

Министерство образования и науки Российской Федерации  
АМУРСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ

*И. Н. Федорищева, Т. В. Шуйская*

## ***Solving problems***

*Благовещенск*

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Целью настоящего пособия является развитие навыков устного и письменного общения в сфере туризма. В пособии используется современный языковой, лингвострановедческий и культурологический материал.

Практикум предназначен для студентов направлений подготовки, программа обучения которых включает изучение деловых коммуникаций в сфере туризма.

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## INTRODUCTION

**Solving problems** is a course in English as a Foreign Language (EFL) for young adults and adults, specializing in communication in the tourism area. The course covers the four skills of listening, speaking, reading and writing as well as building vocabulary. Particular emphasis is placed on listening and speaking. The primary goal of the course is to teach the ability to communicate according to the situation, purpose and role of the participants. The language used in **Solving problems** is mainly American English, however the course reflects the fact that English is the major language of international communication and is not limited to any one country, region or culture.

The course has a graded **grammar** syllabus that contains the essential grammar, tenses and structures needed for an intermediate level of English proficiency.

The course deals with **topics** that are of interest to learners and connected with the communication in tourist industry. Information is presented so that it can serve as a basis for cross-cultural comparison and that both students and the teacher will find stimulating and enjoyable.

**Speaking** skills are a central focus of Solving problems. Many elements in the syllabus (grammar, topics, functions, listening, vocabulary) provide solid support for oral communication. Speaking activities in the course focus on the ability to use communication strategies. The course presents essential conversational functions which develop the students' communicative skills and enable them to participate in simple communication on a wide variety of topics, including those involved into the sphere of communication in tourist industry.

The course treats **reading** as an important way of developing receptive language and vocabulary.

**Writing** activities in **Solving problems** focus on various forms of writing: 'complaints' and 'problem solution' papers.

# UNIT 1 DEALING WITH COMPLAINTS

## PART A Oral Complaints

### 1. QUESTIONS

#### A. Answer the questions.

- a) What type of business are people mainly dissatisfied with?
- b) Who usually makes complaints?
- c) What do people usually complain about?
- d) What things can go wrong on holiday?
- e) Where are the most dangerous places to travel to? Why? (illness, accidents, theft, violence)

#### B. What things might tourists and travelers complain about? What kinds of complaints might these people have to deal with?

- a travel agent            - a flight attendant            - a hotel manager
- a tour operator        - a tour guide

### 2. LISTENING Three Complaints

#### A. You are going to listen to three conversations. For each one, decide:

- a) who is complaining, and who is handling the complaint;
- b) what they are complaining about;
- c) what solution is proposed;
- d) who is the most angry;
- e) which part of the tour operator's planning is involved

#### B. What expressions are used to complain? Listen to the three conversations again and complete these sentences.

1. I'm afraid we're \_\_\_\_\_
2. In fact, to be honest, it's \_\_\_\_\_
3. Are you supposed to be \_\_\_\_\_
4. I'm sorry to \_\_\_\_\_
5. I'm not one \_\_\_\_\_

### 3. LISTENING Disastrous Tour

A. Listen to the conversation between two friends, one of whom was on the coach tour and match information from column A with one in column B.

A. What the leaflet promised	B. What was actually offered
<p><b>Our coaches</b>  <i>spacious, modern and reliable</i>  <i>air conditioning on all coaches</i>  <i>on-board toilet facilities</i>  <i>comfortable reclining seats</i>  <i>panoramic windows</i>  <i>daily seat rotation</i></p> <p><b>Our staff</b>  <i>highly trained</i>  <i>efficient and knowledgeable escorts</i>  <i>local English-speaking guides in all cities</i></p> <p><b>Our accommodation</b>  <i>good quality three-star hotels</i>  <i>convenient central locations</i>  <i>all rooms have private facilities</i>  <i>breakfast included</i></p>	<p>broken down  dirty  rusty  cramped  out of date  ignorant  steamed up  crowded  incomprehensible  unhelpful  overbooked  rude</p>

### 4. PRACTICE I'm Very Sorry about It

A. Match the complaints with the responses.

Complaints	Reponses
<p><b>A.</b> We still haven't received confirmation that the coach has been booked, and this is the first time that I've rung you.</p>	<p><b>1.</b> Oh, don't you just stop moaning and leave me alone!</p>
<p><b>B.</b> I'm just calling to say that the brochures haven't arrived – do you</p>	<p><b>2.</b> I'm sorry about that. I'll have a look at the file and see what I can find out.</p>

think you could send us some more because we are running quite low.	
<b>C.</b> It's really much too hot for me here. I think we should have been warned, you know, and another thing, I saw those Jones children in the pool yesterday, and they were very noisy, and then last night I was bitten by a mosquito. We're not going to come on holiday with you again, you know.	<b>3.</b> I'm sorry, but there isn't anything I can do. The flight is fully booked, and there just aren't any free seats available.
<b>D.</b> Look, we are not going to move into a room without a sea view. The brochure clearly stated that we would be given one and we paid extra for it, and we 're going to sit here in reception until you sort it out.	<b>4.</b> Yes, of course. I'm very sorry. I'll make sure you get another hundred by Friday.
<b>E.</b> Surely you can't expect us to have the baby on our laps for the whole flight?	<b>5.</b> I'm terribly sorry, you're absolutely right. I'll go and see the manager immediately and get you moved. I know there are still a few ones free, so you needn't worry.

**B. Now put the responses in order. Which were the most helpful, and which were the least helpful?**

***MOST HELPFUL***

***LEAST HELPFUL***

**C. Using your own ideas, reply to the following complaints by holidaymakers on your tours. Try to be as helpful as possible.**

1. A: My wife has been very ill for the last two days. I really don't know what to do.

B: I am sorry to hear that. *I'll get the doctor to come and have a look at*

her. \_\_\_\_\_

2. A: I'm afraid our holiday has got off to a rather bad start. The noise from the road is really terrible, and I find it quite hard to sleep.

B: \_\_\_\_\_

3. A: I find it hard to believe that here we are at the start of the summer season and the swimming pool is empty.

B: \_\_\_\_\_

4. A: We did say that we wanted to hire a Suzuki jeep, not a large Cinquecento. Do you think you can sort it out?

B: \_\_\_\_\_

5. A: I'm afraid I can't eat this hotel food any more. If I see another Greek salad, I think I'll be sick.

B: \_\_\_\_\_

## 5. LISTENING Holiday Disasters

**A: Listen to three people describing incidents happened to them on holiday. As you listen, make notes in the table.**

	<b>Alberta</b>	<b>Brian</b>	<b>Colin</b>
Holiday location			
What happened?			
What were they doing at the time?			
What did they do after?			

**B: Which of the dialogues is with a) a newspaper; b) a travel agent; c) a friend?**



**C: Read this dialogue between Collin and travel agent.**

**C:** I've never had such an appalling time in my life! We would like to get a refund for the spoiled holiday! My wife and me!

**TA:** Calm down, sir. Will you sit down, please? What's the trouble?

**C:** The trouble you say. No, it's a disgrace! Instead of having a romantic holiday we were robbed and badly poisoned in addition during the stay.

**TA:** I'm so sorry to hear that, sir. Would you like some juice? Orange?

**C:** Yes, thanks.

**TA:** Could you just go through the detail again?

**C:** It was the third day of our holiday – it was our honeymoon, actually. We were having a seafood meal in a little taverna. Suddenly I felt someone behind me. I looked round just in time to see this young kid – he *couldn't have been* more than ten or eleven – running away with my jacket.

**TA:** Let me just go over this again – you were in the restaurant, and a young boy came up to you and snatched your jacket. Where was the jacket at the time?

**C:** It was on the back of my chair – it was a hot night and I'd taken it off. I suppose I *should have been* more careful.

**TA:** I'm not sure. Go on what happened next?

**C:** I chased him, but he was too fast. He dropped the jacket, but of course by then he'd already taken my wallet with my credit card and everything else.

**TA:** Did you report it to the police?

**C:** Yes, straight away, but there wasn't much they could do. But worse than that, later that night I was violently sick. It *must have been* prawns or something. Anyway, I was ill with good poisoning for nearly a week.

**TA:** Did you have to stay in your room?

**C:** For a few days, yes. It was a disaster!

**TA:** Well, you may be able to claim something for that. You were confined to your room for two days, you said?

**C:** Three days.

**TA:** Did you see a doctor?

C: Yes, and I told the resort rep, as well.

TA: OK. I'll fill in this claim form for you, and then you can sign it.

## 6. *LISTENING* Dealing with Guests' Complaints

**A: Before you listen, think about these questions:**

- a) Have you, or has anyone you know, ever had a disastrous stay in a hotel? What went wrong?
- b) What could go wrong in these areas?

front desk/checking in	in the restaurant
the guest's room	checking out/the bill

**B: Listen to a woman talking about a disastrous time she had when she stayed in a hotel . What things went wrong during her stay?**

**C: Listen again. Are these statements true (T) or false (F)?**

1. The woman had seen an advertisement for the hotel in a shop window. T F
2. The couple went to the hotel to celebrate a birthday. T F
3. The man at the front desk had probably been arguing. T F
4. They were given the key to room 106. T F
5. The woman complained about the size of the bathroom. T F
6. They didn't complain in the restaurant. T F
7. They didn't sleep very well because they heard a screaming noise. T F
8. They quite enjoyed the breakfast. T F
9. They went to another hotel after checking out. T F
10. The murder took place in room 107. T F

## 7. *WORD POWER* Restaurant's Complains

**A. Choose the words that can match these definitions.**

filthy	rude	dusty	flat
overcooked	watery	noisy	tough
broken	tasteless	stale	vinegary

1. Cooked for too long \_\_\_\_\_
2. No taste at all \_\_\_\_\_
3. Really dirty \_\_\_\_\_
4. Meat that is difficult to eat \_\_\_\_\_
5. Wine that is too old \_\_\_\_\_
6. Too much water \_\_\_\_\_
7. The opposite of polite \_\_\_\_\_
8. Covered in dust \_\_\_\_\_
9. Champagne with no sparkle \_\_\_\_\_
10. Another word for loud \_\_\_\_\_
11. Not working \_\_\_\_\_
12. Certainly not fresh \_\_\_\_\_

**B. Complete the complaints with the best answer.**

1. You've given us the \_\_\_\_\_ rooms. We asked for adjoining doubles.  
A. bad                      B. right                      C. wrong                      D. good
2. Sorry, this bread is really \_\_\_\_\_.  
A. stale                      B. fresh                      C. good                      D. flat
3. This is room 409. Our bathroom is absolutely \_\_\_\_\_.  
A. unmade                      B. filthy                      C. dirty                      D. dusty
4. These vegetables are really \_\_\_\_\_. They have no taste at all.  
A. new                      B. vinegary                      C. cold                      D. tasteless
5. Excuse me. I can't eat this soup – it's too \_\_\_\_\_.  
A. warm                      B. tasteless                      C. salty                      D. flat
6. Are you the reception manager? One of your staff was very \_\_\_\_\_ to me today.

A. rude                      B. friendly                      C. bad                      D. dirty

7. The TV in our room is \_\_\_\_\_.

A. dusty                      B. full                      C. broken                      D. torn

8. This meat is so \_\_\_\_\_ that it's difficult to cut.

A. tasteless                      B. tough                      C. cold                      D. stale

9. Our room is very \_\_\_\_\_ because of the street traffic. We can't sleep.

A. full                      B. dirty                      C. hot                      D. noisy

10. This wine tastes \_\_\_\_\_ I think it's corked.

A. vinegary                      B. salty                      C. tasteless                      D. flat

**C. Match responses a—j with the complaints in exercise B.**

a. \_\_\_\_\_ I'm very sorry. I'll speak to housekeeping straight away.

b. \_\_\_\_\_ I'm sorry. I'll speak to the wine waiter who will replace it for you.

c. \_\_\_\_\_ I'm sorry. Can I get you a salad instead?

d. \_\_\_\_\_ I'm sorry. I'll change them straightaway.

e. \_\_\_\_\_ I'll ask maintenance to sort it out for you immediately.

f. \_\_\_\_\_ I'm sorry. Would you like to choose another soup?

g. \_\_\_\_\_ I'm sorry. I'll get you some fresh bread.

h. \_\_\_\_\_ I can move you to a room at the back of the hotel.

i. \_\_\_\_\_ I do apologize. I'll speak to the person concerned.

j. \_\_\_\_\_ I'm sorry. I'll speak to the chef. Would you like something else?

**8. LISTENING      What is there to Complain about?**

**A. Listen to the complaints and match the key words to the problems.**

- |               |                        |
|---------------|------------------------|
| 1. car park   | a. overcooked          |
| 2. restaurant | b. full                |
| 3. rooms      | c. nobody gave it      |
| 4. steak      | d. short-staffed       |
| 5. message    | e. on different floors |

**B. Listen again and match the sentences with the replies.**

1. We asked you to reserve a parking space.

2. We ordered our drinks twenty minutes ago.
  3. We reserved adjoining rooms.
  4. This steak is really overcooked.
  5. A colleague left a message at reception last night.
- a. I'll check with the wine waiter.
  - b. I'm sorry. I'll change your rooms straightaway.
  - c. I'll reserve you a space for tomorrow
  - d. I'm so sorry. I'll look into it.
  - e. I'll speak to the chef and bring you another one.

## 9. LISTENING I'll look into it for you

### A. Listen to complaints and fill in the table.

Problem	Action
1. <i>beer flat</i>	<i>get you another one</i>
2.	
3.	
4.	
5.	
6.	

## 10. GRAMMAR FOCUS Describing Problems

<i>With past (present) participles as adjectives</i>	<i>With nouns</i>
The blanket on my bed is <b>torn</b> .	It has a <b>tear</b> in it/There's a <b>hole</b> in it.
The sheets are <b>stained</b> .	There are <b>stains</b> on the sheets.
The faucet (tap) in the bathroom is <b>damaged</b> .	It has <b>some damage</b> .
The furniture is <b>scratched</b> .	There are <b>scratches</b> on it.

Here are some comments made by customers in a restaurant. Write sentences in two different ways using the appropriate forms of the verbs given in brackets.

1. This tablecloth is filthy. Look, it \_\_\_\_\_ . (stain)
2. Let's ask for another vase. This one \_\_\_\_\_ . (leak)
3. The mirror looks pretty old. Its surface \_\_\_\_\_ . (scratch)
4. The waiter needs a new uniform. The one he's wearing \_\_\_\_\_ . (tear)
5. I'm sorry. Could you bring me another glass? This one \_\_\_\_\_ . (chip)

### 11. PAIR WORK The Water Pitcher is chipped

**A. Describe two problems with each thing, using past (present) participle, or noun forms of the words below or other words of your own.**

**A: *The water pitcher is chipped.***

**B: *Yes. And it has a crack on the side.***

looking glass	curtains	<i>break</i>	<i>leak</i>
coffee mug	Carpet	<i>Burn</i>	<i>miss</i>
towels	Glass	<i>Chip</i>	<i>scratch</i>
air conditioner	faucet (tap)	<i>crack</i>	<i>stain</i>
TV screen	toilet cover	<i>Dent</i>	<i>tear</i>

**B. Work with a partner. Use these notes to make complaints to your partner.**

**Make notes of their solutions.**

#### Student A

TV broken

bath dirty

bread stale

bed not made

beef too salty

vegetables stale

soup cold

order late

minibar empty

#### Student B

Internet connection doesn't work

table too noisy

coffee cold

ordered 3 minutes ago

biscuits stale

towels dirty

no snacks minibar

fish undercooked

bed not made

#### **Example :**

Excuse me, the TV in my room is broken.

Respond to your partner's complaints. Apologize and say what you will do to put things right. *I'm sorry. I'll send someone up immediately.*

## 12. GRAMMAR FOCUS Need with Passive Infinitive and Gerund

Need + <i>passive infinitive</i>	Need + <i>gerund</i>
<i>The towels in the bathroom need to be changed.</i>	<i>The towels in the bathroom need changing.</i>
<i>The furniture needs to be dusted.</i>	<i>The furniture needs dusting.</i>

### A. Say what needs to be done?

**Example:** *My shoes need to be polished or my shoes need polishing.*

1. the shelves (paint)
2. the bed (make)
3. the wash-basin (wash)
4. the floor (sweep)
5. the lamp shade (replace)
6. the light bulb needs (change)
7. the wastebasket (empty)
8. the bath (clean)
9. the pillows (dry cleaned)
10. the carpet vacuum

**B. After inspecting the rooms in the morning, the housekeeper in a large hotel made a list of jobs that needed to be done. Write sentences according to the example.**

Example:

201 — fix lock on bathroom door.

*The lock on the bathroom door in 201 hasn't been fixed. It needs fixing.*

208 - collect laundry.

*The laundry hasn't been collected from 208. It needs to be collected.*

1. 213 – mend plug \_\_\_\_\_
2. 215 – replace kettle \_\_\_\_\_
3. 316 – clean up red wine stain on carpet \_\_\_\_\_
4. 302 – change bedcovers \_\_\_\_\_
5. Third floor – empty bins in corridor \_\_\_\_\_

6. 403 – repair leaking tap \_\_\_\_\_
7. 416 – put in cot \_\_\_\_\_
8. 500 – air-conditioning needs adjusting \_\_\_\_\_

**C. At the start of the summer season a hotel is in very bad condition. Discuss what *needs doing/to be done* (the garden, the walls, the paintwork, the fence, the roof, the paths and so on).**

These verbs may help:

*cut mend repair fix replaster weed paint tile*

### **13. LISTENING Are we Service-Minded enough?**

**A. Before listening to the dialogue read the problems below.**

1. There isn't any hot water.
2. The air-conditioning isn't working.
3. The room is smoky.
4. He doesn't have a clean shirt.
5. He didn't have a wake-up call.
6. They haven't serviced the room.

**B. Listen to the dialogues and match the solutions with the problems.**

- a. chase up housekeeping
- b. look into it
- c. send up a service engineer
- d. call maintenance
- e. change your room
- f. call the housekeeper

**C. Listen again and complete sentences.**

- 1 I \_\_\_\_\_ a non-smoking room.



2 Your request should \_\_\_\_\_ registered.

3 The bed hasn't been \_\_\_\_\_

4 This \_\_\_\_\_ mended yesterday.

5 You should \_\_\_\_\_ a call.

6. It \_\_\_\_\_ fixed yet.

#### **14. LISTENING Did you enjoy your Stay?**

**Listen to one more dialogue and tick the correct statements.**

1. A. Personnel called Mrs. White to complain.  
B. Personnel called Mrs. White about a complaint.
2. A. The hotel didn't have disabled access.  
B. The hotel had good disabled access.
3. A. The first room wasn't on the ground floor.  
B. The first room was on the ground floor.
4. A. It was too small.  
B. It was too noisy.
5. A. The second room was quiet and near the garden.  
B. The second room was quiet and had a balcony
6. A. The manager sent flowers and fruit.  
B. The manager sent flowers and champagne.

#### **15. DISCUSSION The Food in the Restaurant was Awful**

**Read this extract from a letter of complaint to a hotel. Discuss the letter with your partner and offer advice and solutions.**

... when we ordered aperitifs they never arrived. The food in the restaurant was awful. The steak was overcooked and the glasses were dirty. We complained to the restaurant manager but he didn't do anything. Our hotel room was very small, the shower didn't work and our towels were dirty! We phoned reception and asked for more towels but we didn't get them until the next day. We asked the receptionist to

send an engineer to mend the shower but nobody came. My husband ordered a wake-up call for 6.30 but we didn't get one. So we were late for our train...

*Example: That shouldn't have happened. The drinks should have arrived straightaway. The restaurant manager should have apologized to them.*

## **16. LISTENING The Room is Disgusting**

**A. Listen to this conversation between a guest and a receptionist.**

1. Make a list of the things the guest is complaining about.
2. What does she want to do?
3. What is the outcome?

**B. Now listen to the second conversation. What is the outcome this time?**

**C. Listen to both conversations again. In what ways does the receptionist behave differently in the second conversation? What does she offer to do?**

**D. Look at the sentences from the conversation *They should have cleaned it; You should have complained earlier.* Develop each of these statements with a *should have* sentence.**

*Example:*

- |  |                                    |
|--|------------------------------------|
| 1. This room is filthy.  | <i>You should have cleaned it.</i> |
| 2. Why didn't you tell us?   | _____                              |
| 3. Why did that old lady carry her heavy suitcase herself?               | _____                              |
| 4. You're going to be late for work.                                     | _____                              |
| 5. I didn't know it was going to rain.                                   | _____                              |
| 6. The hotel turned out to be worse than the one we stayed in last year. | _____                              |
| 7. I missed the last bus and had to walk home.                           | _____                              |
| 8. We've been robbed!  | _____                              |

**E. Read the following situations. Make two sentences about each one, using *should have* and *shouldn't have*.**

**Example:** Karl lost his job as a reservations clerk. He kept forgetting to write people's names in the reservations book.

*He shouldn't have been so inefficient. He should have written down the information straight away.*

1. The receptionist: at a big hotel shouted at one of the guests who pointed out that there was a mistake on his bill.

a \_\_\_\_\_

b \_\_\_\_\_

2. A waiter in a restaurant didn't get any tips all evening.

a \_\_\_\_\_

b \_\_\_\_\_

3. A chef had to throw away a steak that one of the diners sent back.

a \_\_\_\_\_

b \_\_\_\_\_

4. Maria got a very bad reference from her previous employer.

a \_\_\_\_\_

b \_\_\_\_\_

5. Henry lost someone's passport.

a \_\_\_\_\_

b \_\_\_\_\_

### **17. ROLEPLAY What Nonsense is it?!**

**Student A:** You are the receptionist. You want to calm the guest down. Your tactics are a) to get the guest to say exactly what the problem is; b) to 'buy' time and c) to offer something that is acceptable and possible.

**Student B:** You are the guest. You are extremely angry. Think about a) what exactly is wrong; b) what you expected; and c) what you want to happen.

Now act out the conversation.

