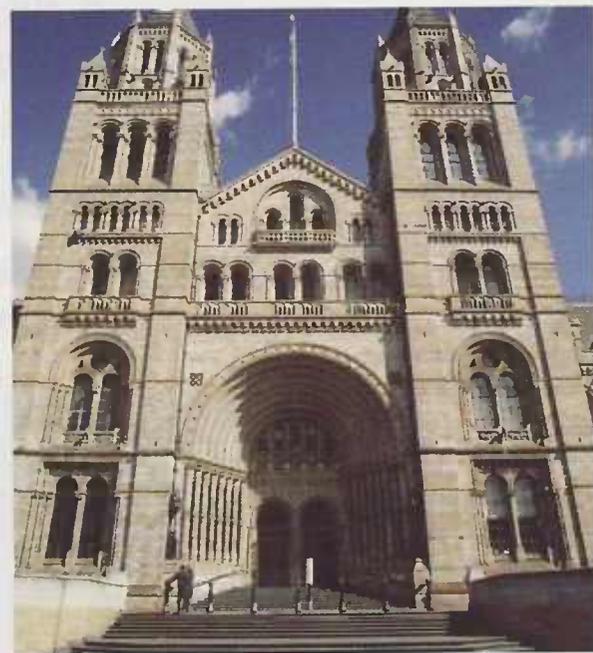
20 Listen to the guide talk about the Natural History Museum in London and complete the extract with the words and phrases she uses.

OK everybody? We're now standing outside the main entrance to the Natural History Museum, which is one of the finest examples of London's¹ architecture. The building was designed by the architect Alfred Waterhouse using an iron and² framework hidden behind arches and columns which, if you look closely, are decorated with sculptures of³ and plants.

The museum houses a whole host of exhibits of⁴ and mammals, as well as insects and plants. There are also⁵ devoted to human biology and the origin of species.

You can also visit the⁶ where you can find out what it's like to be in the middle of an earthquake or standing next to a volcano.

Entrance to the museum is⁷ and there's a⁸, a bookshop and a gift shop if you get hungry or want to buy any souvenirs.



Professional practice Describing exhibitions

Look at the text again and complete these useful phrases.

- introduce the sight
First of all, we're going to visit
We're now¹
- say what its main features are
The palace is the home of ...
The museum / gallery²
It was built in (date)
- mention other attractions / benefits
You can also see ...
There's a³
- mention possible restrictions
Please note that photography is not allowed.
- give information about times and prices
The museum closes at (time).
Entrance to the museum⁴ / costs ...
- invite questions
Does anyone have any questions?
- be enthusiastic and use positive language
It's⁵ examples of 19th century architecture.

vocabulary Exhibitions

21 Put these words in the correct groups. Use a dictionary to help you.

| | | | | |
|---------|------------|------------|--------------|-----------|
| armour | arrowheads | landscapes | pottery | canvas |
| shields | sketches | statues | watercolours | portraits |
| museum | | gallery | | |
| armour | | | | |

Can you add two or more words to each list?

speaking 22 Work in pairs. Student A turn to page 113. Student B you are a guide at Buckingham Palace. Use the information below to give a presentation to tourists. Then answer any questions your partner has.

Buckingham Palace

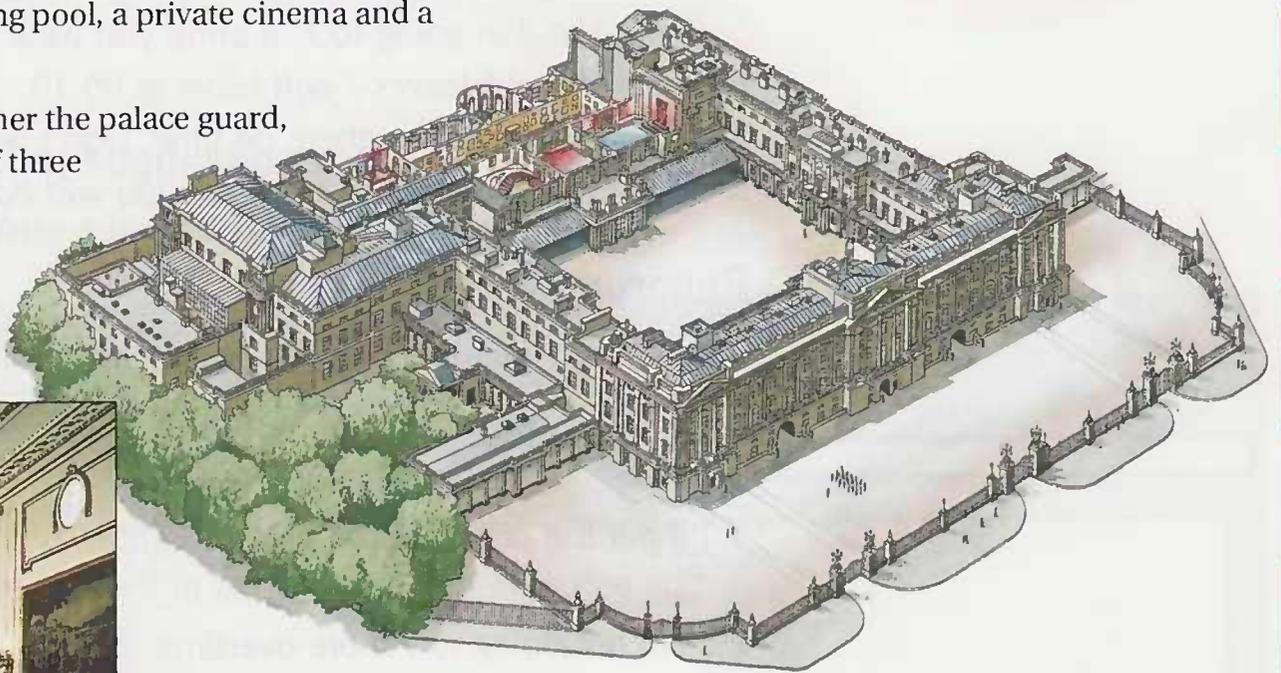
The Palace is the London home of the Queen and her husband, the Duke of Edinburgh, and other family members also have their own rooms. About 50 domestic staff live there. John Nash started converting the original Buckingham House into a palace for George IV (reigned 1820–30), but Queen Victoria became the first monarch to live there in 1837.

The rooms include the state ballroom used for banquets, the music room where state guests are presented and the picture gallery containing a selection of the Queen's paintings. There is also a swimming pool, a private cinema and a post office!

During the summer the palace guard, which consists of three officers and forty men, is changed to the sound of martial music.



◀ The State ballroom



VISITORS' CHECKLIST

SW1. Map 12 F5 ☎ 020-7839 1377. 📍 St James's Park, Victoria. 📠 2B, 11, 16, 24, 25, 366, 38, 52, 73, 135, C1. 🚶 Victoria
State rooms open Aug–Sept:
 9.30am–5.30pm daily (last adm: 4.30pm). **Adm charge.** ☑
Changing of the Queen's Guard: Apr–Jul: 11.30am daily; Aug–Mar: alternate days but subject to change without notice

23 Prepare a tour guide presentation for a sight in your city or area.



Consolidation 2

Articles

1 Complete the following extract with *a*, *an*, *the* or no article (\emptyset).

Customer loyalty

*The*¹ best way to ensure that² people come back again and again is to make sure that they are satisfied with³ service you provide.⁴ loyal customers are obviously⁵ happy customers and to make sure we keep them that way we need to find out their likes and dislikes. This can be done easily by recording⁶ information each time they stay.⁷ New technology has made it easier to collect⁸ customer data and we should use it on⁹ regular basis to inform them of¹⁰ special offers or¹¹ exciting forthcoming event.

The future

2 Underline the correct verb form in the sentence below.

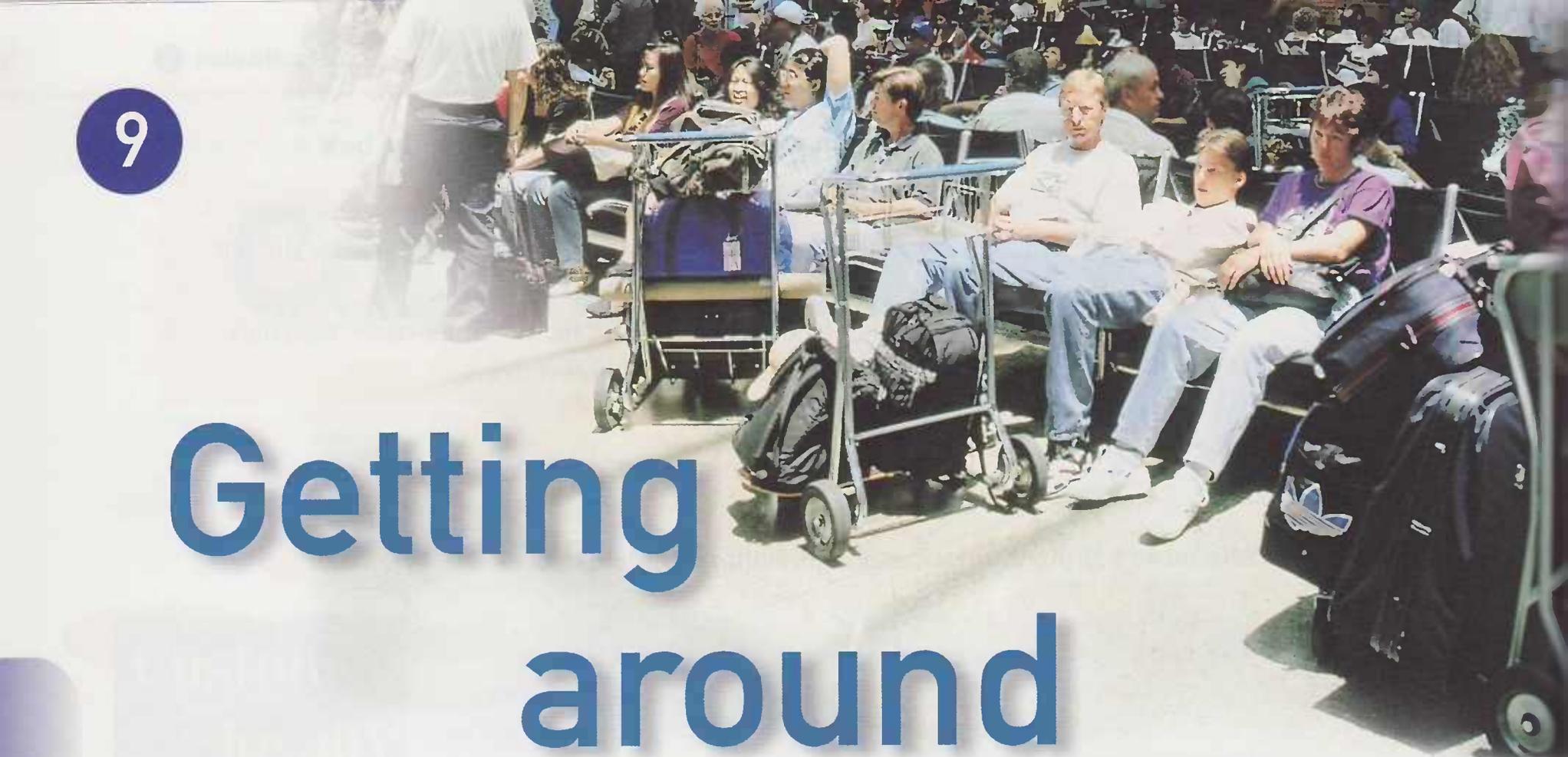
- 1 She's decided that she is going to / will ask her boss for a pay rise.
- 2 I'll check / I'm checking the details for you as soon as possible.
- 3 The concert is going to start / starts at 8 pm.
- 4 I'm afraid I'm busy tomorrow. I will go / 'm going to the travel exhibition.
- 5 If you like, I'm going to / 'll bring you back some brochures.
- 6 The first flight leaves / will leave at 05.10.
- 7 I'll / I'm going to be there on time. Don't worry!
- 8 Look at your diary and see what you will do / are doing next week.

Reporting verbs

3 Use the verbs from the box to report the following statements.

instruct suggest promise refuse inform warn

- 1 I'll put the tickets in the post straightaway.
She promised to put the tickets in the post straightaway.
- 2 I am not doing any more overtime.
.....
- 3 If you don't hurry, you'll miss your connection.
.....
- 4 How about hiring a car?
.....
- 5 There is a message for you, sir.
.....
- 6 You'll have to clean the room again.
.....



Getting around

speaking 1 Work in pairs. How many ways of travelling can you think of? What problems can you have with each of these ways?

Air travel

2 Work in pairs. Find out whether your partner has ever had a problem at an airport. What went wrong and what did your partner do?

listening 3 Juliette Wilson works on the check-in desk at Sydney Airport. Listen to her checking in a passenger. Which of the following is the main problem?

cancellation lost ticket overbooking baggage unhelpful staff

4 Listen again and answer these questions.

- 1 What was the weight of the bag?
- 2 Why does the passenger need the bag as hand luggage?
- 3 What solution does Juliette propose?
- 4 Why is it important for him to get the first flight?
- 5 Is overbooking illegal?
- 6 What solution does Juliette propose?
- 7 What job does the woman with blonde hair do?
- 8 What should the passenger do with his suitcase?

vocabulary **Checking in**

5 Match the words to form compound nouns.

- | | | |
|-------------|---|----------------------|
| 1 hand | → | a) desk |
| 2 departure | → | b) luggage / baggage |
| 3 boarding | | c) tag |
| 4 check-in | | d) lounge |
| 5 standby | | e) pass |
| 6 luggage | | f) ticket |

vocabulary 6 Complete these dictionary entries with the words from the box.

journey tour trip excursion voyage crossing

1

...journey.....¹ *n* [C] the time during which you travel from one place to another, especially when you go a long way. *A two-hour / five-mile They arrived in Nice after an eight-hour by car.*

3

.....³ *n* [C] 1. an organised journey, made for pleasure, visiting a number of places. *We went on a sightseeing of the old quarter.* 2. A visit to a place or area to learn about it. *We had a guided of the museum.*

2

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.....² *n* [C] a journey when you go to a place, stay there for a while, and then come back. *We had a lovely – the flight was fine and the hotel was fantastic.* take a *They decided to take a to Paris.* on a *Her husband's away on a business in China.* a day (when you go and come back on the same day.) *We went on a day to Oxford and took the train back to London.*

4

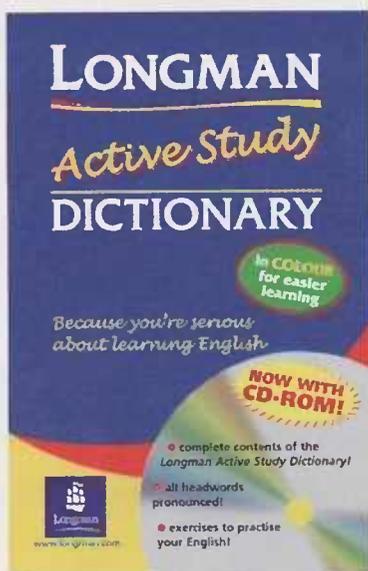
.....⁴ *n* [C] a short journey in a boat or ship from one side of a lake, river or sea to the other. *The from Dover to Calais is very often rough.*

5

.....⁵ *n* [C] a long journey in a boat or ship. *In the nineteenth century, the to Australia was long and dangerous.*

6

.....⁶ *n* [C] a short journey arranged so that a group of people can visit a place, especially if they are on holiday. *Tickets for a day to the island can be bought from the pier.*



Now use the words to complete these sentences.

- 1 The return journey... was very tiring.
- 2 We had a very rough on the ferry.
- 3 The Titanic sank on its first
- 4 She's just back from a business to Tokyo.
- 5 We went on a guided around the Alhambra.
- 6 An optional has been arranged for every day of your holiday to a nearby place of interest.

speaking 7 Work in pairs. Look at the quote below. Do you agree with it? Discuss what preparations people can make to ensure a journey goes to plan.

'A journey is like marriage. The certain way to be wrong is to think you can control it.' John Steinbeck.

Holiday travel information

8 Read the passport and visa information leaflet. Are these statements true or false? Correct any false statements.

- 1 All children must have their own passports to travel abroad.
- 2 Children over 16 can be included on their parent's passport.
- 3 UK citizens don't have to get a visa to enter the USA on holiday.
- 4 People with a criminal record are not allowed to enter the USA.
- 5 Identity cards can be used as passports within EU countries.
- 6 Passengers should arrive at the airport one hour before their flight.

Information you should know about your passport application

With effect from 5 October 1998, all children who are not already included on a parent's valid ten-year passport will have to hold their own passport if they are to travel abroad. Children over 16 are required to hold their own passports. Children already included on an existing passport may continue to travel with the passport holder until the child reaches 16, the passport expires or is submitted for amendment. Children cannot be re-added to passports submitted for amendment.

Providing the stay is no longer than 90 days, UK citizens are allowed to enter the USA under the visa waiver scheme. Entry may however be denied to travellers who have a criminal record

or who have been previously denied entry. In such cases, visa applications should be made in advance. Please note that in some countries the export expiry date must extend to a minimum of six months beyond the date of return travel.

Travellers within the European Union do not have to hold a passport and can enter member states with a valid identity card.

Passengers should check in at the airport at least one hour before departure. On board you are authorised to take one piece of hand luggage but it must not measure more than 55 x 40 x 20 cm.

Language focus Modal verbs

Read the text again and match the verbs and phrases with their meanings.

| | giving permission | refusing permission | expressing obligation | expressing no obligation | giving advice | indicating a possibility |
|-------------------------|-------------------|---------------------|-----------------------|--------------------------|---------------|--------------------------|
| <i>have to</i> | | | | | | |
| <i>be required to</i> | | | | | | |
| <i>may</i> | ✓ | | | | | |
| <i>can</i> | ✓ | | | | | |
| <i>cannot</i> | | | | | | |
| <i>be allowed to</i> | ✓ | | | | | |
| <i>should</i> | | | | | | |
| <i>do not have to</i> | | | | | | |
| <i>must not</i> | | | | | | |
| <i>be authorised to</i> | ✓ | | | | | |
| <i>must</i> | | | | | | |

► For more information turn to page 128.

practice **Driving in New York**

9 Complete the text with words and phrases from the box.

authorized to don't have to have to may have to
 must must not required to should must

You don't have to ¹ rent a car in New York as there is a good subway system but if you do, you ² be able to prove you are over 25 years old. You are ³ hold a valid International Driver's License and a credit card or you will ⁴ pay a large deposit.

Unless you are adequately covered by your own insurance policy, you ⁵ also take out damage and liability protection as vandalism is common. It is also recommended that you refill with gas before you return the car or you will ⁶ pay double the normal price for fuel.

Parking in Manhattan is difficult and costly. Don't be tempted to park at out-of-order meters – you ⁷ well receive a parking ticket. Yellow street and curb markings mean that you ⁸ park.

Alternate-side parking applies on most of the city's side streets. This means that you are ⁹ leave your vehicle all day and night but it ¹⁰ be moved to the other side of the street before 8 am the next day.



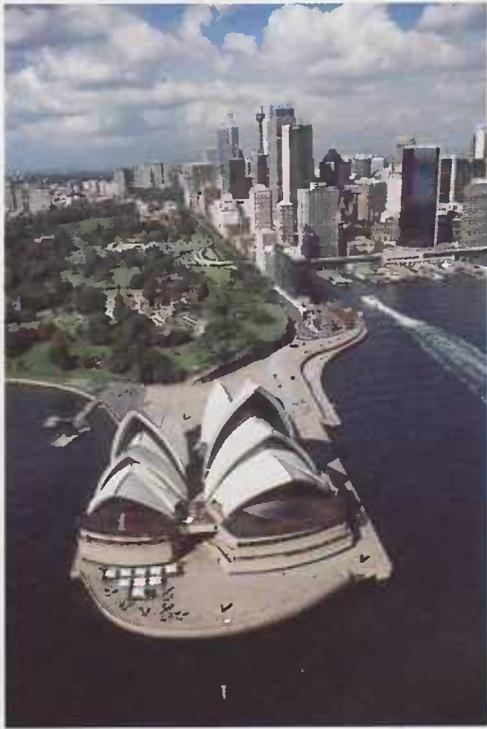
10 Match the two halves of the sentences.

- | | |
|----------------------------------------|------------------------------------|
| 1 You needn't stop at a YIELD sign | a) the noise must be terrible. |
| 2 I may take the subway because | b) but you should slow down. |
| 3 It isn't easy to drive so slowly but | c) she should be there by now. |
| 4 I must hurry otherwise | d) I might miss the train. |
| 5 If you live so near the airport, | e) language can be a problem. |
| 6 \$650 a day for car hire | f) the traffic's so bad today. |
| 7 Many taxi drivers are immigrants so | g) can't be right. |
| 8 Monica left well over an hour ago so | h) we should obey the speed limit. |

speaking 11 Work in pairs. What advice would you give visitors about driving in your country? Think about the following.

speed limits parking roadsigns driving tips
 passenger safety documents

listening Getting around Sydney



▲ Sydney Opera House

12 Listen to people giving travel information in Sydney and answer the questions.

- 1 Conversation 1: Why does the speaker say 'This may sound stupid'?
- 2 Conversation 2: Where is the man heading at the moment?
- 3 Conversation 3: What is there 'just around the corner'?
- 4 Conversation 4: How many times will the tourist have to change buses?

13 Listen again and take notes. Then write the dialogues using these prompts.

- 1 A Sydney / left? / right?
B Australia / drive / overtake
- 2 A right train / Opera House?
B Green / Orange / Circular Quay
- 3 A Sydney TravelPass?
B Railway station / newsagent's / bank / cinema
- 4 A Possible / bus / King's Cross / Clovelly?
B Look / route map.
A 327 bus / King's Cross / Bondi Junction / change / 353 / Clovelly

speaking

14 Work in pairs. Student A turn to page 111. Student B turn to page 114. Ask for directions to stations to complete your CityRail map.

Professional practice Using the underground / subway

The following phrases are useful when giving directions by underground (UK) / subway (US) trains.

get on the train at ...

you want the ... line travelling in the direction of ...

take the ... line to ...

change / get off at ... and then take ...

It's the first / second / third stop on the ... line.

15 Work in pairs. What would you say to visitors to your city who ask these questions?

- 1 What do I have to do to get a taxi?
- 2 How do the buses operate around here?
- 3 Is there a bus from here to the city centre?
- 4 Excuse me, how do I get to the airport and how long will it take?
- 5 Could you tell me where the nearest railway station is, please?
- 6 I'd like to spend about a week here. What's the best way to get around?

practice 16 Complete the travel guide information with the correct prepositions. You will need to use some prepositions more than once.

between in on within into inside through
to around at from off up

Getting Around Sydney



In general, the best way to see Sydney's many sights and attractions is¹ foot, coupled with use of the public transport system. Buses, trains and the new light railway will take visitors to² easy walking distance of anywhere³ the city centre. Passenger ferries provide a fast and scenic means of transport⁴ the city and the harbourside suburbs.

USING SYDNEY BUSES

Only single tickets can be purchased⁵ board regular buses and are bought⁶ the driver. If you are using a TravelPass you must insert it⁷ the automatic stamping machine as you get⁸.



A typical Sydney bus used for standard services



Bondi & Bay Explorer bus



USING THE CITYRAIL ROUTE MAP



The five CityRail lines are colour-coded and route maps are displayed⁹ all CityRail stations and¹⁰ train carriages. All five lines travel¹¹ Central and Town Hall railway stations.

WATER TRANSPORT



Sydney water taxi

All ferry journeys start¹² the Circular Quay Ferry Terminal. Electronic destination boards¹³ the entrance¹⁴ each wharf indicate the wharf¹⁵ which your ferry will leave. Small, fast taxi boats carry passengers¹⁶ the harbour. They will pick you¹⁷ and drop you¹⁸ at any navigable pier for a fare of \$35 per trip and an extra \$5 per additional passenger.



pronunciation Same spelling, same sound?

17 Listen to the pronunciation of the underlined letters in these pairs of words. Which pairs have the same sound?

- | | | | | | |
|--------------------|--------------|-------------------------------------|------------------|------------------|--------------------------|
| 1 har <u>bour</u> | <u>tour</u> | <input checked="" type="checkbox"/> | 5 <u>via</u> | carriage | <input type="checkbox"/> |
| 2 bo <u>ard</u> | bo <u>at</u> | <input type="checkbox"/> | 6 <u>fare</u> | wh <u>arf</u> | <input type="checkbox"/> |
| 3 term <u>inal</u> | l <u>ine</u> | <input type="checkbox"/> | 7 col <u>our</u> | <u>rou</u> te | <input type="checkbox"/> |
| 4 barri <u>er</u> | pi <u>er</u> | <input type="checkbox"/> | 8 tra <u>in</u> | ra <u>il</u> way | <input type="checkbox"/> |

speaking Car hire

18 Work in pairs. Find out whether your partner has ever hired a car. What did the car hire company ask to see?

reading 19 Read the car hire information and answer the questions.

- 1 How much does the cheapest vehicle cost to hire for ten days?
- 2 Which is the most expensive vehicle per week?
- 3 How much does a child seat cost?
- 4 Which cars have a compact disc player?
- 5 How much does an intermediate car cost for two weeks low season?
- 6 How much does a compact car cost for four days with CDW high season?
- 7 What happens if you break down?
- 8 What do you have to do before you take the car back?

RENTAL POLICIES:

- Minimum 23 years of age
- Valid Australian or International driver's licence
- All vehicles are air conditioned
- All rates include a free kilometre package (200 to 250 kms per day depending on your destination. Additional km 18¢ or \$15 a day gives unlimited km.
- All vehicles are insured through your rental contract. We recommend the Collision Damage Waiver (CDW) option (\$10 per day) so you do not have to pay the cost of any damage to the vehicle.

BABY SEATS

Approved Baby Seats and Boosters are available at \$5 per day. Maximum payable \$30.

ROADSIDE ASSISTANCE

24-hour emergency roadside assistance.

| | Gears | People | Daily | Weekly | Monthly | Extras |
|-------------------------------|-------|--------|-------|--------|---------|------------------|
| Economy 2dr Toyota Echo | man. | 2 + 2 | \$40 | \$38 | \$35 | radio / cassette |
| Compact 4dr Nissan Pulsar | man. | 4 + 1 | \$44 | \$41 | \$38 | radio / cassette |
| Intermediate Toyota Camry | auto | 4 + 1 | \$66 | \$58 | \$53 | radio cassette |
| Full Size Holden Commodore | auto | 5 | \$81 | \$71 | \$59 | CD player |
| Mini Van Toyota Tarago | auto | 7 | \$121 | \$104 | \$95 | CD player |

All prices quoted are in AUSS per day and subject to change.

