MY FIRST FOCUS ON TOURISM INDUSTRY

Student’s Book

Учебно-методическое пособие по английскому языку для студентов факультета ФКИТИ

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Рецензент: Новик Н. А. заведующий кафедрой профессионально ориентированной английской речи Учреждения образования «Белорусский государственный экономический университет».

Рекомендовано кафедрой профессионально ориентированной английской речи УО «Белорусский государственный экономический университет».

Белова К. А.


Данное учебно-методическое пособие направлено на развитие и совершенствование навыков говорения, чтения, аудирования, письма и перевода по профессиональной тематике обучения иностранному языку студентов 2–3 курсов ФКИТИ. Пособие предназначено для студентов специальности 1-25 01 13 «Экономика и управление туристской индустрией», изучающих английский как второй иностранный язык. Может быть использовано в качестве основного или дополнительного материала.
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1) Imagine how the following ideas are connected. Share your vision with the group.

2) Restore the definition of tourism given by the World Tourism Organization. Suggest your own explanation what tourism is.

„for usual and their tourism the business of places environment travelling leisure and other comprises in purposes activities persons staying to outside.”

3) Read and translate the text, write out all types of tourism to match the definitions given below.

People travel for lots of reasons. They make journeys to and from school or work every day; visit friends and family; take day trips shopping or to football matches; go out for evening entertainment such as the cinema; and they go away on business or study trips. So when does travel become tourism? When people travel to and stay in a place which is not where they live. For example there is recreational tourism if you want to relax and have fun, maybe at the beach. There's cultural tourism: sightseeing or visiting museums to learn about history, art and people's lifestyles. With adventure tourism you explore distant places or do extreme activities. Ecotourism is about ethical and responsible trips to natural environments such as rainforests. Winter tourism is usually holidays in resorts where there is snow and people go skiing or snowboarding. Sport tourism is to play or watch different sporting events like the Olympics. Educational tourism is to learn something, possibly a foreign language, abroad. Nowadays there is also health
tourism to look after your body and mind by visiting places like spa resorts; religious tourism to celebrate religious events or visit important religious places such as Mecca for Muslims; and gap-year tourism when young people go backpacking or do voluntary work between school and university.

<table>
<thead>
<tr>
<th>Type of tourism</th>
<th>Definition</th>
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<tr>
<td>Holidays</td>
<td>holidays to resorts where there is snow</td>
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<tr>
<td>Celebrate religious event</td>
<td>to celebrate religious event or</td>
</tr>
<tr>
<td>Visit religious places</td>
<td>visit important religious places</td>
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<tr>
<td>Explore distant places</td>
<td>to explore distant places or do extreme activities</td>
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<tr>
<td>Learn about history</td>
<td>to learn about history, art and people's lifestyles</td>
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<tr>
<td>Language</td>
<td>to learn something, like a foreign language</td>
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<tr>
<td>Body and mind</td>
<td>to look after your body and mind</td>
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<tr>
<td>Sports</td>
<td>to play or watch different sporting events</td>
</tr>
<tr>
<td>Ethical and responsible trips</td>
<td>to take ethical and responsible trips to natural environments</td>
</tr>
<tr>
<td>Relax</td>
<td>to relax and have fun</td>
</tr>
<tr>
<td>Work between school and university</td>
<td>when young people go backpacking or do voluntary work between school and university</td>
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</table>

4) Work in groups and think about other possible types of tourism. Create a definition and let the other group guess what type of tourism you have in mind.

<table>
<thead>
<tr>
<th>Type of tourism</th>
<th>Definition</th>
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5) Read and translate the text, single out all given types of tourists and provide your own examples of each of them.

For the purposes of statistics tourists are categorised as leisure, business or visiting friends and relatives (VFR) travellers. Thus, they are categorised by the purpose of their visit. Leisure tourists (usually described as leisure travellers in statistics) are travelling for the purpose of leisure so they are likely to be on holiday or taking a short break. Business tourists are travelling to go to a meeting, conference or event associated with their business. Visiting friends and relatives (VFR) tourists are visiting family or relatives and therefore they are unlikely to spend as much on tourism as they are not using accommodation facilities.

There are some other types of tourism that you should know about. Incoming tourists or inbound tourists are those who visit a country which is not their country
of residence for the purposes of tourism. **Domestic tourists** are those people who are travelling within their own country for tourism purposes. Domestic tourists often make day trips. A day-tripper is also known as an excursionist. **Outgoing tourists** are those who leave their own country to visit another country. **Package holiday tourists** are those who book a “package” from a tour operator. This includes their holiday accommodation, transport and transfer to resort. **Independent tourists** are those people who arrange all their own transport and accommodation without using travel professionals. This group is increasing as the Internet becomes more widely used.

<table>
<thead>
<tr>
<th>Type of tourists</th>
<th>Own example</th>
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6) Study each of the examples below. What kind of tourists are they? Note that the examples might fit into more than one category.

<table>
<thead>
<tr>
<th>Example</th>
<th>Type of tourist</th>
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<tbody>
<tr>
<td>Janine is taking a holiday in the UK. She lives in France.</td>
<td></td>
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<tr>
<td>Salim is going on holiday to Brighton. He lives in Loughborough.</td>
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<tr>
<td>Miguel and Jose are visiting Wales on holiday from Spain. They are going on a hang-gliding course. They booked the course, accommodation and flight with a Spanish tour operator.</td>
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<tr>
<td>Maria and Ken are going to Spain for a weekend break. They live in Glasgow.</td>
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<tr>
<td>Marguerite is a doctor. She has to attend a conference in Tenerife.</td>
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<tr>
<td>The Patel family are going on holiday to Disney in Florida. They booked directly with Thomson in their home town of Swansea.</td>
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<tr>
<td>Suzie is going to New York for two days and has booked a flight on the British Airways website. She also booked a hotel on the Novotel website.</td>
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<tr>
<td>Peter goes to visit his sister in Ireland every Christmas.</td>
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<tr>
<td>Miguel is visiting the UK to attend a language course for two weeks.</td>
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</table>
7) Look through the answers of different people to the question why they travel and suggest what type of tourists they can be. What are your reasons for travelling? Talk it over with your group mates.
7) Click the icon to listen to the conversation about where to go on holiday.

8) After listening match each member of the family with the type of tourism they would like. What kind of tourists each of them can be?

<table>
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<tr>
<th>Family member</th>
<th>Type of tourism</th>
<th>Type of tourist</th>
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<td>Dad</td>
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<td>Grandma</td>
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<tr>
<td>Hannah</td>
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<tr>
<td>Josh</td>
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<tr>
<td>Mum</td>
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<td></td>
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<tr>
<td>Zoe</td>
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</table>

9) Read and translate the text, complete the graph on components of tourism industry.

Tourism is a multi-billion dollar business with hundreds of millions of travellers arriving in destinations across the world every year, but there's a lot more to tourism than just the tourists.

Before you even leave home you probably use a number of services. You book your trip through a tour operator, if it's a package holiday, or a travel agent, if you want to buy products and services like flights separately. These days, many people book directly online with companies that offer both organized and independent travel. You usually need to purchase airline, train, ferry and coach tickets to your holiday resort in advance to reserve a seat and get a good price. If you're hiring a car it's also a good idea to book in advance, but you can arrange local transport like taxis and buses when you're there. You also need to book accommodation to be sure to stay where you want, when you want. There is a wide range of options for different people and pockets: from luxury hotels to roadside motels, family-run guesthouses or B&Bs (Bed and Breakfasts), to self catering apartments to youth hostels. You can decide about hospitality (catering and entertainment) during your holiday, unless you book it with your accommodation. B&B means you get breakfast included in the price of your stay. Half board, usually only available at hotels, means breakfast and dinner are included. Full board means breakfast, lunch
and dinner are included. This option is common on package or cruise ship holidays to keep the cost down, as are all inclusive leisure activities such as sport, shopping and live shows. Most places have a Tourist Information Point where they give you free information about what to see and do and how to get around. Organized trips often have travel reps (representatives) on hand to help you, but you can also pay a local tour guide to take you sightseeing or show you tourist attractions.

10) Complete the online travel search information.

11) There is a problem with the Holidays you like online booking system. Write them an email giving them the information in your trip search. Use these expressions to help you.

I want to book... _____________________________________________________
I'd like to travel by... _________________________________________________
I'm leaving from... ___________________________________________________
I'm going to... ______________________________________________________
I want to leave on ... at... ____________________________________________
I'd like to return on ... at... __________________________________________
I'd like to book accommodation in a ... with ... __________________________
I'm interested in ... _____________________________________________
In particular, I'd like to ...___________________________________________
12) In pairs discuss what information is usually talked over at the travel agency when buying a package tour. Share with the group your understanding of a package tour.

13) Read and translate the conversation between a travel agent and a customer. Underline useful words / phrases. Role play it.

**Travel Agent:** Good afternoon madam, how can I help you today?

**Customer:** Good afternoon, I would like to book a trip to Italy for 2 people and a 6 year old child, please.

**TA:** Is there anywhere in particular you would like to go?

**C:** I can’t decide between Venice or Rome, whichever is cheaper as we’re on a budget this year!

**TA:** Okay, and when would you like to go?

**C:** We have two weeks of holiday between 18th June and 2nd July, and we’d like to go for at least 10 days during that period.

**TA:** No problem, I’ll just check to see which destination would be cheaper…. We have a special promotion on at the moment, if you book a package deal to Venice, you get free transfer to and from your hotel to the airport, plus one free meal each day. Would you be interested in that?

**C:** Yes, that sounds great!

**TA:** And would you like full-board or half-board?

**C:** Well, seeing as we will get one free meal each anyway, I think self-catering would be better. I’ll have a little bit of extra money to splash out in a nice restaurant somewhere!

**TA:** Okay, that’s fine. We have a hotel that offers self-catering facilities and is right in the centre of Rome. They also have special facilities for children such as meal deals, extra beds, a play area in the lobby and a crèche.

**C:** Perfect! I won’t need to spend too much money on transport and our son will surely have fun too!

**TA:** Exactly. Your outbound flight will be on the 19th June, departing from London Gatwick Airport at 11:30am, and your return flight will be on the 30th June at 10:30pm. That gives you 11 and a half days in Rome, does that suit you?

**C:** Yes, that’s excellent, and we’ll still have a couple of days to recover before going back to work! How much will that be?

**TA:** Well, the promotion is £200 per adult, and your child can go for free because he is under 8 years old. That includes the return flights, accommodation for 11 nights, airport transfer and a complimentary meal each per day. Shall we go ahead and book it?

