

МІНІСТЕРСТВО ОСВІТИ І НАУКИ,
МОЛОДІ ТА СПОРТУ УКРАЇНИ
ХАРКІВСЬКИЙ НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ
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English for Tourism and Hospitality Business

навчальний посібник

Харків – 2020

УДК811.111:338.48(076.6)

ББК 81.2. Англ - 923

К 89

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(Протокол № 15 від 26 октября 2020 р.)*

Сапрун. І.Р.

English for Tourism and Hospitality Business: Навчальний посібник для студентів економічних спеціальностей 1-2-го курсів. І.Р.Сапрун. – Х. : ХНУ імені В. Н. Каразіна, 2020. – с.170

К 89 Даний навчальний посібник призначений для занять з аспекту ділової англійської мови на I та II курсах університету факультету МЭО та ТБ. Посібник складається з 7 уроків, які включають текстовий матеріал та комплексну систему вправ для опрацювання навичок усного та писемного мовлення на просунутому етапі навчання. В посібнику використано окремі матеріали з курсів Iwonna Dubicka, Margaret O'Keefe English for International Tourism (New Edition Pre-Intermediate) (Pearson), зорієнтовані на набуття навичок і умінь з професійного спілкування іноземною мовою. Основна мета – ввести частотну тематичну лексику за темою, відпрацювати і закріпити її за допомогою комунікативних завдань. Посібник сприяє підготовці студента до органічного функціонування у мовному середовищі у конкретних ситуаціях. Матеріали організовано відповідно до вимог навчальної програми для економічних спеціальностей. Навчальні матеріали можна використовувати для аудиторної, самостійної та дистанційної роботи відповідно до головної мети вивчення англійської мови на даному етапі.

**УДК811.111:338.48(076.6)
ББК 81.2. Англ - 923**

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English for Tourism and Hospitality is a skills-based course designed specifically for students of tourism and hospitality. It provides carefully graded practice and progressions in the key academic skills that all students need and equips students with the specialist language they need to participate successfully within a tourism and hospitality faculty.

All reading texts are taken from tourism and hospitality field of study. There is also a focus throughout on the key tourism and hospitality vocabulary that students will need.

- Speaking: how to participate effectively in a variety of realistic situations, from seminars to presentations, including how to develop an argument.
- Reading: how to understand a wide range of texts, from academic textbooks to Internet articles, including how to analyze complex sentences.
- Writing: how to produce coherent and well-structured assignments, including such skills as paraphrasing and the use of the appropriate academic phrases.
- Vocabulary: a wide range of activities to develop students' knowledge and use of key vocabulary, both in the field of tourism and hospitality and of academic study in general.
- Vocabulary and Skills banks: a reference source to provide students with revision of the key words and phrases and skills presented in each unit.

All titles present the same skills and vocabulary points.

Key Features - Systematic approach to developing academic skills through relevant content. - Focus on receptive skills (reading) to activate productive skills (speaking and writing) in subject area. – Each unit combines language and academic skills teaching. - Vocabulary and academic skills bank in each unit for reference and revision.

English for Tourism and Hospitality Business

PART 1

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UNIT 1

WORLD TOURISM

Speaking

1. Tourist destinations.

What are the world's top tourist destinations? Put the countries in order from 1 to 6. Compare your ideas with a partner.

<p><i>China France Italy Spain</i></p> <p><i>United Kingdom (the UK) United States of America (the USA)</i></p>

Reading

THE TOURISM INDUSTRY

2. Read the tourism industry facts. Match the key words and phrases 1-8 with the definitions a-h.

<p><i>Tourism is one of the world's biggest industries, and the World Tourism Organization (WTO) expects it to continue <u>growing by</u> four percent a year.</i></p>	<p><i>Most tourism in the world is <u>domestic tourism</u>---people travelling in their own country. It represents about 80 percent of all tourist trips today.</i></p>
<p><i>Germany, the USA and China are the countries that spend the most on <u>outbound tourism</u> all over the world. Other <u>top spenders</u> are the UK, France and Canada.</i></p>	<p><i>People travel for many reasons. Some <u>inbound</u> tourists travel for <u>leisure, recreation</u> and holidays. Other people are visiting friends and relatives (VFR) or travelling for health and religious reasons. Others travel for business and professional purposes.</i></p>

1. inbound tourism	a. a member of your family
2. outbound tourism	b. people travelling in their own country
3. domestic tourism	c. travel for a short time or for a specific reason
4. VFR stands for	d. tourists arriving in different countries from their own
1. trip	e. time <u>devoted to</u> rest, relaxation and pleasure
2. relative	f. visiting friends and relatives
3. leisure	g. to give money as a payment for something
4. spend	h. tourists visiting places outside their own country

3. Give English equivalents to the following words and combinations.

зростати на, присвячувати, виїзний туризм, відновлення душевних і фізичних сил, внутрішній туризм, дозвілля, вільний час, в'їзний туризм, особа, яка здійснює витрати, покупець.

4. These are the top eight destinations for international tourism. What are the nationalities of people from these countries? Write the words in the correct group.

Australia Britain China France Germany Italy Spain USA

-n	-ian	-ish	-ese	other
Australian				

PRONUNCIATION

5. Listen to the countries and nationalities. Underline the main word stress.

Practise the pronunciation. (1.1) *Australia: Australian*

6. Add the nationalities from these countries to the table above. Listen and check the pronunciation. (1.2)

<i>Brazil Canada Greece Ireland India Japan Kenya Korea Mexico Norway Poland Portugal Russia Thailand The Netherlands Turkey</i>
--

7. Fill in the blanks.

1. I live in Greece, I'm _____.
2. I live in France, I'm _____.
3. I live in _____. I'm English.
4. I live in America. I'm _____.
5. I live in _____. I'm Dutch.
6. I live in Scotland. I'm _____.
7. I live in Italy. I'm _____.
8. I live in _____. I'm Brazilian.
9. I live in Germany. I'm _____.
10. I live in _____. I'm Japanese.
11. I live in Great Britain, I'm _____.
12. I live in _____, I'm Turkish.
13. I live in Kenya, I'm _____.

8. Read this article about Chinese travellers and decide if the statements are true (T) or false (F). Correct the false statements.

1. The majority of outbound trips are to Asian destinations. T/F
2. Half of outbound trips are to Europe and the USA. T/F
3. Germany, France and Italy are the top destinations in Europe. T/F
4. Chinese tourists generally like to spend money on luxury hotels. T/F

5 Chinese tourists prefer independent travel. T/F

Chinese travellers

China, with the biggest population in the world, is an important emerging market for international tourism. There are now more than 57 million outbound trips every year.

Most Chinese tourists, over 70 percent, go to Hong Kong and Macau. Of the rest, more than half stay in Asia: Japan, South Korea, and Thailand are among the other top destinations. Fewer than 10 percent go to Europe ---particularly Germany, France and Italy -and the USA.

Many surveys conducted in these countries show that Chinese tourists' favourite activity is shopping, especially for luxury brands. Chinese tourists also spend more on tax-free shopping than visitors from other countries. In response to this demand, department stores in central Paris NOW have signs and services dedicated to Chinese shoppers.

Surveys also show that the Chinese typically travel in large tour groups of 30-40 people and they prefer to save money on food and accommodation in order to spend more in the shops. Visiting historic monuments is the second favourite activity. The French attractions of the Louvre, the Eiffel Tower and Versailles Palace are the most popular with Chinese travellers.

GRAMMAR AND VOCABULARY

1. One word or phrase in each group is not part of the tourism sector. Which sector does it belong to?

1. Accommodation: campsite, art gallery, bed and breakfast, motel _____
2. Transportation: airline, taxi, golf, tram _____
3. Attractions: museum, zoo, business convention, theme park _____
4. Food and beverage: car hire, cafe, restaurant, pizzeria _____
5. Recreation and entertainment: skiing, trekking, cycling, bistro _____

6. Events and conferences: Olympic Games, tennis tournament, hostel, music festival _____

2. Put the questions (1-6) in the correct order. Then match the questions and answers (a-f).

1. museum / the/ Louvre I/is / where _____?	a. It contains more than 380,000 objects and exhibits 35,000 works of art from prehistory to the 19th century.
2. visitors/ does / how / museum / get / many / the ?	b. Mona Lisa by Leonardo da Vinci.
3. big / Louvre's/ collection/ how /the /is _____?	c .The introductory tour lasts 90 minutes and it is available in English.
4. attraction/ the / is/ what / top _____?	d. It's in the centre of Paris, France on the right bank of the river Seine.
5. does / visit / how /to / it /cost / the /museum/much _____?	e. Entry is 10 Euros for the permanent collection. It is free to visitors under 18.
6. long / tour / guided / is / how / _____?	f. There are over 8 million visitors a year. It is the most visited art museum in the world.

3. Françoise Martin works at the Louvre. Complete the interview questions with one to three words.

1. _____ your job?

I'm a Visitor Service Officer at the Louvre.

2. _____ staff _____ the museum have?

It employs 2,000 people. Over half are security officers.

3. _____ some of the typical questions visitors ask you?

'Where's the Mona Lisa?' 'Is the museum open yet?' 'Where are the toilets? '

4. _____ a good time to visit?

Early in the week in the morning-the museum opens at 9 a.m. but it's closed on Tuesdays.

5. _____ you work at the weekends?

Quite a lot. Usually twice a month.

6. _____ like most about your job?

Smiles and thank-yous from satisfied visitors.

4. Fill in the gaps .

business convention , satisfied visitors, security officers, employs, food and beverage, recreation and entertainment, tennis tournament

1. Perry must attend a very important _____.
2. The structure of the hotel is particularly functional for meetings and _____.
3. Since the facility has not yet been designed, the number of uniformed _____ is not yet determined.
4. The bank _____ 30 full time staff which includes 22 females.
5. _____ often discuss their experiences with their friends and encourage them to attend the place they have stayed at.
6. Participants came from leading global and regional _____ companies.
7. Jobs in _____ include working in museums, casinos, attractions, snow sports or golf.

5. Listen to a customer booking train tickets and complete the information.

(1.3)

Outward date:	1 _____			
----------------------	----------------	--	--	--

Departure time	From	To	Arr	Duratio n
2 _____	London Euston	Manchest er Piccadilly	3 _____ -	2.07
Return date:	4 _____			
Departure time	From	To	Arr	Duratio n
5 _____ -	Manchester Piccadilly	London Euston 6 -	6 _____	2.12
Price 1x Adult:	7 _____			
Quantity:	2			
Total price:	8 _____ -			

Fill in the gaps.

1. Can I ____ your name, please?
2. Could you spell your name for me?
3. Can I have your credit card ?
4. I'll just read that to you.
5. Sorry, sorry, 9-1-8-7.
6. Can you ____ that, please?

6. Listen again and complete what the booking agent says. Use one or two words in each space. Practise saying and confirming with one word. Listen the phrases using polite intonation again if necessary to check your answers. (1.3)

1. _____ or return?
2. Do you want to travel _____ or return to London
3. _____ you want to travel?
4. _____ two return tickets from London Euston to Manchester Piccadilly.
- 5 The cheapest is eighty pounds twenty return.
- 6 Would you like a _____ ?
- 7 6 a.m. or _____ ?
8. _____ you like to pay for that?

7 . Listen to the tourist in Exercise 5 making a telephone call. Complete the booking details. (1.4)

<p>Matchday VIP package</p> <p>Watch the match from excellent seats near _____ to the Directors' Box. Enjoy this legendary _____ team's entertaining football. Offer includes: _____ match tickets, hot and cold snacks, _____ match programme, free gift.</p>	<p>Match: Manchester United VS Arsenal</p> <p>Date and time:1 _____</p> <p>VIP package per person:2 _____</p> <p>VIP name(s): 3 _____</p> <p>Credit card details:4 _____</p> <p>Email: 5 _____</p> <p>Contact our hospitality team on:6 _____</p>
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Vocabulary

NUMBERS

1. Listen and practise saying the numbers. (1.5)

1. 1 to 20
2. 21, 32, 43, 54, 65, 76, 87, 98
3. 109, 210, 311, 412, 513, 620, 730, 840, 950

4. 1 ,000, 1,500, 10,000, 10,750, 100,000, 1 ,000,000, 1 ,000,000,000

2. Listen and circle the number you hear. Then practise saying the numbers.

(1.6)

1. 13, 30 2. 14, 40 3. 15, 50 4. 16, 60 5. 17, 70 6. 18, 80
7. 19, 90

3. Complete the table. Then listen and check your answers. (1.7)

Percentages	Fractions	Decimals
1. 150%	-----	1.5
2. 75%	3/4	-----
3. -----	1/2	0.5
4. 33.3%	-----	0.33
5. 25%	1/4	-----
6. -----	1/5	0.2
7. 12 /2%	1/8	-----
8. 10%	-----	0.1

Listening

TOURISM STATISTICS

4. Work in pairs. What do you know about international tourism? Discuss these questions. Then listen and check your answers. (1.8)

1. Which continent receives the most visitors?
2. Which country receives the most money (receipts) from international tourism?
3. Which nation spends the most on travel and tourism?
4. Which country does the WTO expect to be the world's top destination within the next five years?

Vocabulary

TOURISM SECTORS

5. Match the tourism sectors 1-7 with the words and phrases a-g. Use a dictionary if necessary. Add at least TWO more words/phrases to each sector.

1. Accommodation	a. Olympic Games, business convention
2. Recreation and entertainment	b. travel agent, tour operator
3. Attractions	c. restaurant, cafe
4. Events and conferences	d. zoo, museum
5. Food and beverage	e. airline, railway
6. Transportation	f. .campsite, bed and breakfast
7. Travel trades	g. .golf, skiing

6. Which sector do you work in, or would you like to work in? Which sectors generate the most jobs and money in your country?

RESEARCH

TOURISM IN YOUR COUNTRY

7. Find out five key facts and figures about the tourism industry in your country and present them to the class. Think about domestic, inbound and outbound tourism.

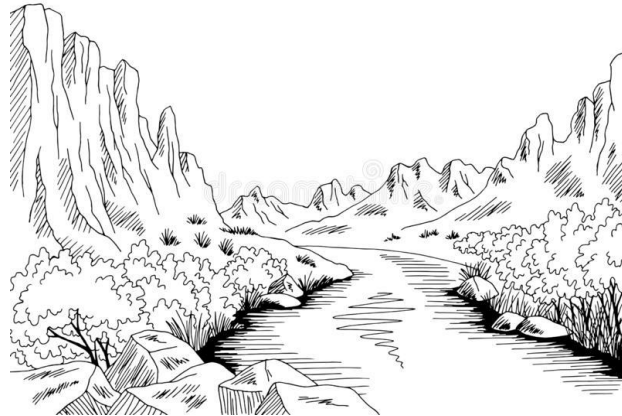
Speaking

THE GREAT USA QUIZ

THE UNITED STATES

8. Match the photos of places in the USA with the names in the box. What do you know about these places? Compare your ideas with a partner.

<i>Las Vegas</i>	<i>San Francisco</i>	<i>The Grand Canyon</i>	<i>Times Square</i>
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9. Study the Grammar box below and complete the questions in the quiz. Use the question words and phrases in the box. Not all the words and phrases are needed.

<i>how</i>	<i>how long</i>	<i>how many</i>	<i>how much</i>	<i>how often</i>	<i>how old</i>	<i>what</i>
	<i>when</i>	<i>where</i>	<i>which</i>	<i>who</i>	<i>why</i>	

The Great USA Quiz

- _____ are most international visitors to the USA from?
a. Canada b. the UK c. Mexico
- _____ does the typical visitor spend during their visit to the USA?
a. \$2,000 b. \$3,000 c. \$3,500
- _____ does the average international tourist stay in the USA?
a. 12 nights b. 16 nights c. 21 nights
- _____ is the top tourist attraction in the USA?
a. Disney World, Florida b. Las Vegas, Nevada c. Times Square, New York

5. _____ international tourists does the top attraction receive every year?
a. 3 million b. 7 million c. 37 million
6. _____ there are seven natural wonders of the world.
7. _____ one is in the USA?
8. _____ do you say the American English words *vacation*, *cab*, *elevator*, *restroom* in British English?
9. _____ do people celebrate Thanksgiving Day in the USA?
a. the fourth Thursday in November b. 4 July c. 31 December

READING

**10. What do you think are the top three activities of visitors to the USA?
Compare your ideas with a partner.**

11. Read the report on tourism in the USA and check your answers.

International tourists in the USA

What does the typical international visitor do when he or she **arrives in** the USA? In a new **survey**, more than 50% of foreign visitors say that shopping is their number one activity while visiting the USA. **According to** the survey of 2,500 foreign tourists, most visitors spend about \$3,500 per person during their trip. They spend about a third of the money in **retail stores**--mostly on clothes. A typical **shopping trip** includes going to Macy's or JC Penney to look at the Levi's, Ralph Lauren and Diesel **merchandise**, and then eating at McDonald's. These retailers and **brands** are the most popular with tourists and the most **widely recognized**. New York was the number one **shopping destination followed by** Los Angeles, Las Vegas and Atlanta.

The survey **focused on** visitors from five countries: Australia and South Korea - which are **growth markets** for **inbound tourism** in the USA, and Brazil, China and India, which are **emerging markets**. There was also a second survey of

visitors from Canada, Mexico, the UK, Japan and Germany, which are the **current** top five markets for inbound tourism. Both surveys gave **surprisingly similar** results. After shops, the second most popular destination was parks ----both **natural parks** and **theme parks**. Visiting museums, zoos and aquariums came next, and then eating out and going to concerts and theaters.

12. Complete the sentences with the correct form of a word or phrase in bold in the report in Exercise 11.

1. The _____ in the shop was very high quality.
2. Haagen-Dazs and Ben & Jerry's are _____ of ice cream.
3. The Caribbean is a popular _____ with tourists from both the USA and the UK.
4. Tiffany's is a luxury _____ in New York.
5. As more people travel there is a(n) _____ for low-cost airlines.
6. China is one of the biggest _____ for inbound tourism in the USA.

Pay attention to the usage of prepositions *in/at* after the verb *arrive*.

- use *arrive in* for *towns, cities and countries*
- use *arrive at* for *buildings and parts of buildings*

We use **arrive** *without* a preposition in the following cases: *arrive home, arrive today, arrive yesterday, arrive early, arrive late.*

13. Fill in the gaps with prepositions in or at.

- a) He arrived _____ London two weeks ago.
- b) President Obama arrived _____ France yesterday.
- c) I arrived _____ the station just before the train left.
- d) We arrived _____ the museum but found it was closed all day.
- e) They arrived _____ Anna's later than expected because of the traffic.

14. Look through the text and pick up those underlined words for which can be substituted by the following definitions.

- a) the manufactured goods bought and sold in any business
- b) a place where goods are sold to ultimate consumers, usually in small quantities
- c) a formal or official examination of the particulars of something, made in order to ascertain condition, character, etc.
- d) in agreement with
- e) belonging to the time actually passing
- f) having a likeness, especially in a general way
- g) the place to which a person or thing travels or is sent
- h) kind, grade, or make, as indicated by a stamp, trademark, or the like

15. Give English equivalents to the following words and combinations from the text.

Опитування, згідно з чимось, відповідно, магазин роздрібної торгівлі, похід по магазинах, товари, широко визнані, центри шопінгу, слідувати за, зосередитися на, зростаючі ринки, в'їзний туризм, країни з ринком, що формується, поточний, дивним чином, схожий, природні парки, тематичні парки.

16. Find the following words and combinations in the text and give their Ukrainian equivalents.

survey, according to, retail stores, shopping trip, merchandise, widely recognized, shopping destination, to follow by, to focus on, growth markets, inbound tourism, emerging markets, current, surprisingly, similar, natural parks, theme parks, eating out.

17. Give the definitions to the following word-combinations:

growth markets emerging markets inbound tourism

18. Prepare a survey to find out more about tourism in your country. Put the questions 1-8 in the correct order.

1. on/ how / you / holiday / do / go/ often ?
2. travel / do/ how/ usually /you ?
3. go / usually/ you / do / where ?
4. usually /do / stay /you / where ?
5. you/ long / do / go / for / how ?
6. do /with / who / go / you ?
7. do / do/ what / on/ you / holiday ?
8. spend / what / do / on / most /money /you ?

19. Interview at least five other students in the class. Ask the survey questions. Then prepare a summary of the results.

Listening

TELEPHONE MESSAGES

1. Listen to three telephone calls and complete the messages with dates and times. (1.9)

1. Table for six on **1** _____ at **2** _____.
- 2.Coach leaves Gdansk on **3** _____ at **4** _____ in the morning.
- 3.Two twin rooms with bath at the Palma Marina from the **5** _____ to **6** _____ July.

2. What different ways are there for saying the dates and times in Exercise 1? Discuss with a desk mate. Then look at the explanation below.

1. Dates

Use ordinal numbers, e.g. *first, second, third, fourth, fifth, sixth* for dates.

In American English, say the month first, then the date.

10/12/20 = October twelfth 2020

12/10/20 = December tenth 2020

In British English, say the date first, then the month.

12/10/20 = the twelfth of October 2020

10/12/20 = the tenth of December 2020

In writing, it isn't necessary to write the ordinal number but it can make dates clearer.

✓ *26 January 2020*

✓ *26th January 2020*

2. Times

Either use *o'clock*, *(a) quarter*, *half* with *past* and *to*.

It's eight o'clock, five past eight, (a) quarter past eight, twenty past eight, half past eight, twenty to nine, (a) quarter to nine, etc.

Or say the times as numbers.

it's nine (a.m./p.m.), nine fifteen, nine twenty, nine thirty, nine thirty-five, nine forty-five, nine fifty-five, etc.

3. Work in pairs. Answer the questions.

1. Can you say today's date in two ways?
2. What's the time now? Can you say it in two ways?
3. Which months have 30 days and which have 31 days?
4. Can you say the days of the week backwards?
5. What is your favourite day of the week and your favourite month of the year?
Why?

Speaking

EXPRESSIONS AND SPELLING

4. Listen to two conversations and tick the expressions when you hear them. Listen again and write the email addresses. (1.10)

1. _____ Can you repeat that, please?
2. _____ Double 'S'.
3. _____ That's right.
4. _____ That's all one word.
5. _____ So, that's ... ?
6. _____ That's 'S' for sugar.

5. Work in pairs. Take turns to spell the following using the expressions in Exercise 4.

1. the address and email address of your organization
2. the name and email address of a friend
3. the address of your bank

Listening

A TELEPHONE BOOKING

6. Listen to Part One of a telephone booking and circle the correct option in italics. (1.11)

1. The booking is for more than 20 / 30 / 40 people.
2. It is a musical /sports event.
3. The event is in October/November/ December.

7. Listen to Part Two and complete the booking information. (1.12)

London theatre reservations	
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 20px;"/> <div style="display: flex; justify-content: center; align-items: center; margin-bottom: 20px;"> <div style="width: 30%;"></div> <div style="width: 30%; border-bottom: 1px solid black; margin: 0 10px;"></div> <div style="width: 30%;"></div> </div> <p>Show: 1 _____</p> <p>Date: 2 _____ October</p> <p>Time of performance: 3 _____</p>	

No. of tickets: 4 _____
Ticket price: 5 _____ £
Name for booking: Vic 6 _____
Payment method: 7 _____
Credit card number: 4593 7688 8 _____
Name of theatre: 9 _____
Email address: 10 _____

8. Complete the expressions in the Professional skills box.

PROFESSIONAL SKILLS

Checking and Confirming Information

<p>Checking:</p> <p>1. _____ that E for Echo?</p> <p>2. _____, did you say double nine-0-two?</p> <p>Can I just 3 _____ the booking before I put the payment through?</p> <p>Correcting:</p> <p>No, thirty-four. 7 _____ four.</p> <p>8. Actually, it's Victor, Vie.</p>	<p>Confirming:</p> <p>Yes, that's 4 _____.</p> <p>5. _____ 34 seats for 16th October.</p> <p>We'll send you an email 6 _____ your booking.</p>
--	---

Speaking

TAKING DETAILS ON THE TELEPHONE

9. Work in pairs. Practise taking booking details over the telephone. Use the expressions in the Professional skills box to help you.

STUDENT A

Booking 1

You are the head waiter at a top hotel restaurant in Ottawa, Canada. Think of a name for the restaurant.

- Answer the phone and take the details for a booking. There are two sittings (8 p.m. and 10 p.m.).
- The restaurant is part of a group but the other thematic restaurants, an Italian and an Indian restaurant, are closed at the moment.
- Remember to ask for the caller's details: name and phone number.

Booking 2

You would like to book 15 seats for the Australian Open in Melbourne this January for some clients of your company.

- Phone to reserve your seats and ask if there is a discount for group bookings - it isn't possible to book more than seven tickets online.
- Check the ticket prices - nothing too expensive and if the booking fee is included.
- Be prepared to spell your name and give a credit card number, your phone number and your email address.

STUDENT B

Booking 1

You are Charlie Sierra from a local travel agency. You want to book a table for 15 people at a hotel restaurant in Ottawa, Canada.

- The hotel has various thematic restaurants- you prefer the Indian restaurant because it has private rooms.
- Phone and make a reservation for 9.00 p.m. for the first Saturday of next month.
- Be prepared to spell your name and give your phone number.

Booking 2

You work as a booking agent for *Melbourne Entertainment*. Take a phone booking for the Australian Open.

- Offer the caller a promotional offer- one free ticket for every eight seats.

- Tickets are priced at A\$25.00, A\$39.00 or A\$50.00 and the booking fee is included.
- Remember to ask for the caller's full name, as it appears on the credit card, the credit card number, a phone number and an email address.

