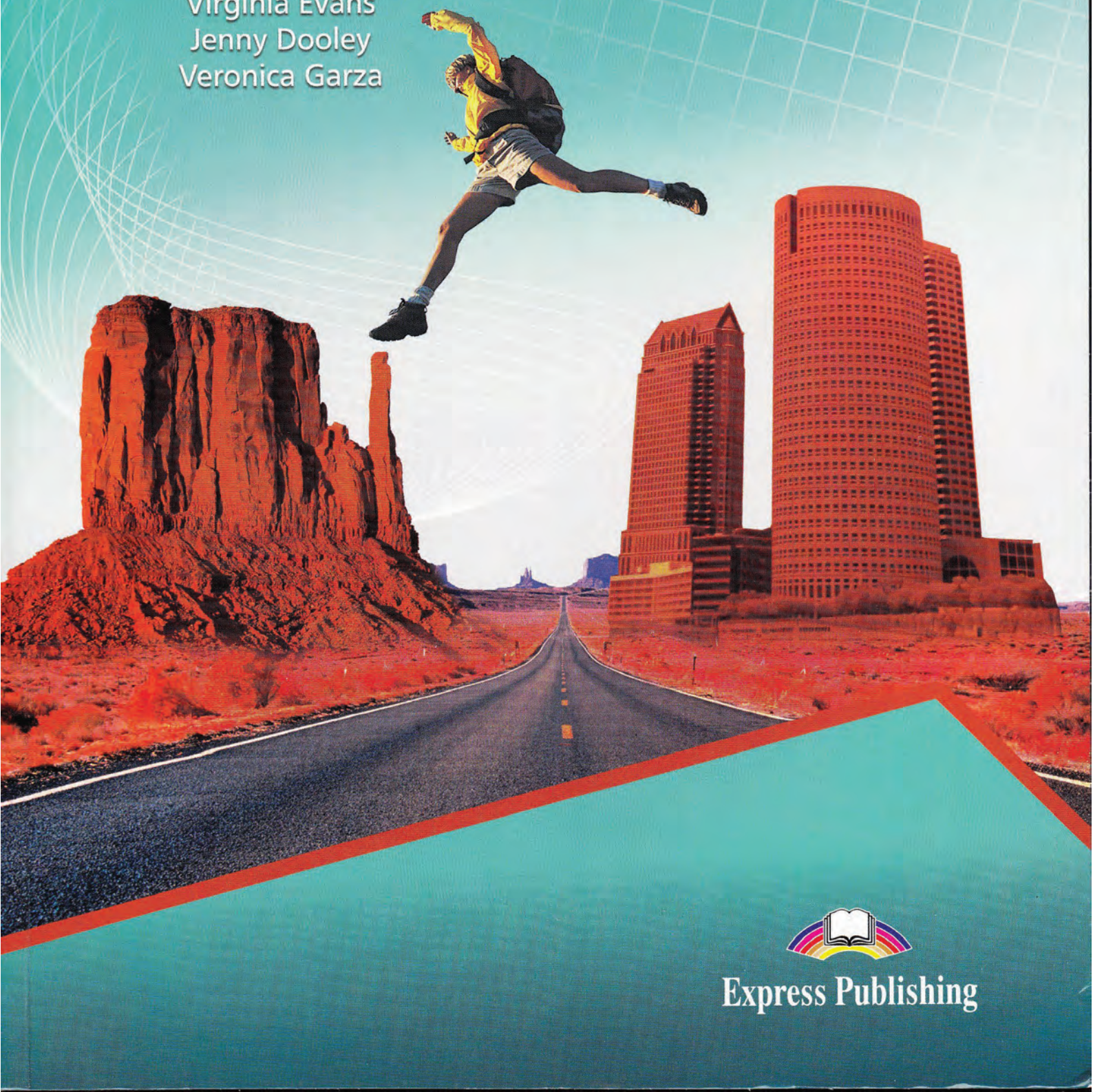
CAREER PATHS

Tourism

Virginia Evans
Jenny Dooley
Veronica Garza



Express Publishing

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Book 1

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1 About your guest


1 for a conference


2 on business

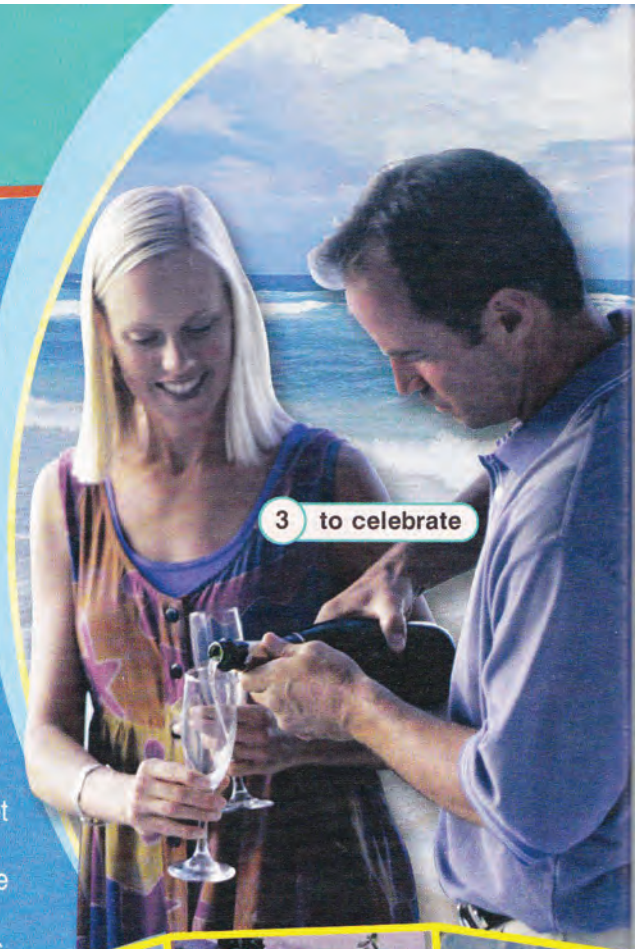
Tourism Today Vol. 43, No. 1

Business or Leisure?

Get to Know Three Different Types of Travelers

People travel for many reasons. Some **guests** go to places **on business**. They are **business travelers**. They go to **conferences** or meetings. Business travelers are very busy during their **trip**. Other people travel for **leisure**. They are **holidaymakers** or **vacationers**. During their holiday, they like to relax.

They also like to see new places. Sometimes people travel to **celebrate**. For example, some couples travel after they get married. This kind of trip is called a honeymoon. People on their honeymoon are honeymooners. They like **romantic** places. What are other reasons that people travel?


3 to celebrate


4 to relax


5 for one's honeymoon


6 for leisure

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people travel?
2 What do they do on holiday?

Reading

2 Listen and read the article from a magazine for workers in tourism, and then choose the correct answers.

1 What is the main idea of the passage?
- A how to plan a honeymoon
- B places for business conferences
- C why people go on honeymoons
- D reasons that people travel

2 After getting married, a couple goes ____.
- A on business
- B on a honeymoon
- C to a conference
- D for leisure

3 Ms. Jong travels to go to a sales conference. What is probably true about her?
- A She got married recently.
- B She wants to relax during the trip.
- C She is a business traveler.
- D She enjoys romantic places.

Vocabulary

3 Complete the sentences. Fill in the blanks with the correct words from the word bank.

WORD BANK

celebrate leisure relax honeymoon romantic trip holiday business traveler

1 The couple had a _____ dinner at an ocean-front restaurant.
2 Ms. Hays isn't in the office; she is on a business _____.
3 The office threw a party to _____ Jack's birthday.
4 Rosa is on _____ at the beach.
5 After getting married, Jerry and Mila went to Barcelona for their _____.
6 The _____ attended several meetings during his trip.
7 Mr. Quail does not want to think about work; he only wants to _____.
8 Gregory traveled for _____ and relaxed on his holiday.

4 **Choose the answer that has the same meaning as the underlined word.**

1 holidaymaker
A trip B vacationer C leisure

2 conference
A meeting B honeymoon C trip

3 vacation
A meeting B holiday
C business traveler

5 🎧 **Listen and read the article again. What three types of travelers are there?**

Listening

6 🎧 **Listen to a conversation between a guest and a hotel worker at the Luxe Hotel. Then answer the questions.**

1 What is the woman's home country?
A Germany C England
B America D Spain

2 The woman is in Berlin ___.
A for her honeymoon
B on business
C to celebrate
D on holiday

7 🎧 **Listen again. Fill in the blanks.**

Worker: Good evening, ma'am. 1 _____ to the Luxe Hotel.
Guest: Hello.
Worker: Is this your 2 _____ _____ in Berlin?
Guest: Yes. I'm very happy to be here.
Worker: 3 _____ are you visiting from?
Guest: I'm from the 4 _____ _____.
Worker: I see. And what 5 _____ you to Germany?
Guest: I'm here 6 _____ _____. I'm going to a conference.

Speaking

8 **With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Where are you visiting from?
Where are you from?
What brings you to this country?

Student A: You are the worker at the Luxe Hotel. Ask Student B questions to find out:
- home country
- hometown
- reasons for travel

Student B: You are a guest at the Luxe Hotel. Answer Student A's questions. Create personal information about yourself.

Writing

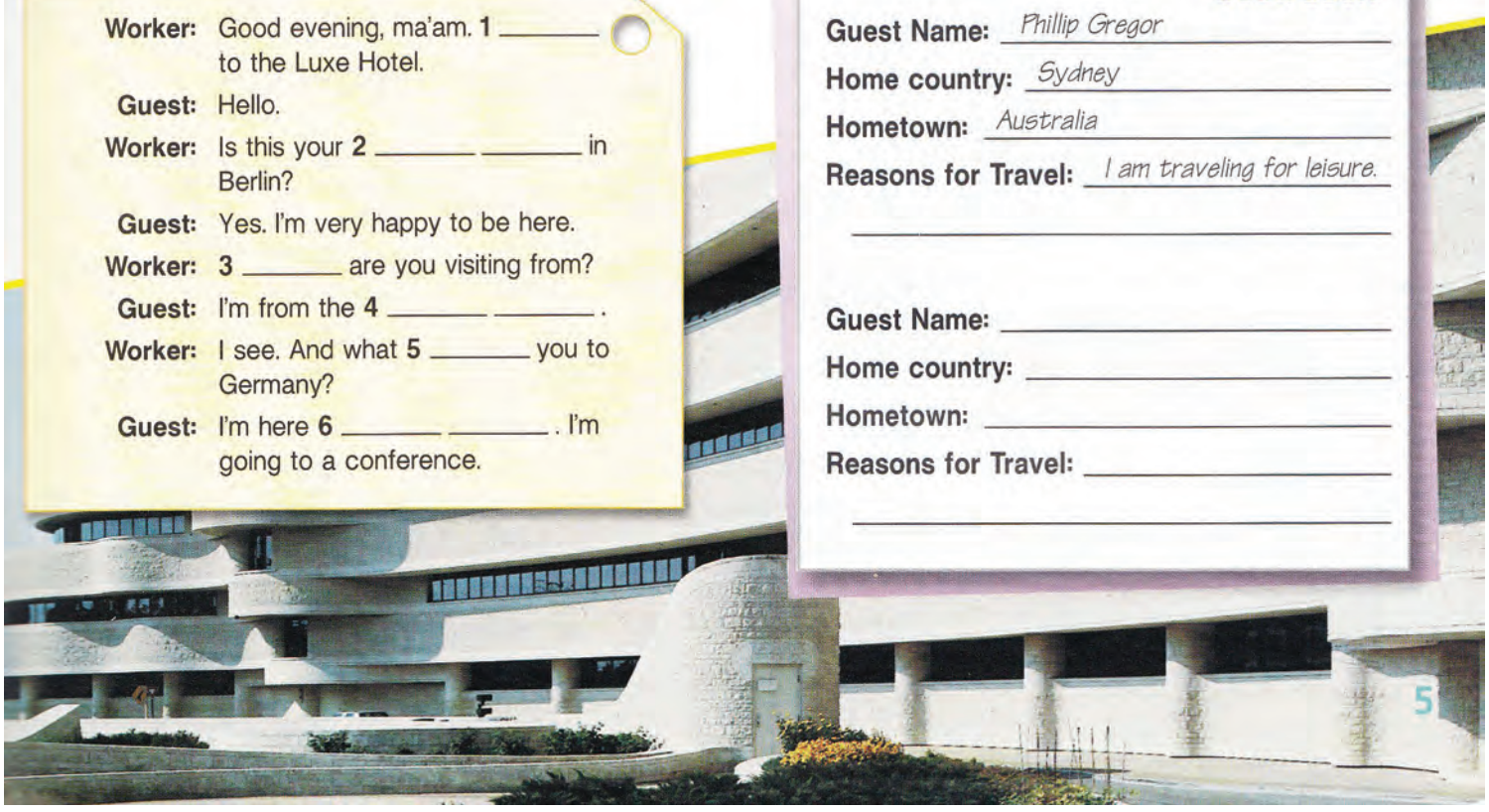
9 **Use the dialogue in Task 8 to fill in the information about your partner.**

Luxe Hotel

Guest Book

Guest Name: *Phillip Gregor*
Home country: *Sydney*
Hometown: *Australia*
Reasons for Travel: *I am traveling for leisure.*

Guest Name: _____
Home country: _____
Hometown: _____
Reasons for Travel: _____



2 On the phone

Get ready!

1 Before you read the passage, talk about these questions.

1 Why does a business need a telephone service?

2 Name the duties of a telephone operator.





Now Hiring: PBX Operators

Are you **professional** and **courteous**? Do you want to help people? Then join the team at the Luxe Hotel. We want to hire **PBX operators**. Operators have the following duties:

- answer and greet **incoming** callers
- **direct** and **transfer** calls
- ask callers to **hold** on the **line**
- **connect** callers with different departments

Every day, PBX operators help many callers. Operators help callers book rooms or get in contact with guests. You do not need experience for this job. We train you to use the PBX system. For more information, please call Janie Kemp at 891-2321.







Reading

2 Listen and read an advertisement in the job section of a newspaper, and then choose the correct answers.

1 What is the advertisement about?
- **A** A new hotel in town
- **B** An available job
- **C** A telephone operator
- **D** A new telephone system

2 Which of the following is NOT a duty of a PBX operator?
- **A** Answer calls
- **B** Put callers on hold
- **C** Tell callers about the job
- **D** Connect callers with guests

3 What is probably true about people who get the job?
- **A** They use many different computers at work.
- **B** The hotel teaches them to use the PBX.
- **C** They work from home sometimes.
- **D** They work for Janie Kemp.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 __ operator
2 __ transfer
3 __ line
4 __ courteous
5 __ connect
6 __ professional
7 __ incoming

- **A** being skilled and talented
- **B** a telephone connection
- **C** being polite and nice
- **D** to let a caller communicate with someone else
- **E** to move a call to another telephone
- **F** a telephone worker
- **G** a phone call that comes into a place from somewhere else

4 Check (✓) the response that answers the question.

1 Are you familiar with PBX systems?
- A ___ Yes, I'll take a message.
- B ___ I use it at work. I am an operator.

2 Please hold while I try to contact Mr. Peters.
- A ___ OK. I don't mind waiting.
- B ___ I'll place it on the shelf.

3 How may I direct your call?
- A ___ Yes, it was very interesting.
- B ___ May I speak to Mr. Johnson, please.

5 Listen and read the text. How many duties do operators have?

Listening

6 Listen to a conversation between a guest and a PBX operator. Then answer the questions.

1 What does Rhonda do for the caller?
- A She gives him directions to the hotel.
- B She holds on the line for him.
- C She transfers him to Ms. Kemp's office.
- D She tells him about the operator job.

2 What is probably true about the caller?
- A He wants the operator job.
- B He works as an operator, too.
- C He does not read the newspaper.
- D He is a guest in the hotel.

7 Listen again. Fill in the blanks.

PBX Operator: Thank you for calling the Luxe Hotel. This is Rhonda. How may I **1** _____ _____ _____?

Caller: Good **2** _____. I'm calling about an ad in the newspaper.

PBX Operator: Do you want to know about the operator job?

Caller: That's right. I want that **3** _____. Who can I speak to about that?

PBX Operator: You need to talk to Janie Kemp. She's the **4** _____ of the department.

Caller: Okay. Could you please **5** _____ me to Ms. Kemp's office?

PBX Operator: Certainly. Please **6** _____.

Caller: Thank you. You are very helpful.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

How may I direct your call?

I'm calling about...

Could you please transfer me to ...?

Student A: You are the operator. You get a phone call from Student B.
- Answer the call
- Greet the caller
- Direct Student B's call

Student B: You are the caller. Tell Student A
- what the call is about
- who you want to speak to

Writing

9 Use the dialogue in Task 8 to write the information in the hotel's call log.

PBX Department Call Log

Call Time: 9:52 AM **About:** PBX job

Action Taken: I put the caller on hold and then I transferred the call

Call Time: _____ **About:** _____

Action Taken: _____

_____

Call Time: _____ **About:** _____

Action Taken: _____

_____

Luxe Hotel

3 Types of restaurants


1 vegetarian


2 drive-through service


3 fast food

Choosing a Restaurant

Most cities have hundreds of restaurants, so travelers have many options. **Fast food** restaurants are good for people who don't have a lot of time. These restaurants make your food very quickly and some even have **drive-through** service. A **family restaurant** usually has **table service**. Here the waitstaff takes your order and brings your food to you. A **steakhouse** is another type of restaurant. It offers many **cuts** of meat. Restaurants serve different types of **cuisines**. For example, Indian cuisine has a lot of **vegetarian** dishes. Before you choose a restaurant, look at a guide that contains **ratings**. A restaurant with better food and service receives more stars. ★★★★★

Eat Well Restaurant 10


4 family restaurant


6 steakhouse


5 table service

Get ready!

1 Before you read the passage, talk about these questions.

1 What type of restaurant do you like most?
2 What type of cuisine do you like?

Reading

2 a) Listen and read this article from a restaurant guide for holidaymakers. How many types of restaurants does it mention?

b) Read and mark the following statements as true (T) or false (F).

1 __ Fast food restaurants offer food for people who don't eat meat.
2 __ A restaurant with a high rating has good service and food.
3 __ Steakhouses often have drive-through service.

Vocabulary

3 Read the paraphrase of the passage. Fill in the blanks using words from the word bank.

WORD BANK

vegetarian ratings table service fast food

There are many different types of restaurants. One type is a _____ restaurant. It usually offers drive-through service. A family restaurant is another type. It has _____ . Restaurants have different cuisines. Indian cuisine has _____ dishes. Restaurant guides give restaurants _____ . A very good restaurant gets a high rating.

4 Match the words (1-6) with the definitions (A-F).

1 __ family restaurant
2 __ steakhouse
3 __ waitstaff
4 __ drive-through
5 __ cuts
6 __ cuisine

A a restaurant that serves different types of meat
B a restaurant that welcomes children and adults
C different types of meat
D restaurant workers who serve customers
E a type of restaurant service in which customers receive their food in their car
F the style of food from a place

Listening

5 **Listen to a conversation between two holidaymakers. Then answer the questions.**

1 What are the speakers talking about?

- **A** where to eat a meal
- **B** a guide to rating a restaurant
- **C** a description of the local cuisine
- **D** when the best eating time is

2 The man does not want to go to the fast-food restaurant because it ...

- **A** has poor service.
- **B** has a low rating.
- **C** doesn't serve vegetarian food.
- **D** is not nearby.

6 **Listen again. Fill in the blanks.**

Holidaymaker 1: Let's get something to eat. I'm **1** _____.

Holidaymaker 2: Me, too. Where do you want to eat?

Holidaymaker 1: There's a **2** _____ _____ _____ across the street. It's called JT's Burger Place. What rating does the guide give it?

Holidaymaker 2: It only got one **3** _____. How about Grandma's Family Kitchen? It's a family restaurant.

Holidaymaker 1: That sounds good. But does it serve **4** _____ food? What does the guide say?

Holidaymaker 2: It does, and it got a four-star **5** _____. Do you want to go?

Holidaymaker 1: Yes. We can get fast food at **6** _____. I want to try something different.

Holidaymaker 2: Wonderful! Let's try the **7** _____ _____.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Where do you want to eat?
What rating does the guide give it?
What does the guide say?