**C:** Wow, that is a fabulous deal! Yes please.

**TA:** Okay. How would you like to pay?

**C:** Credit card please. Here you go.

**TA:** Thank you. Could I also see your passports please?
C: Sure, here you go.
TA: Thank you. Here are your tickets and everything else you’ll need to know about your package holiday. Remember to keep all your travel documents safe throughout the whole trip.
C: Thank you so much for your help!
TA: You’re welcome. Enjoy the rest of your day and please contact us if you have any queries before you set off on your holiday!

14) Click the icon At the travel agent.mp4 to watch how a travel agent and a customer communicate. Answer the questions below. Role play the dialogue.

- What is the customer’s name? ________________________________
- Address? ________________________________
- Telephone numbers? ________________________________
- Where does he want to spend his vacation? ________________________________
- How long is his vacation? ________________________________
- When does his vacation start and end? ________________________________
- How many people are travelling? ________________________________
- What hotel does he choose? ________________________________
- What kind of hotel is it? ________________________________
- What type of room does he reserve? ________________________________
- What airlines does he choose to travel with? ________________________________
- What are his flights details (date and time)? ________________________________
- How much is his package? ________________________________
- How does he prefer to pay? ________________________________

15) Complete the dialogue between a travel agent and a customer with the words from the box. Role play it.

Ann: Good afternoon, Miss!
Agent: Good afternoon, Madam, take a (1) ________. How can I help you?
Ann: I’m interested in a complete (2) ________ tour abroad to the seaside. What would you (3) ________ ?
Agent: How much money do you have at your (4) ________ ?
Ann: Let’s say one thousand euros for two people.
Agent: Around one thousand euros. Let’s look for something that falls within this sum. Do you have any (5) ____________?
Ann: To be in Europe.
Agent: Very good! I have the perfect (6) ____________ for you: last minute – seven days in Spain, in Costa Brava.
Ann: What (7) ____________ are included in this package tour?
Agent: First class plane (8) ____________, transportation from the Girona Airport to the Hotel in Costa Maresme, the Nordic Coast of the Spanish seashore, room and (9) ____________, four stars hotel. What do you think?
Ann: Wonderful! What services does the hotel (10) ____________?
Agent: The Hotel has indoor and outdoor swimming pool, spa, fitness, all included in the (11) ____________. And if you pay for the entire trip, you will receive a one-day (12) ____________ to Barcelona from the Agency.
Ann: What does the trip to Barcelona (13) ____________?
Agent: Our tour (14) ____________ will take you to see all the major tourist (15) ____________ of this wonderful city: the Sagrada Familia Cathedral, The Aquarium, Picasso’s Museum, The National Museum of Art.
Ann: How nice. Yes, I’m interested in buying this (16) ____________.
Agent: You have to sign this service (17) ____________ and pay the entire amount for this vacation. I need your Identity Card. Our offer starts on June 23rd. Is this good for you?
Ann: It is perfect beginning with the 23rd.
Agent: Are you paying by credit (18) ____________?
Ann: Yes.
Agent: Please (19) ____________ the three copies of the contract. That’s all!
Ann: Thank you, Miss! Have a nice (20) ____________!
Agent: Thank you, Madam! Good-bye!

16) Restore the underlined sentences in the following conversation. Write the correct sentences above the jumbled ones, capitalize the first word in each restored sentence. Role play the dialogue.

Travel agent: Good evening. you I do what can for?
Client: Could you give me some details about your package tours?
Travel agent: Certainly. brochures like to would see you our? Here they are
Client: Thank you. Well, Bali tour seems to be an interesting one.
Travel agent: Well, Bali has been the favorite destination for locals and international tourists for ages. Full of magnificent beaches, breathtaking sceneries, marvellous trinkets and interesting culture, Bali is ideal for people wanting to escape from daily activities, enjoy a honeymoon, or even, have a great time with family and friends. you book your we tickets if could like.

Travel agent: Yes, madam. When are you going?

Client: Next week maybe.

Travel agent: How do you want to travel?

Client: I’d like to have a business class flight.

Travel agent: Do you have any preference for the seat?

Client: I’d prefer an aisle seat at the back of the plane.

Travel agent: We have an afternoon flight leaving at 12.30 and a night flight at 8. Which do you prefer?

Client: The night flight is my choice.

Travel agent: Oh sure, madam. We can do it. Please fill out these forms.

Client: Of course.

Travel agent: OK, by the way. How old is the child?

Client: Well, 4 years old.

Travel agent: The child has a discount of 15%. The offer includes the flight, hotel and excursion and the airport transfer, shuttle.

Client: That’s good.

Travel agent: Would you like us to send the tickets to you by post or would you like to collect them personally?

Client: I want to take them on Wednesday.

Travel agent: Sure, we’ll keep them ready for you.

Client: Thank you.

Travel agent: It’s our pleasure.

17) Rearrange the conversation so that it makes sense. Role play it.

_ Oh, a package would be fine. What do you suggest?
_ Good morning.
_ Certainly. When would you like to go?
_ Is it a nice hotel?
_ From 1 to 10 August.
_ Good morning.
For ten days?
They’ve got a special offer for individuals: 10 days in Venice for £699.
That sounds reasonable. What does the price include?
And for how many people?
It’s just what I’m looking for! All right. I’ll take it.
Yes, that’s right. For ten days.
What can I do for you?
Oh, just one. For me.
I see. Are you interested in a package from one of the tour operators?
What does “Going Places” have?
Well, I’d like to book a holiday in Venice.
It includes return airfare, plus hotel with breakfast and dinner.
Oh yes, very nice. On the Grand Canal, with a restaurant and pool.
If you’re travelling alone, then I recommend, “Going Places”.

18) Get ready to role play the situation “Sell a travel package”. 5 students from the group are customers. They want to spend their vacation at some destination but haven’t decided where yet. They go from travel agency to travel agency to find the best offer. The rest of the group are travel agents. They have to sell a travel package by describing travel destination, activities there and answering customers’ questions.

Travel agents: be ready with offers for
- a nice summer holiday
- surfing and swimming
- for a vacation at 1.000$
- ski packages
- family of 4

Customers 1–5: your first question should be one of the following …

1. Where do you recommend for a nice summer holiday?
2. I’d like to surf and swim, what kind of travel packages do you recommend?
3. I have only $1,000 for a vacation, what do you recommend?
4. I like to downhill ski, do you have any ski packages?
5. I have a family of 4, what kind of family-friendly packages, do you have?

Customers: Besides the first question that determines your travel preferences ask travel agents questions about travel packages (flights information, itinerary, cost, services, insurance, cancellation policy accommodations and catering, etc.). Choose only one travel agency with the best for you offer. Explain your choice.
19) Click the icon to watch the video episode The Importance of Tourism.mp4 about the importance of tourism. Discuss the following questions in pairs.

- Who are the characters of the video?
- What do they do in the perfect place?
- What is meant by „the perfect place”?
- What does tourism bring into a country?
- How do people choose their perfect place?
- What is the message of the video?

20) Imagine yourself a representative of some business this or that way connected with the tourism industry. Speak in front of the group about the importance of tourism for your business.

21) Click the icon to watch the video episode Tourism: Positive and Negative Effects.mp4 about the tourism impact and write out all positive and negative effects of it presented in the video.

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<tr>
<th>Type of tourism</th>
<th>Positive effects</th>
<th>Negative effects</th>
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22) Discuss in pairs the given examples. Think of other examples and present them to the group.

23) Search the Net to find out more about the impact of tourism on the local economy, social life and environment. Write an essay about positive and negative effects of tourism.

24) Divide the class into three groups. Group 1 speaks only about positive effects of tourism providing examples. Group 2 speaks only about negative effects of tourism providing examples. Group 3 should decide if tourism is good or bad and explain why.
1) Look at the pictures and match them with words given below.
2) Discuss the following questions in pairs. Then tell the group what modes of transport your partner use and what he / she has never used.

➢ Which of the pictured modes of transport do you use every day / once a week / several times a year?
➢ Are there any other means of transport that you use regularly or from time to time?
➢ What vehicles have you never used in your life so far?

3) Click the icon to watch the video episode about some popular means of transportation. Answer the following questions.

➢ What means of transport are mentioned in the video?
➢ What are the advantages and disadvantages of going by each mentioned mode of transport?
➢ What is the typical procedure taken when travelling by a train and a plane?
➢ When are ships and ferries are most commonly used nowadays?
➢ Where is a subway (underground), a bus, a taxi and a cable car found?

4) Read and translate the text, identify the given below statements as TRUE or FALSE.

Air travel is a fast way of travelling both for domestic and international journeys. Nowadays airline companies operate traditional and low-cost scheduled flights, when take-off and landing are at major airports in major cities. There are as well charter flights when a travel company buys all the seats on a plane and sells at a discounted price. Charter airlines and low-cost scheduled airlines often operate from more accessible local airports and fly direct to holiday resorts, particularly in peak season. You usually need to buy air tickets in advance. There is a limit to how much luggage passengers can carry and it takes time to check-in for flights due to security checks.

Sea travel can be a clean alternative to air travel. Ferries operate from one mainland destination to another, or between islands, departing and arriving at major ports. You can often take your car on ferries and there are no limits on the luggage you can carry. Journeys are long compared to flights and they can be quite expensive, especially if you sleep in a cabin overnight. You can buy tickets directly from the ferry companies or through tour operators, usually in advance.

Rail travel also has a low environmental impact and is a very flexible and convenient mode of transport because you can buy tickets in advance or just turn up at the station. Price varies a lot according to distance and destination. Luggage allowance is limited on trains, but on long distance trips you can book a bed to sleep in, called a berth.
Road travel can be by car or by coach, but neither is very environmentally friendly. Car travel is very convenient because you can choose your own departure and arrival points and times, and take as much luggage as your vehicle can carry. The cost is generally low apart from fuel and any tolls, but travel time can be long. Alternatively you can arrive at your destination and hire a car on arrival, but this can be expensive. Coaches, like trains, follow timetables and you need to buy tickets in advance to be sure of a seat. Journeys can be slow and arrival times are unpredictable because of traffic. They are however cheap and convenient, with stops at both major and minor destinations.

When you're at your holiday destination, you have many options to continue your journey. Taxis are quick and efficient for short journeys, but they can be expensive. Many charge per passenger, piece of luggage, as well as surcharges for airport and night time journeys. If you want to be free to travel when and where you like, car hire can offer good value. You pay a daily or weekly rate for hiring a car, plus fuel costs and you choose the kind of car you want, but most are bad for the environment. Adventurous tourists can rent a motorbike, moped or bicycle. These are cheaper and also more environmentally-friendly, but watch out for traffic or people stealing your bike! For people on a budget, public transport is a good and green option. Cities usually have a choice of underground, buses, trains and sometimes trams and cable cars too. In small towns, the options are more limited. Cost and convenience vary a lot in different places, so look out for special offers like combination tickets, weekend or all-day travel passes. Of course if you want to save your money and the planet, you could always walk!