Writing

CONFIRMING A BOOKING

10. Write an email to confirm the booking you made in Exercise 9. Read the example given below.

Emails

Emails are often shorter and less formal than letters. However, in business writing it is usual to write formal emails to people you don't know. As for formal letters, you should use simple language and short easy-to-read sentences and paragraphs. Include detailed information as attachments, not in the body of the email. Emails are quicker to write than letters but it is easy to make a mistake when writing quickly, so don't forget to check all the details, e.g. names, dates, times, prices, as well as your spelling and grammar, before sending an email message.

Salutations: When writing to several people, you can use *Dear all* or *Hello everyone*. In less formal emails, *Hello* and *Hi* are common greetings.

Endings: Use *Best wishes*, *Best regards*, *Kind regards* or simply, *Regards*.

Use the subject line to indicate to the reader what you are writing about.

In the last paragraph, invite the customer to contact you if they have any questions.

CONFIRMING A BOOKING

From: Valentina Vazquez

To: Kichi Hayashi

Subject: Your booking

Dear Mr Kichi Hayashi,

Thank you for booking with Val's Vacations. I am writing to confirm the details of your booking to Argentina for eight nights. Your travel dates are from 23 June to

1st July. Your package tour includes flights for two persons and half-board accommodation in four star hotels.

Please find attached your flight information with Amazing Airlines and details of your hotels, airport transfers and tour information.

The total cost of your booking is (total cost of booking). We accept payment by credit card or bank transfer. Please don't hesitate to contact me if you have any questions.

Regards,

Valentina Vazquez

Travel specialist

Val's Vacations

Holiday Packages in the USA

1. Look at these advertisements for holiday packages in the USA and answer the questions. Write OR for Orlando and AI for Alaska, or OR I AI for both.

Which holiday package(s) ...

1. include(s) transport at the destinations? ____
2. include(s) some meals? ____
3. doesn't include accommodation? ____
4. is only available in summer months? ____
5. include(s) flights? ____

US Fly-drive Holidays*

**All of our fly-drive holidays include return flights and car hire for the duration of your stay.*

Gives you the freedom and flexibility to go where you want, when you want. Call our experts on 0266 7797 2000 and we'll design your perfect holiday.

Orlando

Home to the best theme parks in the world. 7, 10 and 14-night fly-drives from just 499 (adult prices). Buy Orlando One-Pass from us before you go. The One-Pass gives you 14 days unlimited admission to all the top theme parks and attractions.

Alaska Tour

Enjoy this 12-night fly-drive tour: glaciers, national parks, wildlife and beautiful towns and villages. Tour departs daily from 21 May-04 September. Included: hotel accommodation, breakfast, road maps.

Not included: excursions and entrance tickets to national park.

2. Listen to a customer booking her holiday and complete the form. (1.13)

Reservation

Type of holiday: Orlando Fly-Drive

Departing from: London Gatwick

Returning from: Orlando Sanford

Number of nights: 1 _____

Out Date: 2 _____

Return Date: 3 _____

Price: 4 _____ adult fare

5 _____ child fare

Number of Adults: 2

Name(s): 6 _____

Number of Children:

Name(s): 7 _____

Note: Email client information about 8 _____

3. Listen to a later phone call with the customer and correct the email confirming the changes to the booking. There are six changes to the booking.
(1.14)

From:	Yolanda@wgtravel.com
To:	I Odonnell@omail.com
Subject:	Reservation Orlando fly-drive

Dear Mrs. O'Donnell,

Thank you for booking with WG Travel. I am writing to confirm your reservation. Here are the details we discussed on the telephone today:

Flights: London Gatwick (LGW) to Orlando Sanford (SFB)

Departure date: Saturday 4th August at 09.10

Return date: Tuesday 14th August at 05.30

Total duration: 10 nights

Fly-drive only-no accommodation

Not included: Car insurance

Total price: 4,133

Payment made by credit card. Thank you. Please find attached more details about the flights, car hire and villa.

We wish you and your family a wonderful holiday.

Best regards,

Yolanda Squires

4. Read and render the text into English.

Туризм став однією з найбільш швидко зростаючих галузей за останні роки. Є різні визначення туризму. Туризм визначають як бізнес, який надає товари та послуги мандрівникам. Тобто, широка увага приділяється подорожуючим далеко від дому та послугам, якими вони користуються, включаючи перевезення, харчування, житло, розваги та туристичні атракціони. Туризм включає сотні сервісів підприємств, включаючи авіакомпанії, круїзні лінії, залізничні дороги, агенції прокату автомобілів, житло, ресторани, підприємства, які організують подорожі, такі як туристичні агенції, туроператори та туристичні атракціони, такі як національні парки та тематичні парки, які забезпечують розваги для відвідувачів тощо.

За даними Всесвітньої організації туризму (ВОТ), туризм - найбільша галузь у світі. У всьому світі в ньому працюють 127 мільйонів людей. Це чудовий стимулятор роботи. На кожний 1 мільйон доларів доходу, який отримує галузь, створюється 20 000 нових робочих місць.

За оцінками Всесвітньої організації туризму, міжнародні подорожі будуть збільшуватися на 3,3% щорічно і до 2030 року досягнуть 1,8 мільярда людей (порівняно з 935 мільйонами людей у 2010 році, 500 мільйонів людей, які подорожували за кордон у 1993 році, і більше від 25 мільйонів міжнародних туристів у 1950 році).

Всесвітня організація туризму класифікує мандрівника або туриста як людину, яка залишається більше 24 годин або здійснює ночівлю, подалі від дому з метою туризму. У деяких країнах туриста можна визначити дещо інакше. Він чи вона - людина, яка їде до місця, щонайменше за 100 миль від дому і повертається. Ночівля не обов'язково є частиною поїздки.

Мета подорожі також повинна входити у визначення туризму. Люди можуть подорожувати з метою відпочинку чи задоволення; за станом здоров'я; відвідувати друзів чи родичів; виховувати себе, оскільки подорожі розширюються; з метою бізнесу. Але такі люди, як мешканці, студенти, тимчасові іммігранти, прикордонники, кочівники, інші групи, як дипломати, члени збройних сил та подібні люди, не вважаються туристами.

Туризм може бути внутрішнім та міжнародним. Внутрішній туризм - це туристичні подорожі в тій же країні, резидентом якої є турист. Міжнародний туризм означає туристичну подорож між двома або більше країнами. Він складається із в'їзного та виїзного туризму. В'їзний туризм, коли люди, які проживають в іншій країні, приїжджають до країни, де ти живеш. Виїзний туризм, коли жителі певної країни виїжджають за кордон з однієї з причин, зазначених раніше.

UNIT 2

CAREERS IN TOURISM AND HOSPITALITY

Pre-reading tasks

1. Warming up. Answer the questions:

1. In what way is tourism similar to most other service industries?
2. What should be the final result of efforts made by the people who work in tourism?
3. How many jobs in a hotel and restaurant can you name?
4. Have you thought of the career you'd like to have? What?
5. What plans can you think of in order to achieve your goals?
6. What can you achieve working in hospitality industry?
7. Do all the jobs in tourism and hospitality require special skills?
8. What are the special skills desirable in tourism and hospitality?

2. Look at these four jobs in the tourist industry. Which one would you most like to do and why?

- a) hotel receptionist
- b) restaurant manager
- c) tour leader
- d) tourist information officer

3. Match the adjectives with the jobs mentioned above that suit them best.

Explain your choice.

- a) Polite
- b) Courteous
- c) Responsible
- d) Well-bred
- e) Knowledgeable
- f) Experienced
- g) Bossy

- h) Energetic
- i) Informative
- j) Helpful
- k) Beautiful
- l) Ambitious

4. Read the text paying attention to the underlined words.

Careers in the Hotel Industry

If you would like to be in the hospitality business, the hotel industry can offer you a choice of career avenues. As it is a service-oriented sector, quality personnel are an important asset. After all, it is the personal attention of the hotel staff that reflects the hospitality of the organization and makes a guest's stay a pleasant experience.

Hotels have expanded their facilities to take care of the special needs of business travelers and families travelling with kids. Conference rooms equipped with audio-visual equipment for business meetings, recreational amenities for adults and children, in-house restaurants and specialized room service are some of the added conveniences. These full service hotels have opened up a range of employment opportunities: from administrative jobs such as front office assistants, secretaries, accountants to positions in culinary services, hotel maintenance and marketing a variety of openings are available to you. Since hotels are open round the clock employees work in shifts that may require them to come in at night, on weekends and even on holidays. In fact resident managers who live in the hotel itself are on call 24 hours a day to attend to unexpected emergencies.

Hence this is a demanding high-pressure career. But if you can work long hours, possess the tact to handle stressful situations and can think on your feet, there is good scope for advancement.

In a small hotel or motel the hotel manager is the overall in-charge of the administrative, aesthetic and financial aspects of the daily operations. The manager acts as an intermediary between the owner and the staff, a liaison between hotel and its clientele and a trouble-shooter in emergencies. But in a larger establishment the managerial functions are delegated; for instance, the food and beverage manager plans the menu, budgets the costs and supervises food preparation and service while the front office manager oversees reservations, room assignments, and adjustment of room charges and resolution of customer complaints. These departmental managers assist the general manager who is responsible for the administration of the hotel.

As you can see there are various capacities in which hotel personnel contribute to the smooth functioning and profitability of the organization. You too can be a part of the team.

Some major hotel chains have their own formal training programs, but a formal education in hotel or restaurant management is increasingly becoming a preferred qualification with employers. A professional degree also boosts your prospects of promotion. A program that furtheres your knowledge of the organizational structure of a hotel, food service management, hotel administration, housekeeping operations and maintenance of physical facilities and also incorporates management courses in finance and hospitality marketing will provide you with a head start. Most degree programs combine work-study opportunities to provide students with practical experience. If you prefer a program of a shorter duration, vocational courses in culinary art or restaurant management is a training option worth looking into.

5. Look through the text and pick up those underlined words for which can be substituted by the following words and word combinations.

- a) anything valuable or useful

- b) by turns
- c) to manage successfully
- d) a person who locates the cause of trouble and removes or treats it
- e) available to be called for work outside normal working hours
- f) customers collectively
- g) increase
- h) a person who acts as an agent between parties
- i) vacancies
- j) a useful or pleasant facility or service

6. Give English equivalents to the following words and combinations from the text.

Сприятти зростанню, установа, поширювати можливості, тривалість, сприяти знанням, робити вклад, виділяти кошти, загальне навантаження, непередбачені випадки, розв'язання скарг клієнта, керування господарським відділом, цілодобово, допомагати комусь, вимогливий, естетичний, зв'язок, посередник, позмінно, клієнти, можливість для просування вперед, розподіл номерів, свідчити о гостинності, розважальний, відомчий менеджер, спокійне функціонування.

7. Find the following words and combinations in the text and give their Russian/Ukrainian equivalents.

Asset, to boost, profitability, duration, head start, expanded, recreational amenities, added conveniences, employment opportunities, to reflect the hospitality, front office assistant, round the clock, accountant, culinary services, hotel maintenance, openings, in shifts, to be on call, unexpected emergencies, demanding high-pressure career, to handle, scope for advancement.

8. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

A	B
1. front office	a. conveniences
2. room	b. knowledge
3. specialized added	c. manager
4. prospects of	d. facilities
5. to budget	e. service
6. housekeeping	f. promotion
7. resolution of	g. restaurants
8. to further	h. operations
9. physical	i. the costs
10. in-house	j. complaints

9. Fill in the gaps with the right preposition where necessary.

1. All the hotel's rooms are equipped _____ bars and satellite TV.
2. If you have enough experience you can contribute _____ the smooth running of the hotel.
3. Though formal education in hotel management is becoming a preferred qualification _____ an employer, there are programs and vocational courses that provide you _____ a head start.
4. In case of an unexpected emergency turn to a resident manager who will

attend _____ it.

5. The manager acts as an intermediary _____ the owner and the staff.
6. A variety of employment opportunities are available _____ you in a hotel.
7. In bigger hotels the general manager has got a team of the departmental managers who assist _____ him.
8. Full service hotels open _____ a number of employment opportunities.

10. Look through the text to find the names of the hotel jobs and the names of the hotel departments.

11. Fill in the gaps with the words and word combinations from the text.

Departmental managers, clientele, on call, intermediary, contribute to, preferred qualification, profitability, asset, boosts.

- a) These _____ help the general manager who is responsible for the administration of the hotel.
- b) Formal education in hotel or restaurant management is becoming a _____ with employers.
- c) Quality and experienced personnel are an important _____ of the hotel industry.
- d) Personnel with a professional degree can _____ the smooth functioning and _____ of the organization.
- e) Resident managers are _____ 24 hours a day to attend to unexpected emergencies.
- f) A professional degree will _____ your prospects of promotion.
- g) The manager acts as a/an _____ between the owner and the staff.
- h) In most cases, the hotel manager is a liaison between hotel and its _____.

12. Fill in the gaps with the prepositions from the list below where necessary.

(in, to, at, of, up, from, throughout)

Not a 9-to-5 job.

_____ the hotel business you'll definitely need to work at nights and weekends. You also need to make yourself as invaluable _____ the organization as possible. You'll need to join associations and travel _____ your area to keep your network and information _____ date.

A good hotel manager spends her off-hours looking _____ the city _____ her clients' point _____ view. She notes such details as how many steps it takes to get _____ one location _____ another and all the kinds _____ additional information she thinks her clients need to know. For a example, if a client wants to try a new restaurant _____ the town located _____ an area _____ transition, she wants to be sure she tells him that before she sends him _____ that direction.

13. Choose the best variant and fill in the gaps.

A bartender is someone who makes and _____ (services/serves) drinks to customers in a bar. A good bartender knows how to _____ (pour/poor) a beer properly, how to make a variety of _____ (cocktails/wines) (= mixed drinks), and how to _____ (determine/deter) whether or not someone is too drunk to be served :) A bartender should also be able to make _____ (small/tiny) talk (= to chat informally) with customers. In North America, people sometimes talk about their _____ (problems/concern) to a bartender, even if they don't know him/her. Most bartenders are paid _____ (per/by) hour, and they sometimes make a lot of money in _____ (tips/tops), at least in North America. It's possible to take classes in _____ (bartending/bar), but most bartenders are self-_____ (taught/thought).

14. Read the information about the job of a bartender. Write a similar paragraph about a job you'd like to do.

15. Match the words on the left with their definitions on the right.

Staff of a Hotel

- a. Hotelier
 - 1. welcomes guests, fills in guests, gives room keys, does some services, takes some orders
- b. General Manager
 - 2. organizes different parties
- c. Cashier
 - 3. is submitted to Head Housekeeper, gives orders to the chambermaids, cleaners and porters
- d. Front Office Manager
 - 4. clean the guests' rooms, make beds, make sure that everything looks right
- e. Head Receptionist
 - 5. carry luggage from the receptionists to the room
- f. Head Housekeeper
 - 6. supervises Housekeeping operations
- g. Housekeeper
 - 7. is responsible for Personnel, Sales, Resident, Purchasing, Accounts & Restaurant department
- h. Concierge
 - 8. a boy for petty errands
- i. Porters / bell hops
 - 9. is the assistant of the Front Office Manager. He / she looks after the reception area and has a good deal of contact with both staff & guests. Together with Front Office Manager is concerned with guests' comfort and security and gets involved in training and staff development
- j. Chambermaids
 - 10. supervises Front-of-House operations, work together with Head Receptionist
- k. Receptionist
 - 11. an owner of the hotel
- l. Banqueting manager
 - 12. provides for guests' needs and special requests, is responsible for the safe delivery of mail and packages, makes theatre booking, organizes tours, travel arrangements
- m. Page boy
 - 13. prepares guests' bills

16. Answer the questions using the information from the exercise above:

How do you call a person :

- a) who owns a hotel?
- b) who directs or manages a hotel, controls different departments such as sales, staff, etc?
- c) to whom chambermaids report to?
- d) who is responsible for selection, supervision and training of receptionist staff, deals with the staff and guests?
- e) who helps the guests to carry their baggage?
- f) who cleans and tidies bedrooms?
- g) assists guests or residents, as by handling the storage of luggage, taking and delivering messages, and making reservations for tours?
- h) who receives clients, guests, or patients, answers the telephone, and arranges appointments, etc?
- i) who is employed to carry messages and do other minor jobs for the guests in a hotel?
- j) who is “the head of the whole operation”?
- k) who is responsible for organizing, planning, directing and controlling of the Front Office Reception / Cashiers, Reservations, Concierge?
- l) who arranges parties?
- m) who supervises a team of domestic professionals including housekeepers, maids and chambermaids?
- n) who collects money from guests for their accommodations and any other fees that happen during their staying and gives receipts?

17. Here are some jobs from the tourist industry. Check that you know what they all do.

<i>Concierge</i>	<i>Porters / bell hops</i>	<i>Chambermaids</i>	<i>Receptionist</i>
<i>Banqueting manager</i>	<i>Page boy</i>	<i>Cashier</i>	<i>Hotelier</i>
<i>General Manager</i>	<i>Front Office Manager</i>		<i>Head Receptionist</i>
<i>Head Housekeeper</i>			

Listening

PERSONAL QUALITIES AND SKILLS

18. Listen to three tourism professionals talking about their jobs. Match the personal qualities and skills in the box with each person. 2.1

customer-focused and efficient, energetic, enthusiastic and entertaining, organized and communicative

1. Sumalee, travel agent: _____
2. Sandra, flight attendant: _____
3. Dev, tour guide: _____

19. Complete the job descriptions 1-3 with the words in the box. Listen again and check your answers. (2.1)

Customer service IT sales

1. A travel agent needs to have excellent 1 _____ skills. He or she also needs good 2 _____ skills to sell holiday and travel products to customers. And, of course, good 3 _____ skills are essential to find information and make bookings online.

communicator first aid team

2. A flight attendant needs to be a good 4 _____ who can interact with people from other cultures and be a good 5 _____ worker. Basic 6 _____ and medical skills are important.

Fun organizational passion

3. A tour guide needs to have a(n) 7_____ for people. You need to be energetic because your job is about helping people to have 8_____. Good 9_____ skills and languages are also important.

20. Listen and make notes on the salaries and working conditions for each person. Who has the best job in your opinion? (2.2)

SKILLS AND QUALITIES

21. Listen to the human resources manager at Fun Parks. Which job does she talk about first? (2.3)

Listen again and make notes about the experience, skills and qualities needed for each job.

22. Speaking.

Imagine you are food and beverage manager/ the front office manager/ the general manager, etc. Prepare a short presentation about the duties and responsibilities of the people in your department. Organize your talk like this:

– introduce yourself: *My name is..... and I'm*

– introduce your department: *Basically, there are three sections....*

– say who is responsible for the different departments, and what people do:
The Head Waiter is responsible for (is in charge of)

23. Read this description of a hotel, and match the names of the people in italics with their jobs.

Hello, and welcome to Eynsham Towers International Hotel. My name's *Lisa Apps*, and I'm responsible for the successful running of the hotel. Let me take you round and introduce you to the rest of the staff.

Let's begin at the front. The man standing by the entrance in the uniform and

funny hat is *Richard Taylor*. When guests arrive, he's usually the first person they meet. He'll open your taxi door for you, and then welcome you into the hotel. The young man standing next to him is *Geoff Walton*, who will carry your bags in and up to your room. The other young man with them is *Mark Adamson*. If you arrive in your own vehicle, he'll take your keys and park up for you. To tell you the truth, he's a terrible driver: I certainly wouldn't trust him with my Ferrari!

All right, let's go inside. The man behind the desk by the door is *Brian Richards*. If you want to book a taxi, get tickets for a show, hire a tour guide or anything like that, you should talk to him. The woman behind the desk at the back of the foyer is *Jane Byrne*. She's the person who checks guests in, gives them their keys, takes messages for them, and so on. Next to her is *Jack Grant*. He's the person that guests pay when they leave, and he'll also change traveler's cheques or get you cash on your credit or debit card. The woman behind the desk to your right is *Imogen Bradley*: if guests want to book an air or train ticket, make a reservation at another hotel somewhere else or even book a full package holiday, they can speak to her.

Let's go through this door. We're now in housekeeping, and this is *Emma Ranscombe*, one of the people who cleans the rooms, makes the beds, and provides guests with sheets, clean towels, and toiletries and so on. The next door takes us through to the administration office, where I work. The young lady sitting at that desk deals with all my correspondence and helps me out with general duties; her name's *Felicity Mills*. Over there by the window is *Jennifer Bryant*. Our hotel has facilities for business meetings and so on, and it's her job to organize these for the companies who use this facility. The man at the other desk is *Robin Buxton*, who is in charge of the hotel finances. Hi, Robin. Is that a new Rolex you're wearing? Very nice.

OK, let's go into the restaurant. It's really busy at the moment because we've just started lunch. This is the person who is responsible for the successful running of the restaurant: *Roger Samson*. Good morning, Roger. The two people over there are *Maria Wade* and *Peter Mann*, who take customers' orders and serve their food.

The man standing by the bar with the big red nose is *Martin Blackwell*. He's our resident wine expert, and he will help you to choose the perfect bottle of wine to go with your meal. And this young lady is *Kitty Hannah*. She meets customers when they come in and takes them to their table. She also adds up the customers' bills.

Hello, Kitty.

24. Translate into English using the words and word combinations from the text:

1. Готелі розширюють свої можливості, щоб турбуватися об особливих потребах мандрівників у справах бізнесу. У багатьох готелях є нові зручності, такі як конференц-кімнати для засідань, розважальні служби для дорослих та дітлахів, спеціалізоване обслуговування номерів.
2. Якісна праця персоналу готелю свідчить про гостинність організації та робить перебування постояльців приємним.
3. Готелі з повним комплексом обслуговування поширюють можливості для наймання на роботу. В такому готелі багато вакансій: адміністративна праця, наприклад, секретар або бухгалтер, посада у кулінарному сервісі, у сфері технічного обслуговування готелю.
4. Є посади, на яких робітники працюють позмінно, а на деяких цілодобово.
5. Будь яка посада в готелі вимоглива та напружлива, але якщо ви в змозі керувати непередбаченими випадками, це можливість для просування уперед.
6. В мотелях менеджер завідує усіма аспектами щоденної діяльності готелю. Він є посередником, який улагоджує конфлікти, та зв'язком між готелем та клієнтами.
7. В великих установах є відомчі менеджери, які допомагають генеральному менеджеру керувати готелем.
8. Найкраща кваліфікація у роботодавця, яка також сприяє просуванню по службі, це освіта у сфері готельного та ресторанного бізнесу.

25. Group work.

Work in pairs. Use newspapers or the Internet to find adverts for jobs in the tourist industry. Tell your group where you found the adverts and what experience and qualities you need for each one. Create a group "job page" with the best ones.

26. Agree or disagree with the following statements. Give your reasons.

1. The tourism industry is incredibly diverse.
2. The increase of Internet services offers more job opportunities.
3. Tourism industry is a service industry.
4. Hospitality industry in Ukraine is growing very rapidly.
5. You'll be working round the clock in hospitality.
6. In hospitality it is possible to make a career very fast.
7. You need to work long enough to be promoted.
8. Tourism and hospitality is all about making a profit.

27. The art of providing good customer service is understanding the right way to communicate. English has its own "accepted" ways of talking to customers/clients/guests. If you don't use these, or if you use them incorrectly, you might come across (= be seen) as rude or unprofessional. In the exercise below, a guest wants some information from you. Choose the most natural-sounding and polite response:

1. Can someone bring my bags up to my room?

- a. I'll get someone to do that right away.
- B .I'll get the bags into your room.
- c. Are you going to take the bags yourself?

2. Do you have valet parking?

- a. Yes, I'll get someone to park your car.

- b. Yes, you can park it in the parking lot around the corner.
- c. No, we don't have free parking.

3. Can I stay an extra night?

- a. \$100 per night.
- b. We don't accept credit cards.
- c. I'm sorry, but we're all-booked for tonight.

4. Where can I get a taxi into the city?

- a. Yes, you can get there by taxi.
- b. I'll call you a cab/taxi.
- c. It's not too expensive.

5. Can you give me a different room? This one is too small.

- a. I'm sorry it's so small.
- b. Yes, would you like to pay for the extra room by credit card?
- c. I'm sorry but it's the biggest room we have available right now.

6. Is there a restaurant nearby?

- a. There's a good restaurant right across the street.
- b. There are many good restaurants of Japanese food in our city.
- c. Why not go to a fast-food restaurant?

7. Can my guests stay in my room overnight?

- a. Yes, but they have to register at the reception desk.
- b. We have many international guests staying at our hotel.
- c. Would you like to reserve a room for your guests?

8. I'd like a room for three nights.

- a. How many nights will you be staying?

- b. All of our rooms are non-smoking.
- c. Would you like a room with one bed or two?

9. Can I pay cash?

- a. No, we only accept cash.
- b. That'll be \$300 for four nights.
- c. Of course.

10. I don't want my sheets changed every day.

- a. There's a card you can put on your door handle to let the cleaning staff know.
- b. Yes, it's part of room service.
- c. The cleaning staff does that every day.

28. Make up a dialogue arranging the sentences in the correct order.

Checking out of the hotel

- Receptionist: 1. Thank you. Goodbye.
- Daniel Adams: 2. Certainly. May I have your passport, please?
- Receptionist: 3. One moment, please, sir. ... Here's your bill. Would you like to check and see if the amount is correct?
- Daniel Adams: 4. What's the 14 pounds for?
- Receptionist: 5. That's for the phone calls you made from your room.
- Daniel Adams: 6. Here are your receipt and your change, sir. Thank you.
- Receptionist: 7. Yes, I'd like to check out now. My name's Adams, room 312. Here's the key.
- Daniel Adams: 8. Sure.
- Receptionist: 9. Could you sign each cheque here for me?
- Daniel Adams: 10. Here you are.
- Receptionist: 11. Can I pay with traveler's cheques?
- Daniel Adams: 12. Good morning. May I help you?

