

MINISTRY OF EDUCATION AND SCIENCE OF
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ENGLISH FOR TOURISM

Multitasking Study Guide for
Self-defined and Individual Learning

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Study guide is designed for students of specialty "Tourism". Its structure integrated ten interrelated parts, each of which performs a specific function. In particular: to polish the correct pronunciation and broaden the mind, to develop arbitrary and involuntary memory, to supplement vocabulary from words to more than phrase level, to generalise grammatical structures, to encourage to critical thinking. It is important that this training methodical collection can be useful for future specialists in tourism as well as for specialists of diverse training areas, such as international business, journalism.

Практикум призначений для студентів напряму підготовки “Туризм”. Його структурний апарат інтегрував десять частин, кожна з яких виконує конкретну функцію. Зокрема, формують правильну вимову, збагачують кругозір, розвивають довільну та мимовільну пам'ять, поповнюють словниковий запас від слова до понад фразового рівня, систематизують граматичні структури, спонукають до критичного мислення. Важливим є те, що дана навчально-методична розробка може бути корисна не лише для майбутніх фахівців сфери туризму, але і для спеціалістів інших напрямів підготовки, зокрема міжнародного бізнесу, журналістики.

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ПЕРЕДМОВА

Стрімкі процеси глобалізації, міжнародної інтеграції, входження країни до освітнього простору, а також масштабність і гострота виникаючих у сучасному світі соціальних, культурних й економічних проблем зумовлюють актуальність пошуку оптимальних шляхів підготовки майбутніх фахівців напряму підготовки “Туризм” з новим мисленням, професійно мобільних, готових до самостійного та якісного розв’язання професійних завдань. Розвиток туристичного співробітництва із закордонними країнами, організація пакетних турів як для компаній, так і для окремих клієнтів, забезпечення бездоганного обслуговування, надання житлових послуг, сприяння налагодженню стосунків з іноземними партнерами, а також позитивне безконфліктне розв’язання проблемних ситуацій в рамках туристичної сфери.

Зростаючі потреби сучасного глобалізованого інформаційного суспільства у фахівцях з високим рівнем іншомовної компетенції змушують здійснювати орієнтацію освітньої політики вищої школи на взаємозв’язок професії та мови, зближення туристично-професійної та мовної освіти. Як результат, іноземна мова за професійним спрямуванням набула ролі інтегративного компоненту структурно-функціональної моделі комунікативної компетентності майбутніх фахівців сфери обслуговування.

Варто зауважити, що одним із факторів ефективної іншомовної фахової підготовки вищезазначених фахівців є не лише формування теоретичних і практичних знань, вмінь та здатностей, але і вміння самостійно вирішувати проблемні завдання і взагалі були спроможним працювати самостійно. Саме тому метою нашого практикуму було вирішення двох основних педагогічних завдань. Метою одного з них було систематизувати, підібрати матеріал туристичного змісту відповідно до програми напряму підготовки “Туризм”. Змістове наповнення стосувалося тематики за програмою, зокрема: “Готельний сервіс”, “Замовлення номеру в готелі”, “У ресторані. Замовлення. Скарги”, “Діловий туризм”, “Світ фінансів. Структура ділового літа. Лист-замовлення місць у готелі”. Відповідно до вищезазначених тем нами був підібраний матеріал з професійної туристичної термінології.

Другим завданням обраного практично-методичного дослідження було мотивувати майбутнього фахівця сфери обслуговування до самостійної та індивідуальної роботи, як в рамках аудиторії, так і в поза аудиторний час. На нашу думку, впровадження індивідуального та особистісно-діяльнісного підходів у навчально-виховний процес формування іншомовної професійно-комунікативної компетентності забезпечує розв'язання низки питань сучасної вищої освіти. По-перше, відбувається компенсація недостатньої кількості годин виділених програмою, по-друге, формуються вміння індивідуальної та самостійної частково-дослідної чи евристичної роботи майбутнього фахівця, по-третє, залучення до реальних умов майбутньої самостійної професійної діяльності в умовах жорсткої конкуренції.

Таким чином, структурний апарат практикуму «*English for Tourism*» для фахівців з туристичної галузі інтегрував десять частин, кожна з яких виконує конкретну функцію. Зокрема, формують правильну вимову, збагачують кругозір, розвивають довільну та мимовільну пам'ять, поповнюють словниковий запас від слова до понадфразового рівня, систематизують граматичні структури, спонукають до критичного мислення. Крім того, змістове наповнення 4, 5, 6, 7 та 9-го розділів передбачало розвиток у майбутніх фахівців сфери обслуговування критичного мислення шляхом опрацювання автентичних статей дискусивного характеру, монологічного, діалогічного мовлення засобом імплементації опорних туристичної термінології, опорних фраз, мовних кліше, а також вдосконалення практичних вмінь оформлення ділової туристичної кореспонденції.

Важливим є те, що методична розробка призначена не лише для майбутніх фахівців сфери туризму, але і для спеціалістів інших напрямів підготовки, зокрема міжнародного бізнесу, журналістики. Крім того, наукова цінність розробки полягає у тому, що вона інтегрує новітні матеріали та комунікативні дилеми, які допоможуть нашим майбутнім фахівцям сфери обслуговування вийти на загальноєвропейський рівень іншомовної комунікації, наблизити її до світових стандартів. Це, зокрема, допомагатиме їм легко і успішно орієнтуватися у сучасному бізнесовому світі.

PART # 1. PHONETIC PRACTICAL TASKS

1.1 Pronounce the following rhymes and poems paying attention to highlighted words and phrases. Synonymize tourism terms

AT THE AIRPORT

Buy a ticket, go by *plane* to the
Netherlands or Spain.
Planes are taking *off* the *ground*
with a very loud *sound*.
They arrive and fly away in a
very *busy* way.
Airplanes with *landing lights*
finish their *endless flights*.
There's a *runway* long and wide
and the lights which are so
bright.

AT THE RESTAURANT

At the restaurant where you
meet
You can have a rest and eat.
Have a menu, call a *waitress*
Who is pretty like an actress.
You can *order* wine or *punch*
Or a coffee for your lunch
With a tasty chocolate cake,
Eat a salad and a steak.
Eggs and bacon or a soup.
There's a lot of other food:
Chicken legs and *barbecue*.
Swedish *salmon* right for you.
Fish and chips, a turkey pie
You will eat until you die.
When you see your restaurant
bill
You feel absolutely ill.

AT THE DEPARTMENT STORE

A *department store* is big,
Shop assistants are so quick..
Many things are in the shop
From the bottom to the top:
Belts and handbags, leather
gloves,
Stylish dresses, jeans and
scarves.
Metal buttons, buckles, thread,
A panama and a hat.
Silver bracelets, golden rings
And a lot of *hairpins*.

AT THE DEPARTMENT STORE

The department store is good
But you need a lot of food.
Though your home is very
sweet
Now you leave it for the
street.
And your friend goes to the
shop
With a *basket* – hop, hop, hop!
First he buys some *bread and*
meat Meat is what you really
need,
Eggs and butter, milk and jam,
Orange juice, a sausage, ham.

In the basket that he *carries*
Are bananas, plums and
berries.

BUYING THINGS

You can buy a *bathing suit*
Which is *cheap* and very
good.

Buying things is very nice
When they have a *proper*
price.

You can have a yellow shirt
And a black and *woolen skirt*.
Brown jacket, brown boots
And a lot of *leather goods*.
Shopping isn't always fast –
It can last and *last and last*.

AT THE MARKET

At the market buy some fruit
Very fresh and very good.
Juicy fruit are everywhere,
You can buy them here and
there:

Pears, peaches, tasty melons,
Strawberries and yellow
lemons.

At the grocer's you can buy
Chocolate cookies and a pie.
Biscuits *cost* a lot of money
They are sweet like golden
honey.

Sally buys *delicious* jam
For her little brother Sam.

Then an apple pie, some
coffee
And a nice and *tasty toffee*.

AT SEA

On rainy and on sunny days
The ocean ship cruise in the
waves

You go by boat to have a rest
The captain tries to do the best.
He smokes his pipe and holds
the wheel

And waves to seagulls and a
seal.

In *foamy* waters of the sea
A dolphin plays with you and
me.

A bottle with a message floats
And *passes* by the fishing boats.

IN WARM COUNTRIES

A pagoda in *Japan*,
Is a home for smiling men.
In *Egypt* see the *pyramids*,
The ancient mummies in the
sheets.

A yellow *camel* on the *sand* –
A *silent dersert* with no end.

In *Mexico* it's very hot,
You like a *carnival* a lot.
A big *sombrero* on the head
Is something that you won't
forget.

You go to *temples* blue and
white
And cafes where you *have a*
bite.

PLANES AND PEOPLE

Planes are large and very small
People *wait for* them in a *hall*.

Plains have *tails and metal wings*
And a lot of *useful things*.
You can use a *baggage truck*,
Wave your hand and say “Good luck!”.
Take your bag and stick a mark
You can see it in the dark.
Stewards welcome people in,
And *the endless flights* begin.

AT THE RAILWAY STATION

You ask a *porter with a truck*
To carry *parcels and a trunk*,
A *picnic hamper* and a bag,
A heavy *suitcase, a rucksack*.
There's a *collector* on the train,
He checks your tickets once
again.
The train will slowly leave the
station,
And now you are on your
vocation.

IT'S A HARD ROAD
I jumped on the train
I left this old town
I *escaped* the rain
I'm no longer down
The wheels start to turn
My *worries* are gone
I have lots to learn
About the trail that I'm on
As I look around
I see my new friend
I know I am bound

To travel till the end
I'll travel south and I'll travel
north
I'll travel east and I'll travel
west
I just want to find the road that
is best
The train it did slow
I'm in a new place
The moonlight does glow
On my tired face
It's time for me
To try and find a bed
It's time for me
To rest my weary head
Morning is here
There's sorting to do
I'll *sound sincere*
With my goodbye to you
I'll travel south and I'll travel
north
I'll travel east and I'll travel
west
I just want to find the road that
is best
It's time to move away
I'm not satisfied
I've spent many a day
Finding a place to reside
There's a town on my mind
It's just down the track
No need to find
A way to get back
The train I will get
Sitting at the station
The future is set
I feel anticipation

I'll travel south and I'll travel
north
I'll travel east and I'll travel
west
I just want to find the road that
is best

INTO THE WOODS WE TRAVELLED

Into the woods we traveled,
with little *fear and doubt*,
Into the woods we traveled,
with *no way out*.
Into the woods we traveled,
with thoughts of the new day,
Into the woods we traveled,
with you and me.
Into the woods we traveled,
with hopes of a new way,
Into the woods we traveled,
with no more cares of our ways.
Without Fear, We *conquered*
the way
Without Sorrow, We sit here
today
To tell this tale one more day,
seems to be my only way
For into the woods we traveled,
to never see the light of day.

ROADS

I have traveled down the road
of *many vices*,
I have traveled down the road
of *fractured dreams*,
I have traveled down the roads
of lovers leaving,

and I have traveled down those
roads enough, it seems.
I have traveled down the
highways of injustice,
and traveled *on the highways of*
deceit,

I have traveled down the many
roads of doubt,
and traversed too many roads of
'incomplete .

I have driven on the *turnpikes*
of destruction,
and I have rested on the sides of
these at night,

I have traveled down the roads
of wrong *selection*,
and I have known the fear that
comes with *needless*
fright.

I have *ventured* down the
highways of reflection,
and *gazed upon the pathways of*
despair,

I have traveled down the road
of *self-deception*,
and found, that in the end ...
nobody really *cares!*

In all my *aimless travel*,
I have found it to be true ...
that no matter what you think
you know,
... there always is a different
point of view!

MARVELLOUS TRAVEL

I travel with my eyes,
Watching those *silently cry*,

Asking themselves the question
 why,
 Someone left them without
 saying goodbye;
 I travel with my thoughts,
 I travel with my pen;
 To write about children, women
 and men;
 I travel with my voice,
 I travel with my hope,
 That something new, would
 spring into my horoscope,
 Whether in Asia, America or
 Europe,
 There'll always be something
 interesting to *scope*;
 I travel to many different
 places,
 Mix with many *races*,
 Identify tribesmen by their
 faces,
 And little girls *by their laces*,
 I travel without money,
 So, please listen *to my*
 testimony,
 The good, the bad and even the

 ugly,
 Every *experience is worth life's*
 journey,
 For I'll always *be marvelled*,
 When ever I travel.

 TRUM...TRUM...
 ITS A TRAIN...
 I love to travel in a train
 in a bumping and humping
 bogie..
 A long, beautiful *chugging*
 train
 with dad, mom and bro.
 I love to travel in a train
 that *breaks into* the platform,
 with thundering wheels
 and – a whistle blown
 I love to travel in a train
 passing through tunnels-
 stretched and curved.
 lights off, howling on,
 it is wonderful to be on a train..
 I love to travel in a train
 and *roam* all around the world
 for ever and ever...

1.2 Think about the main issue of each travel poem

1.3 Manage yourself to create personal tourism poems using underlined lexis

PART # 2. FASCINATING TRAVEL QUOTES

2.1 Get acquainted with the most inspiring travel quotes of all times

- "Travel is fatal to prejudice, bigotry, and narrow-mindedness." – Mark Twain

- "The world is a book and those who do not travel read only one page." – St. Augustine

- "There are no foreign lands. It is the traveler only who is foreign." – Robert Louis Stevenson

- "The use of traveling is to regulate imagination by reality, and instead of thinking how things may be, to see them as they are." – Samuel Johnson

- "All the pathos and irony of leaving one's youth behind is thus implicit in every joyous moment of travel: one knows that the first joy can never be recovered, and the wise traveler learns not to repeat successes but tries new places all the time." – Paul Fussell

- "Our battered suitcases were piled on the sidewalk again; we had longer ways to go. But no matter, the road is life." – Jack Kerouac

- "He who does not travel does not know the value of men." – Moorish proverb

- "People travel to faraway places to watch, in fascination, the kind of people they ignore at home." – Dagobert D. Runes

- "A journey is like marriage. The certain way to be wrong is to think you control it." – John Steinbeck

- "No one realizes how beautiful it is to travel until he comes home and rests his head on his old, familiar pillow." – Lin Yutang

- "Your true traveler finds boredom rather agreeable than painful. It is the symbol of his liberty-his excessive freedom. He accepts his boredom, when it comes, not merely philosophically, but almost with pleasure." – Aldous Huxley

- "All travel has its advantages. If the passenger visits better countries, he may learn to improve his own. And if fortune carries him to worse, he may learn to enjoy it." – Samuel Johnson

- "For my part, I travel not to go anywhere, but to go. I travel for travel's sake. The great affair is to move." – Robert Louis Stevenson

- "Traveling is a brutality. It forces you to trust strangers and to lose sight of all that familiar comfort of home and friends. You are constantly off balance. Nothing is yours except the essential things – air, sleep, dreams, the sea, the sky – all things tending towards the eternal or what we imagine of it." – Cesare Pavese

- "One's destination is never a place, but a new way of seeing things." – Henry Miller

- "A traveler without observation is a bird without wings." – Moslih Eddin Saadi

- "One's destination is never a place, but a new way of seeing things." – Henry Miller

- "When we get out of the glass bottle of our ego and when we escape like the squirrels in the cage of our personality and get into the forest again, we shall shiver with cold and fright. But things will happen to us so that we don't know ourselves. Cool, unlying life will rush in." – D. H. Lawrence

- "To awaken quite alone in a strange town is one of the pleasantest sensations in the world." – Freya Stark

- "Twenty years from now you will be more disappointed by the things you didn't do than by the ones you did do. So throw off the bowlines, sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover." – Mark Twain

- "Travel is more than the seeing of sights; it is a change that goes on, deep and permanent, in the ideas of living." – Miriam Beard

- "All journeys have secret destinations of which the traveler is unaware." – Martin Buber

- "We live in a wonderful world that is full of beauty, charm and adventure. There is no end to the adventures we can have if only we seek them with our eyes open." – Jawaharial Nehru

- "Tourists don't know where they've been, travelers don't know where they're going." – Paul Theroux

- "To my mind, the greatest reward and luxury of travel is to be able to experience everyday things as if for the first time, to be in a position in which almost nothing is so familiar it is taken for granted." – Bill Bryson

- "Do not follow where the path may lead. Go instead where there is no path and leave a trail" – Ralph Waldo Emerson

- "Two roads diverged in a wood and I – I took the one less traveled by." – Robert Frost

- "A journey of a thousand miles must begin with a single step." – Lao Tzu

- "There is no moment of delight in any pilgrimage like the beginning of it." – Charles Dudley Warner

- "A good traveler has no fixed plans and is not intent on arriving." – Lao Tzu

- "If you reject the food, ignore the customs, fear the religion and avoid the people, you might better stay at home." – James Michener

- "The journey not the arrival matters." – T. S. Eliot

- "A journey is best measured in friends, rather than miles." – Tim Cahill

- "I have found out that there ain't no surer way to find out whether you like people or hate them than to travel with them." – Mark Twain

- "Once you have traveled, the voyage never ends, but is played out over and over again in the quietest chambers. The mind can never break off from the journey." – Pat Conroy

- "A journey of a thousand miles must begin with a single step." – Lao Tzu

- "Not all those who wander are lost." – J. R. R. Tolkien

- "Like all great travelers, I have seen more than I remember, and remember more than I have seen." – Benjamin Disraeli

- "Perhaps travel cannot prevent bigotry, but by demonstrating that all peoples cry, laugh, eat, worry, and die, it can introduce the idea that if we try and understand each other, we may even become friends." – Maya Angelou

- "Too often travel, instead of broadening the mind, merely lengthens the conversation." – Elizabeth Drew

- "Wandering re-establishes the original harmony which once existed between man and the universe." – Anatole France

- "Travel and change of place impart new vigor to the mind." – Seneca

- "What you've done becomes the judge of what you're going to do – especially in other people's minds. When you're traveling, you are what you are right there and then. People don't have your past to hold against you. No yesterdays on the road." – William Least Heat Moon

- "I soon realized that no journey carries one far unless, as it extends into the world around us, it goes an equal distance into the world within." – Lillian Smith

- "To travel is to discover that everyone is wrong about other countries." – Aldous Huxley

- "Travel does what good novelists also do to the life of everyday, placing it like a picture in a frame or a gem in its setting, so that the intrinsic qualities are made more clear. Travel does this with the very stuff that everyday life is made of, giving to it the sharp contour and meaning of art." – Freya Stark

- "The first condition of understanding a foreign country is to smell it." – Rudyard Kipling

- "Travel is glamorous only in retrospect." – Paul Theroux

- "The whole object of travel is not to set foot on foreign land; it is at last to set foot on one's own country as a foreign land." – G. K. Chesterton

- "When you travel, remember that a foreign country is not designed to make you comfortable. It is designed to make its own people comfortable." – Clifton Fadiman

- "A wise traveler never despises his own country." – Carlo Goldoni

- "Adventure is a path. Real adventure – self-determined, self-motivated, often risky – forces you to have firsthand encounters with the world. The world the way it is, not the way you imagine it. Your body will collide with the earth and you will bear witness. In this way you will be compelled to grapple with the limitless kindness and bottomless cruelty of humankind – and perhaps realize that you yourself are capable of both. This will change you. Nothing will ever again be black-and-white." – Mark Jenkins

- "Not all those who wander are lost." — J.R.R. Tolkien,

- "The world is a book and those who do not travel read only one page." — Augustine of Hippo

- "Books are the plane, and the train, and the road. They are the destination, and the journey. They are home." — Anna Quindlen

- "The journey of a thousand miles begins with a single step." — Lao Tzu

- "Why do you go away? So that you can come back. So that you can see the place you came from with new eyes and extra colors. And

the people there see you differently, too. Coming back to where you started is not the same as never leaving.” — Terry Pratchett

- “Wherever you go becomes a part of you somehow.” — Anita Desai

- “I travel not to go anywhere, but to go. I travel for travel's sake. The great affair is to move.” — Robert Louis Stevenson

- “A good traveler has no fixed plans and is not intent on arriving.” — Lao Tzu

- “Travel is fatal to prejudice, bigotry, and narrow-mindedness, and many of our people need it sorely on these accounts. Broad, wholesome, charitable views of men and things cannot be acquired by vegetating in one little corner of the earth all one's lifetime.” — Mark Twain

- “It is good to have an end to journey toward; but it is the journey that matters, in the end.” — Ernest Hemingway

- “What is that feeling when you're driving away from people and they recede on the plain till you see their specks dispersing? - it's the too-huge world vaulting us, and it's good-bye. But we lean forward to the next crazy venture beneath the skies.” — Jack Kerouac

- Now more than ever do I realize that I will never be content with a sedentary life, that I will always be haunted by thoughts of a sun-drenched elsewhere.” — Isabelle Eberhardt

- “The real voyage of discovery consists not in seeking new landscapes, but in having new eyes.” — Marcel Proust

- “Travel brings power and love back into your life.” — Rumi

- “I have found out that there ain't no surer way to find out whether you like people or hate them than to travel with them.” — Mark Twain

- “We travel, some of us forever, to seek other states, other lives, other souls.” — Anaïs Nin

- “I am awfully greedy; I want everything from life. I want to be a woman and to be a man, to have many friends and to have loneliness, to work much and write good books, to travel and enjoy myself, to be selfish and to be unselfish... You see, it is difficult to get all which I want. And then when I do not succeed I get mad with anger.” — Simone de Beauvoir

- “The traveler sees what he sees. The tourist sees what he has come to see.” — G.K. Chesterton

- "Augustus," I said. "Really. You don't have to do this." "Sure I do," he said. "I found my Wish." "God, you're the best," I told him. "I bet you say that to all the boys who finance your international travel," he answered." — John Green

- "Travel far enough, you meet yourself." — David Mitchell, *Cloud Atlas*

- In books I have traveled, not only to other worlds, but into my own." — Anna Quindlen

- Though we travel the world over to find the beautiful, we must carry it with us, or we find it not." — Ralph Waldo Emerson

- "Every dreamer knows that it is entirely possible to be homesick for a place you've never been to, perhaps more homesick than for familiar ground." — Judith Thurman

- "To travel is to live." — Hans Christian Andersen

- "All that is gold does not glitter, Not all those who wander are lost." — J.R.R. Tolkien

- Travel makes one modest. You see what a tiny place you occupy in the world." — Gustave Flaubert

- "to travel is worth any cost or sacrifice." — Elizabeth Gilbert,

- "Our battered suitcases were piled on the sidewalk again; we had longer ways to go. But no matter, the road is life" — Jack Kerouac

2.2 Express your personal opinions concerning their meanings

2.3 Make a mini-dictionary noting from presented quotes only travel words and phrases with your personal translation or synonymous interpretation

PART #3. TRAVEL PHRASES

3.1 Study the following phrases with the Longman Dictionary assistance and perform mini-dialogues or conversations with them

<p>Travelling. Ticket booking</p> <p>Is that a direct flight? Does the flight land somewhere before the final destination? What flights are there to London? Please check other airlines. Would you please check whether there is room on the flight? How frequent are the flights? How early must I be at the airport? How much luggage am I allowed to take? I don't have luggage. How much is the ticket? Is there any discount? Please reserve the next flight to London. One business class ticket to London. I would like to cancel my ticket to Warsaw. Cancel this reservation, please. I'd like to reconfirm a reservation. I want to change my reservation.</p> <p>Baggage</p> <p>Where can I get my baggage? Here is my claim tag. I can't find my baggage. I didn't receive the claim tag when I checked in. My baggage is broken, and some things are missing. Where can I find a porter? This is my baggage. Please take this baggage to the taxi</p>	<p>Ckeck-in</p> <p>Where is the Finnair counter? Where is the airport terminal? Where do I check in? Address the luggage to my hotel. How much is the excess baggage charge? I'd like to send this baggage to Paris. I'm in transit for Los Angeles. When is boarding time? What is the gate number? Will this flight leave on time? I would like to reserve a seat in the non-smoking section. Window seat, please.</p> <p>On the plane</p> <p>Where is this seat? Could I change seats with you? Do you have an English newspaper? Would you please get me a blanket? Could you give me a pillow, please? Can I have another drink? Can I have more nuts? I want to order some drinks. Tea, please. Is there a French - speaking stewardess on board? Is there a srewardess on board who can speak English? Can you translate it into English? Please don't smoke here. How long will it be delayed? How long will we stop here? I feel sick.</p>
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<p>stand. It's fragile. Please be careful carrying it. May I use this baggage cart?</p> <p style="text-align: center;">Information</p> <p>Where is the tourist information office? I am a transit passenger to San Francisco. Can I make a connection on the same day? How long does it take to make a connection? Can I reserve a hotel room here? Where can I catch the shuttle bus?</p> <p style="text-align: center;">Transport. On the train</p> <p>How can I get to this place from here? Which line goes to Chicago? How much for a ticket to Paris? What is the fare to Rome? I would like a ticket to London. I would like two tourist class tickets. I'd like to reserve a seat on this train. Do I have to change trains? Where should I change trains? Which platform does the train depart from? I missed the train. When does the next one depart? Is this a direct train to Hamburg? This train goes to London, doesn't it? How long is the delay? Is this train an express or a local? Is there a dining car? Is the dining car at the front or rear of the train? Is this seat taken? I think this is my seat.</p>	<p>May I recline my seat? Do they sell duty-free goods on board? I would like some earphones for the movie. It doesn't work. What time do we arrive?</p> <p style="text-align: center;">Customs</p> <p>May I have another customs form? Please show me how to fill in the form. Here's my passport. Would you please stamp my passport? What is the purpose of your visit? I'm a tourist. I am on vacation. I am on a business trip. This is my first visit. How long will you stay here? I plan to stay two weeks. This is my transit pass. I only have articles for personal use. This is a gift for a friend. This video camera is for my personal use. It costs about.... I have nothing to declare. Duty-free shop. Can we do some shopping in this airport? Do I have to pay duty on the camera bought here? May I have a receipt?</p> <p style="text-align: center;">Car hire</p> <p>Can I rent a car? What papers do I need with me? This is my international driving permit (license).</p>
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I prefer a seat by the window.
It is very hot (cold) here.
May I open the window?
Where are we passing now?
How long does the train stop here?
Where is the next stop?
Which stop should I get off at?
How many stops from here?
How late does the subway run?

On the ship

When does it sail?
What time do we board?
Where can I board the ship?
Would you please show me to my cabin?
I would like to have breakfast in my cabin (room).
I'd like to reserve a deck chair.
What time can I dine?

On the bus

I would like a round-trip ticket, please.
Does this bus go to that place?
What time does the next bus for airport leave?
Is this bus schedule current?
What's the round-trip fare?
How long is a round-trip good for?
How much is the fare to this place?
How long will it take to go downtown?
I want to cancel this ticket.
Would you call a taxi for me, please?
Where can we get a taxi?
Take me to this address.

Service

Come in.
I would like to put some valuables in

I'd like to rent this car for two days.
What does it cost per week (Does the price include insurance?)
Do I need to pay a deposit?
Please give me some numbers to call in case of trouble.
Show me a list of your rates, please.
How much does it cost for additional kilometers?
May I drop the car off at destination?
Where can I return it?
Please send a car to my hotel tomorrow morning.
I'd like to make a car insurance claim. Please fill it out.

Service

Where can I park?
Is there a hotel in this area?
Which is the shortest way to the beach?
Is the road to the lake a good one?
Where is the nearest garage?
How many kilometers (miles) is to the nearest gas station?

At the petrol station

I would like to have ten gallons of gas.
I usually use gasoline.
Can you check it for me?
Do you have any antifreeze?
Would you please check the tire pressure?
Would you please top up the brake fluid?
Would you please add some water to the radiator?
Can I have the car washed?

Breakages

<p>the safety-deposit box. I'd like my valuables back. Would you please send the luggage to my room? Please send someone for my baggage. Can you keep this baggage for me? May I have my baggage back? Is there a socket in my room for my electric shaver? Please bring me some hot water. Would you give me another blanket? How do you use cable TV? Do you know what your international code is? What is the country code for Poland? At what time are meals served? Can I have breakfast in my room? I'd like it at 7.30 (seven thirty), please. I'd like to order breakfast for tomorrow. Here's my order. Can I walk or should I take a taxi? Is there a telephone message for me? Please give me the card with this hotel's address. I would like to have this washed. Please be careful with it. It is pure silk. Would you please send this clothes to the laundry? Will you clean and press this suit? Can you saw these buttons on? Can you remove this stain? Can you press these pants while I wait? Please have this pressed. When will it be ready? I need it by 10 (ten) o'clock. Would you please wake me at 7</p>	<p>The engine won't start. The engine gets very hot. It is noisy. Something is making a noise. It makes a knocking noise. There is something wrong with the oil pressure. The horn doesn't work. Would you please charge the battery? Do you have spare parts? We're out of gas. The car broke down. Please send someone for it. Can you repair the car? How long will it take to repair the car? How much will the repairs cost, approximately? Are the repairs covered by my insurance? Will you call me when the car is ready?</p> <p style="text-align: center;">Accident</p> <p>It is my fault. I think it was your fault. There doesn't seem to be much damage. Can we settle the matter between ourselves? I would like somebody to call the police. I'm a foreigner. Here's my driver's license. May I have your name and address? May I have a copy of the accident report? No entry. No thoroughfare. No passing. Do not enter: one way. No parking. Free admission. One-way traffic. Dangerous bend.</p>
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(seven) o'clock?
Please make up this room.
Please bring me a bath towel.
Would you please call a taxi?
How long does it take to go to the airport by taxi?

