

Міністерство освіти і науки України
ДВНЗ «Прикарпатський національний університет
імені Василя Стефаника»

Маріанна Жумбей, Лілія Копчак

INDIVIDUAL TASKS FOR HOME READING
for Intermediate Level Students of Tourism, Hospitality Industry
and Management in Sociocultural Activity

завдання для домашнього читання та самостійної роботи
з англійської мови
(за підручником «English for International Tourism:
Intermediate»)

Івано-Франківськ
2019

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Навчально-методичний посібник
з англійської мови для самостійної роботи
студентів II-III курсів
спеціальностей «Туризм», «Готельно-ресторанна справа»,
«Менеджмент соціокультурної діяльності»

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Жумбей М.М., Копчак Л.В. “Individual Tasks for Home Reading for Intermediate Level Students of Tourism, Hospitality Industry and Management in Sociocultural Activity ” Навчально-методичний посібник з дисципліни «Англійська мова» для самостійної роботи студентів денної форми навчання II-III курсів спеціальностей «Туризм», «Готельно-ресторанна справа» та «Менеджмент соціокультурної діяльності». Івано-Франківськ, 2019. 81 с.

Навчально-методичний посібник складається з 12 розділів, присвячених різним розмовним темам професійного спрямування згідно структури підручника “English for International Tourism: Intermediate” by Peter Strutt, 2013. В кожен розділ входять: тексти для читання з глосарієм та завданнями для опрацювання тексту, набір тематичних ідіом для застосування у відповідних самостійно створених ситуаціях, граматичні вправи для закріплення засвоєного граматичного матеріалу, а також цікаві історії з життя працівників галузі туризму для розширення лексичного запасу, вдосконалення навиків читання та розуміння отриманої інформації

Матеріали навчально-методичного посібника можуть бути використані як викладачами на заняттях з англійської мови за професійним спрямуванням, так і студентами в самостійній та індивідуальній роботі.

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ВСТУП

Самостійна робота: суть, мета, види, завдання.

Самостійна робота студентів при вивченні англійської мови відіграє першорядну роль. Згідно з Положенням “Про організацію навчального процесу у вищих навчальних закладах”, самостійна робота студента є основним засобом оволодіння навчальним матеріалом у час, вільний від обов’язкових навчальних завдань.

Традиційно **самостійна робота** визначається як:

- «основний спосіб освоєння студентами навчального матеріалу без участі викладача, а також час, вільний від обов’язкових навчальних занять»;
- «... форма навчання, в якій студент засвоює необхідні знання, опановує уміннями і навиками, вчиться планомірно і систематично працювати, мислити, формує свій стиль розумової діяльності».

Метою самостійної роботи є:

- оптимізувати процес оволодіння студентами іноземною мовою;
- активізувати їх пізнавальну діяльність у навчальному процесі;
- розвинути компетенції читання, письма та перекладу;
- підвищити ефективність опрацювання програми навчальної дисципліни.

Самостійна робота при вивченні професійної англійської сприяє: поглибленню і розширенню знань; формуванню інтересу до пізнавальної діяльності; оволодінню прийомами процесу пізнання; розвитку пізнавальних здібностей студента. Власне тому самостійна робота при вивченні професійної англійської є головним резервом підвищення ефективності підготовки висококваліфікованих спеціалістів

Самостійна робота студентів – це складне педагогічне явище, особлива форма навчальної діяльності, спрямована на засвоєння студентами сукупності знань, вмінь, навиків, а також сприяє формуванню навичок самостійної роботи в учбовій, науковій та професійній діяльності, які є необхідні у вищій школі; для формування здібності приймати на себе відповідальність за володіння навчальним матеріалом, самостійно вирішувати проблему підвищення рівня володіння мовою і т. д.

Вирізняють такі основні **види** самостійної роботи студентів при вивченні професійної англійської:

- вивчення нового матеріалу: читання та конспектування літературних джерел інформації; перегляд відеозаписів; прослуховування лекцій онлайн та ін.;

- поглиблене вивчення програмного матеріалу: підготовка до контрольних, практичних робіт; підготовка до модульного контролю та іспитів з англійської мови; виконання типових вправ на аудіювання, на розвиток лексичних навичок, на розвиток навичок діалогічного та монологічного мовлення;

- вивчення матеріалу з використанням елементів творчості: підготовка домашнього читання; участь у ділових іграх; участь у розгляді навчальних проблемних ситуацій; підготовка рефератів, доповідей, інформацій з заданої тематики та ін.;

- слухання лекцій, комунікативний підхід до участі у практичних заняттях;

- робота з основною та рекомендованою літературою та ін.

Самостійна робота студента – це самостійна діяльність, яку викладач планує і систематично контролює. Студент виконує її під керівництвом і контролем викладача, але без його прямої участі. Всі зазначені види самостійної роботи викладачі включають у загальний рейтинг оцінювання знань та умінь. Кожен із зазначених видів самостійної роботи є поза аудиторним і потребує від студентів наполегливої праці. Навчальний матеріал, який пропонується для самостійного опрацювання, передбачений робочим навчальним планом, виноситься на підсумковий контроль поряд з навчальним матеріалом, який опрацьовувався при проведенні аудиторних занять.

Завдання самостійної роботи:

- розширення і поглиблення знань з дисципліни, що вивчається; розвиток мовних компетенцій в межах програми;
- розвиток вмінь роботи з допоміжною (довідковою) літературою, лексикографічними джерелами та іншими інформаційними ресурсами;
- формування у студентів самостійності при вирішенні запропонованих завдань; підвищення рівня володіння іноземною мовою як складовою майбутньої професії.

Виходячи із вище зазначеного, поданий у навчально-методичному посібнику матеріал можна використовувати для самостійної та індивідуальної роботи студентів спеціальностей «Туризм», «Готельно-ресторанна справа» та «Менеджмент соціокультурної діяльності» відповідно до кількості годин, виділених на самостійну роботу на II та III курсах (див. табл.1).

Табл. 1, Кількість годин, виділених на самостійну роботу з іноземної мови даних спеціальностей:

Спеціальність	Туризм	Готельно-ресторанна справа	Менеджмент соціокультурної діяльності
Курс			
II	162	94	102
III	100	108	138

Отже, самостійна робота студентів у вищих навчальних закладах при вивченні професійної англійської мови становить невід’ємну складову навчального процесу. Самостійна робота входить у загальний рейтинг і призначена для розвитку навичок самостійного засвоєння мовного матеріалу.

Unit 1. Careers in Tourism

“Choose a job you love, and you will never have to work a day in your life”

(Confucius)



1. a. Read and translate the text:

Jobs You Might Be Interested in

Tourism is a diverse industry which offers long-term career opportunities for enthusiastic individuals who want to put their education and skills to work in various environments. People in tourism may work indoors or outdoors, standard hours or on a flexible schedule, seasonal jobs or all-year-round.

Tourism industry can be divided into five career areas: accommodation, food and beverage services, recreation and entertainment, transportation and travel services. All of these areas involve providing services to people travelling, thus treating them in a hospitable way.

The main thing to know about careers in hospitality and tourism is that it's never going to be your typical *nine-to-five job*. The people who work in this sector really *take one for the team* and work when others are having fun. For instance, people who work in pubs and clubs tend to work mainly in the evenings while people who work in travel agencies are especially busy when everyone is *jetting off* on their summer holidays.

Here are some interesting jobs in tourism to help you decide on your career path!

Concierge. If you enjoy welcoming people and helping them feel at home, then you might want to become a concierge in a hotel. A concierge is the first person that most guests meet. Their tasks tend to include things like answering questions, taking reservations, and recommending activities – but if you end up on the more luxurious side of the sector, you might find yourself with a few more *outlandish requests!*

Event manager. Working as an event manager will mean *thinking on your feet* and solving a lot of practical problems – everything from technical difficulties to spilled wine will be on your list! However, it also means that you'll get to meet a lot of different people and maybe even some celebrities, depending on what kind of events you decide to become involved in. You could end up working in a conference center, concert hall, or festival spaces, so you can be sure that you'll experience a lot of variety.

Restaurant general manager. For those who are keen to be in the food industry but don't want to actually be in the kitchen, managing a restaurant could be *a good compromise*. You will still need to know all about food (including important things like *health and safety regulations*), but you'll also have a lot of customer service responsibilities. Restaurants need a lot of staff and you'll *be in charge of* them all, so you'll need good leadership skills too.

Tour guide. This role is perfect if you are a confident public speaker with a great memory and no problem spending lots of time on your feet. Your main task will be showing groups of tourists around the important parts of town and keeping them entertained. An interest in history can also be helpful in this job, as most places will

have famous landmarks or buildings that visitors will want to know about – so be prepared *to do a lot of research!*

Whether you're a travel agent, a hotel manager or a luggage handler, you need to be *customer oriented*. Consequently, excellent communication skills, patience and a friendly nature are essential for you *to thrive* in tourism and hospitality industry. You will be working with plenty of clients who will require your help, so being able *to cater to their needs* is a must. So if you are a warm, enthusiastic and helpful personality, this industry is a great choice.

b. Glossary to assist your text comprehension:

a nine-to-five job - a normal and routine job (often used to describe boring or unfulfilling jobs)

to take one for the team - willingly undertake an unpleasant task or make a personal sacrifice for the collective benefit of one's friends or colleagues

jetting off - to depart and travel by airplane

outlandish requests - invitations to work abroad

thinking on your feet - having good ideas and making decisions quickly in a difficult situation

a good compromise - a positive mutual agreement

health and safety regulations - instructions on how to protect workers and other persons present at workplaces from work-related risks to their health, safety, and well-being

to be in charge of - be responsible for

to do a lot of research - to carefully investigate the field of your occupation

customer-oriented - focused on helping clients to meet their needs and wants

to thrive – to develop well, grow successfully

to cater to one's needs - to provide or supply what is desired

2. Answer the questions based on the text:

1. What kind of industry is tourism?
2. Name five career areas in tourism industry.
3. What are the advantages and disadvantages of working in tourism and hospitality industry?
4. Characterize a job of a tour guide.
5. What are the duties of an event manager?
6. What skills and characteristics do you need to work in tourism and hospitality industry?

3. a. Think of the duties of the given professions and try to explain them in one sentence:

e.g.

A concierge welcomes guests at the hotel, gives recommendations and answers loads of questions.

1. *A travel agent* -

2. *A hotel manager* -

3. *An event and conference organizer* -

4. *A restaurant chef* -

5. A sommelier -
6. A PR manager -
7. A leisure and activity co-ordinator -
8. A booking manager -
9. A transferman -
10. A cruise ship director -

b. Find 10 more professions in tourism and hospitality and define their duties:

4. Learn the idioms and use them in sentences of your own:

● **have a lot on your plate**

If you **have a lot on your plate**, it means you have a lot of work and responsibilities at the moment.

e.g. "Sorry I didn't call you back sooner; I have a lot on my plate right now."

● **selling like hotcakes**

If a product is **selling like hotcakes**, it means a lot of customers are buying it very fast.

e.g. "The new product is selling like hotcakes. We'll need to produce more to keep up with the demand!"

● **work for peanuts**

If you **work for peanuts**, it means you work for very little money.

e.g. I am sick of working for peanuts!

● **think outside the box**

To **think outside the box** means to think in a creative way that is different from usual.

e.g. "We need to come up with a really good advertising campaign. Let's try to think outside the box."

● **win-win situation**

A **win-win situation** is a cooperative agreement that is good for both people or companies.

e.g. "This partnership will bring increased publicity to their company and new customers to ours. It's a win-win situation."

● **test the waters**

If you **test the waters**, you try something new to see if it will be successful or not.

e.g. "We're testing the waters to see if changing the product's packaging will increase sales."

● **on the back burner**

If a project is **on the back burner**, it means it is less important at the moment.

e.g. "The preliminary market analysis is on the back burner; I have some other projects that are taking priority."

● **in the red / in the black**

If a company is **in the red**, it means it is operating with debt.

A company operating **in the black** means that it has a profit.

e.g. "Our company ended the year in the red with a debt of \$5,000,000."

● **ramp up**

If you **ramp up** something, it means you increase it.

e.g. "We need to **ramp up** our efforts to find new customers."

● **be on the house** – provided free by the owner of the bar, restaurant

e.g. *Can I get you a **drink on the house**?*"

● **work your fingers to the bone**

If you work your fingers to the bone, it means you work very hard.

e.g. *I **worked my fingers to the bone** to give my children a good life.*

● **burn the midnight oil** - consistently work beyond normal business hours

e.g. *Our manager is **burning the midnight oil** to meet every deadline.*

● **not rocket science** - something is not complicated to understand

e.g. *Just look up the answer online; **it's not rocket science.***

● **get the ball rolling** - to get started

e.g. *It's time to **get the ball rolling** on the 2018 forecast.*



5. a. Fill in the gaps with the necessary question words (why, when, could, how, what) to form the questions used at the job interview. Some of the words may be used more than once:

1. _____ you tell us about yourself?
2. _____ should we hire you?
3. _____ did you learn about the vacancy for the position of a receptionist?
4. _____ is your greatest strength?
5. _____ is your greatest weakness?
6. _____ have you left your job?
7. _____ foreign languages do you speak?
8. _____ do you want this job?
9. _____ do you handle stress and pressure?
10. _____ will you be able to start?
11. _____ are your salary expectations?

b. Make-up a dialogue on job interview procedure using the questions formed (choose any job in tourism or hospitality industry).



6. Read a funny story and retell it in class:

Numeracy Skills

A tourist is travelling with a guide through one of the thickest jungles in Latin America, when he comes across an ancient Mayan temple. The tourist is charmed by the temple, and asks the guide for details. To this, the guide states that archaeologists are carrying out excavations, and still finding great treasures. The tourist then asks how old the temple is.

"This temple is 2503 years old", replies the guide.

Impressed at this accurate dating, the tourist inquires as to how the guide gave this precise figure.

"Easy", replies the guide, "the archaeologists said the temple was 2500 years old, and that was three years ago."

Unit 2. Destinations

“The journey of a thousand miles begins with one step”
(Lao Tzu)



1. a. Read and translate the text:

New York – a Traveller’s Dream

New York is the largest and one of the most important cities in the United States of America. This huge city is located on the eastern coast of the country and consists of 5 administrative districts: Manhattan, Brooklyn, Queens, Bronx and the Staten Island. Partially the city is located on the islands *adjacent to* the coast of the Atlantic Ocean and the Hudson Bay.

The population of New York is over 8,5 million people. In addition, more than 140 thousand visitors and tourists arrive to New York every day.

Not being a capital of the country, or even of the state, New York City, however, has become a major center of financial, economic, political and cultural life for the Americans.

The city has a long history. The Dutch were the first *settlers* in the 17th century and the old name of the city was New Amsterdam.

The main center of New York City has always been the island of Manhattan. The main attractions and the *wealth* of the city are concentrated here. The most famous company offices, *headquarters*, museums, monuments of culture and architecture, many theaters and restaurants, hotels and well-known shopping malls are located in the heart of the huge metropolis.

Those who arrive to New York to see the most interesting and famous places of America, begin their journey with a tour of the main symbol of the city and the country, the Statue of Liberty, located on a small island southwest of Manhattan. Since 1886, a huge 93-meter statue *greets and farewells* residents and visitors of New York.

Famous New York skyscrapers are concentrated in the central part of the island of Manhattan, neatly *lined up* on the horizontal and vertical streets of the city.

Despite the huge area, it is impossible to get lost in New York. All the streets form equal squares and have number titles. Twelve wide streets crossing these squares are called Avenues. The most famous Avenues are: Broadway, Fifth and Seventh Avenue. Fifth and Seventh Avenue are famous for their brand shops and designer fashion centers.

Broadway, which as well forms a famous Times Square, is the main area of activities. On Broadway there are a lot of theaters and restaurants. This street is busy day and night.

The richest museums of New York are the Metropolitan and Solomon Guggenheim’s Museum. They contain unique works of world's greatest artists of all times.

The underground railway station, Penn Station, is located in the centre of Manhattan in Seventh Avenue. It connects New York with almost all the cities of the US. High-speed trains depart every minute in all directions straight from the heart of

the city. This connection greatly simplifies and *speeds up* the way from the city to the various close and distant parts of the state.

One of the attractive parts of the *concrete jungle* of New York is Central Park. It is a green zone, with a *petting zoo*, children's attractions, lakes, and skating rinks. Festivals and shows are conducted here; residents of the city go in for sports, bring their children for walks and picnics.

Any tourist coming to this wonderful city, will always find something that interests him the most. No wonder, they say, that all tastes and cultures are mixed here and you can meet representatives of any nationality of the world. New York is considered to be the capital of the world and the dreamers' *venue*.

b. Glossary to assist your text comprehension:

adjacent - next to or neighbouring on

a settler - a person who moves with a group of others to live in a new country or area

wealth - a large amount of money and other valuable possessions:

headquarters - main offices or center of operations of an organization, such as the army, police, or a company

greet and farewell - welcome and see off

lined up - things put together in a row

to speed up - to cause something to happen faster

concrete jungle - a city or urban area which has a high density of large, unattractive, modern buildings and is perceived as an unpleasant living environment

a petting zoo - a zoo at which visitors, especially children, may handle and feed the animals

venue - the place where something happens, site, destination

2. Answer the questions based on the text:

1. Characterize the geographical location of NY.
2. Who founded the city?
3. What is the capital of the USA?
4. Name the most famous avenues of NY.
5. What is the symbol of NY?
6. Why would you want to visit NY?