**TRUE or FALSE**

- ✓ Air travel works for international journeys only.
- ✓ You usually need to buy air tickets in advance.
- ✓ It takes time to check-in for flights due to long lines of passengers.
- ✓ You can not take your car on ferries.
- ✓ Sea journeys are long compared to flights.
- ✓ You can buy sea tickets only directly from the ferry companies.
- ✓ Road travel is very environmentally friendly.
- ✓ You can arrive at your destination and hire a car on arrival.
- ✓ If you travel by car or coach arrival times are unpredictable because of traffic.
- ✓ Taxis are quick and efficient for short journeys, but may be expensive.
- ✓ For people on a budget, car hire is a good and green option.
- ✓ As for public transport, cost and convenience vary a lot in different places.

5) Choose one type of travelling and describe it to your partner without mentioning what it is. Let your partner guess.

6) Choose one type of travelling and speak about its advantages and disadvantages.
7) Look through the following trip itineraries and recommend ways of travelling and modes of transportation. Explain your choice.
8) Which of the above mentioned trips would you like to try and why?
9) Divide all the vehicles discussed above (ex. 1–9) into the following categories: air, sea, rail and road travel. Choose one category and create an itinerary of a trip to any destination performed by transport modes presenting this category. Prove that your chosen travel category is the best one. Make it in the form of a presentation for your group mates.

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<th>Air</th>
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<th>Rail</th>
<th>Road</th>
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10) Click the icon to watch the video episode presenting the information about travelling documents and make a list of documents needed for travelling that are mentioned in the video as well as write down all pieces of advice given concerning travel documents.

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11) Work in pairs and role play the situation when a travel agent instructs a customer what travel documents he / she needs to travel abroad as well as gives advice concerning these documents.
12) Discuss in pairs what procedures a traveller has to go through when crossing a foreign country. Have you ever crossed the border of any foreign country? Share your experience with the group.

13) Read and translate the following conversation between a customs officer and a traveler. Underline useful words / phrases. Role play the it.

**Customs officer**: Would you mind putting your baggage on here, please ma’am? Where are you traveling from?

*Page*: From Marseille.

**Customs officer**: Marseille. Are you resident in France, or do you live in the United States?

*Page*: I live in France.

**Customs officer**: Can I see your passport, please?... Thank you. How long are you staying in the USA?

*Page*: For 5 days.

**Customs officer**: And what's the purpose of your visit ma’am?

*Page*: I'm here on business.

**Customs officer**: Do you have anything to declare?

*Page*: No.

**Customs officer**: Is this all your baggage?

*Page*: Yes, that's all.

**Customs officer**: Is anybody else traveling with you, ma’am?

*Page*: No, I'm traveling alone.

**Customs officer**: OK then. What type of goods have you got; cigarettes, cigars...?

*Page*: No, I don't smoke.

**Customs officer**: Nothing else at all in the tobacco line?

*Page*: No.

**Customs officer**: Any drinks at all? Spirits? Liquors? Wine?

*Page*: Just two bottles of red wine.

**Customs officer**: Were those bottles purchased in the duty-free shop, or...?

*Page*: Yes, at Marseille airport. Here's the receipt.

**Customs officer**: I see. Are you bringing any gifts for anybody in the States?

*Page*: Well, the wine is a present, but that's all.

**Customs officer**: Any other valuable items – jewelry, laptop?

*Page*: No, just my personal things.

**Customs officer**: OK. Thank you, ma’am. Would you let me have a look in there... Is the laptop going back to France with you?

*Peter*: Yes, of course. It's my working tool.

**Customs officer**: Do you have a camera?

*Page*: No, I don't.

**Customs officer**: That's fine. Thank you very much. Have a pleasant stay!
14) Complete the dialogue taking place at the customs with the words from the box. Role play it.
duty-free, baggage inspection, stay, declare, purpose, passports, restricted items, final destination, business, vacation

Customs Officer: Your (1)_______, please. What is your (2)__________?
Özkan: Los Angeles.
Customs Officer: How long is your (3)__________?
Özkan: We’ll be there for a week.
Customs Officer: What is the (4)__________ of your trip?
Özkan: I’m going there on (5)____________ and my family is accompanying me on (6)__________.
Customs Officer: Who are you traveling with?
Özkan: This is my wife Ayse, and these are my children, Mustafa and Ömer.
Customs Officer: Are you bringing in any (7)____________? Any plants, fruits and vegetables, meats, or animals?
Özkan: No.
Customs Officer: Do you have anything to (8)____________?
Özkan: We bought some (9)____________ items in the airport. Here’s the receipt.
Customs Officer: That’s fine. Step over to the exam station for (10)__________.

15) Rearrange the conversation so that it makes sense. Role play the dialogue.

_ Can I see your passport?
_ Yes, just this small hand bag.
_ Where are you going to stay?
_ How long are you staying in England?
_ Yes, sir.
_ What have you got in your case?
_ I’m going to stay with a family.
_ OK.
_ I’ve got some money, my camera and some presents for the family.
_ Just three weeks.
_ Are there any restricted items inside?
_ No, that’s all right. Enjoy your staying in England.
_ Of course. Here it is, sir.
_ No, sir.
_ My clothes.
_ Shall I open that case, sir?
_ Have you packed it yourself?
_ Do you have hand luggage?
16) Complete the dialogue between a customs officer and a traveler with your own words. Role play it.

Customs: Hi, could you put your bag on the table, please?
Peter: Yes, sure.
Customs: Would you please (1) ______________ it for me?
Peter: Yes, of course.
Customs: Did you (2) ___________ it yourself?
Peter: Yes, I did.
Customs: Where have you (3) ______________ in from?
Peter: New York City.
Customs: Is this your first time in the UK?
Peter: Yes.
Customs: Is there anyone else (4) ________________ with you?
Peter: No.
Customs: Can I (5) _______________ your passport, please?
Peter: Yes, here you are.
Customs: OK, and what’s (6) ________________ ?
Peter: I’m(7) ________________ some friends and relatives.
Customs: And how long do you plan to (8) ______________?
Peter: 15 days.
Customs: Where will you be staying?
Peter: At my uncle’s house.
Customs: Have you got anything to (9) ______________?
Peter: No, I don’t think so. I mean, I’ve got this bottle of whisky, but I got it in the duty-free shop.
Customs: That’s all right. That’s within your duty free allowance.
Peter: Oh, and this nice flower from my garden is for my girlfriend.
Customs: I’m sorry, plants are not allowed. You’ll have to throw it away.
Peter: Oh, really?
Customs: Yes, I’m very sorry, but it’s a restricted item.
Peter: OK. No problem.
Customs: Thank you! You can go now. Enjoy (10) _________________.
Peter: Thanks.

17) In pairs make up dialogues between a traveller and a customs officer using the information below. Present one of them to the group.
✓ Mr. Black is going from Moscow to Paris to the IT-conference. He’ll be staying at the hotel. He has only hand bag with personal things.
✓ Alex is travelling from Madrid to Berlin to visit his parents. He has 2 bottles of wine in his case purchased at the duty-free shop.
✓ Mary is visiting Prague for the weekend to do sightseeing. She has booked an apartment. She has a bag of cosmetics and various medical items.
1) Where do you usually stay when you go on holiday? In pairs make a list of all the different types of tourist accommodation you can think of. Look through your list and discuss with the partner which one is your favorite and why? Then tell the group about your partner’s preferences.

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2) Read and translate the text, write the names of the accommodation types under the pictures given below the text.

Nowadays, the choice of tourist accommodation to suit your taste, budget and destination is endless. At the high end of the market there are hotels, offering rooms and meals. Motels are similar, except they are for motorists. So they are generally on major roads and always provide parking, but not always meals. B&Bs, or guesthouses, differ from hotels as they are usually small, less expensive, owner-occupied, family-run businesses without staff on call 24/7. Alternatively, holiday villages are popular with families who may be travelling on a budget. They offer a choice of self-catering accommodation from small wooden cabins or chalets to studio apartments to large holiday villas, all in modern resorts with many leisure and recreational services available on site.

Private holiday rental offers a wide variety of accommodation. Then there are timeshares, where several people own accommodation they can use at specific periods each year. To avoid getting bored with the same destination, how about doing a house swap, where people holiday in each others' houses?

Hostels provide a low-cost, self-catering alternative to hotels, and appeal to young travellers, as the shared dormitories make it easy to meet people. Increasingly, universities offer campus accommodation in students' halls of residence during the holidays. This is the type of accommodation you often find on study holidays, but it can also be a cheap and sociable way to take a city break.

If you're looking for an adventure on a budget, campsites are perfect. You can take your own tent. For more comfort, there are also caravans and campervans, which enable you to enjoy a holiday on the move. Finally, if you like to combine transport and accommodation, why not try a cruise ship or a yacht if you prefer the sea.
3) Recommend the following tourists some accommodation variants. Explain your choice.

<table>
<thead>
<tr>
<th>Tourists</th>
<th>Accommodation alternatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Just married couple looking for complete privacy and exclusivity during their honeymoon</td>
<td></td>
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<tr>
<td>A man travelling alone for business</td>
<td></td>
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<tr>
<td>A group of friends taking trips to different locations during their holiday</td>
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<tr>
<td>A student staying in a foreign country for 3 month to learn a foreign language</td>
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<tr>
<td>A family travelling by car</td>
<td></td>
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<tr>
<td>Several young couples wishing to do a sea voyage.</td>
<td></td>
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<tr>
<td>Adults with children looking for a stay in some resort with self-catering.</td>
<td></td>
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</tbody>
</table>

4) Discuss in pairs what kind of information a reservation department needs when a guest books a room at the hotel. Have you ever booked a hotel room? Share your experience with the group.

5) Read and translate the following dialogue between a receptionist and a guest. Underline useful words / phrases. Role play it.


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

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

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us

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

C: A double bed, please.

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

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

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

C: Charles Hannighan.
R: Could you spell your last name for me, please?
R: And is there a phone number where you can be contacted?
C: Yes, my cell phone number is 555-26386.
R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?
C: Visa. The number is 987654321.
R: And what is the name of the cardholder?
C: Charles H. Hannighan.
R: Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.
C: Great, thank you so much.
R: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

6) Read the following dialogue presenting hotel room booking and answer the questions below. Then role play it.

