

Welcome!

English for the travel and tourism industry

Student's Book Second Edition

Welcome! Second edition is an intermediate level course for people who need to use or who are preparing to use English in their day-to-day work in the tourism, hospitality and travel industries.

The core language skills are developed through a wide range of tasks which closely reflect the user's world of work. Particular emphasis is placed on realistic and integrated communication tasks which give students the opportunity to build confidence and improve fluency.

This fully updated second edition contains new illustrations and photos as well as updated reading texts. There is extensive practice in email writing and further communication activities designed with the busy professional in mind.

Key features of the Student's Book

- modular organization for maximum flexibility
- 50 lessons on double pages for easy use in class
- use of real world content and context
- student-centred approach

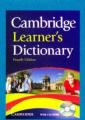
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- Student's Book
- Teacher's Book
- Student's Book Audio Cassette Set
- Student's Book Audio CD Set

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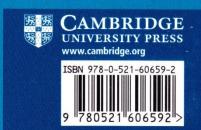
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English for the travel and tourism industry

Second Edition

Student's Book

Leo Jones



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Welcome!

Who is this course for?

Welcome! is for people in the travel and tourism industries who need (or will need) to use English when talking to clients: tourists, guests, visitors, customers or passengers.

Welcome! covers a wide range of different travel and tourism jobs and situations:

hotels • restaurants • cafés and bars • travel agencies • tour operators • information offices • airlines • cruise liners and ferries • rail and road transport • leisure facilities.

If you have to talk English to foreign visitors in your work, then **Welcome!** is for you!

How is the book organised?

There are 10 Modules in **Welcome!** and each contains 4 or 5 Lessons. Each Module is based on a different theme, and each Lesson covers a different aspect of the theme. Each lesson is divided into shorter sections containing different exercises and activities.

The Modules on more specialised themes (such as Accommodation or Food and Drink) are relevant for everyone, not only for people who are going to work in that particular area.

What does Welcome! contain?

The main focus of **Welcome!** is on speaking and listening, because these are the skills that are most important when dealing with clients. But you'll also have a chance to improve your reading and writing skills in some lessons. There are also lots of vocabulary exercises and some grammar review exercises.

Speaking In many of the speaking activities you'll be working in pairs or in groups. These activities give you a chance to practise using English in discussions and in role plays where you can practise talking to clients. These activities help you to become more confident in speaking English.

Some role plays are 'Communication Activities', where each person looks at a different Activity.

The Activities are printed on different pages at the end of the book (pages 108–126). This means that you can't read each other's information, and a natural conversation develops between you.

It's important to use English all the time when you're working with partners – because the only way to improve your spoken English is by speaking it!

Before some role plays there's an exercise where you have to complete one side of a dialogue in writing before trying it yourself. There are pronunciation exercises to help you to speak in a clear, polite and friendly way.

Listening The recordings for **Welcome!** include many different voices speaking at their natural speed. This will help you to understand different people when they speak to you in English. The questions in the book will help you to understand the main points the speakers make.

Vocabulary Welcome! will help you to enrich your vocabulary. When you come across a useful new word or expression in the book, you should highlight it (using a fluorescent highlighter). This will help you to remember the new words you meet, so that you can use them yourself.

Reading Welcome! includes reading texts from different sources, with questions to help you to understand them. There are also letters, emails and faxes from clients for you to read and act upon.

Writing Welcome! includes Writing tasks which help you to improve your writing skills, so that you can write letters, emails and faxes to clients.

Welcome! includes advice on how to deal with clients.

and ones

Thank you for reading this introduction. Enjoy using **Welcome!**



Thanks

I'd like to thank everyone whose hard work, fresh ideas, helpful comments and criticisms have enhanced this book immensely.

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p. = page, t = top, c = centre, b = bottom, l = left, r = right

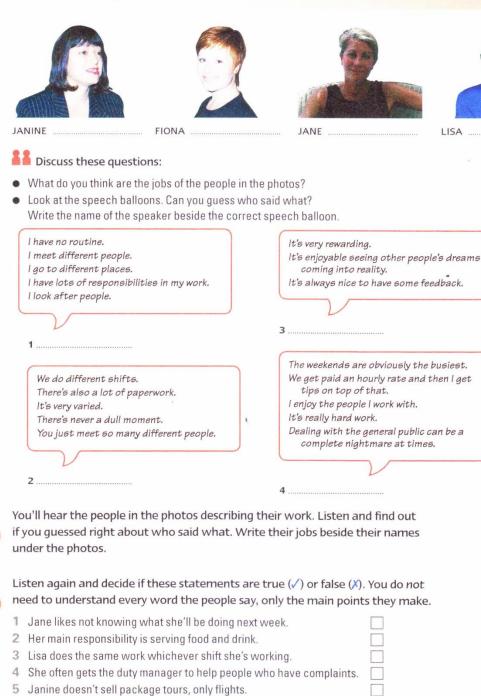
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Working in travel and tourism



6 She doesn't often hear from her customers after their holiday.

7 Fiona depends on tips to supplement her basic pay.8 She enjoys meeting her colleagues after work.

Look at the advertisement and discuss these questions:

- What does a local rep have to do?
- What are three things you might enjoy about the work?
- What are three things you would not enjoy about the work?

He or she has to ...
It would be interesting to ...
It would be awful to have to ...
Something I wouldn't enjoy is ...
Another thing he or she has to do is ...
It would be awful to have to ...
Something I wouldn't enjoy is ...



LOCAL RESORT REPRESENTATIVES

Utopia Holidays are looking for representatives in your region

The reps' duties will include:

- meeting clients at the airport and escorting them to their hotels
- holding welcome parties for each group on the day after their arrival
- \bullet organising and escorting coach excursions to local places of interest
- answering clients' questions and dealing with their problems
- assisting clients who cannot speak the local language
- escorting clients from their hotels to the airport at the end of their holiday
- being on call 24 hours a day to deal with emergencies

Please apply in writing, enclosing your CV, to Alice Watson, Utopia Holidays, Utopia House, Skyway Drive, Crawley, RH12 4PJ

2 A Compare your ideas.

3 Writing

Write about 50 words about the work you do (or will do).

Begin like this:

In my job I have to . . . or In my job I'll probably have to . . .



If you give clients the impression that you enjoy your work — and enjoy dealing with them — it will make it much easier for clients to feel comfortable with you. And it will make it easier for you to establish a good relationship with them. If you look bored or uninterested, your clients may start feeling the same. If you smile, other people will smile back!

Being friendly and helpful

- ind out about the last time your partners went to a restaurant, a café and a shop. Discuss these questions:
 - How helpful and friendly were the staff?
 - What did the staff do to make you feel welcome? What did they say to you?
 - Would you recommend each place to a friend? Why/Why not?

The staff were really friendly but the food wasn't very good.

The staff were rather unhelpfu but the food was excellent.

You'll hear three conversations. Listen and decide which of the people in the photos sounds unfriendly and unhelpful.







- Listen again. Match the problems 1-3 and the places a-c to the conversations.
- 1 The client is nervous. a at a reception desk 2 The guest hasn't had her order taken. b at a check-in desk

 - 3 The reservation hasn't been made.
- c in a restaurant

	Problem	Place
Conversation 1		
Conversation 2		
Conversation 3		

C1 Loss out the phrases that might sound unfriendly or impolite, like the one crossed out.

Could you tell me your name please? Who are you? May I help you? What do you want? It's no trouble. It's a pleasure. Obviously. Certainly.

Is there anything I can do for you? Do you want something?

- 2 Pronunciation
- Listen to three model dialogues. Then practise them, taking it in turns to play the roles of the CLIENT and a friendly, helpful MEMBER OF STAFF.

- Good evening, sir. Can I help you?
- Yes, I'd like to send a fax, please.
- Certainly, sir, would you like it sent right away?

Good morning.

- Good morning, sir. Can I help you? Yes, I'd like some information, please.
- Certainly, sir.

Good afternoon.

- Good afternoon, madam. How may I help you?
- I'd like to book a table for this evening, please.
- Certainly, madam, what time would you like it for?

This document is a reminder to staff at a major hotel. Which do you think are the three most important pieces of advice?

Speak to people: there is nothing as nice as a cheerful word of gre	eeting.
Smile at people: it takes seventy-two muscles to frown, only four	rteen to smile.
Call people by name: the sweetest music to anyone's ears is the soun	d of their own name.
Be friendly: you can make friends by being friendly.	
Be helpful: act as if everything is a genuine pleasure.	
Be interested in people: you can like everyone if you try.	
Consider the feelings of others: it will be appreciated.	

Compare your ideas for D1. Then look at the answers to the questions below. Number the statements in order of importance (1-4) and explain why. Then add another answer for each question.

•	I enjoy dealing with people because:
	l like meeting new people.
	people are usually very friendly.
	I find it challenging.
	every person you meet is different.
0	I find the most difficult things in dealing with people are:
	it's hard to be friendly and helpful all the time.
	people aren't always appreciative.
	some people are difficult.
	people get impatient when they have to wait.

If you give people a favourable first impression of yourself, you'll find them much easier to deal with. A welcoming smile and a friendly greeting puts people at their ease, even if they have had a bad journey, or if they are feeling tired, worried or cross.

Remember: You never get a second chance to make a first impression!

When in Rome ...

Read this description of how westerners should behave at a Japanese ryokan (traditional inn). Match the pictures A-G to the paragraphs 1-7.

Your first visit to a ryokan

The Japanese ryokan (traditional inn) is an experience that visitors should not overlook. Ryokan offer the best in Japanese food, service, and traditional atmosphere.

- Before you step inside a ryokan, remove your shoes and put on a pair of slippers. Slippers are worn everywhere inside, except on the tatami matting, where you should walk in bare feet or in socks. You may need thick socks if the weather is cold.
- 2 In your room you sit on cushions called zabuton arranged around the low table. In the winter season, there may be a blanket around the table. You slip your feet under the blanket for the warmth of a kotatsu electrical heating unit. This is where your meals are served.
- 3 Your *futon* bedding is laid out on the floor. It consists of a mattress, sheets, a thick cover, and extra blankets if needed. A thin *yukata* robe is provided for you to wear. In cold weather there is also a *tanzen* gown to wear over it.
- 4 The toilet is usually Japanese style. You don't sit on it but squat over it, facing the hooded end. Special slippers are provided for use only in the toilet area.
- 5 Most ryokans have ofuro (communal bath) where you

- can meet your fellow-guests and chat to them. First youndress in the changing room and place your things in basket. You take a towel to wrap around you and to d yourself with.
- Before you get into the bath, you must go to the washir area. Here you sit on a low stool in front of a pair hot/cold water faucets. Fill a bath pan with water, ar pour it over your body to get soaking wet all over. If the are no faucets, use a bath pan to scoop water from the bath. Use the shower while seated on the stool, never standing up. Soap and rinse off thoroughly. Only then of you get into the communal bath for a long, relaxing soak.
- At an *onzen* (hot spring resort) there will be hot and co baths. Here you can get really hot in a hot bath, then co off in an ice-cold one. Very refreshing. There will also be *roten-buro* (outdoor bath) where you can enjoy the free air while soaking in a hot bath. Lovely in cold weather wi snow on the ground!



- What do you think are the three most surprising or strangest things for someone who has never visited Japan? Highlight them or note them down.
- 3 A+ Compare your ideas. Then discuss these questions:
 - What do you think are the two most important things for a western visitor to remember in Japanese-style accommodation?
 - What would you enjoy most about spending a night at a ryokan? What would you not enjoy?
 - Where do you recommend that a visitor to your country should stay to get the best impression of everyday life there?
 - What do you recommend to a first-time visitor to your country? Make a list of DOS and DON'TS.

Discuss each of these questions. Then tick () what you think is the best answer to each question.

"When in Rome, do as the Romans do" Mr Manuel Fernandez Garcia doesn't reply A man with a beard, when you say "Good morning, Mr Garcia" to wearing dirty jeans him. This is probably because ... and carrying a rucksack comes a he didn't hear you. into the 5-star hotel **b** you didn't look at him when you spoke. where you're working. c he's rudely ignoring you. What do you do? d you've called him by the wrong name. □ A German is talking to a Brazilian. The German keeps taking a step backwards each a Ask him what he wants. time the Brazilian steps forward. This is probably because ... **b** Ignore him. □ a the Brazilian wants to be too friendly. c Ask him politely to leave. **b** they're both trying to be friendly. d Treat him like any other guest. the German is being unfriendly. 2 You know Ms Brown, an American client, very d they don't like each other. well. When she arrives do you ... 5 You are talking to a visitor from Britain. Which a shake her hand? of these questions do you ask him or her? b smile and say *Hello*? □ a How old are you? □ kiss her on the cheek? b How much do you earn? □ d say *Good evening* and bow? □ c Are you married? d What part of Britain do you come from? □

2 A Compare your answers. Can you think of any more examples of misunderstandings that might arise when dealing with people from other countries?

Just because a person comes from a particular country, don't assume they'll behave like a 'typical' person from that country — whatever you imagine that to be! Treat each person as an individual.

Unless you know a foreign guest really well, don't treat them too informally as they might think you're being over-familiar or even insincere. Different nationalities have different customs when it comes to formality and informality.

Dealing with enquiries



A1	You'll hear three short conversations in which clients are asking for information. The first time you listen, tick (/) the boxes to show the right answers. The second time you listen, fill the blanks in the sentences.					
2	 1a The first guest wants to know about a room for himself. a room for someone else. 1b He is told that Room	hes on kends.				
	Good evening. How can I help you? How nice to see you again! Hello again, Mr Grey! How are you today? It's really nice to see you again! Welcome back! I hope you enjoy your stay with us!	Good morning. What can I do for you? Is there anything else I can do for you? Have an enjoyable day! Have a good day! You're welcome! You're very welcome. It's a pleasure.				

When would you say the phrases in the first balloon?
When would you say the ones in the second balloon?



Complete this dialogue with suitable words. You may be able to use some of the phrases in the speech balloons opposite.

RECEPTIONIST: Good afternoon, Mr Johnson. How nice to see you again! GUEST: Thank you, it's very nice to be here again. How are you? RECEPTIONIST: GUEST: Good. Now, I asked for my usual room when I made the booking. Is it available? RECEPTIONIST: Oh, well, never mind. Room 101 does overlook the garden too, GUEST: doesn't it? RECEPTIONIST: GUEST: Oh, until Friday I expect. But is it all right if I let you know for sure tomorrow morning? RECEPTIONIST: GUEST: Good. Thanks very much. Don't worry about a porter. I've only got this small overnight bag. RECEPTIONIST:



2 Pronunciation

Listen to the model version of the dialogue. Then practise it, taking it in turns to play the roles of the RECEPTIONIST and the GUEST. Make sure you sound as friendly and helpful as possible.

C Role play

One of you should look at Activity 1 on page 108, one at Activity 17 on page 116 and the other(s) at Activity 33 on page 124.

This activity consists of six short role plays. In each role play there are two roles: Guest or Member of Staff. There is also an Observer, who listens to the role play and then gives the others feedback on how polite and friendly they sounded.

You can make people feel welcome and help them to feel at home by using their names instead of addressing them impersonally as *Sir* or *Madam*. Look for clues on credit cards, forms, luggage labels, etc. Make sure they know *your* name too, and show them that you remember their names when you meet them again.

A sincere smile shows people that you want to be friendly. Good eye contact shows that you're interested in them.

Try to treat every client in the same way that you'd like to be treated yourself — or even better!

Different ways of travelling







Look at the photos and discuss these questions:

- Which of the modes of transport have you used?
- Which is your favourite? Why?
- Which is/would be the worst, as far as you're concerned? Why?

B1 Grammar can/can't, have to and should/shouldn't

Decide which of the activities in this list are allowed or not allowed, and which are encouraged or discouraged on a . . .

plane ship train long-distance bus or coach

smoking opening the window travelling without a ticket singing songs getting drunk

drinking alcohol standing up during the journey wearing a seat belt showing your ticket to the conductor annoying the other passengers talking to the driver remaining seated during the journey

On a ship you can smoke but you can't travel without a ticket. On a long-distance bus you can't . . . and you have to . . . On a train you should . . . but you shouldn't . . .

- Write six sentences in total about the four modes of transport, using can, can't, have to, should or shouldn't.
- 3 ****** Compare your sentences.

There are 10 mistakes in this article. Find the mistakes and correct them - the first is done for you as an example!

Afraid of flying?

It doesn't need to take over your life

Athird of us are afraid of flying.

For most people flying is a strange mixture of anxiety and excitement. Is this how you feel?

engines

You strap yourself into your seat, take a deep breath and close your eyes. The passengers start to roar, the plane races down the runway, going faster and faster until, at the last minute, it climbs slowly into the clouds. Now all you can do is stand for hours on end, squashed in a narrow seat, unable to move, unable to see where you are going. During the flight there may be turbulence, when the plane bounces around in the sky. There's no chance of escape until the worst moment of all: landing. Eventually the doors open and you step outside and you're safe

Is it best never to leave the ground, and travel everywhere by land or sea? Or are there ways of training yourself to be less afraid of flying?

Here are some thoughts which might reassure you:

- Flying is much safer than travelling by air
- Plenty of people (pilots, flight attendants, engineers) spend their working lives flying day in

day out and they retire after a lifetime of flying

If you know what's going on during a flight (and why) you'll feel less afraid. Fear is often due to ignorance. Before you fly, find out the answers to these questions:

- How does a plane stay in the air?Why does the engine noise
- change sometimes?
 What causes turbulence and
- how does it happen?

 Is it dangerous to fly through a
- thunderstorm?
 How can the drivers see where they're going when it's cloudy?

Reduce stress before the flight. Try to feel more relaxed generally. Here are some ideas to reduce

- Leave plenty of time the day before you travel to pack and get yourself organized
- Have a good night's sleep the night after you fly
- Spend the night before an early flight at the airport hotel
- Make sure you have your tickets and passport safely packed in your carry-on bag
- Make sure you have plenty of things to read in case there are delays

- Arrive at the airport a long time before you have to check out
- Check in early so that you can choose where to sit – you feel turbulence more at the back of the aircraft, so choose a seat near the back.
- Find a quiet comfortable place to sit and relax in the departure lounge
- Have something to eat. It may be quite a while before you get a meal on the plane. But don't have a big meal
- Don't drink alcohol it will help you relax and it will dehydrate
 you

When you do get on the plane, don't sit worrying:

- Sit down, unfasten your seat belt, read the safety instructions
- Watch the safety demonstration carefully
- · Take long, deep, slow breaths
- Relax by tightening each group of muscles. Start with your toes and work up to your face – don't forget your fingers and arms.
- · Read a book or magazine
- If there's movie, watch it. It will take your mind off your worries
- Keep your seat belt loosely fastened during the flight

If all else fails, take a Fear of Flying course. Two ex-British Airways pilots run Aviatours, which specializes in Fear of Flying courses. After time in the classroom, you go up in a real plane. Their success rate is very low, apparently.

- Compare your answers did you find all 10 mistakes? What are the five most useful pieces of advice in the article?
 - 2 Role play
 - Take turns to play the roles of a travel agent and a client who is afraid of flying.

Asking questions

- Here are some questions that might be asked at a travel agent's. Match the replies a-h to the client's questions 1-8.
 - 1 Do I have to change planes anywhere?
 - 2 Can I get an APEX ticket?
 - 3 Is it best to fly from Paris to Lyon?
 - can't travel then. What should I do?
 - 5 What time do I have to be at the airport?
 - 6 Does the flight stop anywhere en route?
 - 7 Does the train go all the way to Venice?
 - 8 How much is a round trip ticket to Tokyo?

- a Is that economy class or business class?
- b No, it's a direct flight.
- c No, it's a non-stop flight.
- 4 I'm booked on a flight to New York tomorrow, but I d No, you have to change trains in Bologna. Is that OK?
 - e Not really, it's better to take a train.
 - f Would you like me to cancel your reservation?
 - g Yes, but only if you stay over Saturday night. Is that all right
 - h Your check-in time is 05.30 and your departure time is 06.30. Do you want me to book you a taxi?
- You'll hear eight short dialogues. Listen and decide which of the people
- (including the clients) did not speak politely.

Grammar Questions

On the right are the responses to some questions. What were the questions? Fill the blanks.

	Question	Response
· Comment	What time does your flight leave?	It leaves at 7.45.
2	check in?	I have to be there 90 minutes befo
3	people in your party?	There are four of us including mys
4	your full name?	John Albert Smith.
5	room?	I'd like a double room with balcon
6	?	I'll be leaving on Monday morning
7	?	I'm going to pay by Visa.
8	?	I'd like a call at 7am please.

2 Pronunciation

Listen to the model questions. Then practise the questions and answers, taking it in turns to play the roles of the CLIENT and the TRAVEL AGENT. Make sure you sound as polite as possible.

3 Role play

Minimals the sentences in the speech balloon to make questions. Then imagine that one of you is a VISITOR from another country and the other is asking about the visitor's country. Find out more about the country, using the unjumbled questions. Change roles. How been have you long country this in? How spend time here going to are you much? What do come country you from part of the? What food kind of popular in most is country yo What time have usually people do dinner? When close stores the on do a weekday? Where country your in tourists most do go? Which region most beautiful the is? Who country's president/prime minister your is? Why visiting your country enjoy do tourists? What country you come did to this for?

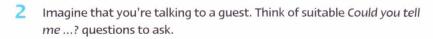
- Could you tell me ...? questions often sound more polite than direct questions, especially if the question is personal, difficult or annoying.
- 1 Look at these examples and notice the word order in each question. Then do exercise 2 below.

Direct Questions

Could you tell me ...?

Could you tell me when y

When are you leaving? How long are you going to stay? What is your date of birth? What is your first name? Could you tell me when you're leaving? Could you tell me how long you're going to stay? Could you tell me what your date of birth is? Could you tell me what your first name is?



- 1 My name is difficult to spell.
- 2 I'm leaving soon.
- 3 I arrived in this country recently.
- 4 I gave my tickets to someone.
- 5 I'm leaving early next week.
- 6 My suit needs pressing.
- 7 I want to see the manager.

Could you tell me how you spell your name	?
Could you tell me when you're leaving	.?
Could you tell me when	. ?
Could you tell me who	?
Could you tell me which day	?
Could you tell me when	. ?
Could you tell me why	?

- Read this letter to guests at a hotel and discuss these questions:
 - Why are questionnaires useful for hotels?
 - Why should guests bother to complete them?

2 Role play

One of you should look at Activity 3 on page 109, the other at Activity 19 on page 117.

Play the roles of GUEST and MEMBER OF STAFF. Imagine that you're doing a guest survey, to find out more about the guest's reactions to your hotel.

A special questionnaire for our guests

Dear Guest,

Your ideas on what we can do to continuously improve our hotel are very important to us.

It is our goal to satisfy the needs of our customers and exceed their expectations.