Complaints

The TV doesn't work.
There is no toilet paper.
There is no soap.
The lock is broken.
The sink is clogged.
There's no hot running water.
I'd like to change my room.
I'm still waiting for the breakfast I ordered.
There must be a mistake. These are not mine.
The stains have not been removed.
This stain is blood.
I reserved a double bed, but I got a twin.
This room is too small. Don't you have a bigger one?

Payment

I'm checking out.
I'm leaving tomorrow.
I want to leave one day earlier.
When do I have to vacate the room?
I'd like to extend my stay for a few days.
May I have the bill?
Could I see the bill?
What's this bill for?
I find it a little expensive.
I'm sorry, this isn't my signature.
Will you accept a credit card?
Do you take traveler's checks?
I've enjoyed my stay.

Men at work. Road narrows.

Hotel. Reservation

I have made a reservation.
Reservations have been made for me and my family.
The reservation has been confirmed in Paris.
Do you have any vacancies?
I would like a room.
I'd like a single room.
I'd like a room with a bath.
I would like a room with two beds.
We need one double room with an extra bed.
Is there anything cheaper?
Would you please show me a better room?
Would you please show me a larger (smaller) room?
A room facing the sea.
How much is the service charge and tax?
Is the service charge included?
How much for a room including breakfast?
Is breakfast included?
What is the rate?
Do you need a deposit?
When is check-out time?
Do you need my passport?
Can you recommend another hotel?
I'll take this room for a week (month).
I'll stay two nights. My name is...
Where do I sign?
Could I borrow your pen?

Facilities

One more order of rice, please.

Conveniencies

Where is the dining room?
Is there a snack bar here?
Is there a mini-bar in my room?
Do you have a garage?
Is there a swimming pool (sauna)?
Is there a beauty shop?
Where is the emergency exit?

Rent

I want to find an apartment for rent.
I'd like to rent a two-room apartment.
I would prefer a furnished apartment.
How much is the down payment?
How much is the monthly rate?
Is it possible to rent a garage?

At the restaurant

Table order

Are there any good restaurants around here?
Can you recommend a good place to eat?
Some place not too expensive.
Is there a Chinese restaurant near here?
I'd like to go to a Chinese restaurant.
I want to eat the best local food.
Do we have to make a reservation.
Can you make reservations for me?
What time do you open for breakfast?
I would like a table for two?
Do you have a table by the window?
Нас шесть человек.
We are a party of six.
У меня заказ.
I have a reservation.

Two hamburgers to go, please.
With butter.

With lemon.

A little more, please.

No more, thank you.

Would you please pass the salt?

How does it taste?

It was delicious.

It was more than I could eat.

Can I have it right away?

Would you please hurry?

This is not my order.

My order hasn't come yet.

How do you eat this? It is cold.

It is too spicy. Not too sweet.

Not too salty. Not too strong.

This is not cooked enough.

It is tough. This is not quite fresh.

It is not clean enough.

Charge

Bill, please. Check, please.

Could I have the bill, please?

Can I get the check, please?

I would like to pay now, please.

How much do I owe you?

How much is the total?

Does the bill include the service charge?

I believe the bill is added up wrong.

The bill is on me.

I treat you to dinner this evening.

Put it on my bill, please.

I am paying for everything.

We are paying separately.

Let's split the bill.

Let me pay my share.

Keep the change, please.

Excursions. Arrangements

I want to go to France.

Order of the dishes

Я хотел бы сделать заказ.
I'd like to place an order.
Я хотел бы поужинать.
I would like supper.
I would like a continental breakfast.
What drink would you like before dinner?
I'll have whatever you recommend.
What do you recommend?
What is the specialty of the house.
May I have the menu and the wine list, please?
Do you serve vegetarian food?
Is there an English menu?
What kind of soup are you serving today?
What's the cocktail of the day?
May I take your order?
I'll have the same thing.
I'll have this.
How long will it take?
Scrambled eggs.
I'll just have a ham sandwich.
I'll have a T-bone steak with fried potatoes.
Would you like fried, baked or mashed potatoes?
How would you like it?
Medium rare, please.
Well - done, please.
Please show me the wine list.
What kind of wine do you have?
I would like a bottle of white wine.
How much is a whole bottle?
How much is a glass?
I would like a cup of coffee (tea).
May I have a glass of water?
Orange juice or tomato juice?
How about some dessert?
Pancakes and a milk shake, please.

I plan to go to France.
I'll leaving for the USA next week.
How long do you intend to stay in Paris?
I would like to travel tourist class.
I prefer to go by bus (train, plane).

Data

What special sights are there?
What sightseeing tours are available?
Can you recommend an interesting tour?
Would you please tell me what museums there are here?
Where is the theater?
Where is the nearest subway station?
Where is the taxi stand?
Is there a public restroom near here?
May I use your bathroom?
What time does it get back?
How much is this tour?
What time does it start?
Are any meals included?
Is there a city tour here?
Is this an all-day tour?
Please give me a map of the town.
Where can I buy the map of the town/city.
Do you have a brochure describing tours and excursions?
Is there a theater here?
When and where can we meet?
Where can I buy a ticket?
How much is admission?
What other interesting things are there to see?
Is it too far to walk?
Will there be an opportunity to take some photographs?
How long will it run?
What is showing now?

<p style="text-align: center;">Health. Symptoms</p> <p>I don't feel well. I have pain in my back. I have chills. I feel dizzy. My head is spinning. I feel faint. I have a headache. I'm allergic to penicillin. I have high blood pressure. I have a pain here. I have a fever. I have a cold. I have a severe toothache. I have something in my eye. I feel like throwing up. I feel sick. I've got a heart problem. My ankle is sprained. I've got a sore throat. I'm suffering from insomnia. I have a stuffy nose. I fell a little better. My nose is running.</p> <p style="text-align: center;">At the doctor</p> <p>I'd like an appointment for 10 (ten) a.m. tomorrow. I'm very seasick. Can you get a doctor, please? Would you please call an ambulance? Please take me to the hospital. It's urgent. Do I have to stay in the hospital? Do you think it will be prolonged? How did that happen? I tripped on the stairs. Do you think it is serious? Is it contagious? Can you give me something to stop the pain? Do I need an operation?</p>	<p>Can anyone here speak English? I want an English-speaking guide.</p> <p style="text-align: center;">How to get to...</p> <p>Excuse me. How can I get to this place? Would you tell me how to get to this hotel? Is the hotel far from here? How long does it take? Is that on this side? Will you show me the way to the post office? Which way is downtown? Please point out where I am on this map. Please draw a map here. Where are we now? What's the name of this street? What landmarks are on the way? Should I go straight? On the way you'll see a restaurant on the other side of the street. It's about ten minutes of walk. It's a short walk. It's right across the street. It's at the end of this corridor. It's not so far. You can't miss it. Wait here a moment, please. I get off at the next stop. Let me off here, please. Stop here, please.</p> <p style="text-align: center;">Entertainments</p> <p>I would like to go somewhere to relax. Shall we find a nice place to go? Which movie house will we go to? Would you like to go to the opera with me?</p>
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<p>My blood type is A positive. What's my temperature? How long must I rest? How long will it take to recover? How long will the treatment take? Can I continue my trip? Would you inform my family, please? How often do I take this medicine? Can I have something for a cough? I would like to have a tooth filled. Is it necessary to pull it out? Beauty salon I would like to have a haircut. Cut it short, please. Just trim it, please. Not too short. I would like to have a shave. Haircut and shave, please. I would like to have a shampoo. I would like to have my hair colored. Would you please part my hair on the left (right) side? Would you please comb my hair back from the forehead? I would like to have a manicure. Is there a place to rest?</p> <p style="text-align: center;">Sport</p> <p>Is there a camp site nearby? May we camp here? Мы можем остаться здесь на ночь? Can we spend the night here? Is the town far from here? Is there a place where we can get water? I am interested in fishing. Is fishing allowed here? Can I go water-skiing there?</p> <p style="text-align: center;">Casual phrases</p>	<p>I'll get the tickets. I'll pick you up at seven o'clock. Let's go to the movie tonight. Who are your favorite movie stars? When does the movie start? Will you take me to my seat, please? What time will the show be over? How soon does the show begin? Would you like to go dancing? May I have this dance, please? Are there any good movies on TV? Are there any good programs on TV tonight?</p> <p style="text-align: center;">Photos</p> <p>May I take pictures here? May I use a flash? Would you mind taking a picture for me? Please pose with me.</p> <p style="text-align: center;">Purchases</p> <p>When do you close ? When does this store close? How late are you opened on weekdays? Open from nine o'clock to five o'clock . Closed from twelve o'clock to two o'clock . Where is the shopping area? Is there a tax-free shop? Is there a department store? On which floor is the food department? What are some special products of this town? Where can I buy it?</p> <p style="text-align: center;">Shopping service</p> <p>I'm just looking around .</p>
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Thank you / Thanks.
Thank you very much.
You're welcome.
Please. Here you are.
I see. All right / OK.
That's all right. Never mind!
How far is it to the town?
How many (much)?
How long? This way, please.
Whom should I ask?
I don't understand.
I'm sorry, I didn't catch you.
After you.
There's a lot of traffic here.
I'm lost. Do you speak English?

Greetings

Good morning! Good afternoon!
Good evening! Good night.
Hallo! / Hi! How do you do?
I'd like to meet you in the (lobby).
It's nice to meet you.
I'm glad to see you again.
I am married. I am single.
How are you?
How are you getting along?
What's news?
Long time to see.
May I have your name?
This is my business card.
May I introduce you to my husband
(wife)?/ Let me introduce you to...
Please give my kind regards to your
mother.
Say hallo to Nick for me.
I would like to do that, thank you. /
With great pleasure, thank you.
I am pleased to do so.
Goodbye. See you later.
See you soon. Take care of yourself.
Let's keep in touch.

Is this expensive?
It's good, but it's a little expensive.
Do you have one like this?
Do you have this in another colour?
Do you have one of better quality?
Do you have a bigger one?
Do you have a cheaper one?
I would like to see a lighter (darker)
shade.
I'll take this. Can I buy it tax-free?
Could I have a gift box?
I can't afford to buy this.
Will you send it to the hotel with a
receipt?
Would you please send it today?
May I pick it up?
How long will it take to repair?
Will you guarantee the repairs?
I will come back later.

Clothes

I'd like to try it on.
I would like to try both of them on.
Where's the fitting room?
Will you take the measurements for a
jacket?
Can you measure me?
Do you think this material is durable?
I would like a custom-made suit.
I would like to have a custom-made
skirt.
I wish to look at a cotton nightdress.
I would like to have a fitted dinner
jacket.
I would like a pair of pajamas.
Do you have a jacket to match these
pants?
I would like to have a pleat in the
front.
When can I have a fitting?

I'm looking forward to seeing you again.

Invitations

Will you be free tomorrow?
Would you like to come with me?
Let me be your guide.
Won't you go shopping with me?
Let's go swimming.
Would you care for something to eat?
That sounds good.
May I offer you a drink?
How about a drink?
Cheers! Let's take a coffee break.
I'd like another cup of coffee.
Make yourself at home.
Let's go fifty-fifty on the bill.
He'll pay the bill.

Compliments

Your new hairdo is not bad.
You have wonderful taste in clothes.
What a charming girl you are!
Thank you for your compliment.
Thank you for a nice day.
Thank you for picking me up.
That's very kind of you.
You're very generous.
I'm really grateful to you.
Thank you for your trouble.
Much obliged.
I'm very much obliged to you.
Excuse me. Sorry.
Excuse me a moment.
Just a minute please.
That's my fault.
It was careless of me.
I didn't mean that.
Next time I'll get it right.
Forgive me for being late.
I'm sorry to have kept you waiting.

In the bank. Deposit/ money removal

How late is the bank open?
I would like to open an account.
I want to withdraw...
I'd like to open a saving account, please.
I'd like to deposit some money.
This is my identification.
How quickly can this be done?
Currency exchange
Where can I change money?
What is the exchange rate for dollars?
Can you give me change for five pounds?
I would like to cash this traveler's check.
Could you break this 100 (hundred) dollar bill?
Could you give me change for this bill?

Police call

It's an emergency!
Please call the police immediately.
Please make out a theft report.
I lost my passport.
My passport is missing.
My wallet was stolen.
I was robbed of my wallet on the subway.
Whom should I inform?
I was robbed of my wallet on the subway.
Whom should I inform?
Will you adjust the length?
It's too tight here.
Can clothes be finished before next Friday?
Tailor-made .

Am I disturbing you?
May I bother you a moment?
Never mind. Oh it's nothing.
Forget it.

Demands

I beg your pardon.
Say it once more please.
Please speak more slowly.
Please write it here.
Please hurry up.
Come with me!
Please call a doctor.
Can you lend me...?
Will you do me a favor?
May I take a look at it?
Can I borrow your pen?
Would you please help me carry this?
Could you give me a hand with these parcels?
Will you please mail this letter for me?
Помогите мне с этой проблемой.
Will you help me with this problem?
Можно узнать Ваш адрес?
May I have your address?
Не подбросите до центра?
Could you drop me downtown, please?
Что это? What's this?
Что это значит?
What does this mean?
Where is the restroom? Why not?
The sooner the better.

Feelings

I'm not sure.
I don't think so. I'm afraid not.
It's incredible.
I'm afraid you're mistaken.

Personal belongings

Could you show me a selection of silk ties?
Do you have it in different colours?
I would like a silk scarf to match this blouse.
I would like to have a brown belt.
Is this genuine leather?
I'd like a leather wallet.
I would like to see a practical set of luggage.
I would like to see a soft leather portfolio.
I would like soft contact lenses.
I would like a pair of sunglasses.
These glasses are too weak for me.
I would like to try some stronger glasses.
Do you have cotton (wool, nylon) socks?
May I have two pairs of socks?
I would like a pair of lightweight summer shoes.
Do you have a pair of tennis shoes?
Can you recommend something for irritated eyes?
I would like something for skin irritation.
Please show me another one.
What material is it made of?

Electronics

I would like to see a camera.
Would you please put film in my camera?
I would like colour film.
I would like three prints of each.
I would like these photographs enlarged.
I would like to buy a CD for someone.

That's too bad. I feel blue.
It's disgusting. You make me sick.
Calm down, everything will be OK.
Don't be nervous. / Take it easy.
Take your time.
Don't bother with what he said.
Cool it! Cheer up!
What a pity! What a surprise!
You must be kidding!
Oh dear what a mess!

Time

What time is it?
What time do you have?
It's seven o'clock.
It's a quarter to eight.
It's ten minutes past four.
It's half past eight.
It's early. Is it late?
How long will it take to walk over there?

Wishes

Congratulations!
Best wishes for your birthday!
Merry Christmas!
Best wishes for a Happy New Year!
Happy many returns of the day!
Happy Easter!
I wish you many years of happiness.
Heartiest congratulations.
I hope you'll get better soon.
Have a nice trip!
Good luck. Let's meet again!

Weather

What a nice day!
It's hot. It's getting foggy.
The sky is clearing up.
It will be sunny tomorrow.
What a nasty day!

Have you got any batteries?
I would like to have two 60 (sixty) watt bulbs.
Will you show me how to operate it?
When will they be ready?
Do you think you can repair it?
Can you repair this while I wait?

Souvenirs

I would like to have a souvenir of the town.
Do you have pictures with scenes of this area?
Do you have a postcard with a picture of the town?
Are these crystals?
I would like a bouquet of red roses.
Do you have stamps?
How much chocolate can I take out of the country?
What's in that chocolate?
I would like two bars of plain chocolate.

Books

May I browse?
Do you have an entertaining book in English?
I would like to have a mystery novel in English.
Please give me a Polish newspaper.
I would like a writing pad.
I would like a clearly marked map of this town.
Do you have any greeting cards?

Payment

Where do I pay?
Do you accept credit cards?
Can I have a personal check?
Do you accept foreign currency?

I wonder if there will be a storm?
What do you think the weather looks like?

Telephone

Local call. International call.
I want to make a collect call to Paris.
I'd like to make an overseas call.
Make it a person-to-person call, please.
How much does it cost for three minutes to Germany?
I would like to make a call to Munich.
Where can I find a public phone around here?
The line is busy.
The number is unlisted.
Can I dial directly?
I'm sorry, you have the wrong number. He's not in now.
She's on another line now.
Hold the line, please.
Не кладите пока трубку, пожалуйста.
Don't hang up yet, please.
Я перезвоню позже.
I'll call again later.
Give me extension 212 (two-one-two), please.
Who is calling, please?
How do you spell that?
I got the wrong number.
Please ask him to call me.
Go ahead.
Could you leave a message?
What time is he expected back?
Thank you for calling.

In the bank. Deposit/ money removal

This is more than I can pay.
The price is not reasonable.
The price is higher than what I had in mind.
Can you give me a better price?
Can you give me a cash discount?
Can I buy it on installment?
Isn't there a mistake in the bill?
Will you check it again?
You gave me the wrong change.
Can you give me a receipt, please?
I have already paid.
Will you send it to this address?
I'd like to have it today.
I'd like to return this.
Here's my receipt. This is broken.

Means of communication.

Post office

Where is the post office?
Would you please direct me to the post office?
Please register this letter.
I would like to send it by express.
I'd like to send this letter by air mail.
Please send it by special delivery.
Insure it, please.
Does this weigh too much?
How much is it?
How much will it cost to send these letters?
Do you know what the postage is to the USA?
How much does it cost to send an airmail to Britain?
Where can I get stamps and postcards?
I'd like to send this package to Warsaw.
Will you weigh this parcel, please?
Would you please send this parcel as

<p>How late is the bank open? I would like to open an account. I want to withdraw... I'd like to open a saving account, please. I'd like to deposit some money. This is my identification. How quickly can this be done?</p>	<p>quickly as possible?</p> <p style="text-align: center;">Currency exchange</p> <p>Where can I change money? What is the exchange rate for dollars? Can you give me change for five pounds? I would like to cash this traveler's check. Could you break this 100 (hundred) dollar bill? Could you give me change for this bill?</p>
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3.2 Perform the scenes between the holidaymakers and the foreigners occurring at such places as: hospital, shop, bank, restaurant, hotel, airport terminal, bookstore, museum, theatre and cinema. It is obligatory to work travel phrases in your communication practice

PART# 4. CASE STUDIES

4.1 Read out the question below and the partner guesses which of the four 'Ps' of the marketing mix it relates to: the Product, the Place, the Price or the Promotion

- ✓ Who is the service or goods aimed at, e.g. older people?
- ✓ What factors influence how much the product costs?
- ✓ Where can potential customers find out more about the product?
- ✓ What kind of brand image should be created?
- ✓ What needs and wants does it satisfy?
- ✓ What sort of discounts will be offered?
- ✓ How will competing products affect whatever is charged?
- ✓ What type of media is the most suitable for advertising?
- ✓ Should the goods or service include extra features?
- ✓ What are the unique features of the goods or service?
- ✓ How can potential customers be best targeted?
- ✓ What will be the advertising budget for the product?
- ✓ Will the costing policy for local and national sales be different?
- ✓ What are the best channels of distribution?
- ✓ What amount of money will the market accept for the product?
- ✓ Is location a key factor?
- ✓ How much demand is there for your product?

4.2 Read out the description of a type of niche tourism and the partner then guesses what it is

- ✓ I've worn glasses since I was a child and never thought about laser treatment before because it's so expensive. Then a friend recommended going to Venezuela.
- ✓ She said I could get my eyes done at a really competitive price by a top quality surgeon and combine it with a fantastic holiday on the Caribbean islands of Los Roques afterwards.
- ✓ Do you enjoy experimenting with new ingredients and learning how to create fantastic dishes with them?

- ✓ We offer an amazing range of destinations throughout the world and in each one our chefs will show you where they buy the best local ingredients before creating delicious dishes for you to then enjoy.
- ✓ Going on the Hajj pilgrimage was an experience of a lifetime. I went with my wife, children and father.
- ✓ As it was my father's second journey to the sacred site, he helped us to prepare. When I saw the sacred Ka'bah for the first time, I could hardly believe where I was. I will never forget how it felt to worship with so many fellow Muslims.
- ✓ If you're worried about those extra pounds, why not take a break and visit us at the Riverside Retreat? Choose from our fantastic range of health and fitness activities and come and learn about diet, exercise and weight loss through our programme of seminars. Then let our specialists help you relax with a choice of special spa treatments.
- ✓ It may not sound like the ideal holiday if you prefer beaches and high quality accommodation. But our special slum tour will show you the real Mumbai. You'll learn why Dharavi is the life and soul of Mumbai and get to visit the potteries and community centre as well as meet residents and learn about how they live. Your visit will also help support them too.
- ✓ After mum told us we had family connections in Ireland, my sister and I were really intrigued to find out more. When we started to look into our family history, we came across a company that organizes trips to Ireland for people wanting to discover more about their family heritage. We've just booked our trip and are really excited.
- ✓ Ancestors here we come!

4.3 Make a small talk for the given situation for 30 seconds with the player of the group

- ✓ You're waiting for a bus after work. One other person is waiting. It's a very cold day.
- ✓ You're queuing for lunch at work. You realize the person beside you is new.
- ✓ You're waiting for the hotel pool to open at 9 a.m. Another person is waiting nearby.
- ✓ You're on a business flight. The person beside you is reading a travel magazine.

- ✓ It's a sunny day and you're drinking coffee on the terrace. Another guest smiles at you.
- ✓ You've started working at a new hotel. You see a parent you know from your son's school.
- ✓ You are in the lift with a colleague you haven't seen since they went on holiday.
- ✓ You're on a hotel manager's course. Another person is waiting when you enter the classroom.
- ✓ You're in a hotel reception waiting for your tour guide. Another guide joins you.
- ✓ A colleague from another office comes into your branch for the first time.
- ✓ You're at a tourism expo and meet another holiday rep that you used to work with.
- ✓ You meet for the first time a colleague you've been in contact with through email.
- ✓ You're waiting for a flight to come in. A tour guide from a different company is too.
- ✓ You're a tour guide and you see a passenger on your tour enter the departure lounge.
- ✓ You go to a talk on the future of tourism. At the break you bump into the first speaker.
- ✓ You see a new client arrive and go to greet them. You know they're new to the area.
- ✓ You're sharing a taxi with a colleague who will be working on the same project as you.

4.4 Take turns to be the passenger or the customer service manager. The passenger begins each conversation

Situation 1: You are flying to Berlin for an important business trip. You have been awake since 4.30 a.m. and are rather tired. You have just heard that your flight is delayed but no further details have been supplied. You are not very impressed. Speak to the Customer Services Manager to find out: the cause of the delay, how long the delay is expected to be if there an alternative flight that you could be transferred to (to get you to your destination by 8.30 a.m.)

Situation 2: You are a Customer Services Manager at a city airport. The 6.30 a.m. flight to Berlin has just been delayed due to mechanical issues but you do not know how long for. Both the 7.30 a.m. and 8.30 a.m. flights are fully booked and you are unable to transfer passengers to flights with other airlines. At the moment, you can only advise passengers to keep an eye on the departures board.

Remember to: actively listen and be patient, look at the customer when they are talking and ask questions to clarify the situation, show empathy by telling them you understand how they feel, reassure them by promising something that you will do.

Situation 3: You are a Customer Services Manager at a busy train station. Unfortunately, no buffet cart is available to replace the closed buffet carriage on the train in question but there are two stops of 20 minutes on the journey (at Beckinham and Padisburgh) where passengers can get food from the station buffet. You're not sure what hot food they serve but could phone to find out.

Remember to: actively listen and be patient, look at the customer when they are talking, apologize for the situation and reassure them by promising something that you will do.

Situation 4: You are going on an eight-hour train journey but have just heard that due to illness the buffet carriage will be closed. Speak to the Customer Services Manager to find out: if any refreshments will be available on the journey, if there is a sufficiently long stop where you could get off the train to obtain food at a station, what hot food might be available at other stations.

Situation 5: You and your husband/wife decide to go on a week's holiday to celebrate your wedding anniversary and are staying at the Orchard Hotel. You arrived there late last night after a long journey made in bad weather. On arrival you were given the keys to your room but found that it did not have a view of the sea. Instead the room looks onto the car park. When you called reception, they said that you did not ask for a sea view in your booking and all rooms with that were taken.

However, your confirmation letter says that you booked a room with a sea view. Feeling tired, you asked to change rooms the following day

when you were told there would be one free. During the night you are woken up a number of times and realize that your room is beside the lift. This is something you made a point of checking on when booking your room as you are a light sleeper. The following morning, when you ask to change rooms you are told that no rooms with sea views are available and you cannot move rooms. The receptionist is very rude and you are not all impressed by the situation or her attitude. You demand to speak to the hotel manager.

Useful expressions: Can I speak to the manager? I'm not very happy with ... When I made the booking, I asked for ... Can you tell me what you are going to do about this?

Situation 6: You are the manager of the Orchard Hotel.

If guests arrive after 9 p.m. and have not informed the hotel, the hotel reserves the right to allocate their room to other guests as needed. The member of staff who usually works at the reception in the morning is off sick today and you have had to ask another member of hotel staff to help out. If a guest is unhappy with their room, it is the responsibility of the hotel manager to find a suitable alternative.

In the case where a guest is unsatisfied with the hotel, particularly with the service received, it is customary for them to be offered some sort of compensation as a gesture of goodwill.

Useful expressions: What can I do for you? Let's talk in my office. I'm very sorry about that/I do apologize for the inconvenience. I'll look into it right away./I'll do everything I possibly can.

Situation 7: You are organizing your honeymoon for next year and are looking to finalize arrangements in a short period of time. Ideally you would like the following: a two-week break in the Caribbean, a honeymoon suite, a hotel with a pool and spa facilities, a hotel with a top restaurant and evening activities, the opportunity to go snorkelling and visit other islands, use of a hired vehicle.

Situation 8: There are two local venues that you can recommend. The City Vaults: This is three-star accommodation with 35 rooms in the city centre, close to the station. It: can cater for large parties and has an in-house DJ for events, can meet any other catering needs, i.e. cake has

both small and large rooms inside, which would be perfect for the lunch and evening does not, however, have a large outside area which is covered

Brunston Hall: This is a beautiful four-star hotel located 40 minutes from the city. It offers: four-star accommodation (20 rooms), catering for large parties and special occasions, a restaurant and a large private function room inside as well as a large undercover area outside, music, which can be organized to suit the occasion, help with organizing transport. *Useful expressions:* I recommend ... / If I were you ...; Maybe I could ...; Why ...

Situation 9: You are planning a family reunion for your father's 60th birthday and looking for a venue in the local area. Ideally you would like: it to be close to the train station, an indoor venue suitable for a formal sit-down meal for 15–20 people around midday, a covered outdoors area for the evening, where a buffet can be provided (including appropriate food for children) and music for 45–50 people, as well as a space for people to dance and one where they can sit down to talk, a large birthday cake, help hiring a small swing band for the evening. You're also looking for somewhere with ten rooms available for the night.

Situation 10: You would recommend Antigua. There are two places on the island that would be perfect. The Galleon Hotel. This offers: luxurious honeymoon suites, reef boat trips, a large pool, a health and beauty salon, a gourmet restaurant, nightly in-house entertainment.

Bay Beach Villas. This offers: private villas looking out over the sea, a top class restaurant, spa facilities in the main complex, tours to neighbouring islands, a peaceful and relaxing atmosphere, a small fleet of vehicles which guests can hire.

Useful expressions: I recommend ... / If I were you ...; Maybe I could ...; Why...

PART#5. DIALOGUES

5.1 Read the dialogues with partners giving it an appropriate heading. Role play some of them switching roles

Dialogue 1. VAH = Vy-Anh Nguyen, TK = Teresa Koh

VAH I'd like to ask you some questions about tourism in Hawaii if that's OK with you?

TK Sure. Go ahead.

VAH What kind of destination is Hawaii? Who goes there?

TK Well, Hawaii was who did the survey, asked over two million rich, active and outdoor-oriented people 'where would you take your favourite person on vacation if money was of no importance to you?' And Hawaii was their number one destination!

VAH So where do most visitors to Hawaii come from?

TK Our biggest market is the United States – but we get more people from the west coast than the east coast. Japan is in third position and Canada is fourth – although it's interesting that in terms of visitor expenditure, the Canadians spend less than the Japanese even though, on average, the Canadians stay over twice as long. After that, there's Oceania and then Europe. The Europeans tend to stay longer than the visitors from Australia and New Zealand, but we don't get as many of them.

VAH OK. So what makes people want to come to Hawaii?

TK Well, as you know, tourism is about selling dreams. It's all about people doing something different and taking a break from their ordinary daily routines. We focus mainly on luxury products and we have a wide spectrum. Luxury travellers can range in age from their late 20s to late 60s and beyond. Typical profiles would be rich baby boomers, who are typically well-travelled and demanding about the experience they want, and younger professionals, who have money but very little free time. Our visitors want to experience something out of the ordinary – a luxury B&B in the mountains, play golf on a famous Championship golf course, experience our regional cuisine, take a spa treatment while listening to the sounds of the ocean, things like that.