Receptionist: Thanks for calling Quality Inn. Morine speaking.
Caller: Hello. I'm interested in booking a room for the September long weekend.
Receptionist: I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention centre.
Caller: Oh, I didn't realize. Well what about the weekend after that?
Receptionist: So... Friday the seventeenth?
Caller: Yes. Friday and Saturday.
Receptionist: It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.
Caller: Okay. Do you have any rooms with two double beds? We're a family of four.
Receptionist: Yes, all of our rooms have two double beds. The rate for that weekend is $129 dollars a night.
Caller: That's reasonable. And do you have cots? One of my daughters might be bringing a friend.
Receptionist: We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.
Caller: Okay, but I'm not positive if she is coming. Can we pay when we arrive?
Receptionist: Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.
Caller: Great, I'll call you right back. I have to find my husband's credit card.
Receptionist: Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.
Check your understanding

1. Why did the caller phone this hotel?
   
   [Click for answer]

2. Why can't the caller stay at the hotel on the September long weekend?
   
   [Click for answer]

3. Why does the caller have to hang up and call back?
   
   [Click for answer]

7) Click the icon to listen to a woman making a reservation of a hotel room over the phone. Complete her booking form. Role play the conversation.
8) Read the Britannia Hotel service and amenities brochure and answer the question: Which services are available for business guests? How many restaurants does the Hotel Britannia have? Which services must you pay extra for? What can you do in your room?

To help you enjoy your stay at the Hotel Britannia, we offer the following services and amenities

**Hotel amenities**

*For your health and well-being*
- spa and health club
- indoor swimming pool
- fitness facilities

*For your business needs*
- multiple small meeting rooms
- multiple conference/meeting rooms
- banquet facilities
- computer rental
- audio-visual equipment
- secretarial services

*For your comfort, safety and convenience*
- valet parking
- 24-hour front desk
- security guard
- complimentary newspapers in lobby
- multilingual staff
- foreign exchange
- lift: to all floors
- tour/ticket assistance
- luggage storage

*For your catering needs*
- two restaurants in hotel
- lounge bar
- coffee bar
- roof top terrace bar

**Room amenities**
- 24-hour laundry service
- 24-hour room service
- air conditioning
- electronic pass/keys
- free high speed wi-fi internet access
- direct-dial phone
- voice mail
- wake-up service and alarm clock
- study desk
- rooms for guests with disabilities
- family rooms with cribs available
- in-room childcare (surcharge)
- pets can stay on request (surcharge)
daily housekeeping
- extra towels/bedding in room
- iron/ironing board
- complimentary toiletries
- hair dryer
- complimentary serving kit
- shower/tub combination
- makeup/shaving mirror
- in-room safe deposit box
- mini-bar with cold beverages and snacks
- satellite television service

*Please note that this hotel is non-smoking.*

30
9) Click the icon Directions to hotel facilities.mp3 to listen to the telephone conversation between a guest and a receptionist about where facilities are located in the Hotel Britannia and write the floor number next to each one.

- fitness facilities________________________________________________________
- swimming pool_________________________________________________________
- coffee bar______________________________________________________________
- terrace bar_____________________________________________________________
- buffet service restaurant_________________________________________________
- a la carte restaurant____________________________________________________
- lounge bar______________________________________________________________

10) Work in pairs. Take turns to role play similar telephone conversations, asking for directions to the facilities in the Hotel Britannia. Use the brochure in exercise 8, the conversation in exercise 9 and the following expressions to help you.
Can I help you?
Can/Could you tell me where ... ?
It's on the ... floor, near/behind/next to ...
I'd like to ...
Thank you. That's very helpful/kind.
You're welcome.

11) Click the icon Calling the front desk.mp3 to listen to the telephone conversation between a hotel guest and the receptionist. Put a tick under 'G' for all the services the guest requests, and under 'R' for all the services the hotel receptionist says are available at the hotel. Then write down specific information about the service. Role play the conversation.
12) Take a look at the rich list of facilities & guest services offered by the Tsitouras Collection Hotel (Firostefani, Santorini, Greece) and divide them into the following categories:

<table>
<thead>
<tr>
<th>Hotel amenities</th>
<th>Room amenities</th>
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<tr>
<td><strong>For your health and well-being</strong></td>
<td></td>
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<tr>
<td><strong>For your comfort, safety and convenience</strong></td>
<td></td>
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<tr>
<td><strong>For your catering needs</strong></td>
<td></td>
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<tr>
<td><strong>For your leisure activities</strong></td>
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</tbody>
</table>

Complimentary arrival & departure transfers, Reception with concierge assistance, "Tailor made services" prior to arrival, All suites with Caldera sea view, Each room individually designed and furnished with Collectors Art works, Fresh water Swimming pool with sun-loungers, Pool bar offering drinks & light snacks, Private and Exclusive Canopy Candlelight dinners, Room service, Welcome drink upon arrival, Complimentary Sunset cocktail daily, Complimentary Room Service a-la-carte American Breakfast, Daily newspaper with breakfast, Twice daily maid service, Laundry & dry cleaning services, Complimentary shoe-shine service, Porter service, Free public parking, Free Wi-Fi internet access throughout the hotel, Postal/parcel services, Floral requests, Private massages, beauty treatments and therapies, Manicure, Pedicure and Makeup artist services, Hair dresser services, Baby sitting services, Wedding planning & organizing services, Doctor on call, Private & semi-private sailing tours, cruises and excursions, Wine tasting tours & In house wine and food tasting, Private limousine tours, Helicopter services, Yacht hiring, Sea Kayak, Diving and snorkeling activities, Horse Back Riding, Rock Climbing, Hiking & trekking activities, Car & ATV rental.

13) Google the information about hotel and room amenities of any hotel to your choice. Play a role of a receptionist explaining guests what amenities are available at the hotel. The rest of the group (guests) ask the receptionist any questions about hotel facilities and guest services.
14) Mr. Hannighan is checking in the hotel. Complete the dialogue with the words from the box. Single out all hotel and room amenities mentioned. Role play the conversation.

key, available, sign the receipt, included, spell, requests, wonderful stay, five star, check-out, bellboy, left hand side, reservation, on business, additional charge, information, cost

Hotel: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?
Guest: I have a (1) ___________ for today. It's under the name of Hannighan.
Hotel: Can you please (2) ___________ that for me, sir?
Hotel: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?
Guest: Yes, it is.
Hotel: Excellent. We already have your credit card (3) ___________ on file. If you'll just (4) ___________ along the bottom, please.
Guest: Whoa! Five hundred and ninety dollars a night!
Hotel: Yes, sir. We are a (5) _______________ hotel after all.
Guest: Well, fine. I'm here (6) _______________ anyway, so at least I'm staying on the company's dime. What's included in this (7) ___________ anyway?
Hotel: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all (8) _____________.
Guest: So what's not included in the price?
Hotel: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an (9) ____________ of course.
Guest: Hmm. Ok, so what room am I in?
Hotel: Room 487. Here is your (10) _____________. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the (11) ___________. A (12) __________ will bring your bags up shortly.
Guest: Great. Thanks.
Hotel: Should you have any questions or (13) ____________, please dial 'O' from your room. Also, there is internet (14) _____________ in the lobby 24 hours a day.
Guest: Ok, and what time is (15) ________________?
Hotel: At midday, sir.
Guest: Ok, thanks.
Hotel: My pleasure, sir. Have a (16) _____________ at the Grand Woodward Hotel.
15) Click the icon to watch the video episode how a guest checks into a hotel, answer the questions and role play the situation.

- What is the name of the hotel? ____________________________________
- What is the name of the guest and where does he come from? ________________________________________________________________________
- What is the main reason of his travelling and what does he want to do besides that? ________________________________________________________________________
- What mode of transport did he use to come to the city / country of his stay and to the hotel? ________________________________________________________________________
- How did the guest book a room and what type of room did he book? ________________________________________________________________________
- Why can’t the guest have a booked by him type of room? ________________________________________________________________________
- What room does the guest get instead? What is its number? Where is located? ________________________________________________________________________
- Which one of hotel / room amenities is the guest asking for? ________________________________________________________________________
- What does he have to do to register at the front desk? ________________________________________________________________________

16) Click the icon to listen to a guest checking in and fill in the missing words. Then discuss in pairs the following questions and role play it.

- What is the guest’s name? ____________________________________
- What problem is there with the reservation? ________________________________________________________________________
- What rooms are offered to the guest? Which one does he choose? ________________________________________________________________________
- What is his room rate? Are there any discounts and/or benefits offered? ________________________________________________________________________
- What are the guest’s feelings about the situation? ________________________________________________________________________
Guest: Hi. I have a (1)_________ for tonight.
Hotel Clerk: And your name?
Hotel Clerk: Okay. Mr. Nelson. That's a room for five, and . . .
Guest: Excuse me? You mean a room for five dollars? I didn't know the special was so good.
Hotel Clerk: No, no, no. According to our records, a room for five guests was (2)_________ under your name.
Guest: No. No. Hold on. There must be some (3)_________.
Hotel Clerk: Okay. Let's check this again. Okay, Mr. Charles C. Nelson for tonight . . .
Guest: Ah. There's the problem. My name is Charles Nelson, not Charles C. Nelson. [Uhh] You must have two (4)_________ under the name.
Hotel Clerk: Okay. Let me check this again. Oh. Okay. Here we are.
Guest: Yeah.
Hotel Clerk: Charles Nelson. A room for one for the 19th . . .
Guest: Wait, wait! It was for tonight. Not tomorrow night.
Hotel Clerk: Hum. Hum. I don't think we have any rooms for tonight. There's a (5)_________ going on in town, and uh, let's see. Yeah, no rooms.
Guest: Ah come on! You must have something. Anything.
Hotel Clerk: Well. We do have some rooms under (6)_________ with just a roll-away bed. [U-hh] None of the normal (7)_________ like a TV or working shower or toilet.
Guest: Ah man. Come on. There must be something else.
Hotel Clerk: Well. Let, let me check my computer here. Ah!
Guest: What?
Hotel Clerk: There has been a (8)_________ for this evening. A honeymoon suite is now available.
Guest: Great. I'll take it.
Hotel Clerk: But I'll have to charge you two hundred fifty dollars for the night.
Guest: Ah. Man. I should get a discount for the (9)_________.
Hotel Clerk: Well. The best I can give you is a ten percent discount plus a ticket for a free continental breakfast.
Guest: Hey. Isn't the breakfast free anyway?
Hotel Clerk: Well, only on weekends.
Guest: I want to talk to the manager.
Hotel Clerk: Wait, wait, wait Mr. Nelson. I think I can give you an additional 15 percent (10)_________ and I'll throw in a free room for the next time you visit us.
Guest: That will be a long time.
17) Read the following dialogue presenting a check-out procedure and answer the questions below. Then role play it.