Therefore it would be very much appreciated if you could take a little time to complete this questionnaire.

Thank you for staying with us.

We hope you enjoyed your stay with us and will return soon.

Yours sincerely,

Taking a booking



You'll hear a travel agent dealing with a client. Listen and note down the client's requirements on the form.

The travel agent forgot to ask one thing. What was it?

RETURN FLIGHT FROM	то
DATE AND TIME OF OUTWARD FLIGHT	
DATE AND TIME OF RETURN FLIGHT	
NUMBER OF PASSENGERS	
TYPE OR CLASS OF FARE	¥
PREFERRED AIRLINE	
METHOD OF PAYMENT	
NAME	
ADDRESS	
TELEPHONE NUMBER	

B

Complete this dialogue with appropriate questions. Then listen and compare your questions with the model version.

TRAVEL AGENT:	Good morning, sir. How may I help you?	
CLIENT:	Good morning. Can I make an airline reservation, please?	
TRAVEL AGENT:	4	?
CLIENT:	From Athens to Istanbul.	
TRAVEL AGENT:		?
CLIENT:	I'd like to leave Athens on the 2nd of next month, returning on the 13th.	
TRAVEL AGENT:		. ?
CLIENT:	I'd like to arrive in Istanbul by lunchtime, and be back in Athens by dinnertime.	
TRAVEL AGENT:		. ?
CLIENT:	There'll be three of us — two adults and one child.	
TRAVEL AGENT:		. ?
CLIENT:	She's eight years old.	
TRAVEL AGENT:		. ?
CLIENT:	Economy class — the cheapest fares you can get, if possible!	
TRAVEL AGENT:		. ?
CLIENT:	No, I don't mind which airline it is.	
TRAVEL AGENT:	All right, I'll just check the computer to find out about availability	





C Role play

One of you should look at Activity 5 on page 110, the other at Activity 20 on page 118.

> You'll be playing the roles of TRAVEL AGENT and CLIENT and filling out this reservation form for a holiday in the USA. This role play is in two parts.



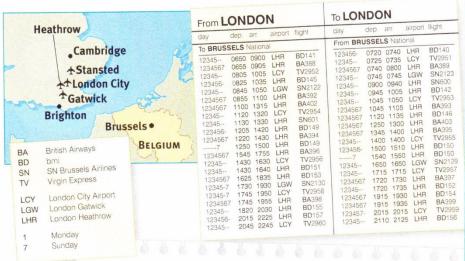
				DEPARTURE	DATE	DEPARTURE A	MIRPORT	NUMBER OF FLIGHTS
MR/MRS/ MISS/MS	INITIALS	SURNAME			HOLIDAY INSURANCE		FIRST PERSON NAMED PONDENCE WILL BE SE	
					YES/NO			•
					YES/NO			
					YES/NO			
					YES/NO			
					YES/NO			
HOTELS NUMBER OF NIGHTS		ARRIVAL DATE	ROOM TYPE	NUMBER OF ROOMS	ROOM SUPPLEMEN	T OR EXTRAS		
					4,			

SPECIAL REQUEST (HONEYMOON/DIET etc)

IMPORTANT Client's Emergency Telephone numbers in case of strikes, delays, re-routing etc. HOME: OTHER:



The best way to get there



Cambridge is a hour by train from London King's Cross or Liverpool Street Brighton is 30 mins by train from Gahvick or a hour from London Victoria Gatvick Express takes 30 minutes to London Victoria Heathrow Express takes 15 minutes to London Paddington London Underground from Heathrow takes 1 hour to Central London and King's Cross
Thameslink trains from Heathrow to King's Cross take 1 hour The shuttle bus from London City take 15 minutes to Canary What I and 30 mins to Liverpool Street

-67 London Waterloo ➤ Brussels Midi/Zuid dep 06.26 days 10.01 9108 06.29 10.01 9108 12345-08.34 12.10 9116 08.39 123456 12.10 9116 10.37 14.05 9124 9124 123456-12.34 16.10 9132 123456-14.42 18.02 1234567 9140 16.39 20.10 1234567 9148 18.11 21.37 9154 12345-18.39 22.10 9156 12345-7

MONDAY ➤ SATURDAY

9111

9111

9113

9117

9125

9125

9133

9141

9149

12345-

----6-

123456-

123456-

1234567

1234567

12345-7

1234567

Brussels Midi/Zuid ➤ London Waterloc

09.01

08 59

09.35

10.24

12.28

12.32

14.25

16.25

18.30

07.25

07.56

08.56

11.01

11.01

17.01

19.56

A1 Grammar If...

Fill the blanks using these words: arrive catch depart leave get fly reach take

- 1 If Mr A catches the Eurostar train at 8.56, he'll get to Waterloo at 10.24.
- 2 If he from Brussels at 7.40 on BA, he at Heathrow at
- 3 If you the SN flight at 9.00, you to Heathrow at
- 4 If you Brussels at 12:58 by train, you at Waterloo at
- 5 If you the last flight from Brussels, you at Heathrow at
- 6 If you want to London before 9 am, you
- 2 Here are requests for information from four clients who want to travel from Brussels to England. Decide together what advice to give them.

Mr A wants to get to Canary Wharf in London's Docklands by 11am. What is the best way to get there? Ms B wants to get to Brighton before lunch. What is the best way to get there?

Waterloo to Canary Wharf is 15 minutes by Underground

Mr C wants to reach Cambridge in time to check in at his hotel and freshen up before dinner at 8 pm. What is the best way to get there?

Ms D wants to get to her hotel at London Heathrow on Saturday night. What is the best way to get there and does she have time to have dinner in Brussels?

VOYAGES GULLIVER S.A.

ITINERARY FOR MR ALAN WATSON Lotal time in Brussels is one hour later than London. (Central European Time! Greenwich Mean Time)

MON 13 MAR REPORT TO SABENA, BRUSSELS NATIONAL BY 0830 MON 13 MAR DEP BRUSSELS NATIONAL 0930 SABENA SN 600 MON 13 MAR ARR LONDON HEATHROW 0940 RESERVATION IS CONFIRMED IN BUSINESS CLASS CONFIRMED ROOM RESERVATION FROM 13-14 MAR AT SHERLOCK HOLMES HOTEL, LONDON TUE 14 MAR REPORT TO QANTAS, LONDON HEATHROW TERMINAL 3 BY 1015 TUE 14 MAR DEP LONDON HEATHROW 1215 GANTAS OF 002 SYDNEY 2045 WED 15 MAR ARR RESERVATION IS CONFIRMED IN BUSINESS CLASS CONFIRMED ROOM RESERVATION FROM 15-21 MAR AT PLAZA HOTEL, SYDNEY TUE 21 MAR REPORT TO QANTAS, SYDNEY INTERNATIONAL TERMINAL BY 2045 TUE 21 MAR DEP SYDNEY 2215 QANTAS QF Ø21 0640 RESERVATION IS CONFIRMED IN BUSINESS CLASS WED 22 MAR ARR TOKYO CONFIRMED ROOM RESERVATION FROM 21-26 MAR AT HILLTOP HOTEL, TOKYO REPORT TO OLYMPIC AIRWAYS, TOKYO NARITA TERMINAL 2 BY 2130 SUN 26 MAR DEP TOKYO NARITA OLYMPIC 0A 478 MON 27 MAR ARR ATHENS 0805 RESERVATION IS CONFIRMED IN BUSINESS CLASS MON 27 MAR DEP ATHENS RESERVATION IS CONFIRMED IN BUSINESS CLASS TUE 28 MAR ARR 1130 BRUSSELS

- $ho_{
 m s}$ Look at the itinerary and check it for mistakes. (There are two mistakes in it.)
 - 2 Listen to the travel agent as she explains the itinerary to her client.
 - Find out if the two mistakes are spotted by the client.
 - 3 Listen to the way the travel agent explains each
 - step of the route. This will help you to do the role play in 4 more easily. Which of the phrases in the speech balloon does she use?

4 Role play

One of you should look at Activity 2 on page 108, the other at Activity 18 on page 116.

You'll be playing the roles of TRAVEL AGENT and CLIENT. This role play is in two parts.

I'll just go through the itinerary with you . . . First of all . . .

After that ...

You have to check in at ...

There's a misprint here. It should say . . .

Make sure that you reconfirm your tickets when you arrive in ...

I hope you enjoy your trip!

9 Around the world

A Vocabulary countries and nationalities

Match the names of these countries to their flags below.
Then write down the nationality of a person from each country.

USA 1 - American	UK 2 - British	Australia
Austria	Belgium	Canada
France	Germany	Greece
Hungary	Italy	Japan
Malaysia	Mexico	the Netherlands
South Africa	Spain	Sweden
Switzerland	Thailand	Turkey



B1 Pronunciation ABC

Which of these airport codes can you match to the cities on the map opposite? Make sure you say the letters clearly.



Find out if you guessed right. One of you should look at Activity 6 on page 110, the other at Activity 21 on page 118.



C1 Grammar If...

Which of the countries would you visit if you could afford it, and what would you do there? Write *five* sentences about five of the countries you'd like to visit.

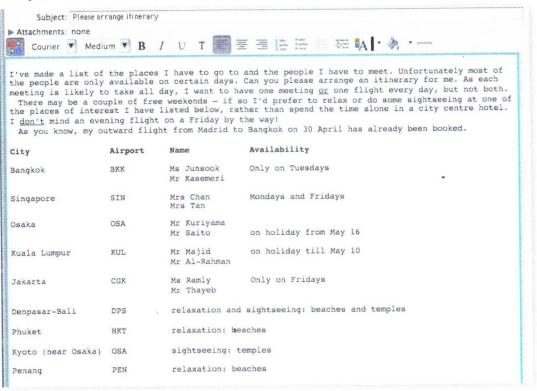
- Imagine you could go on a round-the-world trip visiting ten different cities. Plan your route. You must fly westwards from your nearest international airport and the complete trip must last 28 days.
 - Tell each other about your routes, and give your reasons.

We'd start at . . . and then fly on to. . . where we'd stop for . . . days. After that we'd go to . . .



10 Organising a trip

A 1 Read this email from your client, Ms Mary Rivers. She is an American businessperson who is based in Madrid. What does she want you to do?



Use the information opposite to help you to plan her trip. Complete the itinerary below with the details of the trip. Include the days she will have meetings and with whom.

ITINERARY FOR: MS MARY RIVERS PLEASE CHECK IN AT MADRID BARAJAS BY 10.40 ON SUNDAY APRIL 30 DATE FROM TO FLIGHT DEP ARR DATE 30 APRIL MADRID BANGKOK TG943 12:40 08:30 1 MAY 2 May Meeting with Ms Junsook in Bangkok

- **B** Writing
 - Write the letter you'll send to Ms Rivers to accompany the itinerary, explaining the reasons for the routes you've chosen.

Su M Tu W Th F Sa 30 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1 2 3

BKK -	→ CGK	CGK -	BKK
1135	1630	0800	1130
1800	2130	1740	2235
BKK -	DPS	DPS -	BKK
1030	1535	1700	2000
BKK -	+ KUL	KUL →	BKK
1140	1440	1000	1100
1910	2210	1510	1610
вкк –		HKT →	
1000		1050	1215
1800		1510	1635
2100	2220	1910	2035
BKK -	THE STREET CO. ST. ST. CO. LANSING PRINTS OF THE PARTY OF	MAD -	→ BKK
2359	1010	1240	0830
вкк –	OSA	OSA →	BKK
0915	1635	· 1145	1530
2359	0730	1925	2300
BKK -	+ SIN	SIN →	BKK
1030	1245	1015	1215
1915	2115	1820	2020
CGK -	DPS	DPS -	CGK
0900	1000	1100	1200
1830	2030	1910	2020
KUL -	• CGK	CGK -	KUL
1000	1305	1130	1400
1230	1303	1130	1400

KUL -	OSA	OSA →	KUL
1000	1715	0945	1430
2330	0615	1805	2300
KUL -	PEN	PEN -	KUL
1100	1130	0800	0830
2000	2030	2100	2130
SIN →	CGK	CGK -	SIN
0900	0935	0930	1200
1300	1330	1330	1600
1800	1830	1730	2000
SIN →	DPS	DPS -	SIN
0910	1135	1745	2005
1640	1905	2005	2225
SIN →	MAD	MAD -	+ SIN
1030	0900	2120	0715
1735	1655	2230	0830
SIN →	HKT	HKT -	SIN
0920	1005	1850	2135
SIN →	KUL	KUL -	SIN
	alf hour from (me one hour	0600 to 200	0
SIN →	OSA	OSA -	SIN
1100	1935	1010	1550
2355	0645	1200	1740
SIN →	PEN	PEN →	SIN
1020	1130	1015	1130
1910	2020	1925	2040



11 Using the phone

A Discuss these questions:

- What do you like about using the phone?
- What do you dislike about making phone calls?
- What can go wrong when using different kinds of phone: mobile phone, payphone, cordless phone?
- Is it easier to communicate face-to-face than over the phone? Why/Why not?



Look at these rules of behaviour for using the phone.
Which do you think are the three most important points?

Rules for using the phone — some **DOs** and **DON'Ts**

- 1 Have all the **DOCUMENTS** you need to hand before you dial the number.
- 2 Speak CLEARLY so that the other person can understand you easily.
- 3 Always **CONFIRM** each point of information you are given. Don't pretend that you have understood when you haven't.
- 4 Speak in a POLITE and FRIENDLY voice the client can't see what a nice person you are.
- 5 Behave in an **EFFICIENT** way, even if you're just taking a message.
- 6 Make NOTES during a call don't rely on your memory. Read all the important details back to the client from your notes.
- 7 Let the other person **FINISH** what they want to say don't interrupt them.
- 8 Send a FOLLOW-UP fax or letter to confirm any important details (especially prices and dates), so that you both have a written record of them.
- You'll hear three telephone calls. Note down the rule that each person failed to observe.
 - 1 The receptionist didn't follow rule number
 - 2 The information officer didn't follow rule number
 - 3 The restaurant manager didn't follow rule number
- 3 Now listen to three more calls.
- What do the same members of staff do better this time?





Note down some questions that a visitor who has never visited your country before might ask about your own city or region. Then discuss how you'd answer each question.

When is the best month for a visit?
Where ...
How long...

2 Role play

Student A plays the role of a VISITOR and Student B is an INFORMATION OFFICER in a tourist information office. Student C is the OBSERVER who will listen to the people on the phone and comment on how they sound. Did they follow all the Rules in B1? The two people on the phone should sit back-to-back, so that they can't see each other's faces and reactions.

- 3 The OBSERVER gives feedback to the speakers. Then change roles so that a different person has a turn at being the information officer.
- 4 The Observer gives feedback to the speakers. Then change roles so that everyone has a turn at being the information officer.



Good morning, Information office. Well, you can expect the best weather in . . .

Certainly, yes, I can send you a list of all the hotels.

You can get here by car or by train. The nearest airport is... Let me see, yes, it's 4th July.

If you smile while you're talking on the phone, your listener can 'hear' your smile. But it's best not to try to be funny or make jokes over the phone — your listener may think you're being sarcastic, or may not share your sense of humour.

17 How may I help you?

A ₁	Listen to three phone calls and tick the boxes to show what each caller wants to know.
	1 The first client wants to reserve a table for lunch today dinner tonight

- lunch tomorrow. 2 The second client wants to ... cancel his booking. change his booking. confirm his booking. 3 The third client wants someone to ... repair a lamp. replace a lamp. bring an extra lamp.
- Listen to the calls again and decide which receptionist deals with the client best. Give your reasons.
- Complete this dialogue with your own ideas. Use some of the phrases in the speech balloon.



Good morning, Royal Hotel, this is ... speak may I help you? Hello, ..., how can I help you? Who's speaking, please? Hello, Reception. This is . . . speaking. Could you hold the line for a moment, please you through to ... Could you say that again, please? Could you spell that for me, please?

Could I call you back later? . . . What's your n

TRAVEL AGENT:	Hello, Transworld Travel, this is speaking.
CLIENT:	Hello, my name's David Green.
TRAVEL AGENT:	?
CLIENT:	Well, I bought a flight ticket from Frankfurt to Mexico City from you last week and now I need to change the outward flight date.
TRAVEL AGENT:	All right, I'll just get your file?
CLIENT:	All right.
TRAVEL AGENT:	Yes, here it is?
CLIENT:	Yes, the flight number is LH 414 and the date of travel is May 13th.





TRAVEL AGENT:	?
CLIENT:	I want to depart on May 15th now by the same flight.
TRAVEL AGENT:	All right, Mr Green.
CLIENT:	I see. How long do you think it will take you to sort it out?
TRAVEL AGENT:	It may take a while.
CLIENT:	Yes, certainly. My number is 555 6789 — extension 449.
TRAVEL AGENT:	?
CLIENT:	Yes, it's 555 6789 — extension 449.
TRAVEL AGENT:	?
CLIENT:	No, it's four four nine. And can you call me back before 3 o'clock, please?
TRAVEL AGENT:	
CLIENT:	Good. I'll hear from you soon, then. Thank you very much.
TRAVEL AGENT:	
CLIENT:	Goodbye.

2 Pronunciation

Listen and compare your ideas with the model version of the dialogue.
Then practise it in pairs, taking it in turns to play the roles of the CLIENT and the TRAVEL AGENT. Make sure you sound as polite as possible.

C Role play

Imagine that you are a MEMBER OF STAFF and a CLIENT talking on the phone. The member of staff must find out some personal information about the client and write it down on the form. Ask the client to repeat or spell out any details you don't catch. Then change roles so that you both get a turn at asking the questions.

FULL NAME:	
ADDRESS:	
DI IONIE NI IMPER	
PHONE NUMBER:	
PASSPORT NUMBER:	
VEHICLE REGISTRATION NUMBER:	



Answering enquiries



You'll hear two phone calls to a rail information office. Listen and fill in the missing information in the timetable.



train typ		TGV EC21	CIS 35	TGV EC23	IC 335	TGV EC29	IC 329	EN 213	EN 223	EN 215	EN 219	EN 217
	d	0714		1218		1548		1930	2004	2007		2209
Paris Lyon Lausanne	a	1106				1945			1		1	-
Lausanne	d		1113	4			1953		1	1		1
Milan Centrale	a		1417				2345		-		0604	
	a								0845			
Florence SMN	а									0938	1	
Rome Termini	а										1126	

B

You'll hear six more phone calls. Note down the information each caller is given.



1 The fax number is

- 2 The post code is
- 3 Dinner is served from to
- 4 The phone number is
- 5 The price of a double room is from to , depending on the facilities.
- 6 The phone number is and the fax number is

.....

Everyone finds it hard to underst numbers in a foreign language, sometimes even in their own language. Bear this in mind whr you're using English to say num a client whose first language is English. When giving out numb say them slowly and clearly.



C1 Pronunciation

Practise these phone calls in pairs. Make sure that you sound helpful and friendly and that you give the requested information very clearly. Sit back-to-back, or avoid looking at each other during the calls.

Hello, New Zealand Lodge Association. How may I help you?

— Could you tell me the phone number of Kingfish Lodge, please?

Yes, certainly. It's 64 9 405 0164.

- 64 9 405 0164?

Yes, that's right.

- Good. OK, thank you very much.

You're welcome.

Hello, New Zealand Lodge Association. How may I help you?

— Could you tell me the address of Inverness Estate, please?

Yes, certainly. It's Ness Valley Road, RD 5, Papakura, New Zealand.

— How do you spell that?

N E double S, Ness Valley Road, RD 5, PAPAKURA.

- Ness Valley Road, RD 5, PAPAKURA?

Yes, that's right.

- Good. Thank you very much.

You're welcome.





2 Role play

Activity 8 on page 111, the other at Activity 23 on page 119.

You'll be playing the roles of TOURIST and INFORMATION OFFICER. Sit back-to-back, or avoid looking at each other during the calls. This role play is in two parts.

I'm sorry, could you say that again, please? I'm sorry, could you say that again more slowly, please? Could you spell that for me, please? Yes, certainly. It's . . .
I'll just check it for you. Just a moment, please.
Could you hold the line for a moment, please? I'll just find out.
Could I call you back with that information? . . . What's your number, please?

14, Taking messages



You'll hear a client leaving a message about some tickets you have been asked to deal with. Listen and decide what important information is missing from these notes. Now listen for a second time. What is noted down incorrectly?

When taking a message, alway check with the client that you h noted down the main points cor—especially the names, dates, prices and numbers.

Message for:	Gemma
	30yle Tel. No.: 324 9856
	ants to change his booking to New York with Atlantic Hols
	ants to change his booking to New York with Atlantic Hols fly on 16 Oct at 14:00, instead of 2 Oct. Prefers Metro
	fly on 16 Oct at 14:00, instead of 2 Oct. Prefers Metro

B1

You'll hear two messages which have been left on answer machines. Note down the main points of each message on the message pads.



ENIX HOTEL~
TEL. NO.

Newtown-on-sea	
INFORMATION BUREAU	
Date and time	
Message for	
From	
Tel. No.	



- Compare your notes and discuss these questions:
 - Did you miss any important information?
 - Did you include any unnecessary information?
 - Is your handwriting readable and could another person understand the message?

3 Writing

Rewrite the messages in note form so that another person can understand them clearly.

C Role play

One of you should look at Activity 9 on page 112, the other at Activity 24 on page 120.

You'll be giving and receiving some more messages. Note down the information you're given on the message pads. This role play is in four parts.

	BAY V H O T	E L	
Date and time:			
Message for:			
From:			
Teli			
		10000	

BAY VIEW H O T E L		
Date and time:		
Message for:		
From:		
Tel:		

Making notes involves choosing the important information to write down. You can't write down every word the client says, so you have to decide what is relevant and what is irrelevant.



A BBB Discuss these questions:

- What is usually served for breakfast in a hotel in your country?
- What do people in your country usually have for breakfast when they're at home?
- What do you usually have for breakfast?

BREAKFAST

Kindly indicate the number of orders and the time you wish breakfast to be served. Please hang this menu on the outside doorknob before 11:00 P.M.

Date	Room No.	Name	No. of Persons
To be ser	ved between:		
□ 6:30	7:00	□ 8:30 ~ 9:00	
→ 7:00	$\sim 7:30$	9:00 ~ 9:30	
) ~ 8:00) ~ 8:30	9:30 ~ 10:00	
AMERICA	N BREAKF	AST ¥2,000	Orders
Juice Eggs	Fried	☐ Tomato ☐ Gra	pefruit
	□ Scrambl□ Poached	THE PARTY OF THE P	on D Sausage
	□ Boiled .		on - Sausage
Breakfast Beverage	Rolls with J	am & Marmalade	



B	You'll hear three guests phoning
	to order breakfast in their rooms. Listen and note down (1) what the guest in Room 213 wants by ticking the breakfast
	menu; (2) what the guests in Rooms 121 and 305 want by filling in

the form.

