

Федеральное агентство по образованию Российской Федерации
АМУРСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ
Факультет международных отношений

Загибина М.В., А.В. Замятина, Н.М. Якубова

TRAVEL BROADENS THE MIND

Учебное пособие

Благовещенск 2008

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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.

Пособие предназначено для студентов 2 курса специальности социо-культурный сервис и туризм, изучающих английский язык как профессиональную дисциплину.

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INTRODUCTION

TRAVEL BROADENS THE MIND 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 **TRAVEL BROADENS THE MIND** 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 **TRAVEL BROADENS THE MIND**. 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 and a variety of idiomatic expressions. 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 **TRAVEL BROADENS THE MIND** focus on various forms of writing: descriptions, narratives, as well as 'opinion', 'for-n-against' and 'problem

solution' papers.

UNIT 1 **PERFECT HOLIDAY**

DESTINATION

PART A TYPES OF HOLIDAYS

1. QUESTIONNAIRE Are You a Thrill-Seeker?

Choose the alternative that best describes your likes or dislikes.

1. a. I sometimes like to do things that are a little frightening. _____
b. Sensible people avoid dangerous activities. _____
c. I love being terrified! _____

2. a. I enter cold water gradually, giving myself time to get used to it. _____
b. It's fun to dive or jump right into the ocean or a cold pool. _____
c. I won't go in the water unless it's very warm. _____

3. a. When I go on holiday, I want a decent room and a bed at least. _____
b. I like going camping and doing without the conveniences of everyday life. _____
c. I expect a bit of luxury on holiday. _____

4. a. My friends are pretty crazy. _____
b. I prefer calm, conventional people. _____
c. I like having a mix of friends of all different types. _____

5. a. I think it would be really exciting to do a parachute jump. _____
b. Jumping out of a plane, with or without a parachute, is crazy. _____
c. I'd consider doing a parachute jump if I had proper training. _____

6. a. I think it would be fun to be hypnotized. _____
b. I wouldn't mind being hypnotized by a professional. _____
c. I would hate to be in the power of a hypnotist. _____

7. a. People who ride motorbikes must have some kind of unconscious desire to hurt themselves. _____
b. Riding a motorbike at high speed is one of the most exciting things you can do. _____

c. Motorbikes are just another means of transport. _____

2. WORD POWER Types of Holiday

A. Put the words in the box into the appropriate spaces.

winter sports	safari	adventure
self-catering	cruise	package tour
special interest	weekend break	home stay

1. relaxing _____ holiday with old-fashioned hospitality on a family farm
2. a month's _____ holiday lost in the Amazon rain forest
3. a fortnight's _____ holiday for the family in a rented Swiss chalet
4. a ten-day _____ to Thailand, including flights, deluxe hotels and visits to the Sukhothai national park and the pagodas at Ayutthaya
5. a two-week _____ in the Baltic sea aboard the luxury liner Argenta
6. a(n) _____ holiday skiing on the slopes of the Pyrenees
7. a(n) _____ in Amsterdam to visit the Rijksmuseum and be back in time for **on** Monday.
8. a stay in Mombasa combined with a(n) _____ in the famous Tsavo game park
9. a(n) _____ holiday, excavating Aztec temples or learning English in London.

B. Join the phrases in the two sections a-g and 1-7

- a. a city break in Moscow
- b. a three-week expedition to Greenland
- c. a five-day stay in purpose-built chalet
- d. two weeks on an ocean liner
- e. a month's holiday in a mobile home
- f. a bed-and-breakfast stay
- g. a trip to Disney World

1. to study the geology, flora and fauna
2. in a caravan park in sunny Biarritz
3. at one of the Center Parks holiday villages in Britain, France or Holland
4. with two nights at the Metropol hotel and tickets for the Bolshoi
5. including a three-day stopover in Tahiti
6. with free accommodation in a condo in Orlando
7. in a comfortable guest house near The Black Forest

C. Look at this list of types of holiday. Match each with the appropriate phrase from a publicity brochure.

- | | | | |
|--------------|--------------------|--------------------|------------------|
| a. adventure | d. driving/touring | g. backpacking | j. self-catering |
| b. camping | e. farm stay | h. package/beach | k. skiing |
| c. cruise | f. fly-drive | i. safari/wildlife | l. trekking |

1. Sun, sea, and sand – and all you pack is your suitcase.
2. A floating five-star hotel.
3. Route maps provided.
4. Escape the crowds-go where the mood takes you.
5. A unique game-viewing experience.
6. Tents available for hire.
7. Discover a world of excitement
8. Your car will be waiting at the airport.
9. Each suite has basic cooking facilities and a fridge.
10. Breathtaking views from snow-capped Himalayas.
11. Sun glistening on the white Alpine slopes.
12. Experience the working life of the countryside.

D. How would you describe the holiday in exercise B and C? Choose from the list in the box below and justify your choice.

frightening	relaxing	for the family
exhausting	cultural	once-in-a-lifetime
entertaining	romantic	adventurous

E. Write the words from the box along a line like the one below, going from the cheapest to the most expensive.

a bit pricey	reasonable	dear	exorbitant	prohibitive
at rock – bottom prices	economical	costly	free of charge	

cheap

expensive

3. LISTENING Fly-Drive Holidays

A. A travel agent deals with a telephone enquiry about Florida. In what order do you think the following will be mentioned? Listen and check the correct order.

- _____ a) total price of the holiday
- _____ b) dates of the flights
- _____ c) names of the people travelling
- _____ d) type of accommodation
- _____ e) method of payment
- _____ f) destination

B. Listen again and complete the reservation form below.

Type of holiday:	US Fly0drive
Resort name:	Orlando
Type of accommodation:	(1)
Number of flight:	(2)
Out date:	(3)
Departure airport:	LHR
Return date:	(4)
Departure airport:	ORL
Number of adults:	(5)
Name(s):	(6)
Number of children:	(7)
Name(s):	(8)

C. Listen again and answer these questions.

1. What three things are included in a fly-drive holiday?
2. What types of accommodation are available?
3. When does the guest want to travel?
4. What do the numbers 14 and 543 refer to?
5. How often are the flights to Florida?
6. Which airport do the flights to Florida go from?

D. Professional practice Telephone enquiries

The following phrases are useful when answering the telephone.

- introduce yourself and offer to be of assistance
*Good afternoon, World Breaks, Janet Cookson speaking.
How can I help you?*
- be enthusiastic
That's a very good time to go. We have a great offer at the moment.
- make sure you get all the necessary information
Can I have the names of the people travelling, please?
- check the information
Just let me confirm the details. Is that correct?

E. Work in pairs. Student A turn to page 136. You are a travel agent. Student B, you saw an advertisement for fly-drive deals to Tuscany. Phone the travel agent and ask about dates, accommodation and price.

4. LISTENING Car Hire

A. Before listening to the conversation match the phrases with their definitions.

- | | |
|----------------------------------|---|
| 1. seven-day rental | a) a place where you collect the car |
| 2. air conditioning | b) car hire for one week only |
| 3. collision damage waiver (CDW) | c) in car temperature control |
| 4. an additional charge | d) insurance cover for the driver |
| 5. third-party liability | e) an extra cost |
| 6. a pick-up location | f) insurance cover for other road users |

B. A car hire agent deals with a telephone enquiry. Listen and put his actions in the correct order.

- | | |
|-------|------------------------------------|
| _____ | a) asks for the caller's name |
| _____ | b) asks for the pick-up date |
| _____ | c) confirms the car group |
| _____ | d) explains what ALI means |
| _____ | e) recommends additional insurance |
| _____ | f) confirms the price |

C. Listen to the conversation again and fill in the blanks.

- A: Hello, Miami Autos Direct. How can I help you?
C: Hello, I'd like to _____ a car. I called yesterday.

A: Can I have your name, please, sir?
 C: It's Craig. Mr. Philip Craig.
 A: Just one moment, sir. Was that a Group B car?
 C: That's right. The Chevrolet Monte Carlo with _____.
 A: And you'd like seven-day rental from Miami International Airport. Are you
 _____ to Miami Airport?
 C: Yes, we are. Could you confirm the price? You said it was \$470 including
 _____.
 A: Uhuh. Plus tax at 6.5%.
 C: Sorry, could you repeat that please?
 A: You also have to pay 6.5% tax.
 C: Oh. Oh, I didn't know that.
 A: Are you and your family US nationals?
 C: No, we're British.
 A: Well. For non-US nationals we strongly recommend you take out additional
 liability insurance.
 C: Additional insurance?
 A: That's right, sir. ALI gives additional _____ liability in case of
 accidents and injury.
 C: Oh. Well, I suppose we should take that too.
 A: And when are you _____ the car, Mr. Craig?
 C: Tomorrow morning at 9 am.
 A: Great, see you at nine and thanks for calling! Have a nice day.
 C: _____! So, what's the total cost?

5. *LISTENING* Enquiring About A Motorhome

A. Have you ever stayed in a motor home or a caravan? What was it like? What information does a motor home hire company need to give its customers?

B. Listen to the telephone conversation between the representative of a Motorhome hire company and an enquirer. Which of these things does the customer want?

flush toilet TV microwave cooker double bed

C. Listen again and answer the following questions.

1. What is the age limit for drivers?
2. Is the motor home available immediately on arrival?
3. What training is given?
4. Is petrol included in the price?
5. How much mileage is included in the price?

6. Do the motor homes have flush toilets?

D. In the conversation the representative of the motorhome company has to explain a number of things. Listen to the conversation again and complete these sentences.

1. You have to be _____
2. For safety reasons, we have a policy that _____
3. We recommend you _____
4. As far as mileage goes, we include _____
5. There are full instructions in the manual on _____
6. Most models can take _____

6. STRUCTURE Showing Contrast and Similarity

Use **like** and **similar to** present similar information

Like MH1, MH2 has a shower.

Similar to MH5, MH4 has a flush toilet.

Use **unlike**, **in contrast to**, **while** and **whereas** present contrasting information

In contrast to MH1, MH2 doesn't have a microwave oven.

Unlike MH5, MH4 doesn't have dash-air conditioning.

MH5 has three-way refrigeration, **while/whereas** MH2 has shower.

Student A: You are going on a family motor home holiday. There are a lot of models of motorhome and you don't know what to chose. Ask a car-hire representative to help you.

Student B: You are a car-hire representative. Tell the customer about different models of motorhome, using expressions of contrast and similarity.

Vehicle specification	MH1	MH2	MH3	MH4	MH5
Dash-air conditioning	•	•	•		•
Stove / sink	•	•	•	•	•
Shower	•	•	•	•	
Flush toilet	•	•	•	•	•
Three-way refrigeration	•		•		•
Microwave oven			•		
Freshwater tank	•	•	•	•	
Dual batteries	•	•	•		

7. SPEAKING

Student A: You work for World Breaks car hire, Miami. Answer the phone and complete the reservation screen below.

Student B: Turn to page 136 File 2

Renter's name:	
Pick-up location:	Miami airport
Rental start date:	_____ Day _____ Month _____ Year
Rental start time:	_____ Hours _____ Mins (local time)
Drop-off location:	
Rental end date:	_____ Day _____ Month _____ Year
Rental end time:	_____ Hours _____ Mins (local time)
Car model:	
Rate for 15 days rental:	945 US Dollars
Price includes:	6.5% tax

8. READING Package Holidays

A. Before you read

What is a package holiday? What do you think the price includes?

Winter breaks in the sun	<i>from only \$599</i> <i>all-inclusive</i>
Package holidays at the Miramar Resort	
02078961554	

B. Read the conversation between a travel agent (A) and a customer (C) about package holidays.

- C: So what does 'from \$599 all-inclusive' mean?
A: You pay one price for everything
C: Everything? Really?
A: The price includes flights, **transfers**, and **accommodation** at the resort.
C: What about meals?
A: Let me explain. You can choose from different packages: room only, bed and

breakfast, **half board**, or **full board**. Room only is the cheapest **package**, at \$599, but you have to buy your meals separately in the hotel restaurants. This option also **includes** some self-catering apartments with their own kitchen, but they are more expensive.

C: So bed and breakfast is only breakfast?

A: That's right. Half board means breakfast and dinner are included, full board includes all meals. You pay a higher price for full board, but it usually **works out** cheaper overall. You can eat at any of the resort restaurants.

C: OK, and what else is not included in the \$599?

A: **Optional** excursions, and there's a small charge for some facilities. For example, a sports massage costs \$10.

C: I see. And are there any additional charges?

A: Well, the price is based on two adults sharing a room. There's a single supplement for one person occupying a double room. That's around \$200 - it depends on the room rate.

C: And what about **discounts**?

A: Well, there's a 15% reduction for a third adult sharing a standard room. And there's a reduced rate of 25% for children under ten.

C: And is this the price per person?

A: Yes, that's right. Would you like to take one of our brochures? Then you can think about it.

C. What is included in a half board package? Put a tick in the right columns.

	included	some included	not included
accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
flights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
excursions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
resort facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D. Read the dialogue again. Decide if the statements are true (T) or false (F)

- | | | | |
|----|---|---|---|
| 1. | 'From \$599' means \$599 is the lowest price. | T | F |
| 2. | You can only eat in your own hotel. | T | F |
| 3. | You have to pay for organized trips. | T | F |
| 4. | It's more expensive if you want a room alone. | T | F |

5. Children over ten pay the full adult rate. T F

E. Fill in the gaps with the words from the table.

optional	full-board	discount	includes
half-board	package	transfer	accommodation

1. A _____ is a lower amount of money.
2. The price for the hotel _____ breakfast.
3. The cost of the six-day trip includes meals and motel _____.
4. The most expensive package is _____, because it has all meals.
5. The holiday price includes entertainment in the evenings, and there are _____ excursions on offer every day.
6. If you take the bus, you'll have to _____ twice.
7. You'll find breakfast, accommodation in this _____.
8. If you chose _____, you'll have breakfast, dinner and accommodation.

F. Fill in the gaps with the prepositions from the table.

on	per	at
on	from	out

1. Entry costs \$55 _____ head.
2. You can choose _____ a wide range of vehicles.
3. The price of accommodation is based _____ the room rate.
4. The price of holidays depends _____ destination.
5. If we go by taxi, it's going to work _____ very expensive.
6. Eating _____ the restaurant is a good chance to taste international cuisines.

G. Work in pairs. Use this information to role play a dialogue between a customer and travel agent.

Prices per person for 7 nights from:

\$549 (room only)

\$569 (B&B)

\$589 (half board)

\$599 (full board)

Price includes flights and full use of facilities

Single supplement: \$120

25% reduction for children under 8 years

Self-catering apartments from \$629

H. Create an «Ideal holidays» page with a holiday for everyone in your group.

9. READING Winter Sports Holiday

A. Before you read the text answer some questions:

1. What kinds of winter sports do you know?
2. Have you experienced one of them? Where?
3. If so, did you enjoy it? Would you recommend it?
4. If not, would you like to try it? Do you think it would be easy?

B. Read the extract from Tyax Lodge Heliskiing's online brochure

ABOUT TYAX LODGE HELISKIING

Tyax Lodge Heliskiing offers two- to seven- day packages suitable for **intermediate** to **expert** skiers and snowboarders from its base at Tyax Mountain Lake Resort, a unique **getaway** just 100 km (62 miles) north of Whistler Resort. Skiers and snowboarders enjoy the convenience of having a helicopter at the service of a maximum of two groups. This exclusive service allows skiers **to set their own pace** over a greater selection of untracked powder runs in three different **mountain ranges**. Waiting times are **virtually eliminated** and **on average**, eight to ten runs - selected by experienced mountain guides from more than 275 routes - are skied per day. A hearty lunch is served in the splendor of the mountains.

Tyax Lodge is built on a plateau **overlooking** the frozen waters of Tyaughton Lake, the largest log building in western Canada. Tyax offers European and east coast cuisine plus fresh-baked desserts mid breads. An outdoor jacuzzi **features** a panoramic view of the lake and mountains. Games, fitness rooms, and a sauna are additional **features**.

After skiing, enjoy a pleasant soak in the outdoor jacuzzi or a drink in the Cowboy Bar. After a fine dinner, you can relax in front of the river-rock fireplace or watch video footage of the day's adventures.

C. What type of people is the brochure trying to appeal to?

1. experienced skiers or beginners
2. people who like to go popular and runs or people who like to go somewhere unspoilt and remote
3. people who like adventure and excitement or people who like relaxing holidays
4. safety-conscious people or danger-loving people
5. people who like comfortable accommodation with good food and facilities or people who like to live simple and be close to nature
6. people who want cheap holidays or people who don't mind too much about the cost

D. Fill in the gaps with the verbs from the table.

eliminated	features
overlook	at their own pace

1. Our team was _____ in the first round.
2. Imaginative menu _____ an international range of dishes.
3. All rooms on the top floor _____ the ocean.
4. The Kumon method involves students learning _____.

E. Fill in the gaps with an appropriate word or phrase from the table.

average	getaway	expert	features
intermediate	virtually	ranges	

1. You will have an opportunity to look around the land of high mountain _____ and deep valleys.
2. He was _____ unknown before running for office.
3. Japanese people, on _____, live longer than Europeans.
4. If you have free time and don't know what to do, you can choose from additional _____ - games, fitness, looking around the sights and so on.
5. A book aimed at students at the _____ level and above.

6. Big Bear Lake is a popular weekend _____.
7. Students learn to cook French food with the help of _____ chefs.

F. Find out information on these categories. Make notes that will help you to pass the information to someone enquiring about the holiday.

1. location, scenery, etc.
2. accommodation and facilities
3. length of holidays and itineraries on offer
4. what to do and see
5. meal arrangements

G. Read some additional information about Tyax Lodge Heliskiing. Here is the Tyax Lodge question and answer page from their online brochure. Match the questions with the answers.

- a. How good a skier should I be?
- b. Can I bring my snowboard?
- c. Why do skiers come to Tyax Lodge for Heliskiing?
- d. How are the skiing groups chosen?
- e. What about physical conditioning?

1. _____

Our guests seek an incomparable skiing experience and want to enjoy it with old and new friends in an intimate setting. Our climate zone provides us with lots of snow and sunny weather. Add the more than 275 routes accessible in three different mountain ranges, and the exclusivity of skiing with only two groups per helicopter, and you have found the place for a superb heliskiing or heli-snowboarding vacation.

2. _____

Our regular packages are well suited for advanced, intermediate or expert skiers who are physically fit. Our new heli-relax packages are ideal for intermediate skiers and heliski connoisseurs who desire to ski at a more relaxed and less demanding pace. Our

mountain guides are also ski instructors, trained to teach you the necessary skills as you may require.

3. _____

Especially for our regular packages, your experience will be enhanced by being physically fit and prepared for your Heliskiing vacation. For our new heli-relax packages special conditioning is not necessary... but it certainly can't hurt!

4. _____

Heliskiing at Tyax Lodge is an exclusive experience and we want it to stay that way. There are only two groups, each with a maximum of eleven skiers and a guide, per helicopter. Our heli-relax packages consist of a maximum of ten skiers and two guides. Groups are chosen based on the answers provided on the «Skier Questionnaire» which is filled out upon your arrival at the Lodge. Please, understand that groups travelling together may be split up into different groups according to their abilities. This is done in the interest of making the skiing as enjoyable as possible for all of our guests participating in a Heliskiing holiday with us.

5. _____

Of course! TLH is renowned in the inner circles of snowboarding as 'the place to go'. Please bring your own snowboard as we have no rental boards.

H. Look back at all the texts from Tyax Lodge. Make a list of all the positive adjectives used and note down what they are describing.

For example:

extraordinary (helicopter skiing experience)

challenging (runs)

10. STRUCTURE Superlative language

In order to sell and promote their product advertisers use «superlative» language.

1. Mala Private Game Reserve provides the discerning traveler with a wildlife and big game experience ***second to none***.
2. Mount Andersen Ranch ...provides an exclusive haven for an **unforgettable** fishing and wildlife getaway. Intermediate skiers and boarders will find our new Heli-Relax

groups the perfect way to experience ***the most exciting skiing on earth.***

3. All will find our fantastic mountain lodge facility the perfect way to enjoy ***the most outstanding ski vacation ever.***

4. The Georgia Film and Video Office helps make Georgia ***one of the most sought after*** locations for film production in America.

A. Make similar sentences to the ones above to promote these features.

historic hotel

secluded beaches

exciting night-life

fascinating museum

For example: exclusive restaurant

You will find our exclusive restaurant the perfect way to enjoy a most romantic meal.

Our exclusive restaurant provides one of the most romantic settings in the country.

11. LISTENING Entertainment At A Winter Holiday Resort

A. What entertainment and activities do hotels and tour companies organize for holidaymakers at a winter holiday resort? Think about day- and night-time activities for different age groups (children, teenagers, adults). *E.g.: excursions, discos...*

B. Match these words with their definitions.

- | | |
|--------------------|--|
| 1. demonstration | a) entertainment at a theatre or on tv |
| 2. exhibition | b) explanation to show how to use or do something |
| 3. show | c) musical group that are playing in public |
| 4. arts and crafts | d) game or questions to find out who knows the most |
| 5. race | e) products made by hand |
| 6. competition | f) game to see who is the fastest |
| 7. quiz | g) public display of products or works of art |
| 8. live band | h) event in which people try to be the best at something |

C. Listen to a resort representative who describes the holiday entertainment and complete the programme.

	morning	afternoon	evening
Sunday	--	--	<u>Welcome meeting</u>
Monday	Ski school	_____	--
Tuesday	_____	Children's race	--
Wednesday	Ski school	_____	--
Thursday	Ski school	Beginners' race	_____
Friday	Ski school	--	_____

D. Listen again. Decide if the statements are true (T) or false (F)

- | | T | F |
|--|--------------------------|--------------------------|
| 1. The welcome meeting is in the bar. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Children must be over sixteen to go cross-country skiing. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. "Snowshoeing" is trekking in snow with special shoes that look like tennis rackets. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The demonstration of new ski equipment is in the hotel lobby. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Everybody can take part in the torchlit descent of the mountain. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. There will be a live band and dancing for the farewell party. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. People should sign up for the activities on the noticeboard in the hotel lounge. | <input type="checkbox"/> | <input type="checkbox"/> |

12. PROFESSIONAL PRACTICE Selling Optional Extras

The following phrases are useful when selling optional extras.

- always be enthusiastic
It's lot of fun
- explain what is included
We will organize the hire equipment.
We will provide the transport from the hotel at 6 p.m.
- show interest in the customers needs
You don't have to be a skier to take part.
Children can come along
- explain what the benefits are
We are offering lots of super prizes

Design a seven-day entertainment programme for tourists at winter holiday resort.
Sell optional extras and persuade tourists to do some optional activities. Turn to page 137 File 3

13. READING General Information From a Cruise Brochure

A. There are fourteen different items covered in the extract. Match the headings below with the paragraphs in the text.

- | | | |
|---------------------|-----------------------------|----------------------|
| a. Currency | f. Full-board accommodation | k. Clothes |
| b. Embarkation | g. Guidance | l. Vaccinations |
| c. Entertainment | h. Pregnancy | m. Mail |
| d. Library | i. Purchases on board | n. Exchange facility |
| e. Medical services | j. Shore excursions | |

1. _____

An embarkation notice will be sent with your tickets approximately two weeks **prior to** your cruise departure date. Embarkation generally commences three hours before the ship sails and all passengers should be on board one hour before sailing. **On arrival** at the port, all passengers **are requested** to have all luggage labelled showing the passenger's name, ship, port of departure, and cabin number. Your luggage will be taken care of by porters who will arrange for it **to be delivered** to your cabin.

2. _____

Meals on board (commencing with dinner on .the day of embarkation) consist of early morning coffee or tea, the choice of continental breakfast in the cabin or full breakfast in the dining room, lunch, afternoon tea, and dinner. The last meal on board will be breakfast on the day of disembarkation. Coffee or tea with lunch and dinner is not included.

3. _____

Optional shore excursions are available at most ports of call. Details will be sent with your tickets. Excursions can only be booked on board. Payment will be by the on-board credit card system.

4. _____

Vaccinations are not **compulsory** for any cruises in this brochure. However, please check final vaccination requirements of each country you intend to visit with your doctor or travel agent at least eight weeks before departure.

5. _____

There is a limited foreign **exchange facility** on board each ship where certain recognized foreign money and worldwide traveller's cheques may **be exchanged**. There is a **charge** for this service. The **unit of currency** on board is US dollars.

6. _____

A "No Cash" system operates on all cruises for bar, wine, and beverage **purchases**, as well as shore excursions and services provided in the beauty salons, spas, and hairdressers. This account is normally settled on the last evening of the cruise and payment can be made by credit card, traveler's cheques, or cash. Personal cheques and Eurocheques **are not accepted** on board. A service charge of 10% is added to all accounts.

7. _____

A limited selection of postcards is available from the Information Office, which can also arrange to post your mail.

8. _____

A qualified doctor and nurse are available on all cruise ships. Payment for treatment or medication should be made on board direct to the medical **personnel**.

9. _____

Women up to their 28th week of pregnancy may travel as long as a doctor's certificate **is provided**.

10. _____

Passengers may **benefit from tax-free** prices on a wide selection of goods. The attractive shopping galleries **feature** many top Italian designer products. Gift shops and boutiques have an extensive range of clothing, gifts, and souvenirs. **Duty-free** wines and spirits for **consumption** at home are only sold on the last day of the cruise.

11. _____

This is not **obligatory**; however, passengers often ask us for guidance. The following scale is recommended: cabin steward - \$3 per passenger per day, table steward - \$3 per passenger per day, bus-boy - \$ 1 per passenger per day.

12. _____

The Cruise Director and **staff** arrange a **comprehensive** programme of activities and entertainment on board.

13. _____

Casual and comfortable. For ship and shore, **casual attire** and swimwear is in order during the day. For days in port, comfortable clothes and walking shoes are **a must**. In the evening gentlemen require jacket and tie. For the Gala Nights, a bit more formality **is requested** - a cocktail dress for ladies, lounge suits for gentlemen. Formal evening wear is not essential.

14. _____

Passengers will find a good selection of books available on loan, free of charge.

B. Imagine that you work for a travel agent or for the cruise company. How would you reply to the following questions from passengers who have booked a cruise?

1. How long before departure do I have to get to the ship?
2. How many meals a day are included?
3. Do I have to go on all the sightseeing trips?
4. Do I need any vaccinations?
5. How much cash do I need for daily expenses?
6. I'm pregnant - is it OK for me to go on a cruise?
7. Can I get duty-free goods whenever I want?
8. How much money would I need for gratuities on a seven-day cruise?
9. Do I need to pack a dinner jacket?
10. What leisure activities are there on board?

C. Fill in each gap with a correct preposition.

on	to	on	from
----	----	----	------

1. Thousands of people benefit ____ well-proven cosmetic improvement procedures.
2. All the arrangements should be completed prior _____ your departure.
3. Tourists will exchange money _____ arrival at the port.
4. You have to pay the bill _____ the last day at the hotel.

D. Replace each word/phrase in bold with a suitable expression from the box.

accepted	provided	request	exchange
----------	----------	---------	----------

1. Where can I **change** my dollars for pounds?
2. Tea and biscuits will be **given**.
3. You have **to ask** permission **politely** if you want to take any photographs.
4. He **said "yes"** to the invitation to stay with us.

E. Fill in each gap with a suitable word/phrase.

compulsory (obligatory)	(unit of) currency	purchases	charges
tax-free	consumption	attire	a must
personnel (staff)	comprehensive		

1. Their _____ was a mixture of the sombre and seaside wear.
2. He was paid a _____ cash sum as compensation.

3. If you plan to visit Britain, a travel agent will give you a _____ guide to British hotels and restaurants.
4. She made her _____ carefully, forcing herself to consider the quality of meat.
5. All young men are required to do two years of _____ military service.
6. Warm clothes are _____ in the mountains.
7. In the event of a fire, all _____ must report to the reception area.
8. The _____ of alcohol on the premises is forbidden.
9. Gas _____ will rise in July.
10. The local _____ is the Swiss franc.

14. WORD POWER Ships and Cabins

A. Some things are more or less the same in hotels and cruise ships, but are given different names – for example, *a room* is usually called *a cabin*. Match the items in box A (hotels) with the nearest equivalent from box B (cruise ship).

A		B	
room	chain (of hotels)	cabin	embark
floor	double / twin room	porthole	cabin steward
check-in	window	two-berth cabin	crew
check-out	room service	deck	fleet
staff	waiter	table steward	passenger
guest		disembark	

B. Look at the list of items often found in a hotel room. Which of them would you also expect you find in a cabin on a luxury cruise ship?

bed – single, double	shower	coffee table	trouser-press
twin armchairs	toilet	bedspread	hair-dryer
TV – color, satellite	bidet	cushions	personal safe
wardrobe	jacuzzi	dressing table	multi-channel

drawer/chest of drawers	mini-bar	telephone	radio
mirror	fridge	pillow	iron
en suite facilities	balcony	sheets	ironing board
bath	sofa	bathrobe	verandah

C. Organize the vocabulary items into categories, depending on where you find them in the cabin:

- | | |
|------------------------------|------------------------|
| a. bathroom / toilet section | c. living room section |
| b. bedroom section | d. outside the cabin |

15. *LISTENING* On Board Entertainment and Facilities

Listen to the announcements and conversations aboard the cruise ship. What facilities does the ship offer?

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

16. *LISTENING* Cabin Accommodation

Listen to the conversation between a travel agent and someone enquiring about a cruise. As you listen, make a note of the answers.

1. Small cabin?	
2. Share toilet and the bathroom?	
3. Room for three?	
4. Facilities in the room?	
5. Which cabin?	

17. *READING* Alternative Holidays

A. The word *alternative* can mean *different* or *unusual*. What do you think an *alternative holiday* might be? Read about two holiday centres in the Greek islands.

SKYROS HOLIDAYS

Skyros Holidays have a holiday centre on the beautiful Greek island of Skyros. The island has long sandy beaches, clear blue water, lush forests, and a calm, relaxing atmosphere.

Skyros Holidays offer over two hundred courses. Participants have a chance to develop new skills and interests. For those who want something gentle and relaxing, courses include activities such as yoga, meditation, and music. There are courses in more practical and artistic skills like painting, woodcarving, and pottery. And if it's fun and physical exercise you want, there's also sailing and swimming.

Skyros Holidays are informal and friendly. Participants are free to do as much or as little as they please - the emphasis is on creativity, fun, and relaxation. As well as the courses, there are beach parties and boat trips.

PELIGONI CLUB

Dear Eva

I'm having a great holiday here at the Peligoni Club on the island of Zakynthos. The place is very beautiful – this is a very wild part of the island. I'm enjoying a «restoration holiday». This includes guided walks in the mountains, yoga and meditation, guitar-playing and singing, a swim in a healing sulphur water cove, and even Greek dancing! Yesterday we visited a deserted Venetian monastery, and tomorrow we're going on a boat trip.

They also do painting holidays here. It doesn't matter if you're not very good – the whole island is your studio. And it's a perfect place for water sports. You can learn to sail, and there are courses in windsurfing and water –skiing too. A lot of the villas have swimming pools too, if you don't want to swim in the sea.

The accommodation is very comfortable, and the food is great. I don't want to leave! See you soon

Love, Andrea

B. What activities are included in Skyros Holidays and in Peligoni Club?

activity	Skyros Holidays	Peligoni Club
1. meditation	<input type="checkbox"/>	<input type="checkbox"/>
2. music	<input type="checkbox"/>	<input type="checkbox"/>
3. water-skiing	<input type="checkbox"/>	<input type="checkbox"/>
4. guided walks	<input type="checkbox"/>	<input type="checkbox"/>
5. excursions	<input type="checkbox"/>	<input type="checkbox"/>
6. creative writing	<input type="checkbox"/>	<input type="checkbox"/>
7. woodcarving	<input type="checkbox"/>	<input type="checkbox"/>

- | | | |
|--------------------|--------------------------|--------------------------|
| 8. yoga | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. pottery/ceramic | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. swimming | <input type="checkbox"/> | <input type="checkbox"/> |

D. Look at the list of activities in exercise B. Write them under the most suitable heading (1-4). Add any more activities that you think of.

arts and crafts	physical activities	mind and spirit	waters ports

18. *READING* Adventure Holidays

A. Have you tried any of them? If so, did you enjoy them? If not, would you like to?

- | | |
|---------------------|----------------------|
| mountain-biking | climbing |
| hiking | cannoning |
| white-water rafting | kayaking |
| paragliding | cross-country skiing |
| snowboarding | scuba-diving |

B. Read the text and decide whether it comes from: 1) a guidebook 2) a holiday brochure 3) a newspaper article?

TURKISH COAST

SPORT ENTHUSIAST WEEK

An action-packed week of water sports, mountain-biking, and hiking. You'll have the chance to go scuba-diving, paragliding or white-water rafting. This is an energetic holiday, for which you need to be fit and healthy. Southern Turkey is ideal for sports. It has everything you'll need: coast, canyons, rivers, and mountains. This amazing week starts with a whole day mountain-biking, which includes descending from a nearby mountain plateau. You can spend the next three days in the water. We go diving on the first day (it doesn't matter if you are a beginner or an expert), followed by a breathtaking day canyoning in the stunning Kibris Canyon and a day sea-kayaking to an underwater city. Next, we move on to Kaya for a day's hike along

this beautiful stretch of coastline, with the chance to go paragliding. The climax of the trip is a thrilling white-water rafting expedition on the Dalaman river.