Receptionist: Hi there. Are you checking out now?
Guest: Yes, sorry. I know we're a few minutes late.
Receptionist: That's no problem. It's always really busy at check out time anyway.
Guest: Oh, really. The last hotel we stayed in charged us for a late check out.
Receptionist: The hotel isn't booked this week, so it's not a problem. How was everything?
Guest: The room was great. The beds were really comfortable, and we weren't expecting our own fridge.
Receptionist: I'm glad you liked it.
Guest: The kids were disappointed that the pool wasn't open this morning, though.
Receptionist: I apologize for that. We can't get a cleaner in any earlier than 10 am.
Guest: Well we had a nice swim last night anyhow.
Receptionist: Will you be putting this on your credit card?
Guest: No. I'll pay cash.
Receptionist: OK. So the total comes to $123.67, including tax.
Guest: I thought it was $115 even. That's what they said yesterday when we checked in.
Receptionist: Yes, but there is an extra room charge on your bill.
Receptionist: No problem. So...from $140, here's your change. Now, I'll just need to ask you for your room keys.

Check your understanding

1. Why does the guest apologize when she arrives at the front desk?

2. Which of the following did the woman's family NOT like about the hotel?

3. What was the woman charged for besides the room rate?
18) Click the icon [Listening file] to listen and complete the conversation below between a receptionist and a customer checking out. Role play it then.

| Can I pay by debit card | I'd like a receipt, please | Could you book me a taxi to the station, please | I’d like to check out, please | Thank you very much |

Customer: (1) ____________________________________________________________________________.
Receptionist: Just a moment and, I’ll get your bill. Here you are, Sir. Please check it.
Customer: Yes, that seems OK. (2) ____________________________________________________________________________?
Receptionist: Yes, of course.
Customer: (3) ____________________________________________________________________________.
Receptionist: Certainly. Here it is. Is there anything else I can help you with?
Customer: (4) ____________________________________________________________________________?
Receptionist: Your taxi is here, Sir. Have a pleasant trip.
Customer: (5) ____________________________________________________________________________. Goodbye.
Receptionist: Goodbye Sir. We hope to see you here again soon.

19) Complete the dialogue between a receptionist and a guest checking out with the words from the box. Role play the conversation.

hotel, service, stay, porter, airport, guestbook, flight, shuttle, receipt, lounge area

Hotel: Did you enjoy your (1) __________ with us?
Guest: Yes, very much so. I need to get to the (2) __________. I have a (3) __________ that leaves in about two hours, so what is the quickest way to get there?
Hotel: We do have a free airport shuttle (4) __________.
Guest: That sounds great, but will it get me to the airport on time?
Hotel: Yes, it should. The next (5) __________ leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.
Guest: Fantastic. I'll just wait in the (6) __________. Will you please let me know when it will be leaving?
Hotel: Sure. Oh, before you go would you, please, settle the mini-bar (7) __________?
Guest: Oh yes certainly. How much will that be?
Hotel: Let's see. The bill comes to $37.50. How would you like to pay for that?
Guest: I'll pay with my Visa, but I'll need a (8) __________ so I can charge it to my company.
Hotel: Absolutely. Here we are sir. If you like you can leave your bags with the (9) __________ and he can load them onto the shuttle for you when it arrives.
Guest: That would be great thank you.
Hotel: Would you like to sign the hotel (10) __________ too while you wait?
Guest: Sure, I had a really good stay here and I'll tell other people to come here.
Hotel: That's good to hear. Thank you again for staying at The Grand Woodward Hotel.
20) Below are mixed up conversations. Rearrange the conversations so that they make sense. Role play the dialogues.

**Booking the hotel:**

__ **Hold on, please.... I”m afraid all our single rooms are reserved. The only room we have available is a twin.**  
__ **Sixty dollars including tax.**  
__ **I’d like a single room, please.**  
__ **No, but breakfast is available in our dining room.**  
__ **Hello, I would like a room for tonight.**  
__ **OK, I”ll take this room.**  
__ **I”ll need to get your credit card information to guarantee your room reservation, your name and contact numbers …**  
__ **What kind of room would you like?**  
__ **Fairway Hotel. Can I help you?**  
__ **Does that include breakfast?**  
__ **How much for the twin room?**

**Checking in:**

__ Is there anything else we can do to help you enjoy your stay?  
__ Let me check. OK, yes. A twin room for one night.  
__ You are in room 408. How would you like to pay for the room?  
__ Certainly.  
__ Hi, my name is Smith and I have a reservation for tonight.  
__ In advance, please.  
__ That’s right.  
__ No thanks. I can manage myself.  
__ Do you take American Express Travelers Checks?  
__ Can you give me a wake-up call at 7:00?  
__ Sure, sir.  
__ The elevator is just around the corner. Do you need any help with your bags?  
__ Thank you.  
__ Here you go.  
__ Do I pay now or when I check out.

**Calling the front desk:**

__ You can keep it in your room. If you don’t hear back from me before 9 tonight, just leave it on your desk and the cleaning staff will pick it up in the morning.  
__ We will send someone up to take a look at it in a few minutes. How is everything else?  
__ Hi, I”m in 408 and my TV doesn’t seem to be working.
39

No, but they are available free of charge here at the front desk.
OK, thanks for everything.
Thanks. What should I do with the iron when I’m finished?
Front desk.
Can you send it up with the person who is going to look at my TV?
Enjoy your stay, and don’t hesitate to call if there is something else I can do for you.
Certainly. Tom should be up there by 2:00.
Everything else with the room is great. Do the rooms come equipped with irons?

Checking out:

Certainly.
The total cost is 80. What is the extra 20 dollars for?
Yes, I’d like to check out.
Thank you, you too. Good-bye.
Can I have your room number and name, please?
Wait a moment, please. Here is your bill. Please check it to see if the amount is correct.
That’s for the international phone call you made in the room.
Oh, yes. Sorry.
Good afternoon, how may I help you?
Could you sign here, please?
Here is your receipt. Thank you, have a nice day.
My room number is 408, and my name is Smith.

21) In pairs make up dialogues between a receptionist and a guest using the information below. Present one of them to the group.

✓ Mr. Young is traveling alone. He is calling the hotel to book a single room. He would like to pay with cash. He will be staying 2 nights. He would like a wake-up call for 7:00 A.M. on the day of his check-out.

✓ One family (3 kids and 2 adults) have reserved a suite at the hotel. When they come to the hotel it turns out that there are no suites available. The receptionists offers them a double room with cots for kids and free tickets to the local zoo for inconveniencies.

✓ Peter Black is staying at the hotel. He calls the front desk to tell that there is something wrong with the light in his room. He also asks where he can have a dinner tonight and if it’s possible to have his clothes ironed.

✓ Lucy Miller is checking out. She is unhappy with her stay at the hotel and asks for some discount. There is extra room charge on her bill for hairdresser service.
4 Catering

1) Define what catering is by giving your first associations that come into your mind when you think about it. Then make up a passage explaining what catering is using each of your given words / word combinations in separate sentences that should be logically connected.

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

2) Decide if these sentences about catering are true (T) or false (F).
   ✓ Catering is providing people with food and drink. __________
   ✓ The term „catering” is only used for social situations like parties. __________
   ✓ You find catering services only in hotels, restaurants or cafes. __________
3) Read and translate the text about catering, check your answers.

Catering is the provision of food and drink and it is divided into two basic sectors: commercial businesses, where the main aim is to make a profit, and non-commercial businesses (welfare), where the main aim is to provide a nonprofit-making social service.

Commercial catering is usually found in hotels, restaurants, pubs, bars, cafes or fast food outlets, where you can eat in or take away the food and beverages you buy. But commercial catering can also be found in the transport industry in places such as railway stations, airports or motorway service stations and on ships and trains, where the place you eat is called a buffet car and offers self-service, or on planes, where on the other hand there is waiter service provided by the cabin crew. In other words, whenever people travel any distance for work or pleasure, they are able to eat and drink thanks to the catering service provided. Catering at private events, such as social events or gatherings and wedding receptions, or public events including rock concerts or football matches is also considered commercial.

Welfare catering ranges from providing food for workers at a subsidised price in factory or office block canteens, to catering in hospitals, schools or prisons, where people pay nothing or very little for the service.

4) Complete the table below using the words from the box and information from the given above text. Imagine yourself a college trainee and explain your students what catering is.

<table>
<thead>
<tr>
<th>Type of catering</th>
<th>Type of venue</th>
<th>Type of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>trains, commercial catering</td>
<td>airports, schools, hotels,</td>
<td>planes, pubs, hospitals,</td>
</tr>
<tr>
<td></td>
<td>self-service, plans, pubs,</td>
<td>bars, eating in, cafés,</td>
</tr>
<tr>
<td></td>
<td>public events, fast food outlets</td>
<td>railway stations,</td>
</tr>
<tr>
<td></td>
<td>motorway service stations,</td>
<td>prisons, waiter service,</td>
</tr>
<tr>
<td></td>
<td>private events, welfare catering</td>
<td>office block canteens,</td>
</tr>
<tr>
<td></td>
<td>restaurants, ships, take away</td>
<td></td>
</tr>
</tbody>
</table>
5) Read and translate the text, answer the questions. Underline all types of catering places mentioned in the text.

Businesses focusing on providing catering services are varied and multiple. Restaurants offer customers a range of food, drink and service options. At the high end of the market there are à la carte restaurants, so-called because of the type of menu which lists and prices all items individually and prepares dishes to order. Service is generally of a very high standard with waiters / waitresses as well as specialist bar staff and wine waiters and the atmosphere is formal. Within this category, gourmet restaurants are the most expensive, reflecting the high quality of food and beverages and the fact they often have recommendations from important food critics and organisations, which are highly prized.

Table d'hote menu restaurants with fixed-priced menus, a set number of courses with choices within each course, are a cheaper alternative. Items on the menu are ready at the same time, rather than made to order. This kind of restaurant is often family-run with a more informal atmosphere.

Examples of specialist restaurants are steakhouses, seafood or vegetarian restaurants. There are also ethnic restaurants providing food and drink from a particular country. The most widespread of these are Italian, Indian and Chinese restaurants.

Both ethnic and speciality restaurants can have either an à la carte, table d'hote or a combination of both kinds of menus.

Nowadays, many restaurants are part of a regional, national or international chain, so menus, service, ambiance and cost are unified and you know exactly what to expect. This is particularly true of fast food outlets, many of which specialise in a particular type or region of cuisine and prepare food which is served and eaten quickly. These can either be eat-in restaurants, which are mostly self-service, or takeaway restaurants where you buy cooked food to eat somewhere else, or sometimes both. Examples include pizzerias, kebab or fish and chip shops.

In addition to restaurants, cafes, coffee bars, bars and pubs also provide catering although the focus may be more on drinking than eating. Cafes and coffee bars serve reasonably priced hot and cold drinks and light meals or snacks and are usually only open during the day. Bars and pubs are always open at night but increasingly they are serving food and drinks during the day too. In pubs the food is usually home-made and traditional, whereas bars tend to offer a European-style menu of salads and sandwiches.