Juice Orange Toma Breakfast Rolls with Jam & Beverage Coffee Tea with Milk	to 🗔 Grapefruit Marmalade
The items on the regular Kon	
also available. Please write in	m Service breakfast menu here any you would like.

ROOM NUMBER	TIME REQUIRED	BREAKFAST ORDER
121	_	
305		

C1 Pronunciation

Listen, and repeat the questions used by the person taking the order.

l'd like some tea, please.

- Would you like it with milk or lemon?
- Can I have some fruit juice, please?
- Would you like orange juice or grapefruit juice?

2 Role play

breakfast rolls

Take it in turns to play the roles of a GUEST and a WAITER/WAITRESS.

WAITER/WAITRESS (try to GUEST sound bright and helpful) scrambled or fried? bacon and eggs poached or boiled? an egg with milk or lemon? tea fruit juice orange or grapefruit? tea or coffee? hot drink with cream or without? coffee fried eggs with ham or bacon?

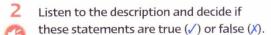
butter or margarine?

D Role play

Take it in turns to play the roles of a GUEST ordering breakfast over the phone, and a MEMBER OF STAFF taking the order. Order from the same breakfast menu that you used before.

16 Explaining dishes

You'll hear a description of how to make the Spanish dish, paella. Before you listen, look at the picture. How many of the ingredients can you identify? Do you know what goes into a paella?



The rice is cooked first.

The basic ingredients are stir-fried.

A paella is baked in the oven.

It must be stirred all the time it's cooking.

The rice takes about 20 minutes to cook.



- Is it a dish you'd like to eat? Why/Why not?
- Is it a dish you'd like to make? Why/Why not?

Look at the pictures. Use the words in the list below to identify the methods of cooking shown in each one.

One method isn't illustrated. Which one is it?

steam deep fry boil bake grill/broil roast stir-fry







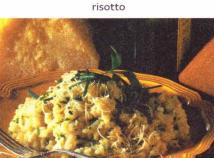


How do things taste?
Discuss how you think
these dishes taste, using
the words in the list.

spicy (hot) creamy (rich) plain sweet salty sour bitter



lemon sorbet









chocolate mousse

curry

bread

- 3 Link of some more ingredients, dishes or sauces that you can describe with the words in the list above.
- Think about dishes you know starters, main courses and desserts.

 How can you describe them to a guest?

 Write a short menu including five dishes that are typical of your country.

2 Role play

Take it in turns to play the roles of a Customer and a Walter/Waltress.

WAITER/WAITRESS

Show your menu to the customer.

CUSTOMER

Ask about each of the dishes on the menu.

WAITER/WAITRESS

Explain how each dish is prepared.

Moules marinière?

Lasagne al forno?

Paella a la valenciana?

That's mussels cooked in wine with onions and herbs.
That's layers of pasta, meat sauce and creamy sauce baked in the oven.
That's rice cooked with meat, shellfish and vegetables flavoured with saffron.

17

May I take your order?

- Note down three questions a customer might ask about this menu. Decide how you would answer each question.
 - You'll hear three guests ordering from the menu. Note down their orders, including the *changes* they request.
 - Listen again and then discuss these questions:
 - Which waiter or waitress did the best job?
 - Who made a mistake? What was the mistake?
 - Who was the most polite?
 Who was the most efficient?
 Who was the most friendly?



MENU



Appetizers and soups

Soup of the day
Cream of asparagus soup
Melon with port wine
Six oysters
Grilled sardines with lemon juice and garlic
Smoked salmon
Waldorf salad

Entrées

Grilled fillet steak served with French fries
Pan-fried trout served with tagliatelle
Venison steak with pepper sauce served
with roast potatoes
Veal schnitzel served with new potatoes
Grilled lamb chops served with sauté potatoes

All served with vegetables of the day

Today's specials

Tomato, spinach and eggplant casserole Poached salmon with a ginger and lime juice sauce







WAITER: Are you ready to order, sir?

CUSTOMER: Yes. I'd like a steak, please.

WAITER: Certainly. How?

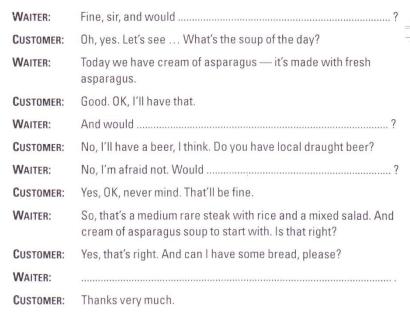
CUSTOMER: Medium rare, please. And can I have it with rice instead of French fries?

WAITER: Yes, of course. Would?

CUSTOMER: Yes, a mixed salad would be nice.









"One medium rare and one with honey."

2 Pronunciation

Listen to a model version of the dialogue. Then practise it in pairs, taking it in turns to play the roles of the WAITER/WAITRESS and the CUSTOMER. Make sure you sound as friendly and helpful as possible.

Add one more item to each part of the menu, including another special.

When taking an order, or making notes on what a client tells you, always double-check that you've noted things down right. This also gives the clients a chance to make sure they haven't made any mistakes. And to change their mind if they want to.

2 Role play

Take it in turns to play the roles of a WAITER/WAITRESS and a table of two or three CUSTOMERS. Use the menu opposite.

After each turn, the guests give feedback on how well the waiter or waitress did their job.

What are the local specialities of your region? What would you say to a customer, to encourage him or her to try them? How are they prepared?

Would you like an appetizer?

And to follow ...?

I'm sure you'll enjoy that — it's delicious.

May I recommend the ...? It's one of the chef's specialities.

... is a local speciality, I can recommend it.

And what would you like to drink?

So that's ... [and check you've noted everything down correctly] — is that right?

So that's one ..., one ... and two ... — is that right?

Enjoy your meal!

Are you ready to order?

18 Drinks, snacks and desserts

- Look at the pictures and label the drinks that are shown. Then discuss these questions:
 - Which of the drinks are the most popular in your country?
 - Which very popular drinks are not shown?









- Match these words to the drinks below. Some of them have two or more matches try to find them all.
 - a glass bottle carafe carton can jar jug pot cup of beer wine milk tea lemonade orange juice honey

EXAMPLES: A glass of beer A bottle of beer A can of beer

Look at the menu opposite and add suitable prices.

Then add one more item (including price) to each section of the menu.

What questions would a customer ask about the items on the menu? How would you answer their questions?

2 Role play

Take it in turns to play the roles of a

WAITER/WAITRESS and some CUSTOMERS at the Palm Beach Café.

CUSTOMERS

Order something to eat and something to drink.

Then imagine time has passed and ask for your

bill and pay it.

WAITER/WAITRESS

Take the order. Then imagine time has passed and

present the bill.

What would you like to drink?
Would you like something to eat as
So that's . . . [and check you've
understood the order correctly] —

that right?

Did you enjoy your ...?

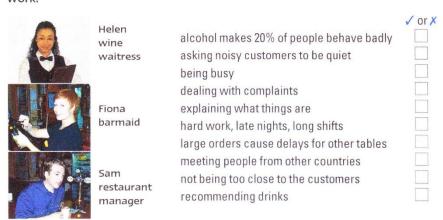
That comes to 43 dollars altogeth And that's 7 dollars in change.

Thank you very much.

42

PALM BEACH	fé	Puine
Snacks	Home-made hamburger with french fries and salad Freshly made sandwiches with a choice of fillings Waldorf salad Our special Club sandwich	PAIGE
Desserts and cakes	Chocolate mousse Profiteroles with chocolate sauce Fresh fruit salad Apple pie with whipped cream Carrot cake Black Forest cherry cake	
Drinks	Espresso, cappuccino or filter coffee Indian, China or green tea Iced tea or coffee	-
Enjey yeur meal !	Freshly squeezed orange or grapefruit juice Thick chocolate, vanilla or strawberry ice cream milkshake Home-made lemonade	

You'll hear three people talking about their work. Listen to what they say about what they do and what they enjoy and don't enjoy about their work.



2 Discuss these questions:

- What do you think is the worst thing about each person's job?
- What do you think is the best thing?

19 Eating habits

A 1 Read each of these newspaper articles and then write down your answers to the questions below.

Greek villagers live longer

A report published today in the British Medical Journal claims that a Mediterranean diet will help you to live longer. Greek researchers have found that people who eat plenty of fruit, vegetables and olive oil, and low quantities of meat and dairy products will live to a healthy old age.

Ten years ago the researchers measured the food intake of 182 men and women aged over 70 in three Greek villages. This year they returned to look at the numbers who had died. They found that the villagers who ate a traditional diet had a 17 per cent reduction in the chance of death compared to those who did not.

The traditional Mediterranean diet consists of a high consumption of olive oil, beans, cereals, vegetables and fruits, a low consumption of dairy products and meat – and a moderate consumption of alcohol.

- 1 According to the first article, what is the effect of the Mediterranean diet?
- 2 According to the second article, what are three healthy parts of the Mediterranean diet?
- 3 According to the third article, why is the Atkins diet 'a gamble'?

2 Discuss these questions:

- Do you follow the Mediterranean diet? Why/Why not?
- Have you ever tried to lose weight? What did you eat and what didn't you eat?

Mediterranean diet is the way to eat and drink your way to health

MORE evidence that Mediterranean food and drink are good for the health has emerged in three studies published today.

They show that wine is better than beer or spirits at protecting against heart disease, that olive oil can prevent bowel cancer and that garlic lowers cholesterol levels.

One study found that wine drinkers are less likely to die from heart disease and cancer than people who prefer spirits or beer. A long-term study into 24,000 Danes showed that even heavy drinkers are less at risk if wine is their preferred drink.

Another study weighed up the evidence for garlic and cholesterol. It found that garlic lowers levels of harmful cholesterol, but that the evidence may not be as clear-cut as some garlic-lovers claim.

The third study looked at food preferences and bowel cancer in 28 countries, including Britain, the United States, Brazil and China. More than three quarters of the difference in rates of bowel cancer was explained by just three dietary factors. Meat and fish increased the risk, but a diet high in olive oil reduced it.

Atkins diet 'a gamble'

Followers of the Atkins diet are gambling with their future health, according to a top nutrition expert

Dr Susan Jebb, from the Medical Research Council's Human Nutrition Research Centre in Cambridge, said it would be "negligent" to recommend the diet to anyone overweight.

She said the claims made for the Atkins diet were based on "pseudo-science".

She argued that despite a number of small studies, no one knew what the long-term effects of the Atkins diet might be.

But data gained from large diet investigations involving thousands of participants had set alarm bells ringing.

The Atkins diet cuts out carbohydrates and boosts consumption of protein without having to avoid fatty foods.

It is a favourite of celebrities such as Jennifer Aniston, Renee Zellweger and Minnie Driver.

Dr Robert Atkins, who developed the diet, believed that carbohydrates such as bread, pasta, rice and starchy veg-

etables over-stimulated the product of insulin, resulting in hunger a weight gain.

But Dr Jebb said the diet was a line in the dark because it meant suc dramatic change in eating habits.

For most people, protein account for a mere 15 per cent of the call intake. But much higher levels are commend by people following the Attidiet.

Dr Jebb's warning comes months after two teams of Ameri scientists declared that the Atkins was effective and safe.

The two studies, published in New England Journal of Medic found that the diet resulted in n weight loss than conventional low diets.

But Dr Jebb said these studies others focusing on the Atkins diet v too small, short and limited to pro any meaningful evidence.



You'll hear four people talking about what they eat. Listen and put a tick (\checkmark) by the things they do eat and a cross (X) by the things that they don't eat.

Sally beef cheese chicken dairy products eggs nuts pulses vegetables

Tim cheese commercial meat products free range meat garlic pasta

spicy foods vegetables

Peter bread cakes eggs fish meat pasta vegetables wheat flour Steve chicken chocolate convenience foods desserts fish nuts

- 2 Look again at the menu on page 40. What would you recommend from the menu to each of the speakers?
- Carry out this survey with the members of your group.

 Fill in each box with the number of times that each person tells you.

 First of all, fill in your own answers.

How many times ha	ave you eaten each of	on eating habits these kinds of food or meal during th	ne past seven days?
	wholemeal bread	white bread	
	fast food	a traditional local meal	
	a meal with meat	a vegetarian meal	
	convenience food	food prepared from fresh ingredients	
	a snack or a sandwich		
	a meal in a cafeteria	a meal in a restaurant	
	a meal at home	a picnic	

- Compare the results of your survey with the other groups and discuss these questions:
 - Which are the three most popular kinds of food or meal in your group? (Which scored the highest in your survey?)
 - Which are the three least popular? (Which scored the lowest in the survey?)
 - Why do so many people eat junk food when they know it isn't healthy?



Welcome to our restaurant!

Find the answers to these questions in the leaflet opposite:

- 1 Two things are not modern at Chez Fred. What are they?
- 2 What is modern about the restaurant?
- 3 How many people does the restaurant seat?
- 4 Can you buy a meal at Chez Fred to take home to eat?
- 5 What can you buy at Chez Fred apart from fish and chips?
- 6 In the old days, how were fish and chips wrapped?

- If Mr Capel opened a branch of Chez Fred in your town or city, how successful would it be? Why?
- If you could open your own restaurant or café: What kind of place would it be? What kinds of food and drink would you serve?

Grammar Did you do it?/Have you done it?

Here are just a few things that have to be done before opening a restaurant for business:

lay the tables

photocopy the menus

clean the floor

buy flowers for the tables

put the drinks in the fridge prepare the reserved tables

unlock the door

put today's menu in the showcase outside

Take it in turns to ask each other if the other things on the list have been done. Follow this pattern:

Ask:

Have you laid the tables?

Reply:

— Yes, I have. I laid them an hour ago. or

— Oh, dear. I forgot to lay them. I'll do it now.

imagine that you're setting up your own restaurant — a place that's friendly and welcoming, and not too elegant or too expensive.

Plan a menu for your restaurant. Include one typical national dish and one regional speciality.

A set meal (table d'hôte), rather than a long à la carte menu is probably simplest. Don't worry about prices — all meals are on the house for the opening night! What will you call your restaurant? Decide on a good name for it.

2 Role play

One team invites the members of another team (who are English-speaking quests) to come to the opening night of their restaurant. They welcome their guests, show them to their 'tables' and take their orders.



3 Change roles Now the members of the first team are the guests at the other team's restaurant.

4 Writing

Write a short newspaper report (about 50 words) describing the opening night.





The Capel family, well known locally for producing the finest Fish & Chips, are proud to announce the opening of their new venture "Chez Fred".

Our new Westbourne premises (formerly known as The Buccaneer), have undergone a complete refit in the style of the Edwardian age of the early 1900s.

The result is a new attractive licensed restaurant catering for **50** persons together with an outstanding quick service takeaway section, both of which are serviced by the most up to date frying equipment modern technology can provide.

Fred Capel, widely acknowledged within the trade as one of Britain's most accomplished fish and chip fryers, heads the professional team at Chez Fred, and their common aim is to provide a service second to none at value-for-money prices.

Our products are superb – we assure you, our reputation guarantees it!

Beautifully prepared and cooked fish, cocooned in our specially formulated crisp batter, together with chips like mother makes, provide an unbeatable combination! A taste of long ago, in fact.

In addition to our scrumptious fish menu, we also produce mouth-watering Southern Fried Chicken. Good size portions of fresh chicken coated with our special breading and pressure-fried to perfection, a delicious alternative for those non-fish eaters.

Our exciting restaurant menu will include an imaginative selection of desserts, plus regular "Specials" — all designed to tempt you, so visit us soon. We think you'll agree — Fish & Chips have come a long way since the newspaper wrapping days!

Responding to enquiries

Look at the phone message and the email and the letter responding to it. The letter and the email both contain two mistakes. What are they? MESSAGE FROM:

Mr Robert Harris of Chimera SA

DATE AND TIME:

11 June

Mr Harris wants to reserve a private room for a party of ten for Sunday

23rd June at 20.30. Can we do a

special 4-course menu? The meal is to welcome a group of foreign visitors

who want to eat local specialities.

Please quote price including wine.



Mr Robert Harris Chimera SA 100 Liberty Boulevard Freetown

11 June [year]

Dear Mr Harris,

Thank you very much for your enquiry. I am happy to say that we can reserve a private room for you for the evening of June 23 from 8pm.

Our chef has prepared a sample menu for you, which is enclosed. As you can see, he has included several typical dishes from our region. I feel sure you will find this suitable for your guests. Two very good local wines have been included on the menu.

For a party of ten people our price per person would be \$45, including 15% service. Wine will be charged

I look forward to hearing from you. If you have any questions about the menu or any further suggestions, please call me.

I would be grateful if you could confirm this booking in writing by the end of this month.

Thank you very much for your interest in our restaurant. We look forward to welcoming you and your party.

Yours sincerely,



Bougainvillaea Restaurant

1099 Ocean Drive, Freetown

Dear Mr Harris.

Thank you for your enquiry. I am pleased to tell you that our private room is free on June 23 and I have provisionally reserved it for your

The attachment to this email is a sample menu prepared by our che He has included two excellent local wines as well as some delicious regional specialities. I am sure you will find his suggestions acceptable.

If you wish to suggest any variations to his suggestions, please let me know please.

The price for the meal, including wines and service is \$53 per perso

Please confirm this booking in writing by June 27 at the latest.

Thank you again for your enquiry. We look forward to seeing you on June 23.

Yours sincerely, Max Muster, Manager

Discuss these questions:

- What is the main difference between the email and the letter?
- Which would the client prefer to receive? Why?

We usually use more wo something than we do to writing takes much long conversation because o takes to prepare, write a



Rearrange the eleven parts of this letter to give the correct layout.

	Thank you very much for your letter.
2	Dear Mrs Spencer,
3	Yours sincerely,
4	The price per night is \$120 including evening meal and breakfast.
5	Please let us know if you intend to arrive after 6pm.
5	Royal Zenda Hotel 115–121 Constitution Avenue, Hentzau, R-10034, Ruritania
	Ms Dorothy Spencer 123 Pine Avenue Newtown NN3 9DN Great Britain
	Rupert Meyer Rupert Meyer Reservations Manager
	· ·
	We look forward to welcoming you on Sunday, December 4. I am happy to confirm your booking for the nights of 4 December to 9 December. We have reserved a double room on the second floor, with bathroom, balcony and sea view.

(3)

Imagine that you're working at your local tourist information office. You'll hear a telephone enquiry recorded on the answer machine. Listen and note down the caller's name and fax number and the information the caller requires.

MESSAGE FROM

2 Writing

Reply to the message by fax or email, giving the requested information about your town or city.

A fax or email can be written in a less formal style than a letter. People don't expect a fax or email to look as good as a letter, but a good-looking communication of any kind gives a better impression than a messy one.



Confirming reservations

Look at these two letters. Which of them would you prefer to receive? Why?

22 April [year]

Henry Beaumont 144 Riverside Drive Springfield

Dear Mr Beaumont,

Thank you very much for your telephone call. I am writing to you now to confirm your reservation for two adjoining double rooms with bath for the nights of July 14 to 23. Both rooms have a sea view and are on the fourth floor of the hotel.

The cost for half board (modified American plan) is \$85 per person per night, including taxes and service.

I enclose two brochures describing our hotel and its facilities. If you have any questions, we shall be pleased to answer them.

Please let us know if you are arriving at the hotel later than 7pm.

We look forward to welcoming you to the Bellevue on July 14. We hope you will enjoy your stay with us.

Yours sincerely,

Homeleis Hotel

22 April [yea

Mrs Rita Potter 123 Oakdale Road Shelbyville

Dear Mrs Potter,

I am sending you this letter to confirm your telephone booking for two double rooms here fron July 14 to 24 (10 nights). The two rooms are on t third floor. There is a connecting door and the rooms have balconies with sea views.

The price of the accommodation is \$90 per person per night for demi pension (half board). This includes taxes and service.

In case you are interested, I enclose a brochure about the hotel. This tells you all you need to know about the hotel and what it has to offer.

You must let me know if you plan to arrive at the hotel after 7 o'clock.

Yours sincerely,

- Highlight four phrases in your preferred letter which help to make it seem better.
- You'll hear a phone call in which a client is booking a conference room at a hotel.
- Listen and fill in the missing information on the booking form opposite. Tick (\checkmark) the boxes to show which services and equipment she asks for.
- Draft a letter to Jane Barratt confirming the reservation.
- 3 Show each other your letters. What are the best things in each letter?

4 Writing

Write a final improved draft of the letter, using the best ideas from each letter.

Useful phrases

If you have any further questions, ple us know and we shall be delighted to

Thank you for choosing our hotel.

Please let us know if you have any s requests.



ROWT SALLE GOVI	FERENGE ROOM S	001(1)16
CLIENT'S NAME Jane Barratt COMPANY NAME COMPANY ADDRESS		
PHONE TOTAL NUMBER OF PARTICIPANTS Date	FAX	
Starting time Coffee break from	to	
Finishing time CATERING	to EQUIPMENT	
coffee sandwiches tea buffet lunch pastries sit-down lunch	overhead projector cassette proventies overhead projector cassette proventies overhead projector data projector cassette proventies overhead projector data projector cassette proventies overhead projector data projector data projector cassette proventies overhead projector data projector da	ne 🔲
	CLIENT'S NAME Jane Darratt COMPANY NAME COMPANY ADDRESS PHONE TOTAL NUMBER OF PARTICIPANTS Date Starting time Coffee break from Lunch break from Finishing time CATERING coffee	COMPANY NAME COMPANY ADDRESS PHONE FAX TOTAL NUMBER OF PARTICIPANTS Date Starting time Coffee break from to Lunch break from to Finishing time CATERING Coffee and and an additional and additional analysis and additional and additional analysis and additional additional analysis and additional ad

Some 66 GOLDEN RULES 99 for writing letters and emails

- Decide what to say before you start to write. If you don't, the sentences are likely to go on and on and on until you can think of a good way to finish. In other words, make sure that you plan ahead.
- Put each separate idea in a separate paragraph.
- Use short sentences.
- Use short words that everyone can understand. You may be writing to people whose English isn't as good as yours.
- Think about your reader. Your letters and emails should be...
 - Clear make sure the reader knows exactly what you mean.
 - Complete make sure you give the reader all the necessary information.
 - Courteous write in a sincere, polite tone.
 - Correct the reader may be confused if there are too many mistakes in grammar, punctuation or spelling.
- Check your letter through before you print it and correct any mistakes you find.



When writing to a woman, make sure you use her preferred style of address: Mrs, Miss or Ms. If in doubt, use Ms.