WINTER ITINERARY

In winter, the temperatures are warm on the coast, but a few kilometres inland you can try cross-country skiing and snowboarding (depending on snow) instead of mountain-biking. We also include a day's climbing on the sea cliffs instead of white-water rafting.

Accommodation and food: Seven nights' in hotels included, as well as all breakfasts and four lunches.

Dates and prices: Trips run from Sunday to Sunday throughout the year. The winter itinerary runs from November to April. Prices for the week are from J499 to J599 depending on dates. Price includes flights, accommodation, equipment, internal transport, and some meals (see above).

Insurance 25 Deposit 35 Single supplement 70

C. Fill in the gaps with the prepositions from the table.

from	on	with
of	to	on

1. When you finish, move _____ to the next exercise.
2. Instead _____ staying at home, white-water rafting.
3. Choosing this package, you'll have the chance ____ live at the five-diamonds hotel.
4. Your first tour day starts _____ looking around the sights.
5. The hotel, you want to stay in, is situated _____ the picturesque island.
6. Tours to Egypt runs _____ May to November.

PART B TRAVELLING EXPERIENCE

1. PHRASAL VERBS Getting Away From It All

A. You are going to hear four people talking about their holiday and the importance of holidays in their lives. Make notes in the grid below.

	Last holiday	Importance of holidays
Jean		
Andy		
Susan		
Sheila		

B. Listen to the sentences with the multi-word verbs in A. Then match the verbs in A with the definitions in B.

A

1. to take off
2. to pick someone up
3. to drop someone off
4. to get away
5. to check out
6. to set off
7. to get back
8. to touch down
9. to look around
10. to stop off

B

- a. to leave a hotel after paying the bill
- b. to break one's journey for a short time
- c. leave the ground and begin flying
- d. to walk round a place in order to see what it is like
- e. to have a holiday
- f. to drive so. where they want to go and leave them there
- g. to begin a journey
- h. to collect someone by car or coach
- i. to land after a flight
- j. to arrive back at the place you started from

C. You are on holiday in Rhodes. Your travel representative leaves you a note giving details of an excursion to the nearby island of Symi. Fill in the missing words opposite.

Hi there!

The arrangements for tomorrow's trip to the island of Symi are as follows: The coach will _____ us _____(a) at 7.00 a.m. outside the post office – so remember to set your alarm clock! It will take us to Rhodes harbor and then we'll catch the ferry to the

island of Symi. When we get there, another coach will _____ us _____ (b) and take us to the main town. We will have about two hours to _____ (c) the shops and have lunch. At 3.00 p.m. we'll _____ (d) for the village of Pixos. At 5.00 we'll catch the ferry again and we'll _____ (e) to Rhodes harbor at about 7.00. Another coach will _____ us _____ (f) and we'll _____ (g) somewhere for a meal on the way back. The coach will _____ us _____ (h) at the post office around 10.00, so you'll probably _____ (i) to your apartment about 10.15.

See you tomorrow. *Julia*

D. Fill in the gaps below. Then listen to Sheila again to check your answers.

- | | |
|-------------------------------------|-------------------------------------|
| a. to look forward _____ doing sth. | e. to succeed _____ sth. |
| b. to suffer _____ sth. | f. to be disappointed _____ sth. |
| c. to complain _____ sth _____ so. | g. to be (dis)satisfied _____ sth. |
| d. to insist _____ sth | f. to be angry _____ sth./_____ so. |

E. What do you think the following expressions mean? How would you say the same thing in your own language?

- It's just a stone's throw away.
- Travel broadens the mind.
- To get away from it all

F. Ask and answer questions about the holiday below.

Student A

You have booked a holiday in Lindos on the island of Rhodes. Phone up the travel agent to check the details. Use the verbs below.

Student B

You work in a travel agency. A customer calls to check his/her travel details. Use the information and the verbs below

take off	get to
drop off	stop off
pick up	check in/out
get back	

take off	stop off
pick up	drop off
look round	touch down
check in/out	get back

Island: Rhodes / Holiday resort: Lindos. **ISLAND: RHODES Holiday resort: LINDOS**

Journey details

- | | |
|--------------------------------------|---|
| 1. <i>what time plane depart?</i> | Flight departs Heathrow Saturday 08.00
Plane arrives in Athens at 13.00. It stops on |
| 2. <i>direct flight to Rhodes?</i> | the way for 24 hours (sightseeing time)
Plane departs again on Sunday at 16.00. |
| 3. <i>when arrive Rhodes?</i> | Plane lands in Rhodes at 16.45.
Passengers collected by coach at 17.15. |
| 4. <i>journey to hotel?</i> | Coach leaves them at hotel in Lindos at 18.30.
Must register at hotel before 21.00 |
| 5. <i>hotel booking arrangements</i> | Return journey details
Must leave hotel by 11.00 |
| 6. <i>return journey details?</i> | Coach collects passengers at 12.00
Plane leaves 16.00 |
| 7. <i>when collect tickets?</i> | Plane lands Heathrow 17.00 |

2. PHRASAL VERBS Turn of a Phrase

A. Read the text, which is the first part of a letter, and match the words in bold to the definitions on the right.

Sydney, 1th January

Dear Mike,

Well, here we are at last, although there were times when I really didn't think we'd make it. So far this has been the worst holiday of our lives. Still, I suppose **we'll 1) get by** somehow!

On Friday we **2) set off** for the airport with plenty of time to spare, but our troubles started almost at once. There had just been sort of bomb scare at the airport and the traffic was **3) held up** for hours while the police searched every single car entering the airport complex.

When we eventually got to the Terminal Three, there were thousands of people **4) queuing up** to check in for their flights. There was nothing we could do except wait patiently with everyone else. Anyway, at last we reached the head of the line, only to be told at the check-in desk that we were in the wrong queue!

By the time this problem was **5) sorted out**, passengers for our flight had been already boarding. We hurried through immigration and **6) got on** the plane as they were closing the doors. Then – would you believe it? – there was some technical problem with the plane and we didn't **7) take off** for another four hours!

Of course, since we'd already boarded, we couldn't **8) get off** the plane again.

We just sat there, bored out of our minds, while the stewardesses **9) brought round** drinks and food. At this stage I honestly felt like **10) giving up** and going home.

- | | |
|---|---|
| a. _____ stand in line, waiting for sth | f. _____ disembark from a plane/train/etc |
| b. _____ distribute sth to each person | g. _____ stop doing/trying to do sth |
| c. _____ leave home at the start of a journey | h. _____ resolve a problem |
| d. _____ cope, although with difficulty | i. _____ delay sth |
| e. _____ board a plane/train/etc. | j. _____ (airplane) leave the ground |

1. Replace each word/phrase in bold with a suitable expression from the list.

bring round	get by	give up	set off	sort out
-------------	--------	---------	---------	----------

- You arrived very early this morning. What time did you **leave** home?
- Many people who start a diet soon **quit** because they do not see immediate results.
- Waiters **distributed** glasses of champagne so that we could toast the bride and groom.
- He can **manage** on his salary, but he never has any extra money for entertainment.
- We've **resolved** the problem with your check, so you can cash it tomorrow.

2. Fill in each gap with a suitable phrasal verb from the list.

get off	get on	hold up	queue up	take off
---------	--------	---------	----------	----------

- a. The exam was _____ for an hour by a fire alarm.
b. I had to _____ for two hours to get into the cinema.
c. We _____ the plane while the luggage was being put on board.
d. The plane _____ at 9.30 and landed two hours later.
e. After three hours on the bus, I was glad to _____ and stretch my legs.

B. Read the text, which is the second part of the letter in Ex.1 and match the words in bold to the definitions below.

Anyway, after we'd been in the air for several hours and everything was **1) going along** nicely, we were told we would have to **2) stop over** in Siberia – another problem with the plane! We spent the whole time in the airport, and it was freezing. We were asked to **3) line up** just to get a bowl of hot soup.

Eventually we arrived in Sydney. I was expecting the worst, of course, but our luck seemed to have changed. We **4) sailed through** customs, **5) got into** a taxi and **6) headed for** our hotel.

I could've cried when we got there. When we tried to **7) book in**, it **8) turned out** the hotel had given our room to somebody else by mistake. To make matters worse, every other hotel in the area was **9) booked up**. We finally found a tiny room with no shower.

We **10) checked out** as soon as we woke up, and went looking for a hotel with vacancies. We found a nice one in the end, so let's hope our troubles are over and the holiday turns out to be enjoyable.

- | | |
|--|---|
| a. _____ be full (<i>i.e. no more vacancies</i>) | f. _____ stay swth briefly during one's journey |
| b. _____ happen | g. _____ go toward |
| c. _____ make progress, develop | h. _____ enter a vehicle |
| d. _____ pay the bill when leaving a hotel | i. _____ pass/go through sth easily |
| e. _____ register at a hotel | j. _____ stand in a line |

3. Replace each word/phrase in bold with a suitable expression from the list.

book up	check out	get into	sail through	stop over
---------	-----------	----------	--------------	-----------

- a. Sally **easily passed** the Music Academy's entrance exam.
- b. The film star tore her skirt as she was **entering** the limousine.
- c. We had to **spend a night** in Singapore on our way to Peking.
- d. We paid our bill, **left the hotel** and took a taxi to the airport.
- e. I'm afraid that we are unable to offer you a room because the hotel is **full**.

4. Fill in each gap with a word from the list.

along	booked	heading	lined	turned
-------	--------	---------	-------	--------

- a. As soon as we had _____ in, the porter took our bags upstairs.
- b. Yes, everything's fine, thank you. The new course I'm doing is going _____ nicely.
- c. We were _____ for Shrewsbury, but we got lost **in** Gloucester.
- d. At first we thought she was all right, but it _____ out she was badly hurt.
- e. The soldiers were _____ up in readiness for the General's inspection.

PART C BOOKING A HOLIDAY

1. READING Holiday Brochures

JERSEY

The largest of the group, Jersey lies 1000 miles from Weymouth on England's south coast. Despite its small area – about 45 square miles – there are some 500 miles of roads suitable for motoring and it's easy to hire a car. The scenery varies from magnificent cliffs on the north coast to sandy beaches on the south, with lush valleys in between. St Helier is Jersey's capital, and has plenty of shops and entertainment in its charming narrow streets. See 16th-century Elizabeth Castle in St Aubin's Bay, reached by a narrow causeway or by ferry at high tide. Near the village of Gorey you'll find Mont Orgueil Castle with its tableaux and museum, while the village itself boasts a pottery centre where you can see craftsmen at work. Sporting enthusiasts are

well catered for – golf, motor – racing, surfing and underwater swimming are among the many pursuits you can follow – or simply relax on one of the clean, golden beaches hiding among rocky headlands.

WINTER IN BRITAIN

This is the season for visits to the theatre, opera, concerts and ballet, or for discovering the treasures of the hundreds of museums and galleries through-out the country. Soccer is in full swing and there's rugby, too, with thrilling international matches at the famous grounds of Twickenham in London, Cardiff Arms Park in Wales and Murrayfield in Scotland. If you prefer four-legged sport, it's the steeplechase season, with meetings at major racecourses in all areas of Britain. If you're energetic and like to take part in sports, Scotland is the place for you at this time of year, as centers such as Aviemore have excellent facilities for winter sports and year-round holiday entertainment. If you prefer a more relaxed way of life, you can eat out by cozy candlelight, or have a few drinks beside a roaring log fire in a country pub.

LONDON'S ATTRACTIONS

London has plenty to offer during the winter months, especially in the way of entertainment – and the shops act like a magnet with their array of presents for the Christmas shopper, followed by bargains galore in the January sales. But it's not only London that offers value shopping – most of our suburban and provincial centers have just as much to offer the eager shopper. Even if you're based in London, you don't have to spend all your time there – and that goes for all the year round, too. Take a train or coach and see what else Britain has to offer; there are many excursions, even winter, and among the great country houses which keep their stately front doors open throughout the year are Longleat and Woburn Abbey. Hire a car and drive out into the beauty of the winter landscape – the scenery is still beautiful – and people will have more time to chat to you at this time of year.

2. LISTENING Stages In Booking A Holiday

A. For the travel agent there are many different stages involved in the booking of a holiday for a client . Here are the stages typically followed by a travel agent. Put them in the right order.

- ___ a. take initial payment/deposit
- ___ b. create computer file for client (personal details, etc.)
- ___ c. enter details of this particular booking
- ___ d. deal with initial enquiry
- ___ e. issue «Welcome Home» feedback letter
- ___ f. tickets checked against computer system
- ___ g. confirm booking on computer system – booking links directly to tour operator system
- ___ h. offer insurance and other services
- ___ i. tickets collected (or sent to client)
- ___ j. tickets sent out by a tour operator to a travel agent
- ___ k. notify client that tickets are ready
- ___ l. produce printed booking form (booking authorization form)

B. Listen to Sharon Kett from the Thomas Cook travel agency explaining the stages they go through. See if the order you chose was correct.

3. LISTENING Booking a Holiday

A. Listen to this conversation which takes place in a travel agency. The customers want to travel to somewhere hot for a beach holiday in November. Which of these places do they choose – The Gambia, Spain. Tenerife, Lanzarote, La Gomera, or France? What is wrong with the places they don't choose?

B. Listen again and complete this enquiry form.

Resort	Playa Blanca			
Hotel				
Room	single	twin	balcony	sea view
Meal-plan	self-catering	bed & breakfast	half-board	full-board
Airport	from _____		to _____	
	Departure on _____		Dep: 09.35 Arr: _____	
	Return on _____		Dep: _____ Arr: _____	
Client name	1		2	
Contact ph. n.				
Booking				

reference	
-----------	--

C. Listen to the conversation again and fill in the blanks.

- A. Hello, can I help?
- C. Yes, we're looking for a holiday in November, somewhere hot – you know, near a beach and all that, but not too far away if possible.
- A. OK, well, what about going to the Canaries? They are warm throughout the year and they are interesting.
- C. Yes, we thought that. In fact, we saw that ad here for Tenerife – Playa de Americas. It seemed very _____.
- A. OK, I'll check _____ for you... No, I'm sorry they have all gone. It was a special offer. There's plenty more choice in the Canaries, though. But, I wonder, have you thought of going to Gambia? It's very reasonably priced and you are guaranteed sun.
- C. Yes, but it's a long flight, isn't it?
- A. It is a _____ flight, you are right. OK, let's stay with the Canaries. What type of accommodation are you looking for? Something with a bit of life or something more relaxing?
- C. We want somewhere quiet but with some _____ – restaurants and things like that.
- A. How about La Gomera? It's a small island, very quiet but with things going on and very pretty. The only problem is that there are no _____ flights, so you have to get a _____ from Tenerife .
- C. Mmm. We've only got a week so we need somewhere with a direct flight.
- A. You could try Lanzarote. There are some very peaceful parts. I think you'd like it. We often recommend Playa Blanca – there's a great hotel there called the Lanzarote Princess. All the usual facilities, near the beach, but very _____ and built. Here's a picture – it's fairly cheap as well, as you can see.
- C. Sounds good.
- A. I'll check availability for you... Would you want a twin room with a balcony?
- C. Yes.
- A. Bed and breakfast or _____?
- C. Er.. I'm not sure.
- A. If I were you, I'd choose B&B, then you can eat out in the restaurants at night. That way you'll see a bit of the local life.
- C. OK, bed and breakfast.
- A. I'm sorry, did you say you wanted a balcony?
- C. Yes, we did.

- A. OK. There's availability on the 14th of November. Flight from Gatwick at 9.35 arriving 13. 30 local time. Returning on the 21st of November, departing Lanzarote 15.00 and arriving at Gatwick at 19.00.
- C. That's good – no night flights.
- A. Do you want to _____ it?
- C. Can we think about it?
- A. Of course. I can put a 24-hour _____ on your reservation, and you can let me know tomorrow.
- C. Yes that's a good idea. We're not committed then, are we?
- A. No, you're not. You can make your mind up in your own time. Can I just take some details? What name is it?
- C. John and Amanda Hollins.
- A. That's H-O-L-L-I-N-S?
- C. Right.
- A. And a day time phone number?
- C. 340 0838.
- A. OK. What I'll do is hold this 24 hours. If you could phone us tomorrow and tell us if you want to confirm the _____ we'll take some more detail then. I'll just give you the booking _____. It's 17583.
- C. 17583. Great, thanks. I'll call you tomorrow. Thanks for your help.
- A. You're welcome. Goodbye.

D. Complete the table with the examples from the conversation.

Suggestion	Add information	Add further comment
1. What about going to Canaries?	They are warm throughout the year	and they're very interesting.
2.		
3.		
4.		
5.		
6.		

E. Here are some of the expressions the travel agent and the customer use when taking the booking. Find these expressions in the dialogue.

Can I help you?

I'll check availability for you.

There's availability on the 14th of November.

Do you want to confirm it?

We're not committed then, are we?

What I'll do is hold this.

Can I take some details?

I'll just give you the booking reference number.

4. STRUCTURE Making Suggestions

<i>What about...</i>		<i>You could...</i>	
<i>How about...</i>	<i>going by train ?</i>	<i>Why don't you...</i>	<i>go by train?</i>
<i>Have you thought of...</i>		<i>If I were you I'd...</i>	
<i>I suggest...</i>		<i>Shall we...</i>	

How does that sound to you?

What do you suggest instead?

Responding to suggestions

You agree	You don't agree	You have a better idea
Fine by me/with me	I'd like but I have plans	I've got a better idea
I'm all for it	I don't know	It would be better to do...
Sounds great	I don't feel like it	I'd rather do...
That's a great idea	I'm not sure	I'd prefer to do...

A. Read the following questions asked by customers in a travel agency. Make suggestions and add some extra information. Use the words in brackets in your answer. Respond to suggestions. The first one has been done for you.

1. I've got to go to Paris this week, but I'm a bit worried about the air traffic controllers going on strike, (*ferry/comfortable/sailings*)

Example:

A: Have you thought of going by ferry? It's very comfortable- and there- are lots of sailings.

B: I'm all for it / I don't feel like it / I'd rather do...

2. I'd like to drive around Spain, but I don't really want to take my own car.

(hire a car/good value/book in advance)

3. My daughter wants to travel round Europe for a few weeks. What is the best way of getting around? *(Inter-rail card/valid 1 month/go wherever she likes)*

4. Do you know any hotels near the airport that I can stay in? *(Sheraton/five minutes from Terminal 2/free courtesy bus)*

5. Where can I take my six-year-old son for the holiday of a lifetime? *(Disneyland Paris/easy to reach/very popular with children)*

6. I'd like to see a bit of the city but I haven't got much time. What can I do? *(bus tour/very interesting/two hours)*

B. Use the expressions above to make suggestions, give information, and make comments in response to these statements. You can use your own ideas or the ideas in brackets if you want.

1. I don't like flying. *(take the train - fairly quick - interesting views)*

2. We want to go skiing. *(Switzerland - many different resorts - beautiful scenery)*

3. Where can I find the cheapest flights? *(look in the Sunday papers - all the companies advertise there - I've got a copy)*

4. I'd like to send my parents on a cruise. *(Mediterranean)*

5. How can we get to see more of the island? *(hire motorbikes)*

6. We want a holiday with a difference.

5. LISTENING Places to Visit

Read the following points, then listen to the dialog between a travel agent and a customer who wants to go to the Sunnyside self-catering apartments near Terremolinos. Underline the points mentioned in the dialog.

1. Dates of holiday

2. Number of people going on holiday _____
3. Prices of holiday _____
4. Type of transport _____
5. Weather details _____
6. Method of payment _____
7. Clothes required for holiday _____
8. Name and address of customer _____
9. Equipment required for holiday _____
10. Type of food available _____

6. *LISTENING* US Visa Requirements

A. Have you ever travelled to a country where you needed visa? How did you apply for it? Why do some countries require visas? Have you ever been to the United States? Did you need a visa?

B. Listen to a recorded telephone message giving information on visa requirements for travelers to the USA. Decide whether the following statements are true or false.

- | | T | F |
|--|--------------------------|--------------------------|
| 1. A British citizen only requires a visa if he or she is staying for more than nineteen days. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Citizens from Japan can participate in visa-waiver programme. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. You are allowed to work while in the US. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. You can enter on any airline or sea carrier. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. You are allowed to make return trips to Mexico while you are in the US | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. If you need a visa for a holiday the correct visa is a B1/B2 visa. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. You should get your visa before you buy your travel ticket | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. If you have already been refused a visa you will not get one when you apply again. | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Postal applications take about three weeks. | <input type="checkbox"/> | <input type="checkbox"/> |

10. You will need to send your passport when you apply for a visa. ☐ ☐

7. *LISTENING* A holiday in Thailand

A. Listen to a person booking a holiday in Thailand. What does her travel agent try to sell her?

B. Listen again and answer the questions.

1. What kind of insurance does the travel agent recommend?
2. What does the package include?
3. When would any medical cost be paid?
4. What else does the insurance include?
5. How much does the insurance cost?

PART D DIALOGS FOR EVERYDAY USE



Talking English

1. A CHANGE FROM THE MUNDANE

- 1- What shall we do today?
- 2- Did you have something special in mind?
- 1- No. Not really. I just thought that it might be fun to do something we've never done before.
- 2- Well, are you feeling adventuresome? Do you want to do something dangerously exciting?
- 1- It doesn't have to be dangerous or exciting- just something different. I need a change. I feel like I'm in a rut.
- 2- I know the feeling. Usually I get it every spring. I feel I have to get away from it all, you know, seek new horizons, new beginnings...
- 1- I thought that was spring fever! What I'm talking about is a change, change from the humdrum, the mundane.
- 2- Sounds like the same thing to me! You've just got spring fever in the fall!
- 1- Well, anyway, can we discuss what we're going to do today? May be we'll come up with some kind of a terrific idea.
- 2- Okay by me.

2. THE FARMER'S ALMANAC

- 1- My uncle says that this is going to be a very hot summer.
- 2- Really? How does he know?
- 1- Oh. He believes in the Farmer's Almanac. He's always referring to it for the information about the future weather, what's going to happen to crops and that sort of thing.
- 2- Um. My grandfather was always quoting the Almanac too. He put great store in it.
- 1- I've often wondered though just how accurate the weather predictions were. I never did check on it.
- 2- I did once or twice. If I remember correctly it was about 50% right., but there was an amazingly high percentage of correct information about the weather and crops.

- 1- I wish the Almanac could help me in a personal matter. I have to make an important decision soon, and I just don't know where to start

Say It With Us

1. JIM AND MAGGIE DISCUSS THEIR SUMMER HOLIDAYS

Maggie thinks it is high time to make some plans for the summer holidays. She would like to go abroad but Jim is afraid they will not be able to afford it.

Maggie: I've been thinking about the summer holidays, Jim. I should like 'to go somewhere really interesting' this year.

Jim: Aren't we going down to East Bourne as usual?

Maggie: Jim! If you make me go there just once more, I'll walk out on you.

Jim: Have you any better ideas, then?

Maggie: I was passing by Jane's travel agency this morning, so I collected some leaflets. If you're not too busy, perhaps we can have a look at them now.

Jim: I'll look at anything, but what about the money? Even if we don't have any special expenses this term, there won't be much left over for a holiday abroad.

Maggie: If only you were an engineer, Jim, instead of a teacher, we wouldn't always be worrying about money.

Jim: Ah, but if I weren't a schoolmaster, I wouldn't have such long holidays to go abroad in .

Maggie: But if you were an engineer, your firm might send you abroad.

Jim: And you would have to stay at home. You wouldn't like that at all.

Maggie: Well, no, I wouldn't. But look, here's an interesting one: two weeks in the Austrian Alps. "Glorious mountain scenery and every home comfort", it says.

Jim: But it always rains in the mountains in July, Maggie. And if it rains, the whole holiday will be spoilt.

Maggie: Here's a better one then: "Sunshine cruise round the Balearic Islands" only £55. If we saved a little harder we could just manage, couldn't we?

Jim: Well, if I took on an extra evening class, we might.

Maggie: And I could ask Mr. Smithers to give me some typing to take home. If we

worked hard, we could earn quite enough between us, couldn't we?

Jim: Well, I suppose we could.

Maggie: Oh, how lovely, Jim! Nothing to do all day except lie in the sun and get a gorgeous tan. I must ring up Jane right away, and ask her to book it for us first thing tomorrow morning.

Jim: Mmm... Maggie, just a minute. I'm afraid you didn't look at the leaflet very carefully. "£ 55 special reduced off-season price" it says. I expect it'll be much more at the height of the season.

Maggie: Oh, Jim. And I was so looking forward to our cruise! But suppose we saved really hard, perhaps we could just...

Jim: No, we couldn't. It's not worth it.

Maggie: But I'm not going to East Bourne, that's final.

2. MORE ABOUT THE HOLIDAYS

Maggie and Jim are again talking about their holiday plans. Maggie has a new suggestion to make.

Maggie: You haven't forgotten about our holiday, have you, Jim?

Jim: No, of course not, dear.

Maggie: And you still want us to go abroad, don't you?

Jim: I suppose so.

Maggie: Well then, I met Jane today and she came up with a perfectly terrific idea. Robert is going to sell his scooter and buy a second-hand car and she wants to know whether we'll join them on a tour of the Continent. It is a marvelous idea, isn't it?

Jim: I daresay it is.

Maggie: They were thinking of driving to Moscow, via Poland. If we share the cost of petrol between the four of us, it won't be too expensive, will it?

Jim: I shouldn't think so.

Maggie: Besides, we can take tents and camp. They've opened camping-sites in the Soviet Union this year, haven't they?

Jim: Now you mention it, I believe they have.

Maggie: We'll be able to get visas and things quite easily, won't we?

Jim: I should think so.

Maggie: We'll have a wonderful time. And after all, it is very important to get to

know other countries, isn't it?

Jim: I suppose it is.

Maggie: We must stop in Warsaw on the way. You remember that film on TV showing the tremendous rebuilding they've done there since the war.

That should be worth seeing, shouldn't it?

Jim: I expect so.

Maggie: Jim! You're being very lukewarm about the whole thing. Do try and show a bit more enthusiasm. You want to go abroad this summer, don't you?

Jim: Well, I do, Maggie, but I wish you'd make up your mind. First it was the Balearic Islands, then a cruise round the Norwegian fjords, then camping in Corsica, and now you come up with this idea about Moscow. I expect you only want to go there so that you can book a trip to the moon.

Maggie: Jim, don't you think you're being unfair? After all, I'm only doing my best to fix up an interesting holiday for us, and I really think this latest idea is the best one of all.

Jim: Well, it's not so bad, I suppose. You'd better invite Robert and Jane round one day, so that we can talk the whole thing over with them.

Maggie: Oh, that's an idea! Jim, I'll ask them for Sunday.

Jim: And you won't change your mind again, will you Maggie?

Maggie: Well... I don't suppose so. But you never know.

3. PLANS FOR SUNDAY

Jane and Robert are talking about the Polish girl they met at the station. They want to take her out on Sunday and show her some interesting places.

Jane: Are you going to be this Sunday, Robert?

Robert: It depends on Mason. I owe him a Sunday. He'll let me know when he gets back from Liverpool this evening.

Jane: If you're working, let's take this Polish girl out for the day.

She'll be going back next week, so it's our last chance.

Robert: Good idea. Where shall we take her?

Jane: I thought we might drive down to Canterbury.

Robert: Oh, Lord, are you going to drag me round the cathedral again, Jane?

I expect we'll be spending our honeymoon doing a tour of English cathedrals. In any case we should take her somewhere unusual.

She'll have seen all the normal tourist attractions.

Jane: I know. Shall we take her to Windsor on a river steamer?

She'll enjoy going round the state apartments.

Robert: What an enthusiast you are for ancient monuments. Well, when does the steamer leave?

Jane: Pass me the timetable over there, will you? Here you are.

One leaves at eight and the other at three thirty.

Robert: One's too early and the other's too late. Besides, we won't get tickets at such short notice.

Jane: Will you try on your way to the office, tomorrow?

Robert: I will if I must, although I won't be going that way tomorrow. But tell me,

Jane, do you really think she'll enjoy four hours on a crowded boat?

Jane: Think of something better then.

Robert: Well now, I think she'll want to see something of how ordinary people live, for a change. I suggest we take her round the East End and the docks and then drive out to Epping. We'll invite ourselves to tea with Jim and Maggie.

Jane: Oh, Robert, how dull. Tea with Jim and Maggie is a good idea, but you'll have to think of something more exciting if you want me to come along.

Suppose we take her round some of those old Essex villages?

Robert: But she'll have had enough of that kind of sightseeing. We must show her that England doesn't consist entirely of cathedrals and half-timbered cottages.

What about our industry, what about science and technology...

Jane: There's no stopping you, Robert, when you get on your hobby-horse.

Robert: Well, of course, there is one other solution.

Jane: What's that?

Robert: Why not ring up Mrs. Daniszewska and ask her where she'd like to go.

Jane: What a sensible idea. Will you ring her, or shall I?

Robert: You can. But when you do, don't start telling her about all the cathedrals you want to show her.

Jane: All right, I won't. But when we meet on Sunday, I'll make sure we don't end up at a coal-mine.

UNIT 2 DESCRIBING A PLACE

PART A LOOKING AROUND THE SIGHTS

1. LISTENING A Sense of History

A. First read the description and try to guess the missing words. Then listen and check your answers.

KIYOMIZU During the period from 794 to 1868, when Kyoto was the capital of Japan, over 2,000 Buddhist temples and Shinto _____ were built in the city. One beautiful _____ is named Kiyomizu. Built in 1633, the present buildings of Kiyomizu are set high on a _____. As you walk up the hill, you can see the _____ of the temple buildings rising above one another. From the veranda of the largest _____, you can look across the city of Kyoto.

TEOTIHUACAN Two thousand years ago, Teotihuacan, located north of Mexico City, was the largest _____ in the Americas, the capital of a powerful state of 100,000 inhabitants. It began to decline after 600 A.D. and was eventually abandoned and burned. When the Aztecs discovered the _____ years later, they believed the city had been _____ by gods. Visitors can _____ along the Avenue of the Dead to the enormous Temple of the Sun, from which there is a _____ of the ruined city. Every evening a sound and light show tells the story of the _____ city and its people.

STONEHENGE Scientists estimate that Stonehenge, a _____ in Wiltshire, England, dates from 2000 B.C., but nobody knows why it was built. It consists of a circle of 30 upright stone pillars connected with a flat _____ laid across the top. Within the circle are five big stones in a horseshoe pattern and one pillar that faces the _____. Because of this, some people think Stonehenge was an ancient observatory. Others, however, believe it was a temple and _____ ground. Although _____ can't touch the stones, they can view the from behind a fence.

B. Make a list of some of the important historic sites in your own city or region . Then discuss these questions.

1. Which of the places have you visited? What do you remember best about them?
2. Are there any places you haven't visited that you would like to visit?
3. Do you enjoy visiting museums? Why or why not?
4. If you could live in another time in history, when would it be? Why?

C. Join a partner. Talk about the history of your city or region and the places a tourist can visit.

One of the most interesting things about ... is ...

The most interesting place to visit is ...

You'd really enjoy visiting ... because ...

The best thing about ... is ...

2. LISTENING What's It Like There?

A. Jackie, Nick and Kate are talking about countries they have visited Guess which country each person is talking about.

1. Jackie

What was the weather like? _____

What did she like the most about her trip? _____

What was her favorite place? _____

What country do you think Jackie is talking about? _____

2. Nick

What did Nick do during the first part of his trip? _____

What did he like the most about his trip? _____

Why would he go back? _____

What country do you think Nick is talking about? _____

3. Kate

What was the weather like? _____

What did Kate like the most about her trip? _____

What did she buy in Taxco? _____

What country do you think Kate is talking about? _____

3. QUEST Cities of the World

Which cities do these sentences describe?

1. This city, which lies in the northeast, was the country's busiest port from 1500 to 1815. _____

2. This is the city that hosted the summer Olympics in 1988. _____

3. This city, which was the country's capital from 794 until 1868, has around 2000 temples and shrines. _____

4. People often visit this city in February or March for the famous Mardi Gras Festival. _____

5. This city, which is built on two levels, is famous for spicy food and lively music that trace their origins to Africa. _____

6. Visitors to this city love the French Quarter, which is known for its music clubs, bars, and restaurants. _____

7. In this city, food lovers should try the spicy cabbage dish called kimchi, which is served as a side dish with almost every meal. _____

8. In this city, tiny shops on picturesque streets sell traditional sweets made from beans. _____

4. LISTENING What Do You Like About the City?

Listen to Deborah and Todd talking about two of the cities in Ex. 14. Which city is each person talking about? What are some interesting features of each city?

	City	Features
--	------	----------

Deborah		
Todd		

5. STRUCTURE Defining And Non-Defining Relative Clauses

A defining relative clause defines or gives essential information about a noun.

New Orleans is a city **where people go to celebrate Mardi Gras.**

Salvador is famous for food and music **that trace their origins to Africa.**

A non-defining relative clause gives optional information about a noun. Notice the use of commas.

Seoul, **which hosted the 1988 Summer Olympics,** is well known for its shopping.