3. Read the facts about NY. Choose the one which you like most and prepare detailed information on it.

Interesting Facts about New York City You May not Have Known

- A little over 8 million people live in New York City. That means 1 in every 38 people in the United States call the city home.
- More than 800 languages are spoken in New York City, making it the most linguistically diverse city in the world.
- Oysters were so popular in New York in the 19th century that the shells were used to pave Pearl Street.

- France gifted the Statue of Liberty to the United States in 1886 for its centennial celebration. The statue was shipped as 350 pieces in 214 crates and took 4 months to assemble at its current home on Ellis Island.
- New York City's Federal Reserve Bank has the largest gold storage in the world. The vault is 80 feet below street level and contains \$90 billion in gold.
- The New York Public Library has over 50 million books and other items and is the second largest library system in the nation after the Library of Congress. It is also the 3rd largest library in the world.
- The United Nations headquarters was established in New York City in 1952 after World War II.
- The first pizzeria in the United States opened in NYC in 1895. Since the 1960s, the price of a slice of pizza has been roughly the same price as a subway ride, generating the idea of "Pizza Principle" among economists.
- New York City has a little more than 13,000 yellow taxis. Each taxi makes nearly 800 trips per month.
- Times Square is named after the New York Times. It was originally called Longacre Square until the Times moved there in 1904.
- New York City became the first capital of the United States in 1789.
- More Chinese people live in New York City than any other city outside of Asia.

4. Learn the idioms and use them in sentences of your own:

● **All roads lead to Rome**

An expression meaning that many methods will lead to the same result.

e.g. *So long as you meet the deadline, I don't care how much help you get - **all roads lead to Rome.***

● **ships that pass in the night**

About people who meet fleetingly and who are unlikely to see each other again.

e.g. *We met on a course in Spain and had a wonderful time together. But we both knew that we were **just ships that pass in the night.***

● **asleep at the wheel** - not attentive

e.g. *We would have won if our goalkeeper hadn't fallen asleep at the wheel!*

● **third wheel**

It is said about someone who is unnecessary or tags along with a couple.

e.g. *I was the only person at the dinner party without a date. I felt like **a third wheel.***)

● **a backseat driver** - someone who tries to establish and maintain control over every situation.

e.g. *Although Mary was capable of completing the project on her own, John couldn't stop himself from being **a backseat driver** and telling her what to do.*

● **right up one's alley** - in one's specialty, to one's taste, ideally suited to one's interests

e.g. *Anna loves watching movies, so I'm sure she'll go to the film festival with you—that's **right up her alley.***

● **itchy feet** - the need to leave, a feeling of a need to travel

If you have **itchy feet**, you want to go somewhere new or start doing something new.

*e.g. Hearing the train whistle at night gives me **itchy feet**.*

● **follow (one's) nose**

1. to be guided by your sense of smell

*e.g. He **followed his nose** to the kitchen, and found Marina making tomato soup.*

2. to go straight forward

*e.g. The garage is a mile ahead up the hill — just **follow your nose**.*

3. to trust one's instinct when making a judgment or decision or taking action

*e.g. I tend to **follow my nose** when I have a bad feeling about someone, and it's helped me to avoid a lot of drama.*

● **to live out of a suitcase**

If someone stays very briefly in several places, with only the belongings in his suitcase, it means that he **lives out of a suitcase**

*e.g. I travel so much and am always **living out of a suitcase**.*

● **miss the boat** - to fail to take advantage of an opportunity

*e.g. The price discount ended yesterday and I just **missed the boat** on a great deal.*

● **to paddle one's own canoe** - to act independently and decide your own fate; to do something by oneself

*e.g. He's been left to **paddle his own canoe** when he started his business.*



5. Grammar:

a. Using the Present Simple for story-telling and commentary

Though the Present Simple's main use is for general rules, and grammatically represents timeless facts, native speakers often use it in an colloquial setting for story-telling. This can be to recount a past event, a film or book plot, or for running commentaries.

● The Present Simple in story-telling

The Present Simple is regularly used depicting past narratives for informal story-telling. It can create a sense of immediacy, urgency or informal friendliness, so it may be used for dramatic or comedic effect. This is common in spoken English.

e.g. "So I go to pay for my sandwich, and the guy asks me for two pounds – but I don't have any money on me!"

● The Present Simple is also commonly used to give narratives of consumed stories, for example the plots of films, books and plays.

e.g. "The main character finds the diamonds, saves the girl and stops the baddie. It's great."

"She says she's seen something, and you don't know if it's in her head or not."

This is used to put the listener in the moment of the story. This technique is sometimes used in creative writing, as well as in spoken language.

● You may also find the Present Simple in advertising and other texts designed to put the reader in a particular scene or state of mind.

e.g. A hot summer's day; you feel the cool breeze as you slip into the warm embrace of the golden sand. A bird sings above you.

●The Present Simple in commentaries

The Present Simple is often used for running commentaries. This provides an ongoing narrative, describing events as they happen, which is especially common for sports.

Sports broadcasters and other live reports use the present simple to commentate on events in real time (now), to save time and create drama:

e.g Ronnie passes to Jim, he shoots, he scores! The ball hits the net, and she loses the point.

b. Put the verbs in brackets in the correct tense form:

1. "In the second paragraph, he (stress) the fact that these programs were useless".
2. "At the beginning of the text, Nixon (criticize) the previous programs made by Johnson."
3. "From line 16 to line 18, he (refer) to ..."
4. "Rooney... (play) it to Van Persie, who (spread) the ball out wide to Falcao, who (trip) over it".
5. 'So I (sit) in Starbucks, right, and this guy (come) up to me, and he (say) 'do you come here often?'
6. Pepsi (give) you a chance to win tickets to the CMA Music Festival.
7. It (come) to Mike Catt, he (kick) it high into the stand. The whistle (go). It (be) all over, and England (be) the 2003 World Champions.
8. Twix (come) in a package of two identical candy bars. One Company (flow) caramel on the first bar, the other one (cascade) caramel on the second bar. LEFT TWIX (bathe) in chocolate, while RIGHT TWIX (soak) in chocolate. It (be) all in the mix of creamy, chocolate, chewy, caramel.

c. Complete the football match commentary:

- a) Number 10 (shoot).
- b) The ball (hit) the bar.
- c) A German player (head) the ball.
- d) Number 7 (cross) the ball.
- e) The referee (talk) to the linesman.
- f) The ball (enter) the penalty box.
- g) The ball (be) on the right-wing.
- h) The ball (bounce) on the goal line.



6. Read a funny story and retell it in class:

An Unexpected Passenger

A taxi passenger tapped the driver on the shoulder to ask him a question. The driver screamed, lost control of the car, nearly hit a bus, went up on a footpath, and stopped centimeters from a shop window of Dunkin' Donuts.

For a second everything went quiet in the cab, then the driver said, "Look, mate, don't ever do that again. You scared me!"

The passenger apologized and said, "I didn't realize that a little tap would scare you so much."

The driver replied, "Sorry, it's not really your fault. Today is my first day as a taxi driver. I've been driving a funeral van for the last 25 years."

Unit 3. Hotel Facilities

“Money is a terrible master but an excellent servant”
(P.T.Barnum)



1. a. Read and translate the text:

Top Reasons to Stay in a Luxury Hotel

A luxury hotel is a better choice for a true luxury traveller than *a myriad* of apartment rental services. While budget travellers are often well served by rentals, which are usually cheaper than mid-range hotels, there are a number of advantages that luxury hotels offer compared to rentals.

If you're a luxury traveller, attention to detail counts — the kind of detail that is often missing if you rent an apartment. For example, a personalized welcome amenity for you, and perhaps a cute *plush* animal or special pastry treat for your child; champagne if you're celebrating a honeymoon or anniversary or a cake for your birthday; snow-white bathrobes and slippers; reservations at hard to get restaurants *via* the concierge; twice daily housekeeping; an in-room Nespresso machine for your first coffee of the day; the list goes on.

While apartment rentals are more *akin to* a change of scenery, a top luxury hotel is a true vacation from the everyday, with thought put into the entire experience and hotel staff sweating the details so that you don't have to. A luxury traveller who cares about the *overall* experience will find better value for money and less risk of unpleasant surprises with a top luxury hotel.

There's a reason why the top luxury resorts and hotels are very *rigorous with* their hiring and training, particularly for associates who interact with guests: service is a key differentiator for luxury brands, such as Aman Resorts, The Peninsula, Four Seasons, and Mandarin Oriental, over other hotel chains.

The best staff actually anticipate needs, not just respond to them. For example, restless children at lunch are invited on a special tour of the kitchen, thus enabling their parents to enjoy a romantic lunch together; a broken set of eyeglasses is repaired without being asked, and muddy sneakers are offered to be cleaned.

A luxury hotel generally offers a wonderfully comfortable bed that is supportive yet plush (or can be made plush by calling housekeeping for a mattress topper), proper temperature control that works, and—very important—*blackout shades* that make the room nice and dark, even for naps in the middle of the day.

The top luxury hotels either offer a preferred partner program or are a member of a luxury *consortium* such that you can enjoy special *perks*, such as upgrade on arrival, *complimentary* breakfast, a hotel credit, and other amenities depending on how you make your booking

Sometimes mistakes occur or there's a problem with your room, suite or rental. If you're in a rental, you're pretty much out of luck, which could end up really ruining your vacation. If you're at a luxury hotel and there's an issue, the hotel will work to find you another room or suite that you can move to (and sometimes even upgrade you in the process): problem solved.

If you have a change of plans, you can freely cancel a *refundable* reservation at a luxury hotel, often up to the day before (check the hotel's cancellation policy) and not pay anything.

At a luxury hotel (or even a regular hotel, for that matter) someone is always at the front desk or can be easily *summoned* with a bell. In contrast, if you're renting an apartment from rental agency, there is a risk of not being able to meet up with the host and access your room when you arrive.

One of the great benefits for families of staying at a luxury resort is the chance for kids to make new friends at the complimentary kids' club. While doing many activities with your kids, you might forget they want to play with other kids, make forts, play sports, do local arts and crafts, and go on *scavenger hunts*. Hotel kids' clubs provide children facilities. Thus, everyone manages to have a real vacation.

b. Glossary to assist your text comprehension:

a myriad - countless or extremely great in number

plush - a rich fabric of silk, cotton, wool; richly luxurious and expensive

via - by way of; through, by means of

akin to - of similar character, related to

overall - taken as a whole; in all

rigorous with - careful to look at or consider every part of

blackout shade - thick, lined curtains designed to shut out all daylight and keep a room in complete darkness

consortium - an association, typically of several companies

perks - an advantage or something extra, such as money or goods, that you are given because of your job

complimentary - given or supplied free of charge

refundable - given back, repaid

summoned - called upon to do something specified

scavenger hunts - game, typically played in an extensive outdoor area, in which participants have to collect a number of various objects

2. Answer the questions based on the text:

1. What hotel facilities and services are mentioned in the text?
2. What are the advantages of staying in a luxury hotel?
3. Describe the disadvantages of staying in a rental ?
4. Describe children facilities in deluxe hotels.
5. What does it mean to be a luxury traveller?

3. Make a list of 15 facilities you get while staying in a luxury hotel. Some of them you can find in the text above, other ones you should think on:

e.g. While staying in a 5-star hotel in Barcelona, we were given a free transfer to the airport, free wi-fi, two complimentary bottles of water every day and cocktails on the house.

4. Learn the idioms and use them in sentences of your own:

- **have a roof over your head** - have somewhere to live

e.g. *Unless we find another flat to rent, we won't have a roof over our heads in two months' time!*"

● **build castles in the air** - have impossible dreams or plans

e.g. *She has this unrealistic idea of sailing around the world. She's **building castles in the air** again.*"

● **travel light**: to bring very few things with you when you go somewhere
e.g. *Please **travel light** tomorrow. We have a lot of walking to do.*

● **watch your back**: be careful; pay attention to people around you

e.g. *Keep your wallet in a safe place and **watch your back** on the subway.*

● **call it a day**: finish an activity or tour; go home or back to the hotel

e.g. *You all look tired. Let's **call it a day**.*

● **get a move on**: go more quickly

e.g. *We'll need to **get a move on** if we want to catch the four o'clock bus.*

● **a full plate**: a full schedule; no free time

e.g. *We have **a full plate** tomorrow, so get a good rest tonight.*

● **bright and early** : very early in the morning

e.g. *We'll need to leave **bright and early** to catch the first ferry.*

● **hang on or hang tight**: wait patiently for a moment

e.g. *Please **hang tight** until the driver returns.*

● **If worse comes to worst OR If all else fails...**- introduces the action to take when no other option is successful

e.g. ***If worse comes to worst**, call the police.*

● **train of thought** a sequence of connected ideas

e.g. *I was considering the different options when the noise outside broke my **train of thought**.*"

● **cut corners** -do something the easiest or quickest way

e.g. ***Cutting corners** on case studies will result in careless errors.*



5. Grammar.

a. Forming negative adjectives.

In English, the following prefixes are used to form negative adjectives: *un-, il-, in-, ir-, im-*.

The prefix *un-* is one of the most common negative prefixes. We usually use this prefix before a consonant or a verb, for example:

• *prepared – unprepared*

• *able – unable*

• *fortunate – unfortunate*

• *comfortable – uncomfortable*

• *forgettable – unforgettable*

• *helpful – unhelpful*

• *happy – unhappy*

• *attractive – unattractive*

• *real – unreal*

• *usual – unusual*

• *occupied – unoccupied*

The prefix *dis-* is used as a negative prefix with adjectives that begin with a vowel or a consonant, for example:

- *advantageous –disadvantageous*
- *articulate - disarticulate*
- *obedient – disobedient*
- *affirming – disaffirming*
- *believing – disbelieving*

The prefix *il-* can only be used with words that start with the letter *l*, for example:

- *legitimate – illegitimate*
- *legible – illegible*
- *legal – illegal*
- *literate – illiterate*
- *logical – illogical*

Some words that start with a consonant or the vowels: a, e, o can use the prefix *in-*, for example:

- *organic – inorganic*
- *sane – insane*
- *eligible – ineligible*
- *capable – incapable*
- *decent – indecent*
- *accurate – inaccurate*

Words that start with *m* or *p* take the prefix *im-*, for example:

- *perfect – imperfect*
- *mature – immature*
- *mobile – immobile*
- *possible – impossible*
- *moral – immoral*

Finally, we use the prefix *ir-* with words that start with *r* , for example:

- *replaceable – irreplaceable*
- *relevant – irrelevant*
- *regular – irregular*
- *rational – irrational*
- *religious – irreligious*
- *responsible – irresponsible*

It is very important to remember that the adjective *reliable* is an exception to the rule. *Reliable* takes the prefix *un-*

- *reliable – unreliable*

b. Use the necessary prefixes to form negative adjectives:

1. She was (able) to take the test because she was really sick.
2. Are you (sane)? If you do this jump you're going to die.
3. I find it highly (probable) that he will come to your party. He doesn't like crowds.
4. The accident caused (reparable) damage to his car.
5. I'm absolutely sure it wasn't Kate. She's (capable) of something like that.
6. Oh, Mary, you're so (grateful)! He's always done so much to help you.

7. Her father feels absolutely (approving) about dating John. He thinks John is a bad influence.
8. I believe this information is (accurate). This cannot be true.
9. I don't understand anything he says; he's so (articulate).
10. This table is (steady). I believe one of the legs is crooked.
11. I'm sure it's (legal). Why don't you ask your lawyer friend ?
12. I love Jane! She's so fun and (complicated).
13. Oh, come on. You must agree this is absolutely (moral).
14. It seems to me he is (happy) about his future wedding.
15. It proved a/an (resistible) temptation to Jerry to come back to Dominicana gain.



6. Read a funny story and retell it in class:

Pets Welcome

A man wrote a letter to a small hotel in a Midwest town he planned to visit on his vacation. He wrote: "I would very much like to bring my dog with me. He is well-groomed and very well behaved. Would you be willing to permit me to keep him in my room with me at night?"

An immediate reply came from the hotel owner, who said, "I've been operating this hotel for many years. In all that time, I've never had a dog stealing towels, bedclothes, silverware or pictures off the walls. I've never had to evict a dog in the middle of the night for being drunk. And I've never had a dog run out on a hotel bill. Yes, indeed, your dog is welcome at my hotel. And, if your dog will vouch for you, you're welcome to stay here, too."

Unit 4. Tour Operators

*“Earth provides enough to satisfy every man’s needs,
but not every man’s greed”*

(Mahatma Gandhi)



1. a. Read and translate the text:

Tour Operators’ Contribution to Sustainable Tourism

If you’ve been working in tourism industry long, you must have heard about *sustainable tourism*. It’s an important problem that needs to be addressed by all of those working in tourism, including tour and activity operators.

While we may be familiar with the effects of *pollution* and global warming, sometimes it takes some *hard-hitting* facts to make us realise just how much of an *impact* we have on the *environment*:

- Since 1970, a third of the natural world has been destroyed by human activity;
- 70% of marine mammals are now *threatened* by *extinction*;
- Every day, we dump 90 million tons of carbon pollution into our atmosphere;
- 58% of the world’s coral reefs are at risk;
- Species of animal or plant life disappear at a rate of 1 every 3 minutes.