### **18. GRAMMAR FOCUS *should* + Present Perfect Passive**

**A. Look at these examples.**

*The room should have been cleaned.*

*The shirts should have been delivered.*

**B. Read these complaints. What should have been done?**

*Example:* The phone doesn't work, (check) – *It should have been checked.*

1. The light bulb is broken (replace) \_\_\_\_\_
2. Our bath is dirty (clean) \_\_\_\_\_
3. The rubbish bin is full (empty) \_\_\_\_\_
4. These glasses are dirty (wash) \_\_\_\_\_
5. The TV isn't working (mend) \_\_\_\_\_
6. Our taxi hasn't arrived (order) \_\_\_\_\_

**C. What would you say to guests in these situations?**

*Example:* *The bed isn't made. - I'm sorry, it should have been made. I'll send someone up immediately.*

1. Our bathroom hasn't been cleaned.
2. The minibar is empty.
3. The bathroom doesn't have any new soap or shampoo.
4. We asked for a quieter room.
5. There's something wrong with the air-conditioning.
6. We ordered room service twenty minutes ago.

**D. Rewrite the sentences in the Passive.**

1. The room attendant should have cleaned the room. – *The room should have been cleaned this morning.*
2. The porter should have taken up the luggage. \_\_\_\_\_
3. The receptionist should have passed on the message. - \_\_\_\_\_
4. The laundry should have sent back the shirts. - \_\_\_\_\_
5. Maintenance should have fixed the shower. - \_\_\_\_\_
6. Housekeeping should have replaced the toiletries. - \_\_\_\_\_

7. The service engineer should have repaired the TV. - \_\_\_\_\_
8. Reception should have given him a non-smoking room. - \_\_\_\_\_

### ***MORE USEFUL PHRASES***

1. You **should have examined** the room before checking out.
2. I **should have chosen** another hotel.
3. You **should have hung out** the “Don’t Disturb” sign outside the door.
4. You **shouldn’t have left** your suitcases unattended.
5. You **shouldn’t have taken** so much luggage.
6. I **shouldn’t have gone** to Indonesia.
7. Your guests **must have burnt** the tablecloth while smoking yesterday.
8. The waiter **must have given** you the menu.
9. You **must have been told** about the rules and regulations in our hotel.
10. She **might have left** the bag in the bus.
11. Your husband **might have left** the hot water running.
12. You **might have forgotten** to switch it off.
13. The reservation clerk **could have booked** a double room instead of a twin.
14. The driver **couldn’t have lost** the way having the map.
15. He **couldn’t have made** so much noise alone.

## **19. READING Dealing with Problems**

**A. Read the beginnings of some complaints below. As quickly as possible, answer these questions.**

1. Look, I was told I would get my suit back from the dry cleaning by five o'clock and it's now half past six. I absolutely must have it this evening!
2. Can you do something about the people in the next room? They seem to be having a party through there. The noise is driving me crazy.
3. I asked for my steak rare — this steak is so well done; it's almost uneatable.

4. As far as I can see it hasn't been cleaned since the last guest left. The bed hasn't been made, the sheets haven't been changed, and the bathroom is in a disgusting mess.

5. I'm sorry, but could we ask you to keep the noise down a little? We've had complaints from some of the other guests who are finding it difficult to sleep.

**Which complaint is**

- (a) about the condition of the room?
- (b) about food?
- (c) about something returned to the guest later than promised?
- (d) About a disturbance in a neighbouring room?
- (e) made by the management, to a guest?

**20. LISTENING My Breakfast is the Problem**

**A. Listen to the dialogue and answer these questions:**

1. What is the guest's complaint?
2. While listening to the complaint, does the Manager speak at all? What does he say?
3. What is the first thing he says *after* hearing the complaint?
4. How does he check that he has understood the complaint?
5. He apologizes several times during the conversation. What does he say?
6. What explanation does he give?
7. What action does he promise?

**B. Listen again and complete the sentences below. You will hear them spoken by a manager in Exercise A after a guest says:**

*I've telephoned Room Service three times, but my breakfast still hasn't come*

- (a) I'm \_\_\_\_\_ sorry about this, madam. I really must \_\_\_\_\_.
- (b) You should \_\_\_\_\_ received the breakfast no \_\_\_\_\_ than five or ten minutes after you \_\_\_\_\_ it.
- (c) The problem may be that they've been rather \_\_\_\_\_ -

staffed in the kitchens recently. (d) But I'll \_\_\_\_\_ into this, and I'll make \_\_\_\_\_ that the breakfast is sent to you immediately. Full English breakfast, was it? (e) \_\_\_\_\_ well, madam. I'll \_\_\_\_\_ with this myself, and I'll \_\_\_\_\_ it sent up to your room \_\_\_\_\_ away.

## **21. STRUCTURE «Rules» for Handling Complaints**

### **A. Look at some of the main 'rules' for handling complaints**

- (a) Listen carefully to the complaint.
- (b) Do not interrupt.
- (c) Wait until the person has completely finished.
- (d) Apologize.
- (e) Speak normally.
- (f) Summarize the complaint.
- (g) Explain what action will be taken, and how quickly.
- (h) If the guest is angry, aim to remove the scene to somewhere private.

### **B. Which of these rules are most important? In groups, decide on the three most important rules. Which rule do you think is most difficult to follow?**

### **C. Match the additional sentences below with rules a – h above. They are not in the same order as the rules.**

1. If you repeat the main points of a complaint, you make sure that there is no misunderstanding about the reason for the complaint; and saying the main points calmly helps to cool down the situation.
2. Before saying anything at all, be certain that the guest has completely finished talking and is not just pausing for breath.
3. A short clear apology should be the first thing you offer the guest. This must come before any explanations or reasons.
4. Do not let your voice rise to match the voice of the guest. This will only lead to more argument.

5. Make clear what *you* will do. Give the guest a definite time so that he understands that his complaint will be attended to.
6. An interruption will cause the guest to carry on louder and longer.
7. It is important to show that you are giving the guest full attention.
8. This could be an office, or an empty lounge. Try to find a place where there is no barrier (table or desk) between you and the guest.

## **22. CONVERSATION My Suitcases have been Stolen**

### **A. Read the dialogue below between a Duty Manager (DM) and a guest.**

**G:** Are you the Manager?

**DM:** I'm the Duty Manager. Can I help you?

**G:** Yes. My suitcases have been stolen and I want them back!

**DM:** Let's go into my office and you can tell me exactly what's happened.

**G:** Two suitcases. They've been stolen from outside my room...

**DM:** Yes.

**G:** I put them out for the porter to collect. He was supposed to take them down to the bus. But I've just been down to the bus, and there's a pile of suitcases there, but mine aren't among them. They must have been stolen.

**DM:** I see. What time did you put them out?

**G:** In the morning. About seven –thirty (7.30)

**DM:** Can you tell me what they looked like?

**G:** They are large, grey leather suitcases with Seaways stickers on them. Look! I want some action on this!

**DM:** Yes, of course, Mr. errrr?

**G:** Cane. Larry Cane.

**DM:** I'm very sorry, Mr. Cane. Just let me get clear what happened. You left two suitcases outside your door at half-past seven for the Porter to take them down to the tour bus. You've been to the bus, but there's no sign of your suitcases.



**G:** Right.

**DM:** Well, then, Mr. Cane. Your suitcases might have been put down in the wrong place. So, the first thing I'm going to do is contact the Porter, the Head Porter and the Tour Courier. Together we'll check the hotel and the bus thoroughly. If we don't find your suitcases, I'll contact the Hotel Security Officer, and we'll see then, whether it's necessary to make it a police matter.

**B. In the dialogue above, how does the Duty Manager do the following things?**

**Give words and sentences as necessary:**

1. move the scene of the complaint to a less public place;
2. show that he is listening carefully;
3. apologize;
4. summarize the complaint;
5. give a possible explanation of the event;
6. tell the guest what action will be taken;

**C. Act out the dialogue with a partner, without looking at the text of the dialogue. You can put the ideas in your own words, and include ideas of your own, but try to include stages 1 – 6, above.**

### **23. *ROLE PLAY* Theatre Tickets**

**Create and act out with a partner a dialogue based on the situation given in File.**

### **24. *LISTENING* My Room Is a Mess**

**A. Listen to the three dialogues on the tape. In two of the dialogues, the hotel employee deals with the complaint quite well, but in one of the dialogues he/she deals with it badly. Fill in the tables below (Note: not all the boxes can be filled for each dialogue.)**

	Dialogue 1	Dialogue 2	Dialogue 3
--	------------	------------	------------

Scene of complaint is moved to			
The problem			
Words or phrases of apology (several in each dialogue)			
Reason or explanation			
Action to be taken now			

**B. In which dialogue does the employee deal badly with the complaint? What should the employee have done? Act out the dialogue to show how the complaint should have been dealt with.**

### **25. *ROLE PLAY* I shouldn't have Stayed at this Hotel**

**Use the 'rules' for dealing with complaints, and any suitable language from previous exercises, or from the Language Reference section. Act out with a partner complaints, apologies, explanations and details of action to be taken, for any of the following situations.**

1. A guest finds that some items of clothing are missing from returned laundry.
2. A guest has been disturbed by a chambermaid coming to clean the room.
3. A guest has not been attended to quickly by staff at the reception desk.
4. Water leaking through a ceiling has damaged a guest's property.

### **26. *ROLE PLAY* Disastrous Stay at the Hotel**

**Create and act out with a partner a dialogue based on the situation given on File.**

### **27. *CONVERSATION* What Is the Problem Exactly?**

**A. Look at the four steps (1-4) for dealing with a complaint. Put them in the most logical order.**

1. Apologize for the situation.
2. Find out exactly what is wrong.
3. Promise action as soon as possible.
4. Show that you understand the problem.

**B. Read the dialogues (1-3) below. Which one is a complaint about:**

- a. a room that hasn't been cleaned?
- b. mistakes on a bill?
- c. other guests in a hotel?

1. \_\_\_\_\_

A: So, what is the problem, exactly?

B: Well, they're just very rude, and very noisy. And they stay up very late drinking and playing music.

A: I quite understand. And you can't get to sleep.

B: That's right. It's spoiling our holiday.

A: I'm very sorry about this.

B: So are we.

A: OK, I'll speak to them today and ask them to be quieter.

B: Thank you.

2. \_\_\_\_\_

A: And how can I help?

B: I'm not happy about my room.

A: What seems to be the problem?

B: Well, the room's a complete mess. No one has cleaned it.

A: Right, I see. I must apologize for the inconvenience.

B: OK, but what are you going to do about it?

A: I'll send someone to clean it right away.

B: Good. Thank you.

3. \_\_\_\_\_

A: Good morning, sir. Is there a problem?

B: Yes, there are some mistakes on my bill.

A: Can you tell me what's wrong, exactly?

B: Yes, you've charged me for drinks from the minibar, which I didn't have. And I only made one telephone call to Sweden, not three.

A: Can I have a look?... Yes, I see the problem. It's our mistake.

B: Yes, I think so.

A: I'm very sorry about this. I'll get you a new bill right away.

B: Thank you.

**C. In each dialogue, underline the phrases that uses to:**

- a. find out what's wrong
- b. show he/she understands the problem
- c. apologize
- d. promise action

**28. ROLE PLAY Three Situations**

**A. Discuss what you would say to the customers in these situations.**

1. An aggressive male customer at a busy hotel reception desk, complaining loudly about the slow service.

2. A female guest traveling with three children, complaining about the size of her hotel room.

3. A group of young men, all drunk, complaining because the hotel bar is closed.

4. A drunk customer in the hotel restaurant complaining loudly about the slow service.

5. A guest who can't speak your language very well, complaining about the size of

his/her room. (you think).

6. An extremely rude and angry guest complaining about his/her bill when checking out.

7. A dinner guest, who is part of a large and important wedding party, complaining about the quality of the food.

8. An elderly gentleman complaining about how many stairs he has to walk up to get to his room.

9. A foreign visitor to your country complaining about the weather.

10. A hotel guest complaining about the condition of the room.

11. A client complaining about package tour he/she bought from you.

**B. Choose one of the situations in Exercise A and act out the dialogue.**

## **29. ROLE PLAY Overbooked Hotel**

**Work in pairs. Roleplay the situation at a hotel reception desk. The situation is given on page 138 File 3.**

## **30. GET REAL Holiday from Hell**

**Use the Internet, magazines, newspapers, or TV programs to find 'holiday from hell' stories. Report back to the class. Make a list of some of the most serious complaints people have made, and suggest what you might do about them.**

## **31. GRAMMAR FOCUS Have / Get Someone Do / To Do**

<i>Active</i>	<i>Passive</i>
Do you know where I can <b>have</b> someone <b>take</b> my passport photo? - You can <b>have</b> our photographer <b>take</b> your passport photo./You can <b>get</b> someone <b>to take</b> your passport photo in the nearest photo shop.	Do you know where I can <b>have</b> my passport photo <b>taken</b> ? - You can <b>have</b> your passport photo <b>taken</b> by our photographer./You can <b>get</b> your passport photo <b>taken</b> in the nearest photo shop.

**A. Write questions asking where you can have these things done. Use the passive with get or have.**

1. my hair cut.
2. my coat dry-cleaned
3. our problem solved immediately.
4. this hair-dryer fixed
5. breakfast sent up to my room

**B. Imagine that you'd like to have (get) someone do (to do) these things . . .**

1. have someone explained how it works
2. get a professional entertainer to arrange a party
3. have someone tell us about its history
4. get someone to check my blood pressure
5. have someone accompany you downstairs

**C. Pair work. Take turns asking and answering the questions.**

**32. PRACTICE Problem Solution**

**A. Match problems 1 – 8 with solutions a – h.**

1. \_\_\_\_\_ My room smells of smoke.
  2. \_\_\_\_\_ I can't sleep with the traffic noise
  3. \_\_\_\_\_ My room hasn't been serviced today.
  4. \_\_\_\_\_ I didn't receive my wake-up call.
  5. \_\_\_\_\_ The toilet in our bathroom is blocked.
  6. \_\_\_\_\_ Our wet towels haven't been changed.
  7. \_\_\_\_\_ Our luggage hasn't arrived in our room yet.
  8. \_\_\_\_\_ The bedside lights aren't working.
- a. I'll get the porter to bring it up straightaway.
  - b. I'll have you move to a non-smoking room immediately.
  - c. I'll get housekeeping to bring you some fresh ones.
  - d. I'm sorry. I'll look into it for you.
  - e. Would you like to move to a quieter room at the back of the hotel?
  - f. I'll have someone bring up new light bulbs.
  - g. I'll get the maintenance man to come up straightaway.

h. I'll inform housekeeping and ask them to attend to it immediately.

**B. Form replies to the complaints below. Use any suitable phrase of apology, and any suitable phrase promising action. Use the verb in brackets at the end of the sentence. The first one is done as an example.**

1. We've been waiting half an hour for our suitcases. (send up)  
*I'm sorry about that, sir. I'll have them sent up right away.*
2. This tablecloth is filthy! Can't you give us another one? (replace)
3. Why is it taking so long to make our bill up? (make up)
4. I paid the parking attendant to wash my car, but nobody has washed it. (wash)
5. I'm sure the sheets on the bed haven't been changed after the last guest. (change)
6. There's a mistake in the bill. We didn't have dinner here last night. (check)

### **33. PRACTICE Responding to Complaints**

**A. Read travelers' problems. Use your own ideas, write suitable responses, calm the person down and suggest a suitable course of action. Try to use *get (have) smb (to) do* or *get (have) smth done* structures. The first one has been done for you.**

1. I can't believe it – I must have picked up someone else's suitcase by mistake. –  
*There's nothing to worry about. I'll phone to the airport and get them to sort out your mistake.*
2. I am so scared. There's a horrible hairy spider in the bathroom. I've never seen anything like it. \_\_\_\_\_
3. I can't cope with this car. It's terrible. I've only driven automatics before. It's so difficult. \_\_\_\_\_
4. How can I get home without my passport? I don't know where it is. What am I going to do? \_\_\_\_\_
5. My husband has cut his hand – it's bleeding terribly. There's blood everywhere.  
\_\_\_\_\_
6. I'm going to miss my connecting flight. I just know it. Oh, no this is a

disaster. \_\_\_\_\_

**B. Look at this example of responding to a complaint. Respond to the following complaints in a similar way.**

	<b>Complaint</b>	<b>Apology</b>	<b>Action</b>
	<i>This room is filthy!</i>	<i>I'm terribly sorry.</i>	<i>I'll get someone to clean it immediately.</i>
1.	This soup is disgusting!		
2.	I'm sorry to trouble you but I don't seem to have any towels!		
3.	It's really noisy. Can't you do something about it?		
4.	The central heating's not working.		
5.	Look. Our sheets haven't been changed.		
6.	Sorry, but I ordered tea not coffee.		
7.	I can't seem to get the shower to work.		

### **34. LANGUAGE FOCUS Dealing with Complaints**

#### **Introducing a complaint**

I want to complain

Have you got a moment?

Are you supposed to be in charge here?

I demand ('d like) to see the manager (the person in charge ) immediately.

Can you do something about ...?/Can't you do something about ...?

This (item) is dirty/in a mess/disgraceful/disgusting!

What's the meaning of this?

What nonsense is this?



I've never (heard /seen/been, etc.)!

I asked for X, not Y!

### **Justification / the reason for a complaint**

I was told ... (but) ...;

We arranged ... (but) ...;

I asked for ... (but) ...;

The brochure promised...(but) ... ..;

I've telephoned three times ... (but) ... ..;

I paid for ... (but) ...

### **Expressions used by hotel staff in dealing with complaints**

#### **Apologizing**

I am sorry to hear that

I'm very sorry about this

I'm very/extremely sorry (about this/that)

I really must apologize

I do apologize

#### **Moving the scene to somewhere private/Calming down**

Let's go into my office

Why don't we go through to the lounge?

Would you like to come through to the office?

Don't worry!

Just calm down.

There's nothing to worry about

#### **Checking and clarifying information/Asking questions/Summarizing the complaint**

You said.../You are saying...

Where did you leave them?

What are they like?

What were you doing when...?

Let me see if I've got that right

Let me just go over this again

Let me take the full particulars

Let me make/get clear what's happened

**Explaining/Giving reason/Criticizing**

You might probably have lost it

There might have been misunderstanding...

They must have been put in the wrong place...

You should have informed us earlier.

I shouldn't have stayed here.

**Promising action to be taken**

I'll deal with it myself

I'll look into it for you

I'll do my best to sort it out

I'll have it sent up right away

I'll get it attended to immediately

You'll have your problem solved right now

I'll get it replaced just now

**B. Act out the following situations using the phrases from *LANGUAGE FOCUS***

1. You have just had a disgusting meal at an expensive restaurant. When you tried to complain, the waiter was rude to you. You have asked to speak to the manager.

2. You are in a restaurant and your hamburger is dry and overdone. Complain to the manager.

3. You have just made your order at a restaurant. But the waiter brought you the wrong dish. Besides, the mineral water arrived late. Complain to the manager.

4. You have just arrived at a hotel on holiday. Your room is not how it was described in the brochure. For example, there is no view of the sea. Your room overlooks the rear car park and it is noisy. And there is no bath, only a shower. Complain to the receptionist.

5. You are staying at the hotel and dissatisfied with the service. You find that the room has not been cleaned and the sheets on the bed do not appear to have been changed since the last guest. Besides, the faucet is leaking. Complain to the receptionist.

6. You have just been on a package tour to India. The food was poor and lacking in variety and the air conditioning in the bus was ineffective. The hotel was a 30 minute's walk from the beach. Complain to the travel agent you bought a tour from.

7. You have just had a weekend break in Paris. The flight was delayed. Besides, it was supposed to be nonstop flight, but you stopped off in Prague. Complain the travel agent you bought a trip from.

**35. GRAMMAR FOCUS Infinitive or Gerund?**

**A. Look at these examples:**

*I wish to make* a complaint.

*I suggest writing* to the manager.

**B. Put the following verbs into two groups: those that are followed by an infinitive and those followed by the gerund.**

admit	afford	anticipate	arrange	avoid
choose	claim	consider	decide	delay

demand	deny	expect	fail	hope
involve	justify	manage	mind	miss
offer	plan	postpone	promise	recommend
refuse	risk	save	suggest	undertake

**C. Some verbs can take both the infinitive and the gerund with a change of meaning. Can you explain how the meaning of the verb changes in each of these pairs?**

1. a. They **stopped** to take extra passengers on board.  
b. They **stopped** taking extra passengers on board.
2. a. You must **remember** to write to them.  
b. You must **remember** writing to them.
3. a. I'll **try** to phone her when the meeting finishes.  
b. I'll **try** phoning her when the meeting finishes.
4. a. If you want any compensation it will **mean** taking them to court.  
b. Sorry, I didn't **mean** to take your seat.
5. a. He **went on** complaining about the holiday for at least half an hour.  
b. After describing the terrible journey he **went on** to complain about the state of the accommodation.

**D. Rewrite the following sentences without changing the meaning. Use a second verb in the infinitive or the gerund each time.**

**For example:**

*She hasn't got enough money to travel first class. – She can't **afford to travel** first class.*

*If you don't pay the invoice soon there may be a 10 % penalty charge. - If you **delay paying** the invoice there may be a 10 % penalty charge.*

1. I think it would be a good idea to write to the tour operator. – I **suggest (to write)** \_\_\_\_\_
2. Would it be inconvenient for you to wait a little longer? – Would you **mind (to wait)** \_\_\_\_\_
3. O.K., yes, I made a mistake about the time but not the date. – I **admit** \_\_\_\_\_
4. I'll do my best to have an answer within a week. – I **promise** \_\_\_\_\_
5. If I were you I would make a strongly worded complaint. – I **recommend** \_\_\_\_\_

6. The guide said she certainly didn't turn up late. – The guide **denied**
- 
7. It would require us to make a change in the schedule. – It would **mean**
- 

### 36. *READING* Gerund or Infinitive?

**Read the article and fill in the gaps using either the infinitive or the gerund of the verbs in brackets.**

#### **Holidaymakers deserve better service**

Although tourism earns a fortune from (a) \_\_\_\_\_ (make) people's fantasies come true, the industry has a great deal (b) \_\_\_\_\_ (learn) about customer relations.