There are many temples and shrines in Kyoto, **which used to be the capital of Japan**

A. Underline the relative clauses in the sentences, and indicate if they are defining (D) or non-defining (ND). Add punctuation where required.

ND 1. Brasilia, which is the capital of Brazil, is less than 50 years old.

_____ 2. Montreal is a city where both French and English are spoken.

_____ 3. Bangkok which is the capital of Thailand has many beautiful temples.

_____ 4. Bogota is city that is surrounded by mountains.

_____ 5. Mexico City which has a population of around 20 000 000 is the largest urban area in the Americas.

_____ 6. Pusan is a busy city that is located in the southern Korea.

B. Here is some additional information about the cities on pages . Join these sentences with non-defining relative clauses.

1. Salvador was founded in 1549. It has excellent examples of seventeenth-and eighteenth-century colonial architecture.

2. The carnival in Salvador is a popular Brazilian festival. It runs for several days.

3. People often visit Kyoto in April. They can see the beautiful cherry blossoms in April.
4. Kyoto has more than 60 museums. It is a major cultural center of Japan.
5. New Orleans is located on the Mississippi River. It is well known for its steamboat cruises.
6. A favorite destination of jazz lovers is New Orleans. New Orleans made an important contribution of the development of jazz in the late nineteenth century.
7. Seoul is well known for its shopping areas. Everything from antique pottery to custom-made clothing can be found there.
8. The month of January is very cold in Seoul. It has an average daily temperature between -9 °C and 0 °C.

6. WORD POWER Describing a City

A. These words describe different features of a city. Give a definition for each word or phrase? Which features are most important to you when you're choosing a city to visit?

architecture	customs	historical sites	scenery
cuisine	festivals	nightlife	shopping

Example: *Architecture refers to the design and construction of buildings.*

B. Write four sentences about a city that you've enjoyed visiting and you would recommend to a tourist. Cover four of the features in Ex. A.

Example: *New York is a city that has many interesting skyscrapers...*

Santiago, which is located at the foot of the Andes, has beautiful views of the mountains covered with snow...

7. LISTENING What Is the City Like?

A. Listen to Jose and Vicky talking about the same city. What do they like about it?

	What they like	Comments
Jose		

Vicky		
-------	--	--

B. Would you like to visit that city? Why not?

8. STRUCTURE Connecting Contrasting Ideas

In spite of/ Despite the activity in the streets the crime rate is high.

Even though/Although the streets are safe, you'll prefer to spend evenings at home.

Monthly salaries are around \$2,000. ***However***, unemployment is quite high.

The average salary is \$2,500 per month. ***Just the same/Nevertheless***, housing is expensive.

The heat and humidity are high. ***On the other hand***, the beach is only an hour away.

A. Complete the sentences with your own information and opinions.

1. There are (many/few) job opportunities in my town. Nevertheless, ...
2. My city has (many/few) concerts. However, ...
3. I'd prefer living in a city located (in the mountains/on the seashore), even though...
4. My city (offers/doesn't offer) many different cultural activities. On the other hand, ...
5. I feel that the crime rate in my city is (high/average/low). However, ...
6. The (winter/summer) weather in my town is very pleasant. Nevertheless, ...
7. There (is/isn't) a lot of open space in my town. However, ...
8. I would really enjoy living in (a big city/a small town), in spite of ...

B. Compare the sentences you wrote in Exercise A. How are they different?

Example:

A: *There are a few job opportunities in my town. Nevertheless, I want to stay here.*

B: *Why do you want to stay?*

A: *Because all my friends and family live here.*

9. LISTENING Life in New York City

What quality-of-life issues are these New Yorkers talking about?

How do they feel about them?

	Quality-of-life issues	How they feel about them
Lindsay		
Eric		

PART B SUCCESSFUL WRITING

DESCRIBING PLACES/BUILDINGS

1. Look at the table below, then listen to the cassette and tick the information mentioned. Finally, use the table to describe the city.

Name:	Brussels	<input type="checkbox"/>	Buenos Aires	<input type="checkbox"/>	Bonn	<input type="checkbox"/>
Location:	Argentina	<input type="checkbox"/>	Africa	<input type="checkbox"/>	Antarctica	<input type="checkbox"/>
	centre of the country	<input type="checkbox"/>	south-east coast	<input type="checkbox"/>	north-east coast	<input type="checkbox"/>
Things to see and do:	Plaza de Mayo	<input type="checkbox"/>	National Gallery	<input type="checkbox"/>	History	<input type="checkbox"/>
	Cathedral	<input type="checkbox"/>	Spanish Tower	<input type="checkbox"/>	Museum	<input type="checkbox"/>
					Casa Rosada	
Shopping:	antiques fair	<input type="checkbox"/>	big market	<input type="checkbox"/>	superstore	<input type="checkbox"/>
Nightlife:	dance halls	<input type="checkbox"/>	cinemas	<input type="checkbox"/>	variety of restaurants	<input type="checkbox"/>
Comments:	better in August	<input type="checkbox"/>	recommend it	<input type="checkbox"/>	too noisy	<input type="checkbox"/>

General Outline

Introduction	name, location and/or reason for choosing it
Main Body <i>Paragraph 1-3</i>	main aspects in detail (Place: things to see/do, shopping, nightlife, restaurants, etc. Building: historical facts, exterior, interior)
Conclusion	comments/feelings and/or recommendation

PHRASES OF LOCATION

- is situated/is located ...
- in (the) south/east/west/south-east/ north-west/etc (of)...

- on the south/east/west/north/etc coast of...

-in the center/heart/middle of...

2. a) Match the words/phrases in the list to the headings that follow. Can you add any ideas of your own?

museum, boutique, nightclub, ancient theatre, open-air market, zoo, cafe, bazaar, temple, art gallery, restaurant, music hall, palace, botanical gardens, fair, theatre, souvenir shop, monument, statue, antique shop, shopping centre, amusement arcade, multi-screen cinema, funfair

Things to do _____

Shopping _____

Nightlife _____

b) Use the vocabulary from part a) and the phrases below to talk about your town.

- The most fascinating/lively/interesting/etc part of the city is...
- The most famous attraction is...
- There is plenty of...
- The town centre has ...
- The nightlife in ... is exciting, with...
- The town is well-known for its...

Example: *The most interesting part of the city is the open-air market.*

The most famous attraction is the botanical gardens.

3.

a) Read the article and label the paragraphs with the correct headings.

<i>comments/recommendation</i>	<i>nightlife</i>	<i>things to see and do</i>
<i>name, location, reason for choosing it</i>		<i>shopping</i>

An Ideal Seaside Resort

Para 1 _____

Brighton is a large town on the south-east coast of England. Located only an hour from London, it is a **charming** seaside resort and the perfect destination for a **peaceful** weekend.

Para 2 _____

Brighton has several tourist attractions which are worth visiting. Among these is the Royal Pavilion, a **beautiful** Indian-style palace which was built in the early nineteenth century. Brighton's most **famous** attraction is the lively Palace Pier, with its fantastic funfair and amusement arcades. Both young and old can have fun while admiring the spectacular view of Brighton's seafront.

Para 3 _____

There are plenty of places to go shopping in Brighton. The town centre has a large **modern** shopping centre. There are also **narrow** lanes full of lovely antique shops that are always bustling with tourists.

Para 4 _____

The nightlife in Brighton is **exciting**. There are a lot of music and dance clubs which are extremely **popular** with younger people. The area is also well-known for its fashionable restaurants, which offer a variety of **international** cuisines.

Para 5 _____

Brighton is a town that has something to offer everyone. Whether you want to spend your time shopping and seeing the sights, or simply relaxing and enjoying the fresh sea air, Brighton is the ideal choice for a few days away from the city.

b) Underline the topic sentences in the main body paragraphs. Suggest other appropriate topic sentences.

c) Read the article in 5a) again and match the adjectives in bold with their opposites in the list below. Then, make sentences using them.

unknown, local, wide, old-fashioned, ugly, boring, unattractive, unpopular, hectic

LINKING STRUCTURES

- You should visit the old part of the city. It is full of ancient temples.

*You should visit the old part of the city, **which** is full of ancient temples.*

- Young children will enjoy the local funfair. They can go on exciting rides and eat tasty toffee-apples there.

*Young children will enjoy the local funfair, **where** they can go on exciting rides and eat tasty toffee-apples.*

- Charlie's Lobster House is one of the most popular restaurants in the area. It has delicious lobster dishes.

***With** its delicious lobster dishes, Charlie's Lobster House is one of the most popular restaurants in the area.*

- Ranega Airport is on the east coast of the island. It is one of the most modern airports in the country.

***Situated** on the east coast of the island, Ranega Airport is one of the most modern airports in the country.*

4. Use the words in brackets to join the sentences below.

1. Sydney is a large and interesting city. It offers visitors a wide variety of sights to see and things to do. **(which)**

2. It is full of exotic restaurants. You can enjoy a meal there. **(where)**

3. Sydney is on the south-east coast of Australia. It has one of the busiest harbors in the country. **(located)**

4. Sydney is an ideal place for a holiday. It has a wonderful blend of cultures and friendly people. **(with)**

5. Look at the table below, then listen to the cassette and tick (✓) correct information.

Name:	Buckingham Palace	<input type="checkbox"/>	Windsor Castle	<input type="checkbox"/>
Location:	outside London	<input type="checkbox"/>	in central London	<input type="checkbox"/>
Historical Facts:	built in the 18 th century official home since 1850	<input type="checkbox"/> <input type="checkbox"/>	built in the 8 th century official home since 1520	<input type="checkbox"/> <input type="checkbox"/>
Exterior:	Made of marble small windows huge balcony garden with pool	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	made of iron large windows narrow balcony garden with lake	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Interior:	100 rooms red carpets priceless photographs	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	600 rooms red ceilings priceless paintings	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Comment:	not to be missed	<input type="checkbox"/>	not worth long queues	<input type="checkbox"/>

6. Read the topic sentences, then use the information in the table to write appropriate supporting sentences.

1. In fact the palace doesn't have a very long history as the home of the Royal Family.
2. From the outside the palace is certainly impressive.
3. The interior, which can now be seen by the public, is luxuriously decorated.

DESCRIBING BUILDINGS

Introduction	name, location and/or reason for choosing it
Main Body	
<i>Paragraph 1</i>	historical facts (when/where/why it was built, etc.)
<i>Paragraph 2</i>	exterior (what it is made of, appearance, grounds/gardens, etc.)
<i>Paragraph 3</i>	interior (rooms, furniture, pictures, etc.)
Conclusion	comments /feelings and/or recommendation)

UNIT 3 ITINERARY

1. LISTENING Taking People On A Tour

Two tourist groups are preparing to go on a day trip with their guides. First read the questions they ask. Then listen and write the answers.

Questions	Tour 1	Tour 2
1. How many will be in my group?		
2. What do I need to bring?		
3. What will we do in the morning?		
4. What will we have for lunch?		
5. What will we do in the afternoon?		
6. What extra costs will there be?		

2. DISCUSSION Away From It All

Here is a part of travel article. Fill the gaps with words from the box.

souvenirs	sightseeing	visit	coast	beach
specialties	market	excursion	local	

ST. GEORGE'S GREN

On Tuesday morning we arrived at the port of St. George's, Grenada's capital city. Most people decided to join the _____ round the island, which included a _____to a spice plantation and Carib's Leap, the cliffs where, in the 17th century, the last of the Carib Indians are said to have jumped to their death rather than become slaves. Some of the group, including myself, preferred to look around St. George's itself. We spent a fascinating morning in the _____, where you could buy all kinds of _____ produce: fruit, spices, straw hats and rugs (popular as _____) and a bewildering variety of fish. For lunch, we ate crab soup and turtle steaks (both local _____), drank rum punch, which was a bit strong for my taste. Later on, we went _____, we saw the cathedral, the 18th century Fort Rupert (now the headquarters of the Grenada police force) and, surprisingly, a zoo, before rejoining the rest of the party for an early evening barbecue on a sandy _____a few kilometers along the _____. Then a last stroll along the harbor, and back to the ship.

3. READING Europe's Highlights

A. Read the itinerary and find out where you can do the following things.

a. ride in a gondola	e. watch glassblowers	i. go on a "magic" ride
----------------------	-----------------------	-------------------------

b. visit a diamond factory	f. visit a cathedral	j. have a wonderful view
c. go on a canal cruise	g. go on a river cruise	of the Alps
d. see a forum	h. buy some leather goods	

Day 1 London – Channel Crossing – Amsterdam

You can *join your tour* by travelling on our complimentary feeder services from London. You will travel to the Channel port for your short ferry crossing and join your tour on the continent where you will be met by your Cosmos escort. From here *your coach sets off to Amsterdam* for overnight at Hotel Inntel at Zaandam or Grand Amstelveen.

Day 2 Amsterdam – The Rhineland

A morning to enjoy Holland's busy metropolis. After your included visit to a famous diamond factory it's time for optional morning sightseeing, visit the Rijksmuseum *with its collection of Dutch masters, then a drive with a local guide pointing out the city highlights, finally a canal cruise to see Amsterdam at water level.* In the afternoon travel southwards to the Rhineland area for overnight at Hotel Kripp at Coblenz.

Day 3 The Rhineland – Innsbruck

A choke today of *the included scenic drive along the shores of the Rhine* or, even more thrilling, the *optional Rhine cruise with vistas of the Lorelei Rock, hill-top castles, half-timbered wine villages, and terraced vineyards.* In the afternoon drive along the comfortable autobahn to Austria. Overnight at Hotel Dollinger**.

Day 4 Innsbruck – Venice area

A morning to enjoy the sights of the Tyrol's capital city. Your included orientation drive will show you the Maria Theresien Strasse and the legendary Golden Roof. In the afternoon *use the fast and comfortable motorway to reach the Venice area* for overnight at the Colombo *** at Marghera.

Day 5 Venice – Florence area

It's really more like a marvelous film-set than a real live city, with its criss-crossing canals, gondolas and water buses, arched bridges, palaces, and little quiet piazzas. The included tour starts with a boat ride and is followed by highlights such as a visit

to St Mark's Basilica and *a chance to watch* Venetian glass – blowers fashion their delicate objects as they did centuries ago. This afternoon journey across the Apennines into the gentle hilly countryside of Tuscany. Overnight in the Florence area at Hotel Delta at Calenzano ***** or Europa *** in Signa.

Day 6 Florence area – Rome

Your orientation drive will make a stop in Piazzale Michelangelo to enjoy one of the best views of the city stretching across the river Arno. Later visit one of Florence's leather shops and then *time to wander on your own*. In the afternoon travel south on the autostrada. *Pass the sunlit valleys* of Chianti country and *savor* the timeless landscape of rounded hills, mellow medieval towns, and silvery olive groves broken by columns of dark cypress. *Reach Rome well in time to enjoy* your first evening in this great capital city. Overnights at Pineta Palace ***** or American Palace ***.

Day 7 Rome

The Eternal City and hub of the ancient civilized world is *a sightseer's dream*. Your included sightseeing takes in Piazza Venezia, the Monument to the Unknown Soldier, a view of the Roman Forum, and the Colosseum. Then, by way of the Circus Maximus, *you reach* the top of the Gianicolohill *to enjoy a full view of* Rome and its seven hills.

Day 8 Rome – Lugano

Take the “Highway of the Sun” and motor northwards all day. Through more of Tuscany and into the flat and fertile plains of the Po Valley. Glimpses of the pre-Alps will make you aware that you're not far from Lake Lugano. Overnight in Lugano which will be an introduction to tomorrow's grand alpine scenery. Hotel Beha or Post Simplon ***.

Day 9 Lugano – Lake Maggiore – Lausanne

A stupendous drive today going at first to Stresa on Lake Maggiore *for a short stop* before climbing to the summit of the Simplon Pass *to enjoy a quite spectacular view*

of the surrounding alpine peaks. More mountain scenery as you motor through the Rhone Valley by way of Sion and Martigny to the shores of Lake Geneva. Overnight in Lausanne, the lively capital of Canton Vaud, at the Hotel City or Alpha ***.

Day 10 Lausanne – Paris

Vistas of famous vineyards on the way to Beaune. Visit the medieval Burgundian town, *known the world over for its* wine production. Later *via the fast and comfortable autoroute* to Paris. Tonight maybe an optional cabaret show. Hotel Latitudes Paris Seine ***.

Day 11 Paris

A full day in which *to explore the city that is known throughout the world for its* fashions, art and museums, delicious food, and joie de vivre. *Optional sightseeing with a local expert starts with* an inside visit to Notre Dame Cathedral. *Then many of the best-known Parisian sights:* La Sorbonne. Boulevard St Germaine, the Eiffel Tower, Opera. Champs Elysees, and Rue de Rivoli. In the afternoon *you have the option of* visiting Versailles.

Day 12 Paris – Included visit lo Disneyland Paris.

39 years of Disney magic, imagination, and expertise have gone into making this self-contained world of fun and fantasy by far the greatest and most dazzling amusement centre in Europe. Once inside Disneyland Paris you can look forward to exhilarating non-stop fun and entertainment on a vast scale. Following the magic kingdom's tradition, all rides are included in your entrance ticket so you can *have unlimited access to* the Theme Park's facilities and *enjoy them to your heart's content*.

Day 13 Paris – Channel crossing – UK

Leave Paris and *travel north to* the Channel port where your tour ends. After the short Channel crossing join the appropriate feeder service to London.

4. READING Thailand, Cambodia, Laos

A. Read the itinerary

The trip *An exciting journey through* the fascinating kingdoms of

Cambodia and Laos *by boat, train, and bus*. A busy trip, but with *lots of time for shopping, relaxing and exploring*.

Size of group	5-15 plus group leader and local guides.
Accommodation	11 nights in hotels, 2 nights in local houses.
Day 1	Depart Heathrow Airport.
Day 2	Arrive Bangkok.
Day 3	Visit the Grand Palace, then <i>take train to Aranyaprathet</i> .
Day 4	<i>Cross the border</i> by train to the old town of Battambang in Cambodia; <i>explore</i> in the afternoon.
Day 5	<i>Take boat down river</i> to Tonle Sap, then a short <i>bus journey to Siem Reap</i> ; afternoon sightseeing in Banteay Srei.
Day 6	<i>A day to explore the amazing temples</i> of Angkor, including the Bayon. Angkor Wat, Angkor Thorn, and countless others.
Day 7	Early morning <i>boat ride</i> to Phnom Penh; afternoon visiting the Royal Palace and Silver Pagoda.
Day 8	Fly to Vientiane, the capital of Laos.
Day 9	<i>Morning tour of Vientiane</i> ; <i>afternoon bus journey to Vang Vieng</i> past rice paddies and through dense forests.
Day 10	<i>Free day to wonder around</i> peaceful Vang Vieng or <i>take a walk</i> and explore the spectacular limestone caves or the surrounding hills.
Day 11	<i>Drive to Luang Prabang, a world heritage sight</i> .
Day 12	Early morning climb of Mount Phousi to see the sunrise; <i>rest of the day free to visit</i> the waterfalls or <i>simply relax</i> .
Day 13	<i>Speedboat trip to Pak Beng, stopping off at</i> the Pak Ou caves.
Day 14	Another boat trip to the <i>border town</i> Huay Xai and cross the Mekong back into Thailand.
Day 15	Fly to Bangkok in the morning. <i>Night flight to London</i> .
Day 16	Arrive Heathrow Airport.

B. Read the itinerary again. Find out where you can:

- | | |
|---|-------|
| 1. see many ancient temples | _____ |
| 2. cross the border from Laos to Thailand | _____ |
| 3. visit the Grand Palace | _____ |
| 4. visit caves (two places) | _____ |
| 5. see the sunrise | _____ |
| 6. visit the Silver Pagoda | _____ |
| 7. cross the border from Thailand to Cambodia | _____ |

C. Fill in the gaps the two sections with words or phrases from the boxes. Use each word or phrase once only.

then	the next day	first	while we are in	on the way
------	--------------	-------	-----------------	------------

We start our visit to Laos on Day 8. _____ we fly to Vientiane, the capital. Next, we check in to the hotel, then the afternoon is free. _____ we go sightseeing in the morning, _____ we drive to Vang Vieng, which is on the banks of the Nam Xong river. _____, we'll see rice paddies and drive through dense forests. _____ Vang Vieng, you're free to relax in the town, or take a walk and explore the local limestone hills – there are some spectacular caves.

En route	On the following day	After that	On our last day
----------	----------------------	------------	-----------------

On Day 11 we drive to Luang Prabang in the morning, and you are free in the afternoon. _____ there's an early-morning climb of Mount Phousi to see the sunrise - don't miss it! _____ you're free to enjoy the scenery, or visit the waterfalls. _____ in Laos we take a fast boat to Pak Beng, visiting the Pak Ou caves _____ .

D. Make up the itinerary for two days tour using the expressions from exercise A

5. ROLE PLAY Taking People On A Tour

Student A: You are a guide. Tell tourists what they will do during some days.

Student B: You are a tourist. Ask your tour guide what you will do during your holidays.

UNIT 4 **DIFFERENT MEANS OF TRANSPORT**

1. *READING* Eurobus

A. Read the advertisement from one of the British magazines.

Budget travel designed for 16 to 38s -hop on, hop off

This innovative concept in Europe **utilizes** modern coaches operating around **predetermined circuits**, taking in the most popular destinations. Coaches depart daily from all Eurostops.

Consider the advantages:

- You can **tailor your own itinerary** by choosing a pass or passes which best **suit your travel plans**. Choose to travel just one zone, link up two, or if you have plenty of

time take the All Zones! Take it fast, take it slow, it's up to you. From your first day of travel you have up to four months to complete your pass.

- You will be travelling with people from all parts of the world, a great opportunity **to make** new **friends** but also the opportunity to go it alone if and when you choose.
- Eurobus stops outside accommodation points in each city, including **hostels, hotels**, and during the summer months also drops at selected **camp-sites**.
- Eurobus has well-trained and experienced drivers and guides available to answer any questions you may have and to offer advice on the best sights to see, where to change money, all the small but important details which take so much time.
- With your ticket you will **be provided with** information on how to make your Eurobus reservations, how to join Eurobus, and the **pick-up and drop-off points** in Europe.

B. Match the words with their definitions.

- | | |
|-------------------|--|
| 1. camp-site | a) a building where people pay to stay and eat meals |
| 2. drop-off point | b) a place where people can stay and eat fairly cheaply |
| 3. hotel | c) a station/place where passengers get off the bus/car |
| 4. pick-up point | d) an area where people can camp, often with a water supply and toilets |
| 5. circuit | e) something that was arranged before |
| 6. hostel | f) a station/place where passengers get on a bus/car |
| 7. predetermined | g) a path that forms a circle around an area, or a journey along this path |

C. Fill in the gaps with the words from the box.

hostels	camp-sites	hotel	pick-up point
circuit	predetermined	drop-off point	

1. The lights go on at a _____ time.

2. Local authorities organized _____ for migrant workers, where they can have a rest and eat cheaply.
3. Officials said 60 of the 240 _____ in the Upper Pines campground are unusable.
4. Attention please! Tomorrow you'll have a guided tour of the city by bus. _____ is your hotel. I'll be waiting for you at 9.00. In the evening you'll have dinner at a fashionable restaurant. It is our _____.
5. There are some types of _____: motel, inn, B&B, guesthouse.
6. A sportsman did a _____ around the ice rink.

D. Fill in the gaps with the verbs from the box.

utilize	suit someone's travel plans	provided with
tailor itinerary	make friends	

1. Her family moved a lot, and it wasn't always easy for her to _____.
2. We must consider how best to _____ what resources we have.
3. Skiers are _____ everything: , skis, boots, helmet and ski jacket.
4. Good travel agency can _____ specially for you according to your wishes.
5. A travel agent did a lot to find a package that _____ my travel plans.

2. LISTENING A Disastrous Tour

A. Look at this promotional leaflet about an imaginary coach tour in Europe.

Sunsearcher Tours - why we're the ones for you	
Our coaches... <ul style="list-style-type: none"> • spacious, modern, and reliable • air conditioning on all coaches • on-board toilet facilities • comfortable reclining seats • panoramic windows • daily seat rotation 	Our staff... <ul style="list-style-type: none"> • Highly-trained courteous drivers • efficient and knowledgeable escorts • local English-speaking guides in all cities
Our accommodation...	

- good quality three-star hotels
- convenient central location
- all rooms have private facilities
- breakfast included

Which of the advertised features of the tour could these negative adjectives be associated with?

broken down	dirty	out of date	rusty
cramped	ignorant	overbooked	steamed up
crowded	incomprehensible	rude	unhelpful

B. Listen to a conversation between two friends, one of whom was on the coach tour. As you listen, identify which of the advertised features were problematic. Note down the details of exactly what was wrong.

Features	Details of problem
1. coach	out of date,
2.	
3.	
4.	
5. local guides	didn't speak English very well
6.	
7.	

C. Look at these sentences from the listening section.

- In each case, Lucy is responding to her friend's problems by sympathizing with her.

Oh dear!

Oh dear! That must have been awful!

Oh no! There is the last thing you want.

It sounds terrible!

Poor you! You'll have to complain.

These expressions are being used between friends. Would any of them be used in a professional context – for example by a travel agent responding to a customer's complaints?

- **When people face with a problem we also try to calm them down, using expressions like these:**

Just calm down.

Don't worry.

There's nothing to worry about.

Try to relax.

I'm sure it'll be all right.

Take it easy.

D. If we can do something about the problem we will also suggest an “action plan”. In the following mini-dialogues match each problem with a calming phrase and an appropriate action plan response.

Problems

1. I can't find my handbag! It's got my credit cards and all my money in it.
2. it's my daughter – she's missing!
3. Oh no! That's the last train! How am I going to get home now?
4. They've left all our luggage at the hotel.
5. It's very bumpy. Are we going to crash?

Calming down

Just calm down.

Don't worry.

There's nothing to worry about.

Try to relax.

Take it easy.

Action plan / suggestion

- i There's a night bus that leaves from just over there.
- ii Are you sure you didn't leave it in the bathroom?
- iii We'll send a van to collect it.
- iv It's just a little pocket of turbulence.
- v Let's go to the Information Desk and ask if anyone's seen her.

E. In pairs, think of some problems that might occur on different tours. Use expressions of sympathizing, calming down and give an appropriate action plan.

3. DISCUSSION Experience of Flying

Have you ever travelled in an airplane? Divide into two groups - people who have flown before and people who haven't.

The people who have flown before should discuss these questions.

1. Who has had the longest flight?
2. Who has flown the most times?
3. Who gets bored and who gets excited on flights?
4. What part of the flight do you enjoy/dislike most?
5. Has anyone had any frightening experiences on a flight?

The people who haven't flown before should discuss these questions.

1. Would you like to fly? What would you like/not like about flying?
2. Which part of the flight do you think would be most exciting? Which part would make you most nervous?
3. What would be the best place to sit in an airplane - aisle seat, window seat, or the middle of a row? At the front or the back of the plane?

4. LISTENING Selling an Air Ticket

Listen to the conversation in the Flight Reservations department of a large London travel agency and complete the table.

destination	
preferred date of travel	
preferred flight time	
preferred airline	
preferred seat class	
preferred type of plane	
return date	
preferred time of return flight	
price	

5. LISTENING Airport announcements

A. Listen to a series of six announcements made over the public address system of an airport. As you listen, identify the type of message.

- | | |
|------------------------------|--------------------------------|
| _____ staff announcement | _____ warning |
| _____ advertisement | _____ paging a passenger |
| _____ flight cancellation | _____ delayed flight departure |
| _____ delayed flight arrival | _____ Security announcement |

_____ final flight call

B. In five of the announcements, specific areas or parts of the airport are mentioned. Listen again and note down these places.

Announcement 1	_____
Announcement 2	_____
Announcement 3	_____
Announcement 4	_____
Announcement 5	_____

C. Look at the scheme indicating basic airport procedure and layout.

Departures → ~~C~~heck-in → ~~S~~ecurity → ~~I~~mmigration → ~~D~~eparture lounge

Arrivals concourse ← Customs ← Baggage reclaim ← Immigration

1. What happens at each point?

E.g.: not just “You check-in”, but “You give your ticket and passport to the check-in attendant, they tear out part of the ticket, weigh your luggage”

2. What other facilities and services do you find in an airport?

E.g.: essentials – check-in desks, passport control, etc; important services – restaurant, etc; non-essential services – children’s room, etc.

6. READING Welcome to Mackenzie Airport!

Read the leaflet «Mackenzie Airport welcomes first-time fliers». It describes the procedure for passengers at an airport. Fill in the gaps with words or phrases from the list below.

Paragraphs 1 and 2

boarding card
check-in desks
conveyor belt
economy
excess baggage
hand luggage
terminal building
trolleys

Paragraph 3

departure lounge
duty-free
immigration officer
passport control
security check

Paragraph 4

announcement
boarding
departure gate
departures board
flight attendant
ground steward

Paragraph 5

baggage
conveyor belt
customs
escalators
green channel
immigration control
import duty

Mackenzie airport welcomes first-time fliers!

Welcome to Mackenzie Airport, designed to get your journey off to the right start.

Whether you're flying first class, business class, or 1) _____ class, we aim to

give you efficiency and comfort. For first-time fliers, we've prepared this leaflet to help you on your way.

When you arrive at the 2) _____ you'll find plenty of _____ for your luggage. Once inside the spacious departures concourse there are over fifty 4) _____ where your ticket will be checked and you'll be given a 5) _____. Your luggage will be weighed and put on a 6) _____ which takes it to the plane. Please note there is a weight limit and any 7) _____ will have to be paid for. You can keep one small bag with you and take it onto the plane as 8) _____.

You should then go through 9) _____, where an 10) _____ will look at your passport, and a 11) _____ to make sure you are not carrying any dangerous or illegal items. Now you'll find yourself in the comfort of our modern air-conditioned 12) _____. While you're waiting for your flight to be called, why not buy some cheap 13) _____ goods – alcoholic drinks, cigarettes, perfume, electrical goods, or souvenirs?

Soon you'll hear an 14) _____ or see on the 15) _____ that your flight is 16) _____. It will also tell you which 17) _____ and to go to. Here you'll be helped by a 18) _____ and on the plane a 19) _____ will direct you to your seat. Bon voyage!

On your return to Mackenzie Airport we try to offer the same efficient service. After you've passed through 20) _____, your luggage will be waiting on the moving 21) _____ in the 22) _____ hall. Then pass through 23) _____ where you should take either the 24) _____, if you have nothing to declare, or the red channel, if you have to pay 25) _____. Once inside the arrival concourse, lifts and 26) _____ will take you to all major transport services.

ON behalf of everyone at Mackenzie, Airport, I wish you a very pleasant journey.

Neil Thomson, Director of Mackenzie Airport

Welcome to Mackenzie!

7. LISTENING Passenger Safety Briefing

Listen to the passenger safety briefing and put the information, which is mentioned, in the correct order.

- _____ a) ...leave all hand baggage behind, and ladies remove high-heeled shoes.
- _____ b) Your hand baggage must not obstruct aisles or emergency exits, and must be placed under the seat in front of you or in the overhead locker.
- _____ c) Your life-jacket is stowed under your seat, remove the life-jacket from its container and pull it over your head
- _____ d) ...there is a safety card which contains details of escape routes, oxygen masks, and life-jackets
- _____ e) There is a whistle here ... for attracting attention.
- _____ f) ...table is folded away, your seat back upright with the armrests down, and your seat-belt fastened.
- _____ g) Emergency exits are located on both sides of the aircraft.
- _____ h) Masks like this... will appear automatically, cover your mouth and nose like this ... and breathe normally.

8. LISTENING Selling Duty-Free

A. What goods can be bought duty-free? Where can you buy duty-free things?

B. Listen to the conversation between David who sells in-flight duty-free and passengers. Answer the questions.

1. What does the first passenger want to buy?
2. How much does it cost?
3. Does she pay in dollars or in pounds?
4. What do the passengers want to buy for a child?
5. How much do they pay for two things all together?

9. DISCUSSION Travel Experiences

Answer the questions. For each question ask an additional question (as indicated in brackets).

1. Who has travelled on a train most recently? (When and where?)
2. Who has spent the night on a train? (What were conditions like?)

3. Where is the best place to sit on a train or a coach? (Why?)
4. Who prefers coach travel and who prefers train travel? (Why?)
5. Do you know where the longest train tunnel is?
6. Do you know which is the fastest train?

10. **READING A Rail Journey In India**

A. Match the words with their definitions

- | | |
|-------------------|---|
| 1. buffet | a) high pavement next to the trains where passengers can get on and off |
| 2. carriages | b) coaches for passengers on a train |
| 3. compartment | c) section of part of a train, e.g. smoking _____ |
| 4. corridor | d) the wheels of the train run along this |
| 5. couchette | e) drinks and food |
| 6. engine | f) place on a train (station) where you can get drinks, snacks |
| 7. platform | g) the place where you can catch a train |
| 8. refreshments | h) place to sleep on a train – a type of bed |
| 9. restaurant car | i) place on a train where you can get meal served by a waiter |
| 10. sleeper | j) a train which has places for people to sleep |
| 11. station | k) it makes the train move |
| 12. track | l) path between the rows of seats on a train |

B. Read the text «Heat and coal-dust» and fill in the gaps with the words from the list below.

buffet	corridor	platform	sleeper
carriages	couchette	refreshments	station
compartment	engine	restaurant car	track

HEAT AND COAL-DUST

"I remember the journey so clearly. The 1) _____ in Delhi was hot and crowded with thousands of people: taxi and rickshaw drivers, boys selling strange items of food, men selling carpets, and a million other things. The heat and the choking steam made us thirsty and hungry, so we found a sort of 2) _____ and went inside for

some 3) _____. After a while, we returned to the heaving masses and stood on the 4) _____ as the train pulled in. There was almost a fight to get on, but we managed to climb aboard one of the 5) _____, fight our way down the narrow 6) _____, and find a 7) _____ which wasn't too crowded.