The World Tourism Organisation (WTO) defines sustainable tourism as “tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment, and host *communities*.”

It’s not just about trying to reduce the negative environmental impacts you make, but its also about using tourism to help local communities and raise support for conservation.

The Goods and Services Tax Council reports that sustainable tourism is still considered a niche, but big brands are starting to take the right steps towards achieving sustainability.

A big concern is ‘*greenwashing*’, often its PR is *deceptively* used to promote a perception that an organisation’s products, aims and policies are *environmentally friendly*. Tourism is one of the industries that can help efforts with conservation and *poverty alleviation* through sustainable practices.

Steps to maximise economic benefits for the local community:

- Invest in the area your business operates (give profits to your local community, help preserve and protect the area your customers visit);
- Contribute to the preservation of resources your company uses;
- Hire local staff, and provide training on your sustainable practices;

Reduce negative environmental impacts:

- Take responsibility for the damage you cause to the environment (for example, if you use water in dry area, use *energy efficient measures*). The Western world makes up 17% of the world’s population, but consumes 52% of its total energy;
- Create conservation and reduction measures for water, waste and energy. 70% of earth’s surface is water but only 3% is *potable* (safe to drink);
- Offer incentives to staff/clients to *carpool*/use public transport;

- Reduce, reuse, and recycle. For example, in your office have recycling bins, and use recycled paper;
- Plant *indigenous* trees/shrubs in your area. Just 1 acre of trees absorbs 2.6 tonnes of CO₂ per year;
- Keep the size of tour groups small to have minimal impact on flora and fauna in an area.

Maximise social benefits for the local community:

- Tell clients to purchase local products;
- Don't purchase products made from *endangered* species;
- Support local projects, like *charities* and conservation efforts;
- Inform clients of cultural/religious issues where they should be considerate;
- Make sure none of your clients exploit children/break human rights conduct.

Do what you can! As long as you try to keep your environmental *footprint* small, you are doing your part.

b. Glossary to assist your text comprehension:

sustainable tourism - the concept of visiting a destination as a **tourist** and trying to make a positive impact on the environment, society, and economy

pollution -the presence in or introduction into the environment of a substance which has harmful or poisonous effects

hard-hitting - direct and honest, strong criticising

impact - a marked effect or influence

environment - the surroundings or conditions in which a person, animal, or plant lives or operates; natural world affected by human activity

threatened - at risk, endangered

extinction - a situation in which something no longer exists; disappearance

community - a group of people living in the same place or having a particular characteristic in common

greenwashing - making people believe that your company is doing more to protect the environment than it really is

deceptively - making you believe something that is not true

environmentally friendly - operating in a way that doesn't harm the environment

poverty alleviation - a set of measures, both economic and humanitarian, that are intended to permanently lift people out of poverty.

energy efficient measures - actions aimed to reduce the amount of energy required to provide products and services

potable – safe to drink, drinkable

carpool - an arrangement between the members of a group of people who travel together, especially to work or school to use a different member's car each day

indigenous - originating or occurring naturally in a particular place; native

endangered - seriously at risk of extinction, in danger of being harmed or lost

charity - the voluntary help, typically in the form of money, to those in need

footprint -the area occupied or affected by somebody or something

2. Answer the questions based on the text:

1. What is the WTO's definition of sustainable tourism?
2. What sustainable practices can tourism offer?

3. What does it mean to reduce, reuse and recycle?
4. What products can you buy from the locals in the Carpathians?
5. Is sustainable tourism achievable in your country?

3. a. Read the information about the harmful effects a human being has caused to the planet. Think on them thoroughly.

10 Ways Humans Impact the Environment

Take a look at 10 ways humans have left a footprint that has forever changed the environment and the planet.

1. *Overpopulation* is the condition of having a population so dense as to cause environmental deterioration, an impaired quality of life, or a population crash.

2. *Pollution* is the damage caused to water, air, etc. by harmful substances or waste.

3. *Global warming* is the gradual rise in the earth's temperature caused by high levels of carbon dioxide and other gases in the atmosphere.

4. *Climate change* is seasonal changes over a long period with respect to the growing accumulation of greenhouse gases in the atmosphere.

5. *Genetic modification* is the process of scientifically changing the genes of plants and animals in order to create forms of them that are less likely to get diseases, will grow and develop faster, etc.

6. *Ocean acidification* is the increase in acidity of sea water due to increasing concentrations of carbon dioxide thus causing a reduction in the calcification rates of calcifying organisms which include corals, mollusks, algae and crustaceans.

7. *Water pollution* is the contamination of lakes, rivers, seas and oceans usually as a result of human activities.

8. *Deforestation* is the destruction of forests by people.

9. *Acid rain* is the rain that contains large amounts of harmful chemicals as a result of burning substances such as coal and oil.

10. *Ozone depletion* is the reduction in the concentration of ozone in the ozone layer caused by substances formed from breakdown of ozone depleting substances.

Nota Bene!!! It is imperative that we support the earth that we live on, but no matter what, the earth will live on. Human impacts the natural habitat in so many ways and we need to be aware of our personal environmental input.

Whether we live with it or not solely depends on the decisions and actions we make next. Mother nature is an unrelenting, unforgiving force, so it is probably best if we treat her well, and maybe, just maybe we can make up for the damage that has already been dealt.

The best time to act, was yesterday, the best we can do is today, but if we wait for tomorrow, it may just be too late. Society needs to help itself in order to survive. Don't be indifferent. Start here and now!

b. Choose the problem you are concerned about and prepare the detailed information on the effective ways of solving it.

4. Learn the idioms and use them in sentences of your own:

● **“Oops-a-daisy!”** – an expression of encouragement said to a child who has fallen/hurt him- or herself, an expression of mild annoyance used when something has gone wrong

e.g. “Oops-a-daisy!” she said as her little kid fell down.

● **a late bloomer** - someone who is slower than their peers to develop in a particular field

e.g. She's still quite small for a ninth grader, but I think she's just a late bloomer.

● **a needle in a haystack** - something that is difficult/impossible to find because it is hidden among many other things

e.g. Trying to find my contact lens on the floor was like looking for a needle in a haystack.

● **a shrinking violet** - a (comically) shy person

e.g. After years of being seen as nothing more than a shrinking violet, Christine decided to overcome her fears and start talking to strangers.

● **as fresh as a daisy** - healthy, energetic, youthful

e.g. After getting some sleep, I was as fresh as a daisy.

● **flowery** - a word used to describe speech, writing or language that uses elaborate (but not necessarily effective) literary words or devices

e.g. His flowery style of speaking, his way of expressing his feelings made her fall in love immediately.

● **grass roots** - the basic level or the origin, especially the ordinary people in a country, association, trade, etc.

e.g. The revolution is actually coming from the grass roots and I think eventually the authorities will follow.

● **out of the woods** - out of danger, trouble

e.g. That pneumonia was serious, but Charles is finally out of the woods.

● **the grass is always greener on the other side** - other people's situations always seem superior to one's own

e.g. A: "It just seems like they have this perfect life, always travelling and spending time together." B: "Hey, the grass is always greener on the other side. I'm sure they have their own problems no one else can see."

● **to come up (out) smelling of roses** - to emerge from a situation in a favourable manner

e.g. Nobody ever knew the details and he came out of the deal smelling of roses.

● **to have green fingers / a green thumb** - to have gardening skills

e.g. This old man has a green thumb and plants in his garden grow well.

● **to hold out an olive branch** – to offer a reconciliation

e.g. If you find yourself in an argue with a friend, try to be the bigger person and be the one to hold out an olive branch.

● **to let the grass grow under your feet** – to delay in taking an action/opportunity

e.g. Don't let the grass grow under your feet, kid. Get to work!

● **to nip something in the bud** – to put an end to something before it has the chance to grow out of hand and into a problem

e.g. By arresting all the leaders, they nipped the rebellion in the bud.

● **leave a footprint** – to leave the evidence of someone or something's presence or influence.

*e.g. A company has **left** a "carbon **footprint**" which is the amount of polluting greenhouse gas it emits.*



5. Grammar

a. Modals – deduction (past)

In the same way that we use modal verbs to say how certain we are about things in the present we can also use them to speculate about the past.

have + past participle (*'have done', 'have been', 'have stolen'* etc.) is called the **perfect infinitive**. When we use modal verbs to talk about the present they are followed by an infinitive without 'to' (*must do, may be, can work*). When we use modal verbs to talk about the past they are followed by a perfect infinitive.

must + perfect infinitive

We use **must + perfect infinitive** when we feel sure about something in the past.

e.g. You must have been delighted when you heard you'd won the lottery.

e.g. The thieves must have come in through the window. Look – it's still open.

e.g. Oh no! Where's my car? Someone must have stolen it!

Might/may/could + perfect infinitive

We use **might, may** or **could** with the **perfect infinitive** to say that we think something was possible but we aren't sure.

e.g. The thieves might have escaped by car but we can't be sure.

e.g. He should be here by now. He may have been delayed by a traffic jam or something.

e.g. I can't find my purse. I could have left it in the supermarket but I just don't know.

Can't + perfect infinitive

We use **can't + perfect infinitive** when we feel sure something didn't happen in the past.

e.g. I thought I saw John in town this morning but it can't have been him – he's in Greece this week.

e.g. I can't have left it in the supermarket – I had it on the bus on the way home.

e.g. You can't have read the instructions properly. They're perfectly clear.

b. Fill in the gaps using **must/might/may/could/can't + perfect infinitive**:

1. I am sure he was here. I saw his car in front of the building.
He _____ been here.
2. A: Where is James? He should already be here, shouldn't he?
B: Yes, he should but I don't know why he isn't here – he _____ missed the bus.
3. I'm not sure if I passed the exam. I don't feel very sure that I passed.
I _____ failed the exam.

4. A: Last summer I took four exams and failed them all!
B: You _____ been very disappointed.
5. She speaks excellent French. I'm sure she's lived in Paris for a long time.
She _____ lived in Paris for a long time.
6. A: Their plane was delayed and they had to wait 36 hours in the airport.
B: They _____ been very happy with the airline.
7. Someone told me that Mark was in Mexico last week, but I saw him here so
he _____ been in Mexico.
8. A: I saw John yesterday – he looked very pleased with himself. He didn't say
why but I think he got that job he applied for.
B: He _____ got that job he applied for.
9. They gave me very little time to do the job. I _____ finished if I'd worked
all night, but I'm not sure.
10. We agreed to meet yesterday but when I got there I didn't see him.
He _____ waiting elsewhere.



6. Read a funny story and retell in class:

No Exit

Byron checks into a hotel for the first time in his life and goes up to his room. Five minutes later he calls the reception desk and says, 'You've given me a room with no exit. How do I get out?'

The desk clerk says, 'Sir, that's absurd. Have you looked for the door?'. Byron replies, 'Well, there's one door that leads to the bathroom. There's a second door that goes into a cupboard. And there's a door I haven't tried, but it has a 'Do not disturb' sign on it.'

Unit 5. Dealing with Guests

*“Man cannot discover new oceans unless
he has the courage to lose sight of the shore”*

(Andre Gide)



1.a. Read and translate the text:

10 Different Types of Tourists – Which One Are You?

We all have our own *quirks* and preferences when it comes to travelling, some more *bizarre* than others. Do some of these types of tourists sound familiar to you? Don't be afraid to discover a new you and finally realize what you are.

1. The tourist with the *DSLR*. You go everywhere with a *DSLR* *slung* around your neck. It doesn't matter if you only know how to shoot in auto mode, or end up taking more photos with your iPhone than the *DSLR*. What matters is that you paid good money for that camera, and you're ready to bring it on every trip!

2. The budget traveller. You book your flights way in advance, and always pick the cheapest airline. \$30 for extra *legroom* on a 12-hour flight? Forget it! You don't mind staying in a rental or sharing a room with strangers in a hostel. After all, you'd rather travel to more places and take longer trips with the cost savings.

3. The free spirit. You prefer to travel with a backpack instead of a suitcase. You go where the mood takes you, and often go on *impulse* trips. Making concrete plans is a chore, and it excites you to book a one-way flight. You don't mind travelling alone, but you love meeting people and making friends along the way!

4. The photojournalist. You see the world through the lens of a camera. You have to take photographs of everything you *encounter*. It's as though you're on a mission to document everything, and remember everything. Breathtaking scenery? Click. A *sumptuous* meal? Click. Graffiti on the wall? Click. A leaf on the pavement? Click.

5. The selfie king/queen. You were one of the first people to buy a selfie stick, and you never travel without it. You're in every photo you take. You've taken photos of your feet as you stand on the edge of a cliff, your legs as you're lying by the pool, your hand holding an umbrella drink or an ice cream cone, your back *silhouetted* against the setting sun...etc.

6. The luxury traveller. You only fly in the economy class when the business class seats are all sold out. You never stay at hotels that are rated lower than four stars. Your hotel is located right in the heart of the city, but you still take taxis to move around. Sometimes you purchase additional luggage because you shopped so much that your suitcase has run out of space.

7. The foodie. Trying the local cuisine is a big part of your travel experience. If the locals eat with chopsticks, you'll eat with chopsticks. If they eat from a leaf, you'll eat from a leaf. You're *game* to try everything once, even if it's too "exotic" for most people's tastes... such as *escargot*, rabbit, horse, or even tarantula.

8. The lost one. You have a map, but you're still lost. You never know exactly which bus to take... Bus No.12, or Bus No.12A? So you look for the most

knowledgeable person in the crowd, and approach him to ask for directions. It turns out that you have to take Bus No.12. When it arrives, you ask the driver if you're on the right bus. He tells you that you are, so you follow the bus journey on your map. Of course, you still end up *alighting* a few stops too early, or a stop too late.

9. The tag-along. You love travelling, but you don't like travelling alone. You'd much rather travel with friends to a destination of their choice, than *embark* on a solo trip to a place you picked. Chances are, you've been the friend-of-a-friend tagging along on a trip planned entirely by somebody else. But that's okay, because you're not *fussy* about where to go and what to do.

10. The adventurer. You love nature, and being in the great outdoors. You've dreamed of taking a long hiking or cycling trip. The idea of travelling around the world in a purpose-built van appeals to you more than the idea of staying at a luxury hotel in the city. The *wilderness invigorates* you, and you'd rather climb a mountain than *vegetate* at a resort. Life should be *exhilarating*.

b. Glossary to assist your text comprehension:

quirk – an unusual habit or part of someone's personality, or something that is strange and unexpected: whim

bizarre – strikingly out of the ordinary, unusual

DSLR – digital single-lens reflex camera

slung – past simple and past participle of *sling*: to hang something over something

legroom – the amount of space available for your legs when you are sitting behind another seat

impulse – something that causes something to happen or happen more quickly

encounter – an unexpected or casual meeting with someone or something

sumptuous – splendid and expensive-looking, luxurious

silhouetted – leaving a dark shape and outline against a brighter background

to be game to – ready to do a certain action

escargot – the edible snail, especially as an item on a menu

alighting – descending from a train, bus, or other form of transport

embark – go on board a ship or aircraft

fussy – not easily satisfied, or having very high standards about particular things

wilderness - neglected or abandoned area

invigorate – give strength or energy to

vegetate – live or spend a period of time in a dull, inactive, unchallenging way

exhilarating – making one feel very happy, animated, or elated; thrilling

2. Answer the questions based on the text:

1. What type of tourist are you? Explain.
2. Describe the difference between the first and the fourth type of tourist.
3. Which of the described types of tourist seems to you the funniest? Why?
4. Add two-three more types of tourists which are not mentioned in the text.
5. Which types of tourists are possible to be combined? Name at least three combinations.

3. Read a list of common complaints about dinner in a restaurant. Choose five you consider the most meaningful:

- Dirty utensils or table
- Dirty or ill-equipped restrooms
- Impolite or condescending servers
- Servers with a sloppy appearance or poor hygiene
- Meals or beverages served at incorrect temperature
- Meals are not what you ordered
- Feeling rushed to finish or leave by the server
- Server removing your plate or beverage before you finish
- Food does not look or taste as described in the menu
- Slow service
- Table not ready more than 15 minutes past reservation
- Gratuities of 18% or higher automatically added to the bill
- Inaccurate calculation of check by server
- Tables that are too close together
- Poorly situated table – near door, kitchen, etc.
- Loud or distracting diners at other tables
- Diners nearby talking or texting on cell phones
- Servers not bringing water until asked
- Server referring to you as pet names such as «honey» or «dear»
- Server confusion about who gets which meal
- So much nutritional information available that it's a turn-off to eating
- Not enough nutritional information available

b. Recall and tell a story in class on the one of the mentioned above situations which has happened to you.

4. Learn the idioms and use them in sentences of your own:

● **"A penny for your thoughts?"** – a way of asking what someone else is thinking

e.g. "You have been quiet for a while, a penny for your thoughts."

● **a pretty penny** – very expensive

e.g. That house would cost them a pretty penny.

● **a quick buck** – money which was easy to make

e.g. Meanwhile, the thieves are seeking to make a quick buck.

● **cash cow** – a business/product which generates a stable flow of income/profit

e.g. You need to tell him you're not a cash cow.

● **daylight robbery** – obvious, unfair overcharging

e.g. I need to find another mechanic because this bill is just

a daylight robbery! I can't believe how much he charged for a simple repair.