The peak season has not yet begun and already reports of long delays and passengers frustration are starting (c) \_\_\_\_\_ (appear).

Last month, holidaymakers in Milan complained about (d) \_\_\_\_\_ (wait) for hours for their luggage, while in Spain a reputable carrier decided (e) \_\_\_\_\_ (bus) British passengers into France so they wouldn't be forced (f) \_\_\_\_\_ (lose) an important time slot.

Over the years, the general public has become tired of (g) \_\_\_\_\_ (listen) to excuses. What is achieved by (h) \_\_\_\_\_ (blame) delays on (i) \_\_\_\_\_ (need) spare parts or by not (j) \_\_\_\_\_ (bother) (k) \_\_\_\_\_ (reply) when passengers complain?

Instead of (l) \_\_\_\_\_ (blame) circumstances beyond their control or (m) \_\_\_\_\_ (accuse) passengers of (n) \_\_\_\_\_ (not care) how the industry works, operators, airlines and seat brokers must realize that the fault lies with those who are proud of (o) \_\_\_\_\_ (increase) passenger numbers each year, yet obtain these increases by (p) \_\_\_\_\_ (urge) customers (q) \_\_\_\_\_ (take) holidays at ridiculously low prices.

Of course, it is very tempting ® \_\_\_\_\_ (ask) how customers can expect a high standard of service when they have only paid 199 pounds for two weeks in Turkey. However, this summer's problems are already threatening (s) \_\_\_\_\_ (spoil) the image created by the majority of the industry.

It is time the responsible operators and airlines joined forces (t) \_\_\_\_\_ (protest) for the good of the industry as a whole.

Unless they do so, the package holiday industry is likely (u) \_\_\_\_\_ (remain) the poor relation. However cheap their ticket, holidaymakers do not deserve (v) \_\_\_\_\_ be treated) in the way some frequently are.

### **37. *ROLE PLAY* Four Different Situations**

**Take turns in handling complaints in four different situations. Use information on page 138 File 4.**

### **38. *GAME* Finding Solution to the Problem**

**A. First of all, read paragraph 1. Then choose one of the options, A, B, or C. The option will tell you which paragraph to read next. For example, if you choose option C after paragraph 1, it says 'GO TO 18'. This means you must get to paragraph 18 and continue reading there. The aim is to find the best solution to the problem.**

1. A guest at your hotel comes up to you and says, «I have a complaint to make. The room I'm in is terribly noisy». Should you ...
  - A. offer to change the guest's room? GO TO 19.
  - B. ask the guest to tell you more about the noise? GO TO 9.
  - C. say that there are no other rooms available? GO TO 18.
  
2. The manager calls you into his office. He has heard about what happened and says that you have handled the situation very badly. He explains that the hotel is already overstaffed, and that he is dismissing you because you have lost the hotel one of its most valuable clients. This is the end, but it is the worst solution. Go back to the beginning and try again.
  
3. The manager calls you into his office. He is impressed by the way you handled the situation and has decided to promote you and to give you a pay rise. This is the best solution, and the end.
  
4. The guest insists on seeing the manager. Do you ...
  - A. ask the guest to have a complimentary coffee while you sort the problem out? GO TO 8.
  - B. go and see the manager? GO TO 11.

- C. tell the guest not to be such a nuisance? GO TO 5.
5. The guest storms out and writes a complaint to the manager and to the local tourist board. GO TO 2.
6. The manager hears what you have done. He says you did not handle the situation particularly well, and that in future you should do things differently. GO TO 16.
7. You discover that the guest making the complaint is a very important customer who sends a large number of clients to the hotel. You also discover that the noisy guests are leaving today and will be replaced by a retired couple. When he returns, do you ...
- A. offer to give him a different room? GO TO 19.
- B. explain the situation, apologize, and offer him a free dinner as compensation? GO TO 14.
- C. say that he will just have to stay where he is? GO TO 5.
8. You think about the situation and decide that the guest has a reasonable complaint. When he returns, you tell him that...
- A. he must pay the extra, but can have a discount the next time he comes. GO TO 5.
- B. he can have the room at the original price. GO TO 6.
- C. he can have the room for the original price less 10 % for the inconvenience he has suffered. GO TO 15.
9. The guest explains that the people in the room next door had a tape recorder and were playing very loud music into the early hours of the morning. He complained but was ignored. Do you ...
- A. offer to give him a different room? GO TO 19.
- B. ask him to have a complimentary coffee while you look at the situation? GO TO 17.
- C. tell him that you will speak to the people in the next room? GO TO 13.

- 10.** The manager is not there. GO BACK TO 18.
- 11.** The manager is out. GO BACK TO 17.
- 13.** You cannot contact the people in the next room, so you decide to upgrade him.  
GO TO 19.
- 14.** The guest thanks you for your offer and when he leaves, he writes a note to the manager explaining how well you handled the situation. GO TO 3.
- 15.** The manager calls you into his office. He is not impressed by the way you handled the situation as you lost the hotel a considerable amount of money. As a result he will deduct the money from your salary to teach you a lesson. GO TO 16.
- 16.** The manager gives you some training material to read. It is about 3 guest who complains that his room is too noisy, GO BACK TO 1 AND TRY AGAIN.
- 17.** While he is away, you ...
- A.** deal with some important paperwork; you hope he won't come back again, but he does. GO TO 18.
  - B.** check the guest profile on the computer. GO TO 7.
  - C.** go and see the manager. GO TO 12.
- 18.** The guest is not satisfied and feels that something can be done, Do you ...
- A.** go and see the manager? GO TO 10.
  - B.** upgrade him to a different room? GO TO 19.
  - C.** ask him to tell you a little more about the problem? GO TO 9.
- 19.** The guest is happy and you allocate one of the most expensive rooms. Three days later the guest checks out, and is horrified at the size of the bill, which is more than double what he had been expecting. Do you ...
- A.** explain that the price was clearly posted on the door and chat he must pay?  
GO TO 4.



- B.** ask the guest to have a complimentary coffee while you sort the problem out?  
GO TO 8.
- C.** say that he can have the room for the original price? GO TO 6.

**What is the quickest way to the best solution? Write down the steps here:**

1B - \_\_\_\_\_

**What is the quickest way to losing your job? Write down the steps here:**

1C - \_\_\_\_\_

### **39. DISCUSSION Different Situations at the Hotel**

**A. In groups, discuss how you would handle the following people complaining in your hotel. Compare your opinions with other groups.**

1. A drunk customer in the hotel restaurant complaining loudly about the slow service.
2. A guest who can't speak your language very well, complaining about the size of his/her room (you think).
3. An extremely rude and angry guest complaining about his/her bill when checking out.
4. A dinner guest, who is part of a large and important wedding party, complaining about the quality of the food.
5. An elderly gentleman complaining about how many stairs he has to walk up to get to his room.
6. A foreign visitor to your country complaining about the weather.

**B. Write down three or four similar descriptions of complaints. Pass them to another group to discuss how they would handle them. See if you agree.**

## **PART B Written Complaints**

### **1. *READING* Supersun Special Holidays**

**A. What things can go wrong on a package holiday? Think about: travel arrangements, transfer, the resort, the hotel, excursions.**

**B. Read a letter from someone complaining about a recent package holiday. What specific complaints are made?**

**Lea House  
Apartment 18 H  
5 Washington Square  
New York  
NY 10012  
USA**

**Customer Relations  
Sunsearch Holidays  
Highview House  
Henford  
HN3 7PP**

**September 14**

Dear Sir,

I am writing to complain about the terrible service I received recently on a holiday arranged by your company. The holiday in question was the 'Supersun Special' departing August 20th (holiday reference: SS974/05).

My particular complaint concerns the travel arrangements, which were disastrous from start to finish. As requested we arrived at the airport two hours before departure in order to check in. However, we were told in a most impolite way that we could not check in as the flight was overbooked. We were offered no explanation by the check-in staff and we could not find any representative of your company at the airport. Surely you should employ someone to oversee the smooth running of these arrangements.

When we eventually got on a plane - four hours later! - we found that it was extremely crowded, there was very little leg-room, there was no in-flight movie as we had expected, and the meal was, quite frankly, disgusting. Again, my complaints to

the flight attendant were ignored. She was most unfriendly, and even managed to spill hot coffee over my partner.

On arrival at the airport we found that there was nobody to meet us, although a representative from another company did direct us to the Sunsearch coach. After a 50-minute journey (advertised in your brochure as 20 minutes) we arrived at the hotel, exhausted and fed up.

We were reasonably happy with the resort and the hotel, although the food was not really up to the standard we are used to. However, on our return journey, we found the same disorganization and inefficiency: the coach was late, we were late checking in so that we had to be separated on the plane, and on arrival back here we found that our luggage had been mislaid.

I find such service totally unacceptable. We paid a lot of money for this holiday and I think we have a right to expect better standards of service. I would be grateful if you could give me some explanation and offer some form of compensation.

I look forward to hearing from you.

Yours truly

*L.Hous*

L. HAUS

**C. Now read the tour operator's reply. What explanation (if any) is offered for each of the complaints? What does the tour operator offer to do?**

**Ms.Lea Hous  
Apartment 18 H  
5 Washington Square  
New York  
NY 10012**

**Highview House  
14 Shepperd Streets  
Henford  
HN3 7PP**

**22 September**

Dear Ms Haus

Thank you for your letter of September 14th regarding your recent holiday with Sunsearch Holidays. I was sorry to hear that you were disappointed with some of the arrangements for your flight and transfer, and I apologize unreservedly for the inconvenience you experienced.

I have investigated your complaint in detail and you may be interested in the following explanation. The problems with the flight were due to circumstances beyond our control. Unfortunately, on the day of your departure the airline experienced serious technical problems in two of its charter planes. These had to be substituted with alternatives which were not up to the same high standards. I am sure you can understand the importance ensuring that the planes are safe.

I can only apologize for the fact that the airline check-in staff were not polite to you. I have noted your point about a company representative at the airport and I will suggest that at our next planning meeting.

As far as the arrangements for the transfer at your destination are concerned, I can only assume that there was some misunderstanding, as I have been assured by our representatives at the resort that they were on duty throughout the day of your arrival. The journey took longer than expected because of the delayed flight which meant that more people had to be taken to different hotels on the same coach.

Please accept my sincere apologies for the problems you experienced on your return. These were due to local difficulties with the coach company and with the airport baggage handlers. I can assure you that we have taken steps to ensure that these problems do not occur again.

Once again I would like to apologize for the unsatisfactory service you received. As a sign of goodwill I enclose a voucher for 20% off your next holiday should you book with Sunsearch Holidays again.

Yours sincerely

*Christina Macrae*

CHRISTINA MACRAE

Customer Services Manager

## **2. PRACTICE Five Complaints**

**A. Read these extracts from five other letters of complaint. Match them with the extracts from the tour operator's responses.**

### **Complaints**

- a. Not only that, but the bottom of the pool was damaged, with badly chipped tiles. I heard of at least three children who suffered cuts as a result.
- b. Imagine how we felt when we found that we had been abandoned in the middle of a dangerous part of the city.
- c. The room was dirty and the sheets were not changed at all during the two weeks we were there. We didn't want to bother the rep at the time as she seemed very busy, but having returned we feel we ought to complain.
- d. The hotel we were eventually put in was of a greatly inferior quality with none of the facilities we had booked. We were offered no explanation and no discount. Indeed, we had to pay a surcharge for half-board as there were no self-catering facilities. Unless I receive a satisfactory explanation and full compensation I shall have no alternative but to take legal action.
- e. The transfer to our hotel, advertised in your brochure as taking approximately twenty minutes, in fact took over an hour.

### **Responses**

1. I am very sorry that you received a less than satisfactory service. However, there is very little we can do to put things right after the event. You should have mentioned the situation to our representative, who could easily have sorted out the situation for you.
2. It is most regrettable that your accommodation had to be changed at the last minute. The representative at the resort should certainly have offered a full explanation. Please accept my sincere apologies for this unfortunate incident
3. Unfortunately, from time to time repairs to facilities have to be made, although we try to keep any disruption to a minimum.
4. We will look into this matter and get back to you. Please note, however, that our brochure clearly states that all timings are approximate and cannot be guaranteed.
5. This really should not have happened and appropriate action has been taken with the tour guide in question.

**B. Do you think the customer will be happy with the tour operator's explanations and apologies? What compensation could a tour operator offer?**

### 3. *READING* The Villa wasn't Cleaned

#### A. Read the following letter from a tour operator to a customer.

Dear Mrs Lewis,

*Thank you for your letter of 18 September. I was sorry to hear that you were disappointed by the service you received on your holiday.*

*I have investigated your complaint that the villa was not cleaned by the maid on the last two days of your holiday. I have spoken to our representative in Corfu, and it seems that the problems were due to the fact that the maid was ill. Unfortunately, we were not able to find a replacement at such short notice.*

*Please accept my sincere apologies. I can assure you that we will take steps to ensure that this does not occur again. As a sign of goodwill, I enclose a brochure for next year and a voucher which entitles you to 10% off the advertised price of any holiday booked before 31 January.*

Yours sincerely,

*PMerson*

P. Merson

---

#### B. Are the following statements true (T) or false (F)?

- |   |   |   |
|---|---|---|
| 1. Mrs. Lewis has phoned the company to complain.                           | T | F |
| 2. Mrs. Lewis had a problem with the maid at the villa.                     | T | F |
| 3. The representative in Corfu made some attempt to solve the problem.      | T | F |
| 4. The company was entirely responsible for what went wrong.                | T | F |
| 5. The manager says he has taken action to stop the problem from happening. | T | F |
| 6. The manager offers the customer a small refund.                          | T | F |

#### C. Write a short letter of apology based on the notes below, which you have received from a colleague Use the words in italics from the sample letter in your answer.

*We've received a complaint from Judy Elson, passenger on flight BR 354l to Mallorca. Ordered a vegetarian meal, but didn't get one. Have looked into this problem. Was that the van with the veggie meals broke down on the way to the airport. Please draft reply, send apologies, etc.*

#### **4. READING**

**A. Divide into pairs, A and B. A should read letter 1. B should read letter 2.**

##### ***Letter 1***

Dear Sir,

I am writing to you concerning my recent stay at your hotel. My wife and I arrived on Saturday 15th May and stayed for a week. Although we were treated well and found the service and your staff excellent, there are one or two matters which we feel we should bring to your attention.

Firstly, we had hoped for a complete break from our busy work lives, and indeed your advertisement promised 'peace and quiet' and the chance to relax. However, we were surprised to find that there was a lot of noisy building work. I understand that repairs are sometimes needed, but is it really necessary to start at seven o'clock in the morning?

Secondly, we had hoped to make use of the 'luxurious pool'. To our astonishment, we found that this was closed for the entire period of our stay.

I hope you do not mind me writing to you about these things, but I would be grateful if you could give me some explanation. As I said at the start, it is a pity when your service is so excellent in other areas.

I look forward to hearing from you.

Yours faithfully,

Mr. Hector Bradley

##### ***Letter 2***

Dear Sir,

I recently had the bad luck to stay in your hotel, and I am now forced to write to you to express my disgust with the service you provided.

From the moment I arrived I was treated in an unfriendly manner. I also found that the promises you made in your advertisement were not true. The hotel was not

relaxing – it was noisy and uncomfortable. The restaurant was not romantic, and indeed it was hardly a restaurant, as it offered very little variety of food. Furthermore, there was no transport into town. When I complained about this I was simply told there was a bus strike. Surely you could have provided a taxi service for your guests.

I am a fairly reasonable man and I am quite prepared to put up with a little inconvenience, but this was too much for me. If I do not receive a satisfactory explanation and appropriate compensation. I shall be forced to take the matter further.

I am sending a copy of this letter to my solicitor and to the local tourist board.

Yours faithfully

P. Pryke

**B. Answer the questions, then compare answers with your partner.**

1. Who is the letter from?
2. What is the writer complaining about?
3. Was there anything positive?
4. What action does the writer want the hotel to take?
5. What is the tone of the letter?

**C. Underline expressions used to complain. Compare them with the spoken expressions.**

**5. *WRITING* The Letter of Reply**

**You are the manager of The Country Village Hotel, and you must reply to the unhappy guests. You don't want to make excuses but you know there were reasons why the things promised in the advertisement did not happen. Here are your notes:**



**Problem**

*swimming-pool closed*

*essential maintenance due to damage to pump system*

*incomplete restaurant service*

*head chef had to go to hospital suddenly*

*noisy building work*

*building new recreation centre*

*bed transport service*

*bus strike*

**6. WRITING Halal Food**

**Complete a letter of apology, using the words and phrases below. It is from the manager of the Frankfort Palace to a guest who complained that the restaurant did not cater for his request for *halal* food. (*Halal* food is eaten by Muslims and has to be prepared in a special way.)**

*I can assure you    adequate notice    I hope    As a sign of our concern*

*Unfortunately    I was sorry to hear    Please accept    I would like to point out*

*Thank you for    sincerely    in advance*

***Dear Dr Abdulrahman,***

(1) \_\_\_\_\_ for your letter of 18 May.

(2) \_\_\_\_\_ that you were unable to obtain halal food from the restaurant and that you had to eat out for the night that you spent with us.

You are quite right to say that the brochure states that we cater for our guest's special diets. However, (3) \_\_\_\_\_ that the brochure also

makes it clear that we require (4) \_\_\_\_\_ because we need to make special arrangements.

(5) \_\_\_\_\_ we were not informed of your requirements (6) \_\_\_\_\_ and so were unable to meet them.

(7) \_\_\_\_\_, however, that we will be able to provide halal food when you come to stay with us if you can give us three days notice.

(8) \_\_\_\_\_ , I would like to offer you a \$25 voucher towards the cost of your next visit, and (9) \_\_\_\_\_ we will have the pleasure of your custom again.

(10) \_\_\_\_\_ my apologies for the inconvenience you suffered.

Yours (11) \_\_\_\_\_

B G Lagerfeld

Manager

### **7. *WRITING* Particular Holidays for Retired Couples**

**You work in the customer Relations Department of Exotic Destinations. Your supervisor has left this memo and this letter on your desk. Follow the instructions.**

MEMO

To:

From: Marrianna Corradi

Can you please deal with this letter? Apologize for the unfortunate incident and explain that this is not our usual standard. Promise we will look into the allegations of rudeness. BUT point out that

1. our brochure does not stipulate the age of our reps.
2. all our reps are highly trained.
3. the brochure states that there needs to be a minimum of 8 people for the Golden Group package.

As gesture of goodwill offer 4 vouchers for day trips to Paris and Brussels.

Many thanks See you back in the office on Monday.

**48, The Vale  
Sunnytown  
Devon  
DC 4 56 JK**

**The Customer Relations Dept  
Exotic Destinations  
Pacific House  
Randolf Way  
London W1Y 8QT**

7<sup>th</sup> December

Dear Sir,

My husband and I have recently returned from one of your Golden Group holidays in Tunisia.

We chose the holiday in preference to many others as we were assured both in the brochure and by your agency staff that this particular package catered for retired couples like ourselves. We understood that our specially organized activities would be run by mature friendly hostesses. However on arrival at our destination we were met by a very youthful rep who very curtly told us that there were only two other people on the Golden Group package and that, as a result, we could join in the activities organized for other groups or fend for ourselves. Since our tastes do not include hard rock or late-night pub crawls we asked to be moved to another hotel. We were told that if we did this it would have to be at our expense. As a result we decided to stay where we were and to organize our own entertainment.

Now that we have returned home we feel obliged to draw your attention to our deep dissatisfaction with the service we received. Not only were we deceived by the information in your brochure but we were not properly treated by your staff in the resort.

We hope that this matter will be rectified to our satisfaction in the near future and look forward to hearing from you shortly.

Yours faithfully

*K Hopper*

Katherine Hopper

## **8. STRUCTURE**

### **A Letter of Complaint**

#### ***Give the reason of writing the letter:***

I am writing to complain about...

I recently had a bad luck to...

I am writing concerning my recent stay/holiday...

I am forced to express my strong dissatisfaction with...

#### ***Describe the problems you experienced giving justifications:***

I was treated in an unfriendly manner which was far from what I expected.

A hotel like yours could have provided better standards of service.

The brochure/the travel agency promised, however...

...although the ... was not really up to the standard we are used to

Although we were told that....

We paid a lot of money for ...

#### ***Demand action:***

If I do not receive a satisfactory explanation, I will be forced to take the matter further.

I would be grateful if you could give me some explanation, and offer some form of compensation.

Although I have stayed several times in your hotel, I am unwilling to come...

We hope that this matter will be rectified to our satisfaction

## A Letter of Apology

Paragraph 1	thank the writer for the letter; make general apology.
Paragraph 2	make specific apology and give explanation/reasons for each complaint.
Paragraph 3	offer some compensation (if you want).
Paragraph 4	repeat general apology and make closing remarks.

**Here are some expressions, which may be useful:**

Introducing:	<i>Thank you for...</i> <i>I was sorry to hear ...</i>
Explaining/giving reasons:	<i>I have investigated your complaint in detail...</i> <i>Unfortunately...</i> <i>I would like to explain...</i> <i>The problem was due to...</i>
Apologizing:	<i>I can only apologize for...</i> <i>Please accept my sincere apologies...</i>
Promising action:	<i>I can assure you...</i> <i>As a sign of our concern/goodwill, we would like to offer ...</i> <i>I hope . . .</i>

**A. Write a letter of complaint based on any situation from spoken complaints. Use formal language and follow the structure suggested.**

**B. Follow the structure, write a letter to one of the guests apologizing for the difficulties they had, and explaining the reasons. If you want to, you can offer some compensation.**

### 9. *WRITING* Two Letters

Student A: write a letter of complaint

Student B: write a letter of apologizing.