Surcharge applies in peak periods (Christmas, Easter, school holidays and special events). Add \$9 per day

Your car will be supplied with a full tank of fuel. We ask you to refill the tank, otherwise a charge for fuel will be made.

listening 20 Look at the car hire booking form below. Then listen to a car hire agent take a telephone booking and complete the form.

| | | | |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------|
| Surname | 1 | Title ³ Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> | Kiwi Motorhomes |
| First name | 2 | Over 23 ⁴ Yes / No | |
| Type of car ⁵ | Toyota Echo <input type="checkbox"/> Nissan Pulsar <input type="checkbox"/> Toyota Camry <input type="checkbox"/> Holden Commodore <input type="checkbox"/> Toyota Tarago <input type="checkbox"/> | | |
| Driver's licence (type) | 6 | Insurance | 10 |
| Unlimited distance option ⁷ Yes / No | | Pick-up date | 11 |
| No. pax | 8 | Return date | 12 |
| Baby seat ⁹ Yes / No | | | |
| Payment ¹³ | Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express <input type="checkbox"/> Diners <input type="checkbox"/> | | |

Professional practice Car hire bookings

Always ask for the following information when taking a car hire booking. Listen again and complete the phrases.

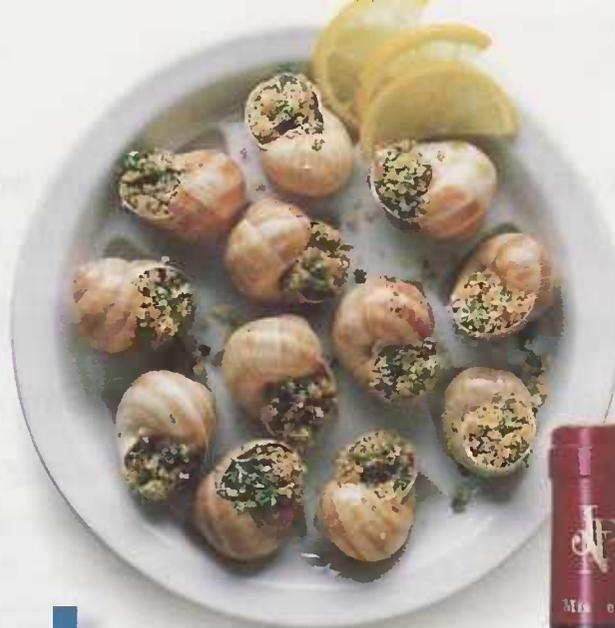
- duration of rental period
1 *And how long* would you like to hire the vehicle for?
- type of licence
2 do you have?
- what extra services are required
3 Collision Damage Waiver?
- 4 unlimited distance option at \$15 a day?
- pick up and drop off points
5 Do you know where ?
- method of payment
6 Mrs Dumas?

speaking 21 Work in pairs. Student A you are a car hire agent. Turn to page 116. Student B you want to hire a motorhome for two-weeks' touring in New Zealand starting from 24 December. Call Kiwi Motorhomes and find out the following information.



- what kind of driving licence you need
- where the vehicle can be picked up from
- what the vehicles are like inside
- what equipment is provided
- what the rates are (insurance, mileage etc.)
- what happens in the event of breakdown or an accident
- what happens if you cancel or bring the vehicle back earlier than expected

Eating out



speaking 1 Work in pairs. What food is France famous for? Have you ever eaten any French dishes? Did you enjoy them?

reading 2 Read the guide on the opposite page and match the paragraphs with the headings below. There is one more heading than necessary.

- Ordering a meal
- Service with a smile
- How much to pay
- Types of restaurants and cafés
- Types of dishes
- French cuisine *paragraph 1*

3 Read the text again. Are the following statements true or false? Correct any false statements.

- French cuisine is changing.
- A lot of French food is spicy.
- Many people drink whisky as an apéritif.
- There is a bigger choice of dishes in a *brasserie* compared to a *bistro*.
- The *formule* menu is cheaper than *à la carte*.
- Coffee is included in the price of a meal.
- Tipping is compulsory.

A tremendous range of food is available in Paris, from the rich meat dishes to the light, flaky pastries for which France is famous.

① French cuisine is a still evolving art. Traditional French cooking is butter-based and centres on meat, poultry and fish. Today, however, the chefs of many Parisian restaurants are becoming more interested in regional food and in simple, home-style fare which relies on fresh, seasonal ingredients. French cooking tends not to be highly spiced, although fresh herbs like chives and parsley are essential ingredients in the sauces that accompany most savoury dishes.

② One of the most enjoyable aspects of Paris is the diversity of places to eat. *Bistros* are small, often moderately-priced restaurants with a limited selection of dishes. *Brasseries* are larger, bustling eateries with immense menus, and most serve food throughout the day and are open late. *Cafés* (and some wine bars) open early and the majority close by 9 pm. They serve drinks and food all day long from a short menu of salads, sandwiches and eggs. At lunch most offer a small choice of hot daily specials.

③ The waiter usually takes your choice of *entrée* (first course), then the *plat* (main course). Dessert is ordered after you have finished your main course unless there are some hot desserts which have to be ordered at the start of the meal. In most restaurants you will be asked if you would like a drink before ordering food. A typical *apéritif* is *kir* (white wine with a blackcurrant liqueur). Spirits are not generally drunk before a meal in France.

④ The first course generally includes a choice of salads or vegetables or *pâté*. Small fish dishes like smoked salmon, grilled sardines, herring, shellfish or oysters are also on offer. Main dishes usually include a selection of meat, poultry or fish served with french fries and vegetables. Highly recommended are *moules marinières* (mussels steamed in wine), and *chèvre tiède sur un lit de salade* (grilled goat's cheese with a mixed-leaf salad).

⑤ Prices vary from extremely economical to astronomical. Many places offer a *formule* or fixed-price menu, especially at lunch, and this will almost always offer the best value. If you want a greater choice of dishes, go for the *à la carte* menu. Remember that a bottle of wine will increase the size of your bill significantly and that coffee usually carries an extra charge.

Prices usually include service. Although you do not have to leave a tip, it is common to do so and is based on 5–10% of the total.

Eating Out in Paris



speaking 4 Work in pairs. Look at the text again. What is similar / different to eating out in your country?

5 Complete the tour guide information with the words from the box.

baked fried garnished grilled
served steamed sliced poached

What to Eat in Paris



THE FRENCH NATIONAL passion for good cuisine makes eating out one of the greatest pleasures of a visit to Paris. Everywhere in the city you see people eating – in restaurants, bistros, tea salons, cafés and wine bars.

Most restaurants serve French food but there is a range of Chinese, Vietnamese and North African eateries in many areas as well as Italian, Greek, Lebanese and Indian places.



Croissants

These flaky pastry crescents are eaten freshly-.....¹ for breakfast.



Moules Marinières

Mussels are² in a garlic-flavoured wine stock.



Coquille Saint-Jacques

Scallops can be prepared and garnished in many ways but are classically cooked with butter with³ mushrooms in white wine, lemon juice and butter.



Escargot à la Bourguignonne

Cooked snails are replaced in their shells and⁴ with lemon.



Andouillettes à la Lyonnaise

These sausages made from pork intestines are⁵ or fried and served with onions.



Oeufs en cocotte à l'Estragon

A tarragon-flavoured sauce is poured over⁶ eggs.



Noisettes d'agneau

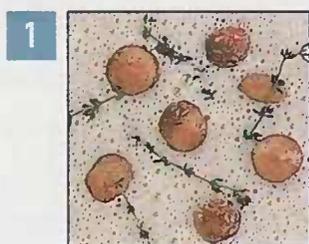
Small tender lamb cutlets are⁷ in butter and⁸ with a variety of garnishes.



speaking 6 Work in pairs. Find out which of the above dishes your partner would or wouldn't like to try and why.

Explaining how dishes are prepared

speaking 7 Use the information in the table below to describe these dishes.



- 1 **Kartoffelsuppe** is creamy potato soup flavoured with herbs and served with thick slices of sausage.
- 2 **Noisettes d'agneau** are ...
- 3 **Chawan mushi** is ...
- 4 **Gefüllte Forella** is ...

| adjective | type of dish | how cooked | how served |
|---------------|--------------|-----------------------------------|---------------------------------------------------|
| small, tender | trout | flavoured with herbs and | served with a variety of garnishes. |
| wild | potato soup | steamed and | served with thick slices of sausage. |
| creamy | lamb cutlets | steamed in a small lidded pot and | served with vegetables, shrimp and other seafood. |
| a thick | egg custard | fried in butter and | served with a salad and mushrooms. |

Professional practice Describing dishes

The following phrases are useful when explaining dishes.

- name the dish
Pollo al ajillo ...
- name the main ingredient and how it is prepared
is fried chicken ...
is made with ...
- say how it is served
served with white wine or garlic.
comes with a salad.
- always sound enthusiastic when recommending dishes
*It's served with a **delicious** white wine sauce.*
*The chicken is our house **speciality**.*

speaking 8 Work in pairs. Think of three popular dishes in your country and prepare a description of them for foreign tourists.

Language focus Countable and uncountable nouns

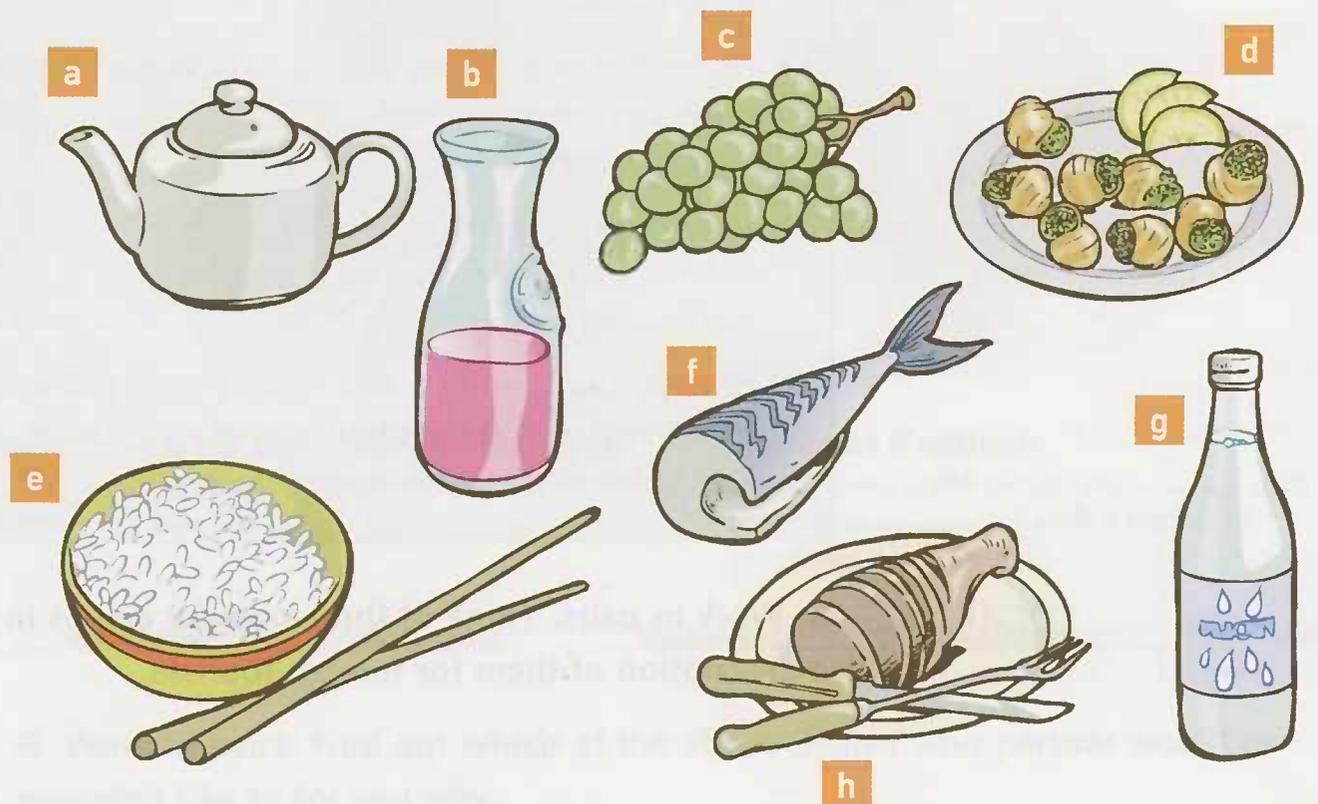
- Countable nouns have a singular and plural form and refer to individual things.
an egg two eggs a good restaurant good restaurants
 - Uncountable nouns refer to things seen as a mass rather than individual items. They cannot be used with *a* and generally have no plural. If we need to talk about one example of an uncountable noun, we use a phrase before it:
spaghetti (a plate of spaghetti) coffee (a cup of coffee)
 - Some nouns can be countable or uncountable
*She never drinks **wine**. Australia makes a number of good **wines**.*
*He ate a lot of **food** at the party. Certain **foods** cause an allergy.*
- ▶ For more information turn to page 128.

practice 9 Complete the sentences with the correct options.

- 1 The lamb tikka is served with *a rice / rice / rices*.
- 2 We've run out of *bread / a bread / breads*.
- 3 You've got *an egg / egg / eggs* on your tie.
- 4 Waiter. There's *a fly / fly / flies* in my soup.
- 5 What a *delicious chicken / delicious chicken / delicious chickens!*
- 6 Belgium produces *an excellent beer / excellent beer / some excellent beers*.

vocabulary 10 Match the countable expressions with the uncountable nouns. Then match them to the pictures below.

- | | |
|---------------|---------------|
| 1 a pot of | snails |
| 2 a carafe of | tea |
| 3 a rack of | lamb |
| 4 a bottle of | rice |
| 5 a bunch of | wine |
| 6 a plate of | fish |
| 7 a fillet of | mineral water |
| 8 a bowl of | grapes |



pronunciation **The schwa sound /ə/**

11 Listen to the schwa /ə/ sound in these words. Then look at the sentences below and mark where you would normally hear the schwa sound.

lobster spaghetti flavour a bar of chocolate fish and chips

- 1 Pasta gives you energy.
- 2 There were a lot of people at the dinner party.
- 3 I'd like a chocolate-flavoured ice cream.
- 4 What have you ordered for breakfast?
- 5 Can you pass me the salt and pepper, please?
- 6 I'd like a glass of mineral water, please.

Language focus Quantifiers

- We use **some** with both countable and uncountable nouns, but not singular nouns. We use **some** to refer to a limited quantity.
*There are **some** excellent eateries in the area.*
*I don't like **some** of the food they serve in British pubs. (= certain dishes)*
 - We use **any** to refer to an unlimited quantity.
*If you need **any** help in reading the menu, please ask.*
*I like **any** kind of fresh green vegetable. (= all fresh green vegetables)*
 - We use countable nouns with **many**, (very) **few**, **a few**.
***Many** places offer a fixed price menu.*
***A few** cafés open after 9 pm. (= some)*
 - We use **much**, (very) **little** and **a little** with uncountable nouns.
*I don't eat **much** brown bread.*
*She drinks **very little** coffee. (= not much).*
- For more information turn to page 128.

practice **Ethnic food in Paris**

12 Complete the text with words and phrases from the box. You will need to use some words more than once.

any few a few little a little many

French food is one of the reasons a great**many**.....¹ people come to Paris but there are other types of food as well. Two Chinatowns, one near Belleville and the other south of the Place d'Italie have excellent restaurants. In the Belleville area you are spoiled for choice as there are also² Algerian, Tunisian and Moroccan restaurants. But if you are looking for Japanese food there is very³ choice, although there are⁴ good places in the Opéra quarter.

There are⁵ vegetarian restaurants in Paris although North African establishments will serve you couscous without⁶ meat. However, you can get a good salad from⁷ restaurants and⁸, if not most, cafés will make you a vegetarian dish on request if you are prepared to wait⁹ more time before you eat.



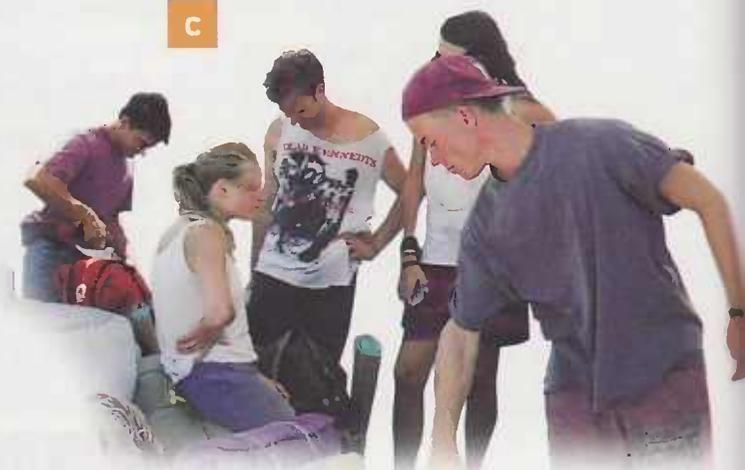
speaking 13 Work in pairs. Look at the information on the following tourists, and recommend one of the restaurants below for each of them. In which restaurant would you and your partner eat?



a



b



c

AU PIED DE COCHON

This colourfully restored brasserie was once popular with high society, who came to pass a few minutes observing the lower classes working in the old market of Les Halles and to relish the onion soup. Although touristy, this gigantic place is fun and has a menu with something for everyone (including pigs' trotters) and is considered one of the best places to finish up after a night on the town.

TAILLEVENT

This is the most elegant of Paris's three-star restaurants. The quiet, dignified atmosphere doesn't suit everyone but the sincere welcome, impeccable service, fine cuisine and extraordinary wine list make for memorable meals. The pastry chef is one of the finest in Paris but not surprisingly, you need to book ahead for dinner.

CHARTIER

Despite the impressive listed 1900s décor of this cavernous restaurant, it caters today, as it always has, to people on a budget. Prices are low, service is friendly and you really know you are in Paris. Customers are now mostly students and tourists, but the locals still come here for the basic, straightforward cuisine, hard-boiled eggs with mayonnaise, house pâté, roast chicken and pepper steak.

listening Choosing a restaurant

14 Listen to two tourists decide where to eat in Paris. Which of the following restaurants do they choose?

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TRAVELLER'S NEEDS

Choosing a Restaurant

THE RESTAURANTS LISTED on the following pages have been selected for their good value or exceptional food. This choosing chart highlights some of the main factors which may influence your choice.

| | SEAFOOD RESTAURANT | FIXED-PRICE MENU | LATE OPENING | CHILDREN'S FACILITIES | OUTDOOR EATING | QUIET RESTAURANT | VEGETARIAN SPECIALITIES |
|-----------------------|--------------------|------------------|--------------|-----------------------|----------------|------------------|-------------------------|
| LE MARAIS | | | | | | | |
| Le Trumilou | € | | | | | | |
| Le Baracane | €€ | | | | | | |
| Brasserie Bofinger | €€€ | | | | | | |
| Chez Jenny | €€ | | | | | | |
| La Guirlande de Julie | €€ | | | | | | |
| Le passage | €€€ | | | | | | |
| Le Bar à huitres | €€€ | | | | | | |
| L'Ambroisie | €€€€€ | | | | | | |



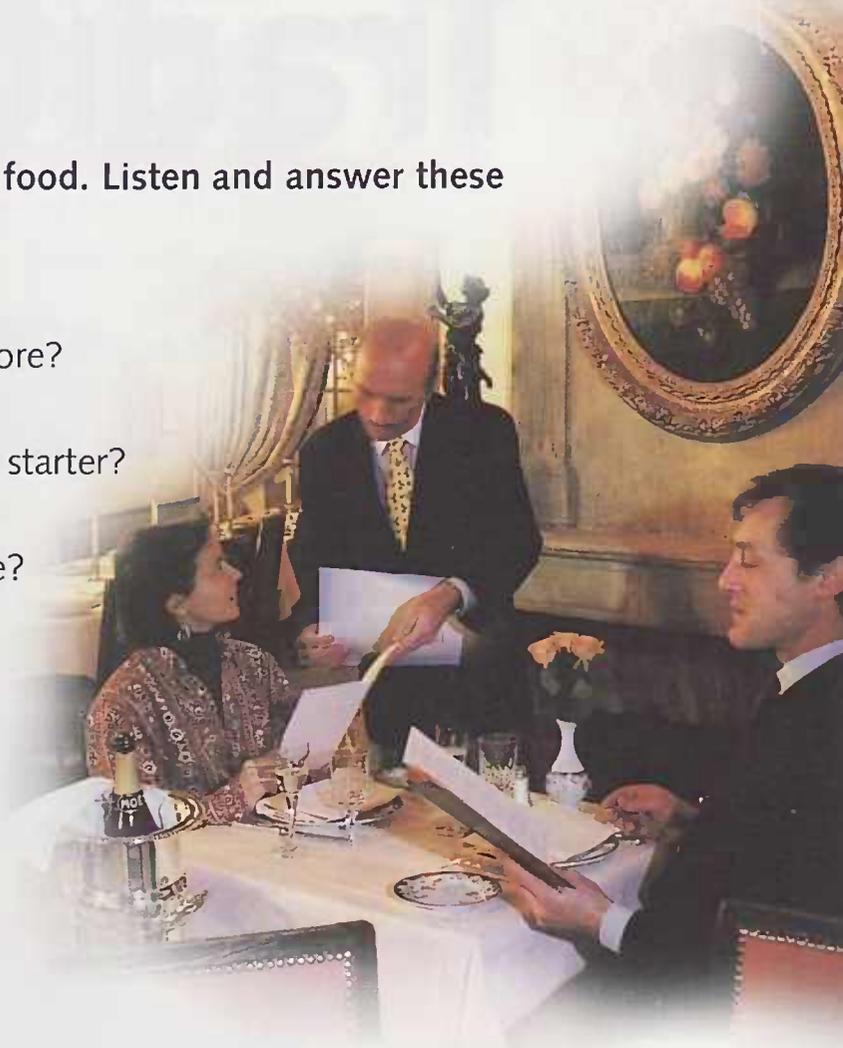
speaking 15 Work in pairs. Student A choose a restaurant from the table opposite. Student B find out which restaurant it is by asking Yes / No questions.

16 Work in groups. Prepare a table giving information about restaurants in your city or area.

listening Ordering a meal

17 You will hear two people ordering food. Listen and answer these questions.

- 1 What do they order to drink?
- 2 Have they been to this restaurant before?
- 3 What starters do they order?
- 4 For what reason does Paul choose his starter?
- 5 What main courses do they order?
- 6 What special request does Mary make?
- 7 What is a *choron* sauce?
- 8 What are they going to have to drink with their meal?



Professional practice Taking orders

Listen to the waiter take the order again and complete these phrases.

- show the guests to the table
 - 1 *If you would like to* follow me, please?
 - 2 *Shall I* madam?
- present the menu and take the drinks order
 - 3 menu.
 - 4 *Would you like*?
- take the order
 - 5 order?
 - 6 to drink?
- make any necessary recommendations
 - 7 the Cabernet Sauvignon, madam.
- repeat the order to make sure it is correct
 - 8 one soup of the day, one escargots ...

writing 18 Work in groups. Prepare a traditional menu with English translations for a restaurant in your city or area.

speaking 19 Work in groups. Student A you are a restaurant waiter. Greet the customers, present the menu and take their orders. The other students are the restaurant customers.

Jizo statue ▶

Highland games ▶

Traditions



▲ Flamenco



▲ Kwanzaa festival

speaking 1 What do you think the people are doing in the pictures? What kind of traditions do they represent?

listening 2 Listen to four people talk about a tradition in their own country. Match the speakers with the pictures above and name the country.

| | Tradition | Country |
|-----------|-----------|---------|
| Speaker 1 | | |
| Speaker 2 | | |
| Speaker 3 | | |
| Speaker 4 | | |

3 Match the traditions with these categories.

- artistic expression
- religion
- sport
- moral values

4 Listen to the speakers again. Are these statements true or false? Correct any false statements.

- 1 Kwanzaa is an African New Year celebration.
- 2 The seven candles are lit on the first day of the festival.
- 3 Jizo statues are associated with the Shinto religion.
- 4 The Jizo statues are said to help children into heaven.
- 5 Flamenco became more respectable in the 19th century.
- 6 It takes a long time to practise a flamenco performance.
- 7 Highland games take place all over Scotland every year.
- 8 The games are a test of skill and strength.

vocabulary Traditions

5 Match the verbs with the nouns. Use a dictionary to help you.

- | | | |
|-------------|---|------------------------|
| 1 celebrate | → | a) traditional costume |
| 2 say | → | b) a victory |
| 3 give | | c) flags |
| 4 decorate | | d) prayers |
| 5 wave | | e) fireworks |
| 6 drink | | f) floats |
| 7 let off | | g) the dead |
| 8 light | | h) thanks |
| 9 honour | | i) a toast |
| 10 wear | | j) candles |

speaking 6 Work in pairs. Put these words into four groups. How did you decide to group the words?

parade fast tradition carnival presents flowers
procession pray heritage cards pilgrimage folklore

7 Work in pairs. Think of an example of a tradition from your country for each category.

- artistic
- religious
- sporting
- commemoration of an historical event



reading The tea ceremony

8 Read the extract and answer these questions.

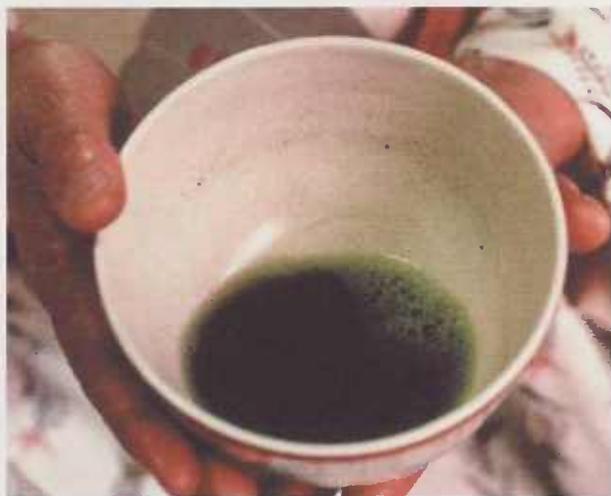
- 1 What is the purpose of the ceremony?
- 2 What does the ceremony involve?
- 3 In what way is it a religious ceremony?
- 4 What beliefs does the ceremony represent?

The Tea Ceremony

Tea was first imported from China in the 8th century and over the course of time developed into the art of *Chado* or the Way of Tea. It was Sen no Rikyu (1522–91), the greatest 16th century tea master who identified the spirit of



Together, the *chashitsu*, *roji* (tea garden), and *mizuya* (preparation room) should provide the best physical and spiritual setting for expressing this hospitality. There is also a religious dimension associated with Zen Buddhism ideals. The whole universe is experienced in the drinking of a bowl of tea by giving oneself over totally to the here and now and fully participating with a heart free from selfish desires.



the Way of Tea with its four basic principles of harmony, respect, purity and tranquillity. Through tea, recognition is given that every human encounter is a unique occasion that can, and will, never recur again exactly. Thus every aspect of tea must be savoured for what it gives the participants.

THE WAY OF TEA

The tea ceremony is a well-orchestrated series of events. It takes place in a *chashitsu*, which is a building or a room in which the ceremony is performed. The ritual involves meeting the guests, a purification with fresh water in a stone basin, walking through the grounds of the teahouse, watching the tea being prepared, consuming food and drinking the tea.

The ceremony is like a play consisting of two acts and an intermission. In the *shoza*, or first act, the guests enter the *chashitsu* and are served a light meal. After this, the guests retire to the garden for a short break, 'the intermission', and wait for the host to call them back. The second act is called the *goza*. First the host prepares *matcha* (thick tea) for the guests. He then prepares the charcoal a second time and makes *usucha* (thin tea). When all of this is finished, the host and guests silently and respectfully bow to each other one last time, and the guests take their leave.