● **from rags to riches** – from poverty to wealth

e.g. After I inherited the money, I went from rags to riches.

● **he who pays the piper calls the tune** – the person who provides the money should choose how it is spent

e.g. The Rockefeller Foundation helps the project financially, and they have the right to say 'no' to any part of it. He who pays the piper calls the tune.

● **I don't have two nickels/pennies to rub together** – I am very poor
e.g. *Where I come from in South Carolina, people didn't have **two pennies to rub together**.*

● **in for a penny, in for a pound** – involved in seeing an undertaking through no matter how much money, time, or effort it requires

● **mint condition** – perfect condition

e.g. *I got it for 150\$ but the **mint condition** one goes for 300\$.*

● **money doesn't grow on trees** – money isn't easy to acquire

e.g. *Does Hiroshi **think money grows on trees**?*

● **one man's trash is another's treasure** – what is worthless to one person might be valuable to another

e.g. A: *«I really don't understand the appeal of Jackson Pollock paintings – they just look like paint splatters to me!»* B: *«Eh, **one man's trash is another man's treasure.**»*

● **other side of the coin** – an opposing view

e.g. *I'd love to go out with you tonight, but, **on the other side of the coin**, I could use some extra sleep too.*

● **to earn a living** – to make money enough money to live comfortably

e.g. *Right now, I have to work three jobs just **to earn a living**.*



5. Grammar

a. The Indefinite / Definite Article

The Indefinite Article

General statements

1. A and an have exactly the same meaning. We use a in front of consonant sounds (a man) and an in front of vowel sounds (an umbrella, an eye, an hour).

2. We can talk about people or things 'in general' with a/an or with the plural.

e.g. *Instead of: Cats are domestic animals. ("cats" in general)*

We can say: A cat is a domestic animal. ("cats" in general)

Describing people and things

1. We use some words as adjectives or nouns when we want to describe people. When we use them as countable nouns, we always put a/an in front of them e.g.

- nationality: She's American, (adjective) or: She's an American, (noun);

- religion: She's Anglican, (adjective) or: She's an Anglican, (noun);

- politics: He's Conservative, (adjective) or: He's a Conservative, (noun).

2. We use some words only as countable nouns (people and things) and we always put a/an in front of them:

e.g. *He's a doctor. It's a tree.*

We can also use adjective + noun:

e.g. *She's a good girl.*

3. We can use a/an in front of proper nouns (names spelt with a capital letter: e.g.

- members of a family: *He's a Forsyte. (= a member of the Forsyte family)*

- literature and art: *It's a Dickens novel. It's a Brecht play.*

Sometimes we can use the name on its own.

e.g. *It's a Rembrandt painting or It's a Rembrandt.*

Something mentioned for the first time

1. We use a/an to introduce a person or thing for the first time. This shows that the listener or reader doesn't know what we are referring to. After this first reference, we use the.

e.g. I watched a car as it came up our road. The car stopped outside our house and a man got out. The man was carrying a case in his hand. With the case in his hand, the man looked like a salesman.

2. We do not use a/an + noun and one + noun in the same way.

We use a/an to mean 'any one':

e.g. I'd like a coffee, please.

We use one when we are counting:

e.g. It was one coffee I ordered and not two.

3. We use one with day, morning, evening when we are telling a story:

e.g. One day, when I was working as a salesman, I received a strange telephone call. Compare: I had to stay in bed for a day. (= any day, it doesn't matter which); I had to stay in bed for one day. (= one day and not two or more)

We use a/an or one with:

1. Whole numbers: *a/one hundred, a thousand.*
2. Fractions: *a/one quarter, a half.*
3. Money: *a/one pound, a dollar.*
4. Weights, measures: *a/one kilo, a foot.*
5. a/an for price, distance and frequency: *80 pounds a kilo, 40 km an hour, 30 miles a gallon, twice a day.*
6. a/an or zero with reference to illnesses: *a cold, a headache, a sore throat.*
7. We can use or omit a/an with these: *catch (a) cold, have (a/an) backache/earache/stomach-ache/toothache.*
8. We use no article at all with these plurals: *measles, mumps, shingles.*
9. We use no article with these: *(high) blood pressure, flu, gout, hepatitis.*

The Definite Article

1. With nouns we have mentioned previously.

e.g. There is a bedroom and a living room. The bedroom is quite large.

2. With nouns we mention for the first time, but where it is clear which person or thing we are talking about.

e.g. Can you pass the marmalade? My life changed completely after the war.

3. Where there is only one of something. It is clear which one we are talking about.

e.g. The moon is full tonight.

4. With nouns followed by a descriptive phrase, which makes them definite. *e.g. This is the man I told you about. London Bridge BUT the Tower of London*

5. With national groups:

e.g. The British drink far too much tea.

6. With classes of people:

e.g. The rich get richer and the poor get poorer.

7. With individual items which represent a class:

e.g. The lion is fast disappearing.

8. With names of musical instruments:

e.g. I can't play the piano but I can play the guitar.

9. With some geographical names. In particular: oceans, seas, rivers, regions:

e.g. The Thames flows into the North Sea. the Arctic

10. With plural countries, or where the country name contains a noun:

e.g. the Netherlands the People's Republic of China

10. With superlatives, ordinals, words (the same, the only):

e.g. This is the best. You are the first. This is the only one.

11. With media:

e.g. What's on (the) television? I went to the cinema.

Zero Article (no article)

1. With uncountable nouns and plural countable nouns when we are talking generally:

e.g. Give peace a chance. Football is life. I hate wasps. All he talks about is cars.

2. With most continents, countries, states, islands, mountains, lakes, cities, parks, roads and streets, squares, bridges, palaces, castles, cathedrals, stations and airports:

e.g. We live in France. We took the train from Paddington Station to Bath.

3. With company names, years, months, days and special times of the year:

e.g. She works for Lufthansa. I'll see you in January.

4. With names of meals when we are talking generally:

*e.g. It's time for lunch. (BUT The lunch I had at Cafe Sol was good value.)
What's for dinner? (BUT The dinner Sue gave us last night was delicious.)*

5. With unique jobs or roles (the definite article is also possible in these cases):

e.g. Jim is (the) chairman of the company.

6. With prepositions of place with certain buildings, where the purpose of the building is more important than the place itself:

e.g. Sally is in prison. (she's a prisoner).

e.g. Sally is in the prison, (she's a visitor to that specific building).

Similar are: church, class, court, hospital, school, university.

7. With means of transport when we are talking generally:

e.g. We "went there by car. (BUT We went there in the car that Alex borrowed.)

Note that if we use in or on, we need an indefinite article:

e.g. We went there in a car/on a bus.

b. Fill in the gaps with a/an, the or no article:

1. A lot of people are giving up _____ meat.

2. _____ meat we had for lunch last Sunday was very tough.

3. As someone said _____ life is just one damned thing after another.

4. I don't know much about _____ life of _____ Napoleon.

5. _____ running is supposed to be good for you.

6. I ought to be fit with all _____ running I do, but I don't feel fit.

7. Which is your favourite colour? – _____ Red.

8. I think _____ red one will suit you best. _____ Red is more your colour.

9. We learnt _____ English at school, but _____ English we learnt was useless.

10. _____ London is a safe city today, but _____ London of the 18th century was pretty rough.

11. _____watches have become very cheap and very attractive.
12. Most of _____watches you see today work on _____quartz.
13. _____indoor plants require a lot of effort and attention.
14. _____Bach gives me a great deal of pleasure.
15. _____Bach recording you bought for my birthday is first class.
16. If you study _____History, you've got to read a lot.
17. _____journeys to unknown places require a lot of preparation.
18. _____lives of _____poets and _____musicians have often been unbearably difficult.
19. I'm not interested in the price of _____silver or the price of _____gold.
20. _____time is _____money.



6. Reading for fun:

Not Funny

Two tourists were staying on the fiftieth floor of a New York hotel. They came back one day and were told at the reception that the elevator was out of order and they had to climb the stairs.

They decided to tell funny stories to make the climbing easier. At the forty-ninth floor they were so tired and they had run out of funny stories.

One man said " Lets try telling stories that are not funny" and the other said " I know one story that is not funny at all - we forgot our room key at the reception".

Unit 6. Travel Agencies

*“The pessimist complains about the wind.
The optimist expects it to change.
The realist adjusts the sail”*

(William A. Ward)



1. a. Read and translate the text:

A Travel Agent. Job Description

Not everyone enters a travel agency with a clear idea of where they'd like to go on holiday, so one of your main roles as a travel agent is to give well-informed, appropriate advice to clients about where and when to travel based on their needs. So if they hate hot weather, don't send them to Australia in summer.

A travel agent's duties will include:

- arranging flights, *insurance* and accommodation;
- using a booking system to secure holidays;
- collecting and *processing payments*;
- advising clients on travel arrangements, e.g. visas and passports;
- sending out tickets to clients;
- *keeping clients up to date* with any changes;
- dealing with complaints or *refunds*.

A travel agent is required to be an absolute KBC expert. What does KBC mean? Three parallel concepts which are closely *interlinked*. Knowledge, Booking and Customer Service.

Knowledge. Travel agents are required to have broad knowledge of the world, especially popular travel destinations. When you are planning a leisure vacation, a travel agent can suggest locations that fit your travel wants and needs. For business travellers, travel agents can offer knowledge about locations for meetings and conferences and suggest *must-do* activities for leisure time. Additionally, a good travel agent can inform you about local laws, customs, climate, travel documentation and travel advisories that concern your destination. Travel agents constantly increase and *refresh their knowledge* through attending trade shows and workshops and taking trips to familiarize themselves with different locales.

Booking. One of the most important duties of a travel agent is booking accommodation, car rentals, flights, cruises, trains, buses and tours. They have access to direct *inventory* for many accommodation and travel arrangements, giving you options that you may have missed by searching for yourself online. A travel agent may also be responsible for rebooking or making alternative travel arrangements due to *unforeseen circumstances*. In case of bad weather, for example, a call to your travel agent may be more helpful, or at least less stressful, than standing in line at a ticket counter waiting to be rebooked.

Customer Service is an important duty of a travel agent. Not only will travel agents book your trip and tell you about where you are going, but they will plan every detail from the time that you leave your home until the time you return. They can take

care of transfers, and assist in *upgrades* and any special requests that you may have - for example, low-fat meals on your flight or a specific room or floor at a hotel.

Although these requests may be made online, in many cases, these requests may get lost in the translation. The direct relationship that travel agents have with companies allows them *to go above and beyond* for their customers.

OK, I'm interested... But is it really the job for me?

This job is all about the customer and helping to find and organise their dream holiday, so travel agents need to have *finely-tuned* customer service skills, passion for the travel industry and a friendly, approachable manner. Other qualities that will set you on the road to success include: good attention to detail, well organised personality, competent IT skills, patience. Plus, knowledge of foreign languages is always an advantage when working in the travel industry.

b. Glossary to assist your text comprehension:

insurance - an arrangement by which a company or the state undertakes to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specified premium

processing payments - accept or decline credit card transactions

keeping somebody up to date - to inform someone of all the most recent news and changes in a situation

refunds - repayment of money

interlinked - joined or connected together

must-do - unavoidable requirement

refresh knowledge - *renew in memory, achieve awareness of something again*

inventory - a complete list of items

unforeseen circumstances - events or actions beyond control

go above and beyond - do more or better than would usually be expected of someone

finely-tuned – having positive attitude towards gaining the highest level of performance, efficiency or effectiveness

2. Answer the questions based on the text:

1. What are the duties of a travel agent?
2. What does the abbreviation KBC mean?
3. What kind of knowledge should a travel agent possess?
4. Characterize booking skills of a travel agent.
5. In which way should a travel agent treat a customer?
6. What are the qualities of the perfect travel agent?

3. a. Read the tips on how to make a perfect travel brochure:

1. **Choose the destination of your potential clients.** If you are a professional working for a travel company, your destination of choice will be the one you work for. If you are a student, and are creating a pretend travel brochure, you will want to pick out a desirable, exotic, and interesting location. Write a captivating title. Use descriptive adjectives, possibly even verbs, to entice the viewer.

2. **Explore and locate the amenities of the location.** These include, but are not limited to, restaurants, shops, bathrooms, movie theaters, etc. It is important that your potential client knows what amenities are available to them at your destination, and where they are located. The eye-catching photos will help you tell the story you want to tell. The clients should be excited and intrigued by what they see in the brochure.

3. **Find out what the residents are saying, if your destination has residential accommodation.** Interview the persons who live there. Get their opinions of what the destination is like. If the destination is strictly for vacation (i.e. non-residential) try calling people who have vacationed there in the past. Students who do not have direct contact with persons who lived or have vacationed there, should look online. You may not only include a summary of what they said, but include block quotes. Do not include bad experiences, as this might turn off the clients.

4. **Pick your target audience.** For every destination, you will need to figure out what demographic group will be most interested in it. This will not only help you highlight particular accommodation, but also create a brochure that is visually stimulating to your targeted demographic group. Vacation spots with lots of bathrooms, and restaurants available are great for an older demographic audience. Destinations which are primarily vacation spots (non-residential) usually target a younger audience, or newlywed couples going on their honeymoon. Vacation spots which have hotels furnished with WiFi and cable TV are great destinations for families. Destinations which have large rooms are great for business workers, who are looking to conduct work from far away.

5. **Determine the price of your travel package.** This is the most important step of all. You need to make a reasonable profit, but you also do not want to scare away potential visitors. If you are a professional, the price of the trip will probably already be determined. Mention the different offers/deals travelers can get through your particular company such as family discounts, senior discounts, children discounts, etc.

b. Design a travel brochure on the destination of your choice.

4. Learn the idioms and use them in sentences of your own:

● **happy camper** - to be content or satisfied with what is happening in the life and to have no complaints

e.g. *I just got a raise, so I'm a **happy camper** today.*

● **be in a transport of delight/joy** - feel extremely happy or pleased

e.g. *I've **been in a transport of delight** ever since I got engaged – I just can't stop looking at my ring!*

● **bundle of joy (bundle from heaven)** - a newborn baby

e.g. *We arranged a baby shower for Jessica today so she can get all she needs in preparation for her little **bundle of joy**.*

● **burst with joy** - be full to the bursting point with happiness

e.g. *My kids **burst with joy** when we told them we were going to the theme park over the weekend.*

● **buzzing** - drunk

e.g. *Sally was **buzzing** after only a few drinks.*

● **leap for joy (jump for joy)** - jump up because one is happy; to be euphoric, show exceptional excitement

e.g. *I'm going to **leap for joy** when I see my parents at the airport.*

● **pride and joy** - something or someone that one is very proud of

e.g. *This car is my father's **pride and joy** – if we put a single scratch on it, he'll get angry!*

● **on cloud nine** - a person who is on cloud nine is overjoyed because something wonderful has happened

e.g. *Ever since Mary got her promotion at work, she's been **on cloud nine**.*

I don't think I've ever seen her happier!

● **like a dog with two tails** - be elated

e.g. *'Is he pleased about his new job?' 'He's **like a dog with two tails!**'*

● **grin from ear to ear** - look very satisfied and smiling

e.g. *Tim was **grinning from ear to ear** when his bosses praised him during the ceremony.*

● **grin like a Cheshire cat** - when one has a smile on his face being happy with something

e.g. *I knew he had a prank planned for April Fools' Day when he arrived at work **grinning like a Cheshire cat**.*

● **over the moon** - extremely pleased and happy

e.g. *I'm **over the moon** about Rosie's news.*

● **in seventh heaven** - in a very happy state

e.g. *After I was given my first camera I was **in seventh heaven**.*

● **walking on air** - be merry, to feel like you are floating on air

e.g. *I've **been walking on air** ever since I got my driving licence.*



5. a. Grammar. The Future Continuous Tense

The Future Continuous has two different forms: "will be doing " and "be going to be doing." Unlike simple future forms, future continuous forms are usually interchangeable.

We form **the Future Continuous** with "**Will**"

[will be + present participle (verb+ing)]

e.g.

*You **will be waiting** for her when her plane arrives tonight.*

***Will you be waiting** for her when her plane arrives tonight?*

*You **will not be waiting** for her when her plane arrives tonight.*

We form **the Future Continuous** with "**Be Going To**"

[am/is/are + going to be + present participle]

e.g.

*You **are going to be waiting** for her when her plane arrives tonight.*

***Are you going to be waiting** for her when her plane arrives tonight?*

*You **are not going to be waiting** for her when her plane arrives tonight.*

REMEMBER: It is possible to use either "will" or "be going to" to create the future continuous with little difference in meaning.

The Future Continuous expresses:

2. Interrupted Action in the Future

Use the future continuous to indicate that a longer action in the future will be interrupted by a shorter action in the future. Remember this can be a real interruption or just an interruption in time.

e.g.

I will be watching TV when she arrivestonight.

I will be waiting for you when your bus arrives

I am going to be staying at the Madison Hotel, if anything happens and you need to contact me.

He will be studying at the library tonight, so he will not see Jennifer when she arrives.

Notice in the examples above the interruptions are in the Simple Present rather than the Simple Future. This is because the interruptions are in time clauses, and you cannot use future tenses in time clauses.

3. Specific Time as an Interruption in the Future

In addition to using short actions as interruptions, you can also use a specific time as an interruption.

e.g.