Use information from File 5 on page 139

# UNIT 2 **ECOTOURISM**

## **PART A RESPONSIBLE TOURISM**

### **1. *DISCUSSION***

**A. Read the conversation and say who seems to be more responsible for the environment. Why?**

– Hey Dad! Why don't you cut down all the trees on our hill and put in a ski lift?

–Because a ski lift would be ugly, noisy and unnecessary.

–The problem with Dad is that he doesn't know the progress when he hears it.

**B. Work in pairs. You have one minute. Make a list of the good and bad things about living in a popular tourist area.**

### **2. *READING* Tourism – Good or Bad?**

**A. Read the first part of an article on ecotourism. How many of your ideas are mentioned?**

Tourism can be a good thing or a bad thing for local people and the environment. It depends on how responsible companies and individual tourists want to be.

Large numbers of tourists visiting villages and forests can damage the environment in many ways. Paths get destroyed, trees are cut down to provide wood for building or fuel, people leave rubbish, and the extra noise frightens local wildlife. Local people may start to work in the tourist industry, but not be paid fair wages. Also, a lot of the money from tourism goes to companies outside the area, so it doesn't help local people.

However, money from ecotourism can help to protect areas where animals and plants are in danger. It can pay for nature conservation programmes, and the planting of trees. Ecotourism can help the economic development of local communities without damaging their traditional lifestyles. Simple ways to do this

include using locally-owned hotels and restaurants and employing local people as guides or advisers.

If you are concerned about ecotourism, here are some questions to ask your tour operator.

- Do they use locally-owned businesses like hotels and restaurants?
- Do they pay fair wages to all employees?
- Do they offer training to local employees?
- How do they manage the rubbish created by tourists?

**B. Read the first part of the article again. Complete the notes.**

Negative effects of tourism	Positive effects of ecotourism
environment: <i>paths get destroyed</i>	<hr/>
local people: _____	<hr/>

**C. Read the second part of the article.**

In many parts of the world, there are local projects to encourage ecotourism.

National parks and **nature reserves** in Costa Rica offer nature-based tours that are aimed at preserving the **natural habitat** and the local wildlife, including some **endangered species**.

In northern Australia, cultural tours of aboriginal lands are very popular. This means more employment for the **local inhabitants** and a better understanding of their **traditions**.

In Nepal, some trekking companies give large amounts of money to **community projects**, such as building schools, buying the technology to use solar energy instead of wood for heating, and providing fresh water in villages.

**D. Complete the definitions (1-6) with the highlighted words in the text.**

1. The \_\_\_\_\_ is where animals and plants normally live.
2. \_\_\_\_\_ are ideas, beliefs, and ways of doing things.
3. \_\_\_\_\_ are places where animals and plants are protected.
4. \_\_\_\_\_ are activities that help all the people living in one place.
5. \_\_\_\_\_ are people who live in a particular area.
6. \_\_\_\_\_ are animals, birds, plants, etc. in danger of disappearing from the world.

**3. DISCUSSION Negative Impact of Tourism**

**Work in groups and discuss these questions.**

a) What could be the negative impact of tourism on the following?

historic sites	the countryside	the host community's culture
beaches and coastline	wildlife	

b) What kinds of initiatives should be taken to counteract some of these adverse effects?

**4. LISTENING Whaling Trips**

**A. Listen to two recordings and write down what you hear.**

*1<sup>st</sup> recording:*

- a. More than 5 \_\_\_\_\_
- b. \_\_\_\_\_ holidays whale watching.
- c. This is an eco \_\_\_\_\_ whales,
- d. as too many people are \_\_\_\_\_
- e. This is \_\_\_\_\_
- f. We \_\_\_\_\_ these trips.



## 2<sup>nd</sup> recording

- a. \_\_\_\_\_ are promoting whaling trips.
- b. \_\_\_\_\_ a better economic alternative \_\_\_\_\_
- c. But they permit evening \_\_\_\_\_
- d. \_\_\_\_\_ abandon their young.
- e. If \_\_\_\_\_ then governments have to draw up strict \_\_\_\_\_

**B. Arrange the phrases in a logical order to make a complete text. There is more than one word missing from each gap. The first sentence is done for you.**

1. *Some travel agents* are promoting whaling trips.

**C. You work as a tour guide aboard “The Montcalm”, a whaling cruise ship traveling from Sweden to Greenland. This is the first day of a five-day trip. Record the following announcement for your guests. Then compare it with the tape.**

Good morning, ladies and gentlemen. Welcome aboard “The Montcalm”.

We will be sailing at 11 o’clock local time.

We reach the whaling area at around 4 o’clock this afternoon.

As soon as dusk approaches we will move off so as not to distress the whales. We hope to see about 20 different species during the trip.

Once again, I welcome you aboard and hope you have an enjoyable and successful shoot.

## 5. *DISCUSSION* Ecotourism Holidays

**Work in pairs or groups. Make a list of guidelines for tourism companies who want to operate ecotourism holidays. Compare your list with another pair or group. What do you think of their ideas?**

## **6. GET REAL Ecotourism in your Country**

**Work in pairs. Find examples of problems caused by tourists and examples of ecotourism in your country or suggest ecological activities suitable for your area or region. Report back to the class.**

## **7. REVIEW Cause and Effect.**

**Link cause and negative effect using the following linking words.**

*Due to (the fact that)*

*Because*

*Because of (the fact that)*

*It is caused by (the fact that)*

*It results from (the fact that)*

### **CAUSE**

- Local customs and traditions as well as national festivals become a commodity for entertainment of tourists
- Tourists need much food, water and energy
- Tourists frighten animals, cut down trees, trample over rare vegetation, leave rubbish

### **NEGATIVE EFFECT**

- Tourists interfere in the traditional lifestyle of local inhabitants
- The environment is damaged in many ways
- Local inhabitants suffer from hunger and lack of conveniences

# PART B SUCCESSFUL WRITING

## PROVIDING SOLUTIONS TO ECOTOURISM PROBLEMS

### 1. *DISCUSSION* Problem Solutions

**A. Match the solutions to possible results. See the examples below.**

#### *Problem*

- Tourists interfere in the traditional lifestyle of local inhabitants
- The environment is damaged in many ways
- Local inhabitants suffer from hunger and lack of conveniences**
- Many beaches are polluted with rubbish
- Monuments in the places of interest get destroyed
- Large numbers of visitors trample rare plants

#### *Solution*

- use locally-owned hotels and restaurants
- pay fair wages to all employees
- offer training courses and jobs to local people
- dispose the rubbish created by tourists
- take entry fee
- fine those who do not follow the rules

**B. Find appropriate solutions to every problem. See the examples below.**

#### **Result**

- There would be less pollution
- Tourists would become more responsible
- Future generations would watch and enjoy the wildlife
- The unique nature would be protected
- Locals could earn money for maintenance and development.
- People would become concerned about nature

**For example:**

1) *In order to solve this problem one (the authorities, your tour operator) should offer training courses and jobs to local people.*

2) *A useful suggestion would be to pay fair wages to all employees. As a result, locals could earn money for maintenance and development. If you (the authorities, your tour operator) did so, the result would (could, might) be positive.*

**or:**

If an employer offered training courses and jobs to local people, they could (would, might) earn money for their own maintenance and development.

**General Outline**

<b>Introduction</b> <i>Paragraph 1</i>	State the problem, find the cause, and anticipate possible negative effect if the problem were not solved, put forward an objective.
<b>Main Body</b> <i>Paragraph 2</i> <i>Paragraph 3</i>	Provide 2-4 possible solutions of the problem connecting them with 3 suppositional positive results.
<b>Conclusion</b> <i>Final Paragraph</i>	Summarize the steps to be taken, connecting them to the result assumed in the introductory part.

**Useful Vocabulary**

<b>To make suggestions:</b>	<b>To present results:</b>
<i>A useful suggestion would be/is...</i>	<i>As a result,</i>
<i>Another solution is...</i>	<i>The result of this could be</i>
<i>Steps/actions/ measures should be taken in order to solve the problem of...</i>	<i>As a consequence</i>
<i>Another way to ... is/would be...</i>	<i>Consequently,</i>
<i>It would be a good idea to...</i>	<i>By doing so,</i>
<i>It would help if we/you...</i>	<i>In this way,</i>
	<i>Therefore,</i>
	<i>It could result in,</i>
	<i>It would cause</i>

**C. Read the Ecotourism Problem Solution Essay and choose the appropriate linking word or grammar structure.**

National parks and nature reserves get destroyed *because/due to* irresponsible attitude of tourists visiting them. If urgent measures were not taken, future generations would not have a chance to watch and enjoy the wildlife. What could be done in order to protect the unique nature?

*Moreover, another way is/A useful suggestion is* to provide tourists with instructions on how to behave in an ecotourist destination. *As a result/The result of this would be*, visitors would be more informed about the necessity to protect the environment.

*Another solution is/Finally, it would help if* to take entry fee from those visiting places of natural beauty. *By doing so/If it will be done* national parks could make money for maintenance and development.

*To begin with, so that /It would be also a good idea* to introduce high fines for littering. *In this way/ In order to* the environment would be less polluted and local communities could spend money from penalties on nature conservation programs.

*Besides/All in all, if/because of* these actions *would be taken/were taken*, tourists *will become/would become* more responsible, and the unique ecotourist destinations *would suffer/would not suffer* less from destruction. All this *can/could* undoubtedly *result in/result from* better conditions both for people and the environment.

## **2. READING Safe Tourism**

**A. Match the words on the left to the words on the right to make noun collocations, which appeared in the text.**

Commodity	costs
Labour	prices
Maintenance	rates
Tourist	receipts
Occupancy	costs

**B. Match the following expressions with the appropriate definitions:**

- |                           |  |
|---------------------------|--|
| 1. commodity prices       | a. the percentage of hotel rooms that are full throughout the year             |
| 2. labour costs           | b. what you have to pay for food and other basic materials on the world market |
| 3. foreign ownership      | c. local people native to the area   |
| 4. indigenous communities | d. belonging to somebody who does not live in your country                     |
| 5. maintenance costs      | e. the amount of money a country receives from tourism                         |
| 6. tourist receipts       | f. cheap flights   |
| 7. competitive fares      | g. the amount of money that is required to keep a building in good repair      |
| 8. occupancy rates        | h. the amount of money a hotel must pay its staff                              |

**C. Give suitable equivalents or explain the meaning of the following:**

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| resource-poor                       | unloaded \$1,000                     |
| slide of commodity prices           | infrastructural construction         |
| alternative                         | be repatriated off                   |
| cheap labour costs                  | dump                                 |
| sustainable tourism                 | put bottoms on                       |
| reduce the risks to the environment | 747s                                 |
| profitably safe                     | saddle with                          |
| sustainably beautiful               | infrastructural costs                |
| oversaturation                      | higher caliber                       |
| truck in                            | findings                             |
| fabled strand                       | savvy                                |
| reclaimed lands                     | mythologists                         |
| aides                               | improve the lot                      |
| take office                         | sentence oneself to eventual failure |

**D. This article was written for a magazine called *Our Planet* and, using the examples of Waikiki, describes ways in which small island states can develop sustainable tourism. As you read, make a note of the things that a developer should and shouldn't do.**

### ***SAFE TOURISM***

Most resource-poor island states trying to manage to survive in the global economy cannot afford to neglect the economic opportunities tourism offers. As they suffer from the continuing slide of international commodity prices, many have no alternative but to offer their natural beauty – and cheap labour costs - to attract the tourist industry. Following the rules for sustainable tourism – while tough – could reduce the risks to the environment.

So, what rules keep you profitably safe and sustainably beautiful? The first rule is: keep tourists all in one place for as long as you can during their visit to your island. Leaving aside the thorny issues of foreign ownership and oversaturation, Hawaii can teach us a few things about safe tourism. The world's most recognized tourist destination is Waikiki. Now Waikiki was not always a beach - it was a swamp before developers trucked in white sand to create the fabled strand. The hotels on Waikiki all rose out of the same swamp and reclaimed lands. Which neatly encapsulates your second rule of safe tourism: do not displace any existing destinations.

Waikiki itself with some 30,000 hotel rooms, covers little more than seventeen city blocks. Despite its small area, the great majority of the five million tourists who visit Hawaii every year do not venture beyond this luxurious ghetto, much to the delight of the indigenous communities. Have you ever tried to get an hotel room outside of Waikiki on the island of Oahu? It is tough to find an hotel. And there are no plans to approve any more, say aides to Governor John Waihe'e, Hawaii's first Polynesian governor. Governor Waihe'e seems proud of the fact that he has not approved a major tourist development since he took office.

Another rule: Take fewer tourists who will stay longer and spend more. A report commissioned by the (former) Hawaii governor's office found that the four million people who visited the islands in 1984 spent an average of ten days and unloaded

\$1,000 per head. Not a good sign, because infrastructural construction and maintenance costs, already hovering around one billion dollars a year, rise to keep up with such huge numbers of visitors to an island state with a total population of about a million. And do not forget that close to 60 per cent of the tourist receipts are immediately repatriated off island.

With the concentration on volume, massive hotels had to be built to cope with the millions of bodies that the airlines were dumping on the island – with competitive fares designed to put bottoms on the much larger numbers of seats in the huge 747s. In many cases the bigger hotels were relying on package tours for half their occupancy rates.

And what is wrong with big hotels? You can imagine the amount of water, energy, personnel, roads and the like which have to be diverted to such large constructions – paid for by local tax-payers. Building huge hotels requires enormous amounts of money which are available only in the metropolitan countries, which in turn means handing ownership over to off-island corporations. Owners from distant places have a history of tying their continued presence abroad to the amount of incentives offered by the authorities, which are already saddled with the infrastructural costs, while the vast majority of revenues from tourism are repatriated off-island.

Hawaii has redirected its efforts to attract fewer visitors of a higher caliber. By so doing, the resorts are smaller, less costly, and much more pleasant places to visit. It was ironic that the most successful, and expensive, resorts in Hawaii were the smaller ones like Hana Maui Ranch, which had neither television nor air-conditioning. Hana Maui Ranch did have a cultural show, but it did not feature professional entertainers – those dancing for the guests were the maids, gardeners, accountants and managers of the hotel, all of whom were local Polynesians. Yet it continues to enjoy some of the highest return rates anywhere.

That leads me to another rule: involve the local community. Ensure your success is shared by them. Offer local farmers and business folk the first opportunity to provide your resort with food. A letter from your resort to a grower guaranteeing to buy all they can grow of certain vegetables can be used by the farmer to get a favourable



loan from the local bank. Instead of importing, for example, an artist-in-residence, which is fashionable in the top resorts, appoint local artists, and import a coastal-botanist-in-the-residence, and give the findings to the local authorities, thereby increasing the knowledge the community has of its own natural resources. Also consider marine biologists, musicologists, agronomists, and for the really confident and savvy, mythologists. In other words try to improve the lot of the locals. If you do not, then you are sentencing yourself to eventual failure which will manifest itself in surly workers and insults hurled at your hotel guests. When you first notice these signs - find a buyer, quick.

(by Lelei Lelaulu in *Our Planet*)

**E. Work in groups and discuss these questions.**

- a) What advice would you give to a developing country trying to enlarge its tourist industry?
- b) Which of these points could an overdeveloped tourist area take note of?

**F. Link the adjectives with the nouns to complete the definitions a – f.**

Economic	countries
Foreign	fares
Metropolitan	communities
Competitive	economy
Global	opportunities
Indigenous	ownership

- 1. belonging to somebody who does not live in your country: \_\_\_\_\_
- 2. local people native to the area: \_\_\_\_\_
- 3. all the goods and services produced and traded in the world: \_\_\_\_\_
- 4. cheap flights: \_\_\_\_\_
- 5. nations with large cities: \_\_\_\_\_
- 6. chances for the country to become wealthy: \_\_\_\_\_

**G. From the text “Safe Tourism” you should write out the problem, its cause, find no less than 3 solutions and 3 results in order to complete the table.**

<b>Problem</b>	<b>Cause</b>	<b>Possible negative effect</b>	<b>Objective</b>	<b>1<sup>st</sup> suggestion</b>	<b>1<sup>st</sup> result</b>	<b>2<sup>nd</sup> suggestion</b>	<b>2<sup>nd</sup> result</b>	<b>3<sup>d</sup> suggestion</b>	<b>3<sup>d</sup> result</b>

**H. Write an essay based on the text “Safe Tourism”.**

### 3. **GRAMMAR FOCUS** if ... had done, ... would have done

#### A. Talking about mistakes

1. If the developers hadn't built so many hotels, they wouldn't have ruined the resort.
2. If the weather hadn't been so bad, we would have enjoyed our holiday.
3. If our brochures hadn't arrived late, we wouldn't have lost so many customers.
4. If he had had travel insurance, he wouldn't have had to pay the hospital bill himself.
5. If you had reconfirmed your ticket, we would have booked you a seat on the flight.
6. If you had discussed the problem with the representative, she would have sorted it out.

#### B. Look at mistakes that have been made. Read the notes and say what should or should not have happened and what the alternative was. The first one has been done for you.

1. The mistake: to build so many high-rise hotels  
The missed opportunity: to plan the development more carefully/not spoil the resort.  
*They shouldn't have built so many high-rise hotels. If they had planned the development more carefully, they wouldn't have spoiled the resort.*
2. The mistake: to allow hotels to employ foreigners  
The missed opportunity: to insist on hiring local staff/ unemployment go down

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3. The mistake: not to control the fishing industry.  
The missed opportunity: to limit catches/preserve fish stocks

---

4. The mistake: to let the holds use so much water  
The missed opportunity: to control water supply/protect the local farmers

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5. The mistake: to allow foreign companies into the country  
The missed opportunity: to keep them out/enable local hotels to succeed

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#### **4. LISTENING Protecting the Environment**

**A. Michael Leech is Managing Director of a company called Overland Encounter, which organizes adventure holidays to remote destinations. He is very concerned to protect the sites he visits and talks about the way he thinks the environment can be protected. Listen and answer the questions.**

1. Michael mentions patterns of behavior which an operator can encourage among tourists. What are they?
2. What, according to Michael, is a “key factor”?
3. In what way is tourism now putting things back into the environment?

**B. Listen again to this extract from the interview with Michael Leech. Write the words that are missing from each gap. Are these words pronounced separately or are they run together?**

«I know you're very (a) \_\_\_\_\_ environmental issues at Overland Encounter but, in practical terms, what can a tour operator do to make sure that tourists don't destroy the beauty of the thing they came to see?»

«Well I think you have to get involved in what we call '(b) \_\_\_\_\_' tourism. You can't deprive people of their interest in wanting to travel. But what you can do is to (c) \_\_\_\_\_ patterns of behavior which will introduce them to a country in a responsible way. That means, for example, making sure that, on an adventure holiday, no (d) \_\_\_\_\_ left behind after camps. It means, if you are visiting a (e) \_\_\_\_\_ like the Antarctic, that people must respect the rules and not damage (f) \_\_\_\_\_ or go too near the penguins. It means providing travelers with a pack with (g) \_\_\_\_\_ how to behave and what to do to best preserve the cultures and places visited».

**C. Work with a partner. Take turns to be A and B. Read this conversation aloud.**

- A: OK, so tourism can have a beneficial effect by generating income and creating employment, but what about its effect on the environment?
- B: Well, if you're not careful it can cause serious problems.
- A: You mean allowing tourists to go to Antarctica, then letting them trample all over rare plants?
- B: Yes, but it's not only in remote areas where this ecological damage is being done but also in modern, highly technological countries like Britain.
- A: What do you mean?
- B: In areas of natural beauty such as Snowdonia; first, the footpaths have been eroded away. Secondly, where the tourists have strayed off the paths the vegetation has not only been killed but the soil is now unfit for cultivation.
- A: Mm – this is what's happening in mountain areas where there are too many ski slopes, isn't it?

**D. Work in pairs. Act out a conversation dealing with other different places on our planet that face similar problems.**

**5. *WRITING* Travelling to India**

**A. You work for exotic destination. Your MD has decided that your clients traveling to India will need to receive a set of instructions about the way to dress while on the Indian subcontinent. Look at the prompts below and write a set of instructions for your clients.**

**INSTRUCTIONS FOR TRAVELERS TO INDIA**

***Clothing***

1. During the day temperatures are high and so for comfort we recommend lightweight cotton in preference to synthetic fabrics.
2. Early morning and after sunset \_\_\_\_\_
3. \_\_\_\_\_ for dinner \_\_\_\_\_ in the best hotels \_\_\_\_\_
4. When sightseeing \_\_\_\_\_ walking shoes \_\_\_\_\_

5. \_\_\_\_\_ when entering temples and other religious buildings.  
\_\_\_\_\_ may not be permitted
6. Shoes, bags and even belts \_\_\_\_\_
7. Canvas overshoes for which a small tip of 5 rupees \_\_\_\_\_

**B. What guidelines would you give to tourists traveling to other different places about?**

- \* clothes                      \* photography                      \* religion                      \* begging

**6. READING Battle to Save the Galapagos**

**A. After reading the article answer these questions.**

- a. Why were the fishermen angry?
- b. What happened to the sea cucumbers?
- c. Why are tour operators concerned about protecting the flora and fauna of the Galapagos?
- d. How do insects arrive on the island?
- e. What harm are foreign plants and animals doing to the native species?
- f. How are authorities trying to deal with the problem?
- g. What concerns do some people have about tourism to the Galapagos?
- h. What would they like to happen to the park entry fees?

**BATTLE TO SAVE THE GALAPAGOS**

“Enchanted islands or infested islands?” reads the sign at the Charles Darwin Research Station in the Galapagos archipelago where the land and marine habitat has been experiencing a horrific series of ecological **reversals** over the past eighteen months.

Early last year, the islands were **ravaged** by bush fires. Then many of the giant tortoises were killed, **allegedly** by fishermen **incensed** at the **imposition** of restrictive fish quotas. Tourist boats also **spotted** illegal onshore camps where sea cucumbers, a **vital cog** in the marine ecosystem, were being **stripped** from the sea bed, boiled and dried, ready to be sold by middlemen to the **lucrative** Far Eastern market.