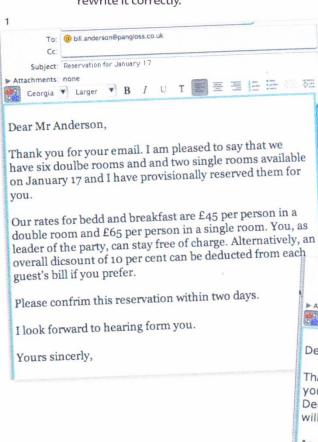
Avoiding mistakes

A₁

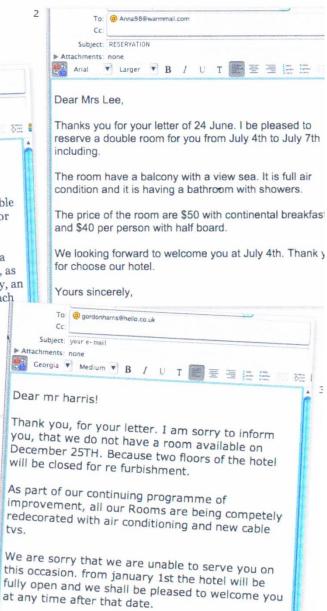
Look at these emails. Find the mistakes in each one.

2 Writing

Choose one of the emails and rewrite it correctly.



If you send someone a letter or email, make sure it gives the right impression. Unclear layout or untidy presentation may suggest that you are inefficient or don't care.



Yours sincerely?

Imagine that you work at the Seaview Hotel. Decide together how to reply to this letter. (The chambermaid found the iron and the address book, but not the Walkman; you tried to phone Ms Duckworth but there was no reply.)

Make notes of the information you'll give in your reply.

2 Writing

Write a letter responding to Ms Duckworth.

- Read each other's letters and look for any mistakes your partner has made in:
 spelling punctuation grammar
 Correct the mistakes that your partner points out to you.
- Join a different partner Read each other's letters. If you were a client, which of them would you prefer to receive? Why?

430 Albany Avenue West Fleet Surrey WT9 4PJ

Seaview Hotel 100 East Cliff Drive Budmouth Dorset DT34 7JT Phone/Fax: 01254 776667

14 August [year]

Dear Sir or Madam.

I have just returned from a business trip, during which I spent the night of 3 August at your hotel. When I unpacked my suitcase I discovered that several things were missing: a portable iron, my address book and a Walkman. I stayed in several different hotels during the trip but yours was the only one where I had to leave in a hurry because I did not receive a wake-up call. This is why I am fairly sure that I left all these things at your hotel.

Please let me know if you have found these items. If you would be kind enough to send them to me, I will be happy to send you a cheque for the postage.

Yours sincerely,

Susan Duckworth

S. Duckworth

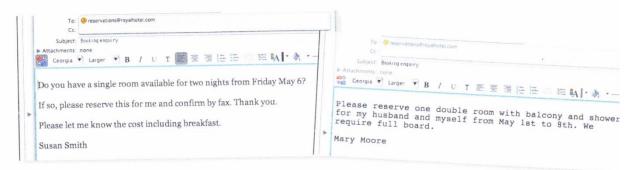


Before you print out a letter or email, always check it through to make sure that you have included all the necessary information — and that you haven't made any mistakes in numbers, prices or dates.



A₁

Read these emails and look at the room chart of the Royal Hotel below. There is one mistake in the way the room chart has been filled out. Find the mistake and correct it.



room description	101 twin beds bath, balcony	102 single bed shower	103 double bed shower	104 twin beds bath	105 double bed shower, balcon
room price	\$92	\$65	\$85	\$88	\$90
Sun May I					mr & mrs mo (full board
Mon May 2		·			
Tue May 3					
Wed May 4					
Thu May 5					
Fri May 6		ms Smith (bed & breakfast)			mr & mrs m
Sat May 7					
Sun May 8		ms 5mith			

All prices include continental breakfast. For half board add \$20 per person. For full board add \$40 per person.



2 Look at this reply to Susan Smith's email. Find the four mistakes in it and correct them.

3 Writing

Write a reply to Mrs Moore's email.

requirements on the room chart.

- You'll hear a guest booking accommodation on the phone.
 Listen and note down his
 - 2 Pronunciation
 Listen to the phrases in the

Listen to the phrases in the speech balloon and practise saying them clearly and politely.

To: @ suesmith77@goodbye.com

I'll just check if we have a room available.
Yes, we do have a room free.
I'm afraid the only room we have is . . .
Could you just spell your name for me, please?
Is there a phone number where we can contact you?
What time will you be arriving, Mr Green?
We'll confirm this reservation in writing, Mrs Moore.
We'll look forward to seeing you on Monday, Ms Smith.
Thank you for your call, Mrs Moore.

3 Grammar If...

Fill the blanks in these sentences with information from your updated room chart:

- C1 Role play
- One of you should look at Activity 7 on page 110, the other at Activity 22 on page 118.

You'll be playing the roles of RESERVATIONS MANAGER and GUEST telephoning to reserve rooms. Update the room chart opposite. This role play is in four parts.

2 Look at your updated room chart and discuss the following possible changes:

... the Browns in 104? ... Mr Chavez in 103? ... the Andersons in 101? ... the Andersons in 103? ... the Greens in 101?

Begin like this: If we put the Browns in 104, they won't have a balcony.

26 Checking in

A₁

You'll hear two conversations recorded at the reception desk of the Seaview Hotel. Listen and fill in the missing information for each guest.

name	Mr Robert Watson
room number	
type of room	
cost	
payment method	



room number
type of room
cost
payment method

- 2 Listen again. Each receptionist made a small mistake.
- What were the two mistakes?
- Look at these phrases. Most of them are suitable for welcoming someone, but two are not suitable.

 Cross out the two that you think are unsuitable.

2 Pronunciation

Listen to the suitable phrases and practise saying them in a polite, friendly voice.

Good evening, how may I help you?
Hello, what do you want?
It's good to see you again, Ms Black!
It's nice to see you again, Mrs White.
Back again, Mr Grey?
Hello again, Ms Green, and welcome!
Good afternoon, sir, do you have a reservation with us today?
Good evening, Mr Brown. How nice to see you again!

C Role play

One of you should look at Activity 4 on page 109, the other at Activity 30 on page 122.

You'll be playing the roles of RECEPTIONIST and GUEST who has just arrived at the Royal Hotel on May 1st. This role play is in two parts.

This is the Royal Hotel's registration card. Fill it out with your own personal information, as if you were a guest there.



REGISTRATION CARD

Surname				
Forenames				
Accompanied by				
Payment method: cash 🔲 cheque	company account 🔲	credit card 🔲 (No.:)
Home address		,		
Nationality				
Passport number				
Car registration number				
Purpose of visit				
Signature				
Special requirements				
Room number	Date of arrival		Date of departure	





Facilities: Enjoy your stay!

1 You

You'll hear three conversations.

Listen and match the names of the guests to what they require and what they want to do.

Listen again. How well did each

of the receptionists deal with the guests?

Guest's name	What they require	What they want
Mr Watson	TV remote control	go for a drive
Ms O'Neill	blankets	go for a swim
Mr and Mrs Harris	towels	go shopping

B1 Vocabulary

Match the words in the list to the equipment and furniture in the pictures.

balcony bathtub bedspread bidet desk dressing table faucets (taps) hair-dryer light switch mini-bar mirror night stand (bedside table) pillow radiator radio-alarm reading light sheets shower sofa towels waste bin

Which equipment and furniture is not shown in the pictures?



2 Grammar Prepositions

Write your answers to these questions about the photos.

1	Where's the balcony?	It's outside the room through the glass door.
2	Where's the vase of flowers?	
3	Where's the picture?	
4	Where are the towels?	
5	Where's the sofa?	
6	Where are the mirrors?	



CENTRAL HOTEL BELLEVUE HOTEL ROOMS bath shower You'll hear two people talking hair-dryer about the facilities that their telephone telephone hotel offers. T目 desk Listen and tick (✓) the boxes TV to show which facilities each HOTEL FACILITIES hotel offers. aindoor pool → fitness centre sauna P car park garage P tennis court garden play area 🗻 beach **Z** water sports restaurant

D Role play

Take it in turns to play the roles of a Member of the hotel staff and a GUEST.

Imagine that the guest is being shown the room and its facilities in the photos opposite. Explain where everything in the room is, and how it works.

Here we are, this is your room: number 101.
The door locks like this . . .
And over here is the . . .
It works like this . . .
If you want to adjust the . .

night club

cocktail bar

bar and lounge

Tr
conference facilities



28 Giving information

The hall porter sounds . . .

The housekeeper sounds ...

You'll hear some guests asking for information. Listen and tick () the boxes to show the right answers. 1 The first guest wants to know ... when lunch starts. when lunch ends. The recontionist advises him to

,	when lunch starts. when lunch ends. The receptionist advises him to reserve a table. get there early.
2	The second guest wants to know where she can buy a gift. sun lotion. The pool attendant gives her a towel. doesn't give her a towel.
3	The third guest wants to order today's special. The waitress recommends the special. another dish.
4	The fourth guest wants to get a ticket for a concert. the opera. The hall porter (concierge) tells her that she should pay him for the ticket now. not pay him for the ticket.
5	The fifth guest wants to know where he can wash clothes. how to get his washing done. The housekeeper tells him to put his dry-cleaning in the same bag. a different bag.
	sten again. Pay attention to the tone of voice the members of staff se and tick the boxes to show how they sound.
Th Th	ne receptionist sounds helpful unhelpful unhelpful unhelpful unhelpful unhelpful unhelpful unhelpful

friendly

friendly

unfriendly

unfriendly



Look at the phrases in the speech balloon. Match them to the situations in which you would say them.

Situations

- 1 If you know the answer to a question ...
- 2 If you have to check before answering a question ...
- 3 If you can't answer a question ...
- 4 If you want to give someone some extra information ...

2 Pronunciation

Listen to the phrases and practise saying them in a friendly and helpful voice.

Certainly, I'll just explain . . .

Excuse me a moment, I'll have to check.
I'll just have to find out.
I'm afraid I don't know.
I'm not quite sure, I'm afraid.
I'm sorry, I don't really know.

Just one moment, please, I'll ask one of my colleagues.

Yes, certainly. Well, . . .

By the way, you might be interested to know that . . .

C Role play

Half of the members of the class should look at Activity 11 on page 113, the others at Activity 26 on page 121.

You will be playing the roles of GUEST and RECEPTIONIST at the Hotel Miramar. This role play is in four parts.

Can you help me, please? I'd like to know... I wonder if it's possible for me to...

Can you tell me ...?

Yes, certainly, there's a flight...
I'm afraid it's not possible to...
Yes, certainly, one moment
please...





The best hotel for you ...

A.	
A1	Read the accommodation descriptions of hotels in St Lucia. Which place

doesn't charge for excursions?	 has free water-skiing?	
has its own dive school?	 has the fewest rooms?	
has most organised activities?	 has the most rooms?	
serves free champagne?	 has the best food?	

Choose one place where you'd most like to spend two weeks' vacation. Highlight the features of the place that you find attractive.

3 Discuss these questions:

- Which of the places would you prefer to stay at? Why?
- What do you think is the worst thing about each place?
- What do you think is the best thing about each one?
- If you wanted to experience the atmosphere of a country and meet the people, which place would be best?

Which would be the best place for these people to stay? Why?



Mr and Mrs Brown (both aged 65) They haven't travelled abroad before.



Mr and Mrs Black (both aged 30) This is their honeymoon.



The Greens (father, 35, mother, 33, daughter, 12, son, 8) They want to be active on their holiday.



Ms Grey (aged 25) S is travelling alone b wants to make frier on holiday.

2 Role play

Take it in turns to play the roles of a Travel Agent* and one of the CLIENTS in the pictures. Discuss which hotel is the best for the client.

* If you're the travel agent, you can find more information about each hotel in Activity 36 on page 125. If you stay at...you'll be able to...
The best things about...are...
I think you'll find that... is better
for you because...

Another nice thing about that hotel is . . .

I really want somewhere v a swimming pool. ...looks very nice. Which do you recommena





ALL INCLUSIVE

Club St. Lucia By Splash

Location Club St. Lucia by Splash lies on 65 acres of the Cap Estate on a picturesque bay about 1½ hours drive from the International Airport.

Facilities Club St. Lucia by Splash is made up of five colourful villages, one of which accommodates adults over 18. There are impressive swimming pools, one with separate children's section and waterslide, the St. Lucia Racquet Club with championship tennis courts and fitness room, a spa and a wide variety of watersports. Golf is available at the Cap Estate Colf Club close by. There are extensive children's facilities including an airconditioned nursery, children's clubs, playgrounds and a fun children's restaurant. For dining there's a choice of restaurants including a pizza/pasta restaurant, an oriental restaurant and a romantic oceanside setting serving dinner to adults only. There's a number of bars, and regular evening entertainment is provided.

Accommodation 369 rooms located in cottages set around the gardens, each with airconditioning, coffee maker, telephone, television, bath, shower and terrace. Standard rooms (STD); as above.

Family saver rooms (SAV): as standard but can accommodate two adults plus two children under 6 years of age.

Romance rooms (ROM): for adults only with four poster or two queen beds, and hammock on terrace. Family suites (FMS): as standard with airconditioned bedroom, living area with ceiling fan and a terrace. Deluxe oceanview (DOV): four poster bed, jacuzzi bath, and just a few yards from the beach with seaview.

Your holiday includes

- All meals and snacks daily, local drinks by the class.
- Watersports, including sunfish sailing, paddle boats, snorkelling, windsurfing, kayaking, waterskiing plus group instruction, introductory pool scuba lesson.
- Tennis (day and night) including two group tennis clinics per stay, aerobics studio and fitness centre.
- Bicycles on property, jogging trail.
- For children 3 months to 3 years there's a nursery, for 4–12 year olds there are daily children's clubs and for teenagers, there's beach volleyball, tennis, as well as watersports.
- · Backgammon, shuffle-board, table tennis, volleyball
- Nightly entertainment, theme nights, disco.
- All porterage, taxes, service charges, tips (excludes overseas airport departure tax).

Accommodation 30 spacious rooms in semi detached cottages set in the gardens, cooled by ceiling fan and sea breezes. All have tea and coffee making facilities, shower, telephone, fridge (stocked daily with soft drinks and beer), twin or one kingsize bed.

Superior cottages (SUP): rondavel rooms, facilities as above with semi circular shaded terrace.

Deluxe cottages (DLX): as above, with larger bathroom, television, inhouse movies and large terrace.

Oceanview rooms (OV): facilities as above, smaller but with balcony and great seaview.

Mini suite: available on request.



- All meals: full breakfast, lunch and dinner, including picnic hampers and afternoon tea.
- All drinks by the glass, including champagne served every evening.
- Manager's cocktail party once a week
- Dine-around meal plan once a week at local restaurants (drinks and transport at extra cost).
- Watersports: pedalos, snorkelling, aquaboards and canoes.
- Board games and videos (in deluxe and oceanfront rooms only).
- Regular evening entertainment with soft live music.
- All porterage, taxes and service charges (excludes overseas airport departure tax).



Location Nestling within a 600 acre plantation on St. Lucia's southwest coast, this gem Anse Chastanet is 15 minutes drive from Soufrière and about 1 hour from the airport. A lot of steps from the beach to some rooms makes Anse Chastanet unsuitable for those with walking difficulties.

Dining here is in the hilltop restaurant with incredible views of St. Lucia's beautiful sunsets, or down at the beachside restaurant where dress is always casual. Life at Anse Chastanet centres around the beach, where guests can enjoy free snorkelling, windsurfing, kyaks and mini sailing. Anse Chastanet is located in the heart of St Lucia's marine reserves and for divers there's a PADI dive school right on the beach, (certified divers can pre-book a 12 dive package for £175) and beginners can join a free resort course before venturing out to explore. On land the hotel organises select free excursions, as well as rain forest hikes, nature walks and superb biking on its unique 12 miles of private trails through tropical jungle (biking at extra cost). Complimentary water taxis are available to take guests to Soufrière and the hotel's second secluded beach. The resort also has two small shops, a library, art gallery and a full service spa offering body and beauty treatments at extra cost.

Accommodation Rooms (49) are beautiful, unique and traditionally decorated, each has ceiling fan, fridge, tea/coffee making facilities, shower, and an incredible view! Kuoni clients will receive a complimentary stocked mini bar (soft drinks) and fruit basket on arrival

Superior hillside rooms (SUP): in octagonal cottages on the hill with wrap around balconies with Piton or ocean views

Deluxe beachside rooms (BCH): are very private, with garden view and immediate access onto the beach. Deluxe hillside rooms (DLX): are very spacious with a huge bathroom, large balconies and some with open walls. The views of the ocean and/or Pitons are absolutely breathtaking!





ALL INCLUSIVE

East Winds Inn

FOR FAMILIES, COUPLES, AND SINGLES OF ANY AGE

Location East Winds is on a small, secluded, golden sandy beach with its charming cottages scattered in lush tropical gardens. East Winds is about $1\frac{1}{2}$ hours from the airport.

Facilities A tropical hideaway offering obliging personal service and outstanding cuisine under the guidance of the hotel's award winning chef. There is a pool with swim-up bar, as well as a further bar and restaurant on the beach. Limited watersports are available from here. The evenings are quiet with regular entertainment while guests enjoy superb meals in a relaxed and romantic atmosphere, before and afterwards in the elegant club house and its bar.

The perfect hotel ...

- Look at the information opposite and find the answers to these questions:
 - 1 How can you get to Pangkor Laut Resort?
 - 2 Are there any permanent residents on the island?
 - 3 Altogether, how many suites and villas are there in the resort?
 - 4 How many different places serve food or beverages?
 - 2 Black Discuss these questions:
 - What do you think are the most attractive features of Pangkor Laut Resort?
 - If you were a guest at Pangkor Laut Resort, which of the facilities would you use?
 - Imagine that you are designing your own new two- or three-star hotel, with all the facilities you think it should have. Before you start, fill in the blanks in 1 and 2 with some more ideas of your own.
 - 1 First of all, decide on the following:

The location of your hotel:

beach city centre city outskirts lakeside

The guests you're expecting:

businesspeople budget travellers families on vacation

Now decide what facilities you want to offer. This isn't Pangkor Laut Resort, so you can't offer the same wide range of luxury facilities — your budget limits you to five!

Room facilities: (five only)

satellite TV with English-language channels fax phone balcony or terrrace sunbeds on the balcony or terrace desk and chairs armchairs mini-bar 24-hour room service air conditioning

Public facilities: (five only)

indoor pool fitness centre outdoor heated pool TV room tennis court golf course sauna sailing water-skiing children's playroom coffee shop bar lounge sunbathing area garden

- Draw a plan of the hotel, showing where the public facilities will be located. Then draw a plan of a guest room, showing how it will be designed.
- 4 Prepare a presentation of your ideas, which you will give to the rest of the class.
- Whole-class activity Each team presents its design to the rest of the class. Vote on the most imaginative design.

Writing

Write a description of your hotel, using the Pangkor Laut Resort information as your model.









LOCATION

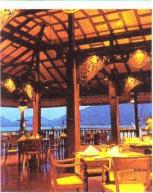
4° 14" North by 100° 34" East is our address.

Pangkor Laut is a privately-owned island off the west coast of Peninsular Malaysia facing the Straits of Malacca. There are only two ways to get here; one by private ferry from the peaceful town of Lumut on the mainland; the other by plane to Pangkor Island and a shorter boat journey across the historic Straits.



ONE ISLAND

Virtually the whole of the 300-acre island is covered in virgin rainforest estimated to be more than two million years old with magnificent sweeping bays of fine sandy beaches along its perimeters. Our island is large enough to sustain an abundance of wildlife yet small enough to have escaped man's exploitation.



The island's population is limited to guests and staff; for on this one island is only one resort. The island is traversed by jungle trails culminating at many of the bays along the island's perimeter. Nature lovers will encounter a variety of species of colourful birds and plants including native orchids. Yellow pied hornbills, white-breasted sea eagles, crabeating macaque monkeys and tropical iguanas are common sights.

ONE RESORT

At Pangkor Laut Resort, you can live over the water, on the beach or up on the hillside amidst the jungle. Each promises discreet luxury with panoramic views of the sea and the virgin jungle. 125 luxury villas on Royal Bay comprising ninety-four Royal Hill Villas perched dramatically on the hillside amidst the rainforest with sweeping views of the sea below; eight Royal Beach Villas clustered around tropical gardens steps away from the fine sandy beach as well as twenty-one Sea Villas and two Royal Sea Villa Suites set on stilts over the emerald green sea and linked by wooden walkways.

This is a nature resort and hideaway for those who want to experience a pristine wilderness of peace and tranquillity. Pangkor Laut Resort promises to be a world away from it all. Unrivalled luxury amidst unmatched natural beauty.

DINING AND ENTERTAINMENT

The Palm Grove Café offers casual all-day dining comprising local as well as Continental dishes. The Samudra Restaurant serves a unique blending of Malaysian and Mediterranean cuisines in a spectacular over-water setting. The Royal Bay Beach Club overlooking our 35-metre lap pool and tennis courts offers poolside snacks and platters to accompany a round of drinks in a dramatic setting. The Oasis Bar on the deck of our freeform pool offers drinks and Tropical Cocktails. Chapmans Bar located beachfront at Emerald Bay offers light lunches or snacks, allowing you to spend the day at our little piece of heaven.

RECREATIONAL FACILITIES

Recreation facilities include 3 tennis and 2 squash courts; 2 swimming pools; hot spa and cold dip; a fully-equipped water sports centre including snorkelling, windsurfing, sailing, water-skiing, scuba diving with recognised certificate; fishing trips; fitness centre/gymnasium; sauna; a television lounge for news, films and documentaries; a multilingual library; a gift and sundries shop; a conference/meeting room; jungle trekking as well as cruises for charter to neighbouring islands on one of the Resort's many vessels.

31

How would you like to pay?

You'll hear some interviews with people

who receive payment. What are the most common forms of payment that their guests and clients use? Listen and fill the blanks in these sentences:

- 1 Jane works for an airline. Most passengers pay but she also accepts foreign but not

- 5 Fiona is a waitress. Her younger customers pay and the older ones
- 2 How do clients usually pay in hotels, restaurants, travel agents and shops in your country?
- What is the average price of each of these goods and services in your country?













by credit card:

by charge card

by debit card:

▶ in cash

with traveller's cheques

in another currency

with a personal cheque (or Eurocheque)

with a voucher (from a tour operator or travel agent)







Diners Club

International

2 Role play

If a tourist asks you the price of the goods and services above, what do you say to him or her? Role play the conversation between a TOURIST and a LOCAL RESIDENT. Then change roles.

What does a ... cost?
A ... costs about ...
The average price of ... is ...
That costs between ... and ..
You can pay up to ... for that
It depends whether you
buy it in a ... or in a ...

You'll hear some prices being quoted. Write down each price.