Tonight at 6 PM, I am going to be eating dinner.

(I will be in the process of eating dinner).

At midnight tonight, we will still be driving through the desert.

(We will be in the process of driving through the desert).

REMEMBER

In the simple future, a specific time is used to show the time an action will begin or end. In the future continuous, a specific time interrupts the action.

e.g.

Tonight at 6 PM, I am going to eat dinner.

(I am going to start eating at 6 PM).

Tonight at 6 PM, I am going to be eating dinner.

(I am going to start earlier and I will be in the process of eating dinner at 6 PM).

4. Parallel Actions in the Future

When you use the future continuous with two actions in the same sentence, it expresses the idea that both actions will be happening at the same time. The actions are parallel.

e.g.

I am going to be studying and he is going to be making dinner.

Tonight, they will be eating dinner, discussing their plans, and having a good time.

5. Atmosphere in the Future

In English, we often use a series of parallel actions to describe atmosphere at a specific point in the future.

e.g.

When I arrive at the party, everybody is going to be celebrating. Some will be dancing. Others are going to be talking. A few people will be eating pizza, and several people are going to be drinking beer. They always do the same things.

b. Change the verbs in brackets into the correct form of the Future Continuous or the Future Simple Tense:

1. **Sandra:** Where is Tim going to meet us?

Marcus: He (wait) for us when our train arrives. I am sure he (stand) on the platform when we pull into the station.

Sandra: And then what?

Marcus: We (pick) Michele up at work and go out to dinner.

2. **Ted:** When we get to the party, Jerry (watch) TV, Sam (make) drinks, Beth (dance) by herself, and Thad (complain) about his day at work.

Robin: Maybe, this time they won't be doing the same things.

Ted: I am absolutely positive they (do) the same things; they always do the same things.

3. **Florence:** Oh, look at that mountain of dirty dishes! Who (wash) all of those?

Jack: I promise I (do) them when I get home from work.

Florence: Thanks.

Jack: When you get home this evening, that mountain will be gone and nice stacks of sparkling clean dishes (sit) in the cabinets.

4. **Doug:** If you need to contact me next week, I (stay) at the Hoffman Hotel.

Nancy: I (call) you if there are any problems.

Doug: This is the first time I have ever been away from the kids.

Nancy: Don't worry, they (be) be fine.

5. **Samantha:** Just think, next week at this time, I (lie) on a tropical beach in Maui drinking Mai Tais and eating pineapple.

Darren: While you are luxuriating on the beach, I (stress) out over this marketing project. How are you going to enjoy yourself knowing that I am working so hard?

Samantha: I 'll manage somehow.

Darren: You're terrible. Can't you take me with you?

Samantha: No. But I (send) you a postcard of a beautiful, white sand beach.

Darren: Great, that (make) me feel much better.



6. Read a funny story and retell in class:

Pure Kindness?

A travel agent looked up from his desk to see an older lady and an older gentleman peering in the shop window at the posters showing the glamorous destinations around the world. The agent had had a good week and the dejected couple looking in the window gave him a rare feeling of generosity.

He called them into his shop and said, "I know that on your pension you could never hope to have a holiday, so I am sending you off to a fabulous resort at my expense, and I won't take no for an answer."

He took them inside and asked his secretary to write two flight tickets and book a room in a five star hotel. They, as can be expected, gladly accepted, and were on their way.

About a month later the little lady came in to his shop. “And how did you like your holiday?” he asked eagerly.

“The flight was exciting and the room was lovely,” she answered. “I've come to thank you. But, one thing puzzled me. Who was that old guy I had to share the room with?”

Unit 7. Hotel Reservations

*“People will forget what you said,
forget what you did, but people will
never forget how you made them feel”*
(Maya Angelou)



1. a. Read and translate the text:

A Day in the Life of a Hotel Receptionist

According to the Bureau of Labor Statistics (BLS), there are more than 243,000 hotel receptionists – also known as front desk receptionists, front desk clerks, front desk agents and sometimes guest service agents – employed in the U.S. today and earning an average annual salary of \$22,610. These individuals play a highly important role in the success of the hotels, motels, resorts and other lodging establishments in which they work. Should you choose to become one, let’s take a closer look at the tasks you’ll perform in a typical day on the job.

The shift you are assigned determines the time you will report to work. Some hotel receptionists work early morning to midday. Others work from the afternoon into the late night. Overnight shifts are also possible. While you may be able to request the shift or shifts you prefer, it’s likely you’ll be working weekends and at least the occasional holiday if you *pursue* a career as a hotel receptionist.

Each shift will begin with a *rundown of the events* of the previous shift. If the employee on the desk before you was working to solve a guest problem, you’ll need to step in where he or she leaves off. You’ll also need to take over any other administrative tasks in progress. If you work at small hotel that offers *complimentary breakfast* and you happen to work the morning shift, you may need to prepare the breakfast area as well.

Throughout the day, you’ll answer the phone, transferring calls for guests to their rooms, taking messages and booking future stays. If potential visitors call with questions about the hotel or special offers currently available, you’ll answer them. If *vendors* or other service providers call to speak with other departments or the hotel general manager, you’ll transfer the calls or take messages when appropriate. Current guests may also call down from their rooms with special requests, which you will need to route appropriately.

As guests call or email to book a room or arrive at the hotel for their visit, you’ll use a computerized system to make their reservation or check them in. Check in generally requires a number of steps, from verifying the guests’ identity and credit card information to explaining potential fees and other details necessary to ensure a stay free of unpleasant surprises. Some guests may ask to upgrade their room or make another request that requires you to adjust room assignments.

As a hotel receptionist, you’ll also be responsible for checking out guests on the last day of their stay. This will require completing check-out procedures including collection of room keys, explaining any additional fees, and running the guest’s credit card for payment. Some guests may complain about certain aspects of their stay.

When they do, you must remain pleasant and calm, thank them for letting you know about their displeasure, and find a way to turn their experience around.

You'll need *to field questions*, requests and complaints from current guests as well. Some may need assistance navigating the city or making restaurant or theatre reservations. Others may need a safe place to store their valuables. Many will ask you to recommend things to do for entertainment in the area. No matter how busy the front desk is at the time, you'll need to respond to each guest *in a friendly, courteous and timely manner*.

Depending on the size and organizational structure of the hotel, there may be other duties for which you'll be responsible. However, your number one priority as the face of the establishment – the first person guests see when they arrive and the last as they leave – is to ensure visitors feel welcome, have their needs met and are eager to return.

b. Glossary to assist your text comprehension:

to pursue – to follow a course of activity, to try to achieve something.

rundown of the events – a quick review or summary of main points of information, usually oral.

complimentary breakfast – it means that it's free. Usually, this is an incentive used by hotels to entice people to book a stay.

vendor – a person or company that sells goods or services.

to field questions – to answer questions asked by a group of people.

courteous – polite, respectful, or considerate in manner.

in a timely manner – it means that something is finished quickly or on time.

transfer the calls – redirect telephone calls to a new line or extension.

2. Answer the questions based on the text:

1. Do the receptionists and guest service agents have different duties? Why?
2. Receptionists are not likely to work weekends and holidays, aren't they? Why?
3. Does a shift at big hotels begin with preparing the breakfast area or with a rundown of the events of the previous shift?
4. Are telephone skills important for a receptionist? Why?
5. What receptionist's activity is computerized?
6. What steps does the checking out procedure include?
7. What personal characteristics of a receptionist are important while dealing with the guests' complains?
8. In what way can a receptionist help the hotel guests if they need some advice?
9. What is your number one duty as the face of the establishment?

3. a. Put the dialogue in the correct order.

Check-out / Getting to the airport

[_1_]: Did you enjoy your stay with us?

[__]: That's good to hear. Thank you again for staying at The Grand Greenwood Hotel.

[__]: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

[]: I'll pay with my Visa, thanks, but I'll need a receipt so I can charge it to my company.

[]: Would you like to sign the hotel guestbook too while you wait?

[]: That sounds great, but will it get me to the airport on time?

[]: Oh yes certainly. How much will that be?

[]: We do have a free airport shuttle service.

[]: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

[]: Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.

[]: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

[]: Let's see. The bill comes to \$37.50. How would you like to pay for that?

[]: Sure, I had a really good stay here and I'll tell other people to come here.

[]: Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?

[]: That would be great, thank you.

b. Write 10 more questions on the Check-in / Check-out procedure and give appropriate answers to them:

e.g. Hotel receptionist: Good afternoon. Welcome to the Grand Greenwood Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Cannighan.

4. Learn the idioms and use them in sentences of your own:

● **a stone's throw**

Something is very close or near

e.g. Luckily the wedding is just a stone's throw from our hotel so we can walk there.

● **at a crossroads**

To be at a point in your life when you need to make an important decision

e.g. I was at a crossroads when I was offered a job in the US, but my boyfriend wanted to stay in London.

● **barking up the wrong tree**

To be wrong or misguided about the reason for something

e.g. He thinks the company's problems can be solved just by firing the sales team, but he's barking up the wrong tree.

● **beat about the bush**

To talk about unimportant things because you're avoiding a particular topic

e.g. Stop beating about the bush! Are you planning to quit university, or not?

● **couch potato**

A lazy person who doesn't do much exercise and spends a lot of time on the sofa watching television

e.g. My husband has turned into a couch potato since he lost his job.

● **curiosity killed the cat**

A warning that being inquisitive or curious can get you into trouble

e.g. Person A: "Where are you going at this time of night?"

Person B: "Curiosity killed the cat!"

● **cut a long story short**

To get to the point, to not include unnecessary detail

e.g. To *cut a long story short*, she has to move back to the US until her new visa comes through.

● **cut corners**

To do something in the easiest way possible (usually not very well) in order to save time or money

e.g. We had to *cut corners* to get the project done within our budget and by January.

● **eat a horse**

To be extremely hungry

e.g. I am so hungry I could *eat a horse*.

● **every cloud has a silver lining (often just: every cloud...)**

Even a bad situation may have a positive aspect to it

e.g. I might have lost my job, but at least I don't have that awful journey into work every day. *Every cloud...!*



5. a. Indirect questions. Put the words into the right order:

1. you vacated me have could tell rooms which been?

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

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

4. noise making you mind please would just a less little?

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

6. tonight what you know do time be you'll back?

b. Change to reported questions:

1. He asked: "Where have you been Tom?"

He asked me _____

2. The teacher wanted to know: "Who discovered America?"

The teacher wanted to know _____

3. The HR manager asked: "How many workers do you want to hire?"

The HR manager asked _____

4. He asked: "What would you do if you were a celebrity?"

He asked me _____

5. She wondered: "How much pay can I expect?"

She wondered _____

6. The captain asked: "When will we get to the coast, guide?"

The captain asked _____

7. The gardener inquired: "Why didn't you buy a new shovel?"

The gardener inquired _____

8. They wanted to know: "Who's that woman?"

They wanted to know _____
9. The zookeeper asked: "How much food did the lions eat last week?"
The zookeeper asked _____
10. The rock star asked: "Would you sing the song with me?"
The rock star asked me _____

c. Change the direct speech into reported speech. Choose the past simple of 'ask', 'say' or 'tell':

1. "Don't do it!"
She _____
2. "I'm leaving tomorrow"
She _____
3. "Please get me a cup of tea"
She _____
4. "She got married last year"
She _____
5. "Be quick!"
She _____
6. "Could you explain number four, please?"
She _____
7. "Where do you live?"
She _____
8. "We went to the cinema and then to a Chinese restaurant"
She _____
9. "I'll come and help you at twelve"
She _____
10. "What are you doing tomorrow?"
She _____



6. Read a funny story and retell it in class:

Behind Closed Doors

"We once had a couple check in at reception and they were given a park and display permit for their car. The hotel only had three car parking spaces, which are usually reserved during booking. Others have to park on the streets around the hotel, displaying the permits which are provided at cost by the local council. About 40 minutes later the husband comes to reception shouting and complaining that he's received a parking ticket and the permit he was given was obviously no good. We couldn't understand why, there was no way the permit wasn't valid. We asked, did he display it in the window as we had told him to do? He said, 'Of course.' He put it in the window as soon as got upstairs to the room. That's when we realized he'd put it in the bedroom window and not the car window."

Unit 8. Seeing the Sights

*“One’s destination is never a place,
but a new way of seeing things”*
(Henry Miller)



- **a. Read and translate the text:
Top-Rated Tourist Attractions in Milan**

While Milan (Milano) may not be the first city a tourist thinks of when planning a trip to Italy, it has more than its share of attractions, not to mention history. For all its workaholic reputation as the money and business center of Italy, it's a city with an *influential* past and a rich cultural heritage. Consider that St. Augustine was *baptized* in a basilica that stood at what is now Piazza del Duomo; artists Michelangelo and Leonardo da Vinci, the composer Verdi, the great tenor Enrico Caruso, and designer Giorgio Armani all lived and worked here; Toscanini conducted regularly at La Scala; Napoleon was crowned (actually, he crowned himself) inside the Duomo; and the entire fashion world looks to Milan's *catwalks* twice a year for the season's fashions. All this history, not to mention the considerable wealth generated by its favored commercial position, has left Milan with an abundance of art, cultural, and architectural treasures for you to enjoy.

Big, *sprawling* Milan can be overwhelming when you look at a map. It's not nearly so *daunting* when you notice that most major things to do are *within walking distance* from the Duomo, itself Milan's prime attraction. And they *line up* conveniently, so walking to the *outermost* of them takes you past one or two others.

The large Piazza del Duomo in front of the cathedral is Metro hub, and you'll find plenty of things to do near the Duomo. In tiny Piazza dei Mercanti, you will feel as though you've stepped back into the Middle Ages as you stand beneath the stone market arcade in front of the 13th-century Palazzo della Ragione. Jump forward several centuries to enter the elegantly domed Galleria Vittorio Emanuele II, facing the Duomo. Walk through it to emerge in front of the world's most famous opera house. It's all within a five-minute walk.

The massive Cathedral of Santa Maria Nascente, which the Milanese call just "Il Duomo" is among the world's largest (it holds up to 40,000 people) and most magnificent churches. It was begun in the 14th century, but its façade was not completed until the early 1800s, under Napoleon. The roof is topped by 135 delicately carved stone *pinnacles* and the exterior is decorated with 2,245 marble statues.

To many, the interior of the church of San Maurizio is the most beautiful in Milan. Built in the early 1500s as the church for *a convent* of Benedictine *nuns*, the entire interior is covered in frescoes of biblical scenes, and the colors of the paintings are as vivid as if they'd been painted yesterday.

The extensive monastery was built over the ruins of the Roman circus and portions of the Roman walls, all now part of the Archaeology Museum, where you can see these excavated remains of Roman Milan. Along with the ancient history of Milan, you'll find Greek, Etruscan, and Roman finds from elsewhere in Italy, including sculptures in stone and bronze.

The Renaissance Palazzo di Brera, built between 1651 and 1773, was originally a Jesuit college, but since 1776 has been the Academy of Fine Arts. Along with a library and observatory, it contains the *Pinacoteca* di Brera, one of Italy's finest art museums. The museum is especially strong in paintings by northern Italian masters. The most famous picture in the gallery is Raphael's Marriage of the Virgin, the finest work of his first period.

Considered the most prestigious opera house in the world, La Scala *has rung with* the music of all the great operatic composers and singers, and its audiences - the theater seats 2,800 people - are known (and feared) as the most demanding in Italy. The season begins in early December and runs through May, but tickets are often difficult *to come by*. The best way of getting tickets is through your hotel concierge, but it's worth checking at the box office.

b. Glossary to assist your text comprehension:

influential - having a lot of influence on someone or something.

to be baptized - to be made officially a member of the Christian Church in a service of baptism.

a catwalk - a platform extending into an auditorium, along which models walk to display clothes in fashion shows.

sprawling - spreading out over a large area in an untidy or irregular way.

daunting - seeming difficult to deal with in prospect; intimidating.

within walking distance from - not very far : close enough to reach by walking.

line up - arrange a number of people or things in a straight row.

outermost - the one that is furthest from the centre.

pinnacles - a small pointed tower on top of a building.

a convent - a religious residence especially for nuns.

nun - a member of a religious community of women, typically one living under vows of poverty, chastity, and obedience.

Pinacoteca - a picture gallery or place where paintings are kept.

to ring with - if a place rings with a sound, it is full of it.

to come by - manage to acquire or obtain (something), to get possession of something.

2. Answer the questions based on the text:

1. What reputation has Milan?
2. What famous people lived and worked in Milan?
3. What takes place in the city twice a year?
4. What is Milan's number one attraction?
5. What sights near the Duomo remind you the Middle Ages?
6. What is situated within a five-minute walk from Duomo?
7. Which cathedral was built for five centuries?
8. Why is the church of San Maurizio considered to be the most beautiful in Milan?
9. Where is the *Pinacoteca* di Brera situated?
10. How long is the season at La Scala opera house?

2. a. Read the list of the top 10 historical sites and tell the class where it is situated and what it is famous for:

- *Machu Picchu* -
- *Tikal* -
- *The Pyramids at Giza* -
- *Angkor Wat* -
- *Petra* -
- *Stonehenge* -
- *The Colosseum and Forum* -
- *The Parthenon* -
- *Easter Island* -
- *Taj Mahal* –

b. Find 10 more historical sites and give information about them in 3 sentences:

4. Learn the idioms and use them in sentences of your own:

● **act of God**

This phrase is used to describe an event that humans did not cause and are not responsible for (such as an earthquake, flood, tornado, etc.).

e.g. The insurance company refused to pay for the damage caused by the flood because it was considered an act of God.