Language focus Defining relative clauses

We can use relative pronouns to explain the meaning of foreign words.

- 1 A chashitsu is a place **where** the Japanese tea ceremony takes place.
- 2 Matcha is a whipped powdered tea **which / that** is served in a bowl.
- 3 Sen no Rikyu was a 16th-century nobleman **whose** name is identified with the creation of the tea ceremony.

- Defining relative clauses say which particular noun is being discussed.
 - Defining pronouns include *which, that, who, whose, when, where*.
 - Defining relative clauses do not use commas.
- ▶ For more information turn to page 129.

practice 9 Complete these explanations with defining relative pronouns.

- 1 A bonsai is a very small tree is grown in a small container.
- 2 A bunraku is a Japanese puppet is about one metre tall.
- 3 A kimono is a piece of clothing is worn at special ceremonies.
- 4 A pagoda is a temple relics of the Buddha are kept.
- 5 A samurai was a warrior role was to defend the shogun.
- 6 Sumo is a martial art dates back 2,000 years.

Professional practice Vague language

Sometimes it is not possible to give an exact explanation so we use vague expressions such as *a kind of* and *a sort of*.

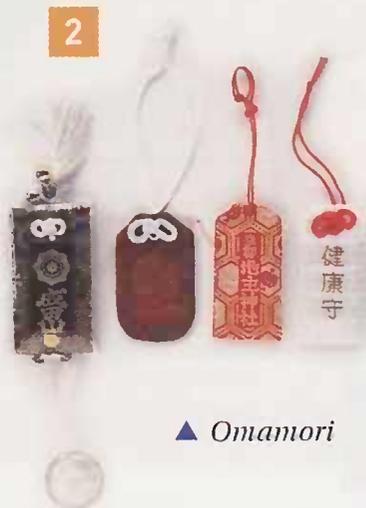
Tatami is a sort / kind of matting that guests sit on during the tea ceremony.

10 Work in pairs. Use vague language and the words below to explain what the following things are.

- 1 garment / silk / women / formal occasions
- 2 good luck charms / health / safety when driving / fertility
- 3 variety of dishes / cold vinegared rice / wrapped / raw fish
- 4 roadside stones / guard travellers / mark village boundaries
- 5 pinball / no flippers / most popular entertainment



A Kimono ▶



▲ Omamori



Sushi ▶



Dosojin stones ▶



▲ Pinchinko

vocabulary The theatre

11 Match the theatre words with their definitions.

- | | | |
|---------------|---|---------------------------------------|
| 1 cast | → | a) scenery and furniture on the stage |
| 2 make-up | → | b) all the people who act in a play |
| 3 performance | | c) a story performed in a theatre |
| 4 characters | | d) people in a book, film or play |
| 5 play | | e) when a play is acted out in public |
| 6 set | | f) what actors wear on their faces |

listening Japanese theatre

12 *Noh*, *Kabuki* and *Bunraku* are three forms of traditional Japanese theatre. Listen to a tour guide in the lobby of the Kabuki-za theatre in Tokyo and complete the table below.



▲ *Bunraku* theatre puppet



▲ *Kabuki* theatre

| Type | Origins | Audience | Themes | Costume | Stage | Music |
|---------|---------|----------|--------|---------|-------|-------|
| Noh | | | | | | |
| Kabuki | | | | | | |
| Bunraku | | | | | | |

300BC–AD300 New methods of farming, metalworking, pottery and other skills reached Japan via Korea.

..... The Tale of Genji, possibly the first novel ever, was written by a lady of the Imperial court, Murasaki Shikibu.

AD

500

1000

587–607



1400

1500

circa 1400 The first Noh theatre performances were staged.

vocabulary Referring to the past

13 Match the periods of history with the dates.

- | | |
|-------------------------|--------------------------|
| 1 Iron Age | a) 18th–19th century |
| 2 Jurassic | b) 2 million years ago |
| 3 Roman Empire | c) 700–100BC |
| 4 Stone Age | d) 200 million years ago |
| 5 Industrial Revolution | e) 300BC–AD300 |
| 6 Middle Ages | f) 5th–15th century |

pronunciation Dates

14 Listen to the pronunciation of the following dates. Then practise saying them.

- | | | | |
|------|-----------|-----------|------------------|
| 1789 | 1914–1918 | 700–100BC | 5th–15th century |
|------|-----------|-----------|------------------|

Professional practice Referring to dates

The following phrases are useful when referring to dates.

- In the first / second half of (the century)*
- At / during (this time)*
- At the end of ...*
- From ... to ...*
- Between ... and ...*
- During / Throughout this period (NOT *At this period)*
- During the course of ...*
- By the end of ...*

speaking 15 Work in pairs. Student A turn to page 114. Student B ask your partner questions to complete the timeline of Japanese history below. Then work together to prepare a timeline for your own country.

What happened in/between ... ?
When was the Tale of Genji written?

TIMELINE

| | | | |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------------------------------|
| All foreign commerce and Christianity prohibited. | Hokusai's Thirty-six views of Mount Fuji published. | 1868 Edo renamed as Tokyo and made capital. | 1989 Akihito pronounced new Emperor on death of Hirohito. |
| 1700 | 1800 | 1900 | 2000 |
|  1707 Last eruption of Mount Fuji. |  1964 | 1995 | |

listening **Public holidays**

16 Listen to the descriptions of public holidays in three different countries and note the date and origin of each holiday.

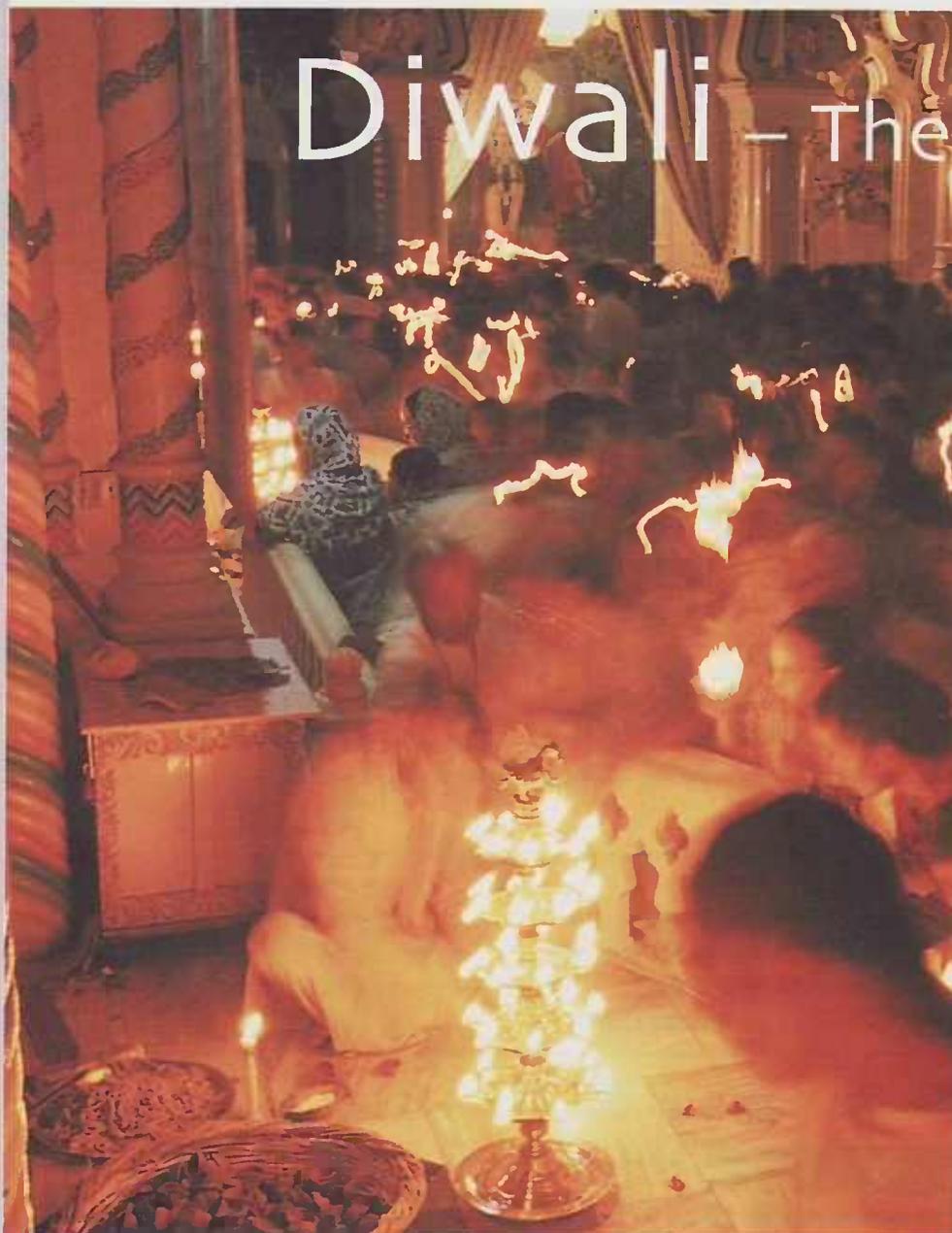
| | Name | Country | Date | Origin |
|---|-------|---------|-------|--------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

speaking **17** Work in pairs. What are the main public holidays in your country and what are their origins?

reading **Festivals**

18 Read the passage about a festival and answer these questions.

- 1 What is the name of the festival?
- 2 How does it translate into English?
- 3 When is it held?
- 4 Where does it take place?
- 5 What happens?
- 6 What does it mean?



Diwali – The Festival of lights

This is perhaps the most well-known of the Indian festivals: it is celebrated throughout India, as well as in Hindu communities in other parts of the world. It's a moveable festival held on the 14th day of the dark half of Aashwayuja to the 2nd day of the bright half of Kartika, in other words, around the end of October and the beginning of November. It is known as *Diwali* or the 'festival of lights', for the common practice is to light small oil lamps (called *diyas*) and place them around the home, in courtyards, on verandahs, and gardens, as well as on walls and roof-tops. In urban areas, especially, candles are substituted for *diyas*; and neon lights are made to substitute for candles. The festival is a time for family reunion, children give each other sweets and everybody lets off fireworks.

As with other Indian festivals, *Diwali* signifies many different things to people across the country. In north India, *Diwali* celebrates Rama's homecoming and his coronation as king; in Gujarat, the festival honours Lakshmi, the goddess of wealth; and in Bengal, it is associated with the goddess Kali. But everywhere, it signifies the renewal of life, and accordingly it is common to wear new clothes and jewellery on the first day of the festival, clean the house and open all the windows.

speaking 19 Work in pairs. Complete the table with important festivals that take place in your country. Then present your answers to the class.

| | Name | Date | Significance |
|-------------------------------------|------|------|--------------|
| Religious festivals | | | |
| Commemorations of historical events | | | |
| Folklore and tradition | | | |

Professional practice Referring to dates

When describing festivals and traditions always say:

- what the event is called and give a translation or explanation
It is known as ... which means ...
- when and where the event takes place
It takes place in ...
It is held in / on / between ...
- what the history / significance of the event is
It signifies / represents / symbolises / means ...
It commemorates / celebrates the ...
It is associated with ...
- what happens at the event
People decorate floats / let off fireworks / wave flags ...

writing 20 You work for a tour operator and receive this email. Decide on a festival that is likely to attract a lot of bookings and send your reply to Ken Foley.

The screenshot shows the Outlook Express interface. The 'Sent Items' folder is selected, and an email from 'ken.foley@tours.com' with the subject 'Festivals' is open. The email content is as follows:

You sent this message on 27/5/02.

FROM Ken Foley (Planning)
TO Marketing staff

Festivals are now playing a significant role in tourism development. Research indicates that they are the fastest growing tourist attractions. Some events such as the Edinburgh festival, or the carnivals of Rio and Venice are well-established but many Asian and Pacific countries are beginning to take advantage of festivals with good tourism potential. The time is right to examine this field in depth.

Please make a list of festivals and make recommendations as to which we should offer our North American customers. Please summarise why you think the festival is important, who it will appeal to and why it will attract tourists.

Thank you in advance.

At the bottom of the window, it says '24 items displayed, 1 selected'.

Special interest tours



speaking 1 What kind of holiday does the picture show? What other kind of special interest holidays can you think of?

2 Work in pairs. Which of these holidays would your partner like / not like to go on and why?

whale watching
garden tours

painting
scuba diving

yoga
hiking

gourmet cooking
dog-handling

reading **Special interest tours**

3 Read the advertisements on the opposite page and match them with the types of holidays. Underline the words that help you choose the correct answer.

4 Read the advertisements again and answer these questions.

- 1 Which tour requires you to be fit?
- 2 Where would someone go for spiritual comfort?
- 3 Which holiday is designed for creative people?
- 4 Where would you go to train a rottweiler?
- 5 Where could you see animals in the wild?

a



We offer the very best destinations in the Caribbean for snorkelling and underwater exploration, focusing on ecology, archaeology, sunken ships and photography.

c



These retreats are run at the Parmarth Niketan Ashram in Rishikesh, a holy town on the side of the river Ganges, at the foot of the Himalayas. At the ashram, the day starts early with a morning walk, usually followed by meditation, then by breakfast. The food is simple vegetarian cooking. The afternoons are usually devoted to the practice of deep breathing and relaxation techniques.

b

We have trips for ecology-minded travellers who want to discover a naturalist's paradise with many diverse habitats and an abundant variety of wildlife and ecological treasures. You'll spend time getting up really close to Mother Nature.

e

We have pleasure in offering to you exclusive artistic holidays in May and September with our tutor, Ted Walker. Although specialising in gouache and watercolour, there is opportunity for work in all media. Certain basic materials like easels and canvases will be provided, but it's a good idea to bring along your own equipment.



d

Canine Companions provides the perfect opportunity for learning, rethinking and tidying up day-to-day training in a relaxed atmosphere with like-minded people. Through greater understanding you can learn why your pet is behaving in a particular manner and whether he or she is learning what you think you are teaching.



vocabulary 5 Match each of these words with one of the texts.

aqualung prayer palette wreck whistle monk
brush reserve obey endangered species diving
fauna and flora monastery lead oils

pronunciation Word stress

6 Listen to the pronunciation of these words and mark the stressed syllables.

| | | | |
|------------|--------------|-------------|------------|
| photograph | photography | archaeology | atmosphere |
| ecology | ecological | exclusive | Himalayas |
| habitats | architecture | exploration | vegetarian |

speaking 7 Work in pairs. Find out whether your partner has a special or unusual hobby. Would it be of interest to other people as a holiday?

listening A radio call-in

8 The travel writer Janet Jones is a guest on a radio programme. Listen to four callers and write down what their special interests are.

9 Listen again and make notes on the questions and Janet's replies.

| | Question | Advice |
|----------|----------|--------|
| Caller 1 | | |
| Caller 2 | | |
| Caller 3 | | |
| Caller 4 | | |

Language focus Conditionals

1 Look at the examples below. Which sentences refer to:

- a real possibility for the future?
- a less likely possibility?
- a permanent state of affairs?

- If you **ask**, they'll **send** you details of hotels.*
- If you **want** to get tickets from the club direct you **have** to be in Spain.*
- If you **look** at their website you'll **see** a list of addresses.*
- If I **had** the time I'd **go** on a holiday like that.*
- Where **could** I **go** if I **wanted** to travel outside Europe?*
- If you **like** Italian cooking then you'll **be** interested in Gourmet Adventure holidays.*

2 Are the following statements true or false?

- To talk about a real possibility for the future we use *will*.
- Will* is used in the *if*-clause.
- To talk about more improbable situations *if* is followed by the past simple.
- In conditional statements the past tense refers to past time.
- Both verbs are in the present when referring to permanent situations.
- The *if*-clause does not have to begin the sentence.

3 We also use *if*-clauses to give advice.

*If I **were** you I **would contact** an agency called Fanfare.*

*If you're interested in saving the whales you **should contact** The Ecosystems Research Foundation.*

► For more information turn to page 129.

practice 10 Match the sentence halves.

- | | |
|------------------------------------|--------------------------------------------|
| 1 If you can't speak the language | a) you should contact the consulate. |
| 2 If your holiday is dangerous | b) I'd book a long holiday in Canada. |
| 3 If you need more advice on visas | c) I would have to contact the embassy. |
| 4 If I got arrested abroad | d) you won't be able to take photos. |
| 5 If you went to the tropics | e) you'll get sunburnt. |
| 6 If you don't use sun cream | f) you'll need a special insurance policy. |
| 7 If you don't take your camera | g) you'll need a phrase book. |
| 8 If I were retired and had money | h) you'd have to get vaccinated. |

speaking 11 Work in pairs. Find out in what circumstances your partner would do the following things.

work every night live abroad be rude to a customer
work for nothing leave a restaurant without paying the bill

12 Work in pairs. Student A you are getting married and are looking for the perfect two-week honeymoon. Look at the notes below. Student B you are a travel agent. Turn to page 117 and sell the customer the perfect holiday.

Student A

You are very interested in archaeology. You also listen to a lot of traditional folk music. Your partner enjoys sport and has always been on activity holidays, especially surfing and snorkelling but has never been scuba diving and would like to learn. Both of you enjoy drinking wine and eating out and spend quite a lot of time shopping together.

You are looking for a good honeymoon package and have narrowed down your choice to Corsica, Portugal and Sicily. You don't want to spend more than €7,000. Ask the travel agent questions to find the best holiday.

If we go to Corsica where will we stay?

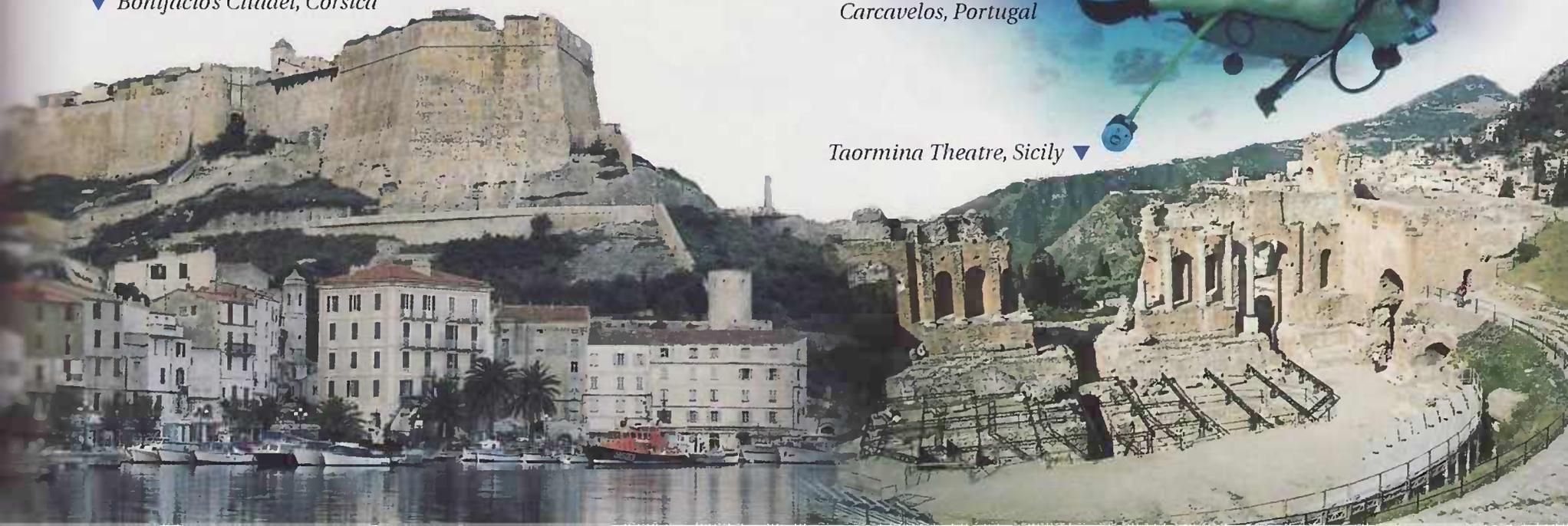
If we went to Portugal how would we get there?



► *Watersports at Carcavelos, Portugal*

Taormina Theatre, Sicily ▼

▼ *Bonifacio's Citadel, Corsica*



listening **A meeting**

13 Eastman Travel is a Cairo-based company that supplies packages to European tour operators. Listen to three employees finalise details of a cruise on the River Nile and complete the itinerary.

Exploring the Nile Valley



Most visitors to the Nile Valley head for the tourist magnet of Luxor, where the magnificent Luxor and Karnak temples are the major attractions. Further south, the beautiful town of Aswan is a relaxing place to stay and a good base for exploring the banks of Lake Nasser, including the stunning Abu Simbel. To enjoy the region fully it is a good idea to combine sightseeing with a felucca trip on the Nile or a visit to the colourful souqs of Luxor and Aswan.

DAY 1 SUN LONDON / CAIRO

Depart from Heathrow on an Egyptair flight to Cairo.
Stay at the Le Meridien Pyramids Hotel.

DAY 2 MON CAIRO

- 1
- 2

DAY 3 TUE CAIRO / ABU SIMBEL / ASWAN

- 3
- 4
- 5

DAY 4 WED ASWAN / KOM OMBO / EDFU

Arrive Kom Ombo to visit the Temple.
Edfu Temple of Horus for overnight stay.

DAY 5 THURS EDFU / LUXOR

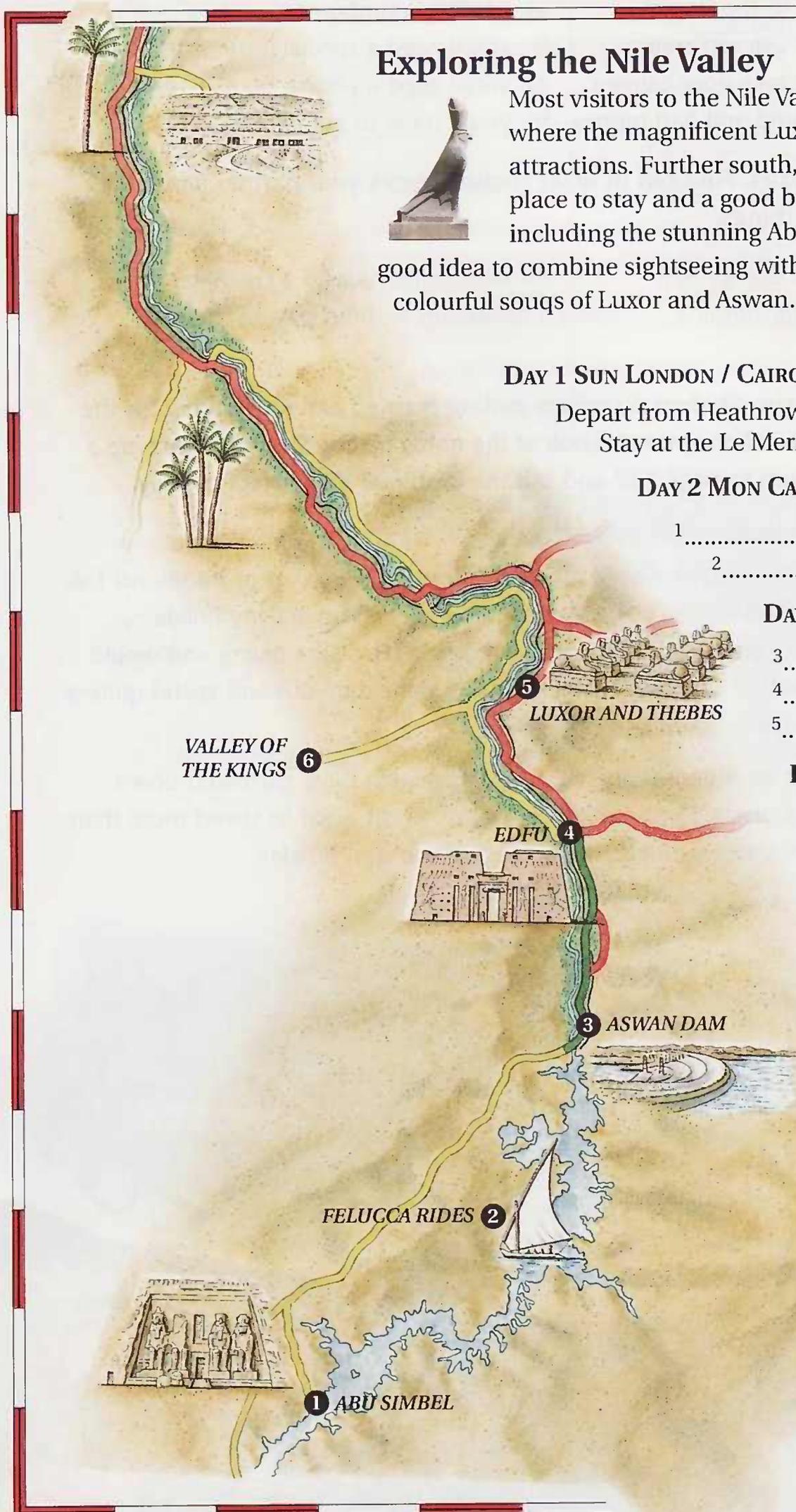
- 6
- 7
- 8

DAY 6 FRI LUXOR / LONDON

Fly Egyptair via Cairo to Heathrow arriving later the same day.



6 ▲ Hatshepsut Temple, Valley of the Kings



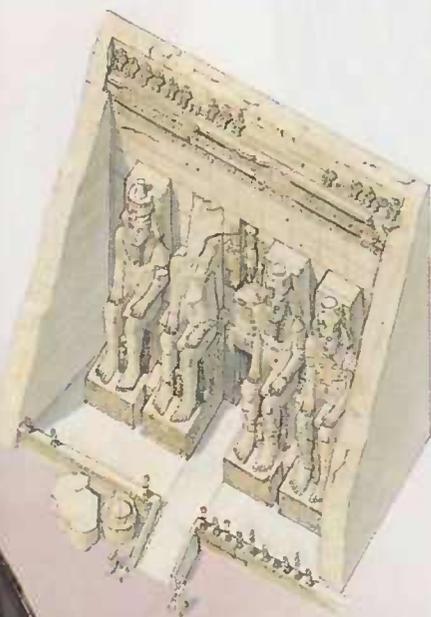
14 Listen again and answer the questions.

- 1 What has already been agreed before the meeting?
- 2 Why is Giza and the Egyptian Museum in one day a bad idea?
- 3 What is the problem with the flight to Abu Simbel?
- 4 How long will it take to see the temples of Ramses II and Hathor?
- 5 What is the disadvantage of the Aswan Dam visit?
- 6 How many nights are spent on board?
- 7 What optional extras will be offered?