VAH So how do you promote Hawaii as a destination?

TK Well, we have a specialist programme to teach travel agents about the appeal of Hawaii to this sector. There are luxury resorts all

over Hawaii, so the main task for the travel agent or consultant is to match the right island to the clients' interests. Are they looking for sunset sailing along the coast, helicopter rides over dormant volcanoes, surfing on secluded beaches or first-class scuba-diving? Each module on the programme focuses on an island and teaches agents about the unique attractions it has to offer.

Dialogue 2. DH = Diane Hunter, AM = Anthony Moore

DH OK, Anthony, let's get down to business. I suggest we talk about transport first.

AM Yeah, well, that depends where they're coming from, so we can't really anticipate that, can we? They'll need to tell us in advance, plus how many people are going to travel with them, and we can then negotiate a price with the airline.

DH Sure, and we can stress the fact that we can negotiate a better price from the airline if we book them as a group. Um, we'll have to do a costing for local transport to and from the airport, and any excursions or tours during the stay, but we can't do that in advance.

AM Right, well that's item number seven. Do you want to deal with that now?

DH Well, it's kind of the most important thing. I think we need to work on a profit margin of 30 percent if we're going to be competitive. So anything we buy in from a supplier like hotel bed-nights we need to increase by 30 percent.

AM OK, I think the hotel we should go for is the Clearwater. I've spoken to the manager and they can give us a 20 percent discount for group bookings.

DH Fine. We also need to cost the activities we offer like spa treatment, snorkelling and so on.

AM Right. One point we could mention somewhere is that according to a recent survey, a wedding abroad on average costs about one-third less than one arranged at home. We can negotiate better rates for hotels and catering, the band or DJ for the reception, the flowers, the photography, hairdressing, and so on. And usually there aren't as many guests prepared to fly out so you can keep numbers down and you don't spend so much on food and drink. It's much cheaper abroad than at home.

DH Good point. And I think one good way of presenting what we do is in the form of a list of Frequently Asked Questions. So we could mention that under How much will it cost?.

AM Yes, and we'll have to include questions like What are the legal requirements?, How many guests can I bring?, Who does all the organizing and Who'll look after us on the big day?.

DH Yes, we need to make a list of questions.

AM OK, well let's do that after lunch. Have you got any other business you'd like to discuss?

DH Just one thing. I'm a bit worried about payment in different currencies. Changes in exchange rates could have a big impact on the profit we make.

AM Yeah, you're right, we'll have to get advice on that.

Dialogue 3. D = Dennis, WZ = WenjingZue

D Hello, I'm thinking of spending about six to eight weeks in China, so I was wondering if you could tell me something about what kind of transport is best for me to use for travelling round the country.

WZ Yes, but can you tell me where exactly you're planning to go?

D Well, certainly Beijing and probably Xian, Guizhou and Fujian and Shenzhen too, if possible.

WZ OK, well if you want to get from one end of the country to another quickly, then you have to fly. There are a lot of regional airports – about 150 – so you have a very big choice. It's cheaper to buy your tickets inside China rather than before you go but you can also book tickets online in advance. In my experience, elong or ctrip are very reliable.

D What about rail travel?

WZ There's a really good network and the trains are usually fast, unctual and safe. But you should try and reserve a ticket well in advance because the trains are crowded. Do you speak Chinese at all?

D Not very much, I'm afraid.

WZ So it's best if you ask the hotel to make the booking for you because reading a timetable in Chinese is going to be difficult for you, and trying to find English-speaking staff on the platform is almost impossible, even in big cities.

Dialogue 4. D = Dennis, WZ = WenjingZue

D Can you tell me about different classes of seats, first class, second class ...?

WZ Well Soft Sleeper class is the most comfortable and the most expensive – it costs about the same as a plane ticket. There are four berths in each compartment and there's a table with a tablecloth, and they usually provide hot water for making tea. The compartment door has a lock and there's a smartly-dressed attendant to look after each car. You share with other passengers but this is a good way to meet people.

D Yes, that's something I want to do.

WZ Then there's the Hard Sleeper class for journeys of more than six hours. Hard sleeper berths are reasonably comfortable and bedding is supplied. Newer trains have power sockets for laptops and mobiles. I think they're very economical if you travel overnight because you save the cost of a night in a hotel.

D Yes, it sounds like a good idea.

WZ The cheapest is the Hard Seat class, which has three people sitting side by side. They're fine for short journeys – short distance daytime trains only have Hard class seats. But it's an uncomfortable way to travel for longer journeys. Soft Seat class is more expensive. It's about the same price as Hard Sleeper, but I would recommend it for any journey over two hours.

D OK, I'll remember that. What about buses?

WZ Well, there are still places and sights in China that you can only get to by bus. For example, you can only get to many parts of Guizhou and Guangxi by bus. There's a railway network in Fujian but the connections aren't very direct, so it's best to go by bus.

D OK, thanks, you've been very helpful.

WZ Thank you. Have a good trip!

Dialogue 5. E = Emma, EB = Emma's Boss

E We set off really early for the airport – at about 5.30 in the morning – so I would have plenty of time. But, of course, there were long delays on the motorway. A lorry had broken down and blocked an exit, so we were held up for more than an hour. Anyway, we got there in the end. My husband dropped me off outside the terminal just after eight but by that time my flight had already taken off.

EB Oh no! So what happened?

E Well, I went to find out what time the next flight for Prague was departing. The helpdesk people were very helpful but I had to hang about for ages while they tried to get me on another flight. I tried to phone the Prague office but the line was bad and I couldn't get through. Anyway, I managed to get on another flight to Prague a bit later that morning. Of course, there was no one to pick me up when I arrived at the airport. But I got a taxi to the city centre and finally turned up for the first part of the visit at lunchtime!

EB So, after all those problems, was the trip a success in your opinion?

E Oh, very much so. They put me up in a really good hotel and I got on really well with the people I met. I've filled in the site visit checklist you gave me and it's all very positive.

Dialogue 6. E = Erik, I = Interviewer

E One of the first things I had to do when I'd just started the job was deal with problems that were caused by the volcano which erupted in Iceland. The cloud of ash from the volcano made flying impossible. There were people from all over Europe who couldn't get home because there were no flights for them. We also had people we had to contact and tell them they couldn't go on holiday.

I So what did you do?

E I divided the staff into three teams. One team organized hotel accommodation for our customers. That wasn't easy because there weren't enough hotels for everybody and we didn't know how long airports would remain closed. The second team contacted all the customers who had booked flights that week and offered them refunds

or an alternative holiday. But that wasn't easy either as we didn't have much spare capacity. And a third team was responsible for hiring coaches to transport people to places where there were other means of transport to get them home.

I And do you think the operation was a success?

E Well, of course we lost a lot of money. But on the positive side, our customers saw that we were doing our best to meet their needs in difficult circumstances. I think that these passengers are going to trust us

in the future because they know that if anything goes wrong, we'll look after them.

I What do you think you learnt from the experience?

E In terms of professional skills, the most important skill was how to deal with the public in a very stressful situation. For example, if a customer is angry and upset, it's important to let them tell you how they feel. Don't interrupt while they are speaking but stay patient and wait until they've finished. If you can stay calm, this is going to help the whole situation, so don't get angry or lose your temper. And of course don't ever start to argue with the customer and/or blame your colleagues or anyone else about the situation. It doesn't help to make excuses – it's better to focus on what you're going to do to change things. I've also learnt that the way you listen is important, too. You should make sure you stop what you are doing and look at the person. Ask questions to ensure that you understand what the problem is from their point of view, and show empathy by telling them that you understand how they feel.

Then, if possible, reassure the customer by promising that you will do something to improve the situation.

Dialogue 7. CS = Customer Service employee, M = Man

CS Good morning, sir. Where are you travelling to today, please?

M Stockholm.

CS OK, could I see your passport, please? Thank you. Do you have any cabin baggage?

M Just my laptop.

CS OK ... that's 26 kilos. I'm afraid you're six kilos overweight, sir, so you're liable to excess baggage charges.

M Oh ... How much will that be?

CS It's ten euros per additional kilo, so that will be 60 euro. If you take this form here to my colleague at the information desk, you can pay there.

M What do you mean 60 euro? That's outrageous! It's more than I paid for my ticket. I thought I might be a bit over but I had no idea you'd charge so much. You can't do this to people...

CS I'm afraid it's not my decision, sir. Our policies related to cabin baggage and excess baggage charges are printed clearly on your ticket and also on our website.

M I'm sorry, I think you're just taking advantage. Nobody could possibly expect ...

Dialogue 8. CS = CS agent, W = Woman

CS Any passengers for Milan? That's any passengers for Milan ...
Could you come this way, to the front of the queue? ... This way, please...

W ...Excuse me ... EXCUSE ME?

CS Yes, madam. Can I help you?

W Could you please tell me where to go for the Seville flight? We've been trying to queue in this chaos for over an hour now. Our flight leaves at 10.30 and we're going to miss it if we can't check in.

CS OK ... Seville, yes, ... OK, if you'd like to follow me.

W I don't understand why you've only got four desks open. Look at all these people it's ridiculous...

Dialogue 9. CS = CS agent, M = Man

CS Yes, sir. Can I help you?

M I've just come off the CheapSky flight from Prague and collected my luggage, and I want to make a serious complaint. My GPS has been stolen from my bag.

CS I'm sorry to hear that, sir, but we do advise against putting valuables in your cabin luggage. We do clearly state that we can't be held liable for any loss or damage to property carried in this way.

M Are you serious?

CS Yes, when you booked your ticket, if you had to read our terms and conditions charter and ticked a box, you would have seen this.

M But nobody reads that small print! I can't believe that CheapSky is trying to get out of their responsibilities like this, I ... want to see the manager.

Dialogue 10. S = Sharon, Si = Siobahn

S Hello, Sharon speaking.

Si Hi Sharon, it's Siobahn here. Listen, I'm at departure gate 32 and we've got a problem. Could you come down?

S Oh, that's the 10.25 to Oporto, right? I thought you'd have taken off by now. What's the problem?

Si We've had a major incident with a customer. She got really angry when Kevin wouldn't let her take two pieces of cabin baggage onto the plane. We told her she had to go back and check in her handbag or her laptop. Her husband got abusive and we had to call security.

S Not another one! OK, I'm on my way.

Dialogue 11. I = Interviewer, J = Janice

I First of all, can you tell us something in general about how hotels are graded and what the number of stars actually means?

J Well, perhaps the first thing I should say is that the number of stars in one country doesn't necessarily mean the same as in another. But in Europe, there's a European Hospitality Quality Scheme called the Hotel Stars Union, and the star system is the same for all the countries that belong to it. Basically, there's a list of criteria relating to 270 possible features and services a hotel can offer. For example, the minimum criteria for a one-star rating include daily room cleaning, a table and chair in each room (as well as the bed of course!), and either soap or body wash in the bathroom. However, for a four-star rating, a hotel must be able to offer things like a restaurant with an à la carte menu service and a soft chair or sofa with a side table in each room.

I OK, that's good to know, but what about Spain? Can visitors expect star ratings in Spain to be the same as in the rest of Europe?

J Well, actually the short answer to that is no. In Spain, the stars can only be awarded by the regional tourist authorities. There are 17 different regional tourist authorities and each one gives an official rating according to its own set of criteria.

I That sounds pretty confusing.

J Well, yes it is. And to make it worse, most people book hotels online or through tour company brochures, which often use their own criteria and sets of symbols, for example suns, crowns, keys, moons or diamond symbols to rate hotels.

I So, do the stars mean anything at all?

J Well, the stars reflect the number and range of facilities offered, for example is there a lift? Does the hotel have a gymnasium? So that's something concrete you can rely on. And of course a four-star hotel will also cost more than a three- or two-star hotel in the same city: by law,

Spanish hotels must display their prices behind reception and in every room. However, visitors must remember that VAT is extra.

I Right. And are the prices more or less the same across the regions?

J Well, prices vary according to region and season. A room will always cost more in high season and city hotels charge more during fiestas, carnivals or when there's a major conference.

Dialogue 12. C = Customer, R = Receptionist

C Hello, can you send someone to look at the air conditioning in my room – it's too noisy and it doesn't seem to be working properly because the room is hot. And I can't close the window either and there are insects getting into the room.

R I'm sorry, sir. I'll speak to maintenance.

C OK, thank you.

Hello, I phoned a couple of hours ago to say that the air conditioning is not working. The person I spoke to said someone would look at it but nothing has happened.

R Which room?

C 238.

R I will speak to maintenance.

C And another thing. The Wi-Fi isn't working and I need to be connected – I've got work to do.

R OK, I will speak to person in charge.

C I want a refund, I'm not paying the full rate – I complained several times about the air conditioning and the internet connection that didn't work and I was just ignore

Dialogue 13. C = Customer, R = Receptionist

C I don't understand this bill. It's too much.

R You got a problem?

C When I made the reservation, I was told the room rate was seventy-nine dollars and ninety cents.

R Yeah, plus taxes.

C OK, but what's this – you've added another 15 dollars.

R Yeah, that's kind of for the extra person in the room.

C The extra person in the room!! I was never told there was a charge for that!

R That's the rate, man.

C Where's it say that? There's nothing about that on the check-in card and I can't see anything here in the reception area about charging for the number of people in a room.

R Yeah, but I can't do anything about it, can I? I ain't the manager.

C Can I speak to the manager?

R Nope, he ain't here.

C When will he be back?

R I dunno. I can give you his mobile phone number if you like.

Dialogue 14. C = Customer, R = Receptionist

C Hello, we've booked a room in the name of Robertson, Mr and Mrs Robertson.

R But the hotel's full. It's half past eleven, we don't have any more rooms for tonight.

C What? We made this booking two weeks ago! And I have a credit card confirmation for late arrival. You can't say you don't have a room!

R ...I don't have any record of that.

C Maybe, but I do, so what are you going to do about it? We just travelled 150 miles to be here.

R Um, perhaps I could try and get you into another of our hotels. Do you want me to do that?

C Do you have any other solution?

R No.

Dialogue 15. C = Customer, R = Receptionist

C Is that reception?

R Yes, how can I help you?

C My name's Anne Robertson. I just checked in with you downstairs. You told me the room was ready but the beds haven't been made, the room is filthy and it smells of cigarettes. I definitely asked for a non-smoking room and it's half past three – I don't understand why the room hasn't been cleaned.

R Oh, I'm so sorry, Mrs Robertson. I do apologize for the inconvenience. Please come down and I'll make sure you get a room that's ready. I'll put you in a better room with a view over the lake.

C OK, thank you very much. I'll come down now....Oh my goodness, there's a lizard in the room!

Dialogue 16. C = Customer, M = Manager

C Excuse me, are you the manager?

M Yes, madam, what can I do for you?

C I'd just like to tell you that I find the attitude of the people you employ here completely unacceptable. This afternoon when I came back, the room hadn't been cleaned. I phoned housekeeping but I don't think they understand English, they just say yes. Finally, I managed to make them understand what I wanted and someone brought up some clean linen, but the girl wouldn't stay to clean the room and I had to make the bed myself. She said it was the job of housekeeping, not hers.

M I'm very sorry madam. I'll have a word with the staff. I assure you it won't happen again. Thankyou for bringing the matter to my attention.

Dialogue 17. A Let's get this meeting started, shall we? The first item is about this Mrs whatshername.

B Katarina Chalupova.

A Yeah, well, this is pretty serious. What I want to know, is why didn't anyone notice that this piece of furniture was potentially dangerous?

B It's very difficult to get good cleaning staff. They don't care, they just come in and out, a lot of them turn up late ...

C Some of them can't speak English.

B And they don't care.

A Why not?

B Why should they, their wages are really low and they have no reason to care really.

A Well, this is going to cost us. Have you read the letter from the solicitors?

D It looks bad but we can also claim that she was at fault. She admits that she spent a lot of time in the swimming pool – but if her

finger was infected, she should have kept the finger protected and clean and not gone swimming.

C She says it was the water in the swimming pool that caused the infection.

A It can't have done – the water has chlorine in it, it's disinfected.

B Yes, but other people say that there are kids who haven't been toilet trained in the pool.

A OK, we need to tell the swimming pool attendant to make sure that kids with nappies are not allowed in the pool area.

D So what about her claim for compensation?

A I suggest we write to the solicitors and play for time – wait until we know how serious it is. Maybe offer some compensation but don't admit

responsibility. Nothing proves that there was really something wrong with the bedside table. In any case, she may have a personal accident

insurance policy or have signed up for our own when she booked.

D Yeah, good point. Let's move onto the maintenance issue.

B It's true that some of the villas need repainting. I think we should budget for that over the next six months and choose the properties that really do need some repairs.

A OK. I'll look after that.

C And I'll have a word with Molly O'Connor and make sure she tells the staff that in future we'll be doing checks to make sure that the rooms are properly cleaned and that the bedding is changed every day. It's unacceptable.

A Good. Now what about the Park Market?

B Well, that's very clear. It clearly states in our terms and conditions that food and beverages are provided by third parties. So any issues concerning food in the stores should be directed to the provider.

A Right, so we can say we are not responsible and Mrs Hawkins should contact the Park Market directly. Is anyone taking minutes for this meeting?

D I'll draw up a list of action points and circulate it to all of you.

Dialogue 18. P = Patricia, B = Barbara

P Hi. Is that you, Barbara? This is Pat Walsh. We talked a couple of days ago about your upcoming vacation.

B Oh hi, Pat. How're you doing?

P I'm good. Hey, listen, I found you a great place to go! It's called Costa do Sauípe in northeast Brazil. It's this private resort with a fantastic beach area about one hour north of Salvador. There are five hotels with incredibly spacious bedrooms, a huge TV and I can tell you, it's real luxurious.

B Sounds great. What kind of activities are there? Do they organize things for us to do? Hank and I just don't want the kids to get bored – you know what teenagers are like.

P You don't need to worry about that – there'll be plenty for your boys to do, like volleyball and windsurfing on the beach which is right next to your hotel, tennis, aqua gym, horse-riding – they have their own equestrian centre – and, you know, for eating out there's a really wide choice –fifteen restaurants, French, Italian, Japanese and Brazilian food.

B OK, so how would I get there?

P Well, there's an air-conditioned bus that picks you up from the airport in Salvador and drives you straight to the resort, which is about 50 miles away.

B That sounds convenient. And when do you reckon is the best time to go?

P Well, if you go in summer (that's December through February), they have something that's really special. I know you're interested in nature and wildlife and they have this turtle preservation scheme. Once or twice a week, the resort people collect the turtle eggs and they save all the turtles that are born on that day. And this naturalist guy comes and gives talks about turtles and their habitat, and so on, and about other marine life as well. I know someone who went there with her kids and they absolutely loved it.

B Well, that sells it for me. Judd is mad about marine life. You said December through February? So that's their summer, right?

P Yeah, you're guaranteed good weather. Costa do Sauípe is in a tropical region and the sun shines practically all year round, and you're guaranteed temperatures between about 75 and 90 degrees.

B OK, that's plenty hot enough.

P Look, Barbara, why don't you visit their website to see what it looks like, and then when you've done that, I suggest you get back to me and we'll take it from there.

B OK, Pat, that sounds really good. I'll do that now and call you up maybe tomorrow.

P OK, great speaking with you.

Dialogue 19. I = Interviewer, JJ = Jon Jackson

I So is Eldorado a safe place for tourists?

JJ There was a time when our country was dangerous but the civil war was over five years ago and it's very different now. In fact, because of our low crime rate, our country is now considered entirely safe. Last year, over 60,000 visitors came here from the USA and tourism is growing really fast. We've already generated 99 million US dollars in revenue from tourism in the first four months of this year.

I How many visitors do you expect this year?

JJ More than one million, mainly from the USA. But there are more and more visitors from other parts of the world. Tourism investment is up by 11.8 percent this year and we expect our tourism receipts to rise by more than 16 percent.

I The TV reality programme Lost and Found, which has a big audience in the United States, was filmed here recently. Has this had any effect on tourism?

JJ It was a really great public relations exercise. The programme will be on for 14 weeks every Wednesday night during TV prime time and will be watched by 13 million American households. That's a massive audience who have probably never considered our country as a tourism destination. But most important is the positive image of the country that the programme portrays.

I What plans do you have to develop tourism in Eldorado?

JJ Well, we want to increase the amount of hotel accommodation available. At the moment, we have 7,800 hotel rooms, which isn't enough. Our neighbouring countries offer around 38,000. We're working with two Spanish hotel chains, SunSoul Hotels and Ambrosi Resorts to improve what we have to offer. Our government is offering tax exemptions of almost 100 percent during the first ten years for foreign companies that set up here. If within the next ten years they

decide to reinvest 35 percent of the initial amount, the exemption can be extended.

I OK, so that's bound to attract investors. Thank you very much for talking to me.

Dialogue 20. BM = Bethany Martinez, AF = Alain Fournier

BM Hi, can I speak to Alain Fournier, please?

AF Hello, this is Alain Fournier speaking.

BM Hi, it's Bethany Martinez. I sent you an email yesterday about a group we have who would like to do a tour of France next fall – I was wondering if you've had the chance to give us a costing.

AF Yes, well, I've been looking into the entrance fees and prices of some of the places that the group could possibly visit and I've been drawing up a table to see how the prices compare.

BM OK, sounds good.

AF We haven't yet worked out an itinerary – there are several possible alternatives. I think that most people who come to France want to go to

Versailles and I've got a price there of 25 dollars with an audio commentary so there's no language problem. I guess they don't speak French.

BM No, probably not.

AF I can get a museum pass for the Loire Valley chateaux for 65 dollars, that includes entrance fees to ten chateaux but I doubt if they'd want to visit them all.

BM No, but that sounds pretty good value.

AF And then there's the Mont Saint Michel, which is incredibly popular, a bit crowded in the summer with about 2.5 million visitors every year, but I've negotiated a group ticket for nine-ninety a head. I'm quoting in dollars obviously. I've also got a good deal from the Popes' Palace in Avignon, at 125 dollars whatever the size of the group and an English-speaking guide thrown in.

BM These prices are firm and definite, are they?

AF They're what we pay. Obviously, we'll be giving you an itinerary and a global price that takes all these charges into account. And we don't have to charge anything for accommodation as all the hotels we use belong to the group, so accommodation is factored into the price.

BM Good, that should keep the price down for us. What other places would be possible?

AF Well, as they're interested in gastronomy, I think a tour of vineyards in Burgundy and the medieval hospital in Beaune would be worthwhile.

And I've been on the phone to a vineyard owner in Bordeaux who can do me a tour and gastronomic dinner for just 110 dollars a head. But there are other places as well that should interest the group, for example the Normandy beaches and the War Museum in Caen, which is actually free, so we'll probably suggest that. Anyway, what I'll do is get my team working on a detailed itinerary and give you a price per person for the tour.

BM OK, do you think you could do that for today?

AF We'll do our best. I'll get back to you as soon as possible.

BM OK, thank you, have a good day.

AF Yeah, same to you. Bye.

Dialogue 21. I = Interviewer, DrC = Dr Chaya

I So Dr Chaya, the global market for health tourism is worth about 100 billion US dollars and it's growing all the time. Do we know anything about the reasons for this?

DrC Well it's fairly obvious that one of the main reasons for medical tourism is cost. For example, here in Thailand, heart bypass surgery costs one-tenth of what you would have to pay in the USA. Another major motivation is time – there are huge waiting lists in Canada or the UK for most operations and procedures, so if you want treatment quickly, you have to travel. But I think the main factor in the growth of this form of tourism in the Western World lies with the ageing population. The number of people in the 65 to 75 age range has increased dramatically in the last ten to fifteen years, and they are the section of the population who need medical treatment the most. They're also the people looking for spiritual wellness. Around 40 percent of the people attracted by this kind of tourism are over the age of 55.

I And how big is the market for medical tourism here in Asia? How many medical tourists are there?

DrC The estimated market size is around 1.6 million, with the major providers being Thailand, Singapore, Malaysia, the Philippines and South Korea. Thailand alone hosts medical visitors from over 190 countries. Singapore is aiming for a 4.8 billion dollar share of the American market – that’s about 8.5 percent of that particular market.

Another attractive feature of this market is that medical tourists spend about two-and-a-half times more than the average traveller so they’re an excellent source of revenue. The Royal Thai government has drawn up a five-year plan to double this revenue.

Dialogue 22. BJ = Bronwyn Jones, R = Receptionist,

DS = Dikeledi Sisulu

BJ Good morning, can I talk to Dikeledi Sisulu, please?

R Yes, who’s speaking, please?

BJ My name is Bronwyn Jones. It’s about a booking I made.

R Hold on, I’ll put you through.

BJ Thank you.

DS Good morning, Mrs Jones, what can I do for you?

BJ Oh, hello. I recently made a booking for the Township Experience and I’ve just been reading about all the attacks in the townships and I really don’t feel safe now about the whole thing, and so I’ve decided not to go. Could you please cancel the booking for me?

DS Um, you must be thinking about the honeymoon couple in the car that was hijacked, they weren’t actually attacked, and ...

BJ Yes, I’ve read all about it and it was absolutely horrible, and it’s put me off the whole trip.

DS Well, I understand how you feel and we are all very shocked about it, but I can assure you that this is the first incident like this for a very, very long time. We’ve been doing these tours for over ten years and we’ve never had a problem.

BJ Sorry, but I find that difficult to believe. Everyone knows that Steenland is dangerous. All I’m saying is that I want to cancel the booking.

DS OK, but it’s a great pity because I’m sure you would have really enjoyed the experience.

BJ Maybe, but can I give you the booking reference number? ...

Dialogue 23. DS = Dikeledi Sisulu, TM = Thabo Mbilatshwa

DS I need your help, Thabo, I had a cancellation for the Township Experience this morning and it's not the first. The attack on that British couple is damaging our reputation as a tourist destination. If things carry on this way, I'm going to lose my business. What can we do to make Steenland safer for visitors?

TM Well, I think we should start by focusing on the kind of measures we already take, I mean those tourists ignored the advice the people in their hotel gave them. But if they'd been your clients, you wouldn't have let them go anyway, right? You already tell your customers not to go out alone or after dark. Maybe you could post a whole section on safety and security on your website? Then all visitors will know both what to expect and all the things that they should do to make sure that nothing happens.

DS Such as?

TM OK, well the main thing is not to carry expensive cameras and wear expensive jewellery – that's asking for trouble. Or carry large sums of money. And if they do carry money, keep it in a money belt. And no one should ever, ever walk the streets after dark.

DS Yes, all that's very sensible but we don't have tours after dark! And all our tours are with experienced guides who know which areas to avoid.

TM You could certainly say something like all the guides are well known and respected in the community and our vehicles are recognized in the townships. Everyone knows that it isn't good to harm tourists because it harms our economy. And that they, the tourists, should always stay with their guide. And if they do get into a dangerous situation, NEVER oppose any criminal, just give them what they want immediately or they might kill you.

DS I don't want to make people panic or I'll never get any bookings!

TM Another thing you could do is stress how important community action is for us here in the townships. Tell them that if they ever find themselves in an emergency situation, then all they have to do is call our community safewatch call centre at eblockwatch and we'll send out one of their members to help them.

DS Now telling them about eblockwatch IS a good idea. But they have to register for that, don't they?

TM Yes, but it's easy – they just have to go to the website at www.eblockwatch.co.za.

DS OK, well, I'll start drafting a paragraph to reassure potential visitors and some Dos and Don'ts. I'll send them to you so you can add anything you think I've left out.

Dialogue 24. I = Interviewer, SL = Simon Lau

I So what are you working on at the moment, Simon?

SL I'm organizing an exhibition for schoolchildren about ancient Egypt. It's especially designed for kids, so it has to be interactive and fun. But it also has to be educational, so we must make sure there's enough information for teachers who come with groups of school children to do project work with them.

I So, what does an exhibitions manager actually do? What's your plan of action for this exhibition?

SL Well, generally, I would say it takes about a year to organize an exhibition from start to finish. The first thing I do is spend about a month deciding all the requirements and of course the budget – how much money we can spend. Then, I draw up an action plan with a timescale. The action plan takes me about six weeks to do because it's a map of the whole project and it's really important.

I And then?

SL Well, we have to order the exhibits from other museums and they have to be delivered. That will take six months. When they arrive, they are kept in the packaging for a few days to adjust to the museum's climate. While all the exhibits are being delivered, the exhibition's website has to be designed. This is an ongoing process and usually takes at least nine months to complete. I start sending information and photos of the exhibits to the web designer as they come in and the site will be constantly updated. Next, we start work on the software for the interactive display, which is produced by a specialized software company. That usually takes about three months. When the interactive software is ready, we'll design the sequence for the exhibition (that's the order in which the exhibits will be visited) and over the next two months the labels for the exhibits will be printed and a script for an audio guide

will be written and recorded, preferably by someone famous. During these two months, one of my team will also produce a resource pack for teachers and get it printed. Finally, I'll write the publicity material for the exhibition and press releases will be sent out to the local and national newspapers, and to travel publications and websites.