Adams:

Checking out of the hotel

- Receptionist: — 1. Good morning. May I help you?
You: — 2. ...
Receptionist: — 3. One moment, please, sir. ... Here's your bill. Would you like to check and see if the amount is correct?
You: — 4. ...
Receptionist: — 5. That's for the phone calls you made from your room.
You: — 6. ...
Receptionist: — 7. Certainly. May I have your passport, please?
You: — 8. ...
Receptionist: 9. Could you sign each cheque here for me?
You: 10...
Receptionist: 11. Here are your receipt and your change, sir. Thank you.
You: ...

Writing. Expressing Opinion.

Read the tips as for writing opinion compositions.

Compositions expressing opinions are formal in style. You should clearly state your own opinion and support it by reasons. A good argumentative composition expressing opinion should consist of:

- a) an **introduction** in which your opinion is clearly stated
- b) a **main body** which can consist of two or more paragraphs. Each viewpoint, supported by a logical reason, should be presented in a separated paragraph. The opposing viewpoint is mentioned in a new paragraph. In the same paragraph, you might include a lead in opinion to your conclusion
- c) a **conclusion** in which you sum up your viewpoints and restate your opinion.

Points to remember:

Never start writing your composition before making a plan.

Each paragraph should start with a topic sentence which summaries the paragraph.

Each viewpoint should be joined to the others with linking or sequence words, e.g.

in the first place, to start with, what is more, also, furthermore, beside, apart from this, it is argued that, etc.

Useful Words and Phrases

To list viewpoints: First, In the first place, To begin with, Second, Third. Finally, etc.

To add Viewpoints: both... and, What is more, not only... but also, In addition, Furthermore, Besides, not to mention the fact that, etc.

To present the other side of the argument: Contrary to what most people believe, As opposed to the above ideas, Some people argue that, etc.

To express opinion: I believe, In my opinion, I think, In my view, I strongly believe, I feel that, it seems to me that, etc.

Introduction

Paragraph 1

State topic and your opinion clearly

Main Body

Paragraph 2

Viewpoint 1 and reason

Paragraph 3

Viewpoint 1 and reason

Paragraph 4

Give the opposing viewpoint and reasons

Conclusion

Final Paragraph

Restate your opinion using different words

29. Write an argumentative essay on one of the topics presented below. Take into account the tips given above.

- A) Hospitality offers the quickest career advancement.
- B) Tourism and hospitality management is a career for hardworking and people oriented people.
- C) Tourism and hospitality is a very interesting and challenging career with a good pay.

Tips:

Explain why you are going to choose a career in tourism:

- What do you consider to be the special aptitudes that qualify you for this career?
- Can you see your “career ladder” already now? How do you see it?
- How do you plan to achieve success and to make career? Do you have the “success plan”?
- What extra knowledge, skills and education do you think you need to acquire in order to make a successful career?

30 .Fill in each blank with the correct word. If both words can be used, choose the one that sounds more appropriate in each situation:

1. Your room hasn't been _____ (*clean/cleaned*) yet.
2. You can check _____ (*in/on*) from 11:00 AM.
3. Check out _____ (*schedule/time*) is 12:00 PM.
4. Let me know if you need anything else = Let me know if you _____ (*require/request*) anything else
5. I can't _____ (*see/seem*) to find your reservation.
6. Did you make your reservation _____ (*online/internet*)?
7. Everything is in _____ (*good/order*) = Everything is alright (= especially when talking about formal matters)
8. Do you have a restaurant on _____ (*promises/premises*) (= in or attached to the hotel)
9. We hope you _____ (*enjoy/please*) your stay.
10. How long will you be _____ (*staying/stay*)?

11. I'm sorry, we don't have any rooms _____ (*available/rentable*) that weekend.
12. Would you like me to check another _____ (*date/schedule*) for you?
13. I'm sorry, we're all- _____ (*books/booked*) (= we have no free rooms) because of a big conference.
14. I'll need to see your passport, or some other form of _____ (*identity/identification*).
15. We don't have room _____ (*servants/service*). (= We don't bring food, etc. to your room)
16. The concierge will _____ (*show/carry*) you to your room.
17. There's a _____ (*tiny/mini*)-bar in every suite.
18. Let me know if I can be of further _____ (*assistance/assistant*) = (Let me know if there's anything else I can do to help).
19. Before you arrive = _____ (*Prior/Previous*) to your arrival
20. We also have a gym which you can use at your _____ (*dispersal/disposal*).
21. A _____ (*concierge/counselor*) is someone who works at the reception desk.
22. I'll get one of the bellhops to take your _____ (*bags/baggage*) to your room.
23. Someone _____ (*left/gave*) a package for you.
24. If a room is "bigger", you can say it's "more _____ (*spacious/spatial*).
25. I'll have to _____ (*console/consult*) with the manager = I'll have to discuss it with the manager
26. To reserve a room = To _____ (*book/reservation*) a room.
27. I can't _____ (*warrantee/guarantee*) (= promise) that the price won't go up.
28. We have really good weekend _____ (*deals/offerings*) (= special offers).
29. Would you like me to _____ (*request/call*) you a taxi?
30. Breakfast is _____ (*inclusive/included*) in your room rate.

31. Fill in each gap with the proper response from the list below:

*Course balcony served charge voice seeing safe quoted pets
coffeemaker*

1. Do I have to pay for this? No, our resort provides this free of _____.
2. That's not the price I was _____ over the phone.
3. Guests are allowed to keep small _____ such as dogs and cats in their room.
4. Breakfast is _____ from 7:00 AM to 11:00 AM in the hotel restaurant.
5. Each room comes with an electric fireplace and a private _____ overlooking the ocean.
6. You can access/check your _____ mail by dialing "55" on your telephone.
7. Each suite comes with a _____ where you can store all your valuables.
8. We organize sight-_____ every other day.
9. I'll get the staff to bring up some new filters for the _____ .
10. Use of the golf _____ is included in the price.

UNIT 3

ACCOMMODATION: TYPES AND TRENDS.

Pre-reading tasks

1. Warming up. Answer the questions:

- a) Have you ever stayed at a hotel? Where and when was it ?
- b) Describe the facilities and services you used at that hotel.
- c) What facilities in a hotel cannot you do without?
- d) What different types of hotels do you know?
- e) What unusual hotels have you ever heard of?
- f) What is alternative accommodation for those who don't want to stay in a hotel?

2. Read the text.

Hotel Classification

The hotels are rated according to their service quality and location, architecture, room facilities, bars and restaurants, hotel facilities. The most traditional is a 5-star classification. Moon and Crown classifications also exist.

The evaluation is made either by national hotel association or by a hotel chain.

Star classification – the most widespread international system of classification of hotels by stars (from 1 to 5).

5-star hotel – a super deluxe or luxury hotel offering the highest international standards. Perfectly appointed public rooms are provided for the needs of the guests: lounges, banquet halls, conference rooms. The super deluxe hotels, located

in fashionable neighborhoods, offer the greatest convenience, the best comfort and the widest service to their guests: guestrooms with up-to-date equipment and amenities: room telephones, colour TV-sets, home videos, background music, mini-bars, full-length mirrors, excellent furniture. A variety of recreational facilities is provided for the guests: swimming-pools, health clubs, solariums, beauty parlors, etc. A variety of restaurants and bars cater for the needs of all kinds of visitors. The super deluxe hotels have got a large number of perfectly trained employees to serve the guests.

4-star hotel, also called a deluxe hotel, is an exceptionally well-appointed hotel offering a high standard of comfort and service with all bedrooms providing a private bathroom / shower with lavatory. All bedrooms are fitted with a telephone, a color TV-set, a radio. The deluxe hotels offer a 24-hour access and a lounge service to the guests until midnight. All deluxe hotels contain a variety of bars and restaurants. Meals are provided on a full board basis: hot breakfast, lunch and dinner. The rooms are fitted with air-conditioning and mini-bars. Saunas and solariums are also provided. The deluxe hotels have excellent locations and convenient transportation means. The prices are rather high but the guests get their money's worth.

3-star – a well-equipped hotel offering a higher standard of accommodation with 80 per cent of bedrooms containing a private bathroom, private parking. All rooms are accommodated with a telephone, a radio and a TV-set, an air-conditioning in hot countries. Dogs and other pets are admitted. Wake-up calls, room service, hair-dryers, portage are provided. Fuller meal facilities are put at the disposal of the clientele. Meals are on a half board basis. Good transportation is also available.

2-star hotel – a moderate hotel provides good accommodation and better equipped bedrooms, each with a telephone and attached private bathroom. Assistance with luggage is arranged for the guests. The rooms are not air-conditioned which is a disadvantage for resort and beach hotels in hot countries. Such moderate hotels are located at a distance from the downtown. Good transportation may not be available. The prices are reasonable for the guests with limited incomes.

1-star hotel – hotels and *inns* generally of small scale with a **limited** range of amenities and services, but ***adhere to*** a **high** standard of facility-wide ***cleanliness***. Adequate bath and lavatory arrangements are offered, but not in every bedroom. Inexpensive hotels offer low prices.

Crown classification – the system used in Great Britain & in countries of British Commonwealth (from 2 to 5).

Moon classification – the system used in Great Britain (from 2 to 5).

3. Look through the text and pick up those words in italics for which the following words and word combinations can be substituted.

- a) help; support
- b) a pub or small hotel providing food and accommodation
- c) well equipped or furnished
- d) accepted by many people
- e) the work of carrying goods, etc., done by porters
- f) a useful or pleasant facility or service
- g) to join or connect
- h) to follow closely or exactly
- i) the act of approaching or entering
- j) the provision by a hotel of a bed and all meals

4. Give English equivalents to the following words and combinations from the text.

Виключний, допомога, розташовувати для когось, недорогий, прийнятний (про ціну), охайність, сучасний, найновіший, вбиральня, доход, доступ, засоби перевезення, зручність, перенесення вантажу, дотримуватись чогось, оцінювання, у розпорядженні, дозволяти, на відстані, розкіш.

5. Find the following words and combinations in the text and give their Russian/Ukrainian equivalents.

To attach, to get their money's worth, to adhere to, inn, perfectly appointed, lounge, evaluation, banquet hall, moderate hotel, up-to-date, beauty parlour, to cater for, assistance, be arranged for, reasonable, downtown, limited income, convenience, to rate.

6. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

A	B
1. full board	a. accommodation
2. standard of	b. cleanliness
3. limited	c. appointed
4. wake-up	d. basis
5. facility-wide	e. incomes
6. transportation	f. system
7. recreational	g. means
8. perfectly	h. hotels
9. widespread	i. facilities
10. well-appointed	j. calls

7. Work in groups of four or five. Make a list of all the services the hotels can offer in the following areas.

- a) eating and drinking
- b) recreation and relaxation

- c) business services
- d) room services and facilities
- e) local transport and other services

8. Fill in the right preposition where necessary.

- a) Today most two or three star hotels offer private baths in the room and most of the time provide _____ television and a phone in it.
- b) The higher the level of the hotel is the more facilities are arranged _____ the guests.
- c) The most delicious cuisine is _____ the guests' disposal.
- d) Well equipped lounges, banquet halls, conference rooms are provided _____ the needs of business travelers.
- e) The recreational facilities are _____ a short distance from the city centre.
- f) This simple hotel _____ a limited range of amenities offers plain accommodation.
- g) Our deluxe hotel caters _____ corporate clients and families with children.
- h) I'd like to rent a room with meals _____ a half board basis.
- i) All luxury hotels adhere to _____ the highest international standards.
- j) In our hotel you can find the room according _____ your income.

9. Cross out one odd term in each line:

- a) extremely, exceptionally, lavatory, reasonably, formally
- b) fashionable neighborhood, convenient connections, parking lot
- c) swimming-pool, mini-bar, air-conditioning, up-to-date, employed all-night
- d) sports grounds, solarium, swimming-pool, income, sauna, fitness centre, health club
- e) comforts, amenities, facilities, conveniences, equipment, services
- f) nightclub, super deluxe hotel, casino, beauty parlour, beachfront

10. Group the following terms according to the titles in the table below:

All-night room service, background music, shuttlebus, inn, full-length mirrors, assistance with luggage, wake-up calls, air-conditioning, camping site, solarium, motel, all-night service, transportation means, caravanning site, sauna, colour TV-set, limousine, helicopter service, up-to-date equipment, home-video, condominium, bedside light, mini-bar, portorage.

Accommodation	Means	Hotel	Guestroom	Amenities
		Services		

11. Fill in the gaps with the following words and word collocations.

Amenities, washbasins, location, facilities, neighbourhoods, advantage, disadvantage, gambling, incomes, standard, deluxe hotel, moderate hotel, inexpensive hotel, super deluxe hotel, expensive hotel.

1. Two thirds of bedrooms in the _____ contain a private bathroom or a shower with a lavatory.
2. Twenty per cent of bedrooms in the _____ contain a private bathroom or a shower with a lavatory.
3. The _____ has luxurious guestrooms and perfectly appointed public rooms.
4. The _____ is a small-scale plain hotel or inn.
5. In the _____ all bedrooms are provided with a private bathroom or a shower with a lavatory and there is a lounge service until midnight.
6. Prices in moderate hotels are reasonable for guests with limited _____.
7. All guestrooms in the super deluxe hotel are fitted with up-to-date _____.
8. In the expensive hotel fuller meal _____ are provided than in the moderate hotel.
9. In the expensive hotel bedrooms are fitted with air-conditioning which is an _____ for hot countries.
10. In the inexpensive hotel _____ are provided in every bedroom.

11. A high _____ of comfort is offered to guests in deluxe hotels.
12. The _____ of inexpensive hotels is not convenient.
13. In the moderate hotel bedrooms are not air-conditioned which is a _____ for hot countries.
14. Deluxe hotels have excellent locations in beautiful _____.
15. In many super deluxe hotels there are casinos if _____ is allowed in the area.

12. Answer the questions using the information from the text.

- a) What is the difference between 5 star and 4 star hotels?
- b) How is the moderate hotel also called?
- c) What sort of facilities and services are provided in the moderate hotels?
- d) What hotel services are offered to guests in 4 star and 5 star hotels?
- e) What is the difference/ similarity between 3 and 2 star hotels?
- f) What can young travelers choose as accommodation?
- g) What can smaller hotels offer to the tourists?
- h) What makes a hotel attractive for tourists/ students/ elderly couple/ parents visiting students/businessmen?
- i) What hotel and room services can you think of that don't appear in the text?

13. Translate into English using the words and word combinations from the text:

- a) Зіркова класифікація – найпоширеніша серед готелів.
- b) В невеличких готелях сніданок та білизна включені у вартість проживання.
- c) Бар на першому поверсі пропонує широкий асортимент пива і нічні розваги в п'ятницю та неділю.
- d) Добре устатковані кімнати та гостині забезпечують всі потреби мандруючих по справах бізнесу.

- e) Сільський готель, розташований за містом, забезпечує скромне, але зручне житло.
- f) Готелі 3 зірок пропонують житло з повним або з частковим пансіоном. Часткове харчування - це проживання і сніданок, обід або вечеря.
- g) Найкомфортніші готелі – це готелі 4 зірок. Гарне розташування, транспортний зв'язок, повний пансіон, високий стандарт комфорту та услуг зроблять відпочинок незабутнім. Ціни – достатньо високі, але гості готелю не переплачують за такі добрі послуги.
- h) Готелі по помірній ціні надають добре житло та краще устатковані ванні кімнати з приєднаною спальнею. Охайність гарантується.

14. Speak about accommodation in your city/town. Describe hotels, inns and motels. Say about their location, facilities, services. Give expert advice to travelers.

15. Read the text on booking a room and answer the questions on the text after it.

The hotel has 8 Standard, 6 Deluxe, 4 Family rooms and 9 Cottages. Rooms have hot and cold shower and private balcony. Room service and laundry are available. All rooms except Cottages offer air conditioning.

Each room has two single beds; Family rooms have 4 single beds. All rooms (except for Cottages) have televisions. If you wish to make a reservation or request more information simply fill in the form. Our travel staff will typically respond to any request in 1 working day. A confirmation of your booking will be sent to you via e-mail (and fax if required).

If for any reason you need to cancel your booking we would ask you to do so as early as possible by e-mailing our travel staff.

Questions on the text.

1. Showers
 - a) There are no showers in the Cottages.
 - b) There is a shower in every room.
 - c) Only the Cottages have showers.
2. Air Conditioning
 - a) There's no air conditioning available in the Cottages.
 - b) Air conditioning is available in every room.
 - c) Air conditioning is only available in the Cottages.
3. Except for the Family rooms, all rooms are ...
 - a) double rooms.
 - b) twin-bedded rooms.
 - c) single rooms.
4. To book a room you must ...
 - a) respond in one working day.
 - b) send a fax.
 - c) fill in a form.
5. Everyone who makes a reservation will receive a confirmation via ...
 - a) fax.
 - b) e-mail.
 - c) air-mail.

16. Study the information about the hotels below. Which hotel would you advise each family to stay at?

The three families below are going to Amsterdam on a weekend break.

1. Mr. and Mrs. Wills: a young couple on their honeymoon. They would like somewhere quiet and romantic, with a good restaurant. They would prefer a room with a bathroom rather than a shower.
2. Mr. and Mrs. Gordon-Brown: an elderly couple who want somewhere as central and as cheap as possible.

3. Mr. and Mrs. Anderson: a couple in their mid-thirties, with a son aged 11 and a daughter aged 12. They have friends in Amsterdam so they won't often be eating in the hotel. Mr. Anderson likes to go jogging in the morning. Their children want a hotel where there will be other young people.

HOTEL FACILITIES

BERGMAN * * *

A small hotel of only 16 rooms. Situated in a quiet, residential area behind Vondel Park, it overlooks a small canal and the park itself. The bedrooms have their own shower, TV, and radio. Twin rooms with shower are available. Although the hotel does not have a restaurant or bar, the dining room is very pleasant and drinks are served on request.

We recommend early booking because of the limited accommodation available.

NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults.

Entertainment programs for kids. Menu for kids.(Meals payable direct.)

Supplements per person per night:

Twin with bath £4.00

Single with shower £8.00

ONE NIGHT FREE in stays of 3 nights or more

*Embassy * * (superior)*

Once a private house with a rich history, this hotel is highly recommended for the standard of its accommodation. Because of the nature of the building all rooms are different, each with its own character, and they are on a number of levels. There are larger, superior rooms with a view of the canal.

Downstairs you will find a quiet little bar and a small

breakfast room. The hotel has no lift and some of the stairs are quite steep so please request downstairs room if the stairs could be a problem. All rooms have private showers.

Supplements per person per night:

Located within walking distance from the downtown.

Superiour Twin with a Canal View 7,00

Single Room 11.00

One night free in stays of 4 nights or more.

Empire ** (deluxe)**

An international deluxe hotel in one of Amsterdam's most fashionable areas. The Empire has 250 guest rooms and suites which either overlook the canal or the park. All the bedrooms have telephone, mini-bar, color TV and hairdryer. The hotel has two restaurants, "The Veranda" which serves international cuisine, and The Samori, an elegant Japanese restaurant. The bar overlooking the canal, a discotheque, and a casino.

No ROOM CHARGE for 1 child under 12 sharing room with 2 adults

(Meals payable direct.)

Single Room Supplement £24.00 per night

Listening

17. CHECK-IN PROCEDURES

Look at the check-in stages 1-7 for the Petrovskaya Hotel in Moscow.

Then listen and write what the receptionist says at each stage.(3.1)

1. Smile and greet the guest.
2. Ask for the guest's passport or photo ID. Check their reservation on the computer.
3. Address the guest by name. Confirm the reservation details.
4. Ask the guest for a credit card as a deposit on the room.

5. Give the key card to the guest, say what floor the room is on and show them the room number.

6 Ask if the guest needs assistance with luggage.

7 Wish the guest an enjoyable stay.

18. Why do you think the receptionist doesn't say the room number? Look at audio script 3.1 and roleplay the conversation with a partner.

19. Listen to a couple checking into the Petrovskaya Hotel. Complete the reservation details. What does the receptionist try to sell the guests?(3.2)

Guest name(s): <u>Mr and Mrs D. Golubkov</u>	Number of nights: _____
Breakfast included: <i>Yes / No</i>	Room type: _____

20. GUEST EXPECTATIONS

Listen to Kelly talking about what she wants from a hotel when she is travelling on business. Tick () the facilities that are important. What other facilities or services does she mention? (3.3)

- | | |
|-----------------------------------|---------------------------|
| 1. ___ high-speed internet access | 6. ___ computer |
| 2. ___ secretarial support | 7. ___ business centre |
| 3. ___ work desk | 8. ___ printer |
| 4. ___ voicemail | 9. ___ colour photocopier |
| 5. ___ meeting room | 10. ___ technical support |

21. Listen to Kelly talking about what she wants from a hotel when she is travelling on holiday. Are the statements true (T) or false (F)? Correct the false statements.(3.4)

1. She goes on holiday with her husband and two children. T / F
2. She shares a room with her children. T / F

3. Children's entertainment at the hotel is important. T I F
4. She never uses the babysitting service. T I F

22. Group work

Agree or disagree with the following statements. Give your reasons.

- a) Choosing a hotel you always face a dilemma: good-value price or good location and service.
- b) A good hotel is always an expensive hotel.
- c) The best accommodation is a fully-equipped flat in a private house.
- d) Every hotel should have an internet access.
- e) It's no good for me stay in B&B, because I never eat breakfast anyway. Why should I pay for it?
- f) A luxury hotel is an ideal place for a business traveller.
- g) When you live in a hotel the view matters a lot.

18. Presentation.

For your ideal hotel make a booklet for travel agencies. Include name, location, facilities and services and as many details as possible. Present it to your group.

WRITING

A Letter of Complaint

When we write a letter of complaint we may use a **mild tone** to sound more polite or a **strong tone** to when we are extremely upset or annoyed. However, we must never sound rude or insulting.

We usually write four or five paragraphs depending on the number of complaints. In the **first paragraph**, we write our opening remarks stating our complaint, including details of what has happened and where/ when the incident happened.

In the **second and third paragraphs** we present the points we are complaining about, giving examples and reasons. WE start a new paragraph for each complaint.

To link our complaints we can use firstly, to start with, secondly, moreover, etc. To justify our points we can use linking words/ phrases such as: although, however, for this reason, etc.

In the last paragraph we explain what we would expect to happen (i.e. a refund,, a replacement, an apology, etc.) Most letters of complaint are written in formal style/register.

Useful Words and Phrases

Opening / Clothing remarks:

I am writing in connection with..., I am writing to express my strong dissatisfaction with..., I wish to bring to your attention a problem which arose while I was staying at your hotel., I am writing to draw your attention to..., I wish to express my unhappiness with....

I believe/ feel that I am entitled to a refund and I hope that this matter can be dealt with promptly, I insist on a full/ immediate refund and I hope that will not be forced to take further actions.

Linking words and Phrases:

To list complaints: First, To begin with, Second, Third. Finally, etc.

To give examples and add reasons: To make matter worse, what is more, however, but, both... and, What is more, not only... but also, In addition, Furthermore, Moreover, Besides, not to mention the fact that, etc.

To express opinion: I believe, I feel that, In my opinion, I think, In my view, I strongly believe, it seems to me that, etc.

Dear Sir/Madam,

Introduction

Paragraph 1

What is the reason for writing?

Main Body

Paragraph 2

What is your first complaint?

Give examples/reasons for your complaint (How can you justify it?)

Paragraph 3

What is your second complaint?

Give examples/reasons for your complaint (How can you justify it?)

Paragraph 4

What is your third complaint?

Give examples/reasons for your complaint (How can you justify it?)

Conclusion

Paragraph 5

What are your closing remarks?

What actions do you expect the company to take?

Yours faithfully,

Your full name

19. Write a letter of complaint according to scheme giving above.

You had a two-week holiday in Georgia Hotel. You were disappointed with the service at the hotel. Throughout your stay the towels in your room were constantly dirty. You were unable to have a nice sleep as one of your neighbors was extremely loud. You complained to the Front Desk manager and requested another room but you were said that no rooms were available. No one spoke to your neighbour on your behalf. Because of these problems you had far more stressful time at the hotel.

Write a letter of complaint explaining what happened and saying what actions you expect the company to take. (120-180 words)

20. Hotel description. Positive or negative? (Upper-intermediate)

Look at the words and expressions in the boxes below, and decide whether each one has a positive connotation (:😊 the customer was happy with it) or a negative connotation: the customer wasn't happy with it).

My hotel room was:

airy basic boiling bright charming claustrophobic clean comfortable comfy cozy cramped damp dark dingy dirty disgusting draughty filthy freezing homely horrible huge icy luxurious noisy pokey pretentious quiet roomy scruffy seedy smelly spacious Spartan spotless squalid sumptuous tiny uncomfortable well-kept well-maintained

The hotel food was:

awful bland boring delicious different done to a turn disgusting excellent fatty filling greasy healthy horrible inedible indifferent lovely mouth-watering nondescript oily overcooked overpriced perfect revolting repetitive rubbery scrumptious succulent sumptuous tasteless tasty unappetising undercooked uneatable unhealthy vile wonderful yucky yummy

The hotel staff were:

affable aggressive amiable approachable attentive considerate courteous discourteous discreet efficient genial helpful impolite inattentive indifferent inefficient insolent kind knowledgeable lazy lovely off-hand officious pleasant polite rude scruffy slack smart surly unapproachable unhelpful unpleasant warm welcoming well-mannered

The tour we went on was:

amazing boring dull educational fascinating interesting intriguing mind-numbing monotonous riveting stimulating soul-destroying stultifying tedious

The beach was:

beautiful crowded dirty heaving lovely overcrowded picturesque polluted rocky stony stunning windswept

Using the words and phrases from the exercise above, give a description of the hotel. Follow the structure.

The hotel is.....

It is located....

The hotel offers.....etc.