● **clean as a whistle**

This English idiom just means that something is immaculate. It can also be used to describe a person or thing that is completely honest and legal.

e.g. Bob was genuinely amused when he saw that his room was clean as a whistle.

● **cut and dried**

When something is described as “cut and dried,” it means that it is evident, understandable, and uncomplicated.

e.g. When Maggie arrived at the central office, she didn't find the situation as cut and dried as she had expected.

● **been through the war**

This English idiom is used to describe a place or thing that shows signs of a lot of use or is significantly damaged.

e.g. That house looked as though it had been through the war.

● **dead as a dodo**

The meaning of this English idiom is quite simple. It is used to describe something that is out of fashion or out of date; something that is not important or relevant anymore. A dodo is a type of bird that is now extinct.

e.g. The floppy disk is an invention that is now dead as a dodo.

● **hive of activity**

A “hive of activity” is a place where a lot is happening, and everyone present is busy doing something.

e.g. When we went to offer help, the kitchen was already a hive of activity.

● **second to none**

This English idiom means “the best; better than everything else (in a certain group or category).”

e.g. The food at Ali’s restaurant is second to none. I love that place!



5.a. Passive: present – past. Use: am , is, are, was, were

1. Rose _____ by the snake. (scare-past)
2. Many cars _____ in Japan. (make-present)
3. The cinema _____ by the police. (close-past)
4. The work _____ three times a day. (do-present)
5. The pictures _____ by Picasso. (paint-past)
6. The cheese _____ by the mice. (eat-past)
7. These knives _____ to cut up food. (use-present)
8. They _____ the question two times. (ask-past)
9. Our house _____ in 1902. (build-past)
10. Computers _____ all over the world. (use-present)
11. An ovation _____ to the actors. (give-present)
12. A bicycle _____ from her. (steal-past)

b. Put the sentences into passive voice. Mind the tenses.

1. They speak English and French at this hotel.
English and French _____ at this hotel.
2. The little boy broke the window last week.
The window _____ by the little boy last week.
3. Our secretary typed this enquiry.
This enquiry _____ by our secretary.
4. Jill uses the computer quite often.
The computer _____ by Jill quite often.
5. The secretary defended some colleagues.
Some colleagues _____ by the secretary.
6. Picasso painted this picture.
This picture _____ by Picasso.
7. Last year they published ten books.
Ten books _____ (by them) last year.
8. Molly has knitted this cardigan.
This cardigan _____ by Molly.
9. Next year George will visit Marc in London.
Next year Marc _____ by George in London.
10. Jim has opened the window.
The window _____ by Jim.
11. Frank has broken many windows.
Many windows _____ by Frank.
12. Lucy buys many books.
Many books _____ by Lucy.
13. David has written some letters.
Some letters _____ by David.
13. Benjamin Franklin invented the lightning conductor.

The lightning conductor _____ by Benjamin Franklin.

14. All students have learned the irregular verbs.

The irregular verbs _____ by all students.

c. Form questions in Passive using the given words/phrases

1. made in Hong Kong cars are

_____?

2. has taken been to hospital she

_____?

3. can the potatoes be in five minutes roasted

_____?

4. be will prepared the students for the exam

_____?

5. when tea served will be

_____?

6. being is provided today lunch

_____?

7. to them last week laptops given were

_____?

8. broadcasted the videos may be

_____?

9. the road been has for repairs closed

_____?

10. by the teacher asked was yesterday he

_____?



6. Read a funny story and retell it in class:

Words of Wisdom from a Taxi Driver

One of my all-time favorite countries to travel in is India. If you have ever been you know that this is one of the craziest countries in the world to drive in.

The streets are crowded, the cars share the road with cows, camels, horses, dogs, bicycles, huge trailers, tuk-tuks, buses and pretty much everything that moves.

The rules: there are no rules. They use their horn for pretty much everything and if you want to drive past someone you just honk your horn and drive around. When we took taxis in the northern parts of the country I saw my life flash before my eyes every five minutes.

In New Delhi we had an awesome taxi-driver that drove us around the city for a couple of days. In the world's second most populous city you have to be pretty crazy to become a taxi driver. At least that is what we thought sitting in the backseat of his taxi listening to AR Rahman, the Mozart of Madras blasting through the broken speakers whilst dodging cars and cows.

I ask him: "so what makes a good taxi driver in Delhi?"

He says: "a good taxi driver needs three things; good breaks, good horn and good luck!"

Laughing and smiling after he gave us his words of wisdom he continued to drive us safely through the streets of New Delhi.

Unit 9. Getting Around

“We live in a wonderful world that is full of beauty, charm, and adventure. There is no end to the adventures we can have if only we seek them with our eyes open”

(Jawaharlal Nehru)



1. a. Read and translate the text:

The Best Ways to Travel around Europe

Hi Kate,

I have a couple of questions that no one seems to be able to answer me properly that are *doing my head in* in the *lead up to* my European adventure this August. I plan on visiting as much of Italy as possible, Greek islands, Croatia, Spain, London & Amsterdam over 6-7 weeks.

What I really would like to know is the cheapest and best way to get around as I've been told to catch trains but don't want to be wasting a lot of my trip on them. And then *the problem lies with* getting to a destination, where do you go from the train station? Are taxis or other public transport cheap and readily available?

In Adelaide where I live public transport is terrible often waiting an hour for a local bus into the city only 20-minute drive away so my faith in the transport system is *screwed up*.

I know flights are cheap between countries too but same thing again how do you actually get to your final location once you are there? I'm quite short and weak and the thought of *lugging* my huuuuge suitcase for hours is *scaring me off* my idea to backpack and save as much as possible.

Yours,

Mary

This is Kate's answer:

Don't *fret* — traveling around Europe is much easier than you think, and public transportation is SO much better than what you have in Adelaide.

There are three main ways to travel around Europe: by train, bus, and plane.

Train

Trains are a wonderful, comfortable, romantic way to travel around Europe, and I highly recommend doing this if you can. However, they're not the cheapest. Buying a *Eurail pass* that fits your specific needs will most often be cheaper than buying individual tickets. You can buy passes valid for 1-5 countries of your choosing for 3-10 days within 1-2 months, or you can choose a Global pass that covers the whole Eurail region.

Eurail passes also offer free or discounted ferry rides, including some ferries between Italy and Greece (though not ferries between Croatia and any other country).

Bus

Buses often follow the same routes as trains, but for much less. One time I took a bus from Granada to Madrid. It took five hours and cost €17 (\$22). The very same

journey by train took four hours and cost €70 (\$91). *Yikes!* That's an extreme example, but it's true that buses are almost universally cheaper than trains.

Plane

Budget airlines like Easyjet, RyanAir, WizzAir, Vueling, Jet2, and more fly all over Europe. If you book in advance, you can find flights across Europe for as cheap as €20 (\$26).

However, there are three things to keep in mind: there are lots of *add-on fees*, including fees for not using a European credit card; the airports are often far from the destinations (the only way to get from "Paris Beauvais Airport" to Paris is a 75-minute, €16 (\$21) bus ride); and RyanAir in particular *sacks* you *with* ridiculous charges if you don't pay attention (like €50 (\$65) if you don't bring a printed out boarding pass!).

Your Route

If I were you, I'd make an effort to allocate Croatia and Greece to September, not August. August is the biggest month of the year for resort-type destinations. September is cheaper and far less crowded, though the weather will still be amazing.

I recommend to start your trip in London, take the overnight bus to Amsterdam, take a budget flight to somewhere in Spain, travel around Spain by bus or train, take a budget flight to somewhere in Italy (Pisa is often cheap and you can take a train from the airport directly to Florence), travel around Italy by bus or train, take a ferry to Croatia and then a ferry to Greece, explore the islands, get a budget flight from somewhere in Greece back to London.

I want *to urge* you to take a backpack instead. Huge suitcases are best only when you're going to one or maybe two locations. Dragging a huge suitcase all over Europe will be absolutely miserable for you and anyone riding public transportation with you. Trust me — get yourself a backpack. You're doing a summer trip and you won't need to pack heavy clothing.

Good luck and have a fabulous time!

b. Glossary to assist your text comprehension:

do sb's head in - to make someone feel confused or unhappy; to be more annoying, difficult, boring etc than you can deal with; to make someone angry or annoyed.

lead up to sth - if a period of time or series of events leads up to an event or activity, it happens until that event or activity begins.

the problem lies with - when you use this idiom, you mean that an existing situation has caused that situation or problem.

screwed up - ruined or spoilt; in a mess or not working.

lugging (from lug) - to carry or pull something with effort or difficulty because it is heavy.

scare smb off - to cause (someone or something) to go away and stay away because of fear or because of possible trouble, difficulty, etc.

fret - to be nervous or worried.

a Eurail pass – it is a single travel document that allows you to travel by train in one or more European countries. With a Eurail Pass, you can explore up to 31 countries, without having to buy point-to-point tickets.

Yikes! – exclamation (informal), expressing shock and alarm, often for humorous effect.

add-on – extra, for example, fees or charges that are added to the basic price of a good or service for additional features or benefits.

to sack – derive a benefit from; earn on some commercial or business transaction.

to urge - try earnestly or persistently to persuade (someone) to do something.

2. Answer the questions based on the text:

1. What countries does Mary plan to visit?
2. What does Mary's problem lie with?
3. Why is Mary's faith in the transport system screwed up?
4. What is Mary like?
5. Is public transportation around Europe the same as in Adelaide?
6. What are the main ways to travel around Europe?
7. Which document can be more convenient for Mary to travel around Europe: a Eurail pass or a Global pass? Why?
8. What type of transport is cheaper in Europe: train or bus? Explain why.
9. Why does Kate recommend Mary to go to Croatia and Greece in September?
10. What does Kate recommend Mary to take from Amsterdam to Spain?
11. What is better for a summer trip around Europe: a suitcase or a backpack? Why?

3. a. Explain pros and cons of travelling

- by train,
- by bus,
- by plane;

b. Give examples of travelling by different types of transport from your own experience (6-7 sentences for each one). What are your preferences?

4. Learn the idioms and use them in sentences of your own:

● keep one's chin up

To encourage someone to stay positive in a difficult situation

e.g. It's been a difficult month for you but keep your chin up! It will get easier.

● kill two birds with one stone

To achieve two things at once

*e.g. I could pick up the dry cleaning on my way the doctors. That way we'd be **killing two birds with one stone.***

● let sleeping dogs lie (often just: **let it lie**)

To leave a situation as it is, in order not to make it worse

e.g. Don't bring up what happened at Alison's party again. You should just let it lie.

● miss the boat

To be slow and not take an opportunity when it's offered to you

e.g. I would call the company back now about the job and not wait until the morning. You don't want to miss the boat!

● **no pain, no gain**

You need to suffer or work hard to get what you want or deserve

e.g. Person A: "That gym class was so hard I thought I was going to pass out!"

Person B: "No pain, no gain!"

● **not one's cup of tea**

Something you don't like or are not interested in

e.g. She's a great cook, but the meal she made really wasn't my cup of tea. It was far too spicy.

● **on the ball**

To be alert, quick to understand and react to things

e.g. You really need to be on the ball in this job because it's fast-paced with lots happening all the time.

● **on the straight and narrow**

To live in a way that is honest and moral, to stay out of trouble

e.g. He was very wild for many years, but he seems to have grown up and he's on the straight and narrow now.

● **once in a blue moon**

Something that happens rarely

e.g. I eat McDonalds once in a blue moon, when I feel like a treat!

● **piece of cake**

Something that is very easy

e.g. My English exam was a piece of cake.



5. a. Modal verbs. Choose the right forms *have to, don't have to, can, can't, should or shouldn't* to complete the following sentences:

You _____ shout at the children. It frightens them.

I'm sorry but you _____ bring your dog in here. It's forbidden.

You _____ have a visa before travelling to the USA. It's the law.

You _____ stay in the library till eight o'clock. It's open all evening.

I think you _____ think carefully before you sell the house.

You _____ buy a new alarm clock. This one is broken.

You _____ wear a uniform at my new school.

You _____ leave your bag open on the bus.

We _____ go now or we'll be late.

She _____ dance very well but she can't sing.

You _____ be at the airport by five o'clock.

b. Choose the correct answer:

1 - You _____ leave if you've finished.

a. may

b. might

c. Either could be used here.

2 - _____ I come in?

a. Can

b. May

c. Either could be used here.

3 - We ____ not get into the concert without tickets, so we went home.

- a. might
- b. could
- c. Either could be used here.

4 - ____ I open the window?

- a. Could
- b. May
- c. Either could be used here.

5 - ____ you turn the heating up a bit, please?

- a. Could
- b. May

6 - You ____ take a mobile phone into the exam.

- a. can't
- b. may not
- c. Either could be used here.

7 - ____ you help me?

- a. Can
- b. Could
- c. Either could be used here.

8 - I'm afraid you ____ not take the exam until you pay for it.

- a. may
- b. might

9 - You ____ smoke anywhere on the train.

- a. cannot
- b. might not

10 - You ____ use my dictionary if you want.

- a. can
- b. might
- c. Either could be used here.

c. Choose the correct expression:

1. _____ pass me the towel, please?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

2. _____ a cup of coffee?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

3. _____ open the door.

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

4. G. - I'm cold.

L. - _____ lend you my coat.

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

5. _____ borrow your guidebook, please?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

6. _____ help me, please?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

7. _____ have some water, please?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

8. _____ get me some water, please?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

9. _____ help you.

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

10. _____ switch off the light, please?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

11. A. - It's very dark.

N. - _____ switch on the light.

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

12. _____ a piece of cake?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

13. _____ open the door quickly, please? It's very cold!

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

14. _____ a drink?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

15. _____ a biscuit?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

16. _____ lend me some money, please?

- a. Would you like
- b. I'll
- c. Can you
- d. Can I

17. "_____ come in, please?"

- a. Would you like
- b. I'll
- c. Can you
- d. Can I



6. Read a funny story and retell it in class:

Hiking with a Friend

My friend lived in Vietnam, and I decided to visit him for a couple of days. I thought we were going to stay in his house and won't leave the city much, but in the end we decided to go for a hike. I had not proper clothing with me, just some shorts and regular shoes, and he didn't either, but we went anyway. We went through quite thick jungle, scratched our skin a bit, but were happy that no reptiles live here. We finally reached the summit and met a local guy there. I don't know why, but we asked him if there are any snakes living in his area? He burst out laughing and said: "This is called the Snake Mountain!". We really looked where we put our feet on the way down!

On the same trip we decided to visit another city with a guide. At one point I asked him if I should be worried about malaria, as we were going to a different region. He smiled and said: "No problem!". Only the first building we saw in the other city had an enormous sign on it "Malaria Hospital".

Unit 10. Eating Out

*“Eating is one of the great beauties in life.
One of my favorite recreations... eating
with friends, the service, the ambience”*

(LeRoy Neiman)



1. a. Read and translate the text:

The Best Places to Eat Traditional British Food in London

Finding the best local cuisine in London might not seem to be as much of a priority as in Paris or Rome, but times have changed. London has leapt to the top of the heap of the great gastronomic capitals on the planet with its world-class restaurants, multicultural food scene, buzzing markets, street food, *pop-ups* and supper clubs. Food has never been cooler, and it's not just the modern – British classics are being perfected both in trendy hotspots and venues that have been going for 100 years or more. A British feast awaits you.

Fish and chips

OK, so this one probably is on your list – every visitor to London worth their salt *seeks out* a fish and chip shop. But be sure you find where it's good and proper. The first 'chippy' – as Brits affectionately call them – is thought to have been established in the Jewish quarter in the East End of London in the mid-19th century and some *stalwarts* still serve the best. The Golden Hind in Marylebone has passed its 100th birthday and still tops the list for serving fish and chips as they should be – fresh, crisp, and don't forget the side of yummy mushy peas (yes, really yummy)!

Pie and mash

Ask any Brit what their favourite comfort food is and they'll probably say a good pie. Classic British *pie and mash shops* can still be found in the city, proud to be serving in the traditional environment of *chequered tiles* and wooden booths. Feeling extra brave? Try *jellied eel* or parsley liquor – but you probably have to grow up with these delicacies to appreciate them!

Pie and mash shop, M. Manze in Islington offers "the same recipes today as were used in 1902", using even better ingredients *to meet today's high standards*. For a truly gourmet pie selection, look no further than The Ginger Pig, with various locations around London, using fresh, *naturally reared* meat from their own farm in Yorkshire, topped with handmade butter pastry.

Sunday roast

The Sunday roast is a British institution. All respectable pubs *enhance* their Sunday lunch menu with a choice of roast meat: beef, pork, chicken, lamb, with all the trimmings: roast potatoes, vegetables, Yorkshire puddings, plenty of gravy, maybe some cauliflower cheese. For the ultimate Sunday roast experience, head to a proper British restaurant such as Hixter, brought to you by British food champion and legendary chef Mark Hix. Here you can share a whole roast chicken or a large cut of perfectly cooked beef, all British-reared, and supplement it with Bloody Marys or Buck's Fizz (Mimosas).