The subsequent **ban** on the sea cucumber trade led the fishermen to blockade the offices of the Research Station, which is viewed by locals as the focus for **misguided** conservationist **stance** that is **denying** them **a livelihood**. Marines were even **dispatched** from Ecuador to keep the peace.

This trouble in paradise, however, has finally prompted concerned action **on behalf of** Ecuador's oldest and **foremost** national park – and not only by ecologists and zoologists. Now the authorities and tour operators, whose interest in the Galapagos is calculated at more than \$55 million annually from the **booming** ecotourism market, are also taking steps to protect the islands. The Ecuadorian authorities have not only banned export fishing entirely, but have also **prohibited** the **issuing of** any more tourism **licenses** and promised a fleet of patrol boats and aircraft to **enforce** the new **regulations**.

Since when, other problems have **come to the fore**. Galapagos' natural integrity is rapidly being **eroded** as human pressure increases, both from Ecuadorian settlers and overseas tourists. The resident population of about 15,000 is increasing at 10 per cent annually, and tourism is **flourishing**. But perhaps most **devastating** of all is the effect of **introduced** animals and plant life on the **indigenous species**.

Galapagos' extraordinary **array of** wildlife, particularly iguanas and seabirds, has no defences against **predators** such as cats and dogs. Nor have land animals such as the giant tortoises any experience of **competing for** food with such animals as pigs, donkeys, horses and cattle.

Plants such as the quinine tree, which was introduced in the 1950s to counter the **anticipated** arrival of the malarial mosquito, have now **choked** great tracts of the islands.

Ironically, the malarial mosquito has not **established** itself, but other **unintentionally** introduced species **pose a serious threat**. Insects can arrive on the daily flights or among crates of vegetables landed by the cargo ships. Even snakes that are **liable** to ravage the egg stocks among the islands' unique bird colonies have been found among imported **timber**. To **counteract** such problems the islands are looking at ways of **imposing a quarantine** on the area as well as looking at common-sense

measures to reduce the **likelihood** of imported ills. Visitors are already **issued with** rubbish collection bags and are now to be **encouraged** to check the soles of their shoes for seeds carried from the **mainland**.

Brian Williams, director of Journey Latin America which sends about 800 clients to the Galapagos every year, thinks that tour operators' **commitment** to conservation is already impressive. He insisted that the brand of tourism practiced is generally low impact, closely controlled and highly educational. However, others worry that tourist numbers are growing unacceptably fast. The agreed annual limit is 40,000, but last year more than 55,000 people visited the islands. Some local tour operators, it is **alleged**, are **side-stepping** the new tourism license restrictions by **squeezing** more berths into their boats. They also regret that much of the park **entry fee** of about £52 per overseas visitor is not **reinvested** in the park. This means that tourism does not bring the unquestioned **benefits** to the park that it should. from *The Times*)

**B. Find words in the article meaning:**

- a. a group of islands: \_\_\_\_\_
- b. people concerned with the environment and animals (three words): \_\_\_\_\_
- c. animals that hunt other animals: \_\_\_\_\_
- d. the indigenous plant and animal life: \_\_\_\_\_
- e. a prohibition: \_\_\_\_\_
- f. destroying completely: \_\_\_\_\_
- g. a means of earning money: \_\_\_\_\_



**C. Find all the words in the article connected with animal life and all those connected with plant life. Write them in the correct boxes.**

<b>ANIMAL LIFE</b>	<b>PLANT LIFE</b>

**7. LISTENING The Holiday for Ecologically-Minded People**

**A. Listen to Bob Stevens, who works for New destinations plc., talking to a colleague, Sarah Munton, about a holiday he went on. As you listen, take notes under these headings.**

- 1. Who goes on these holidays \_\_\_\_\_
- 2. Shopping \_\_\_\_\_
- 3. The boat and the crew \_\_\_\_\_
- 4. Excursions \_\_\_\_\_
- 5. Local peoples \_\_\_\_\_

**B. Choose one of the problems described in the previous exercises and suggest 2-4 possible solutions. Link the suggestions to anticipated result**

## **PART C SUSTAINABLE TOURISM**

### **1. LISTENING Principles of Responsible Tourism**

**A. Before you listen, discuss what you think is meant by 'sustainable tourism'.**

**B. There is a list of 'The Ten Principles of Sustainable Tourism'. In pairs, discuss what is meant by each one. Can you think of any examples where the principles do or do not happen?**

1. Using resources sustainably
2. Reducing over-consumption and waste
3. Maintaining diversity
4. Integrating tourism into planning
5. Supporting local economies
6. Involving local communities
7. Consulting stakeholders and the public
8. Training staff
9. Marketing tourism responsibly
10. Undertaking research

**C. Listen to the interview with Professor Spencer from a British university.**

**Which three of the ten principles of sustainable tourism does he talk about?**

**D. Match the location in column A with the correct development or problem in column B.**

<b>A</b>	<b>B</b>
1. Pattaya, Thailand	a. hotel construction and local ownership
2. Nepal	b. overuse of water
3. The Gambia	c. waste disposal
4. Costa Rica	d. brothels, sex shops, and strip clubs
5. Western Samoa	e. consultation with local groups
6. Philippines	f. destruction of religious sites
7. Hawaii	g. destruction of forests

**E. Two of the examples are positive examples of sustainable tourism - which ones? What general recommendations does the professor make for achieving sustainable tourism?**

**2. READING Green Earth Travel**

**A. Match the verbs in column A with the nouns and phrases in column B to form a suitable collocation. There may be more than one possibility.**

<b>A</b>		<b>B</b>	
arrange	monitor	local employment	activities
carry out	provide	the use of...	research
encourage	recruit	the number of...	campaigns
listen to	support	detailed information	our customers

**A. Read this promotional statement by the tour operator, Green Earth Travel. For each of the points, decide which of the principles of sustainable tourism they could be connected with.**

**OUR PROMISE TO YOU...**

Green Earth Travel is a responsible tour operator. We are committed to the principles of sustainable tourism. We aim to provide the traveler with a memorable and fascinating experience, but at the same time we are aware of the impact, that mass tourism can have on «environment and on the culture and economy of a society. Like you, we are concerned, like you we want to do something about it.

In particular, we:

1. monitor the number of tourists visiting our chosen areas;
2. keep in close contact with local conservationists and regularly discuss any environmental changes caused by tourism in the area;
3. ensure that the type and scale of our tours is appropriate to local conditions;
4. encourage the use of local materials and ensure that we only use hotels and accommodation options which blend in with the surroundings;
5. recruit local employment rather than expatriate wherever possible;

6. respect local customs and traditions;
7. arrange activities and excursions which ensure genuine contact with local people;
8. provide detailed information on the cultural traditions of the places our customers are visiting;
9. carry out ongoing research into the impact of tourism;
10. support campaigns to raise the level of environmental awareness in the industry;
11. listen to our customers and welcome suggestions for improving standards.

**C. Which of the commitments listed above would be broken in the following situations? How would you respond to the comments (in brackets) made by the companies concerned?**

- a. A hotel imports people to work as waiters and barpersons. ('There aren't enough local people with the right skills.')
- b. A tour operator tries to get as many people as possible to a resort, and builds extra hotels cheaply where necessary. ('If people want to go there, then we're only providing what they want.')
- c. An international hotel chain builds a fifteen-storey hotel on the beachfront. All the other hotels in the resort are four stories or less. ('It takes up less ground space.')
- d. A tour company moves the date of a local festival so that it coincides with the peak season. ('That way more people get to see it and find out about the local people and their traditions.')
- e. A tour operator and travel agent doesn't bother to send out feedback questionnaires to its customers. ('We send them next year's brochure. We're not interested in the past, we just want them to buy next year's holiday.')

**D. Think about other sectors of the tourism industry. How could they help to be more 'green', and encourage sustainable tourism? In groups, list ideas for each of the following sectors.**

Air travel; Road and rail travel; Cruises; Tourist information; Guiding.

E. Choose one of the sectors and prepare a statement of philosophy from a 'green' point of view, like the Green Earth Travel statement.

### 3. **READING** Tour Operator Exodus

A. Complete the sentences using a word from column A and a word from column B. The first one has been done for you.

A	B
air	disposal
developing	pollution
endangered	friendly
environmentally	materials
local	layer
ozone	country
waste	species
water	conservation

1. If you visit a *developing country* such as Bangladesh or Nepal, try to eat and drink local produce.
2. Avoid using aerosol sprays which contain CFCs that damage the \_\_\_\_\_.
3. Never buy ivory, tiger skins, or any other products that come from \_\_\_\_\_.
4. By travelling on public transport, you are not adding to \_\_\_\_\_.
5. If you take shampoo and sun creams make sure they are \_\_\_\_\_ and can be recycled.
6. Make sure your hotel has a green \_\_\_\_\_ policy and does not dump everything into the sea.
7. You can help with \_\_\_\_\_ by taking showers rather than baths.
8. Make sure your souvenirs are made from \_\_\_\_\_ and are not imported.

**B. Below is an article about the environmental policies of the tour operator Exodus. Some of the words have been removed from the text. Read the article and choose the correct words from the box below to fill in the spaces. The first one has been done for you.**

individual	recruited	retain	effects	dispose	expense
respect	offering	upon	interest	sound	character
cope	blend	rather	in		

**Our environmental policy**

At Exodus, we are very well aware of the potential (1) Effects of tourism on remote places and small, simple communities. It is our firm belief that our small-group philosophy provides an environmentally (2) \_\_\_\_\_ approach that increases the positive effects and keeps the negative ones to a minimum.

Our type of holidays organized by, led by, and bought by people, who are genuinely interested (3) \_\_\_\_\_ and sympathetic towards the environment and culture that they are visiting - are undoubtedly responsible tourism (4) \_\_\_\_\_ more enjoyable holidays and helping host nations preserve and protect the very reasons why we visit them. In particular, we believe that the following are the key points in this

**Small groups**

A small group makes our impact (5) \_\_\_\_\_ communities and cultures both minimal and positive: a village can (6) \_\_\_\_\_ with a dozen people, but a coach load will often swamp it.

**Accommodation**

Where it's possible, we like to use accommodation with a local (7) \_\_\_\_\_ not just because it's more interesting, but because it's more beneficial too. Our tourist and first class hotels are often locally owned (8) \_\_\_\_\_ than multinational, and we often use small family-run accommodation, providing a direct local benefit.

## **Food**

When staying in hotels, we generally leave the choice of a venue for most main meals to the (9) \_\_\_\_\_, which not only gives you more choice, but it spreads the potential local benefit too.

When we are camping, we try to purchase as much fresh food as is practical locally *T* another two-sided benefit. When we leave a site we (10) \_\_\_\_\_ of our rubbish and leave the area as we would wish to find it.

## **Local staff**

Wherever practical, our guides, I porters, and means of transport are (12) \_\_\_\_\_ locally in order to benefit the local people directly. We are also I careful to ensure that local staff and agents receive a fair rate for their work; we never try to minimize our prices at the (12) \_\_\_\_\_ of local collaborators.

## **Our own staff**

We encourage our own staff to take an active (13) \_\_\_\_\_ in the environment and ecology of the places that they visit, and to advise and assist groups to (14) \_\_\_\_\_ in with and respect the communities they meet.

## **Ecotourism – the way forward**

Ecotourism may be a trendy new term, but it refers to something that we at EXODUS have been doing for years. The key element is (15) \_\_\_\_\_ for the people and places that we visit, so that they benefit from our presence and are able to (16) \_\_\_\_\_ their cultural integrity for future generations.

**C. Word and preposition combinations. In the text there are a number of word and preposition combinations (*dispose of, interested in, respect for, etc.*). Complete the puzzle by finding the missing words from the sentences and filling them in. The first one has been done for you.**

1. Ladies and gentlemen, we \_\_\_\_\_ the delay, but expect we will be able to take off soon.
2. I'm afraid Mr. Nelson won't be back till next Monday. He is away \_\_\_\_\_ for two weeks.
3. At Exodus, we are fully \_\_\_\_\_ the need to take care of the environment.
4. One \_\_\_\_\_ staying in a space hotel is that it can make you feel ill.
5. One of the hotel guests was very \_\_\_\_\_ the noise outside her room during the night.
6. Take a little local currency in case you need to \_\_\_\_\_ a taxi or a snack.
7. This year there has been a sharp \_\_\_\_\_ the number of tourists, so the hotels are full.
8. Air accident investigators are looking into the \_\_\_\_\_ the crash.
9. On the first evening all our guests at the resort get an \_\_\_\_\_ a drinks party in a local restaurant.
10. If you're \_\_\_\_\_ art, you might like to consider the holidays we arrange in Florence.
11. If you are not absolutely \_\_\_\_\_ your holiday, we will give you your money back.
12. The city of Paris is \_\_\_\_\_ its excellent restaurants and sophisticated night life.
13. There are always a few passengers on every flight who are \_\_\_\_\_ flying.
14. The journey usually takes about an hour, but it does \_\_\_\_\_ the traffic.
15. Don't worry – If your daughter is under twelve, we will assign a stewardess to \_\_\_\_\_ her.
16. I am sure we have paid them – I sent them a \_\_\_\_\_ fifty pounds last Monday.
17. The tour operator received a number of \_\_\_\_\_ the poor facilities at the hotel.
18. You needn't book the holiday now - you can go home and \_\_\_\_\_ it if you like.





## PART D TOURISM AND THE ENVIRONMENT

*'Take nothing but photographs, leave nothing but footprints, kill nothing but time.'*  
(International Sierra Club)

As ever greater numbers of people travel for pleasure, often to the same destinations, there is increasing pressure not only on the cultural integrity of host populations but also on the fragile ecological balance of parts of our planet. This unit gives some examples of real and potential problems that today's mass tourism poses to the environment.

**Text 1** examines the threat which tourism posed to the lifestyle and habitat of the people of the Annapurna region of Nepal and what steps the Nepalese took to protect themselves and their environment. **Text 2** shows how even a 'protected' National Park can be the victim of its own success. The title is a reference to the poetry of William Blake, who coined the phrase 'green and pleasant land' to describe England in his poem 'Jerusalem'. The author of **Text 3** wonders whether current attempts to preserve traditional lifestyles for the benefit of tourists may not actually be working against the interests of the locals, who might well prefer to enjoy the economic and social benefits that development could bring them.

### **1. READING Action, adventure and the environment**

#### **A. Before reading answer the questions:**

What is a trekker?

What environmental problems could trekking cause?

#### ***ACTION, ADVENTURE AND THE ENVIRONMENT***

Tourism in Nepal started in the Annapurna area, before Everest was climbed. The spectacular view of the Dhulagin and Annapurna ranges from Pun Hill; the mountain heights and valley depths of the Annapurna Sanctuary; the vast Tibetan plateau in the Northern Annapurna: all this has helped to make the area the most popular trekking

destination in Nepal. This year's visitors are due to top the 40,000 trekkers who visited in 1992.

But the years of booming tourism brought problems. Lodges for trekkers proliferated - there are now over 650 in the area and our rhododendron and bamboo forests were cleared to make way for them. Rapid deforestation resulted in landslides and soil erosion. Rubbish accumulated and water became polluted. The social life of local residents began to change beyond recognition and in response to this we campaigned to make the region Nepal's first conservation area. In 1986 the King Mahendra Trust for Nature Conservation, Nepal's leading environmental organization, succeeded in launching the Annapurna Conservation Area Project (ACAP).

ACAP's approach is 'putting the local interest first'. Unlike national parks and reserves in Nepal, it didn't drive local residents off the land or seek military assistance. It invested in people.

Local representative committees were encouraged to participate in all areas affecting them, health, education, infrastructure improvements, tourism, forestry and agriculture. In 1988 the project was granted permission to collect entry fees from visiting trekkers. The revenue has been used to create an endowment fund for future projects. Above all, ACAP invested in conservation education and extension programs. The project emphasized changing attitudes among local residents, managers, workers and, not least, the trekkers themselves.

At the end of May, when the spring trekking season ends, Lodge Management Committees of all villages in the Annapurna Area meet and discuss their plans. They control every aspect of lodge management from menu pricing to sanitation and send their plans to ACAP. Today the villages of Southern Annapurna are full of committees and groups for virtually everything. Each winter they decide on community works: bridges, schools, drinking water systems and trails. In midsummer they deal with forest and agricultural programs. Women's groups raise money by singing and performing dances in honor of visitors. Their funds are invested in community programs and projects aimed at improving women's standing in their communities.

The villagers in the Southern Annapurna no longer hunt or collect more fuel-wood and timber than they require. The forests no longer belong to the Government, but to their own communities. ACAP's success has earned them management rights for another ten years. After that, ACAP hopes that local people will be able to manage their lands and affairs by themselves, without much help from either their Government or other agencies. (‘New Internationalist’ July 1993)

**B. Answer the questions:**

1. How many trekkers came to the Annapurna area of Nepal in 1992?
1. How many lodges for trekkers are there in the Annapurna area of Nepal?
2. What does ACAP stand for?
3. What is the name of Nepal's most important environmental organization?

**C. The underlying structure of this text is that of problems and their solutions.**

**Using paragraphs 1, 2 and 3 for reference, complete the following summary:**

1. Tourism in Nepal started (*when, where and in what form?*)
2. The success of trekking led to the building of \_\_\_\_\_, which meant that \_\_\_\_\_.
3. This led to some specific problems:
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_
4. The main steps taken to solve the problem were:
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_

**D. The success of ACAP may be largely due to its policy of 'putting the local interest first'. Fill in the gaps in the table below to show what goes on at the local level and when.**

<b>Time of year</b>	<b>Group</b>	<b>What they do</b>
(a)	Lodge Management Committees	Menu pricing and sanitation
(b)	Village Committees	(c)
midsummer	(d)	(e)
?	(f)	raise money by singing and dancing for visitors

**E. In the text there are several examples of cause and effect (a situation which leads naturally to a particular result) and action and purpose (something which is done intentionally in order to achieve a particular result). Complete the following tables using information in the text.**

(a)

<b>Cause</b>	<b>Effect</b>
Spectacular views, mountain heights and valley depths (paragraph 1)	(1)
(2)	landslides and soil erosion (paragraph 2)
Creation of national parks and reserves (paragraph 3)	(3)

(b)

<b>Action</b>	<b>Purpose</b>
(1)	make room for trekking lodges (paragraph 2)
collect entry fees from visiting trekkers (paragraph 3)	(2)
(3)	improve women's standing in local communities (paragraph 4)

**F. Find words and expressions in the text with the opposite meaning to those listed below and give the line number.**

<b>Word or expression</b>	<b>Word or meaning the opposite</b>
1. solutions (paragraph 2)	
2. failed (paragraph 2)	
3. discouraged (paragraph 3)	
4. denied (paragraph 3)	
5. expenditure (paragraph 3)	
6. destroy (paragraph 3)	
7. almost nothing (paragraph 4)	
8. still (paragraph 5)	

**G. Find three words in paragraph 2 which refer to an increase in quantity or amount.**

## **2. READING Not So Green and Pleasant Land**

**A. Before reading answer the questions:**

Are there National Parks in your country? If so, are they popular tourist destinations?

Are there any problems connected with their use?

### ***NOT SO GREEN AND PLEASANT LAND***

There have been National Parks in the United States for more than a century. There were voluntary societies to protect the countryside in 19th century in England and Wales, but the first areas were not designated as National Parks until 1949.

There are now 11 National Parks in England and Wales. These are: the Brecon Beacons, Dartmoor, Exmoor, the Lake District, the Norfolk Broads, the North York Moors, Northumberland, the Peak District, the Pembrokeshire Coast, Snowdonia, the Yorkshire Dales.

The parks are run by National Park Authorities. They aim to help preserve the natural beauty of the most attractive areas of England and Wales. They are also intended to help people enjoy the countryside.

But the parks are not nationally owned. Much of the land is still privately owned; some areas are managed by public bodies such as the Forestry Commission, or protected by the Nature Conservancy Council. Three-quarters of their money comes from the Government; the other quarter comes from local authorities. Last year they cost about £18.5 million. They also received more than 90 million visits. The parks cover about 10 per cent of England and Wales. Almost 250,000 people live in them.

### ***THE LAKE DISTRICT***

William Wordsworth wrote that the Lake District, in Cumbria, was "a sort of national property, in which every man has a right and interest who has an eye to perceive and a heart to enjoy". It is now the largest National Park, and is popular among walkers, canoeists, sailors, swimmers and climbers. Visitors are welcome, but too many visitors can cause long-term damage. That is one of the dilemmas of the planners who run the park: how far is it in danger of becoming a victim of its own success?

In 1988, 13.9 million tourist nights were spent in Cumbria. This makes the Lake District National Park one of the country's busiest holiday destinations. But as the area continues to encourage visitors, people have become aware of the fragility of the landscape and of the need to protect it. There are now conflicts between those who see tourism as creating wealth and employment in the Lake District, and those who argue that large numbers of visitors damage the environment.

During the summer months, the Lake District villages are swamped by visitors. In winter, they are quiet and isolated. Outside the tourist season there are few jobs for local people and public transport is limited. The need for work and the high cost of local housing has forced many people to leave the villages for the bigger towns.

The planning authorities have the difficult task of maintaining the balance between preservation and development. Planning applications for hotels, factories or leisure

facilities have to be considered very carefully. Each application is assessed according to the changes the development will make to the National Park as a whole.

Planners have to be aware that the National Park is a living and working place. Its inhabitants demand jobs, amenities, and modern transport facilities as does everyone else. But while the planners may wish to prevent major industrial development taking place in the park itself, they also have to avoid development emerging around its edge.

The impact of tourism varies throughout the park. On Bank Holidays there are traffic queues, full car-parks, crowded and noisy villages, and overselling "honey-pot" sites such as Tarn Hows and Grasmere. Out of season, visitors can find peace and solitude. The southern areas, particularly around Windermere, are under constant pressure from visitors, while many northern and western parts remain quiet and peaceful. The contrast between adjacent valleys can be striking. The lure of the lake and famous peaks like Helvellyn make the Ullswater valley a busy tourist destination, while the parallel Lowther valley a few kilometers away, with its gentler charms, remains almost undiscovered. This conflict between tourism and the environment can be seen in areas of outstanding beauty around the world.