21. Translate into English.

Как работает отель. Взгляд изнутри

Внутри любого отеля класса люкс функционирует огромная система обслуживания гостей. Первым делом гостя встречает служба консьержей, именно они разгружают багаж из автобуса или авто, а затем доставляют его в номер клиента. И только потом приехавший гость попадает в сферу внимания и заботы сотрудника Guest relation. Решением любого вопроса, просьбы или проблемы займется работник службы гостеприимства. Работать сюда идут лишь те, кто очень любит людей.

Но кроме служащих отеля, с которыми гости так или иначе общаются, существуют и те, кого гости видят редко, а то и никогда, но от которых в большой степени зависит комфорт, а иногда и безопасность клиентов. Например, постояльцы видят лишь некоторых сотрудников службы охраны. Они запомнят вас в лицо в первый же день вашего пребывания.

Для того, чтобы в номерах все было в порядке, в любом отеле существует отдельная служба сервиса, которая занимается всеми аспектами поддержания в отличном состоянии гостиничного номера. Эти служащие убирают номера, меняют полотенца и пополняют мини-бар.

Чтобы гости могли наслаждаться вкусной и разнообразной пищей, в больших отелях обычно бывает не менее десятка ресторанов, и хотя у каждого из них есть свой глава, над всем этим обязательно стоит шеф-повар. Он отвечает за все: за закупку качественных продуктов, за разработку меню, а в течение дня ходит из ресторана в ресторан и следит за качеством еды. Его день начинается в 6 часов утра и длится до позднего вечера.

Ну, и, конечно же, в любом отеле есть своя анимационная программа. Перечислять службы отеля можно почти до бесконечности. В хорошем отеле на каждого гостя приходится минимум один служащий. В отелях экстра-

класса, где останавливаются короли и президенты, это соотношение может достигать одного к трем. Но даже вообразить себе, что одновременно с толпой отдыхающих где-то в гостиничном комплексе скрывается такое же количество сотрудников, довольно сложно.

UNIT 4

PACKAGE TOURS

Pre-reading tasks

1. Warming up. Answer the questions:

1. What comes to mind when you hear the word 'London'?
2. How many tourist attractions in London can you name? Have you visited any of them?
3. Why is the City called the business centre of London?
4. What places of interest does Westminster include?
5. Who is buried in Westminster Abbey?
6. What is the West End famous for?
7. Why is the central square in London named Trafalgar Square?
8. Where is the National Gallery situated?
9. What do you know about the British Museum?
10. The East End is a fashionable area, isn't it? What is situated in the East End?
11. What things can tourists do in London?

2. Rearrange the words to make up sentences:

1. tourists | **The** | collection | numerous | finest | art | to the National | attracts | Gallery.
2. proud | city | **Londoners** | of | are | their.

3. of | statue | see | the top | **You** | on | can | Admiral Nelson's | the column.
4. 1805 | of Trafalgar | took | **The Battle** | in | place.
5. a historical | is | of | **Westminster** | too | part | London.
6. residence | the 16th century | in | London | was situated | the Tower of | **The** royal | till.
7. aristocracy | End | is | where | lives | a district | **The** West.

3. Translate the sentences into English:

1. Лондон - найбільше місто в Європі. Воно простягається майже на 30 миль.
2. Разом з околицями воно називається «Великий Лондон».
3. Сіті - найстаріша частина міста. Лондон почав рости з цього місця.
4. Під час другої світової війни Сіті був сильно зруйнований (to be destroyed).
5. Трафальгарська площа - це місце, де відбуваються різні демонстрації.
6. Картинні галереї Лондона - найбагатші в світі.
7. Сохо (Soho) - район міста, де живуть люди мистецтва: художники, артисти, письменники.
8. Британський музей містить численні стародавні манускрипти, монети, скульптури.
9. Лондон пишається своїми прекрасними мостами через Темзу. З 15 мостів самими знаменитими є Лондонський міст, Тауерський і Вестмінстерський.

Vocabulary

Cultural heritage

1. Underline the odd word in each group. Explain your choice. Use a dictionary to help you.

1. parliament / courts of justice / prime minister's residence / city hall / square
2. science museum / big wheel/ concert hall / art gallery/ wax model museum
3. palace / mansion / theatre / country house / castle
4. pillar / facade / dome / bridge/ roof
5. wooden / stone / Baroque/ iron / glass

6. Roman / Medieval / Renaissance / the sixties / Post-modern

2. Work in pairs. Read some historical facts about London. Then cover the facts. How many do you remember?

THINGS YOU DIDN'T KNOW ABOUT LONDON

Did you know ...?

1. The Roman city of Londinium had a busy port and soon developed into a capital city.
2. The first stone bridge over the River Thames was built in 1209 and lasted 600 years.
3. In the Middle Ages, sanitary conditions weren't good and many Londoners died of the plague in 1349.
4. The Great Fire of 1666 started in a bakery and burnt for three days. Most buildings didn't survive, except for The Tower of London and Westminster Abbey.
5. One million people lived in London at the start of the 19th century. It was one of the largest cities in the world at the time.

3. Complete the article with the correct past simple form of the verbs in brackets.

Historic London

Hampton Court in Richmond, London (1) _____(be/not) originally a royal palace. It (2) _____ (be) Cardinal Wolsey's country house but Wolsey then (3) _____ (give) it to King Henry VIII in 1528. Later Hampton Court was (4) _____ (rebuild) by the architect, Christopher Wren, so its architectural style is a mix of Tudor and English Baroque. Hampton Court is famous for the maze in its gardens and the indoor royal tennis court. People say tennis (5) _____ (invent) by Henry VIII.

The British Museum first (6) _____ (open) in 1753 and is the oldest public museum in the world. The museum covers 4 km and has Greek, Roman and Egyptian collections. Famous figures like Karl Marx and Mahatma Gandhi once (7) _____ (read) in the Reading Room. In 1845, a visitor (8) _____ (break) one of the exhibits, the Portland vase, into 200 pieces. The vase (9) _____ (be) over 2,000 years old but the museum (10) _____ (put) it together again.

4. Underline the odd word in each group. Use a dictionary to help you. Give reasons for your answers.

1. mayor's house, shopping mall, parliament, town hall _____
2. art gallery, concert hall, national museum, pillar _____
3. palace, pyramid, residence, castle _____
4. roof, facade, building, window _____
5. tower, big wheel, bridge, classical _____
6. French, Medieval, Roman, Renaissance _____

5. Put the words in the questions about London's past in the correct order.

1. of Parliament /designed/ the Houses / who _____
2. the first monarch /who / to live / was /in Buckingham Palace _____
3. Charles Dickens / the book, Oliver Twist / where/ did /write _____
4. Shakespeare / did /his plays / where / produce _____
5. was renamed / London museum / which / Prince Albert / in memory of _____
6. Harrods/ the famous / first open/when / department store/did _____

6. Match the questions (1-6) in Exercise 6 to the answers (a-f) below.

- a. The Victoria and Albert museum (the V&A) _____
- b. In 48 Doughty Street, now a museum _____

- c. Queen Victoria. _____
- d. In 1849, when Henry Harrod opened a small shop _____
- e. At the Globe theatre _____
- f. The Victorian architect, Sir Charles Barry _____

7. Complete the facts about London by using the verbs given to complete gaps 1-12. Use past simple, active or passive forms. You will complete gaps a-j with the correct number, figure, or date after listening. (4.1)

Did you know ...?

- The Iceni tribe, led by the legendary Queen Boadicea [bəʊdə'si:ə], **1**(destroy)_____ the Roman city of Londinium nearly **(a)**_____ years ago, although it **2** (rebuild) _____ by the Romans.
- Most of the crown jewels in The Tower of London date from **(b)**_____ when new ones **3** (make) _____ for King Charles 2 and when they were first **4** (show) _____ to the public.
- Rat catchers and other pest controllers **5** (can not) _____ prevent epidemics of the plague. The Plague of 1664-1665 **6** (kill) _____ over **(c)** _____ Londoners.
- The City is the business centre of London. England's famous architect, Christopher Wren, **7**(design) _____ many of its buildings in the **(d)**_____ century after the Great Fire.
- King George 2 **8** (give) _____ number 10 Downing Street to Sir Robert Walpole in **(e)** _____. It then **9** (become) _____ the official residence of the British Prime Minister.
- In the detective stories of Sir Arthur Conan ['kəʊnən] Doyle, Sherlock Holmes **10** (live)_____ at **(f)**_____ Baker Street. But the building that is the Sherlock Holmes museum is in fact number **(g)** _____.

- The Houses of Parliament **11** (complete) _____ in **(h)** _____ but the original palace dates back to 1042. Big Ben is not the name of its world famous clock, but its **(i)** _____ -tonne bell.
- The London Eye is a 135-metre high observation wheel which **12**(put up) _____ to celebrate the millennium. On a clear day visitors have a **(j)** _____ -kilometer view of the capital in all directions.

Vocabulary

SAYING YEARS

Before 2000, say the year in two figures, e.g. 1349 (thirteen forty-nine), 1906 (nineteen oh six)

Say 2000-2009 as one number, e.g. 2004 (two thousand and four).

After 2010, you can say the year in two figures or as one number, e.g. 2012 (two thousand and twelve or twenty twelve).

8. Read the text about saying years. Then listen and write down the years and dates you hear. *e.g. 1 1666 (4.2)*

1. The Great Fire of London was in 1666.
2. The plague, also known as the Black Death, killed thousands of people in London in 1348.
3. The seventeen hundreds is another way of saying the eighteenth century.
4. Many of London's buildings are Victorian, from the nineteenth century.
5. Elizabeth II became Queen in 1952.
6. London was called 'swinging London' in the sixties.
7. The Millennium Dome and the London Eye both opened in the year 2000.
8. The Olympic Games were held in London in 1948 and 2012.

9. Write down THREE important dates in your country's history. Present your ideas to the class.

Speaking

A TWO-HOUR TOUR

10. When was the last time you went on a tour? What was the tour guide like? What were the good and bad things about the tour? Compare your ideas with a partner.

11. Work in pairs.

You are tour guides offering a two-hour tour in the area where you live or work/study. Prepare your tour and include these points.

- Name and type of tour, e.g. walking/bus tour, historic, cultural, gastronomic
- Describe the places of interest. What is the main attraction?
- Do you have specialist knowledge of the area? If so, what?
- Does the tour include transport, a meal or refreshments? If so, what and where?
- Price per person? Discounts?

Now work in groups. Present your tour to the group. Persuade the visitors to go on your tour and be prepared to answer any questions. When you have finished, vote on the best tour in your group. Why was it the most interesting?

RESEARCH

LANDMARK BUILDINGS

12. Choose three important landmark buildings in your capital city and answer the questions.

1. When were they built?
2. Who were the architects?
3. What are the architectural styles and main features?

CANCUN

Reading

RESORT DEVELOPMENT IN CANCUN

Look at the map and photo of Cancun below. Which features of the island do you think make it attractive to tourists?



2. Read the text about tourist development in Cancun and answer the questions.

1. What was Cancun like before 1970?
2. What is it like now?

Cancun -Mexico's leading destination

Mexico's mass tourism industry is dominated by large-scale, purpose-built developments. In 1967, responding to the USA's demand for beach region and growth of the Mexican economy, Mexico's central bank identified the five best places for new, purpose-built tourist resorts. Top of the list, as part of a 30-year plan, was a sandy island, now known as Cancun.

Before 1970, Cancun was a small fishing village of about 100 inhabitants. Cancun is now Mexico's leading tourist resort. When the National Tourism Development Fund, Fonatur, began building Cancun in 1970 they considered these factors: warm

water temperatures, sandy beaches, varied attractions, sunshine hours and travel distances from the main markets. The benefits were thousands of new jobs, the development of a region and a growth of the Mexican economy.

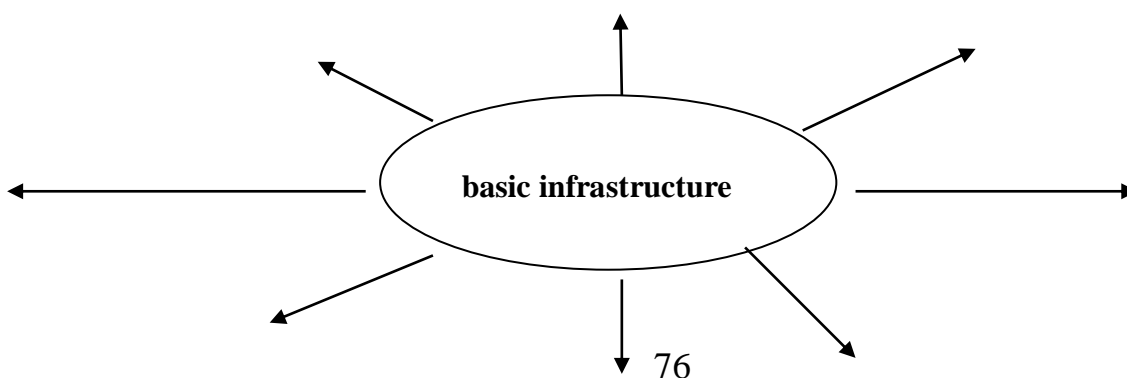
Public funds were used to buy land and install necessary basic infrastructure: an airport, highways, drinking water, electricity, a telephone line, a convention centre, golf course and harbours. Private investors also developed hotels, a shopping mall and other services.

The increase in the number of visitors to Cancun was dramatic. In 1975, Cancun had 1, 769 hotel rooms in service. By 2008, there were about 150 hotels and more than 27,000 rooms. Cancun airport now handles 200 flights a day. Cancun's population went up from 30,000 in 1980 to about 600,000 today. Cancun is now only one part of an extensive tourist region along the Quintana Roo coast, on what is known today as the Mayan Riviera.

3. Read the text in Exercise 2 again and write what each number below refers to.

- a. 5 _____ d. 1,000s _____ g. 200 _____
b. 30 _____ e. 1,769 _____ h. 600,000 _____
c. 100 _____ f. 150 _____

4. Look at the list of basic infrastructure that a tourism resort needs in the text in Exercise 2. Can you think of any other necessary basic infrastructure?



5. Look through the text and pick up those underlined words for which can be substituted by the following words and word combinations.

- a) such a body of water having docks or port facilities
- b) wide; broad
- c) a building or group of buildings where large groups of people gather for meetings or events
- d) diverse
- e) something that is advantageous or good
- f) to rule over; govern; control
- g) very extensive or encompassing; of great scope
- h) made to serve a specific purpose
- i) to react favorably
- j) an urgent or pressing requirement
- k) to establish in an office, position, or place
- l) a main road, especially one between towns or cities
- m) to think carefully about, especially in order to make a decision

6. Give English equivalents to the following words and combinations from the text.

сконструйований або виготовлений для спеціальних цілей, головний/основний, обширний, великомасштабний, реагувати (на щонебудь), значний, різноманітний, визначати, виконувати рейси, попит.

7. Find the following words and combinations in the text and give their Ukrainian equivalents.

large-scale, purpose-built, development, respond to, demand for, highways, leading, tourist resort, consider, varied, sunshine hours, benefits, convention center, golf course, harbor, shopping mall, an increase in, dramatic, handle flights, go up, extensive.

8. Match the words from 1 to 9 to the words from a to i to make up collocations. Make up your own sentences for each word partnership.

1.	handles	a.	course
2.	public	b.	center
3.	basic	c.	tourist resort
4.	purpose-built	d.	developments
5.	leading	e.	infrastructure
6.	convention	f.	funds
7.	golf	g.	hours
8.	sunshine	h.	distances
9.	travel	i.	flights

Vocabulary

PACKAGES

9. Work in pairs. Which items in the box are usually included in a package tour to a beach resort? Which items are optional extras?

airport transfers	babysitters	beach umbrellas
-------------------	-------------	-----------------

car/boat hire	evening entertainment	flights	free activities for kids
free drinks	gratuities	hire of sports equipment	information
pack	meals	sightseeing tours	

10. Underline the word in 1-6 that you CAN'T use with the noun on the right.

- | | |
|--|---------------|
| 1 sandy, harbour, quiet, city | beach |
| 2 clear, drinking, fish, warm | water |
| 3 growth, evening, children's, free | entertainment |
| 4 low, warm, clear, high | temperatures |
| 5 tourist, sandy, large, purpose-built | resort |
| 6 tropical, desert, uninhabited, coast | island |

11. Read the sentences about a package tour and circle the best word or expression in italics.

- Our *all-inclusive* / *all together* / *all-in-one* package includes the cost of travel, transfers, hotel, meals, and some activities and tours.
- You stay *half-board* / *full-board* / *for free* -all meals are included.
- If you need specific services during your stay you can book a(n) *tailored* / *all-inclusive* / *cheap* package.
- Our private beaches are exclusive to the resort and are never *crowded* / *sandy* / *quiet* with day trippers.
- For families with small children, a(n) *babysitting* / *entertainment* / *tour guide* service is available at a small extra cost.
- The hotel offers free *extras* / *entertainment* / *beverages* in the evenings with music.
- You need to *sign* / *signature* / *sign up* in advance if you want to come on the boat trip to the island tomorrow.
- Gratuities are included in all-inclusive deals but guests sometimes tip staff and *pay extra* / *overcharge* / *pay back* when they want a quality service.

12. Match synonyms.

1.	gratuity	a.	unshared, restricted
2.	in advance	b.	made to order
3.	tripper	c.	rip, surcharge
4.	exclusive	d.	beforehand
5.	purpose-built	e.	tip
6.	tailored	f.	excursionist
7.	overcharge	g.	purpose-made

Listening

PACKAGE TOURS TO CANCUN

13. Listen to Valerie Schroder (1) and Jason Alvarez (2) talking about their holidays in Cancun. Who ... (4.3)

- a) was on their honeymoon?_
- b) was disappointed by the beach?_
- c) found some things expensive and commercial?_
- d) wants to go back to Mexico? _

14. Listen again and answer the questions.

- 1. What was included in Valerie's package tour to Cancun?
- 2. What was included in Jason's package tour to Cancun?

15. Underline the word on the left that you can't use with the word on the right.

- 1. purpose-built/ holiday/ tourist / development resort
- 2. package /transfer / city/ all-inclusive tour
- 3. fishing / charming / sandy / picturesque village
- 4. tour /official / travel/ tailored guide

5. world heritage / art/ historic/ archaeological site
6. architecture /religious /landmark / 19th century building

16. Complete the text on tourism development in Hawaii using the verbs in the box in the correct form.

contribute	decrease	develop	die	discover	dominate
increase	modernize	play	recover	try	visit

Hawaii is situated in Polynesia in the central Pacific Ocean and is made up of eight main islands. It became a state of the US in 1959. Because of its tropical climate, it is a popular all-year destination for tourists, surfers and scientists. The first Western visitor recorded was the British explorer Captain James Cook, who **1** _____ Hawaii, and **2** ____ there on his final voyage to the islands.

19th century development in Hawaii **3** _____ an important part in the increase of tourism which continued into the 21st century. Kilauea volcano was the islands' main attraction. In 1865, Hawaii's first hotel, Volcano House, was built at Halemaumau Crater for adventurous visitors. For 100 years sugar plantations **4** _____ the economy until the workers went on strike and **5** _____ to demand higher wages, which led to the end of the sugar industry.

With the end of sugar production, tourism **6** _____ When cars, hotels, and shopping malls arrived in Hawaii, they **7** _____ the islands, and **8** _____ to the growth of tourism. During the 20th century increasing numbers of tourists **9** _____ Hawaii. The figure **10** _____ to over 1 million in 1967.

Unfortunately, the native Hawaiian population **11** _____ For this reason, some Hawaiians are very critical of tourism and its effect on their culture. Towards the end of the 2000s the number of tourists fell, but then **12** _____ in 2011 because of an increase in arrivals from Canada, Australia, South Korea and China.

Listening

BARCELONA CITY TOURS

1. What do you know about Barcelona? What attractions could you include on a city tour? Compare your ideas with a partner.

2. Read about the Barcelona tours. Match the tours 1-3 to the items a-f.

Which tour would you like to go on?

- | | |
|--|---------------------------------------|
| a. a free show _____ | d. a quiz _____ |
| b. visits to religious buildings _____ | e. a UNESCO World Heritage site _____ |
| c. shopping _____ | f. visit to an art museum _____ |

Barcelona tours

Our tour guides are experienced, informative and fun! Tailored tours for large groups available.

1. Gothic history tour: Visit Barcelona's old town and see the beautiful Gothic basilica of Santa Maria del Mar. Complete the tour with tapas in one of Barcelona's stylish cafes. This tour lasts two hours and includes a history quiz!

2. Gaudi tour: This architectural tour includes buildings designed by the well-known Catalan architect with free time for checking out Barcelona's designer stores. Then take a relaxing walk in Gaudi's fabulous park, Parc Guell, a UNESCO World Heritage site. Four-hour tour including a €5.00 shopping voucher!

3. Montjuic tour: See the Best Romanesque art museum in Europe and enjoy modern works of art at the Miro Foundation. Take advantage of spectacular views of Barcelona from Montjuic hill. Enjoy an optional dinner at a theme 'village' with replicas of Spain's most famous buildings or go shopping in the former bullring. The evening ends with a free music and light show at the Magic Fountains. One-day tour.

3. Listen to a Barcelona tour and answer the questions. (4.4)

- 1 Which tour is it?
- 2 What are the four places that are mentioned?
- 3 What can't the woman find?

4. Listen again and complete the sentences and questions 1-6.

1. Here we are! As you _____, the former bullring was made into a shopping centre not very long ago.
2. Plaza Arenas is now _____ Arenas.
3. That's a _____. The British architect, Richard Rogers, renovated it.
4. Would you like to _____ now into the art gallery?
5. Right, ___ and see their collection of Romanesque Art.
6. _____ your art tickets please?

5. Listen to another tour and answer the questions. (4.5)

1. Which tour is it?
2. What kind(s) of questions do the visitors ask?
3. When was the basilica completed?

6 . Read the sentences. Listen again and circle the option(s) in italics you hear.

1. Can /Is it OK if I take a few photos?
2. Sure, go ahead / no problem but no flash please.
3. It only took 45/ 55 years to build, which was very slow / incredibly fast for Medieval times.
4. The windows date from the 15th to 18th /16th to 19th centuries.
5. Excuse me / Hey, where is the toilet / restroom?
6. Here. Mind / Be careful of the step as you go.

7. Complete the Professional skills with the expressions in the box.

3-9 days	all meals	extra charge	Friday evening
printed information	short tour	short visits and all-day	
specialist knowledge	special needs	major cities	

Professional skills

PLANNING CITY TOURS

1. Offer tours to _____ like London, Paris or Rome.
2. Design city *package tours for _____.
3. Find out if participants have any _____ beforehand, e.g. problems with mobility.
4. Start the tour on a _____ to make the most of weekend activities.
5. Offer an additional _____ in a nearby city either before or after the main tour.
6. Don't include _____. Some people don't want to always eat with the group.
7. Include both _____ excursions, sightseeing, some meals and social activities. But leave some free time.
8. Make sure participants know the full cost and which activities have a _____.
9. Use local tour guides for _____.
10. Give out maps and _____.

**package tour = American English, package holiday = British English*

8. The Professional skills 1-10 in Exercise 7 are for designing tours for American tourists. Which skills would work well for people from your country and which would be different? Why? Compare your ideas with a partner.

9. Match the tourists' questions (1-6) about two tours in England to the tour guide's answers (a-f).

1. Excuse me, who built the original baths?	a. Yes sure, but please don't use a flash.
2. Is it OK if I take a few photos of the staircase?	b. The Romans.
3. What 's the 'neo-classical' style?	c. It's just under two hours on the train.
4. How far is it on the train from London?	d. That's right, but I can recommend a good cafe.
5. Did you say lunch wasn't included?	e. Yes, of course, it's included in the tour price.
6. Could you drop us off at our hotel?	f. It was the type of architecture from the early 19th century.

10. Match the tourists' questions (1-6) to the two tours in England, Bath spa (BS), or Harry Potter (HP).

<p>This 8-hour tour includes the Roman Baths Museum, and an optional 2-hour spa.</p> <p>The Romans created a complex of baths around the natural hot springs in Aquae Sulis, the Roman name for Bath. The modern Bath Spa opened in 2006 and has a rooftop pool.</p> <p>Visit Bath's elegant streets. 1 hr 45 mins by train from London.</p> <p>Price: 99.00 pp (train, entrance fee,</p>	<p>Harry Potter tour</p> <p>This one-day tour includes locations of the Harry Potter films in London and Oxford.</p> <p>In London, visit the train station and platform 9 3/4. In Oxford, see the grand staircase and the Great Hall that was the model for Hogwarts' Dining Hall.</p> <p>Prices: 2-6 people: .590; minibus (7-11 people): .935.</p> <hr/> <p>Included: tour guide, pick up and drop off at your London hotel (entrance & meals not incl.)</p>
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spa session & lunch incl.)	
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12. Write the visitors' questions for the tour guide's answers. Then listen to the Harry Potter tour and check your answers. (4.6)

1 Q: _____

A: Of course, a visit to platform 9 3/4 in King's Cross station is included.

2 Q: _____

A: No, I'm afraid entrance tickets and meals are not included in the tour.

3 Q : _____

A: We have one hour for lunch, from 1 to 2 p.m.

4 Q: _____

A: There's a shop that sells souvenirs over there next to the music store.

5 Q : _____

A: I said you can buy souvenirs in the shop over there.

13. Work in pairs. Read the definitions and answer the questions:

"All-inclusive" tourist package includes flights, airport transfers, hotel accommodations, meals, drinks, entertainment, sports facilities, excursions, et cetera. They are paid in full in advance.

A tailored package or tailor-made(customized) is a unique itinerary where every part of the trip has been created individually to suit your style, taste and budget. The term is interchangeable with 'bespoke holidays', meaning your flights, stopovers, accommodation, tours or vehicle hire have been arranged to match your individual requirements.

What kind of package do you prefer: an all-inclusive or a tailored package?

Why? What are the advantages and disadvantages of these packages?