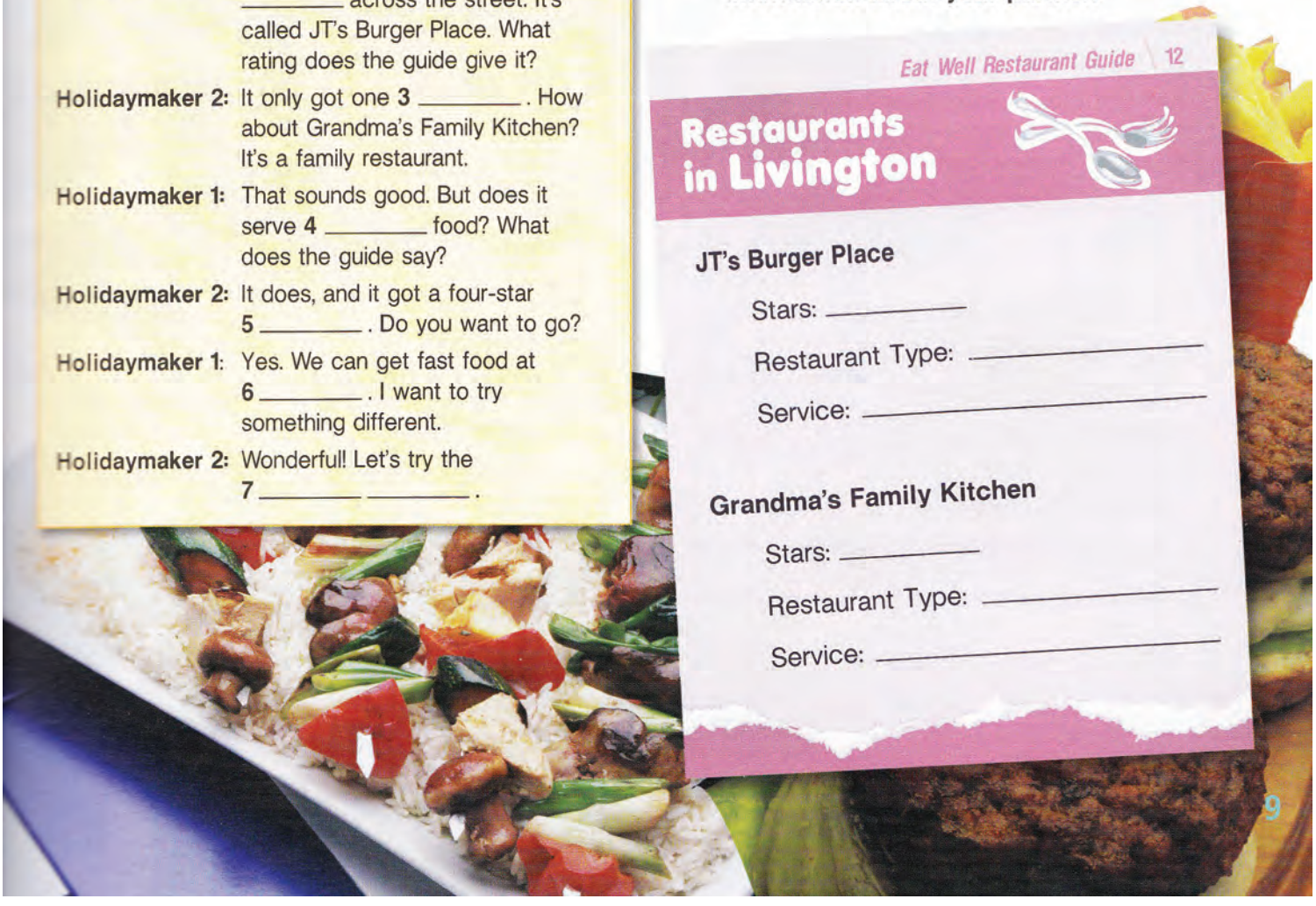
Student A: You are a hungry holidaymaker. Ask Student B questions to find out:

- what type of restaurant he or she likes
- what type of cuisine he or she wants
- what rating the restaurant received

Student B: You are a hungry holidaymaker. Answer Student A's questions.

Writing

8 **Use the dialogue in Task 7 to fill in the information about your partner.**



Eat Well Restaurant Guide 12

Restaurants in Livington

JT's Burger Place

Stars: _____

Restaurant Type: _____

Service: _____

Grandma's Family Kitchen

Stars: _____

Restaurant Type: _____

Service: _____

4 Lodging

Get ready!

1 Before you read the passage, talk about these questions.

1 Where do tourists stay during trips?

2 Think of a place that you stayed at during a trip. Why did you stay there?

Lodging in BELLEVIEW

There are many activities for visitors to Belleview, including shopping, sight-seeing and fishing. But where do visitors sleep?

Some visitors enjoy the outdoors. They **pitch tents** and go **camping** at a **campsite**. Or they stay in lakeside **cabins**. Tourists on a budget stay in our **youth hostel**. We also offer **budget hotels** and **motels**. Both have very high **star ratings**. The local **bed and breakfast** is comfortable and cozy. It's perfect for a **romantic getaway**. Some holidaymakers want to relax. They like to stay at our **resort**. A nature-friendly **eco-resort** is also available.


1 campsite


2 cabin


3 youth hostel


4 budget hotel



5 motel


6 bed and breakfast


7 resort


8 eco-resort

Reading

2 Listen and read a brochure from the city tourism board. How many types of building does it mention? Choose the correct answers.

1 What is the passage mostly about?

A the difference between resorts and eco-resorts

B where to stay on a budget

C different places for visitors to stay

D a description of a resort

2 According to the passage, where can tourists on a budget stay?

A a lakeside cabin

B a bed and breakfast

C an eco-resort

D a youth hostel

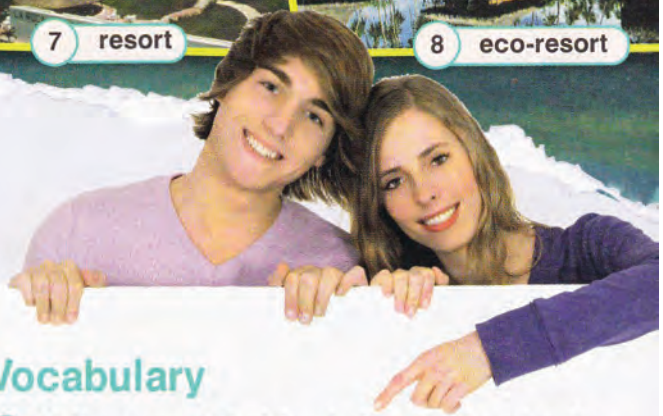
3 What is probably true about a man who rents a cabin?

A He wants to be around other people.

B He enjoys the outdoors.

C He has never stayed at a resort.

D He is on a romantic getaway.



Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 The family visits the mountains and rents a <u>log house</u>. _ _ b _ n

2 The French Riviera has many <u>places for resting and relaxing</u>. _ e _ o _ _ s

3 Elizabeth is on a budget. She rents a room in a <u>roadside hotel</u>. m _ _ e _

4 Many vacationers stay at <u>nature-friendly places</u>. _ c _ - r _ _ _ r _ s

5 Frank likes nature. He stays at <u>a place to put up a tent</u>. c _ _ p _ _ t _

5 At the airport

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some different places in the airport?

2 What do people do while they wait at the airport?







Finding Your Way in an Airport

An airport is a confusing place. Many people **fly in** from other cities and they enter through the **arrivals** terminal. Then, they pick up their bags at the **baggage claim**.

Other **passengers** use the **departures terminal** to fly out from the airport. First, they check in. Then, they pass a security screening. Sometimes, a **security screening** takes a long time.

Some people get hungry at the airport, so they eat at the **food court**. Others buy presents at the **duty-free shop**.

Each plane departs from a specific **gate**. All passengers check their **boarding passes** for the gate number. Some people arrive early at the gate. It is before the **boarding time** and they relax in the **departure lounge**.

Explore Guide 14

Reading

2 Listen and read the article from a travel guide, and then mark the following statements as true (T) or false (F).

1 ___ A passenger is hungry so he buys food at the baggage claim.

2 ___ Passengers always pass through the security screening quickly.

3 ___ The boarding pass shows the gate number.

Vocabulary

3 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ A A man wants to buy food so he goes to the <u>arrivals terminal</u>.

___ B The passengers at the <u>departure lounge</u> are relaxing.

2 ___ A To leave a city, a man uses the <u>departure terminal</u>.

___ B A couple buys gifts. They are <u>checking in</u>.

3 ___ A Alison talks to another <u>passenger</u> on the plane.

___ B Andrew picks up his baggage at the <u>gate</u>.

4 Complete the sentences. Fill in the blanks with the correct words from the word bank.

WORD BANK

food court baggage claim
security screening boarding time
flies in gate duty-free shop

1 Lisa buys a gift for her mother at the _____.

2 Hailey and John look for their bags at the _____.

3 Samantha's plane leaves from _____ twenty-seven.

4 Michael is hungry so he buys food at the _____.

5 Lily goes to her gate because it is almost _____.

6 Meredith waits at the arrivals terminal when her mother _____ from Berlin.

7 Mary and Chris take a long time to pass through the _____.

5 🎧 **Listen and read. How many types of terminal are there?**

Listening

6 🎧 **Listen to a conversation between a traveler and an airport employee. Then answer the questions.**

1 Why does the security screening take a long time?

- **A** some passengers need to check-in
- **B** airport workers want to keep everyone safe
- **C** passengers need to eat before the screening
- **D** airport workers are not sure what to do

2 What does the passenger probably do next?

- **A** go to the gate
- **B** go to the food court
- **C** check-in
- **D** board the plane

7 🎧 **Listen again. Fill in the blanks.**

Traveler: Excuse me. Do you 1 _____ here?

Airport Employee: Yes. How can I 2 _____ you?

Traveler: I have a 3 _____ to Barcelona today. But I'm not sure what to do.

Airport Employee: Well, first, you have to 4 _____-_____. Then, you have to go through the security screening.

Traveler: Does the 5 _____ take a long time?

Airport Employee: Sometimes. The 6 _____ _____ check all of the passengers. They don't want to let anything dangerous on the plane.

Traveler: Then where do I go?

Airport Employee: On your boarding pass, there's a 7 _____ _____. Your plane leaves from that departure gate. Get there before the 8 _____ _____.

Speaking

8 **With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Do you work here?

First, you have to ...

Then where do I go?

Student A: You are a traveler and you are at the airport. Ask Student B questions about:

- His or her job
- Where to go in the airport
- Where to find gate information

Student B: You are an airport worker. Answer Student A's questions.

Writing

9 **Use the dialogue in Task 8 to write instructions to passengers departing from the airport.**



Don't Get Lost!

How to Get To Your Airplane

1 First, _____

2 Next, _____

3 Shop or eat at the _____

4 Look at your boarding pass to find your

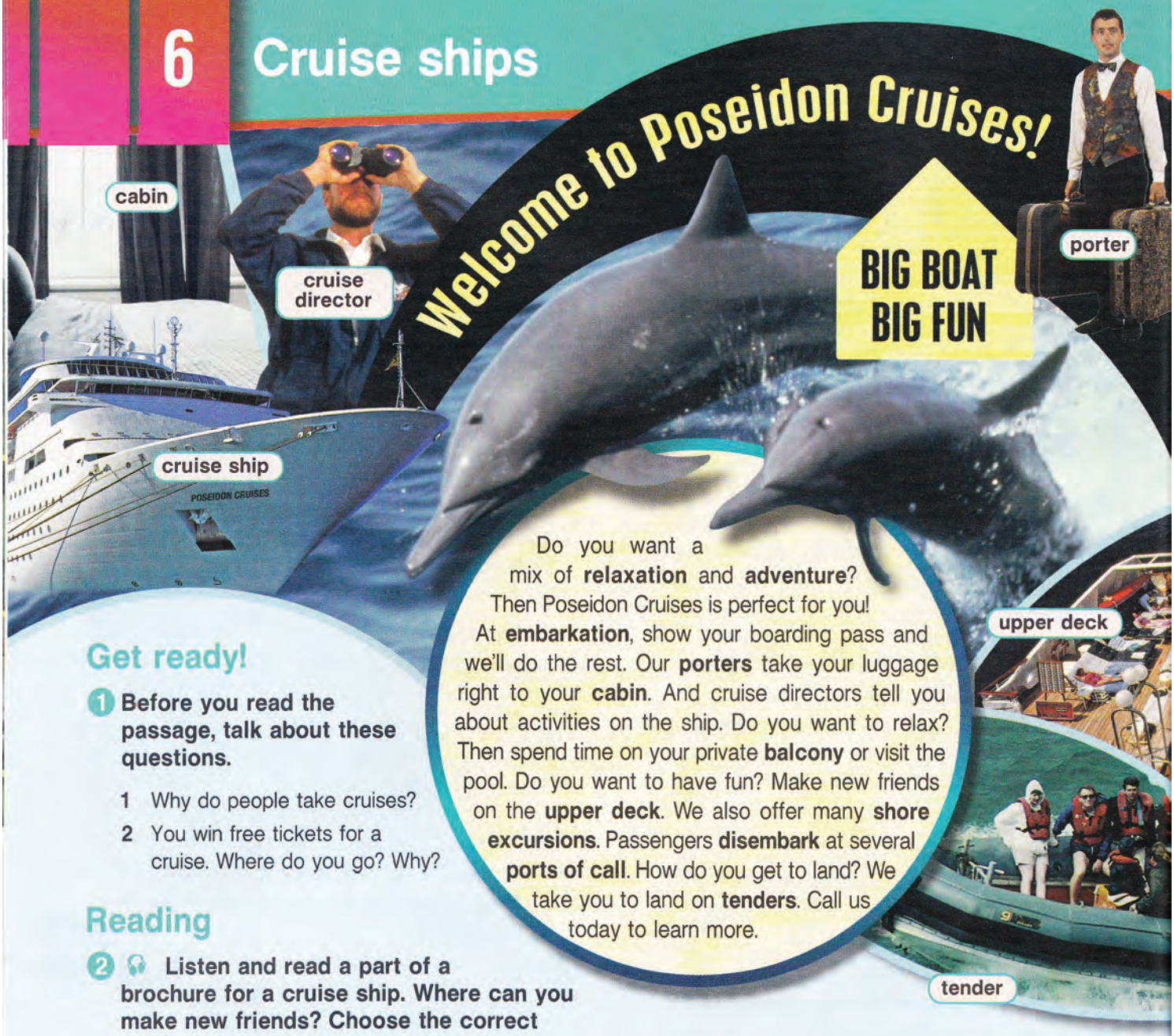
_____

_____

_____

5 Wait in the _____

6 Cruise ships



Do you want a mix of **relaxation** and **adventure**? Then Poseidon Cruises is perfect for you! At **embarkation**, show your boarding pass and we'll do the rest. Our **porters** take your luggage right to your **cabin**. And cruise directors tell you about activities on the ship. Do you want to relax? Then spend time on your private **balcony** or visit the pool. Do you want to have fun? Make new friends on the **upper deck**. We also offer many **shore excursions**. Passengers **disembark** at several **ports of call**. How do you get to land? We take you to land on **tenders**. Call us today to learn more.

Get ready!

1 Before you read the passage, talk about these questions.

1 Why do people take cruises?
2 You win free tickets for a cruise. Where do you go? Why?

Reading

2 Listen and read a part of a brochure for a cruise ship. Where can you make new friends? Choose the correct answers.

1 What does the brochure mainly talk about?
- A how to buy a cruise ship ticket
- B the types of rooms available on a ship
- C the fun parts of traveling on a cruise ship
- D why cruise ships are good for families

2 One of the porter's duties is to ...
- A pack your luggage.
- B put your bags in your room.
- C inform about activities on the ship.
- D help passengers get on tenders.

3 According to the passage, what does a person do on the upper deck?
- A visit the pool
- B get on a tender
- C have lunch
- D meet people

Vocabulary

3 Read the sentence pairs. Choose where the words best fit in the blanks.

1 relaxation / adventure
Mick does not want a lot of activity. He wants _____ during his holiday.
Rita climbs a mountain because she enjoys the _____ .

2 embarkation / shore excursion
Penny visits a new city. She is on a(n) _____ .
Oscar shows his ticket at _____ .

3 porter / cruise director
Ulysses is a _____ . He handles the passenger's luggage.
Miranda is a _____ . She tells passengers about activities.

4 Match the words (1-6) with the definitions (A-F).

1 __ cabin
2 __ balcony
3 __ upper deck
4 __ disembark
5 __ port of call
6 __ tenders

A to get off of a ship
B a place where ships stop
C the top part of a ship
D a room on a ship where passengers sleep
E small boats that take passengers from the cruise ship to land
F a small outdoor area that is attached to cabins

Listening

5 Listen to a cruise director make an announcement. Then answer the questions.

1 What does the cruise director talk about?
A a stop at a port of call
B a shore excursion
C things to do on the ship
D problems with the dining area

2 According to the announcement, what activity takes place at 10 am?
A games on the upper deck
B lunch in the dining room
C passengers watch a movie
D a play in the theater

6 Listen again. Fill in the blanks.

Cruise Director: Hello, ladies and **1** _____. Welcome to the Grande Dame. This is your **2** _____ _____. There are many activities on the Grande Dame today. At 10 am, join us on the **3** _____ _____ for games. Then we have lunch at **4** _____. At 2 pm, watch a movie at the ship theater. The theater is on **5** _____ _____. Finally, dinner is at 6 pm. The **6** _____ _____ is on Deck 10. Have a wonderful day on our cruise ship!

Speaking

7 With a partner, act out the roles below, based on the announcement from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

At 10 am, join us on the ... for ...
We have ... at 6 pm
The theater is on the Deck ...

Student A: You are a passenger on a cruise ship. Ask Student B about:
- activities on the ship
- times of the activities
- location of the activities

Student B: You are a cruise director on a cruise ship. Answer Student A's questions.

Writing

8 Use the conversation in Task 7 to fill out the schedule for the cruise ship.

Grande Dame
Schedule of Events for Monday

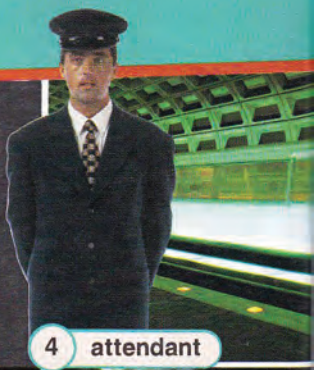
Time	Activity	Location
8:00 AM	Breakfast	Dining room
12:00 PM	Lunch	Dining Room

7 Train travel

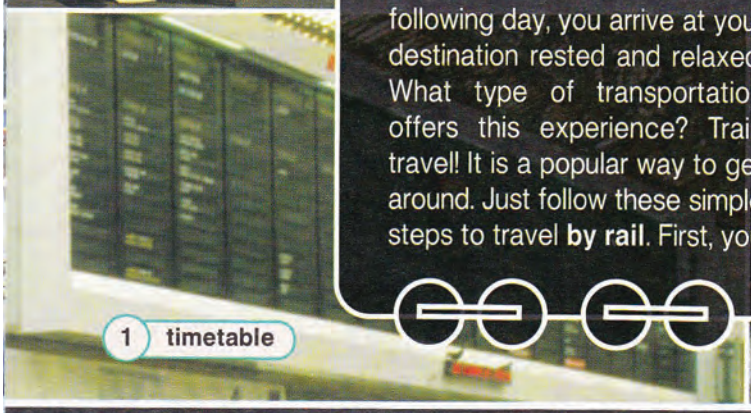


The Convenience of Trains

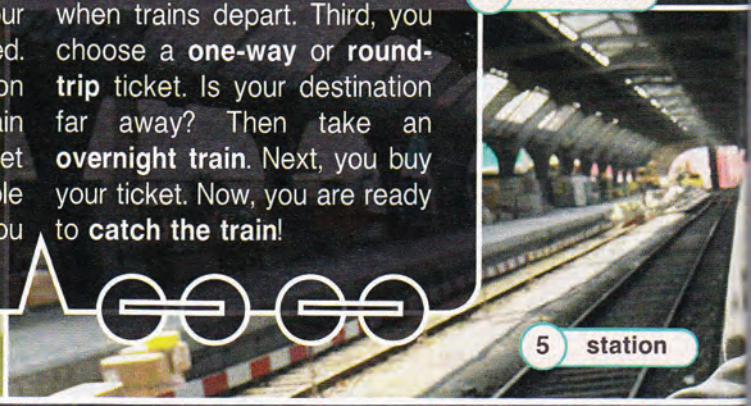
Imagine you are a traveler. You watch the beautiful **scenery** as you travel. At night, you sleep on a comfortable **berth**. The following day, you arrive at your destination rested and relaxed. What type of transportation offers this experience? Train travel! It is a popular way to get around. Just follow these simple steps to travel **by rail**. First, you go to the train **station** and you find a **ticket kiosk**. Next, an **attendant** helps you check the **timetable**. The timetable shows when trains depart. Third, you choose a **one-way** or **round-trip** ticket. Is your destination far away? Then take an **overnight train**. Next, you buy your ticket. Now, you are ready to **catch the train**!