*'Observer Magazine' 27 November 1990*

**B. Answer the questions:**

1. About how much does it cost to maintain the National Parks of England and Wales?
2. Where does this money come from?
3. Which is the largest National Park in England and Wales?
4. Locate the paragraph(s) dealing with planning problems in the Lake District National Park [give paragraph number(s)].

**C. Look at the last sentence of the text. What do you think the writer is going to do next?**

- a) Refer to the eastern area of the Lake District?
- b) Discuss another of the National Parks of England and Wales?
- c) Start talking about another part of the world?



**D. Various numbers are mentioned in the text. Say what the ones below refer to.**

11; 250,000; 13.9 ml; 1949; 10%.

**E. Finish the statements below with the ending that is best according to the text.**

**1. *National Parks have existed in the USA***

- a) for less time than in England and Wales.
- b) since 1949.
- c) since the nineteenth century.
- d) for centuries.

**2. *The National Parks of England and Wales are administered by:***

- a) the Forestry Commission.
- b) the Government.
- c) local authorities,
- d) National Parks Authorities.

**3. *Tourist traffic in the Lake District is generally heaviest***

- a) on Bank Holidays.
- b) at the northern and western ends of the Park,
- c) in the Lowther valley
- d) in adjacent valleys.

**F. Complete the summary below by writing one word in each gap.**

The National Parks cover about 10 per (1) \_\_\_\_\_ of England and Wales and are visited by over 90 (2) \_\_\_\_\_ people each year.

One of the most popular National Parks is the (3) \_\_\_\_\_ District National Park in the county of (4) \_\_\_\_\_. It is such a popular tourist destination that some people worry about the damage being done to its (5) \_\_\_\_\_.

What a contrast there is between the Lake District in the summer months and outside the (6) \_\_\_\_\_ season! On summer Bank Holidays there are traffic (7) \_\_\_\_\_ and crowded and noisy (8) \_\_\_\_\_. In winter, on the other hand, the Lake District is quiet and (9) \_\_\_\_\_.

However, many people have left the area for the bigger towns because of the lack of (10) \_\_\_\_\_, poor public (11) \_\_\_\_\_ and the high cost of local (12) \_\_\_\_\_. Although (13) \_\_\_\_\_ realize that people who live in the Lake District need new jobs and transport like everyone else, they also have to keep a balance between (14) \_\_\_\_\_ and development. For this reason, planning (15) \_\_\_\_\_ for new buildings and facilities are examined very carefully for the effect they might have on the Lake District National Park.

**G. The Lake District National Park is described as quiet and isolated in winter.**

**Find words and expressions in the text which describe the Park in summer.**

**1. 'designated' means:**

- a) formed
- b) named
- c) cleared
- d) protected

**4. 'swamped' means:**

- a) appreciated
- b) avoided
- c) visited
- d) crowded

**2. 'dilemmas' means:**

- a) difficult choices
- b) important decisions
- c) primary goals
- d) first impressions

**5. 'overselling "honey-pot" sites' means:**

- a) roadside stands selling honey
- b) busy car parks
- c) places which attract very large numbers of visitors
- d) construction areas

**3. 'fragility' means:**

- a) great value
- b) distinctive appearance
- c) exceptional beauty
- d) delicate construction

**6. 'lure' means:**

- a) depth
- b) attraction
- c) color
- d) shape

**Viewpoint**

'There are now conflicts between those who see tourism as creating wealth and employment in the Lake District, and those who argue that large numbers of visitors damage the environment'. Today the English Lake District is not the only place where such conflicts can be seen. Where else is this a subject of fierce debate?

### **3. *READING* Sustainable Tourism: Helpful Or Harmful?**

**A. 'If you sustain something, you maintain it to keep it going for a period of time' (Cobuild Dictionary). Do you think 'sustainable tourism' means tourism which can be sustained or which should sustain something else?**

#### ***SUSTAINABLE TOURISM: HELPFUL OR HARMFUL?***

The campaign for "sustainable tourism" is a branch that sprouted from the 1987 report of the UN -sponsored World Commission on Environment and Development. The report, *Our Common Future*, extends the most recent hand-hold for those who feel, with Ruskin, fear and loathing for the "plague wind" of industrialization.

Organizations like Tourism Concern, founded in 1988, are in the vanguard of a movement that derides so-called "Eco-tourism"- tourism to wilderness areas as a marketing gimmick used by travel companies to attract Third World voyeurs who probably drive to their nearest bottle-bank. "Sustainable tourism", which aspires to put something back into underdeveloped countries, appears to be having little effect.

While World Tourism Organization figures show a 17 per cent shift towards the Third World as the holidaymaker's preferred destination between 1980-89, this increase has not had the predicted effect. If you ignore unquantifiable "trickle-down" benefits, the Third World's share of receipts from tourism has actually fallen by 4 per cent. This paradox is explained by a feature of such tourism that is depressingly evident to anyone who has endured the boast of the emaciated backpacker staying in the cheapest hovel in Zaire, or the affronted whine of the professional on sabbatical when "overcharged" for a taxi trip to the Giza pyramids that costs less than his Tube fare to work. You cannot help suspecting that the campaign for "sustainable tourism" is little more than a rationalized desire to keep the Third World a cheap place to visit.

It is a nines capable fact that the notion of "sustainable tourism" is riddled with internal conflicts. Its adherents tend to assume that the interests of the local communities coincide with their own desire to preserve such regions, whereas the local communities might actually prefer their national government's development

schemes. It also tends to forget that by trying to preserve the colorful backwardness that supports their image of primitive arcadia, it may also be maintaining hideous levels of poverty and deep social injustices. In other words, "sustainable tourism" may fail to make either an economic or a moral contribution to the regions it says it wants to help.

*'The Independent' 13 August 1993*

**B. Answer the questions:**

1. What is Tourism Concern and when was it founded?
2. What is Eco-tourism? Does Tourism Concern support it?
3. What figure shows the growing preference for holidays in the Third World?
4. What figure shows the decrease in tourist revenue reaching the Third World?
5. What is 'sustainable tourism'?
6. Does the writer of this article support sustainable tourism?
7. Quote her words in various parts of the text which show her opinion.

**C. Match each paragraph of the one of the descriptions below.**

1. The writer argues that those who support sustainable tourism may actually be doing harm to regions they want to help.
2. The writer explains where the expression 'sustainable tourism' originated.
3. The writer gives evidence to show that sustainable tourism is *not achieving its goals*.
4. The writer presents the viewpoint of organizations who are against Eco-tourism.

**D. Ruskin was a nineteenth-century philosopher, naturalist and writer. Some call him Britain's first environmentalist. Why would he 'fear and loathe' industrialization?**

**E. Why does Tourism Concern 'deride' Eco-tourism?**

**F. (a) What is 'sustainable tourism'?**

(b) Does the writer of this article support sustainable tourism?

(c) Quote her words in various parts of the text which show her opinion.

**G. A paradox is a situation which is strange because it involves two opposite facts which you would think could not both be true at the same time. What is the paradox described in paragraph 3? How does this paradox lend support to the writer's opinion of sustainable tourism?**

**H. The writer says that the notion of 'sustainable tourism' is riddled with internal conflicts. She goes on to mention two of these conflicts. In your own words explain what they are.**

**4. VOCABULARY Sustainable Tourism: Helpful or Harmful?**

**A. Match the metaphors in the text to their original areas of use.**

<b>Metaphor</b>	<b>Area of use</b>
a. a branch that sprouted	1. military operations
b. extends hand-hold	2. botany
c. plague wind	3. earth sciences
d. in the vanguard	4. meteorology/medicine
e. trickle-down benefits	5. mountain climbing

**B. Select the right meaning for each of the metaphors, as used in the text.**

**1. 'a branch that sprouted' means:**

- a) new idea which grew
- b) an old idea which died
- c) an alternative method that worked

**2. 'extends ... hand-hold' means:**

- a) provides evidence
- b) shows the way
- c) gives support

**3. 'plague wind' means:**

- a) unnecessary efforts
- b) repeated mistakes
- c) negative consequences

**4. 'in the vanguard of a movement' means:**

- a) supporting a political party
- b) leading a trend
- ii c) financing an expedition

**5. 'trickle-down benefits' means:**

- a) advantages which are temporary
- b) advantages which are expensive
- c) advantages which are slow in coming

**C. Two-word collocations, consisting of an adjective and a noun, are an economical way to convey meaning. This text uses a lot of them. Using paragraphs 2, 3 and 4, match the adjectives with their noun partners. Check their meaning if you need to.**

**Adjectives**

- a. marketing
- b. Third World
- c. bottle-
- d. underdeveloped
- e. preferred
- f. unquantifiable
- g. emaciated
- h. cheapest
- i. affronted
- j. rationalized
- k. inescapable
- l. primitive
- m. social

**Nouns**

- 1. backpacker
- 2. whine
- 3. destination
- 4. gimmick
- 5. hovel
- 6. fact
- 7. Arcadia
- 8. benefits
- 9. injustices
- 10. voyeurs
- 11. bank
- 12. countries
- 13. desire

**Viewpoint**

In your opinion, what is the answer to the question in the title of the text?

# FILES

## FILE 1 Theatre Tickets

A guest comes up to Mrs. Dale, the Duty Manager, complaining angrily about the Hall Porter's Department. Since there are other guests present, the Duty Manager invites the guest to come to her office to talk things over.

The guest tells the Duty Manager that the Hall Porter yesterday promised to obtain theatre tickets for a show in the city. He says that today, when he went to collect the tickets there was another porter on duty. The porter could not find any tickets for the guest, and could not find any record of the request for tickets. It seems that the porter on duty today did not believe that the guest had made any request for tickets. The guest says that the tickets were promised, that he has made arrangements to go to the theatre that night, and that it is the hotel's job to provide the tickets.

The Duty Manager apologizes, summarizes the complaint, and says that the Hall Porter is off duty today. However, she knows where he is. She promises to telephone him immediately and find out about the tickets. She says that if the hotel has made a mistake, she will personally contact the theatre and do her best to reserve tickets for this evening's performance.

## FILE 2 Disastrous Stay at the Hotel

### Student A

You come as a guest to the hotel. You arrive tired because of a delay in your flight. You discover that the room you reserved has been let to another guest, and the room you are given is very noisy. You sleep badly, and you are wakened early in the morning by an unwanted wake-up call. At 09.30, when you are at last sleeping peacefully, the chambermaid comes into the room to clean it, waking you up again. You complain to the manager (Student B) about all these problems, and demand better service.

### Student B

You are the Hotel Manager. As polite as possible try to make Student A aware of the

following facts:

- If the flight arrives late, it is not the responsibility of the hotel.
- If guests do not check in before 21.00, and do not inform the hotel it is quite normal for the hotel to let the room to another guest.
- If the guest finds the room unsatisfactory, the management will do its best to provide a more suitable room, if there are vacant rooms.
- The guest had in fact asked for a wake-up call for 6.30 on checking in the previous night, unless a 'Don't disturb' card is hung on the door handle.

It is normal for the chambermaid to come in around 9.30.

### **FILE 3 Overbooked Hotel**

**Guest** You booked a double room with a private bathroom and a sea view. You are in a single room with no bathroom and a view of the motorway.

**Receptionist** The hotel is very full and you are very busy. However, you have just had a cancellation by e-mail. A double room with bathroom and sea view is now free. Apologize and say you'll move the guest.

### **FILE 4 Four Different Situations**

**Student A:** You have just checked into a hotel and you have noticed that there are no towels in the bathroom. You go down to reception.

**Student B:** You are a hotel receptionist. A customer has just come into the lobby and wants to speak to you.

**Student A:** You are the manager of a hotel and feel pleased with yourself because you have a 100% occupancy rate for this week. A customer has just asked to speak to you.

**Student B:** You are staying at a beach resort. The hotel room is fine, but outside at certain times of day there is an unpleasant smell coming from the local municipal rubbish dump down the road. You ask to speak to the manager.



**Student A:** You arrived at the resort yesterday on a fifteen day package but the courier turned up to be late in the morning. You are angry because you feel you have lost half a day you had paid for.

**Student B:** You are a resort representative. Someone has asked to speak to you.

**Student A:** You work at a travel agency. A customer has just come through the door and is looking angry.

**Student B:** You bought a return airline ticket from a travel agency but the wrong time was written on the return ticket and you missed the flight. You had to purchase another ticket for a later flight (which to make matters even worse, was delayed), and as a result, you missed a very important business meeting. You want to know what the agency is going to do about it.

## **FILE 5 Two Letters**

### **Student A**

Write a letter to a hotel manager complaining about the service provided by the hotel during your recent stay. You are angry because: the service was slow; the room was not properly cleaned either before or during your stay; the receptionist seemed unwilling to answer your enquiries, and no porters were available to help with your luggage. You say that although you have stayed at the hotel several times in the past, you are unwilling to come again unless there is some guarantee of improvement.

### **Student B**

As Hotel Manager, write back to the guest. Apologize for the problems that the guest had during her stay. Explain that unfortunately you had to take on temporary staff during the period of the guests' stay owing to the illness of some long-serving staff. Say that the situation is now back to normal, and that you are now fully confident that you can provide your normal standard of service. Apologize once again. Say that you hope that the guest will return for a further stay, and that she will let the management know immediately if the service is unsatisfactory in any way.

# TAPESCRIPTS

## UNIT 1 DEALING WITH COMPLAINTS

### PART A ORAL COMPLAINTS

#### 2. Three Complaints

##### Dialogue 1

- TOUR REP: Hello. Have you settled in OK? Is everything all right?
- GUEST: Well, seeing as you ask, no it's not. I'm afraid we're not very happy with the hotel so far. In fact, to be honest, it's a disgrace.
- TOUR REP: Oh dear, I'm sorry to hear that. What exactly is the problem?
- GUEST: The noise for a start. There was disco music until three o'clock this morning right under our room! And then at eight o'clock the builders started with their drills. I didn't pay all this money to stay in a building site, and frankly I want to know what you're going to do about it! Your company certainly didn't mention anything about building work in their brochure.
- TOUR REP: OK, look, I'm really very sorry. Let me take some details. What room are you in?
- GUEST: 204.
- TOUR REP: Oh yes, it's Mr. and Mrs. Pratt, isn't it?
- GUEST: That's right. Now can you do anything or not?
- TOUR REP: Well, I'll see if I can sort it out. I know the hotel is very full at the moment, but I'll talk to the management and see if we can move you to a quieter room. There's a much quieter area over on the other side of the pool.
- GUEST: That would do something, I suppose.
- TOUR REP: If you wait here I'll go and talk to the manager right away. Perhaps you'd like a coffee on the house while you're waiting?
- GUEST: OK.
- TOUR REP: I'll be right back.

##### Dialogue 2

P: Passenger AR: Airline rep

P: Are you supposed to be in charge here?

AR: Yes, madam. How can I help you?

P: I've just been told by that person over there that I can't check in. Some story about the flight being overbooked. She says I've got to wait until seven o'clock tonight!

AR: I see. That sounds unfortunate.

P: Unfortunate! It's a disaster. I've got a meeting in Stockholm at eight o'clock tomorrow morning. I'll be exhausted - that's if I ever get there!

AR: rep Let me see if I can help. I just need a few particulars. Were you booked on flight SA716?

P: Yes, I was.

AR: All, well, I'm terribly sorry, but there has been a bit of a problem.

P: What do you mean?

AR: If I could just explain - I'm afraid there was a technical fault on the plane you were meant to go on and to have had to replace it with another one, which unfortunately is not so big.

P: I don't believe it! So, because of that I've got to wait another six hours?

AR: I may be able to help. Just have a scat. 'This is what I'll do - I'll have a word with another airline and see if we can squeeze you onto an earlier flight.

### **Dialogue 3**

JF: JOHN FRASER MS: MIKE STAKIS

JF: Hello.

MS: Hello, Mike Stakis here from the Opal Beach Hotel. Is that John Fraser?

JF: Yes, it is. How are you, Mike?

MS: Fine. John, I'm sorry to trouble you but there seems to do a problem. Have you got a moment?

JF: Sure. What's up?

MS: I've just been looking at your now brochure.

JF: Oh yes, do you like it?

MS: It looks very nice, but I don't like the way you've featured the Opal Beach.

JF: Really? I'm sorry to hear that. What do you moan exactly?

MS: I thought we'd agreed that you'd make us the main hotel for the resort, but in the brochure you've got the Coral Sands at the top - and with a bigger picture.

JF: Mike, I'm sorry you feel like this, but I don't remember agreeing to anything like that - I remember proposing it, if we got a better room rate- but you said you couldn't bring the price down.

MS: John, you know me, I'm not one to complain, but I've got my notes here in front of me — you agreed to give us a special promotion anyway.

JF: And my notes appear to say something different. Look, I don't want to argue about this.

I'll tell you what I'll do. I'll change it for the next print run - we only did a small run this time in any case. I'll put you at the top, next to the Coral Sands. Unless of course you can reconsider that proposal about room rates then you can have the top slot to yourself.

MS: You don't miss a trick! Well, I'll think about it . . . .

### **3. A Disastrous Tour**

Jude: Hi, Lucy.

Lucy: Hi, Jude. How was your holiday?

Jude: Don't ask - it was a complete and utter disaster.

Lucy: Why? What happened? Was it the weather? It wasn't very nice here.

Jude: No, the weather was fine. The places we visited were fine - the cities, the scenery were all fine. The hotels were fine - more or less. Even the coach was fine, if you don't mind travelling on an out of date, broken down, rusty museum-piece!

Lucy: Oh dear. But I thought you said it was going to be a luxury coach.

Jude: That was what the brochure said – spacious, modern, and reliable. In fact it was over ten years old. It did have air-conditioning, and that was fine at first – when we really didn't need it. But as soon as we got to the hotter places, just before Barcelona, it broke down.

Lucy: Oh dear, that must have been awful.

Jude: And worse than that, the on-board toilets were filthy and disgusting - they didn't work properly and no one ever seemed to clean them out.

Lucy: Oh no! That's the last thing you want. But the view was OK?

Jude: No, the windows all steamed up with condensation and you couldn't see a thing most of the time.

Lucy: Oh Jude, it sounds terrible. Weren't there any good points?

Jude: Well, the escort was very nice. We all felt so sorry for her. She really did her best, but she was faced with such problems. The local guides were a different kettle of fish -they hardly spoke English and we couldn't understand a word. Jane, the escort, ended up interpreting a lot of the time.

Lucy: It sounds like she had as bad a time as you.

Jude: She did. Oh, and the worst thing was the driver. He was just so unbelievably rude and ignorant. Every morning he was miserable and he swore at one of the passengers who was five minutes late one day. Then another day he left all the luggage at the hotel.

Lucy: That's terrible. Did you get it back?

Jude: Yes, but only after there was nearly a riot. And there was one more thing. We lost two

people, an American couple. We left them behind in Barcelona. We waited ages. Jane searched everywhere, phoned various places. You can imagine what mood the driver was in. After about three hours sitting on the hot sticky coach we left – it meant we had to miss out on one of the visits.

Lucy: Do you know what happened to them?

Jude: No, they must have made their own way back. Actually, I prefer to think that they escaped!

Lucy: Yes, probably glad to get away.

Jude: I tell you, it was the coach tour from hell! I need another holiday to get over that one.

Lucy: Poor you! You'll have to complain.

Jude: Of course - I've already sent a long letter.

Lucy: Come and have a coffee and we can talk about something else .....

## **5. Holiday Disasters**

### **Dialogue 1**

A: Alberta F: Friend

A: Did I ever tell you about my disastrous holiday in Ireland?

F: No, I don't think so. What happened?

A: Well, it was last time when I was over in Europe with Tony.

F: Who's Tony?

A: He was my boyfriend at the time. Anyway, we were having great time in Ireland, but we were getting a bit bored with hitching or using buses. So we decided to hire a motorbike and just go where we wanted. I don't know if you know, but some roads out on the west coast are in pretty bad condition, and I suppose we were going a little bit fast. We'd just seen what looked like a gorgeous empty beach in the distance – you know, there are some great beaches out there –and we wanted to get there, and besides, there was no other traffic on the road. Anyway, we were heading for this deserted beach when suddenly we hit an enormous hole in the road and just flew off the bike!

F: Oh no, that's terrible! So you were both on the same bike, were you?

A: Yes, that's right. Well, I got up fairly quickly, and I was a bit dazed but I could tell I wasn't badly hurt. But Tony was lying there yelling in agony, with the bike on his leg – and his leg was in this really odd position. So I panicked for a moment and then I remembered we'd just passed a little shop, so I ran as fast as I could and got the man from the shop to come and help Tony.

- F: Hang on. Are you saying you left poor Tony all on his own in that state?
- A: Well, I had to. There was no one else around.
- F: I suppose so.
- A: Anyway, his leg was broken. The shop owner was great – he called an ambulance from the town, which was miles away, and got Tony as comfortable as possible. So we ended up spending the rest of the holiday in a hospital!
- F: Gosh, how awful! It was a bit different to what you expected.
- A: Yes, and I saw a different side to Tony as well – he was so miserable the whole time. Never stopped whining. I think that's where we started going off each other...

## Dialogue 2

R: Reporter B: Brian

- R: Mr. Murray, you were at the scene of the explosion at the Plaza in San Francisco last night. It *must have been* something of a shock?
- B: I can tell you it was one of the most frightening moments of my life.
- R: Can you tell us exactly what happened?
- B: Well, we were staying there for a couple of nights. We'd been to the movies, and we'd just had a nightcap in the hotel bar and we were going back to our room. We got to our floor, and we were just coming out of the elevator when there was an explosion and the whole corridor seemed to burst into flames. Everyone in the elevator started panicking, but I managed to keep reasonably calm.
- R: Let me see if I've got this right – you were actually on the floor where the explosion took place?
- B: Yes, that's right. It was pretty scary, and I still can't believe I did what I did – I've never been particularly brave.
- R: And what did you do, Mr. Murray?
- B: It was like this: one man tried to *get the elevator to go back down*, but I stopped him, because I know you're not supposed to use the elevators if there's a fire. I knew where the stairs were, but the corridor was in flames. Luckily I remembered where the fire extinguisher was and I rushed through the smoke and grabbed it. I sprayed it on the flames and managed to clear a path so that the guys from the elevator could get to the stairs. When we were all out we raced down these stairs *like there was no tomorrow*.
- R: So what you're saying is that you got the people out *single-handed*?
- B: Well, I suppose I did – the people in the elevator anyway. But it wasn't just me. The whole

hotel had to be evacuated, and by a miracle no one was hurt.