I And then the grand opening ceremony!

SL Yes, we usually have a preview party and invite the important local people and the press. It's a good way of promoting a new exhibition.

Dialogue 25. P = Paul, M = Martina, K = Kristina

P It's five past ten by my watch. Let's make a start, shall we? As you know, the aim of this meeting is to discuss the festivals you've researched. So, er, Martina, would you like to make a start?

M OK, well the Eisteddfod is an extremely old festival, in fact it dates back to the 12th century but the modern version has been going since 1858. It's held in the first week of August in Wales and the venue changes every year, but every four years it goes back to Cardiff, which is the capital. Um, it's actually the biggest festival of competitive music and poetry in Europe. There's a different atmosphere from other festivals and it's great fun. There are about 160,000 visitors and 6,000 competitors, so it's pretty huge. There's only one major disadvantage, which is that it's held entirely in Welsh!!!

P So it's a bit of a waste of time if you don't speak Welsh, then?

M Not necessarily, they give out headsets that give an English translation of everything and anyway to appreciate the music, it doesn't really matter what language it's in.

P Er, Kristina, what do you think about it?

K Er, I don't think it really makes a difference. I like music in whatever language. Anyway, I'd like to talk about the Edinburgh Festival. This is the largest arts festival in the world. It's held for three weeks in August and there are at least 40,000 performances and offers just about everything: opera, theatre, dance, folk music, the visual arts ... Er ... It attracts about 350,000 visitors a year and – what's really interesting – is that only 14 percent of those came from overseas. So there's potential for us.

P I've heard that it's very expensive.

K Some of the major performances are. But the alternative performances, in what is called the 'fringe' part of the festival, are cheaper and, anyway, there's a lot of street theatre and that's free.

P OK, do you have anything more to add at this point?

K No, I don't think so.

P Well, I looked at the Belfast Festival in Northern Ireland. It's another arts festival with comedy, music, art, dance and theatre, and it takes place between 14th and 29th of October. It's been going for nearly 50 years but it hasn't yet got the same international reputation. Even so there are at least 50,000 visitors. So, it has potential.

M But isn't it dangerous to go to Northern Ireland? What about the political situation there?

P It's much safer than it was and the political situation has improved a lot. Belfast is a really interesting city to visit. It has a great selection of bars and museums and art galleries ...

K I'm sorry, Paul, I have to go now. Is there any other business?

P Er, no, I think we've covered everything. So, to sum up, of the three.

Dialogue 26. J = Jeremy, K = Kevin

J OK, Kevin, can you explain this graph?

K Sure. If you look at the figures for the four years before the award, there wasn't a huge difference between the city – that's in blue – and the region – in red – in terms of numbers of visitors but the region attracted slightly more. That changed two years ago when, for the first time, more people visited the city. That was an increase of 4 percent compared to just 2.5 percent for the region. Last year the numbers really took off with a 22.9 percent increase for the city and 16.2 percent for the region – and the economic benefits followed. The Chamber of Commerce says that for hotels more than one million bed-nights were sold, that was an increase of 26 percent. Throughout the year demand met the supply, with occupancy averaging 86 percent at weekends and 74 percent overall.

J That's great. What were the most popular attractions according to the satisfaction questionnaire?

K People loved the giant mechanical spider – they called it the Princess – even if it did cause traffic jams. And the Superlambananas –

the half-lamb, half-banana sculptures proved to be really popular. There were over 100 of them at different points in the city and they're still there. They've really made the city more visually attractive and interesting.

Dialogue 27. I = Interviewer, J = Jim

I So, Jim, could you talk us through a typical day's work for you?

J Well, you have to get up early when you work in the hospitality industry and my day starts just before 6.00 a.m. The first thing I do is review the night manager's reports and check what happened during the night. Then I spend some time reading email messages and catching up. I try to visit the restaurant between seven and eight to check that the breakfast arrangements are in order, and then I usually spend some time in the reception area ... I like to say hello to the guests as they come down.

I What happens after breakfast?

J We have the daily staff briefing at nine. This is an essential part of the day, where the staff report on the night before and we discuss problems. For example, last night one guest's room service didn't arrive for an hour and a half, so we need to find out why. And this morning we ran out of bread rolls in the restaurant. This meeting is also when I brief the team for the day ahead and we discuss any future events we have planned. We look at who's staying at the hotel – any VIP guests, celebrities, or politicians or whatever, and which rooms are not in use. We also talk about occupancy rates and targets. We've actually got a potential overbooking problem at the end of this week, so we had to discuss alternative accommodation arrangements for the extra guests.

I How long does that last?

J About an hour. Then I have a strategy and planning meeting. At the moment we're planning a major refurbishment of all the guestrooms and suites at a cost of 9.5 million dollars. We discuss everything down to the last detail: the colour schemes, the choice of furniture, the position of the power points, the perfume of the shower gel. It all has to be right.

I That sounds like a big job! Do you have any time for lunch or is it just a quick sandwich?

J No, at lunchtime I always eat in the staff restaurant, and I try to sit with a different person each day and talk to them about any concerns they have. A hotel stands or falls on the quality of its customer service, so finding good staff and keeping them – staff motivation and retention – is a big concern in our industry. I'm absolutely passionate about this. As I always say: 'Unhappy employees lead to unhappy guests'.

I It sounds like a good principle. What happens after lunch?

J After lunch, there are more meetings, for example once a week there's a big marketing and promotions meeting. Our latest promotions initiative is we're sending the sales team over to Australia and New Zealand to get more conference business. On other days I might be talking to the finance team or accounts – we've had problems with check-out times recently so we're reviewing our late-charge policy. And when the meetings are over, I have to finish all the admin work that I haven't been able to do during the day.

I So what time do you finish?

J I hope to be able to get away by 6 or 7 p.m. It depends.

Dialogue 28. J = Jack, DF = Dietmar Feichtinger

J Jack Carter, Lilburne Manor, how can I help you?

DF Hello, ah yes, I'd like to make a complaint about a recent visit I made to Lilburne Manor last Saturday.

J Oh dear, I'm sorry to hear that. Could you tell me what exactly you found unsatisfactory?

DF Well, the last time I visited I was particularly impressed by the King's room with the beautiful furniture and the paintings by Holbein and everything, and so I took a friend last weekend who wanted to see them for himself and when we got there, we discovered everything had been removed!

J Oh yes, I'm terribly sorry about that! In fact, most of the contents of this room have been lent to a museum for a special exhibition, so unfortunately ...

DF Well, it's disgraceful to change the exhibits like that – your brochure still has the photos of the room as it should be and we weren't informed when we bought the tickets.

J Yes, I fully understand your disappointment and I do apologize for the inconvenience. Um, I was wondering – did you fill in a comment card?

DF No, there were none left at reception.

J Oh dear. Well, I'll do one now for you. Would you mind giving me your name and address?

DF OK, it's Dietmar Feichtinger.

J Right, er, could you spell that for me?

DF D-I-E-T-M-A-R that's the first name and the surname, Feichtinger, F-E-I-C-H-T-I-N-G-E-R.

J And where do you live, Mr Feichtinger?

DF It's GrünerWeg 6, Friedberg in Germany.

J And the postcode?

DF It's 61169.

J OK, I've got that. And do you have an email address where we can contact you?

DF Yes, it's lower case d_feichtinger@t-online.de. That's d underscore feichtinger at t hyphen online dot de.

J OK, MrFeichtinger, thank you for taking the time and once again please accept our apologies ... and if you come back in September, you'll find everything back to normal. I'll send you two complimentary tickets for your next visit.

DF Oh, thank you very much.

J And what did you say was the date of your visit?

DF 26 June, last Saturday.

J Right, thank you again for your call, I'll pass on your comments and we hope to see you soon.

DF Yes, goodbye.

J Goodbye.

Dialogue 29. LM = Louis, Moulin, C = consultant

LM My name's Louis Moulin, I'm the restaurant manager. Everything here was fine before Monsieur Huchet arrived. I've always run my department as I wanted to but now I'm told I have too many staff – which is definitely not true. During peak periods there's never enough people. How am I supposed to run a busy restaurant with only one waiter?

C I understand there have been problems in the kitchens recently.

LM Oh that. Yeah, last week was a very busy time because of New Year and the two temporary kitchen assistants we had employed for the holiday period didn't turn up. We couldn't find anyone to replace them at short notice and it was a disaster! In my opinion, we should employ more full-time staff and not rely so much on casual and temporary labour.

Dialogue 30. C = consultant, FD = Fatoumata Dembele

C So you are ... Fatoumata Dembele, is that right?

FD Yes, Fatou, people call me.

C OK, and what do you do here?

FDI Chambermaid. Change sheets, clean room.

C Do you enjoy your work here?

FD I like here but job very hard, always lifting, bending, many, many backache.

C Yes, I suppose that's one of the intrinsic hazards of your occupation.

FD No understand.

C I said that's one of the bad things about your job.

FD Yes, very bad, and pay. Very small money. We want pay rise, minimum wage at least.

Dialogue 31. C = consultant, MG = Munir Gadouche

C So, Munir, you're the maintenance engineer, is that right?

MG Yes.

C I'd like to ask you a question. When Monsieur Huchet came here, he introduced a number of changes into the running of the hotel. What did you think of them?

MG The same as everyone else! We didn't like it at all. He wanted everyone to move around and do everyone else's job – called it flexibility. The accounts staff were taught how to make beds, the reservations staff went to the kitchen, the waiters and waitresses were on reception and I was sent to the kitchen to make salads and wash dishes. I did a three-year apprenticeship as a carpenter and now I'm washing dishes! All this job rotation is a load of rubbish, if it doesn't stop, I'm leaving and my wife too, 'cos she works here as well. We should go

back to what it was like before; everyone knew where they were and what to do.

Dialogue 32. C = consultant, MR = Mercedes Rodes

C Your name's Mercedes Rodes, is that right?

MR Yes, I'm Spanish. I work as a receptionist.

C Right, OK. So do you get on with the other members of staff, Mercedes? Is there a good working atmosphere?

MR Well, I'm the only permanent receptionist. There are six part-time employees who are usually temps from an agency or student trainees on work experience. Most of them just don't have the knowledge and experience to cope with any kind of problem or crisis. Since they are hardly paid anything, and don't get any training or benefits, they aren't always very motivated. Nobody tells them how the system works so they can't cope with the computers. I feel like I'm responsible for everything and everyone, and it's too much.

C OK, well that's very interesting. So do you think that the hotel needs to invest more in training for reception tasks?

MR And in better software! But training would be a start.

PART#6. TOURISM CORRESPONDENCE: THEORY THROUGH PRACTICE

6.1 Read the information about writing emails

Three different writing styles are often identified, although in real life the differences are not so clear:

Formal. This is the style of an old-fashioned letter. Ideas are presented politely and carefully, and there is much use of fixed expressions and long words. The language is impersonal. Grammar and punctuation are important. This style is not common in emails, but you can find it if the subject matter is serious (for example a complaint).

Complex. Longer sentences are likely to be more prevalent in formal writing. You need to be as thorough as possible with your approach to each topic when you are using a formal style. Each main point needs to be introduced, elaborated and concluded.

Objective. State main points confidently and offer full support arguments. A formal writing style shows a limited range of emotions and avoids emotive punctuation such as exclamation points, ellipsis, etc., unless they are being cited from another source.

Full words. No contractions should be used to simplify words (in other words use "It is" rather than "It's"). Abbreviations must be spelt out in full when first used, the only exceptions being when the acronym is better known than the full name (BBC, ITV or NATO for example).

Third person. Formal writing is not a personal writing style. The formal writer is disconnected from the topic and does not use the first person point of view (I or we) or second person (you).

Neutral/Standart. This is the most common style in professional/work emails. The writer and reader are both busy, so the language is simple, clear and direct. Sentences are short and there is use of contractions (I've for I *have* etc.). The language is more personal. However, the style is not similar to speech - it is too direct.

Informal. This is the most common style for emails between friends. Sometimes the email can be very short or it could include personal news, funny comments etc. This is the style that is closest to speech, so there are everyday words and conversational

expressions. The reader will also be more tolerant of bad grammar.

Colloquial. Informal writing is similar to a spoken conversation. Informal writing may include slang, figures of speech, broken syntax, asides and so on. Informal writing takes a personal tone as if you were speaking directly to your audience (the reader). You can use the first or third person point of view (I and we), and you are likely to address the reader using second person (you and your).

Simple. Short sentences are acceptable and sometimes essential to making a point in informal writing. There may be incomplete sentences or ellipsis(...) to make points.

Contractions and abbreviations. Words are likely to be simplified using contractions (for example, I'm, doesn't, couldn't, it's) and abbreviations (e.g. TV, photos) whenever possible.

Empathy and emotion. The author can show empathy towards the reader regarding the complexity of a thought and help them through that complexity.

6.2 Rewrite the emails below by substituting the phrases in italics with more informal phrases. Subsection 6.1 will help you. Use contractions (e.g. I'll) where appropriate

Email 1. I am afraid I will not be able to attend the meeting on Friday. As I will miss the meeting, I was wondering if you could send me a copy of the minutes? I will write to Anita as well, to inform her that I will not be there. Once again, please accept my apologies for this, and I can assure you that I will be at the next meeting.

Email 2. Thank you for your email of 25 January where you requested assistance on how to order on-line. It is unnecessary for me to know your a/c number before I can deal with this. I would be grateful if you could also provide details of which version of Windows you are using.

Email 3. With reference to your order number J891 - we received it this morning, but you have not filled in the sections on size and colour. Please let us know your exact requirements. These products are selling very well at the moment, and we regret to advise you that the medium size is temporarily out of stock. However, we are expecting more supplies in the near future. Would you like me to email you when they arrive?

6.3 Match the words from 1 – 15 of Latin origin with the shorter words to a) – o)

1 assistance	6 information	11 repair	a) ask	f) facts	k) help
2 due to	7 obtain/receive	12 request	b) ask for	g) fix	l) job
3 enquire	8 occupation	13 requirements	c) because of	h) get	m) more
4 further	9 possess	14 reserve	d) book	i) give	n) needs
5 inform	10 provide	15 verify	e) prove	j) have	o) tell

6.4 Match the email beginnings (1-8) with the endings (a-h)

<u>Beginnings ...</u>	<u>...Endings</u>
1. I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require.	a) Anyway, thanks again for inviting me, and I'm really looking forward to it. Do you want me to bring anything?
2. Thanks so much for the wonderful present. It's exactly the book that I wanted - how did you know? I'm really looking forward to reading it.	b) You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
3. Patricia, I've just read your email. I'm so sorry to hear about what happened.	c) Should you need any further information about room availability, we will be happy to assist you.
4. Sorry, I can't make it to your birthday party at Fishers restaurant, as I'm away on that day.	d) I look forward to receiving this information as soon as possible.
5. I am mailing this via the 'Contact Us' link on your website. I'd like to know a few more details about the anti-virus software that's listed on the site.	e) It really is great news, and I'm sure that it's only the beginning of our work in the French market.

6. I am writing with eference to our order number... The goods arrived this morning, but you only sent...pieces instead of the...that we ordered.	f) Please deal with this matter urgently. I expect a reply from you by tomorrow morning at the latest.
7. Yes!Great! I'd love to come to the party.	g) Thanks again for the gift, and give my regards to your family.
8. I've just heard from Antonio about the Paris contract. It's fantastic news - you worked really hard on this and you deserve the success.	h) Anyway, sorry again that I can't come, but have a great time. I hope we can meet up soon. What about going to see that new Speilberg film?

6.5 Complete the emails with words below. There are two words you do not need to use. Change their beginnings and endings replacing into ones extracted from the table in subsection 6.4

a) *Make, board, cost, domestic, introduce, passengers, rate, wrong*To: Customer Services Staff

I'm not going to be able to ⁰_____ the meeting but I suggest we offer an Express Seat option on ¹_____flights. For an extra \$25-\$35, travellers will get the chance to ²_____and leave the plane first. They'll also get to sit at the front of the plane. I also think for short-haul flights that we should ³_____standing-only seats. This way we could increase the number of passengers on each flight. I don't see what's ⁴___with standing for less than an hour. It's something people often have to do on trains or the underground. Perhaps we could offer these tickets at a reduced ⁵_____?

b) Following, advise, customers, passengers, point, regards, surely yours

To: bauch.monika@greatbreaks.co.ge

Subject: Baggage handling

Hi Monika⁰ _____ on from our recent exchange of emails, could you pls¹ ___me on your position re the transportation of baggage? ² _____we cannot expect all of our ³ _____to collect all their bags on arrival and take them all the way to the bus pick-up ⁴ __, 750 metres away. Could you please get back to me asap?⁵ _____ Maria

6.6 Read the sample letters and define what style the writer has used. Think about information, mentioned in 6.1: style (formal, informal or neutral) as well as 6.4: opening and closing phrases and clichés

Sample letter#1

Ente di Turismo
Regent Street
London W1

22nd of January 2004
to: Student Union Travel Services
Student Union
Warwick University
Coventry CU47 AL
Dear Sir or Madam,

Thank you for your letter related to your desire to spend a beautiful holiday in Italy. We are sure that in Italy there are many places where students can enjoy themselves, but we want recommend you three different types of holiday. Certainly if you want spend a cultur holiday you should go to Rome. In this city there are many Roman remains like Coloseo, arcs of Triumph, meuseums that every year attract tourists from all the world.

On the other hand Rome is also the capital of religion and art. If you think to Sistina Chapel or to Vaticano you can understand what incredible treasure is over there.

If this is not the type of holiday that you want we suggest other types of place. Students sometimes have the desire to go away from the cahotic city and from their cahotic life. In Italy we can find many delicious villages near the mountains.

For example in the Dolomiti you can do in winter any types of winter sports and in summer you can do: walks, trekking, horsing that help you to relax yourselves.

Finally, if you do not like very much mountain, you can do a tour around Sicily. Here there are many beaches and also many ancient cities. In Agrigento for example there is a Roman theatre and there are Greek remains and Taormina is one of the most important special interest place known in Italy.

Your satisfaction is our propriety and if you will decide to go to Italy or if you need further information, please contact us.

Yours faithfully,
Customer Service.

Sample letter#2

Your address

The Manager,
Address of Sports Centre.

Date

Dear Sir/Madam,

I am writing following a recent visit to the Newtown Sports Centre. I would like to express my disappointment with the service I received.

Although the staff were generally polite and helpful, they seemed to lack basic sports knowledge. None of them could offer any advice to me on choosing a tennis racket. I suggest that you send your employees on suitable training courses.

Another cause for complaint was that the swimming pool was closed. I understand that repairs and maintenance need to be carried out. However, when I called for information the day before my visit, the receptionist did not mention that the pool was closed. If I had known, I would have visited the sports centre at another time.

Finally, offering lessons in different sports is a good idea, but in my opinion they seem to be very expensive. Considering the membership fee, the prices of lessons should be lower, and more sports should be offered. I was disappointed that neither diving nor windsurfing was available.

I hope you will take these points into consideration. I look forward to hearing from you.

Yours faithfully,
Joe Bloggs.

Sample letter #3

Mrs Adams
44, Cyprus Street
London N1 7SX

Dear Mrs Adams,

We refer to your kind letter and thank you for your interest in the GRAND HOTEL BERLIN.

Enclosed please find the requested brochures about the GRAND HOTEL BERLIN.

Please do not hesitate to contact me personally if you have any questions or if we can be of any assistance to you and we would be very pleased to welcome you at the GRAND HOTEL BERLIN in the near future.

Yours sincerely, GRAND HOTEL BERLIN

Maria Wanneboldt
Reservations Manager

Sample letter #5

Great Eastern Hotel
Toleranz Str. Berlin.

Dear Mrs Adams,

Thank you for your letter and your interest in our hotel. Enclosed we send you our hotel brochure with the price list.

The Great Eastern Hotel is situated at the famous corner Toleranz str. And Unter den Linden near the Brandenburg Gate. We have 320 rooms, one restaurant, 3 meeting rooms for up to 45 persons and a lobby bar.

For your reservation you can call our booking office by phone 6743281 for you can send a fax to the number 6743 333.

We would be happy to welcome you in our hotel.

Kind regards. Morgan Althaus
Sales Manager.

Sample letter #4

Mrs Adams
44 Cyprus Street
London N1 7SX

Dear Mrs Adams,

Thank you very much for your interest shown in our hotel. Enclosed you will find our hotel brochure and the room rates. Inside the brochure you will find the restaurant, but his is closed. We do only serve drinks at the reception.

You asked about other facilities such as fitness room, conference halls and restaurants. But we have non of these. We are a middle-class hotel with 40 rooms and we don't need these facilities.

I am not sure if you really mean our hotel? Because your questions look like you expected a first-class hotel.

Anyway, I hope to welcome you in our hotel.

With kindest regards. Clara Karge.

Sample letter #6

EXOTIC DESTINATIONS

Pacific House * Randolph Way * London W1Y 8QT

21ST March 2004

48 - The Vale

Sunnytown

Devon

DC4 56JK

Dear Mrs Hopper

Thank you for your letter of 7th December.

We are sorry to hear that you and your husband did not enjoy your recent Golden Group holiday in Tunisia and apologise if the tour rep's behaviour was inappropriate. We assure you this behaviour is not the kind we normally tolerate and we will be looking into the allegation fully and taking any necessary action.

We would, however, like to draw our attention to the fact that all our reps are highly trained, whatever their age, and that we do not specify how old they are in our brochures.

As to the special entertainment package that you requested, we do explain in the brochure that this package is only run when there are a minimum of eight guests requesting it on any one tour. As you yourself mention, in your case there were only four people, yourselves and two others. Therefore the rep was quite correct to tell you that this would not be possible and that we would be unable to cover the expense of a change of hotel.

As a goodwill gesture we enclose four vouchers for day trips to Paris and Brussels so that you can appreciate our normal high standard of service for yourselves.

Yours sincerely,

Customer Relations Clerk

Sample letter #7

48 - The Vale - Sunnyside - Devon - DC4 56JK

7th December.

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

Dear Sir,

My husband and I have recently returned from one of your Golden Group holidays in Tunisia. We chose this holiday in preference to many others as we were assured both in the brochure and by your agency staff that this particular package catered for retired couples like ourselves. We understood that our specially organised activities would be run by mature friendly hostesses.

However on arrival at our destination we were met by a very youthful rep who very curtly told us that there were only two other people on the golden group package and that, as a result, we could join in the activities organised for other groups or fend for ourselves. Since our tastes do not include hard rock or late-night pub crawls we asked to be moved to another hotel. We were told that if we did this it would have to be at our expense. As a result we decided to stay where we were and to organise our own entertainment.

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

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

Yours faithfully

Katherine Hopper

Sample letter #8

30th September 2014

Mrs Edith Lewis,
34 Sheffield Street
Rochester.

Re: Holiday in Corfu Complaint.

Dear Ms Lewis,

Thank you for your letter of 18th September. I was sorry to hear that you

were disappointed by the service you received on your holiday.

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

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

Yours sincerely,

P Person,

(Customer Services Manager)

Sample letter #9

15 School Lane
London SW5

Gobi Desert Tours Inc
35 Flight Lane
Manchester.

Dear Sir,

I am writing to apply for the post of junior sales manager at Gobi Desert Tours Inc. which I saw advertised in this week's *Travel Weekly*.

As you see from my curriculum vitae, I have recently obtained a diploma in tourism management from the Tourism Institute in Madrid after completing a three-year course there.

Since I have always wanted to work in the States in the travel business sector, but did not wish to commence work until I was fully proficient in English, I have spent the last six months studying in London.

During this time I was fortunate enough to find a part-time job in a local travel agency which is specialised in travel to the States and where I was able to develop my interpersonal skills.

I am attracted to your vacancy as I believe that I can offer the drive and commitment necessary to persuade middle-aged holiday-makers to trek across the Gobi desert.

I enclose my resumé in the hope that my application is of interest to you. I look forward to hearing from you.

Yours faithfully, Mary

Sample letter #10

(Your address.)

Mr Robert Parkins

(His address)

27th February 2004

Re: Information on holidays to Madeira

Dear Mr Parkins,

Thank you for your fax of February 20th enquiring about holidays in Madeira. We have several excellent hotels in Madeira both in our all-inclusive packages and in our independent traveller selection. However, so that I can be sure to recommend the best holiday for you, I would appreciate it if you could give me some more information by answering the following questions.

We would like to know:

- ✓ What sort of holiday and resort you are looking for
- ✓ When you would like to travel and from which airport
- ✓ How long you wish to stay
- ✓ What type and standard of accommodation you are looking for and if you have a preference for being close to the town or sea-front.

Please could you also let us know if you require any special facilities such as leisure activities.

We look forward to receiving your reply so that we can process your request and suggest a suitable resort and hotel.

Yours sincerely,

Travel agency

Sample letter #11

Dear Mr Nielsen,

Subject: complaint about Mocosa Easter Break holiday

We were very sorry to hear that the holiday on the island of Mocosa, organised by Sunshine Holidays, did not match your expectations.

Obviously the fact that the flight from Luton was delayed by four hours was regrettable, but certainly not due to any disorganisation on behalf of Sunshine Holidays. Flight delays are often, sadly, a frustrating part of flying , and tend to happen with increasing frequency at peak times like the Easter vacation.

The delay is probably the reason why you did not find a Sunshine representative at the airport to meet you. He had probably accompanied other tourists who had arrived at the airport. However, although this is an explanation, it is not an excuse, because you absolutely should have been met, and alternative arrangements should have been made. Sunshine Holidays

deeply regrets the inconvenience you suffered through not being met at the airport and accompanied to your hotel. We will certainly look into the matter to make sure that it does not happen again, and of course will reimburse you for the cost of taking a taxi.

I do not feel that we misrepresent the position of the hotel as the pictures of the 'Beach Hotel' in our brochure show that it is on the cliffs and not on the beach, and there certainly was a bus service provided which you could have used if you did not want to walk. Many of our customers enjoy a 10 minute walk to the beach and back to get some exercise, and certainly enjoy the cliff views offered by the hotel. It is regrettable that the beach had litter on it. This is something that the local authorities should attend to, and we will notify them of your complaint. The fact that the beach was crowded is a result of taking your holiday at Easter time. I suggest if you do not want to find other holiday - makers you should take your holidays off-season.

Finally, as regards the facilities at the hotel, please rest assured that we will ask the hotel for explanations. The swimming pool should have been available. While the courier does not have control over the quality of the food, he should have passed on your complaints to the hotel management. The food is supposed to be typical of that region. It does not have great variety, but should be good quality. When our staff went to check out the island before recommending it to customers, they found the food adequate.

Your satisfaction is our priority and we do appreciate your custom, so once again, please accept our apologies for the inconvenience that you suffered. Enclosed you will find reimbursement for the cost of the taxi, and also a discount voucher for your next holiday with our company. Thank you so much for bringing these things to our attention so that we can continually improve our service.

We hope to see you and your wife again shortly – if possible on an off-season vacation.

Yours sincerely,

Bobby Fisher

Customer Relations Officer.

6.7 Rewrite three from above letters transforming them into either formal, informal or standard/neutral styles

6.8 Think up letters on the basis of introduced situations. Apply useful phrases and checklist enclosed below

A) Useful phrases for writing

Greeting	Name unknown: Dear Sir/Madam, Name known: Dear Mr.../ Dear Mrs... / Dear Ms..+ surname
Reason for writing	I am writing to ... I am writing with regard to... I am writing on behalf of ...
Asking questions	I would be grateful if ... I wonder if you could Could you ...?
Referring to their letter /points	As you stated in your letter,...Regarding.../ Concerning ... With regard to
Closing expressions	If you require any further information, please do not hesitate to contact me. I look forward to hearing from you.
Signing off	If Dear + name: Yours sincerely, If Dear Sir/ Madam: Yours faithfully (Dear + first name : Yours,)
Name	Your first name + surname printed clearly under your signature

B) Checklist. When you have written your letter, check:

- ✓ It is a *formal* letter;
- ✓ It includes *all the information* necessary;
- ✓ You have *asked all the questions you need to*;
- ✓ The questions are correctly formulated *indirect questions*;
- ✓ The letter is divided into *paragraphs*;
- ✓ You have *checked* the letter carefully *for mistakes*.

✓ You work as a travel consultant for Creative Destinations. You have received a fax from a man enquiring about honeymoon holidays for himself and his wife to Goa. Reply asking for the information you need before you can recommend a suitable hotel or package holiday.

✓ You have received a letter from María Elena Martínez, an English teacher at Colegio Gabriela Mistral in Santiago, Chile. In the letter she explains that she and a group of her students are planning to visit the

United States this summer. Because they want to see a variety of historical, cultural, natural, and recreational sites, they have decided to visit New York City, Washington, D.C., Florida, and at least one national park. She and her students want to know what they should see and do in the different sites. Write a response to her letter giving her and her students a thorough description of what to see and do in one of the sites. Be sure to answer the students' questions in your letter.

✓Write a short letter of apology based on the notes below, which you have received from a colleague. Try and use the words in italics from the sample letter in your answer.

✓“We’ve received a complaint from Judy Elson, passenger on flight to Istanbul. Ordered a vegetarian meal, but didn’t get one. Also expected a hotel room with view of the sea – but didn’t get one. Have looked into these – First problem was that the van with the veggie meals broke down on the way to the airport. As for hotel – they don’t have any singles at the front of hotel. Please draft reply, send apologies”.