- 1 A double room costs \$..... per night.
 - 2 A round trip to Melbourne costs \$......
 - 3 The set meal costs \$.....
 - 4 An all day ticket costs \$.....
 - 5 The taxi will cost about \$.....
 - 6 Airport tax is \$..... extra.
 - 7 A one-way ticket costs ¥.....
 - 8 You have been overcharged by \$......





- 1 \$15.99
- 2 NZ \$115
- 3 A\$150
- 4 SFr 125
- 5 \$17.70
- 6 ¥31,200
- 7 \$116
- 8 160 Saudi riyals

D Role play

One of you should look at
Activity 14 on page 114, the other
at Activity 32 on page 123.

You'll be playing the roles of CASHIER and CLIENT.
This role play is in two parts.

So that's ... altogether.
That'll be ... altogether.
So the total is ...
Oh, no, sorry. That
should be ...

I'm sorry, how much did you say that was? Sorry, could you say that again, please? I'm not sure that's quite right.



32 Changing money



Mhich countries use these currencies? Match the currencies to the countries:

baht dollars forints francs pesos rands ringgits roubles rupees yen
Canada Hungary India Japan Malaysia Mexico Russia South Africa Switzerland Thailand

What currency do the following countries use?

Austria Belgium Finland France Germany Greece Ireland Italy Luxembourg Portugal Spain The Netherlands

3 Some of the currencies listed are used in other countries, too. Do you know where they are used?

They use dollars in New Zealand, I think. — And in Singapore, too.

- Which are the Top 5 nationalities who visit your country (or your place of work)?
 - What currencies do they each use?
 - What were the exchange rates yesterday?

Fill out the chart.

Nationality	Currency	Exchange rate
1		
2		
3		
4		
5		

You'll hear some tourists changing money. Listen and note down how much each one gets.

If the same clients wanted to change the same money today, what would they get? Look at the exchange rates in a recent newspaper to find out.



3 Role play

Role play a series of transactions where a Tourist wants a Cashier to change these sums of money into your currency. Use the real exchange rates from a recent newspaper. (You may need a calculator for this role play.)

Traveller's cheques:

200 US dollars 350 Australian dollars 1,000 South African rand

200 Canadian dollars 310 Swiss francs

Cash:

50 Canadian dollars 100,000 Japanese yen

50 New Zealand dollars 100 Swiss francs

Here are some situations you might find yourself in.
What would you do? What would you say to each client?

HOTEL GUEST: My Visa card expires tomorrow.

RESTAURANT GUEST: I seem to have forgotten my wallet.

CLIENT IN TRAVEL AGENCY: Is it all right if I pay you tomorrow?

HOTEL GUEST: I was expecting a 25 per cent discount on my bill,

but you haven't given me any discount.

CUSTOMER IN SHOP: 1 I'm afraid I only have dollars, not local currency.

CUSTOMER IN SHOP: 2 \$99? Is that your best price?

CUSTOMER IN SHOP: 4 Do you take Japanese yen traveller's cheques?

I'm very sorry, sir, but ...

I'm sorry about that, madam.
I'm afraid...

Yes, that's no problem at all,

Well, I'm afraid that makes it rather difficult. You see . . .

2 Role play

Join a different partner Role play the problem situations you discussed in C1. Take it in turns to be the CLIENT.

33 Explaining the bill



You'll hear a guest checking out of a hotel. The cashier explains the extra charges on the bill. Listen and note down the reasons for the charges on the guest's bill.

Sunset BEACH RESORT

DATE	REFERENCE	DESCRIPTION		AMOUNT
05 Jan	4668	PALM BEACH Drinks at the bar		7.50
05 Jan	1955	SPORTS Tennis court hire	SPORTS Tennis court hire	
05 Jan	R 101	BERMUDA PLAN		180.00
06 Jan	3891	POOL SIDE		6.30
06 Jan	12345	TELEX & FAX		18.00
06 Jan	3291	ROOM SERVICE		10.00
06 Jan	4668	PALM BEACH		5.50
06 Jan	9832	COFFEE HSE		12.00
06 Jan	1291	WTR SPORTS		15.00
06 Jan	R 101	BERMUDA PLAN		180.00
07 Jan	3892	POOL SIDE		8.00
07 Jan	29871	PALM BEACH		9.00
07 Jan	12010	MISCELLANEOUS		15.00
07 Jan	R 101	BERMUDA PLAN		180.00
		BALANCE DUE		658.30
		SUMMARY OF CHARGES:		
	3	PALM BEACH POSTING(S)	100	22.00
	1	SPORTS POSTING(S)	==	12.00
	2	POOL SIDE POSTING(S)	222	14.30
	1	TELEX & FAX POSTING(S)	=	18.00
	1	ROOM SERVICE POSTING(S)	222	10.00
	1	WTR SPORTS POSTING(S)	222	15.00
	3	ROOM CHARGE POSTING(S)	==	540.00
	1	COFFEE HSE POSTING(S)	222	12,00
	1	MISCELLANEOUS POSTING(S)	262	15.00

B Role play

Imagine that a cashier is explaining this bill to a guest.
Take it in turns to play the roles of the Cashier and the Guest, changing roles when you reach the second part of the bill.

What's this charge for?

Well, let me explain ...
This charge is for ...
The next item on the bill is ...
And this is the service charge at ..
per cent, making a total of ...

	REFERENCE	Central Hotel DESCRIPTION	AMOUNT
DATE 11 Jul 11 Jul	124 R 312 R 312 028 983 182 R 312	RESTAURANT ROOM CHARGE (CONTINENTAL PLAN) TELEPHONE CAR HIRE TU/VIDEO COCKTAIL BAR MINIBAR RESTAURANT	48.90 120.00 2.40 94.50 10.00 9.50 5.00 67.00

BALANCE			879.16
LOCAL TI	AXES (P) 2.5%	19.11	
SERVICE	CHARGE (P) 12.	5% 95.56	
SUB TOT	AL		764.49
13 Jul	356	GIFT SHOP	45.99
13 Jul	983	TU/VIDEO	10.00
13 Jul	R 312	ROOM CHARGE (CONTINENTAL PLAN)	120.00
13 Jul	R 312	MINIBAR	5.20
13 Jul	129	TENNIS	12.50
12 Jul	351	TOILETRIES -	4.20
12 Jul	104	NEWSPAPERS & MAGAZINES	2.80
12 Jul	781	OPERA TICKETS	78.00
12 Jul	381	COFFEE SHOP	8.50
12 Jul	R 312	ROOM CHARGE (CONTINENTAL PLAN)	120,00

C Role play

One of you should look at Activity 10 on page 112, the other at Activity 25 on page 120.

You'll be role playing a restaurant situation. The WAITER/WAITRESS presents the bill to a GUEST, explains the items on it and then receives payment.
This role play is in two parts.

Here's your bill (check), sir. It comes to . . . altogether. Well, if you remember, you had two . . . at

\$2.50 each.

The total includes/doesn't include service.

And here's your change. Thank you very much, madam.



34, Is service included?

A₁

You'll hear three people talking about tipping in the USA, the UK and France. Listen and fill in the missing information on the chart.

Will they expect a tip? How much should I give?					
	USA	UK	France	Japan	Australia
Waiter/Waitress		10-15%			
Barman/Barmaid					
Hotel porter				nothing	
Hotel maid					-
Taxi driver					

- 2 How much should the client give each person for service in your country?
- 3 Read these texts about Japan and Australia and fill in the missing information in the chart above.

JAPAN has the distinction of being one of the few developed countries where tipping is not generally expected, even at places like restaurants, hotels, etc. If a service charge is expected, it will automatically be added to your bill (another way of saying it is compulsory); this may be found at hotels and restaurants. Quite separate from the service charge, by the way, is

the 10 per cent tax incurred if a restaurant or bar bill exceeds \\$5,000 or a hotel bill exceeds \\$10,000. This can sometimes be avoided by asking for separate bills if there are two or more of you.



IPPING is not usually expected in Australia, except in restaurants where you should add 10% to the bill for good service. Even a taxi driver doesn't expect a tip, but it is customary to round the fare up to the nearest dollar.



B1 Base Do this survey with your partners.

In your country, which of these people would you tip? How much would you give them?

Fill in the chart with the names of the people in your group. Use this system:

= 'l usually give a tip.'

X = 'I never give a tip.'

? = 'I sometimes give a tip.'

10% = I give ten per cent of the bill.' (or whatever exact percentage you give)

± 15% = 'I give about fifteen per cent of the bill.' (or whatever)

50¢ = 'I give fifty cents.' (or whatever)

= 'I round the bill up to a slightly higher sum.' (e.g. from \$19.50 to \$20)

Your partners' names:		
barman/barmaid		
bus conductor		e e
fast food server		
cinema attendant		
flight attendant		
hairdresser		
hotel porter		
pool attendant		
room maid	8 ,	
toilet attendant		
waiter/waitress		

2 Assistant Compare your answers. Who are the 'Top 3 tip receivers'?

3 Role play

Imagine that you're giving advice to a Japanese or Australian VISITOR to your country. Where are clients expected to give a tip, and how much is expected? Where are service charges *included* in the bill? Role play the conversation and then change roles.

4 Writing

Write a paragraph for foreign visitors explaining when and how much to tip in your country.



"Damn - I forgot to tip the waiter."



To and from the airport



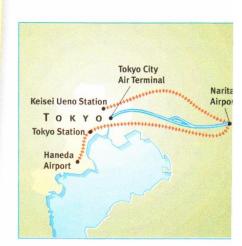
Read the information about Tokyo Narita Airport. What would you say to a client who asks these questions:

- 1 How long does it take to get from the airport to downtown Tokyo by train?
- 2 How much does the taxi ride cost?
- 3 Is it a good idea to take the bus to the centre?
- 4 How much time should I allow to make my connection with an internal flight?
- 5 What's the best way to get to downtown Tokyo from the airport?

TOKYO NARITA

but the service is not very frequent.

Narita International Airport is 65 km east of downtown Tokyo. The taxi ride takes at least 90 minutes, but much longer at busy times of day (and it costs a small fortune). Far cheaper than a taxi is the Airport Limousine Bus, which will take you to the Tokyo City Air Terminal. The JR Narita Express (N'EX) train goes to Tokyo Station in downtown Tokyo and takes about an hour (reservation essential). The Keisei Skyliner train to Keisei Ueno Station also takes about an hour. Both Tokyo and Ueno stations are on the Yamanote loop line which runs all round central Tokyo, but this is not recommended if you have heavy baggage. Most Japanese domestic flights leave from Haneda Airport (80 km away on the other side of the city). The inter-airport bus takes at least 2 hours at busy times, so it may be quicker to take the JR Narita Express to Shinagawa Station (beyond Tokyo Station) and then transfer to the Keikyu Line for another train to Haneda in about two hours. The Keikyu Airport Express also links the two airports in about two hours,





You'll hear three conversations at a travel agent's. The clients are finding out how to get to and from John F. Kennedy Airport in New York. Listen and match the answers to the questions.

Questions

- 1 How long does it take by subway to Manhattan?
- 2 How long does it take by Carey Airport Express bus?
- 3 The Carey Airport Express buses run every ...
- 4 How long does it take by Gray Line Air Shuttle?
- 5 How long does it take by taxi to Manhattan if you're lucky?
- 6 How long does it take by taxi to Manhattan if you're unlucky?
- 7 How long does it take by helicopter?

Answers

15 minutes

20 minutes

30 minutes

1 hour

 $1^{1}/_{4}$ hours

 $1^{1}/_{2}$ hours

2 hours

Think about your own town or city and discuss these questions:

- Where is the nearest international airport?
- Where is the nearest main train station?
- How do you get to the airport from your school, college or place of work by bus or train?
- How do you get to the main train station?
- What routes would you take to the airport and station by car?

2 Role play

Take it in turns to play the roles of a VISITOR and a LOCAL RESIDENT.

VISITOR Play two of the roles shown in the pictures Ask the local resident these questions:

How do I get to the airport from here?

What's the best way to get to the train station from here?



The best thing to do ...
The quickest way to get to ...
If you take the ... it'll take about
... minutes and it'll cost ...
It's not a good idea to ...
because ... [give reason]

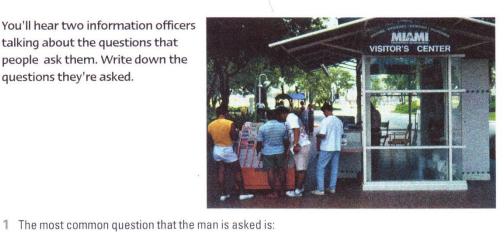




LOCAL RESIDENT Answer the visitor's questions.

36 Local knowledge

You'll hear two information officers talking about the questions that people ask them. Write down the questions they're asked.



	uestion that the woman is asked is:	2
	estion that the man has been asked was:	(
		?
4 The most difficult qu	estion that the woman has been asked was:	
		?
5 The most unusual qu	estion that the man has been asked was:	
		?
6 The most unusual qu	estion that the woman has been asked was:	
		?
You'll hear another in	questions do you think people ask in a Tourist	
You'll hear another in Listen and fill in the n	formation officer talking to three different vis	
	formation officer talking to three different vis	sitors.
You'll hear another in Listen and fill in the n Bus or metro tickets	formation officer talking to three different visnissing information. Price:	sitors.
You'll hear another in Listen and fill in the n Bus or metro tickets	formation officer talking to three different vis nissing information. Price:	sitors.
You'll hear another in Listen and fill in the n Bus or metro tickets	formation officer talking to three different vis nissing information. Price:	sitors.
You'll hear another in Listen and fill in the n Bus or metro tickets	formation officer talking to three different vis nissing information. Price:	sitors.
You'll hear another in Listen and fill in the m Bus or metro tickets Bank opening hours	formation officer talking to three different vis nissing information. Price: Where to buy them: Monday to Friday: Saturday:	sitors.
You'll hear another in Listen and fill in the n	formation officer talking to three different vis nissing information. Price: Where to buy them: Monday to Friday: Saturday: Sunday: Other places to change money:	sitors.



1 How much do you know about your own town or city? Make notes below. You may have to do some research.

TRANSPORTATION	" p. 95.	
now to have ticke	tickets:ts validated: rom one route to another:	
Taxis	fares:	
times:	o two other cities	
OPENING TIMES Shops and stores Supermarkets Banks	Monday to Friday from to from to	from to
	attractions in the area:	ticket prices:
Three more useful	pieces of information about foreign visitor needs to kno	Vour city

2 Role play

Take it in turns to play the roles of a TOURIST and an INFORMATION OFFICER at your local tourist information office. Role play a series of conversations. The tourist asks for some of the information you noted down in C1.

...doesn't open until...
A ticket costs about...
The last...leaves at...
They're open from...to...
It's cheaper to go by...
If you miss the last...you'll have to...

37

Offering and requesting

A1

You'll hear four guests talking to a receptionist at a hotel. Listen and tick the boxes to show what the receptionist offers to do for each of them.

- 1 The receptionist offers to ... phone the railway station for Mr White. reserve a seat on the train for Mr White.
- 2 She offers to ... lend Mrs Brown a swimsuit. sell Mrs Brown a swimsuit.
- 3 She offers to ... send a fax for Miss Green. show Miss Green how to operate the fax machine.
- 4 She offers to ... provide a new clock-radio for Mr Black. give Mr Black a wake-up call.

Listen again and discuss these questions:

- Which guest was the receptionist least polite to?
 - Which of her ideas was the least sensible, do you think?

3 Pecide together what you would offer to do for a guest who . . .

wants to know what's on at the theatre or opera this weekend.

tells you that the bulb in his reading light is broken.

tells you that her room overlooking the street is noisy.

is leaving the hotel at 4am.

needs a taxi to the airport at 4am.

only has a large denomination banknote in your currency and wants to change it.

4 Role play

Join a different partner Take it in turns to play the roles of a GUEST and a MEMBER OF STAFF.

GUEST Explain to the member of staff what your problem is (from the list in **A3**). After he or she has offered to help you, say 'Thank you'.

MEMBER OF STAFF Offer to help the guest, using some of the expressions in the speech balloon.

If you can't do something a client asks you to do, it's important to sound polite when you refuse. And explain why you can't do what they ask.

Good morning. How may I help you?

I'll ask ... to ... for you.

Would you like me to ... for you?

I could . . . for you, if you like.

Shall I ... for you?

I could either...or... Which would you prefer me to do I'm afraid there's nothing I can do. Sorry.



Whenever you're asking clients and guests to do something, you need to sound polite, of course. But if you want them to do something they don't want to do, you need to be extra polite — and you should also explain why you'd like them to do what you ask.

B1 Grammar to.../...-ing

Using the phrases in the speech balloon, write down what you'd say if you wanted a client to, or not to . . .

- 1 move her car.
- 2 pay in cash.
- 3 show you his driving licence.
- 4 wait a moment.
- 5 sit there.

Excuse me. Would you mind ... -ing ...?
I'm sorry, but could I ask you to ..., please?
Excuse me. Would you mind not ...-ing?
I'm sorry, but could I ask you not to ..., please?

2	Tick the reason which	sounds more	polite for each	request in B1.
Minned	TICK CITC I COSOTI WITHCI	1 Journay Illore	police for cach	1 cquese III B II

18	be a sugar it's blooking the oxit	handy on you can't nork it there	
- 1	because it's blocking the exit.	because you can't park it there.	

- 2 because it's only \$3. Decause we only accept credit cards for amounts over \$10. Decause we only accept credit cards for amounts over \$10.
- 3 because I need to make a note of the number. Decause I want to see if it's valid.
- 4 because there are no tables free. because we aren't ready for you yet.
- 5 because this table is reserved. because I want some other people to sit here.

C Role play

Imagine that you are in each of these situations.

at would you say to the clients? Take it turns to play the roles of a CLIENT and a MEMBER OF STAFF.

I'm sorry to have to ask you this, but . . . Would you mind moving your car, please?

















You'll hear a car rental clerk dealing with a client who wants to rent a car. Listen and fill out the form with the client's requirements.

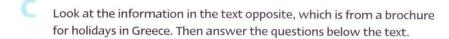
title	first name		family na	me
Car required: Grou	qı	Make	e	
Full insurance requ			-	
Unlimited mileage?	Yes	No [
From				
time	day	month		year
To				
time	day	month		year
Pick-up location				
Return location				

5	
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NO.	
and the same	

Fill the blanks in this dialogue. Then listen and compare your answers with the model version.

CLERK:	Good morning. How can I help you?
CLIENT:	Good morning. Can I arrange car rental here?
CLERK:	
CLIENT:	For three days, starting tomorrow morning.
CLERK:	4
CLIENT:	I don't really mind, but I only need a small one.
CLERK:	
CLIENT:	That sounds fine. How much will it cost?
CLERK:	
CLIENT:	Does that include all the extras?
CLERK:	
CLIENT:	Excellent! Well, can we do the paperwork now, to save time tomorrow?
CLERK:	
CLIENT:	Good. Right, here's my driver's licence and my passport.
CLERK:	
CLIENT:	By Visa — here's my card







Car Hire

Leave the local bus timetables behind. Make the most of your holiday! Book a car and give yourself the freedom to find secluded beaches, unspoilt villages and rural landscapes. It's the key to real holiday independence. What's more, hiring a car can be excellent value for money, and if four of you share, it could set you back just about the same as public transport. First Choice have arranged pre-bookable car hire at special rates for rentals of either 3 or 7 days. By booking in advance, you'll know just what the deal is.

Car Hire Prices include:

- Unlimited mileage.
- Insurance for fire and theft and third party cover.
- Collision Damage Waiver (this means you are protected, subject to any excess for which you may be responsible, against the cost of any damage to the car, regardless of the cause but excluding theft, attempted theft and vandalism).
- Maintenance and replacement in case of breakdown.
- Local taxes (excluding local taxes on some extras which are payable locally).
- Delivery/collection during office hours.

Car Hire Prices Do Not include:

- Personal Accident Insurance which can be arranged and paid for in resort. (If you have taken First Choice Travel Insurance, you are covered as outlined on page 328.)
- Car contents insurance, garaging, refuelling charges, parking and traffic fines.
- Delivery/collection for out of office hours, which may incur a local charge.
- Optional extras such as baby seats (approximately 500 drachmas a day), roof racks, etc. These extras must be requested at the time of making your booking and are paid for in resort.
- Petrol deposit of approximately 1,000 drachmas for a full tank of petrol which will be taken at the time of hire and refunded if the car is returned with the same amount of fuel.
- Charges for additional drivers.

Driver Requirements

 Drivers must have a full UK licence and a minimum 1 year's experience.
 Minimum driving age 21.

DO REMEMBER TO TAKE YOUR DRIVING LICENCE WITH YOU.

General Information

 Cars will normally be delivered to your hotel or apartment between 9am to 12 noon on the first day of hire and should be returned or ready for collection by 8pm on the last day of hire. If you wish to collect your car on arrival at the



resort airport, please make this know at the time of booking.

On delivery of the car, the driver(s) wi be asked to sign the car hire company's terms of hire, making the rental the subject of a direct contract between the car hire company and the driver. The yehicle may only be drive by persons authorised in advance.

How to Book

It couldn't be easier! Just reserve your of at the time of making your holiday booking; your car hire arrangements as price will then be confirmed on your holiday invoice. You will receive a car houcher, along with your documents, about three weeks before your depart. This voucher must be handed to the calling company as proof of reservation when you collect the car.

- 1 Do I have to pay for each kilometre?
- 2 Is the car insured if it is stolen?
- 3 Is the car insured in case I damage it?
- 4 Do I need extra insurance in case the car is stolen?
- 5 Will I have to pay any local taxes in local currency?
- 6 Do I have to collect the car from the car rental office?
- 7 If I want a child seat, will it cost extra?
- 8 Is there an extra charge for more than one driver?
- 9 Can I rent a car if I'm 20 years old?
- 10 What do I have to show the car hire company when I collect the car?

Role play

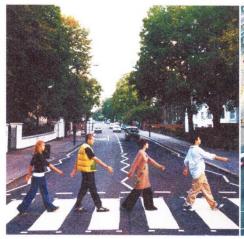


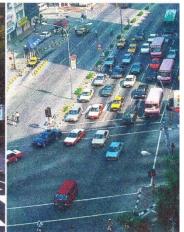
One of you should look at Activity 13 on page 114, the other at Activity 28 on page 122.

You'll be playing the roles of CAR RENTAL CLERK and CLIENT. This role play is in two parts.

Motoring

Look at the photos. What places are shown, do you think? What are the differences between the traffic in the photos and the traffic in your town or city?





- You'll hear a British person talking about driving in the USA, and an American talking about driving in Britain. Listen and match the information to the countries.
- What is the equivalent information about driving in your country?



They drive on the left. They drive on the right.



Drivers stop at pedestrian crossings to let people cross. Everyone in the car must wear a seat belt. Most drivers seem to ignore speed limits. The speed limit is 30 mph in towns. The speed limit is 70 mph on motorways/highways. There are a lot of roundabouts. There are special lanes for cars carrying passengers. You can overtake on the inside.