R: How did it feel afterwards?

B: Later on people were saying I was a hero, but it's not something I want to repeat I can tell you.

### **Dialogue 3**

TA: Travel agent C: Colin

TA: Could you just go through the detail again?

C: It was the third day of our holiday – it was our honeymoon, actually. We were on one of the islands, having a romantic meal in a little taverna by the harbor side – it was seafood. I was just popping a prawn in my mouth when I felt someone behind me. I looked round Justin time to see this young kid – he *couldn't have been* more than ten or eleven – running away with my jacket.

TA: Let me just go over this again – you were in the restaurant, and a young boy came up to you and snatched your jacket. Where was the jacket at the time?

C: It was on the back of my chair – it was a hot night and I'd taken it off. I suppose I should have been more careful – will that invalidate my claim?

TA: I 'm not sure. Go on what happened next?

C: I chased him, but he was too fast. He dropped the jacket, but of course by then he'd already taken my wallet with my credit card and everything else.

TA: Did you report it to the police?

C: Yes, straight away, but there wasn't much they could do. But worse than that night I was violently sick. It must have been prawns or something. Anyway, I was ill with good poisoning for nearly a week.

TA: Did you have to stay in your room?

C: For a few days, yes. It was a disaster!

TA: Well, you may be able to claim something for that. You were confined to your room for two days, you said?

C: Three days.

TA: Did you see a doctor?

C: Yes, and I told the resort rep, as well.

TA: OK. I'll fill in this claim form for you, and then you can sign it.

## 6. Dealing With Guests' Complaints

W: Woman F: Friend

W: I must tell you about this one hotel we stayed in, about three years ago.

F: Where?

W: Well, it was just a little place in the country. We went for our anniversary — thought it would be relaxing and romantic. We'd seen it advertised in a magazine and it looked really quiet and peaceful.

F: And wasn't it?

W: Well, not exactly, no! For a start, when we arrived on the Friday evening, there was no one at the desk, so we rang the bell and waited, but nobody came. Then we heard voices in the back room, shouting and getting louder and louder, so we rang the bell again and eventually this little red-faced man popped out and shouted, 'Yes? What do you want?'

F: Ha ha.

W: Well, we were a bit taken aback, but we explained we had a reservation and he calmed down and we checked in. He told us the room number — 106...

F: You've got a good memory!

W: Well, there's a reason.

F: Oh.

W: Anyway, he gave us the key and off we went, only to find that the key didn't fit the door. It turned out that he'd given us the right key but the wrong room - we should have been in room 107.

F: And was the room OK?

W: Yes, it was fine — the bathroom was a bit small, but OK. There were no towels, though. I went down to ask for some and he just said, 'You want towels? You didn't bring one?' I was furious! Anyway, he apologized and brought us some.

F: Ha ha ha. Sounds awful.

W: Well, it doesn't end there! It went from bad to worse. Dinner was a disaster. The service was appalling. The waiter was drunk and could barely stand upright, let alone carry the food. He dropped my soup all over the floor. And the food was vile -tasteless and overcooked.

F: Did you complain?

W: We were sick of complaining! It was more trouble than it was worth. We just left and walked along the river to the local pub, which was lovely. But then we went back to the hotel to spend the night.

F: Oh no! What happened then?



W: We got back and went to bed. So far so good. But then after about ten minutes a horrible screaming noise started. We didn't know what it was. It sounded like someone being murdered, but we came to the conclusion it must be to do with the water pipes. Well, whatever it was, it went on all night and we hardly slept at all. By the morning we'd had enough. There was no way we were going to spend another minute there. We got our things together, had breakfast, which was surprisingly good, and asked for the bill. He got all upset and asked why we were leaving, at which point we complained about everything. He got really annoyed and said we'd have to pay for the second night because we'd made a reservation. Well, he eventually backed down after we threatened to write to the local tourist board and the local newspapers, but he still tried to charge us for some newspapers we never had.

F: Did you go to another hotel?

W: Oh no, we just gave up and went home. Our weekend was already ruined. But anyway, the final chapter in the horrible saga happened about a month later. I was reading the paper and I came across a story about a murder in a country hotel. Guess which hotel?

F: No!

W: Yes! There were photos of it plastered all over the paper. The hotel owner had killed his wife after a blazing row and hidden the body in one of the bedrooms. But a guest was given the wrong key by mistake and found the body by chance.

F: Oh no, that's horrible!

W: And worst of all: guess which room the body was hidden in.

F: Oh, not yours. I don't believe it.

W: Yes, number 107!

## **8. What Is There To Complain About?**

### **Dialogue 1**

Guest: We asked you to reserve a parking space but the car park attendant says the car park's full.

Reception: I'm sorry, we overbooked the car park yesterday and today. I'll reserve you a space for tomorrow.

### **Dialogue 2**

Customer: Excuse me, we ordered our drinks twenty minutes ago.

Waiter: I'm sorry, madam. I'll be with you in a moment. The restaurant is short-staffed tonight. I'll check with the wine waiter.

### **Dialogue 3**

Guest: We reserved adjoining rooms but these are on different floors.

Reception: I'm sorry. I'll change your rooms straightaway.

### **Dialogue 4**

Customer: This steak is really overcooked. I asked for it medium rare.

Waiter: I'm sorry, sir. I'll speak to the chef and bring you another one.

### **Dialogue 5**

Guest: A colleague left a message for me at reception last night but nobody gave it to me.

Reception: I'm so sorry. I'll look into it.

## **9. I'll Look into It for You**

### **Dialogue 1**

A: Excuse me, this beer's flat.

B: I'm sorry, sir. I'll get you another.

### **Dialogue 2**

A: My room isn't ready.

B: I'll send up someone from housekeeping straightaway.

### **Dialogue 3**

A: The people in the room next door are making a lot of noise.

B: I'm sorry. I'll look into it for you.

### **Dialogue 4**

A: Excuse me, this fish is undercooked.

B: I'm sorry, madam. I'll talk to the chef and bring you another.

### **Dialogue 5**

A: Excuse me, this table is too small. There are six of us.

B: I'm sorry. I'll change your table straightaway.

### **Dialogue 6**

A: Excuse me, this fork is dirty.

B: I'm so sorry. I'll get you a clean one.

### **13. Are We Service-Minded Enough?**

#### **Dialogue 1**

Guest: Reception, I requested a nonsmoking room, but this room really smells of smoke.

Reception: I'm very sorry. Your request should have been registered. I'll change your room immediately

#### **Dialogue 2**

Guest: Excuse me, but my room hasn't been serviced. The bed hasn't been made and the bathroom hasn't been cleaned.

Reception: I'm very sorry. It should have been done this morning. I'll call the housekeeper straightaway.

#### **Dialogue 3**

Guest: Reception, there's still no hot water in our room. This should have been mended yesterday.

Reception: I'm very sorry. I'll call maintenance right away.

#### **Dialogue 4**

Guest: I didn't have a wake-up call this morning, but I asked for one for 6.30.

Reception: Room 152. Yes, you should have had a call. I'm very sorry, I'll look into it.

#### **Dialogue 5**

Guest: I asked for your overnight laundry service but my shirts haven't arrived back yet.

Reception: I'll chase up housekeeping right away, sir, to see what's happened to your shirts. They should have been ready before 8.00 a.m.

#### **Dialogue 6**

Guest: Excuse me, we still don't have any air-conditioning in our room. It hasn't been fixed yet. I told you about it yesterday.

Reception: I'm sorry, sir. This should have been dealt with. I'll send up a service engineer immediately.

### **14. Did You Enjoy Your Stay?**

P: Personnel      MW: Mrs. White

P: Hello, Mrs. White. My name's Roger Scales from the personnel department at the Bay

Hotel, and I'm just calling you about your recent visit. I know there were problems when you stayed with us and I wanted to check that we dealt with them properly.

MW: Oh ... yes ... OK.

P: I see there were problems with the disabled facilities.

MW: Well, the disabled access in the hotel was very good really. You know, to the bars and the restaurants, but the main lift wasn't working when we arrived. So, that's why we needed a room on the ground floor.

P: I see, and did we give you a room on the ground floor?

MW: Yes, you did, but the room you gave us was very noisy. That first night, we couldn't sleep at all.

P: Oh dear. That shouldn't have \* happened. Did we give you a different room on the ground floor?

MW: Yes, you did. The next day you gave us a beautiful room next to the gardens. It was very quiet, and the manager sent us some flowers and a complimentary bottle of champagne. So, in the end we had a very pleasant stay.

P: Good. I'm glad you enjoyed it. Well, we look forward to seeing you again.

MW: Yes, thank you very much. Goodbye.

P: Goodbye.

## **16. The Room Is Disgusting**

### **Dialogue 1**

R: Receptionist G: Guest

R: Good evening. Can I help you?

G: Well, I hope you can. I'm in room 607 and frankly, it's disgusting. I'm extremely annoyed.

R: Oh, dear. What exactly is the problem?

G: Everything. For a start, the room is ridiculously small. I specifically requested a large room.

R: I see. Is there anything else?

G: Yes, there is! It's absolutely filthy. Yesterday, when I arrived, it was dirty, and it's quite obvious that it hasn't been cleaned for days - the bath's got dirty marks all over it and there's dust everywhere.

R: Well, that's strange: they should have cleaned it this morning and yesterday. Are you sure?

G: Of course I'm sure! I know dirt when I see it! And another thing: the sheets haven't been changed.

R: Oh, dear. I'll send room service up with some clean sheets, and I'll make sure the room is

cleaned first thing tomorrow morning.

G: Tomorrow! I'm afraid that's not good enough. I want it cleaned now, immediately, do you hear?

R: Well, I'm terribly sorry, but that's not possible. The cleaning staff have all finished now. You should have complained earlier.

G: What? This is totally unacceptable! If you can't clean my room then I want to move.

R: I'm awfully sorry, but we're fully booked.

G: I don't believe this. I demand to see the manager.

## **Dialogue 2**

R: Receptionist    G: Guest

R: Good evening. Can I help you?

G: Well, I hope you can. I'm in room 607 and frankly, it's disgusting. I'm extremely annoyed.

R: OK. Mrs. Jenkins, isn't it?

G: Yes

R: NOW, what exactly is wrong?

G: Well, for a start, the room is very small — I requested a large room.

R: Actually, room 607 is one of our larger rooms.

G: Is it? Well, I'm bitterly disappointed, I'm afraid. Also, it's very dirty: the bath hasn't been cleaned and the sheets haven't been changed.

R: Oh, I'm terribly sorry, Mrs Jenkins. It must be most upsetting for you. I'm quite sure there's been some mistake. I'll send someone up immediately to look at it.

G: Well, really I'd like to move room now.

R: I understand. We are very busy, but I'll see what I can do. Why don't you wait in the lounge bar while I sort this out. I'll arrange for a complimentary drink for you.

G: Well, OK, then.

R: I really am most sorry, Mrs Jenkins, for the inconvenience you've suffered.

## **20. My Breakfast is the Problem**

W: Woman    DM: Duty Manager

W: Can't you do something about the service in this hotel?

DM: I'm sorry, madam. What's the problem exactly?

W: My breakfast, that's the problem...!

DM: Yes...

W: I ordered breakfast from Room Service... oh, at least half an hour ago...

DM: Yes...

W: I've telephoned Room Service three times, but my breakfast still hasn't come...

DM: I see...

W: I've got an important meeting at nine o'clock and now it seems I'll have to go there without breakfast! Really, I don't think this is good enough!

DM: I'm very sorry about this, madam. You ordered breakfast half an hour ago, and you've phoned three times since then?

W: That's right.

DM: I really must apologize. You should have received the breakfast no later than five or ten minutes after you ordered it.

W: That's what I thought.

DM: The problem may be... they might've been rather short-staffed in the kitchen recently. But I'll look into this, and I'll make sure that the breakfast is sent to you immediately. Full English breakfast was it?

W: Full English breakfast, with corn flakes.

DM: Very well, madam. I'll deal with this myself, and I'll have it sent up to your room right away

## **24. My Room is a Mess**

### **Dialogue 1**

Guest: What's the meaning of this? I asked for hotel accommodation, not a cowshed!

Clerk: Madam? What's the trouble exactly?

Guest: The room you gave me! I've never seen such a disgusting mess.

Clerk: I'm sorry, madam. Why don't we go through to the lounge and we'll sort out the problem.

Guest: I hope so, and fast...

Clerk: Now, madam. I'm extremely sorry about this. You say the room is in a mess?

Guest: It certainly is. The bed isn't made... and the bathroom is full of water...

Clerk: Yes.

Guest: And the bath is filthy ... and the toilet is disgusting...

Clerk: I see.

Guest: And someone has spilled drinks or something over the floor.

Clerk: I see. So that's both the bathroom and the bedroom that are unsuitable for guests' use.

Guest: Exactly.

Clerk: Well, madam, as I say, I'm extremely sorry about this. There obviously might've been

misunderstanding between us here at Front Office and the Housekeeping Department. We seem to have given you a room which should have been marked down for thorough cleaning. What I'm going to do now is contact the Housekeeper personally and make sure that you have a room that is fully up to standard.

Guest: I'd better be.

Clerk: And in the meantime, perhaps you'd care for a drink, compliments of the house? Why don't you let me put an order through to the bar...?

### **Dialogue 2**

Clerk: And your name, sir?

Guest: Glen... John Glen.

Clerk: Just a moment, Mr. Glen... I'm sorry, Mr. Glen. I have instructions that we cannot offer you accommodation.

Guest: What? What's this all about?

Clerk: There's nothing further I can tell you, Mr. Glen. But these are the instructions, quite clearly. You are not to be admitted to the hotel.

Guest: But... this is ridiculous! I've been coming to this hotel for twenty years! I demand an explanation!

Clerk: I have no explanation here – just instructions that you are not to be admitted. I'm afraid I must ask you to leave.

Guest: This is absurd! Look, young man, I must have an explanation of all this. I demand to see the Manager, at once.

### **Dialogue 3**

Guest: What nonsense is this? What kind of people do you employ here? I've been coming to this hotel for twenty years and I've never heard such rudeness.

Manager: I'm sorry about this, sir. Would you like to come through to the office at the back? ... So I understand there's been a problem, sir ...it's Mr. Glen, isn't it?

Guest: That's right. You know me, don't you? But what about your Reception clerk? He told me he couldn't allow me into the hotel! As soon as he heard my name he told me he wasn't allowed to give me a room under any circumstances!

Manager: Oh dear, I'm very sorry to hear about this, Mr. Glen. There seems to must have been a complete misunderstanding...

Guest: There must have been...

Manager: The fact is, there was another Mr. Glen who stayed in the hotel some months ago and caused us some trouble. When the clerk heard your name he obviously thought it was

you...

**Guest:** Well, this is ridiculous, isn't it?

**Manager:** I quite agree with you, Mr. Glen. Look, I'll tell you what I'll do. First of all, I'll sort out this mistake with the reception clerk so that you can be sure it'll never happen again. And during your stay I invite you to stay in our luxury suite, at no extra cost. We want to show you how much we value those guests who have stayed with us over the years...

## **UNIT 2 ECOTOURISM**

### **PART B SUCCESSFUL WRITING**

#### **4. Protecting the Environment**

**Interviewer:** I know you're very concerned about environmental issues at Overland Encounter, but, in practical terms, what can a tour operator do to make sure that tourists don't destroy the beauty of the thing they came to see?

**Michael** Well, I think you have to get involved in what we call "low impact tourism". You  
**Leech:** can't deprive people of their interest in wanting to travel. But what you can do is to set up patterns of behavior which will introduce them to a country in a responsible way. Thai means, for example, making sure that, on an adventure holiday, no detergents are used in springs or streams and that no rubbish is left behind after camps. It means, if you're visiting a protected area like the Antarctic, that people must respect the rules and not damage fragile plants or go too near the penguins. It means providing travelers with a pack with instructions on how to behave and what to do to best preserve the cultures and places visited.

**Interviewer:** Do you think that many people will in fact not listen and will just ignore whatever guidelines you give them?

**Michael** Perhaps, but the key factor in minimizing damage through tourism is to keep  
**Leech:** groups to a manageable size<sup>1</sup> and then you can control how they behave. Thirty on a safari is an absolute maximum

**Interviewer:** Are operators now putting things back into the environment instead of just taking from it?

**Michael** Very much so. There are schemes to protect wildlife habitats in Kenya and  
**Leech:** Tanzania, to save the rhino, veterinary programs and so on. People now go on holiday to restore ancient monuments or clean up beaches. Things have changed and the model of Mediterranean tourism of high-rise concrete, sun, sea, sand and sex is not the one most people now want. And another thing, in some places the environment *is* tourism and national parks have been created by it. Without



tourism, the animals would have gone. I think the environment is strengthened by sensitive tourism - look at the preservation of the gorillas, for example. And you never know, tourism might save the tropical rainforest in a place like Madagascar. I think most countries go through several phases in their tourism development and hopefully, in the best scenario, the local people not only share the income and foreign exchange generated by tourism but also use the amenities.

## **7. The Holiday for ecologically –minded people**

Sarah: So Bob, what was this holiday of yours like?

Bob: The trip started in San Jose in Costa Rica, where we all met before setting off

Sarah: Er... but I thought San Jose was inland, miles from the coast.

Bob: Yes, that's right, but it has an international airport and most people come from the USA and Canada.

Sarah: So these kinds of holidays appeal mostly to North Americans<sup>7</sup>

Bob: Yes, at the moment. Anyway we all checked in and met our guides and did some shopping. But it was a nightmare.

Sarah: What do you mean?

Bob: Well, these ecologically minded tourists are concerned about what everything is made from. I wanted to buy a crocodile bag for my wife, but could I? Here the country is swarming with crocodiles but is there really a surplus? Eventually the only thing I bought was a water canteen since I'd forgotten to pack one. But it was a leather one. So I was asked if I knew where the leather came from. I was told it must have come from a white-lipped peccary, an endangered species.

Sarah: Did it?

Bob: Who knows! But it certainly made shopping difficult. We then set off in coaches to the Pacific, to Puerto Caldera, where our boat was moored. It was quite a small boat, so that it could come in close to the shore to enable us to land, but it was very comfortable, with all modern comforts. And there we met the crew whose job it was to sail down the coast to Panama and through the canal, stopping off at various coves and islands where we could explore. Needless to say, none of us were very fit and we needed great help in getting into and out of the dinghies, aside from help in traversing jungle paths, and this the crew did.

Sarah: Er... hang on. Help? Jungles?

Bob: Yes. You see, what everyone in the trip had in common was a desire to go on

ecologically sound holidays.

Sarah: Yes. So?

Bob: Well, most of the group were, how shall I put it, balding and overweight? Even disabled participants come on these trips and go on the jungle treks.

Sarah: But this is a cruise!

Bob: Sure. But every day we would come in shore to some part of the jungle that was inaccessible from landside. It was rare for anyone to miss one of these walks.

Sarah: And were they easy?

Bob: No, not really. The idea was to try to spot as much of the fauna and flora as possible. Many people did see lots of birds but I found that I missed most of them. The idea of the trip was to see as much of the unspoilt environment as possible while at the same time remaining as ecologically-sound as possible.

Sarah: How could you?

Bob: Well, in particular on the boat they cleaned the sewage before emptying it into the sea, they did not dump fuel, our garbage apart from the cans was burnt. So I suppose we were doing our bit to save and protect the environment- It certainly satisfied the others.

Sarah: So an ecological tourist requires comfortable lodgings, a green environment and a chance to see unspoilt nature. What about learning anything about the local cultures?

Bob: We met two groups of Amerindians. First, the Choco tribe in the Darien jungle. The men make music while the women sell. They carve beautifully in rosewood and make imaginative little ornaments and earrings from ivory nut, as well ... as well as making the most fantastic baskets. Later we met the Cuna on Acuatupu. These people make the most brilliant clothes called molas. They also do a great trade in having their photos taken.

Sarah: And they liked this?

Bob: Loved it. Thought how authentic and natural it all was.

Sarah: So do you think it would be worth our going in for this sort of package?

Bob: We would have to appeal to a very small and specific market. To do this we would have to be sure of...

## **PART C SUSTAINABLE TOURISM**

### **1. Principles of responsible tourism**

#### **I: Interviewer PS: Professor Spensor**

I: All the experts agree that tourism is the fastest growing industry in the world. It is also the industry which is most difficult to control and regulate. Tourism has a tendency to destroy

itself -this year's idyllic beach resort becomes next year's high-rise hell, as high-spending tourists are sought out and lured for the sake of a quick dollar, (can we do anything about it? In the studio today we have Professor Roger Spencer, author of (*GREED or GREEN?— the need for sustainable tourism*. Professor, what exactly is meant by 'sustainable tourism'?

PS: Sustainable tourism means, to quote from one of the early reports on the concept, 'development that meets the needs of the present without compromising the ability of future generations to meet their own needs'. In other words, it doesn't try to stop the growth of tourism - that would be foolish -but to make sure that tourism grows in a way that allows tourists to see what they want to see, experience what they want to experience, but does not destroy the very things they are seeing and experiencing. At the same time, the society and culture and environment of the people who live in the tourist destinations- indeed their whole way of life – is not damaged or destroyed either. The idyllic beach resort you mentioned in your introduction remains an idyllic beach resort.

I: That's all very well, but how does it work in practice? Are there any practical principles behind the theory of sustainable tourism?