14. Read the sentences below and fill in the gaps with an appropriate word/word-collocation from the box.

self-catering • single • tour operator • bed and breakfast (B & B) • shoulder bag • passport • travel agency • tour • foreign currency • voyage • excursion • family • trip • journey • full-board • en-suite • terrace • insurance • double • aisle • half-board • boarding card (USA = boarding pass) • reservation • twin • balcony • cheques • all-inclusive • suitcase

1. We're planning a(n) _____ to the seaside at the weekend.
2. The _____ from Southampton to New York by ship took about five days.
3. The best way to see London is by taking a guided _____.
4. Last year they went on a train _____ across China.
5. James is going on a business _____ to Singapore next week.
6. We went to the _____ on the High Street to book our holiday, but they were informed by the _____ that there were no more places left.
7. (At the airport check-in desk)
Would you like a seat by the window or one by the _____?
8. Here's your ticket and _____. You're in 33B. It's a no smoking seat.
9. I've just made a list of the things I need to take on holiday with me. First of all, I need my _____ so that I can enter the country. I must get _____ in case I have an accident or lose something important. I have to go to the bank to get some _____ and _____. Oh, and of course I need my _____ to carry my clothes and other things. I'll also take a _____ so that I can carry my camera, some books and other bits and pieces.
10. Quattro Vientos Holiday Club offers a variety of accommodation options. If you want a bedroom and something to eat in the morning, they have _____ accommodation. If you prefer to have breakfast and dinner, you can stay on a _____ basis. If you want breakfast, lunch and dinner, you can stay on a _____ basis. They also have rooms with cooking facilities if you want to prepare your own food and stay on a _____ basis. Alternatively, if you want all your meals and drinks included, you can stay on an _____ basis.

11. _____ rooms in the hotel have just one small bed. _____ rooms have two small beds. _____ rooms have one large bed. _____ rooms have one large bed and two small beds. Most of the rooms are _____, with their own private bath or shower. All rooms have a _____ or a _____ with a view of the sea. Telephone 01645 98109 to make a _____.

15. Match the words with their definitions.

1. to contribute	a. given free as a gift or courtesy
2. to develop	b. to make a return by some action as if in answer
3. to recover	c. to regain a former and better state or condition
4. tailored	d. epidemic disease caused by a bacterium
5. pillar	e. to manage, deal with
6. plaque	f. to cause to grow or expand
7. to handle	g. a gift of money, over and above payment due for service
8. to respond	h. adapt to a particular taste, purpose, need
9. gratuity	i. to give (money, time, knowledge, etc.) to a common supply, fund, etc., as for charitable purposes
10. complimentary	j. an upright structure of stone, brick, or other material, used as a building support
11. convent	k. the building or buildings occupied by a religious society; a monastery

16. Fill in the gaps with words.

*Contribute, tailored, respond, convent, recovered, gratuity
plague, developed, handles, pillars, complimentary*

1. There are rich people everywhere, and yet they do not _____ to the growth of their own countries.
2. The city soon _____ from the effects of the earthquake.
3. Region has _____ reputation for stiff competition.
4. Sun Shine LTD operates as a not for profit organization, so we understand that each client deserves a package which is _____ to their specific needs.
5. Ancient Greek architecture is best known from its temples with enormous _____.
6. Normally, it takes ten to fourteen days before _____ has killed off most of a contaminated rat colony.
7. My wife _____ the household accounts.
8. Democrats need to _____ aggressively to the capitalism practiced by many Republicans.
9. If he honestly earns the money he should have it as an earning, not as a _____.
10. It will, she said, take time but it clearly also marks the potential end of _____ content online.
11. Sister Mary Elena joined a/an _____ when she was just 16, in her final years of high school.

Speaking

PROPOSING A WORLD HERITAGE SITE

17. Work in pairs or groups of four

STUDENT A

You are a tour guide. Plan a one-day tour of your local area. Explain to a representative of UNESCO why you think one of the historic buildings should be a World Heritage site.

- Include five interesting facts about the area. Invent them if necessary.

- Tell an interesting anecdote about the history of a building, or the people who once lived/ worked there.
- Explain why you think your chosen building should be a World Heritage site.
- Be prepared to answer any questions during the tour. When you have finished, swap roles and then inform the class of your decision.

STUDENT B

You are a representative of UNESCO. You are on a tour of your region for buildings that could become World Heritage sites. Think of some possible historic buildings.

- Listen to a tour guide's information about the area.
- Make a note of any interesting facts or anecdotes about the place.
- Think of five or six questions to ask during the tour.
- Decide if you think it should be a World Heritage site. When you have finished, swap roles and then inform the class of your decision

18. Translate into English.

Культурні тури по Європі.

Дунайський фестиваль: фестиваль музики та поезії та можливість за шість днів почути міжнародних співаків та піаністів! Ми пропонуємо приватні концерти за пакетом "все включено": рейси, проживання, харчування та квитки на концерт. Вибір проживання в готелі або круїз. Насолоджуйтесь австрійськими пейзажами, подорожуючи у затишку річковим круїзом, 12 концертами в концертному залі Mozarteum! Або здійснити пішохідну екскурсію, зупинившись у чотиризіркових готелях, прогулявшись вранці та відвідуючи шість концертів у другій половині дня.

Ціна: 3 800 € каюта для двох, € 4600 pp одномісна каюта; пішохідна екскурсія - € 1, 630 pp. Підходить для пар, одиноких та людей похилого віку (до 75 років).

Літній фестиваль Зальцбурга: насолодиться трьома операми та трьома концертами на найкращому музичному фестивалі світу За п'ять днів. Цей культурний тур включає музичні бесіди та екскурсії в чарівне місто Зальцбург подивиться на найкраще мистецтво, архітектуру та декорації Австрії! Можна забронювати самостійно або разом з Фестивалем Культурних Турів Дунаю Європи. Ціна: € 3,980 pp. Розкішний готель з видом на річку. Пакет включає рейси до Мюнхена з великих міст.

UNIT 5

TRANSPORTATION IN TOURISM

1. Air travel and airport

2. Rail and coach travel

3. Ferry and cruises

4. Car hire and road directions

1. Pre-reading tasks

Warming up. Answer the questions:

- a) Do you like travelling? Why? Why not?
- b) What means of transport do you use while travelling most often?
- c) In what season do people travel more often?
- d) What are the reasons for people to move from place to place?
- e) Do you agree that it has become dangerous to travel nowadays?

2. Study the difference between the following words

Travel Trip Journey and Voyage

Travel

As a noun, 'travel' refers to the activity in general and is generally used as an uncountable noun.

Examples:

I enjoy travelling and playing golf.

Travel and music are two of my favorite activities.

'Travel' can also be used as a verb and refers to the activity of moving from one place to another. Generally, 'travel' is used as a general verb and is rather formal. People often use the mode of transport to express this activity.

Examples:

I travelled by plane to Madrid. = I flew to Madrid.

She travelled more than three hundred miles to get to the meeting. = She drove more than three hundred miles to get to the meeting.

Sometimes, 'travel' is also used as a countable noun in the plural form. In this case, it is often used in the sense that someone has been to many different places during one longer journey. This usage is also rather formal, and isn't likely to be used much in everyday speech.

Examples:

His travels took to the far corners of the globe.

Ms Bancroft sketched extensively during her travels around Europe.

Trip

'Trip' is a countable noun which indicates travel to and from a place. It is often used together with the reason for the return journey.

Examples:

I took a trip to the coast last weekend to relax.

Frank needs to take some time off and maybe take a trip to some exotic location.

Journey

Journey refers to the actual time spent travelling. It tends to be used in British English more often than in American English.

Examples:

How was your journey from Oxford?

The journey to Rome was long and tiring.

Voyage

'Voyage' refers specifically to long distance travel by sea.

Examples:

The voyage to Japan takes about two weeks from San Francisco.

Many voyages were made to the Indian Ocean during that period.

Other Common Travel Expressions

Flight

A 'flight' is a noun which refers to travel by air. It is similar to the verb 'fly' which means to travel by air.

Examples:

My flight was delayed in Chicago.

She needs to book a flight to San Diego next week.

She flew to London last weekend.

They might fly a jet next weekend.

Drive

'Drive' is both a verb and a countable noun. It refers to travel by car or other four wheeled vehicle.

Examples:

The drive to the coast is beautiful.

She drove for six hours non-stop.

Let's take a drive in the countryside.

Would you like to drive, or should I?

Ride

'Ride' is generally used as a verb, but can also be used as a noun. It refers to travel by bicycle or motorcycle.

Examples:

Janet rode her bicycle to the grocery store.

Can I ride your motorcycle?

Let's take a ride on our bikes through the countryside.

Walk, Jog, Run and Sprint

'Walk', 'jog', and 'run' are also used as both verbs and countable nouns. They refer to travel on foot. Walking is the slowest, jogging faster, running still faster and sprinting the fastest. Here are some examples that show the different speed:

I walk through the park on a sunny summer's day.

I jogged three miles last week.

Peter ran the last quarter mile to his home.

He sprinted the final fifty meters to the finish line.

Hike

'Hike' is used as a verb and as a countable noun and refers specifically to walking in the mountains or countryside.

Examples:

We went on a hike in Mount Rainier National Park last weekend.

She hiked 10 miles in six hours.

3. Fill in the gaps with the following words

Travel, trip, journey, voyage, walk, jog, run, sprint, hike, drive, ride, flight

- a) His first _____ was first-class.

- b) Shall we _____ or go by train?
- c) We _____ from the park to the station.
- d) He has never _____ 50 miles so quickly.
- e) He was the first traveler who went on a _____ to those distant islands.
- f) We usually _____ to the country on Sunday.
- g) It was extremely tiring for 70-year old man to _____ 5 miles.
- h) Without saying a word, she got on her bicycle and _____ off.
- i) At that moment the plane was in _____ over the Mediterranean.
- j) Butterflies were _____ about in the air.
- k) He _____ the mile in under four minutes.
- l) The team-leader organized a _____ to the sea side.
- m) Our _____ was rather long and tiring but safe.
- n) They went on a long _____.
- o) Let's _____ out to the mountains while the weather is good.
- p) She _____ from New York to London.

4. Match each word with its definition on the right.

a) trip	1) a trip or journey in a driven vehicle
b) travel	2) a journey through space, esp of a spacecraft
c) journey	3) a journey, travel, or passage, esp one to a distant land or by sea or air
d) voyage	4) to be carried along or travel in a vehicle
e) flight	5) to go, move, or journey from one place to another
f) hike	6) a travelling from one place to another; trip or voyage
g) ride	7) to walk a long way, usually for

	pleasure or exercise, esp. in the country
h) drive	8)) any tour, journey, or voyage

5. Fill in the correct word from the words in the exercise above.

1. It's a good idea to take breaks during a _____ especially if you're driving a long way.
2. My daughter is going on a school _____ next week.
3. The _____ from London to New York takes about 8 hours.
4. I felt seasick during the _____.
5. Do you prefer to _____ by car or train?
6. My parents have just come back from a _____ to Scotland.
7. I had to take a different _____ to work this morning, due to road works.

6. Choose the correct word.

I've just come back from a disastrous **journey\trip** around Europe. The **crossing\voyage** was a bit rough and I couldn't wait **to get off\get out of** the ferry. Anyway, we **missed\lost** the train to Paris and had to wait ages for the next one. The **trip\journey** to Paris was uneventful. However, on the way down to Switzerland there was a fire in one of the compartments and everybody had **to get out\ get off** the train. It was turning into a nightmare **travel\holiday**. We **reached \arrived** in Geneva the following morning and **caught\took** a taxi to the hotel. As soon as I **got out of\got off** the taxi I realized that my handbag was still on the seat. I waved and shouted but it was too late... the taxi driver had already **driven off\driven out**.

1. Air travel and Airport

Pre-reading tasks

1. Warming up. Answer the questions:

- a) Do you like flying? Why? Why not?
- b) It is said that many people become excited before a flight. What about you?
Have you ever prayed before the flight? Why? Why not?
- c) Where do you prefer sitting on the plane?
- d) What is your attitude to the fellow-passengers?

2. Sort out the words from VOCABULARY into the following categories:

- a) types of aircraft
- b) types of flight
- c) parts of plane
- d) actions/process during the flight

VOCABULARY

a cockpit	to gather speed	refueling
a nose	to take to flying	high-jackers
a fin	to take off	visibility
a rudder	to land	long-distance lines
a fuselage	to rock	fair (cross, head) wind
an undercarriage	to be airsick	turbulence
a hatch	window-seat	a gangway seat
a wing	a maiden flight	a runway
a tail	a non-stop flight	an ejector seat
a window	a blind flight	a parachute
	a jet-propelled plane	
	a passenger liner	

3. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

- | | |
|----------------|---------------|
| 1. hand | a. free |
| 2. boarding | b. luggage |
| 3. passport | c. to declare |
| 4. luggage | d. lounge |
| 5. information | e. duty |
| 6. flight | f. gate |
| 7. departure | g. board |
| 8. excess | h. pass |
| 9. departure | i. trolley |
| 10. departure | j. call |
| 11. last | k. number |
| 12. nothing | l. control |
| 13. custom | m. desk |
| 14. duty | n. luggage |

4. Read the dialogue and fill in the missing words from the exercise above.

- Can I have your ticket, please?

- Certainly, here you are.

- How much _____ do you have?

- Two suitcases. This small bag is my _____.

- Can I have a _____ next to the window?

- I'll check. Yes, that's OK. Here's your _____ pass. Have a nice _____.

- Thank you. And where is passport _____?

- Over there. Follow the signs.
- Can I see your _____, please?
- Of, course. Here you are.
- Thank you very much. That's fine.

5. Read the questions and think about the department in the airport they can be heard at.

Can I have your ticket, please?

How much luggage do you have?

How many suitcases have you got?

This is my hand luggage.

Can I have a seat next to the window?

Here's your boarding pass.

Where is passport control?

Follow the signs.

Can I see your passport, please?

Where can I get a trolley for my luggage?

Where is the information desk?

Which gate for flight number...?

The gate number is on the departure board.

How much is it for excess baggage?

How much hand luggage can I have?

Now go through passport control.

Wait for the flight in the departure lounge.

Check the departure gate.

It's now boarding.

The flight is delayed.

This is the last call.

Please board the plane.

Where is the arrival hall?

I have nothing to declare.

Do I have to pay customs duty on this?

How much is it?

How many can I bring in duty-free?

6. Match the halves to make sentences. Then rearrange the dialogue.

- | | |
|----------------------------|-----------------------------------|
| 1. Where is the | a. two weeks. |
| 2. Which gate for | b. next to the window? |
| 3. How much | c. information desk? |
| 4. Can I have a seat | d. holiday to the seaside. |
| 5. I'm going on | e. flight number BA 7413 to Rome? |
| 6. I'm staying for | f. luggage can I have? |

Passport Control

..... I'm a tourist.

..... Good morning. Can I see your passport?

..... That's fine. Have a pleasant stay.

..... Thank you.

..... Here you are.

..... Thank you very much. Are you a tourist or on business?

7. Match the actions with the airport services.

- | | |
|--|---------------------|
| 1. You can declare taxable goods. | a) INFORMATION DESK |
| 2. You go there to meet a friend who has just arrived. | b) DUTY-FREE |
| 3. You wait there to board the plane. | c) RESTAURANT |
| 4. You can buy tax-free goods. | d) CHECK-IN DESK |
| 5. There you get the seat number for a flight. | e) DEPARTURE LOUNGE |
| 6. You can have a meal. | f) ARRIVALS |
| 7. You can have a sandwich. | g) CUSTOMS |
| 8. There you can find out about sightseeing. | h) BANK |
| 9. You can change some money there. | j) POST OFFICE |
| 10. You can send a post card there. | k) SNACK BAR |

8. Fill in with the suitable word:

- a) You may fly first class, business class or _____ class.
- b) When you arrive to the _____ you'll find plenty of _____ for your luggage, where your ticket will be checked and you'll be given a _____.
- c) Your luggage will be weighed and any _____ will have to be paid for.
- d) You can keep a small bag with you and take it on the plane as _____.
- e) You'll go, next, through _____, where an _____ will look to your passport and a _____ to

make sure you are not carrying any dangerous or illegal items.

- f) Then you'll find yourself in the _____ while you're waiting for your flight to be called, why not buy some cheap _____ goods?
- g) Soon you'll hear the _____ or see on the _____ that your flight is _____. It will also tell you which _____ to go to.
- h) Here you're helped by a _____ and on the plane by a _____.
- i) After you pass the _____, your luggage will be waiting on the moving _____ in the _____ hall.
- j) Then pass through _____ where you should take either the _____, if you have nothing to declare, or the red channel, if you have to pay _____.
- k) Inside the arrival concourse, lifts and _____ will take you to all major transport services.

9. Read the text.

Air Travel

When travelling by air you have to get to the airport early in order to check in an hour before your flight. When you arrive, you can look at the departure board which shows the flight numbers (e.g. BA 735), departure times (e.g. 0840) and destinations (e.g. Venice).

At the check-in desk they weigh your luggage. Usually you can have about 20 kilos. If it is more, you may have to pay *excess baggage* (=you pay extra). Your heavy luggage is put on the *conveyor belt* and carried away. A *security guard* checks your light bag, which is classified as hand luggage which you can take with on the plane. They also check your ticket and give you a boarding card for

the plane with your seat number on it.

Then you go through passport control where the *official, immigration* officer, checks your passport, and into the departure lounge to wait till your flight is announced. Here, you can also buy things in the duty free, e.g. perfume or alcohol.

About half an hour before take off, you go to a gate number, e.g. gate 14, where you wait before you get on the plane. When you board (=get on) the plane, you find your seat. You can put your hand luggage under your seat or in the overhead locker above your seat. If there are no delays (= when you have to wait until a later time for some reason), all the passengers are on board and the captain and the *crew* are ready in the *cockpit*, the plane moves towards the runway.(= the area where planes take off and land). The plane moves faster and finally takes off.

Flying is fun. *Flight-attendants* (stewards and stewardesses) walk up and down the *aisle* bringing meals and drinks. If the flight is going through some *turbulence* they ask passengers to fasten their seat belts. Listening to music and watching a video is available to all passengers.

When the plane lands, the doors are open, you get off the plane and walk through the terminal building and go to the baggage reclaim, the place where you can collect your baggage. The last step is going through customs.

10. Look through the text and pick up those words in italics for which the following words and word combinations can be substituted.

- a) local instability in the atmosphere, oceans, or rivers
- b) more than normal, necessary, or permitted
- c) a passageway separating seating areas in a theatre, church, etc.
- d) a person appointed by authority, esp. for some special duty
- e) a group of people assigned to a particular job on board a plane, ship, etc.
- f) a person employed to protect buildings, people, etc., and to collect and deliver large sums of money
- g) a flexible endless strip of linked plates driven by rollers and used to transport

objects

- h) the compartment in a small aircraft in which the pilot, crew, and sometimes the passengers sit
- i) a person who attends to the needs of passengers on a flight

11. Give English equivalents to the following words and combinations from the text.

Прохід, кабіна пілота, злітно-посадкова смуга, службова особа, зала відправлення, прив'язати ремінь, турбулентність, надлишок, екіпаж, стюард, місце видачі багажу, зліт, реєстрація, охоронець, оголошувати.

12. Find the following words and combinations in the text and give their Russian/Ukrainian equivalents.

departure board, departure times, immigration officer, checks your passport, departure lounge, announce, take off, gate number, to board (=get on), overhead locker, delays, crew, cockpit, runway, check-in desk, excess baggage, conveyor belt, security guard, boarding card, official, flight-attendant, aisle, turbulence, to fasten seat belts, baggage reclaim, customs.

13. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

1. baggage	a. locker
2. boarding	b. officer
3. excess	c. reclaim
4. overhead	d. desk
5. departure	e. belt
6. check-in	f. guard
7. immigration	g. baggage

8. conveyor	h. lounge
9. security	i. card

14. What do you call these?

- a) The place where you go when you arrive at the airport with your luggage.
- b) The card they give you with the seat number on it.
- c) What you have to pay if your luggage is very heavy.
- d) The bags you carry onto the plane with you.
- e) The place above your head where you can put these bags.
- f) The part of the airport where the plane accelerates and takes off.
- g) The people who look after you on the plane

15. Fill in the gaps with the words and word combinations from the text.

- a) There was a mechanical problem, and we ended up with a two-hour _____.
- b) I went through passport control and sat in the departure _____.
- c) If you have nothing to declare, you follow the green sign when you go through_____.
- d) A woman at the check-in desk weighted my _____.
- e) I looked for our flight number on the departure _____.
- f) The flight attendant told to _____ our seat belts.
- g) The security _____ didn't allow children to carry water on board.
- h) The _____ of the flight greeted the passengers.
- i) Because of bad weather there was a _____ in the airport.

16. Fill in the gaps with the words or word-combinations from the table

given below.

<i>departure lounge</i>	<i>immigration officer</i>	<i>check-in desk</i>	<i>departure gate</i>		
<i>duty free</i>	<i>security guard</i>	<i>board</i>	<i>departure board</i>	<i>hand</i>	
<i>luggage</i>	<i>check</i>	<i>excess baggage</i>	<i>check in</i>	<i>moves passenger</i>	
<i>announcement</i>	<i>runway</i>	<i>trolley</i>	<i>security check</i>	<i>conveyor belt</i>	<i>on</i>
<i>board</i>	<i>take off</i>				

When travelling by air you have to get to the airport early in order to (1)_____ about an hour before your flight. If you have a lot of luggage, you can put it on a (2)_____ and push it to the (3)_____, where someone will (4)_____ your ticket and weigh your luggage. If you have (5)_____, it can be expensive. Your heavy luggage is put on a (6)_____ and carried away. A light bag is classed as (7)_____ and you can take it with you on to the plane. An (8)_____ looks at your passport and a (9)_____ checks your hand luggage before you go into the (10)_____ to wait till your flight is called. If you want to, you can buy some cheap (11)_____ goods here. Then you see on the (12)_____ or you hear an (13)_____ that you must (14) _____ your plane. You go through the (15)_____, then there is sometimes a (16)_____ before you actually enter the plane. When all the (17)_____ are (18)_____, and when the captain and his crew are ready in the cockpit, the plane begins to (19)_____ to the end of the (20)_____. Finally permission is received from the control tower and the plane moves faster and faster in order to (21)_____.

17. Fill in the gaps with the correct option.

1. The plane circled over the airport until the _____ was clear.
a) highway b) landing c) runway d) terminal
2. If you carry too much luggage, the airline will charge an _____ baggage fee.

- a) additional b) excess c) extra d) over
3. British Airways_____ the departure of Flight 222 to Warsaw.
a) advertises b) advises c) announces d) notices
4. When you get to the airport, your luggage will have to be _____.
a) balanced b) estimated c) sealed d) weighed
5. The check _____ time at the airport was eight o'clock.
a) by b) in c) out d) up
6. The_____ from the airport was very tiring as we had to drive through the fog.
a) crossing b) flight c) ride d) voyage
7. The air hostess told the passengers to _____ their seat belts.
a) attach b) fasten c) fix d) tie
8. The_____ from Warsaw to New York takes nine hours.
a) flying b) journey c) passage d) voyage
9. I'm afraid your luggage is ten kilos_____ ; you will have to pay extra.
a) above b) excess c) heavy d) overweight
10. A passenger is not allowed to _____ a lethal weapon when flying by a civilian airliner.
a) be having b) be owning c) carry d) control
11. Nobody _____ that airplane crash.
a) died b) lived c) recovered d) survived
12. Our_____ was delayed owing to bad weather conditions.
a) airline b) airway c) flight d) runway
13. When our flight was delayed, we all had a meal at the airline's _____.
a) account b) cost c) expense d) finance
14. We_____ to announce a further delay in the departure of flight BE-555.
a) apologize b) feel sorry c) regret d) repent
15. If you want a cheap air ticket you must _____ well in advance.
a) book b) buy c) engage d) reserve

18. Fill in the gaps in the text below with the words or phrases from the box.

<i>air vents</i>	<i>cabin</i>	<i>captain</i>	<i>carry</i>	<i>size</i>	<i>take-off</i>	<i>co-pilot</i>
<i>crew</i>	<i>cruising speed</i>	<i>distances</i>	<i>trip</i>	<i>flight</i>	<i>galley</i>	
<i>jet-propelled(2)</i>	<i>passenger list</i>	<i>safety belts</i>	<i>seats</i>	<i>stewardesses</i>		
<i>flight engineer</i>						

Airliner

Airliners, or 1 _____ planes, differ from light planes not only in 2 _____ but also in speed and equipment. They are designed to 3 _____ a greater number of people over longer 4 _____ without stopping to refuel.

A passenger airliner has comfortable 5 _____ with soft carpets, adjustable upholstered 6 _____ washrooms and individual 7 _____ and reading lights. It has a 8 _____ for preparing food. Many airlines offer economy class service which costs less than first-class travel.

The 9 _____ of four-engine airliners ranges from about 350 mph (miles per hour) for propeller-driven planes to more than 500 mph for 10 _____ planes.

The 11 _____ of an airliner works as a team to make the trip smooth and pleasant. While the passengers take their seats, the pilot or 12 _____, co-pilot, flight engineer, and stewardesses prepare the plane for the 13 _____.

The pilot assisted by the 14 _____, checks the instruments and tests the controls. The 15 _____ checks the other mechanical equipment, the stewardesses check the 16 _____, to make sure that the passengers fasten their 17 _____ for 18 _____. Later, the 19 _____ distribute magazines, serve meals, and do other things to make the 20 _____ enjoyable.