▲ Giza pyramids, Cairo



▲ Tutankhamun Death mask, Egyptian Museum, Cairo

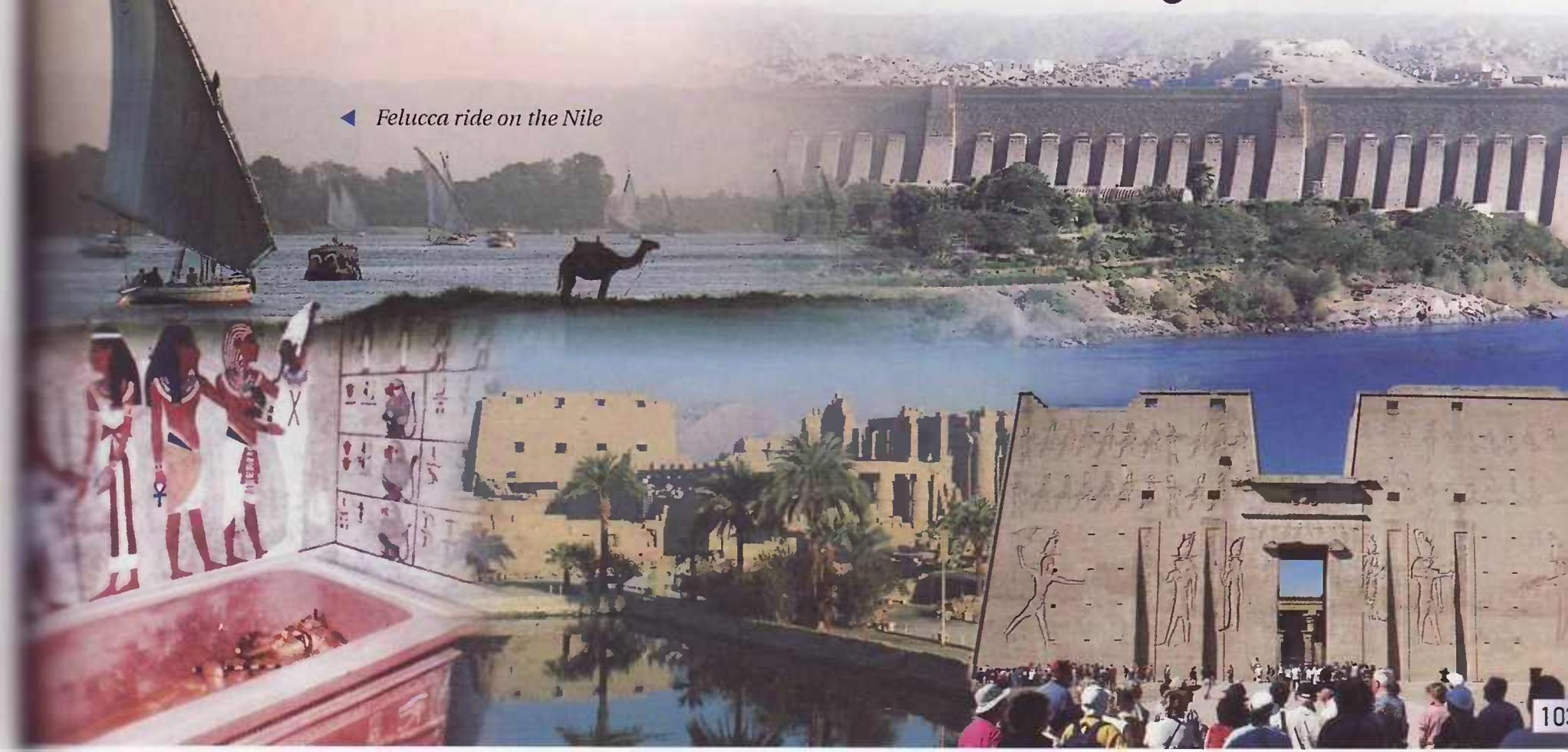
1 ▼ Temple of Abu Simbel**Professional Practice Agreeing and disagreeing**

- 1 We often show agreement by repeating an idea or adding a supporting idea.
You're right. It is expensive.
*Yes, I agree. We should charge them more. (NOT *I am agree)*
That sounds like a good idea. If we do that we'll get more bookings.
- 2 When disagreeing it is important to soften the impact by:
 - using expressions such as
I'm sorry but ...
I'm afraid ...
 - acknowledging the value of the speaker's idea
That's a good idea but ...
That might be possible but ...
 - giving a reason for disagreeing
It's a good idea but it'd be very expensive.

15 Work in groups. You work for Eastman Travel and need to organise a three-day Nile cruise. Use the map and the following sights to plan the cruise.

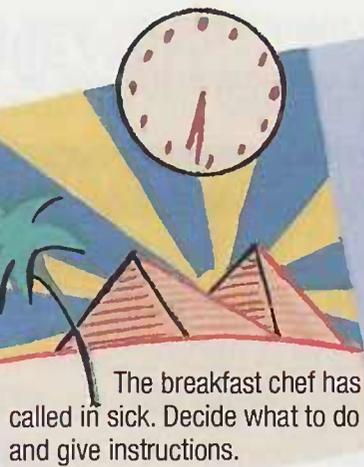
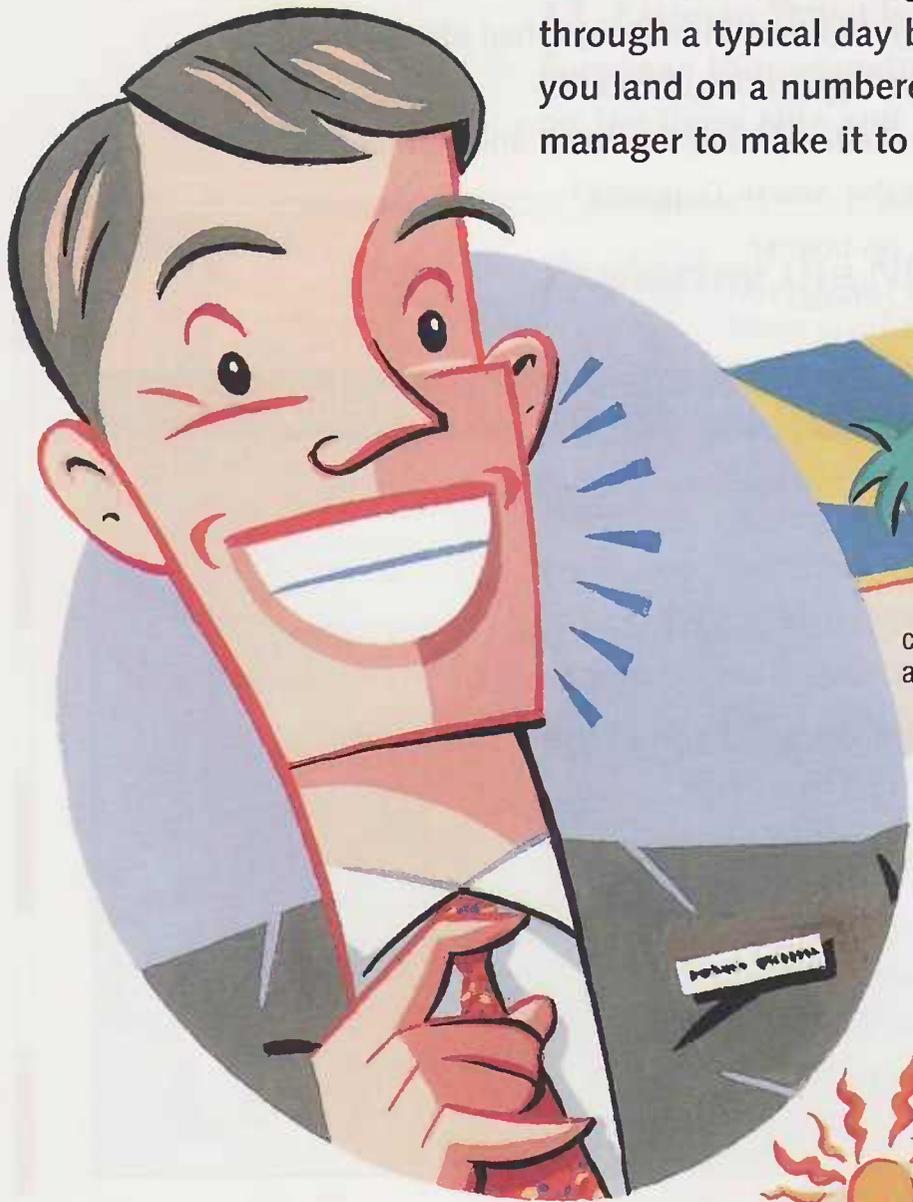
3 ▼ Aswan Dam

◀ Felucca ride on the Nile



The hotel management game

16 You are the manager of a busy, modern hotel in Cairo. Work your way through a typical day by tossing a coin. (Heads move one square, tails two.) If you land on a numbered square, your teacher will give you a card. The first manager to make it to the end of the day is the winner.

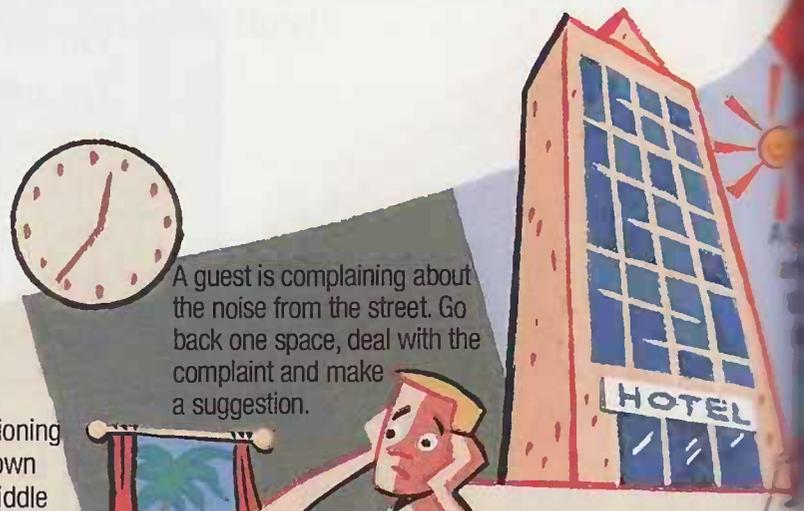


The breakfast chef has called in sick. Decide what to do and give instructions.



You have just taken on a new American receptionist. Explain her duties to her.

A guest is checking in. Explain each of the



A guest is complaining about the noise from the street. Go back one space, deal with the complaint and make a suggestion.



The air conditioning has broken down and it's the middle of a summer heatwave. Go back one space, apologise and explain what you are doing about it.

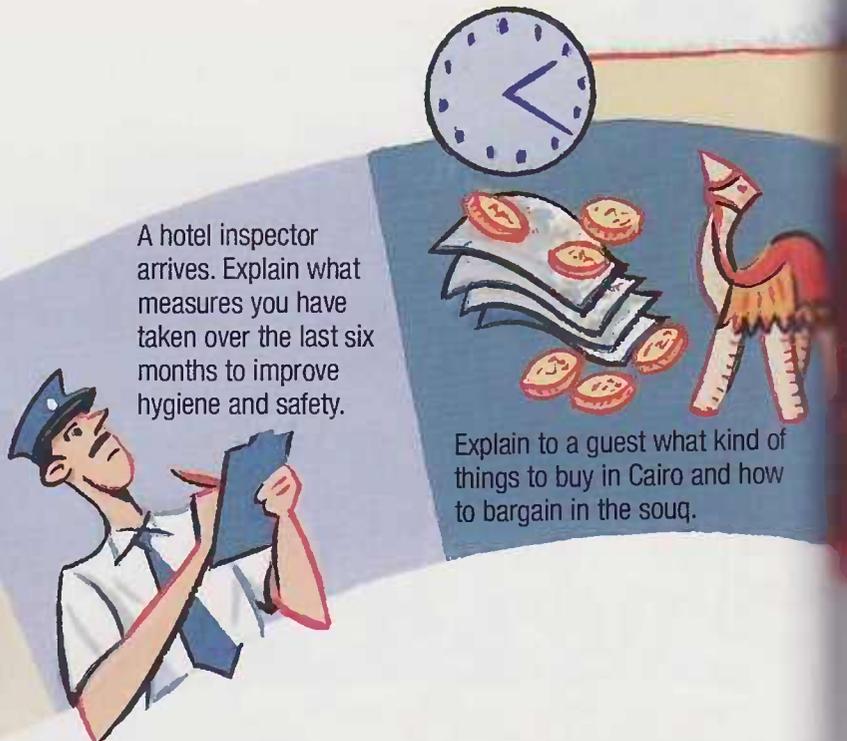


A guest wants to know what there is to see at Abu Simbel. Give a brief description of its history.

Explain the hotels business facilities to a corporate guest.

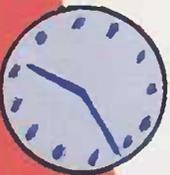


The telephone rings. Take the message for the guest.

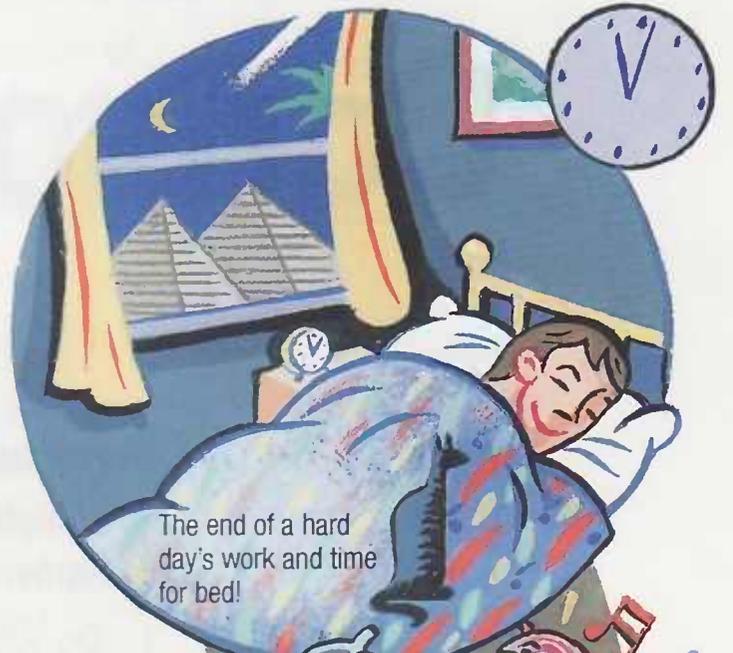


A hotel inspector arrives. Explain what measures you have taken over the last six months to improve hygiene and safety.

Explain to a guest what kind of things to buy in Cairo and how to bargain in the souq.



A couple of guests arrive without a prior reservation and check in. Take their details and allocate a room.

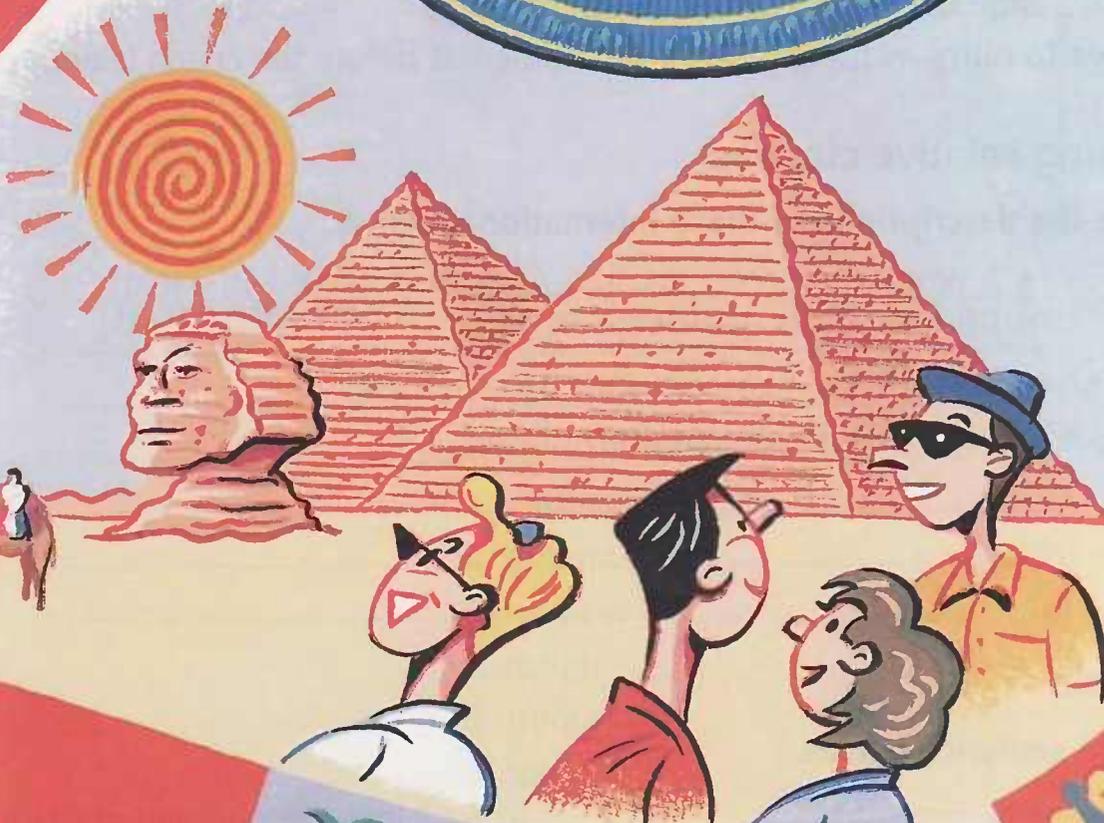


The end of a hard day's work and time for bed!



A guest would like to know what the night life is like in Cairo.

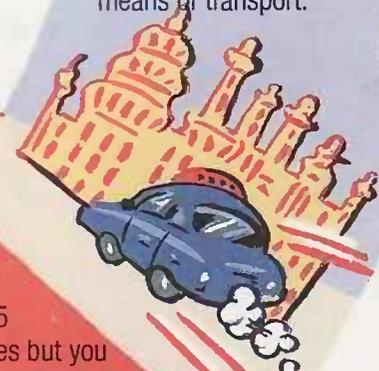
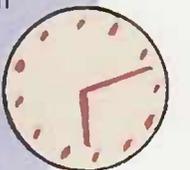
6



A guests ask you if you know anything about the Rosetta Stone.

5

A guest wants to know how to get around Cairo. Give some advice on means of transport.



A party of 35 guests arrives but you are over booked. Go back one space and deal with the problem.

4



You receive a phone call from a tour operator who may use your hotel next season. Explain your facilities and offer a price.

3

A tour operator's holiday rep arrives back at the hotel after a visit to the Egyptian Museum. Start a conversation.



You are helping in the restaurant and a guest wants to know what Bamiyya is.

Consolidation 3

language focus *Some and any*

1 Complete the sentences with *some, any, few, a few, little, a little* or no quantifier (\emptyset).

- 1 Do you like garlic?
- 2 Is there garlic left?
- 3 I can only speak words of Swahili.
- 4 varieties of mushroom are poisonous.
- 5 If a dish is vegetarian then it doesn't have meat in it.
- 6 Our travel rep can speak only Arabic.
- 7 brasserie in Paris will serve steak and french fries.
- 8 people become bilingual without living in a foreign country.
- 9 We made interesting contacts at the exhibition.
- 10 We stayed in a beach front hotel for days.
- 11 time between 9 and 11 suits me.
- 12 We'll have to hurry as there's time left before the coach leaves.

Non-defining relative clauses

2 Complete the descriptions of these international dishes.

- 1 Matcha *is a powdered green tea that / which is served in Japan*
- 2 Goulash
- 3 Sushi
- 4 Croissants
- 5 Paella
- 6 Blinis
- 7 Gnochis

Conditionals

3 Match the sentence halves.

- | | | |
|----------------------------------------------|---|--------------------------------------------|
| 1 If you book early, | → | a) we'll increase our market share. |
| 2 If other airlines go bankrupt, | → | b) you can get a discount. |
| 3 You can't travel on this train | | c) you should contact Adventure-Tours.com. |
| 4 If you don't throw away that meat, | | d) if we had better service procedures. |
| 5 If I had more time, | | e) if you don't have a reservation. |
| 6 If we want to reach more customers, | | f) we'll have to advertise more. |
| 7 If you're interested in trekking in Nepal, | | g) someone will get food poisoning. |
| 8 We wouldn't get so many complaints | | h) I'd take a holiday myself. |

vocabulary

4 Complete the following expressions with a suitable noun.

- | | | | |
|---------------|-----------------|---------------|-------|
| 1 a bottle of |water..... | 5 a carafe of | |
| 2 a fillet of | | 6 a slice of | |
| 3 a bunch of | | 7 a sprig of | |
| 4 a pot of | | 8 a rack of | |

5 Which word is the odd one out?

- | | | | |
|-------------|---------|--------|-------------|
| 1 trek | voyage | cruise | crossing |
| 2 miss | catch | take | stay |
| 3 insurance | CDW | cover | overbooking |
| 4 fried | poached | boiled | roast |
| 5 flaky | poultry | creamy | spicy |
| 6 fireworks | set | cast | stage |
| 7 oils | brush | canvas | camera |
| 8 temple | tomb | mummy | monastery |

Word stress

6 Mark the stress of these words and put them in the correct groups.

| | | | | |
|----------|----------|------------|------------|-----------|
| aqualung | artistic | atmosphere | endangered | exclusive |
| | habitats | photograph | relaxing | |

| | |
|-----------------|--|
| <p>aqualung</p> | |
|-----------------|--|

pronunciation

Same spelling, different sound

7 All these words have the letters *ou* in them but with different pronunciations. Match them to the different sounds.

- | | |
|------------|---------|
| 1 although | a) /ə/ |
| 2 around | b) /ʊə/ |
| 3 harbour | c) /u:/ |
| 4 rough | d) /əʊ/ |
| 5 through | e) /aʊ/ |
| 6 tour | f) /ʌ/ |

Pairwork files

Unit 1, Exercise 17

Student A

You have applied for one of the jobs on page 13 and been asked to attend an interview. Submit your CV and cover letter. Use the following advice to help you prepare for your interview.

During the interview

- sit comfortably; do not lean forward, or back or cross your knees
- be positive
- pause before you reply to show that you are thinking clearly about the question
- distinguish between questions that need short answers and longer responses
- ask questions about the company and the requirements of the job
- find examples from your experience to back up your answers

Possible questions

- What kind of company is Global Tours?
- How many people does it employ?
- What kind of work is available?
- What are the promotion prospects?
- What is the starting salary?
- What benefits are there?

Unit 3, Exercise 13

Student A

Ask your partner questions to complete the following information about hotels in Berlin.

How many rooms does the Hotel Ambassador Berlin have?

How expensive is it?

Does it have business facilities?

Is it close to shops?

215

TRAVELLER'S NEEDS

Price categories for a double room per night. Including all taxes (in Euros)

- € under €100
- €€ €100–150
- €€€ €150–200
- €€€€ €200–250
- €€€€€ €250

BUSINESS FACILITIES
There are telephone and fax machines in bedrooms, a conference

or meeting room within the hotel and computers with Internet access for guests.

CHILDREN'S FACILITIES
Family rooms and/or extra bed in a double room. Cots and babysitting service available. There are creche areas in some hotels, or a games room with toys and other suitable equipment

QUIET LOCATION
Hotel is located on a quiet street

CLOSE TO SHOPS
Within a five-minute walk to a good choice of shops and restaurants

| | | NUMBER OF ROOMS | BUSINESS FACILITIES | CHILDREN'S FACILITIES | RECOMMENDED RESTAURANT | CLOSE TO SHOPS | QUIET LOCATION | 24-HOUR ROOM SERVICE |
|-------------------------|------|-----------------|---------------------|-----------------------|------------------------|----------------|----------------|----------------------|
| Hotel Pension Funk | € | 14 | | | | ■ | ● | |
| Hotel Ambassador Berlin | | | | | | | | |
| Concept Hotel | €€€ | 106 | | ■ | | | ● | ■ |
| Hotel Brandenburger Hof | | | | | | | | |
| Savoy Hotel | €€€€ | 125 | | ● | | ■ | ● | ■ |
| Steigenberger Berlin | | | | | | | | |



Unit 3, Exercise 19

Work in groups. You manage the Royal Oak Hotel and you have £300,000 to refurbish it. Look at the price list below and decide how you would spend the £300,000 to refurbish the hotel.

| | |
|-----------------------------------------------------------------|------------------|
| ✓ Lobby: wall-to-wall carpeting | £15,000 |
| ✓ Bathroom fittings per room | £4,000 |
| ✓ New food preparation surfaces | £65,000 |
| ✓ Restaurant utensils and tablecloths | £4,000 |
| ✓ Roof repairs | £150,000 |
| ✓ Children's play area | £20,000 |
| ✓ Fridge / freezer (per unit) | £3,000 |
| ✓ Redecoration of passageways (carpets, wallpaper, ceilings) | £85,000 |
| ✓ Swimming pool | £200,000 |
| ✓ Garden improvements | £15,000 |
| ✓ Facilities for disabled guests | £15,000 |
| ✓ Car park extension | £100,000 |
| ✓ Oak furniture in executive suites | £4,000 per suite |

Unit 4, Exercise 16

Student A

You are the new Managing Director of Renaissance Holidays. You agree that your organisation was not as good as it should have been but there have been dramatic improvements. In particular you have

- opened up new destinations (Cuba, Dominican Republic, Scandinavia, Eastern Europe and Brazil)
- ✓ we reduced brochure prices by an average of 12 percent in the last year
- ✓ we decided to use only scheduled flights with major airlines
 - included airport transfers in the total price
 - ✓ diversified into tailor-made, individual holidays for the independent traveller
 - contracted with hoteliers running two and three-star hotels with full board and a good range of free activities
- ✓ we recruited a new team of chefs and can offer a wide variety of local dishes in each resort
- ✓ we recruited qualified staff with proven language skills, particularly English

You are going to meet Mr King. Try to convince him that your holidays are now good value for money. Use the information above to answer any complaints Mr King might have.

Unit 6, Exercise 5

Student A

Look at the brochure details for weekend breaks to Barcelona and deal with the telephone enquiry.

BARCELONA HOTELS

Barcelona travelogue

Transfers are not included.

Public transport: train (approx £2.50) or bus (approx £2) to the city centre.

A taxi from the airport is approx £10–15
Pre-bookable transfers until 28 Feb £14 per person each way based on 2 sharing.
(Supplement applies for transfers between 2000-0700hrs.)

Sights All Cresta clients staying in Barcelona receive FREE Barcelona Pass vouchers providing discounted entry to museums and places of interest. Don't miss Sagrada Familia, Battlló House and the Guell Park. Like most



museums in Spain, the Picasso Museum is closed Mondays. To visit the Olympic Stadium, take the funicular to the top of Montjuic.

In summer, you can hop on and off the bus Turistic, which runs between the most popular spots, whilst the city's superb beach offers a break from sightseeing.

Shops Best buys are ceramics, local leatherwork and lace / woven goods. For fashion, try the Passeig de Gracia and the Ramblas. Shops open 0900–2000 but close 1300–1600

Relaxing Flamenco shows are held in the Spanish Village. Join the locals for a 'passagiata' or evening stroll along Ramblas, before calling at a tapas bar for drinks and local delicacies.

Condes de Barcelona

****LUXE

BARCELONA

In the fashionable shopping heart of Barcelona, on the Passeig de Gracia and opposite the famous Gaudi house, La Pedrera, the Condes de Barcelona is an excellent international hotel set in two former palaces, facing each other. Both sections succeed in blending the artistic splendour of the past with the comfort and style of Barcelona's best interior design. 183 elegant rooms all feature air-conditioning, satellite TV, phone, safe, minibar, bathrobes and excellent marble bathrooms with hairdryer. A rooftop terrace with a tiny splash pool offers views over the city. On the ground floor, the stylish *Thalassa* restaurant lovingly creates Mediterranean dishes embracing fresh local seafood. Very well situated, the Condes de Barcelona is recommended for the discerning traveller.