You can turn right at a red traffic light.

imagine that you're talking to a visitor from the USA who wants to rent a car. What would you say to him/her to explain what these signs mean?

























Grammar

Write a sentence explaining each sign. Begin your explanations like this:

This sign means that you . . .

and use these verbs:

have to mustn't should shouldn't can can't



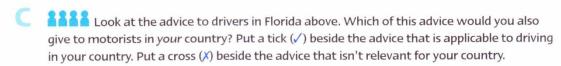
Welcome to Florida...

Before you proceed with your travel plans, please take a moment to review these important safety tips for Florida visitors. We would like to provide you with a few safety reminders during your stay:

- At the airport or while at our rental car facility, do not leave bags
 or luggage unattended. On arrival at Dollar, be sure to claim
 your bags from the bus driver. The rental process only requires
 the renter and additional drivers (if any) to rent a car, so please
 assign someone in your party to stay with the bags, if applicable.
- Prior to departure, take the time to know the route to your destination. Our counter personnel will be happy to supply you with a map of the area.
- Place all valuables in trunk or glove compartment and lock. Do not leave valuable items in car if visible to individuals passing by.
- Ask directions only from police or at a well-lit business area or service station. If you need to stop for any reason, do so at well-lit or populated areas.
- If your car is malfunctioning, drive to a well-lit area. Call the Dollar Rent A Car location where you rented the car or the emergency road service phone number: 1-800-423-4704.
- If you are told by passing motorists that something is wrong with your vehicle, do not stop. Drive to the nearest service station or populated area.
- Keep doors and windows locked at all times. We recommend that customers driving convertibles keep the top down only during daylight and only after arrival at your hotel or final destination.

- Do not pull over to assist what may appear to be a disabcar, even if someone tries to wave you down for help.
- If your vehicle is bumped from behind, do not stop until reaching a service station or well-populated area.
- At night, park car in a well-lit area, especially at shopping malls. Check the interior of the vehicle and surrounding before entering the vehicle. Be sure to have your keys re to unlock car doors prior to entering the vehicle. Be sure have your keys ready to unlock car doors prior to entering parking lot.
- Do not pick up hitch hikers under any circumstances.
- In the event you need police, call 911.
- Do not stop for flashing white lights or flashing headlight These are not police procedures. Lights on emergency vehicles are red or red and blue.
- Your car should have a full tank of gas/petrol when you lea rental facility. Before departing, please ensure this is the ca
- Use seat belts buckle up (driver and passengers). It is the
 law and can save lives and reduce serious injuries in the
 of an accident.
- Please remember, your personal belongings are not wor physical harm.

Thank you for choosing Dollar Rent A Car. We hope that you in Florida is safe and enjoyable!



D1 Role play

Take it in turns to play the roles of a LOCAL RESIDENT and a VISITOR who is going to rent a car in your country.

VISITOR You've never driven in this country before. Ask for advice. LOCAL RESIDENT What advice are you going to give? Answer the visitor's questions.

How long will it take to drive to some other cities in the country? How far are some of the tourist attractions?

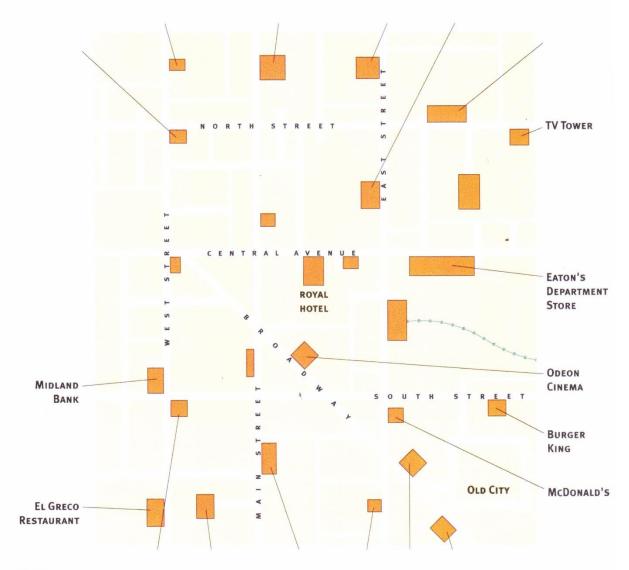
Don't forget i You aren't all If you drive or motorway

2 Writing

Write a letter to someone who is planning a fly-drive holiday in your country, giving him or her advice on motoring in your country.



The best way to get there



You'll hear some guests at the Royal Hotel asking where these places are in

the city. Listen and mark where each place is on the street plan. the railway station City Hall the nearest pharmacy the art gallery

What would you say to a guest who wants to get from the Royal Hotel to these places in the city?

Eaton's department store the Odeon cinema the El Greco restaurant McDonald's

B Role play

One of you should look at Activity 15 on page 115, the other at Activity 31 on page 123.

You'll be playing the roles of RECEPTIONIST and GUEST at the Royal Hotel. This role play is in two parts.

Can you tell me where . . . is?

It's on the right.
It's three blocks north of . . .
It's right next door to . . .
It's just around the corner from . . .
It's just opposite McDonald's.

- Think about your own town or city, or the place where you're studying. What would you say to a visitor who asks these questions:
 - Where is the best viewpoint to see the town or city from?
 - Which is the best hotel? Where is it?
 - Where is the best department store?
 - Which inexpensive restaurant would you recommend? Where is it?
 - Which luxury restaurant would you recommend? Where is it?



Note down four places in your town or city which tourists most often go to.

quan	
3	
4	

3 Role play

Take it in turns to play the roles of a TOURIST in your home town or city and a LOCAL RESIDENT. The local resident is explaining to the tourist how to get to the places you noted down in C2.

Most people find it hard to understand and remember directions. If possible, show them the route on a street plan. The quickest route isn't always the easiest route to follow. A zig-zag route involving shortcuts is harder to explain and follow than a route where, for example, you go north five blocks and then east four blocks.

You can help people to know they're on the right route if you mention large buildings and places with easy-to-remember names that they will go past.

41

Is there anything I can do?

A1

You'll hear four people describing a problem they had to deal with. Listen and match the speakers to the problems in the pictures.



lim



Anna



Tony



Karen







2

3

4

3

You'll hear how the people dealt with the problems. Listen and find out if you guessed right. Decide if these statements are true (\checkmark) or false (x).

- 1 The guest drove off in his replacement car the same day.
 The police never found the car.
- 2 Room service had to go out to buy some dog food. The chef prepared a special meal for them.
- 3 The client managed to get seats on another flight. The tour operators were unhelpful.
- 4 The child shared a room at the airport hotel.
 They waited at the airport until the child was collected.

Remember that a visitor may not know
how things work in your country.
As a local person you can help with
problems - or you may know
someone else who can help.

Here are some more problems you might have to deal with.

Decide together how you would deal with each of them.

I've locked myself out of my car. The Keys are inside and so is my wallet. I'm afraid someone might break into it if I leave it unattended.



I've turned on both taps in my bath and I can't turn them off. They are completely stuck and the bath is about to overflow.



I've lost my airline ticket. I'm booked to fly on the II a.m. flight to London. It's already 9.30 and I still have to get to the airport.



My room is on the ground floor and someone Keeps looking into my window.



My car has two flat tyres. I've got to drive to a meeting and I'm due there in an hour.



I feel terrible: I've got a terrible headache and I feel SicK. I thinK I've got food poisoning.



2 Role play

1 Take it in turns to role play each of the situations you discussed in B1.

C Role play

One of you should look at Activity 27 on page 121, the other at Activity 34 on page 124.

You'll be playing the roles of GUEST and MEMBER OF STAFF. The guest will have some more difficulties. ls there anything I can do? Would you like me to . . . ? What I suggest you do is this: . . .

42

Dealing with complaints



You'll hear five people talking about how they deal with complaints. Listen and match the comments to the people who say them.

- 1 Complaints give us a chance to prevent the same problem happening again.
- 2 Clients don't like to feel their complaint has been ignored.
- 3 Don't take complaints personally. Perhaps ask the duty manager to deal with the situation.
- 4 People get cross when something goes wrong if they have saved all year for their holiday.
- 5 The staff of a hotel are a team with shared responsibilities.



waitress



travel agent



receptionist



hotel general manager



restaurant manager

What has happened in the situations below? If you were the person responsible, what would you do? What would you say to each of the guests?



- You'll hear members of staff dealing with each of the complaints. Listen and decide what each of them did wrong. What should they have done and said?
- You'll hear the same members of staff dealing with the complaints more effectively.
 Listen and decide why each one is better this time. Did they do what you would have done?



C1 Pronunciation

Listen to these sentences and practise saying them in a sincere apologetic voice.

I'm terribly sorry about that, sir.
I'm really very sorry about this, madam.
I'll do it right away, sir.
I'll see to it right away, madam.
I'll look into it right away, Mr Brown.
I'll make sure it doesn't happen again.

- - how to deal with each complaint.
 - what you will actually say to each client (your exact words).

My steak is overcooked.
The heating in my room isn't working.
The wine waiter was very rude to me when
I asked for red wine with my fish.
You forgot to wake me at 6am. Now I've
missed my train.

There's no hot water in my room.
The TV in my room only shows two
channels and they're both in Hungarian.
The pool attendant told me I couldn't
reserve a sunbed before breakfast.
The trams going past my room kept me
awake all night.

3 Role play

Join a different partner Role play the situations you discussed in C2. Take it in turns to play the role of the GUEST.

D1 Role play

One of you should look at Activity 12 on page 113, the other at Activity 35 on page 124.

You'll be playing the roles of GUEST and MEMBER OF STAFF. The member of staff will have to deal with some more complaints.

2 Writing

Write a letter to a guest who has written to you to complain about three of the things you dealt with in D1.

Some complaints may be unreasonable or unjustified, or they may not be your fault. But it's usually best to apologise and offer to take action. In a service industry 'The customer is always right' (even if he or she is wrong). An apology costs nothing and can help the client to feel better. Remember that complaints can help you to improve your service in future.



"You know I must have been mistaken, it tastes fine after all."

Better safe than sorry

- Read this advice for tourists. Which are the three most important pieces of advice that you'd give to a visitor to your country?
 - What would you say to someone who asked you why they should follow each tip?

If you answer the door without verifying who it is, you might be letting a criminal into your room.
If you don't use the main entrance late at night...

TRAVELER SAFETY TIPS

- Don't answer the door in a hotel or motel room without verifying who it is. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
- When returning to your hotel or motel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots.
- Close the door securely whenever you are in your room and use all of the locking devices provided.
- Don't needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool, or other places where they can be easily stolen.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- 6 Don't invite strangers to your room.
- Place all valuables in the hotel or motel's safe deposit box.
- B Do not leave valuables in your vehicle.
- Check to see that any sliding glass doors or windows and any connecting room doors are locked.
- If you see any suspicious activity, please report your observations to the management.



Discuss these questions about safety and keeping out of trouble:

- Which of the pieces of advice in A1 is not really necessary for your country?
- What parts of your town or city would you advise a tourist to avoid at night?
 What would you say to them exactly?
- If you're going out or returning home late at night, what precautions do you take?-Why?

2 Role play

Play the roles of a Visitor and a LOCAL RESIDENT.

VISITOR Find out what you should do to avoid risks in the hotel and in the town. LOCAL RESIDENT Advise the visitor how to avoid risks.



Writing

Write a handout for visitors to your town or city, advising them about safety.

Dear Visitor	
Welcome to	!

We hope that you will enjoy your stay here, and we would like to suggest some simple precautions you should take to make sure that your stay is safe and pleasant.

- 1
- 2
- 3
- 1

24, Difficult customers?

A ₁		ou'll hear three people talking about how they deal with awkward cust sten and decide if these statements are true (\checkmark) or false (x) .	tomers.	
G	\	Jane describes a passenger who refused to stop smoking. The passenger became violent and the crew had to handcuff him. The passenger had to fly home on a Qantas flight. If a special meal isn't available, she tries to make the passenger feel import	tant.	
		Fiona describes a party of customers who didn't have a reservation. The customers were rude to her.	•	
		Sam talks about customers who discover they don't like the dish they've or If customers are unfamiliar with Mexican food, they can ask the staff for ac Sam describes a customer who wanted a Chinese dish. Even at very busy times customers can order variations from the menu.		
2		Have you had any similar experiences of difficult clients? ll each other what happened and how you dealt with them.	•	
B1	You'll hear eight clients asking you to do something for them. It may be difficult to understand them because they all speak very quickly or unclearly. Listen and tick () the boxes to show what each person wants you to do.</th			
	1	Mr Adams wants to reserve a double room for 4 nights from 3 July. for 3 nights from 4 July.		
	2	Mrs Butler wants someone to move the beds together. apart.		
	3	Mr Cohen wants you to have his bill ready at 6am. 6pm.		
	4	Ms Daniels wants you to phone her office. The number is 58903, ext 60. 58930, ext 16.		
	5	Mr Edwards wants you to book a table at 7 o'clock for 8 people.		
	6	Mrs Foster wants you to book two tickets for the opera house tour. the opera performance.		
	7	Mr Graham wants a wake-up call at 6.15. 6.50.	Don't panic if you don't understand what someone says, and don't try to guess what they said. If you're not	
	8	Ms Hughes has two bags. She wants someone to help her with them. doesn't need anyone to help her with them.	sure, ask them to repeat what they said. Make sure you understand exactly what they want.	



2 Pronunciation

Listen to these phrases and practise saying them politely and clearly.

I'm sorry, could you say that again more slowly, plim sorry, I didn't quite understand what you said. I'm sorry, I didn't quite follow what you said.

C Role play

1 Take it in turns to play the roles of a difficult GUEST and a MEMBER OF STAFF. Read each other's information before you begin the role play.

GUEST You are hard to please. You are dissatisfied because:

- You ordered breakfast in your room and they brought you coffee instead of tea.
 The coffee was cold.
 And you ordered it for 8am but they brought it at 7.30.
- Last night the fire alarm rang at midnight. It was a false alarm.
 The fire escape route was locked.
 You had to stand outside the hotel in your pyjamas for half an hour till you were allowed back in.
 Nobody apologised for this at the time.

MEMBER OF STAF for what the gusay by reading to opposite first. Remain calm an your temper. Ap problem.

2 Now change roles.

MEMBER OF STAFF Be prepared for what the guest is going to say by reading the information opposite first.

Remain calm and don't lose your temper.

Apologise for each problem.



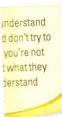
"The complaints against you are as follows: You don't return calls,

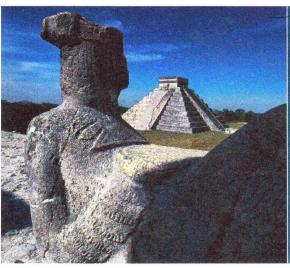
you don't encourage your staff, and you're nobody's best friend."

GUEST You are hard to please. You are dissabecause:

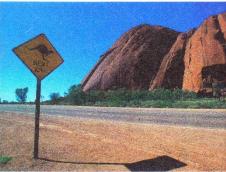
- You had to wait 20 minutes for a table in They made you sit in a corner near the to You had to order from the à la carte men main courses on the table d'hôte menu vavailable.
 - The wine waiter didn't come till you had your first course.
- The chambermaid burst into your room a this morning.
 - She didn't come back to make up your roafternoon.

She didn't clean the bathroom properly. The housekeeper was unhelpful when y about this.











A look at the photos and discuss these questions:

- Where are the places shown in the photos?
- Put them in order: which would you most like to visit? Why?
- What kind of places do you like to visit on holiday (or at the weekend)?
- Why is it that people like to go sightseeing when they're on holiday?

Explain the difference between each of these pairs of sights and attractions:

art gallery ↔ historical museum theme park ↔ national park castle ↔ old city

mountain ↔ hill monument ↔ viewpoint market ↔ shopping centre An art gallery shows paintings and sculptures. A historical museum tells you about the history of the area or city.

2 Vocabulary Describing

Choose two words and phrases from the list below that you can use to describe each of the attractions in B1 to a client, and one that you would not use.

interesting fascinating enjoyable unusual worth visiting worth the trip attractive superb wonderful nice lovely charming impressive unforgettable beautiful pretty rewarding tiring large dull high exhausting worthwhile

The National Gallery is worth visiting: it's fascinating. [not attractive] Mount Fuji is wonderful: it's very impressive. [not fascinating]

Futuroscope

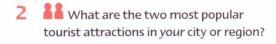
_1

You'll hear three people answering this question:

What is the number one tourist attraction in your city or region?

Listen and match the places to the reasons 1-6 why tourists find each one popular.

- 1 It's a great place for walking.
- 2 It's very different from what you'd expect:
- 3 You can learn about famous film directors.
- 4 You can swim in the lakes.
- 5 You get a very full day of entertainment.
- 6 You learn about English history.



Note down what you would tell a visitor about both of the attractions.

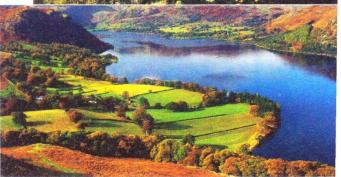
- 1 Why are they popular?
- 2 What kind of people enjoy them most?
- 3 What are the opening times?
- 4 What's the best time to go to avoid the crowds?
- 5 How do you get there by car?
- 6 How do you get there by public transport?

Write down three more questions that people might ask you about them.



Royal Pavilion





The Lake District

3 Role play

Join a different partner Imagine that one of you is a foreign TOURIST. Role play a conversation about one of the attractions you discussed in C2. Use the words and phrases from B2. Then change roles and talk about a different attraction.

4 Writing

Write a letter to a person who is going to stay in your city or region, explaining what there is to do in the area during their holiday.

You'd enjoy a visit to ...
because...
While you're here why don't
you go to ...?
If you want to go to ... the
best time to go is ...



Making suggestions and giving advice

What kind of weather is shown in the pictures? What would you say to a visitor if each kind of weather was expected today?

Begin like this: It's going to . . .

2 You'll hear five weather forecasts. Listen and match the descriptions

of the weather to the dates.

March 1st sunny and warm all day

April 1st sunshine and showers

May 1st thunderstorms in the afternoon

June 1st heavy rain later

July 1st sunny but very cold all day

3 What advice would you give to each of these clients, if they were dressed like this on the days shown?







April 1



May 1



June



July 1

It might be a good idea to . . .
I think it would be better to . . .
I think you should perhaps . . .
I don't think you need to . . .
It might be better not to . . .
I don't think you should . . .

4 Role play

Take it in turns to play the roles of the CLIENTS in the pictures and a MEMBER OF STAFF. Begin each conversation by saying 'Good morning' and then use the phrases in the speech balloon.

People from other countries may be surprised by the weather in your country, and they may find it hard to get used to. They may not know wha kind of clothes to wear, or if they should take extra warm clothes with them on a day trip. You may need to advise them.

Discuss these questions:

- During which months (if ever) are the weather conditions in the list most likely in your region?
- sunny hot snowing foggy raining cold cloudy fine windy
- What could a tourist do in such weather?

2 Role play

Join a different partner Take it in turns to play the roles of a GUEST and a RECEPTIONIST. Use the useful phrases in the speech balloon as you talk about what the guest could do this weekend in the different kinds of weather you discussed in B1.

What do you think I should do if it's . . . this weekend?

If it's ... you could ...

Well, if it's ... you won't be able to .
... So why don't you ...?

If it's ... the best thing to do is ...

If it's ... the only thing you can do is ...



If a visitor asked you for advice on these topics about your own town or city, what advice would you give? What would you say to the visitor?

I want to go to the countryside, the mountains and the coast. Should I drive or take the train? I want to do some shopping for clothes.
Is there a good night club?

2 Role play

amb w

One of you should look at Activity 16 on page 115, the other at Activity 29 on page 122.

You'll be asking for and giving more advice about your own town or city and playing the roles of GUEST and RECEPTIONIST. This role play is in two parts.

Because of your professional knowledge and because you know about your own region, clients will often ask you for your advice. But make sure that it's clear from your tone of voice that you're making a suggestion, not giving them an order.

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Find the answers to these questions in the advertisement:

- How many attractions that begin with the letter s are mentioned?
- What other attractions not beginning with the letter s are mentioned?



Sun, Sea, Sand, Summer, Spain

T's NO COINCIDENCE that so many people's idea of an ideal holiday starts with the same letter. Over the years, the beach holiday has become synonymous with *Spain*. And rightly so. In *Spain*, you can still enjoy all the fun of the fair without your beach towel. Of course, should you tire of soaking up the sun lying down, you can always soak up the sea in a variety of other positions. For the energetic, most Spanish resorts offer every watersport under the sun (and several under the sea). And for the less energetic a cool glass of sangria (there's that letter again) is normally within easy reach. When the Spanish sun reluctantly dips below the horizon, the nightlife lights up the night and continues to do so until the sun makes a reappearance. At the end of the holiday, you'll begin to understand why the natives occasionally feel the need for another word beginning with a sibilant sound. *Siesta*.

For further information please contact your travel agent. The Spanish Tourist Office, 57 St. James's Street, London SW1A 1LD

It's a great place for a relaxing holiday.

2	You'll hear three people who have visited different parts of Spain. List and tick (\checkmark) the boxes to show the reasons why they enjoyed their vis				
		It used to be very unspoilt. There are lots of parks to walk in. The food is delicious.			
		The weather is hot and sunny. The nightlife is brilliant. You can get everywhere easily by public transport.			
	(The beach was beautiful with white sand. The people are really friendly	E		

- Why do tourists come to visit your region (or country)? Make a list of the main reasons.
- 4 Join another pair Compare your lists and discuss these questions:
 - What are the four most important reasons you've listed?
 - Why are visitors sometimes disappointed when they visit your region (or country)? What might discourage them from coming again?
 - What is your own idea of an ideal holiday destination? Where would you go if you could afford it, and what would you do there?

B1 Vocabulary Adjectives

Decide which of these adjectives you would use in a holiday advertisement or brochure.

attractive beautiful cloudy crowded delicious delightful depressing dusty exciting fertile hospitable relaxing refreshing remote sunny warm

Read the advertisement for Thailand. Which of the attractions would apply to your own region (or country)?

3 Writing

Write an advertisement for your own region (or country).



48 History and folklore



You'll hear four tourists asking about the banknotes you can see in the pictures. Listen and fill the blanks in these sentences:

- 2 A Have a look at the banknotes in your own wallets (and any coins which have portraits on them). Discuss these questions:
 - What would you say to a visitor who asks you about each person on the banknotes (and coins)?
 - Who are the five most famous historical figures in your country's history? What would you say about them to a visitor who has never heard of any of them?
 - Whose statues can visitors see in the main square of your town or city? What are the people famous for?
- Read the brief history of Mexico opposite and find the answers to these questions:
 - 1 Who was Moctezuma II?
 - 2 How many men did Cortés have?
 - 3 For how long was Mexico a Spanish colony?
 - 4 Which states of the USA used to be part of Mexico?
 - 5 Who was Maximilian?
 - Discuss these questions:
 - What are the three most important dates in your country's history?
 - What would you say to a visitor about them?