The journey was hot but exciting, with delicious smells from the open fires in the kitchens next to the 8) _____ and fantastic scenery passing by as the 9) _____ pulled us across the plains of India. We leaned out of the windows in search of fresher air. The 10) _____ stretched before us – two metal lines running into an endless distance.

That evening we rested at Agra under the shadow of the Taj Mahal before boarding a 11) _____ for a night journey further south. We slept in a 12) _____, the seats converting into narrow beds, and chatted to the early hours, our words full of the romance excitement of our Indian adventure"

C. Tell about a train journey you have been on. Include words from the list in exercise A – and any other train or rail vocabulary you can think of. Other useful vocabulary might be: *conductor, wagon-lit, express, luggage locker.*

11. LISTENING A Weekend Break

A. Listen to the conversation in a travel agency between the travel agent and a couple who are trying to decide where to go for a weekend break. As you listen, note down the advantages and disadvantages of travelling by rail / coach / car.

	Advantages	Disadvantages
Rail		
Coach		
Car		

12. READING VIA Rail Canada

A. Read the article 'VIA Rail Canada' and make a list of all the different facilities mentioned.

VIA Rail Canada

An unhurried journey through unspoilt terrain or a fast, frequent service to cross the country - since the pioneer days, when the iron road first linked the eastern seaboard to the Canadian Pacific, the ideal way to see this great dominion has always been VIA Rail. Perfected now in VIA Rail, everything from a short journey to a transcontinental adventure is enjoyed in style, aboard transport that blends the comfort and technology of today's world with the romance and service of the past. No long miles of driving behind you or parking problems ahead, just a leisurely journey on a sleek silver train, from the centre of one city to the heart of the next.

The Canadian

Travel across Canada from Toronto to Vancouver and enjoy the superlative Silver and Blue class service. Aboard the country's premier train you have exclusive access to three different salons, all serving complimentary tea and coffee throughout the day. There is the snug Bullet Lounge, the atmospheric Mural Lounge, and the Observation Dome, with its panoramic wraparound windows. In addition, all meals are included (breakfast, lunch, and dinner – however, this does depend upon what time you join and depart from the train.) Silver and Blue class dining is a model of elegance and retirement: china, silverware, flowers, and linen adorn the dining car tables, which give you ample space: the menu matches the wine list in excellence and the service is friendly and efficient.

Your accommodation

VIA Rail has refurbished some of its classic trains in all the rich fabrics, subtle colors, and polished wood of the art-deco era. Your choice of route and cabin accommodation is outlined below. **Sleeping cars:** you have a choice of three levels of comfort. Roomette: ideal for one person, the little cabin has a comfy seat and turns into snug sleeping quarters at night (private facilities on western routes). **Section:**

semi-private with wide couch-style seats facing each other; these convert to bunk beds, with heavy curtains for privacy at night. Bedroom: ideal for two adults, by day a private living room with two armchairs and a picture windows, by night this converts to lower and upper berths. The cabins have a sink and WS. **Coach class:** there is plenty of space to move around, comfortable reclining seats, and chair-side drinks and snacks service. On longer routs, Coach seats are enhanced by foot rests and there's a cafe and glass-domed observation car. **VIA 1:** VIA Rail's first class service and adds to the coach car comfort with exclusive lounges at Montreal, Toronto, and Ottawa, preboarding privileges, distinctive decor, a cellular phone on board, delicious meals served at your seat, complimentary drinks, and a choice of wine and liqueurs with your meals.

Discounted fares

VIA Rail offers discounted fares for the economy conscious. Senior (60 plus) and youth(up to 24 years) receive a 10% discount across the VIA network. Applicable at any time, on all VIA services. This can be combined with seasonal fares, giving a possible total 59% discount- to receive seasonal discounts, advance purchase may be necessary. Children aged 2-11 years are eligible for a 50% discount on Coach class, and FREE travel is available for each child under two years accompanied by one adult. (A second infant with just one adult pays 50% of Coach class fare.)

B. Read the text again and say whether the following statements are true or false.

	T	F
1. There has been a railway across Canada for a long time.	<input type="checkbox"/>	<input type="checkbox"/>
2. Tea and coffee are free.	<input type="checkbox"/>	<input type="checkbox"/>
3. The best place to see the scenery is in the Mural Lounge.	<input type="checkbox"/>	<input type="checkbox"/>
4. The price includes breakfast, lunch, and dinner.	<input type="checkbox"/>	<input type="checkbox"/>
5. The internal design of the trains is in a modern style.	<input type="checkbox"/>	<input type="checkbox"/>

- | | | | |
|-----|--|--------------------------|--------------------------|
| 6. | All 'roomettes' have their own washing facilities. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. | The beds in the 'section' are above each other. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. | The 'bedrooms' have private facilities. | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. | All seats in coach class have foot rests. | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | Only first class passengers get meals served at their seats. | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. | Young people under 24 receive a 10% discount on some journeys. | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. | Children under 2 travel free. | <input type="checkbox"/> | <input type="checkbox"/> |

C. Find as many positive adjectives as possible (e.g. *unhurried and unspoilt* in the first line). You should be able to find at least twenty. Which adjectives are used to describe the following things?

- the journey
- the scenery
- the service
- the internal decor and carriages

D. Plan a similar rail holiday for a part of your country or an area you know well. Decide: the route, sights and scenery, the facilities on the train, meals and accommodation, different classes of passengers, discounts. Write out your plan in the form of a short article.

UNIT 5 CULTURE CLASH

1. CONVERSATION I'm Gonna Miss It

A. Listen and practice.

Fred: I hear Maggie is going to work in India.
Pam: India! Wow! I hear it's a beautiful place, but I don't think I could ever live there.
Fred: Why not?
Pam: Well, it's too far from home. I'd miss my family.
Fred: I don't think I'd mind moving to a foreign country. The language is the only thing that I'd be worried about.
Pam: Yeah, but wouldn't you miss your friends?
Fred: Sure, for a while, but I'd make new ones.
Pam: You certainly sound very confident.
Fred: You know, actually, there's one thing I'd miss.
Pam: What's that?
Fred: My dog!

B. What are three things you would miss the most if you moved to another country?

2. WORD POWER Culture Shock

A. These words are used to describe how people sometimes feel when they live in a foreign country. Which are positive (P)? Which are negative (N)?

anxious _____	curious _____	secure _____	embarrassed _____
calm _____	depressed _____	sure of oneself _____	enthusiastic _____
comfortable _____	fascinated _____	suspicious _____	uncomfortable _____
confident _____	nervous _____	uncertain _____	worried _____

B: Do you live (or would you like to live) in foreign country? How did you feel (or would you feel) about moving there?

Example

A: I think I'd be nervous and feel a little uncertain, but I'd be enthusiastic, too!

B: Yeah, me, too. And I'm sure that I...

3. STRUCTURE. Noun Phrases

The language is **one thing (that) I'd be worried about.**

My dog is **the thing (that) I'd miss the most.**

My mom's cooking is **something (that) I'd really miss.**

One thing (that) I'd be worried about is the language.

The thing (that) I'd really miss the most is my dog.

Something (that) I'd really miss is my mom's cooking.

A: Imagine you are going to live in a foreign country. Write sentences using these noun phrases and your information. Then write three more sentences.

1. the thing that I'd be most worried about
2. something I'd feel confident about
3. the person that I'd miss the most
4. someone I'd never miss
5. something I might be uncomfortable about
6. the thing that I'd find most exciting

4. DISCUSSION Going Abroad

Read these questions. Think of two more questions to add to the list. Then take turns asking and answering the questions in groups.

- If you could live in a foreign country, what country would you like to live in? Why?
- What country wouldn't you like to live in? Why?
- If you could go abroad with someone, who would it be?
- What is something you would never travel without?
- Who would you write first after arriving?
- What would be your two greatest concerns about living abroad?
- What do you think you would enjoy the most about living abroad?

Example:

A: *What country would you like to live in?*

B: *The country I'd like to live in is Peru.*

A: *Why is that?*

B: *Well, I've always wanted to learn how to cook Peruvian food...*

5. DISCUSSION Different Customs

Canada & the U.S.	Indonesia	Korea	Muslim countries	Samoa	Thailand
Don't arrive early if you're invited to someone's home.	Never point to anything with your foot.	Don't pass something to an older person or superior with only one hand.	Don't eat with your left hand.	Don't eat when you're walking in public.	Never touch anyone except child on the hand.

Talk about these questions.

- Does your culture follow any of these customs?
- Why do you think people have these customs?
- What other interesting customs do you know?
- What customs should a visitor to your country know about?

6. CONVERSATION Living Abroad

A: Listen and practice.

Marta: Guess what! I just got invited to my teacher's house for dinner!

Karen: Oh, how nice.

Marta: Yes, but what do you do when you're invited to someone's house here?

Karen: Well, it's the custom to bring a small gift.

Marta: Really? Like what?

Karen: Oh, maybe some flowers or dessert.

Marta: And is it all right to bring a friend along?

Karen: Well, if you want to bring someone, you're expected to call first and ask if it's O.K.

B. Class activity Are any of these customs the same in your country?

7. *STRUCTURE* Expectations

When you visit someone,	you're supposed to bring a small gift.
If you want to bring someone	you aren't supposed to arrive early.
	you're expected to call first and to check.
	it's the custom to check with the host.
	it's not acceptable to arrive without calling first.

A. Match information in columns A and B to make sentences about customs in the United States and Canada.

A

1. When you meet someone for a first time
2. If you've been to a friend's home for dinner,
3. When you want to smoke in public,
4. When you go out on date,
5. If the service in a restaurant very bad,
6. If you plan to visit someone at home,

B

- a. you are supposed to call first.
- b. you aren't expected to leave a tip.
- c. you aren't supposed to hug or kiss them
- d. you are expected to ask the people near
- e. it's the custom to call and thank them.
- f. it's acceptable to share the expenses

B. How are the customs in part A different in your country?

C. Complete these sentences with information about your country or country you know well. Then compare with a partner.

1. In _____, if people invite you to their home, _____
2. When you go out with your friends for dinner, _____
3. If a friend gets engaged to be married, _____
4. When a relative has a birthday, _____
5. If a friend is in the hospital, _____
6. When someone is going to have a baby, _____

8. *LISTENING* Unique Customs

Listen to three people describing unique customs they observed while traveling. Complete the chart.

	Where was this person?	What was the custom?	How did the person feel about it?
Alice			
Mark			
Susan			

9. **DISCUSSION** Things to Remember

A. What should a visitor to your country know about local customs? Make a list of “dos and don’ts” for foreign visitors. Think about these points and other points.

dressing appropriately

staying as a houseguest or in a hotel

traveling by bus or train

giving and receiving gifts

taking photographs

meeting people

eating out

shopping

B. Class activity. Compare your lists around the class using expressions below.

Do any of your classmates’ customs surprise you?

One of the most important things to remember is ...

Another to keep in mind is...

One thing visitors don’t often realize is ...

10. **READING** Culture Check.

A. Check the statements about cultural behavior that are true in your country.

Socializing.

1. People often kiss friends on the cheek when they meet.
2. It’s O.K. to ask people how much money they earn.
3. It’s all right to ask someone what his or her religion is.
4. It’s common to introduce yourself to new neighbors and give them a small gift.
5. People always arrive on time when they’re invited to someone’s home.
6. It’s O.K. to bring a friend or family member when you’re invited to a party at someone’s home.
7. It’s O.K. to ask for a second helping when eating at friend’s house.
8. It’s O.K. to drop by a friend’s house without calling first.
9. When friends have dinner out together, each person pays his or her share of the check.

Out in the public.

10. It’s O.K. to blow your nose in public.
11. It’s all right to chew gum while talking to someone.

- 12.It's common to bargain when you buy things in stores.
- 13.If you want to smoke around other people, you should always ask if it's O.K.

At work and school.

- 14.In an office, people usually prefer to be called by their first name.
- 15.In high schools, it's common to call a teacher by his or her first name.
- 16.Students always stand up when the teacher enters the classroom.

Dating and marriage.

- 17.Parents always decide who their children will marry.
- 18.Teenagers go out on dates a lot.
19. A man usually gives a woman a gift when they go out on date.
20. Young people usually live with their parents after they get married.

11. READING The Average American

Read this information about the U.S. Then complete the sentences about your country.

Age: 32.7 years old

Sex: Female

Education: High school graduate

Employment: Works for a manufacturing company as a clerical worker

Housing: Pays a monthly mortgage of \$737 for a three-bedroom home

Expenses: Owes \$2,317 on credit cards; spent \$375 on gifts last year

Possessions: Owns a car, two TVs, one VCR, two telephones

Everyday habits: TV watching (28 hours 13 minutes last week), driving,
(2 hours yesterday), reading the newspaper

Hobbies: Spectator sports, comedy movies, eating out

Health: Exercises twice a week, doesn't smoke, isn't worried about her weight

Favorite meal: Green salad, vegetable soup, steak, potatoes, broccoli

Beliefs: Religious, environmentalist, doesn't believe in ghosts

Source: "This is Your Life, Generally Speaking", by Anne Cronin, The New York Times

1. In contrast to the average American, people in my country don't usually _____ .
2. People in my country like to _____, except that we don't do it as often as Americans do.
3. Unlike the average American, people in my country _____ .
4. While many Americans _____, people in my country _____ .

12. STRUCTURE Showing Contrast and Exception

Use **like** and **similar to** to present similar information.

Like many Americans, people from Russia have meal early in the evening.

Similar to Americans, people from Russia have meal early in the evening.

Use **while**, **unlike** and **in contrast to** to present contrasting information.

While many Americans drive every day, people in my country use public transportation.

Unlike the average Americans, people in my country don't use credit cards very often.

In contrast to the average Americans, people in my country don't usually eat out.

Use **except that** and **except for** to show an exception.

I'm very similar to the average American **except** (that) I don't have a car.

People in my country don't eat out **except** (for) special occasions.

A. Here's some information about American customs. How different are the customs in your country? Write sentences showing contrasts and indicating exceptions.

1. If people study foreign language, it is often Spanish.

Example: *While Americans often study Spanish as a foreign language, people in my country study English.*

2. If two friends meet on the street, they usually shake hands.

3. If two people get married, the bride's parents pay for most of the wedding.

4. If friends go out to eat together, they usually split the bill.

5. If children misbehave, they're often sent to their rooms.

6. If someone wants to visit a friend, he or she normally calls first.

B. What are some ways in which you are different from other people in your country? Complete these sentences with your partner.

Unlike most (men/women) in my country,...

In contrast to the majority of my friends,...

While quite a few people in my class...

Unlike most people who are my age,...

13. DISCUSSION Typical or Not?

A. Read these statements made by some Americans. Do you think these people are typical? Why or not why?

Jun:

I'm not a very good cook, so I eat out at least three times a week.

Maybe I should take a cooking class.

Tammy:

I exercise four times a week, am very careful about what I eat, and can't tolerate cigarette smoke at all.

Alicia:

I think we have a responsibility to take care of the earth.

I often go hiking and like to spend time outdoors.

Marcos:

I watch TV every day after work. I have a stressful job,
and I find that watching TV helps me relax.

B. Which of the people in Exercise A are you similar to? different from?

Example:

I'm very similar to Tammy except that I only exercise once or twice a week.

Unlike Jun, I always cook at home. I hate restaurant food!

14. READING The American Mind-Set

A. Read this information about issues in the United States. Which issues also concern you? Which ones do most people in your country worry about?

What Americans worry about...

1. Most Americans (82%) are concerned about immigration. They worry about where new immigrants will live and how they will find jobs.
2. The majority of Americans (75%) are worried about politics. They think that politicians don't understand their real feelings.
3. Many Americans (40%) are worried of their safety because of the high crime rate.
4. Quite a few people (25%) are concerned about the economy. They worry that a close relative may lose a job because the economy isn't strong enough.
5. Recently, Americans have become increasingly concerned about drug use. The majority of those surveyed (70%) thought that drug abuse is worse now than it was five years ago, despite the amount of money the government is spending on the problem.
6. When presented with the following statements, most women in America (83%) agreed: "Women work out of necessity and are having a hard time."

B. What are three other issues people in your country worry about?

15. **DISCUSSION** How Do You Feel About It?

A. Are these adjectives positive (+), negative (-), or neutral (N)?

___alarming	___fortunate	___mind-boggling	___sickening
___appalling	___heartening	___reassuring	___surprising
___fascinating	___interesting	___shocking	___unfortunate

B. How do you feel about the information given in “What Americans Worry About...”? Use adjectives from Exercise A.

Example:

I find it reassuring that people are concerned about drug use. It's a serious problem almost everywhere.

It's surprising that Americans worry about crime. In my country, that's not really a problem.

16. **STRUCTURE** Quantifiers

The majority of the people in my country keep up with current events.

Most business professionals are worried about the economy.

Quite a few (of the) people here are concerned about crime.

About half (of) the people I know voted in the last election.

Hardly any (of the) people I know are worried about the crime.

Almost no one I know is really interested in politics.

Do you and your friends worry about any of these issues? Write about each issue, explaining your reasons.

economic performance	immigration control	tax reform
political reform	population control	educational reform
pollution	working women	crime

Example: *The majority of my friends aren't worried about crime, because there so many police officers on the street.*

About half of students think about educational reform.

Almost no one is interested in political reform.

17. STRUCTURE Infinitive and Gerund Phrases

It + be + adjective phrase is often used to comment on behavior.

It's impolite to ask about other people's personal business.

It's boring to hear her stories about famous people.

These sentences can be restated with gerund phrases.

Asking about other people's personal business **is impolite.**

Hearing her stories about famous people **is boring.**

A. Use these adjectives to complete the sentences about typical or appropriate behavior. Decide if you need not in front of each adjective. Compare with a partner.

acceptable appropriate customary important polite unusual
--

1. It's not polite to ask in a foreign language in front of people who don't understand it.
2. It's _____ to address a teacher by his or her first name.
3. Embracing a friend when you meet him or her is _____ .
4. It's _____ to talk about politics at work or school.
5. Complimenting a person about his or her appearance is _____ .
6. It's _____ to ask a lot of questions to keep a conversation going.
7. Asking someone's age is _____ .
8. It's _____ to bring a conversation to a close before it becomes boring.

B. What is typical or appropriate in your country? Write sentences about these topics.

1. shake hands when you meet a friend

Example: *It's appropriate to shake hands.../Shaking hands...*

2. kiss a female friend on the cheek when you see her

3. stand very close to people when you talk to them

4. use your hands a lot when you talk

5. ask people about their families

6. ask people how much they earn

7. ask people about their social plans

8. interrupt someone who's talking

18. **DISCUSSION** Customs and Traditions

Read this list of customs in Canada and the U.S. Are they the same or different in your country? Discuss the customs that are not the same in your country. How do you think they would affect visitors to your country?

	Same	Different
1. People are usually punctual for appointments. In fact, most people arrive slightly early.	<input type="checkbox"/>	<input type="checkbox"/>
2. Business meeting are friendly, but even so, there isn't much socializing beforehand.	<input type="checkbox"/>	<input type="checkbox"/>
3. Lunch is usually a fairy light meal, that doesn't last long. Both men and women shake hands when they meet.	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
5. It's common to ask people you meet what kind of work they do.	<input type="checkbox"/>	<input type="checkbox"/>
6. Many people eat dinner early in the evening, around 6:00 p.m.	<input type="checkbox"/>	<input type="checkbox"/>
7. People generally talk quite a bit while they are eating dinner.	<input type="checkbox"/>	<input type="checkbox"/>
8. It's not uncommon for couples to display affection in public.	<input type="checkbox"/>	<input type="checkbox"/>
9. When invited to someone's home, you are not necessary expected to bring a gift. Even so, something small, such as flowers or dessert, is always appreciated.	<input type="checkbox"/>	<input type="checkbox"/>
10. Most people open gifts as long as they received them.	<input type="checkbox"/>	<input type="checkbox"/>

19. *LISTENING* How Did You Fare?

Listen to Andrew, Amy, and Layla talking about their experiences abroad. Were they positive or negative experiences?

	Experiences	Positive or negative
Andrew		
Amy		
Layla		

20. *LISTENING* International Etiquette

Different countries and cultures have different ways of behaving. How much do you know about ‘international etiquette’?

A. Which of these things would be socially unacceptable in your country?

- a. wearing shorts in religious buildings
- b. wearing outdoor shoes in a religious building
- c. topless bathing
- d. crossing your legs in public
- e. pointing with your finger
- f. blowing your nose in public
- g. kissing someone you are introduced to for the first time.(man-man)
- h. kissing someone you are introduced to for the first time.(woman-woman)
- i. using your left hand to eat with
- j. asking for more food at a dinner party if you’re still hungry
- k. leaving food on your plate at a dinner party

B. Do you know any countries where these things would not be acceptable?

C. You are going to listen to part of a welcome talk to a group of passengers on around-the-world cruise. Among the countries they will be visiting are Spain, Egypt and the Middle East, India, Singapore, Thailand, and Japan. Which kinds of behavior in the list in exercise A do you think will be acceptable or unacceptable in these countries.

D. Listen to the cassette and fill in the table below. Where information is given, write (√) for acceptable and (X) for unacceptable.

	Spain	Egypt and the Middle East	India	Singapore	Thailand	Japan
a. wearing shorts						
b. wearing shoes						
c. topless bathing						
d. crossing legs						
e. pointing						
f. blowing nose						
g. kissing (men)						
h. kissing (women)						
i. using left hand to eat						
j. asking for more food						
k. leaving food						

E. Think about point discussed on the cassette – religious buildings, greeting and introduction, appropriate dress, posture and body language, eating and drinking. Include information about other areas such as bargaining, tipping, queuing, attitudes to women, behavior in business meetings, and so on.

Use expressions like:

<i>It's a good idea (not) to.....</i>	<i>Never .../Always...</i>
<i>Make sure you (don't) ...</i>	<i>Take care you (don't)...</i>
<i>If possible , visitors should/shouldn't...</i>	<i>Be careful (not) to...</i>

21. *LISTENING* What Went Wrong

Listen to Cindy, Scott, and Kate talking about their travel experiences. What happened during each one? What went wrong?

	What happened	What went wrong
Cindy		
Scott		
Kate		

22. *READING* Culture Shock

A. Here are some texts containing tips for visitors to five different parts of the world. Which text do you think is about?

Britain _____
Spain _____

Singapore _____
Thailand _____

West Africa _____

1. _____

- ◆ Don't be surprised if people you don't know well ask you how much you earn or how much your car cost. This is quite normal.
- ◆ If you're invited for meal, people will always offer you a second helping. You should always say 'No', so as not to appear greedy. This will be understood, and your host will give you more anyway. If you really don't want anymore, cover your plate with your hand.
- ◆ It's polite to leave some food on your plate at the end of a meal – if you eat everything, it's a sign that you want more.

- ◆ Don't drop litter – even cigarette ends. It will be noticed, and you'll be fined. You can also be fined if you fail to flush the toilet in a restaurant or other public place.
- ◆ In general, it is considered insulting to give tips, and many places have signs saying 'No tipping'

2. _____

- ◆ Greetings can go on for some time – 'How are you? How's business? How's the family?'... Your answer should always be 'Fine', even if you are not. If there's gap in the conversation, this is usually filled with more greetings.
- ◆ Holding hands is common, even between strangers. Don't be surprised if someone showing you the way down the streets leads you by the hand.
- ◆ In general, the left hand is used for 'unclean' activities, so use the right hand for giving things to people, handing food, etc.
- ◆ People younger than you will avoid looking you straight in the eye. This is not rude – on the contrary, it's a sign of respect.
- ◆ Hissing is a common way of attracting a person's attention, and is not rude. It's quite normal to hiss to call a waiter to your table.

3. _____

- ◆ People regard their homes as very private places, so if you're asked out to a meal it'll probably be to a restaurant rather than to the person's house or flat.
- ◆ It's common to see young children eating in restaurants with their parents, even quite late at night.
- ◆ Evening activity starts late. Restaurants start to fill up around 10 o' clock, and nightlife can carry on till four or five in the morning – or even later.
- ◆ Kissing (on both cheeks) is common form of greeting between women, and between women and men. It's unusual between men, except when greeting a member of the family or a close friend.

- ◆ If it's your birthday, you're expected to invite friends or colleagues for a drink or a meal. You're the host, so you're expected to pay.

4. _____

- ◆ Kissing is not common as a form of greeting unless you know someone well. It is especially unusual between men, who usually shake hands or just say 'Hello' without touching. People usually kiss on one cheek only.
- ◆ Unless you know someone well, it's impolite to ask them how much they earn, or how much they paid for something.
- ◆ In shops and at bus stops, go to the back of the queue and wait. If you 'jump the queue', other people will angrily tell you to wait your turn.
- ◆ Punctuality is important. If you arrange to meet someone, try not to be more than a few minutes late.
- ◆ On trains, especially underground trains, people tend to sit in silence and read. If you try to start a conversation with a person next to you, don't be surprised if you don't get much of a response.

5. _____


- ◆ The head is considered the most spiritual part of the body, and the feet the dirtiest part, and it is very impolite to point your foot at someone, especially at their head. So don't sit with one leg crossed over the other, and never put your feet up on a chair or a desk.
- ◆ It is also rude to point at someone, do it by nodding your head. If you want to call a waiter, do it with your palm down, moving your fingers towards you.
- ◆ It's quite normal to visit people at home without being invited. If you do, take a small gift with you.
- ◆ If you give someone a gift, they will usually thank you for it and put it aside without opening it. Don't be offended – it's bad manners to open a present in front of the person who has given it.

B. According to the texts, where is it either *polite* or *impolite* to

- a. leave food on your plate?
- b. visit someone without an invitation?
- c. touch food with your left hand?
- d. ask someone how much they earn?
- e. look your boss straight in the eye?
- f. open a present immediately?
- g. arrive on time?

C. Imagine yourself in one of the five places. Which customs would you find it

- easy to get used to?
- difficult to get used to?

D.  You will hear someone talking about something that happened to him in the Sudan. The story is in three parts.

Part 1

- What was he doing?
- How many people were there?
- What did they start doing?
- What do you think the speaker did next?

Part 2

- What did everyone eat?
- Why do you think they didn't eat the tomatoes?

Part 3

- Why didn't they eat the tomatoes?

23. READING Tips For Communicating With People From Other COUNTRIES

You may never completely overcome linguistic and cultural barriers or totally erase ethnocentric tendencies, but you can communicate effectively with people from other

cultures if you work at it. Here are some tips for handling intercultural business communication more effectively.

LEARNING ABOUT A CULTURE

The best way to prepare yourself to do business with people from another culture is to study their culture in advance. If you plan to live in another country or to do business there repeatedly, learn the language. The same holds true if you must work closely with a subculture that has its own language, such as Vietnamese-Americans or Hispanic-Americans. Even if you end up doing business with foreigners in your own language, you show respect by making an effort to learn their language. In addition, you will learn something about the culture and its customs in the process. If you don't have time or opportunity to actually learn a new language, at least learn a few words.

You should also read books and articles about the culture and talk to people who have dealt with its members, preferably people who have done business with them. Concentrate on learning something about their history, religion, politics, and customs. Find out about the countries' subcultures, especially its business subculture. Does the business world have its own rules and protocol? Who makes decisions? How are negotiations usually conducted? Is gift-giving expected? What is the etiquette for exchanging business cards? What is the appropriate attire for attending a business meeting? Seasoned business travelers suggest the following:

- In Spain let a handshake last five to seven strokes; pulling away too soon may be interpreted as a sign of rejection. In France, however, the preferred handshake is a single stroke.
- Never give a gift of liquor in Arab countries.
- In England never stick pens or other objects in your front suit pockets; doing so is considered gauche.
- In Pakistan don't be surprised when businesspeople excuse themselves in the midst of the meeting to conduct prayers. Muslims pray five times a day.
- Allow plenty of time to get to know the people you're dealing with in Africa. They're suspicious of people who are in a hurry. If you

concentrate solely on the task at hand, Africans will distrust you and avoid doing business with you.

- In Arab countries never turn down food or drink; it's an insult to refuse hospitality of any kind. But don't be too quick to accept, either. A ritual refusal ("I don't want to put you to any trouble" or "I don't want to be a bother") is expected before you finally accept.
- Stress the longevity of your company when dealing with the Germans, Dutch and Swiss. If your company has been around for a while, the founding date should be printed on your business cards.

These are just a few examples of the variations in customs that make intercultural business so interesting.

BODY LANGUAGE

Gestures help us clarify confusing messages, so differences in body language are a major source of misunderstanding. We may also make the mistake of assuming that a foreigner who speaks our language has also mastered the body language of our culture. It therefore pays to learn some basic differences in the ways people supplement their words with body movement. Take the signal for no. People in United States and Canada shake their heads back and forth; the Japanese move their right hands; Sicilians raise their chins. Or take eye contact. US and Canadian business people read each other through eye contact and assume that a person who won't meet their gaze is evasive and dishonest. But in many parts of Latin America, keeping your eyes lowered is a sign of respect. It's also a sign of respect among many Afro-Americans, a fact that some schoolteachers failed to learn. When they scold their students saying, "Look at me when I'm talking to you," they only create confusion for Afro-American children.

Sometimes people from different cultures misread an intentional signal, and sometimes they overlook the signal entirely or assume that a meaningless gesture is significant. For example, an Arab man indicates a romantic interest in a woman by running a hand backward across his hair; most Westerners would dismiss this gesture

as meaningless. On the other hand, an Egyptian might mistakenly assume that a Westerner exposing the sole of his or her shoe is offering a grave insult.

Social behavior and manners

What is polite in one country may be considered rude in another. In Arab countries, for example, it is impolite to take gifts to a man's wife but acceptable to take gifts to his children. In Germany giving a woman red rose is considered a romantic invitation, inappropriate if you are trying to establish a business relationship with her. In India you might be invited to visit someone's home "any time". Being reluctant to make an unexpected visit, you might wait to get a more definite invitation. But your failure to take the Indian literally is an insult, a sign that you do not care to develop the friendship.

Rules of etiquette may be formal or informal. Formal rules are the specifically taught "rights" and "wrongs" of how to behave in common situations, such as table manners at meals. Members of a culture can put into words the formal rule being violated. Informal social rules are much more difficult to identify and are usually learned by watching how people behave and then imitating that behavior. Informal rules govern how males and females are supposed to behave, how and when people may touch each other, when it is appropriate to use a person's first name, and so on. Violations of these rules cause a great deal of discomfort to the members of the culture, but they cannot usually verbalize what is that bothers them.

UNIT 6 **ASKING FAVORS**

PART A COULD YOU DO ME A FAVOR?

1. *DISCUSSION* Unpleasant Requests

A. Which of these favors bothers you most? Which bothers you least?

1. Could you lend me some money?
2. Can you take care of my pet while I'm away?
3. Will you let me see your class notes?
4. Would you drive me to the airport?
5. Can I borrow your hairbrush?
6. Is it OK if I use your car?
7. I wonder if I could stay overnight at your place?
8. Would you help me move into a new apartment?
9. Can I use your computer? I have to type a paper.
10. I've just finished this ten-page paper. Could you check it for me, please?
11. Would you mind if I used your phone to make a long-distance call to Nigeria?
12. I was wondering if you'd mind carrying these suitcases for me.
13. Could you possibly move your car?
14. Would you mind if I asked you a personal question?

B. What would you say in each situation? Use phrases below.

Accepting	Declining
-----------	-----------

<i>Yes, of course</i>	<i>That's OK, I guess</i>	<i>Sorry, but...</i>
<i>Fine, no problem</i>	<i>Go right ahead</i>	<i>I'd like to, but...</i>
<i>Sure</i>	<i>Not at all</i>	<i>Sorry but I don't think I can</i>
<i>All right</i>	<i>No, of course not</i>	

2. CONVERSATION Would It Be OK if I...

A. Listen and practice

Jack: Hi Rod. This is Jack.
Rod: Oh, hi, Jack. What's up?
Jack: I'm going to my best friend's wedding this weekend. I'd love to videotape it. Would you mind if I borrowed your video camera?
Rod: Um, yeah. That's OK, I guess. I don't think I'll need it for anything.
Jack: Thanks a million.
Rod: Sure. Have you used a video camera before? It's pretty easy.
Jack: Yeah, a couple of times. Would it be OK if I picked it up on Friday night?
Rod: Fine. No problem.

B. Listen to two more telephone calls Jack makes. What else does he want to borrow from them? Do they agree to lend them to him?

3. STRUCTURE Requests

Less formal

Can I borrow your pencil?
 Could you please lend me a suit?
 Is it OK if I use your phone?
 Do you mind if I use your CD player?
 Would it be OK if I used your fax machine?
 Would you mind if I borrowed your video camera?
 Would you mind letting me borrow your laptop?
 I wonder if I could borrow \$100.