✓Write to Mr J.Wilkins, 13 College Road, Windermere LA23 1BY and confirm the reservation of a single room with bathroom from 2nd to 7th August 199.. Enclose hotel rates and a brochure describing services and facilities available.

✓Send Mrs Angela Clark, 10 Portland Place, Penrith CA11 7QN a brochure of your hotel as well as a detailed dépliant of the rates you charge for single rooms with and without bathroom. Explain that the prices are quoted per person per day and are inclusive of service, VAT and full English breakfast.

✓Messrs J.Carter & Co., 137 London Road, Blackpool FY2 9TA asked you to reserve 5 singles and a double all with bathroom for the nights of 3, 4 and 5 Sept. next. Confirm the reservation of the 5 single rooms and add that, since you have no doubles available for the above period, you have also reserved a twin room with bathroom adjoining the singles.

✓You work in the personal department of Global Tours. Advise a group of foreign students which study trip to take up.

✓Create a letter in which you going to advertise new seven star hotels.

✓You have received an enquiry about your conference facilities. Write out the letter to business company about them.

✓ You work for the International Hotel. You have been asked to write out a letter describing the suites, accommodation, business facilities and entertainment program for existing business customers.

6.9.1 Writing a letter of complaint

A) Useful expressions for writing a complaint letter

I am writing to express my strong dissatisfaction with ...
I am writing to complain about ...
We were extremely disappointed with ...
... was not what we had been led to expect
The ... was so bad that ...
It was not up to standard
It didn't work / was out of use
We were appalled to find ...
We were thoroughly disgusted with ...
I am not going to accept put up with this. let this go.
I should like to know what you intend you are going to do about this.
I don't see why you ...
It's high time you did something ...
We expect a letter of explanation a substantial refund
Unless ..., we shall take matters further
I should warn you that ...

B) Format of a letter of complaint

Introduction: Reason for writing. Exact details of holiday (time, place)
[explain the situation]

Development: Details of problems. Deal with each major problem in a new paragraph. [complain, express your dissatisfaction]

Conclusion: What you expect from the company. [ask that something be done]

C) Sample letter of complaint#1

66 Trees Lounge,
Bemworth,
Devon CG4 5HZ
14 September 2002

Alltours,
342 Rich Road
Bemworth
Devon VF7 6JK

Dear Sir/Madam,

My husband and I have just returned from one of your “special city tours” in Amsterdam (August 31 – September 10) and I am writing to complain about the holiday we were given.

To begin with, the hotel was not at all what we had been led to expect from your brochure. You advertise air-conditioned rooms with mini bar and private bathroom, but what we got was a tiny room with none of the promised appliances. The room only had a washbasin and we had to share the sanitary installations with five other parties on our floor. The temperature was 90° every day, so you can imagine the comforts of a room with nothing but the cold water tub for cooling. As for the hotel staff, whenever we called down to the reception there was simply no one around. There did not even seem to be any cleaning staff since our beds were made once during the whole of our stay.

Added to all this, the tourist guide included in your offer had fallen ill shortly before we arrived and there was obviously nobody in charge to organise a suitable substitute. After five days a courier tuned up who spoke only fragmentary English and we had difficulties understanding only half of what he said.

As you will realise, we are highly dissatisfied with the holiday your company provided and we do not see why we should put up with it. We expect a letter of explanation as well as a substantial refund of our money. Unless this is forthcoming, we shall have to take matters a step further.

Yours faithfully,
(Mrs J Smith)

Sample letter of complaint#2

17 Trees Lounge,
Bemworth,

Devon CG4 5HZ
9 November 2007

Alltours,
342 Rich Road
Benworth
Devon VF7 6JK

Dear Jo Hammond, Please accept this email as a formal complaint in relation to our recent stay at Glendorgal Hotel, room 3 between the nights of 6-7th August 2010. I highlight the following issues in relation to the room itself, the spa, dining arrangements, staff generally and summing up.

The room. While taking a shower, the valve could not be adjusted without experiencing extremes of hot and cold. The bed mattress creaked. The television remote control was unworkable. The digi box had in excess of 300 programmes and you had to scroll through them all to find the odd 6 channels which worked. The EPG button or the manual programme buttons did not work. We contacted reception and was advised that it could not be fixed. We understand this has been an ongoing issue.

The second time we contacted reception was when the patio/balcony door was left open, a seagull flew past and dropped a series of droppings on the walls. I was advised or rather asked if I could get a tissue and clean it as House keeping had gone home. I pointed out the risks and hazards of cleaning it without appropriate gloves and or chemical cleaners and the lady said she would report it to the manager, which I guess is your good self. A gentleman came up with a sponge and got most off the inside of the patio door and then left our room using the hand he had just used to clean up, leaving suds on the handle. The Spa. The steam room was cold. The Sauna was switched off and very cold. Although reception responded by putting the timer back on, my wife and my self ended up with steamed red faces because it was like having a bowl of water over a 5kw electric bar fire. The sauna needs to be left on to be useable and safe, with an appropriate thermostat. Dining arrangements. On the saturday night 7th, you had a wedding.

There was extreme confusion about where to get pre-dinner drinks, one minute told when were at the front, that we needed to go to the back, where apparently we were to dine, rearranged without telling us, was not ready because the wedding guests were using it and then told to go to the front where we would be served, to be advised to wait in the corner where a child was sleeping until things were ready. Staff Generally. Your staff are overall very friendly and helpful, but they seem inadequately trained and resourced to deal with the issues. Summing up. The wedding party, being what it was,

was noisy until the early hours of Sunday morning.

Looking forward to a full English breakfast before our journey home was also a big disappointment, biting into a cheap sausage and into crunchy bone I think sums up the whole experience of staying with you, profits before people. The combined effects of the above left our return journey to Bristol not a safe one. Both my wife and myself had to take regular turns in driving and trying to keep each other awake as we were so tired we were both susceptible to micro-napping.

The price tag of £190 per person per night is a rip-off to say the least and I think you may manage to persuade the English Tourist Board that you're a 3* establishment and if this is the case, you make a mockery of us all. What should have been a relaxing break, turned out to be anything but.

Mr and Mrs Phill and Alison Wheatley
Stayed August 2010, traveled as a couple

6.9.2 Complete each complaint phrase with one word. Some letters have been given to help you. Complete your own either sentences or clauses with some of them

to write in with sth. to need sth. ur.....y to take the matter <i>fu.....r</i> to demand a full <i>re.....d</i> to draw sb's <i>at...n</i> to sth.	to be below the expected st.... <i>d</i> to complain in the strongest possible <i>t..s</i> to express strong <i>dis...ion</i> with sth. to demand an immediate <i>repl...t</i> to cause sb. considerable <i>inc...e</i>
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6.9.3 Linking words and phrases are used in complaints to explain your case clearly and carefully. Complete the table with the following words/phrases

*Above all As a result Even though Finally Firstly
Furthermore However In addition In conclusion In fact In particular In reality In spite of the fact that Nevertheless
Taking everything into consideration Therefore*

Adding another point (like *and*):
Listing points:
Making a contrast (like *but*):
Making a contrast (like *although*):

Giving the consequence (like *so*):
Giving the most important example:
Saying what the real situation is:
Introducing the final paragraph:

6.9.4 Underline the most appropriate words or phrases in the email. Rewrite it changing business context into tourism-related one

I am writing to complain about the poor service we tiave received from your company. Firstly/Therefore, the goods you sent were not the ones that we ordered. Our order dated 16 September clearly stated that we wanted 1,000 t-shirts. In particular/However, we only received 800. Nevertheless/Furthermore, we asked you to print our company logo in the top left corner of the shirts and you have printed it in the centre. To make matters worse, your staff were very unhelpful when I called. Even though/Above all, no-one took responsibility to sort out the by your staff as though it was completely unimportant, in spite of the fact that/therefore we have been your customers for more than five years.

In particular/As a result, we are considering stopping all future business with your company. Taking everything into consideration/In reality, we must insist on an immediate replacement order, to reach here within 14 working days, at no cost to ourselves.

6.9.5 Make up letters of complaint on the basis of given above information as well as presented ridiculous cases invented by holidaymakers using an approximate structure

<p>[Your Name] [Street Address] [City, State ZIP Code] [phone number - optional] [email address - optional]</p>
<p>August 25, 2013 [Name of Recipient] [Title] [Company Name] [Street Address] [City, State ZIP Code] Dear [Name of Recipient]:</p>

I am writing to you regarding a very unsatisfactory experience I had as a member of your [Tour No.] which traveled to [Destination of tour] on [Dates of Tour]. Here, write details about the faulty service you received and what action you are demanding, i.e. We arrived at the hotel on the first night quite late in the evening. When the room keys were handed out by our guide, I went immediately to the room assigned to me and found that another woman on the tour was already in one of the beds; she had been assigned to the same room. I went back to the tour guide immediately and told him that I had paid the extra fee for a single occupancy room.

He went and talked to the hotel staff, and returned to tell me it was too late to find a single room and get it ready for me.

He apologized for the mix-up and asked me if I'd be willing to share the room for just the one night, and I was too tired to argue, so I agreed. To make a long story short, I never got my single room for any of the 5 nights of the tour.

I enclose a copy of my paid reservation, and expect a full refund of the extra fee I paid for a single occupancy.

Cordially,

[Your Name]

Enclosure

- ✓ Think of a holiday you had where not everything went as you had expected. Write a similar letter of complaint
- ✓ If you think your travel agency has failed to offer you appropriate service.
- ✓ If you think your agency did not execute the agreed-upon contract.
- ✓ If you think your agency has caused bodily injury or property damage.
- ✓ If your tour guide or driver inappropriately asks for tips or forces you to give tips.
- ✓ If you think your agency is being dishonest, prejudicing your rights.
- ✓ If you determine that your interests have been infringed upon during your visit in China.
- ✓ A woman threatened to call police after claiming that she'd been locked in by staff. When in fact, she had mistaken the "do not disturb" sign on the back of the door as a warning to remain in the room.
- ✓ A tourist at a top African game lodge overlooking a waterhole, who spotted a visibly aroused elephant, complained that the sight of this rampant beast ruined his honeymoon by making him feel "inadequate".
- ✓ "The beach was too sandy."

- ✓ A guest at a Novotel in Australia complained his soup was too thick and strong. He was inadvertently slurping the gravy at the time.
- ✓ "We bought 'Ray-Ban' sunglasses for five euros (£3.50) from a street trader, only to find out they were fake."
- ✓ "No-one told us there would be fish in the sea. The children were startled."
- ✓ "It took us nine hours to fly home from Jamaica to England it only took the Americans three hours to get home."
- ✓ "I compared the size of our one-bedroom apartment to our friends' three-bedroom apartment and ours was significantly smaller."
- ✓ "The brochure stated: 'No hairdressers at the accommodation'. We're trainee hairdressers - will we be OK staying here?"
- ✓ "There are too many Spanish people. The receptionist speaks Spanish. The food is Spanish. Too many foreigners."
- ✓ "We found the sand was not like the sand in the brochure. Your brochure shows the sand as yellow but it was white."
- ✓ "We had to queue outside with no air conditioning."
- ✓ "It is your duty as a tour operator to advise us of noisy or unruly guests before we travel."
- ✓ "I was bitten by a mosquito - no-one said they could bite."
- ✓ "I think it should be explained in the brochure that the local store does not sell proper biscuits like custard creams or ginger nuts."
- ✓ "It's lazy of the local shopkeepers to close in the afternoons. I often needed to buy things during 'siesta' time - this should be banned."
- ✓ "On my holiday to Goa in India, I was disgusted to find that almost every restaurant served curry. I don't like spicy food at all."
- ✓ "We booked an excursion to a water park but no-one told us we had to bring our swimming costumes and towels."

PART#7. GRAMMAR IN CONTEXT

7.1 Make sentences from the prompts using past simple or present perfect

- 1 There / never be / a wedding / in space.
- 2 When / the American War of Independence / end?
- 3 We / have / 6,200 thefts / on the underground / last year.
- 4 This year / seen / an increase / in profits from tourism.
- 5 The consultant / arrive / yet?
- 6 The guides / lead / 2,500 climbers / to the top of the mountains/ already this month.
- 7 There / be / violence at the stadium / already. It / start / twenty minutes ago.

7.2 A) Rewrite the sentences in Present or Past tenses choosing a), b), c) or d)

1. The retreat _____ by a Swedish architect who was inspired by nature and simplicity.
a) designed b) was designed c) will be designed d) are designed
2. _____ you any idea when the next train to Brussels will arrive?
a) Do b) Have c) Does d) Would
3. If you don't hurry up, we _____ the shuttle bus to the airport. We've got five minutes until it leaves.
a) 'll miss b) miss c) would miss d) should miss
4. The weather forecast said we could expect _____ frequent showers in the afternoon.
a) an b) a c) – d) the
5. Would you be able to _____ me _____ at the airport tomorrow morning?
a) set ... off b) drop ...off c) turn ... up d) put ... up
6. Kelly and James _____ currently _____ round the trade fair, picking up ideas for our next product launch.
a) have ... wandered b) had ... wandered c) were ... wandering
d) are ... wandering

7. She asked the tour operator if the tickets _____ first class and when she might expect to receive them.
a) were being sent b) are about to be sent c) will to be sent d) have being sent
8. _____ you mind if I open the window a bit? It's getting rather hot in here.
a) Can b) Will c) Do d) May
9. If you _____ the time and money, where would you choose to go on holiday?
a) are having b) had had c) will have d) had
10. We _____ take on new staff because there's been such high demand for our tours this year.
a) had had to b) were having to c) have had to d) might had to
11. My parents always enjoy _____ parks and gardens when they are on vacation.
a) walking around b) to walk around c) for walking around
d) for to walk around
12. Look Benjamin! Can you see that plane? It _____ take off. How exciting!
a) was about to b) will be about to c) should be about to
d) 's about to
13. Tim _____ always put you up at his place if you have no luck finding a hotel room.
a) mightn't b) is able to c) could d) must
14. The night manager explained to the guests that the hotel entrance doors _____ at 12 a.m. every night.
a) are being locked b) are locked c) had been locked
d) have been locked
15. We _____ be late for breakfast if you aren't ready soon. They stop serving in ten minutes.
a) must b) shall not c) can d) shall
16. By the time they _____, it was far too late to go out for a meal so everyone headed home.
a) go off duty b) had gone off duty c) are going off duty
d) have gone off duty.

B) Rewrite the sentences in Present or Past tenses choosing a), b), c) or d)

1. A new terminal _____ at the airport.
a) has been opened b) opens c) is opened d) hasn't opened
2. Fewer people _____ abroad on holiday as flights were so expensive.
a) are going b) were going c) have gone d) has gone
3. Where do most visitors to Los Roques _____ from?
a) come b) came c) are coming d) coming
4. We _____ a lot of time exploring the islands while we were in Croatia.
a) are spending b) spend c) spent d) have spent
5. The region _____ a very popular package holiday destination, particularly with young families.
a) becomes b) becoming c) is becoming d) is became
6. We _____ the itinerary until the very last minute.
a) didn't receive b) received c) are receiving d) have received
7. Do you know when their latest brochure _____?
a) is publishing b) has published c) published d) was published
8. Our company's market share _____ by 10% over the last year of trading.
a) is increased b) was increased c) is increasing d) has increased
9. The hotel where they _____ had incredible views of the surrounding countryside.
a) stay b) were staying c) have stayed d) has stayed
10. Our new package holidays _____ for families with young children.
a) design b) have designed c) are designing d) have been designed.

C) Rewrite the sentences with Modal verbs for obligation and possibility choosing a), b), c) or d)

1. If you miss the last train, don't worry. You _____ always stay with us.
a) must b) have to c) can d) should
2. All hotel employees _____ wear a uniform when at work. It's compulsory.
a) don't have to b) must c) may d) can

3. You really _____ go and see the main attractions while you are here. They're worth a visit.
a) may b) can c) don't have to d) should
4. Where do we _____ check in for our flight?
a) must b) should c) have to d) can
5. You _____ enter your hotel room unless you have the correct room key card.
a) can't b) mustn't c) don't have to d) may
6. Drivers _____ park where there is a double yellow line on the road. It is illegal.
a) shouldn't b) don't have to c) may not d) mustn't
7. Passengers with special food requirements _____ inform the airline when they book their tickets to avoid disappointment.
a) should b) may c) can't d) have to
8. You _____ order food through room service at any time of the day or night.
a) must b) can c) have to d) should
9. If you get a taxi now, you _____ get to the station in time for your train.
a) have to b) should c) must d) can
10. Passengers _____ use their mobile phones or other electronic devices during take-off and landing. Their usage is strictly banned at these times.
a) shouldn't b) may c) mustn't d) don't have to
11. Please wait while I check the system. There's a chance I _____ be able to find you an earlier flight.
a) can b) have to c) should d) may
12. You _____ come on the sightseeing tour if you don't want to.
a) must b) don't have to c) may not d) cannot
13. Passengers in economy class _____ upgrade to business class if there are seats available.
a) may b) should c) have to d) mustn't
14. I'm sorry but I _____ give refunds. I'll have to talk to my manager. Please could you wait a moment?
a) must b) don't have to c) cannot d) shouldn't.

D) Rewrite the Conditional sentences with “-if “ choosing a), b), c) or d)

1. You _____ a lot of fun if you go quad-biking in the desert.
a) 'll have b) 'd have c) 'll be having
2. If they _____ the train, they'll be there within the hour.
a) take b) will take c) should take
3. If _____ for spectacular views of the canyon, you should take a helicopter ride over it.
a) you're looking b) you look c) will look
4. If you _____ horse-riding, you will absolutely love visiting the Pampas region.
a) are enjoying b) enjoy c) would enjoy
5. You _____ the lakes and glaciers if you're looking for something different while you're in Switzerland.
a) will visit b) should visit c) would visit
6. If you want to try a traditional dish while you are here, I _____ Alanazik. It's a delicious Turkish meat dish.
a) am recommending b) will recommend c) 'd recommend
7. You _____ plenty of opportunities to go horse-riding if you book a trip to the Pantanal.
a) have b) 're having c) 'll have
8. We should go to Tromsø in Norway if we _____ to see the Northern Lights at their best.
a) will want b) want c) are wanting
9. If you're planning on going diving while you are on holiday, _____ to Indonesia.
a) I'd recommend go b) you would go c) you should go
10. I'd recommend Banff or Whistler if you _____ guests who want to go skiing in February.
a) have b) will have c) would have
11. He _____ to New Zealand if he's looking to try out some thrilling adventure sports.
a) will go b) should go c) is going
12. If she enjoys shopping, she _____ the annual Dubai Shopping Festival.
a) loves b) is loving c) will love

13. If _____ to see elephant, you should visit the national park in April.
a) you're hoping b) will hope c) would hope d) s and tigers

E) Rewrite the sentences in Passive Voice choosing a), b), c) or d)

1. The next plane to Lisbon _____ due to mechanical problems. Please check on the departures board for further information.

a) is delayed b) was delayed c) has been delayed d) can be delayed

2. Your holiday documents _____ to you via email in a moment.

a) are sent b) will be sent c) have been sent d) were sent

3. They were very surprised when they _____ by customs and asked to open their cases.

a) are stopped b) were stopped c) will be stopped d) have been stopped

4. The ferry from Manila _____ to arrive in the next five minutes.

a) is expected b) is being expected c) was expected d) has been expected

5. Not only _____ our hotel room _____ incredibly clean but the staff were also very welcoming.

a) was ... kept b) is ... kept c) has been ... kept d) will be ... kept

6. We loved Singapore for its cleanliness. We heard that most streets _____ daily.

a) have been cleaned b) will be cleaned c) are cleaned d) are being cleaned

7. There must be a mistake – our tickets _____ last Monday for today's flight.

a) were reserved b) have been reserved c) will be reserved

d) are being reserved

8. In the majority of airports, passengers' passports _____ as they pass through customs control.

a) are being scanned b) have been scanned c) were scanned

d) are scanned

9. As a new hotel _____ beside ours it is rather noisy most of the day.

a) is constructed b) was constructed c) will be constructed

d) is being constructed

10. We make sure that each person _____ the appropriate training before they start working at the resort.

a) is being given b) is given c) will be given d) was given

11. The pilot told us that we _____ a complimentary drink after our hot air balloon has landed.
 a) will be offered b) were offered c) are being offered
 d) are offered
12. The Petronas Towers in Kuala Lumpur City Centre _____ officially _____ in 1999.
 a) will be ... opened b) has been ... opened c) were ... opened
 d) is being ... opened
13. According to the article, a new cave _____ in a remote jungle in Vietnam. It is thought to be the largest in the world.
 a) will be discovered b) is increased c) is being discovered
 d) has been discovered
14. People arriving into the country _____ about the extreme weather conditions expected later today.
 a) can be warned b) has been warned c) have been warned
 d) are warned
15. The cabin crew checked that all hand luggage _____ safely before take-off.
 a) is stowed away b) was stowed away c) will be stowed away
 d) has been stowed away.

F) Rewrite the sentences with the structure “have/get something done” choosing a), b), c) or d)

1. I _____ your room _____ for you straightaway.
 a) get ... prepared b) 'll get ... prepared c) have... prepared
2. We _____ new carpets _____ in time for the autumn season.
 a) get ... replaced b) have had ... fit c) 're getting ... fitted
3. We are going _____ the whole hotel _____ by a local electrician.
 a) to have ... rewired b) get ... rewired c) to get ... repainted
4. Please _____ this letter _____ into French, German and Italian by the end of the week.
 a) getting ... translated b) to have ... translated c) get ... translated
5. If you don't _____ this problem _____ today, I will have to talk to your manager.
 a) get ... sorted out b) to have ... sorted out c) getting ... sorted out
6. I _____ one of our technical staff _____ you right away.
 a) get ... help b) 'll get ... to help c) 'll get ... help

7. Could you _____ my suit _____ for me?
 a) to have ... cleaned b) get ... cleaned c) getting ... cleaned
8. I'm going _____ the venue _____ by the end of the week.
 a) to have ... decorated b) have ... decorated c) get ... decorated
9. He _____ the invitations _____ through a company he found on the internet.
 a) has ... to be printed b) 'll to get ... printed c) 's getting ... printed
10. I've been told that the broken window _____ tomorrow.
 a) to get replaced b) is getting replaced c) is having ... replaced
11. When are you going _____ the new system _____?
 a) to get ... rewired b) to have ... installed c) have ... installed
12. Please _____ Mr and Mrs Chen's luggage _____ to their room.
 a) to get ... put up b) get ... put up c) have ... taken.

G) Complete the words in the sentences below. Choose the correct prefix or Ø, if no prefix is needed

1. Carlos is pretty [dis / im / un / Ø]reliable and rarely does what he says he's going to do.
2. The staff at our hotel were incredibly [in / un / dis / Ø]welcoming and really made us feel at home.
3. At first, he seemed [in / um / un / Ø]friendly but then I realized that he was actually quite shy.
4. I'm not normally so [in / im / un / Ø]patient but I have to admit I'm not good at waiting for delayed flights.
5. After deciding that the current booking system was [in / im / dis / Ø]efficient, a meeting was called to discuss possible improvements.
6. His comments were totally [dis / im / in / Ø]appropriate given the circumstances but he did apologize afterwards.
7. In some cultures it is [im / dis / un / Ø]respectful to stare at people.
8. Employees have remained [un / im / dis / Ø]loyal to the company because they feel like they are part of one big happy family.
9. When money went missing and no one owned up to taking it, we knew one of our colleagues was being [un / in / dis / Ø]honest.
10. He was completely [in / im / un / Ø]competent and couldn't be relied on to do any part of his job effectively.

H) Complete the sentences with Gerunds or Participles below.

Choose the correct answer for each one

1. After a season of entertaining guests on the cruise ship, I was [exhausting / exhausted].
2. The positive feedback we received from our boss was very [motivating / motivated].
3. When we saw the look on his face, we knew he was [irritating / irritated] and tried to keep away from him.
4. Although we expected the presentation to be a bit [boring / bored] we felt it was useful to attend.
5. Mr Johnson can be rather [irritating / irritated] at times and often interrupts staff when they are dealing with other guests.
6. Staff were [exasperating / exasperated] when the à la carte menu was changed for the third time in the same week.
7. Kelly looked really [boring / bored] so I asked her if anyone needed any help with their work.
8. The sightseeing tour of the city was incredibly [interesting / interested] and our guide was really good fun to be with.
9. The new manager's behaviour is [exasperating / exasperated]. He is never satisfied with anything and keeps changing his mind.
10. The most [exciting / excited] part of working at the ski chalet was when we finished our shift and put on our skis.
11. I love working at reception because you get to meet lots of different people and can help them when they have problems. It's a very [rewarding / rewarded] job.
12. To work at this hotel, you must have a positive attitude towards your work and be highly [motivating / motivated].
13. Rearranging the tables for the evening meal was quite [exhausting / exhausted].
14. Today was a [tiring / tired] day because we were short of staff and had 40 new arrivals.
15. He is always really [interesting / interested] in meeting new people and makes all our guests feel very welcome.

I) Complete the sentences in Present tenses below. Choose the correct answer for each one

1. Most of our company's advertising [is doing / is done / done] by direct marketing.
2. According to a recent survey, more people than ever [are buying / is buying / were buying] wedding packages for exotic locations.
3. Can you believe that this time last year we [swam / are swimming / were swimming] in the Indian Ocean?
4. Our latest promotion has been well received and in the last month alone, sales [increases / increased / have increased] dramatically.
5. Although many of the beaches were crowded, we [have managed / managed / manage] to find one which was more secluded and almost deserted.

J) Complete the sentences with infinitives and gerunds below. Choose the correct answer for each one

1. Thank you for stopping [to help / helping] me with my luggage. That was very kind of you.
2. We should start [to decide / deciding] what we're going to pack for our holidays. We're going in two days.
3. Oh no! I've forgotten [to tell / telling] Mary to feed the cat while we're away.
4. He put off [to renew / renewing] his passport until the very last minute.
5. You should consider [to take / taking] scuba diving lessons while you are staying on the Bay Islands.
6. Would you mind [to fill in / filling in] a feedback form before you leave?
7. He stopped [to dance / dancing] and came over to speak to us.
8. If you wish [to upgrade / upgrading] to business class, please let us know when you check in.
9. Although he was asked politely, the man refused [to change / changing] seats.
10. Please could you arrange [to have / having] a taxi collect us from the airport tomorrow.
11. We hoped [to come across / coming across] the perfect holiday through browsing on the internet.

12. If you enjoy country music, I'd recommend [to visit / visiting] the Broken Spoke when you go to Austin.
13. They promised [to drop us off / dropping us off] at the airport the following morning.
14. I promise [to call / calling] you once I have reached the hotel.
15. The dissatisfied guest demanded [to speak / speaking] to the manager.
16. This restaurant claims [to serve / serving] the best local food in the area – we must try it!
17. She denied [to make / making] a mistake with our travel arrangements.
18. If we put off [to buy / buying] our tickets any longer, we might not get flights for the dates we want.

K) Rewrite the sentences below. Use the, a, an, or Ø if no article is necessary

The Faroes is ¹ _____ archipelago in ² _____ middle of ³ _____ North Atlantic Ocean and ⁴ _____ northwest of ⁵ _____ Scotland. There are 18 islands in total and ⁶ _____ capital is called ⁷ _____ Tórshavn. You are never more than 5 km from ⁸ _____ ocean at any time.

⁹ _____ Faroe Islands have ¹⁰ _____ population of around 49,000 and their national languages are ¹¹ _____ Faroese, which is ¹² _____ old Nordic language, and Danish. English is also widely spoken, especially among the younger generations.

If you are ¹³ _____ tourist, the best time to visit is between ¹⁴ _____ May and ¹⁵ _____ September, when ¹⁶ _____ weather is warmer and ¹⁷ _____ mountains and valleys are stunning and green. If you are looking for ¹⁸ _____ quiet holiday and enjoy being close to ¹⁹ _____ nature, this could be just ²⁰ _____ place for you. There are also ²¹ _____ variety of summer music festivals to enjoy, catering for both modern as well as classical tastes. So, if you feel like ²² _____ break with ²³ _____ slower pace of life and more time for relaxation, why not come to the Faroes?

7.3 A) Transform the text “An introduction to Japanese Ryokans” using Passive Voice where it is possible

An introduction to Japanese Ryokans

If you visit Japan and are looking to experience traditional Japanese culture and hospitality, then staying at a Ryokan might just be the thing

for you. These Japanese inns have a special character and atmosphere and are a centuries-old part of Japanese culture. They were originally built for travellers who needed to rest on long journeys.

Although there are many different styles of Ryokans, offering guests a warm welcome is of great importance at them all. Ryokans not only differ in style but also in quality and price. At the low end is the 'standard Ryokan' and at the high end, the 'luxurious Ryokan'.

The 'standard Ryokan' will provide you with basic accommodation and the rooms will be very plain. However, it will also be cheap, for example 8000 yen. At a 'luxurious Ryokan' you will be given every comfort possible and treated as if royalty. Paying over 70,000 yen, you will be able to enjoy all the modern conveniences and are likely to be situated near to a natural hot spring and somewhere with a spectacular view of nature.