4 attendant



1 timetable



5 station

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some different ways to travel?
2 Name different places in the train station.



3 catch the train



2 ticket kiosk

Reading

2 Listen and read the article from a magazine about train travel, and then choose the correct answers.

1 What is the passage mostly about?
- A the advantages of overnight trains
- B the instructions for buying a train ticket
- C the duties of a kiosk attendant
- D the costs of train travel

2 According to the passage, which is NOT true about train travel?
- A It is difficult to buy a train ticket.
- B It lets passengers enjoy the scenery.
- C Timetables have information about trains.
- D Overnight trains are expensive.

3 One job of a kiosk attendant is to ____.
- A keep the train station safe
- B carry a traveler's luggage
- C help travelers find train departure times
- D make sure the beds are ready for passengers

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ attendant
2 __ round-trip
3 __ timetable
4 __ station
5 __ berth
6 __ ticket kiosk

- A trains come and go from here
- B a type of bed that is on trains
- C a train station worker
- D the place to purchase rail tickets
- E a list that shows train departures and destinations
- F a type of ticket that lets a traveler take a train to and from a destination

4 Complete the sentences. Fill in the blanks with the correct word from the word bank.

WORD BANK

overnight train one-way by rail
catch the train scenery

1 I go to the train station and buy a ticket. I am ready to _____.
2 Hilary buys a ticket to Paris. It is a(n) _____ ticket.
3 We look out the window. We see the pretty _____.
4 Peter sleeps on the train during the night. He rides a(n) _____.
5 Roger likes to travel _____. He thinks it is fun.

5 Listen and read the article again. What different types of ticket can you buy?

Listening

6 Listen to a conversation between a traveler and a kiosk attendant. Then answer the questions.

1 Why does the man talk to the woman?
A He wants to know the time.
B He has a problem with his seat.
C He needs to purchase a ticket.
D He wants to change to a berth.

2 Which of the following is true according to the dialogue?
A The next train to Berlin leaves in the morning.
B The passenger sleeps on a berth.
C There are no overnight tickets available.
D The passenger buys a one-way ticket.

7 Listen again. Fill in the blanks.

Kiosk Attendant: 1 _____ _____. How may I help you?
Traveler: I want to catch the 2 _____ _____ to Berlin.
Kiosk Attendant: Okay. Let's 3 _____ the timetable. The next train is an overnight train.
Traveler: Are there any tickets left?
Kiosk Attendant: We only have 4 _____ left. There are no more berths available.
Traveler: That's fine. When does it 5 _____.
Kiosk Attendant: It leaves at 9 o'clock.
Traveler: Okay. Can I please have a 6 _____ _____ ticket?

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:
How may I help you?
Are there any tickets left?
When does the train leave?

Student A: You are the kiosk attendant. Answer Student B's questions. Tell him and her about:
- the times for departing trains
- the types of tickets available

Student B: You are the traveler. You want to buy a train ticket. Ask Student A questions to find:
- the types of tickets available
- the time the train departs

Make up a destination and the type of ticket you want.

Writing

9 Use the dialogue from Task 8 to fill in the spaces on the timetable.



Timetable for Monday Departures

Destination	Morning Departure Times	_____ Departure Times	Overnight Trains Available
_____	7:00, 9:45, 10:30	7:30, ____	_____
Paris	8:05, 9:05, 10:05	8:30, 10:00	Yes
Amsterdam	9:50, 10:45, 11:40	9:00, ____	No

5 🎧 **Listen and read the passage again. What are the disadvantages of traveling by bus?**

Listening

6 🎧 **Listen to a conversation between a passenger and a bus driver. Then answer the questions.**

1 Which of the following is true about the passenger?

A He is going to Rome.
B He is in a hurry.
C He needs to take the local route.
D He is waiting for an express route.

2 What will the passenger most likely do next?

A ask the coach driver a question
B look at the timetable
C check his boarding pass
D buy a ticket for the express route

7 🎧 **Listen again. Fill in the blanks.**

Passenger: Excuse me, are you the **1** _____?
Coach driver: Yes. How can I help you?
Passenger: I want to go to **2** _____. Does this bus go there?
Coach driver: No, this is a(n) **3** _____ _____ to Rome.
Passenger: So this bus doesn't make any **4** _____ at all?
Coach driver: No, it doesn't. It goes straight to Rome. But the **5** _____ route stops in Marino.
Passenger: How long does it take to **6** _____ in Marino?
Coach driver: I don't know for sure. There's a **7** _____ inside the **8** _____. You can find out there.
Passenger: Thanks. I'll do that.

Speaking

8 **With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

I want to go to ... Does this bus go there?
This is an express route.
How long does it take to arrive in ...?

Student A: You are a passenger trying to find the correct coach. Ask Student B questions to find out:

- destination
- type of route
- time of arrival

Create personal information about yourself and your travel plans.

Student B: You are a driver of a coach. Answer Student A's questions.

Create personal information about yourself.

Writing

9 **Use the conversation in Task 8 to fill in the information about your partner.**

RAPID COACH COMPANY

Boarding Pass

Coach Number: 569A

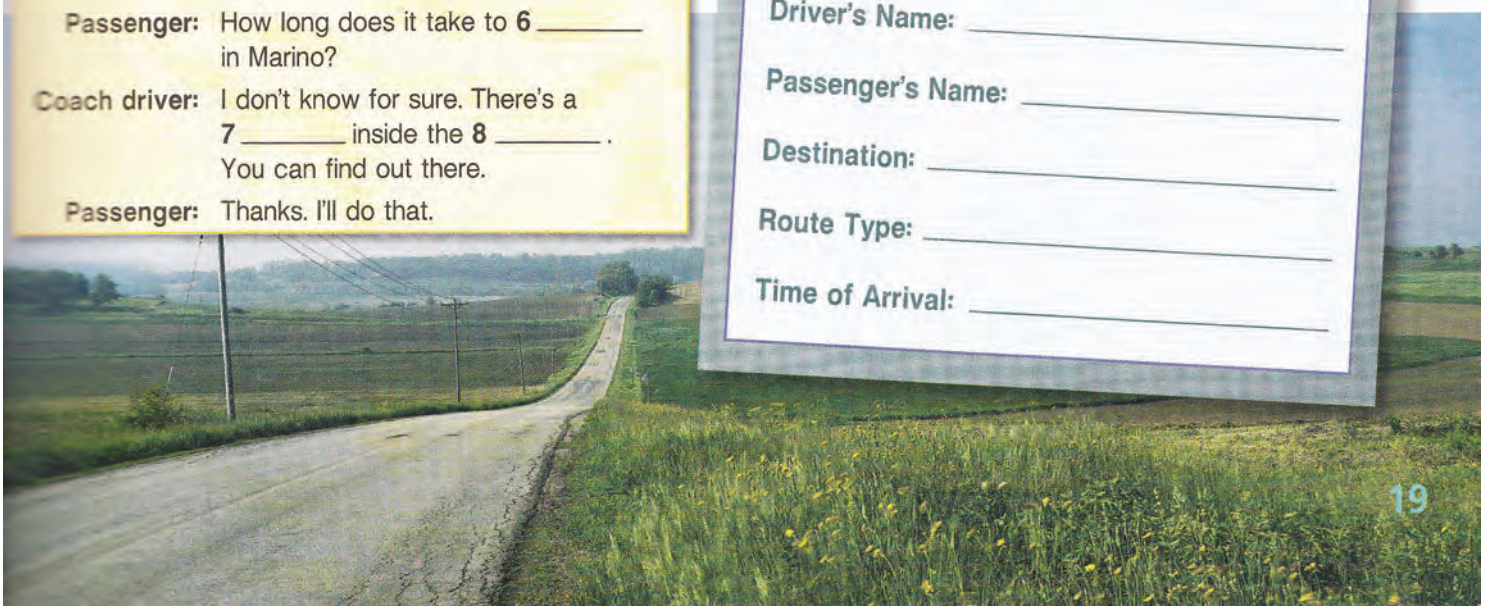
Driver's Name: _____

Passenger's Name: _____

Destination: _____

Route Type: _____

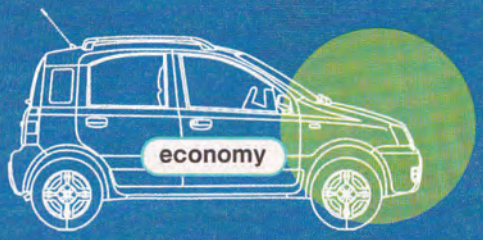
Time of Arrival: _____



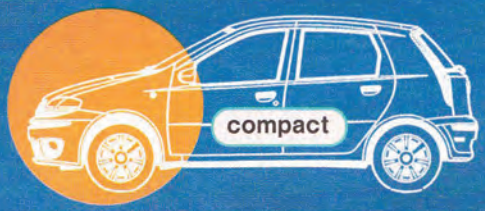
9 Renting a car



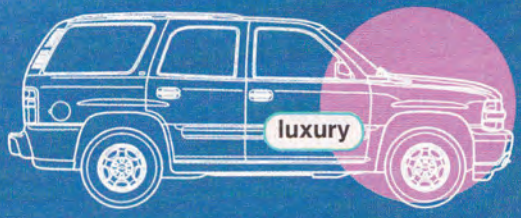
Economy Our **economy** car is a basic **model**. It is the least expensive model, but it is very comfortable.



Compact The **compact** car is quite small. It is the preferred car for urban driving.



Luxury Our **luxury** car is a **full-size** model. The **trunk** has plenty of room for your luggage.



Requirements to Rent To rent a car from Best Choice Car Rental, you must have a **driver's license** and a major credit card. Before you rent, you must also purchase **insurance**. You must pay for the **mileage** that you use when you return your car.



Get ready!

1 Before you read the passage, talk about these questions.

1 When do travelers rent cars?
2 What kinds of cars do they rent?

Reading

2 Listen and read this brochure from a car rental agency. Choose the correct answers. How many types of car are available to rent?

1 What is the brochure mostly about?
- A the advantages of an economy car
- B the different types of rental cars
- C the rental agency's location
- D the size of the luxury cars

2 What feature comes with every car at Best Choice Car Rental?
- A GPS
- B insurance
- C petrol
- D luggage

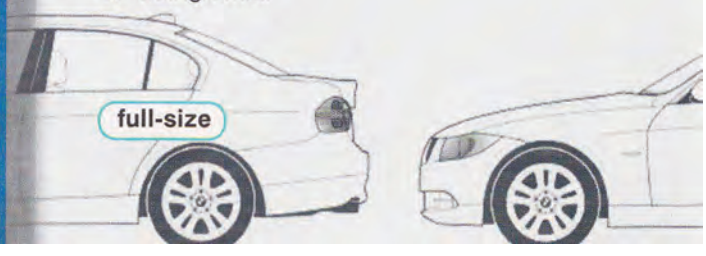
3 According to the passage, a good car for city driving is a(n) ___ model.
- A economy
- B luxury
- C full-size
- D compact

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1 ___ economy
2 ___ mileage
3 ___ insurance
4 ___ compact
5 ___ standard
6 ___ GPS
7 ___ model

- A the least expensive item available
- B the distance that one travels
- C a device that show maps and directions
- D comes with every purchase
- E a type of car available to rent
- F you pay money to a company and the company pays for damage in an accident
- G being small



4 Write a word that is similar in meaning to the underlined part.

1 Sara rents <u>a large car</u>. It has a lot of space.
c _ _ _ _ _ _

2 George has a lot of money and rents the <u>very expensive car</u>.
_ _ x _ _ _

3 Sheila's bags don't fit in the <u>car's place for storing luggage</u>.
t _ _ _ _

Listening

5 Listen to a conversation between a customer and a rental agent. Mark the following statements as true (T) or false (F).

1 __ The rental company only rents one model of car.

2 __ The agent tells the customer to rent the economy model.

3 __ The customer has a lot of luggage.

6 Listen again. Fill in the blanks.

Rental Agent: Good afternoon. How can I help you?

Customer: Hello. I want to **1** _____ a car. Can you help me?

Rental Agent: Certainly. We rent several different **2** _____.

Customer: Well, I'm looking for something **3** _____.

Rental Agent: Take a look at our **4** _____ model. It's a great choice for budget travelers. But the trunk is rather small.

Customer: That's okay. I don't have much **5** _____. Can you tell me about your rental requirements?

Rental Agent: Sure. You need a **6** _____ _____. And a major credit card.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I want to rent a car.

Take a look at our ... model

Can you tell me about your rental requirements?

Student A: You are a traveler and you want to rent a car. Ask Student B questions to find out:

- car models
- rental cost
- rental policies

Create personal information about yourself.

Student B: You are a rental agent at Best Choice Car Rental. Answer Student A's questions.

Create personal information about yourself.

Writing

8 Use the dialogue in Task 7 to complete the receipt.



10 How do you pay?

Get ready!

1 Before you read the passage, talk about these questions.

1 What forms of payment do holidaymakers use?

2 What things should you always take on holiday with you?



Money Matters

Shopping in the Wonderful Town of Preston

Welcome to Preston! Visitors to our town love to shop until they drop. We have many stores that offer great goods and services. But before you go shopping, learn about the different **methods of payment** our businesses accept. Most shops accept **charge cards**, or **credit cards**. And many shops accept **traveler's checks**. Many also accept **debit cards** or **personal checks**. These use money from your **checking account**. Be sure to bring a photo ID with you. This is a kind of **identification** with your photograph on it. Many shops ask for it before completing any **transaction**. It is always a good idea to bring cash when you travel. That's because some transactions are **cash-only**.

Reading

2 Listen and read this pamphlet from the local tourism board. Mark the following statements as true (T) or false (F). How many methods of payment does it mention?

1 ___ Charge cards withdraw money from your checking account.

2 ___ Businesses ask to see ID when you pay with a personal check.

3 ___ Some shops only accept cash.

Vocabulary

3 Scan the passage and write down the different *methods of payment*.

1 t _ _ _ e _ e _ ' s _ h e _ _ _

2 _ _ r s _ n _ _ _ h e _ _

3 c _ _ _ _ e c _ _ _

4 _ _ b _ _ _ a _ d

5 _ r _ d _ t c _ _ _

4 Complete the sentences. Fill in the blanks with the correct words from the word bank.

WORD BANK

transaction cash only
checking account identification

1 Gerard pays with a check and shows the clerk his _____ .

2 Jimmy pays for the item and the _____ is complete.

3 Ashley opens a _____ and now she can use a personal check or debit card.

4 A _____ business only accepts cash for payment.

Listening

5 **Listen to a conversation between a store clerk and a customer. Then answer the questions.**

1 The customer can pay with a ____ or cash.

- **A** traveler's check
- **B** personal check
- **C** charge card
- **D** debit card

2 The customer pays with cash because ...

- **A** she does not have identification.
- **B** she lost her charge card.
- **C** the shop doesn't accept traveler's checks.
- **D** the shop is cash-only.

6 **Listen again. Fill in the blanks.**

Clerk: 1 _____ _____. Is this going to be all for you?

Customer: Yes, thank you. How much is it?

Clerk: It comes to 2 _____ _____. How would you like to pay?

Customer: Do you take 3 _____ _____?

Clerk: No, I'm sorry. We don't accept traveler's checks.

Customer: What other 4 _____ _____ _____ do you accept?

Clerk: We take 5 _____ _____. And we also accept cash.

Customer: Okay. I have some 6 _____. Here you go.



Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Is this going to be all for you?

How much is it?

What methods of payment do you accept?

Student A: You are clerk at a gift store. Answer Student B's questions.

Create personal information about yourself.

Student B: You are a customer at Preston Gifts. Create personal information about yourself and an item to purchase. Ask Student B questions about:

- the cost of the item
- accepted methods of payment

Writing

8 **Use the dialogue in Task 7 to fill in the receipt.**

PRESTON GIFT STORE

CLERK NAME _____

CUSTOMER NAME _____

ITEM	PRICE
	TOTAL _____

METHOD OF PAYMENT _____

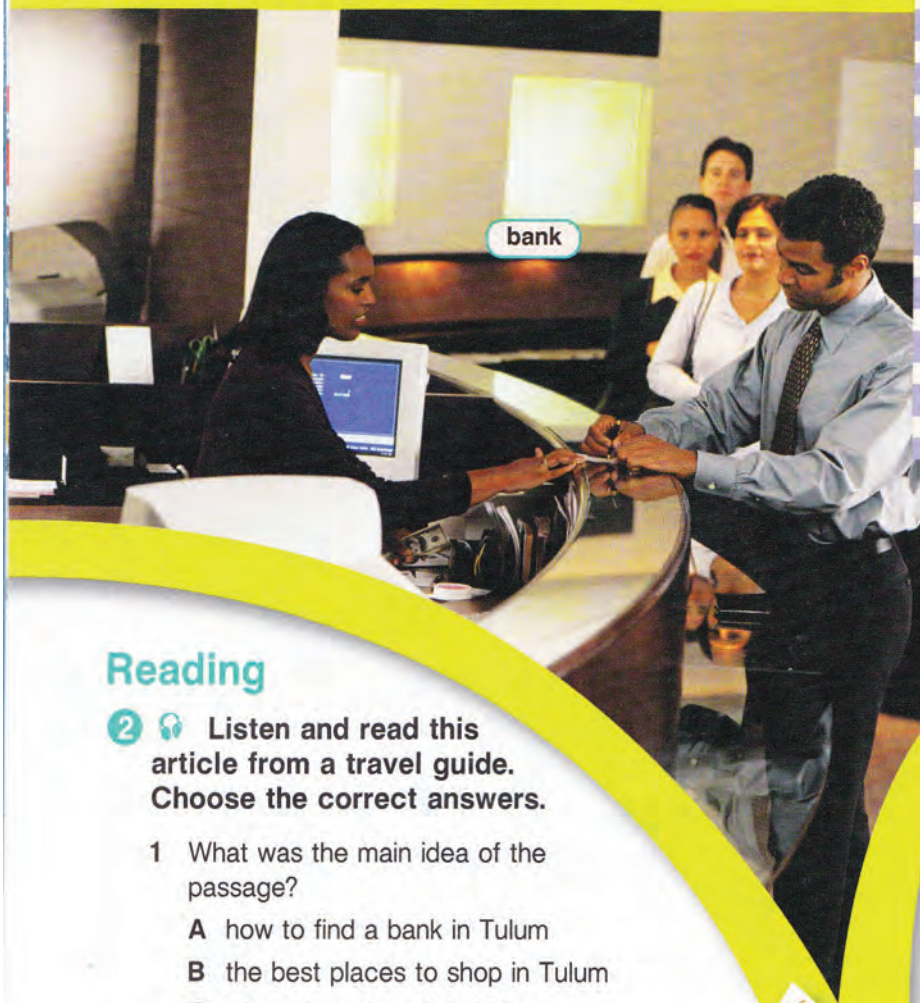
Thank you for choosing Preston Gifts.
Please come again!

11 Where to get money

Get ready!

1 Before you read the passage, talk about these questions.

1 How do travelers get cash while on holiday?
2 How can you get cash from your bank?



Need Some Cash?

You arrive in Tulum and you don't have any money.