PRICES PER PERSON BY AIR

| MESON CASTILLA | | | | | | | | |
|------------------|-----|-----|-----|-----|-----|-----|-------------|------------------|
| Number of nights | 2 | 3 | 4 | 5 | 6 | 7 | Extra Night | Single Room Week |
| 1 Apr-16 Apr | 309 | 339 | 380 | 408 | 438 | 469 | 36 | 17 |
| 17 Apr-15 Jul | 323 | 353 | 393 | 422 | 452 | 482 | 36 | 17 |
| 16 Jul-4 Sep | 362 | 392 | 433 | 461 | 491 | 521 | 36 | 17 |
| 5 Sep-31 Oct | 309 | 339 | 380 | 408 | 438 | 469 | 36 | 17 |
| 16 Dec-31 Dec | 306 | 340 | 372 | 398 | 426 | 454 | 33 | 17 |

| CONDOS DE BARCELONA | | | | | | | | |
|---------------------|-----|-----|-----|-----|-----|-----|-------------|------------------|
| Number of nights | 2 | 3 | 4 | 5 | 6 | 7 | Extra Night | Single Room Week |
| 1 Apr-16 Apr | 403 | 483 | 550 | 620 | 686 | 752 | 76 | 61 |
| 17 Apr-30 Jul | 417 | 496 | 564 | 633 | 699 | 765 | 76 | 61 |
| 1 Jul-15 Sep | 405 | 478 | 540 | 603 | 664 | 724 | 70 | 62 |
| 16 Jul-4 Sept | 444 | 517 | 579 | 642 | 703 | 763 | 70 | 62 |
| 5 Sep-9 Sep | 391 | 464 | 526 | 590 | 650 | 711 | 70 | 62 |
| 1- Sep-31 Oct | 403 | 483 | 550 | 620 | 686 | 752 | 76 | 61 |

Meson Castilla**

SUPERIOR

BARCELONA

Set on a small square 250 m from the lively Catalunya Square, this family-run hotel is an ideal base from which to discover Barcelona. The 60 rooms all have en-suite facilities, satellite TV, phone, minibar, hairdryer and air-conditioning. A safe is available at reception for guests' use. There is a charming breakfast room and the hotel is round the corner from the famous Ramblas. A firm Cresta favourite, you will be assured of a warm welcome. Private parking is available at the hotel at PTS2,500 per day

Flight Supplements

| HEATHROW | | | GLASGOW | | |
|------------------------|-------|--|-----------------------|-------|--|
| <i>British Midland</i> | Daily | | <i>Iberia via LHR</i> | Daily | |
| 1 Jan-5 Apr | NIL | | 1 Jan-5 Apr | 65 | |
| 6 Apr-16 Apr | 65 | | 6 Apr-16 Apr | 128 | |
| 17 Apr-15 Dec | NIL | | 17 Apr-15 Jul | 65 | |
| 16 Dec-24 Dec | 49 | | 16 Jul-4 Sep | 72 | |
| 25 Dec-31 Dec | NIL | | 5 Sep-15 Dec | 65 | |
| <i>British Airways</i> | Daily | | 16 Dec-24 Dec | 111 | |
| 1 Jan-5 Apr | NIL | | 25 Dec-31 Dec | 91 | |
| 6 Apr-16 Apr | 65 | | MANCHESTER | | |
| 17 Apr-15 Jul | NIL | | <i>Iberia</i> | Daily | |
| 16 Jul-4 Sep | 9 | | 1 Jan-5 Apr | NIL | |
| 5 Sep-15 Dec | NIL | | 6 Apr-16 Apr | 53 | |
| 16 Dec-24 Dec | 49 | | 17 Apr-15 Dec | NIL | |
| 25 Dec-31 Dec | 5 | | 16 Dec-24 Dec | 36 | |
| <i>Iberia</i> | Daily | | 25 Dec-31 Dec | 16 | |
| 1 Jan-5 Apr | 2 | | | | |
| 6 Apr-16 Apr | 65 | | | | |
| 17 Apr-15 Jul | 2 | | | | |
| 16 Jul-4 Sep | 9 | | | | |
| 5 Sep-15 Dec | 2 | | | | |
| 16 Dec-24 Dec | 49 | | | | |
| 25 Dec-31 Dec | 28 | | | | |

Unit 7, Exercise 9

Student B

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

| 13th | | | 14th | | | 15th | | |
|------|------|---------|------|------|---------|------|------|-----------|
| Room | Type | Names | Room | Type | Names | Room | Type | Names |
| 202 | TB | Sanchez | 202 | TB | | 202 | TB | |
| 203 | DB | Dobson | 203 | DB | | 203 | DB | |
| 204 | TRB | | 204 | TRB | Andrews | 204 | TRB | |
| 205 | S | | 205 | S | Doherty | 205 | S | Bettinger |

Rates:

• Twin Bedroom = €B5 • Double Bedroom = €7B • Triple Bedroom = €97 • Single Bedroom = €49

Unit 7, Exercise 17

Student C

You are the Business Development Manager for the Plaza Hotel, Casablanca. You are going to meet a conference organiser to try to sell your hotel as the best location for a conference. Look at the information below, find out the client's needs and do your best to win the contract.

The Plaza Casablanca

Location

In the heart of Casablanca, only 30 km. from Mohammed V airport

Special Hotel Features

- 24-hour room service
- 2 restaurants
- Lobby bar / lounge area – open 24 hours
- Concierge
- Gift shop

Conference and Meeting Facilities

The Ballroom (30 m x 24 m) is located on the 1st floor. It is ideal for both conferences and banquets, able to accommodate 250 delegates in style and 350 people for receptions and cocktail dinners.

There are five Meeting Rooms (4 m x 11 m) located on the mezzanine floor which are ideal for smaller meetings of up to 25 delegates.

All meeting rooms are equipped with telephone and power sockets as well as a wide range of audio-visual equipment, flip charts, notepaper and pencils in addition to sweets and mineral water.

Guest Room Information and Facilities

- 16 floors
- 180 guest rooms and 22 suites
- 33 single rooms and 147 double rooms
- 48 non-smoking rooms
- Air conditioning
- Colour TV
- Direct dial phone
- Minibar
- Phone in bathroom
- Private bath
- Separate hanging closet
- Laundry and valet service
- Wake up calls

Attractions

- Mosque Hassan II
- Souk Habous (3 km)
- Sea front (3 km)
- Golf club (2 km)
- Shopping Centre (2 km)

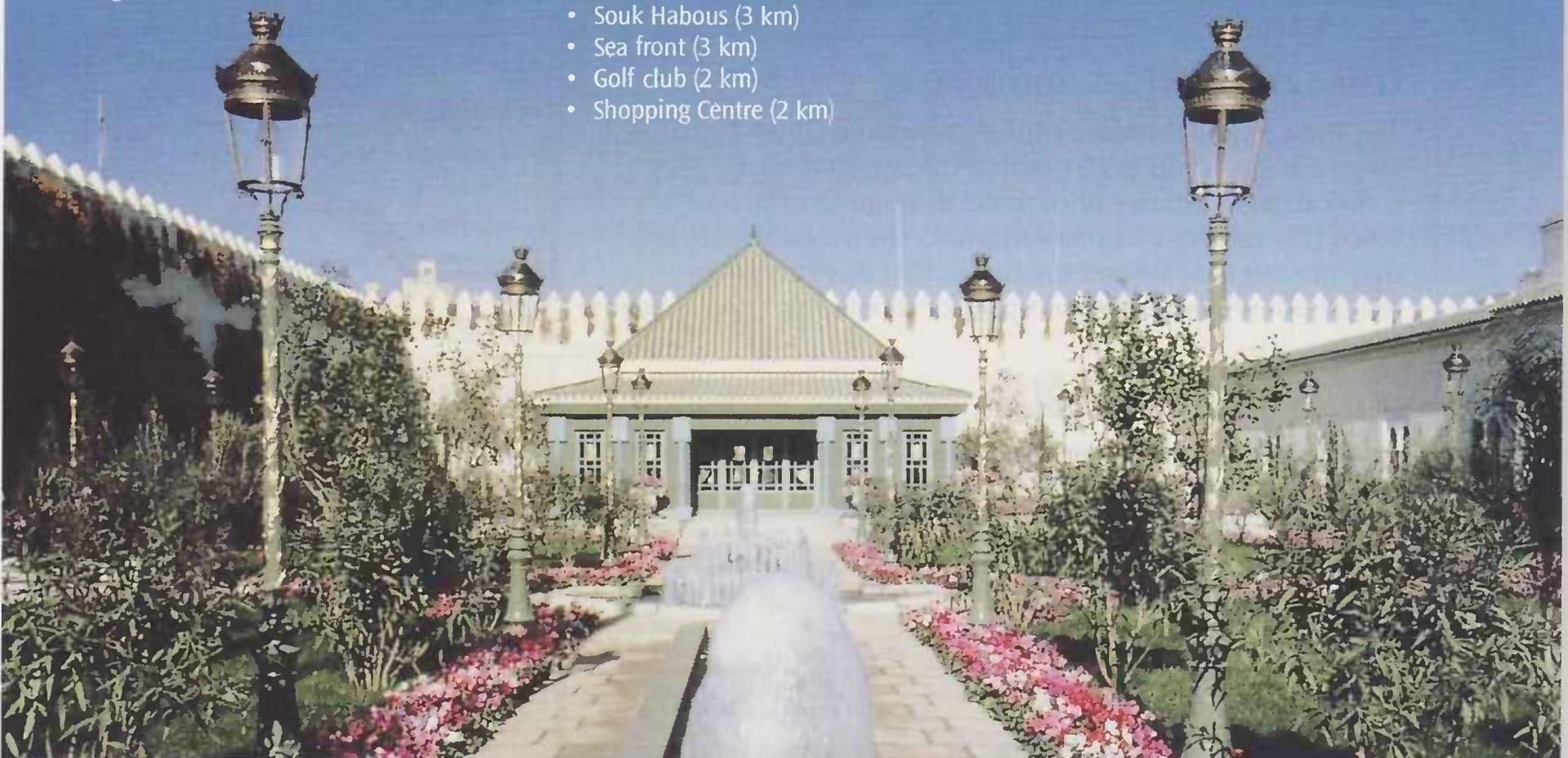
Dining

Ambassador Restaurant

- Situated on the 15th floor with a capacity of 300
 - Serves breakfast, lunch and dinner
- ### Bahia Restaurant (40 tables)
- Serves dinner with Moroccan traditional dishes, an oriental show and a belly dancer

Leisure and Sport

- Outdoor swimming pool
- Sauna, massage
- Health club / fitness centre equipped with a wide range of gym equipment including weight-lifting
- Changing rooms / shower facilities



Unit 8, Exercise 22

Student A

You are a guide at The Tower of London. Use the information below and the Professional practice on page 70 to give a presentation to tourists. Then answer any questions your partner has.

102

LONDON AREA BY AREA

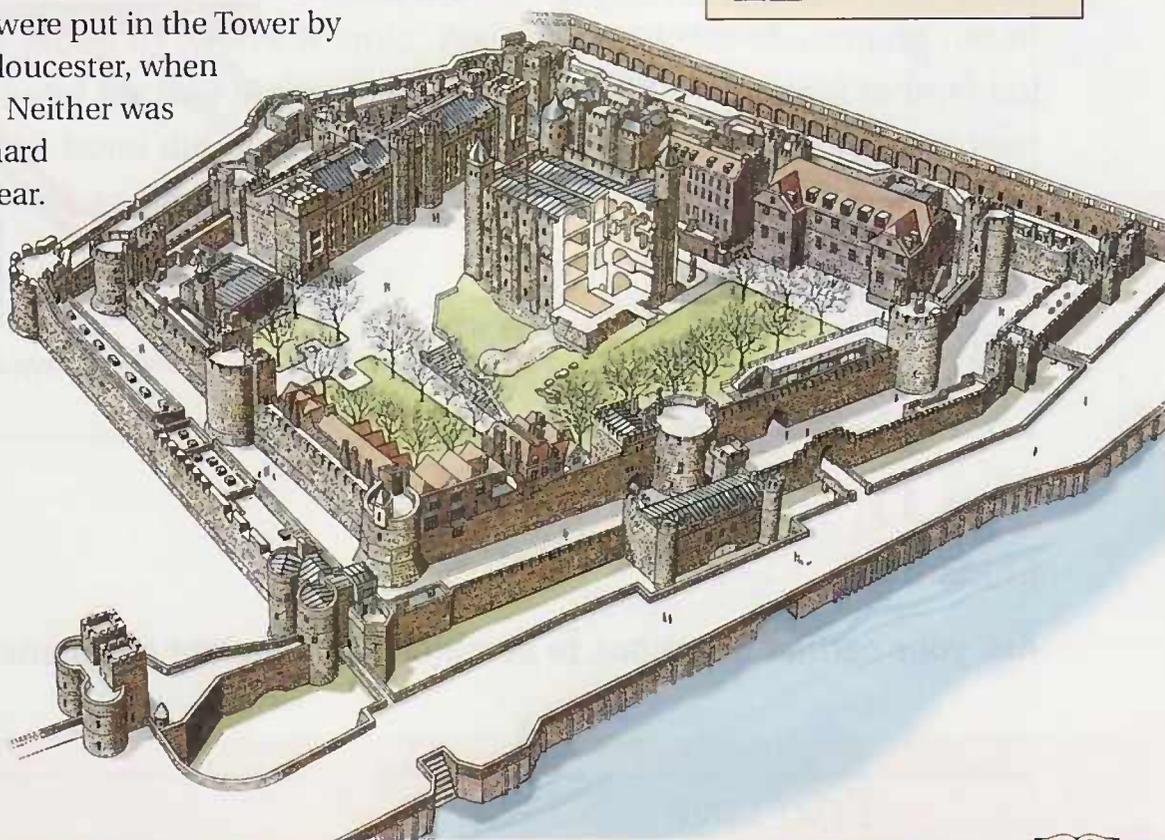
Tower of London

The Tower was built in 1078 and enlarged over the next few centuries. It has been a prison, a palace, the site of political intrigue, and housed lions, bears, and (to this day) flightless ravens. Forty wardens known as Beefeaters guard the Tower and live there.

It is not known when the ravens settled there but it is said that if they leave the Tower, the kingdom will fall.

The Tower has been a tourist attraction since the reign of Charles II (1660–85) when both the Crown Jewels and the collection of armour were first shown to the public.

One of the Tower's darkest mysteries concerns two boy princes, the sons of Edward IV. They were put in the Tower by their uncle, Richard of Gloucester, when their father died in 1483. Neither was ever seen again and Richard was crowned later that year. In 1674 the skeletons of two children were found nearby.



VISITORS CHECKLIST

Tower Hill EC3 Map 6 D3

☎ 020-7709 0765 🚶 Tower Hill, London Bridge 🚶 15, X15, 25, 42, 78, 100 🚶 Fenchurch Street Docklands Light Railway Tower Gateway

Open Mar–Oct 9am–6pm

Tue–Sat, 10am–6pm Sun Nov–Feb

9am–5pm Mon–Sat 10am–5pm

Sun & Mon

Tower closed 24–26 Dec, 1 Jan

Adm charge 🚶 🚶 Ceremony

of the keys 9.30pm daily tickets to be booked in advance. See p53–5



Unit 5, Exercise 20

Student B

You are the hotel receptionist. Deal with the guest's complaints using the information on page 46. Then swap roles and complain about the following problems.

- you booked a no-smoking room at the hotel and have been given a smoking room by mistake
- the room is noisy, the bath leaks and there are no towels in the bathroom
- you are unhappy because your meal was cold and your side salad had an insect in it

Unit 9, Exercise 14

Student B

Look at the map of Sydney CityRail. Ask your partner for directions to the following stations and write the names on the map. Always start from the Central Station.

Mcdonaldtown

Bondi Junction

Museum

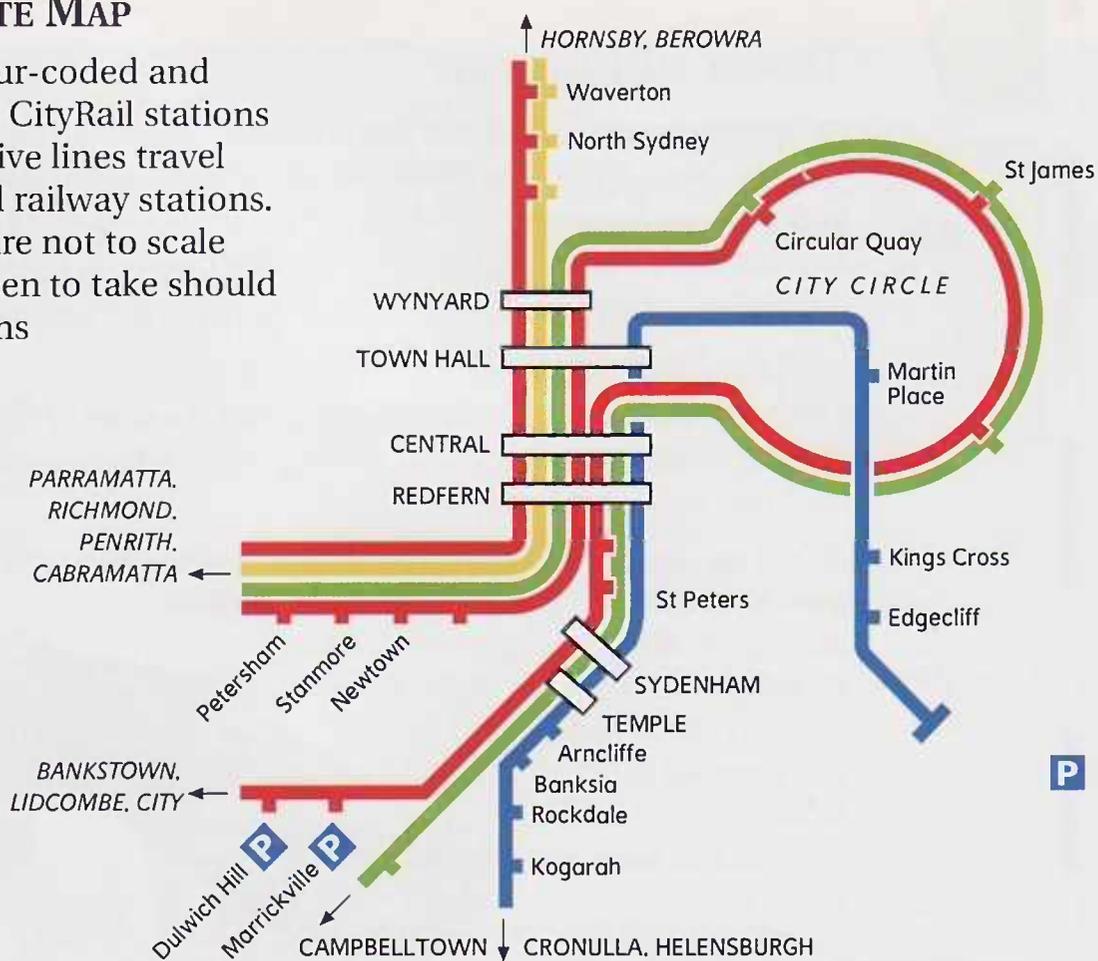
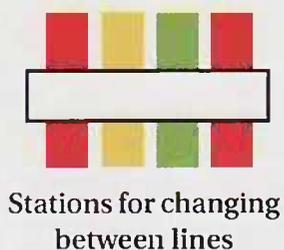
Milsons Point

Turrella

Erskineville

USING THE CITYRAIL ROUTE MAP

The five CityRail lines are colour-coded and route maps are displayed at all CityRail stations and inside train carriages. All five lines travel through Central and Town Hall railway stations. Distances shown on the map are not to scale and the routes that lines are seen to take should not be relied upon for directions



Unit 11, Exercise 15

Student A

Ask your partner questions to complete the timeline of Japanese history.

TIMELINE

300BC-AD300

circa 1000 The Tale of Genji, possibly the first novel ever, was written by a lady of the Imperial court, Murasaki Shikibu.

AD

500

1000

587-607 Buddhism became the official religion. Prince Shotoku built the magnificent Hory-ji temple in 607.



1400

1500

circa 1400

Unit 7, Exercise 14

Text messaging glossary

| | | | | | |
|-------|---------------------|------|----------------|------|---------------------|
| 2 | to | HTL | hotel | RM | room |
| 2DAY | today | KNW | know | RU | are you |
| 2MORO | tomorrow | L8 | late | SND | send |
| 2NITE | tonight | L8R | later | STN | station |
| 4 | for | MSG | message | THNX | thanks |
| ASAP | as soon as possible | MTG | meeting | TM | time |
| B4 | before | NXT | next | TUVM | thank you very much |
| BFN | bye for now | PCM | please call me | U | you |
| CU | see you | PIX | pictures | WAN2 | want to |
| CM | come | PLS | please | XLNT | excellent |
| CN | can | R | are | YR | your |
| CNT | can't | RGDS | regards | @ | at |

Unit 5, Exercise 22

Student A

You have organised a holiday for a group of twelve friends. You received a fax confirming room reservations for your group at the hotel for two nights from Friday evening (standard rooms) but when you arrive you are told that the hotel did not reserve your rooms. Decide what rooms your party needs (singles, twins or doubles) and make sure that the hotel:

- finds rooms for all your group
- apologises for the mistake
- upgrades at least some of the rooms

1635–1641 All foreign commerce and Christianity prohibited.

1831 Hokusai's Thirty-six views of Mount Fuji published.

1868 Akihito pronounced new Emperor on death of Hirohito.

1600

1700

1800

1900

2000



..... Last eruption of Mount Fuji.



1964 Tokyo Olympics held; first bullet train inaugurated; computer industry promoted by gov't.

1995 Earthquake in Kobe.

Unit 9, Exercise 21

Student A

You are the representative of Kiwi Motorhomes. Use the information below to deal with a telephone enquiry from a potential client.



4-BERTH MOTORHOMES

Kiwi Motorhomes offers a holiday concept for travellers with independence on their minds. Our brand new 4-berth Mercedes Motorhomes feature air conditioning, a hot shower, flush toilet, kitchen area with sink, microwave, gas cooker and fridge/freezer. Drivers must be over 25 and hold a valid New Zealand or international driver's licence.

Specifications and features

- Power steering
- Radio / CD
- Front air bags
- Seat belts front and rear
- Beds: 2 doubles (2.10m x 1.24m; 2m x 1.20m)
- Bedding: Feather down duvets, sheets, pillows
- Cooking utensils, crockery and cutlery
- 240V power supply

All Rates listed are per day and in NZ dollars and are inclusive of G.S.T. (Goods & Services Tax)

| Rate Per Day | 5-20 Days | 21-34 Days | 35+ Days |
|-----------------|-----------|------------|----------|
| 01 Mar-30 April | \$170 | \$160 | \$150 |
| 01 May-31 Sep | \$110 | \$105 | \$100 |
| 01 Oct-31 Oct | \$130 | \$122 | \$114 |
| 01 Nov-31 Nov | \$170 | \$160 | \$150 |
| 01 Dec-28 Feb | \$230 | \$218 | \$206 |

Deposit

A deposit of NZ\$300 is to be paid on confirmation of your reservation. The total rental charges must be paid 30 days prior to commencement of hire.

On collection of the vehicle a security deposit of NZ\$3,000 is required which is fully refundable provided the vehicle is returned on time, undamaged and with a full fuel tank.

Rental Duration

The day of pick up is counted as day one and the day of return is counted as the final day of rental.

Insurance

The hirer is responsible for the first NZ\$3,000 of the cost of damage to the rented vehicle or third party property. CDW is available at NZ\$25 a day.

Cancellations and Refunds

The cancellation fees are:

If cancelled 25 days prior to pick-up: No Fee

If cancelled 24 to 7 days prior to pick-up: 15% of Rental

If cancelled 6 days or less or a No Show: 50% of Rental

Early Return for whatever reason: No Refund

Breakdown

In the unlikely event of a mechanical breakdown you benefit from 24-hour AA Roadside Assistance.

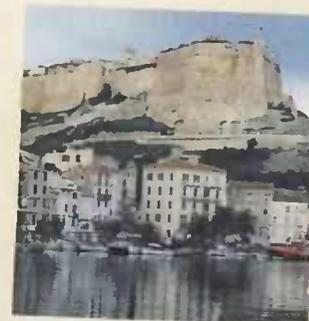
Unit 12, Exercise 12

Student B

You are the travel agent. Answer your customer's questions and sell the most appropriate holiday.

CORSICA

| | |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Travel</i> | Direct charter flight to Bastia. |
| <i>Accommodation</i> | A restored tower with two double bedrooms and a roof terrace with glorious views. |
| <i>Places to go</i> | Fishing port of Erbalunga, 10 minutes' drive away (excellent seafood restaurants). Plenty of corkscrew roads, dizzy cliffs, lonely mountains and isolated beaches. |
| <i>Things to do</i> | Annual traditional music festival throughout August. Marine centres in Bastia and St. Florent that offers water-skiing and scuba diving instruction. |
| <i>Price</i> | €5,950 including a car for the fortnight and travel insurance. 10% discount for bookings made 3 months in advance. |
| <i>Your commission</i> | 8% |



WESTERN SICILY AND USTICA

| | |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Week 1 | |
| <i>Travel:</i> | Fly to Palermo via Rome the day after the wedding. pick up a car from the airport and drive to Agrigento on the south coast |
| <i>Accommodation:</i> | Six nights in a converted 18th-century villa with a pool, gardens and dramatic views of the ancient Doric temples. |
| <i>Things to do:</i> | Visits to the temple and amphitheatre of Segesta; the isolated Greek ruins of Selinunte; the medieval hilltop town of Erice; and the Roman mosaics of Piazza |
| Week 2: | |
| <i>Travel:</i> | Hydrofoil from Palermo to Ustica |
| <i>Accommodation:</i> | Hotel Grotta Azzurra |
| <i>Things to do:</i> | Guided snorkelling trips, glass-bottom-boat rides and an underwater archeological trail. Introductory diving course for beginners. |
| <i>Price:</i> | €6,690 including flights, car for the first week, half-board return transfer to Palermo, hydrofoil tickets and a basic learn-to-dive course. |
| <i>Your commission</i> | 10% |



WESTERN PORTUGAL

| | |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Travel:</i> | Scheduled flight from Heathrow to Lisbon. Private car transfer to the nearby fishing village of Cascais. |
| <i>Accommodation:</i> | Hotel Albatroz, once a 19th-century royal palace and now offering five-star luxury, with tiled frescoes and antique furniture. Pool and restaurant with views across the bay. |
| <i>Things to do:</i> | Full range of watersports arranged through the hotel (surfing at Carcavelos, windsurfing at Guincho and diving in Cascais itself). Within easy reach are Sintra with its castle, churches and archeological museum, Queluz (home of Portugal's Versailles) and the cosmopolitan resort of Estoril (the heart of the Portuguese riviera and home of Europe's largest casino). Lisbon is accessible by frequent commuter trains. |
| <i>Price:</i> | €6,300, B&B for 14 nights, including one week's car hire. An additional week's car hire would add £161. |
| <i>Your commission</i> | 9% |



Guidelines for writing a fax

Faxes should contain a heading. These are usually *To / From / Fax number / Date / Subject title / Number of pages*. The style may be short or long, formal or informal, depending on the subject and the relationship between the sender and receiver.