Whilst Ryokans provide fantastic Japanese meals, Western tastes can often be accommodated but it is advisable to choose the Japanese menu so you can use are always those in season at the time and traditionally the menu changes each month. It is this freshness of ingredients that makes the meal so popular.

Another part of the Ryokan experience is to take a bath. Bathing in Japanese culture is considered a way to clean your body and relax. However, as bathers share bath water, the etiquette is to clean your body before getting into the bath. A special area is provided for this purpose. Here, people sit on the stools provided and, using the shower heads and taps, clean and rinse their bodies before entering the hot baths.

If you are unsure of what to do at any time, it is a good idea to simply watch what others do and remember to check the temperature of the water before you get in the bath as the water can be very hot. experience another side of the culture. Dinner is an important event, so expect to be brought course after course. The traditional multi-course dinner is named 'kaiseki' and you may find that while you are staying in a Ryokan, many people will visit it simply for the delicious food. Although 'kaiseki' began as a vegetarian meal, this is no longer true and these days, both meat and fish are often included in the meal.

B) Transform the text "Gotland" using Past tenses if it is possible

Gotland

The island of Gotland is a Swedish province located in the Baltic Sea, between Sweden and Latvia. At approximately 3140 km square, it is the largest island in this area of the Baltic. It is a fantastic holiday destination and if you live near enough, ideal for a weekend break. For those sun-lovers among us, it is good to know that it has the Swedish sunshine record, and for sea-lovers, it's only ever a short walk to the sea no matter where you are.

The great thing about Gotland is that it has something for everyone. If you enjoy lazy days on the beach, you can hire a bike and spend your days cycling from beach to beach, and resting in between. For the more adventurous visitor, there are a whole host of activities to enjoy, from diving, caving, kayaking, horse-riding to motor sports and racing. Throughout the year you will find that there are a variety of events taking place, such as the Round Gotland Race in sailing, live concerts and a fantastic kite festival.

In fact, Gotland's 10,000 years of history is most certainly kept alive through its festivals, walks, lectures, plays and music. Visit the County Historical Museum if you want to know more about Gotland's past. See the world's biggest collection of Viking silver. And if you're really interested in finding out about the Vikings, why not visit the Viking Village in Tofta? Your Viking guide to this ninth-century village will show you around the longhouse, smithy, market and crafts house and explain the activities you see going on. At the end of your tour you can even try to make your own bread, a piece of jewellery or learn to shoot with a bow and arrow.

Alternatively, if you want to experience the Middle Ages, why not visit the World Heritage site of Visby, the island's main town, where for the first week of August each year the streets go back to medieval times. Medieval Week is definitely something for the historians among you and as well as enjoying the atmosphere of the crowded streets, full of jesters, musicians, beggars and more, there is plenty to entertain you, from theatrical performances to jousting. All in all, Gotland has a lot to offer visitors. Just imagine yourself sat outside on a warm summer's

evening, enjoying a relaxed meal and listening to street musicians playing.

C) Transform the text “Islands of Micronesia” adding as more as possible adjectives and adverbs and note it down

Islands of Micronesia

Located in the western part of the Pacific Ocean, the Federated States of Micronesia is made up of over 600 islands. These islands are divided into four states called Yap, Chuuk, Pohnpei and Kosrae. Although the total land mass of these islands is small, they are spread out over a very large area of the Pacific. If measured, this area would be five times as large as France.

The island of Yap is known for its distinctive culture and visiting it is a unique experience. It has many ancient traditions and legends. These legends are often passed on through generations through dance, which is seen as a way of entertaining as well as recording history. Both men and women learn the traditions of dancing from a young age. Visitors to this island come to learn something of the culture or to dive. The clear waters that surround the island are perfect for anyone wishing to study marine life, and for those wanting to see a manta ray this is perhaps the best place in the world. Perhaps this is why it has become such a popular diving destination.

Inhabitants of Chuuk enjoy a very relaxed pace of life and live off the sea and land. People here, as on the other Micronesian islands, live close to nature. Visitors to the atoll of Chuuk are often attracted by the superb shipwreck diving it offers. There are over 50 shipwrecked vessels for divers to explore, each home to a variety of sea life and even now, it is possible to find historic artefacts when diving among them.

Pohnpei is both the highest and biggest island in Micronesia. With a high level of rainfall each year, it is home to lush green rainforest and amazing waterfalls. This island is popular with travellers who love nature, hiking and exploring. As with the other Micronesian islands, the sea around the island is clear and full of marine life, perfect for diving and fishing.

Situated only a few hours away from Hawaii, Kosrae is home to peace-loving islanders who are known for their singing, chanting and traditional skills. It is famous for its perfectly clean, clear waters and its

untouched reef. Home to over 180 different types of corals and more than 250 species of fish and marine wildlife, it is another excellent place to go diving and the sea is highly respected by the islanders who survive through fishing and farming.

But if you want to visit Micronesia, perhaps you will need to take your time. There are still plenty of other islands to explore.

7.4 Summing up. Render the extract "Turkey: climate of the magnificent country" into English using trained above grammar constructions

Туреччина: клімат дивовижної країни

Туреччина...Клімат цієї країни такий, що недоліку в туристах, мабуть, не буває протягом усього року. Хоча погода тут багато в чому залежить від того, в якій частині країни виявиться мандрівник. Узбережжя Туреччини розташовуються відразу на кількох морях: Середземному, Чорному, Мармуровому і Егейському. Погодьтеся, любителям пляжного відпочинку є з чого вибрати. А взимку відпускників чекають схили Улудага, Паландокена, Сарикамиш і Карталкаї.

Туреччина: клімат. Загальна інформація. Держава розташована в зоні субтропічного клімату. В окремих районах можна відзначити значну різноманітність погодних умов, які створюються в результаті складного рельєфу. Так, наприклад, у південній та західній частинах країни переважає середземноморська погода.

Турецька ж північ, розташованій більшою частиною на чорноморському узбережжі, славиться помірним кліматом. Влітку тут практично ніколи не буває виснажливого спеки, а взимку досить холодно і вітряно. У будь-який час року затяжні дощі – далеко не рідкість.

У цілому ж не можна не відзначити, що кліматичні умови країни вельми сприятливі як для життя і роботи місцевого населення, так і для відпочинку і відновлення сил численних мандрівників. Літні місяці, як правило, сухі і жаркі, а зими переважно м'які.

Більшість відпочиваючих спрямовуються в Анталію або прилеглі до неї регіони, відомі як Турецька рів'єра. Чому? Відповідь на це питання є очевидною, якщо уявити, що в даній

курортній зоні сонце світить 300 днів у році. Клімат Туреччини по місяцях охарактеризувати досить складно. Однак якщо говорити про середню температуру повітря під час курортного сезону, то вона досить рідко опускається нижче +35 ° С для повітря і +26 ° С для води.

Туреччина, клімат: особливості курортного сезону. В принципі, перші відпускники спрямовуються сюди вже в квітні. І не дарма. Вода до того часу прогривається вже до + 18-20 ° С, повітря достатньо теплий, що цілком прийнятно для комфортного відпочинку на свіжому повітрі. Пік спеки припадає приблизно на липень, в серпні температура вже починає спадати.

На думку досвідчених мандрівників, клімат в Туреччині такий, що на відпочинок найкраще вирушати по можливості у вересні. У перший осінній місяць сонце вже не таке палюче, море віддає тепло навіть після заходу сонця. А в другій половині дня і вечорами можна спокійно прогулятися по набережній, випити кави в одному з кафе, відвідати місцеві пам'ятки. Хоча знайти вільний номер в готелі в цей сезон буде складно, так що про це варто подбати заздалегідь.

Тим, хто вирішить провести час на заході країни, потрібно бути готовим до впливу холодних для субтропіків північних вітрів. Саме тому повітря тут ніколи не прогривається до граничних значень, навесні тепло встановлюється пізніше, а восени, відповідно, холодніше раніше.

Клімат Егейського узбережжя суші і тому спека тут переноситься набагато легше. Сюди рекомендується вирушати туристам, страждаючим легневими захворюваннями або порушеннями в роботі серцево-судинної системи.

Туреччина, клімат: а чи варто вирушати на відпочинок взимку?

Напевно, для деяких насправді стане відкриттям той факт, що, виявляється, в цю країну можна їздити відпочивати ще й взимку. Адже насправді в певних колах Туреччина славиться своїми гірськолижними курортами, які, на думку любителів активного проведення часу, ніяк не поступаються французьким, німецьким або швейцарським.

Найхолоднішим місяцем тут вважається січень: в горах спостерігаються рясні снігопади, а на південному узбережжі

випадають опади у вигляді холодних проливних дощів. Іноді йде сніг, проте земля настільки тепла, що укрити міста повністю йому навряд чи вдасться. Він всього лише на кілька годин затримується на будівлях і кронах дерев. Температура води в морі опускається до +16 ° С, і лише найвідчайдушніші туристи вирішуються поплавати.

Взагалі, в зимові місяці Туреччину рекомендується відвідувати тільки з метою огляду, наприклад, найдавнішого Стамбула і його околиць, а також заради того, щоб вдосталь покататися на лижах, санках або ковзанах.

7.5 Grammar project. Make a presentation on theory and practice dedicated to one of such grammatical topics, as: “Present tenses”, “Past tenses”, “Passive Voice”, “Conditionals”, “Modal verbs of obligation and necessity”, “Definite and indefinite articles”

PART #8 LINKING WORDS: THEORY AND PRACTICE

8.1 Look through the selected linking words and phrases and make as more as possible sentences with them

Note. Linking words show the logical relationships between sentences or parts of the sentence.

Positive Addition	and, both...and, not only...but (also/as well), too, moreover, in addition to, furthermore, further, also, not to mention the fact	<i>She's clever and rich.</i>
Negative Addition	neither...nor, nor, neither, either	<i>Neither Barry nor Kevin knows how to drive. Barry doesn't know how to drive. Nor does Kevin.</i>
Contrast	but, not...but, although, while, whereas, despite, even if, even though, on the other hand, in contrast, however, (and) yet	<i>Riding a bicycle may not be as comfortable as driving a car; however it is much more environmentally friendly.</i>
Similarity	similarly, likewise, in the same way, equally	<i>A glass of milk before you go to bed may help you sleep: Similarly, a hot bath could do the trick.</i>
Concession	but, even so, however, (and) still, (and) yet, nevertheless, on the other hand, although, even though, despite/in spite of, regardless	<i>He carried on playing until the end of the game, even though he had a broken toe.</i>
Alternative	or, on the other hand, either...or, alternatively	<i>You could tell her the bad news, or/ on the other hand/alternatively, you could let her find out</i>

Emphasis	besides, not only this but...also, as well, what is more, in fact, as a matter of fact, to tell you the truth, actually, indeed	<i>I'm afraid you are not qualified for this job and, what is more, you are far too young.</i>
Exemplification	as, such as, like, for example, for instance, particularly	<i>All the performers were good, but Pavarotti in particular was magnificent.</i>
Clarification	that is to say, specifically, in other words, to put it	<i>She's angry. Specifically, she's angry at you.</i>
Cause / Reason	as, because, because of, since, on the grounds that, seeing that, due to, in view of, owing to, for, now that, so	<i>She decided to order a salad now that she had started her diet.</i>
Manner	as, (in) the way, how, the way in which, (in) the same way (as), as if, as though	<i>The coach explained how the team could beat their opponents.</i>
Condition	if, in case, assuming (that), on condition (that), provided (that), providing (that), unless, in the event (that), in the event of, granted/granting (that)	<i>The travel agency will contact you in the event that/in case your flight is changed.</i>
Consequence of a condition	consequently, then, under those circumstances, if so, if not, so, therefore, in that case, otherwise, thus	<i>You may be caught by the enemy. If so, tell them nothing.</i>
Purpose	so that, so as (not) to, in order (not) to, lest	<i>Make a note of our appointment in your diary in case you forget about it.</i>

Effect / Result	such/so...that, consequently, for this reason, as a consequence, thus, therefore, so	<i>He was the only child of a rich banker and, as a consequence, he was very spoilt.</i>
Comparison	as...as, than, half as...as, nothing like, the...the, twice as...as, less...than	<i>Her second novel is nothing like her first.</i>
Time	when, whenever, as, while, now (that), before, until, till, after, since	<i>I like to visit the cathedral whenever I'm in Durham.</i>
Place	where, wherever	<i>Park your car wherever you want to.</i>
Exception	but (for), except (for), apart from	<i>We had a lovely holiday, apart from that one day when it rained.</i>
Relative	who, whom, whose, which, what, that	<i>There's the man whose house was burnt down.</i>
Chronological	beginning: initially, first..., at first, to start/begin with, first of all continuing: secondly ..., after this/that, second..., afterwards, then, next, before this concluding: finally, at last, in the end, eventually, lastly, last but not least	<i>First of all, I'd like to thank my mother... Then, I must thank everyone involved in making this wonderful film ... Finally, I want to thank you, my fans.</i>

Reference	considering, concerning, regarding, with respect/regard/reference to, in respect/regard/reference to this/to the fact that	<i>Considering all the evidence, we find the accused "not guilty". I'm writing with reference to your report on whales.</i>
Summarising	in conclusion, in summary, to sum up, as I have said, as (it) was previously stated, on the whole, in all, all in all, altogether, in short,	<i>To sum up, the government must spend more money on public services.</i>

8.2 Do the exercises inserting the necessary linking words

Exercise 1. *In the following text, the linking words have been deleted. Try to reorganize the following sentences into a well-structured paragraph by choosing the most appropriate linking words from the list below. Remember that each point has to have some connection to the preceding one and the one to follow. The paragraph is not a complete text; it is excerpted from Elizabeth Grove-White's York Notes on Virginia Woolf's novel, *To the Lighthouse*:*

In all novels incidents, actions, thought and descriptions are related, ___ narrated, by an agent who is known as a narrator. The reader, ___, sees the events of a novel to a greater or lesser degree through the eyes, ___ point of view, of the novel's narrator. It is obvious, ___, that the narrator is an extremely significant element in considering a novel, ___ it is the narrator who decides what to show or tell us, ___ what emphasis is to be placed on an event or character, ___ it is the narrator's language that describes events and characters.

Key words: *again, and, because, consequently, however, or, therefore, yet, whereas.*

Exercise 2. *Though poorly written, the paragraph below is not completely nonsensical. However, it lacks the connective devices holding ideas together. Read the text carefully and try to work out how it can be improved by means of linking words and phrases. When you*

have made your choices, scroll down the page and click on the link to check your answers

One effect of Virginia Woolf's choice of the multiple point of view narrative mode is immediately obvious when we examine the characters and characterisation of *To the Lighthouse*. These characters are observed in action, or reflected in the consciousness of themselves and others.

Their very perspective on external reality serves to define them. We cannot speak with confidence of Mrs Ramsay's goodness without acknowledging the reservations imposed by herself and the other characters upon that goodness. We must take into account the characteristic quality of Mrs Ramsay's view of the world. It is impossible to make any clear-cut distinction between the characters in this novel and its narrative mode. Virginia Woolf's method of creating the characters in *To the Lighthouse* is a cumulative one. Our knowledge of the characters depends on the accumulated impressions of them we receive from their own reflections and observations and from the responses they elicit from the other characters. The reader is obliged to re-create for himself the characters of this novel.

Exercise 3. *Read Philip Larkin's poem, "This Be the Verse" carefully. Write a short analysis of the poem (150 words) paying attention to its basic ideas, its main thesis, supporting arguments and conclusion(s). Before you begin this exercise, you may want to keep the following recommendations in mind:*

(1) *Think* about the *key points* and *issues* considered in the text.
(2) *Select* the ones that deserve to be included in the limited space of a one or two-page paper.

(3) *Organize* them into a logical sequence in the form of an *outline* or a *diagram* containing the basic ideas you intend to develop.

(4) *Articulate* your thoughts and arguments in a way that is *clear*, *logical* and *persuasive* with the help of the right *linking words*. Send the resulting text to your tutor by clicking on the link below.

Exercise 4. *Choose 'however', 'although' or 'despite'*

1. _____ the rain, we still went to the park.
2. _____ it was raining, we still went to the park.
3. It was raining. _____, we still went to the park.
4. John bought the watch, _____ the fact that it was expensive.

5. John bought the watch. _____, it was expensive.
6. _____ it was expensive, John bought the watch.
7. I finished the homework. It, _____, wasn't easy.
8. I finished the homework, _____ it wasn't easy.
9. _____ the fact that it wasn't easy, I finished the homework.
10. She went for a long walk, _____ being cold.
11. _____ she was cold, she went for a long walk.
12. She was cold. She went for a long walk, _____.
13. The restaurant has a good reputation. _____, the food was terrible.
14. _____ the restaurant's good reputation, the food was terrible.
15. _____ the restaurant has a good reputation, the food was terrible.

Exercise 5. Complete the sentences using these linking words:
although, because, but, so

1. I bought a car _____ I need it for my job.
2. They offered him the job _____ he turned it down.
3. _____ Norway is a beautiful country, it is very cold in winter.
4. It is warm and sunny today _____ we are going to the beach.
5. The car is very old _____ it is reliable.
6. We decided to go on holiday _____ we didn't have a lot of money.
7. Today is my daughter's birthday, _____ I need to buy her a present.
8. You'd better take an umbrella _____ it is going to rain.
9. The camera is expensive _____ it is very good.
10. I didn't like the concert _____ the band didn't play well.
11. I love fish and chips _____ it is not healthy.
12. His mother is not feeling well, _____ he needs to take care of her.
13. Your marks in English are low _____ you don't study hard enough.
14. _____ he is a good ski instructor, I don't like him very much.
15. I'd like to go with you _____ I'm too busy right now.
16. There are no buses this hour, _____ we need to catch a taxi.
17. They didn't offer him the job _____ he didn't have any experience.
18. We invited them to the party _____ they don't want to come.
19. He didn't pass his driving test, _____ he needs to do it again.
20.it rains a lot in winter, I like walking the dog in the park.

Exercise 6. Write the sentence again, using the word in brackets.
The meaning must stay exactly the same

1. She is a very good English speaker. You would think it was her native language. (so)

2. There were so many people in the room that we couldn't move. (Therefore)
3. We missed the film because there was such a lot of traffic. (so)
4. I can't wear this coat in winter, It's not warm enough. (too)
5. When he speaks English, I can't understand what he says. (enough)
6. We lost the match although we we the better team. (despite)
7. In spite of not having eaten for 24 hours, I didn't feel hungry. (even though)
8. Despite her injured foot, she managed to walk to the village. (although)
9. The football match is still going on. (yet)
10. Has Jane got divorced yet? (still)
11. Jack used to have long hair and a beard. (no longer)
12. I was feeling tired. (any longer)
13. I wish I could speak English as well as you do. (like)
14. Both in January and in February, the price of basic foods rose. (as)
15. He had hoped to do better in the examination. (as....as)
16. John is younger than he looks. (as....as)
17. Tom is 16 years old, and so is Fred. (as....as)
18. He used to be a doctor. (as)
19. You're not reading that newspaper. Can I read it? (as)
20. He was sitting on the beach when the sun rose. (as)
21. You can go to the party if you don't come home very late. (as....as)
22. When he arrives, we'll go. (as....as)
23. They think that he is the best person for the job. (as)

Exercise 7. Insert the missing linking words or phrases

- Step A.* 1. She got the job ____the fact that she had very little experience.
2. My sister's hand-writing is always so neat, __mine is a total mess.
3. I lost the game, but I told myself that I had improved a lot ____.
4. You'd better wear a helmet when you go roller-blading. _____, you could hurt yourself.
5. Reading is an excellent way to increase your vocabulary. ____, it can also help you improve your grammar.
6. The student's essay was badly written. _____, it was too short.
7. Wine will spoil if exposed to light; _____, wine bottles are usually green or yellow.

8. Alcohol can delay your reaction times; _____, you should never drink and drive.
9. _____we have talked about the dangers of smoking to the students before, I think the information bears being repeated.
10. Our prime minister is an incompetent leader. _____, his government is financially irresponsible.
11. In March of 1999, more than 130 nations signed a United Nations Treaty banning land mines; _____, the United States, Russia and China did not sign.
12. He was an absolute failure in medical school, so he decided to try law _____.
13. Margaret Mead once observed, "Never doubt that a small group of thoughtful, committed citizens can change the world. _____, it's the only thing that ever has."
14. You are not eligible for a subsidized bus pass _____ you are a full-time student.

Step B. 1. Eating well is important for good health. _____, it helps to make you more attractive.

2. The apartment is very pretty and, _____, the rent is quite low.
3. Research has shown that bright yellow and bright blue are the most visible, and _____safest, colours for cars.
4. Our production costs have increased, _____our prices have gone up as well.
5. You'd better work on improving your pronunciation; _____, you'll fail the speaking test.
6. She has de_____cided to stay with her husband _____ the fact he cheated on her with her best friend.
7. I'm not really interested in history, but the lecture was quite interesting _____.
8. _____ most substances shrink when they are cooled, water actually expands.
9. _____ each individual is unique, members of the same species share certain obvious common features.
10. No, I don't want to go to dinner with you. _____, I'd like you to stop asking me out, because I'm really not interested.
11. There is no wind on the moon, so _____ someone disturbs them, an astronaut's footprints will last forever!

12. A snake has no ears; _____, its tongue is extremely sensitive to sound vibrations.

13. I tried to phone you, but I dialed the wrong area code, and got someone living in Louisiana _____.

14. He was weakened by the disease, and _____vulnerable to infection.

Step C. 1. She was wearing only a T-shirt and shorts, ___the cold weather.

2. She is an excellent dancer. _____, many people are unaware that she also has a beautiful singing voice.

3. Children need something to occupy their time; _____, they get bored.

4. The students were well-prepared for the exam, _____ their high scores.

5. Eating is a requirement for living; _____, there must be mechanisms in the body and mind that make us hungry and interested in eating at regular intervals.

6. Despite its small size, a sparrow has 14 bones in its neck, ___a giraffe only has seven.

7. He does things quite slowly sometimes, but they are ___done very well.

8. She is a very hard worker; _____, she is liked by everyone in the office.

9. She was thinking of buying a new car, but her friend convinced her to buy a used car _____.

10. _____you may not know the formal rules of your own language, you know a lot about its grammar, and you can use that knowledge when studying a second language.

11. You cannot vote in a municipal election ___you are a resident of the area.

12. Attempting to commit suicide is no longer illegal; _____, counselling suicide still remains a criminal act.

13. The planet Venus does not tilt as it goes around the Sun; _____, it has no seasons.

14. If you ever need any help, give me a call, and _____, if I need some assistance, I'll let you know.

Step D. 1. The prime minister has already announced his intention to step down, and _____is no longer regarded as influential in directing future policy initiatives.

2. ____ the fact that he generally hates fish, he tried the sushi, and liked it.
3. I felt really sick last night; ____, I would have come to your party.
4. If you don't do your homework, you won't get a good mark, and ____, you could be kicked out of school.
5. It cost a fortune to renovate our house; _____, it was worth it.
6. The young boy refused to obey the teacher. _____, he was sent home.
7. The colour black absorbs heat, ____ the colour white reflects it.
8. Your homework this past month has been excellent; ____, your pronunciation has really improved.
9. Badminton is not the slow, leisurely sport many people think it is. _____, it is the fastest racquet sport in the world.
10. ____ in the U.S., where the majority of people are against same sex marriage, a majority of Canadians support marriage rights for homosexuals.
11. During the American Revolution, many brides did not wear white wedding gowns; ____, they wore red as a symbol of rebellion.
12. There is a German proverb which advises, "Never give advice ____ asked."
13. ____ ultimately a victor in the two World Wars, France suffered extensive losses to its empire in the conflicts.

Step E. 1. Canada's Steve Nash is one of the world's best basketball players; _____, he is also said to be a good enough soccer player to compete at a professional level.

2. You'd better apologize to your girlfriend; ____, she'll probably dump you.
3. My salary is pretty low, but ____ I really enjoy what I'm doing.
4. The Catholic religion holds that Mary, the mother of Jesus, remained a virgin her entire life: ____ it would have been impossible for Jesus to have brothers or sisters.
5. He passed the course _____ the fact that he never studied.
6. To pass U.S. Army basic training, young female soldiers must do 17 push-ups in two minutes, _____ males must do 40.
7. Momentum depends on mass; _____, because a heavy object has more mass than a light object, it has more momentum.

8. Spices have always added flavour to a variety of dishes. ____, they can help to preserve food where refrigeration is not possible.
9. _____her brother, who hates sports, Carla is an excellent athlete.
10. It is usually observed that children of immigrants learn to speak the language of their adopted country without an accent, ___ the parents rarely do so.
11. You have a dangerously high cholesterol level, and ___you do something to bring it under control, you risk suffering a major heart attack.
12. After a long affair with her married employer, Anna decided that she wanted to date younger, unmarried men _____.
13. You'll need to clean up the bedroom, and _____the bathroom every other day.

Step F. 1. Her English isn't very good, but she usually manages to make herself understood _____.

2. Please call your grandmother on her birthday; ____, she'll get upset.
3. Her son looks a lot like his father, _____ her daughter looks like her.
4. We enjoyed ourselves ___the poor weather.
5. I'm no athlete; _____, I'm terrible at sports.
6. ___tattoos and piercings seem trendy nowadays, they have actually been around since ancient times, and are practiced in many cultures.
7. When I heard Martha talking about her illness, I ignorantly made a little joke to try to cheer her up, but _____it just made her cry.
8. The film classification "mature" means the movie should not be seen by a person under the age of 14, _____ accompanied by an adult.
9. I'll phone you if I receive anymore information and you can do _____.
10. The mayor feels that skateboarders on the sidewalks may intimidate the elderly, and should _____be banned.
11. The Grand Canyon is a geographical wonder. ____, it is the largest generator of tourist dollars in the state.
12. I didn't do very well in school, _____my sister, who got excellent marks in every subject.

Step G. 1. My neighbours are sometimes very noisy, but we get along quite well _____.

2. The children played football all afternoon, _____the rain and wind.

3. Your progress in English depends on how hard you work. ____, if you live in the culture of your target language, you will learn even more quickly.
4. In the Marxist view, we must eat in order to survive; ____, the first activity of our species must be economic.
5. One difference between frogs and toads is that frogs move about by jumping, _____ toads can actually walk.
6. Hurry up; _____, you'll be late.
7. Everyone assumed that she was pregnant, but ____, she was just overweight.
8. ____there are several major car rental agencies in Libreville, the capital city of Gabon, rates are said to be incredibly expensive.
9. Dwayne was too short to play basketball professionally, so he went into coaching _____.
10. _____ we can stop these extraterrestrials in time, the future of our region of the universe may be in serious danger.
11. _____in Montreal or Toronto, where winters are generally very cold, Vancouver's winters are actually quite mild.
12. The steak I ordered for dinner was superb.____, the chicken my wife had was excellent.

Step H. 1. He jumped in the water to save the young girl, _____being unable to swim himself.

2. Someone once joked that dogs think you're family, _____ cats think you're staff.
3. We didn't go anywhere exotic for our holiday. _____, we had a simply wonderful time.
4. The rent is a little high; _____, it's a very nice house.
5. She kept the old photos for sentimental reasons ____she knew she would never see him again.
6. I'm not at all brave; _____, I'm a total chicken.
7. We cannot really reduce the destruction of our environment _____we change our philosophy of consumerism in this society.
8. Recent polls show that most Canadians oppose censorship of the Internet. _____the government is happy to ignore the issue of pornographic websites.

9. Koalas and humans are the only animals with unique fingerprints and,____, koala prints cannot be distinguished from human fingerprints.
10. You need to come to class on time. ____, you need to work harder on your homework.
11. Your mark in History is somewhat low. ____, your Chemistry mark is excellent.
12. Studies show that if you are right-handed; your right fingernails will grow faster; ____the fingernails on the left hand of a left-handed person.

PART #9. AUTHENTIC TOURISM-RELATED ARTICLES

9.1 Study the scientific, authentic and documentary articles. Stick to the following steps

- *analyse the heading of the article and try to guess it's agenda;*
- *read and catch the main idea of the passage;*
- *translate into Ukrainian the parts of the article;*
- *rewrite unknown words and phrases noting their meaning;*
- *make up the sentences with tourism vocabulary;*
- *retell some part of the article expressing and adding your personal point of view.*

Article 1. The Man Who Lost in the Past

I first saw him, many years ago now, staring out with an intense gaze from the pages of a newspaper. Seated alone on a bench, he had a slight, balding appearance, with amazing dark eyebrows and a small, neat moustache. Strangely noble, he seemed immune to the endless motion of the airport around him.

His name was Merhan Karimi Nasseri though he called himself 'Sir Alfred' and he was lost in a bureaucratic *nightmare*. That is to say he lived on a bench in Terminal One of Charles de Gaulle International Airport. He had been there since 1988. For a series of insanely complicated reasons, the Iranian-born *refugee* was now a man without a country. Alfred couldn't leave France because he did not have papers; he couldn't enter France because he did not have papers. The authorities told him to wait in the airport lounge while they sorted the problem out.