19. Translate into English.

1. Коли відбувся перший політ цього реактивного пасажирського лайнеру?
2. Літак здіймався у повітря зі зльотної смуги.
3. Цей літак обслуговує тільки дальні лінії.
4. Чи вам було коли-небудь зле, коли літак набирав швидкість та плавно здіймався в повітря?
5. Вітер був зустрічним.
6. Ми тільки що потрапили в повітряну яму.
8. Мандруючі платять авіалінії за зайвий багаж.
9. В аеропорту нам відповіли, що час реєстрації був відкладений.
10. Стюардеса каже, що літак прибуває за розкладом.
11. Лайнер зробив декілька кругів над посадочним полем, посадка була повільною, і ми прибули саме вчасно.
12. Жоден пасажир не вижив після аварії, коли терористи захопили літак.

20. Agree or disagree with the following statements. Explain your choice.

- a) Bad weather creates unexpected situations in the airport.
- b) Any delay or cancellation of a flight is the result of poor management.
- c) An airport is an interesting place to work in.
- d) Passengers shouldn't pay for excess luggage.

2. Rail and Coach Travel

Pre-reading tasks

1. Warming up. Answer the questions:

- a) Who are called commuters?
- b) Do you prefer to travel by a day coach or by a night train?
- c) Why is it advisable to book tickets in advance?
- d) Are the trains that stop convenient?

- e) How much do people in our country pay for children's tickets? Till what age can children travel half-fare?
- f) Do universities or companies provide their students or employees with a pass for free?
- g) Do you prefer going to your destination by through trains though it takes longer or prefer making changes to shorten the time?
- h) What type of berth do you prefer: a lower or upper? Why?
- i) What are the duties of the attendant?
- j) Have you ever left your bag or suitcase on the train? How did you return it?

2. Read the text.

Train Travel

Those who choose a train travel have speed, comfort and pleasure combined. Suppose you want to take a trip to Europe. Your first step is being able to buy cheap train passes or tickets. Train *fares* often drop in price depending on the season, so if you end up travelling during the off season, you might be able to get a better deal on a train pass. At the station, you walk up to a ticket machine, select your destination by pressing a button on the machine, *insert* the correct change, and press another button to purchase a ticket. When the ticket comes out, you take it and go through the gate to the train platform. At some stations, there is a ticket window where you can buy a ticket and then pass through a wicket machine.

Your next step is making your way through the crowd, closely following the porter, who has taken care of your luggage, and get out on to the platform. There are many *tracks* and trains there. No need for you to look round and read the signs that tell which train you must take. You follow your porter, and here you are — your car number, your train. Then show your ticket to the guard and go into a most wonderful *carriage*. With all bustle and confusion at last you manage *to stow away* your luggage and get out on to the platform for fresh air and bid farewell to

the *well-wishers* who have come to see you off. Bear in mind, that in some countries smoking is *prohibited* on the platform to protect everyone's health.

Soon the *station-master on duty* signals the train. You hear no *shrill whistle* of the engine — the train slowly pulls out of the station.

You are on your way. You start up a conversation with your fellow-passengers and soon you get to know who is who and what. Now that the excitement of the day is over you begin to feel hungry.

The *dining-car* steward happens to come along and you take bookings for dinner or supper, whichever it might be. As you go for the second sitting you have time to wash. By that time the guard has made your bed. You take your towel and go to the toilet to wash yourself.

You feel tired now, after a hearty meal, and get into your upper berth. Soon drowsiness creeps over you. You close your eyes and fall asleep.

3. Look through the text and pick up those words in italics for which the following words and word combinations can be substituted.

- a) not a time when most people are vacationing
- b) to pack or store
- c) a person who shows sympathy towards a person
- d) a railway coach in which meals are served at tables
- e) a rail or pair of parallel rails on which a vehicle moves
- f) the sum paid for travelling in a bus, train, airplane, etc
- g) a sharp sound caused by the emission of steam
- h) sleepiness
- i) a railway coach for passengers
- j) to forbid by law or other authority
- k) to put in or between

4. Give English equivalents to the following words and combinations from the text.

пасажирський вагон, черговий начальник станції, пронизливий свист, офіціант вагону-ресторану, плата за проїзд, кондуктор, укласти багаж, купувати, залежати від, прощатися, каса, плутанина, вставляти, спальне місце зверху, проводити, вибрати місце призначення, пам'ятати, натиснути на кнопку.

5. Find the following words and combinations in the text and give their Russian/Ukrainian equivalents.

Fare, drop in price, carriage, bustle, upper berth, confusion, to stow away, bid farewell, to see smb. off, dining-car steward, bear in mind, prohibit, station-master on duty, shrill whistle, off season, to get a better deal, ticket machine, select your destination, hearty meal, insert the correct change, to purchase, gate, ticket window, wicket machine.

6. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

ticket	in price
station-	whistle
train	machine
bear	destination
shrill	passes
Select	a ticket
dining-car	master
upper	berth
purchase	in mind
drop	steward

7. Fill in the right preposition where necessary.

- a) They were _____ their way to Warsaw.
- b) The couple slowly went _____ the carriage and stowed _____ their numerous items of luggage.
- c) In pick holiday season all ticket fares increase _____ price, thus to get a better deal _____ a train pass, you'd better buy it beforehand.
- d) Be careful, the train is about to pull _____ of the platform.
- e) The Browns always travel in _____ season.
- f) Hire the porter at the station who will take care _____ your luggage for a little sum of money.
- g) It isn't an easy task to start _____ a conversation with fellow-passengers for a shy person.

8. Fill in the gaps with the words and word combinations from the text.

upper berth fare purchase bid farewell combine

- a) The children got into their _____ to enjoy the views that flew past them.
- b) Though the train _____ was very high that season all the tickets were sold out.
- c) Holidaymakers trying to _____ speed, comfort and pleasure prefer travelling by train.
- d) Don't forget to _____ _____ to your auntie and uncle.
- e) Travel in off season in order to _____ a cheaper ticket.
- f) The old lady asked a passer-by to help her with a _____ machine.
- g) Some European countries passed a law that _____ smoking at the platforms.
- h) The _____ - _____ signaled and the train started.
- i) It was exciting for young people to choose a _____ for their

first honeymoon.

9. Translate into English.

- a) Подорож потягом - це швидкість, комфорт та задоволення.
- b) Білет на поїзд можна придбати або у касі, або за допомогою квиткового автомата.
- c) Вартість проїзду залежить від сезону, отже в сезон відпусток ціна підвищується, і придбати квиток задешево неможливо.
- d) Якщо ви намагаєтесь придбати дешевий квиток, мандруйте не в сезон відпусток.
- e) У деяких країнах заборонено палити на вокзалі та платформі.
- f) На вокзалі завжди метушня і плутанина, тому краще найміть носія, який подбає про ваші речі.
- g) У вагоні кондуктор перевірить ваш білет, а потім ви підете у купе, де можна скласти речі.
- h) Поїзда відходять з платформи тихо, ви не почуєте пронизливих свистків. Черговий начальник станції дає сигнал, і поїзд рушає з місця.
- i) У вагоні ресторані можна заказать вечерю і попросити офіціанта принести її в купе. А кондуктор принесе постіль.

9. Read the dialogue and say whether the statements after it are *true* or *false*.

IN THE TRAIN

A: Pardon me. May I let down the window?

B: Certainly. Just please yourself.

A: Won't it be too cool for you?

B: Oh no. You see, I've got my fur coat on.

A: Well, then, just for a few minutes.

B: For just as long as you please.

A: It's only on account of the smoke.

B: Has my smoking been disturbing you?

A: Only quite a little. I've got a bit of a cough.

B: I'm so sorry. Shall I put my pipe out now?

A: No. With the window open I really don't mind it at all.

B: So much the better. I simply can't travel without smoking.

A: Many people tell me that.

B: For one thing, it's a way of passing the time.

A: To my thinking, the time is never too long on a journey.

B: What? Are you so fond of travelling as all that?

A: Yes. Aren't you?

B: I pass the same way too often.

A: Oh, that's another matter. Then the landscape has no charm for you.

B: Do you think this landscape particularly charming?

A: To one who travels little, any change is pleasant.

B: Is it the first time you have passed this way?

A: Well, as a matter of fact, I have come this way twice before.

B: Oh, well, then you know it...

1. "A" wants to let down the window because it's hot for her to be in her fur coat.

2. "A" can stand the smoke if the window is open.

3. It is easy for "B" to travel without smoking.

4. "B" likes the journey.

5. "A" has never traveled by this route.

11. Group discussion

What are the advantages and disadvantages of travelling by train compared with other means of transportation? Come up with at least three supporting ideas for each position, rank them in order of importance, and summarize your opinions.

12. Agree or disagree with the following statements. Explain your choice.

- a) Train will be the major transport system in most countries in future.
- b) Travelling by train is still more popular than travelling by plane or by car.
- c) Much should be done in order to make a train trip more comfortable and enjoyable.

3. Ferry and cruises

Pre-reading tasks.

1. Warming up. Answer the questions:

- a) Have you ever been on a cruise? Tell about your experience.
- b) Would you like to go on a cruise again?
- c) How long are the cruises?
- d) What are the pleasures and discomforts of a sea trip?
- e) What are the facilities and services on board a modern ship?
- f) Why are cruises so attractive for travelers with children?

2. Explain the difference between:

- a) a barge and a ferry
- b) a yacht and a liner
- c) a sail boat and a rowing boat

3. Choose the correct answer. Explain your choice.

1. I'm always seasick when the sea is _____.
- a) calm b) rough c) unsteady d) wild
2. The "Anna Maria" _____ from Gdansk at 11:00 tomorrow.
- a)embarks b) leaves c)sails d) steams
3. The passengers amused themselves playing games on the upper _____ of the ship.
- a) deck b) dock c) floor d) platform
4. We saw ships from all over the world in the _____.
- a) beach b) harbour c) pier d) shelter
- 5.I don't want to go into the sea. I'd rather lie on the _____.
- a) bank b) beach c) coast d)seaside
5. The boat turned over and sank to the _____ .
- a) base b) basis c) bottom d) ground
6. The ship's captain and members of the _____ welcomed us on board.
- a) cast b) crew c) staff d) team
7. In spite of the terrible storm, the ship was _____.
- a) unbroken b) undamaged c) unhurt d) uninjured
8. The sea was so _____ that some of the passengers in the pleasure boat felt seasick.
- a) breezy b) choppy c) runny d) wavy

9. Read some general information from a cruise brochure. There are fourteen different items covered in the extract. Match the headings below with the paragraphs in the text.

General information

a Currency

h Pregnancy

b Embarkation

i Purchases on board

c Entertainment

j Shore excursions

d Library

k The cruise includes

e Medical services

l Tipping

f On-board credit and credit cards

m Vaccination

g Postcards/postal services

n What to wear

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

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

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

4. _____. Vaccinations are not *compulsory* for any cruises in this brochure. However, please check final vaccination *requirements* of each country you intend to visit with your doctor or travel agent at least 8 weeks before departure.
5. _____. There is a limited foreign exchange facility on board each ship where certain recognized foreign money and worldwide traveler's cheques may be exchanged. There is a charge for this service. The unit of currency on board is US dollars.
6. _____. A "No Cash" system operates on all cruises for bar, wine, and beverage purchases, as well as shore excursions and services provided in the beauty salons, spas, and hairdressers. This account is normally settled on the last evening of the cruise and payment can be made by credit card, traveler's cheques, or cash. Personal cheques and Eurocheques are not accepted on board. A service charge of 10% is added to all accounts.
7. _____. A limited selection of postcards is available from the Information Office, which can also arrange to post your mail.
8. _____. A qualified doctor and nurse are available on all cruise ships. Payment for *treatment* and medication should be made on board directly to the medical personnel.
9. _____. Women up to their 28th week of pregnancy may travel as long as a doctor's certificate is provided.
10. _____. Passengers may benefit from tax-free prices on a wide selection of goods. Gift shops and boutiques have an extensive range of clothing, gifts, and souvenirs. Duty-free wines and spirits for consumption at home are only sold on the last day of the cruise.
11. _____. This is not *obligatory*; however, passengers often ask us for guidance. The following scale is recommended: cabin steward - \$3per passenger per day, table steward - \$3per passenger per day, bus-boy - \$1 per passenger per day.

12. _____. The Cruise Director and staff arrange a comprehensive program of activities and entertainment on board.

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

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

5. Look through the text and pick up those words in italics for which the following words and word combinations can be substituted.

- a. fine or decorative clothes
- b. something demanded or imposed as an obligation
- c. obligatory
- d. to mark with a label
- e. an application of medicines to a patient.
- f. required to be done
- g. to start or begin
- h. the process of boarding

6. Find the following words and combinations in the text and give their Russian/Ukrainian equivalents. Make your own sentences with them.

Prior, to commence, to be delivered, continental breakfast, disembarkation, to be included, optional, to be available, to book, compulsory, requirements, a charge, foreign currency exchange, medication, to be provided, tax-free prices, duty-free, per day, casual attire, swimwear, to be a must, free of charge.

7. Give English equivalents to the following words and combinations from the text.

Повсякденний одяг, мати користь, доставляти, впорядковувати, лікувальний засіб, наліплювати ярлик, піджачна пара, необов'язковий, повинність, обов'язковий, висадження (*на берег*), починати, раніш, вимоги, охоплювати, обмін валюти; пропонувати, приписувати; керівництво.

8. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

tax-free	attire
currency	prices
casual	requirements
continental	selection
free of	breakfast
vaccination	excursion
wide	suits
shore	notice
lounge	exchange
embarkation	charge

9. Fill in the right preposition where necessary.

- An embarkation notice will be sent two weeks prior _____ your cruise departure date.
- Porters of the ship will take care _____ your baggage and arrange _____ it to be delivered to your cabin.
- If you visit _____ your doctor ask for vaccination requirements.
- If you happened to catch a cold during a sea voyage and got a qualified doctor's

- help, pay for treatment and medication ____ board directly to the medical personnel.
- e. Only on the last day of the cruise traveler can purchase spirits _____ consumption at home.
- f. Casual attire and swimwear is _____ order during the day.

10. Fill in the gaps with the words and word combinations from the text.

- a) A light breakfast consisting usually of coffee or tea and a roll, pastry, or other baked good is called _____.
- b) We were greatly surprised as the seller gave us these goods _____.
- c) For that particular occasion she chose a _____: tunic decorated with ornament.
- d) The patient was given the necessary _____ just in time.
- e) An embarkation notice was _____ several days before the departure.
- f) Meals on board _____ with the dinner on the day of embarkation.
- g) The payment can be made by credit card, _____, or cash.
- h) Passengers may benefit from _____ prices on an extensive range of clothing
- i) The Cruise Director arranges a program of activities and _____.
- j) Passengers found a good selection of books available _____, free of charge.

11. Translate into English using the words and word combinations from the text:

- a) Морські подорожі дуже поширені серед мандруючих.
- b) Пам'ятайте про повсякденний та нарядний, трохи формальний одяг, який теж є обов'язковим. Наприклад, піджачна пара для чоловіків.

- c) На кораблі є всебічна програма діяльності та розваг. Салони краси та спа-салони, кінотеатри та театри, бібліотеки, де можна позичити книги під заставу. Екскурсії в наявності в портах зупинки.
- d) Завітайте в магазини, які розповсюджують товари, вільні від мита. Але пам'ятайте, що спиртні напої для споживання дома ви можете придбати тільки в останній день круїзу.
- e) Кваліфіковані доктора є на всіх круїзних кораблях. Оплату за лікування треба робити медичному персоналу.
- f) На кораблях приймають кредитні картки та US\$, а також 10% збір за ведення рахунку.

12. Agree or disagree with the following statements. Explain your choice.

- a) There is no better travel than by sea.
- b) Travelling by sea has a number of disadvantages.
- c) Voyages are very romantic.
- d) The best way to see the world is by booking a cruise.
- e) The most important thing in cruises is its itinerary.
- f) Cruises are very expensive for common people. They won't sell well in our country.
- g) Cruises offer an experience of a lifetime. Everyone should try going to sea at least once.

13. Group work.

Play the "Which is the Best means of Transport" game.

Four groups of 3-4 students play in the game. Each group is given one means of transport:

Group 1- a train

Group 2 – a boat

Group 3 –a helicopter

Group 4 – a bicycle

Step 1. Each group has 5-7 minutes to supply all possible advantages and disadvantages of travelling by the means of transport they have.

Step 2. Each group chooses a speaker who presents their findings to the other groups, earning a point for each of them.

Step 3. When each presentation is over, the speakers of the other groups can add to the list already given. Each addition “steals” points from their rivals.

Step 4. When all possible advantages and disadvantages are discussed, the teacher counts the total number of points both gained and “stolen”. The group with the biggest number of points wins the game.

4. Car Hire and Road Directions

Pre-reading tasks

1. Warming up. Answer the questions:

- a) Have you ever travelled by car?
- b) What is convenient /uncomfortable in travelling by car?
- c) What signs can you see on a highway and what do they mean?
- d) Imagine your car has broken down when you are driving on a highway. What would you do?
- e) What things should a traveler necessarily have during a car journey?

2. Explain the difference between the following types of vehicle.

- 1) a tandem - a normal bicycle
- 2) a wheelchair - a push-chair
- 3) a scooter - a moped
- 4) a trolley - a pram
- 5) a sleigh - a toboggan
- 6) an estate car - a hatchback

7) a tricycle - a three-wheeler

8) a lorry- a truck - a van

9) a bus - a tram - a coach.

3. Rank the vehicles above according to the degree of danger/usefulness to people and environment. Explain your choice.

4. Read the text written by a car enthusiast. Think about advantages and disadvantages of travelling by car and fill in the table below. Compare it with your desk-mate's.

As for me there is nothing better than to travel by car as it is a more personal experience, for there you can drive yourself. You just sit down at the wheel; switch on the motor, step on the pedal with your foot and off the car goes. You can go as slowly or as fast as you wish, stop when and where you choose; you park the car on the side of the road (street), get out and go where you like. But of course, as well as checking your car before a journey, make sure that the *vehicle* does not become overloaded and that any roof luggage is firmly secured against heavy braking or sudden *acceleration*. The dangers of overloading are particularly *acute* when you are off on holiday - the combination of hot weather, stop-and-start traffic jams and extra weight can make the soundest engine *give up the ghost*. Too much weight can also make the car handle differently and may cause *steering* problems.

It is quite true that driving a car has some disadvantages. In town it is rather a nuisance with all the traffic "*jams*" or "*hold-ups*", *roundabouts*, *detours* and so on. It is not altogether pleasant when you ride on a bumpy road or get a flat tyre, or still worse, when you get stuck in the mud. Don't also forget about the necessary precautions in case of a sudden breakdown such as safety aids including warning triangles, *first-aid kits*, emergency windscreens, and tow ropes , a *torch* with a flashing red light.

But what can be better than a spin in a car on a week-end with your friend? As soon as you get out of the crowded town and see the long wide road opening up before you, what a thrill it is to feel the car rush forward at a touch of your foot!

Then, of course, you see much more of the country than you do in a plane. Suppose you are on vacation and have decided to take a 700—800 mile trip down south in a car. What magnificent views you behold on your way — the cheerful fields, the road winding its way up the mountain with steep, grey cliffs on one side and a deep precipice on the other, the shining expanse of the sea, the woods that stretch along the streets of the towns that you pass through.

Indeed your impressions are unforgettable.

advantages of travelling a car	disadvantages of travelling a car

5. Look through the text and pick up those words in italics for which the following words and word combinations can be substituted.

- a) a road junction in which traffic streams circulate around a central island
- b) to stop working
- c) medical kit
- d) to direct the course of (a vehicle or vessel) with a steering wheel
- e) a number of vehicles that can scarcely move
- f) increasing of speed
- g) of extreme importance; crucial
- h) a small portable electric lamp
- i) a device that is designed or used to transport people or cargo.
- j) a deviation from a direct, usually shorter route or course of action

6. Give English equivalents to the following words and combinations from the text.

засіб пересування, кишеньковий ліхтарик, гальмувати, прискорення, обережність, вибоїстий, нерівний (*про дорогу*), обхідний шлях, прикрість, простір, безодня, аптечка, буксирний канат, надмірно високий (крутий), поломка машини, перевантажений, переднє скло, спалахуючий.

7. Find the following words and combinations in the text and give their Russian/Ukrainian equivalents.

Vehicle, overloaded, nuisance, “jams” or “hold-ups”, roundabouts, detours, bumpy road, flat tyre, get stuck, precautions, breakdown, safety aids, advance warning triangles, first-aid kits, emergency windscreens, precipice, tow ropes, flashing red light, spin, roof luggage, firmly secured, rush forward, heavy braking, sudden acceleration, overloading, acute, stop-and-start traffic jams, soundest engine, give up the ghost, handle, cause, steering problems.

8. Answer the questions:

- a) What should you do before a car journey?
- b) What safety precautions should a car traveller take into account?
- c) What are the reasons for “a soundest engine to give up the ghost”?
- d) What safety aid should you think about before going on a journey?
- e) What exciting view can you notice travelling by car?

9. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

1. first-aid	a) ropes
2. emergency	b) acceleration
3. steep	c) kits
4. sudden	d) town
5. tow	e) windscreens
6. crowded	f) problems
7. heavy	g) cliffs
8. steering	h) road
9. flat	i) braking
10. bumpy	j) tyre

10. Fill in the right preposition where necessary.

Through, on, at, along, forward, at, on, up

- a) The tourists pass _____ the town and bought up all the souvenirs.
- b) The traveler felt happy and thrilled _____ a touch of the wind.
- c) Bobby was _____ the wheel when the car went off the road.
- d) Time passes quickly _____ vacation.
- e) Please switch the light _____, it's getting dark.
- f) Huck gasped with excitement when a magnificent view opened _____ before him.
- g) The park stretched _____ the train line.

h) The doctors rushed _____ to the injured people.

11. Fill in the gaps with the words and word combinations from the text.

pass through, at the wheel, stretch along, on vacation, rush forward, at a touch, switch on, opened up.

- a) Some travelers _____ the desert.
- b) A green valley _____ before us.
- c) The dress was so ancient that tore _____.
- d) Neatly decorated houses _____ the square.
- e) The footballer _____ to the ball but failed to score.
- f) The vehicle was so old that won't _____.
- g) Who was _____ during that car accident?
- h) The whole family is raring to go _____

12. Translate into English using the words and word combinations from the text:

- a) Немає нічого кращого ніж сісти за кермо, завести двигун, натиснути на педаль і поїхати з друзями у подорож по країні.
- b) Перш ніж рушити, перевірте машину. Переконайтесь, що ваш засіб пересування не перевантажений. Багаж на даху авто повинен бути міцно закріплений на випадок гальмування або прискорення. Пам'ятайте, що пробки на шляхах, надмірна вага машини спричиняють проблеми з керуванням.
- c) Затримки руху, об'їзди, участки дороги з круговим прямуюванням є неприємністю для автомобілістів.
- d) Пам'ятайте про необхідні заходи обережності. Якщо машина зламалась, ви повинні мати буксирний канат, кишеньковий ліхтарик із спалахуючим красним світлом, аптечку.
- e) Яка насолода дивитися на ясні поля, на кручі з однієї сторони шляху, і безодню з іншого, на простір моря, на ліси, які розтягуються вздовж траси.

13. Put each of the following words in its correct place in the passage below.

<i>fare</i>	<i>platform</i>	<i>taxi-rank</i>	<i>metro</i>	<i>coach</i>
<i>lift</i>	<i>driver</i>	<i>check</i>	<i>rush hour</i>	<i>tip</i> <i>hail</i>
<i>single-decker</i>	<i>conductor</i>	<i>crew</i>	<i>cab</i>	<i>double-decker</i>
<i>conductress</i>	<i>destination</i>	<i>tube</i>	<i>inspector</i>	<i>subway</i>
<i>escalator</i>	<i>sliding doors</i>	<i>meter</i>	<i>rack</i>	<i>bus stop</i>

Public Transport.

A taxi, sometimes called a (1)_____, is the most comfortable way to travel. You simply (2)_____ the taxi in the street or go to a (3)_____, where there are several taxis waiting, for example at a station. At the end of your journey, you can see how much the (4)_____ is by looking at the (5)_____. You add a (6)_____ to this , and that's it. Very simple. But expensive!

What about taking a bus? If it has two floors, it's called a (7)_____ and you can get a good view from the top. If it has only one floor, it's called a (8)_____. Most buses have a two-person (9)_____: the (10)_____, who drives, of course, and the (11)_____ (or (12)_____ if it's a woman) who takes your money. Keep your ticket because an (13)_____ might want to (14)_____ it. You catch a bus by waiting at a (15)_____. You can see where a bus is going because the (16)_____ is written on the front. But try to avoid the (17)_____.

Quicker than the bus is the underground (called the 17_____ in London, the (18)_____ in New York and the (19)_____ in Paris and many other cities). You buy your ticket at the ticket-office. Go down to the

(20)_____ on the (21)_____ or in the (22)_____. The train comes. The (23)_____ open, you get on. You look at the map of the underground system. Very simple.

For longer distances take a train or a long-distance bus, usually called a (24)_____, which is lower but cheaper. The train is very fast. Put your luggage on the (25)_____ and sit and wait till you arrive.

14. Fill in the gaps in the dialogue below with the phrases from the box.

RENTING A CAR

Customer: Is it possible to rent a car from here?

Agent: _____

Customer: No, -I didn't. I've just arrived in town.

Agent: _____

Customer: That'll be fine. How much is it per day?

Agent: _____

Customer: I'd like to rent a car for the day. ...

Agent: _____

Customer: Three days at most.

Agent: _____

Customer: Here is my bank credit card. Will that do?

Agent: _____

- | |
|---|
| <ol style="list-style-type: none">1. That's fine.2. Twenty dollars per day. There's no limit on mileage.3. Yes. Did you call in advance?4. Well, all that we have available right now is a 'Nova.' |
|---|

5. I need to see your driver's license and a major credit card.
6. Fine, sir. How long do you need the car for?

15. Agree or disagree with the following statements. Explain your choice.

- a) Road accidents make travelling by car extremely dangerous.
- b) People will have to switch to public transport because of high cost of petrol.
- c) Traffic jams prevent most holidaymakers from travelling.