Don't worry! There are many places to get cash. First, go to the **bank**. Most major banks have **branches** in Tulum. **Business hours** are usually between 9 am and 6 pm. Did you arrive late at night? **Withdraw** money from an **ATM**. Just put your card into the machine and enter your **PIN** into the **keypad**. Remember, each bank has its own ATM. Try to use your bank's ATM. If not, there is often a **service charge**, or **service fee**. Finally, you can use a **wire transfer**. Someone at home sends you money **electronically** and you pick it up at a bank.

Explore Guide 7





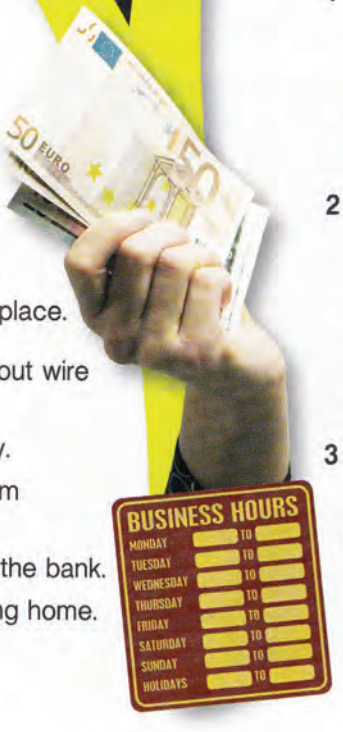
Reading

2 Listen and read this article from a travel guide. Choose the correct answers.

1 What was the main idea of the passage?
- **A** how to find a bank in Tulum
- **B** the best places to shop in Tulum
- **C** where to get cash in Tulum
- **D** ways to send money electronically

2 Travelers use their bank's ATMs because ...
- **A** ATMs are easy to locate in new towns.
- **B** ATMs are open during business hours.
- **C** travelers don't have to pay a service fee.
- **D** travelers want transfer money to another place.

3 According to the article, what is NOT true about wire transfers?
- **A** They involve sending money electronically.
- **B** They require someone to send money from somewhere else.
- **C** Travelers pick up transferred money from the bank.
- **D** Travelers must arrange them before leaving home.



Vocabulary

3 Read the sentence pairs. Choose where the words best fit in the blanks.

1 PIN / bank

The _____ is closed so the traveler uses an ATM.

Kate forgets her _____ so she cannot use the ATM.

2 ATM / branch

Debra uses another bank's _____ and pays a service fee.

Janie visits her bank's local _____.

3 key pad / wire transfer

I use the _____ to enter my PIN.

Pauline's brother sends her money by _____.

4 Check (✓) the sentence that uses the underlined part correctly.

1 ___ **A** Only Jack knows the PIN for his debit card.

___ **B** Ursula sends a letter to her friend by mail because it's faster to send messages electronically.

2 ___ **A** Sara uses another bank's ATM and the bank pays her a service fee.

___ **B** The bank is closed because it is after its business hours.

3 ___ **A** A keypad is not a safe place to keep money.

___ **B** George withdraws money from his account.

5 Listen and read the article again. What do you usually have to pay a service fee for?

Listening

6 Listen to a conversation between an airport worker and a traveler. Then mark the following statements as true (T) or false (F).

1 ___ The traveler pays a fee to withdraw money from the ATM.

2 ___ The traveler cannot visit National Bank because he doesn't know his PIN.

3 ___ The traveler arrives during the bank's business hours.

7 Listen again. Fill in the blanks.

Traveler: Excuse me. I'm looking for a **1** _____. Can you tell me if there's one nearby?

Worker: National Bank has a **2** _____ here.

Traveler: Perfect. That's the bank I use **3** _____ _____. Where are their offices?

Worker: They are in Terminal 2. But they're **4** _____ for the day. They're only open until 6 pm.

Traveler: Oh no! Where else can I get **5** _____.

Worker: There's a(n) **6** _____ over there.

Traveler: Great! Is it a National Bank ATM?

Worker: No, it's another bank's ATM. So you need to pay a **7** _____ _____ to use it.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I'm looking for a bank.

Where else can I get cash?

There's an ATM over there.

Student A: You are at an airport. And you need cash. Ask Student B questions to find out:

- where the nearest bank is
- the bank's business hours
- where the ATM is

Student B: You are a worker at an airport. Answer Student A's questions.

Writing

9 Use the dialogue in Task 8 to fill in the information about cash services in the airport.

Dear Traveler,

Thank you for using Tulum Airport.

To get cash, _____.

It is located in _____.

They are open until _____.

Travelers arriving after business hours can use the ATM. To use the ATM, _____

_____

Service fees may apply.



12 At the currency exchange office

Get ready!

1 Before you read the passage, talk about these questions.

1 What are the names of different types of money?
2 How do people exchange currency when on holiday?

Global Money
CURRENCY EXCHANGE

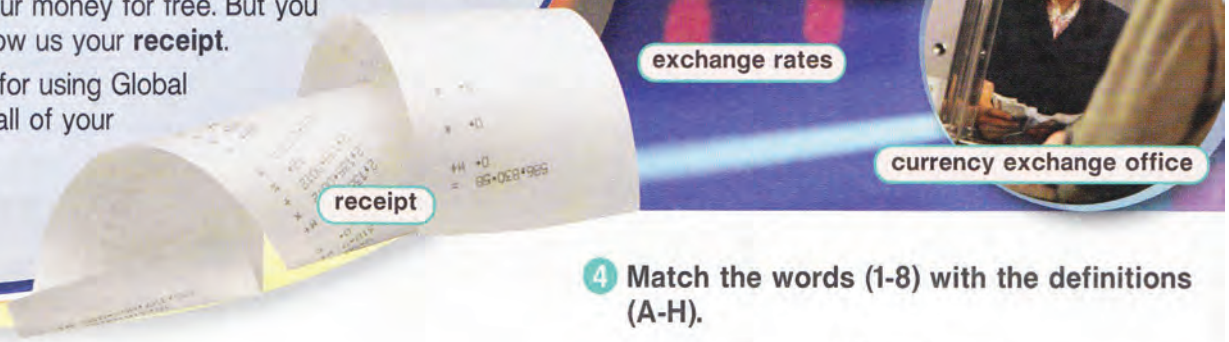
Welcome to Global Money! Read the information about our policies and **rates** below.

Exchange Policy — Do you want to exchange a foreign **currency** for a **local currency**? First, sign a **release form**. We have no **minimum charge**. But Global Money takes a small **commission** with every exchange.

Rates — **Exchange rates** constantly change. Ask any employee for the current exchange rate for any currency.

Buy-Back Policy — At the end of your trip, come see us again. We buy back local currency. That means we **convert** your money for free. But you have to show us your **receipt**.

Thank you for using Global Money for all of your currency exchange needs!



Reading

2 Listen and read this poster from a currency exchange office, and then mark the following statements as true (T) or false (F).

1 __ The company's employees set the daily exchange rates.
2 __ Global Money doesn't take a commission.
3 __ The currency exchange office buys back currency for free.

Vocabulary

3 Write down the word that means the same as the underlined part.

1 The office offered a good <u>measure</u> of how much you pay for something. Ellen changed her money there. r _ _ _
2 Andy needs <u>money from the country he visits</u>. He visits a currency exchange office. _ o _ a _ c _ _ r _ _ c _
3 The currency exchange took <u>a small payment</u> for their services. _ _ _ m _ _ s _ _ _

4 Match the words (1-8) with the definitions (A-H).

1 __ currency exchange office
2 __ release form
3 __ currency
4 __ convert
5 __ receipt
6 __ buy-back
7 __ minimum charge
8 __ exchange rate



A a document that says a company is not responsible for problems
B to change into the same amount
C a piece of paper that proves that someone paid for something
D you change money here for another country's money
E the measure of how much money you can get for another type of money
F a business buys something that it sold to you before
G a type of money, like euros or dollars
H the least amount of money you pay for something

Listening

5 🎧 **Listen to the conversation between an employee at the currency exchange and a customer. Then answer the questions.**

1 What are speakers talking about?

- **A** the process of exchanging one currency for another
- **B** the government's latest currency rules
- **C** the recent increase in the commission fees
- **D** the problems with buying back currency

2 To sell back currency, the holidaymaker has to show her ...

- **A** release form.
- **B** commission.
- **C** receipt.
- **D** exchange rate.

6 🎧 **Listen again. Fill in the blanks.**

Employee: Welcome to Global Money **1** _____. How can I help you?

Customer: I need to exchange some **2** _____.

Employee: Okay. What **3** _____ do you need?

Customer: I need to convert dollars into euros. What's the **4** _____ _____?

Employee: The exchange rate is 0.73 euros for every dollar.

Customer: That's fair. Do you take a **5** _____?

Employee: Yes. The commission is a small fee of **6** _____ _____.

Customer: What's your buy-back **7** _____?

Employee: When you return home, come back here. We convert your currency back for **8** _____. But you need to show us your receipt.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

What currency do you need?

What's the exchange rate?

Do you take a commission?

Student A: You are a customer at a currency exchange office. Ask Student B questions about:

- the exchange rate
- the commission
- the buy-back policy

Choose a currency you wish to exchange for dollars.

Student B: You are an exchange worker at Global Money Exchange. Answer Student A's questions.

Writing

8 **Use the conversation in Task 7 to fill in the information about your conversation with partner.**



13 How much does it cost?



MURTZ'S Gift Shop

Let's face it – most gift shops are expensive, especially during the **high-season**. Then where can you go for great prices year-round? Go to Murtz's Gift Shop!

Everything in the store is **on sale**. Look at the **price tags**, and then take 40 percent off the price. Bring in this **coupon** and get free **gift wrapping**, or a free **collectible souvenir**.

We have a large **selection** of beautiful **mementos**. Our friendly **staff** will help you **pick out** the perfect gift. When you're ready to buy something, take your gift to the **cash register**. Start saving money today.

Don't shop anywhere but Murtz's!

Get ready!

1 Before you read the passage, talk about these questions.

1 How do people remember their vacations?

2 What are some items people commonly buy while on holiday?

Reading

2 a) Listen and read this coupon from a gift shop. Where do you pay for your gifts?

b) Read the paraphrase of the passage. Fill in the blanks using words from the word bank.

WORD BANK

friendly on sale souvenir 40 percent

Murtz's Gift Shop is a good place to shop because it has many items **1** _____ _____. A customer gets **2** _____ _____ off the price on the price tag. Customers can also use the coupon and get free gift wrapping or a collectible **3** _____. The **4** _____ staff at Murtz's gift shop will help customers pick out the perfect gift.

Vocabulary

3 Check (✓) the sentence that uses the underlined parts correctly.

1 ___ **A** The staff at the store will help the customer find a gift.

___ **B** The man buys a souvenir before he leaves for his trip.

2 ___ **A** The gift shop is usually empty during the high season.

___ **B** Gemma pays for the item at the cash register.

3 ___ **A** Sally wants to remember her holiday so she buys a memento.

___ **B** John uses a coupon and now the gift costs more.

4 ___ **A** The coin is collectible so Mary throws it away.

___ **B** There are many items in the store. You pick out one and buy it.

4 Look at the word pairs. Write the correct word in each blank.

1 cost / on sale
The postcard does not _____ a lot of money.
Frederick buys a gift because it is _____.

2 price tag / gift wrapping
The shop offers free _____ for customers.
The _____ shows the cost of an item.

3 selection / gift shop
Linda finds many gifts at the store because it has a large _____.
Jason buys souvenirs at a(n) _____.

Listening

5 Listen to the conversation between a customer and a gift shop clerk. Then answer the questions.

1 What are the speakers talking about?
- **A** the prices of some gifts
- **B** the recent price increase
- **C** the accepted payment methods
- **D** the types of gifts on sale

2 What item does the customer purchase?
- **A** a collectible
- **B** a postcard
- **C** a memento
- **D** a glass

6 Listen again. Fill in the blanks.

Customer: Excuse me. How much does this cost? It doesn't have a **1** _____ _____.
Clerk: The glass **2** _____ is 16 euros. It's on sale.
Customer: How about this **3** _____?
Clerk: **4** _____ _____ 3 euros.
Customer: Oh my! That's too much for a postcard!
Clerk: Well, you can use a **5** _____. Then the price is only 2 euros.
Customer: I'll take the postcard. But I don't want the **6** _____ memento.
Clerk: Okay. How would you like to **7** _____ for that?
Customer: I will pay with cash.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

How much do these cost?
You can use a coupon.
It is on sale.

Student A: You are a clerk at a gift shop. Tell Student B about:
- the price of items
- items on sale
- coupons

Student B: You are a customer at a gift shop. Ask Student A about:
- the price of several items

Make up items to ask about.

Writing

8 Use the conversation in Task 7 to fill in the information about your partner.

_____'s
Shopping List

1 _____ **Price:** _____

2 _____ **Price:** _____

3 _____ **Price:** _____

4 _____ **Price:** _____

5 _____ **Price:** _____

14 Giving warnings about crime









THE SHORESIDE POLICE DEPARTMENT'S

Emergency Number: **911**

SAFETY TIPS

People know Shoreside for its beautiful beaches and sunny skies. But ***robberies*** *still happen.* ***Criminals*** *often* ***target*** *holidaymakers. Follow these tips to make your trip a safe one.*

1. Use the **lock** on your door. Most **break-ins** occur when vacationers leave their doors unlocked.
2. Store your **valuables** in a **safe deposit box**. Many hotels offer safe deposit boxes. Ask the hotel clerk.
3. Keep your money in a money belt. Using a **money belt** is an easy way to hide money. It protects travelers from **theft**.
4. Report **suspicious activity** to the police.

Stay safe and enjoy your trip.





Get ready!

1 Before you read the passage, talk about these questions.

1 What kinds of crimes do holidaymakers experience?

2 How do people prevent crime?

Reading

2 Listen and read a poster in a hotel lobby. What is the safest place to keep your money when on vacation? Read the paraphrase of the passage. Fill in the blanks using words from the word bank.

WORD BANK

police hide vacationers door

Criminals like to target 1 _____ on holiday. Follow these tips to prevent theft. First, lock your 2 _____ when you leave. Using a lock prevents break-ins. Next, use a safe deposit box for your valuables. You can 3 _____ your money in a money belt. Finally, call the 4 _____ if you see any suspicious activity.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ lock
2 __ report
3 __ safe deposit box
4 __ break-in
5 __ valuables
6 __ criminal

A a person who breaks the law
B a metal container that you keep items inside
C items worth a lot of money
D an object on doors that prevents people from entering
E to enter a home or building without permission
F to give information to someone

4 Write a word that is similar in meaning to the underlined part.

1 The <u>crime of stealing</u> took place last night and the criminals took many items.
r _ _ b _ r _

2 The criminal usually <u>aims</u> for people from out of town.
_ a _ g _ ts

3 Annie sees some <u>dangerous behavior</u> that leads to crime so she calls the police.
_ u _ _ i _ _ o _ s a _ t _ _ i _ _

4 Shoreside is a safe town. The act of <u>stealing</u> does not happen often.
t _ _ f _

5 Tim has a <u>hidden pocket</u>. His money is safe in there.
_ _ n _ y b _ l _

Listening

5 Listen to a conversation between a hotel worker and a guest. Then mark the following statements as true (T) or false (F).

1 __ The hotel provides safe deposit boxes for a fee.

2 __ The safe deposit box is located in the closet.

3 __ Valuables should be placed in the safe deposit box.

6 Listen again. Fill in the blanks.

Hotel Worker: Good **1** _____, Mrs. Johnson. How may I help you?

Guest: I want to **2** _____ a safe deposit box. Are there any available?

Hotel Worker: Actually, we provide safe deposit boxes **3** _____ _____. There's one in your room.

Guest: Really? I didn't see it. Where is it located?

Hotel Worker: You can find the safe deposit box in the **4** _____.

Guest: How do I use it?

Hotel Worker: You place your valuables **5** _____ the box and lock the box. Then enter a **6** _____.

Guest: That sounds easy. Thanks for your help.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who the hotel worker and guest are. Then switch roles.

USE LANGUAGE SUCH AS:

I want to rent a safe deposit box.
Where's the safe deposit box located?
How do I use it?

Student A: You are a guest at the Luxe Hotel. Ask Student B questions to find out:

- where the safe deposit boxes are located.
- how to use a safe deposit box

Create personal information about yourself.

Student B: You are an employee at the Luxe Hotel. Answer Student A's questions about safe deposit boxes.

Writing

8 Use the conversation in Task 7 to fill out a guide about safe deposit boxes.

Luxe Hotel

Guide to Safe Deposit Boxes

There is a safe deposit box located in

_____

Using a safe deposit box is easy.

First, _____

Then _____

_____

Don't forget _____

_____

Now your valuables are safe from theft!



15 Avoiding illness abroad

The Ills of Travel
Preventing Sickness Abroad

Every year, millions of travelers go on trips. But they don't have the trips of their dreams. Instead, their trips turn out to be nightmares because they get sick.

Illness can **ruin** any trip. There are many ways to prevent sickness while abroad. So what do you do before you leave? First, get an **immunization** or **vaccination**. Also, buy **travel insurance**. It helps travelers pay for healthcare, including travel emergencies.

What do you do during your trip? Only drink **purified water** or **bottled water**. Unpurified water has **germs**. These germs make you sick. Finally, avoid **mosquitoes**. They often carry **infection**. Use **bug spray** to keep mosquitoes away.

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Get ready!

1 Before you read the passage, talk about these questions.

1 What kinds of illness can people get while on holiday?
2 How can people prevent illness while on holiday?

Reading

2 a) Listen and read an article describing ways to avoid illness abroad. What should you do before you travel?

b) Mark the following statements as true (T) or false (F).

1 ___ Travelers get vaccinations to avoid illness.
2 ___ Travel insurance pays for the cost of immunizations.
3 ___ Unpurified water often makes travelers sick.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

1 James puts a <u>chemical substance</u> that keeps insects away from his skin.
A purified water **B** bug spray **C** healthcare

2 Sarah bought some <u>clean liquid in a container</u> to drink.
A traveler's insurance **B** vaccinations **C** bottled water

3 There are <u>tiny things on the dirty blanket</u> that make people sick.
A mosquitoes **B** germs **C** immunizations

4 Place a (✓) next to the response that answers the question.

1 Did your illness ruin your holiday?
A ___ Yes, we had to return home early.
B ___ Yes, we had a great time.

2 How did you get the infection?
A ___ I bought it at the store.
B ___ I got it from a mosquito.

3 Did the doctor give you an immunization?
A ___ Yes, she gave me some water.
B ___ Yes, she gave me a shot.

Listening

5 🎧 **Listen to a conversation between a travel agent and a client. Then choose the right answers.**

1 What is the dialogue mostly about?
- **A** where to buy travel insurance
- **B** what travel insurance is for
- **C** how much travel insurance costs
- **D** what to do in an emergency

2 What does the travel agent say about emergency transportation?
- **A** Travel insurance pays for it.
- **B** It is very expensive.
- **C** Some places don't have it.
- **D** She can arrange it.

3 What will the travel agent most likely do next?
- **A** show the client several travel brochures
- **B** ask the client about her husband and kids
- **C** tell her about his favorite doctor
- **D** direct the client to an insurance company

6 🎧 **Listen again. Fill in the blanks.**

Travel Agent: Ms. Abernathy, did you **1** _____ travel insurance?

Client: No, I didn't. I really don't know much about it. What's it for?

Travel Agent: It's for **2** _____ _____.

Client: What type of emergencies?

Travel Agent: Imagine that you are **3** _____ _____ and you get hurt. Travel insurance pays for most of your **4** _____ bills.

Client: What else does travel insurance **5** _____?

Travel Agent: Sometimes travelers need to **6** _____ _____ quickly. Travel insurance pays for the cost of emergency transportation, too.

Client: That sounds helpful. Where can I buy travel insurance?

Travel Agent: I can give you the names of good insurance companies.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Did you buy travel insurance?

What's it for?

What type of emergencies?

Student A: You are a holidaymaker. Ask Student B questions to find out:
- what travel insurance is
- what kind of emergencies it pays for

Create personal information about yourself.

Student B: You are a travel agent for Planet Travel. Answer Student A questions about travel insurance.