- What do restaurants offer customers?
- What is highly prized by gourmet restaurants?
- What are the main differences between table d'hote and à la carte menus?
- Why do you know what to expect in chain restaurants?
- What is the main characteristic of fast food restaurants?
- What kind of food can you eat at a specialist restaurant?
- Which are the most popular ethnic restaurants?
- When are cafes and coffee shops usually open?
- How does pub and bar food differ?
6) In pairs make a list of catering places you’ve underlined in the text above and add names of businesses that you know of to each of them.

   *E.g.: Fast food outlets – McDonald’s*

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

7) Complete this catering survey about the area you live in.

   ![Catering Survey]

8) Use the information in exercise 7 to write a short entry for an online guide about the catering services available in your area. Include a general introduction and some specific recommendations. You could give marks for cost, atmosphere, service, food and drink and suggest the best dishes to try. Present it to the group.
9) In pairs discuss what a menu is and what role it plays in catering business. Present each other’s opinions to the group.

10) A menu can be of different types. The names of the most common types are given in the box. Match them with the definitions below. Share with the group which type and where you’ve personally seen.

<table>
<thead>
<tr>
<th>Ethnic or speciality menu, A la carte, Party or function menu, Table d'hôte, Cycle menu, Children's menu, Fast food / cafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>________________ – a „fixed” or set-price menu usually consists of two or three courses with a limited selection of dishes available at every course.</td>
</tr>
<tr>
<td>________________ – a menu where all the dishes are individually priced and cooked to order.</td>
</tr>
<tr>
<td>________________ – this menu can vary from drinks or canapés to a sit down banquet (e.g.: weddings, anniversary, dinner dance). This menu has a fixed price and chosen beforehand.</td>
</tr>
<tr>
<td>________________ – often a separate menu that is more colourful and may include a theme. There is a limited choice of dishes and beverages. It may have some healthy options or multiple choices so parents can make up the meal to suit their child.</td>
</tr>
<tr>
<td>________________ – this can be a fixed price or a la carte. Speciality food of a particular country may be on offer (e.g.: Chinese or Mexican) or the food itself could be specialised (e.g.: fish, pasta, vegetarian).</td>
</tr>
<tr>
<td>________________ – these menus usually have a choice of quick-to- prepare foods at set prices. The foods may range from snacks, sandwiches and cakes to a full dinner or breakfast. They also include drinks to go with or without food.</td>
</tr>
<tr>
<td>________________ – this is a „fixed pattern” of menus that cover a „fixed number” of days (e.g.: hospital and schools use these types of menus).</td>
</tr>
</tbody>
</table>

11) Take one type of a menu and describe it to the group. Let you group mates guess.

12) Click the icon to see examples of menu types. Identify each of them. Explain why you think so. Give examples of catering venues where it can be used.
13) Role play the following situation. Some businessmen would like to invest money into the development of a catering enterprise in the business area they work in. Several owners of different food outlets located in this business area present their venues, types of a menu they serve and explain why they think that this particular place will be profitable here. Investors should decide then which business they will support and explain why. The student group should be divided into several mini groups: Group 1 – investors, Group 2-4 – owners of catering business. Use the information and pictures below.

**Business Area**

**Currently available here (your competitors):**
1 high class restaurant serving a la carte menu, 3 cafés serving fixed priced breakfast and lunch menu as well as a la carte dinner menu, 1 coffee house, 2 fast food outlets (McDonald’s and Subway)
14) Look through the list of the most common food groups. Choose one food group, go around the class asking your group mates what products of this group they eat, add them to the given list. Afterwards share the information with the group. Use your dictionaries to check translation, pronunciation and spelling.

**Most common food groups**

<table>
<thead>
<tr>
<th>Category</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meats</td>
<td>lamb, pork, beef, chicken, turkey, goose, duck, pheasant, rabbit, hare,</td>
</tr>
<tr>
<td></td>
<td>partridge, pheasant</td>
</tr>
<tr>
<td>Meat products</td>
<td>ham, sausage(s), mince, cutlet, bacon</td>
</tr>
<tr>
<td>Seafood</td>
<td>fish, prawns, shrimps, lobster, scallops, mussels, crab</td>
</tr>
<tr>
<td>Vegetables</td>
<td>broccoli, carrots, cabbage, cauliflower, beans, garlic, green onions,</td>
</tr>
<tr>
<td></td>
<td>red onions, mushrooms</td>
</tr>
<tr>
<td>Fruit</td>
<td>apple, banana, grapes, grapefruit, kiwi fruit, lemon, melon, watermelon,</td>
</tr>
<tr>
<td></td>
<td>mango, orange, peach, pear, pineapple, plum, tangerine, prunes, raising</td>
</tr>
<tr>
<td>Berries</td>
<td>blackberries, blueberries, cherries, gooseberries, raspberries, strawberries</td>
</tr>
<tr>
<td>Dairy products</td>
<td>egg, cheese, butter, sour cream, margarine, mayonnaise, milk, yoghurt,</td>
</tr>
<tr>
<td></td>
<td>curd</td>
</tr>
<tr>
<td>Sweets and pastries</td>
<td>biscuits, bun, cake, pie, toast, pancake, bread, chocolate, candies,</td>
</tr>
<tr>
<td></td>
<td>chewing gum, ice-cream, nuts</td>
</tr>
<tr>
<td>Cereals</td>
<td>rice, cornflakes, oatmeal, buckwheat, pasta</td>
</tr>
<tr>
<td>Herbs and spices</td>
<td>basil, cinnamon, coriander, ginger, chilli, mint, paprika, parsley,</td>
</tr>
<tr>
<td></td>
<td>pepper, rosemary, salt, vanilla</td>
</tr>
<tr>
<td>Drinks</td>
<td>water, juice, wine, beer, soft drinks, coffee, tea, milkshake</td>
</tr>
</tbody>
</table>
15) Read and translate the following conversation between Peter and Juan in a restaurant in Yorkshire. Peter is describing the different tastes and textures of the dishes on a menu. From the context, try to guess what the meaning of the words / phrases in bold are. Then do the quiz at the end to check if you are right.

Peter: 'So Juan, what do you fancy having?'
Juan: 'I'm not sure. There's lots of food and dishes from around the world on this menu. You've eaten here before, what's the chicken vindaloo curry like?'
Peter: 'It's very hot. The last time I had it, my mouth was burning for about 15 minutes. To be honest, it's a bit bland, it doesn't really taste of anything. If you want to have a curry, I would recommend the tikka masala, it's spicy, they use about 15 different spices in it, but it's not hot. I like it, it's really tasty.'
Juan: 'I'm not sure I want Indian food. And the fish and chips?'
Peter: 'Although I'm English, I don't like it, it's greasy. It's covered in too much oil for me.'
Juan: 'What are the salads like here? They have a caesar salad, is it ok?'
Peter: 'Well, yeah. I had it a couple of years ago. They use fried bacon in the salad as well, which is strange. The iceberg lettuce and the bacon were very crispy, they make a noise when you first chew them. It has fried croutons, which were so crunchy, it was almost like eating a savoury biscuit. But for me, the caesar sauce was too creamy, they used too much cream. There's another salad that I had the last time I was here, called the Naples salad. It's got so many different things in it, it has anchovies that are very salty, but it also has small pieces of lemon that gives the salad a bit of a sour taste. Because it's in theory Italian it also has pieces of parmesan in it, the hard cheese that they grate on top of Italian pasta. It doesn't sound good, but the combination works very well.'
Juan: 'I'll order that. Have you looked at the desserts? They have a coffee cake, I like coffee, but the last time I had one was in Spain and it had a very bitter taste, it was like I was eating coffee without the cake.'
Peter: 'I don't know. I've never tried it. I've had the toffee ice cream, which was really good. The ice cream is very creamy and it has small pieces of toffee in it, they are really chewy, they get stuck in your teeth. There's also the butter croissant, which is really flaky and it comes with a smooth raspberry sauce.'
Juan: 'And the chocolate cake?'
Peter: 'It's very rich, it's almost like you're eating a bar of chocolate.'

Quiz: Food tastes & textures

1. Food that is cooked with a lot of oil or fat, is often ____________________
2. Food that when first chewed has a hard texture and makes a noise in the mouth (e.g. fried bacon), is ____________________
3. Food that contains a lot of different types of spices but doesn't burn your mouth, is ____________________

4. Dark chocolate (without milk) has a taste that is ____________________

5. The opposite of soft, is ____________________

6. Food that has a lot of salt in it, is described as ____________________

7. Normally, the dessert is sweet and the main course is ____________________

8. Food that contains a lot of an ingredient like chocolate, is ____________________

9. Food that contains a lot of chillies, is ____________________

10. Food that makes a loud noise in the mouth when chewed, is ____________________

11. Food that doesn't have a strong taste of anything, is ____________________

12. A milkshake is normally creamy and ____________________

13. When something has a good taste or flavour, it is ____________________

14. Food like croissants that breaks very easily into small and delicate pieces, is ____________________

15. Food that is made from milk products, is often ____________________

16. When you have to chew food in your mouth for a long time before swallowing it, it is ____________________

17. A lemon has a taste that is ____________________

16) Read and translate the following conversation where Juan and Peter are ordering food from a menu in a restaurant in Leeds. From the context, try to guess what the meaning of the words / phrases in bold are. Then do the quiz at the end to check if you are right.

Waiter: 'Are you ready to order?'

Juan: 'Yes, for the starter I would like the smoked salmon salad. And for the main course I would like the fried steak. It says on the menu that it's accompanied with either baked potato or with roasted potatoes. What's the difference?'

Waiter: 'Well, the roast potatoes are cooked in the oven with beef fat and the baked potato is also cooked in the oven, but without any fat or oil. It's also called a jacket potato. For the steak, we also have on the menu steak on the grill, where the meat is cooked on a piece of cooking equipment like a barbecue (so the meat has lines on it when cooked). I would recommend that instead of the fried steak. The steak is also seasoned with salt and pepper before it's cooked.'

Juan: 'I prefer the fried steak. I'll have that with the roast potatoes. And for dessert, I'll have the lemon cheese cake. Thank you.'

Waiter: 'And you sir?'

Peter: 'For the starter I would like the mussels. Are they boiled in hot water or are they steamed? It doesn't say on the menu.'

Waiter: 'They are steamed with a little white wine at the bottom of the pan.'
Peter: 'Perfect. And for the main course, I'll have the roast **marinated** lamb. What is the marinate?'

Waiter: 'The lamb is marinated for 2 days before being roasted in our special mustard, garlic and rosemary marinade. It's very good.'