Which he has done - for the last sixteen years. Recently, he was catapulted into stardom as the result of Steven Spielberg's film *The Terminal* which tells a heavily adapted version of his story. But what is the reality of his daily life?

He actually lives in the basement shopping mall of Terminal One. Alfred's red bench is the only anchor in his life. He hangs his freshly dry-cleaned clothes from the handle of a suitcase next to his bench. It is just about wide enough to sleep on if he keeps his hands tucked under the pillow but he never sleeps during the day.

Stacked around the back of the bench are boxes, suitcases and plastic bags containing everything Alfred owns in the world. This includes: an extensive collection of newspaper and magazine reports about himself; his rycleaning; a large collection of McDonald's straws and a diary which records in extraordinary detail every day of his strange existence since he first appeared at Terminal One. From the moment I sat down next to him I felt the force of his dignity. Alfred seemed totally content within himself. 'I am famous now,' was the first thing he said.

Everything in Alfred's life was conducted on his own terms. In some sense he was a freer man than most. Despite outward appearances, Alfred lives a life of total self-sufficiency and order. He keeps himself meticulously clean and groomed, using a nearby airport bathroom. It is his bed, living room and office He always eats a McDonald's egg and bacon croissant for breakfast and a McDonald's fish sandwich for dinner. He always leaves a tip.

Alfred had four brothers and two sisters, all of them middle-class people who lived in Tehran, except for one sister who was a dentist in Luxembourg. The relative he was closest to was his brother, Cyrus, who was two years older. 'We used to be very close and we usually had the same friends. We had a good life. I liked swimming and Merhan used to play table tennis. He was very good at it.' Alfred had lived with Cyrus and Mina for a time in London in the 1970s. The picture they painted of him was very different from the Alfred of today. 'He was an intellectual. He spent all his time studying and reading books and listening to the radio. He talked all the time about politics. It was very important to him.'

Last week I flew to meet Alfred, three years since I last saw him. He seemed quite content. He didn't aim to please or play on your sympathy. That was the only thing that mattered to him any more. Not his family or friends, not his past or future - only the articles about his life at the airport and a poster advertising *The Terminal* which he proudly hung from a suitcase next to the bench. 'Life is waiting,' went the Hollywood slogan. Alfred was thrilled about *The Terminal*, though he would never get the chance to see it.

Apparently he had received a cheque for several hundred thousand dollars for his life story. But Alfred had never cared much about

money. He was now under the impression that the film company, DreamWorks, was going to get him a passport and take him to California; Steven Spielberg would come to his rescue; Tom Hanks would visit him at the bench. It hasn't happened yet. I wonder how long Alfred will have to wait this time.

Article 2. Con-Fusion Food

We were just settling the bill when an argument flared up between a waiter and another customer. It was clear that something was wrong with the fish. From where I was sitting, there was nothing obviously wrong - no hair being pulled out or *cockroaches* running from the plate - but the customer was waving his arms around and poking the fish. Personally, I found it kind of shocking. I remember that whenever my dad was dissatisfied with food in a restaurant, he'd usually just mutter something under his breath - and my mother would then hiss, 'Harry, don't make a scene'.

As a result, he'd carry on eating his semi-cooked pie or tough over-done steak, and leave without saying anything - except perhaps thank you! In this case, our man hadn't simply caused a scene, he had treated a full-blown feature film: not only had the chef appeared, but what appeared to be a kind of policeman had also arrived and the two were proceeding to inspect me fish. Not wishing to stare, we left - with a slight concern that we may have been poisoned!

But no, according to an Italian friend I spoke to, it was probably just a case of mistaken identity - or food fraud, depending whose side you are on. The customer had probably ordered a certain fish, but believed he was being served a cheaper variety. Apparently, it's not uncommon for this kind of thing to happen in Britain either. A study once found that 10% of chip shops in Britain selling 'cod and chips' were actually serving haddock or pollack. The difference with Italy is that this customer obviously noticed, whereas the British don't - or else they simply don't want to make a fuss!

The Italians, it seems, take such things rather more seriously. For example, they've trained a police squad of twenty officers as tasters to help combat producers of fake extra virgin olive oil. They can not only *distinguish* between olive oil which has been mixed with cheap

substitutes such as sunflower oil, but they can also taste subtle differences between those oils produced in Italy and ones originating from abroad. Italy has also passed a law which establishes the official ingredients, method, shape and size of pizza (the dough, which has to use natural yeast, must be worked and shaped with the hands and then baked on the floor of a wood-fired oven. Only Italian plum tomatoes can be used and it can be no more than 14 inches (35 cm) in diameter and 1/3 centimetre thick in the centre). The government has an agency to issue certificates of authenticity to restaurants home and abroad, following a rigorous inspection to check they *uphold* standards.

The Italians are not the only ones trying to protect their culinary heritage against globalisation. The Thai government has also developed a 'Thai select' trademark, which aims to promote Thai food overseas, while the Japanese have done something similar. They had become concerned that the explosion of interest in Japanese food around the world was leading to untrained chefs serving an odd fusion of Asian foods rather than genuine Japanese cuisine.

Is any of this likely to stop this tide of foreign fusions? Probably not, as all nations participate at one time or another: the Japanese now love to spread mayonnaise on their pizzas and, depending who you believe, dried pasta originated in either China or Syria. Still, maybe that's not the point. In the end, it's simply annoying if someone calls you Bob when your name is Jim or says you're Spanish when you're Brazilian. These certification schemes are just polite reminders not to confuse 'kind of Italian' or 'Japanese-ish food' with the real thing.

Article 3. Ten Characteristics of Successful People

1. They work *incredibly* hard and push themselves to the limit. They set high standards and put in the hours needed to meet them.

2. They were high achievers at school and are always keen to learn more. They are inquisitive, read widely and are interested in everything around them.

3. They're social animals. They have a wide circle of friends and acquaintances and are always *networking*. They are good listeners and work hard at maintaining relationships.

4. They're perfectionists. They are never content to sit back and relax. They're always focused on improving themselves and their performance.

5. They display a healthy degree of impatience. They want results - and they want them now! They tend not to perform well in bureaucracies.

6. They're creative and they innovate. They're constantly on the lookout for new ideas, new opportunities and for faster, better solutions.

7. They don't waste time *moaning* or looking for people to blame. They learn from their mistakes and move on. They accept responsibility for their actions.

8. They're keen observers. They notice new trends, observe changes and keep notes. They keep one eye firmly on the future and try hard to stay one step ahead of the crowd.

9. They tend not to get stressed. They are patient and well-balanced - and maintain their cool and their sense of humour under pressure.

10. They often act before having the full picture. Successful people respond immediately - and act on impulse. If they see an opportunity, they seize it.

Article 4. Lost and Found at Christmas

When I was eight, my father lost his job. For a year after this, we were extremely poor. We had to sell a lot of our furniture, jewellery and books to make ends meet. It was Christmas Eve of that year. A friend had kindly *decorated* a Christmas tree, but there were no presents under it because we simply didn't have the money to buy them. I went to bed that night with a heavy heart. I was expecting it to be the worst Christmas of my life. Instead, it turned out to be the best.

When we woke up the following morning, we saw, to our surprise, a pile of wrapped presents under the tree. There were two for everybody - my parents, my sisters and me. As was traditional in those days, we ate our lunch and then began opening the presents. My younger sister went first. She tore off the paper and almost jumped with surprise. It was a doll that she had 'misplaced' months ago! Then I opened the first of mine. I couldn't believe my eyes. It was a scarf that

I'd 'lost' at school. My mother received a pair of stockings that had gone missing from her closet months before. And my father got a fountain pen that he'd 'mislaidd' at the local library.

Every time we opened a parcel, we got a tremendous surprise: things that we thought we had lost forever suddenly *reappeared* in our lives. We were thrilled. It turned out to be the doing of my older sister, Martha. For months she'd been 'removing' things and storing them in a hiding place in her room. On Christmas Eve, while the rest of us were asleep, she'd wrapped them, sneaked down the stairs, and put them under the tree. It was a wonderful day, and it taught me a valuable lesson. The best thing about Christmas is the people you share it with, not the things you receive.

The following year my father was hired by an *insurance* company. It was a relief to us all. We were able to replace a lot of the things we had sold, and we always had proper Christmas presents from that time onwards. But I'll always remember the 'lost and found' Christmas gifts with pleasure.

Article 5. Animals Online

They are marketed as the perfect birthday present for animal-loving children, or a classy addition to the image-conscious suburban home. But the products being sold over the Internet are not 5 soft toys or unusual knick-knacks, but potentially dangerous live animals from the world's most endangered species.

Monkeys, tigers and chimps can be bought and sold for as little as a few hundred dollars, despite international bans on their sale. The illegal online trade in rare and exotic wildlife is now worth billions of dollars, according to a report by the IFAW (the International Fund for Animal Welfare). *Indeed*, IFAW researchers discovered well over 9,000 live animals and products made from *endangered* species for sale on internet auction sites, in chat rooms and on the small-ads pages. The scale of the trade is astonishing.

So what exactly would it cost and what would you have to do to buy a wild animal? The researchers say you wouldn't have to do a great deal. Want a gorilla in your living room? It's yours for \$9,000. For

those with a little more headroom, giraffes can also be bought. Got-PetsOnline.com offered a 'sweet natured' two-year-old giraffe for \$15,000. Or how about a pair of rare giant tortoises from Madagascar? These are a little pricier at \$24,000, plus airfare to Kuala Lumpur. This may be because there are only 200 mature specimens of these creatures alive in the wild. All the others appear to be in storage awaiting a buyer.

However, it is monkeys that make up the large majority of Internet sales, and experts are particularly concerned at the way they are marketed and traded on the net. A number of websites describe them as if they are little more than large hairy dolls. These websites offer 'accessories' such as nappies, feeding bottles and clothes to go with the monkey. The traders even have a 'cute' name for themselves: 'monkey moms'. They call the animals themselves 'monkids'. Virtually none of these websites explain how to look after the animals.

When the IFAW undercover *investigators* contacted some of the US traders, they were told it would be possible to export monkeys to the UK – a blatant breach of EU law. There is also concern that demand for monkeys and chimps is fuelling the illegal trapping and trading of wild species. Where 50 there were approximately two million chimpanzees in the wild a century ago, there are as few as 100,000 left, and some estimates suggest there may be a maximum of 70,000 by 2020.

Phyllis Campbell-McRae, director of IFAW UK, says, "Trade on the Internet is easy, cheap and anonymous. Criminal gangs are taking advantage of the opportunities provided by the Web. The result is a cyber black market where the future of the world's rarest animals is being traded away. Our message to online shoppers is simple - buying wildlife online is as damaging as killing it yourself."

Article 6. Bitten by Jungle Bug!

Sand flies, sweat bees, eighty-metre high trees... Hell for most of us, yes, but all in a day's work for Charlotte Uhlenbroek. She moves as elegantly through the *lounge* of London's Savoy Hotel as she does through the Amazon jungle. But while she loves the adventure, she is also glad to be back in 'civilisation', at least for the moment.

She's just finished filming a TV series called *Jungle* – a gruelling nineteen-week job that involved her exploring the dense jungles of the Congo, the Amazon and Borneo. She says that it was fascinating, but daunting as well. So what was her most challenging experience? 'Definitely climbing an eighty-metre high tree in Borneo, when I'm petrified of heights! I had to keep going up and up, when a voice inside me was saying, "Down! Down!" I kept thinking the ropes were going to break and send me plummeting down below.'

And 'down below' was where the bugs were - clinging, stinging, sucking *beasts*. Apart from the usual mosquitoes, in the Amazon rainforest, she was plagued by sand fly bites. 'I've had some horrible bites but these really are the itchiest bites I've ever had. At one stage, I counted seventy bites on one arm,' she says. 'Just as annoying were the sweat bees in the Congo. They try to drink the sweat on your face and even the tears from your eyes. The most disgusting thing, though, was trying to pull the slimy leeches off your skin. The more I pulled, the more they stretched and the tighter their jaws clung to my leg. I kept shouting, "Get them off!" and the film crew kept saying, "Just a minute ... this makes a really good shot!"'

Charlotte's journey into the heart of the world's most significant rainforests was an *inspiring* experience. 'The rainforest really is like a city. Each tree is like an urban tower block with hundreds of residents. If you knock it down, you cause just as much disruption and damage as if those residents were human. The jungle is extraordinary because although it only covers about six percent of the world, it contains over fifty percent of all known animal and plant species, plus lots more that are unknown, too.'

Back in London, what has she been enjoying since her return to 'civilisation'? 'I've been having lots of nice, long showers,' she says. 'In the Congo I was always worried about using up all our water supplies. And I find that when I've been in hot, uncomfortable conditions for a while, the things I look forward to more than anything else are being with my family and enjoying my favourite meal.'

Article 7. Common Wealth Economics for Acrowded Planet

Jeffrey Sachs is an optimist. In summarising the state of the planet — rising population, widespread conflict, one-sixth of the planet suffering extreme poverty and hunger, global warming, AIDS and malaria pandemics — Sachs may paint a bleak picture, but he believes that all of these problems can be overcome in relatively straightforward ways and at relatively little cost. That's because the root causes of all these problems are interconnected and essentially man-made.

Take child mortality. Perhaps surprisingly, the higher the child mortality rate, the higher the birth rate. A booming population puts a greater strain on already scarce resources, so farmers have to work harder to produce enough food for all, which means children are often put to work in the fields or at home. This, in turn, stops children getting the education which will allow them to learn, among other things, about better farming techniques, which would boost crop yields and provide more food to eat and sell.

So one very basic solution would be to provide every child in poverty with an anti-mosquito bed net. Malaria is a huge cause of death in children and the bed nets would largely prevent the disease, even if it can't be wiped out altogether. Fewer children dying of malaria would help reverse the downward spiral just described, because the more secure parents feel about their children surviving, the fewer children they have.

However, it is implementing a combination of measures at the same time which truly makes a difference: free school meals boost school attendance and improve health; supplying fertilizers to improve soil and better seeds provides even better harvests; access to family planning further controls the birth rate; basic health care and clean water supplies, prevent more lethal diseases

These ideas are already being successfully put into practice in a number of so-called 'Millennium Villages' in some of the most deprived areas in the world. The cost of the project is just \$110 per person per year, of which \$50 comes from donors and the rest from a mixture of local and national governments and the villagers themselves.

So if it's so simple why hasn't it been done before? What about all the aid that has been given to Africa and the underdeveloped countries of the world? Has it been lost to corruption? Sachs argues that the real problem is not corruption, but the fact that rich governments have promised such a lot, but actually given so little. They agreed to give 0.7% of national income in aid, but only five countries have met that target. He suggests current aid is \$24 billion per year, which translates as just ten dollars per person — not nearly enough to implement the combined measures. He sets this against military spending, which in the USA alone, has reached \$700 billion in some years.

So while Sachs sees an unprecedented opportunity to end poverty forever, he also raises an alarm that this could be the last chance we have: "The longer we wait, the greater is the suffering and the larger are the long-term costs."

Article 8. Running Free

'Parkour' - or free running - is the fast-growing extreme sport that turns everyday urban landscapes into obstacle courses. Caroline Williams meets the man who started it all. Loosely translated, 'le parkour' means 'using every object in your path as an obstacle'. It began in 1987 in the Paris suburbs, where bored teenagers Sebastien Foucan and David Belle decided to make life more interesting. 'Interesting' involved climbing up buildings, swinging around lamp posts and vaulting anything that stayed still for long enough. 'We were just kids who started playing a game, and we've never really stopped,' says Foucan.

With six friends, they *set up* 'Yamakasi' - a group which later split when five of them opted to take work as theatre acrobats, but not before it had led to a 2001 film of the same name. Yet, despite all the splits and personal differences, what they refer to as 'the discipline' lives on. Fifteen years later, it's a global phenomenon. The UK-based parkour website gets 10,000 visitors a day. Foucan is surprised to say the least. 'For me, it's amazing but it's my goal to meet people from all over the world and to spread the philosophy,' he says. This philosophy is all about *challenging* and improving yourself, while maintaining a zen-like calm. That's why there are no competitions in parkour, and

definitely no world records. When asked what is the highest he has ever jumped, Foucan replies: 'I have no idea.'

There have been serious setbacks. One person died after trying some of the moves in the Yamakasi film. And since the rise of parkour's popularity amongst the general public there have been more than a few broken bones. 'The key thing,' says Ez (pronounced 'ee-zee'), a founder member of the movement, 'is that you must learn how to roll. It's very important because if you're moving forwards with a lot of momentum and you don't roll, your legs take the shock.. If you can roll — across your shoulder, never on your spine - it transfers the energy so you don't get hurt. You land, you roll, you stand up and you keep running.'

And if you are going to leap from a tall building, or even just off the back of your sofa, you should know how to land properly. 'You might think you just bend your knees, but actually you have to land on the ball of your foot, bend your knees in a certain way and slap the floor with your hand. It takes the shock out of landing entirely.' It looks painful but he insists it doesn't hurt nearly as much as when he landed flat on his heels one time and couldn't walk for nine weeks. Once you've mastered these moves, you can create as many jumps and death-defying handstands off the edges of buildings as you like.

But, as the cliché goes, it's practice that makes perfect. And you have to be able to *suppress* any last-minute doubts or fears. 'When you get scared, you become more rigid in your movements, your muscles become tense and you're more likely to lose co-ordination,' says Professor Stuart Biddle, a sports psychologist. 'The mind plays a massive part,' agrees Ez. 'When you're standing at the edge of one building leaning to do a spot jump, you fall until the very last second and then jump. It's scary because you can see exactly how far up you are - it might be eighteen or twenty metres. If the fear gets to you, it's all over, so you really have to have confidence in your training.'

Article 9. Cape Town

The first thing I can tell you about Thabo, my South African guide, is that he is the world's worst driver. From the airport to the heart of the city, he does 100 km per hour, swerving around ; lorries, motorbikes

and taxi-vans *crammed* with people. The second thing is that he knows everybody and everything about Cape Town. This is good, because I am trying to complete 'Mission Impossible: see Cape Town in just three days.

On the first day, Thabo takes me to the posh areas: suburbs with unpronounceable names – Tamboerskloof and Oranjezicht – from where you can watch the sun go down on Africa. The views are stunning. 'This is all very pretty,' I tell him ; that evening, 'but show me a *community*. Show me something the' tourists never see.' So the next day, we go off the beaten track to Cape Flats, the run-down township where the buildings are made of cardboard and corrugated iron. It is the poorest j part of the city and it is truly vast – nearly a million people live here, side by side.

Skinny dogs slide out of the way as – Thabo zooms along roads of mud and rotting rubbish. Some people wave, others stare. Children run barefoot by the car. Later that night we walk around the bustling Victoria and Alfred Waterfront, Cape Town's most fashionable area. The contrast from the *township* could not be greater. As we stroll, the smells of cooking drift up from the kitchens – Asian, French, Italian and of course the wild animals of South Africa that end up on your plate. The. bars and restaurants are packed, and I soon find out why. Cape Town is a paradise for gourmets, l seafood-lovers and people like me, who just like' j 35 eating. We go into a charming little bistro, and Thabo tells me I can't leave Cape Town without, trying some Cape seafood, so I do. It's delicious.

On my final morning, we spend a tranquil hour, sitting outside a cafe. I gaze at Table Mountain, 40 which forms the backdrop to the city, while Thabo shouts greetings to everyone that passes. by. Then we are driving again, experiencing the diverse landscape – sandy beaches, mountain slopes and green valleys unspoilt by tourism. It's 45 a great way to say goodbye to a place I've known only too briefly. I promise myself, and Thabo, that I'll be back.

Article 10. The Bigger Picture

Introduction. Imagine this: late afternoon, the sun sinking slowly into the western sky, giant dunes of the Namibian desert looming on the horizon; the sand begins to burn a deep orange. The scene evokes such an emotion — all you know is that you wish you could capture the image forever. So you take a picture.

Unfortunately, on returning home, you find that the photo is blurred at the edges and your finger takes up half the frame. 'If only I could take good pictures!' you cry. 'I wish I had a decent camera!' Actually, it's not about the camera. If you really want a good photographic record of your trip, it's high time you learnt a few basics.

Composition. Suppose you see a beautiful landscape stretching in front of you for miles. What do you do? Don't try to fit it all in. Pick one interesting part and focus on it. Look for natural lines that draw the viewer in and give your picture depth: a river starting in the foreground and disappearing into the distance.

Light. If travelling, the best time of day for a photo is either early morning or late afternoon. At these times, the light is soft, giving subjects a warm glow. Keep the sun behind you and avoid midday light, which can be very harsh. If you're shooting at night, keep your subjects no farther than 3 metres (8—10 feet) away; even the strongest flash can't illuminate more space.

Focus. What if you want a close-up of a person or animal? What do you focus on? The eyes. The best travel photography is about people in their environment as much as stunning landscapes, and people's eyes tell stories. Get as close as possible and fill the frame. There should be nothing in the picture which doesn't relate to the subject. Also, look for symmetrical subjects; it doesn't have to be a mirror image, just well-balanced.

Look and learn. Keep your eyes open, be aware of your surroundings. Before travelling, spend some time looking through big coffee-table picture books and magazines to see how the professionals do it. Watch for different uses of light, angle, line and texture. And don't be afraid to experiment: change the angle, get on your knees, climb onto a chair, find a balcony with a view.

Be considerate. In many cultures, the people would sooner you asked before photographing them. Take time to get to know them. Learn a few words of the language so that you can be polite. They are more likely to smile if you have addressed them in their language.

Article 11. On the Move

Every day, thousands of people are on the move and, either temporarily or permanently, setting up home abroad. Their move may be job-orientated or perhaps they think the grass is greener somewhere else. Whatever their reasons, it's clear that more and more people are stepping into the unknown and leaving their own country. In Britain alone, over 400,000 people make the move each year. But where do they go and why? And do they 'live happily ever after'? Typically a lot of people move abroad because of their jobs.

They may find that their company is moving them overseas but many people make their own decision, believing they will have more successful careers abroad. Paul Derwin is a scientist who used to be based at a prestigious London university. He was dissatisfied, however, with the level of funding and recognition he was getting and decided to explore the possibilities California had to offer. 'Emigration is incredibly difficult, emotionally as well as practically,' he says. 'But after ten years here, I've got a far nicer life than before I have a fantastic job and the recognition I wanted. People take my work much more seriously here. It would be difficult to give that up now.'

The most popular reason for emigrating, however, is the desire for a better quality of life. Destinations that place a greater value on leisure and have a more laid-back lifestyle were the most popular. People also look for places that will give them a sunnier climate and generally hotter weather.

Britain is famous for its bad *weather especially during the dark and cold winter months. Southern Spain becomes very appealing when you think of the 320 days of sunshine a year. Cheaper property is another reason given for moving abroad. The cost of living in America, for example, is twenty percent lower than in Britain and often salaries are slightly higher. For all these reasons, it's not surprising that the*

top five most regularly chosen destinations for Britons to emigrate to are: the USA, Australia, New Zealand, Canada and Spain.

The fact that most of these are English- speaking countries is obviously also a major factor for British people. Sue Riddeli, a thirty-year-old nurse from Birmingham, wants to emigrate to Australia with a group of friends. 'We're fed up of the conditions we work and live in,' she says. 'I went travelling to Australia after I left school and I loved it - the beaches, the fresh air, the sense of space. If I can, I'm going. And I don't know if I'll come back.

Despite the fact that so many Britons move abroad, however, most of them go back home after only about three years. Often living overseas is not as attractive as it first seems. Generally people emigrate because they think life is going to be better. They sometimes want to do this because they get certain feelings on holiday and they romanticise about what it would be like to live there. They tend to focus on the best aspects and think it will be like this all the time when often that is not the case. Making enough money and getting work can be more difficult abroad than at home and people tend to find they miss family, friends and things they took for granted back home.

Article 12. The Man from the Sky

We would never forget him: the smell of his burned-out plane, the colour of his eyes, the way the apple disappeared in his hand. Pilots, along with everything else, seem smaller these days. A trail of black smoke cut through the clouds, The plane was burning as it dropped. We saw it land roughly and bounce over Mowbray Hill.' Then we chased it, me, Ronald, Arthur and Sue, haring across the green fields while the dazed cows barely turned their heads. Arthur, six years old and the youngest of us, tripped in the lush grass, but we kept going.

There, over the hill, the plane had stopped, spewing orange flames, its outstretched arms askew. Suddenly, from out of the wreckage, a man was running towards us. We scattered, but he followed me and, limping, soon caught up. 'Hello,' he called after me.

I stopped and turned. He was a giant. His hands were the size of Yorkshire hams and he had a jaw like the bucket we used for milking

cows. There were goggles on top of his head attached to a leather cap that matched his jacket. And beneath the cap, from the murk of his face blackened with soot and grime, his eyes shone, the same blue as the sky he came from. "I need water," he said.

He had a strange accent, one that I had never heard before.

"I'll get some."

"Wait."

He took me by the arm. I saw that his trousers were wet with blood. "What's your name?" "John," I said.

He pulled off the cap and wiped his brow with the back of his hand. "John don't tell anyone I'm here. OK?" "OK. We have a barn. Come with me." We walked across the field, then across the cobbled stones. No one saw us. I pointed out a bed of straw in the barn and he lay down. I brought him water and he drank it in one gulp. I went back and brought him more and stole a hunk of bread and cheese and an apple from the *pantry*, which he ate in silence. As darkness began to fall, I said I had to go but I would bring him breakfast the following day. I told no one about the man. There was no one to tell because my mother had gone to bed and my father and brothers had joined some of the other villagers wandering the fields with guns and *pitchforks*. They had congregated around the parched and blackened plane and, from there, gone in different directions, in pairs, some with lanterns, to arch the gloom for the missing pilot.

I lay awake most of the night, thinking about the man from the sky. In the morning, I brought bread and milk to the barn, but he was gone. There was an indentation where he had slept, and a stain of dark oil on the straw. First I waited. Then I walked every inch of the farm, clambering over the locked gates. I went back to Mowbray Hill and skirted the remains of his wrecked plane. Suddenly I heard a voice. "Where is he?"

It was six-year-old Arthur climbing over the hill. "Gone," I replied. "Gone where?" I looked around. From the hill you could see fields and cows and clumps of trees and the box-like buildings of the farm. Back to the sky," I said, and tore off a hunk of the bread in my hand.

Article 13. Future Inventions

The editors of Future World Magazine look at the inventions we will need for a brighter future.

Everyone has their favorite invention. Some of us even make lists of them. One survey recently named the toilet as the world's greatest ever invention. Another survey, which asked for Britain's greatest invention, named the bicycle, which received twice as many votes as the World Wide Web. That's the past, but what about the future? What inventions will shape our lives? J.B.S. Haldane, a British scientist and not one of life's optimists, once made his prediction for the future. He warned that whatever hadn't happened would happen and no one would be safe from it. Whether you agree or not, one thing is beyond doubt: human beings need to invent a few things pretty quickly. Here is our own list.

Number one is a new source of power. Oil is running out. A teenager, in a recent letter to a newspaper, wrote that it would take over a hundred years to produce fresh oil. He was wrong by a few million years. Once our oil is gone, it's gone forever. We have about 50 years' worth left, less if rates of industrialization accelerate. A hundred million new cars will need lots of oil. At a recent conference about the world's future, scientist Hilary Craft said we had already found the answer: solar power. She suggested that we could expect enormous mirrors in the sky that would reflect sunlight and provide the world's electricity. We wait with bated breath.

Number two on our list is a waste processor. Throughout most of history we just threw the rubbish out the back door. If the jungle didn't swallow it, wild animals would get it. Once the jungles disappeared, we started burying our waste underground or chucking it into the sea. Now we're running out of space. If we want to avoid choking the Earth, we'd better find a way to recycle more effectively. According to inventor Ray Burwell, tiny self-replicating microscopic robots will convert rubbish into new sources of energy. Another inventor, Clara Petrolia, said she was working on a prototype that would convert waste into bricks and other building material.

Number three on our list is biological ID. Criminal investigator Alexis Smithson said that in the past, thieves had always taken objects.

Now they steal your identity. ID theft is the fastest-growing type of crime. So how will we stop it? You can expect to have tiny microchips injected into your body; scanners will read your genetic information to check your ID. Or worse, you may need to provide skin cells whenever you go shopping. Imagine scratching yourself at the checkout every time you buy the groceries. Supermarkets will never be the same.

Article 14. A Blog about Three Journeys

Artur: rout 66. Growing up in Hungary in the 70s, Route 66 was like a mythical highway. The Rolling Stones version of the song was very popular back then and I knew the lyrics by heart. Route 66 represented a dream vision of America: colour, freedom, speed, the romance of the open road. Ever since then, I've wanted to drive it – and last year my dream finally came true.

To celebrate our fiftieth birthdays, I flew to Chicago with an old friend, Attila. We then hired a Cadillac and *set off* for LA almost 3000 miles away! We hadn't done much research before we left-and soon discovered that the road is no longer really in use! Its peak years were the 1930s through to the 60s and since then it's fallen into disrepair. As a result, much of the journey was quite bumpy; we went through some really *out-of-the-way* places – and got lost quite a bit as well! We drove through some really desolate scenery – mile after mile of farmland – and, of course, we had the occasional row. Spending all that time together meant they were bound to happen! Having said that, though, we ended up better friends than ever.