Writing

8 **Use the conversation in Task 7 to fill out a fact sheet about travel insurance.**

PLANET TRAVEL

Just the Facts

Planet Travel's Tourist Fact Sheet

Travel Insurance

1 What is travel insurance for?

_____

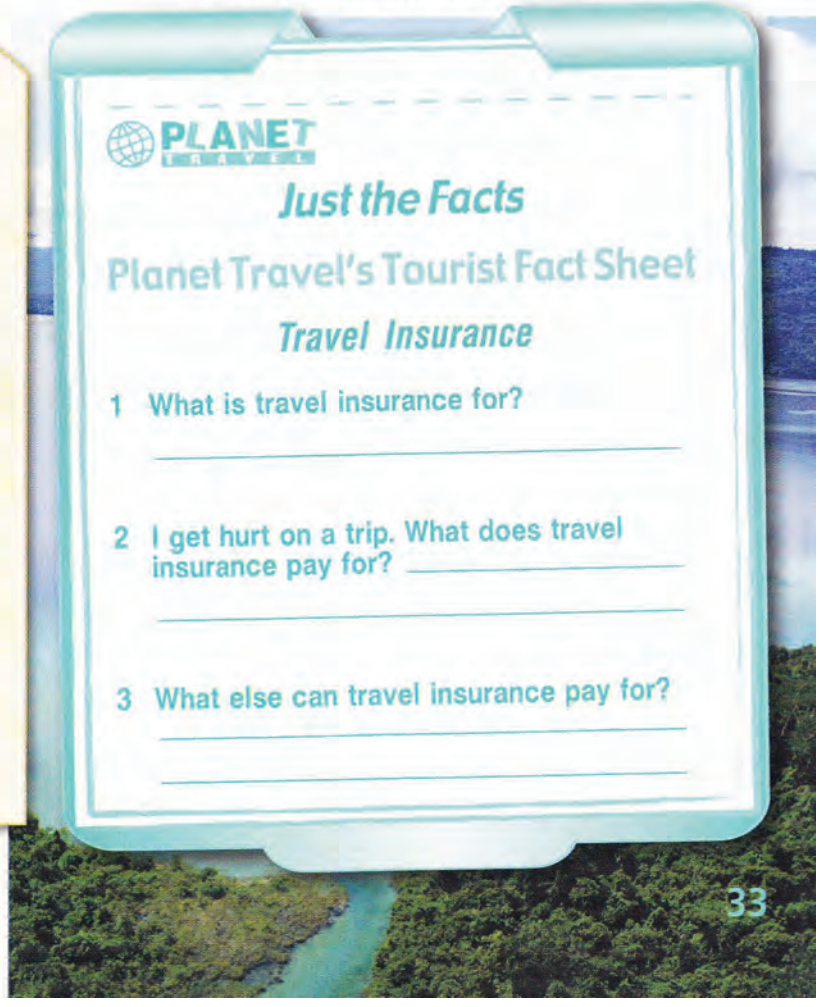
2 I get hurt on a trip. What does travel insurance pay for? _____

_____

3 What else can travel insurance pay for?

_____

_____



Glossary

adventure [N-COUNT or UNCOUNT-U6] **Adventure** is fun and exciting activities.

affordable [ADJ-U8] Something that is **affordable** is something that you have enough money to buy.

arrivals terminal [N-COUNT-U5] An **arrivals terminal** is where people who land at the airport enter through.

ATM [N-COUNT-U11] An ATM (automatic teller machine) is a machine that you use to access and withdraw money from your bank account.

attendant [N-COUNT-U7] An **attendant** is a train worker.

baggage claim [N-COUNT-U5] A **baggage claim** is where you pick up your bags in an airport.

balcony [N-COUNT-U6] A **balcony** is an outdoor area that is attached to the cabin.

bank [N-COUNT-U11] **Banks** are places where people keep their money.

bed and breakfast [N-COUNT or UNCOUNT-U4] A **bed and breakfast** is small house or hotel that offers lodging and a morning meal.

benefit [N-COUNT-U8] A **benefit** is something good about a thing.

berth [N-COUNT-U7] A **berth** is a type of bed that is on a train.

boarding pass [N-COUNT-U5] A **boarding pass** is a paper that allows you to get on a plane or bus.

boarding time [N-UNCOUNT-U5] The **boarding time** is when passengers get on the plane.

bottled water [N-UNCOUNT-U15] **Bottled water** is clean water that is in a container.

branch [N-COUNT-U11] A **branch** is an office that is part of a bigger company.

break-in [N-COUNT-U14] A **break-in** is when a person enters a home or building without permission.

budget hotel [N-COUNT-U4] A **budget hotel** is a sleeping and resting place that is inexpensive and has few services.

bug spray [N-UNCOUNT-U15] **Bug spray** is a chemical substance that kills bugs.

business hours [N-UNCOUNT-U11] A company's **business hours** are the times that the company is open.

business traveler [N-COUNT-U1] A **business traveler** takes a trip for business.

buy-back [N-COUNT-U12] A **buy-back** is a policy. A business buys back something they previously sold you.

by bus [PREP PHRASE -U8] To go **by bus** is to travel somewhere on a big vehicle that carries a lot of people.

by rail [PREP PHRASE-U7] To travel **by rail** is to travel on a train.

cabin [N-COUNT-U4] A **cabin** is a small wooden house where visitors stay.

cabin [N-COUNT-U6] A **cabin** is a room on a ship.

campsite [N-COUNT-U4] A **campsite** is a sleeping and resting place where people stay in tents.

cash register [N-COUNT-U13] A **cash register** is a machine that holds a shop's money. It shows and records each transaction.

cash-only [ADJ-U10] A **cash-only** business only accepts cash as a method of payment.

catch the train [V PHRASE-U7] To **catch the train** is to ride on a train.

celebrate [V-I or T-U1] To **celebrate** is to have fun on an important day.

charge card [N-COUNT-U10] A **charge card** is a small card from a bank or shop that allows you to buy items and pay for them later.

cheaply [ADV-U8] Something that can be purchased **cheaply** is purchased for a little money.

check in [PHRASAL V-U5] To **check in** is to get the boarding pass from the airport worker.

checking account [N-COUNT-U10] A **checking account** is a type of bank account. You can withdraw money using checks.

collectible [N-COUNT-U13] A **collectible** is a valuable object that a person buys and collects.

commission [N-COUNT-U12] A **commission** is the amount of money a business charges for some types of service.

compact [ADJ-U9] A **compact** car is a small car.

conference [N-COUNT-U1] A **conference** is a group of people who come together to talk about business, education, etc.

connect [V-T-U2] To **connect** is to let a telephone caller communicate with someone else.

convert [V-T-U12] To **convert** is to change money from one currency to another.

cost [N-COUNT-U13] The **cost** of an item is the amount of money you pay for it.

coupon [N-COUNT-U13] A **coupon** is a piece of paper that allows you to buy something at a lower price.

courteous [ADJ- U2] Someone who is **courteous** is polite and nice.

credit card [N-COUNT-U10] A **credit card** is a small card that allows you to buy things and pay for them later.

criminal [N-COUNT-U14] A **criminal** is a person who breaks the law.

cruise director [N-COUNT-U6] A **cruise director** is a worker who organizes activities on the ship and tells passengers about the activities.

cuisine [N-COUNT-U3] A **cuisine** is a style of cooking from a certain place.

currency [N-COUNT-U12] **Currency** is a word for money from a particular place, like the euro and the dollar.

currency exchange office [N-COUNT-U12] A **currency exchange office** is a place where you can change money for another country's money.

cuts [N-COUNT-U3] A **cut** is meat from a certain part of an animal.

debit card [N-COUNT-U10] A **debit card** is a small card that takes money out of a bank account.

departure lounge [N-COUNT-U5] A **departure lounge** is where passengers wait to get on their plane.

departures terminal [V-I-U5] A **departures terminal** is a part of the airport that people who fly to a different place use.

direct a call [V PHRASE-U2] To **direct a call** is to decide who the caller speaks to next.

disembark [V-I-U6] To **disembark** is to get off a ship

drivers license [N-COUNT-U9] A **drivers license** is a card that says you are allowed to drive a car.

drive-through [N-COUNT-U3] **Drive-through** service is a type of service in which customers order and receive food in their car.

duty-free shop [N-COUNT-U5] A **duty-free shop** is a store where you buy items and do not have to pay tax for them.

economy car [N-COUNT-U9] An **economy car** is inexpensive.

Glossary

eco-resort [N-COUNT-U4] An **eco-resort** is a sleeping and resting place for travelers that is environmentally-friendly.

electronically [ADV-U11] To send something **electronically** is to send something using electric methods.

embarkation [N-COUNT or UNCOUNT-U6] **Embarkation** is the act of getting onto a ship.

exchange rate [N-COUNT-U12] The **exchange rate** is the rate at which money from one country can be changed for the money from another country.

express route [N-COUNT-U8] An **express route** is a fast route that goes to its destination and does not stop.

family restaurant [N-COUNT-U3] A **family restaurant** welcomes adults and children.

fast food [N-COUNT-U3] A **fast food** restaurant is a type of restaurant that prepares and serves food quickly.

flexible [ADJ-U8] Something that is **flexible** is easy to change.

fly in [PHRASAL VERB-U5] To **fly in** is to come to the airport on a plane from another city.

food court [N-COUNT-U5] A **food court** is a place that has many different restaurants.

full-size car [N-COUNT-U9] A **full-size car** is a big car that has four doors and a lot of space inside.

gate [N-COUNT-U5] A **gate** is where passengers get on or off an airplane.

germs [N-COUNT-U15] **Germs** are tiny things that make people sick.

gift shop [N-COUNT-U13] A **gift shop** is a type of shop where you buy souvenirs and other gifts.

gift wrapping [N-COUNT-U13] **Gift wrapping** is a service that involves putting an item you buy in nice paper.

go camping [V PHRASE-U4] To **go camping** is to travel to a place and stay there in a tent for a short time.

GPS [N-COUNT-U9] **GPS** is an electronic satellite system that shows maps and gives directions.

guest [N-COUNT-U1] A **guest** visits from another place.

high season [N-COUNT-U13] The **high season** is the part of the year when there are a lot of travelers in a place.

hold [V-I or T-U2] To be on **hold** is to wait on the phone.

holiday [N-COUNT-U1] A **holiday** is a length of time during which people don't have to work or go to school.

holidaymaker [N-COUNT-U1] A **holidaymaker** is a person who travels somewhere for fun.

honeymoon [N-COUNT-U1] A **honeymoon** is a trip that couples take after they get married.

identification [N-COUNT-U10] **Identification** is a document that proves who you are.

immunization [N-COUNT or UNCOUNT-U15] An **immunization** is an injection that prevents disease.

incoming [ADJ- U2] An **incoming** phone call comes into a place from somewhere else.

infection [N-COUNT or UNCOUNT-U15] An **infection** is a disease.

insurance [N-UNCOUNT-U9] **Insurance** is an agreement in which you pay money to a company and they pay for damages in an accident.

legroom [N-UNCOUNT-U8] **Legroom** is the amount of space a vehicle has for a person's legs.

leisure [N-UNCOUNT-U1] **Leisure** is a time when you are not working or at school.

line [N-COUNT-U2] A **line** is a telephone connection.

local currency [N-COUNT-U12] **Local currency** is the money from the country you are in.

local route [N-COUNT-U8] A **local route** has more than one stop between its beginning and end.

lock [N-COUNT-U14] A **lock** is a thing on doors that prevents criminals from entering.

luxury car [N-COUNT-U9] A **luxury car** is an expensive model.

meeting [N-COUNT-U1] A **meeting** is a group of people who talk about something.

memento [N-COUNT-U13] A **memento** is something that you buy while on holiday to remind you of the trip.

method of payment [N-COUNT-U10] A **method of payment** is a way to pay for items, which includes cash, charge cards, and checks.

mileage [N-UNCOUNT-U9] **Mileage** is the distance traveled.

minimum charge [N-COUNT-U12] A **minimum charge** is the least amount of money you can pay for something.

model [N-COUNT-U9] A **model** is a type of car available to buy or rent.

money belt [N-COUNT-U14] A **money belt** is a belt that a person can hide money in.

mosquitoes [N-COUNT-U15] **Mosquitoes** are flying bugs that suck blood.

motel [N-COUNT-U4] A **motel** is a sleeping and resting place that is inexpensive and is usually by a road.

on a budget [PHRASAL V-U4] To be **on a budget** is to not have a lot of money to spend.

one-way [ADJ-U7] A **one-way** ticket allows a traveler to go to one place.

operator [N-COUNT - U2] An **operator** is a worker who answers the telephone.

overnight train [N-COUNT-U7] An **overnight train** travels all night and arrives at the destination in the morning.

passenger [N-COUNT-U5] A **passenger** is a person who travels on an airplane or other form of transport.

PBX [N-COUNT-U2] **PBX** stands for private branch exchange. It is a phone system used in hotels.

personal check [N-COUNT-U10] A **personal check** is a method of payment that uses money from a checking account.

photo ID [N-COUNT-U10] A **photo ID** is a card that proves who you are and has a photograph of you on it.

pick out [V-T-U13] You **pick out** something when you choose it.

PIN number [N-COUNT-U11] A **PIN (personal identification number)** is a secret number that you use to access a bank account using an ATM.

pitch a tent [V PHRASE-U4] To **pitch a tent** is to set up a temporary shelter outdoors.

port of call [N-COUNT-U6] A **port of call** is a place where ships stop and passengers visit.

porter [N-COUNT-U6] A **porter** is a cruise ship worker who carries bags for passengers.

price tag [N-COUNT-U13] A **price tag** is a small piece of paper or a sticker that displays an item's cost.

professional [ADJ - U2] Someone who is **professional** is skilled and talented.

purified water [N-UNCOUNT-U15] **Purified water** is clean water.

rate [N-COUNT-U12] A **rate** is a measure of how much you pay for something.

ratings [N-COUNT-U3] **Ratings** are used in restaurant guides. A restaurant with a high rating has good food and service.

Glossary

receipt [N-COUNT-U12] A **receipt** is a record of a something.

relax [V-I or T-U1] To **relax** is to not worry about anything and have fun.

relaxation [N-UNCOUNT-U6] **Relaxation** is the act of resting and not worrying.

release form [N-COUNT-U12] A **release** form makes a person not responsible if something bad happens.

report [V-T or I-U14] To **report** is to tell information to someone.

resort [N-COUNT-U4] A **resort** is a resting and sleeping place that offers many services.

robbery [N-COUNT or UNCOUNT-U14] A **robbery** is the crime of stealing.

romantic [ADJ-U1] Something that is **romantic** relates to love.

romantic getaway [N-COUNT-U4] A **romantic getaway** is a type of trip that has to do with love.

round trip [ADJ-U7] A **round trip** ticket allows a traveler to go to a destination and back.

ruin [V-T-U15] To **ruin** is to break or spoil something.

safe deposit box [N-COUNT-U14] A **safe deposit box** is a metal container that protects items from theft.

sale [N-COUNT-U13] A **sale** is when a shop sells items at a lower price than normal.

scenery [N-UNCOUNT-U7] **Scenery** refers to the things outdoors like trees and hills. You see them in a particular place.

security screening [N-UNCOUNT-U5] **Security screening** is an airport process. Workers check luggage for dangerous or illegal things.

selection [N-COUNT-U13] A **selection** is the different items a shop sells.

service charge [N-COUNT-U11] A **service charge** is money that you pay to receive a service.

service fee [N-COUNT-U11] A **service fee** is money that you pay to receive a service.

shore excursion [N-COUNT-U6] A **shore excursion** is a trip from a cruise ship to a city.

souvenirs [N-COUNT-U13] A **souvenir** is something that you buy while on holiday to remind you of the trip.

staff [N-COUNT-U13] The **staff** are workers in a business.

standard [ADJ-U9] Something that is **standard** comes with every purchase.

star rating [N-COUNT-U4] A **star rating** is a rank that tells visitors the quality of a hotel.

station [N-COUNT-U7] The **station** is a place trains come and go from.

steakhouse [N-COUNT-U3] A **steakhouse** is a type of restaurant that sells many cuts of meat.

stop [N-COUNT-U8] A **stop** is a place where buses stop. Some passengers get off or on the bus there.

suspicious activity [N-UNCOUNT-U14] **Suspicious activity** is behavior that can lead to crime.

table service [N-UNCOUNT-U3] **Table service** is a type of service in which workers bring food and drink to the table.

target [V-T-U14] To **target** is to aim at someone.

tender [N-COUNT-U6] A **tender** is a boat that takes passengers from the cruise ship to land.

theft [N-COUNT or UNCOUNT-U14] A **theft** is when something is stolen.

ticket kiosk [N-COUNT-U7] A **ticket kiosk** is a place where people can buy train tickets.

timetable [N-COUNT-U7] A **timetable** is a list that shows train destinations and departure times.

transaction [N-COUNT-U10] A **transaction** occurs when someone buys or sells something.

transfer [V-T- U2] To **transfer** is to move a call to another telephone.

travel emergency [N-COUNT-U15] A **travel emergency** is an unexpected problem that happens during a trip.

travel insurance [N-UNCOUNT-U15] **Travel insurance** is insurance that helps pay for emergency travel or hospital fees abroad.

traveler's checks [N-COUNT-U10] **Traveler's checks** are used by travelers instead of cash. They are printed with a set amount.

trip [N-COUNT-U1] A **trip** is when you travel to a place during a period of time.

trunk [N-COUNT-U9] A **trunk** is the space in the back of a car that is used to store luggage.

upper deck [N-COUNT-U6] The **upper deck** is the top of the ship.

vacationer [N-COUNT-U1] A **vacationer** is a person who travels somewhere for fun.

vaccination [N-COUNT or UNCOUNT-U15] A **vaccination** is an injection that prevents disease.

valuables [N-UNCOUNT-U14] **Valuables** are objects that are worth a lot of money.

vegetarian [ADJ-UNCOUNT-U3] **Vegetarian** is a style of cooking with no meat.

waitstaff [N-UNCOUNT-U3] The **waitstaff** are restaurant workers who take orders from customers and serve their food.

wire transfer [N-COUNT-U11] A **wire transfer** is a way to send money electronically.

withdraw [V-T-U11] To **withdraw** is to take money out of your bank account.

youth hostel [N-COUNT-U4] A **youth hostel** is a sleeping and resting place for young travelers that is inexpensive.

CAREER PATHS

Tourism

Book 2

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Express Publishing

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1 Cultural differences



Get ready!

1 Before you read the passage, talk about these questions.

1 What is a culture you want to learn more about? Why?

2 How can cultural differences cause problems?

Reading

2 a) Listen and read part of a training manual for hotel employees. Employers should avoid making eye contact with people from which place?

b) Read and mark the following statements as (T) true or (F) false.

1 ___ Hotel employees should not make eye contact with English guests.

2 ___ Standing closer than half a meter to an English visitor violates their personal space.

3 ___ A hotel employee doesn't know the female guest's name. He should call her "ma'am".

Luxe Hotel Training Manual
About Cultural Differences

ADDRESSING THE GUEST - Always **address** the guest as either Mr. or Ms. followed by his or her last name, or **surname**. If you don't know the guest's name, call him or her either "sir" or "ma'am".

EYE CONTACT - *Guests from North America, Europe and Australia:* Make **eye contact** when speaking to visitors from these areas. This shows that you are **paying attention** to the speaker.

Guests from Asia, Africa and South America: Avoid making eye contact - it is considered **confrontational** or disrespectful.

PERSONAL SPACE - **Personal space** is the area around an individual. Be careful not to violate your guests' personal space.

Guests from Asia, Africa and South America do not expect a lot of personal space. However, guests from North America and Europe prefer at least half a meter of personal space. To **ensure** your guest's comfort, don't stand any closer than that.

APPOINTMENTS AND TIMELINESS - Part of the great service at the Luxe Hotel is our **timeliness**. If you make an **appointment** with a guest, make sure to be on time.