PS: Indeed there are. We have defined ten such principles and perhaps I could talk about some of them.

I: Certainly.

PS: Well, the first principle is the importance of using resources — natural, social, and cultural - sustainably. There is definitely a growing awareness of this problem. Places like Disneyland in Florida now adopt environmental policies towards waste disposal, recycling, and water conservation. But there are still too many examples of natural resources being destroyed. For example, in the Gulf of Thailand waste disposal from the hotels of Pattaya and Hua Hin has meant that the waters are so polluted that they are no longer able to support shellfish - ironically one of the local dishes, which these same tourists come to experience! With a little bit of education and investment the problem could be solved. All it needs is for tourists to take a little more care and to think about what they're doing, and for the hotels to invest in more effective water treatment and waste disposal systems.

I: What about cultural resources?

PS: Well, I think the most obvious example of this is the growth of the sex industry in places like the Philippines, at the expense of more traditional forms of entertainment. Again, it's a question of controlling and regulating new developments.

I: Ok. What's the next important principle?

PS: Well, related to the first is the problem of reducing over consumption and waste. To give

western tourists the luxuries and comforts they are used to, forests are being destroyed, beaches are being eroded, and water is becoming scarce. In the Gambia, for example, swimming pools in the foreign owned hotels are full, lawns are watered, showers always available, at the same time as the local inhabitants have to raise water from hand dug holes. In Nepal, whole forests are cleared in order to make sure trekkers have enough fuel and accommodation with hot showers.

I: What do you recommend?

PS: I think it's a question of where there's a will there's a way. If you take the example of Western Samoa. Here, a hotel construction project uses traditional designs and techniques, it uses local materials, and most importantly the whole project is based on the ownership of the hotel sites by the local villagers. This means the employment of local people and the use of local agricultural produce for the tourists to eat and drink. In other words, the growth of tourism there doesn't rely on imports, but sustains the local economy and community. This leads on to another important principle of sustainable tourism, namely making sure that the tourism industry talks to local communities and organizations and involves them in development.

I: Have you got any examples where this has or hasn't happened?

PS: : I think one example is Hawaii, where for many years huge ugly high-rise hotels have been built without any regard for the local people and local culture. Often they've been built on sacred religious sites and the protests of local people just ignored. On the other side, in Costa Rica for example, there is the Eco Institute which brings together government officials, private developers, environmentalists, and the tourism industry to exchange ideas for constructive and sustainable tourism planning.

I: Is this the model you see working most effectively to achieve sustainable tourism?

PS: Yes, I think it is. We cannot exaggerate the importance of discussion and planning. If people would only think about what they are doing, and the consequences of their actions we wouldn't have such problems. It is, after all, in everyone's interest to ensure that both tourism and the countries and cultures where the tourists go are sustained for as long as possible.

# ANSWER KEYS

## Unit 1 Dealing with Complaints

### Part A Oral Complaints

#### 2. A.

- |   |   |  |  |
|---|---|--|--|
| a | 1. a guest to tour rep                                    | 2. passenger to tour rep   | 3. hotel manager to tour operator                  |
| b | 1. noise and building work                                | 2. flight overbooked/had to wait for later flight                  | 3. the hotel isn't featured enough in the brochure |
| c | 1. try to move the guest to the quieter part of the hotel | 2. try to get the passenger on earlier flight with another airline | 3. redesign on next brochure print run             |
| d | 1. guest  | 2. very angry  | 3. not very  |
| e | 1. hotel booking and brochure                             | 2. plane charter   | 3. brochure design                                 |

#### B.

1. ....not very happy with the hotel so far.
2. ....a disgrace.
3. ....in charge here ?
4. ....trouble you but there seem to be a problem,
5. ....to complain.

#### 3. A.

**Our coaches** - out of date; rusty; broken down; steamed up

**Our staff** - rude, incomprehensible; unhelpful; ignorant

**Our accommodation** - crowded; cramped; dirty; overbooked

4. A. a2 b4 c1 d5 e3

B. Most helpful: 5,4, 2. 3                      Least helpful: 1

#### C. Sample answers only

1. I'm so sorry to hear that. I'll get the doctor to come and have a look at her.
2. I'm very sorry. I'll see if we can get you moved to another room.
3. I am very sorry - the pump is being repaired at the moment, but we're hoping to get the pool working again as soon as we can.
4. I'm very sorry. I'll sort it out immediately.

5. I'm sorry to hear that. I'll have a word with the chef and see if he can come up with anything more to your liking

**5. A.**

Alberta	Brian	Colin
Ireland	San Francisco	one of the islands
on motorbike, hit hole on the road and crashed	there was an explosion and the hotel corridor burst into flames	smb took jacket
heading for deserted beach	coming out of the elevator	having a romantic meal
went back to a shop and got help	grabbed fire extinguisher and cleared path to the stairs	chased the thief, reported it to the police

**B.** the 3d

**6. B.**

- 1.They had to wait
- 2.The man was rude
3. Were given the wrong room
4. No towels
5. Appalling service at dinner
6. Waiter dropped the soup
7. Tasteless overcooked food
8. Horrible screaming noise at night
9. The owner tried to charge for 2<sup>nd</sup> night
10. The owner tried to charge them for newspapers they hadn't had.

**C.** a F b F c T d F e F f T g T h T i F j F

**7. A.**

1. overcooked
2. tasteless
3. filthy
4. tough
5. vinegary
6. salty
7. watery
8. rude
9. dusty
10. flat
11. noisy
12. broken
13. stale

**B.** 1c, 2a, 3b, 4d, 5c, 6a, 7c, 8b, 9d, 10a

**C.** a3, b10, c4, d1, e7, f5, g2, h9, i6, j8

**8. A.** 1b;2d;3e;4a;5c

**B.** 1c, 2a, 3b, 4e, 5d

**9.**

2. room isn't ready - send up smb from housekeeping
3. noise from room next door - look into it
4. fish undercooked - talk to the chef, bring another
5. table too small - change table
6. dirty fork - get a clean one

**13. B.** a5 b4 c2 d1 e3 f6

**C.** 1. requested 2. have been 3. made 4. should have been 5. have had 6. hasn't been

**14.**

1. Personnel called Mrs White about a complaint.
2. The hotel had good disabled access.
3. The first room wasn't on the ground floor.
4. It was too noisy.
5. The second room was quiet and near the garden.
6. The manager sent flowers and champagne.

**16. A.**

1. room too small, bath – dirty marks, dust everywhere, sheets no changed
2. wants the room cleaned or move
3. the guest demands the manager

**B.** The guest is calmer

**C.** addresses by name, apologizes, sympathizes, offers action, offers complimentary drink

**E.**

- a. She shouldn't have shouted at the customer.
- b She should have corrected the mistake immediately.
- c He shouldn't have been so rude.
- d He should have been more attentive.
- e He shouldn't have sent it to the dining-room if it was badly cooked.
- f He should have cooked it better.
- g She should have worked harder.
- h She shouldn't have made so many mistakes.
- i He shouldn't have lost the passport.
- j He should have put it in the safe.

20. B. very; apologize; have; later; ordered; short; look; sure; deal; get

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

32. A. 2e; 3b; 4d; 5g; 6c; 7a; 8f

34. A.

Sample answers only

1. *There's nothing to worry about. I'll phone the airport and see if your bags are there.*
2. There's nothing to worry about. I'll send someone up to get rid of it immediately.
3. Calm down. Just take it easy and you'll soon get the hang of it.
4. Don't worry- I can contact the Embassy and if we need to, we can get you a new one.
5. Please try and stay calm. I'll get a doctor to come up to the room right away.
6. Don't worry - if you do miss the flight, you can get on another one a little later on.

**B.**

**Complaint    Apology    Action**

- |           |   |
|-----------|---|
| terribly  | a. I'll change it immediately.  |
| really    | b. I'll send some up.   |
| awfully   | c. I'll see what I can do.  |
| very      | d. I'll send someone up to fix it/I'll get smb to have a look at it.      |
| extremely | e. I'll get them changed.   |
|           | f. I'll bring you some immediately.                                       |
|           | g. I'll get someone to have a look at it/ I'll send someone up to fix it. |

**35. B. Infinitive versus gerund**

*Verbs followed by an infinitive*

*Verbs followed by gerund*

afford	arrange	admit	anticipate
choose	claim	avoid	consider
decide	demand	delay	deny
expect	fail	involve	justify
hope	manage	mind	miss
offer	plan	postpone	recommend
promise	refuse	risk	save
undertake		suggest	



**C.**

- a. The reason for stopping was to take on extra passenger
  - b. Here **stopped** means **ceased**. They decided not to take any more extra passengers.
- 
- a. You must not forget to write to them
  - b. You must have some memory of when you wrote to them.
- 
- a. **I'll try to** implies some kind of difficulty. It may, for example, be difficult to find the time to make the call.
  - b. **Try + verb + -ing** means **to experiment, to do something to see what will happen**. There will be no difficulty in phoning her but the result of the phone call is not known.
- a. Here **means** is a synonym of **involves**.
  - b. Here **mean** is a synonym of **intend**.
- a. He complained without interruption for half an hour.
  - b. Here **went on** introduces a subsequent event. First, he described the journey, then he complained about the accommodation.

**D.**

- a. I suggest writing to the tour operator.
- b. Would you mind waiting a little longer?
- c. I admit making a mistake about the time but not the date.
- d. I promise to do my best to have an answer within a week.
- e. I recommend making a strongly-worded complaint.
- f. The guide denied turning up late.
- g. It would mean making a change in the schedule.

36. making, to learn, to appear, waiting, to bus, to lose, listening, blaming, needing, bothering, to reply, blaming, accusing, not caring, increasing, urging, to take, to ask, to spoil, to protest, to remain, to be treated

38. 1B ->9B ->17B -> 7B -> 14 -> 3

1C -> 18B ->19A ->4C -> 5 ->2

**WRITING**

2. A. a3; b5; c1; d2; e4

3. B. 1(F) 2(T) 3(T) 4(F) 5(T) 6(F)

6. 1.Thank you for; 2. I was sorry to hear; 3. I would like to point out; 4. adequate notice; 5. Unfortunately; 6. in advice; 7. I can assure; 8. As a sign of our concern; 9. I hope; 10. Please accept; 11. sincerely.

## **UNIT 2 Ecotourism**

### **PART A Responsible Tourism**

#### **2. B.**

##### **Environment:**

trees are cut down

people leave rubbish

extra noise frightens local wildlife

Money from ecotourism can help to protect areas where animals and plants are in danger.

##### **Local people:**

May not be paid fair wages

A lot of the money from tourism goes to companies outside the area

Ecotourism can help the economic development of local communities without damaging their traditional lifestyle.

Use locally owned hotels and restaurants and employ local people as guides or advisers.

#### **D.**

1. Natural habitat

2. Traditions

3. Nature reserves

4. Community projects

5. Local inhabitants

6. Endangered species

**3.** The negative impact of tourism on:

**a** *Historic sites*

Tourists inevitably damage the places they visit.

*Beaches and the coastline*

Many beaches have been polluted with rubbish and high rise buildings have disfigured coastlines.

*The countryside and wildlife* Large numbers of people trampling along footpaths are wearing away mountains and the countryside. Noise frightens wildlife, and people still pick rare wild flowers.

*The host community's culture* The authenticity of a traditional way of life and its cultural values rapidly become devalued if they are treated as just another commodity for the entertainment of tourists.

**b** *Initiatives to counteract these effects:*

- restricting access to sites of interest
- building a replica for tourists to visit
- setting up of conservation areas
- raising public awareness of environmental issues
- building smaller tourist developments which fit in with local architecture
- making sure tourism does not impinge on local ways of life too much.

**4. B.**

1. *Some travel agents are promoting whaling trips.*
2. *More than 5 million tourists now spend their holidays whale watching.*
3. *They think that this is a better economic alternative than killing them.*
4. *But they permit evening as well as daytime trips.*
5. *This is an ecotourist threat to whales, as too many people are feeding them*
6. *This is bound to frighten them.*
7. *As a result, the whales abandon their young.*
8. *If whales are to survive this, then governments have to draw up strict guidelines at once.*
9. *We need to control these trips.*

## **PART B**

### **SUCCESSFUL WRITING**

**1. C.**

*due to; A useful suggestion is; As a result; Another solution is; By doing so; It would be also a good idea; In this way; All in all, if; were taken; would become; would suffer; could; result in*

**2. B.**

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

**D.** Developers should:

- keep tourists in one place for as long as they can
- accept fewer tourists, but attract those who will stay longer and spend more
- involve the local community and ensure that they have a vested interest in the success of a development.

Developers should not:

- displace any existing destinations
- build large hotels which make heavy demands on local infrastructure and services
- use outsiders, unless they have to. If an outsider is taken on, developers should make sure there is a transfer of skills to local people.

**E.** a and b All the above advice could be given to a developing country. An overdeveloped tourist area could stop building large hotels and only develop smaller ones. Hotels could use local people more often and invest more in the local community.

**F. a.** foreign ownership

**b.** indigenous communities

**c.** global economy

**d.** competitive fares

**e.** metropolitan countries

**f.** economic opportunities

**G.**

**Problem** - Poor resource countries have to survive in the global economy- by developing tourism

**Cause** - Tourism causes risk to the environment

**Possible negative effect** - Nature and lifestyle could be destroyed

**Objective** - How to keep profitably safe and sustainably beautiful

**1<sup>st</sup> suggestion** - Keep all tourists in one place

**1<sup>st</sup> result** - Reduce the risk to the environment

**2<sup>nd</sup> suggestion** - Take fewer tourists

**2<sup>nd</sup> result** - The resorts – smaller

**3<sup>d</sup> suggestion** - Involve local community

**3<sup>d</sup> result** - Tourist receipts wouldn't be repatriated

**Grammar**

**3.**

1. They shouldn't have built so many high-rise hotels. If they had planned the development more carefully, they wouldn't have spoiled the resort.
2. They shouldn't have allowed the hotels to employ foreigners. If they had insisted on hiring local staff, unemployment would have gone down.
3. They should have controlled the fishing industry. If they had limited catches they would have preserved fish stocks.

4. They shouldn't have let the hotels use so much water. If they had controlled the water supply, they would have protected the local farmers.
5. They shouldn't have allowed foreign companies into the country. If they had kept them out, it would have enabled local hotels to succeed.

**4. A.**

- a. restricting access to historic sites or places of outstanding natural beauty; preventing tourists from trampling over flora and fauna by building pathways.
- b. Making **sure** that detergents **are not** used **in** springs; making sure that no **rubbish** is left behind; **not** damaging fragile plants; not going too near wildlife; providing travellers with a pack of instructions on respecting the environment.
- c. Keeping groups to a manageable size and controlling their behaviour.
- d. There are projects to save wildlife in Africa and to restore ancient monuments. Tourists now sometimes go on holiday to clean up beaches.

**B.**

- |                    |               |                   |                    |
|--------------------|---------------|-------------------|--------------------|
| a. concerned about | c. set up     | e. protected area | g. instructions on |
| b. 'low impact'    | d. rubbish is | f. fragile plants |                    |

**5. A.**

**1. Possible variants:**

1. ...can be cold, so you'll need a jacket and a woolen sweater or cardigan.
2. Although it's usual to change... smart casual wear is acceptable even ..., so a jacket and tie are optional.
3. ... you'll find that there are many steps and uneven cobbled streets, and you'll find a pair flat sturdy ... indispensable.
4. Suitable clothes should be worn .... Visitors... entrance if they are wearing shorts, or have bare shoulders. Women are advised to wear clothes which cover both shoulders and knees. ... are supposed to be left at the entrance. ... is customary are usually provided.

**2. Clothes:** especially in Muslim countries, tourists should wear clothing which does not expose the body in an offensive way.

*Photography:* local people should be asked before being photographed.

*Religion:* religious buildings should be respected for what they are - places of prayer and meditation.

*Begging:* it may be considered unwise to give money to beggars as it may encourage more begging.

**6. B.**

**a.** archipelago; **b.** conservationists, ecologists, zoologists; **c.** predators; **d.** ecosystem; **e.** ban; **f.** devastating; **g.** entry fee.

**C.**

**Animal life**

species, habitat, birds, seabirds, bird colonies, egg stocks, sea cucumber, fish, giant tortoises, iguanas, cats, dogs, pigs, donkeys, horses, cattle, predator, mosquito, snakes, insects

**Plant life**

species, habitat, quinine tree, timber, seeds, vegetables

**7. A.**

- The ecologically minded; all who enjoy ecologically sound holiday; the middle aged (balding and overweight) and even unfit.
- Concerned to buy only ecologically friendly goods; ask where everything comes from; can't buy crocodile bags because leather might come from endangered species.
- Small with modern comforts, sail boat; help passengers in getting into and out of the dinghies; help with jungle walks.
- Daily jungle walks to see fauna and flora; to explore the unspoilt environment remaining ecologically sound.
- Amerindians: Choco tribe from Darien jungle; men make music and women sell baskets, carved ornaments in rosewood and ivory. Cunes on Acuatupa make clothes called molas; do trade in having photos taken.

**PART C**

**SUSTAINABLE TOURISM**

**1. C.** 1; 2; 6.

**D.** 1c; 2g; 3b; 4e; 5a; 6d; 7f

**2. A. Green Earth Travel**

arrange activities; carry out research; encourage the use of; listen to our customers; monitor the number of; provide detailed information; recruit local employment; support campaigns

**B-C.**

**1b; 3b; 4c; 5a; 6d; 11e Sample reply:** You should have recruited local employment

**3. A.**

- |  |                          |                                |                          |
|--|--------------------------|--------------------------------|--------------------------|
| 1. <i>developing</i><br><i>country</i> | 3. endangered<br>species | 5. environmentally<br>friendly | 7. water<br>conservation |
| 2. ozone layer                         | 4. air pollution         | 6. waste disposal              | 8. local materials       |

**B.**

- |            |             |              |             |
|------------|-------------|--------------|-------------|
| 1 effects  | 5 upon      | 9 individual | 13 interest |
| 2 sound    | 6 cope      | 10 dispose   | 14 blend    |
| 3 in       | 7 character | 11 recruited | 15 respect  |
| 4 offering | 8 rather    | 12 expense   | 16 retain   |

**C. Word and preposition combination.**

- |                     |                       |                     |                       |                   |                         |
|---------------------|-----------------------|---------------------|-----------------------|-------------------|-------------------------|
| 1. apologize<br>for | 4. disadvantage<br>of | 7. rise in          | 10. interested<br>in  | 13. afraid of     | 16. cheque for          |
| 2. on holiday       | 5. angry about        | 8. cause of         | 11. delighted<br>with | 14. depend<br>on  | 17. complaints<br>about |
| 3. aware of         | 6. pay for            | 9. invitation<br>to | 12. famous<br>for     | 15. look<br>after | 18. think about         |

DOWN: Good bye and good luck

**PART D**

**TOURISM AND THE ENVIRONMENT**

**Text 1.**

**B. a.** 40,000

**b.** over 650

**c.** Annapurna Conservation Area Project

**d.** King Mahendra Trust for Nature Conservation

**C. 1.** before Everest was climbed (1953): in the Annapurna Area: trekking

2. lodges for trekkers...forest cover was cleared to make way for the lodges.

3. (a) landslides and soil erosion; (b) rubbish dumps/water pollution; (c) the social life of local people changed.

4. (a) making the area a conservation area: (b) collecting entry fees from trekkers to fund local projects; (c) investing in conservation education.

**D. a.** end of May; **b.** winter; **c.** decide on community works; **d.** Village Committees; **e.** deal with forest and agricultural programmes; **f.** Women's groups

**E. a.** (1) helped to make the Annapurna. area the most popular trekking destination in Nepal; (2)

deforestation; (3) drove local residents off the land.

**b.** (1) clear forests; (2) to create an endowment fund; (3) invest money from women's performances in community projects.

**F. a.** problems; **b.** succeeded; **c.** encouraged; **d.** granted; **e.** revenue; **f.** create; **g.** virtually every thing; **h.** no longer

**G.** booming, proliferated, accumulated

## **Text 2.**

**B.**

1. 18,5 mln pounds

2.  $\frac{3}{4}$  from Government;  $\frac{1}{4}$  from local authorities

3. Lake District National Park

4. 8,9.

**C.** (c)

**D.** (a) National Parks; (b) people who live in National Parks; (c) tourist nights spent in Cumbria (Lake District) in 1988; (d) National Parks created in that year; (e) area of England and Wales covered by National Parks

**E. 1.** (c)

2. (d)

3. (a)

**F.** (1) cent; (2) million; (3) Lake; (4) Cumbria; (5) environment; (6) tourist; (7) queues; (8) villages; (9) isolated; (10) jobs; (11) transport; (12) housing; (13) authorities; (14) preservation; (15)

application

**G. 1.** (b) named

2. (a) difficult choices

3. (d) delicate construction

4. (d) crowded

5. (c) places which attract very large numbers of visitors

6. (b) attraction

## **Text 3.**

**B.** 1. an organization which is against ecotourism; 1988.

2. Tourism to wilderness underdeveloped areas; no.

3. 17%



4. 4%

**C.** 1. - 4; 2 - 1; 3 - 3; 4. - 2.

**D.** Because industrialization has had a major negative impact on the environment.

**E.** Because they think it's a marketing gimmick.

**F. a.** "S.t." refers to the idea of putting smth back into underdeveloped countries.

**b.** No.

**c.** 1. appears to be...; 2. little more than...; 3. to keep the 3d World...; 4. ...riddled with...; 5. ... may fail...

**G.** Tourists are going to the 3d World in greater numbers, but are spending less there. Nothing is being "put back".

**H.** Tourists may want to preserve an area in its undeveloped state, but the inhabitants may prefer development. Keeping the area "backward" may maintain poverty and social injustice.

**4. A.** a (2); b (5); c (4); d (1); e (3)

**B.** 1a; 2c; 3c; 4b; 5c

**C.** a 4; b 10; c 11; d 12 ; e 3 ; f 8; g 1; h 5 ; i 2; j 13; k 6; l 7; m 9

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