This fax contains a lot of abbreviations. But it is best not to overdo abbreviations as your reader may not understand them.

adv = advise re = concerning pax = passengers 4 = for yr = your Brgds = best regards

17-AUG-2002

12:02

FROM LGW

01264 639102 P.01



Fax

TO: Gary Lewis
 FROM: Jackie Bassett
 FAX No.: 0033
 RE: Baggage handling

No. of pages including this one: 1

Further to our talk yesterday, pls adv position re transporting baggage. Surely LGW cannot expect 172 pax to collect all bags on arrival and walk to domestic area and check in.

Would be grateful 4 yr thoughts on above.

Brgds

Jackie Bassett

Guidelines for writing a letter

- Avoid expressing a date numerically as it can lead to confusion (03/04/02 is 3 April in the UK and 4 March in the USA).
- The opening salutation is *Dear* + title and name of the person. Use *Mr* for a man (never *Mister*), *Mrs* for a woman and *Ms* (which does not reveal marital status) if the woman has already used this title when writing to you.
- When you don't know the name of the person write *Dear Sir/Madam*.
- If you begin the letter with the name of the person end *Yours sincerely*. If you begin *Dear Sir / Madam* end with *Yours faithfully*.
- *pp* is used when the letter is signed by someone different from the person who wrote the letter. The letter below was typed for Emily White and signed by Patricia Hughes in the absence of Emily White.
- *Enc.* means that a document is enclosed with the letter.

Getaway Travel Store

151 High Street Basingstoke
Hampshire BR3 2MY

31 March 2005

ew / ph

Mrs J Ashcroft
26 Wellington Avenue
Hook
Hampshire

Dear Mrs Ashcroft

Re: Group booking to Atlanta, 25 April 2005

With reference to the above booking, I am pleased to enclose your revised confirmation which takes account of the name changes mentioned in your letter of 24 March. All other details remain unchanged.

I am expecting to receive tickets for the group within the next two weeks, and will forward these to you when they have been checked.

If you have any queries regarding the confirmation, please do not hesitate to contact me.

Yours sincerely

pp Patricia Hughes

Emily White
Travel Consultant

Enc. Revised confirmation

Guidelines for issuing travel details

- Use headings to make the information easy to read.
- List the details in columns to make them clear.
- Take care to make sure that there can be no misunderstandings concerning departure times and dates.



Mrs E Kelk
12 Medway Close
Spalding
Lincolnshire
PE11 4HS

| Passenger Name | Nationality | Visa requirements |
|----------------|-------------|-------------------|
| Mrs E Kelk | UK | Australian |

Thank you for your payment. Would you please sign and return the enclosed Booking Form in order for us to confirm your booking. If you have already done this, it is not necessary to do so again.

Itinerary

Please check your itinerary carefully to ensure all details are correct. If you are awaiting hotel confirmations you will be notified in writing once confirmed.

| | |
|---------|------------------------------------|
| Sunday | London Heathrow – Sydney |
| 03Oct03 | British Airways BA11 Economy |
| | Dep: Terminal Four 1400 hours |
| | Arr: 2045 hours (04Oct) |
| | Check In: 1200 |
| | Seat Requests: Assigned at Airport |

| | |
|----------|------------------------------------|
| Saturday | Sydney – London Heathrow |
| 23Oct03 | British Airways BA12 Economy |
| | Dep: 1600 hours |
| | Arr: 0455 hours (24Oct) |
| | Check in: 1400 hours |
| | Seat Requests: Assigned at Airport |

Departure tax

When leaving Australia you will have to pay a departure tax of AUS \$20 (children under 12 are exempt). This cannot be paid prior to departure from the UK and must be paid when leaving Australia.

G.M.T. + 8 hours in the West + 10 hours in the East.

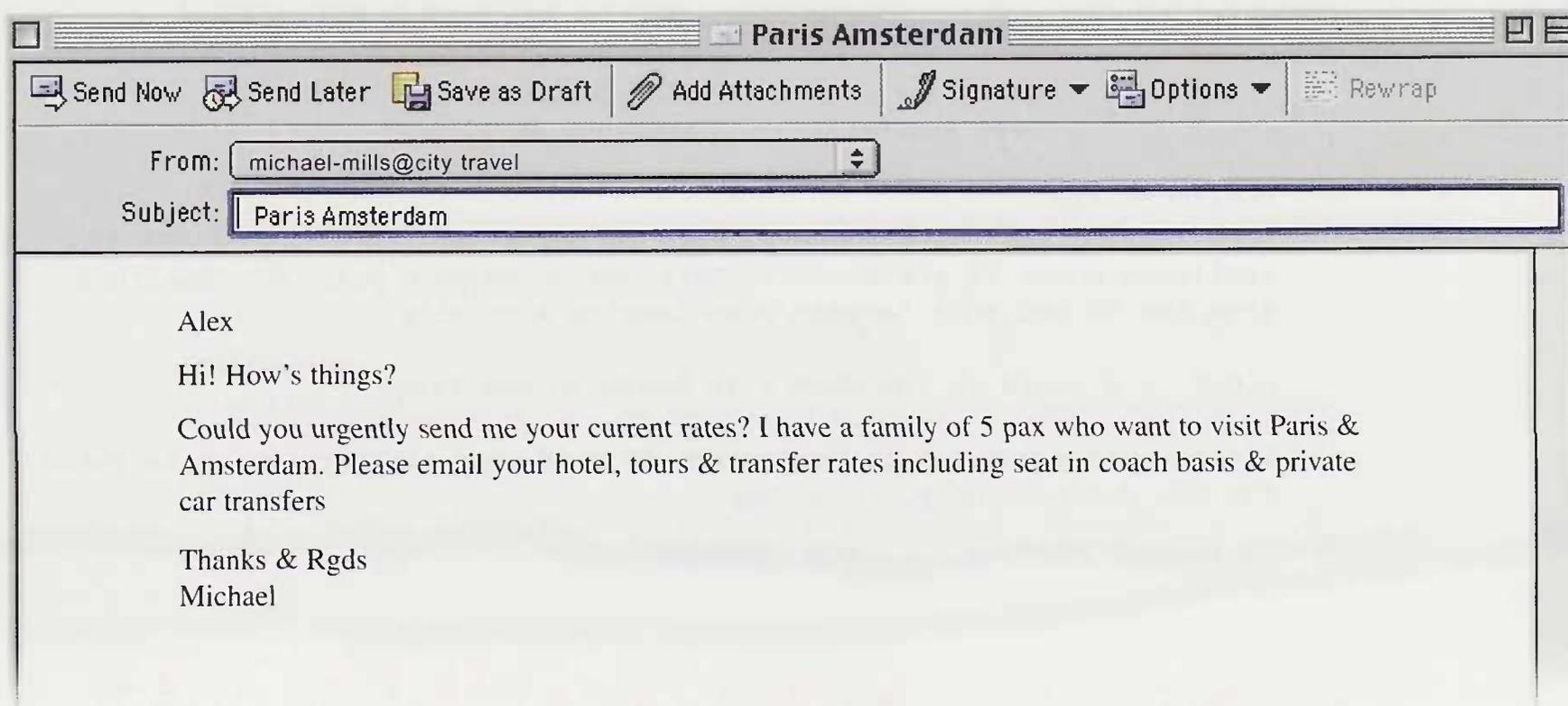
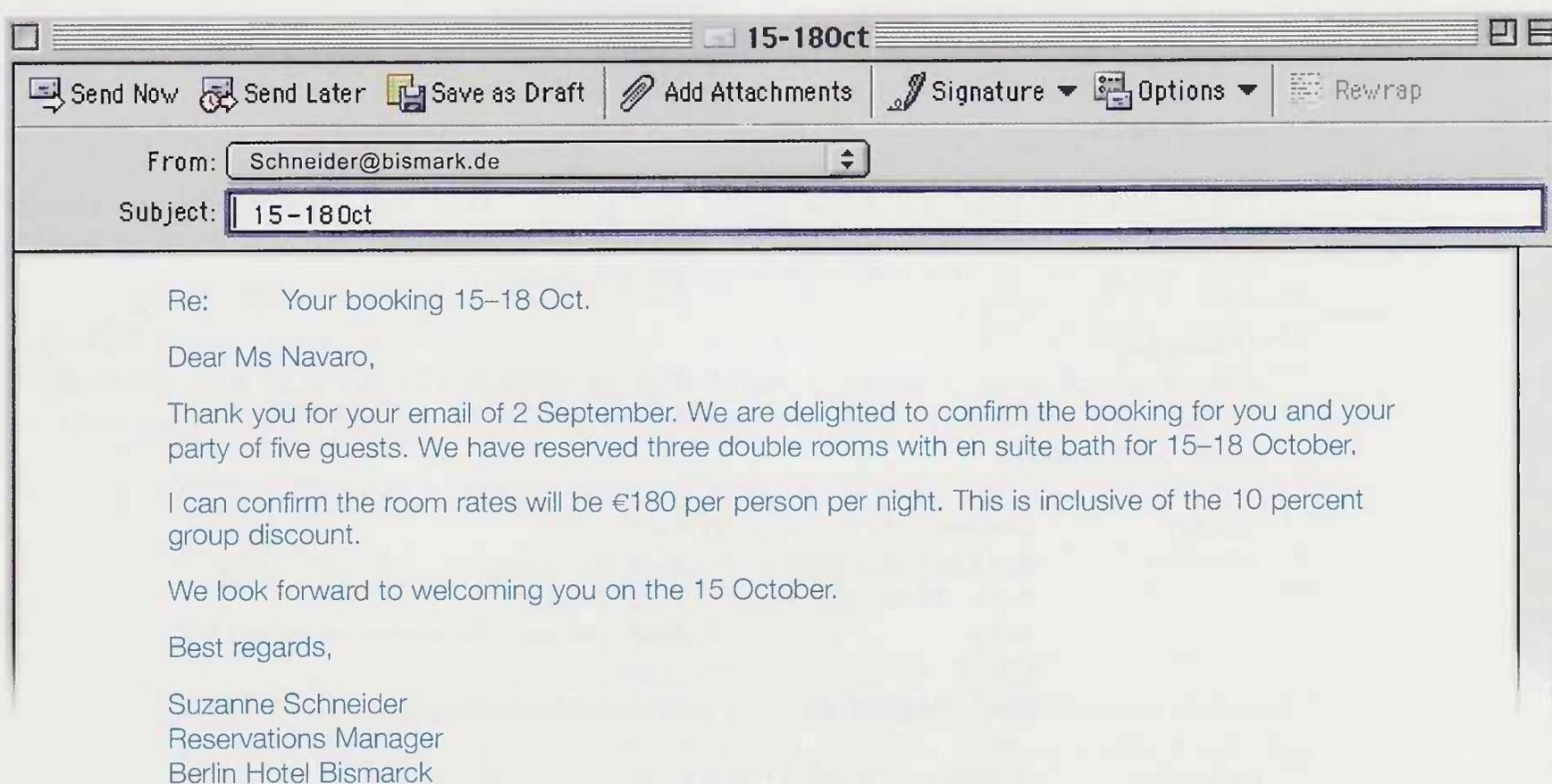
Please ensure you are in possession of a 10-year passport which is valid for the duration of your journey.

Guidelines for writing emails

The style of an email depends on the relationship between the writer and reader. When you send an email to someone you don't know, a style similar to a formal letter is appropriate. Emails to colleagues and friends can be very informal and close to spoken English.

However, with both formal and informal emails you should:

- always complete the subject / reference line
- keep the message reasonably short
- leave a line before new paragraphs
- check the content for spelling and vocabulary mistakes
- check that the receiver's email address is correct
- attach any documents you want to send. It is a good idea to attach them before you start typing
- avoid underlining words, it looks like a hyperlink to a website
- avoid CAPITAL letters, it looks aggressive



Guidelines for B2B (business to business) communication

- Start by a word of welcome and make it clear how the reader can benefit.
- Make a new point in each paragraph.
- Use numbers, bullet points or colour to focus the reader's attention on essential points and make the document easy to read.
- Keep sentences reasonably short.
- Use a neutral, informative style.

Kestrel

Travel Consultancy

NOTES FOR AGENTS – VILLA RENTALS

Dear Agents

We at Kestrel Travel Consultancy are delighted to start a new season with you all. We hope that this collaboration will bring a prosperous year to all of us! You will find below the list of our villas with a short description that will help you to give the best service to your clients.

CONDITIONS OF PAYMENT AND PRICES

The prices quoted are for one week during the peak months of July and August. The minimum booking during high season is for 2 weeks. Bookings of 3,000 euros and less (gross) will not normally be accepted. One week rentals will sometimes be accepted, but with a 10% surcharge added to the list price.

Although prices are fixed, some owners may be open to negotiation. This depends on the length of stay, date of the booking and the number of people using the villa.

Some owners generally accept a 20–30% reduction for June and September and sometimes even greater reductions for other months of the year. However, they may change their prices. Although we will try to keep you up-to-date as much as possible, please make sure you check with us before giving out any definite prices.

Given that some people are very slow to pay their deposit and then cancel, all invoices should be paid within 7 working days.

10% commission for you is included in the price except for the following villas:

| | | | |
|-------------|-------------|-------------|---------------|
| n° 021 – 5% | n° 217 – 5% | n° 220 – 5% | n° 252 – 7.5% |
| n° 203 – 5% | n° 218 – 5% | n° 240 – 5% | n° 290 – 5% |

If in the future a client of yours rebooks with us directly, you will receive a 5% commission for up to 3 years after his / her first booking.

We recommend that you encourage your clients to take a maid at least once a week during the rental. In the future we plan to include a maid in all the rentals as compulsory and build it in our price.

Grammar reference

Unit 1

Questions

1 Yes/No questions begin with an auxiliary and lead to a short positive or negative response.

| | |
|-----------------------------------|-----------------------------|
| <i>Is it Friday today?</i> | <i>No, it isn't.</i> |
| <i>Are you free this evening?</i> | <i>Yes, I am.</i> |
| <i>Can you come with us?</i> | <i>Yes, I can.</i> |
| <i>Do you know where it is?</i> | <i>Yes, I do.</i> |
| <i>Does it open late?</i> | <i>Yes, until midnight.</i> |
| <i>Will we take a taxi?</i> | <i>Yes, probably.</i> |

2 We use open questions when we want more information than just a simple answer. These questions begin with a *Wh-* word or *How*.

| |
|--------------------------------------------------|
| <i>What is available at a reasonable price?</i> |
| <i>What kind of holiday are you looking for?</i> |
| <i>Where would you like to go?</i> |
| <i>When will you be free?</i> |
| <i>What time is the flight?</i> |
| <i>Which terminal does it leave from?</i> |
| <i>Who is the group leader?</i> |
| <i>How many people are going?</i> |
| <i>How much does it cost?</i> |
| <i>How long does the flight last?</i> |
| <i>How soon will we arrive?</i> |

3 In indirect questions the word order is the same as in a statement.

| | | |
|------------------------|--------------|--------------------------|
| <i>Can you tell me</i> | <i>when</i> | <i>the museum opens?</i> |
| <i>Do you know</i> | <i>where</i> | <i>the station is?</i> |

4 If *who* or *what* are the subject of the sentence then the word order is also the same as in a statement.

| |
|-------------------------------------------------|
| <i>Who looks after the travel arrangements?</i> |
| <i>What happens when things go wrong?</i> |

If *who*, *what* or *which* asks about the object, the auxiliary comes before the subject.

| |
|-------------------------------------------------------|
| <i>Who shall I get in touch with?</i> |
| <i>Which do you prefer, going by train or by air?</i> |

Unit 2

Present continuous

1 We use the present continuous to describe activity in progress at the moment of speaking.

Everyone's waiting for you, so hurry up.
The phone's ringing but there's no answer.

2 We use the present continuous to talk about a temporary situation, happening around now but not necessarily at the moment of speaking.

We're doing a special offer this week to Tenerife.
We're trying to make savings.

3 We also use the present continuous to refer to planned events for the future. (see unit 6).

They're opening a new agency next month.
I'm going on an educational soon.

Present simple

1 We use the present simple to talk about routine activities, often with an adverb of frequency.

She often works late.
We sometimes get complaints, but not many.

2 We use the present simple to talk about facts and permanent states.

Spain attracts many English holidaymakers.
The hotel overlooks a sandy bay.

3 We use the present simple to refer to timetabled events that are unlikely to change.

The early flight gets in at 8.45.

4 Verbs that describe permanent states are not used in the present continuous.

It rains a lot in Scotland. (Not *It is raining ...)

Does this bag belong to you? (Not *Is this bag belonging ...)

Do you know where to go? (Not *Are you knowing ...)

Unit 3

Have / Get something done

1 We use this structure if we arrange for someone to do something for us.

We have our catalogue printed in Morocco. (= we don't do it ourselves)

We're getting some pizzas sent to the office so we don't have to go out.

Get is more informal than *have*.

Making comparisons

1 One-syllable adjectives and two-syllable adjectives ending in *-y*.

| Adjective | Comparative | Superlative |
|--------------|-----------------------|---------------------|
| <i>near</i> | <i>nearer (than)</i> | <i>the nearest</i> |
| <i>late</i> | <i>later (than)</i> | <i>the latest</i> |
| <i>early</i> | <i>earlier (than)</i> | <i>the earliest</i> |
| <i>busy</i> | <i>busier (than)</i> | <i>the busiest</i> |

2 With short vowel sounds, the consonant doubles.

| | | |
|------------|----------------------|--------------------|
| <i>big</i> | <i>bigger (than)</i> | <i>the biggest</i> |
|------------|----------------------|--------------------|

3 Other two-syllable adjectives and longer words.

| | | |
|--------------------|--------------------------------|-----------------------------|
| <i>crowded</i> | <i>more crowded (than)</i> | <i>the most crowded</i> |
| <i>exciting</i> | <i>more exciting (than)</i> | <i>the most exciting</i> |
| <i>interesting</i> | <i>more interesting (than)</i> | <i>the most interesting</i> |

4 Irregular forms.

| | | |
|-------------|---------------------------------|--------------------------------|
| <i>good</i> | <i>better (than)</i> | <i>the best</i> |
| <i>bad</i> | <i>worse (than)</i> | <i>the worst</i> |
| <i>far</i> | <i>farther / further (than)</i> | <i>the farthest / furthest</i> |

5 We use *more than*, *less than* and *fewer than* with a noun or noun phrase.

The Best Western has more than 100 rooms.

Rome has more historic buildings than any other city.

The hotel is less than 500 metres from the station.

I've a lot less time than before.

In the low season we sometimes have fewer than 20 guests.

One star hotels offer fewer facilities than a two star hotel.

6 Comparing two things that are the same.

The rooms on the second floor are the same as the rooms on the first.

Going by rail can be as fast as going by air.

Unit 4

Present perfect

1 We use the present perfect to talk about the past and the present together.

We have been in the tourist industry for over 50 years. (= we still are)

Tourism has always been an industry that has made extensive use of new technology.

2 We use the present perfect to talk about past events that have an impact in the present.

We've opened up a new destination.

Customer expectations have risen.

What changes have taken place recently?

3 We use the present perfect to talk about life experiences without mentioning any specific time.

She's worked for a number of operators.

Have you ever been to Greece?

Because the time reference includes the present, we use time expressions that link present and past.

So far, we have captured nearly 20 percent of the market.

Over the last few days, I've had a lot of work to do.

Past simple

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

The hotel we stayed in was reasonably comfortable.

Did you meet them at the airport?

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

He started his career as a reservations agent in 1995.

She joined the company last year.

For and since

1 We use *for* to indicate a period of time. It is used with both the past simple and present perfect.

The theatre was empty for 20 years.

The theatre has been empty for 20 years.

2 *Since* refers to the point in time when something began. Because *since* takes us up to the present it is always used with the present perfect

I've known her since last January.

Unit 5

Articles

1 We use no article when countable, plural nouns are used in a general sense.

Tour operators sell dreams as well as holidays.

2 We use no article before the names of people and their titles.

Dr Mann Captain Kirk Queen Anne

3 We use no article with uncountable nouns used in a general sense.

Our insurance policy covers against loss or damage.

4 We use *a/an* with countable nouns, when the information is new. The reader or listener does not yet know which thing is referred to.

Would you like to see a show?

There's a man waiting for you downstairs.

5 We use *a/an* before professions.

He's a night auditor.

6 We use *a/an* in expressions of measurement.

A room costs 120 euros a night.

7 We use *the* when the noun it specifies has previously been mentioned.

I had a suitcase and a large bag but the bag was stolen.

8 We use *the* when a noun is identified by a phrase or clause that follows.

It's better than the room (that) I stayed in last year.

They don't provide the level of service (that) you expect.

9 We use *the* in superlative expressions.

Rodeo Drive is one of the most expensive shopping streets in the world.

10 We use *the* when it is clear what particular thing or place is meant.

I'll meet you in the bar next to the lobby.

11 We use *the* before nouns and adjectives in order to create a category of people or things.

The reception staff must speak in a polite manner.

The rich and the powerful demand special attention.

You must know how to use the telephone switchboard.

Unit 6

The future

1 We use the present continuous for future arrangements.

When are you flying to Lima?

We're seeing the Managing Director next week.

2 We also use *going to* for arrangements, plans and intentions.

We're going to fly from Heathrow.

We're going to visit the new resort next month.

I'm going to talk to the Personnel Manager.

But we do not use the present continuous to make predictions for the future.

The transport strike is going to cause a real problem. (= this is anticipated for the future)

The transport strike is causing a real problem. (= the strike has started and the effects are present)

3 We use *will* when we give simple information about the future and when there is no reason for using the present continuous or *going to*.

Everybody will be there at the meeting.

4 *Will* is very often used for predictions.

The forecast says that tomorrow will be warm and sunny.

She won't like the changes you've made to the schedule.

I don't think they will complain.

The contracted form *'ll* is used to make spontaneous offers.

I'll carry your suitcase for you if it's too heavy.

5 Some verbs like *anticipate*, *expect*, *look forward to*, *hope* and *plan* automatically refer to the future. These verbs can be used in the simple or continuous form.

I look forward to seeing you soon.

I am looking forward to seeing you soon.

We hope to do better next year.

We are hoping to do better next year.

We plan to build a new swimming pool.

We are planning to build a new swimming pool.

Unit 7

Reported speech

1 When reporting words that are still relevant we do not change verb tenses after the reporting verb *say*.

Mrs Carson says she wants to see you immediately.

2 Words people say in one place at one particular time may be reported in another place at another time. Because of the change in time there may be a change of tense or modal auxiliary.

| Actual words | Reported words |
|-----------------------------------|-------------------------------------------------------|
| 'We are not going to complain.' | <i>He said they were not going to complain.</i> |
| 'I left my case at the hotel.' | <i>She said she (had) left her case at the hotel.</i> |
| 'I've already spoken to him.' | <i>He said he had already spoken to him.</i> |
| 'We won't know before Tuesday.' | <i>She said they wouldn't know before Tuesday.</i> |
| 'I can't give you a lower price.' | <i>He said he couldn't give me a lower price.</i> |

3 *Would*, *could* and *should* do not change.

| | |
|----------------------------------|----------------------------------------------------|
| 'I would like to go if I could.' | <i>She said she would like to go if she could.</i> |
| 'You should take out insurance.' | <i>He said I should take out insurance.</i> |

4 We do not generally use a person object (*me*, *us* etc.) after *say*.

She said she would be back later. (Not **She said me ...*)

But after *tell*, we indicate who receives the information.

She told me she would be back later.

5 We can use *that* directly after *say* but not directly after *tell*.

He said that he had been there before. (Not **He told that ...*)

Tell also means 'to instruct' or 'to inform'.

He told me to hurry up.

They told me they were interested in renting a villa.

6 We use *ask* (with or without an object) to report questions. Note the word order: (1) question word (2) subject (3) verb.

He asked (her) when she wanted to leave.

He asked (him) if / whether he wanted to leave.

Unit 8

The passive

1 We form the passive by using the appropriate tense of *be* + a past participle. Modals can come before the passive verb form.

The Roman ruins are being excavated.

The border was reopened in 1989.

Guided tours can be organised on request.

Breakfast will be served in the dining room.

Compare these two sentences.

Leonardo da Vinci painted the Mona Lisa.

The Mona Lisa was painted by Leonardo da Vinci.

The first sentence is about Leonardo da Vinci and the new information is that he painted the Mona Lisa.

We say *The Mona Lisa was painted by Leonardo da Vinci*. (because we are talking about the painting and the new information is about the painter.)

2 We use *by* when it is necessary to mention the agent (the person or thing doing the action).

The holidays are sold direct by the tour operator.

The ticket is delivered by the machine.

3 It is not necessary to mention the agent if it doesn't add any new information or the agent is unknown.

The streets are cleaned every evening.

All our money and passports were stolen.

4 We use the passive to describe processes in which it is more important to say what is done than who does it.

The application forms are read and a number of candidates are invited for interview. The successful candidate is offered the job.

5 We use *it* + passive + clause to talk about past events that people think are true but there is insufficient evidence to be absolutely sure.

It is said that the princess was murdered in the castle.

Her ghost is said to haunt the west wing.

Other reported verbs follow the same pattern.

It is thought that Stonehenge was built to observe the stars, eclipses and the summer and winter solstices. It is believed to have been built in two stages from 2800–1800 BC.

Unit 9

Modal verbs

Modal verbs are auxiliary verbs that express different meanings such as obligation, permission and possibility.

Obligation

1 We use *must* and *have to* to talk about something that is necessary.

You have to pay airport tax.

You must be vaccinated before visiting certain countries.

2 *Must* is more appropriate when the obligation is self-imposed or is official or written on public notices.

Passengers must have a valid ticket.

I must remember to buy some traveller's cheques.

3 *Mustn't* and *don't have to* are entirely different.

Visitors must not feed the animals. (it is forbidden)

You don't have to pay to go in. (there is no obligation)

4 We also use *can't / cannot* to say that something is forbidden.

In London you can't park on a double yellow line.

5 We use *should* to say that something is or is not a good idea.

If you have sensitive skin you should use sun cream.

You shouldn't put your wallet in your back pocket.

Permission

1 We use *can*, *may* and *could* to express permission.

You can take one item of hand luggage on board.

Could I say something?

May I sit here?

2 It is not possible to refuse permission with *could*.

May is more formal than *can*.

May/Can/Could I use your phone? Yes, you may / can

Possibility

1 We use *can* and *can't* to say that something is possible or impossible.

Working with statistics can be very boring.

You can't ski if there is no snow.

Unit 10

Countable and uncountable nouns

1 Countable nouns have a singular and plural form and refer to individual things.

a brochure an itinerary leaflets attractions

2 Uncountable nouns are the names of food, materials, qualities or collections of things that we do not see as individual items. They cannot be used with *a* and generally have no plural.

| | | | |
|----------------------|--------------------|----------------|-----------------|
| <i>accommodation</i> | <i>advertising</i> | <i>baggage</i> | <i>bread</i> |
| <i>furniture</i> | <i>information</i> | <i>money</i> | <i>progress</i> |
| <i>spaghetti</i> | <i>traffic</i> | <i>travel</i> | <i>work</i> |

3 Some nouns have countable and uncountable uses.

Glass breaks more easily than plastic.