Olde-worlde British dining

Rules is London's oldest restaurant, established in 1798 – a time when eating in restaurants was strictly for the elite. You'll see how little has changed (bookings are essential), and the menu is traditional with a capital T, straight out of Downton Abbey. There's *a leaning* towards *wild game dishes* and the restaurant walls are heaving with mounted horns. Save room for their golden syrup sponge pudding with custard – a truly scrumptious traditional British dessert.

Full English breakfast

Start the day properly: eggs, sausages, bacon, fried bread, mushrooms, baked beans, grilled tomatoes, and if you're brave: black pudding (fried blood sausage). It's all about the finest ingredients, and Roast, in the heart of Borough Market, *excels at* this. All ingredients, down to the juicy tomatoes, are fresh from British farms. It's so good you have to book – yes, that's right, book – a table for breakfast.

Afternoon tea

High tea is as quintessentially British as it gets, and *you simply can't beat* the atmosphere of the Thames Foyer at The Savoy. Recline on a sumptuous velvet sofa bathed in natural light from the Edwardian glass dome overhead, as a pianist plays in the background. Take your choice from more than 25 types of tea, poured for you into a *bone china* tea cup through a silver tea strainer.

Prepare *to gorge yourself on* delicate finger sandwiches, mini scones with *clotted cream* and jam, and a *bewildering array* of exquisitely crafted fruity and chocolatey pastries and cakes. Enjoy!

b. Glossary to assist your text comprehension:

pop-up - used to describe a shop, restaurant, etc. that operates temporarily and only for a short period when it is likely to get a lot of customers.

seek out - to look for someone or something, especially for a long time until you find him, her, or it.

stalwart – a supporter or worker that is loyal, steady, and completely reliable; adherent, fan, follower.

Pie and mash – . a very popular 'old school' dish in London, namely the East End. Consists of a Pie containing just Minced Beef and a serving of Mashed Potato. Commonly covered with 'Liquor' (Pronounced 'Licker'), which is an almost flavourless sauce consisting of flour, water and parsley. It is a traditional London working-class food, originating in South East London. Pie, mash and eel shops have been in London since the 19th century, and are still common in south and east London and in many parts of Kent and Essex. The shops may serve either or both steamed and jellied eels.

chequered tiles – a mosaic terrace or pavement.

jellied eel – a dish made of a snake-like fish with a slender elongated body and poorly developed fins, proverbial for its slipperiness. It is a traditional English dish that originated in the 18th century, primarily in the East End of London. The dish consists of chopped eels boiled in a spiced stock that is allowed to cool and set, forming a jelly. It is eaten cold.

to meet someone's standards – it means to be good enough for them. Your "standards" are the basic level of quality that you expect and require. Some people have very high standards, while others have lower standards.

naturally reared – brought up in the wild; it means that your animals be fed a species appropriate diet and be cared for as close to how they would live and eat in the wild. Along with this includes living in a pack environment, on clean ground, having plenty of free access to fresh air, sunshine, clean, pure drinking water and plenty of free running exercise.

enhance - intensify, increase, or further improve the quality, value, or extent of.

olde-worlde - is used to describe places and things that are or seem to be from an earlier period of history, and that look interesting or attractive.

a leaning - a tendency or partiality of a particular kind.

wild game dishes – dishes cooked from meat of many hunted game animals or “beasts of chase” and included elk, wild boar, etc.

excel at - perform exceptionally well, be exceptionally good at or proficient in an activity or subject.

you can't beat - No one can do better than that. One cannot improve upon or surpass something, as in excellence, quality, value, etc.

bone china - white porcelain containing bone ash, made in Britain since about 1800.

to gorge yourself on - to eat something eagerly and usually to excess, to eat until you are too full to eat any more.

clotted cream - thick cream obtained by heating milk slowly and then allowing it to cool while the cream content rises to the top in coagulated lumps.

bewildering array - confusing display or range of a particular type of thing., especially because there are too many things at the same time.

2. Answer the questions based on the text:

1. What type of cuisine is modern London famous for?
2. Where can you find British classic food?
3. What London district boasts the first established fish and chip shop?
4. What side are fish and chips served with at the Golden Hind in Marylebone?
5. What kind of meat is used for a truly gourmet pie selection?
6. What does a Sunday lunch menu in British pubs usually include?
7. What main dishes are served at London's oldest restaurant?
8. What does full English breakfast consist of?
9. Are you impressed by High tea ceremony? Why?

3. a. Explain the dishes in the list. Don't forget to name the dish and its origin, list its ingredients and say how it is served.

- Kuskus;-
- Bigos;
- Bratwurstsemmel;
- Česnečka;
- Kumpir.

b. Give examples of 3 national dishes on your choice. (5 sentences for each dish description)

4. Learn the idioms and use them in sentences of your own:

● **Go Dutch**

To share the bill for a meal or a night out. Each person pays for what they have eaten or the bill is simply split.

e.g. "It's usually better to go Dutch on a first date."

● **dish the dirt**

To spread gossip about someone

e.g. "He offered to dish the dirt on her, but I told him I don't listen to gossip."

● **chew the fat**

To chat

e.g. "I enjoy meeting my friends to chew the fat."

● **eat like a horse**

To have a good appetite

e.g. "She has a very healthy appetite, she eats like a horse."

● **to have one's cake and eat it**

To do/eat/use something until it is gone and still not want to give it up.

e.g. "He was never at home, but was surprised when she left him. He always wanted to have his cake and eat it."

● **to have a full plate.**

To have a lot to do.

e.g. "Between work and the web site I have a full plate."

● **a lemon**

A lemon is something that you buy which turns out to have problems - it is defective / it doesn't work well.

e.g. 'That second-hand car I bought was a real lemon. It broke down a week after I bought it.'

● **bread and butter**

Things which are bread and butter are the basic things you need to survive e.g. food and shelter. It is also used to describe the job or activity that provides you with the money you need to live.

e.g. 'Teaching is my bread and butter.'

● **cry over spilt milk**

When we cry over spilt milk we are upset, sad or complaining over something bad that happened in the past. It is usually used in this phrase: 'There's no use crying over spilt milk.'

e.g. 'Stop complaining about your lost bag - there's no use crying over spilt milk.'

● **take with a pinch of salt**

To take something with a pinch of salt means that you should not completely believe what you are told. Someone is telling you something which may not be true or it is exaggerated.

e.g. 'Take everything you read in that newspaper with a pinch of salt.'



5. a. Food – Countable and Uncountable Nouns. Ask questions using how much or how many

(eggs) _____ ?

(meat) _____?

(jam) _____?

(people) _____?

(flour) _____?

(votes) _____?

(parties) _____?

(oil) _____?

b. Underline the noun in each sentence and write 'C' or 'U' to show whether the noun is countable or uncountable.

1. That is a very good painting. _____
2. I don't like coffee. _____
3. I need two clean glasses. _____
4. She bought a new iron yesterday. _____
5. They've got plenty of coal. _____
6. Would you like some chicken? _____
7. Too much cake isn't good for you. _____
8. She ate a whole chicken. _____.
9. How much flour did you buy? _____.
10. Hope keeps me going. _____

c. Use the correct form of the given nouns to complete the following sentences.

language party fun vegetable information fruit money hair advice sleeve

1. We can buy fresh _____ from the supermarket.
2. Mrs. Lee went to the travel agent for some _____ about the tour to Japan.
3. I can't wear this shirt. The _____ are too long.
4. How many _____ does Jenny speak?
5. Miss Ng spends a lot of _____ on clothes.
6. I don't know what to do. Please give me some _____.
7. Karen has beautiful _____.
8. We had a lot of _____ at the party last night.
9. Susan enjoys going to _____.
10. Alan eats a lot of _____.



6. **Read a funny story and retell it in class:**

Eating Out At the Mall Snack Bar

A friend of my aunt was going shopping at the mall, and stopped in a snack bar to rest her feet. She bought a Kit Kat bar, a candy bar which breaks into several pieces.

The place was crowded, so the friend was forced to share a table with a meek-looking gentleman. (That's just the way some malls are, I guess.) The expected business happened with the two of them sharing the Kit Kat, but since the Kit Kat had an odd number of pieces, she made sure she got the last one.

The man got up without saying a word, went over to the counter and bought a couple of donuts. The friend was working herself into a rage because this guy had eaten her Kit Kat. She imagined that he had bought two donuts to give one to her in apology, and so you can imagine how she got even more angry when he had the gall to go sit by himself at a table far away from her.

So, in the strength of her fury, she stalked over to his table, picked up one of the donuts, took a **BIG CHOMP** out of it, and set it back in front of him. Then she glared at him, said "And a **VERY GOOD DAY** to you, too!" and stormed out.

She got to her car, opened up the purse to get her keys, and you know the rest.

Unit 11 Traditions

*“Tradition is not the worship of ashes,
but the preservation of fire”*

(Gustav Mahler)



1. a. Read and translate the text:

Christmas Traditions and Customs in Canada

Christmas in Canada is celebrated in much the same way as it is in other Western countries. As it is across the globe, December 25th is the official holiday in Canada, with many Canadians also *taking time off* on the afternoon of the 24th (Christmas Eve) as well as Boxing Day, celebrated on the 26th.

Christmas Eve (December 24th), is the last chance to get Christmas shopping done, with most stores staying open until 5 or 6 p.m. and lots of people leaving work for the day by noon or shortly thereafter.

Canadian traditions include decorating a Christmas tree and exchanging gifts. On Christmas Day a special meal is prepared often including roast turkey, seasonal vegetables, mashed potatoes, and gravy. Traditional favorite Christmas desserts reminiscent of England include Christmas plum puddings and *mincemeat tarts*. Christmas crackers are popular favors. A rich fruit Christmas cake is also a traditional Christmas sweet.

On December 26th, Canadians *shake off* their food comas and hit the malls for Boxing Day, the biggest shopping day of the year, where stores *slash prices* in an effort to attract holiday shoppers.

The week between Christmas and New Year's is a popular time to travel. Lots of people *head for* southern climates or across the country for a holiday visit. If you're looking for *a travel bargain*, consider flying on Christmas Day, New Year's Eve, or New Year's Day. Flight fares peak the weekend before and the days after December 25th, and again on January 2nd.

Christmas Parades are popular holiday celebrations. Most major cities hold a Santa Claus Parade in November, with some *spilling over into* December. For bigger cities, like Vancouver and Toronto, if *you're not up to* facing the thousands of spectators that *turn out* for those parades, or if you just can't *make the date*, consider some of the smaller local parades that also take place during the holiday season.

Toronto's Santa Claus Parade *holds the record as the longest-standing* children's parade and has marched jolly St. Nick across town for more than a century.

Lights Festivals are also popular. There are festivals of lights, which *set* many Canadian cities *aglow*. Some of the most popular are: Winter Festival of Lights, Niagara Falls; Christmas Lights across Canada, Ottawa; Toronto Cavalcade of Lights, Toronto; Vancouver Festival of Lights, Van Dusen Botanical Garden, Vancouver; Airdrie Festival of Lights, Airdrie (35 km or 22 miles from Calgary).

Weather in popular southern Ontario and Quebec destinations, such as Toronto and Montreal is much *harsher* and snowfall can be dramatic.

Although it's cold, Toronto at Christmas is bustling and festive. Light shows, the Toronto Santa Claus Parade, and the Bay *Christmas Windows* are just some of the holiday activities in Toronto.

Vancouver stays festive with the Rogers Santa Claus Parade, and you're always *an hour away from* some deep snow.

As Canada's national capital, Ottawa *does any holiday up in a big way*, and Christmas is no exception. Light shows, parades, and other festive activities go on throughout the season.

Montreal is another Canadian city that is *darn cold* but still charming over the holidays—especially in Old Montreal, with its historic buildings and cobblestone roads.

The *scene* in Old Quebec City over the holidays is *storybook* perfect: snow-capped 17th-century buildings, cobblestone streets, and Christmas lights. Many concerts and special events *are staged* to celebrate the season, including many that highlight the city's long history.

b. Glossary to assist your text comprehension:

taking time off – use time when you are officially allowed not to be at work or studying

mincemeat tart - a mince tart or pie (also mincemeat pie in New England, and fruit mince pie in Australia and New Zealand) is a sweet tart or pie of British origin, filled with a mixture of dried fruits and spices called "mincemeat", that is traditionally served during the Christmas season in much of the English-speaking world.

shake off - if you shake off something that you do not want such as an illness or a bad habit, you manage to recover from it or get rid of it.

slash prices – it means to reduce them by a large amount.

head for - to direct one's way toward, to go or cause to go (towards)

a travel bargain - a bargain rate for travelers on commercial routes (usually air routes).

spilling over into - if some activity, a problem or bad situation spills over, it spreads and begins to affect other places, people etc.

you're not up to – not able or willing to do something.

turn out - go somewhere in order to attend a meeting, vote, play in a game, etc.

make the date - to choose, or to change the timing of something; to arrange to meet someone on a particular day.

hold the record – to keep the record; to cause to stay or continue in the same way as before.

the long-standing – having continued or existed for a long time.

set aglow – to become softly bright or radiant.

harsh - (of a climate or conditions) difficult to survive in; hostile, very uncomfortable, severe.

Christmas Window – it is a special window display prepared for the Christmas shopping season at department stores and other retailers. Retailers around the world become particularly famous for their Christmas window displays and they often become tourist attractions.

to be an hour/2 hours away from - if you want to tell someone how far you are currently from your destination you could use this phrase.

to do something up in a big way – means to do something on a large scale; if someone does something in a big way, they do it a lot, or they think it is important.

darn cold - (informal) used as a mild swear word, instead of saying damn, to mean 'extremely' or 'very' cold.

storybook scene – scenes from a book containing stories for children.

to be staged – to be presented or performed on a stage.

2. Answer the questions based on the text:

1. When do many Canadians begin to celebrate Christmas?
2. When do most stores close on Christmas Eve?
3. What do Canadian Christmas traditions include?
4. What are traditional dishes served for Christmas dinner?
5. What are traditional favorite Christmas desserts?
6. Why do Canadians shake off their food comas for Boxing Day?
7. What do many Canadians do during the week between Christmas and New Year's?
8. When can you expect for a travel bargain?
9. What popular holiday celebrations are held throughout the country?
10. Toronto's Santa Claus Parade holds the record as the funniest children's parade, doesn't it?
11. Where are held the most popular Winter Festivals of Lights?
12. What holiday activities can citizens enjoy in Toronto despite of the harsh weather?
13. How long do festive activities go on in Ottawa?
14. What Canadian city can boast a perfect *storybook scene* of snow-capped ancient buildings, cobblestone streets, and Christmas lights?

3. a. Give information about traditions and customs in different countries in the list. Don't forget to name the tradition / custom, its origin, and say how it is observed.

- Irish wedding traditions and customs;
- Chinese New Year traditions and customs;
- Italian festival Scoppio del carro;
- Japanese traditional custom Hanami;
- Polish Św. Mikołaj – St. Nicholas Day;

b. Give examples of national traditions or customs of 3 countries on your choice. (5 sentences for each national tradition or custom description)

4. Learn the idioms and use them in sentences of your own:

● break with tradition

To do something in a new, different, or unique way.

e. g. I'm from a family of doctors, so I really broke with tradition when I went to art school!

● old habits die hard

COMMON People say old habits die hard to mean that people often do not like to change things that they have been doing for a long time.

e.g. Despite ideas of equality, old habits die hard and women still carry the main burden of looking after home and family.

● **culture shock**

A sudden feeling of confusion or surprise when confronted by an unfamiliar situation or cultural environment.

e.g. It is often a huge culture shock for American women traveling to the Middle East when they are expected to wear head scarves and be accompanied by a man at all times.

● **when in Rome (do as the Romans do) SAYING**

when you are visiting another place, you should follow the customs of the people in that place.

e.g. I don't drink wine usually but on holiday, well, when in Rome...

● **a storm in a teacup (BRITISH)**

If you say that a situation is a storm in a teacup, you mean people are very upset or annoyed about something that is not at all important and will soon be forgotten.

e.g. Parnell said that he thought the whole matter was a storm in a teacup, and that it would pass quickly.

● **it's no use crying over spilled milk or there's no use crying over spilled milk**

If you say that, you mean that people should not worry or be upset about things that have happened and cannot be changed. Note: 'Spilled' can also be spelled 'spilt' in British English.

e.g. I know you really wanted that job, but you weren't hired, so it's no use crying over spilt milk now.

● **kill the goose that lays the golden egg(s). (Proverb)**

To destroy something that is profitable to you.

e.g. Fred's wife knew he wasn't happy in his job, even though it paid well; still, she felt that advising him to leave it would be killing the goose that laid the golden eggs.

● **as American as apple pie**

typical of the way of life in the United States of America.

e.g. Leather jackets are as American as apple pie and Harley-Davidsons.

● **swim with the tide**

To go along or agree with the prevailing or popularly held opinion or perspective; to act or behave the same way as the majority of others.

e.g. When I was in college, I used to have a lot of radical opinions and beliefs, but as I've grown older I find myself swimming with the tide more often.

● **take your cue from someone**

to behave in the same way as someone else, because you think that is the right thing to do.

e.g. We should all take our cue from Elena and refuse to do this.



5. a. A good job. Defining relative clauses

Choose the correct answer.