Vocabulary

3 Read the sentences and choose the correct meaning of the underlined word.

1 The client <u>preferred</u> to arrive at the meeting early.
- **A** went against or show disregard for something
- **B** wanted something a certain way
- **C** was somewhere at the agreed time

2 The driver <u>paid attention</u> to my directions.
- **A** spoke to someone
- **B** looked at somebody's eyes
- **C** listened carefully to someone

3 The employee respected the guest's <u>personal space</u> and stood a meter away.
- **A** area around someone
- **B** need for communication
- **C** agreement to meet or do

4 Choose the correct word pairs to fill the blanks.

1 The receptionist ___ the man by his ___ .
- **A** addressed - surname
- **B** preferred - eye contact
- **C** paid attention - cultural differences

2 We know our client's expectation of ___ when making ___ .
- **A** cultural difference - eye contact
- **B** timeliness - appointments
- **C** confrontation - surnames

3 John stood a meter from the guest because he didn't want to ___ her ___ ___ .
- **A** ensure - eye contact
- **B** address - cultural differences
- **C** violate - personal space

Listening

5 **Listen to a conversation between a hotel manager and a guest. Then choose the right answers.**

1 What is true about Ms. Masterson?

A She is unhappy at the hotel.
B She is traveling alone.
C She is married.
D She is not Korean.

2 What can be inferred about why the staff doesn't make eye contact with Ms. Masterson?

A They are confused by her.
B They respect her.
C They do not listen to her.
D They are uncomfortable around her.

6 **Listen again. Fill in the blanks.**

Hotel Manager: Good morning Ms. Masterson. How are you enjoying **1** _____ _____ with us?

Guest: It's wonderful, thank you!

Hotel Manager: I'm happy to hear that.

Guest: The room is beautiful. But the best part is the staff.

Hotel Manager: What do mean?

Guest: Well, the staff is very **2** _____. For example, everybody always calls me "Ms. Masterson" or "Ma'am".

Hotel Manager: That's just part of our commitment to **3** _____ _____.

Guest: There's just one thing that **4** _____ me, though.

Hotel Manager: Oh? Have you had any problems?

Guest: It's just that ... it seems that the employees avoid making **5** _____ _____ with me.

Hotel Manager: That's probably because in Korea, people don't usually look at each other in the eyes. It's a sign of **6** _____.

Guest: I had no idea. In my country, it's a sign that you're **7** _____.

Hotel Manager: I will let my staff know about this. We don't want to make our guests uncomfortable.

Guest: Thank you. It really helps to know about the **8** _____ _____.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.**

USE LANGUAGE SUCH AS:

Have you had any problems?
That's probably because ...
In my country, it's a sign of ...

Student A: You are the hotel manager. Ask Student B questions to find out about:

- How he or she is enjoying the stay
- The problems he or she has encountered

Create personal information about yourself.

Student B: You are a guest at the hotel. Talk about the cultural differences you have noticed during your stay.

Writing

8 **You are a hotel guest. Use the information from Task 7 to write about your experience.**

Luxe Hotel

At the ***Luxe Hotel***, we really care what you think. Please complete the following comment card.

	Excellent	Average	Poor
Service:	❑	❑	❑

How did our employees make your stay at the Luxe Hotel enjoyable? Please give specific examples. ____

Describe some changes that would improve the quality of your stay. _____

Thank you for taking the time to complete this card.
Your feedback is greatly appreciated.

2 Travel packages



Reading

2 a) Listen and read this brochure for different travel packages. What two types of package does it discuss?

b) Read and mark the following statements as true (T) or false (F).

1 __ The deluxe package includes all meals, drinks, tours, and transfers.
2 __ The economy package can be changed.
3 __ Deluxe package travelers book their own rooms.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ all-inclusive	4 __ explore
2 __ customize	5 __ deluxe
3 __ entrance fee	6 __ travel package

A money you pay to get into a park
B to learn more about a place
C being the best or highest in quality
D to change something so it's how you want it
E including everything (lodging/food/ etc.)
F a holiday that includes air fare, lodging, etc.

4 Fill in the blanks with the correct words from the word bank.

word BANK

accommodations set menu air-only
full board half board itinerary

1 Sarah chooses all of her meals from a _____. She has many options.
2 Frederick wants to eat all his meals at the hotel. He buys a _____ package.
3 The holidaymaker did not like her _____. Her bed was uncomfortable and the room had a terrible view.
4 The family checked the _____ for information about the day's activities.
5 John bought a(n) _____ package. Now he only has plane tickets for his trip.
6 The small hotel only offers breakfast and dinner. It has _____ service.

PLANET TRAVEL

HOLIDAY IN THAILAND TOURS

Discover ancient culture, great food and beautiful beaches. Discover Thailand! Our two Thailand tour packages provide fun on any budget.

Our **all-inclusive** Thailand **Deluxe** tour package includes:

- Round-trip flights from Sydney to Bangkok
- All tours and transfers
- Four-star **accommodations** for the length of your stay
- **Entrance fees** to parks
- All meals and drinks (from a **set menu**)

Are you on a budget? Then ask about our Thailand Economy tour package. You can customize it to fit your budget. It includes:

- A detailed **itinerary**
- Option of **full board** or **half board**
- This package can also be ordered as **air-only** with no board
- Choose the tours you want to go on. Or order none and **explore** on your own!

Do you have questions about any information in this brochure? Call a Planet Travel agent today. We guarantee that you will experience all that Thailand has to offer!

Get ready!

1 Before you read the passage, talk about these questions.

1 Do you use a travel agent when you go abroad?
2 What should a travel package include?

Listening

5 **Listen to the conversation between a travel agent and his client. Then mark the following statements as true (T) or false (F).**

1 __ The client wants to see Thailand now.
2 __ The deluxe package only includes airfare.
3 __ The client wants to add excursions.

6 **Listen again. Fill in the blanks.**

Travel Agent: Welcome to Planet Travel. How can I help you?

Client: Hi. I'd like to **1** _____ _____ _____.

Travel Agent: Where would you like to visit?

Client: I'd like to go to Thailand. I hear it is beautiful this time of year.

Travel Agent: It is! Spring is the best time to visit. We have two **2** _____ for Thailand: the deluxe and economy packages.

Client: What is the difference between them?

Travel Agent: The deluxe is the best package that we offer. It's **3** _____-_____.

Client: What about the economy package?

Travel Agent: You can customize the economy to be **4** _____.

Client: Does that mean I could get an **5** _____-_____ package?

Travel Agent: Exactly. Is that something you're interested in?

Client: Yes. I don't mind making my own arrangements for **6** _____.

Travel Agent: OK, are you interested in planning any **7** _____? We can help you with that as well.

Client: No, I'd rather explore on my own once I get there.



Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.**

USE LANGUAGE SUCH AS:

Where would you like to visit?

I'd like to go to ...

Does that mean I could get a ...?

Student A: You are a travel agent at Planet Travel. Answer Student B's questions about planning a holiday. Make up information about:

- types of packages
- types of flights
- types of excursions

Student B: You are a client at Planet Travel. Ask Student A questions about:

- The types of packages available
- The type of flight
- What excursions are available

Make up somewhere you would like to visit.

Writing

8 **Imagine you are a travel agent. Use the dialogue in Task 7 to write a summary of the traveler's travel package.**

DISCOVERY TOURS **PACKAGE REQUEST FORM**

Destination: _____

Package Type: _____

Includes: _____

_____

_____

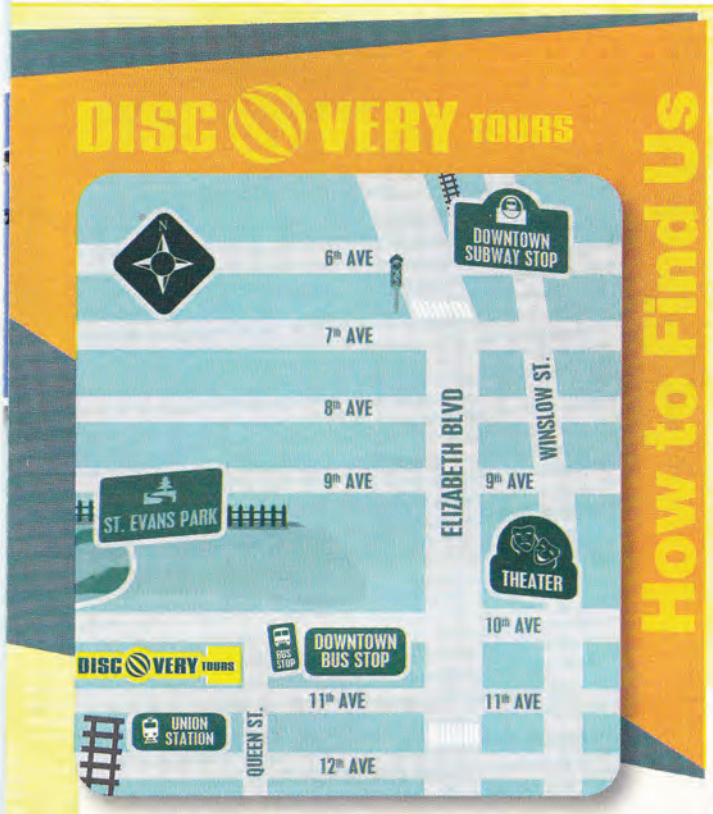
3 Giving directions

Get ready!

1 Before you read the passage, talk about these questions.

1 How do you get around in a new city?

2 Think of a place in your city. Give directions to that place.



From Toronto Pearson International Airport - Take the red **line** to the **downtown** subway stop. From there, head south on Elizabeth Boulevard for four **blocks**. Then **turn right** on 10th Avenue. You're almost there! **Keep going** until you **reach** the **intersection** with Queen Street. There we are!

From Union Station - Turn right out of the main entrance of the train station. Then turn left at the first **corner**, and keep going **around the block** to Queen Street. The office is **across the street** from St. Evans Park. You can't miss it!

From the Bus Terminal - If you took the bus downtown, you're in luck! The downtown bus stop at Queen Street is right across the street from the Discovery Tours office. Come on in and book your tour!

Lost? - Feel free to call our offices for directions. Our staff is always happy to help you find the right place. You can call us at (214) 898-3500.

Reading

2 Listen and read the brochure from a tour operator, and then choose the right answers.

1 What is the brochure mainly about?

- **A** the fastest way to travel to the tour company
- **B** the local attractions around the office
- **C** the different ways to arrive at Discovery Tours
- **D** the kinds of tours offered at Discovery Tours

2 Which is true according to the brochure?

- **A** A subway goes from the airport to the office.
- **B** The tour operator's offices are on Elizabeth Blvd.
- **C** The Discovery Tours office is near St. Evans Park.
- **D** The downtown bus stop is four blocks from the office.

3 What can you guess about Discovery Tours?

- **A** It offers tours to places in St. Evans Park.
- **B** It is located in Toronto's downtown.
- **C** It is across the street from the theater.
- **D** Its location is convenient for fliers.

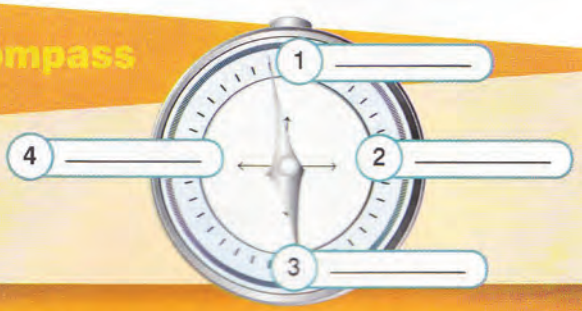
Vocabulary

3 Label the pictures using the words from the word bank.

word BANK

left right north south east west around across

Compass



General



4 Choose the word that is closest in meaning to the underlined part.

1 Jane <u>continues in the same direction</u>.
A keeps going B heads C reaches

2 Does the blue <u>subway route</u> travel to Oak Road?
A intersection B block C line

3 The hotel is <u>in the central part of a city</u>.
A on the corner B in the downtown
C at the intersection

5 Listen and read the brochure again. What side of the map shown in the brochure is Discovery Tours office on? What direction is this?

Listening

6 Listen to a telephone conversation between an employee at Discovery Tours and a client. Then mark the following statements as true (T) or false (F).

1 ___ The woman is traveling to the office by bus.
2 ___ The client is near a theater.
3 ___ The woman is only two blocks away from the Discovery Tours office.

7 Listen again. Fill in the blanks.

Employee: Thank you for calling Discovery Tours. How may I help you?
Client: Hello, I'm trying to find your offices. But I'm completely **1** _____.
Employee: I can help you **2** _____ _____ _____. Do you know what street you're on right now?
Client: Um, I'm **3** _____ _____ _____ of 10th Avenue and Winslow Street.
Employee: Do you see the theater?
Client: Yes! I'm right **4** _____ _____ of it.
Employee: Okay. Don't worry – you're **5** _____ _____.
Client: So ... where should I go?
Employee: First, you need to **6** _____ _____, away from the theater.
Client: But do I need to stay on 10th Avenue?
Employee: That's right. Just **7** _____ _____ for about half a kilometer.
Client: Do you know how many blocks that is?
Employee: Yes. Let's see ... it's two blocks.
Client: Okay. Then what?
Employee: Then you'll be at the 8 _____ of 10th and Queen Street. You'll see St. Evans Park on one side of the street. We're across from there.
Client: That doesn't sound too hard. Thanks! I'll be there soon.

Speaking

8 With a partner, act out the roles based on the dialogue from Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

Do you know what street you are on now?
Where should I go?
First, you need to walk ...

Student A: You are a lost tour client. Pick a place on the map above and tell Student B your location. Then ask Student B for directions to the office.

Student B: You are an employee at the Discovery Tours office. Give the student directions about how to arrive at the office.

Writing

9 Use the dialogue in Task 8 to fill write directions for your partner.

DISCOVERY TOURS

Starting Location: _____

Places Nearby the Starting Location: _____

_____

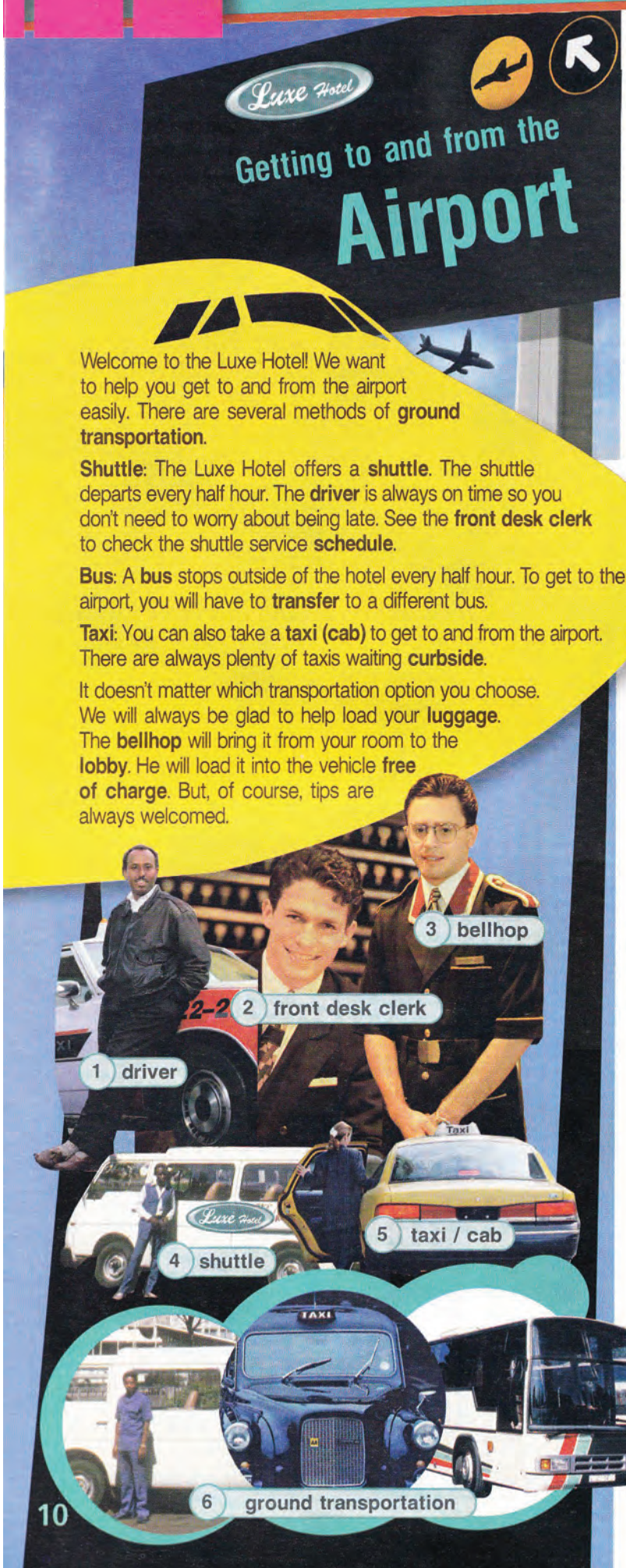
_____

Directions to Discovery Tour Office: _____

_____

Every Adventure Begins with Discovery Tours

4 Getting to and from the airport



Get ready!

1 Before you read the passage, talk about these questions.

1 How do people go to the airport?
2 What are some other ways to travel to the airport?

Reading

2 Listen and read part of a hotel's brochure about ground transportation. Then choose the right answers.

1 Who brings luggage to and from your room?
A front desk clerk C bellhop
B driver D lobby clerk

2 What is true about taking the bus to the airport?
A Guests must take a taxi to the nearest bus stop.
B Guests have to change buses.
C Guests can take the bus for free.
D Guests can find a bus every fifteen minutes.

3 A guest doesn't pay for transportation. He or she probably takes a ____.
A bus C plane
B shuttle D taxi

Vocabulary

3 Use the word bank to fill the blanks in the sentences.

WORD BANK

luggage curbside schedule
driver shuttles transfers

1 Joe _____ from one bus to another. He changes buses.
2 Mary's _____ is very heavy. She put too many clothes in it.
3 Jason stood at the _____ to catch a cab.
4 Ms. Bixby checked the shuttle service _____ with the front desk clerk.
5 The shuttle _____ is always on time. His passengers are never late.
6 _____ go from the hotel to the airport.

4 **Check (✓) the sentence that uses the underlined part correctly.**

1 ___ **A** A front desk clerk takes your luggage to your room.
___ **B** You can hire a taxi to drive you to the airport.

2 ___ **A** When something is free of charge, you don't have to pay for it.
___ **B** An airplane is a type of ground transportation.

3 ___ **A** You usually ask a bellhop to help you make a hotel reservation.
___ **B** The lobby of a hotel is usually at its entrance.

5 **Listen and read the brochure again. How many types of ground transportation does it describe?**

Listening

6 **Listen to the conversation between a hotel guest and a front desk clerk. Then mark the following statements as true (T) or false (F).**

1 ___ The guest decides not to take a taxi.
2 ___ The airport shuttle costs more than a cab.
3 ___ The bellhop loads the guest's luggage into the shuttle.

7 **Listen again. Fill in the blanks.**

Hotel Guest: Excuse me. I need to get to the **1** _____ immediately.
Front Desk Clerk: When does your plane leave?
Guest: It leaves in two hours. Can you **2** _____ _____ _____ for me?
Clerk: That won't be necessary. Our airport **3** _____ just arrived.
Guest: Shuttle? You mean the hotel provides transportation to the airport?
Clerk: Yes. And you won't have to wait for a **4** _____. So you can arrive at the airport sooner.
Guest: Wait, how much does the shuttle cost?
Clerk: It's **5** _____ of charge for guests.
Guest: That's great – I'll save on the cab fare. Should I bring down my luggage?
Clerk: No, the **6** _____ will do that. And he'll also load it onto the shuttle.
Guest: So I can just get on the shuttle? How wonderful!
Clerk: That's right. I'll call the bellhop right away.

Speaking

8 **With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.**

USE LANGUAGE SUCH AS:

Can you call a cab for me?
How much does the ... cost?
Should I bring down my luggage?

Student A: You are a guest at a hotel. You need to get to the airport. Ask Student B questions about:

- The types of transportation available
- The cost of the transportation

Student B: You are an employee at the hotel. Answer Student A's questions about transportation.