Could you pass me a glass?

A tweed jacket is made of the finest cloth.

I need a cloth to wipe up the dishes.

4 We often use a separate word to identify a single item from a collection of things.

accommodation a bed & breakfast, a guest house, a motel

baggage a bag, a suitcase, a trunk

money a banknote, a coin, a cheque

furniture a chair, a desk, a table

travel an excursion, a journey, a trip

5 A countable expression can be placed before an uncountable noun.

a piece of advice a piece of equipment a plate of spaghetti

a bowl of rice a spell of bad weather a shower of rain

Quantifiers

1 Countable and uncountable nouns have different quantifiers.

many

much

few / a few

little / a little

a large number of

a great deal of

2 *Some* can be used with plural nouns and uncountable nouns, but *any* is used only with uncountable nouns. *Some* refers to restricted quantities; *any* is unrestricted.

There are some people who always complain.

Any help you can give me would be appreciated.

Unit 11

Defining relative clauses

1 Relative clauses can be defining or non-defining. Defining clauses give us information about things, people, possessions, places and times.

A virus is a computer program that / which can destroy computer files.

A chef is a skilled cook who / that works in a restaurant.

2 We can leave out *that*, *which* or *who* when they are the object of the relative clause.

A visa is the stamp (that / which) you need in your passport to visit certain countries.

The receptionist is often the first person (who / that) you see when you enter a hotel.

3 We use *whose* to refer back to people or things.

He's a man whose life is dominated by making money.
We had a meeting whose objective was difficult to understand.

4 *Where* and *when* refer to places and times.

Ibiza is a place where young British people love to go for the night life.

August is the month when we receive most visitors.

Non-defining relative clauses

1 Non-defining relative clauses add extra information to the main sentence. They can be introduced by *which* (not *that*) *who* or *whose*. The extra information is shown within commas.

Child reductions, which vary greatly from brochure to brochure, normally only apply to the basic cost and not to supplements.

Wolfgang Puck, who is regarded as the father of Californian cuisine, had his first restaurant at 8795 Sunset Boulevard.

Marilyn Monroe, whose star is No. 9778 on Hollywood Boulevard, is a symbol of the golden age of the film industry.

Unit 12

Conditionals

1 We use *if* + present + *will* / *modal verb* / *going to* + infinitive to talk about imaginary and hypothetical situations that could happen.

If I go abroad this winter, I'll hire a chalet in the Alps.

If I see Monica this afternoon, I'll tell her you called.

If business doesn't improve, we're going to cut our prices.

2 When the situation is less likely to happen we use the second conditional (*if* + past + modal + infinitive).

If I had more money to spend, I'd go to the Grenadine Islands.

If he really needed some money, I could lend him \$100.

If you got an early flight, you might be there by 9 am, but I doubt it.

3 Sometimes the condition is impossible to fulfil.

If he was / were a woman, he'd be more sympathetic.

4 The position of the *if*-clause and the main clause can be changed.

I would lend him some money if he needed it.

If he needed it, I would lend him some money.

5 You cannot use *will* or *would* in the *if*-clause.

**If I will go to Japan, I'll probably go to a tea ceremony.*

**If I would know the price, I could tell you.*

6 It is possible to use *if I were* rather than *if I was*, especially when giving advice.

If I were the Minister of Tourism, I'd invest more.

If I were you, I'd go before high season.

Tapescripts

Unit 1, Exercise 7 (CD 1 Track 2)

Frank Louisa. Can you tell the viewers at home how you got your present job?

Louisa Well, it was an accident really. I went to Spain two years ago and when I booked my holiday I got this travel magazine with my tickets and stuff and I saw an advert for a job in there. It said things like 'Have you travelled a lot?' and 'Do you like working with people?' and so on. And I just thought 'Yes. That's me!' and applied.

Frank That's great. And what does a typical day involve?

Louisa If I work upstairs then I'm on the phone most of the time – answering questions, taking new calls, dealing with existing clients who may have queries. If I work downstairs then I deal with people who have made an appointment to see me or perhaps come in off the street because they've seen a notice in the window and they want to make an enquiry.

Frank What sort of questions do people ask?

Louise That depends. A customer may come in with a very specific question and ask something like 'Could you book me a flight for Helsinki on 5 November?' or 'How much is the cheapest flight to San Francisco?' or 'What's the weather like in Egypt in winter?' Other people may have been saving their money for years for a round the world trip and they want you to help them plan their whole holiday, so I have to ask questions such as 'How long do you want to go away for?' or 'How much money do you want to spend?' and things like that.

Frank I imagine that at a party or something that if people find out what you do they must ask you lots of questions.

Louisa Yes, they do. They ask me whether I travel for free or what countries I go to on holiday. They think it's a great life.

Frank And what countries have you been to lately?

Louisa Well, this year I've been quite lucky. I won a cruise for two to Malaysia and I've been to Boston for a week with work and I'm going to Rio next month.

Int Very nice. It does sound like a good life.

Unit 1, Exercise 11 (CD 1 Track 3)

There's lots of advice on CVs and a lot of it differs so it's hard to say exactly what the perfect CV is. I'd say a good CV should cover no more than two sides of A4 paper and be divided into clear headings. The first section should include personal details: name, address, telephone number, email and things. Some employers like to see a photo, too. You can always phone the company and find out.

Next comes education and qualifications starting with the most recent things. The third section deals with work experience – again starting with the most recent job. I think it's important here to be brief so use bullet points and action verbs. You don't need to use complete sentences as long as it's very clear what you've done.

Following this is the section on professional skills. Show the employer your abilities, including your ability to use IT and foreign languages.

Finally, detail your interests. An employer likes to know what kind of person you are and things like team sports, for example, show this.

Perhaps the most important thing is to show how you meet the criteria in the job advertisement. Make it easy for the employer to ask you to an interview.

Presentation is also important. Good quality paper and a clear typeface make a difference. And once you've written your CV check your grammar and spelling carefully. Then put it in a good quality large envelope so you don't have to fold it.

Unit 2, Exercise 9 (CD 1 Track 4)

One

A Look! Who's that? It's Julia Roberts!

B Where?

A Look, she's getting out of that black limousine.

B Where?

A Over there! In the red dress.

B Where, I can't see.

A Look! She's going into that funny sort of Oriental building.

B Oh, yeah, so it is.

Two

There are a lot of famous places just along here where TV personalities and film stars often stay. And if you look carefully you can see a plaque on the wall that portrays a famous comedian and I don't need to tell you who.

Three

A What's on this week?

B I don't know. I'll have a look at the programme.

Oh, they're showing a movie called *Bandit Country* and a comedy. And there's a Disney premiere.

A Oh, really. Let me see. Oh yeah, it's at that nice place that they've restored, you know, with the 1920s, 1930s design and really comfortable seats.

B What time does the movie start?

A It says here it starts at 7 o'clock.

Four

A The trouble with this place is that it's becoming too crowded.

B Yeah, but I still enjoy coming here. They just seem to be looking at you. They're so life-like, aren't they?

Five

A What's that? It looks like some kind of prehistoric monster!

B Actually, it's a museum.

A Oh. What's it got inside?

B Lots of really weird, freaky things, and if you're into inflicting pain they have all sorts of instruments of torture that they used during medieval times.

A I might take the kids. They like that sort of thing.

Do you know how much it costs to get in?

B Oh, I reckon about ten dollars for adults and a bit less for kids.

Unit 2, Exercise 14 (CD 1 Track 5)

The best time to go to Moscow is July and August because they are the warmest months of the year. Summer days are long and it can rain quite a lot. By the end of November Moscow is frozen most of the time and snow stays until April.

Getting around is easy and relatively cheap. You can get between all five airports and the city centre by a combination of bus and metro or suburban train. It's a good idea to book a transfer, which means you'll be picked up and driven to your hotel for little more than

the cost of a taxi.

Most visitors to Moscow come to see the Kremlin, Red Square and St Basil's Cathedral and to look at Lenin's tomb and it's best to see the central area around the Kremlin on foot. For other parts of the city, the fastest, cheapest and easiest way to get around is on the metro. There are more than 150 metro stations – some of them with amazing architecture – and you don't have to wait long for a train. Buses, trolleybuses and trams run almost everywhere the metro doesn't go. The most famous of Moscow's parks and gardens is Gorky Park which stretches almost three kilometres along the river Moskva. There's a fairground, an ornamental garden and in summer boats leave from the pier on river excursions.

There are a number of festivals that are worth seeing.

The Moscow Film Festival takes place in the autumn and the Russian Winter Festival is a must, with troyka rides, folklore shows, games and vodka. The live music scene is good, with regular gigs at numerous venues.

As far as eating out is concerned, for an authentic Russian experience go to Petrovich where the walls are covered by all sorts of reminders of the Soviet past.

For a quick snack, there are three chains of food stalls – Niam Niam, which sells all kinds of sweet and savoury pies, Kroshka Kartoshka, which are jacket potatoes with fillings and Russkie Bliny, which of course needs no explanation.

Unit 3, Exercise 7 (CD 1 Track 6)**One**

A Hello, reception.

B Oh, hello, this is Mrs Wallstein here from room 202. Is it possible to get my hair done tomorrow before, say, eight-thirty?

A I'm sorry madam, but the hair salon doesn't open until 9 am.

Two

A Reception.

B Hello. I'm afraid I've missed dinner. Is it possible to have some sandwiches sent up to my room?

A Certainly. What kind of sandwich?

B What have you got?

Three

A Hello. Room 157, please.

B Here's your key.

A Thanks. Oh, I've left my car just round the corner. It's a blue BMW with German registration plates.

B OK. I'll get someone to park it for you in your reserved space.

Four

A Hello. I've got a pair of pants that need dry-cleaning. Is it possible to have them done at the hotel?

B Certainly Sir, just give them to the chambermaid tomorrow morning before nine o'clock and we'll have them ready for you in the evening.

A Great.

Five

A Good morning.

B Morning. I've a problem. I have a report that has been written in English and it has to be sent to Buenos Aires by Friday at the latest.

A No problem. You can email it from the business centre.

B Yeah, OK but that's not the problem. I need to get it translated into Spanish. Do you know of an agency where I could have it done?

A There's no need. You can have it translated here.

B Oh, really.

Unit 3, Exercise 18 (CD 1 Track 8)

So, here we go. Notes on the Royal Oak Hotel, 20 June.

Beginning with the front entrance: tariffs inadequately displayed, notice faded in the sunlight.

Moving on to the lobby: carpet worn in front of reception desk, ashtray not emptied, guests also kept waiting at reception for unacceptable period.

And now the kitchen: dirt, cracked and stained food preparation surfaces, inadequate temperature control and storage of frozen foodstuffs, refrigerator overstocked, evidence of smoking in food preparation area.

The restaurant: dirty, stained utensils and a stained tablecloth.

The bathrooms: cracked and missing floor and wall tiles in two bathrooms, lack of soap in soap dispensers.

Moving into the bedrooms: wall light bulbs not working in several rooms, TV remote control handset missing in one room.

This hotel does not come up to the required standard.

Unless appropriate steps are taken within the next six months we'll have no option but to recommend removing this hotel from the Preferred List.

Unit 4, Exercise 14 (CD 1 Track 10)

Tony OK, let's get started. Sandra, do you have the latest information on the Hotel Calderón?

Sandra Yes, I think so.

Tony Right, let's check the details. This hotel is just outside Cambrils and you say there's a bus service to Salou. Have you checked that?

Sandra Yes, it stops right outside the hotel.

Tony And the beach is really close?

Sandra Yes, about 100 metres away.

Chris Last year we had complaints about the busy road you have to cross to get to the beach. I think we should mention that, especially as it's a family hotel.

Tony OK. So we'll just say 'This modern popular family hotel is on the outskirts of Cambrils, 4 km from Salou, which is easily reached by bus. The long stretch of sandy beach is just 100 metres away across a main road.'

Chris OK. Hang on just let me get that down. Yeah, I think that'll be OK.

Paul What about the facilities and entertainment? Have they changed?

Chris I think we ought to say what activities are included. What is there?

Sandra Well, there's tennis, table tennis, volleyball and mini golf. Oh and they also now organise football matches and keep-fit classes.

Chris OK so that's 'Daily sports and activities including tennis, table tennis, mini golf ...'

Tony Volleyball.

Sandra Volleyball, football and keep fit. And the entertainment programme includes live music, disco and cabarets.

Tony Good. I've got that. Any other changes?

Sandra Since the beginning of the year the sauna, Turkish bath and jacuzzi have been charged extra.

Chris And is the overall price still the same?

Sandra Well, the pound's been high so we're holding the prices for the moment.

Paul Wouldn't it be better to bring it down to £699? It would look so much better than seven hundred and something.

Tony Yes, let's do that. Change the low season fourteen night price in June to £699.

Unit 5, Exercise 15 (CD 1 Track 13)

One

- A Good morning, can I help you ?
 B Yes, my name's Mrs Horton and I've a reservation for myself and my husband.
 A Fine. Yes. Sorry, can you give me your name again?
 B Yes, Horton. I phoned yesterday.
 A Orton, sorry I can't see your name.
 B Horton, H - O - R - T - O - N.
 A Ah, yes, very sorry. The porter will take you to your room, 112. Is that your luggage?
 B Yes.
 A OK, well, if you'll come this way, please.

Two

- B Hello, I've just been given a room, room 112 I think it is, but I'm afraid it's really very unsuitable. It's extremely small and I can hear the people in the next room. I really feel that with the prices you're charging the rooms should be much better than this one.
 A Ah, I'm sorry to hear that, can you give me the room number?
 B 112.
 A Right, Mrs Horton, I'll ask the porter to show you another room and if you find it suitable we can move you.
 B I'll wait for him to arrive.
 A Right, thank you.

Three

- A Ah, Joe, did you show Mrs Horton the room
 C Yes, she's gone into 212 but I don't know whether it was a good idea - she'd unpacked half her stuff, there were clothes all over the place and she'd already used the bathroom.
 A Oh, dear, did you help her move?
 C Yes, but she's going to be a difficult guest.
 A OK. Well, thanks anyway.

Four

- B Hello, this is Mrs Horton in room 212.
 D Ah, hello, Mrs Horton. Is the room to your satisfaction?
 B I'm not bothered about the room. My diamond necklace is missing. I had it in my suitcase with my blue dress and I can't find it anywhere.
 D Oh dear, you say it was in your suitcase?
 B Yes. But I took it out and I'm sure I put it on the bed.
 D Well, it must still be in the room you had before. I'll ring

the housekeeper and have the room searched for you. I'm sure it'll turn up.

- B I've had it for 25 years and it's worth a lot of money. I can't understand what's happened to it. My husband is going to hear about this!

Five

- E I can't find it anywhere. I've looked everywhere in both rooms and it's nowhere to be found.
 D Oh, dear, so what is she doing now?
 E She's phoned her husband who apparently's in a meeting at the moment. She's taken a sleeping pill.
 D OK. Well tell me if anything happens.

Unit 5, Exercise 17 (CD 1 Track 14)

- A Good afternoon. Can I help you?
 F I hope so. It's absolutely scandalous.
 A What seems to be the problem, sir?
 F I'll tell you what the problem is. My wife, Mrs Horton in room 112, checked in here and was given a tiny room. She unpacked and then she was moved into another room. Meanwhile, her diamond necklace was either lost or maybe stolen. At work I'm interrupted with a message during an important meeting. I phone the hotel and get through to a total stranger in another room. I've just been up to my room and it's locked and I don't know where my wife is.
 A Sorry, I think there's been some sort of misunderstanding. You're Mr Horton, is that right?
 F Yes.
 A Well, if I could just explain the situation. When your wife arrived she was unhappy with her room so we helped her move into a more comfortable one. She then said she had mislaid her necklace and I had the room searched by the housekeeper. Unfortunately, we haven't been able to find the necklace yet and your wife, as I understand it, is resting in her room.
 F Oh. Well, why isn't she in her room now? It's locked and there's no answer.
 A Well, as I said, she's now in another room, room 212.
 F And why wasn't I able to speak to her when I phoned?
 A I think I can explain that. What seems to have happened is that the switchboard did not know that your room had been changed so they put you through to 112 instead of 212.
 F That's incredibly inefficient!

A I apologise for the inconvenience Mr Horton. But I think the main thing now is to try to sort out the problem of the missing necklace. What I suggest we do if the necklace cannot be found is that we ...

Unit 5, Exercise 19 (CD 1 Track 15)

- 1 A It's disgusting, the sheet's stained.
B I'm terribly sorry about that. I'll have a clean one brought to your room.
- 2 A The shower curtain is torn in the bathroom.
B Is it? I'm sorry, I'll get a new one fitted.
- 3 A I'm afraid the room is terribly dusty.
B I'll get it cleaned for you straight away.
- 4 A The fluorescent light is making a funny noise.
B I'll have it changed by the electrician.
- 5 A The window's stuck.
B Oh dear. I'll get someone to open it.
- 6 A The faucets are dripping, I can't turn them off.
B OK, I'll have them looked at by a plumber.
- 7 A I did ask for a newspaper in my room.
B If you tell me which one you read I'll have it delivered.
- 8 A The wastepaper basket is full.
B I do apologise. I'll have it emptied for you.

Unit 6, Exercise 2 (CD 1 Track 16)

Sandra Good morning, Sandra speaking.
Caller Hello, is that Seaford Travel?
Sandra Yes, how can I help you?
Caller I'd like to book a city break in Madrid please, as advertised in your brochure. It's on page 57.
Sandra Right. When would you like to travel?
Caller April 13th for three nights.
Sandra April 13th. Fine. For three nights you say.
Caller That's right. Leaving from Heathrow. We're staying in London on the 12th.
Sandra OK, I'll check availability. Sorry to keep you waiting. The computer's just going to be a few seconds. OK, here we are. That's a direct flight with Iberia. What time would you like to leave?
Caller Early morning if possible.
Sandra Fine, there's a flight that leaves at 8.05.
Caller Yes, that sounds OK. How long does the flight last?
Sandra It takes 2 hours 20 minutes. With-check in an hour beforehand. And then back on the 16th. There's a flight at 16.45 or 17.50.

Caller The later one, please.
Sandra OK. Is it just yourself that's travelling?
Caller Yes, it is.
Sandra Could I just take some details? Can you tell me your name, please?
Caller Yes, it's Jones, Gareth Jones.
Sandra J-O-N-E-S ?
Caller That's right.
Sandra And your address, Mr Jones?
Caller 37 Bristol Drive, Swansea, SE4 7PG
Sandra And your telephone number, please?
Caller 07702 623479.
Sandra 07702 623479. And which hotel have you chosen?
Caller The El Prado seems to be very good. Is it with a continental breakfast?
Sandra Yes, that's right. It's a lovely hotel. I'm sure you'll like it. And is it a single room?
Caller Yes.
Sandra Right. OK. So that's three nights from 13 April for Mr G Jones, staying at the El Prado, departure Heathrow, return from Barajas airport on the 16th. The price is £325 in all. Do you have a pen and paper?
Caller Hang on. OK.
Sandra I'm just going to give you your booking reference number. It's BT 5473. I'll prepare everything for you and put it in the post this evening. And how would you like to pay?

Unit 6, Exercise 3 (CD 1 Track 17)

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

Unit 7, Exercise 2 (CD 1 Track 18)

Rec. King James Hotel. How can I help you?
Caller Hello, I'd like to book a room for my husband and myself, please.
Rec. Hold the line, please. I'll put you through to Reservations.
Res. Reservations.

- Caller Good afternoon, I'd like to make a booking for myself and my husband.
- Res. Could I have your name, please?
- Caller Yes, it's Herridge – Ann Herridge.
H–E–R–R–I–D–G–E.
- Res. OK. And when would you like to come?
- Caller The weekend of the 15 July – for two days, please.
- Res. I'm sorry Mrs Herridge, will that be one or two nights?
- Caller Oh, yes sorry, two days and two nights – arriving the 15th and leaving on the 17th.
- Res. And that would be a double room, would it? Would you prefer smoking or non-smoking?
- Caller Non-smoking, please. Oh, and the last time we came, we stayed in a room at the back of the hotel overlooking the park. Do you know if we could have the same room? I think it was room 103.
- Res. Hold the line, please. I'll just check. I'm afraid we don't have exactly the same room but I can put you in 205 – it's got the same view and a balcony. The rate's slightly more expensive – £110 per person.
- Caller Well, that's all right, we'll take that.
- Res. Fine. How will you be paying, Mrs Herridge?
- Caller By credit card, Visa.
- Res. Could you give me the number, please?
- Caller Yes, it's 4999 1825 6857 6238.
- Res. So that's 4999 1825 6857 6238 and your address, please?
- Caller 25, Oldham Road, Manchester.
- Res. O–L–D–H–A–M?
- Caller That's right. In Manchester.
- Res. Right, Mrs Herridge, I've made the reservation. We look forward to seeing you again on the 15th.
- Caller Thank you.
- Res. You're welcome. Goodbye.
- Caller Oh, I nearly forgot, I was wondering if you could arrange for a bottle of champagne to be in the room when we come, it's our wedding anniversary.
- Res. That's no problem. I've made a note and it'll be ready when you arrive.
- Caller Thank you so much. Goodbye.
- Res. Goodbye.

Unit 7, Exercise 4 (CD 1 Track 19)

- Rec. Good afternoon.
- Guest Good afternoon. We'd like to book a room, please.
- Rec. Fine, what kind of room would you like?
- Guest A single room with bath, please. Oh, and a king-size bed.
- Rec. I'll just check that we have a room free. Yes, that's OK. Could you tell me your name?
- Guest Yes, it's Jan Urbanik. That's J–A–N and the surname is U–R–B–A–N–I–K.
- Rec. OK, I've got that. And your nationality?
- Guest Polish.
- Rec. And how long will you be staying?
- Guest Just a couple of nights, until 8th December.
- Rec. So that's a double room for two nights.
- Guest Yes, can you tell me the price?
- Rec. Yes, it's £95 per night, breakfast included. And could I just take your passport number?
- Guest Yes, I have it here ... it's EG6662781.
- Rec. Fine, and how will you be paying, Mr Urbanik?
- Guest With a Visa card.
- Rec. OK, if I can just take an imprint of the card. Thank you. Right, well here's your key and your room number is 19, on the first floor.
- Guest Thank you.

Unit 7, Exercise 10 (CD 1 Track 22)

- One**
- Caller I'd like to speak to Mr Courtney in Room 136, please.
- Rosa I'll put you through. Sorry, there's no reply.
- Caller Can you take a message, please?
- Rosa Yes.
- Caller Could he fax me a copy of the contract for the Ashcroft deal as soon as possible? It's urgent. I need it for a board meeting this afternoon.
- Rosa OK. And your name please.
- Caller Mr Young, Y–O–U–N–G. Oh and the fax number is 01775 5830182.
- Rosa Right. I'll make sure he gets the message.
- Two**
- Caller Hello, I'd like to speak to Mr Taylor, please.
- Rosa I'm sorry, he left just five minutes ago.
- Caller Oh, could I leave a message for him, please?
- Rosa Certainly.

Caller My name is Mrs Hunter. Could you tell him that I'll pick him up at eight o'clock tomorrow to take him to the factory?

Rosa Fine, I'll tell him when he comes in. I'll just repeat what you said to make sure I've understood. Your name is Mrs Hunter and you'll be coming to the hotel tomorrow at eight to take him to the factory.

Caller That's right. Thank you very much.

Three

Brent Hello. I'd like to leave a message for Emma Black when she gets in, please.

Rosa Yes, I'll just get a pencil. OK

Brent Yeah, my name's Brent Ross. I've arranged to meet her this evening at half past seven outside the Odeon tube station but my plane's been delayed and I don't think I'm going to be able to make it. So the best thing is for her not to go there but to stay in the hotel. It'd be a good idea if she could leave a message on my mobile. It's 0660 616350. If she doesn't call or can't reach me and there's more delay, I'll let her know.

Rosa 0660 616360. OK, I've got that. And your name again is?

Brent Brent – that's B–R–E–N–T – we're engaged to be married.

Rosa Congratulations.

Brent Oh, and another thing, can you tell her I love her very much?

Rosa Oh! Yes, OK. I'll tell her.

Unit 7, Exercise 11 (CD 1 Track 23)

One

Rosa Ah, Mr Taylor I have a message for you. Mrs Hunter phoned. She said she would pick you up tomorrow at eight o'clock to take you to the factory.

Guest OK, right, thanks very much. At eight o'clock you say. I'll come down to the lobby to meet her.

Two

Rosa Mr Courtney! I have a message for you. Mr Jung phoned. He asked you to fax him a copy of a contract. He said he needed it for a meeting this afternoon.

Guest Oh, right, which contract?

Rosa He didn't say.

Guest OK. Have you got his number?

Rosa Yes, it's 01755 830182.

Three

Guest Good afternoon. Are there any messages for me?

Rosa Oh yes, Brent called and said that his plane had been held up and that you should stay here and not go to the Odeon tube station.

Guest OK.

Rosa He suggested that you phone him on his mobile.

Guest Right. Did he give you the number? I can never remember.

Rosa Yes. 0660 616360

Guest Thank you.

Rosa He promised to get in touch again if there was a problem.

Guest OK.

Rosa And there was one more message. He told me to tell you that he loves you very much.

Guest Did he? Oh that's so sweet.

Unit 8, Exercise 3 (CD 2 Track 2)

One

It's a fantastic sight and just so calm and peaceful. It really is one of the seven wonders of the world. It actually took 22 years to build and over 20,000 workmen were employed on the site which wasn't completed until 1648. I don't think a woman has ever had such a beautiful tomb made for her.

Two

The best thing is to actually book a hotel on the site itself so you don't have to travel in and out all the time. Probably the best is this one, the Sequoia Lodge, it's very comfortable, there's a shop for souvenirs and things and the kids will really like the playground outside. And there's a free minibus service so you're just a few minutes away from the resort itself and all the rides and attractions.

Three

A Can you tell me what time of year it opens?

B There's no problem there. Twenty-four hours a day, 365 days a year.

A And is there a charge?

B Well, the parks are free and open to the public all year round. But at certain times of the year like May to September there is a charge for parking your automobile.

A Are there boat rides available all year round?

- B No, not all year but the boat rides operate from early May until late October.
- A Isn't that dangerous? It looks pretty scary.
- B No, it's OK if you don't go too close but you may get wet from the spray if you don't wear a raincoat.

Unit 8, Exercise 10 (CD 2 Track 4)

One

- A Hello, we've got two small children and they're getting a bit fed up with historic monuments and museums. Is there anything that might be suitable for them?
- B How old are they?
- A Ten and twelve.
- B Well, why don't you take them to the zoo?
- A Where is it?
- B It's only about three kilometres from the city centre in the grounds of Phoenix Park. I'll give you a map if you like. Alternatively, you might like to think about going to Dublinia.
- A Oh, yes, what's that?
- B It's a multimedia exhibition of medieval Dublin. It's great. The kids can dress up in costumes and it has all the sounds and smells of the time. It's open daily from ten till five.
- A Sounds kind of fun. How do we get there?
- B You walk along Dame Street and it's just behind the Cathedral.
- A OK, thank you very much.