1. A hotel is a place _____ people stay when they're on holiday.
2. What's the name of the woman _____ lives in that house?

3. What do you call someone _____ writes computer programs?
4. A waiter is a person _____ job is to serve customers in a restaurant.
5. Overalls are clothes _____ people wear to protect their clothes when they are working.
6. Is that the shop _____ you bought your new laptop?
7. He's the man _____ son plays football for Manchester Utd.
8. Hal didn't get the job _____ he applied for.

b. Stonehenge. Decide whether to use *who* or *which*.

1. The people _____ built Stonehenge lived several thousand years ago.
2. The huge stones _____ are more than 6 metres high weigh about 45 tons.
3. The smaller stones weigh about 4 tons and are from an area in Wales _____ is 400 kilometres away from Stonehenge.
4. As Stonehenge lies in a large field, tourists _____ come to this place can already see the stones from a distance.
5. Everybody _____ has visited Stonehenge says that it is very impressive.

c. Decide whether the relative pronouns must be used or not. Mark wrong answers. Replace wrong by correct answers. Show all correct answers.

1. The book *which* is on the table belongs to Brandon.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
2. The museum *which* we visited last month is closed now.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
3. The man *who* you saw in the house is my cousin.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
4. Bob, *who* I know very well, is going out with Mary.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
5. I cannot forget the song *which* they played last night.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
6. The woman *who* is talking to Sue is my aunt.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
7. I cannot remember the hotel *that* we stayed at.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
8. Lucy, *who* I haven't seen for ages, rang me last night.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
9. A person *that* you don't trust won't trust you either.
 - a. relative pronoun is necessary
 - b. relative pronoun is not necessary
10. My father, *whom* I helped to install his computer, always forgets his password.

- a. relative pronoun is necessary
- b. relative pronoun is not necessary



6. Read a funny story and retell it in class:

The Dark Shower

We were travelling in Italy by bus and after a day in +40 degrees we really wanted to take a shower. As soon as we got in the room, my roommate went to shower and soon declared that the light doesn't work! I went downstairs to reception, and an older Italian gentleman just said "Uno momento!". I went back to the room and saw that my room mate decided to take a shower in the dark, and I told her through the door that the guy will be coming to fix it shortly! I hadn't yet finished telling her that, when the same man appeared tool box in his hands. Now it was my turn to say "Uno momento!" and stand in the front of the bathroom door as my room mate was naked in the shower. After a little while she emerged, covered in a towel and we let the gentleman in. He didn't even try to turn on the switch we tried before, but just went to the other side of the bathroom, where behind the towel rack was another switch – and the light turned on!

Unit 12 Special Interest Tours

“Our happiest moments as tourists always seem to come when we stumble upon one thing while in pursuit of something else”
(Lawrence Block)



1. a. Read and translate the text:

Castle and Garden Tours in England

Gardening is more popular in England than anywhere else and this is reflected in the number of gardens open to visit in England. As an island surrounded by *choppy* seas and protected by a powerful navy, Britain's territory was physically secure from an earlier date than other European countries. English towns could *spread* beyond their medieval walls much earlier than in continental Europe. Instead of apartment blocks, the typical English dwelling was a small house with a small garden. The aristocracy always wanted a place in the country' for the summer and a town house for the winter. Also, the climate is never very cold and partly because it is never very hot. One usually has *to be up* and doing something.

A wide range of design styles are well represented in England, although the most famous period in English garden history is the eighteenth century, when the original English landscape gardens were made. England has some wonderful *cloister gardens* attached to the great cathedrals. The best are simple *rectangles* of grass. England also has many castles - but no ancient castle gardens. Nor are there many renaissance survivals. There are baroque gardens but not nearly so many as in France and Germany. But from the eighteenth century *onwards* Britain has excellent examples of most styles of garden design.

One thing which the UK *excels at* is making its castles and other historical attractions family friendly. At many of these castles you can find a whole programme of events for kids including *jousting* tournaments, medieval *re-enactment*, treasure trails and more.

Amberley Castle, West Sussex

Motoring up the *sweeping drive* edged by *immaculate* lawns, over the stone bridge and under the raised *portcullis*, as white doves peep out from *nocks* in the castle walls — arriving at Amberley Castle is *nothing if not* impressive. Despite much of the original castle now in ruins the splendid entrance with original working portcullis and much of the outer walls still remains.

Originally built as a hunting lodge in 1103 by the Bishop of Chichester, over the next 400 years it was transformed into a fortified *manor house* with *crenelations*, *battlements* and towers added on. In 1643 it was *ransacked* by Oliver Cromwell when most of the damage we see today occurred. Some years later the manor house was built inside the castle walls.

Amberley was converted to a luxurious hotel in 1989 and I was lucky enough to get married here last year. Non-residents can visit for lunch, afternoon tea or dinner. The food is superb and, when I visited with a friend who has *Celiac Disease*, we couldn't have been more impressed with the splendid gluten-free afternoon tea they served.

Young and old alike will enjoy a wander around the beautiful garden. Look out for the 'his and hers' twin toilets in the old castle walls and the *Oubliette* (which translates as the forgotten place), a seemingly bottomless pit where political prisoners and the like were forgotten.

Arundel Castle is definitely one of the best castles in England, and it's a fantastic castle for kids to explore. With 1000 years of history, it's got a bit of everything; you can walk along Norman battlements and see the keep of the original building, learn how people fought in the castle during the Civil War, and the newer part of the castle is a fine *stately home*.

Arundel Castle has belonged to the same family, the Howards, for nearly all of its history. As Dukes of Norfolk, the Howards have played prominent roles in British history (Anne Boleyn was a Howard on her mother's side, and her cousin Katherine was Henry VIII's ill-fated fifth wife). I imagine that *many a* plot has been *hatched* within its walls!

I'd recommend visiting Arundel Castle in spring to see the annual tulip display but even if you miss this the gardens are worth the admission price alone. These gardens are full of *dainty* water features which, combined with fabulous carved wooden buildings and spectacular planting, make them some of the best gardens in England.

Arundel makes an easy day trip from London as trains run direct to Arundel from London Victoria station.

Bodiam Castle nestles within gorgeous rural countryside near Robertsbridge, East Sussex. It's one of the most beautiful, and most photographed, medieval English castles. Four *castellated* towers punctuated with *arrow slits* guard each corner and the castle sits within a large *moat* protected by a hefty drawbridge.

The castle was built between 1285 and 1388 by Sir Edward Dallingridge who descended from a family of local land owners. The castle had kitchens, cloisters, chapel, gun-room and servants quarters. But Dallingridge had enemies and anyone trying to get into the castle had to overcome a series of defences. After *dodging* flaming arrows fired from the castle's towers attackers had to cross the moat, navigate a *beefy* drawbridge and, if they got to the portcullis, they'd be met by an *ambush* of boiling oil and water tipped from the gatehouse. Welcome to Bodiam.

Today there's not much left inside the walls but you can climb the towers which lead up to the battlements for views of the courtyard below and the *stunning* Sussex countryside. *The National Trust* run kid's activities during school holidays which include *archery* lessons, *falconry* walks and the chance to learn about medieval *warfare*. Young knights and knightesses can join Sir Edward's army at the castle's *boot camp* training sessions or learn about medieval crafts in the tented village. Ten minutes-walk away is Bodiam station where seasonal steam train journeys are run by Kent and East Sussex Railway.

b. Glossary to assist your text comprehension:

choppy - (of sea, lakes, or rivers) with a lot of small, rough waves caused by the wind.

spread – affect more people/places, if something spreads or is spread, it becomes larger or moves so that it affects more people or a larger area.

to be up - to be awake.

cloister gardens – these are enclosed gardens, usually surrounded by covered walkways on the side of a court usually having one side walled and the other an open arcade or colonnade. Because such spaces are often featured in buildings that house religious orders, *cloister* can be used to mean "monastery" or "convent".

rectangle - a plane figure with four straight sides and four right angles, especially one with unequal adjacent sides, in contrast to a square.

onwards - beginning at a particular time and continuing after it.

to excel at - to be superior to : surpass in accomplishment or achievement. to be distinguishable by superiority : surpass others.

jousting - (of a medieval knight) fighting with a lance (= a long pointed weapon) while riding on a horse, especially as a sport; to compete, especially for power or control.

re-enactment - the acting out of a past event.

a sweeping drive - a curving road.

immaculate - perfectly clean or tidy.

portcullis - a strong gate made of bars with points at the bottom that hangs above the entrance to a castle and in the past was brought down to the ground in order to close the entrance against enemies.

nock - the notch itself,

nothing if not - you use this idiom in front of an adjective to indicate that someone or something clearly has a lot of the particular quality mentioned; very; above all.

manor house - a large country house with lands.

crenelation - a rampart built around the top of a castle with regular gaps for firing arrows or guns.

battlement - a parapet at the top of a wall, especially of a fort or castle, that has regularly spaced squared openings for shooting through.

ransack - go through (a place) stealing things and causing damage.

Celiac Disease - Coeliac disease or celiac disease is a long-term autoimmune disorder that primarily affects the small intestine. Coeliac disease is caused by a reaction to gluten, a group of various proteins found in wheat and in other grains such as barley and rye.

oubliette - a secret dungeon with access only through a trapdoor in its ceiling.

stately home - a large and impressive house that is occupied or was formerly occupied by an aristocratic family.

many a ... - a large number of.

hatch - to make a plan, especially a secret plan.

dainty - delicately small and pretty.

castellated - having towers and battlements (= a wall with regular spaces in it).

arrow slit - (especially in a medieval fortified building) a narrow vertical slit in a wall for shooting or looking through or to admit light and air.

moat - a deep, wide ditch surrounding a castle, fort, or town, typically filled with water and intended as a defense against attack.

dodge - avoid (someone or something) by a sudden quick movement.

beefy - burly, well built, thickset, solid, powerful, heavy.

ambush - a surprise attack by people lying in wait in a concealed position.

stunning - extremely impressive or attractive.

The National Trust - (in Britain) an organization concerned with the preservation of historic buildings and monuments and areas of the countryside of great beauty in England, Wales, and Northern Ireland. It was founded in 1895 and incorporated by act of parliament in 1907. The National Trust for Scotland was founded in 1931.

archery – it is a sport in which people shoot arrows at a target using a bow.

falconry - the keeping and training of falcons or other birds of prey; the sport of hunting with such birds.

warfare - the activity of fighting a war, often including the weapons and methods that are used.

boot camp– it is a set of intensive exercises done on a regular basis and designed to improve strength and fitness.

2. Answer the questions based on the text:

1. What are the most popular special interest tours in England?
2. What is a typical English home?
3. When were the original English landscape gardens made?
4. What type of tourists is interested in English castles and gardens most of all?
5. Why is Amberley Castle *nothing if not* impressive for visitors?
6. Why is Arundel Castle a fantastic place for kids?
7. What time of the year is the best to visit Arundel Castle?
8. Why is Bodiam Castle one of the most beautiful, and most photographed medieval English castles?
9. In what way does *the National Trust* develop children's knowledge of British medieval history?

3. a. Give information about types of special interest tours in the list. Don't forget to name the most popular country for that type of tours and explain your choice of the country.

- gourmet adventure holidays;
- painting;
- whale-watching;
- dog-handling;
- bunjee-jumping;

b. Give examples of 3 types of special interest tours on your choice. (5 sentences for each to describe)

4. Learn the idioms and use them in sentences of your own:

● **grand tour**

1. An extended tour or sightseeing trip in, through, or across any country or region. Originally used in specific reference to the major cities of Europe, the trip was considered a necessary part of well-bred gentlemen's upbringing. It was later extended to travel in general.

e.g. I've been saving up all year long for my grand tour through France.

2. By extension, a comprehensive, guided tour, inspection, or survey.

e.g. This is your first time seeing our new house, right? Let me give you the grand tour!

● **what happens on tour stays on tour**

Any scandalous activities that happen when one travels in a group are not to be discussed with other people afterward. The phrase alludes to the stereotypical partying of musicians on tour.

e.g. A: "Guys, please don't tell my wife about all the girls I've been with on the road."

B: "Sure, man—what happens on tour stays on tour!"

● **whistle-stop tour**

A brief trip to several locations.

e.g. My travel agent offered me such a great deal on a whistle-stop tour of Italy that I couldn't resist.

● **middle of nowhere**

This idiom is used to describe a place that is very remote, far from any city or town.

e.g. The campsite was in the middle of nowhere so I couldn't phone you.

● **actions speak louder than words**

What you do is more important than what you say; someone's words may not be trustworthy

e.g. A: "John keeps saying he wants to take me out for dinner, but then he never does!" - B: "Actions speak louder than words."

● **all ears**

To be eagerly waiting to hear about something

e.g. A: "I have to tell you about what happened on our trip to Spain..."

B: "I'm all ears!"

● **be in the same boat**

to be in the same unpleasant situation as other people

e.g. She's always complaining that she doesn't have enough money, but we're all in the same boat.

● **better late than never**

It's better to do something late than not at all

e.g. A: "Sorry I missed your birthday! There's a card in the post."

B: "Don't worry. Better late than never!"

● **Bob's your uncle**

To say that a set of instructions or task is simple or easy

e.g. To make the salad dressing, you just put oil, vinegar, honey and mustard into a bowl, mix them together and bob's your uncle!

● **bog-standard**

Something that is very ordinary or basic, nothing special
e.g. Despite the excellent reviews, we thought the restaurant was just bog-standard.



5. a. Put in the verbs in brackets and form Conditional sentences type I or type II. Mind the underlined verb forms.

1. If you come with me, I _____ (to do) the shopping with you.
2. Walter _____ (to help) his mother in the garden if she reads him a story this evening.
3. If it _____ (to rain), I will stay at home.
4. Our teacher will be happy if we _____ (to learn) the poem by heart.
5. If they had enough money, they _____ (to buy) a new car.
6. We _____ (to pass) the exam if we studied harder.
7. If Pat repaired his bike, he _____ (to go) on a bicycle tour with us.
8. She would get 100 pounds if she _____ (to sell) this old shelf.
9. If I were you, I _____ (to invite) Jack to the party.
10. If the weather _____ (to be) fine, the children can walk to school.

b. Conditional sentences, if-clauses type I, II, III. Form Conditional sentences using the forms from the menu. Mind the positions of the if clauses and the negations.

1. If it rains, the boys _____ hockey.
a) won't play;
b) wouldn't play;
c) would not have played;
2. If he _____ his own vegetables, he wouldn't have to buy them.
a) grow;
b) grew;
c) had grown;
3. Jim _____ whisky distilleries if he travelled to Scotland.
a) will see;
b) would see;
c) would have seen;
4. Would you go out more often if you _____ so much in the house?
a) don't have to do;
b) didn't have to do;
c) hadn't had to do;
5. She wouldn't have yawned the whole day if she _____ late last night.
a) doesn't stay up;
b) didn't stay up;
c) hadn't stayed up;
6. If you _____ a minute, I'll come with you.
a) wait;
b) waited;
c) had waited;
7. If we arrived at 10, we _____ Tyler's presentation.

- a) will miss;
 b) would miss;
 c) would have missed;
8. We _____ John if we'd known about his problems.
 a) will help;
 b) would help;
 c) would have helped;
9. If they _____ new batteries, their camera would have worked correctly.
 a) use;
 b) used;
 c) had used;
10. If I could go anywhere, it _____ New Zealand.
 a) will be;
 b) would be;
 c) would have been.

**c. Put in the correct phrases and form a conditional sentence (type I, II, III).
 Watch the underlined verbs.**

1. If we meet at 9:30, we _____ (to have) plenty of time.
 2. Lisa would find the milk if she _____ (to look) in the fridge.
 3. The zookeeper would have punished her with a fine if she _____ (to feed) the animals.
 4. If you spoke louder, your classmates _____ (to understand) you.
 5. Dan _____ (to arrive) safe if he drove slowly.
 6. You _____ (to have) no trouble at school if you had done your homework.
 7. If you _____ (to swim) in this lake, you'll shiver from cold.
 8. The door will unlock if you _____ (to press) the green button.
 9. If Mel _____ (to ask) her teacher, he'd have answered her questions.
 10. I _____ (to call) the office if I was/were you.



6. Read a funny story and retell it in class:

The Pipe, Story of S.

I stayed in a really nice hotel in the USA, and in the last morning before leaving I decided to take a quick shower before going to the airport. I started turning the knob, probably in the opposite direction that I should have (non-US travelers will immediately recognize the type of knob I am talking about!). I just kept on turning, and turning, but there was no water. Until I turned one more time and the knob stayed in my hand, together with a piece of pipe it was attached to! That very second a fountain of water started gushing from the wall, as it was directly linked to main water supply of the hotel. I was shocked and tried to put the knob back on, but, of course, it didn't stick and now I was ankle deep in water and it already was flowing inside the room. I grabbed the first towel I could see and run to look for help. Remember Mr.Bean? At least I had a towel.. Luckily, there was a maid some 6 rooms

further, but unfortunately she did not speak any English... I grabbed her hand and pulled her to my room, and when she saw the scene, she run off to get help. While various managers were running around and trying to find someone who knows how to switch off water in the basement (and of course, none believed the story until they came to the room and saw for themselves), I kept standing there with my towel, until one of the head maids opened another room next door and offered me to finish my shower (thanks, it was enough). They offered me free breakfast as a compensation, but as I was already very late, I went to the airport.

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