Writing

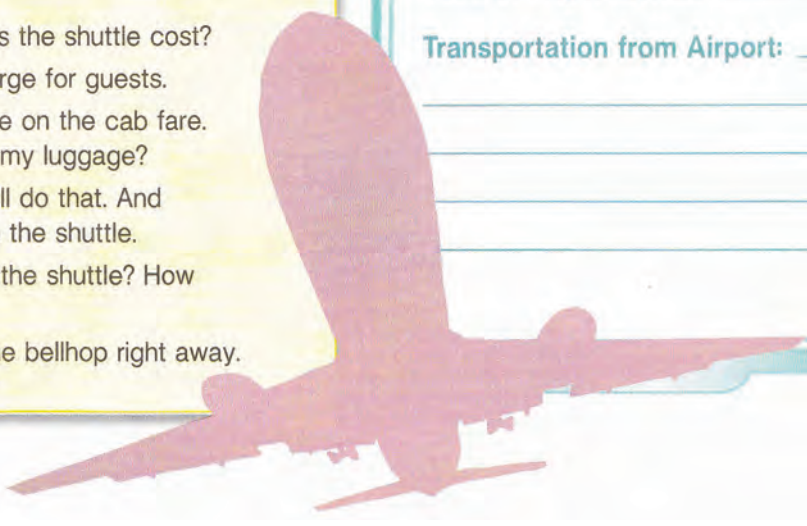
9 **A future guest inquires about airport ground transportation. Use the dialogue in Task 8 to describe ways to get to your hotel.**

Luxe Hotel

INQUIRY FORM

Time of Flight Arrival: _____

Transportation from Airport: ___



5 Talking about the weather



THE MÉRIDA DAILY - SUNDAY, JUNE 16TH

HEAT WAVE in the Yucatan Peninsula

Visitors to Mérida are going to have to find ways to stay cool next week. That's because **forecasters** expect **record temperatures** in the Yucatan Peninsula starting on Monday. They **predict** a **high** of 40°C on Monday. And the nighttime low will be around 28°C. The hot weather is going to last until Thursday. The days will be **sunny** and **clear** and there will be little **cloud cover**. Many visitors will probably stay indoors and enjoy the air conditioning. It will also be a great time to explore the local beaches and **get some sun**.

But **beachgoers** will need an umbrella on Friday. On Friday, the **heat wave** is going to end. Skies will be **cloudy** and there is going to be a sixty percent chance of rain. The high on Friday will be 35°C. And the low will be 26°C. The stormy weather will last all weekend.

* * *

Get ready!

1 Before you read the passage, talk about these questions.

1 What is the weather like today?
2 What kind of weather do you like best?

Reading

2 a) Listen and read an article from the weather section of a newspaper. What is the lowest temperature expected during the week?

b) Choose the right answers.

1 According to the passage, how long will the hot weather last?

A for the weekend C for four days
B until Monday D until Saturday

2 Mr. Williams wants to get some sun. What is probably the best day to go to the beach?

A Thursday C Saturday
B Friday D Sunday

3 What is the weather going to be on the weekend?

A sunny B clear C dry D rainy

Vocabulary

3 Read the sentence pairs. Choose where the words best fit in the blanks.

1 sunny/cloudy

Many people are going to the beach today. It is _____ today.

Melanie likes when it's bright outside. She doesn't like _____ weather.

2 forecaster/beach goer

The _____ will swim in the ocean today.

The _____'s job is to predict the weather.

3 cloud cover/heat wave

Allison didn't get a tan today. There was too much _____.

Max stays inside during the _____ because he doesn't like hot weather.

4 **Check (✓) the sentence that correctly uses the underlined part.**

1 ___ **A** It is a <u>stormy day</u> and there are no clouds in the sky.
___ **B** The <u>record temperature</u> is 41°C. It has never been hotter than that.

2 ___ **A** Because today is sunny, many people are at the beach to <u>get some sun</u>.
___ **B** When it is <u>clear</u> it will probably rain.

3 ___ **A** Today's <u>high</u> is the hottest temperature of the day.
___ **B** The day's <u>low</u> is the temperature in the morning.

Listening

5 **Listen to a conversation between a hotel employee and a guest. Then answer the questions.**

1 According to the dialogue, it is raining hard because it is the ____.
A morning **C** rainy season
B afternoon **D** cloudy season

2 The hotel employee tells the guest that it will be ____ this afternoon.
A cold **B** hot **C** cloudy **D** stormy

3 The guest will most likely go to the ____ in the morning.
A beach **B** aquarium **C** museum **D** hotel

6 **Listen again. Fill in the blanks.**

Hotel Employee: **1** _____ _____, Mr. Reeves. How are you today?
Guest: I'm fine, thank you. Wow! It's really **2** _____ _____ out there.
Hotel Employee (W): That's because it's the **3** _____ _____.
Guest: Do you know when it will **4** _____ _____?
Hotel Employee: Oh, it'll be **5** _____ all morning.
Guest: That's too bad. I wanted to visit the beach this morning.
Hotel Employee: Don't worry. It's supposed to clear up this afternoon.
Guest: Will it be **6** _____?
Hotel Employee: Yes. It's going to be sunny and hot.
Guest: That's good. I'll go to the beach later then. But what will I do in the morning?
Hotel Employee: You can visit the museum. There's also an aquarium nearby.
Guest: The aquarium sounds great. I'd better get my umbrella before I go out.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:
It will be stormy all morning.
Will it be hot?
It's going to be sunny.

Student A: You are the hotel employee. Answer Student B's questions and offer suggestions.

Student B: You are a guest at a hotel. Ask the hotel employee questions about:
- The weather
- The temperature
- Suggested activities

Writing

8 **Imagine that you are a hotel worker. Use the dialogue in Task 7 to fill in the information in the hotel lobby about the weather forecast.**

Today's Weather

Morning Weather: _____
Suggested Activities: _____
_____

Afternoon Weather: _____
Suggested Activities: _____
_____

Luxe Hotel



6 International travel



Get ready!

1 Before you read the passage, talk about these questions.

1 Name different countries that you have traveled to.
2 What documents did you need when you traveled?

PLANET TRAVEL

Going International



Ready to Travel?

You packed your bags and you have a plane ticket. But are you ready to travel **abroad**? Take a look at the information below about **international** travel.

BEFORE LEAVING THE COUNTRY - Before you depart, make sure you have a **valid passport** and that it will not expire during your trip. Also, some countries require visitors to have a **visa**. For more information about visas, contact the embassy. Finally, make sure you do not have any **prohibited** items in your luggage.

ARRIVING IN ANOTHER COUNTRY - When you arrive, you go through **customs**. Sometimes customs agents **inspect** your luggage. They look for items not allowed in the country. When you bring some types of food or medication, you must **declare** them. Then **customs agents** inspect your visa and passport. And they **stamp** your passport.

BEFORE YOU HEAD HOME - Before you get on the plane to return home your passport will be checked again, and in some countries you pay a **departure tax**.

Reading

2 Listen and read this brochure from a travel agency about travel to foreign countries. Choose the right answers.

1 What is the main idea of the passage?
- A where to renew your passport
- B how to prepare for traveling abroad
- C what items are prohibited in other countries
- D what you need to buy an international ticket

2 What does the passage say about visas?
- A Travelers get one when they go through customs.
- B Travelers are prohibited from carrying them.
- C They are not required for travel in all countries.
- D They are the same as a passport.

3 According to the passage, which items do you need to declare?
- A some medicines
- B foreign-made clothes
- C large amounts of cash
- D expired visas

Vocabulary

3 Check (✓) the sentence that uses the underlined part correctly.

1 ___ A <u>International</u> flights go between two cities in the same country.
___ B Cigarette lighters are <u>prohibited</u> on the plane.

2 ___ A You pay a <u>departure tax</u> when you leave the country
___ B The <u>customs agent</u> stamps your luggage. He weighs it.

3 ___ A Customs is where workers <u>inspect</u> your luggage and travel documents.
___ B A <u>customs agent</u> sells travelers boarding passages.

4 ___ A Uri travels <u>abroad</u>. He goes to another country.
___ B Maxine <u>declares</u> her luggage. She puts all her clothes inside of it.

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 valid/expired

Peter's passport is _____ now, but he will need a new one in three months.

Lidia was not allowed to travel because she had a(n) _____ passport

2 customs/passport

_____ is the place in an airport where your luggage is inspected.

You cannot travel to another country without your _____ .

3 visa/inspects

A customs agent _____ your luggage when you enter a country.

A _____ is a document that allows you to enter a country.

5 What happens to your passport when you arrive in another country?

Listening

6 Listen to a conversation between a ticket clerk and a passenger. Then answer the questions.

1 Which of the following items does the clerk ask to see?

A a boarding pass **C** a passport

B a receipt **D** a driver's license

2 Where will the passenger probably go next?

A to the plane **C** through security

B through customs **D** to the check-in desk

7 Listen again. Fill in the blanks.

Ticket Clerk: Good afternoon. Do you need to **1** _____?

Passenger: Yes, here is my reservation information.

Ticket Clerk: I see that you're flying to London. I'll need to see your **2** _____ _____ . Then I can issue your boarding pass.

Passenger: Which travel documents?

Ticket Clerk: For one, I'll need to see your **3** _____ .

Passenger: Here you go.

Ticket Clerk: I have to make sure it's **4** _____ . Actually, it must be valid for the next three months.

Passenger: That's fine. My passport doesn't **5** _____ for a few years.

Ticket Clerk: OK. I don't see your visa anywhere. You need one to travel to London.

Passenger: Of course. My **6** _____ is on the back page of the passport.

Ticket Clerk: There it is. OK, here's your boarding pass. Now you have to go through security.

Passenger: I'll do that. Thank you very much.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I see you are going to ...

I'll need to see your travel documents.

Where is your visa?

Student A: You are a ticket clerk at an airport. Ask Student B questions about:

- Where they are going
- His or her passport
- His or her visa

Make up destination and name for your partner.

Student B: You are a passenger at an airport. Answer Student A's questions.

Writing

9 Imagine you are an airport employee. Use the dialogue in Task 8 to write about which travel documents passengers need in order to travel abroad.



7 Airport security



Get ready!

1 Before you read the passage, talk about these questions.

1 How do you stay safe at the airport?

2 What rules do you follow at an airport?

Flying High, Staying Safe

The Rules of Safe Travel

At Allerton International Airport, we care about keeping you safe. That's why we have very strict safety **regulations**. Follow these simple rules and pay attention to all travel **advisories** to stay safe.

Unattended Luggage: Keep your luggage with you at all times. Do not leave your bags with strangers. Only trust your **travel companions** to watch your bags. **Unattended luggage** should be reported to a **security guard**.

Restricted Areas: All **restricted areas** are clearly **marked**. Do not enter any area that is **cordoned off**. There are **security cameras** all over the airport to keep you safe.

Security Checkpoints: There are several **security checkpoints** in the airport. You must pass through them before you can board a plane. Security guards inspect your baggage. They put your baggage through an **X-ray machine**. Make sure to take all coins out of your pockets and remove your belt. Then you pass through a **metal detector**.

Reading

2 Listen and read this poster about rules at an airport. Choose the right answers. What should you do at a security checkpoint?

1 According to the passage, what do security workers check?

A boarding passes
B cameras
C luggage
D pockets

2 According to the poster, which item is NOT used by the airport for security?

A security cameras
B X-ray machines
C restricted checkpoints
D metal detectors

3 What is probably true of restricted areas?

A They are easy to see.
B They have metal detectors.
C They are only for passengers.
D They protect airport workers.

Vocabulary

3 Match the words (1-7) with their definitions (A-G).

1 __ security guard
2 __ marked
3 __ x-ray machine
4 __ advisory
5 __ regulation
6 __ security camera
7 __ travel companion

A a person who travels with you
B an official warning
C an official rule that travelers must obey
D a machine that records video of people
E to show where something is by putting up signs
F a tool that can see inside baggage
G an employee who is in charge of keeping the airport safe

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 unattended luggage/metal detector

Charles saw some _____ near the terminal. He reported it to a security guard.

Dana took the coins out of her pockets. Then she walked through the _____.

2 security guard/security checkpoint

All passengers have to pass through a _____. It is to keep everyone safe.

The _____ asked Sandra for her identification.

3 cordoned off/restricted area

Terminal 3 in the airport is _____. Passengers can't go there.

Travelers cannot enter the _____. It is only for airport workers.

5 Listen to the poster again, then say three rules of safe travel.

Listening

6 Listen to a conversation between a security guard and a traveler at an airport. Then answer the questions.

1 What is the conversation mainly about?

A Asking about airport safety policies
B Finding the woman's lost bags
C Describing a possible security risk
D Entering a restricted area

2 What is true about the baggage?

A It is all the same color.
B It is at a gate.
C It was checked by security.
D It has prohibited items in it.

7 Listen again. Fill in the blanks.

Passenger: I was just waiting at Gate 10 and I saw something strange.
Security Guard: What is it?
Passenger: Well, there were a few **1** _____ _____ there.
Security Guard: How long have the bags been there?
Passenger: Um, since I arrived at the gate. So ... about twenty minutes.
Security Guard: Are you sure that the **2** _____ weren't nearby?
Passenger: No. Nobody has come near the **3** _____ at all.
Security Guard: Can you tell me what the luggage looks like?
Passenger: There are **4** _____ _____ bags. One is red and the other is black.
Security Guard: OK, I'm going to have to investigate further.
Passenger: I know it's probably nothing. I just thought I'd better **5** _____ it ... just in case.
Security Guard: You did the **6** _____ _____. Thank you.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Choose who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Is there a problem? *I just thought I'd better ...*
Can you tell me about ...?

Student A: You are a traveler at the airport. Ask Student B about:
- A problem at the airport

Make up a problem and details about the problem.

Student B: You are a security guard. Ask Student A about:
- Details of a security problem

Make up a possible solution to the problem.

Writing

9 Imagine you are a security guard at an airport. Use the information from Task 8 to write a report about a security problem in the airport. Make up a name for yourself.



8 Airplane procedures



3 flight attendant



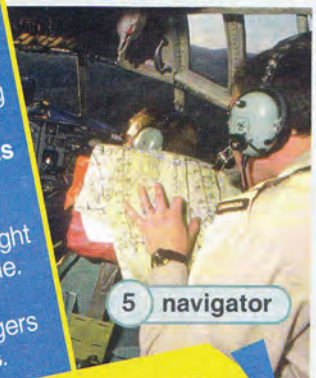
1 safety belt



2 pilot and co-pilot



4 call button



5 navigator

Every day, more than 200,000 passengers choose Hermes Airways. Why is that? Because Hermes offers the best **in-flight** service anywhere. Our award-winning service starts with our staff. Hermes **pilots** and **co-pilots** have years of experience. And our **navigators** make sure planes arrive at the right destination at the right time. In the **cabin**, **flight attendants** help passengers and serve **refreshments**.

First Time Flying?



6 hand luggage

What can you expect on your Hermes flight? When you get on the plane, your flight attendant will greet you and help you find your seat. Do you have **hand luggage**? You can store it in the **overhead bin**, **overhead compartment** or **under your seat**. During your flight, the flight attendant will make several announcements. Some inform you about important **safety procedures**, like how to **fasten** your **seat belt**. Others advise passengers about the use of **electronic devices**. Do you have a question? Press the **call button** located above your seat and a flight attendant will help you right away.



7 overhead bin / overhead compartment



8 electronic devices

Get ready!

1 Before you read the passage, talk about these questions.

1 How do people spend time on an airplane?

2 What does a flight attendant do during a flight?

Reading

2 Listen and read an in-flight brochure about procedures on an airplane. Choose the right answers. How many types of job are mentioned?

1 What is the main idea of this passage?

A what to expect on your airplane flight

B typical problems on first flights

C how to get help during a flight

D reasons that people fly on airplanes

2 According to the brochure, why do a lot of people choose Hermes Airways?

A The airline serves free refreshments.

B The flight attendants are very helpful.

C Hermes gives passengers great in-flight service.

D The planes has the best in-flight entertainment.

3 Which of the following people does NOT work on a Hermes flight?

A a pilot

B a navigator

C a flight attendant

D a safety officer

Vocabulary

3 Use the words from the word bank to fill in the blanks below.

WORD BANK

safety procedures overhead bin
in-flight pilots flight attendants
hand luggage call button seat belt

1 Hermes _____ have years of experience flying planes.

2 You can put your _____ _____ under your seat.

3 The flight attendant told me to fasten my _____ _____.

4 _____ _____ greet passengers and help them find their seats.

5 Alex wants to ask a question. He presses the _____ _____ to talk with a flight attendant.

6 Hermes Airways offers the best _____ service.

7 You can store your luggage above your seat in the _____ _____.

8 The passengers listened to the _____ _____. Now they know what to do to stay safe.

4 **Choose the word or phrase that is closest in meaning to the underlined word. Make sentences based on the text using them.**

1 refreshments
- A magazines
- B pillows
- C food and beverages

2 cabin
- A where people sit
- B a place to store luggage
- C where navigators work

3 navigator
- A the person flying the plane
- B the person guiding the plane
- C the person helping the flight attendant

Listening

5 🎧 **Listen to the flight attendant's announcement. Then answer these questions.**

1 Which of the following refreshments are NOT available?
- A coffee
- B fruit juice
- C water
- D soft drinks

2 What can be inferred about the plane?
- A It is currently in Munich.
- B It hasn't taken off yet.
- C It doesn't have storage for hand luggage.
- D It has too many passengers on it.

6 🎧 **Listen again. Fill in the blanks.**

Flight Attendant: Good afternoon. This is your **1** _____ _____ speaking. On behalf of the entire **2** _____ _____, I want to welcome you to Flight 101. We'll be flying from London to Munich this evening. At this time, please **3** _____ _____ _____ _____. And put your hand luggage in the **4** _____ _____. Or you can put it under your seat. Please turn off all **5** _____ _____. Immediately after takeoff, the flight attendants will serve refreshments. We have coffee, tea, water and **6** _____ _____ available. Thank you for choosing Hermes Airways. Have a wonderful flight!

Speaking

7 **With a partner, act out the roles below, based on the announcement in Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

I want to welcome you to ...
We'll be flying from ... to ...
Put all your hand luggage ...
Please turn off ...
Thank you for choosing ...

Student A: You are a passenger on a plane. Ask student B about:
- The flight number
- The destination
- Where to put their hand luggage

Make up a flight number and destination.

Student B: You are a flight attendant on an airplane. Answer student A questions.

Writing

8 **Use the information in Task 7 to write your own flight attendant announcement. Make up a name for the flight attendant.**

Hermes Airways

Flight Attendant Script

Name: _____

Greeting: _____

_____

Flight information: _____

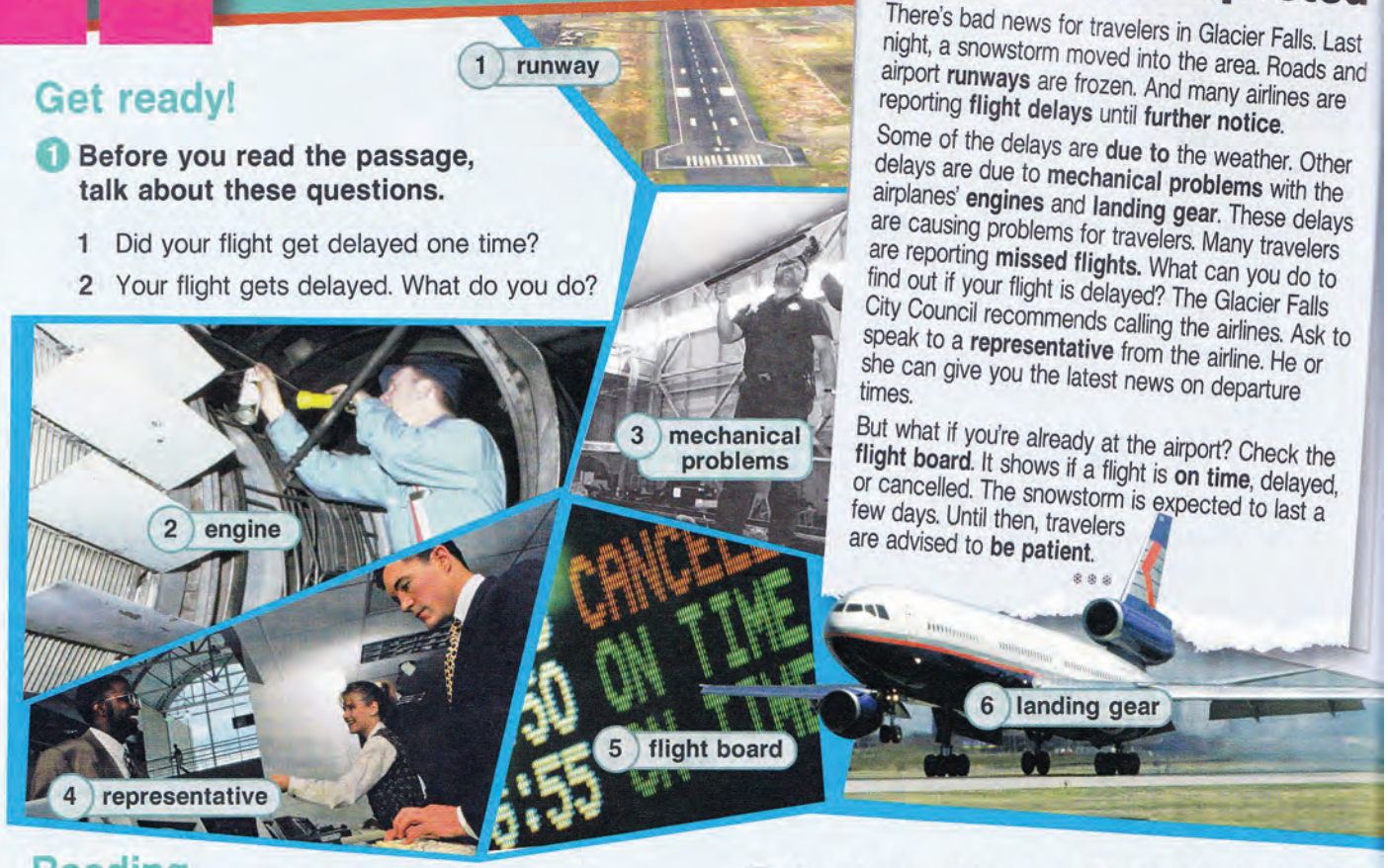
Safety instructions: _____

_____

_____

Thank you for choosing Hermes Airways. Have a wonderful flight!