Two

- A Hello. I've seen pretty much everything there is to see in Dublin itself and I was wondering what there is to do further afield.
- B Do you have a car?
- A Yes.
- B Well how about going to Newgrange?
- A What is Newgrange?
- B It's a prehistoric site which is about 5,000 years old. It's a burial chamber and the oldest solar observatory in the world. It's very impressive.
- A Have you got a leaflet?
- B Sure.
- A How far away is it?
- B It's about fifty or sixty kilometres.
- A How do I get there?

- B Basically, you take the N2 road heading north out of the city towards a town called Slane in County Meath. Then you turn right about two miles south of Slane and Newgrange Visitors' Centre is signposted. But if I were you, I'd get there early because it gets very crowded in summer and there can be long queues. Your best bet is to get there at about ten o'clock in the morning.

- A OK, thanks, I'll give it a try.

Three

- A Good morning, I'm staying here a few days and I'm interested in Irish literature. Can you tell me the best places to go?
- B Is this your first visit?
- A Yes.
- B OK, well I suggest starting off with the Dublin Writers Museum – here's a brochure. You can see manuscripts and letters and rare editions of people like Jonathan Swift or Oscar Wilde. And then if you like James Joyce, there's the James Joyce Cultural Centre.
- A Where is the Writer's Museum?
- B It's at number 18 Parnell Square in the north of the city. Have you got a car?
- A Yes.
- B Well, here, I'll give you a map. If you see here, you cross the river, the best thing is to go over Grattan Bridge at the end of Parliament Street, that's here. Go up Capel Street to the end and fork right into Bolton Street. Then it's the third on the right into Granby Row and it's on the left just here. It's opposite the Museum of Modern Art. You can't miss it.
- A OK, Thank you very much. You've been very helpful.

Four

- A Hello. Can you tell me where the best sort of traditional Irish pub is around here, you know with traditional music and that kind of stuff?
- B If you're into Irish folk music then O'Donoghue's is probably the best. That's where the Dubliner's group started up.
- A Oh right, great. Can you tell us where it is?
- B It's in Merrion Row, just off St Stephen's Green.
- A St Stephen's Green? Where's that?
- B I'll show you on the map. It's here, in this square E5, just between St Stephen's Green and Baggott Street.
- A Right thanks. I'll go there this evening.

Unit 8, Exercise 13 (CD 2 Track 5)

Good morning ladies and gentlemen and welcome to the Guinness brewery. This is the largest brewery in Europe and we export to over 120 countries.

I'll start by telling you a little bit about the beer-making process. There are basically four main ingredients for making Guinness, these are barley, hops, yeast and water. And, by the way, the water we use doesn't come from the River Liffey here in Dublin, as some people think, but from the Wicklow mountains to the east.

Well, if you look at this diagram it tells you how the Guinness is made. First of all the barley – and there are three main types of barley – is ground here in what is called the the grist mill. It's a bit like grinding coffee really and then this sort of powder, or grist, is fed along this pipe and is mixed with hot water. Then this thick mixture goes into this big container here called a kieve, where after a while a dark, sweet liquid is produced. That's the famous black colour. After that the hops are added to the wort in these huge 20-tonne kettles. Everything is boiled to a very high temperature for about 90 minutes and then it's strained and goes into these cylinders where the yeast is added. This is where the sugars turn to alcohol and then, after being fermented, the yeast is removed from the mixture by a centrifuge.

So, now we have the Guinness and it's stored in these storage tanks for about ten days and then pumped into tankers or kegs, ready to be sold either as draught Guinness, which is sold in a pub, or in bottles for the supermarket.

Unit 8, Exercise 20 (CD 2 Track 6)

OK everybody? We're now standing outside the main entrance to the Natural History Museum, which is one of the best examples of London's 19th century architecture.

As you can see, the building looks very much like a cathedral and was designed by the architect Alfred Waterhouse using an iron and steel framework hidden behind arches and columns, which, if you look closely, are decorated with sculptures of animals and plants.

The museum houses a whole host of exhibits of dinosaurs, mammals, as well as insects and plants. There are also displays devoted to human biology and the origin of species.

You can also visit the Earth galleries where you can find out what it's like to be in the middle of an earthquake or standing next to a volcano.

Entrance to the museum is free and there's a cafeteria if you get hungry, and a bookshop and a gift shop if you if you want to buy any souvenirs.

Unit 9, Exercise 3 (CD 2 Track 7)

Juliette Good morning. Do you have any luggage to check in?

Passenger No, just the one piece of hand baggage.

Juliette May I see, please?

Passenger Sure.

Juliette I'll just check the weight. I'm very sorry, it's 18 kilos, so I'll have to check it through. You won't be able to take it on board as hand baggage.

Passenger But there's paperwork in there I need on the plane.

Juliette OK, if you'd like to take some things out.

Passenger I don't understand. This case was sold to me as cabin size.

Juliette I'm sorry but you're only allowed 12 kilos on board and it's far too heavy. May I see your passport? I'm afraid you're on standby for the moment.

Passenger What do you mean? I made this reservation three months ago. I have my ticket. I must leave on this flight.

Juliette I understand but the flight has been oversold and as you're one of the last people to check in – I don't mean you're late – but unfortunately the airline has sold more tickets than there are seats on this flight.

Passenger But that's illegal! It's your job to put me on this flight – I have an important meeting in Berlin and I can't miss it.

Juliette I really understand how you feel but all airlines follow this policy. The only thing you can do is wait until the end of check-in at 8.30. If you come back and see my colleague, the blonde-haired woman over there, then she'll call those who can leave by their names and give them their boarding passes. If no one calls you, just stay in front of the desk. That means you won't

leave on that flight, unfortunately, but the supervisor will put you on the next flight and arrange compensation.

Passenger So the blonde girl is the supervisor?

Juliette No, not exactly. She's responsible for this flight and she's the one who'll call the supervisor who'll look after you.

Passenger OK, but I'm not happy about this. And what about my case?

Juliette I've put a security sticker on it and I'm giving it back to you. If we can put you on the next flight I'll take it back. If not, you'll have to check it in again for the next one.

Passenger OK, I'll hang around.

Unit 9, Exercise 12 (CD 2 Track 8)

One

A Hello, this may sound stupid but I'm going to Sydney soon and I don't know whether they drive on the left or on the right!

B Well, in Australia they drive on the left and if there's nothing coming the other way, they overtake on the right.

Two

A Excuse me, am I on the right train to go to the Opera House?

B No, this one's going to Bondi Junction. You want to change at Sydenham station and then follow the green or orange signs down onto the platform and then take either one of those lines and get off at Circular Quay.

Three

A Excuse me, where can I get a Sydney TravelPass from?

B You can get them from a railway station or maybe from a newsagent's. There's one just round the corner between the bank and the cinema.

A Thanks a lot.

Four

A Good morning, is it possible to get a bus from King's Cross to Clovelly?

B Let's have a look at the route map. Yes, but you have to change. If you get the 327 bus from King's Cross in the direction of Bondi Junction then change and get on the 353, that'll take you to Clovelly.

A Thanks very much.

Unit 9, Exercise 20 (CD 2 Track 10)

Clerk Good morning, Kiwi Motorhomes. How can I help you?

Annette Good morning, I'd like to rent a car, please.

Clerk Sure. Is it just for yourself?

Annette No, my husband and two children.

Clerk And how long would you like to hire the vehicle for?

Annette Just four days from tomorrow morning. We want to go up to the Blue Mountains.

Clerk OK, we've got either a Toyota Camry or a Nissan available but nothing else I'm afraid at such short notice.

Annette That's OK. Which is cheaper?

Clerk The Nissan. That's just \$44 a day plus a \$40 deposit.

Annette OK, we'll take that one.

Clerk And do you want Collision Damage Waiver?

Annette What does that mean?

Clerk It means that if you have an accident then you're insured whether or not it was you who caused the accident.

Annette OK, that sounds like a good idea.

Clerk And do you want the unlimited distance option at \$15 a day? Otherwise there's an extra charge of 18 cents per kilometre.

Annette Well, we're going quite a long way so it's best if we don't have to pay for each kilometre.

Clerk OK, that's fine. So we can fill in the booking form. Your name is ...?

Annette Mrs Dumas, D-U-M-A-S. Annette.

Clerk And you're over 23?

Annette Oh, yes.

Clerk And what kind of driver's licence do you have?

Annette I've got an international driver's permit. The number's 112101SAMP.

Clerk OK. And how many passengers will there be? Oh, yes, four including the children. Do you need a child seat?

Annette Yes, for the two-year-old.

Clerk Right, and you'll pick the car up from here, I take it.

Annette Yes. As early as possible.

Clerk We open at nine. Right, tomorrow's the 21 March. And do you know where you'll be dropping it off?

Annette We'll bring it back here, end of the afternoon if that's all right. Four days you said?

Clerk Fine, and you'll need to top up the tank with petrol. We give you a full tank when you pick up the car. And how will you be paying Mrs Dumas?

Annette Mastercard.

Clerk Great, so the total price will be ...

Paul Yes, I'll have a kir too.

Waiter Two kirs.

Mary Have you been here before?

Paul Actually, it was John who recommended this particular restaurant to me but I've never been here myself.

Mary Well, it's certainly very pleasant. I'm not entirely sure but I've a feeling I came here for a working lunch a few years ago. Oh, thank you.

Paul Thank you.

Waiter Are you ready to order?

Paul Mary?

Mary I think so. But could you tell me what the soup of the day is?

Waiter Certainly. Today we're serving a Gratinée à l'Oignon. That is a French onion soup topped with croutons and cheese.

Mary Sounds good to me. I'll have that. What do you fancy?

Paul I think I'll have the snails. After all, we are in France!

Waiter And to follow?

Mary OK, I'll have the rack of lamb, please but could you do it without the mint sauce, please? I'm allergic to mint.

Paul Yeah, the lamb looks good. Could you tell me what a choron sauce is?

Waiter Ah, yes of course. Choron sauce was created by a man called Alexander Etienne Choron, a famous French chef of the 19th century. Choron sauce is a delicious Béarnaise sauce with a tomato puree.

Paul OK, I'll have that!

Waiter And what would you like to drink?

Mary What do you recommend?

Waiter I'd certainly recommend the Cabernet Sauvignon, madam.

Paul So, we'll have a bottle of that, please.

Waiter Thank you. So that's one soup of the day and one plate of snails followed by two rack of lamb and a bottle of Cabernet Sauvignon.

Paul That's right.

Waiter Thank you, sir.

Unit 10, Exercise 14 (CD 2 Track 12)

A I'm starving. Let's go eat.

B Where?

A I don't know, let's look at the guide.

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

A Doesn't matter. I've got plenty.

B How about this place here?

A Mmm, doesn't have a fixed-price menu.

B OK. Well, I'd quite like to sit out on the sidewalk.

A Yeah, good idea, but I don't like seafood much.

B You really are difficult! Anything else you don't like?

A I don't eat meat.

B OK, so we don't have much choice, do we? And I don't want to be surrounded by lots of kids so I guess we'll have to go to this one here.

Unit 10, Exercise 17 (CD 2 Track 13)

Waiter Bonsoir, vous avez réservé?

Paul Non, nous n'avons pas. I'm sorry but we don't speak French.

Waiter OK, that does not matter. So, there are two of you?

Paul That's right.

Waiter If you would like to follow me, please. There's a table free by the window. If you would like to sit down. Shall I take your coat, madam?

Mary Oh, thank you.

Waiter And here's the menu. Would you like something to drink before your meal?

Peter Mary?

Mary Yes, good idea. What have you got?

Waiter Martini, Cinzano, Kir – that is white wine with a blackcurrant liqueur, or ...

Mary I'll have a kir.

Unit 11, Exercise 2 (CD 2 Track 14)

One

Kwanzaa is an African-American holiday observed by African communities throughout the world. It begins on

December 26 and continues through January 1. Kwanzaa is a celebration of family, community and cultural roots when we learn about the achievements of our African history and commit ourselves to certain ideals such as truth, justice, respect for people and nature, care for the weak and respect for our elders. And this is symbolised by the ritual lighting of the seven candles. Each day a candle is lit, which represents one of the Seven Principles which we promise to live by, which are unity, self-determination, collective responsibility, co-operative economics, purpose, creativity and faith.

Two

Everywhere you go in Japan outside temples or along country roads you can see Jizo statues. They are made of stone and often wear a red cap and a bib like these ones and some carry a stick in one hand and a good luck jewel in the other. The Jizo originate in Buddhism, the Buddhist Bodisattva, and rescue souls from hell and transport them to paradise. In Japan we believe they guard over children who suffer and when a child dies, we place stones in front of a Jizo statue and say prayers so that the deity will help the child into the next world.

Three

Flamenco is traditional song and dance that originated in Andalusia in southern Spain. Nobody really knows about its history but it developed over several centuries from gypsy, Moorish, Andalucian and other roots, and then entered polite society in the early 19th century as café entertainment. The guitar and the rapid handclapping of the singers and dancers set the scene. The dancer doesn't begin straightaway, but waits, absorbing the rhythm of the guitar, the clapping and the singing until he or she is inspired to dance. And flamenco is improvised. It represents the dancer's spontaneous expression of the moment's emotions. And those who aren't singing may shout encouragement like: ¡olé! or ¡baile! ¡baile! — dance! dance!

Four

The Highland Games is a festival held every year since the beginning of the 19th century in different towns in northern Scotland with competitions in sports, music and dancing. Of course, if you go to the games you're bound to see many men wearing kilts and playing traditional music on the bagpipes. Typical sports include throwing a

heavy ball at the end of a chain and what we call tossing the caber. Here each contestant has to lift and throw a huge piece of wood shaped like a tree trunk. You have to be extremely strong and skilful because a caber weighs about 60 kilos and is over five metres long. This is a uniquely Scottish event and the games represent our pride in being Scottish and our history and national heritage.

Unit 11, Exercise 12 (CD 2 Track 15)

Before we go in to see the performance I would like to tell you something about Japanese traditional theatre. There are three major types of traditional theatre performed in Japan. These are Noh, Kabuki and Bunraku.

Noh is a very old form of theatre dating back to the 14th century and was enjoyed by the higher social classes. The plays tell stories about gods, warriors, beautiful women and supernatural beings. The leading characters wear masks and speak and sing in a very monotonous way, accompanied by a chorus and musicians playing traditional drums and flutes. The wooden stage is usually outdoors and has a roof supported by four columns and there's just a single pine tree as scenery.

Noh theatre is very slow and dramatic but Kabuki is much more colourful and has a large cast. The origins go back to the 17th century and Kabuki was the popular culture of ordinary people. The plays are often about historical events and relationships between men and women. In the early years, both men and women acted in Kabuki plays but later women were not allowed and so all actors are now men. Unlike Noh theatre, in Kabuki no one wears a mask but the make-up is very elaborate and exaggerated.

The stage is also different and is equipped with several gadgets like revolving sets and trapdoors through which the actors can appear and disappear. Another speciality of the kabuki stage is a footbridge, the *hanamichi*, that leads through the audience and is used for dramatic entrances and exits.

Bunraku is traditional Japanese puppet theatre that has its origin in the Edo Period, that is from the early 17th century up until about 1850. The content of Bunraku and Kabuki plays is very similar and often deals with emotional conflict, like when two lovers choose to commit suicide.

The puppets are about one point two metres tall and are manipulated by three people, the puppeteer who wears traditional formal dress and the two assistants who are

both in black. Each person is responsible for a different part of the puppet. There's also traditional music that's performed on an instrument called a *shamisen* which is a kind of guitar with three strings.

Okay. So we are now going to go into the Kabuki-za but first of all you should collect your headphones so that you can follow the action in English.

Unit 11, Exercise 16 (CD 2 Track 17)

One

A I've heard of something that's called Poppy Day, but I don't know what it is.

B Well, in Britain on 11 November we commemorate the end of the First World War, which ended at the eleventh hour of the eleventh day of the eleventh month, which was the 11 November 1918.

A OK, but why poppies?

B In the days before 11 November people wear a red flower called a poppy to honour the men who died in the First World War. This is because poppies only grow in soil that has been disturbed and when many of the battles in the war were over, lots of poppies grew in the fields.

A What do you do with the poppies?

B Well, in 1918, a woman called Moira Michael wrote a poem called *We shall keep the faith*, in which she promised to wear a poppy in honour of our dead. So this began the tradition of wearing a poppy in remembrance which British people have kept ever since.

Two

A Do you have any national celebrations like we have Independence Day in the United States?

B In my country, 21 April is known as Tiradentes Day. This day is a public holiday in order to commemorate the death of one of Brazil's greatest heroes, Joaquim José da Silva Xavier.

A Why the name Tiradentes?

B Joaquim José da Silva Xavier was his real name but he was called 'Tiradentes' which means 'puller of teeth' because he worked as a kind of travelling doctor and dentist when he was young. He later became the leader of the Inconfidência Mineira, a revolutionary movement against Portuguese rule. He was captured and hanged on 21 April 1792 and became a martyr in Brazil's fight for independence.

Three

A What public holidays do you have in the United States?

B Back home in the States on the fourth Thursday of November we have a public holiday called Thanksgiving when people don't go to work and traditionally spend the day with their family eating a large meal consisting of turkey and pumpkin pie.

A How did that idea begin?

B Well, the actual idea is similar to the harvest festivals in other countries but it's linked to the beginnings of North America, when the first settlers, called The Pilgrims, arrived in 1620 in what is now the state of Massachusetts. Their first winter was difficult and half the colony died from disease and hunger.

A That doesn't sound like anything to celebrate!

B No, but the following spring the Iroquois Indians taught them how to grow corn and showed them other crops to grow and how to hunt and fish. In the autumn of 1621, after a successful harvest, the settlers planned a great feast and invited the local Indian chief and 90 Indians, who apparently brought popcorn with them, which of course was totally unknown in Europe.

Unit 12, Exercise 8 (CD 2 Track 19)

Host And can we have our next caller, please?

Call 1 Hello, my name's Louisa Barnes. Can you recommend a holiday where you can learn to do gourmet cooking?

Janet Hello. Yes, well, if you like Italian cooking then you'll probably be interested in Gourmet Adventure holidays on the Amalfi coast of Italy. They accept only 12 guests at any one time so they're very relaxed and informal.

Call 1 Sounds interesting. Is accommodation included?

Janet No, you have to organise the flights and accommodation yourself. But if you ask, they'll send you details of hotels in the surrounding area.

Call 1 How do I get in touch with them?

Janet If you look at their website at www.italiangourmet.com you'll be able to get more information and write to them.

Call 1 OK, I'll do that. Thanks very much.

Host Sounds a good idea. If I had the time, I'd go on a holiday like that. And the next person on the line?

Call 2 Hello. My son and I would like to go to Spain, either Madrid or Barcelona to see a home game of either Real Madrid or Barcelona Football Club. Could you give us some advice?

Janet Well, if you want to get tickets from the club direct, you have to be in Spain because the tickets go on sale just two days before the match. So if I were you, I would contact an agency called Fanfare, that's F-A-N-F-A-R-E on 0-1-6-1 4-3-7-treble 0-2. They have tailor-made offerings including flights, hotel and tickets and could do you a package.

Call 2 Thanks very much, I'll give them a ring.

Host Hello, we have a call from Susan Banks, is that right?

Call 3 Yes, hello. I'm interested in going on a whale-watching expedition. I'm thinking of going to Canada, British Columbia to be precise, and I was wondering if there's anything you know of in that part of the world. Have you got anything to recommend?

Janet Sure. If you're interested in saving the whales, you should contact an organisation called The Ecosystems Research Foundation. This is a non-profit-making organisation which funds ecological research through ecotourism and you can actually participate in an expedition directly as a paying volunteer. You can write to them at PO Box 124, Port Hardy, British Columbia, Canada VON 2P0.

Call 3 Thank you. That's a great help.

Host And the last call is about gardening holidays. Is that right?

Call 4 Yes, hello. I'm very interested in gardens and I've visited most of the famous gardens in Britain so I was wondering what you could recommend overseas.

Janet Well, gardening tours are very popular at the moment and so there's plenty of choice. If you want to stay in Europe, then you could try Adderley Garden Tours, that's A-D-D-E-R-L-E-Y, as they've got a number of good packages. For example, there's the gardens of the Alhambra Palace in Granada which are really spectacular and I know there are tours around Italian Renaissance-style gardens where the tour guide is a famous writer on gardens.

Call 4 OK, and where could I go if I wanted to travel outside Europe?

Janet Then you might like to try long-haul destinations such as Australia, New Zealand, or Canada or Japan. In that case there's an organisation called Delightful Garden Tours that will be able to help you. They've got a website and the name is just one word: delightfulgardentours.com.

Call 4 OK. Thank you very much. I'll have a look at that.

Unit 12, Exercise 13 (CD 2 Track 20)

Chair OK, let's get this meeting started. Has everyone got the draft itinerary?

All Yes.

Chair Good, so what we have to do is complete the missing days and if we can finish this today then we'll be in a position to offer it to Kuoni for their catalogue. So, as I understand it they will be taking people out on a scheduled flight and putting them up in the Meridian Pyramids Hotel for two nights. What we need to look at is the sightseeing part of the holiday.

Orla So, what about Day 2? I guess the pyramids at Giza are the obvious choice.

Imad That sounds like a good idea to begin with but we could do that as a half-day excursion and then do the Egyptian Museum and the Tutankhamun collection in the afternoon.

Orla That might be possible but it's a lot for one day. I'm not sure about that.

Chair Well, if we use a good guide who just shows them the most essential things then they only need spend a couple of hours at the museum. That's probably enough for most people.

Orla OK. It might be possible. But wouldn't it be better if the pyramid tour and the museum were prebooked?

Imad You're right. I think it would be better.

Orla Fine.

Chair Right. Day 3. There's a bit of a problem here because you actually have to get up at two in the morning for the six o'clock Egyptair flight to Abu Simbel. But I don't think we need to say that you have to get up early.

Orla No. Neither do I. It would put people off going on the trip.

Chair So, they arrive in Abu Simbel and then they get on the coach and go off to the Temple of Ramses II and after that the Temple of Hathor. That's actually quite a short visit so they could have a felucca ride in the afternoon.

Orla That's a nice idea but I think it'd be more interesting for them if we flew them to the Aswan Dam.

Imad That's a good idea. And they could stay on board ship and sail overnight to Kom Ombo, couldn't they?

Chair It'd be more expensive but it sounds great. Let's put 'Overnight on board Aswan'. OK. And then on Day 4 they arrive in Kom Ombo. They can visit the temple and then get back on board and sail on to Edfu.

Imad Right. So, after visiting the Temple of Horus at Edfu they can continue on board overnight to Luxor, arriving early Thursday.

Chair That's great. So, for Wednesday we can put the Temple of Kom Ombo, then the Temple of Horus at Edfu and finally On board overnight Edfu.

Imad And when they arrive in Luxor Thursday morning, how about a visit to Valley of the Kings and Queens, followed by the temple of Queen Hatshepsut, which leaves the afternoon to relax before the flight back?

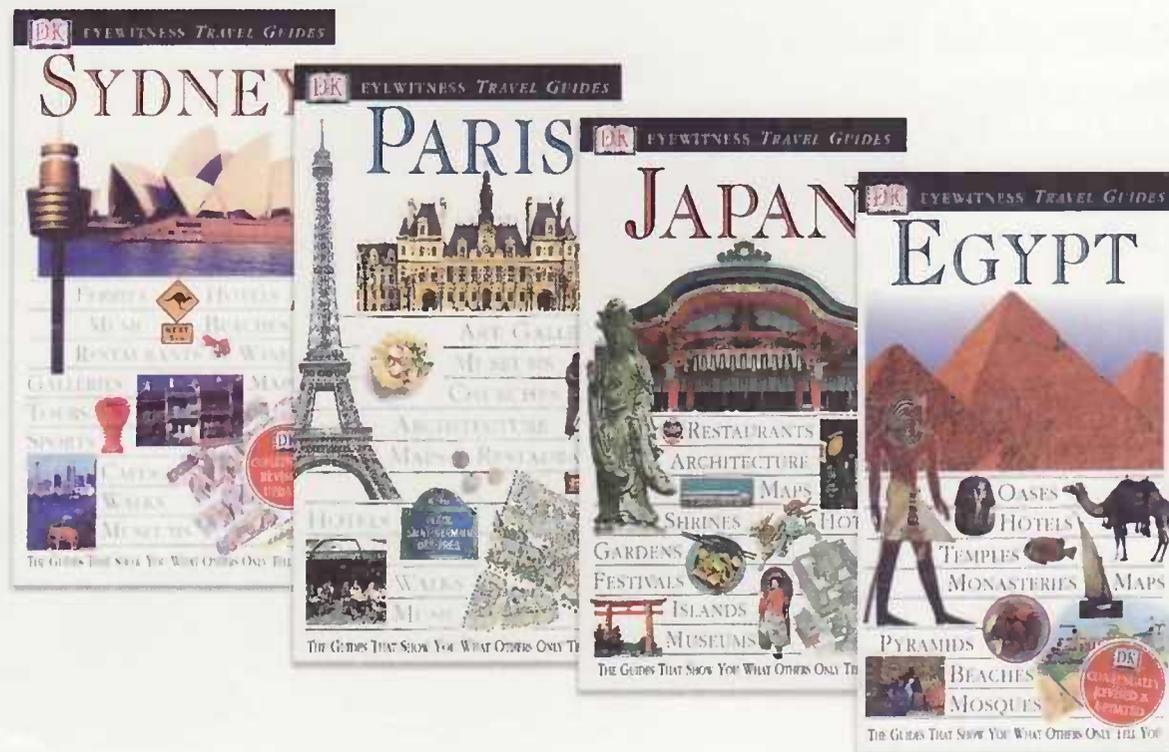
Chair What do you think?

Orla That's fine. And what about offering an optional extra few days in Luxor with excursions to the Karnak complex.

Imad OK. But we'll have to work out a separate price for that.

Chair Definitely!

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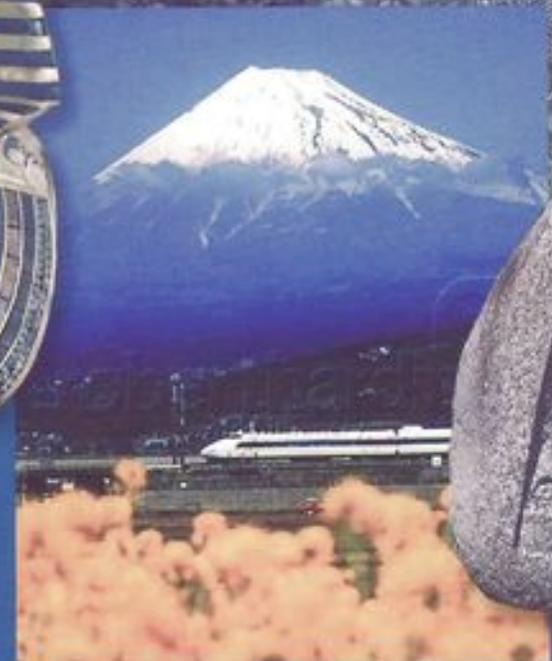
- Explore some of the world's top tourist destinations with material taken from Dorling Kindersley's acclaimed *Eyewitness Travel Guides*
- Bring the working world into the classroom with authentic material from companies within the tourism industry
- Build confidence in working in English with effective communication strategies for workplace situations such as giving advice, taking bookings and dealing with complaints
- Develop language awareness through an integrated syllabus that focuses on the key grammar, skills, vocabulary and pronunciation essential to the tourism professional

Components

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



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