A brief history of Mexico

ncient Mexico was the home of three major cultures: the Olmecs from 1500 to 600 BC, the Mayans whose civilization was most developed in the 6th century AD, and the Aztecs. The Aztecs founded a fine modern city in 1325 at Tenochtitlán: it had spring water and pyramids where human sacrifices were performed.



In 1519, the Spanish general Hemán Cortés and 600 men landed at Veracruz and marched to Tenochtitlán. They made the Aztec emperor Moctezuma II a prisoner and took over the city. But the Indians fought back and drove the Spanish out. Two years later the Spanish defeated the Aztecs and destroyed the city. It was rebuilt as Mexico City, the capital of New Spain. Within ten years many of the Indians had been converted to Christianity, but they were treated very much as slaves by the Spanish.

Mexico was ruled by Spain until 1821 when it became independent. In 1847 the US army invaded Mexico and defeated the Mexican Army. The states of California, New Mexico, Arizona and Texas became part of the USA after this.

After a devastating civil war, Benito Juárez, a Zapotec Indian, became president in 1861 and he introduced many reforms. In 1863 Napoleon IIL's French army entered Mexico City and the Austrian Maximilian became emperor of Mexico. A republican force under Porfirio Díaz eventually reconquered the country in 1867 and Juárez became president again. Díaz himself was president-dictator from 1877 to 1911.

In 1917, after a period of guerrilla fighting, led by Emiliano Zapata and Pancho Villa, a new liberal constitution was drawn up. Venustiano Carranza became president as leader of the Revolutionary Party.

Look at the photos and discuss these questions:

- What's happening in each of these pictures?
- What would you say to a visitor who asks you these questions:

Where can I go to see local

dancing?
Where can I buy local
handicrafts?
Where can I go to find out

Where can I go to find out about local folklore and local history?





49 A nice day out

- A 1 Read the extracts opposite from a guide book. If you had a free afternoon in Paris, and you only had time to go to one place, which would you visit? Why?
 - 2 Answer these tourists' questions about the places:
 - 1 Is Tuesday evening a good time to go to the Pompidou Centre?
 - 2 Is there a nice restaurant in the Pompidou Centre?
 - 3 Where's the best place to see paintings by Picasso?
 - 4 Where are the Impressionist paintings?
 - 5 What kind of building is the Musée d'Orsay?
 - 6 What's the best time to go up the Tower of Notre-Dame?
 - 7 Where can I board a boat cruise on the River Seine?
 - 8 Can I enjoy the view from the top floor of the Eiffel Tower in the evening?
 - 9 How long does it take to get to the top of the Eiffel Tower?
 - 10 What else is there to do near the Eiffel Tower?
 - Make a list of four of the most popular tourist attractions in your own region. Then discuss these questions:
 - What does each have to offer?
 - What less popular places would you recommend to a visitor who wants to experience your region and its culture?
- Devise a recommended day out (by car or by public transport) for tourists visiting your city/region. Include some unusual places which tourists don't usually visit.
 - 2 Role play

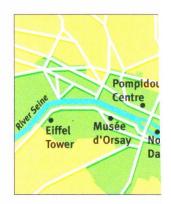
 ********** Take it in turns to describe your day out to the other group. Imagine that they are visitors and they have asked you to suggest a day's excursion to them.

D Writing

Write a one-page handout describing your recommended day out, including a paragraph about each place that will be visited.

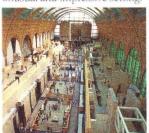
A day out by car

If you have a day to spare, and you'd like to find out more about this region, you might like to try this outing.



MUSÉE D'ORSAY

This wonderful museum was opened in 1986. It displays works of art from the second half of the 19th century (1848–1910). The original building designed by Victor Laloux was a railway station, which was no longer used. Rather than demolish it, the French government decided to restore the exterior and alter the interior to accommodate paintings and sculptures in an unusual and impressive setting.



MUST SEE:

- Paintings by the French
 Impressionists, including famous
 works by: Vincent Van Gogh, PierreAuguste Renoir, Claude Monet,
 Edgar Degas and Paul Cézanne.
- Edouard Manet's Le Déjeuner sur l'Herbe, showing a group of artists and young women having a picnic in a forest.

OPENING TIMES

April-Oct 09:00-18:00 Nov-Mar 10:00-18:00 Sundays 09:00-18:00 Closed Mondays

 the best time to visit is early on a weekday or on Thursday evening (open till 21:45)

While you're in the area ...

 Cross the river by the footbridge and walk upstream along the bank of the Seine towards Notre-Dame. If you make a short detour, you will be able to see Claude Monet's famous paintings of water lilies, which are displayed in the Orangerie Museum.

POMPIDOU CENTRE

Parisians call this amazing building the *Beaubourg*. It was designed by Renzo Piano, Richard Rogers and Gianfranco Franchini and opened in 1977. The building is like an insideoutside building, with all the pipes, lifts and escalators on the outside – green water pipes, yellow electricity cables, blue ventilation tubes, red escalators, lifts and walkways.

At the front of the building is a huge piazza where you can enjoy street performers. The building contains a museum,



a library, exhibition areas and an unpretentious restaurant, which has a lovely view over the old buildings of the area.

MUST SEE:

 National Museum of Modern Art on the 5th floor. This museum has 30,000 works of art but only 800 on display at any one time. Works by Henri Matisse, Joan Miró, René Magritte, Salvador Dali – and an ever-changing display of surprising controversial modern art from Europe and America.

OPENING TIMES (MUSEUM)

Mon, Wed-Fri noon-22:00, Sat-Sun 10:00-22:00 Closed Tuesdays

- the best time to visit is in the evening

While you're in the area . . .

- Take a stroll around the area to see the historic buildings, and have a drink in one of the pavement cafés and watch the people walking past.
- Visit the Picasso Museum nearby, which has an impressive display of works by Pablo Picasso housed in an old palace.

NOTRE-DAME CATHEDRAL

This Gothic cathedral was built in the heart of Paris between 1163 and 1330, on the site of a Roman temple. It dominates the Île de la Cité, the island in the River Seine from which Paris expanded over the centuries. There are 387 steps to the top of the tower, but the climb is worth it.

MUST SEE

 The interior, including the three beautiful rose windows. The view from the tower (and the famous gargoyles at the top).

OPENING TIMES

Cathedral: 08:00–19:00 Tower: 10:00–17:00 – the best time for a visit is early in the morning

While you're in the area . . .

- Allow yourself plenty of time to stroll around île de la Cité and île St Louis to see the historic buildings, squares and gardens.
- Walk around the island on the bank of the river.
- Take a river cruise from near the Pont Neuf (the oldest and longest bridge in Paris).



EIFFEL TOWER

The Eiffel Tower is the symbol of Paris but when it was built for the Universal Exhibition in 1889, it was meant to be a temporary building. It was designed by the engineer Gustave Eiffel. It was the world's tallest building until the Empire State Building was completed in New York in 1932.

There are lifts to take visitors to each of three levels, but if you feel energetic you can take the stairs to the First level (360 steps), Second level (700 steps) or even the Third level (1652 steps). At busy times it may take 2 hours to reach the top by lift because of the queues.

One of the best restaurants in Paris is the Jules Verne Restaurant (Second level), where you can enjoy panoramic views and eat excellent food.

MUST SEE:

- Cinémax museum interesting film showing the history of the Tower and famous people visiting it, including Adolf Hitler and Charlie Chaplfn.
- The view from the Third level (274m high).

OPENING TIMES

Apr-Oct 09:00-23:00 (to midnight in July & August) Nov-Mar 09:30-23:00

 the best times to go up are early in the morning and before sunset

While you're in the area . . .

- Walk along the river to Les Invalides to see the Dôme Church and the tomb of Napoléon Bonaparte.
- Also visit the Rodin Museum nearby, which displays famous sculptures by Auguste Rodin including The Thinker and The Kiss.



50 The

The future of tourism

A₁

You'll hear a discussion about the pros and cons of tourism. Listen and fill the blanks in this summary of what is said:

Advantages

- 5 Taxes raised from tourism improve life for in the country.

Disadvantages

- 1 Work in the tourism industry doesn't offer much
- 2 The benefits of tourism aren't always felt at alevel.
- 4 Many hotels prefer to import food from
- 5 The relative prosperity of tourists may encouraç

2 Discuss these questions:

- What are the advantages and disadvantages of tourism in your region?
- Which of the points made in the broadcast are most relevant to your country?
- In general, how well do tourists in your country behave?
- Look at this advice to tourists. Which of the tips are Dos and which are Don'ts? Fill the blanks with Do or Don't.
 - Which of the tips do you disagree with? Why?

How to be a responsible tourist

- waste water.
 Tourists place a great strain on the local water supply.
- stick to marked paths when walking in the countryside and damage any plants.
- pick flowers –
 leave them for others to enjoy.
- take care with cigarette ends and matches.
- have your picture taken with wild animals used by photographers.
- turn off the lights when you leave your room.
- buy local products
 and services rather than

imported goods, foods and drinks.

- buy souvenirs that might put at risk endangered species or the natural environment. Avoid animal skins, ivory, rare flowers, mounted butterflies, shells, turtle products and rare flowers.
- try to stay in locally-owned hotels, rather than multinationals where little of the money you spend remains in the country.
- follow the Green
 Tourist Code: "Take only
 photos, leave only footprints,
 kill only time" but
 ask people's permission
 before you take their photos,
 and leave too many
 footprints!

Look at these pictures showing tourists behaving badly. What are they doing? Which of the behaviour do you think is the worst? And which is the least bad?



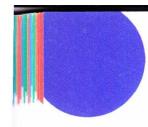






2 Writing

Write '10 Tips' to encourage visitors to your country to behave responsibly. Refer to the tips in B1 and the pictures above, and perhaps add some points of your own.



Communication activities

- In these six short role plays you'll be playing the role of guest or member of staff or observe The observer listens to the role play and then gives the others feedback on how polite and friein they sounded.
 - 1 You are a GUEST. Find out where the nearest toilet is. Start by saying 'Good morning'.
 - 2 You are a MEMBER OF STAFF. Explain that there is a bus to the city centre from the bus stop oppositive (tickets cost 80 cents). Or a taxi would cost about \$5.
 - 3 You are the Observer. Listen to your partners. Tell them how polite, helpful and friendly they so If they sound cold or rude, ask them to do the role play again.
 - 4 You are a GUEST. Find out where you can get a good local meal.
 - 5 You are a MEMBER OF STAFF. Explain that there is a kiosk just round the corner. They have postcard and stamps. A stamp for a postcard abroad costs 50 cents.
 - § You are the Observer. Listen to your partners. If they sound cold or rude, ask them to do the rol play again.
- This role play is in two parts so that you both get a turn at being the travel agent.
 - 1 You are a CLIENT. The travel agent will show you your itinerary (in Activity 18). Ask the travel age to explain it to you. (There's one mistake in the itinerary.)
 - 2 You are the TRAVEL AGENT. Explain this itinerary to the client, but first read it through to make su that you understand it!

date	flight no.	from	dep	to	arr	check in
1 March	SR 410	Zurich	0730	Seattle/Tacoma	0135	Terminal A
6 March	AA 524	Seattle/Tacoma	1159			1055
7 March				Dallas/Fort Worth	0546	
7 March	AA 1341	Dallas/Fort Worth	0650	Guadalajara	0918	
9 March	AA 1908	Guadalajara	1000	Los Angeles	1113	0900
19 March	SR 109	Los Angeles	0850			Internation Terminal 19
20 March				Zurich	1604	

This role play is in two parts, so that you both get a turn at being the member of staff.

1 You are a MEMBER OF STAFF. Interview the guest to find out his/her answers to the questions on this customer survey. Begin like this:

Would you mind helping us by answering a few questions? It won't take very long.

Why did you choose this ho RECEPTION AND SERVI					
Did you receive efficient, fr	iendly and pro	ompt service	from:		_
	Excellent	Good	Satisfactory	Fair	Poor
Doorman					•
Concierge/Hall porter					H
Check-in/Guest service					
Telephone operator		H			H
Maid				H	
Laundry service					Ħ
Assistant manager Check-out/Cashier	H		H		
Overall, I thought the					
service from the staff was:					
Comments:					
WILL YOU RETURN?					_
If your travel plans bring y	ou back here,	will you retu	rn to this hotel?		
	Definitely	Probably	Maybe	Never N	ot Applicable
		П			

2 You are the GUEST. Answer the questions you're asked about the hotel. Use your imagination to think of suitable replies.

4

This role play is in two parts so that you both get a turn at being the receptionist. Today is Sunday, May 1st.

- 1 You are a RECEPTIONIST at the Royal Hotel. Welcome the guest and go through the check-in procedure. Consult the room chart on page 56.
- 2 You are MR or MRs GREEN and you're checking in at the Royal Hotel. You sent a fax reserving a room till May 5th. You now want to stay until the 6th is the room available for an extra night?

This role play is in two parts so that you both get a turn at being the travel agent.

1 You are a CLIENT. You want to book a holiday. These are your requirements and details:

Departure date 23 April
from London, Gatwick to Orlando, Florida
arriving there same day

Mr Alan Johnston and Ms Karen O'Neill
31 Westerfield Road
Ipswich IP3 25N
home phone 01473 255512 office phone 0171 234 9672

13 nights accommodation at Suncrest Plaza Hotel, Cocoa Beach
One double room with balcony and sea view

- You are the TRAVEL AGENT. Fill out the booking form on page 21 with the information that the clien gives you. Finish by phoning the tour operator to check availability.
- Here are half of the answers to the airport codes quiz. Your partner has the rest of the answers. Whi of the answers did you get right? Which couldn't you guess?

ATH = Athens LIS = Lisbon BUD = Budapest MAD = Madrid CDG or ORY = Paris (Charles de Gaulle or Orly) MEX = Mexico City FRA = Frankfurt NRT = Tokyo (Narita) HKG = Hong Kong PEK = Beijing HKG is Hong Kong JFK or EWR or LGA = New York (JFK, Newark or La — I thought so. SYD = SydneyI didn't realise that Guardia) ZRH = ZurichPEK was Beijing. LAX = Los Angeles

- This role play is in four parts so that you both get two turns at filling in the room chart.
 - 1 Your name is Bernard Brown. Call the Royal Hotel. You want to reserve a room for your wife and yourself from May 2 to May 6 (four nights). The room must have a bath and balcony. (Your home phone number is 01303 87 92 31.)
 - 2 You are the RESERVATIONS MANAGER at the Royal Hotel. Answer the phone and take the booking. Fill in the room chart on page 56.
 - 3 Your name is CARLOS CHAVEZ. Call the hotel to reserve a single room from May 1 to May 8. (Your office phone number is 0171 993 3723.)
 - 4 You are the RESERVATIONS MANAGER. Take the booking and fill out the room chart on page 56.

This role play is in two parts so that you both get a turn at answering enquiries. You'll need to spell some of the difficult names aloud to your partner and say the numbers slowly and clearly.

1 You are a Tourist. Call the New Zealand Lodge Association and find out the phone numbers for these places:

Moonlight Lodge in Murchison	
Grasmere Lodge in Christchurch	
Motueka River Lodge	
Sherwood Lodge in North Canterbury	

and the full addresses for these places:

Braemar Lodge in North Canterbury	
Stewart Island Lodge	
Lake Brunner Lodge in Westland	
Remarkables Lodge in Queenstown	
V. 200 A 7 Sur 100 Sur	

Change roles. Now you are the Information Officer. Refer to this information to answer your client's questions.

LODGE CONTACT DETAILS

North Island

Kingfish Lodge, RD 1, Whangaroa Harbour, Northland, New Zealand. Tel 64-9-405 0164, fax 64-9-405 0163.

Okiato Lodge, Okiato Point, RD 1, Russell, New Zealand. Tel 64-9-403 7948, fax 64-9-403 7515.

Inverness Estate, Ness Valley Road, RD 5, Papakura, New Zealand. Tel 64-9-292 8710, fax 64-9-292 8714.

Fantail Lodge, Rea Road, RD 2, Katikati, New Zealand. Tel 64-7-549 1581, fax 64-7-549 1417.

Brooklands Country Estate, RD 1, Ngaruawahia, Waikato, New Zealand. Tel 64-7-825 4756, fax 64-7-825 4873.

Cassimir, RD 3, Tauranga, New Zealand. Tel 64-7-578 5494, fax 64-7-543 1999.

Moose Lodge, RD 4, Rotorua, Lake Rotoiti, New Zealand. Tel 64-7-362 7823, fax 64-7-362 7677.

Muriaroha Lodge, 411 Old Taupo Road, PO Box 43, Rotorua, New Zealand. Tel 64-7-346 1220, fax 64-7-346 1338.

Huka Lodge, Huka Falls Road, PO Box 95, Taupo, New Zealand. Tel 64-7-378 5791, fax 64-7-378 0427.

Lake Taupo Lodge, PO Box 83, Taupo, New Zealand. Tel 64-7-378 7386, fax 64-7-377 3226.

Mangapapa Lodge, 466 Napier Road, Havelock North, Hawke's Bay, New Zealand. Tel 64-6-878 3234, fax 64-6-878 1214.

- This role play is in four parts so that you both get two turns at noting down messages.
 - 1 You are a CALLER. Leave this message for Arthur Brown, who is a guest at the Bay View Hotel: Your name is **Alex McIntosh**. Your phone number is **01423 539435**. You were going to meet Mr Brown at **7.30** at the **Harbour View Restaurant**. You're going to be delayed and now you won't be there till **8.30**. You have phoned the restaurant to change the booking.
 - 2 You are the RECEPTIONIST. Take down the message you're given on one of the message pads on page 35. Check that you have noted down all the information correctly.
 - 3 Now you are the CALLER again. Leave this message for Imogen Christie, who is a guest at the Bay View Hotel:

Your name is **Sandy Hill**. Your phone number is **01832 973922**. Can Ms Christie make her own way to the meeting tomorrow morning? She can take a taxi. The meeting is at **Janus House**, **100 Ocean Boulevard**. If there's any problem, could she phone you?

- 4 You are the RECEPTIONIST. Take down the message you're given on the other message pad on page 35. Check that you have noted down the information correctly.
- This role play is in two parts so that you both get a turn at being the waiter/waitress.
 - 1 You are a GUEST. You've finished your coffee. Ask the waiter/waitress to bring you your bill. Listen carefully and make sure he or she gets everything right especially the arithmetic.
 - 2 You are the Waiter/Waitress. Add up the bill in the presence of the guest, checking each item as you go through the order. (Make at least one deliberate mistake!)

		•	Total
	Soup of the day	a \$2·50	
	Shrimp cocktail	a\$3.00	
	Fillet steak	a\$18·50	
	Lobster	a \$24·50	
	Omelette	a\$9·50	
	Fresh fruit salad	a\$4·50	
	Banana split	a\$5·50	
)	bottle of house red	@\$12.00	
1	bottle of mineral waits	er a \$7.50	
3	cover charge	a\$2·50	
	+ service a 10%		
		Total =	

So that's two soups —
that's five dollars. And
one shrimp cocktail —
that's another three
dollars.

Then you had one fillet steak — that's . . .

This role play is in four parts. In the first two parts you are one of the receptionists and different guests will approach you with questions.

1 & 2 You are a Receptionist on duty at the reception desk at the Hotel Miramar. Answer your guest's queries.

·HOTEL.

MIRAMAR INFORMATION

Rooms with a sea view are \$125, rooms overlooking the garden are \$99. You have only one \$125 room available now, but several for next month.

You can reserve rooms at **associate hotels** in Granada and Mendoza through the computer.

Breakfast is served 6.30–10am in the Atlantic Restaurant on the second floor up the stairs (i.e. first floor for Europeans).

Checking out time is I I am. Luggage can be stored for guests who have checked out.

International flights depart from Simón Bolívar Airport (25km from here). Allow I hour by taxi + I hour to check in.

Domestic flights depart from National Airport (5 km from here) to other cities:

Mendoza: 8.30 | 14.30 Granada: | 0.30 | 17.30 Rio Verde: | 2.00 | 18.15.

Allow 30 minutes by taxi + 45 minutes to check in.

There is a comfortable overnight **train** with sleeping cars to Granada, departing at 11 pm.

3 You are a GUEST at the Hotel Miramar. Ask one of the receptionists to help you with these questions. Here are the things you want to do \dots

find out about flights to Rio Verde in the south. change \$100 into pesos.

find out what time dinner is served in the hotel.

4 Now ask a different receptionist to help you with these questions. You want to ...

find out when you should leave the hotel for the midnight flight to Miami. Where can you leave your luggage till then?
book a taxi for 8am tomorrow to the university.
go for a swim.

Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, you are a guest.

GUEST Make each of these complaints to the member of staff.

- 1 There seems to be something strange in my soup.
- 2 I've been waiting a very long time for someone to bring me my bill.
- 3 The fridge in my room isn't working and it's leaking all over the carpet.
- 4 | left my Walkman in my room while | was out. When | got back it was lying on the floor, broken.
- 5 Somebody came to my room this morning and tried to sell me something.
- $m{6}$ You recommended the sightseeing tour to me but it was a waste of time.

MEMBER OF STAFF Deal with the complaints politely and apologetically.

This role play is in two parts so that you both get a turn at being the rental clerk.

- 1 You are a CLIENT. You want to rent a Group B car at this location. You want to have the car now you'll return it here at the same time one week from now. Find out how much this will cost wit unlimited mileage without full insurance.
 - Begin by saying: Hello. I'd like to rent a car please.
- 2 You are the Car rental clerk. Refer to this information and fill out the form below for the client.

Cars available today: Group A (no cars available); Group B (\$120 per week) Nissan Micra; Group C (\$155 per week) Toyota Carina.

Prices include unlimited mileage.

Full insurance: \$10 per day

Return to another location: \$21 surcharge

title	first name		family name
Car required: Group		Make .	
Full insurance require	ed? Yes	No 🗌	
Unlimited mileage?	Yes [No 🗌	
From	day		year
To time	day	month	year
Pick-up location			

This role play is in two parts so that you both get a turn at being the cashier.

- 1 You are a CASHIER. Explain to the client how much he or she has to pay.
- You are the CLIENT. Imagine that you don't trust the cashier's arithmetic. Write down the prices the cashier tells you — and make sure he or she gets the final total right.

Two nights accommodation @ \$44 per night	=
Three dinners @ \$24 each	=
Four bottles of wine @ \$12.50 each	=
Five local telephone calls @ 50¢ each	=
Six glasses of beer @ \$3.40 each	=
TOTAL	=

This role play is in two parts so that you both get a turn at playing each role.