John: the Trans-Siberian railway. I lost my job in April 2008 and decided to spend my redundancy pay travelling overland to Beijing – to watch Team GB compete in the Olympics. I found some useful information online and managed to get a coach to Moscow. From there I booked a ticket for the world's longest stretch of railway – the trans-Siberian. Including a three-day stopover in Irkutsk, the whole trip took almost a fortnight and was truly unforgettable-though not always for the right reasons!

Whilst we did pass through some amazing countryside and meet some remarkable people, being stuck on a train day after day actually got quite *claustrophobic*. I started losing my sense of time after a

while-which wasn't helped by the fact that many of the other passengers kept encouraging me to drink with them! Having said that, Lake Baikal, near Irkutsk, was simply breathtaking: a vast area of incredible natural beauty almost untouched by the modern world. By the time we finally reached Beijing, though, I needed a proper holiday! Still, the British team did really well in the Olympics, which made the whole thing worthwhile.

Roisin: The Camino de Santiago. The Camino de Santiago is a pilgrimage route to the cathedral of Santiago de Compostela in northern Spain, where - according to legend - the remains of St. James are buried. Pilgrims have been walking this path for hundreds of years, and I decided to embark on the journey myself a few years ago. My mother had just died and I was experiencing a crisis of faith. I decided that walking a few hundred miles would help to put things into perspective.

I started in Saint-Jean-Pied-de-Port, in France, where I bought all the equipment I'd need, and set off. The walk took over a month and it was a truly spiritual journey. Although I met many other wonderful pilgrims, I travelled alone as much as possible. That helped to bring me closer to God again. As I walked through the countryside, I slowly came to accept the things that had happened to me over recent years. A word of advice, though, if you're thinking of doing the walk yourself: learn some Spanish first. It'll make life easier! Oh, and buy good walking boots. I ended up with holes in mine - and got terrible blisters as well!

Article 15. Animals To The Rescue

During the tsunami disaster of 2004, over 300,000 people died. No one has counted the number of animals killed, but we know that it wasn't many. All over the region, before the disaster struck, animals were behaving strangely.

Shortly before the *tsunami*, in Khao Lak, Thailand, 12 elephants that were giving tourists rides became agitated. They suddenly left their usual habitat, carrying four surprised Japanese tourists to safety. On the eastern coast of India, flamingos, which should have been breeding at that time of year, suddenly flew to higher ground. Of the

2,000 wild pigs that inhabit an Indian nature reserve, only one was found dead after the tsunami.

The idea that animals are able to predict disasters is nothing new. In fact, it has been well documented over the years. Twelve hours before Hurricane Charlie hit Florida in 2004, 14 electronically tagged sharks left their natural *habitat* and stayed in deeper waters for two weeks. The sharks, which were being observed by US biologists, had never done this before. They escaped the hurricane. In the winter of 1975 in Haicheng, China, snakes which would normally have been hibernating were seen on the ground. Days later there was an earthquake which measured 7.3 on the Richter Scale.

Unlike human beings, wild animals perceive a great deal of information about the world around them. Their senses are sharper and they can feel even the smallest changes in the environment. In other words, they see natural warnings that are invisible to the human eye. Ancient people probably had similar 'animal instincts', which they needed to survive, but these have been lost to us as modern technology leads us further away from the *dangers* that nature poses.

The real question is, can we use the reactions of animals to save ourselves from natural disasters? Animal behaviour expert, Rupesh Kaneira, believes we have no choice. 'The technology which we rely on isn't always perfect, and in poorer countries it isn't even available. Animals know the environment better than any of us. When they run for their lives, we must follow.' In the earthquake-prone regions of the world - Japan, Los Angeles, Turkey - rats will soon be our new best friend.

In the aftermath of an earthquake, rescue teams send in dogs which are trained to smell people. No one knows how many lives they have saved, but there are, of course, drawbacks: dogs are big and they can't get into small spaces. Now a new research project is using a smaller animal to save lives: the rat.

How does it work? Firstly, the rat is trained to smell people. When this happens, the rat's brain gives off a signal, similar to what happens when a dog smells a bomb. So, the trained rats are sent into the wreckage. On their back is a very small radio, which is connected to the rat's brain. The rescuers, at a safe distance, monitor the radio

signals. When the rat's brain activity jumps, the rescuers know that someone is alive.

Of course there are already robots which can do this job, one of which looks and moves like a snake, but rats are better because they can smell more efficiently than robots, whose noses don't work well when there are other smells around. Rats also crawl efficiently in buildings - something which robots are not as good at: don't need electricity. What's more, rats have a survival instinct: they get out when it isn't safe.

Article 16. Green Tourism Guru

Situated at the foot of the Tatra Mountains, the Slovakian town of Poprad is home to AquaCity - a luxury spa and *leisure* complex recently voted the world's greenest resort. By exploiting the geothermal properties of a nearby underground lake, the resort is able to provide renewable energy for the whole area. Perhaps the only thing more remarkable than AquaCity itself is the man behind it, Jan Telensky.

Telesnky was born in Prague in 1948, and his parents instilled a strict work ethic into him from an early age. Because of his family background, his teachers at school told him he would only ever be good for blue-collar work. He, however, had other ideas.

Initially, he trained as a *locksmith*, a job he excelled at, and tried to better himself by taking a series of evening classes, studying Maths, Russian, Physics and Biology. In 1969, he moved to England. At first, his lack of English presented numerous problems. Despite this, he was determined to *succeed*. During a string of menial jobs, he improved his linguistic skills and saved enough to buy a delicatessen. Telensky then built the business up and eventually sold it on for £200,000.

The profit was ploughed into a new venture - property - and before too long, he had built up a substantial portfolio. He quickly became restless again, though, and took a part-time job at a secretarial training institute. He climbed the corporate ladder and became UK sales manager, before raising sufficient capital to set up a rival company. This was soon doing so well that in 1989 he put his former employers out of business, buying them for a sum of around £75,000!

He then returned to his native country and established a plastic recycling business, whilst continuing to expand his operations both at home and abroad. Telensky now employs over 1,500 people, with an annual turnover of £70 million.

He married in 1998, and his wife, Alena, originated from Poprad! As a result, he came to love the area - and this led directly to his newest and most incredible venture!

Article 17. On Being Travel Writer

Introduction. Moving out of the shade of the high palm trees, you stroll for one last time along the sand *dunes*, allowing the transparent water to brush over your feet. You head for the bar, taking in the breathtaking view, sip slowly on a cocktail, go to your beachfront hotel suite and write six hundred words. You email it the following morning to the travel magazine, before checking out with the immortal line, 'Put the bill on my company's expense account.' 'Ah, if only I was a travel writer!' you say. 'I wish I could live like that!' Unfortunately, being a travel writer is no picnic.

Write on. The way to become a better writer is to write regularly. Some people say they don't have time. This isn't true. You have to make time. Start by keeping a journal every day. It doesn't matter what time of day you write it as long as you do it. Use it to record sights, sounds, smells, tastes. If you've always wanted to write, it's about time you started — no excuses.

Travel with your senses. Suppose you could either have a week on a beach, or a week exploring a hot, dangerous jungle. Which would you choose? Travel writers would rather go to the jungle. Don't be a tourist; be a traveller. Keep your Professional travel writers don't just see the normal things (the cliched pretty sunset); they spot things that most tourists don't see (the sound of a bat's wings, the way a boat leans in the wind). Learn from them- And interact with the local culture: talk to people, try the food, *haggle* in the markets. You can't Write well about something unless you really understand it.

Look for a story. Like journalists, travel writers look for *intriguing* stories, not only descriptions. Find something quirky or unusual that has happened and ask why it happened and what the consequences

were. Why did it pique your interest? Did it make you sit up and take notice? Does it have a beginning, a middle and an ending? Alternatively, find a novel angle that breaks new ground. Thousands upon thousands of people have written about the Grand Canyon, but what if you could interview someone who lived in it, or parachuted into it, or got lost in it ...?

No cash but a strong stomach. Only a tiny minority of travel writers get paid to do it, and it's rarely enough money to live on. You need a combination of talent, luck and perseverance. Oh, and a strong stomach. Who knows what you'll have to eat in the name of research?

Article 18. Corsica

'Day in, day out, they're always watching: the shepherd on the hillside, the road workers resting under the shade of a tree, the old man on the - bench in front of his house, his wife airing the sheets at the window, the boules player next to the war memorial. They hardly move their heads but they see everything. It's a survival instinct moulded out of two thousand years of dangers coming from across the sea.'

The stereotypical Corsican community is introverted, family-based, *dignified* and shy. The truth behind the stereotype is that Corsicans love Corsica so much that they don't want the outside world to ruin it. Tradition is important;

Corsica is one of the last-McDonald's-free zones in Europe. It is also simply stunning; the ancient Greeks called it 'Kalliste', meaning 'the most beautiful one'.

The island is famed for its diverse landscape. You can find magnificent mountains, long stretches of Mediterranean coastline, and thick forest almost side-by side, as well as *charming* villages, perfect for long, slow days in the sun. The island belongs to France but it has an atmosphere all of its own. A good place to start is Ajaccio. In this charming town, you can sit outside the cafes and watch fishermen mending their nets, or *stroll* in the bustling market which sells delicious seafood and Corsican specialities: macchia honey and brocciu cheese. Old run-down houses stand proud on the side of the hill, overlooking modern yachts and wooden boats.

Stroll along the streets and you will notice something interesting as you gaze at the monuments, the street signs and restaurant names: the town stands in the vast shadow of its greatest son, Napoleon Bonaparte. His influence is everywhere, and in the Musee Napoleonien you can see his baptism certificate and his death mask. Although Napoleon is at the heart of Corsican history, it is Corsica's natural beauty that you'll remember.

Fishermen, surfers, sailors and hikers all find everything they need here. And for the less energetic, there is always the pleasure of a wander along some of Europe's most tranquil scenery. Despite the tourists, the island is unspoilt. You won't find any packed nightclubs here, but there are plenty of cosy, bars off the beaten track, where you can taste the atmosphere of Europe's own natural paradise.

9.2 Vocabulary trainer. In the articles from 1 – 18 make an extract of travel-related verbal categories like these: nouns, verbs, adjectives, adverbs, set expressions, collocations and idioms

9.3 Match the article-highlighted lexis on the left with their appropriate definitions on the right. Then make up your own sentences with some of them

1. <i>Nightmare</i>	a. one thing from another, you can see or understand the difference between them
2. <i>Distinguish</i>	b. a person who has been forced to leave their country in order to escape war, persecution, or natural disaster
3. <i>Apparently</i>	c. a person or situation that is very difficult to deal with
4. <i>Refugee</i>	d. something such as a law, a principle, or a decision, you support and maintain it
5. <i>Cockroaches</i>	e. used by speakers or writers to avoid committing themselves to the truth of what they are saying
6. <i>Prestigious</i>	f. a large brown insect that is sometimes found in warm places or where food is kept.
7. <i>Uphold</i>	g. you like them very much or are impressed by them, because they are extremely or unusually good
8. <i>Incredibly</i>	h. make (something) look more attractive by adding

	extra items or images to it
9. <i>Networking</i>	i. an arrangement by which a company or the state undertakes to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specified premium
10. <i>Moaning</i>	j. the process of trying to meet new people who might be useful to you in your job, often through social activities
11. <i>Decorate</i>	k. used to emphasize a statement or response confirming something already suggested
12. <i>Insurance</i>	l. make a long, low sound expressing physical or mental suffering or sexual pleasure
13. <i>Lounge</i>	m. an animal, especially a large or dangerous four-footed one
14. <i>Inspiring</i>	n. a public room in a hotel, theatre, or club in which to sit and relax
15. <i>Beasts</i>	o. exciting and makes you feel strongly interested and enthusiastic
16. <i>Suffering</i>	p. a tool, utensil, or other piece of equipment that is used for a particular purpose
17. <i>Scarce</i>	q. the state of undergoing pain, distress, or hardship
18. <i>Implement</i>	r. (especially of food, money, or some other resource) insufficient for the demand
19. <i>Set up</i>	s. someone who carries out investigations, especially as part of their job
20. <i>Challenging</i>	t. something such as a process, it creates it or causes it to begin.
21. <i>Reappeared</i>	u. (of a species) seriously at risk of extinction
22. <i>Indeed</i>	v. appear again
23. <i>Endangered</i>	w. testing one's abilities; demanding
24. <i>Investigators</i>	x. forcibly put an end to
25. <i>Suppress</i>	y. with things or people, it is full of them, so that there is hardly room for anything or anyone else
26. <i>Crammed</i>	z. a small town

27. <i>Community</i>	aa. a vague and often exaggerated first appearance of an object seen in darkness or fog, especially at sea
28. <i>Township</i>	bb. a group of people living in the same place or having a particular characteristic in common
29. <i>Looming</i>	cc. extremely impressive or attractive
30. <i>Landscape</i>	dd. all the visible features of an area of land, often considered in terms of their aesthetic appeal
31. <i>Stunning</i>	ee. inspiring respect and admiration; having high status
32. <i>Recognition</i>	ff. be poured or forced out in large quantities
33. <i>Overseas</i>	gg. the act of recognizing someone or identifying something when you see it.
34. <i>Pantry</i>	hh. a farm tool with a long handle and two sharp metal prongs, used for lifting hay
35. <i>Pitchforks</i>	ii. a small room or cupboard in which food, crockery, and cutlery are kept
36. <i>Inventions</i>	jj. look closely at or examine (someone or something)
37. <i>Survey</i>	kk. the action of inventing something, typically a process or device
38. <i>Accelerate</i>	ll. begin a journey
39. <i>Set off</i>	mm. (especially of a vehicle) begin to move more quickly
40. <i>Out-of-the-way</i>	nn. when it makes you feel uncomfortable and unhappy because you are enclosed or restricted
41. <i>Claustrophobic</i>	oo. places are difficult to reach and are therefore not often visited
42. <i>Tsunami</i>	pp. the natural home or environment of an animal, plant, or other organism
43. <i>Habitat</i>	qq. a long, high sea wave caused by an earthquake or other disturbance
44. <i>Danger</i>	rr. time when one is not working or occupied; free time
45. <i>Leisure</i>	ss. is the possibility that someone may be harmed or killed.
46. <i>Locksmith</i>	tt. achieve the desired aim or result

47. <i>Succeed</i>	uu. a person who makes and repairs locks
48. <i>Dunes</i>	vv. dispute or bargain persistently, especially over the cost of something
49. <i>Haggle</i>	ww. a mound or ridge of sand or other loose sediment formed by the wind, especially on the sea coast or in a desert
50. <i>Intriguing</i>	xx. having or showing a composed or serious manner that is worthy of respect
51. <i>Dignified</i>	yy. arousing one's curiosity or interest; fascinating
52. <i>Charming</i>	zz. walk in a leisurely way
53. <i>Stroll</i>	aaa. (of a person or their manner) very polite, friendly, and likeable
54. <i>Spewing</i>	bbb.in or to a foreign country, especially one across the sea

9.4 Using a contemporary dictionary find out as more as possible synonyms, antonyms and other meanings to the article-highlighted lexis

9.5 Complete the useful phrases with the information from the 1- 18 articles expressing your personal opinions

<i>I don't entirely agree. It seems to me that...</i>	<i>You have to admit that there is a difference between...and ...</i>
<i>The article#... focuses on while the other...shows...</i>	<i>Nowadays, more and more people are turning to/against...</i>
<i>I think the article's#... aim is to...</i>	<i>I think that people find...increasingly</i>
<i>This clearly shows how our...leads to/results in...</i>	<i>So, if I've understood correctly, the author of the article...thinks/feels/believes that...</i>
<i>People should /ought to... instead of</i>	<i>To put it in another words...</i>
<i>I think it depends very much on...</i>	<i>In my view, the purpose of the article...is to...</i>

<i>On the whole, I believe they shouldn't/ should/don't/do as...</i>	<i>I think the author of the article... is getting a bit off the point there</i>
<i>Based on my own experience I would say that...</i>	<i>This is clearly illustrated by the fact that...</i>
<i>On the other hand, this advantage/disadvantage may be outweighed by...</i>	<i>The same can probably be said/not be said of...</i>
<i>I take your point about..., but I think you also have to consider...</i>	<i>In sharp contrast to this...</i>
<i>That's true in some cases, but you also have to take...into account</i>	<i>Well, I have to admit that, at first glance, I can't see much connection between...in the article...</i>

9.6 Surf the net and prepare a presentation dedicated to one of texts-covered topics. Share it with your groupmates

PART #10. APPENDIX. LIST OF IRREGULAR VERBS

Base Form	Past Simple	Past Participle	3rd Person Singular	Present Participle / Gerund
Abide	Abode/Abided	Abode/Abided/Abidden	Abides	Abiding
Alight	Alit/Alighted	Alit/Alighted	Alights	Alighting
Arise	Arose	Arisen	Arises	Arising
Awake	Awoke	Awoken	Awakes	Awaking
Be	Was/Were	Been	Is	Being
Bear	Bore	Born/Borne	Bears	Bearing
Beat	Beat	Beaten	Beats	Beating
Become	Became	Become	Becomes	Becoming
Begin	Began	Begun	Begins	Beginning
Behold	Beheld	Beheld	Beholds	Beholding
Bend	Bent	Bent	Bends	Bending
Bet	Bet	Bet	Bets	Betting
Bid	Bade	Bidden	Bids	Bidding
Bid	Bid	Bid	Bids	Bidding
Bind	Bound	Bound	Binds	Binding
Bite	Bit	Bitten	Bites	Biting
Bleed	Bled	Bled	Bleeds	Bleeding
Blow	Blew	Blown	Blows	Blowing
Break	Broke	Broken	Breaks	Breaking
Breed	Bred	Bred	Breeds	Breeding
Bring	Brought	Brought	Brings	Bring ng
Broadcast	Broadcast/ Broadcasted	Broadcast/ Broadcasted	Broad- casts	Broadcasting
Build	Built	Built	Builds	Building
Burn	Burnt/Burned	Burnt/Burned	Burns	Burning
Burst	Burst	Burst	Bursts	Bursting
Bust	Bust	Bust	Busts	Busting
Buy	Bought	Bought	Buys	Buying
Cast	Cast	Cast	Casts	Casting
Catch	Caught	Caught	Catches	Catching
Choose	Chose	Chosen	Chooses	Choosing

Clap	Clapped/Clapt	Clapped/Clapt	Claps	Clapping
Cling	Clung	Clung	Clings	Clinging
Clothe	Clad/Clothed	Clad/Clothed	Clothes	Clothing
Come	Came	Come	Comes	Coming
Cost	Cost	Cost	Costs	Costing
Creep	Crept	Crept	Creeps	Creeping
Cut	Cut	Cut	Cuts	Cutting
Dare	Dared/Durst	Dared	Dares	Daring
Deal	Dealt	Dealt	Deals	Dealing
Dig	Dug	Dug	Digs	Digging
Dive	Dived/Dove	Dived	Dives	Diving
Do	Did	Done	Does	Doing
Draw	Drew	Drawn	Draws	Drawing
Dream	Dreamt/ Dreamed	Dreamt/Dreamed	Dreams	Dreaming
Drink	Drank	Drunk	Drinks	Drinking
Drive	Drove	Driven	Drives	Driving
Dwell	Dwelt	Dwelt.	Dwells	Dwelling
Eat	Ate	Eaten	Eats	Eating
Fall	Fell	Fallen	Falls	Falling
Feed	Fed	Fed	Feeds	Feeding
Feel	Felt	Felt	Feels	Feeling
Fight	Fought	Fought	Fights	Fighting
Find	Found	Found	Finds	Finding
Fit	Fit/Fitted	Fit/Fitted	Fits	Fitting
Flee	Fled	Fled	Flees	Fleeing
Fling	Flung	Flung	Flings	Flinging
Fly	Flew	Flown	Flies	Flying
Forbid	Forbade/ Forbad	Forbidden	Forbids	Forbidding
Forecast	Forecast/ Forecasted	Forecast/ Forecasted	Forecasts	Forecasting
Foresee	Foresaw	Foreseen	Foresees	Foreseeing
Foretell	Foretold	Foretold	Foretells	Foretelling
Forget	Forgot	Forgotten	Forgets	Forgetting
Forgive	Forgave	Forgiven	Forgives	Forgiving
Forsake	Forsook	Forsaken	Forsakes	Forsaking

Freeze	Froze	Frozen	Freezes	Freezing
Frostbite	Frostbit	Frostbitten	Frostbites	Frostbiting
Get	Got	Got/Gotten	Gets	Getting
Give	Gave	Given	Gives	Giving
Go	Went	Gone/Been	Goes	Going
Grind	Ground	Ground	Grinds	Grinding
Grow	Grew	Grown	Grows	Growing
Handwrite	Handwrote	Handwritten	Hand- writes	Handwriting
Hang	Hung/Hanged	Hung/Hanged	Hangs	Hanging
Have	Had	Had	Has	Having
Hear	Heard	Heard	Hears	Hearing
Hide	Hid	Hidden	Hides	Hiding
Hit	Hit	Hit	Hits	Hitting
Hold	Held	Held	Holds	Holding
Hurt	Hurt	Hurt	Hurts	Hurting
Inlay	Inlaid	Inlaid	Inlays	Inlaying
Input	Input/Inputted	Input/Inputted	Inputs	Inputting
Interlay	Interlaid	Interlaid	Interlays	Interlaying
Keep	Kept	Kept	Keeps	Keeping
Kneel	Knelt/Kneeled	Knelt/Kneeled	Kneels	Kneeling
Knit	Knit/Knitted	Knit/Knitted	Knits	Knitting
Know	Knew	Known	Knows	Knowing
Lay	Laid	Laid	Lays	laying
Lead	Led	Led	Leads	Leading
Lean	Leant/Leaned	Leant/Leaned	Leans	Leaning
Leap	Leapt/Leaped	Leapt/Leaped	Leaps	Leaping
Learn	Learnt/Learned	Learnt/Learned	Learns	Learning
Leave	Left	Left	Leaves	Leaving
Lend	Lent	Lent	Lends	Lending
Let	Let	Let	Lets	Letting
Lie	Lay	Lain	Lies	Lying
Light	Lit	Lit	Lights	Lighting
Lose	Lost	Lost	Loses	Losing
Make	Made	Made	Makes	Making
Mean	Meant	Meant	Means	Meaning

Meet	Met	Met	Meets	Meeting
Melt	Melted	Melten/Melted	Melts	Melting
Mislead	Misled	Misled	Misleads	Misleading
Mistake	Mistook	Mistaken	Mistake	Mistaking
Mis- understand	Misunderstood	Misunderstood	Misunder- stands	Misunder- standing
Miswed	Miswed/ Miswedded	Miswed/ Miswedded	Misweds	Miswedding
Mow	Mowed	Mown	Mows	Mowing
Overdraw	Overdrew	Overdrawn	Over- draws	Overdrawing
Overhear	Overheard	Overheard	Over- hears	Overhearing
Overtake	Overtook	Overtaken	Overtakes	Overtaking
Pay	Paid	Paid	Pays	Paying
Preset	Preset	Preset	Prests	Presetting
Prove	Proved	Proven/Proved	Proves	Proving
Put	Put	Put	Puts	Putting
Quit	Quit	Quit	Quits	Quitting
Re-prove	Re-proved	Re-proven/ Re-proved	Re- proves	Re-proving
Read	Read	Read	Reads	Reading
Rid	Rid/Ridged	Rid/Ridged	Rids	Ridding
Ride	Rode	Ridden	Rides	Riding
Ring	Rang	Rung	Rings	Ringing
Rise	Rose	Risen	Rises	Rising
Rive	Rived	Riven/Rived	Rives	Riving
Run	Ran _	Run	Runs	Running
Saw	Sawed	Sawn/Sawed	Saws	Sawing
Say	Said	Said	Says	Saying
See	Saw	Seen	Sees	Seeing
Seek	Sought	Sought	Seeks	Seeking
Sell	Sold	Sold	Sells	Selling
Send	Sent	Sent	Sends	Sending
Set	Set	Set	Sets	Setting
Sew	Sewed	Sewn/Sewed	Sews	Sewing
Shake	Shook	Shaken	Shakes	Shaking

Shave	Shaved	Shaven/Shaved	Shaves	Shaving
Shear	Shore/Sheared	Shorn/Sheared	Shears	Shearing
Shed	Shed	Shed	Sheds	Shedding
Shine	Shone	Shone	Shines	Shining
Shoe	Shod	Shod	Shoes	Shoeing
Shoot	Shot	Shot	Shoots	Shoeing
Show	Showed	Shown	Shows	Showing
Shrink	Shrank	Shrunk	Shrinks	Shrinking
Shut	Shut	Shut	Shuts	Shutting
Sing	Sang	Sung	Sings	Singing
Sink	Sank	Sunk	Sinks	Sinking
Sit	Sat	Sat	Sits	Sitting
Slay	Slew	Slain	Slays	Staying
Sleep	Slept	Slept	Sleeps	Steeping
Slide	Slid	Slid/Slidden	Slides	Siring
Sling	Slung	Slung	Slings	Shnging
Slink	Slunk	Slunk	Slinks	Slinking
Slit	Slit	Slit	Slits	Slitting
Smell	Smelt/Smelled	Smelt/Smelled	Smells	Smelling
Sneak	Sneaked/Snuck	Sneaked/Snuck	Sneaks	Sneaking
Soothsay	Soothsaid	Soothsaid	Soothsays	Soothsaying
Sow	Sowed	Sown	Sows	Sowing
Speak	Spoke	Spoken	Speaks	Speaking
Speed	Sped/Speeded	Sped/Speeded	Speeds	Speeding
Spell	Spelt/Spelled	Spelt/Spelled	Spells	Spelling
Spend	Spent	Spent	Spends	Spending
Spill	Spilt/Spilled	Spilt/Spilled	Spills	Spilling
Spin	Span/Spun	Spun	Spins	Spinning
Spit	Spat/Spit	Spat/Spit	Spits	Spitting
Split	Split	Split	Splits	Splitting
Spoil	Spoilt/Spoiled	Spoilt/Spoiled	Spoils	Spoiling
Spread	Spread	Spread	Spreads	Spreading
Spring	Sprang	Sprung	Springs	Springing
Stand	Stood	Stood	Stands	Standing
Steal	Stole	Stolen	Steals	Stealing

Stick	Stuck	Stuck	Sticks	Sticking
Sting	Stung	Stung	Stings	Stinging
Stink	Stank	Stunk	Stinks	Stinking
Stride	Strode/Strided	Stridden	Strides	Striding
Strike	Struck	Struck/Stricken	Strikes	Striking
String	Strung	Strung	Strings	Stringing
Strip	Stript/Stripped	Stript/Stripped	Strips	Stripping
Strive	Strove	Striven	Strives	Striving
Sublet	Sublet	Sublet	Sublets	Subletting
Sunburn	Sunburned/ Sunburnt	Sunburned/ Sunburnt	Sunburns	Sunburning
Swear	Swore	Sworn	Swears	Swearing
Sweat	Sweat/Sweated	Sweat/Sweated	Sweats	Sweating
Sweep	Swept/Sweaped	Swept/Sweaped	Sweeps	Sweeping
Swell	Swelled	Swollen	Swells	Swelling
Swim	Swam	Swum	Swims	Swimming
Swing	Swung	Swung	Swings	Swinging
Take	Took	Taken	Takes	Taking
Teach	Taught	Taught	Teaches	Teaching
Tear	Tore	Tom	Tears	Tearing
Tell	Told	ToJd	Tells	Telling
Think	Thought	Thought	Thinks	Thinking
Thrive	Throve/ Thrived	Throvn	Thrives	Thriving
Throw	Threw	Thrown	Throws	Throwng
Thrust	Thrust	Thrust	Thrusts	Thrusting
Tread	Trod	Trodden	Treads	Treading
Undergo	Underwent	Undergone	Under- goes	Undergoing
Understand	Understood	Understood	Under- stands	Understanding
Undertake	Undertook	Undertaken	Under- takes	Undertaking
Upset	Upset	Upset	Upsets	Upsetting
Vex	Vext/Vexed	Vext/Vexed	Vexes	Vexing
Wake	Woke	Woken	Wakes	Waking
Wear	Wore	Worn	Wears	Wearing

Weave	Wove	Woven	Weaves	Weaving
Wed	Wed/Wedded	Wed/Wedded	Weds	Weeding
Weep	Wept	Wept	Weeps	Weeping
Wend	Wended/Went	Wended/Went	Wends	Wending
Wet	Wet/Wetted	Wet/Wetted	Wets	Wetting
Win	Won	Won	Wins	Winning
Wind	Wound	Wound	Winds	Winding
Withdraw	Withdrew	Withdrawn	With- draws	Withdrawing
Withhold	Withheld	Withheld	With- holds	Withholding
Withstand	Withstood	Withstood	With- stands	Withstanding
Wring	Wrung	Wrung	Wrings	Wringing
Write	Wrote	Written	Writes	Writing
Zinc	Zinced/Zincked	Zinced/Zincked	Zincs	Zincking

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Навчальне видання

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