Peter: 'It sounds good. And can I have the **sautéed** potatoes to accompany the lamb please. Are the sautéed potatoes **deep-fried**?'

Waiter: 'No, the sautéed potatoes are sliced potatoes quickly fried in a little hot oil in a pan. The deep-fried potatoes are called chips, or in America, french-fries.'

Peter: 'Sounds good.'

Waiter: 'The sautéed potatoes are accompanied with 2 pieces of toast with **grilled** cheddar cheese on top of them. And for dessert?'

Peter: 'Just a fruit salad with double cream.'

**Quiz: Food cooking methods**

1. A method of cooking where food is cooked in very hot water, is ___________
2. A method of cooking where food is cooked in the oven with fat, oil or fat from the meat, is ___________
3. When food is left in herbs or spices before being cooked, it is ___________
4. When food is cooked in oil or fat in a pan, it is ___________
5. When food is cooked in the gas/vapour of hot water/liquid, it is ___________
6. When you put salt and pepper on food before it is cooked, it is ___________
7. When food is preserved by the smoke from wood, it is ___________
8. When food is cooked by heating it from above, it is ___________
9. When food (except meat) is cooked in the oven without fat or oil, it is ___________
10. When food is cooked quickly with a little fat or oil in a pan, it is ___________
11. When food is cooked in a lot of oil or fat, it is ___________
12. When food is cooked on a piece of equipment like a barbecue (made of different metal rods), it is ___________

17) Describe the dishes / foods presented on the following pictures. Name what it is (main ingredients), then describe taste, texture and preparation method.

E.g. Hot, buttery roll baked golden brown and fresh from the oven
18) Think of 3 dishes that you like eating most of all. Describe them to your group mates. Let them guess the names.
19) In pairs discuss what guests usually talk about with restaurant staff. Have you ever been at the restaurant? Share your experience with the group.

20) Read and translate the conversation taking place in the restaurant. Underline useful words / phrases. Role play the it.

Hostess: Good afternoon, how can I help you today?
Customer: I'd like a table for one, please.
Hostess: Would you like smoking or non-smoking area?
Customer: Non-smoking, please.
Hostess: Right this way. Here you are.
Customer: Thank you.
Waiter: Good afternoon. Here is the menu. My name's John and I'm your waiter today. Would you like to hear today's specials?
Customer: Certainly.
Waiter: Well, our today's starter is thick chowder soup with clam and today's main course is tender smoked salmon seasoned with rosemary and crispy salted chips.
Customer: Salmon and chips? Is the fish fresh?
Waiter: Yes it is. It came straight from our own fishing vessels.
Customer: Alright, I'd like the Salmon and chips.
Waiter: Would you like to have the starter soup?
Customer: No, I would like to have something else. What can you recommend?
Waiter: Why don't you try our salad? Most customers order our fresh green salad.
Customer: Okay, I want to have the fresh green salad.
Waiter: Very good. Would you like something to drink?
Customer: Oh, I'd like a pineapple juice, please.
Waiter: OK. So that's a green salad, Salmon and chips and pineapple juice.
Customer: Yes, that's right.
Waiter: Here is your food. Enjoy your lunch.
Customer: Thank you.
Waiter: How was everything?
Customer: Delicious, thanks.
Waiter: Would you like anything for dessert?
Customer: No, just the bill please.
Waiter: Here you are. How would you like to pay? In cash or by credit card?
Customer: Cash.
Customer: Is the service included?
Waiter: No, madam.
Customer: OK, keep the change then.
Waiter: Thank you very much. Have a nice day. Please come again.
21) Click the icon Restaurant Conversation.mp4 to watch 2 people ordering food and answer the following questions. Role play the situation.

➤ What is the name of the waitress? ________________________________
➤ What are the drinks orders? ________________________________
➤ What are the food orders? ________________________________
➤ What does a man asks for when the waitress brings his order? __________
➤ How do guests like their food? ________________________________
➤ Do they want to take any food away? ________________________________
➤ What do they order for dessert? ________________________________

22) Click the icon In the restaurant conversation_1.mp3 to listen and reorder the conversation in the restaurant. Role play it.

__ Man: ... and I'll have the pate de foie gras with crunchy bread.
__ Man : I'd like some sparkling mineral water, please .
__ Man : I'll have the same please, but well-done.
__ Man: Yes, I think we are, thank you.
__ Waiter: ... and for your main course?
__ Waiter: Are you ready to order food?
__ Waiter: Do you want any side orders apart from the salad that comes with the pork?
__ Waiter: Good evening. Would you like anything to drink?
__ Waiter: Would you like any starters?
__ Woman: I'll have a glass of house red wine, please.
__ Woman: I'd like the prawn cocktail, please.
__ Woman: I'll have the barbecue pork, done medium rare, please.
__ Woman: Maybe French fries to share, please.

23) Click the icon In the restaurant conversation_2.mp3 to listen to the conversation in a cafe between a waiter and a customer and complete it with the expressions from the box. Role play it.

<table>
<thead>
<tr>
<th>would you like</th>
<th>just</th>
</tr>
</thead>
<tbody>
<tr>
<td>still or sparkling</td>
<td>can you tell me</td>
</tr>
<tr>
<td>we have two options</td>
<td>could I have</td>
</tr>
<tr>
<td>yes, of course</td>
<td>I'd like</td>
</tr>
<tr>
<td>ready to order</td>
<td>I'll have</td>
</tr>
</tbody>
</table>
Waiter: Are you (1)___________________?
Customer: Yes. (2)___________________ what today's specials are, please?
Waiter: (3)___________________, a vegetarian pasta bake and a warm bacon and
tomato salad.
Customer: Mmm! (4)___________________the warm bacon and tomato salad, please.
Waiter: (5)___________________some bread with that?
Customer: (6)___________________some garlic bread, please?
Waiter: (7)___________________! What would you like to drink with your meal?
Customer: (8)___________________water, please.
Waiter: (9)___________________?
Customer: (10)___________________sparkling water, please.

24) Restore the underlined sentences in the restaurant conversation. Write the
correct sentences above the jumbled ones, capitalize the first word in each
restored sentence. Answer the questions below by choosing the most suitable
variant. Role play the dialogue.

Waitress: Hello sir. Welcome to Jake’s. here eaten have before you?
Customer: No. This is my first time here. A friend of mine from work suggested
this place the other day.
Waitress: Oh. Well, like about today’s would you specials to hear?
Customer: Sure, why not?
Waitress: Ok. We have three items on special. The first is the manager’s special.
It is baked cod served with rice and a vegetable medley. The second is fried shrimp
with fries on the side. The last one is my favorite. It is a 10 oz. rib eye with a
choice of two sides.
Customer: They all sound good. and me beans the with a bring potato green sides
baked my rib eye as.
Waitress: Good choice. like your steak how you would?
Customer: Medium rare.
Waitress: Sounds good. What would you like to drink?
Customer: wine take of house your I’ll a glass red.
Waitress: Do you want to start off with an appetizer like some fried calamari or
chicken wings?
Customer: No. I’m good. Thanks.
Waitress: Ok. be 10 that about will in minutes ready.
10 minutes later
Waitress: OK sir. Here is your rib eye. get anything can you I else? Would you like another glass of wine?
Customer: This looks great. No more wine for me. I”m going to switch to soda. kind have soft what of do you drinks?
Waitress: We have Coke, Sprite and Dr. Pepper.
Customer: me please Coke bring a.
Waitress: OK. Coming right up.
10 minutes later:
Waitress: How was it?
Customer: was the great steak. No complaints.
Waitress: Great. Can I clear your plate?
Customer: Sure.
Waitress: have any do dessert you room for?
Customer: No, just bring the check please.
Waitress: Ok sir. back be right with I”ll that.

Check your understanding

1. Who suggested this restaurant to the customer?
   a) his boss b) the waitress c) his friend d) he doesn’t say

2. What is the second special of the day that the waitress mentions?
   a) steak b) fried shrimp c) baked cod

3. How does the customer want his steak cooked?
   a) well done b) rare c) raw d) medium rare

4. What does the customer order to drink?
   a) the house red b) a beer c) the house white d) milk

5. What does the customer order for an appetizer?
   a) fried calamari b) chicken wings c) nothing d) a steak

6. Is the customer satisfied with his meal?
   a) yes b) no c) he doesn’t say d) he hated it

7. What does the waitress bring after asking if the customer wants dessert?
   a) a Coke b) a glass of wine c) the check d) more food

8. Who does the customer eat with?
   a) his friend from work b) the waitress c) his wife d) nobody
25) Complete the conversation with your own words. Role play the dialogue.

**Waiter:** Good **evening.**

**Guest:** I'd like a **table** at the window, please.

**W:** Certainly. Over here, would you **sit** me, please?

**G:** Could you **show** me the menu, please?

**W:** Would you **like** any drinks while you are looking at the menu?

**G:** I'll have a **water**, please.

**W:** Here's your **menu**. Can I take your **order** now?

**G:** I'm not **ready** to order yet.

**W:** I'll **be** back in five minutes then. .... **Are** you ready to order now?

**G:** I'd **like** the chicken curry with rice, please.

**W:** Any **appetizer** or starter?

**G:** I'll start **with** the tomato soup.

**W:** Sorry, we don’t have any **soup** left. I can recommend the chicken soup.

**G:** No, thanks.

**W:** **Do** you like a dessert?

**G:** Could you bring **me** the fruit salad, please?

**W:** **Do** you enjoy your meal?

**G:** It was **delicious**, thanks. Could I have the bill, please?

**W:** Certainly, here you **are**.

**G:** Can I pay **by** credit card?

**W:** Of course. Thank you very **much**. Good **bye**.

**G:** Thanks. Good **night**.

26) Rearrange the conversations so that they make sense. Role play them.

**Booking a table:**

___ Thank you very much. We will look forward to seeing you tonight.

___ Is eight o'clock okay?

___ Certainly, how many people will it be for?

___ Hello, I'd like to make a reservation for tonight.

___ Yes, I think we have places there. What time will you arrive?

___ Two people, in the non-smoking area.

___ Ristorante Tameli, can I help you?

___ That's a good time. what name shall we make the reservation in?

___ Tara Ratava. My phone number is 250 6735.

___ Thank you
**Entering the restaurant:**

__ Hold on please. Ah, yes. Here you are - non smoking, is that correct?
__ Hello, we're looking for a table for two.
__ Good evening. Welcome to Ristorante Tameli.
__ Why not? We'll have a small aperitif.
__ For two? Do you have a reservation?
__ If you would go to the bar, we will get your table ready.
__ Yes. My name is Tara Ratava, I'm booked for eight o'clock.
__ Thank you.
__ Yes, we can put you there. Would you like a drink before your meal?
__ That's right. Is the place by the window free?