More formal

I was wondering if you'd mind lending me your car.

A. Make requests using these cues

1. You want to borrow someone's underwater camera for a diving trip to Florida.

A: Would you mind_____?

B: Sure, that's fine. But please be careful with it.

2. You want to use someone's desk.

A: Is it OK_____?

B: Of course. Go right ahead!

3. You need a ride to the airport tomorrow.

A: _____?

B: I'd be glad to. What time?

4. You need help moving on Saturday.

A: _____?

B: Gee, I'm sorry. I'm busy this whole weekend.

5. You want to borrow someone's mountain bike.

A: _____

B: I'm sorry. I'd like to, but the tire is flat.

B. Make these requests more formal. Then practice making your requests with a partner. Accept or decline each request

1. Lend me a couple of dollars for an espresso.

2. Take this book for the library for me.

3. Lend me your black jacket for my date.

4. I'd like to borrow your Elton John CD.

5. Can I look at that newspaper when you've finished reading it?

6. Will you change the US dollars for me?

7. Show how to use chopsticks, please.

8. Speak a little louder, please.

9. Can you turn the radio down please?

10. Say that again, please.

11. Give me a hand with the luggage.

4. STRUCTURE Polite Requests

A. ...with “you” as a subject

<i>Can you...</i>	<i>Certainly</i>
<i>Could you...</i>	<i>Yes, of course</i>
<i>Will you...</i>	<i>Sure</i>
<i>Would you...</i>	<i>No, of course not</i>
<i>Would you mind...</i>	<i>Not at all</i>
<i>Do you think you could...</i>	<i>No problem</i>
<i>I wonder if you could...</i>	<i>I'd be glad to.</i>

Take turns asking and answering polite requests.

1. You want to ask someone to show you how to use the camera.
2. You want to ask a flight attendant to help you fill a form
3. You want your friend to lend you his camera for the weekend.
4. You want a salesclerk to change a \$5 note for you.
5. You are at a gas station. You want the attendant to check the oil.
6. You want a stranger in an airport to keep an eye on your luggage.
7. You want (...) to tape something on the VCR.
8. You want your teacher to check your essay.
9. You want (...) to take a message while you are away.
10. You want your teacher to reschedule the class.

B. ...with “I” as a subject

<i>Can I...</i>	<i>Sure.</i>
<i>Could I...</i>	<i>That's OK I guess.</i>
<i>May I...</i>	<i>Certainly.</i>
<i>Is it OK if I...</i>	<i>Fine, no problem.</i>
<i>Is it all right if I...</i>	<i>Go right ahead.</i>
<i>Do you mind if I ...</i>	<i>No, of course not.</i>
<i>Would you mind if I...</i>	<i>Not at all.</i>
<i>I wonder if I could...</i>	<i>That would be fine.</i>

Take turns asking and answering polite requests.

1. You want to leave class early. You are speaking to your instructor.

2. You are at your friend's apartment. You want to use the phone.
3. You want to borrow a pen from your friend.
4. The music is a bit soft and you want to turn the volume up.
5. You are at your friend's house and you want to make yourself a cup of tea.
6. You want to come a bit later than you and your friend arranged to meet.
7. You're in class. You're hot. The window is closed.
8. You want to leave a message.
9. You want to turn on the air conditioner.

5. PRACTICE Situations

Make polite requests in the following situations.

1. Your plane leaves at six. You want your friend to take you to the airport.
2. You are sitting at your friend's house. A bowl of fruit is sitting on the table.
You want an apple.
3. You're in a car. Your friend's driving. You want her to stop at the next mailbox so you can mail a letter.
4. You're trying to study. Your roommate is playing his music tastes very loudly, and this is bothering you.
5. You call your friend. Someone else answers and tells you that he's out
You want to leave a message.
6. You want your pen. You can't reach it, but your friend can. You want her to hand it to you.
7. You are at a restaurant. You want some more coffee.
8. You're at you friend's house. You want to help her set the table.
9. You are a teacher. You want your student to shut the door.
10. You want to make a phone call. You're in a store and have to use a pay phone, but you don't have any change. Ask clerk for a change.
11. You call the airport. You want to know what time Flight 62 arrives.
12. You want to see a program on a different channel. Your friend has a remote controller in his hands.

6. CONVERSATION Short of Money

Complete the conversation with the words and expressions in the box.

Then listen to the recording and check your answers.

the thing is a lot That's very nice of you

Could you do me a favor Could you lend me \$10

That's all right short of money

Paul: Hey, John.

John: Yeah?

Paul: _____

John: Sure. What is it?

Paul: Well, _____, I'm _____ until Friday.

_____, do you think?

John: Yes, OK.

Paul: _____, John. Thanks _____

John: _____.

7. CONVERSATION We've Got a Problem

Listen and practice.

Annie: Excuse me. I'm sorry to trouble you. We've got a problem.

Mr Oliver: Oh, yes? What's the matter?

Annie: Well, you see, it's like this. We're cycling, and we haven't got anywhere to sleep tonight.

Mr Oliver: I see. Have you tried the Crown Hotel?

Annie: Yes, but it's much too expensive. So we wondered if we could sleep in your barn?

Mr Oliver: Yes, all right. I don't mind. You don't smoke, do you?

Annie: Oh, no. Neither of us do. Well, thank you very much.

Mr Oliver: Not at all. Would you like to come into the house for a wash?

Annie: Oh, that's very kind of you.

Mr Oliver: This way.

8. CONVERSATION I Can't Manage That Much

Read the dialog and fill in the blanks with the words below.

a. <i>since</i>	e. <i>wondering</i>	i. <i>going</i>
b. <i>as</i>	f. <i>let</i>	j. <i>see</i>
c. <i>do</i>	g. <i>short</i>	k. <i>honest</i>
d. <i>depends</i>	h. <i>hope</i>	l. <i>lend</i>

A: By the way, do you think you could 1) _____ me a favor?

B: Sure. What is it?

- A: Well, I was 2) _____ if you could put me up for a few days.
- B: Put you up for a few days? Uh...
- A: I know it might be awkward. It is just that I'm really stuck. I was 3) _____ to stay with another friend but her boyfriend's just moved in and oh...
- B: The problem is that my apartment is really small. There's hardly enough room for one person.
- A: That's okay with me. 4) _____ I said, it'll only be for a few days.
- B: Well, to be 5) _____ with you, this is really bad time. I've got exams next week and I'm going to be cramming night and day.
- A: Oh, I 6) _____. Well, I just thought I'd see if it was possible. I can always call Cindy. I'm sure she can put me up.
- B: I 7) _____ you understand. Uh... if there's anything else I can do, just let me know.
- A: Well, 8) _____ you mention it ... there is one more thing.
- B: Oh? What's that?
- A: Do you think you could 9) _____ me some money?
- B: Well, that 10) _____ on how much you need.
- A: \$100.
- B: \$100! I'm really sorry, but I don't think I can manage that much. I'm a little 11) _____ of cash myself right now. I could 12) _____ have \$10 or \$15, I suppose.
- A: That would be great! I'll be right over to get it.

9. PRACTICE Formal or Informal

A. Study the examples (1-5) below. Then put each of them into one of these two broad categories formal or informal.

1. a. Do me a favor, will you?
b. I was wondering if you could do me a favor.
2. a. Would it be possible for me to use your phone for a minute?
b. All right if I use your phone for a minute?
3. a. Look at the time! The banks are closed and I'm out of money.
Can you lend me some until tomorrow?
b. I just remembered that I forgot to go to the bank this morning.
Do you think you could possibly lend me \$20 until I can get to the bank tomorrow?

4. a. I'm just going to the supermarket. OK to leave the baby with you for a while?
b. I'm really sorry to bother you, but could you look after my son for half an hour while I go to the supermarket?
5. a. I realize it's an imposition, I know how busy you are. But would you mind watering my plants while I'm away next week? I would be really grateful if you could.
b. Sorry to ask, but can you stop by and water my plants while I'm in sunny Acapulco? I'll bring you a souvenir if you do.

10. *PRACTICE* Asking Favors

Ask someone these favors in a formal or informal style. Ask them:

1. if you could use their car.
2. to help you with your homework
3. to translate a letter for you.
4. if a friend can stay at your place for a few days.
5. to let you use their typewriter
6. if you can borrow their VCR for the weekend.

11. *LISTENING* Thanks A Million

A. Listen to three telephone conversations Write down what each caller requests.

Does the other person agree to the request? Check (√) Yes or No

	Request	Yes	No
1. Tina			
2. Mike			
3. Phil			

B. Role play Use the chart to act out each conversation.

12. WORD POWER Collocations

A. Find three words or phrases that are usually paired with each verb.

(More than one answer is possible.)

an accusation	an excuse	a gift	permission	a reason
an apology	an explanation	an invitation	a phone call	a request
a compliment	a favor	an offer	a problem	yourself

deny _____

offer _____

receive _____

refuse _____

return _____

B. Which of the words or phrases can be paired with the following verbs?

reject _____

accept _____

decline _____

C. Pair work Choose one of the collocations from parts A and B and take turns asking questions with them.

Example:

A: *Do you usually return a compliment?*

B: *Oh, sure. If someone compliments me on my hair, I try to make a nice comment about her hair too.*

13. *DISCUSSION* Staying with American Family

Decide what you would say in the following situations.

1. You would like an extra pillow on your bed.
2. You ask a ten-year-old in the family to post your letters.
3. You don't like coffee. Ask for tea without milk for breakfast.
4. You forget your keys. When you arrive home the house is empty.

You go next door and ask to use the telephone to phone your host at work.

5. You'd like your teacher to sign an application form for a student travel card.
6. You want to borrow a dollar from a friend for a cup of coffee.
7. You want a classmate to give you a ride home after classes.
8. You want to turn down your roommate's radio.
9. You want to borrow your friend's car for the weekend.
10. You want someone to tell you how to get to the subway.

PART B COULD YOU ASK THEM TO DO ME A FAVOR?

1. *CONVERSATION* Leaving a Message

A. Listen and practice.

Amy: Hello?

Jeff: Hello. May I speak to Sophia, please?

Amy: I'm sorry she isn't in right now. Would you like to leave a message?

Jeff: Yes, please. This is Jeff. Would you tell her that Tony is having
a party on Saturday?

Amy: Uh-huh.

Jeff: And would you ask her if she'd like to go with me?

Amy: All right Peter. I'll give her the message.

Jeff: No, this is Jeff, not Peter.
Amy: Oh, I'm sorry.
Jeff: By the way, who's Peter?

B. Listen to Amy talking to Sophia. Who's Peter?

Is Sophia going to the party with Jeff?

2. STRUCTURE Indirect Requests

<i>Statements</i>	<i>Indirect requests with that</i>
Sue, Tony is having a party	Could you tell Sue that Tony is having a party?

<i>Imperatives</i>	<i>Indirect request with infinitive</i>
Sophia, call me at five	Would you ask Sophia to call me at five?
Jeff, don't be late	Can you tell Jeff not to be late?

<i>Yes/No questions</i>	<i>Indirect requests with whether or if</i>
Sophia, are you free on Friday?	Can you ask Sophia if she is free on Friday?
Sophia, do you have my number?	Could you ask her if she has my number?
Amy, will you be at the party?	Please ask Amy whether she'll be at the party

<i>Wh-questions</i>	<i>Indirect requests</i>
Jeff, when does the party start?	Can you ask Jeff when the party starts?
Amy, when should I pick you up?	Could you ask Amy when I should pick her up?
Tony, what should we bring?	Would you ask Tony what we should bring?

Rewrite these sentences as indirect requests. In other words ask a friend to deliver the message for you.

1. Jeff, can you drive us to Tony's party?
2. Sophia are you going to the party with Peter or with Jeff?
3. Tony, how many of my friends can I bring to your party?
4. Amy, when is Sophia going to get home tonight?
5. Anne, please return the book I lent you.
6. Dan, don't call me before 8:00 a.m.
7. Vera, Anne is at the library.
8. Jennifer, what time do you want us to meet you?

3. PRACTICE Pass It On

A. Write 5 indirect requests for your partner to pass on to classmates.

Example: Would you ask Jin if she could lend me \$100?

B. Ask your partner to pass on your requests. Go around the class and make your partner's requests. Then go back and tell your partner how the person responded.

Example:

A: Would you ask Jin Sook if she could lend me \$100?

B: No problem. ... Jin, could you lend Peter \$100?

C: I'm sorry, but I can't! Could you tell Peter I'm broke?

B: Peter, Jin says that she is broke.

PART C DIALOGS FOR EVERYDAY USE



Talking English

1. TRAVELER'S CHECKS

- 1.- Hey! What's the rush?
2.- The bank closes in half an hour and I need to cash a check.
1.- I can lend you some money.
2.- I need to cash a check because I'm going on a trip this weekend.
Actually I want to buy some traveler's checks.
1.- Hmm. Can I help you in any way?
2.- You can drive me to the bank if you want to. My car is out of gas.
1.- Yeah. Glad to. Let's go.
2.- Wait just a minute. I have to get my checkbook out of the desk.

2. COULD YOU GET SOME STAMPS?

- 1.- Did you find the money I left on the desk?
2.- Yes. But what's it for?
1.- Did you see the note I left?
2.- I didn't see any note.
1.- Well, I left a note saying I wanted you to get some stamps
at the post office.
2.- Why can't you get them?
1.- The post office is closed when I get off work.
2.- You could get them on Saturday morning.
1.- I know but I won't be in town on Saturday. I'm going on a hike

with some of the some of the guys.

2.- Okay. I'll get them for you. What do you need?

1.- I need a book of regular stamps and two of airmail.

And thanks for doing it for me.

2.- It's okay. You're welcome.

3. NO TROUBLE

1.- Can I help you with those packages?

2.- Huh? Why, yes. I could use some help. That's very kind of you.

1.- No trouble at all. Are you parked nearby?

2.- Right over there. The white station wagon.

1.- Where do you want me to put these?

2.- In the back will be fine. Just let me open the tailgate.

1.- It looks as if you are having Christmas early at your house.

2.- No. It's my twin girls' birthday, so I had to buy presents for two!

UNIT 7 HOTEL FACILITIES

PART A FACILITIES FOR HOLIDAY MAKERS

1. WORD POWER

A. How do you think what facilities does a very expensive hotel provide for its guests? Make a list and compare your ideas with a partner.

B. Match these facilities with the icons below.

- | | | |
|---------------------------------|--------------------------|--------------------------|
| 1. wheelchair access | 5. credit cards accepted | 8. swimming pool |
| 2. health or fitness facilities | 6. pets welcome | 9. business facilities |
| 3. rooms for more than 2 people | 7. air conditioning | 10. 24-hour room service |
| 4. children's facilities | | |



2. READING Hotel Star Rating

A. Read the hotel descriptions and match them to their star ratings.

one star	two star	three star	four star	five star
----------	----------	------------	-----------	-----------

1. _____

A degree of luxury is included at this level. Public areas and bedrooms are more spacious with quality furnishings and decor and satellite TV. The en suite bathrooms are fully equipped. A variety of services is provided, such as porter service, 24-hour room service, laundry and dry-cleaning. Staff will have very good technical and social skills, anticipating and responding to guests' needs.

2. _____

Hotels in this category provide luxury and exceptional comfort. The restaurant has a high level of technical skill, producing dishes to the highest international standards. Staff are well trained in customer care and are especially attentive, efficient and courteous.

3. _____

Hotels in this category offer practical accommodation and are probably small with a family atmosphere. Facilities and meals are simple. Some bedrooms do not have an en suite bath or shower room, although maintenance, cleanliness and comfort need to be of an acceptable standard.

4. _____

In this classification hotels are typically small to medium sized and offer more extensive facilities than at the one-star level. Guests can find more comfortable and well-equipped accommodation, usually with an en suite bath / shower room and colour TV. Hotel staff will offer a more professional service than at the one-star level.

5. _____

Hotels are usually larger and provide a greater quality and range of facilities than at the lower levels. All bedrooms have a complete en suite bath / shower room and offer a better standard of comfort and equipment, such as a direct-dial telephone, a hairdryer and toiletries in the bathroom. Room service is also provided and staff respond well to guests' needs.

B. read the text again and put down the examples of the following:

1. room facilities _____

2. hotel facilities _____

3. three adjectives used to describe hotel staff _____

4. Five adjectives used to describe hotels _____

3. LISTENING Omega Hotel

A. Listen to the owner of the Omega Hotel in Amsterdam, who talks about

recent upgrading of the hotel from two to four stars. Number the following in the order that he mentions them.

- | | |
|-----------------------------|---------------------------|
| ___ 24-hour room service | ___ bar |
| ___ reception area | ___ food service |
| ___ fully-equipped bathroom | ___ minibar and colour TV |

B. Listen again and match two parts of the sentences:

- | | |
|-------------------------------------|---|
| 1. People want | a) a lot more comfortable |
| 2. The rooms are now | b) a higher standard of accommodation |
| 3. The furniture is | c) range of food |
| 4. Bedrooms in two-star hotels are | d) as friendly as before |
| 5. The reception area has been made | e) bigger |
| 6. We offer a wider | f) not as spacious as in four-star hotels |
| 7. We want the atmosphere to be | g) better quality |

4. LISTENING The Palace Hotel

Listen to the conversation between the General Manager of the Palace Hotel and a former colleague. As you listen, tick the facilities that the hotel has *now*.

- | | |
|-------------------|-------------------------|
| ___ games room | ___ fitness center |
| ___ tennis courts | ___ sauna |
| ___ golf-course | ___ business apartments |
| ___ solarium | ___ business centre |
| ___ swimming pool | ___ conference rooms |

5. LISTENING Paragon Hotel

A. Five guests at the Paragon Hotel make requests at reception. Listen and match requests (1 – 6) with service and facilities from the table.

children's facilities	business facilities	valet parking
room service	valet service	beauty salon and hairdresser

1. _____

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

2. _____

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

3. _____

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

4. _____

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

5. _____

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

6. _____

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

B. Listen again and match the guests with the services.

6. **READING** A Superior Night's Sleep

A. Match the words with their definitions.

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

B. Read the article and fill in the gaps with words or phrases from the list below.

facade	mobile	equipment	handset
hotel's fitness studio	suite	chauffeured	experience
stationery	gadget	butlers	florist

Madonna, Michael Jackson, Celine Dion and Mariah Carey have all stayed at the Lanesborough. Stanley Kubrick filmed scenes for *Eyes Wide Shut* in a junior bedroom and Princess Diana used the dining room for a party. By anybody's

standards £5,287.50 (excluding breakfast and dinner) is a lot to pay so what exactly do you get for your money?

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

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

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

But behind the early nineteenth-century _____ I discovered a stack of hi-tech _____: an In-room computer with fast internet access and internet radio so you can listen to local stations from New York to Buenos Aires, fifteen phone _____ and a _____ so you can be reached on your room number even when you're out about town.

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

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

C. Read the article again. Are these statements true (T) or false (F)? Correct any false statements.

- | | T | F |
|--|--------------------------|--------------------------|
| 1. Stanley Kubrick stayed at the Lanesborough. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The price related to the facilities. | <input type="checkbox"/> | <input type="checkbox"/> |

- | | | |
|--|--------------------------|--------------------------|
| 3. The room tariff includes a car with a driver. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The rooms contain their own fitness studio. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. The hotel combines modernity with tradition. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Guests can be contacted even when they are not in their room. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. The butler provides a 24-hour service. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. The butler wasn't able to get a 35 mm film for the guest. | <input type="checkbox"/> | <input type="checkbox"/> |

7. *READING* Classic Room

A. Read the description of a “Classic Room” at the Copthorne Tara Hotel in London and make a list of all the facilities and furniture in the room.

Far from being places used only for sleeping — and yes, the beds are exceptionally comfortable — our *Classic Rooms* make waking hours fly. With their subtle colours and lime-oak furnishings, they're light, spacious, and charming; ideal for working (there's a large, business-like desk) or relaxing (there's satellite TV with three international channels; a radio, a computerized mini-bar; facilities for making your own tea and coffee; two extremely restful armchairs ...).

A bedside panel gives remote control of lighting, TV, radio, and signs for '*Make Up Room*' and '*Do Not Disturb*'.

A trouser-press, iron, and board keep creases razor sharp or invisible as required. An air-and-temperature control system ensures an atmosphere perfect for individual requirements.

This level of thoughtful comfort extends into beautifully designed bathrooms with basins, showers, and baths.

And if visitors want anything else, they can always dial room service *24 hours a day*.

B. What adjectives are used to describe:

the room as a whole

the desk

the bathroom

the bed

the armchairs

8. READING Two Different Hotels

Hilton International Hotel (The opinion of Tommazo Zanzotto, Chairman)

HIS HOTELS: What is absolutely essential is the core - a well-equipped room with all the facilities expected by the customer. That must be perfect. Then what I expect of a hotel is the circle around this room such a meeting facilities, banquet facilities, bar and relaxation areas which form the first circle around the core. What I expect after that is the ambience, the quality of service and what I call the intangibles. The customer goes from the outside ring into the core because he expects the core to be there. I do not think people start with the core. They start at the intangible and the advantage of Hilton is it does have an intangible element around the core.

STAFF: I think the most important thing for staff is attitude. Attitude assumes you have the right tools behind you. For instance, there must be the right check-in system at reception and room service must have the right backup. So to me, attitude is the first ingredient but not the only ingredient. I started my career in a travel agency in Milan when I was seventeen. When you go into the agency you like the staff to ask how you are even if they have already done that 150 times that day because it is a unique experience to you. It is a tough job. I recognize it is not easy. The human touch particularly in the hotel business, that is one place computers will never take over.

RATES: Pricing must be a local strategy in terms of what the hotel is. I am against discounting just for the sake of keeping the customer. There is a price for a product and the customer must pay that in order for the quality of service to be maintained. I do not believe in giving customers an impression which is different from reality. For instance mileage programmes - somebody is paying for these somewhere and that is not fair on the customer, but competition makes you do things which you do not think are necessarily right. If I find a solution I will do that. I do not have a magic solution. But I believe that all the zillions of miles which exist all over the world, somebody will pay for them and it will not be the shareholders. The cost will pass through the system through different pricing mechanisms. There is no such thing as a free lunch.

Loyalty must be built on true relations rather than the fact you have a few miles from me.

FAVOURITE STAY AT A HOTEL: Club Mcd in Bali. A combination of events contributed to this recent stay. One was the fact I was changing jobs so I was very relaxed and it was also my twenty-fifth wedding anniversary. What was particularly good was the ambience and the pleasant attitude of the staff.

DISLIKES: The hotels I do not like are the ones with no personality or flavour or anything local. If there are some hotels in our group which need to move along that route we will do something.

ONE WISH FOR THE INDUSTRY: That government and society realise travel and tourism is such a powerful economic driver. It has to be taken into serious planning consideration in all countries.

Sandy Lane Hotel (The opinion of Richard Williams, General Manager of the hotel)

HIS HOTEL: It's a very special place – Barbados as a destination is easy to reach so people can decide on a whim to come here to relax. People have so little leisure time now, it is important to have somewhere like Sandy Lane which is easy to visit. We also have a huge advantage because of its location on easily the best beach surrounded by elegant private homes in a private estate. The hotel owns 400 acres but has only 120 rooms so it never seems busy even when we are full. People also like the elegance of the hotel, the coralstone which changes colour from white to pink as the sun sets, and the theatre of mahogany trees around.

STAFF: We have just under four staff, about 3.8 to every guest room, which is a nice ratio because it allows us to be very attentive. Training is very dear to my heart - about 25 per cent of our training budget goes on technical skills as the rest is on attitude and motivation. We send staff overseas to work in hotels such as the Savoy in London and their staff come here so they are always learning. But what impresses me the most is the friendliness of the staff. Where else does a maid come in on her day off to bring fruit from her garden for a guest who does not feel well?

RATES: We think our rates are good value. In the summer the rates are lower which we think is spectacular value because you get exactly the same service and facilities as in the winter. We also consider families very important and have just built a children's village in the grounds and offer adjoining rooms for US\$100, complete with soft drinks and cookies instead of a minibar. Our dominant market is still couples aged forty or over.

GUESTS: Our dress code sometimes causes problems because we will refuse entry to dinner if someone is not smart enough. Sometimes celebrities will try to bend the rules which is a shame because other guests don't like it if exceptions are made.

FAVOURITE STAY AT A HOTEL: Galley Bay in Antigua. We go there quite a lot because I can really relax there after the formality of my hotel. I can go to dinner in shorts and without shoes. The atmosphere is relaxed, but the service and the food are excellent. I like not having any air conditioning and being able to virtually roll out of bed into the sea. A lot of places you can unwind, but you don't get the good service - here you get both..

DISLIKES: What I particularly dislike are city hotels where the management and owners don't bring any sense of caring. They give you a bed in a box and sterile, unoriginal surroundings. You don't have to spend a fortune on a room to find good places so it's not just a question of price.

ONE WISH FOR THE INDUSTRY: That we could get over the problem of seasonality. I wish I could somehow get across the message that the Caribbean is a beautiful place in the summer.

PART B FACILITIES FOR BUSINESS TRAVELLER

1. **READING** Webpage of Forum Hotel

A. Which facilities are important to hotel guests if they are on a business trip?

B. Read the webpage of Forum Hotel in Cracow and complete it with the following titles.

Meeting facilities Accommodation	Facilities Location	Dining Leisure
-------------------------------------	------------------------	-------------------

1. _____

This elegant, modern hotel is conveniently situated on the right bank of the Wisla River, offering the magnificent view of the Royal Castle on Wawel Hill and Skalka medieval church. An ideal location for sightseeing and for visiting the local business, shopping and entertainment areas. Airport 15 km, railway station 5 km, old town 1.5 km.

2. _____

The 'Zygmuntowska' Restaurant serves *dishes* of Polish and international cuisine. *Rooftop* coffee shop, bar, grill bar, nightclub. Food for vegetarian and other special diets available.

3. _____

The hotel *offers* nineteen single, 244 double rooms and thirteen suites. All rooms are *equipped with* satellite TV, pay TV, direct-dial telephone, air conditioning, minibar and room service. There are non-smoking rooms and rooms for disabled persons.

4. _____

The leisure facilities of the hotel include a sun terrace, *indoor* swimming pool, sauna, solarium, massage, tennis courts, mini-golf and casino.

5. _____

Our business centre offers a *full range* of secretarial services. Currency exchange, hairdresser, flower shop, newsstand, perfume counter, art gallery, babysitting service, laundry service, travel service office, *outdoor* parking and hotel taxis. Pets are allowed.

6. _____

At our guests' disposal are nine conference rooms and an exhibition area, which are *able to accommodate* up to 600 people. We offer the highest quality conference equipment.

C. Complete the sentences using the *italicized* words from the web page.

1. Some rooms **are equipped** with modern sockets and fax machines.
2. The _____ restaurant has a fantastic view of the city.
3. The hotel _____ a professional interpretation and translation service.
4. There is a _____ of conference equipment.
5. The small conference room is _____ a maximum of 100 delegates.
6. Vegetarian _____ are also available.
7. There are both _____ and _____ exhibition areas.
8. There is a business center _____ from 9 am to 5 pm.

2. WORD POWER Conference Equipment

A. Match the technical equipment with the pictures. Which support services do you think are essential? Which are optional extras?



- | | | |
|----------------|------------------------|----------------------------------|
| ___ computer | ___ overhead projector | ___ flip chart |
| ___ microphone | ___ satellite dish | ___ video conferencing equipment |
| ___ lectern | ___ slide projector | |

B. Match requests 1-8 and offers a-h

- | | |
|---|--|
| 1. I'd like some shirts washed. | a. Yes. We have 24-hour service. |
| 2. I want to send a fax. | b. There's TV Internet access in your room. |
| 3. I need to make a copy of a document. | c. I'll send the laundry service to your room. |
| 4. We'd like our children looked after | d. The photocopier is in the business |

- this evening.
5. I need to print out some documents from my laptop.
6. Where can I get Internet access?
7. Can I get something to eat in the middle of the night?
8. I need to check my email quickly.
- centre on the ground floor.
- e. I'll ask our babysitting service to contact you.
- f. The fax machine is in the business centre behind reception.
- g. Come and use broadband in the business centre.
- h. There is a printer in our business centre.

3. *LISTENING* What Can You Offer the Business Traveler?

A. Listen and tick the facilities or services which you hear. Which ones are mainly for business traveler?

- | | | |
|--|--|--|
| 1. <input type="checkbox"/> photocopier | 7. <input type="checkbox"/> broadband | 13. <input type="checkbox"/> emails |
| 2. <input type="checkbox"/> disabled access | 8. <input type="checkbox"/> electronic safe | 14. <input type="checkbox"/> car hire |
| 3. <input type="checkbox"/> TV Internet access | 9. <input type="checkbox"/> 24-hour room service | 15. <input type="checkbox"/> swimming pool |
| 4. <input type="checkbox"/> garden | 10. <input type="checkbox"/> satellite TV | 16. <input type="checkbox"/> babysitting service |
| 5. <input type="checkbox"/> pay-pre-view films | 11. <input type="checkbox"/> printer | 17. <input type="checkbox"/> minibar |
| 6. <input type="checkbox"/> multi-line phones | 12. <input type="checkbox"/> fax | 18. <input type="checkbox"/> laundry service |

B. Listen again and complete the sentences using the facilities in exercise A.

- All rooms have satellite TV with _____ - _____ - _____ facilities.
- There's Internet access for sending _____.
- Both the minibar and the _____ are standard in all rooms.
- we have _____ - _____ room service.
- The printer, _____, and _____ facilities are in the business center.
- The center's fully equipped and offers _____ Internet access.

4. *STRUCTURE* Linking and Contrasting

so, both and, but

All rooms have Internet access. You can send emails.

*All rooms have Internet access **so** you can send emails.*

The minibar is standard in all rooms. The electronic safe is standard in all rooms.

Both the minibar **and** the electronic safe are standard in all rooms.

Internet access is in the room. Fax facilities are in the business center.

*Internet access is in the room **but** fax facilities are in the business center.*

A. Match the phrases to make sentences.

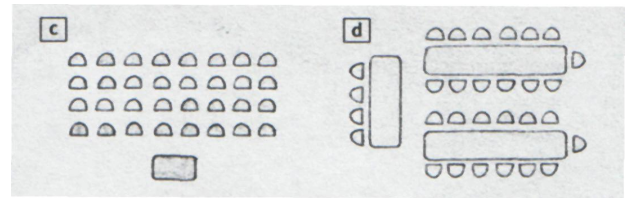
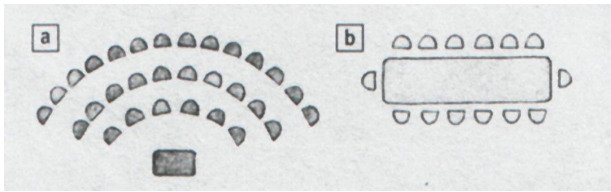
- | | | |
|--------|--|---|
| 1.____ | The hotel is fully booked at the weekend so | a. it was only a test drill. |
| 2.____ | The fire alarm went off at 7 am but | b. the printer and copier are in the business centre. |
| 3.____ | The conference delegates arrive at 6 pm so | c. we can't take any more bookings. |
| 4.____ | Both the fitness center | d. everything must be ready by then. |
| 5.____ | They wanted to book the meeting rooms but | e. they didn't want accommodation. |
| 6.____ | You can send emails from your room but | f. so we sent her an information pack. |
| 7.____ | Both the large meeting room | g. and the swimming pool close at 10 |
| 8.____ | The customer requested information about our conference centre | h. and the banqueting room hold 500 people. |

B. Use *both...and*, *so* or *but* to link these parts of sentences.

1. The hair salon is open during the week. It's closed at weekend.
2. The restaurant is fully booked. We can't take any more bookings.
3. The hotel has a fitness centre. The leisure centre has a fitness centre.
4. The table was booked for eight o'clock. The guests didn't arrive until 9.00.
5. Petra finishes her work placement next week. Dirk finishes his next week.

5. LISTENING We're Planning a Conference.

A. Listen to the dialogue and label the pictures.



1. boardroom-style meeting room _____
2. theatre-style meeting room _____
3. banqueting room _____
4. classroom-style meeting room _____

B. Listen again and complete the table.

Conference facilities		
type of rooms	type of audio-visual equipment	business service
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

6. *DISCUSSION* Booking for a Business Conference

Student A: Call the Hotel Olympia and make a booking for a business conference.

Student B: You work at the Hotel Olympia. Take a conference booking.

See File 4 on page 138

7. *READING* Describing Conference Facilities and Services

To: Ms Laura French

Fax: 0034 208 491 445

From: Sales Office

Date: Tuesday 12 September

Subject: Conference facilities

Pages: 2

Dear Ms French

Thank you for your email and your interest in our hotel. It is my pleasure to send information on our conference facilities along with a floor plan.

The hotel has a total of 700m² of conference and banqueting space. The Conference Centre is located on the ground floor. It consists of nine meeting rooms, including the Grand Hall ballroom, which is able to accommodate up to 600 people. The room can

be divided into three separate sections. Next to the Grand Hall there are four banqueting rooms, with capacity for about fifty people each. They can be connected to create larger spaces. There are also two boardrooms for smaller groups. The whole conference centre is air conditioned. Five rooms have daylight.