1 You are a GUEST at the Royal Hotel. Ask the receptionist where four of these places are and mark them on the map on page 86.

the Metro cinema

the market

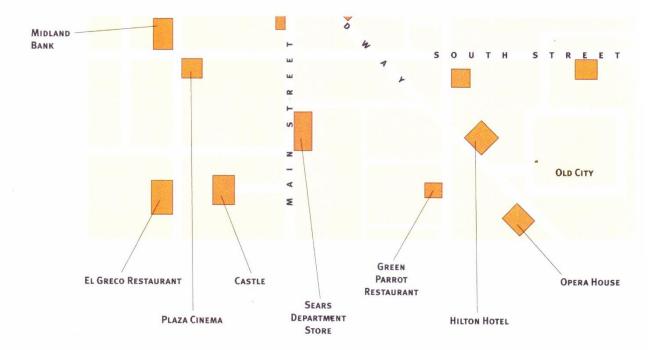
the airline terminal

the Sheraton Hotel

the St Tropez restaurant

the La Lupa restaurant

2 You are a RECEPTIONIST at the Royal Hotel. Explain to the guest how to get to the places marked on this map of the south of the city.



16

This role play is in two parts so that you both get a turn at playing each role.

- 1 You are a RECEPTIONIST. The guest will ask you for some advice.
- 2 You are the GUEST. Ask the receptionist these questions:

Can you recommend an inexpensive restaurant?

Is there an art gallery here?

What's the best place to go jogging?

Is there a good bookshop in town?

Can you recommend somewhere for a quick snack?

- In these six short role plays you'll be playing the role of guest or member of staff or observer. The observer listens to the role play and then gives the others feedback on how polite and friendly they sounded.
 - 1 You are a MEMBER OF STAFF. Explain that the toilets are down the stairs on the right.
 - 2 You are the Observer. Listen to your partners. Tell them how polite, helpful and friendly they sound lf they sound cold or rude, ask them to do the role play again.
 - 3 You are a GUEST. Find out what the dialling code for a phone call to the UK is.
 - You are a MEMBER OF STAFF. Explain that there is a nice family restaurant two blocks from here. Offe to phone the restaurant to book a table.
 - 5 You are the Observer. Listen to your partners. If they sound cold or rude, ask them to do the role plagain.
 - ® You are a GUEST. Find out if you can delay checking out of your room until 4pm tomorrow.
- This role play is in two parts so that you both get a turn at being the travel agent.
 - 1 You are a TRAVEL AGENT. Explain this itinerary to the client, but first read it through to make sure the you understand it!

date	flight no.	from	dep	to	arr	check in
1 MAY	RO 261	Budapest Ferihegy	0715	Istanbul	0815	Terminal 1 06
4 MAY	TK 806	Istanbul	0920	Cairo	1140	International Terminal 0820
8 MAY	OS 388	Cairo	1220	Vienna	1655	Terminal 2 10
8 MAY	OS 295	Vienna	1835	Venice	2005	
12 MAY	OS 294	Venice	0905	Vienna	1035	0805
12 MAY	OS 803	Venice	1140	Budapest	1240	

2 You are the CLIENT. The travel agent will show you your itinerary (in Activity 2). Ask the travel agent to explain it to you. (There's one mistake in the itinerary.)

This role play is in two parts so that you both get a turn at being the member of staff.

- 1 You are a GUEST. Answer the questions you're asked about the hotel. Use your imagination to think of suitable replies.
- You are a Member of STAFF. Interview the guest to find out his/her answers to the questions on this customer survey. Begin like this:

Would you mind helping us by answering a few questions? It won't take very long.

Was the food and bever	Excellent	Good		Date	Dans
Room service Restaurant – breakfast Restaurant – lunch Restaurant – dinner Lobby lounge Poolside snack bar Night club Hotel bar			Satisfactory	Fair	Poor
Do you feel that our foo	d and beverag	ge pricing i	epresents good va	lue? Y	ES NO
Is there something abo	ut our restaur				
Is there something abo see added, corrected or GUEST ROOM	ut our restaur r changed?	ants/loung	es that you would	like to	
Is there something abo see added, corrected or	ut our restaur r changed?	ants/loung	es that you would	like to	
Is there something abo see added, corrected or GUEST ROOM	ut our restaur r changed? Dates o	ants/loung	es that you would	like to	

This role play is in two parts so that you both get a turn at being the travel agent.

- 1 You are a TRAVEL AGENT. Fill out the booking form on page 21 with the information that the client gives you. Finish by phoning the tour operator to check availability.
- 2 You are the CLIENT. You want to book a holiday. These are your requirements and details:

Departure date 3 May
from London, Heathrow to San Francisco, California
arriving there next day

Mr Terry Porter, Mrs Susanne Porter, Miss Kelly Porter, Master Tim Porter
85 Tuddenham Road
Woodbridge IP32 4TK
home phone 013943 87943 office phone 01473 290711

10 nights accommodation at Golden Gate Palace Hotel, San Francisco
Two double rooms, one with balcony, one with harbour view

Here are half of the answers to the airport codes quiz. Your partner has the rest of the answers. Which of the answers did you get right? Which couldn't you guess?

AMS = Amsterdam= Kuala Lumpur LHR or LGW = London (Heathrow, Gatwick, BKK = Bangkok CAI = Cairo or STN or LCY Stansted or City) FCO = Rome (Leonardo da MIA = Miami = Chicago (O'Hare) Vinci/Fiumicino) ORD GIG = Rio de Janeiro SEL = Seoul IST = Istanbul TXL or SXF = Berlin (Tegel or Schönefeld)

Ah, ORD is Chicago — I thought so. I didn't realise that GIG was Rio de Janeiro.

- This role play is in four parts so that you both get two turns at filling in the room chart.
 - 1 You are the RESERVATIONS MANAGER at the Royal Hotel. Answer the phone and take the booking. Fill in the room chart on page 56.
 - 2 Your name is Annie Anderson. Call the Royal Hotel. You want to reserve a room for your sister and yourself from May 6 to May 8 (two nights). You don't want to pay more than \$100 for bed and breakfast. (Your home phone number is 01981 83 21 23.)
 - 3 You are the RESERVATIONS MANAGER. Take the booking and fill in the room chart.
 - 4 Your name is DAWN DAVIDSON. Call the hotel to reserve a room for two people from May 2 to May 8. (Your office phone number is 0181 821 4832.)

This role play is in two parts so that you both get a turn at answering enquiries. You'll need to spell some of the difficult names aloud to your partner and say the numbers slowly and clearly.

1 You are an Information officer. Refer to this information to answer your client's questions.

LODGE CONTACT DETAILS

South Island -

Motueka River Lodge, PO Box 238, Motueka, New Zealand. Tel 64-3-526 8668, fax 64-3-526 8669.

Ilmara Lodge, Dog Point Road, RD 2, Blenheim, Marlborough, New Zealand. Tel 64-3-572 8276, fax 64-3-572 9191.

Moonlight Lodge, PO Box 12, Murchison, New Zealand. Tel 64-3-523 9323, fax 64-3-523 9515.

Sherwood Lodge, Sherwood Road, RD, Waiau, North Canterbury, New Zealand. Tel 64-3-315 6078, fax 64-3-315 6424.

Braemar Lodge, PO Box 89, Hanmer Springs, North Canterbury, New Zealand. Tel 64-3-315 7049, fax 64-3-315 7104.

Grasmere Lodge, Private Bag 55009, Christchurch, New Zealand. Tel 64-3-318 8407, fax 64-3-318 8263.

Lake Brunner Lodge, Mitchells, RD 1, Kumara 7871, Westland, New Zealand. Tel/fax 64-3-738 0163.

Remarkables Lodge, PO Box 144, Wakatipu 9195, Queenstown, New Zealand. Tel/fax 64-3-442 2720.

Stewart Island Lodge, PO Box 5, Halfmoon Bay, Stewart Island, New Zealand. Tel/fax 64-3-219 1085.

2	Change roles. Now you are a Tourist. Call the New Zealand Lodge Association and find out the phone
	numbers for these places:

and the full addresses for these places:

Muriaroha Lodge	
Mangapapa Lodge in Hawke's Bay	
Huka Lodge in Taupo	
Moose Lodge in Lake Rotoiti	

This role play is in four parts so that you both get two turns at noting down messages.

- 1 You are a RECEPTIONIST. Take down the message you're given on one of the message pads on particles that you have noted down all the information correctly.
- Now you are the Caller. Leave this message for Julie Stubbs who is a guest at the Bay View H Your name is **Chris Tennant**. Your phone number is **0171 345 9387**. Could Ms Stubbs get in touch with yo soon as possible, please? You'll be at this number till **6pm** and after that she can reach you on your mo (cellphone): the number is **08978 2847892**.
- 3 You are the RECEPTIONIST. Take down the message you're given on the other message pad on p. Check that you have noted down all the information correctly.
- Now you are the CALLER again. Leave this message for Tony Priestley, who is a guest at the Bar Hotel:

Your name is **Terry Patterson**. Your phone number is **01203 239765**. Mr Priestley's flight has been chang tomorrow: the flight number is still **IC 104**, but it's been retimed to take off at **07.00** instead of 09.00. This he should check in at **06.00** at the latest. The airline's local number (Icarus Airways) is **2 983 2849**, if he i to contact them.

This role play is in two parts so that you both get a turn at being the waiter/waitress.

1 You are a WAITER/WAITRESS.
Add up the bill in the presence
of the guest, checking each
item as you go through the
order. (Make at least one
deliberate mistake!)

So that's two melons — that's three pounds. And two Waldorf salads — that's another nine pounds.

Then you had two grilled trout — that's . . .

			Total
2	Melon	a £1.50	
2	Waldorf salad	a £4.50	
2	Grilled trout	a £9.50	
2	Veal schnitzel	a £11.00	
4	Ice cream	a £2.40	
1	carafe of white wine	a £7.50	
2	bottles of beer	a £1.50	
4	cover charge	a £2.00	
	+ service 10%		
		Total =	

You are the GUEST. You've finished your coffee. Ask the waiter/waitress to bring you your bill. Listen carefully and make sure he or she gets everything right — especially the arithmetic.

This role play is in four parts. In the first two parts you are a guest staying at the Hotel Miramar.

- 1 You are a GUEST at the Hotel Miramar. Ask one of the receptionists to help you with these questions. Here are the things you want to do \dots
 - find out if you can get to Granada by train. Can you book a room in a good hotel there? find out how to get to the airport for your flight to Rio Verde. find out where and when breakfast is served.
- Now ask a different receptionist to help you with these questions. You want to . . . change your room to one with a better view. find out how long it takes to get to the international airport. find out what time you have to check out. reserve a room for your next visit in a month's time.
- 3 & 4 Now you are a RECEPTIONIST on duty at the reception desk at the Hotel Miramar. Answer your guest's queries.

·HOTEL.

MIRAMAR INFORMATION

Rooms with a sea view are \$95, rooms overlooking the garden are \$85. You have only one \$95 room available now, but several for next month.

Dinner is served in the Gaucho Grill, Atlantic Restaurant (8–11.30pm) or Roof Top Room on the 20th floor (10pm–3am). Roof Top Room has a cabaret and dancing.

The **swimming pool** (open from 6am to 7pm) is on the roof. Towels available from the attendant (always on duty — press the bell to call him).

Checking out time is I I am. Luggage can be stored for guests who have checked out.

International flights depart from Simón Bolívar Airport (25km from here). Allow I hour by taxi + I hour to check in.

Domestic flights depart from National Airport (5 km from here) to other cities:

Mendoza: 8.30 | 14.30 Granada: | 10.30 | 17.30 Rio Verde: | 12.00 | 18.15

Allow 30 minutes by taxi + 45 minutes to check in.

Taxis are normally always available outside the hotel. They cannot be booked in advance.

Today's **exchange rate** is \$1 = 1595 pesos.

27

Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, you are a guest.

GUEST Explain each of these problems to the member of staff and ask for his or her help.

- 1 The people in the next room are having a very loud argument and I can't sleep.
- 2 I'm trying to phone home but I can't get an outside line.
- 3 | left my briefcase on the balcony and all my documents got wet in the rain.
- 4 I've just spilt coffee all over my suit. I have an interview this morning.

MEMBER OF STAFF Ask the guest if you can help.

I've got a problem ... I wonder of you could help me?

This role play is in two parts so that you both get a turn at being the rental clerk.

1 You are a CAR RENTAL CLERK. Refer to this information and fill out the form below for the client.

Cars available today: Group A (\$100 per week) Ford Fiesta; Group B (no cars available); Group C (\$145 per week) Ford Escort.

Prices include unlimited mileage.

Full insurance: \$12 per day

Return to another location: \$20 surcharge

title	first name		family name
Car required: Group.		Make .	
Full insurance required	? Yes	No 🗌	
Unlimited mileage?	Yes _	No 🗌	
From			
time	day	month	year
To			
time	day	month	year
Pick-up location			
Patura location			

You are the CLIENT. You want to rent a Group A car at this location. You want to have the car tomorrow at 9am and you'll return it to the airport at the same time one week from then. Find ou how much this will cost with unlimited mileage and full insurance.

Begin by saying: Hello. I'd like to rent a car, glease.

79

This role play is in two parts so that you both get a turn at playing each role.

1 You are a GUEST. Ask the receptionist these questions:

Is there somewhere I can go to hear jazz? Or classical music?

Is there an open-air swimming pool near here?

I need some walking boots. Where can I buy some?

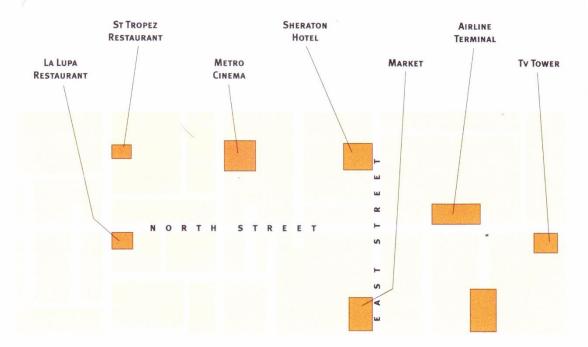
I've got a free afternoon today. What should I do?

I can't decide whether to go to the opera or to the cinema this evening. What do you recommend?

- 2 You are the RECEPTIONIST. The guest will ask you for some advice.
- This role play is in two parts so that you both get a turn at being the receptionist. Today is Sunday, May 1st.
 - 1 You are MR or MRs Brown and you're checking in at the Royal Hotel. You phoned to reserve a room from May 2nd. You have arrived a day early is there a room for you?
 - 2 You are the RECEPTIONIST at the Royal Hotel. Welcome the guest and go through the check-in procedure. Consult the room chart on page 56.

This role play is in two parts so that you both get a turn at playing each role.

1 You are a RECEPTIONIST at the Royal Hotel. Explain to the guest how to get to the places marked on this map of the north of the city.



2 You are a GUEST at the Royal Hotel. Ask the receptionist where four of these places are and mark them on the map on page 86.

the Plaza cinema

the castle

the Sears department store

the Hilton Hotel

the Opera House

the Green Parrot restaurant

This role play is in two parts so that you both get a turn at being the cashier.

- 1 You are a CLIENT. Imagine that you don't trust the cashier's arithmetic. Write down the prices the cashier tells you and make sure he or she gets the final total right.
- You are the Cashier. Explain to the client how much he or she has to pay.

Two nights accommodation @ \$55 per night	=
Three lunches @ \$19 each	=
Four dinners @ \$29 each	=
Five bottles of house red @ \$11.95 each	=
Six bottles of mineral water @ \$3.50 each	=
	TOTAL =

- In these six short role plays you'll be playing the role of guest or member of staff or obse observer listens to the role play and then gives the others feedback on how polite and frien sounded.
 - 1 You are the Observer. Listen to your partners. Tell them how polite, helpful and friendly If they sound cold or rude, ask them to do the role play again.
 - 2 You are a GUEST. Find out the best way to get from here to the city centre.
 - 3 You are a MEMBER OF STAFF. Explain that the dialling code for the UK is 0044. To get an out from your room you need to dial 0 first and wait for the dialling tone.
 - You are the Observer. Listen to your partners. If they sound cold or rude, ask them to do play again.
 - 5 You are a GUEST. Find out where you can buy some postcards and stamps.
 - § You are a MEMBER OF STAFF. Explain that the latest check-out time is 12 noon, but that it is right to check out at 4pm tomorrow.
- Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, y a member of staff.

MEMBER OF STAFF Ask the guest if you can help.

GUEST Explain each of these problems to the member of staff and ask for his or her help.

- 1 All the lights in my room have suddenly gone out. I've got some important work to finish.
- 2 My empty suitcase has been stolen from my room.
- 3 I want to go for a swim but the pool's closed.
- 4 I've missed my flight because I overslept.

I have a problem . . . I wonder if you could help me?

Take it in turns to play the roles of guest and member of staff. Keep changing roles. First, y a member of staff.

GUEST Make each of these complaints to the member of staff.

- 1 The piped music in the restaurant is driving me mad.
- 2 The air-conditioning in my room isn't working.
- 3 My soup is cold.
- 4 I booked a room with a view but this one overlooks the car park.
- 5 The brochure says you have a 'large swimming pool', but it's very small.
- 6 I told you yesterday that my TV doesn't work, but no one has come to fix it.

MEMBER OF STAFF Deal with the complaints politely and apologetically.

Here is some extra information about the three places described on page 65.

Club St. Lucia

Club St. Lucia By Splash is a lively, fun hotel with excellent family facilities and unbeatable prices, making this superior medium class hotel a popular choice with Kuoni clients last year. The adults only village makes this a great choice for wedding couples and honeymooners tool

Minimum stay: 7 nights, Dec 22-Jan 03.

Anse Chastane

This is a truly unique superior first class hideaway resort in one of the most romantic settings we know, with breathtaking scenery. Ideal for honeymooners, escapists, nature lovers and scuba divers, for those seeking a tranquil hideaway or those seeking an active outdoor holiday.

Meal supplements per night: HB Apr 06-Dec 21 £30, FB Jan 01-Apr 05 £16, Apr 06-Dec 21 £46, Dec 22-Dec 31 £17, ALL Jan 01-Apr 05 £32, Apr 06-Dec 21 £62, Dec 22-Dec 31 £34.

East Winds Inn

Guests may find the approach road somewhat bumpy but East Winds is private and enchanting – this relaxed, intimate first class hotel is expertly and personally managed and the perfect tropical escape.

No children under 12 allowed Feb 01–Mar 06.

Prices

7 nights all-inclusive 16 Jul-27 Aug, per person (based on on two sharing)

		a i i i i i i i i i i i i i i i i i i i		
SUP DLX OV	Winds Inn £1633 £1766 £1766	£120 £139 £139	single supplement per night £75 £75 £75	
Anse	Chastane	extra night	single supplement per night	
SUP	£1399	£90	£59	
BCH	£1553	£112	£73	
DLX	£1658	£127	£59	
Club S	St. Lucia	extra night	single supplement per night	
STD	£1262	£67	£67	
SAV	£1283	£70	£70	
ROM	£1283	£70	£70	
FMS	£1332	£77	£77	
DOV	£1444	£93	£93	

Flights

BWIA Airbus 340 Ex Heathrow TUE/SUN daylight flight Ex St Lucia TUE/SUN overnight flight

These are model notes for the two telephone messages on pages 34 and 35.

~PHOENIX HOTEL~

DATE AND TIME [today's date & time now]

MESSAGE FOR Reservations

FROM KATHERINE WOODFORD TEL. NO. 893 89 82 40

FAX. NO. 893 34 56 25

Ms woodford wants 2 double rooms + shower + balconies

for Feb 14th for 2 nights

Please confirm by fax, or phone before 9pm

[your name]

Newtown-on-sea Information Bureau

Date and time [today's date & time now]

Message for Reception

From TIM HUGHES

Tel. No. ?

Mr Hughes has room booked for 12 Feb.

Arriving very late. Please hold the room -

Visa no. 77771902 2867 3456 exp 12/02

Also please send trochure to:

SONIA BLAKE 1232 Forest Drive, Fargo

ND 58105

[your name]

Read this letter and the reply below. Highlight the useful phrases in the reply which you can use in your own letter of apology. 91 Richmond Avenue Bournemouth BH3 4TH

Utopia Holidays Utopia House Airways Drive Horsham RH4 9LK

21 October [year]

Dear Sirs.

We have recently returned from a weekend break in New York with Utopia Holidays. Our enjoyment was seriously spoiled by the low quality of the Rotterdam Hotel and its facilities.

Our room was clean and newly decorated, but it was very cold and there were repeated problems with the hot water, so that we were unable to have a warm shower on several occasions. When we complained at the front desk about this we were told that the boiler was out of order and "being fixed". We were offered extra blankets to keep us warm in bed. The television in our room was very old and only showed four channels.

Although the hotel is in a fine central position, it is very run down and once you have left the lobby to make your way upstairs, the corridors are dirty and dark.

We urge you not to use the Rotterdam Hotel again.

Yours faithfully,

Hannah Rosser

Mrs H. Rosser

Utopia Holidays

UTOPIA HOUSE + AIRWAYS DRIVE + HORSHAM RH4 9LK

Mrs Hannah Rosser 91 Richmond Avenue Bournemouth BH3 4TH

14 November [year]

Dear Mrs Rosser

Many thanks for your letter dated 21st October.

It is our wish, of course, that all our clients thoroughly enjoy their holidays and that all aspects are entirely to their satisfaction. I was very sorry to hear of your dissatisfaction with certain aspects of your recent holiday.

It is sometimes difficult for us to keep completely up to date with all the hotels featured in our brochures, and so we rely primarily on the hotel to advise us of any changes or reductions in facilities. We also strongly welcome feedback from our clients to keep us accurately informed. Your comments have been noted with extreme concern and are now being taken up with Management at the property. I cannot apologise enough for the disappointment that you experienced.

In view of the problems you incurred on this occasion, I would like to offer you compensation of \$50.00 per person. Our cheque for the sum of \$100.00 is enclosed in full and final settlement. I hope you will accept this with my sincere apologies.

Despite your recent experience, I hope that you will allow us to assist with your travel arrangements again as we would welcome the chance to restore your faith in our services and I am certain you would not be disappointed.

As a gesture of goodwill and a token of our apologies on this occasion, I have enclosed a 10% discount voucher which can be used against your next Utopia Holiday. Should you wish to take advantage of this offer, please contact me directly and I will personally deal with your travel arrangements.

Thank you for taking the time to write to us. I hope that despite some dissatisfaction you enjoyed your Utopia Holiday and that we will have the pleasure of welcoming you back again soon.

Yours sincerely UTOPIA HOLIDAYS LIMITED

Anna Brown

Anna Brown Customer Services Manager