**Ordering food and beverages:**

__ Oh dear. What do you recommend?
__ Yes. We'll take green salad for starters.
__ Yes, a bottle of champagne, please.
__ I'm afraid grilled salmon is not available.
__ The steak pie is very good.
__ What would you like for main course?
__ OK I'll have that.
__ Are you ready to order?
__ Would you like anything to drink?
__ I'll have grilled salmon and my friend would like seafood spaghetti.

**Paying the bill:**

__ Yes, I've finished, thank you.
__ I will bring it immediately.
__ OK.
__ Certainly. Enter your pin number here, please.
__ Thank you. Can I pay by credit card?
__ May I take this plate?
__ No, thank you. Can I have the bill please?
__ Would you like to finish with some coffee?
__ It was. In fact it was delicious.
__ Was everything okay?

27) Google the menus of some brand places. Print them out. Appoint 1 hostess, 2 waiters / waitresses. The rest of the group are guests. Role play restaurant communication.
1) In pairs discuss your ideas of a good job. Put the following points in order of importance for you. Explain your choice. Present the group your partner’s vision.

- A chance to travel
- Teamwork
- Flexible working hours
- Job stability
- Responsibility for other staff
- Opportunity to meet people
- Benefits
- Friendly colleagues
- A good salary
- Long holidays

2) Read and translate the article about a variety of job opportunities in tourism. Answer the questions below. Then in turns describe one job and let your group mates guess.

### ENTRY LEVEL JOBS

Entry level jobs provide basic services and deal face-to-face with customers. Most of these jobs do not require previous experience or training. Entry level jobs require that you have some basic math, the ability to read and write, good interpersonal skills, and a positive service attitude.

- **Front Desk Agent**: Makes room reservations, answers phone, checks guests in and out, processes payments.
- **Housekeeping Room Attendant**: Cleans rooms, halls, lobbies, changes linen, and removes garbage.
- **Busperson**: Assists food and beverage servers, clears and resets tables, fills shakers.
- **Kitchen Helper**: Assists kitchen staff, does some food preparation, washes dishes.
- **Food and Beverage Server**: Takes orders, conveys to kitchen staff, serves food and drink, and processes payments.
- **Bouncer**: Guards property, maintains order, controls access, enforces regulations.
- **Park Attendant**: Assists park warden, keeps park clean, assists guests, and gives tours.

### ENTRY LEVEL JOBS

Continued...

- **Customer Service Agent**: Answers questions, handles complaints, processes payments, and provides general information.
- **Ticket Agent**: Quotes fares and rates, makes reservations, and issues tickets.
- **Hunting Guide**: Looks after outfitter clients, runs boats, cleans fish, identifies trophy animals, skins animals, provides and serves meals, assembles equipment and supplies and informs clients of regulations.
- **Banquet Server**: Responsible for customer service, food and beverage service, table maintenance and room set up/tear down.
- **Local Tour Guide**: Leads or transports passengers, individuals or groups on local and daily tours, ensures itineraries are met, provides commentary about points of interest and creates positive experiences for passengers.
- **Tourism/Visitor Information Counsellor**: Provides information to visitors on accommodation, restaurants, tours, area attractions and other activities.

*Occupations in the Tourism Sector that have been approved for Occupational Certification.*
1. What types of job in tourism are mentioned in the article?
2. What does the type of job you can get in tourism depend on?
3. What does each of job types require?
4. Which of these jobs interest you most and why?
5. Do you have any working experience of any job mentioned in the article?
3) Read the following job advertisements and single out in each of them all professional skills and personal characteristics required for the job. What professional skills and personal characteristics do you have? Which of the mentioned jobs could you do? Which of them would you like to do?

4) Click the icon to listen to a woman talking about her job and decide which of jobs from ex. 3 she does, what personality and professional skills she has. Then answer the questions.

- What is the name of the lady? __________________________________________
- How did she get her present job? ______________________________________
- What does her typical day involve? ______________________________________
- What questions do her clients ask her? ___________________________________
 What questions does she ask her clients? ________________________________
____________________________________________________________________
____________________________________________________________________
 What questions do people ask her when they find out about her job? ______
____________________________________________________________________
____________________________________________________________________
 What countries has she been to? _____________________________________
____________________________________________________________________
____________________________________________________________________

5) In pairs discuss what a person needs when applying for a job? Compare your ideas with your other group mates.

6) Click the icon to listen to HR manager talking about CVs and mark the following statements as TRUE or FALSE.

   __ A CV should be no longer than 2 pages.
   __ You should always include your photo.
   __ You put the most recent experience first.
   __ You should write in full sentences.
   __ An employer is not interested in your hobbies.
   __ You should adopt your CV to the job description.
   __ You should use good quality stationary.
   __ You should make sure there are no grammar and spelling mistakes.

7) In groups of 3 discuss what makes a good CV and what information should be presented there? Choose one representative of your mini group and let him/her present your group points of view to the class.

8) Draft your own CV by covering the following points below. Surf the Net to see examples. Then in pairs evaluate your CVs and decide if they are good ones.

   Name                  Marital Statues
   Sex                   Education and qualifications
   Date of Birth         Work experience and responsibilities
   Nationality           Languages
   Home Address          Professional Skills
   Business Address      Personal characteristics
   Tel. No.              Hobbies / Interests
   E-mail                Name and address of referees
9) Choose one of the positions advertised in ex. 3 and write a letter of application. Surf the Net to see examples. In your letter you should:

- indicate which job you are applying for
- explain what qualifications and experience you have
- describe your relevant skills
- explain why you want the job

```markdown
Dear Sir/Madam,

I’m writing to apply for...

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Yours faithfully,

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10) You've got an interview for a job – good! So now for the hard work. To do well at an interview, you need to put in some thought first. The employer wants to know if you are the person he needs, so you'll be asked about yourself. Some interviewers like to give candidates a hard time by asking them difficult questions. Here are some typical questions that an interviewer might ask. In pairs practice answering them.

Before doing that click the icon to read the article that may help you.

1. Tell me about yourself.
2. What do you think are your strengths and weaknesses?
3. We have a lot of applicants for this job, why should we appoint you?
4. How would you describe your personality?
5. Which is more important to you: status or money?
6. What makes you think you’ll enjoy working for us?
7. What would you like to be doing ten years from now?
8. What are your long-range goals?
9. What do you do in your spare time?
10. Describe your ideal boss.
11. What kind of salary are you looking for?
12. Why do you want to work in the travel industry?
13. Do you have any suitable work experience?
14. When can you start?
15. Do you have any questions to me?
11) Read and translate the following example of a job interview. Underline useful words / phrases. Role play the conversation.

Interviewer: Hello, Mrs. Stevens. I’m Jane Phillips. I’m the personnel director.
Applicant: I’m pleased to meet you.
Interviewer: Please have a seat.
Applicant: Thank you.
Interviewer: Tell me a little bit about yourself, please.
Applicant: I was a student at West Coast University, and I just graduated with a Bachelor degree in Tourism. I have been working part-time as a clerk at SunLight Travel for the last two years.
Interviewer: What are your strengths? Why should I hire you?
Applicant: I am a hard-working person. I’m proficient in many computer programs. I have excellent interpersonal skills, I am well organized, and I’m a very fast learner.
Interviewer: You do not mind working long hours, do you?
Applicant: No, I do not.
Interviewer: Can you handle pressure?
Applicant: Yes, I can. When I was going to school, I took quite a few courses each semester while working at least twenty hours every week. And, I handled that situation very well.
Interviewer: Good, and I see that you have excellent references. Do you have any questions to me?
Applicant: Please, tell me a little bit about the position.
Interviewer: It is an entry-level position. The new employee will have to work directly with customers, handle all paperwork and arrange meetings. Since this is an entry-level position, I do not require a lot of experience. I am willing to train the new person.
Applicant: That is great! What are the office hours, Mrs. Phillips?
Interviewer: 8:30 to 4:30, with an hour off for lunch. What are your salary expectations, Mrs. Stevens?
Applicant: I expect to be paid the going rate for this type of position. Can you tell me about the benefits you offer?
Interviewer: Yes. We provide full medical and dental coverage, a pension plan, and a three-week holiday per year.
Applicant: That’s very generous. When is the position available?
Interviewer: We’re hoping the successful applicant can start at the beginning of next month. We’ll finish our interviews tomorrow and make a decision by the weekend. We’ll contact you next week.
Applicant: Thank you very much. It’s been a pleasure meeting you. I hope to hear from you soon.
Interviewer: Thank you for coming in to see us, Mrs. Stevens.
12) Click the icon job_interviews.mp3 to listen to some interview tips and fill in the blanks. Then formulate the interview tips given by the speaker and write them down.

Job 1) ________ are always hit and miss for me. Sometimes I have a great interview and get the 2) _________. Other times, my interview bombs and I don’t get the job. It’s really important to 3) _________. You must also be 4) _________ and make sure the 5) ________ knows you really want the job. The trick is to make the interviewer think you are the best 6) ________ for the job. I always wear my best 7) ________ and arrive 8) _________. I always 9) ________ when I walk into the interview 10) _________. First 11) ________ are very important. It’s also a good idea to talk about your 12) _________ - sell yourself. Make sure you have a few good 13) ________ to ask at the end of the interview. Interview 14) _________ is something we learn over time – you get to 15) _________ more the more interviews you have.

Interview tips:
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

13) Imagine that you are a social service consultant and you have a group of people interested in what to do and not to do before, during and after the job interview. Think what tips you can provide these people with and speak to them.

14) Role play the job interview situation. Click the icon to see materials and instructions.

15) Role play the situation “Job Fair”. One half of the group – HR managers of companies seeking to hire employees, the other half – jobseekers who are looking for a job in tourism industry. Prepare all needed materials (leaflets about jobs, application forms, questions to employers and employees, etc.). As a result of job fair communication all companies should find a suitable candidate and all jobseekers – a suitable working place. Good luck!
16) Now when you’ve got the job in tourism industry you should remember that personal hygiene, grooming and professional behavior play a vital role in your success at this working place as well as satisfaction of your customers.

Click the icon to see some tips and discuss in pairs the questions given below.

- What is personal hygiene and why is it important?
- What is the right way to wash hands and when should people do it?
- What is grooming?
- What requirements for uniform and shoes are mentioned in the video?
- What recommendations concerning hair, nails, jewelries and make up are given in the video?
- What is advised to do and not to do at the working place?

17) Imagine that you are the HR manager who has to brief in new employees of your travel company / hotel / restaurant about main safety and hygiene rules. Make a list of the most important form your point of view rules and present them to the group.

18) Write an essay about your dream job in tourism industry. Mention why this business area is appealing to you, what skills and qualifications you have to become successful, how you should look and behave at your working place.
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