We offer a full range of technical equipment including overhead projector, slide projector, microphones, flip charts, lectern, audiovisual equipment, satellite link, internet access and computer rental.

The support services at our guests' disposal include: secretarial services, conference coordinator, interpreters, printing service, florist, transportation, photographers and catering services.

If you have any other questions, please let me know.

With kind regards,

Katarzyna Zarek (Conference Bookings Manager)

8. PROFESSIONAL PRACTICE Faxes and Emails

A. Look at the fax and complete the phrases.

- opening a fax / email

Dear Sir / Madam,

Dear Ms / Mr / Mrs / _____,

- beginning the body of the fax

Thank you for your _____ and your _____ hotel.

It is my _____ to send you information _____ our _____ facilities.

- ending the body of the fax

If you _____ any other _____, please _____.

Please don't hesitate to contact us if you have any questions.

We look forward to hearing from you.

- closing a fax

Yours sincerely / faithfully,

With _____ regards,

B. You receive a fax asking about your hotel's conference facilities. Write a reply and include the following information.

1. Floor plan for the conference rooms
2. Number, size and capacity of conference rooms
3. Support services and equipment available

FILES

FILE 1 Fly-Drive Holidays

Hotel Casa Giovane San Gimignano	
<ul style="list-style-type: none"> ▪ 24 rooms ▪ twin bedrooms have showers ▪ satellite TV ▪ parking bed and buffet breakfast ▪ minimum stay 3 nights ▪ Pisa: approx. 2 hours ▪ Florence: approx. 1 hour. 	<p>Simply furnished and family run, this hotel has a highly-rated restaurant and represents excellent value of money. the quiet hotel gardens offer a small swimming pool and superb views across the Tuscan hills. Inside, the main lounge and bar have a cosy atmosphere. Casa Giovane is renowned for its excellent restaurant which serves local and national specialities.</p>

Price based on	B&B	
Transfer type included	Car Hire	
No of flights	3	Extra Nights
Apr 4 – May 1	375	42
May 2 – May 8	425	45

May 9 – May 29	415	44
May 30 – Jun 5	449	47
Jun 6 – Jul 3	435	45
Prices are per person sharing a twin room.		
Car hire is included from/to Pisa airport		

FILE 2 Car Hire

Chevrolet Lumina with air cond.

Pick up car at Miami airport on 12 Aug at 8.30 a.m.

Drop off car at Miami airport on 26 Aug at 1 p.m.

Cost for two weeks?

FILE 3 Selling Optional Extras

<p>You represent Sunshine Tours</p> <ol style="list-style-type: none"> 1. Sunset descent: descend the slopes with the setting sun. A warm drink will be ready for you when you arrive. \$25 2. Snowboarding: includes snowboard hire and two lessons. \$45 3. Cross-country skiing: half a day. Includes ski hire and picnic lunch. \$35 4. Skiing lessons every morning. \$20 per lesson 5. Karaoke night: competition and prizes. \$12 6. Dinner and entertainment: live entertainment with comedians and dancers while you dine. Includes three-course meal and entertainment. \$60 7. Farewell party: dance the night away to 60s and 70s disco music. Includes buffet and drink. \$40 	<p>C: You represent Thornhill Holidays</p> <ol style="list-style-type: none"> 1. Skiing lessons every afternoon. \$20 per lesson. 2. Sunset descent: descend the slopes as the sun sets. Fantastic views. Includes a warm drink and a souvenir photo. \$30 3. Snowmobile tour: half-day tour through the forest. Includes hire of snowmobile for two people and picnic lunch. \$50 4. Snowshoeing: three-hour walk to impressive views. Includes hire of shoes and drink and snack half way. \$30 5. Quiz night: participate in a general knowledge quiz and win fantastic prizes. Includes entry, prizes for everyone and one drink. \$15 6. Live entertainment: comedians and magicians. 7. Farewell dinner and dance: three-course meal followed by dancing to live jazz-swing band. \$90
<p>B: You represent Ski with Fun Tours</p> <ol style="list-style-type: none"> 1. Torchlight procession: ski down the slopes at night with the light of the moon and your 	<p>D: You represent Snow Holiday Tours</p> <ol style="list-style-type: none"> 1. Skiing lessons every afternoon. \$22 per lesson. 2. Torchlight procession: ski down the slopes at

<p>torches. Includes a drink and a snack at the end.</p> <p>2. Skiing lessons every morning. \$22 per lesson.</p> <p>3. Cross-country tour: whole day. Includes ski hire and picnic lunch and tea. There will be warm drinks! \$45</p> <p>4. Sledging: hire a sledge and have fun with your friends. \$12 for sledge hire per hour.</p> <p>5. Trivial pursuit quiz night: includes entry, prizes and your first drink. \$15</p> <p>6. Live music night: dance to three local bands. Happy hour from 8-9pm. \$18</p>	<p>midnight. Includes a light meal before descending.</p> <p>3. Snowboarding: includes snowboard hire and one lesson. \$35</p> <p>4. Snowmobile tour: three-hour tour of the slopes. Includes snowmobile hire and light snack. \$50</p> <p>5. Fancy-dress competition: dress up in a costume of your choice. Fantastic prizes for all participants. Includes entry to competition, prizes and surprises. \$20</p> <p>6. Dinner and live music: listen to a local orchestra as you have your dinner. Includes three-course dinner and music. \$50</p>
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FILE 4 Selling Booking for a Business Conference

<p>Student A:</p> <p>Organization <i>International Tango Teachers' Association</i></p> <p>Delegates <i>150</i></p> <p>Rooms needed <i>boardroom or conference room (capacity 150), five classroom-style rooms (capacity 30), ballroom and banqueting room</i></p> <p>Equipment <i>digital projectors, flip charts, PowerPoint</i></p> <p>Accommodation <i>full board</i></p> <p>Time <i>three days from midday 24 November to midday 27 November.</i></p>	<p>Student B:</p> <ul style="list-style-type: none"> • banqueting room, ballroom • theatre style conference room x 1 (capacity 500) • boardroom style room x 3 (capacity 60) • classroom style rooms x 5 (capacity 30) • Audio visual equipment (slide projector, flip charts, digital projectors, PowerPoint) • Video conferencing facilities, high-speed data lines, secretarial services
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TAPESCRIPTS

UNIT 1 PERFECT HOLIDAY DESTINATION

PART A TYPES OF HOLIDAYS

3. Fly-Drive Holiday (p. 7)

TA: travel agent C: customer

- TA: Good afternoon, World Breaks, Janet Cookson speaking. How can I help you?
- C: Hello, I saw your advert in the newspaper for fly-drive holidays in Florida. Does that mean you get flights, accommodation and car hire all included in the price?
- TA: That's right, madam.
- C: And what kind of accommodation is it?
- TA: Well, there are two options. You can have a self-catering apartment or stay in a hotel.
- C: We'd prefer an apartment, I think. How much will it cost for two weeks?
- TA: That all depends on when you travel. When are you thinking of going, madam?
- C: Well, some time when it's quieter, the second half of May. Is it off-season then?
- TA: Yes, it is. That's a very good time to go. We have a great offer at the moment: fourteen nights fly-drive with self-catering apartments for £543 per person.
- C: That sounds good. Could I book it now?
- TA: Certainly. Let me see, the flights are from London Heathrow on Thursdays, so that's Thursday 17th May returning from Orlando, Florida on the morning of Thursday 31st May. How does that sound?
- C: That's fine.
- TA: Could I have the names of the people travelling, please⁷
- C: There's me, Jane Wright, my husband Simon and our son Andrew.
- TA: Could you spell your surname for me Mrs. Wright?
- C: Yes, that's W-R-I-G-H-T.
- TA: OK, thank you. Just let me confirm the details. That's three people, two adults and one

child, leaving London Heathrow on Thursday 17th May, returning on Thursday 31st May.
C: Yes, that's right.
TA: Thank you, Mrs. Wright. Now how do you wish to pay for your holiday? By credit card?

5. Enquiring About a Motorhome (p. 10)

R: Representative C: Customer

R: Good morning, Motorhome Holidays, Cathy speaking. How may I help you?
C: Yes, I was speaking to someone earlier about hiring a motorhome, and I've got a few more questions.
R: OK, what would you like to know?
C: Well, firstly I was wondering if you had to be a certain age or if you needed a special license.
R: A regular current driving license is enough. You have to be twenty-five years old if you're single, or twenty-three if you're married.
C: OK, that's fine. Can we pick up the motorhome at the airport?
R: No, I'm afraid you can't. For safety reasons we have a policy that you pick up the motorhome the day after your flight. You will have just had a long tiring flight, and we need to make certain that we've trained you properly. There's a 45-minute training session when you'll be shown everything you need to know before you drive away.
C: I see. So what do we do on the first night?
R: We recommend you book into the airport hotel. We can arrange this for you – there's a section on the booking form.
C: Right. Now, I wanted to know exactly what's included in the price. I asked about insurance and all that before, but I forgot to ask about petrol and mileage. Could you give me a bit of information?
R: Certainly – of course all this will be in the brochure, but I'll just run through it anyway. Fuel is not included. As far as mileage goes, we include 100 kilometres a day in the price – any excess will be charged at twenty-two cents per kilometre.
C: OK. There's just one more thing. Erm ... the toilets - how do they work? We've never been in a motorhome before.
R: Oh, they're very modern – very similar to the bathroom in your own house. There are full instructions in the vehicle on how to maintain them – you won't have a problem.
C: Good, and that's on all vehicles?
R: All motorhome. Do you know which model you would like?
C: I'm not really sure. Perhaps you could advise me – sometimes brochures are a bit confusing. We didn't want anything too big, but there are going to be six of us including the children.
R: That's not a problem. Most models can take four adults and two children. The MHC31 is the largest, but that may be a little too big. Did you want a TV?
C: It would be nice, but we came to look at the countryside, not the TV.

- R: How about cooking? Do you plan to do much of your own cooking?
- C: Yes, but we don't want to spend all day cooking - we just need to pop a few things in the microwave, that sort of thing.
- R: Ok, then. I think you've got a choice of two models – both the same size, one's slightly more luxurious inside – bigger double bed and so on.
- C: That sounds good – you want a bit of comfort when you're on the road all day. Is it more expensive?
- R: Just a little – five dollars a day.
- C: Oh, that's ok.
- R: Right, what I'll do is put a note in with your brochure and indicate the model I think is best for you.
- C: Great, that would be very kind.
- R: Can I just check I've got your name and address right?
- C: Certainly. It's ...

11. Entertainment at a Winter Holiday Resort (p. 20)

Good afternoon everybody. If I could just have your attention for one moment. I have some information for you about the activities we've organised for you this week with Inghams.

Thank you. We've lots of entertainment in store for you, starting this evening at half past eight with the welcome meeting in the hotel lounge.

You'll be delighted to know that includes a free drink. Now, tomorrow morning the ski school starts and then in the afternoon I'm leading a group cross-country skiing. Children aged twelve and over can come along, but they must be accompanied by an adult.

On Tuesday morning we'll be snowshoeing. In case you're not sure what that is, it's basically trekking in the snow wearing things that look like tennis rackets on your feet. But seriously, you don't have to be a skier to take part, we'll organise the hire equipment and it's lots of fun. Now. Where was I? Oh yes, on Wednesday afternoon there's a demonstration of some fantastic new ski equipment in the hotel lobby.

Thursday evening at six o'clock there's a torchlit descent of the mountain. All you advanced skiers can participate in that if you want. We'll provide the transport from the hotel at 6 pm.

On Friday night we have our farewell party with a live band, dancing and there'll be a karaoke competition. We'll also be organising lots of races and competitions throughout the week on the slopes and we're offering lots of super prizes.

You can sign up for the activities on the noticeboard in the hotel lobby and you can talk to me if you need any help or advice. I hope you all have a fantastic time this week with Inghams.

15. On Board Entertainment and Facilities (p. 26)

1.

A: Excuse me, we're looking for the tennis courts.

B: You need to go up a deck to the Lido deck and then it's at the front of the ship.

A: That's great. Thanks.

2.

We would like to remind passengers that we are offering special discounts on many of our beauty treatments, including a free sauna and massage on selected deals.

3.

This is a passenger announcement. Please do not leave children unattended at the pools. Children under twelve must be accompanied by an adult.

4.

A: Hello. I have an appointment at the hairdresser's at three o'clock but I can't find it.

B: Don't worry, madam. It's just up these stairs and then first on your left.

5.

This is a public announcement. Tonight's film will start in fifteen minutes. Any passengers without tickets can buy them from reception on F deck. The film will begin at 7.30 pm.

6.

A: I'm really hungry.

B: So am I. What do you want to eat?

A: I think there's an Italian restaurant next to the gym.

B: OK. Let's go there.

16. Cabin Accommodation (p. 27)

C: Customer TA: Travel agent

C: We're interested in going on a Caribbean cruise, but we're a little worried about the accommodation. I know the ships are luxurious, but I've heard the cabins can be very small – you know, cramped and stuffy. I want a bit of space and fresh air.

TA: Yes, it's true most cabins are not quite like hotel rooms, but most companies do offer deluxe cabins as well. Let me see, I've got a brochure here ... This company says they have the largest cabins in the Caribbean - for example, a lot of them have got their own private verandah.

C: What about toilets and bathroom? We don't have to share, do we?

TA: No, all the cabins have en suite facilities. They also say there's a lot of space for clothes and things – plenty of wardrobes and drawer space.

C: And there'll be three of us.

TA: OK, some cabins can take three people – you'd have to get a stateroom, though, because they're designed for three or four people. I think you'll find that even if you don't have as much space as a hotel room they make up for it in other ways. You get a bathrobe, for example, and a chocolate on your pillow every night, and so on.

C: Yes, I see what you mean. What about the facilities in the room?

TA: Well, you can watch films and other programmes on the TV, listen to music on the multi-channel radio. There's a telephone if you want to speak to friends back home, a

personal safe for money and valuables, and a fridge for drinks as well.

C: OK, so what cabin would you recommend for us?

TA: Well, you definitely want an outside cabin so that you can see daylight. So there are three possibilities. If there are three of you I think you'll have to have a suite, which means you'll also get a verandah.

C: Mmm, that sounds nice, but it's probably going to be a bit expensive, isn't it?

TA: Well, it's not cheap, but if you go for the smaller one without the separate shower and dressing room you'll save a little bit.

C: OK, and is that still available?

TA: I'll just check for you

PART B TRAVELLING EXPERIENCE

1. Getting Away From It All (p. 31)

1. I: Interviewer J: Jean

I: Hello. I work for Sun Tour holidays and I'm interviewing people about their last holiday. Would you mind answering a few questions for our survey?

J: No, not at all.

I: Thank you. Firstly, could you tell me about your travel arrangements? Did you experience any difficulties in reaching your destination?

J: Well, our plane didn't **take off** on time. It was delayed five hours, so we didn't get to Cyprus until three in the morning and we were very tired when we got there. But there was a coach at the airport waiting to **pick us up** and it **dropped us off** at the hotel in time for breakfast, so that was all right.

I: And how was the hotel?

J: Well, we were a little disappointed with the room. It didn't have a balcony and it **looked out onto** some rather ugly, noisy streets, but the beach was just **a stone's throw away** - it only took us a couple of minutes to get there.

I: And how important are holidays to you?

J: Oh, we always look forward to going on holiday. We always make sure we **get away** at least once a year.

2. I: Interviewer A: Andy

I: Could you tell me first about your travel arrangements? Did you have any problems with them?

A: We had no problems flying out, but coming back was awful. We **checked out** of the hotel early Saturday morning and **set off** for the airport by taxi. We were supposed to **get back** to London in the afternoon, but our plane didn't **touch down** until Sunday at four in the morning, so we were absolutely worn out when we got home.

I: Oh, and why was there such a delay?

A: Technical difficulties, they said. Something wrong with the engine

I: And apart from that, how was the rest of the holiday?

A: Oh, it was great. I took up windsurfing and I want to go back and do it again next year.

I: And how important are holidays to you?

A: I think they're important. You need a change, you need to see somewhere different.

Travel broadens the mind, doesn't it?

3. I: Interviewer S: Susan

I: And what was your last holiday like?

S: Marvelous, absolutely marvelous. We went to Rome and we met up with some very nice people from Manchester. We **looked round** the city together and saw all the sights - the Coliseum and St. Peter's .. And on the way back to England we **stopped off** in Paris and spent a couple of days there. We had a marvelous time.

I: And how important are holidays to you?

S: Oh, it's good to **get away from it all** and forget all your worries and problems, even if it's only for a few days.

4. I: Interviewer S: Sheila

I: So could you tell me about your last holiday?

S: It was a complete disaster, and it was a pity, because I was really looking forward *to* it. The plane didn't **take off** on time - it was delayed six hours! The flight was awful - I suffered *from* air-sickness all the way. My hotel room was small and dirty. I complained *about it to* the manager and I insisted *on* having a different room, and I even succeeded *in* getting one, but it was just the same!

I: Goodness, it sounds terrible.

S: I was really disappointed with the beach - it was ugly and miles from the hotel. No, the whole thing was a complete disaster. In the end I couldn't wait to **get back** home.

I: So you weren't at all satisfied with your holiday?

S: No, I wasn't. I'd never go back there again!

I: And how important are holidays to you?

S: Very. I love visiting beautiful places. That's why I was so angry *about* the holiday and *with* the man who booked it for me.

I: Yes, I'm sure you were. Which company did you book your holiday with?

S: Sun Tour Holidays.

I: Oh ...

PART C BOOKING A HOLIDAY

2. Stages In Booking A Holiday (p. 38)

There are a number of stages we go through when we're booking a holiday for someone. We like to be fully involved in every stage and have as much client contact as possible, right through from the initial enquiry to ticket issue and welcome home. The computer system is crucial to all this, but we also try to keep as much personal contact as possible.

So, after we've dealt with the initial enquiry, and the client has decided where they're going and what sort of holiday they want, we go into the computer system and create a file for the person – basic information like name, address, telephone number, number of people traveling. Or if they're an existing customer we add to what we call their "client history". Then we enter the details of the

particular booking as a new transaction and this will produce a printed booking form, that's the booking authorization form.

Now, the initial payment or deposit is taken at the time of the booking – if it's less than eight weeks before departure then we have to ask for the full payment. We'll also offer insurance and other services at the same time. Once we've received the deposit we confirm the booking on our computer system, and this booking links directly into the tour operator's computer system. Ideally, all of that is done with the customer in the office on their first visit, and they walk out with the confirmation in their pocket. Of course, if the customer needs time to think or isn't quite sure, then we can put the whole thing on a 24-hour hold. That means the reservation is safe for another day, and then if we don't hear anything from the customer the next day we'll let it go.

The next stage will probably be weeks later when the tour operator sends out the tickets to us. We check them against the computer booking to make sure the details are the same on the computer as on the tickets, and if everything's OK, we'll let the client know, either by phone or by letter. We'll ask the client if they want to come and collect the tickets or if they want us to send them by post. That's it really. After the holiday we'll send them a "welcome home" letter which invites them to give us any feedback they may have. Hopefully, it also reminds them that we're here in case they want to book their next holiday with us.

5. Places To Visit (p. 43)

Mrs Cohen: Good morning. I'm interested in taking my family to the Sunnyside self-catering apartments in Torremolinos.

Travel Agent: I see. Now, when would you like to go?

Mrs Cohen: Oh, in June, the first two weeks of June. How much would that cost?

Travel Agent: For the whole family?

Mrs Cohen: Yes, that's two adults and two children.

Travel Agent: How old are the children?

Mrs Cohen: They're eight and five.

Travel Agent: Well, it's £ 230 each for the adults and children under twelve pay £130, so that's ... £720 altogether.

Mrs Cohen: What does that include?

Travel Agent: That, madam, includes flights, accommodation, transfers to and from resort, the services of our resort representative and, of course, holiday insurance.

Mrs Cohen: Hmm, that sounds very reasonable. May I book now and pay by credit card?

Travel Agent: Of course, madam. Just give me your full address and names, and I'll issue the flight tickets and accommodation vouchers immediately.

Mrs Cohen: Thank you. My address is 7 Lincoln Avenue, London NW8. My name is Mary Cohen, my husband's name is Sammy, and our children's are Ben and Holly.

Travel Agent: Here is your travel wallet. You will be flying from Gatwick Airport on June 1st at 9 o'clock. Please be at the airport two hours in advance for check-in

procedures. From there our staff will take care of you.
Mrs Cohen: Well, you've been very kind and helpful.
Travel Agent: All part of the service, madam. Have a pleasant holiday and thank you for traveling with us.

6. US Visa Requirements (p. 44)

This is the American Embassy visa information line. This service includes information on various types of visa and related matters.

A visa is not required for British citizens for most holidays and business visits of ninety days or less. In total citizens of twenty-five countries are able to travel to the US without a visa. You must be a citizen of one of the following countries: the United Kingdom, Andorra, Argentina, Australia, Austria, Belgium, Brunei, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Japan, Liechtenstein, Luxembourg, Monaco, the Netherlands, New Zealand, Norway, San Marino, Spain, Sweden, and Switzerland.

In addition to being a citizen of a qualifying visa-free travel country, you cannot stay in the US for longer than ninety days, you cannot perform productive work, and you are not allowed to accept paid or unpaid employment while in the US. If you are entering by air or sea (including ferry) you must hold a return ticket or an onward ticket, and you must enter on board an air or sea carrier that has agreed to participate in the programme. Please check with your airline to make sure they participate in the programme. If your onward ticket terminates in Canada, Mexico, Bermuda, or one of the Caribbean Islands, you must be a resident of that country of destination. You must carry an unexpired passport valid for more than ninety days. If you are entering the US overland from Canada or Mexico you don't need to have a visa. However, you need to complete a visa-waiver application form at the border crossing. Once you enter the US you may make side-trips to Canada, Mexico, and the Caribbean Islands and return without needing a visa.

If you are not a citizen of one of the countries named, or you plan to be in the US for longer than ninety days, you need a visa. A B1 /B2 visitor's visa is the appropriate visa for holiday and business visits. You cannot perform productive work or accept paid or unpaid employment while in the US.

If you require a visa for travel to the US the embassy strongly recommends that you obtain a visa before purchasing your ticket. You may apply for a visa through the post. Unfortunately, because of the high demand, an appointment to apply in person at the embassy may not be available for several

weeks. In addition, those who have been refused visas twice in the past six months are not eligible for further consideration.

Please note that applications by post take three weeks. To apply by post, please send a completed visa application form, your passport, a receipt showing payment of the visa application fee, a passport-sized colour photo, and a stamped self-addressed envelope to the following address: Visa Branch, US Embassy, 5 Upper Grosvenor Street, London W1A2JB.

7. A holiday in Thailand (p. 45)

T: travel agent C: customer

T: So they're your travel details. Now, would you like to take out insurance through us? we have very competitive price.

C: What sort of insurance?

T: Well, I'd recommend full health and travel insurance in your case, especially if you plan to go trekking in remote regions.

C: I was thinking of going to my insurance company for that.

T: We can provide a special package that meets your specific needs. You see, not all insurance includes high-risk activities like trekking and you might have to pay for any medical costs yourself. This insurance covers full costs for medical treatment, accidents and even evacuation by helicopter.

C: Really? Let's hope I won't need that. Would this insurance pay my medical bills directly or refund me later?

T: Let me see. It says here 'will cover your medical costs immediately'. The insurance also covers unexpected losses such as cancelled flights, stolen or lost cash, credit cards, passport or luggage. Let's see, you're going for twenty-one days - the cost is only seventeen dollars and fifty cents. It's well worth it.

C: Yes, that does sound very reasonable. OK, I'll take it

UNIT 2 DESCRIBING A PLACE

PART A LOOKING AROUND THE SIGTS

2. What's It Like There? (p.53)

1. Jackie.

Interviewer: Hey, so tell me about your trip. When were you there?

Jackie: Ah.. .I was there last year, but I remember it like it was yesterday.

Interviewer Must have been great.

Jackie:: Oh, it was!

Interviewer: So what's the weather like?

Jackie: Well,...um...it was the beginning of June, so it was pretty hot and humid. And it

was also the very beginning of monsoon season, so it rained for a little bit of every day. (Hmm.) But it was so beautiful, it didn't matter. (Uh-huh.) There was so much to see.

Interviewer: Yeah, well, what about the food? Did you like the food?

Jackie: Oh! The food was the best part of the trip. The food was so good. (Hmm.) It's...it's very, very spicy, but so delicious. Oh, and the interesting thing (Hmm.) is that they give you the spices separately, so you can choose how much of every spice you want to put on your food, (Oh.) so you can make it as hot as you want - or not so hot, if you don't want.

Interviewer: Hmm. Neat. Which part of the country would you say you liked the most?

Jackie: Wow. That's really difficult. I was... I was all over the place. Um.. .Well, in the north in Chiang Mat, it's so rural and beautiful. And... uh - oh, Phuket - Phuket is an island with beautiful beaches. It's so relaxing. But I think Bangkok was my favorite. Um.. .The shopping there is incredible. (Hmm.) The city is so alive. Oh, and culturally it is so interesting. The temples are so beautiful. It's...it's really - yeah, I'd say Bangkok - that was my favorite place.

2. Nick.

Interviewer: Hey, when did you go on your trip?

Nick: I went at the beginning of last summer, actually.

Interviewer: Oh, tell me about it.

Nick: Well, I started out...uh...doing a lot of sight-seeing. (Mm-hmm.) I saw the Acropolis and the Parthenon. I saw the Olympic Stadium - it was really great. (Mm-hmm.) Um.. .I spent a lot of time in an area of the city called the Plaka. It's got a lot of tavernas, which are really restaurants, and great shops and nightclubs. It's a fun place.

Interviewer: Mm-hmm. Did you go to any other parts of the country during your trip?

Nick: Yeah, actually I.. .I went to the site of the first Olympics. Uh.. .I'm a big sports fan, so that was very interesting to me.

Interviewer: Mm-hmm.

Nick: And I spent some time on the islands. Uh.. .They were beautiful, just beautiful.

Interviewer: Hmm. What was your favorite part of the trip?

Nick: Well, you know, I...I have relatives there, (Mm-hmm.) and...uh...I stayed with them, and that was really nice because I got a chance to, you know, look around without really being a tourist. You know, they...they took me places that, you know, tourists wouldn't even necessarily know about. So that was... that was nice.

Interviewer: Well, would you go back?

Nick: Oh, absolutely! I'd love to see my relatives again. You know, before...before I went, I...I couldn't speak the language, so I had, you know, some difficulty communicating with them, and now that I got back, I've.. .I've actually been taking some lessons, and I'd just love to go back and impress them with what I've learned.

3. Kate.

Interviewer: When did you go on your trip?
Kate: Oh, wow, let's see. Um...It's two years ago now.
Interviewer: Oh. Well, how was the weather?
Ka Kate: Well, I was there in the spring, you know, March-April, (Mm-hmm.) and it was perfect! It was so wonderful, about seventy-five degrees every day, mostly sunny, and it only rained once, just a little bit
Interviewer: Mmm. Well, what did you like the most about your trip?
Kate: Well, you know, I'm an artist, (Mm-hmm.) so of course I wanted to see the work of the great painter Diego Rivera. You know, he painted a lot of murals, and I tried to see as many as I could when I was there. Oh, and I also love Frida Kahlo. I love *her* work, and so I went to the Frida Kahlo Museum. (Hmm.) That was terrific.
Interviewer: Uh-huh. Well, what did you do besides go to museums?
Kate: Well, I went to a lovely little city called Taxco. (Hmm.) Do you know Taxco?
Interviewer: No.
Kate: It's this small city in the mountains with beautiful old buildings and architecture. And it is also *the* place to go for silverwork. (Ah.) All over Taxco there are little stores that sell handmade silver jewelry. And I bought this bracelet there. I just love it.

4. What Do You Like About the City? (p. 54)

Andy: Well, this is Andy Wong, and we're just about at the end of another episode of "Where in the World ... ?" But before we sign off, I'd like to tell you a little about tomorrow's program. Tomorrow we'll have a very interesting report on two very exciting cities that I'm sure you won't want to miss. Our reporters in the field, Deborah and Todd, are standing by to fill us in on the details, Deborah! Can you hear me?
Deborah: Yes, Andy, loud and clear!
Andy: Well, where are you?
Deborah: You know I can't tell you that, Andy! You have to watch tomorrow's program to get the answer.
Andy: Oh, right,... that's right. Well, tell us about the place anyway.
Deborah: OK. This city is a very exciting place to visit. First of all, it is one of the ten largest metropolitan areas in the world. It is a very cosmopolitan city with a strong identity of its own. And the local food is unique. I really am enjoying the restaurants that serve barbecued beef, which is grilled right at your table. But I must warn you, much of the food is extremely spicy, so come prepared. Do you like spicy food, Andy?
Andy: Love it!
Deborah: Well, you should come on over, then! Andy, this city is very old. It was founded

in the fourteenth century and is divided by the Han River. The city has a striking combination of modern and ancient architecture. In fact, most of the traditional architecture is located on the northern side of the river - where I am now. With its efficient subway system, it's very easy to get around and see the sights.

Andy: Great, Deborah. Thanks so much for...

Deborah: Oh, wait, Andy! One more thing I forgot to mention! The shopping - the street vendors here sell everything from shoes to electronics to furniture - all at discounted prices! Oops, have I said too much?

Andy: No, no, not at all. Sounds like you're having a fantastic time. We're looking forward to hearing your full report tomorrow, and finding out just where in the world you are right now! Before we run out of time, though, let me turn it over to Todd. Todd? Are you there?

Todd: I sure am. Hello, everyone. Well, my city is very old. It was founded in fifteen forty-nine by the Portuguese. It is now the third largest city in the country, with about two million inhabitants. It's quite fascinating. Believe it or not, it's built into a cliff, and it overlooks a beautiful bay. It's actually on two levels. To get to the upper level you can take an elevator. From there you have a wonderful view of the bay. And if you enjoy swimming, there are beautiful beaches.

Andy: Well, Todd, I guess we know where you've been the last few days! On the beach!

Todd: Well, not exactly, Andy. There's so much to see and do here. By the way, this city also has a strong African influence: you can see it in the music, food, and dance styles of the region.

Andy: Mm-hmm. What do people like to do there?

Todd: Many people enjoy watching a special kind of dance that's a mixture of dancing and fighting with an African origin. For those of you who enjoy nightlife, this city can't be beat. It has several different street festivals during the year, each one like a mini-carnival of its own.

Andy: Great! Thanks a lot, Todd. Well, that certainly has given our listeners plenty to think about, but I'm sorry to say we're out of time. That's it, folks. This is Andy Wong reminding you to tune in tomorrow for the next installment of our travel show, "Where in the World ... ?" Good night, everybody!

7. What Is the City Like? (p.56)

Interviewer: Hi, guys

Jose /Vicki: Hi.

Interviewer: Thanks for agreeing to meet me here on such short notice.

Jose: No problem.

Interviewer: Well, listen, as I said to you on the phone, I'm doing a story for the campus newspaper. I'm

interviewing foreign students to get their impressions of our city. Um,..this should only take about ten minutes or so. Let's see...Uh, do you mind if I tape-record our interview?

Vicki: Oh no, not at all,

Interviewer: OK, then. Jose, why don't we start with you. What do you think of San Francisco? How do you like it here so far?

Jose: It's OK. I guess.

Interviewer: Oh, you don't sound very enthusiastic,

Jose: No, no, I like it. It's just that I've been so busy studying. I haven't had much time to explore the city.

Interviewer: Oh, that's too bad.

Jose: Yeah. And when I have the time, well, it's so cloudy and foggy here - especially in the summer. I never thought I'd be wearing a sweater in July.

Interviewer: Well, this is Northern California. Hey, maybe you should move south. I hear Los Angeles is warmer. Vicki?

Vicki: Oh, I love it here. I think this is a beautiful city. The rolling hills, the views of the bay - it's very romantic.

Interviewer: Yeah. So how do you guys spend your free time?

Jose: Well, I'm studying architecture and am somewhat of a photographer....

Interviewer: Really?

Jose: Oh, I'm just an amateur. Anyway, I... I'm always taking pictures of the buildings in this city. You know, the Victorians, the modern skyscrapers downtown, MoMA,...

Interviewer: MoMA, You mean, the Museum of Modern Art?

Jose: Right. There's such a variety of buildings in this city. The architecture is really great. I also have taken pictures of other structures, like the Golden Gate Bridge - it looks totally different when the weather changes.

Interviewer: Wow! That's interesting, Ah, well, Vicki, it's your turn. What do you like to do?

Vicki: I like to explore the different neighborhoods. Yesterday I went to the Italian Neighborhood, North Beach, to buy some pastries and have a cup of espresso. Today I'm going down to the Mission District to get a burrito for lunch.

Interviewer: Hey, sounds like you like to eat

Vicki: Yes. Actually, I like the Mission a lot. It's a Hispanic neighborhood. We don't have anything like that where I come from.

Interviewer: Uh, well, that's about it. Any final comments?

Jose: No, not really.

Vicki: I'd just like to say that it is a great place to live. It's small enough to get around easily, but big enough to offer all the advantages of a large city. I'm glad that I got a chance to study here.

9. Life in New York City (p. 57)

Lindsay: So, Eric, how long have you lived in New York?

Eric: All my life. I was born here. Sounds like you're new in town.