Writing

Argumentative Essay (for and against)

An Argumentative Essay (for and against) is always a formal impersonal piece of writing, in which you are expected to consider a topic from opposing points of view and to give a balanced consideration for your opinion, personal expressions, such as *I believe/ I think*, should only be used in the final paragraph where you can give your opinion,

A good argumentative Essay (for and against) should consist of:

- a) an **introduction** in which you state the topic
- b) a **main body** which consists of 2 or 4 paragraphs. The points **for**, with your justification, appear in one paragraph, and the points **against**, with your justifications, appear in another paragraph
- c) a **final paragraph** in which you sum up the arguments and give a balanced consideration of your opinion

Points to remember

---Decide on the points for and against before starting your composition.

---- Never write an argument for or against a topic without supporting it with justification

---- Don't use short forms or strong personal expressions.

----Each paragraph should start with a sentence (topic sentence) which

summarizes what the paragraph is about.

----The use of linking words is absolutely necessary when writing an argumentative composition.

Useful Words and Phrases

To introduce points: First/ To begin with/In the first place, One point in favour of/ against is/ One advantage of... is/ One disadvantage of...is/ One argument against/ Some/many people are against/etc.

To add more points: Secondly/ What is more /Not only... but also/In addition/Furthermore/ Besides, etc.

To make contrasting points: However/ On the one hand/On the other hand/ Although/Nonetheless/Nevertheless/ Even though/Despite/ In spite of the fact that), etc.

To conclude: To sum up/ Summing up/ In conclusion/ Taking everything into account/ All in all/On balance/ All things considered, etc.

Introduction

Paragraph 1

State the topic

Main Body

Paragraph 2

Arguments for and justification

Paragraph 3

Arguments against and justification

Conclusion

Final paragraph

Balanced consideration/ opinion

18. Write an argumentative Essay (for and against) using 120-180 words.

- 1) Discuss advantages and disadvantages of travelling by plane/ train/car.
- 2) Discuss the pros and cons of travelling by bicycle.
- 3) There are both positive and negative sides of having a cruise voyage.

UNIT 6

SIGHTSEEING

Pre-reading tasks

1. Warming up. Answer the questions or discuss them in a form of a dialogue.

1. What countries are considered to be popular tourist destinations? What makes them attractive for tourists? Speak of some country which you consider to be the best tourist destination.

2. What makes Ukraine an attractive tourist destination? What opportunities can Ukraine offer tourists?

3. Why is tourism in the Crimea/ the Carpathians so popular among Ukrainian

people?

4. There are different kinds of entertainment for tourists. They include such activities as:

- a) going to local theatres, cinemas, concert halls, night clubs, art exhibitions;
- b) visiting local cafes, bars, restaurants, getting acquainted with local food;
- c) going shopping, buying local souvenirs;
- d) visiting Amusement parks; aquaria
- e) going in for sports: for example, skiing, mountain climbing, cycling.
- f) going on safari.
- g) taking part in carnivals, festivals.
- h) visiting spa-centres.
- i) attending carnivals, historical places

Add to the list of entertaining activities. Say what kinds of entertainment are your favourite and why.

2. What attractions and entertaining activities can the following places offer tourists:

- 1. Kyiv (Ukraine);
- 2. Miami (The U.S.A.);
- 3. Carlovy Vary (Czech Republic);
- 4. Crete (Greece);
- 5. Laplandia (Finland)

3. Match the places of interest and the cities.

1. Skansen open-air museum	a) Oslo
2. Picasso Museum	b) London
3. Big Ben	c) St.-Petersburg
4. The Eiffel tower	d) Moscow

5. The Palace of Holyroodhouse	e) New York
6. The Museum – Panorama Borodino”	f) Turku
7. St. Isaac's Cathedral	g) Stockholm
8. The Vigeland Sculpture Park	h) Edinburgh
9. The Metropolitan museum	i) Barcelona
10. Turku Castle	j) Rhodes Island
11. The Acropolis of Lindos	k) Rome
12. The Pantheon	l) Vienna
13. The Hofburg Imperial Palace	m) Amsterdam
14. The Van Gogh Museum	n) Paris

4. Make up your own list of sights of different cities. Offer your group mates to match the cities and their sights.

5. Speak of some interesting tourist attraction.

6. Read and translate the welcoming speech of a tour guide paying attention to its structure.

**Welcoming
tourists:**

Hello everyone. My name is Luca. On behalf of Suntan Tours I'd like to welcome you all to Los Cabos. The bus ride to your hotel will take about fifteen minutes. Right now I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive.

**Describing the
location:**

I promise you are going to enjoy your stay here in San Jose, Los Cabos. This is a beautiful, quiet city where you can relax, sit by

the beach, enjoy great meals and feel very safe. You can walk into town and enjoy the fountains or take a moonlit walk along the water. Please do not swim here. This is not a safe place to swim because there is a strong undertow. Cabos San Lucas is the place to go if you want to enjoy swimming in the ocean. You can take a short bus ride from your hotel. There you will also enjoy entertainment and dancing.

**Introducing
special events
and offers:**

Suntan tours offers a variety of special discounts depending on your travel plans. We have golf packages, as well as guided whale boat tours, and fishing charters. There will be a short information session at 1pm in the lobby of the hotel tomorrow where you can learn all about these offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Suntan tours to book all of your day trips and activities while you are here.

Offering advice:

If you need to exchange your dollars into pesos, please use a bank or money exchange. We don't recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurants will accept American or Canadian money, but you are better off to exchange your money and pay with pesos. Or, if you prefer, you can always use your credit cards. Also, if you want to get around the city, or travel to Cabos San Lucas, we recommend that you take the local bus rather than a taxi. The bus costs about one American dollar, and the driver can give you change if you don't have the exact amount. If you do decide to take a taxi make sure that you negotiate a price before you go.

We're going to be *pulling up* to the hotel in just a few minutes. Please sit back and enjoy the view of the ocean on the left hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Javier will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. On behalf of Suntan Tours, have a wonderful vacation in San Jose and I hope to see you tomorrow at the information session.

**Closing
remarks:**

7. Check your understanding

- b) What does the tour guide say is illegal in Los Cabos?
- c) What advice does the tour guide give about transportation?
- d) What kind of payment is accepted in most restaurants in Los Cabos?
- e) Where are tourists recommended to exchange their money?

8. Look through the text and pick up those words in italics which the following words and word combinations can be substituted for.

- 1) *a favourable rate of changing money*
- 2) *count on*
- 3) *to move ahead*
- 4) *to work or talk (with others) to achieve an agreement in price*
- 5) *a person who sells something, street trader, suitcase trader*
- 6) *accustom to something*
- 7) *illegal or prohibited*
- 8) *the seaward undercurrent following the breaking of a wave on the beach*

9. Give English equivalents to the following words and combinations from the text.

Залежати від; вуличний торговець; бути за кермом у стані алкогольного сп'яніння; проти закону; публічний; привселюдний; від ім'я; вітати; залишатись на своїх місцях; стягати (гроші); слухати ради; ознайомитись з чимось; сплачувати; зустріч з метою отримати інформацію; сприятливий курс валют; течія.

10. Find the following words and combinations in the text and give their Russian / Ukrainian equivalents.

to pull up, to pay with, to take smb's advice, information session, to get a fair rate, street vendor, to charge, on behalf of, to welcome smb to, to familiarize smb with, to remain seated, to be against the law, in public, to drink responsibly, to drink and drive.

11. Match the words from the left column to the words from the right column to make up collocations. Make up your own sentences for each word partnership.

A	B
a) pull	1) rate
b) depend	2) up
c) fair	3) drive
d) fishing	4) on
e) Drink and	5) charter
f) remain	6) The law
g) drink	7) responsibly

h) against

8) seated

12. Read the welcoming speech by the local guide and fill in the right preposition where necessary.

(on, for, of, through, in, round, at, up, to, on, at, in, past)

Hello everybody. I hope you can all hear me.

My name is Mary. I am one of the three local guides that will accompany you _____ a conducted walk _____ the city tomorrow morning. The other guides are Peter and Tracy.

The tour starts _____ 10 o'clock sharp and lasts about two hours. We will assemble outside the hotel entrance. We will split _____ into three groups to make it easier _____ you to hear what is being said.

Unless you are wearing a waterproof anorak, I suggest you bring a raincoat or umbrella as the forecast is not too promising. And wear stout walking shoes if you can.

Don't forget your camera as there will be lots of opportunities _____ take pictures.

We will have a look _____ the cathedral, walk _____ the botanical gardens, and visit the fruit and vegetable market. The tour takes us _____ the war memorial and along the river.

The tour will end at the Shakespeare tea-room _____ the main square where you will be able to enjoy a slice _____ our famous Dundee cake.

Tracy is the history expert. So, if any of you are interested in historical details I suggest that you ask to join her group so that you can pick her brains.

A word of advice. There are morning services in the cathedral, so please be especially quiet when we are there so as not to disturb the worshippers.

If anyone would like a plan of the city showing the route we will be following, I will be happy to give you one afterwards.

If you are interested to read more about our fascinating city and all its wonderful buildings and ancient monuments there is an illustrated guide _____sale at the reception desk. It costs £2.50.

I hope you will enjoy the tour. See you_____ the morning, 10 o'clock sharp. Try not to be late!

13. Make up similar presentations following the given structure and using the underlined words and word combinations.

14. Showing Places of Interest

Silence can be uncomfortable during a tour. While you can't talk the whole time, you should try to know as much about the history, scenery, and culture for the places where you are giving tours so that you can keep the tourists interested. If you ever run out of something to say, you can always point out something such as a landmark or a type of tree or flower. Here are some different ways you can point out interest points during the tour.

Tour Guide

- In front of you is...
- On your right/left you will see...
- Up ahead...
- On your left you will see...

- As we turn the corner here, you will see...
- In the distance...
- If you look up you will notice...
- Off to the north...
- Look to the east...
- To your west...
- In a few minutes we'll be passing...
- We are now coming up to...
- As you will see...
- You may have noticed...
- Take a good look at...
- I'd like to point out...
- Keep your eyes open for...

Tourist Questions

- Is that the...you were talking about?
- Are we going to pass the...?
- Are we going to see any...?
- Is it on the right or the left?
- I don't see it. Can you point it out again?
- Did I miss it?
- Will we see it on the way back?

15. Read the sample conversation between a tour guide and tourists paying attention to the different ways you can attract the visitors' attention and point out interest spots during the tour.

Guide: It's about a three minute ride up to the top of the mountain. As we pass the two towers the gondolla may sway a little.

Man: This thing is safe, right?

Yes, you don't have anything to worry about. We do about 100 trips a

Guide:

day up the mountain, and these tours have been going on for over ten years without any accidents. Keep your eyes open for wildlife as we ascend. It isn't uncommon to see deer and even bears.

Woman: What's that mountain to the left called?

That's Mount Karen. And to the right of that with the three small points

Guide:

is Mount Brown. Now, if you look up straight ahead, you should be able to see a large eagle's nest. Does everyone see it there?

Man: Are there any baby birds?

Guide:

That's a good question. I haven't seen any yet, but we usually see them around this time of year.

Woman: What's that lake down there, to the right of the green meadow?

I'm glad you asked. That's John Lake. It's actually a man made pond that was built as part of a conservation effort over twenty years ago. During

Guide:

the 70's there was a lot of clear cutting of forests in the area, and much of the wildlife was lost. Since John Lake was built, ducks, swans, and geese have returned to the area.

Man: Is this the highest mountain in this region?

No, actually, Mount Heather, which you we will be able to see in just a

Guide:

minute or so has the highest peak. But, this is the highest mountain for recreational purposes like skiing and guided tours.

Woman: Can you ski throughout the year?

Guide:

No, it warms up enough to actually suntan up there in the summer. Oh, look everyone. There are two deer feeding in the clearing right below us.

Man:

Thanks, that should be a great photo. So... what is there to do besides ski

at the top of the hill at this time of year?

Oh, there's plenty to do. We have horseback riding, snowmobile tours,

Guide: and a petting zoo for children. If you look to your left you'll see the snowmobile trail going through the mountain.

16. Among tourist attractions one should also mention museums. There are different types of museums. Say which of these museums exist in your city/town/region. Surf the Net in order to find information about one of the museums given below and present it to the class.

- 1) Museums of Art and Culture (The State Russian Museum, St.-Petersburg, Russia, Tokyo National Museum , Tokyo, Japan, National Art Museum of Ukraine (Kyiv, Ukraine)
- 2) Historical museums (Central Navy Museum, St.-Petersburg, Russia);
- 3) Apartment-museums or House museums (Vladimir Nabokov House museum, St.-Petersburg, Russia; Apartment Museum of Fyodor Dostoevsky, Moscow, Russia)
- 4) Museums of Science and Technology (Norwegian Museum of Science and Technology, Oslo, Norway; Canada Science and Technology Museum, Ottawa, Canada)
- 5) Literature museums (For example, Moominvalley – a museum dedicated to Tove Jansson's Moomins, Tampere, Finland; One Street Museum, Kyiv, Ukraine)
- 6) The Palace-and-Park ensembles (for example, Peterhof Palace- and –Park ensemble in Peterhof, St.-Petersburg, Russia);
- 7) Monument-museums (for example, Canterbury cathedral in Canterbury, England);
- 8) Country-seats (for example, Country-seat of Repin “Penates”) ;

9) Museum- Preserves (for example, Norvogorod State United Museum-Preserve);

10) Open-air museums (for example, Beamish open-air museum near Durham, England).

17. A Theme park is a type of an Amusement park which has been built around one or more themes or some unifying concept (for example, Moominworld in Naantali, Finland; Disneyland in Paris, France). What Theme parks do you know? Have you ever visited any of them? How are they designed?

18. A holiday resort is also a tourist attraction. Match the following resorts and their location.

1) Faliraki	a) France
2) Pyatigorsk	b) Russia
3) Sharm-el-Sheikh	c) Bulgaria
4) Varna	d) Egypt
5) Rimini	e) Spain
6) Sochi	f) Turkey
7) Antalya	g) Italy
8) Nice	h) Croatia
9) Kitzbuhel	i) Russia
10) Costa del Sol	j) Rhodes

	island, Greece
11) Pula	k) Malta
12) Sliema	l) Germany
13) Baden-Baden	m) Austria

19. Speak of some famous holiday resort and entertaining activities it offers.

20. Make up a dialogue between a tourist agent and a client. The tourist agent persuades a client to visit some particular holiday resort offering him/her lots of entertaining opportunities, but the client doubts.

21. Speak of some interesting festivals or carnivals which are held in your city/town/region or in the world.

22. Look at these pictures of Tower Bridge and Buckingham Palace. Read all about them and answer the questions.



Tower Bridge

Tower Bridge is a bridge on the River Thames in London near to the Tower of London. It was built one hundred years ago. When ships need to go underneath, the two sides lift up. There is an interesting museum inside the two tall towers.



Buckingham Palace

Buckingham Palace is a very big house where Queen Elizabeth lives with her husband. Her husband is called Prince Philip. Every morning soldiers march in front of the Palace for the "Changing of the Guard." Thousands of tourists watch the soldiers and take pictures. They hope to see the Queen.

Answer the questions:

What is the name of the River below Tower Bridge?

How old is the bridge?

What happens when ships go under the bridge?

Where is Tower Bridge Museum?

Who lives in Buckingham Palace?

When do the soldiers march in front of the palace?

What do the tourists do? Who do the tourists hope to see?

Which city are Tower Bridge and Buckingham Palace in?

23. Match the following definitions with the words given below:

1.(*ruins, translator, architecture, era, brochure, facade, attraction, to book, exhibition, view*)

1. A range of sight or vision; a vista = _____

The art of designing buildings = _____

A pamphlet with information about something = _____

Something that is interesting for tourists = _____

The front of a building = _____

A collection of works of art = _____

A person who renders something into another language = _____

A period; An epoch = _____

The remains of a building, structure, etc. = _____

To reserve = _____.

B) (artifact, cinema, prison, neighborhood, downtown, royal, contemporary, performance, square, port)

The central part of a city (especially an American or Canadian city) =

A place where one can see ships, fishermen, etc. = _____

An open area or plaza of a city = _____

Pertaining to or belonging to kings and queens = _____

A place where one can watch movies = _____

A man-made object, like a tool, a work of art, etc. = _____

Modern = _____

A show, concert, etc. = _____

A region of a city = _____

A place where people convicted of crimes go = _____

C) (park, run down, renovated, under construction, highlight, extras, theater, cathedral, display, walking tour)

Additional items = _____

Sightseeing on foot = _____

A public green area in a city, used for recreation = _____

Currently being built or repaired = _____

Brought back to its former state = _____

In bad shape; falling apart = _____

A place where one can see a play or another type of performance
= _____

A church = _____

A very important or outstanding part of something = _____

An exhibit; a presentation of something in open view = _____

D) (guide, zoo, bridge, castle, bus, landmark, cruise, discount, museum, amusement park)

A building that is historically important = _____

A structure that spans a river = _____

A place where animals are kept = _____

A vehicle that is used for transportation (on land) = _____

A place with rides, shows, and other entertainment = _____

A person who tells you about the importance of historic buildings, etc. =

A reduction in the price of a ticket = _____

A voyage (usually as a holiday/vacation) on a ship = _____

A place where one can see art = _____

A solid structure that was usually fortified against an attack = _____

24. Look at these pictures. Write three sentences under the picture telling people to come to London.



Tower of London



London Dragon



Tower Bridge



Here are some words you could use:

- Come to London!
- Visit London today and visit the famous sites.
- Meet the London Dragon!
- Tired? Bored? Want some fun? Visit London!
- Tower Bridge is very old and lifts up. Boats go underneath.
- Tower Bridge crosses the River Thames.
- Don't lose your head in the Tower of London!
- London is the capital city of England.

25. Fill in the gaps with the proper (best) response from the word list given below:

A) (destroyed, attractions, historic, capital, blocks, cheaper, century, incredible concentrated, trap)

1. This is a very modern city. There aren't many _____ buildings.
2. Almost all of the _____ are located in the central area.
3. All the sights are _____ in this area.
4. Most of the city was _____ during the war, and rebuilt afterwards.
5. This building is from the 17th _____. It used to be a royal

residence.

6. A tourist _____ is a place (restaurant, store, etc.) designed to attract travelers/tourists. These types of places are usually more expensive than places where "locals" go.

7. Wow! What an _____ view!

8. This used to be the _____ of our country.

9. We're not looking for an expensive hotel. We want something that's _____.

10. The post office? Go straight for three _____. You'll see it on your right.

B) *light, architecture, landmarks, restored, cobblestone, tropical, vendors, check, climb, ruins*

1. The castle has been _____ to its former glory.

2. I can see the _____ (= remains) of the old fort from my hotel window.

3. Make sure you _____ out (= visit) the Automotive Museum.

4. Don't buy anything from the street _____.

5. The climate here is _____. It's hot all year and it rains a lot.

6. Turn right at the next _____ and then go straight for about 1

kilometer.

7. If you _____ to the top of the tower, you'll get a beautiful view of the city.

8. It's not easy driving on _____ streets, but it's nice to walk on them.

9. The Old Town has some beautiful examples of Romanesque_____.

10. Charles Bridge is one of Prague's_____. (= most recognizable/important sights)

C) (*corner, foot, cab, worth, entrance, current, district, elegant, hilly, shape*)

1. All of the tourist attractions is the city's historic_____. (= area)

2. This is the wealthiest neighborhood in the city. You can tell from all the _____ shops.

3. The _____ fee is \$6.

4. The city is quite_____, so some of the streets are very steep.

5. The War Museum is definitely _____ visiting.

6. Unfortunately, most of the buildings are in really bad_____. (= they are falling apart)

7. It's very close - You can easily get there by_____.

8. There are no buses that go there, so you'll have to take a_____.

9. The _____(= present) prime minister was born here.

10. There's a really good restaurant right around the_____.

26. Fill in with the suitable word to complete each sightseeing-related question:

1. Is this painting _____(*by/from*) Picasso?

2. Can you _____(*take/make*) a photo of me?

3. Are the restrooms in the _____(*deep/back*) ?

4. Is this map _____(*free/priceless*) ?

5. When does the next tour _____(*start/starting*) ?

6. Is there a _____(*sale/discount*) for seniors?

7. Is there a tourist _____(*knowledge/information*) center around here?

8. Do you have any _____(*bilingual/bi-language*) brochures?

9. Is the museum _____(*open/working*) on Mondays?

10. Do you have an _____(*ear/audio*) guide?

27. Fill in the gaps with the correct word. If both words can be used, choose the one that sounds more *natural* in each situation:

1. This palace was the summer _____(*residence/residents*) of the Emperor Franz _____ Joseph.
2. On you right you'll see a beautiful example of 17th century Neo-gothic architecture. Presently it _____(*houses/homes*) the Museum of Justice, but it used to be a prison.
3. The walking tour _____(*departs/goes*) from the tourist information office every hour until 7:00 PM.
4. All of the major sights are _____(*marked/marketed*) on the map.
5. There is a _____(*list/details*) of hotels in the back of the brochure.
6. Go straight for about 500 meters, and then _____(*turn/make*) right on Main _____ Street.
7. You won't be able to catch a taxi here. You have to go to a taxi _____(*stand/place*).
8. A lot of these buildings are really _____(*run/cut*)-down. (= old and falling _____ apart)
9. It's a two-_____ (*hour/hours*) tour. (= the tour lasts for two hours)
10. The city has many beautiful tree-_____ (*lined/planted*) avenues.

Writing

When we write a **promotional poster** describing some event we usually write four paragraphs.

In the **first paragraph**, we give the name, location and the time of the event and

the reason for choosing it.

In the **second and third paragraphs**, we describe the main aspects of the event. (the cost of the ticket, dress code, etc) We should describe what can we see and do there.

In the **fourth paragraph**, we write our comments and feelings about the event, as well as our recommendations.

We normally use present tenses to describe an event. We also use a variety of adjectives to make our poster more inviting to readers.

28. Design a promotional poster

Your job is to design a promotional poster and write 50-100 words about why people should visit your event. You must choose a picture, copy it from the Web, then write about your event.

Your poster might be advertising:

- a rock concert
- a new show or musical
- an exhibition at a museum
- a trip along the River Thames
- a sight-seeing tour
- a new trendy café

You should include:

- ✓ the name, location, the time of the event
- ✓ things you can see and do there , the cost of tickets,
- ✓ what is so good about it (your feelings and recommendations)



29. Read the text about Bergen tourist attractions and entertainments and use it to make up guide information about Bergen in English.

Берген – один из самых красивых городов Западной Норвегии. Он знаменит, прежде всего, своей деревянной набережной Брюгген, внесённой в список всемирного наследия ЮНЕСКО, застроенной цветными деревянными домиками, а также рыбным рынком и фуникулёром Флэйбанен. Этот город в средние века был главным центром морской торговли в стране.

Хотя погода здесь очень дождливая, местные жители очень гордятся своим городом. В Бергене проходит множество фестивалей. Самый известный из них – фестиваль Фестпиллене (“праздничные игры”), где можно повстречать именитых деятелей культуры со всей Европы.

Берген – это также ворота в царство знаменитых норвежских фьордов.

Познакомиться с городом вы сможете, сев на экскурсионный автобус или мини-поезд, а также самостоятельно. Набережная Брюгген – один из самых знаменитых памятников средневекового градостроения в Европе. Набережная дошла до нас практически в неизменном виде. Самое старое строение в Бергене – Церковь Св. Марии. Ей 850 лет.

В городе много разных музеев. Музей набережной Брюгген – это культурно-исторический музей, расположенный в здании 12 века. Трольхауген – это дом-музей Эдварда Грига. Великий композитор жил здесь с 1885 по 1907 год. Летом и осенью здесь проходят музыкальные концерты. Музей Старого Бергена – это музей под открытым небом, на территории которого собрано более 40 деревянных построек 17-19 веков. В Бергенском музее искусств представлено современное норвежское и зарубежное искусство, в том числе работы Мунка, Пикассо, Клее. Музей Бергена – это музей истории культуры, где находятся экспонаты, относящиеся к исторической эпохе, Средневековью и современности.

Полюбоваться на великолепные виды города можно, воспользовавшись фуникулёром Флэйбанен. Он доставит вас на высоту 320 метров всего за 7

минут. С вершины горы Флэйен открывается чудесный вид на Берген. А ещё можно воспользоваться канатной дорогой Ульрикен, которая доставит вас на вершину горы Ульрикен (643 м), откуда открывается потрясающий вид на город и окрестности.

UNIT 7

ASKING FOR AND GIVING DIRECTIONS

When you are looking for something, it is sometimes easier to ask for directions. When you do, you have to be able to listen to the directions given.

There are many direction terminologies. Here are all the common phrases for you to be able to effectively give directions and receive directions after this lesson.

➤ Asking for Directions

Most of the time, you should start by saying excuse me. The pronunciation for excuse me can be shortened. The shortened form sounds like 'scuse me.'

"Excuse me. Do you know where the post office is?"

"Excuse me. Can you point me to the nearest gas station?"

"Excuse me. Can you give me quick directions to the movie theatre?"

"Excuse me. Do you know how to get to the Shopping mall from here?"

"Excuse me. How do I get to the freeway from here?"

"Excuse me. I'm looking for Bank of America. I thought it was around here. Do you know where it is?"

"Excuse me. I'm looking for the post office. Do you know how to get there?"

"Excuse me. What is the best way to get to Seattle?"

When you ask for directions, the person responding will usually give you quick directions. The next section is a list of common phrases used when giving directions. You should study them carefully so when someone gives

you directions, you can understand them without having to say 'one more time.'

➤ GIVING DIRECTIONS

➤ Left Right and Around the Corner

Take a Left/Right

"Take a left at the next light."

"Take a right at the gas station."

"When you get to Robson Street, take a left."

"After you pass 7-11, take a right at the next light."