Lindsay: Two months. I just moved here from Michigan.

Eric: Wow! That's a big change. New York must be quite a shock.

Lindsay: Well, not exactly. I lived here once before, when I went to graduate school.

So, I... I guess you could say that I'm used to life in New York, if that's possible.

Eric: When did you live here?

Lindsay: Oh, let's see, it must have been about eight years ago.

Boy, the city sure has changed since then.

Eric: I suppose so. I mean, they've really cleaned up Times Square. It used to be so dirty. I mean, now it's just full of tourists.

Lindsay: Yeah. And the subways seem to run more on schedule now.

Eric: Basically, I think the city is safer anywhere you go, probably because we have so many more police officers on the street.

Lindsay: Oh, that's for sure! You know, though, one thing I can't get used to is the noise especially those garbage trucks! They come at five in the morning and are so loud. The noise wakes me up every time!

Eric: I guess I've lived here so long I don't hear it anymore. I can sleep through just about anything. You know the one thing I am tired of - the weather. I mean, I'm so sick and tired of these long, cold winters. I'm thinking about moving next year.

Lindsay: Really?

Eric: Yeah. I mean, like I said, I've lived here all my life, and I feel like I need some kind of change. You know, a new environment. It's time to get out of New York.

Lindsay: Hmm. Not me! I love the nightlife: the theater and the great restaurants. I can't wait to get out and discover all that New York is offering!

PART B. SUCCESSFUL WRITING.

1. (p.58)

Tom: Hello, Amy - I haven't seen you for a while! What've you been up to?

Amy: Actually, I've just got back from Buenos Aires.

Tom: Buenos Aires—mm — that's in Argentina, isn't it?

Amy: Yes, it's the capital. It's on the north-east coast, in a really beautiful part of the country, near the Rio de la Plata.

Tom: Oh, lucky you! So, mm ... is there much to see there? What are the main tourist attractions like?

Amy: Oh, there's loads to see and do. The day after I arrived, I went on an organized tour of the city. We started in the Plaza de Mayo, where most of the main sights are. We went into the Metropolitan Cathedral first... that was really magnificent ... anyway, then we went across the square to watch the changing of the guard outside the Casa Rosada.

Tom: Casa Rosada, eh? What's that, then?

Amy: Well, it's Spanish for "pink house" - it's where the President lives.

Tom: It's not really pink, though, is it?

Amy: Yes, it is, honest! Actually, it's a really beautiful building.

Tom: So, did you go inside this, mm, Casa Rosada?

Amy: Well, we went into the Visitor's Museum, but we weren't allowed into the house itself.

Tom: And did you do any shopping while you were there?

Amy: Of course! There are loads of markets and fairs to go to in Buenos Aires — like the antiques fair on Sundays ...

Tom: Antiques?
Amy: Mm-hmm ... and a really big market at San Telmo, which was great for bargains.
 I bought some really nice presents there.
Tom: Oh, where's *my* present then?
Amy: Oh ... well... I just bought things for my family, you know ...
Tom: It's okay, I'm only joking! So tell me about the evenings—was there much to do, or were you exhausted after all your other activities?
Amy: Well, I must say it was good just relaxing a bit in the early evening. We went to the cinema once or twice, but most nights we'd sit in the square, drinking coffee and watching the world go by. Afterwards we usually had dinner somewhere nearby—there were hundreds of restaurants to choose from.
Tom: Did you like the Argentinean food?
Amy: Yeah, it was delicious. There's a big variety, too. We even went to a Russian restaurant one evening — you can find almost any kind of food you want in Buenos Aires. It's amazing!
Tom: It sounds like you had a really nice time there.
Amy: Oh, I did — I really enjoyed myself. I'm really glad I went there. If you ever have the opportunity to visit the city, I'd definitely recommend it.

5. (p. 62)

Presenter:

For our first program on historic British buildings, what could be more suitable than Buckingham Palace, the home of the royal family? Buckingham Palace is located in central London, close to Hyde Park, and it's a building which is sure to impress you.

The Palace was built in the eighteenth century, but has had many buildings added to it since then. It didn't actually become the royal family's official home until 1850.

The front part of the building is made of grey marble and is on four levels. It has very large windows, and a huge balcony at the front, where the royal family greet the crowds on special occasions. There is a magnificent garden with a small lake at the back of the palace, surrounded by high walls and tall iron railings.

The interior of Buckingham Palace can now be seen by the public and is luxuriously decorated. Altogether, the palace has 600 rooms, and three miles of red carpets cover the floors. The rooms are large and spacious and are filled with valuable antiques, as well as priceless paintings that have been passed down through generations of kings and queens of England.

All in all, Buckingham Palace is a really fascinating building that should certainly not be missed by any visitor to London.

UNIT 3 ITINERARY

1. Taking People On A Tour (p. 63)

Tour 1

Brian: Um... Excuse me, are you the guide?
Rachel: Yes, I am. my name's Rachel. I'll be taking you on your tour today.
Peter: Hi, Rachel, I'm Peter.
Brian: And I'm Brian.
Rachel: Hey, it... it's nice to meet you both. I hope you're feeling wide-awake!
Brian: Not really!
Rachel: Oh, well, ...um...you will be soon. so, do you have any questions before we start?
Peter: Yeah,...um...are we the only two people on this trip?
Rachel: As a matter of fact, you are. Yesterday, there were fifteen people, so you are lucky today. you are getting a private tour.
Brian: Great! Uh...So, what are we going to do?
Rachel: Ok, well,...um...in a couple of minutes we're going to start our walk up the mountain. it's a pretty steep mountain, but, you know, it's...it's not too hard. and we hope to get there by sunrise, so we're going to keep a pretty quick and hearty pace, so make sure you keep up. Uh...Then we'll come back and stop for a shot breakfast. and after breakfast, the jeep will pick us up.
Brian: Ah, so...what do we need to bring? we both have our swimsuits on.
Rachel: Uh ...Well, you know what, I think you have everything you need: towels, hiking boots. Uh... Do you have sunscreen?
Peter: Um, yeah. Yeah.
Rachel: Good, good, yeah, because it gets pretty hot out there.
Brian: Well, what about lunch? what are we going to have?
Rachel: Well ...um...our driver already have prepared a barbecue for us. there will be fish, salad, and, you know, some cold drinks. Does that sound OK?
Brian: Sure. Sure. Yeah.
Peter: Then what will we do after lunch?
Rachel: Ok, well, after the quick lunch, the jeep will take us to the marine nature reserve, and then we have all afternoon to go snorkeling. and let me tell you, the fish out there are absolutely amazing.
Brian: Cool. uh... we don't have masks and snorkels.
Rachel: Oh, don't worry about that. We'll provide all of it.
Peter: Do we need to bring any money?
Rachel: No, you don't. We won't be going anywhere where you can spend it. OK? Uh...Are you guys ready to go? Follow me ...

Tour 2

Jack: Ahem, ahem.
Everyone: Oh, hi! Hey.
Jack: Hi, everyone! On behalf of Sunshine bland Tours, let me welcome you all to the island.
Everyone: Thank, you.
Jack: We'd like to thank *you* for choosing our exciting one-day round-the-island tour. My

name's Jack.

Everyone: Hi, Jack.

Jack: Hi....and I'll be your guide.

Everyone: Oh, good.

Jack: We'll be picking you up from your hotel at seven o'clock tomorrow morning. So...so, if you have any questions, now's the best time to ask.... Oh, yes, ma'am.

Woman1: Well,...um...how...how many of us will there be altogether?

Jack: Well, the bus holds fifteen people, (Mm-hmm.) but...uh...so far, we have only eight people on board, so that means there's plenty of room for you to spread out.

Everyone: Oh, good!

Man: Um...is there anything we need to bring?

Jack: Well, we're going to stop at the beach in the afternoon, so you'll need a swimsuit, towel, and sunscreen.

Everyone: Of course! Yeah.

Jack: But that's....that's about it. Oh! And don't forget your cameras, uh?

Everyone: Oh, right.

Woman2: Excuse me, what kinds of things are we going to do?

Jack: Well, in the morning we drive around the south of the island. Our first spot is Pigeon Point, where there is a beautiful view of the water below. And...and then we visit a small ice-cream factory, where you can see our delicious island ice-cream being made.

Man: What flavors are there?

Jack: Ah ...coconut, mango, papaya, and banana, I think.

Man: Do we get free samples?

Jack: Oh ...you bet! We ...then continue around the island, enjoying the beautiful views of the Atlantic coast. And we stop for lunch at a nice seaside café. After lunch, we head north, stopping at a beach, like I said earlier and finally we go to the nature reserve, where you can see parrots and monkeys.

Everyone: Ahhh! Fun!

Woman1: Um...So, what's for lunch?

Jack: Uh...For lunch? a typical Caribbean lunch.

Woman1: What's that?

Jack: Spicy chicken, rice and beans, and fresh tropical fruit for dessert.

Everyone: Mmmmm.

Jack: You get a fresh lime drink, but if you want any other drinks, that costs extra.

Woman1: Oh,...uh...Jack, excuse me, but are there any other extra costs?

Jack: You might want to buy some souvenirs, like local crafts and jewelry. And you might want to tip your driver. Any more questions?

Everyone: That's it for me. No, I don't think so. Thanks so much. Thank you.

Jack: OK, see all tomorrow – seven a.m.!

Everyone: Oh! Bright and early! See you tomorrow. Take care!

UNIT 4 DIFFERENT MEANS OF TRANSPORT

2. A Disastrous Tour (p. 72)

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

4. Selling An Air Ticket (p. 75)

TA: Travel Agent C: Customer

TA: Can I help you?
 C: Yes, I'm looking for a flight to San Francisco.
 TA: OK, when would you like to travel?
 C: I need to be there on the third of February. I want to leave as late as possible. What's the time difference – they're behind us, aren't they?
 TA: Yes, if you got a flight from Heathrow in the morning, you'd be there by the afternoon or early evening local time.
 C: OK, what have you got for the 3rd?
 TA: I'll just have look... Ok, there are five flights with availability on that day. All direct. Do you have a preference for a particular airline – there is a United Airlines, a Virgin, a Delta, a British Airways, and another United Airlines?
 C: No, it doesn't really matter. The main thing is to get there as early as possible.
 TA: Fine. Well, the United Airlines flight number 955 leaves Heathrow at 08.45 and arrives in San Francisco just after midday local time, at 12.05. at the moment there's availability in all classes – First, Club and Economy.
 C: That sounds like the one. Just out of interest, what time does the British Airways flight get in?
 TA: That's not until 16.15.
 C: No, that's cutting it a bit fine. Is the United Airlines flight jumbo jet?
 TA: A 747? Let me see... No, it's 763. Is it OK?
 C: Yes, that's fine. I just wondered.
 TA: What about the return flight? Do you have a date in mind?
 C: Yes, I need to get back on the 7th of February, because I've got to be back in the office on the 8th. So I guess I'll need flight leaving San Francisco on the 6th.
 TA: OK, let's see what we've got. Any preference for time?
 C: Not really, but I don't want to get back too late.
 TA: There's one that gets you back to Heathrow just after 9 o'clock in the evening – flight number UA908.
 C: That's a bite late, actually. Anything earlier?
 TA: Flight UA954 gets in just after midday at 12.10, leaving San Francisco at 17.35. Is that too early?
 C: No, that's fine.
 TA: OK, do you have a preference for seat type or price?
 C: The cheapest possible.
 TA: I'll see what I've got... Right, the lowest basic fare we've got for those dates is 1,114, I'm afraid.
 C: Wow! Nothing cheaper?
 TA: I'm afraid, not. It's because of those specific dates and the fact that you're staying less than seven days.
 C: Not too worry, the company's paying anyway! Are there any extras?
 TA: Yes, with tax and so on it comes to 1,132 and twenty pence.
 C: Ok, go ahead and book it.

5. Airport Announcements (p. 75)

1. Passengers are reminded that smoking is not permitted in any part of the terminal building.

2. Will passenger Eckber from Miami please go to Airport Information where your tour leader is waiting. Passenger Eckber to Airport Information.
3. This is a staff call. Will Roger Broom please go to the Baggage Hall immediately. Roger Broom to the Baggage Hall.
4. This is the final call for flight IB763 to Madrid. Will any remaining passengers please proceed immediately to gate number 14 where the aircraft is about to depart.
5. British Airways regret to announce the delay of flight BA008 to New York. Passengers should report with their boarding cards to the BA desk where vouchers for refreshments will be given. We would like to apologize for any inconvenience.
6. This is a security announcement. Passengers are reminded not to leave baggage unattended at any time. Any unattended baggage will be removed and may be destroyed.

7. Passenger Safety Briefing (p. 78)

Ladies and gentlemen.

This announcement contains important safety information. Your hand baggage must not obstruct aisles or emergency exits, and must be placed under the seat in front of you or in the overhead locker.

In your seat area there is a safety card which contains details of escape routes, oxygen masks, and life-jackets. Please study it carefully.

Emergency exits are located on both sides of the aircraft. They are clearly marked and are being pointed out to you now.

In the unlikely event of having to use an escape slide, please leave all hand baggage behind, and ladies remove high-heeled shoes.

Please now ensure your table is folded away, your seat back upright with the armrests down, and your seat-belt fastened. The seat-belt is fastened and adjusted like this ... and unfastened like this ... Whenever the 'Fasten Seat-belt' signs are on you must return to your seat and fasten your belt securely.

If for any reason the air supply fails, oxygen will be provided. Masks like this... will appear automatically. When you see the masks, remain seated and quickly cover your mouth and nose like this ... and breathe normally. Pulling the mask to your face opens the oxygen supply. Do not smoke when oxygen is in use.

Your life-jacket is stowed under your seat. When directed to do so by the crew, remove the life-jacket from its container and pull it over your head ... Pull the tapes down, passing them around your waist and tying them securely in a double bow at the side ... To inflate, pull the red toggle as shown ... If necessary, the air can be topped up by using this mouthpiece ... There is a whistle

here ... for attracting attention. Do not inflate your life-jacket until you are outside the aircraft. Junior life-jackets are carried for the use of small children. Thank you for your attention.

8. Selling Duty-Free (p. 78)

D: David P1: Passenger 1 P2: Passenger 2

D: Would you like any duty-free, madam?
P1: Oh yes, I'd like to buy some perfume. Do you have any l'Eau d'Issey?
D: Yes, I think I do. I'll just get it for you. Here you are.
P1: How much is it?
D: Let's see. It's the fifty millilitre bottle so that's twenty-nine pounds fifty, madam.
P1: Can I pay in dollars?
D: Certainly, madam. But we only give change in pounds.
P1: Oh, that's OK.
D: So that'll be forty-three dollars and thirty cents.
P2: Shall we get something for Barbara's daughter?
P1: That's a good idea. Do you have any soft toys?
D: Yes, there are two. I've got a leopard and a teddy bear - he's called Wilbur.
P2: The leopard looks cute.
P1: It does, but I think I'll take the teddy bear.
D: So that's forty-three thirty for the perfume plus fourteen dollars sixty for the teddy. That makes fifty-seven ninety.

11. Weekend break (p. 81)

T: travel agent M: man W: woman

T: Good morning. Can I help you?
M: Yes, we're looking for information on a short holiday - you know, a weekend break or something like that.
T: Well, there are some good deals for long weekends - you go on a Friday and come back on the Monday. Obviously if you stay for a week you get longer, but then you do have to pay a lot more. You can do quite a lot on a three-night stay.
W: OK, a long weekend it is.
T: Have you thought about where you'd like to go?
M: We're not quite sure. We want to stay in this country, but I'd like to stay in the countryside, a nice quiet hotel where I can relax, whereas you'd prefer something else
W: Yes, I want something with a bit more to do. A small city where there's a bit of history, things to look at, and restaurants - that sort of thing
Certainly the countryside is quieter and more relaxing than the city. However, there's a lot more to do in the city
W: That's the problem.
T: However, I think you can get the best of both worlds. Can I suggest something?
M: Please do.
T: Why not go to Chester? It's a beautiful city. On the one hand, you've got some fascinating buildings, museums, ancient city walls, and old-fashioned shops. On the other hand, it's

also very relaxing - and I can recommend a very peaceful hotel.

M: That sounds good.

W: Yes, it does.

T: OK. There are various packages. Here are the details ... As you can see, you've got some choice. You could go by train or you could go by coach. The train is quicker, but it's much more expensive.

M: That's a point, maybe we should go by coach.

W: On a Friday? We'd be on the road for ever!

M: Yes, but think of the cost.

W: Despite the cost, I think we should go by train. I don't want to be tired and uncomfortable from a long journey in a coach. You were the one who wanted a relaxing break!

M: That's true. I do want to relax. Nevertheless, the idea was that this would be a cheap holiday.

T: There is another option. You could just book the accommodation package and then drive - you'd not only have more freedom, it would probably also be fairly cheap.

M: Good point. What do you think, dear? We could share the driving.

W: All right. Let's drive, although we'll probably end up arguing about the route!

T: Right, that's decided then. Now, can you give me some details ...

UNIT 5 CULTURE CLASH

8. Unique Customs (p. 88)

1. Alice:

One thing that I never really got used to when I was traveling in Asia was the way people make noise when they drink soup. I think it's because they want to show that they're really enjoying their food so they make a loud slurping noise. It bothered me. I guess it's because my parents spent years when I was a kid telling me not to make noise while I was eating.

2. Mark

Mark: When I lived in Spain, I was surprised at how late people eat in the evening. When you're invited to dinner, you are asked to come around nine o'clock and you usually don't start dinner until ten. And people stay terribly late – sometimes until two in the morning or even later. I found it difficult. How does one get up and go to work or school the next day after eating and drinking until three in the morning?

3. Susan

Susan: I lived in the Middle East for a while, and I went out, I had to obey the local custom of wearing something over my head and wearing a dress that covered my whole body. At first, I found it a real nuisance, but after a while, I got used to it and even started to like it. You feel really secure, and also you don't have to worry about what to wear all the time.

20. How Did You Fare? (p. 96)

Andrew:

When I was in college, I spent a semester studying in London. Even though we speak the same language, English people and Americans are different. I guess I felt that Americans have a bad reputation. Some people think we're loud and that we speak our minds too much. So I tried to listen a bit more and not to be assertive, if that makes sense. I wanted to make a good impression. I shouldn't have worried about it, but I did.

I loved the lifestyle there. Going out for afternoon tea was fun, and I really loved the old buildings. We don't have anything that old in the United States, so it was pretty amazing! The British also have a different sense of humor... I really like it. Their comedy shows on TV are really funny. I'd have to say my experience was a positive one overall. In fact I'm saving up money so I can go back there again.

Amy:

I lived in Madrid for a whole year. And I have to be honest and say that at first, well,... I wasn't very happy. You see, I was homesick. I missed my family and I just wanted to go home. Part of the problem was my Spanish. I couldn't communicate very well.

But I love to eat! And that's what really saved me. You see, once I discovered *tapas*, ...oh, let me explain – these delicious appetizers you eat. So, I made some Spanish friends, and we'd go out to *tapas* bars. So, I got to eat a lot of delicious food, and of course, my Spanish improved dramatically as well. But there was one thing that was difficult to adjust to, and that was that dinner was always served at a late hour. I wasn't used to eating at eleven at night.

Layla:

I came over to the US from the Middle East. My family opened up a restaurant here. At first I found it difficult. Everything seemed so different. Just using a pay phone, for example, or going to a doctor, was different. I was pretty overwhelmed. And I guess because I wasn't feeling comfortable, I tended to make friends only with people from my country. I felt like I was living in a bubble, separated from the Americans. But once I started feeling more confident about my English, I started meeting Americans. I found them very friendly and open, and it turned out to be easy to make friends. But there was one thing about Americans that bothered me first. I found it hard to get used to the way they talked so much about themselves. It took me a long time to understand that you were supposed to talk about yourself too, because that is how people get to know one another. It's still hard for me to talk a lot about myself, but I'm getting better at it.

21. International Etiquette (p. 97)

... OK everyone. On a round-the-world cruise you're obviously going to visit a lot of different countries and experience a lot of different cultures, and I just wanted to say a few words about what we call international etiquette - being aware of the appropriate way to behave socially, in public. We'll give you specific advice when you're going on particular shore excursions, but I thought a few general words of advice now wouldn't go amiss.

Really, it's all about respect. I'm sure a lot of you already know about visiting churches, mosques, and other religious buildings. It's important to wear appropriate clothes and cover up bare skin. Men should always wear shirts. Shorts are not a good idea for women - women should in general avoid showing bare shoulders, arms, or legs, and in mosques and temples you'll need to cover your head too. In fact, when we're in Egypt, the Middle East, and Asia you'll also need to take off your shoes before you enter any religious building - outdoor shoes are seen as carrying all the impurities of the world.

I wonder if any of you know about some other customs. For example, when we get to the Far East, from Singapore onwards, you should be particularly careful about your posture. The soles of your feet, for example, are considered to be the dirtiest part of your body, and you should never point your foot at someone - so crossing your legs in public is not a good idea when we're in Singapore and Thailand. Also, avoid pointing, certainly at people, but also at objects. In Japan and other Far Eastern countries, blowing your nose in public is also not really acceptable.

When it comes to greeting people in different countries there are a lot of differences. You'll find Egyptian and Middle Eastern men kissing each other. The Spanish and many southern Europeans also kiss each other on the cheeks - though not normally the men. In Japan they'll bow - and the extent of the bow depends on the respect due to that person. But for you, probably the safest way to greet someone, certainly outside Asia, is just with a firm handshake. Although you must make sure it's your right hand: in a lot of countries, particularly African and Middle Eastern countries, the left hand is regarded as unclean, so you shouldn't give things to people, pass food, and so on, with your left hand.

Food and eating habits is probably the most interesting area of international etiquette, but you'll be eating in international restaurants most of the time - although I hope you can all handle chopsticks! You probably won't get invited to anyone's home on this trip but if you ever do, make sure you check out the way to behave first. There's lots of potential for unintentionally causing offence. For example, in Singapore you should always say no to a second helping of food (you'll probably get some anyway!), and it's polite to leave some food on your plate at the end, whereas in somewhere like Russia that would probably offend your host!

Well, perhaps that's enough on international etiquette for the moment. You'll find a lot more information in your welcome packs, and I'd like to suggest you have a good look at the section on tipping and bargaining in particular. Now I'll hand over to Julia who's going to tell you about the entertainment program on board...

22. What Went Wrong (p. 98)

Cindy:

You'll probably be surprised to hear what I did! I was on a business trip... The flight was a long one, and when I arrived at my destination, I was eager to get my bags and get to my hotel to relax. Well, you know, they always tell you to be careful to get the right bag, but I was in a hurry. You can guess what happened: My black suitcase looked just like every other one, so I picked up someone else's. I didn't realize my mistake until I got to the hotel. Well, I immediately called the airport, and fortunately it all worked out. I had to go back to the airport, though, to pick up my suitcase and return the other one. And of course, I also had to apologize!

Scott:

This is kind of a funny story. I was in Toronto and had a layover between flights. I'd arrived at about six P.M., and my flight out wasn't until about eight thirty. Well, my flight was delayed ... and delayed. It got really crowded at the departure gate. I was getting tired, and there were so many people around - I hate crowds - so I went to sit away from the departure gate to escape the crowds. I was reading my newspaper, feeling drowsy, and then ... the next thing I know, I woke up and there's no one around! The crowd is gone! I'd fallen asleep and missed my flight! They must have made lots of announcements, and I missed them all! Boy, did I feel stupid. I had to stay in Toronto overnight and catch a flight out the next morning.

Kate:

Let's see, my travel experience was a truly frustrating one. I was going on a short vacation to the beach. We had a long holiday weekend, so it was going to be a short trip. You know, fly out on a Friday night and come back on a Sunday afternoon kind of thing. Well, when I got to the airport and checked in at the counter, there was a problem with my ticket. It turned out the travel agent had printed the wrong date on my ticket! My ticket was for a flight at the same time, but on the following day! I couldn't believe it!

I didn't want to leave the next day because my trip was already such a short one. Why should I have to cut my vacation short when it wasn't even my fault? I complained to everyone at the counter, including a manager. But there was nothing they could do. I had to go standby on that flight. In the end, I was very lucky that they had an extra seat on the plane. So I got to enjoy the

beach after all. Now you can bet that I always double-check my tickets to make sure all the information is printed correctly!

23. Culture Shock.

D. (p. 102)

I was traveling in the Sudan by train and the journey I had to make was going to last 48 hours and about an hour into the journey someone in my compartment, I think there were another seven people in the compartment, someone spread a large cloth on the floor and people began to bring out food. No-one had a knife, so people were breaking up food and placing it on the cloth...

..... I realized this was the thing to do so all I had was three or four tomatoes. So I broke up my tomatoes and put them on the cloth and then we all started to eat the food. And there was bread and beans and lamb and many different things and people were eating and I noticed that no-one was eating my tomatoes. So I encouraged them to eat and everyone smiled very politely but wouldn't actually take any. And slowly the food disappeared and disappeared and my tomatoes were left. So at the end of the meal there was nothing left except my tomatoes. And I felt slightly uneasy about this, I didn't know why...

..... I thought probably it was because I was a foreigner and perhaps the Sudanese people didn't want to take a foreigner's food from them. So in fact I ate the tomatoes myself. It was only some time later that I realized that in fact the reason that people hadn't eaten my tomatoes was because I had broken up the tomatoes with both hands.

UNIT 6. ASKING FAVORS.

PART A. COULD YOU DO ME A FAVOR?

2. Would It Be OK if I... B. (p. 107)

1.

Andy: [phone rings] Hello.

Jack: Hi, Andy. This is Jack.

Andy: Oh, hi, Jack.

Jack: I was wondering if you could do me a favor.

Andy: That depends.

Jack: Well, I have to go to a wedding this weekend. Would it be OK if I borrowed your navy blue suit?

Andy: Oh, sure. No problem.

Jack: Thanks a lot. I'll come by and pick it up tonight.

Andy: That's fine.

2.

Rose: [phone rings] Rose Rizzo.

Jack: Hi, Rose. This is Jack.

Rose: Oh, hello. How are you?
Jack: Pretty good, thanks. Listen, the reason I'm calling is I have a really big favor to ask you.
Rose: Yes?
Jack: Remember I told you about that friend of mine who's getting married to a woman he met in Barcelona?
Rose: Yeah. I remember. And?
Jack: Well, the wedding's this Saturday afternoon, and it's out in the country – about an hour's drive from here – and I was wondering if I could borrow your car for the afternoon to get there.
Rose: Gee, Jack, I'd really love to help you out, but I'm going to be needing my car all weekend. I've got a friend coming in from out of town, and I promised to show her the sights.
Jack: Oh, Ok. I understand. Anyway, how are things? I haven't seen you for ages.
Rose: Oh, pretty good.

11. Thanks a Million. (p. 114)

1. Tina

Robert: [phone rings] Hello?
Tina: Hi, Robert. This is Tina.
Robert: Hi, Tina. What's up?
Tina: Well, actually, I was wondering if you'd mind lending me your camera for a few days. I want to take some photos of my new apartment to send to my folks.
Robert: Sure. You can borrow it.
Tina: Oh, thanks a million.

2. Mike

Mike: Hi, Sandy. This is Mike.
Sandy: Oh, hi. How are things with you?
Mike: Pretty good. Listen, I was wondering if I could use your video game system over the weekend.
Sandy: You mean my Sony Play Station?
Mike: Yeah. My sister's asked me to take care of my niece and nephew over the weekend – they're six and eight – and I thought it would be a great way to keep them busy.
Sandy: That's a good idea – kids that age love video games – but, well, I have news: My machine isn't working. I've been meaning to take it in to get fixed, but I haven't gotten around to it.
Mike: Oh, too bad.
Sandy: But you know, you can always rent one. Most video stores have machines to rent. You just have to leave a deposit.
Mike: Oh, perfect. I'll do that. Thanks, Sandy.

3. Phil

Phil: Hi, Greg. It's Phil.
Greg: Hi. What's up?
Phil: Not much, I was wondering if I could ask you for a favor.
Greg: Hmm...maybe. Try me!

Phil: Well, I have to go out of town for a few days next week.
Greg: Uh-huh.
Phil: Could I leave Polly with you while I'm gone?
Greg: Polly? Who's Polly?
Phil: You know – Polly, my bird.
Greg: Oh, yeah. I forgot. Your bird. I don't know, Phil. I really don't like birds very much.
 They're messy, and they make a lot of noise, and ...
Phil: No, not Polly. She's really a great bird. She's really clean and very quiet.
 She won't bother you – I promise.
Greg: Oh, all right. I'll do it.
Phil: Thanks. I really appreciate it. I'll bring her over on Tuesday night.
Greg: Ok. But you owe me one!

PART B. COULD YOU ASK THEM TO DO ME A FAVOR?

1. Leaving a Message. B. (p. 116)

Sophia: [Key in door, door opens and shuts] Hi! I'm home!
Amy: Oh, hi.
Sophia: Did anyone call?
Amy: Uh-huh. Your old friend Peter called a few hours ago. He's going to be in town on Saturday and wants to get together with you Saturday night. He said to call him.
Sophia: Oh, super! I haven't seen Peter in almost a year. Any other calls?
Amy: Uh, yeah. Jeff called. He wants to know if you want to go to Tony's party with him.
Sophia: Oh. When is Tony's party?
Amy: On Saturday...
Sophia: Oh, perfect. That's the same night I'm going to get together with Peter, so I have an excuse not to go. Even if I weren't going out with Peter, I wouldn't go anywhere with Jeff. Oh, he's such a pain!
Amy: Oh, he didn't sound so bad. He sounded kind of sweet.
Sophia: Yeah, yeah, I guess he is. It's just that I don't want to go out with him – and he just doesn't seem to get the message. Do me a favor, Amy: If he calls again, could you just tell him I'm not home?
Amy: Hmm. Ok.

UNIT 7 HOTEL FACILITIES

PART A FACILITIES FOR HOLIDAY MAKERS

3. Omega Hotel (p. 122)

O: owner I: interviewer

I: What made you decide to upgrade your hotel, Renee?
O: Well, for two reasons really. You see there is a lot of competition between hotels in Amsterdam, so your hotel has to be good. Secondly, I've noticed that tourists and businesspeople want a higher standard of accommodation than in the past.

I: So, how did you go about changing the hotel? What did you have to do?

O: Well, for one thing we had to make changes to the guestrooms. The rooms are now a lot more comfortable. The furniture's better quality and we've completely redecorated all the rooms in a more modern style. We also put a minibar and colour TV in every room.

I: Really? How many guestrooms are there?

O: There used to be forty-two rooms but we reduced it to thirty-eight because generally speaking, bedrooms in two-star hotels are not as spacious as in four-star hotels. We also needed to convert some of our small shower rooms to fully-equipped bathrooms.

I: What about the rest of the hotel? Did you have to make changes there too?

O: Oh yes, lots. The reception area has been made bigger and it is staffed twenty-four hours a day now. We also redesigned the bar and put in new sofas, armchairs, carpets and curtains.

I: It certainly looks very colourful. Do you employ more staff now?

O: Yes, we do, because we now provide a porter service, twenty-four-hour room service and a laundry service for guests. The other major change was to the food service. The standard of the cuisine's much higher now and we offer a wider range of food on our menu. But we still want the atmosphere to be as friendly as before, no matter how many stars we have!

4. The Palace Hotel (p. 122)

C: Hello, Peter!

GM: John! How nice to see you! I haven't seen you for ages!

C: No, not since I left the Palace. It must be four years. You're not still there, are you?

GM: I'm the General Manager, actually.

C: Well, well! Congratulations!

GM: Thank you. What are you doing here?

C: Oh, I'm still involved with hotels, sort of. I'm a partner in a company that builds leisure facilities — swimming-pools, saunas, tennis courts, that sort of thing. I can't interest you in a pool, can I?

GM: I'm afraid you're too late. We've already got one. Yes, we've made quite a few changes since you were there. We built a large extension a couple of years ago with a pool, fitness centre, solarium, and sauna. We've even opened a couple of tennis courts. It's a pity we didn't know about you. We might have been able to give you some business.

C: Well, I've only been there for a little over a year. But tell me, you must be doing pretty well, then?

GM: Yes, things are a lot better than they were four years ago, that's for sure. You know there was a take-over about a year after you left?

C: Yes, I heard.

GM: Well, they've put a lot of money into the hotel, and it really looks great now. Our rooms are far more comfortable and we offer the best facilities in the area. So of course we can charge higher prices. It's certainly paying off- occupancy rates are right up!

C: Well, it was about time. What about those old family rooms in the annexe?

GM: Last year, we converted them into business apartments and a business centre.

C: Really? Good idea. A lot of hotels are going that way.

GM: We're hoping to open a suite of conference rooms in the next year or two

C: Well, the old Palace certainly sounds a different place!

GM: Yes. We've expanded the restaurant, too.

C: Who's the chef? It's not still Carlos, surely?

GM: : Heavens, no! He's gone back to Spain. No, in the end we hired a top French chef, Marcel Fauzet. Have you heard of him? He's been with us for more than three years now, and he's certainly made a difference. You must come and have a meal with us some time.

C: Yes, I must. It's just a pity I can't sell you a swimming-pool!

PART B FACILITIES FOR BUSINESS TRAVELLER

3. What Can You Offer the Business Traveler? (p. 131)

Woman: Can you tell me about your in-room facilities?

Reception: Of course. All rooms have satellite TV with pay-per-view facilities so that you can watch films, play games, and listen to music. There's Internet access for sending emails, accessing websites, and for finding out information about the hotel, for example, services, facilities, and car hire. Both the minibar and the electronic safe are standard in all rooms. We have 24-hour room service and a babysitting service ...

Woman: What about facilities for business travellers?

Reception: All the rooms have multi-line phones. But the printer, photocopier, and fax facilities are in the business centre just opposite reception. The centre's fully equipped and offers broadband Internet access.

5. We're Planning a Conference. (p. 133)

Woman: We're planning a conference for one thousand people in Barcelona. Can you tell me a little about your conference facilities?

Man: Certainly. The hotel has a total of twenty-eight meeting rooms. The theatre-style room is the largest and holds 1,200 people, then there's the boardroom-style, and finally the classroom-style which is the smallest. The 19th floor has a rooftop banqueting room with panoramic views of the city.

Woman: Fine. What about audio-visual equipment?

Man: We can organize digital projectors, slide projectors and screens, PowerPoint facilities...

Woman: Good. And what about business services?

Man: We have high-speed data lines, and full secretarial services, and we can also arrange video conferencing facilities for you.

Woman: Excellent. can you send me your information pack? I'll contact you next week.

KEYS

UNIT 1 A PERFECT HOLIDAY

DESTINATION

PART A TYPES OF HOLIDAY

1. QUESTIONNAIRE Are You a Thrill-Seeker? (p.4)

Scoring

Add up your total and see if the person described below sounds like you:

1. a) 1 b) 0 c) 2
2. a) 1 b) 2 c) 0
3. a) 1 b) 2 c) 0
4. a) 2 b) 0 c) 1
5. a) 2 b) 0 c) 1
6. a) 2 b) 1 c) 0
7. a) 0 b) 2 c) 1

1-3 Very low on thrill-seeking. You like your comfort above all else. You'll do everything possible to avoid dangerous or unpredictable situations. Why not try taking an occasional risk now and then? You might surprise yourself!

4-6 You are cautious and sensible at all times. You occasionally think about breaking out of your normal routine, but you don't generally go through with it. Why not do something different and more exciting with a friend?

7-10 You seem to have found a very good balance between healthy excitement and unnecessary risk. You give yourself challenges which keep you alert and make you an interesting person to know.

11-14 The ultimate thrill-seeker. You're a bit of a wild one! Watch out though that you don't start taking stupid

or dangerous risks just for the buzz. Remember it can be addictive!

2. WORD POWER Types of Holiday (p.5)

A.

1. relaxing home stay holiday with old-fashioned hospitality on a family farm
2. a month's adventure holiday lost in the Amazon rain forest
3. a fortnight's self-catering holiday for the family in a rented Swiss chalet
4. a ten-day package tour to Thailand, including flights, deluxe hotels and visits to the Sukhothai national park and the pagodas at Ayutthaya
5. a two-week cruise in the Baltic sea aboard the luxury liner Argenta
6. a(n) winter sports holiday skiing on the slopes of the Pyrenees
7. a(n) weekend break in Amsterdam to visit the Rijksmuseum and be back in time for on Monday.
8. a stay in Mombasa combined with a(n) safari in the famous Tsavo game park
9. a(n) special interest holiday, excavating Aztec temples or learning English in London.

B.

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

C.

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

E.

the cheapest	free of charge at rock – bottom prices cheap economical reasonable expensive dear costly a bit pricy
the most expensive	exorbitant prohibitive

3. LISTENING Fly-Drive Holidays (p.7)

A.

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

B.

1. self-catering apartment; 5. 2;
2. 14; 6. Jane and Simon Wright;
3. Thursday 17 May; 7. 1;
4. Thursday 31 May; 8. Andrew Wright

C.

1. Flight, accommodation and care hire;
2. Self-catering apartment and hotel;
3. Second half of may;
4. Number of nights, price per person;
5. Once a week / every Thursday
6. London Heathrow.

4. LISTENING Car Hire (p.8)

A.

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

B.

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

C.

C.

- A: Hello, Miami Autos Direct. How can I help you?
C: Hello, I'd like to hire a car. I called yesterday.
A: Can I have your name, please, sir?
C: It's Craig. Mr. Philip Craig.
A: Just one moment, sir. Was that a Group B car?
C: That's right. The Chevrolet Monte Carlo with air conditioning.
A: And you'd like seven-day rental from Miami International Airport. Are you returning to Miami Airport?
C: Yes, we are. Could you confirm the price? You said it was \$470 including insurance.

- A: Uhuh. Plus tax at 6.5%.
C: Sorry, could you repeat that please?
A: You also have to pay 6.5% tax.
C: Oh. Oh, I didn't know that.
A: Are you and your family US nationals?
C: No, we're British.
A: Well. For non-US nationals we strongly recommend you take out additional liability insurance.
C: Additional insurance?
A: That's right, sir. ALI gives additional third-party liability in case of accidents and injury.
C: Oh. Well, I suppose we should take that too.
A: And when are you picking up the car, Mr. Craig?
C: Tomorrow morning at 9 am.
A: Great, see you at nine and thanks for calling!
Have a nice day.
C: Hang on! So, what's the total cost?

5. LISTENING Enquiring about a motorhome (p.10)

B.

microwave; double bed

C.

1. 25 for single people, 23 for married people
2. no, hires have to wait until the next day
3. a 45-minute training session
4. no
5. 100 km a day
6. yes

8. READING Package Holidays (p.12)

C.

	Inc.	some inc.	not inc.
accommodation	+		
meals		+	
drinks			+
flights	+		
transfers	+		
excursions			+
resort facilities			+

D.

1 F 2 F 3 F 4 T 5 T

E.

1. discount;
2. includes;
3. accommodation;
4. full-board;
5. optional;

check-out – disembark
 staff – crew
 guest – passenger
 chain (of hotels) – fleet
 double/twin room – two-berth cabin
 window – porthole
 room service – cabin steward
 waiter – table steward

C.

- a. mirror, en suite facilities, bath, shower, toilet, bidet, jacuzzi, bathrobe, hair-dryer
- b. bed wardrobe, drawer/chest of drawers, mirror, bedspread, dressing table, pillow, sheets, trouser-press, iron, ironing board
- c. twin armchairs, tv, mini-bar, fridge, sofa, coffee table, cushions, telephone, personal safe, multi-channel radio
- d. (balcony), verandah

15. LISTENING On Board Entertainment and Facilities (p.27)

1. tennis courts
2. beauty treatments, sauna and massage
3. pools
4. hairdresser's
5. cinema
6. Italian restaurant

16. LISTENING Cabin Accommodation (p.27)

1. Largest cabins in Caribbean, private verandah
2. no, en suite in all cabins
3. some take 3
4. color TV, multi-channel radio, telephone, safe, fridge
5. smaller suite without separate shower and dressing room – cabin 4

18. READING Adventure Holidays (p.29)

C.

- 1 on 2 of 3 to 4 with 5 on 6 from

PART B TRAVELLING EXPERIENCE

1. PHRASAL VERBS Getting Away From It All (p.31)

B.

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

C.

- a. pick us up d. set off g. stop off
- b. pick us up e. get back h. drop us off
- c. look round f. pick us up i. get back

D.

- a. to c. about / to e. in g. with
- b. from d. on f. with/by h. about / with

2. PHRASAL VERBS Turn of a Phrase (p.34)

A.

- a. queue up f. get off
- b. bring round g. give up
- c. set off h. sort out
- d. get by i. hold up
- e. get on j. take off

1.

- a. set off d. get by
- b. gave up e. sorted out
- c. brought round

2.

- a. held up d. took off
- b. queue up e. get off
- c. got on

B.

- a. book up f. stop over
- b. turn out g. head for
- c. get along h. get into
- d. check out i. sail through
- e. book in j. line up

3.

- a. sailed through d. checked out
- b. getting in e. booked up
- c. stop over

4.

- a. booked d. turned
- b. along e. lined
- c. heading

PART C BOOKING A HOLIDAY

2. LISTENING Stages In Booking A Holiday (p.38)

A.

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

3. LISTENING Booking a Holiday (P.39)

A.

They choose Lanzarote.

The Gambia – long flight

Spain – not mentioned

Tenerife – no availability

La Gomera – no direct flight

France – not mentioned.

B.

Resort	Playa Blanca
Hotel	Lanzarote Princess
Room	Twin balcony
Meal Plan	Bed and breakfast
Airport	From Gatwick to Lanzarote
Departure	on 14 November
Dep. 09.35, Arrive 13.30	
Return	on 21 November
Dep. 15.00, Arrive 19.00	
Client name	John Hollings, Amanda Hilklings
Contact phone number	340- 08-38
Booking	17583
Reference	

C.

TRAVEL AGENT Hello, can I help you?

CUSTOMER Yes, we're looking for a holiday in November, somewhere hot -you know, near a beach and all that, but not too far away if possible.

TRAVEL AGENT OK, well, what about going to the Canaries? They're warm throughout the year and they're very interesting.

CUSTOMER Yes, we thought that. In fact we saw this ad here for Tenerife - Playa de las Americas. It seemed very **reasonable**.

TRAVEL AGENT OK, I'll check **availability** for you ... No, I'm sorry they've all gone. It was a special offer. There's plenty more choice in the Canaries, though. But, I wonder, have you thought of going to The Gambia? It's very reasonably priced and you're guaranteed sun.

CUSTOMER Yes, but it's a long flight, isn't it?

TRAVEL AGENT It is a **six-hour** flight, you're right. OK, let's stay with the Canaries. What type of accommodation are you looking for? Something with a bit of life or something more relaxing?

CUSTOMER We want somewhere quiet but with some **facilities** - restaurants and things like that.

TRAVEL AGENT How about La Gomera? It's a small island, very quiet but with things going on and very pretty. The only problem is that there are no **direct** flights, so you have to get a **ferry** from Tenerife.

CUSTOMER Mmmm. We've only got a week so we need somewhere with a direct flight.

TRAVEL AGENT You could try Lanzarote. There are some very peaceful parts. I think you'd like it. We often recommend Playa Blanca - there's a great hotel there called the Lanzarote Princess. All the usual facilities, near the beach, but very **tastefully designed** and built. Here's a picture - it's fairly cheap as well, as you can see.

CUSTOMER Mm. Sounds good.

TRAVEL AGENT I'll check availability for you ... Would you want a twin room with a balcony?

CUSTOMER Yes.

TRAVEL AGENT Bed and breakfast or **half-board**?

CUSTOMER Er ... I'm not sure.

TRAVEL AGENT If I were you, I'd choose B&B, then you can eat out in the restaurants at night. That way you'll see a bit of the local life.

CUSTOMER OK - bed and breakfast.

TRAVEL AGENT I'm sorry, did you say you wanted a balcony?

CUSTOMER Yes, we did.

TRAVEL AGENT OK. There's availability on the 14th of November. Flight from Gatwick at 09.35 arriving 13.30 local time. Returning on the 21st of November, departing Lanzarote 15.00 and arriving at Gatwick at 19.00.

CUSTOMER That's good - no night flights.

TRAVEL AGENT Do you want **to confirm** it?

CUSTOMER Can we think about it?

TRAVEL AGENT Of course. I can put a 24-hour **hold** on your reservation, and you can let me know tomorrow.

CUSTOMER Yes, that's a good idea. We're not committed then, are we?

TRAVEL AGENT No, you're not. You can make your minds up in your own time. Can I just take some details? What name is it?

CUSTOMER John and Amanda Hollins.

TRAVEL AGENT That's H-O-L-L-I-N-S?

CUSTOMER Right.

TRAVEL AGENT And a daytime phone number?

CUSTOMER 3400838.

TRAVEL AGENT OK. What I'll do is hold this for 24 hours. If you could phone us tomorrow and tell us if you want to confirm **the booking** we'll take some more details then. I'll just give you the booking **reference number**. It's 17583.

CUSTOMER 17583. Great, thanks. I'll call you tomorrow. Thanks for your help.

TRAVEL AGENT You're welcome. Goodbye.

5. LISTENING Places to Visit (p.43)

1. June 1-15

2. 4 (2 adults and 2 children)

3. £ 230 (for adults), £ 130 (for children under 12)

4. plane

5. N/A *

6. by credit card

7. N/A

8. Mary Cohen; 7 Lincoln Av. London, NW 8

9. N/A

10. – N/A

* not available

6. LISTENING US visa Requirements (p.44)

1. F

2. T

3. F

4. F

5. T

6. T

7. T

8. F

9. T

10. T

UNIT 2 DESCRIBING A PLACE

PART A LOOKING AROUND THE SIGHTS

1. LISTENING A Sense of History (P.52)

KLYOMIZU During the period from 794 to 1868, when Kyoto was the capital of Japan, over 2,000 Buddhist temples and Shinto shrines were built in the city. One beautiful temple is named Kiyomizu. Built in 1633, the present buildings of Kiyomizu are set high on a hill. As you walk up the hill, you can see the roofs of the temple buildings rising above one another. From the veranda of the largest building, you can look across the city of Kyoto.

TEOTIHUACAN Two thousand years ago, Teotihuacan, located north of Mexico City, was the largest city in the Americas, the capital of powerful state of 100,000 inhabitants. It began to decline after 600 A.D. and was eventually abandoned and burned. When the Aztecs discovered the ruins years later, they believed the city had been built by gods. Visitors can walk along the Avenue of the dead to the enormous Temple of the Sun, from which there is a view of the ruined city. Every evening a sound and light show tells the story of the ancient and its people.

STONEHENGE Scientists estimate that Stonehenge, a monument in Wiltshire, England, dates from 2000 B.C., but nobody knows why it was built. It consists of a circle of 30 upright stone pillars connected with a flat stones laid across the top. Within the circle are five big stones in a horseshoe pattern and one pillar that faces the sun. Because of this, some people think Stonehenge was an ancient observatory. Others, however, believe it was a temple and burial ground. Although visitors can't touch the stones, they can view the from behind a fence.

2. LISTENING What's It Like There? (P.53)

A.

Jackie

weather	hot and humid, rained a little
liked the most about the trip	the food
favourite place	Bangkok
country	Thailand

Nick

the first part	sightseeing, shopping, going out
----------------	----------------------------------

of the trip	(restaurants, night clubs)
liked the most about the trip	stayed with relatives who took him to different places
reason for coming back	took some language classes and wants to impress his relatives with his progress
country	Greece

Kate

weather	wonderful, 75 F°, sunny, rained a little bit once
liked the most about the trip	her visit to the Frida Kahlo Museum
she bought	hand-made silver bracelet
country	Mexico

3. QUEST Cities of the World (p. 54)

- | | |
|----------------|----------------|
| 1. Salvador | 5. Salvador |
| 2. Seoul | 6. New Orleans |
| 3. Kyoto | 7. Seoul |
| 4. New Orleans | 8. Kyoto |

4. LISTENING What Do You Like About the City? (p.54)

	City	Features
Deborah	Seoul	one of the ten largest metropolitan areas; cosmopolitan; unique spicy food; noodles, barbequed beef; very old; combination of old and new architecture; efficient subway system; discount shopping
Todd	Salvador	very old; founded by Portuguese; third largest; population of 2 million; built on a cliff; overlooks bay; on two levels; elevator between levels; beautiful beaches; African influence in music, food, and dance; can watch special kind of dancing; great night life; street festivals

5. STRUCTURE Defining And Non-Defining Relative Clauses (p.55)

A.

ND	1. Brasilia, which is the capital of Brazil, is less than 50 years old.
D	2. Montreal is a city where both French and English are spoken.

ND	3. Bangkok which is the capital of Thailand has many beautiful temples.
D	4. Bogota is city that is surrounded by mountains.
ND	5. Mexico City which has a population of around 20 000 000 is the largest urban area in the Americas.
D	6. Pusan is a busy city that is located in the southern Korea

B.

1. Salvador, which has excellent examples of seventeenth-and eighteenth-century colonial architecture., was founded in 1549.
2. The carnival in Salvador, which is a popular Brazilian festival, runs for several days.
3. People often visit Kyoto in April., when they can see the beautiful cherry blossoms .
4. Kyoto, which has more than 60 museums, is a major cultural center of Japan.
5. New Orleans, which is well known for its steamboat cruises, is located on the Mississippi River.
6. New Orleans, which made an important contribution of the development of jazz in the late nineteenth century, is a favorite destination of jazz lovers
7. Seoul is well known for its shopping areas, where everything from antique pottery to custom-made clothing can be found.
8. The month of January which has an average daily temperature between -9C and 0 C, is very cold in Seoul.

7. LISTENING What Is the City Like? (P.56)

	What they like	Comments
Jose	variety and quality of buildings	Victorians, sky-scrapers, MOMA, Golden Gate Bridge
Vicky	beauty of the city and the bay; exploring different neighborhoods; a great place to live	rolling hills, view of the bay, romantic Italian neighborhood for pastries, Mission District for burritos,

		can get around easily, advantages of large city
--	--	---

8. STRUCTURE Connecting Contrasting Ideas (P.57)

A

Possible Answers

1. There are many job opportunities in my town.
Nevertheless, *the salaries aren't very good.*
There are few job opportunities in my town.
Nevertheless, *they are very high paying jobs.*
2. My city has many concerts. However, *they tend to be quite expensive.*
My city has few concerts. However, *it has some excellent museums.*
3. I'd prefer living in a city located in the mountains even though *it would get very cold in the winter.*
I'd prefer living in a city located on the seashore, even though *it would get crowded with tourists in the summer.*
4. My city offers many different cultural activities. On the other hand, *it doesn't have many nice restaurants.*
My city doesn't offer many different cultural activities. On the other hand, *it offers a lot of other kinds of entertainment.*
5. I feel that the crime rate in my city is high.
However, *people don't seem to worry that much about it.*
I feel that the crime rate in my city is average.
However, *people seem to feel it's safe to go out at night.*
I feel that the crime rate in my city is low.
However, *people still need to be careful.*
6. The winter weather in my town is very pleasant. Nevertheless, *we don't get many visitors at that time of year.*
The summer weather in my town is very pleasant. Nevertheless, *many residents travel to other places at that time of year.*
7. There is a lot of open space in my town.
However, *most people live fairly close together.*
There isn't a lot of open space in my town.
However, *the beach is very close by.*
8. I would really enjoy living in a big city, in spite

of the noise.

I would really enjoy living in a small town, in spite of *having to commute a long way to work*.

9. LISTENING Life in New York City (P.57)

	Quality-of-life issues	How they feel about them
Lindsay	subways on -schedule; noise from garbage trucks; night life: theatre and restaurants	pleased unhappy; they wake her up in the morning excited; wants to do everything
Eric	cleanliness and safety; cold weather	thinks the city has improved in these areas tired of it; ready for a change

PART B SUCCESSFUL WRITING

1. DESCRIBING PLACES / BUILDINGS (P.58)

1. NAME

Brussels <input type="checkbox"/>	Buenos Aires ✓	Bonn <input type="checkbox"/>
2. Location:		
Argentina ✓	Africa <input type="checkbox"/>	Antarctica <input type="checkbox"/>
centre of the country <input type="checkbox"/>	south-east coast <input type="checkbox"/>	north-east coast ✓
3. Things to see and do:		
Plaza de Mayo ✓	National Gallery <input type="checkbox"/>	History Museum <input type="checkbox"/>
Cathedral ✓	Spanish Tower <input type="checkbox"/>	Casa Rosada ✓
4. Shopping		
antiques fair ✓	big market ✓	superstore <input type="checkbox"/>
5. Nightlife		
dance halls <input type="checkbox"/>	cinemas ✓	variety of restaurants ✓
6. Comments		
better in August <input type="checkbox"/>	recommend it ✓	too noisy <input type="checkbox"/>

3. An Ideal Seaside Resort (p.60)

Para 1	<i>name, location, reason for choosing it</i>
Para 2	<i>things to see and do</i>
Para 3	<i>shopping</i>

Para 4	<i>nightlife</i>
Para 5	<i>comments/recommendation</i>

3. (p.61)

- Sydney is a large and interesting city **which** offers visitors a wide variety of sights to see and things to do.
- It is full of exotic restaurants **where** you can enjoy a meal there.
- Located** on the south-east coast of Australia, Sydney has one of the busiest harbors in the country.
- Sydney is an ideal place for a holiday **with** its wonderful blend of cultures and friendly people.

5. LISTENING (p.62)

Name:			
Buckingham Palace	✓	Windsor Castle	
Location:			
outside London		in central London	✓
Historical Facts:			
built in the 18 th century	✓	built in the 8 th century	
official home since 1850	✓	official home since 1520	
Exterior:			
made of marble	✓	made of iron	
small windows		large windows	✓
huge balcony	✓	narrow balcony	
garden with pool		garden with lake	✓
Interior:			
100 rooms		600 rooms	✓
red carpets	✓	red ceilings	
priceless photographs		priceless paintings	✓
Comment:			
not to be missed	✓	not worth long queues	

6. (p.62)

- It was built in the 18th century but has only been the royal family's official home since 1850.
- It is made of marble with large windows and a huge balcony at the front. At the back there is a garden with a small lake.
- There are 600 rooms with lots of red carpets and priceless paintings.

UNIT 4 DIFFERENT MEANS OF TRANSPORT

1. READING Eurobus (P.70)

B.

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

C.

1. predetermined
2. hostels
3. camp-sites
4. pick-up point; drop-off point
5. hotel
6. circuit

D.

1. make friends
2. utilize
3. provided with
4. tailor itinerary
5. suit my travel plans

2. LISTENING A disastrous tour (P.72)

A.

broken down	coach (or equipment on coach such as air conditioning)
cramped	coach (especially the seats)
crowded	coach, hotel, cities
dirty	coach, facilities on coach (toilets), in fact virtually everything!
ignorant	people (driver, guide, escort)
incomprehensible	escort, guides
out of date	coach and equipment
overbooked	hotel
rude	driver, guide, escort
rusty	coach (any metal equipment)
steamed up	windows
unhelpful	driver, guide, escort

B.

feature	details of problem
1. coach	out of date, rusty, broken down
2. air conditioning	broken down when reached hotter places
3. toilets	disgusting and dirty
4. windows	steamed up
5. local guides	didn't speak English very well
6. driver	rude and ignorant, miserable, swore at passengers, left luggage behind
7. lost two passengers	missed a visit

D.

Any of the calming expressions can be used

- 1 ii 2 v 3 i 4 iii 5 iv

4. LISTENING Selling an air ticket (P.75)

destination	San Francisco
preferred date of travel	3 February (arrival)
preferred flight time	leave as late as possible and arrive as early as possible
preferred airline	not important
preferred seat class	doesn't say
preferred type of plane	747?
return date	7 February
preferred time of return flight	not too late
price	£1,1414 basic; £1,132.20 including extras

5. LISTENING Airport announcements (P.75)

A.

1. warning
2. paging a passenger
3. staff announcement
4. final flight call
5. delayed flight departure
6. security announcement

B.

1. terminal building
2. Airport information
3. Baggage Hall
4. Gate number 14
5. BA desk
6. no specific place

6. READING Welcome to Mackenzie Airport! (P.76)

1. economy
2. terminal building
3. trolleys
4. check-in desks
5. boarding card
6. conveyor belt
7. excess baggage
8. hand luggage
9. passport control
10. immigration officer
11. security check
12. departure lounge
13. duty-free
14. announcement
15. departures board
16. boarding
17. departure gate
18. ground steward
19. flight attendant
20. immigration control
21. conveyor belt
22. baggage
23. customs
24. green channel
25. import duty
26. escalators

7. LISTENING Passenger safety briefing (P.78)

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

8. LISTENING Selling duty-free (P.78)

1. perfume
2. £29.50
3. in dollars
4. a soft toy (teddy bear)
5. \$57.90

10. READING A rail journey in India (P.79)

A.

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

B.

1. station 7. compartment
2. buffet 8. restaurant car
3. refreshments 9. engine
4. platform 10. track
5. carriages 11. sleeper
6. corridor 12. couchette

11. LISTENING A weekend break (P.81)

rail: quick, but expensive

coach: cheap, but slow (tiring and uncomfortable)

car: more freedom, fairly cheap

12. READING VIA Rail Canada (P.81)**A.**

Facilities mentioned: three salons, complimentary tea and coffee, views from Observation Dome, meals included, sleeping cars – roomette, section, and bedroom (sink and WC); coach class – reclining seats, chair-side drinks and snacks service; VIA 1 (first class) – pre-boarding privileges, cellular phone, meals served at seat, complimentary drinks (wine and liqueurs with meal).

B.

1 T 2 T 3 F 4 T 5 F 6 F
7 T 8 T 9 F 10 T 11 F 12 F

UNIT 5 CULTURE CLASH**2. WORD POWER Culture Shock (p.84)**

anxious - N fascinated - P
calm - P nervous - N
comfortable - P secure - P
confident - P sure of oneself - P
curious P suspicious - N
depressed - N uncertain - N
embarrassed - N uncomfortable - N
enthusiastic - P worried - N

7. STRUCTURE Expectations (p.87)**A.**

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

8. LISTENING Unique Customs (p.88)

Where...?	What...?	How...?
1. Asia	People make noise when they drink soup.	Bothered her
2. Spain	People eat late in the evening and stay until	Surprised him

	very late	
3. The Middle East	Women wear something over their head and a dress that covers their whole body	At first, a real nuisance, then started to like it.

12. STRUCTURE Showing Contrast and Exception (p.91)**Possible Answers:**

1. While Americans often study Spanish, if people in my country study a foreign language, it's usually English, **or** Unlike Americans, who often study Spanish, people in my country prefer to learn French and German as a foreign language.

2. People in my country don't usually shake hands except in business situations, **or** Unlike Americans, people in my country don't usually shake hands when they meet each other.

3. While the bride's parents pay for most of the wedding in America, in my country both families split the cost equally, **or** In contrast to Americans, it is the groom's family who pays most of the costs of the wedding in my country.

4. Unlike the average American, friends in my country usually take turns treating each other when they go out to eat together, **or** In my country friends usually split the bill at a restaurant, except for special occasions.

5. In contrast to American children, in my country children are not usually sent to their rooms when they misbehave. They have some of their privileges taken away. **or** While American children are often sent to their rooms when they misbehave, in my country parents often punish children by giving them more housework to do.

6. People in my country are similar to Americans about calling before visiting friends except that young people living on their own sometimes don't have a phone. **or** Unlike Americans, people in my country often drop in for a visit without calling first.

15. DISCUSSION How Do You Feel About It? (p.93)

alarming	-	mind-boggling	N
appalling	-	reassuring	+
fascinating	+	shocking	-

fortunate	+	sickening	-
heartening	+	surprising	N
interesting	+	unfortunate	-

16. STRUCTURE Quantifiers (p.94)

The majority of my friends are worried about crime because the economy isn't good and street gangs are getting stronger.

Most of my friends are concerned about the economic performance of the country because we will be looking for jobs in a few months, after we graduate.

Quite a few of my friends are worried about tougher graduation requirements from educational reform. They worry that they might cause them to have to delay their graduation.

Hardly any of the people I know are concerned about immigration controls because immigration is not a big problem in my country.

Quite a few of the people I spoke to are worried about political reform because they feel the government needs to do a better job.

The majority of people I know are concerned about pollution and what it is doing to the air and water.

About half of the people I've talked to are aware of the need for population control. Then rest don't consider it a problem that concerns them.

Most of the people I know are interested in tax reform because they hope it will lower taxes for them.

Almost no one I've talked to disapproves of providing child care for working women, as this is becoming a popular idea these days.

17. STRUCTURE Infinitive and Gerund Phrases (p.94)

A. Possible Answers

1. not polite	5. polite
2. not appropriate	6. acceptable
3. customary	7. not polite
4. unusual	8 important

19. LISTENING How Did You Fare? (p.96)

	Experiences	Positive or
--	-------------	-------------

		negative
Andrew	Tried to listen more and not be so assertive; Went out for afternoon tea; Enjoyed the old buildings; Watched comedy TV shows; enjoyed British sense of humor	Positive positive positive positive
Amy	Felt homesick and missed her family; Couldn't communicate well in Spanish; Went to Tapas bars and make Spanish friends; Spanish improved dramatically; Eating dinner late at night.	negative negative positive positive negative
Layla	Everything seemed so different (e.g., using a pay phone or going to the doctor); Overwhelmed and didn't feel comfortable; Made friends with only people from her own country; Started feeling more confident about her English; Started meeting Americans; Americans talked about themselves too much; Learned to talk about herself.	negative negative negative positive positive negative positive

20. LISTENING International Etiquette (p.97)

Spain is only specifically mentioned with regard to kissing, which is acceptable for women, not so acceptable for men.

In Egypt and the Middle East shorts and topless bathing are unacceptable (because bare skin should be covered).

Wearing shoes in a religious building is also unacceptable.

In India (mentioned only indirectly as part of Asia) wearing shoes in a religious building is unacceptable.

In Singapore leaving food is acceptable, asking for more food, crossing legs, pointing, and nose blowing are unacceptable.

In Thailand and Japan crossing legs, pointing, and nose blowing are unacceptable.

21. LISTENING What Went Wrong (p.98)

	What happened	What went wrong
Cind	She went on a business trip. The flight was long, and when she arrived at her destination, she was eager to get her baggage and go to her hotel to relax.	She was in a hurry. She picked up someone else's suit-case and didn't realize her mistake until she got to the hotel.
Scott	He had a layover in Toronto and his flight was delayed. He went to sit away from the departure gate to avoid the crowds.	He fell asleep and missed his flight.
Kate	She was going on a short vacation to the beach on a long holiday weekend.	She got to the airport and discovered there was a problem with her ticket: The travel agent had printed the wrong date on her ticket.

22. READING Culture Shock (p.99)

A.

1. Singapore
2. West Africa
3. Spain
4. Britain
5. Thailand

B.

- a. Singapore: polite
- b. Thailand: polite. Spain: impolite

- c. West Africa: impolite.
- d. Britain: impolite. Singapore: polite.
- e. West Africa: impolite.
- f. Thailand: impolite.
- g. Britain: polite.

D. (P.103)

Part 1

- He was traveling by train, sitting in the compartment.
- There were seven others apart from him.
- They started bringing out food to eat.

Part 2

- Bread, beans, lamb, etc. – all the food except his tomatoes.

Part 3

- Because he'd used both hands to break them up. (In Sudan you are supposed to touch food only with your right hand.)

UNIT 6 ASKING FAVORS

PART A COULD YOU DO ME A FAVOR?

3. STRUCTURE Requests (p. 107)

A. Possible answers (p. 108)

1. Would you mind if I borrowed your underwater camera? I'm going on a driving trip to Florida.
2. Is it OK if I use your desk?
3. Could you take me to the airport tomorrow?
4. Would you mind helping me move on Saturday?
5. Can you please lend me your mountain bike?

6. CONVERSATION Short of Money (p. 111)

Paul: Hey, John.

John: Yeah?

Paul: Could you do me a favor?

John: Sure. What is it?

Paul: Well, the thing is, I'm short of money until Friday.

Could you lend me £10, do you think?

John: Yes, OK.

Paul: That's very nice of you, John. Thanks a lot

John: That's all right.

8. CONVERSATION I Can't Manage That Much (p. 112)

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

11. LISTENING Thanks a Million (p. 114)

	Request	Yes	No
1. Tina	wants to borrow Robert's camera	<input type="checkbox"/>	<input type="checkbox"/>
2. Mike	wants to borrow Sandy's video game system	<input type="checkbox"/>	<input type="checkbox"/>
3. Phil	wants Greg to take care of his bird while he's away	<input type="checkbox"/>	<input type="checkbox"/>

12. WORD POWER Collocations (p. 114)

A. Possible answers (p. 114)

deny an accusation, permission, a problem, yourself

offer a reason, an apology, explanation, a gift

receive an apology, an invitation, a compliment, a gift
permission, request, a phone call

refuse a favor, an offer, an invitation, a phone call, a gift

return a compliment, a favor, a phone call, a gift

B. Possible answers (p. 115)

reject an apology, a compliment, an excuse, an offer
an explanation, an invitation

accept an apology, a compliment, an excuse, an offer
an explanation, an invitation, a favor, a gift,
a phone call, a reason, a request, yourself

decline a favor, an invitation, an offer, a request

PART B COULD YOU ASK THEM TO DO ME A FAVOR?

2. STRUCTURE Indirect Requests (p. 116)

1. Can / Could / Would you ask Jeff if / whether he can drive us to Tony's party.? / Please ask Jeff if / whether he can drive us to Tony's party.
2. Please ask Sophia if / whether she is going to the party with Peter or with Jeff. / Can / Could / Would you ask Sophia if / whether she is going to the party with Peter or with Jeff?
3. Can / Could / Would you ask Tony how many of my friends I can bring to his party? / Please ask Tony how many of my friends I can bring to his party.
4. Can / Could / Would you ask Amy when Sophia is going to get home tonight? / Please ask Amy when Sophia is going to get home tonight.

5. Can / Could / Would you ask / tell Anne to please return the book I lent her?
6. Can / Could / Would you ask / tell Dan not to call me before 8: 00 A.M. ?
7. Can / Could / Would you tell Vera that Anne is at the library?
8. Can / Could / Would you ask Jennifer what time she wants us to meet her?

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