"Take a left when you come to a stop sign."

Turn Left/Right

"Turn right on 112th."

"Turn left after you pass McDonalds."

"When you see a church on your left hand side, turn right on the next street."

"Turn left at the next street and immediately take another left."

Just/Right around the corner

"It's just right around the corner on the left side."

"It's right around the corner from the Starbucks over there."

"Go down the street, turn left on Williams Street, and it will be right around the corner from the gas station."

➤ Across Blocks and Miles

Go for five blocks/After three blocks

"After you turn right, go for five blocks and turn left. It will be right around the corner."

"After three blocks, turn left. You will see it on your right hand side."

"Go for four blocks and then turn right."

Across the street from/Directly across

"It's across the street from the library."

"It's directly across from Taco Bell."

"Go for three blocks, turn left at the next light. You'll see it across the street from McDonalds."

"Go down the street. You'll see it directly across from the gas station."

Go for 2 miles

"It's pretty far from here. Go on Washington Street for about 2 miles. You'll see it next to a school."

"Turn right at the stop sign and go straight for a couple of miles. At 112th turn left. You'll see it on your right hand side."

"Go straight on this street for about 3 miles. You'll see it next to Wendy's."

➤ Light and 'Y'

On the third light

"Go down this street, after you pass two stop lights, turn right on the third light. You'll see it right around the corner."

"Head down Madison Street and on the fourth light, turn left. You should see it immediately."

"Turn right on Jackson. Keep going straight for three lights. When you see Burger King, turn left. It's right there."

The 'Y'

A 'Y' is a street that turns into two. It's not really a left turn or a right turn, but the street is shaped like the letter 'Y'.

"Keep going down this street. Stay on the left side when you reach the 'Y'. At the next light, turn right."

"Take a left on Jackson. At the 'Y' go to the right. It will be on your left hand side about a mile down that street."

"Go for about three miles on this street. At the 'Y' go to the left. You'll see a blue house on your right. It's right after that house."

➤ Dead end and 'T'

The 'T'

A 'T' intersection is a three way intersection. You can either go left or right. The street is shaped like the letter 'T' so people call it a 'T'. Sometimes they don't call it a 'T'. Other names for a 'T' intersection you might hear are more descriptive.

Here is a list.

'When the road ends...'

'When you can't go anymore...'

'Three way intersection...'

"At the 'T' intersection, turn right. It is just around the corner."

"When you pass a gas station, you will come up to a 'T'. Take a left, and then an immediate right."

"Go down this road until it ends. Turn left at the 'T' and you will see the gas station on your right."

Dead end

This isn't a direction terminology, but dead end is a road that has only one entrance. That means the only way out is the way you came in. All dead end streets will have a sign at the entrance with the word 'Dead end'.

If you are going to a location that is in a dead end, someone might use this word.

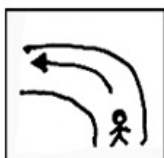
"Turn right on 117th. It's a dead end. We are on the right hand side at the end of the street."

"There are three places to turn right. The second one is a dead end so make sure you don't go in there."

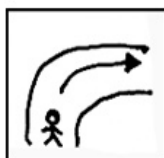
"I live in a dead end street. It's nice because there isn't much traffic."

The following pictiary would be helpful to build your vocabularies in giving directions.

PICTIONARY (GIVING DIRECTIONS)



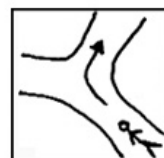
Turn left



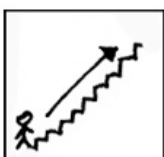
Turn right



Bear left at the fork



Bear right at the fork



Go upstairs



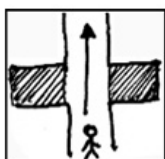
Go downstairs



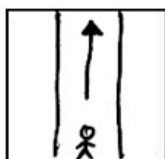
Take the first/second left



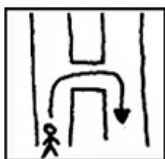
Take the first/second right



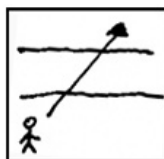
Go pass through



Go along (straight) this...



Turn around



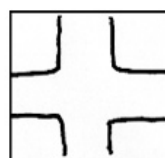
Cross the street



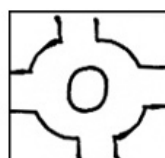
Go over the bridge



Go along the corridor



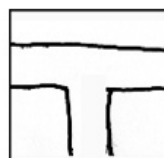
Intersection



Roundabout



Y-junction



T-junction



Corner



at the end of ...



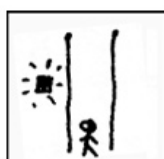
between...and...



next to...



opposite ...



Left side



Right side

1. Fill in the gaps in the following dialogue with the correct phrase from the list of useful phrases presented above.

A: This is a very nice town, but are there any Thai Restaurants here?

B: Yes, _____.

A: _____?

B: No, not too far. Right now we are on the corner of Elm and Third. If you go straight down Third Street to the next corner, you will get to Pine Street. Turn right and you will see Phuket Thai Restaurant on your left, on the corner of Pine and 2nd Streets.

A: That doesn't sound too far. Is it a take-away restaurant?

B: They do have take-away. Do you want to sit in the park and eat?

A: Yes, that would be nice. Where is the nearest park?

B: The closest park to Phuket is _____.

A: Thank you, you have been very helpful.

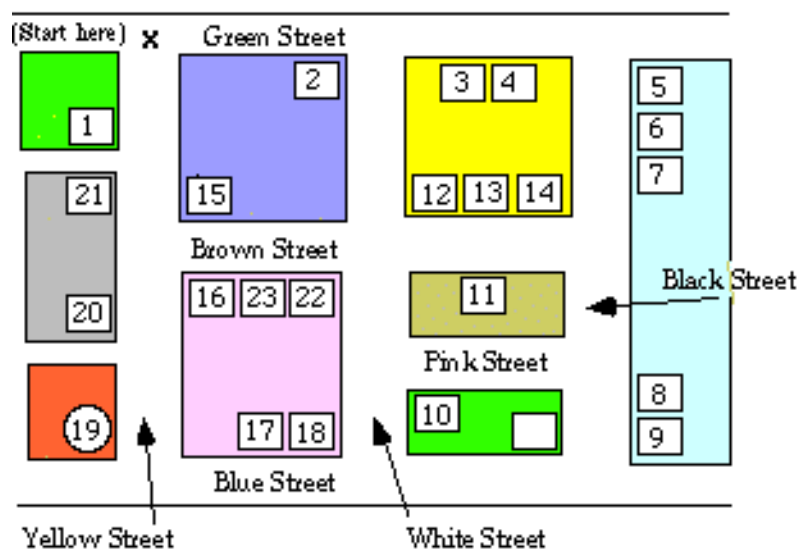
1. Directions through town.

If you don't have a good map of the city you are visiting, you might have to ask a lot of questions to find yourself around.

Look at the expressions below and be sure to understand the meaning of the places on the map before you start doing this activity. The prompts are given for you in brackets.

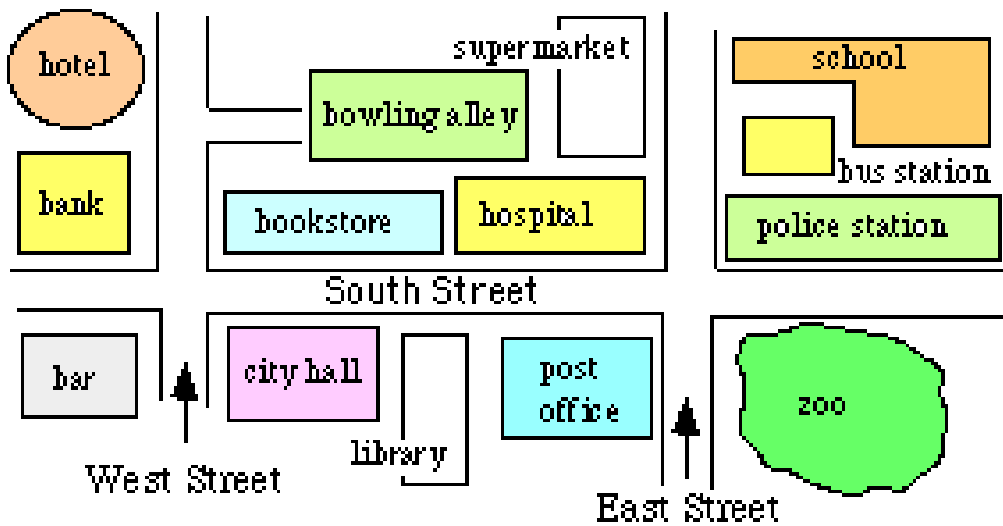
1. First, walk down Green Street for two blocks. Then, turn right and the bank is the third building on the left side. (7)
2. Go straight down Yellow Street until Blue Street. The school is on the corner of Yellow Street and Blue Street. (19)

3. Drive along Green Street to White Street and turn right. Next, go straight one block, cross Brown Street, and the library is the first building on the right corner. (22)
4. First, go down Yellow Street for one block, turn left, and then go to the first intersection. Then, keep going straight, and the hotel is the second building on the left. (13)
5. Walk along Green Street until Black Street. Then, turn right and go straight, and the church is the last building at the end of the street on the left. (9)



2. Travel and Sightseeing

Whether you are on a sightseeing trip through Europe or backpacking in Australia, finding your way around the city while on vacation can be difficult unless you know what to say. So, understanding directions is a big part of this.



Look at the expressions below and be sure to understand the meaning of the places on the map before you start doing this activity. Then read the statements to say whether they are true or false.

- across from
- behind
- between
- in front of
- near
- next to
- opposite

- 1) The hotel is next to the bank (True/ False).
- 2) The zoo is opposite the police station. (True/ False).
- 3) The library is between the post office and the supermarket. (True/ False).
- 4) The bowling alley is on East Street. (True/ False).
- 5) The bar is on the corner of West Street and South Street. (True/ False).
- 6) City hall is in front of the library. (True/ False).
- 7) The hospital is near the bus station. (True/ False).
- 8) The zoo is behind the post office. (True/ False).

- 9) The bowling alley is behind the bookstore. (True/ False).
 10) The school is between the bus station and the police station. (True/ False).

➤ Showing understanding

When you're listening to someone explain something or tell you something, how can you show that person that you understand him or her? How can you indicate that you are following what is being said - or not following it? In this exercise, we look at different ways you can do this using body language, noises, words and intonation. Read the following phrases, translate them and use in dialogues of your own.

Showing understanding

	Understanding	Not understanding
Body language	Nod your head	Look confused - e.g. by frowning or squinting
Noises	Umm-hmm Uh-huh	Er... Um...
Words	Right... OK...	Hang on... Hold on... Run me through that again You've lost me

Intonation Speak clearly
 and confidently Speak more slowly

Vocabulary

to follow someone / something

here, to understand something or someone

e.g. *After a while, I stopped following the conversation.*

Sorry - I don't follow you. Can you explain it again?

to nod

to move your head up and down, usually in agreement

to run somebody through something

to explain something

e.g. *Can you quickly run me through the new guidelines?*

Hang on / Hold on

Use this to ask someone to stop or pause

e.g. *Hold on - I don't think I follow you*

Can you just hang on a second? I need to get my coat...

to be lost

here, to no longer understand

e.g. *Aaagh! I'm totally lost!*

to lose someone

here, to confuse someone or lead to them not understanding you

e.g. *Hang on - you've lost me!*

➤ **Making positive and negative comments**

Imagine that you are a manager in a company and a member of your team asks you to look at something she's prepared. You'll probably see some things that you like and some things that you don't like – but what's the best way to discuss these points? How can you show your team-member that you like some things but not others?

from positive to negative, or from negative to positive

<i>But actually,</i>	<i>it is a little small. I do quite like the colours.</i>
<i>On the other hand,</i>	
<i>Then again,</i>	

Positive signals	Negative signals
<i>On the positive side... One of the strengths of this is... What I like about this is... ... is one of the strengths. ... is really great. ... is a big plus.</i>	<i>On the negative side... Perhaps a weakness of this is that... This is one of the things I'm not sure of, because... ...is one of the weaknesses. ...is something you might want to look at again.</i>

Using stress to add balance

Make uncontracted statements:
Then again, it is quite small.

Use *do*:

*But actually, I **do** like the colours.*

Giving qualified praise

For

a first project, I think you've done a great job

In terms

here.

of

3. Fill in the gaps with the words given below.

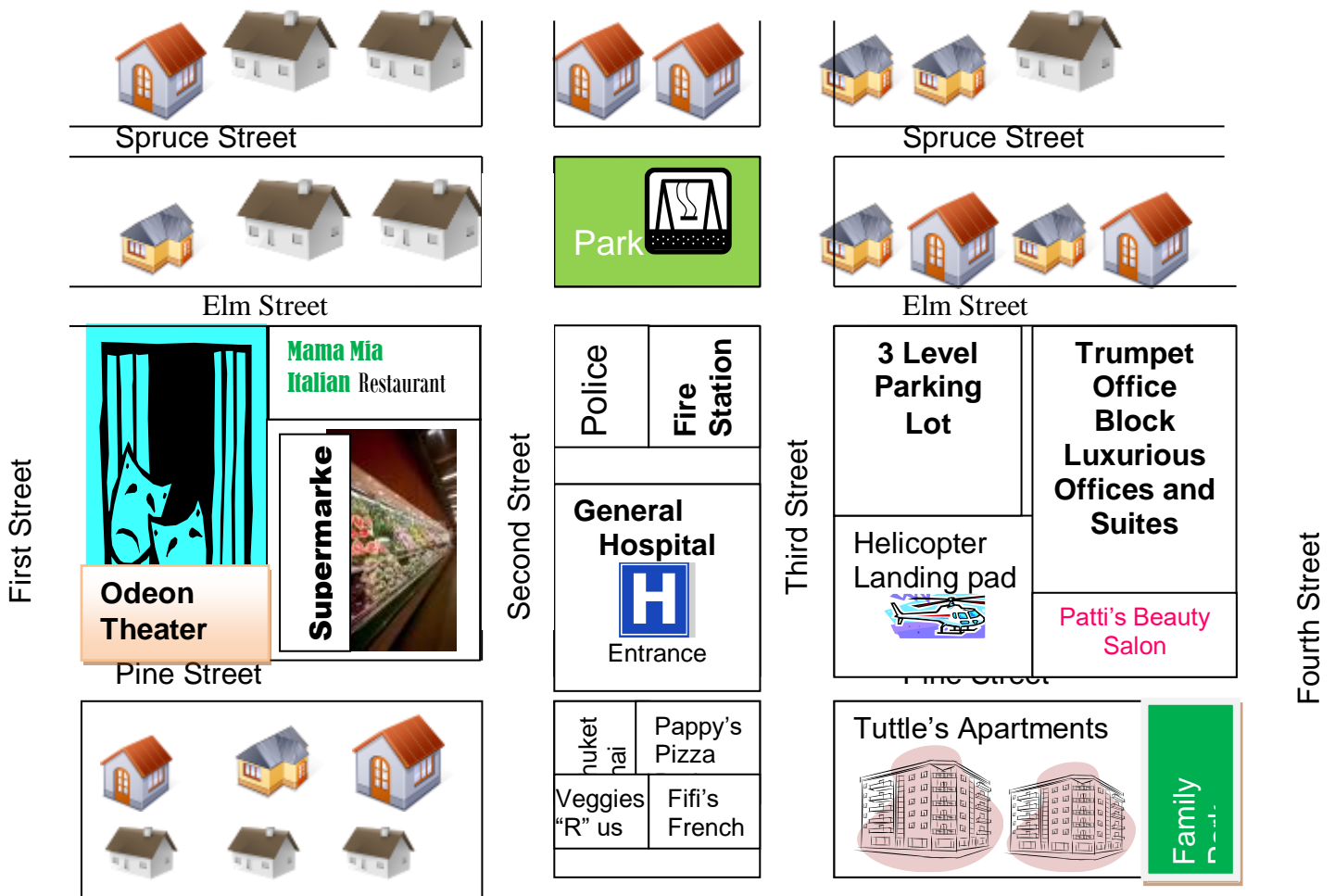
(*continue, end, excuse, get, left (2x), next, opposite, right, second, straight on, thank, turn, welcome*)

1. _____ me, how do I _____ to the cinema?
2. Go _____.
3. Turn _____ at the corner.
4. Then take the _____ road on your _____ .
5. _____
6. _____ to the _____ of the road.
7. left there.
8. The cinema is on your _____ , _____ the castle.
9. _____ you very much.
10. You're _____/

3. Look at the map of the town and answer the questions given below.

HOMEVILLE

POPULATION 500



“There is” is used for singular items

Example: There is one family park in the city.

“There are” is used for plurals

Example: There are many restaurants in Homeville.

Answer the following questions using constructions there is/ there are/.

- 1) Is there a bookshop in Homeville?
- 2) Are there restaurants in the town?
- 3) Is there a parking lot in it?
- 4) Is there a supermarket on Third street?

- 5) Where is a police station?
- 6) How many parks are there in the town?
- 7) How many people live in Homeville?

Answer some general questions:

1. Is there a *residential zone** in Homeville?
2. Where is the hospital?
3. If I were at the hospital, how would I get to the apartment buildings?
4. Where is Trumpet's Office Building?

**Residential Zone: A part of the city that is zoned for people to live.*

5.Fill in the gaps with the correct option.

1 - It's the second road _____ the left.

- at
- to
- on

2 - _____ right at the crossroads.

- turn
- turn to
- turn to the

3 - Go _____ the bridge.

- above
- over
- Either could be used here.

4 - Turn right _____ Church Street.

- in
- to
- into

5 - It's _____ the end of the street.

in

at

Either could be used here.

6 - Go straight ahead ____ the traffic lights.

at

in

on

7 - Go ____ Oxford Street for half a mile.

up

down

Either could be used here.

8 - Go ____ the station.

past

passed

Either could be used here.

9 - Go ____ the path.

above

along

Either could be used here.

10 - After a few hundred metres, you ____ to a turning.

go

come

Either could be used here.

11 - Go straight ahead ____ the roundabout.

in

at

6. Complete the dialogue with the appropriate expression given below.

Andrea: Excuse me. _____ the post office?

Man on the street: No. _____ (*a minute later*)

Andrea: Excuse me. _____ post office is?

Second Man: Sure. It's _____ in the Main street.

Andrea: _____ ?

Second Man: It's about two or three blocks. It's the first _____ you come to. When you get to Main Street, _____.

Andrea: Which side of the street is it on?

Second Man: Coming from this direction, _____ side. It's _____ of the block, _____ the Sweets Ice Cream Shop. _____.

Excuse me. How can I get to.....?

I'm sorry, I don't know.

I'm a stranger here myself.

Thank you anyway.

Go through theintoStreet.

Turn left past the Town Hall.

That's the biggest/smallest building on the left.

You'll see post office in front of you.

You can't miss it.

Where is the entrance?

Is it far from here?

Just a few minutes on foot.



Excuse me. Where is the bus stop?

Is there a post office near here?

Over there, near the police station.

The chemist's is on the right.

The bank is on the left.

Between the post office and the cafe.

In front of the shopping centre.

Behind the taxi rank.

Next to the car park.

Excuse me, can you tell me the way to.....?

Go along Oxford Street.

Go straight on.

Turn right / turn left.

Turn right at the traffic lights.

Turn left at the roundabout.

Take the second turning on the right.

First on the right.

It's the second street on the left.

Go down the street. / Go up the street.

10 minutes by car/on foot.

5 minutes walk.

It's no distance at all.



7. Read the dialogue and fill in the missing words.

---Excuse me. How can Ito St Mary's Church?

---I'm sorry, I don't know. I'm ahere myself.

---Thank you anyway.

---Excuse me. Do you knowSt Mary's Church is?

---Yes. Go through the Golden GateLong Street, and thenleft past the Town Hall –that's the biggest buildingthe left. ---You'll see St Mary's Church inof you. You can't miss it, it's enormous.

---Fine. Where is the entrance?

---the left.

---Is it farhere?

---No, just a few minutesfoot.

---Thank you very much.

---You're.....

8.Match the halves to make sentences.

- | | |
|------------------------------|-----------------------------|
| 1. Excuse me. How | a. I get there? |
| 2. Is it far | b. the bus stop? |
| 3. Show me | c. from here? |
| 4. How can | d. can I get to the centre? |
| 5. Excuse me. Where is | e. near here? |
| 6. Is the underground | f. on the map, please. |

9. Make up a dialogues arranging the sentences in the correct order.

A.

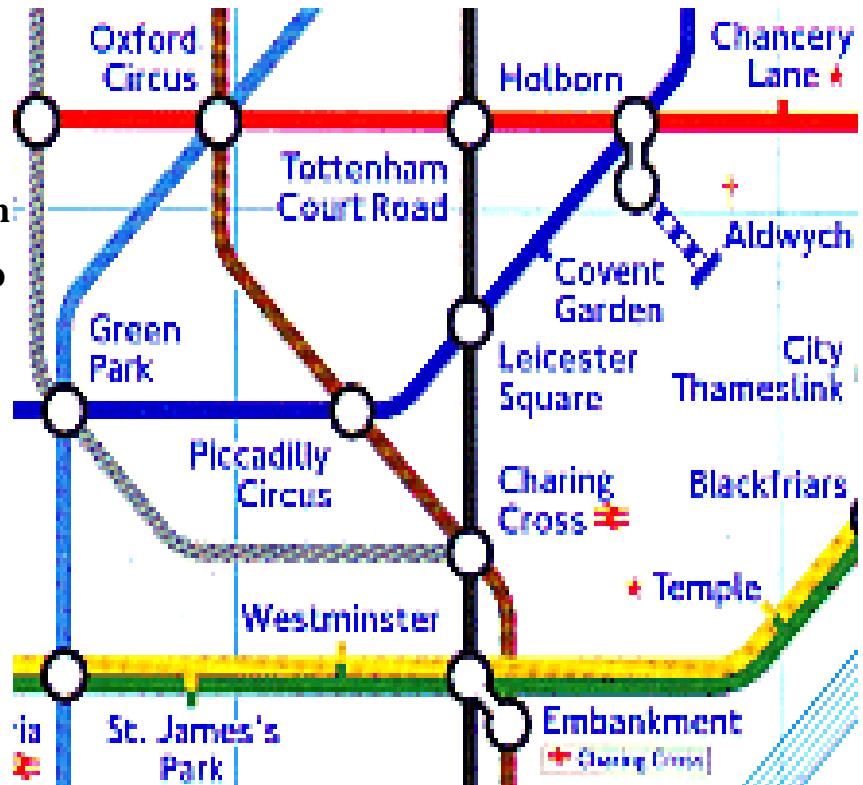
-Certainly. Take the first street on the left, then the second on the right.
-First on the left, second on the right...
-Can you tell me the way to the post office, please?
-That's right.
-Excuse me!
-Thanks a lot.
-Yes?

B.

-Thank you very much
-Is it far from here?
-Go down this road, and then take the second street on the left.
- Oh, no. It's just five minutes' walk.
-Excuse me. How can I get to the railway station, please?

10. Take the Tube!

There are lots of train tunnels under London. The tunnels are colours on this map. Look at the map and answer the questions.



- A) How many stations is **Oxford Circus** from **Piccadilly Circus**?
- B) Which station is between **Leicester Square** and **Holborn**?
- C) How many trains must you take to get from **Covent Garden** to **Westminster**?
- D) How many tunnels go to **Oxford Circus**?
- E) What colour tunnels go to **Temple**?

21. Race around London

It's a crazy race! Visit the [London Mall Web Page](#). Find out about some of the best places around London, and then see how many questions you can answer.



1.	What is MOMI short for?	6.	Does a Student pay £2 or £3 to visit the HMS Belfast ship?
2.	How many hours is recommended for a visit to MOMI ?	7.	How much does it cost for a child to get into the famous Madame Tussauds Wax Museum?
3.	Is South Kensington or Oxford Circus the nearest Tube Station to the Science Museum ?	8.	Madame Tassauds is only closed for one day each year. Which day?
4.	How many working exhibits are there at the Science Museum ?	9.	What is the address of the Comedy Store ?
5.	Where can you visit HMS Belfast ?	10.	Which famous restaurant is opposite the Comedy Store ?

11. Translate into English.

1. Скажіть, будь ласка, як дістатися до готелю?
2. Йдіть прямо, потім зверніть наліво.
3. Супермаркет неподалік? – Гм, вважаю, Ви доберетесь туди хвилин за 10 на метро.
4. Музей далеко? - П'ять хвилин пішки.
5. Перепрошую, Ви не знаєте, де знаходиться лікарня? - Я не місцевий.
6. Як швидше дістатися туди?
7. Скільки часу мені знадобиться щоб доїхати на автобусі до центра міста?
8. Пройдіть повз пошту, потім зліва Ви побачите кінотеатр.
9. Рухайтесь по цій дорозі до перехрестя.
10. Кафе – на лівій стороні дорозі, неподалік. Воно поруч із банком.
11. Розважальний парк – після першого звороту наліво.
12. Зверніть праворуч на другому перехресті.
13. Спасибі, Ви мені дуже допомогли. - Нема за що.
14. Школа розташована напроти цирку, між супермаркетом і парком.

15. Це вірна дорога до аеропорту?---Ні, Ви рухаєтесь у невірному спрямуванні.
Йдіть цим шляхом.
16. Добридень! Я хотів би дізнатися, як я можу дістатися Бруклін- коледж?
17. Привіт, Олександр! Де ти? На розі вулиці Тейлор авеню і Дюк стрит?
Почекай на мене. Я буду там хвилин через 15.

Навчальне видання

Сапрун Ірина Рустемівна

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Формат 60x84/16. Умов.-друк. арк.1,04. Наклад 100 прим. Зам. №

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Свідоцтво суб'єкта видавничої справи ДК № 3367 від 13.01.2009 р.