9 Travel delays



The Glacier Gazette - December 17

SNOWSTORM HITS GLACIER FALLS; Flight Delays Expected

There's bad news for travelers in Glacier Falls. Last night, a snowstorm moved into the area. Roads and airport **runways** are frozen. And many airlines are reporting **flight delays** until **further notice**.

Some of the delays are **due to** the weather. Other delays are due to **mechanical problems** with the airplanes' **engines** and **landing gear**. These delays are causing problems for travelers. Many travelers are reporting **missed flights**. What can you do to find out if your flight is delayed? The Glacier Falls City Council recommends calling the airlines. Ask to speak to a **representative** from the airline. He or she can give you the latest news on departure times.

But what if you're already at the airport? Check the **flight board**. It shows if a flight is **on time**, delayed, or cancelled. The snowstorm is expected to last a few days. Until then, travelers are advised to **be patient**.

***

Get ready!

1 Before you read the passage, talk about these questions.

1 Did your flight get delayed one time?
2 Your flight gets delayed. What do you do?

Reading

2 Listen and read a newspaper article about travel delays. Mark the following statements as true (T) or false (F). What advice are passengers given?

1 __ The weather in Glacier Falls has caused flight delays.
2 __ The City Council can tell you departure times.
3 __ The flight board gives information about the runways.

Vocabulary

3 Choose the response that answers the question correctly.

1 Are the flight delays due to the weather?
   A __ No, they are because of mechanical problems.
   B __ Yes, they are made from the snowstorm.
2 Is the flight to Berlin delayed until further notice?
   A __ Yes, it is delayed until someone gives new information about it.
   B __ Yes, I bought a plane ticket to Berlin yesterday.
3 Will the plane arrive on time?
   A __ Yes, it will come later than expected.
   B __ Yes, it will come when it is supposed to.

4 Use the word bank to fill the blanks in the sentences.

WORD BANK

landing gear | missed flights | airline representative | patient | flight delays | runways | flight board | mechanical problems | engines

1 Mr. Smith waits for a long time at the airport, but he doesn't get mad. He is very _____.
2 The number one reason for _____ is that passengers do not arrive at the airport on time and cannot get on their planes.
3 The _____ is very busy answering calls from worried travelers.
4 The airport _____ are long and smooth. They're perfect for airplane landings and take-offs.
5 Mrs. Williams checked the _____ to see if her flight is on time.
6 There is a problem with the plane's _____. The plane will not start until they are fixed.
7 The planes will be arriving late due to several _____ and cancellations.
8 An airplane's _____ is important. Without it, an airplane can't land.
9 The airplane has a number of _____. These include damaged landing gear and engine trouble.

Listening

5 🎧 **Listen to a conversation between a gate attendant and a traveler. Then choose the right answers.**

1 What is the conversation mostly about?

A The woman misses a flight because of a delay.

B The traveler wants to know when the flight from Stockholm arrives.

C The attendant tells the traveler about a delay.

D The attendant tells the traveler when to board.

2 Which of the following is NOT a reason why the flight is delayed?

A mechanical problems

B damaged landing gear

C engine trouble

D broken flight board

6 🎧 **Listen again. Fill in the blanks.**

Traveler: Excuse me. When does Flight 682 leave? It's going to Stockholm.

Gate Attendant: Actually, Flight 682 is delayed until **1** _____ _____.

Traveler: Flight 682 has been delayed? I don't believe it.

Gate Attendant: That's correct, ma'am. I **2** _____ _____ _____ twenty minutes ago.

Traveler: I didn't hear it. Why has the flight been delayed?

Gate Attendant: There are several **3** _____ _____ with the airplane.

Traveler: Oh my! What kind of mechanical problems?

Gate Attendant: The landing gear is **4** _____ _____. Also, there's some minor engine trouble.

Traveler: I see. How long will the flight be delayed?

Gate Attendant: A few hours. In the meantime, you can wait in the **5** _____ _____.

Traveler: Okay. How will I know when it's time **6** _____ _____?

Gate Attendant: I'll make an announcement. Or you can check the flight board.

Traveler: I'll do that. Thank you.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Flight ... is delayed.

How long will the flight be delayed?

How will I know when it's time to board?

Student A: You are a gate attendant for Hermes Airways. Answer Student B's questions about a flight delay.

Student B: You are a traveler going on a trip. Ask Student A questions to find out:

- Why the flight is delayed.
- How to know when to board.

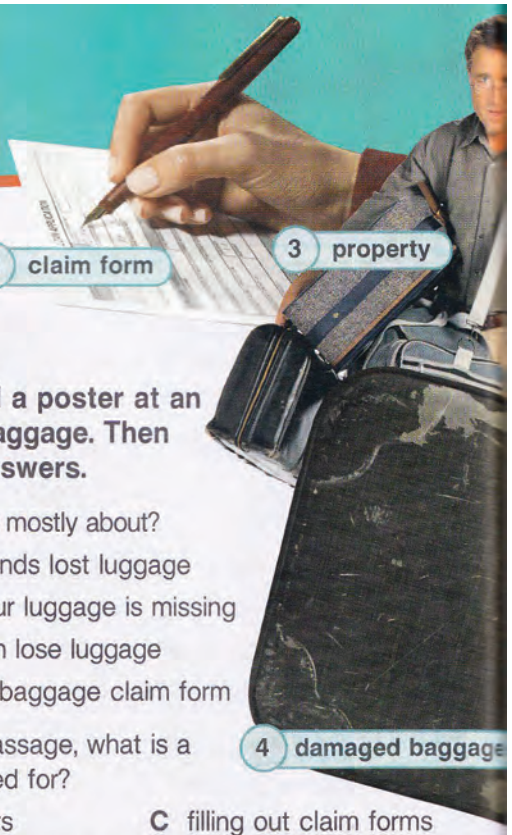
Make up the flight number and destination.

Writing

8 **Use the conversation in Task 7 to fill out an announcement about a delayed flight.**



10 Where's my baggage?



WHAT TO DO ABOUT LOST BAGGAGE

Baggage Trouble?



Every year, thousands of tourists report **lost** or **damaged baggage**. It is a problem at every major airline. But don't worry! Our **baggage office** staff is **specially** trained to help find your lost **property**. Follow these easy steps to recover your **missing** luggage.

- Enter the airport baggage office and ask for a **claim form**. This form gives us your personal information and helps us look for your luggage.
- Often, a passenger's baggage is only **misplaced**. Using a **tracking system**, we can quickly locate your luggage and return it to you.
- Other times, a traveler's baggage is lost **in transit**. Baggage that is lost in transit can be replaced. Speak to a baggage office employee to learn more.
- We will call to **notify** you of your **luggage status**. Found luggage can be picked up at the baggage office.

Thank you for your patience!



Get ready!

1 Before you read the passage, talk about these questions.

1 Name some items that people put in their baggage.

2 Imagine an airline loses your baggage. What do you do?

Reading

2 Listen and read a poster at an airport about lost baggage. Then choose the right answers.

1 What is the passage mostly about?

A how the airline finds lost luggage
B what to do if your luggage is missing
C why airlines often lose luggage
D how to fill out a baggage claim form

2 According to the passage, what is a tracking system used for?

A notifying travelers
B finding misplaced luggage
C filling out claim forms
D replacing lost baggage

3 A passenger fills out a claim form. What can you infer about the passenger?

A The passenger found luggage in the terminal.
B The passenger worked in the baggage office before.
C The passenger recovered his or her luggage.
D The passenger's luggage is missing.

Vocabulary

3 Fill in each blank with the right word from the word bank.

WORD BANK

claim damaged office system

1 baggage _____
2 tracking _____
3 _____ baggage
4 _____ form

4 Match the words (1-9) with the definitions (A-I).

1 __ lost baggage
2 __ in transit
3 __ baggage office
4 __ luggage status
5 __ specially
6 __ notify
7 __ missing
8 __ recover
9 __ property

A an area in the airport that handles all problems related to baggage
B the situation of a passenger's luggage
C luggage that has disappeared
D to be traveling from one place to another
E something not being where it should be
F to find something and get it back
G for one reason
H items that belong to someone
I to tell someone information

5 🎧 **Listen and read the poster again. When can a passenger's luggage be replaced?**

Listening

6 🎧 **Listen to a conversation between an airline employee and a traveler. Then mark the following statements as true (T) or false (F).**

1 ___ The employee says the man's luggage is probably lost.

2 ___ The claim form contains contact information.

3 ___ The airline finds most of the luggage that is reported missing.

7 🎧 **Listen again. Fill in the blanks.**

Employee: Good afternoon, sir. How may I help you?

Passenger: I can't **1** _____ my luggage. The airline probably lost it.

Employee: I'm sorry to hear that. But the good news is that your luggage is probably not lost. It's probably just **2** _____ .

Passenger: So **3** _____ _____ _____ that I'll get my luggage back?

Employee: That's right.

Passenger: So, what do I need to do now?

Employee: Well, first you have to **4** _____ _____ _____ claim form.

Passenger: A claim form? What's that for?

Employee: It gives us information that helps us locate your baggage.

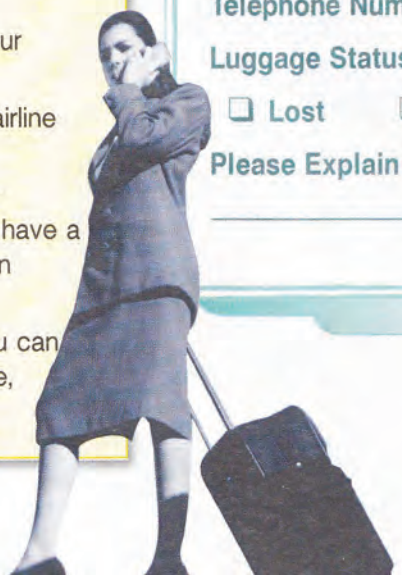
Passenger: What happens when you locate my bags?

Employee: We'll use the information on your claim form to contact you.

Passenger: But ... **5** _____ _____ the airline never finds my luggage?

Employee: In that case, we'll replace your property. But don't worry ... we have a ninety percent recovery rate on missing baggage.

Passenger: That's good to hear. I hope you can **6** _____ _____ my luggage, though.



Speaking

8 **With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

First, you have to fill out a claim form.

What happens when ...?

In that case, we'll ...

Student A: You are a passenger. Make up a problem with your luggage. Then tell Student B about the problem. Ask about:

- How to fix the problem

Student B: You are an employee at the baggage office. Listen to Student A's problem. Then tell him or her about:

- A claim form
- How to fix the problem

Writing

9 **Fill out a baggage claim form. Use ideas from Task 8. Create personal details for the passenger.**

Hermes Airways

PASSENGER CLAIM FORM

Passenger's Name: _____

Telephone Number: _____

Luggage Status (Check One):

❑ Lost ❑ Delayed ❑ Damaged

Please Explain Your Problem: _____

_____

11 Explaining the bill


1 charter flight

Get ready!

1 Before you read the passage, talk about these questions.

1 When you go out with friends, who pays the bill?
2 What charges are listed on a bill?


2 upscale


3 spa treatment

PLANET TRAVEL

Travel Services Bill

Thank you for booking your trip with Planet Travel! Below is a list of charges for services included in Planet Travel's **premium** travel package. We have also included brief descriptions of each service for your convenience.

Service	Cost
Charter Flight to Barcelona, Spain A round trip flight to and from your travel destination.	$ 1,000.00
Ground Transportation Transportation to your hotel from the airport. **Tip** not included.	$100.00
Hotel Accommodations - A one-week stay at an **upscale** hotel.	$2,000.00
Guided Tour A walking tour of several major landmarks and places of interest.	$100.00
Spa Treatment and Massage **Luxury** treatment at the hotel's spa and **massage parlor**.	$500.00
Gratuity included.	
Total Cost:	$3,700.00

Please **settle the bill** before you depart on your trip.
We accept checks and most major credit cards.

Did we **overcharge** you? Do you have any other questions regarding the bill? Please contact your travel agent.

Thank you for choosing Planet Travel!

4 walking tour

5 landmarks


6 massage parlor

Reading

2 Listen and read a bill. It's from a travel agent. Choose the right answers. What is the total cost of the trip?

1 Which of the following is NOT included in the premium travel package?
- **A** a tour with a guide
- **B** flight to the destination
- **C** entrance fees to landmarks
- **D** a massage at the spa

2 According to the passage, who do you contact regarding the bill?
- **A** the airline staff
- **B** a hotel clerk
- **C** the tour guide
- **D** a travel agent

3 What is true about the traveler based on this bill?
- **A** He or she has not used a travel agent before.
- **B** He or she is traveling for two weeks.
- **C** He or she is traveling to Spain.
- **D** He or she is traveling with family.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 My friends and I took a <u>flight that takes holidaymakers to popular travel destinations</u> from Vieques Island.
c _ _ r _ e _ f _ i _ h _

2 I learned more about the city after I took the <u>visit to popular locations with a guide</u>.
g _ i _ _ d t _ _ r

3 Are there any <u>areas with unique or interesting traits</u> in Melbourne?
p _ a _ _ s o _ i _ t _ _ e _ t

4 I need to <u>pay the fees</u> listed on the bill before I can check-out of the hotel.
s _ _ t _ e t _ _ _ _ l _

5 Is there a <u>walking visit to popular tourist locations</u> included in the travel package?
w _ l _ _ n _ t _ u _

6 Is the <u>money left as thanks for a service</u> included in the bill? _ r _ t _ _ t _

7 Susan spent the day at <u>a place where people go to receive different kinds of beauty treatments</u>. _ p _

4 Check (✓) the sentence that correctly uses the underlined part.

1 ___ **A** A premium hotel is of poor quality.
___ **B** A landmark is a famous or recognizable place.

2 ___ **A** The luxury hotel is very expensive.
___ **B** A bill allows passengers to board flights.

3 ___ **A** We stayed at an upscale hotel. It was very fancy.
___ **B** He went to a massage parlor to play card games.

4 ___ **A** The waitress gave the customer a tip.
___ **B** The waiter overcharged him for the soup. He paid more than the cost of the soup.

Listening

5 Listen to a conversation between a travel agent and a customer. Then mark the following statements as true (T) or false (F).

1 ___ Mr. Thompson was NOT overcharged for his massage.
2 ___ Mr. Thompson will have a massage.
3 ___ All tour services include gratuities.

6 Listen again. Fill in the blanks.

Travel Agent: Hello, Mr. Thompson. Is there something I can help you with?
Guest: I have a few questions **1** _____ the bill.
Travel Agent: Certainly, sir. Is something wrong?
Guest: Well, I think you may have **2** _____ me for this massage.
Travel Agent: Oh? Allow me to **3** _____ _____ _____ at the bill. Ah, I see what the problem is. The massage includes a gratuity.
Guest: What's a gratuity?
Travel Agent: It's like a tip. But it's included in the total cost. This makes things easier for our clients.
Guest: Do all of the **4** _____ _____ include gratuities?
Travel Agent: Not all of them. Just certain services like massages and transportation
Guest: Oh, I see. Thanks for **5** _____ _____ up.
Travel Agent: Of course, Sir. Now, would you like to **6** _____ _____ _____?
Guest: Yes, I would. Thank you.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I have a few questions regarding the bill.
I think you may have overcharged me.
What's a gratuity?

Student A: You are a travel agent with Planet Travel. Explain the charges to the customer. Make up services and their costs.

Student B: You are a holidaymaker going on a trip. Ask the travel agent questions to find out about:

- the charges on your bill

Writing

8 Imagine you are a travel agent. Use the dialogue in Task 7 to fill out the details of the traveler's bill.

PLANET TRAVEL

TRAVEL SERVICES BILL

Description: Charter Flight _____ $ 800.00

Description: Transportation _____ $ 200.00

Description: Other Services _____ $ ___.__

_____ $ ___.__

_____ $ ___.__



12 Negotiating prices

Get ready!

1 Before you read the passage, talk about these questions.

1 What items do you buy when you travel?
2 What types of items can you find in local markets?



1 half price

Reading

2 Listen and read the tips for bargaining out of the travel section of a newspaper. Mark the following statements as true (T) or false (F). Who should make the first offer when bargaining?

1 __ Shoppers in Beijing markets usually talk to shop owners to get lower prices.
2 __ Shop owners in Beijing do not change their prices.
3 __ Shop fast in order to get a good price on items.



2 negotiate



3 porcelain

Vocabulary

3 Match the words with the definitions.

1 __ make a deal
2 __ make an offer
3 __ half price
4 __ negotiate

A something sold for fifty percent of the regular price
B to suggest a price
C to try to buy something at a lower price
D to talk about something until you reach an agreement



4 bargain hunters

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 market / porcelain
There are many items for sale at the _____.
The woman sells beautiful objects made of _____.

2 shopper's paradise / bargain hunter
A _____ only buys things at a low price.
This place is a _____! It sells just about everything!

3 good price / limit
George bought a pretty rug at a _____.
I always set a _____ about how much money to spend.

4 good deal / customary
It is _____ for shoppers to ask for a lower price in Beijing.
Barbara made a _____ on the shirts. She didn't pay very much for them.

5 bargained / used to
Sam _____ with the shop owner about the price of the teapot.
Stella is not _____ asking for lower prices.



5 market

6 make an offer

The Jamestown Journal
Monday, September 12

Bargaining Tips for Travelers

The **markets** in Beijing are a **shopper's paradise** for **bargain-hunters**. There are hundreds of different shops there. And they sell beautiful items like **porcelain** and rugs. In Beijing, it's customary for shoppers to **negotiate** prices with store owners. But people from some places are not **used to** bargaining. Here are some dos and don'ts for bargaining that will help you get a **good deal**:

Dos

- Decide on a good price for the item you want to buy
- Let the seller **make an offer** first
- Ask the owner to give you the item at **half price**
- Stay firm until you get a good price
- When you **make a deal**, pay right away.

Don'ts

- Try not to rush the bargaining process– be patient
- Don't wait for the seller to offer you a discount
- Don't forget your price **limit**
- Don't be afraid to walk away if the price isn't right

Listening

5 🎧 **Listen to a conversation between a shop owner and a customer. Then answer the questions.**

1 What is true according to the conversation?

- **A** The vase is made of porcelain.
- **B** The vase is broken.
- **C** The woman prefers glass items.
- **D** The woman pays half price for the vase.

2 What will the woman most likely do next?

- **A** buy a vase at another store
- **B** look for a glass vase
- **C** pay for the vase
- **D** ask for a discount

6 🎧 **Listen again. Fill in the blanks.**

Shop owner: Good afternoon, ma'am. Can I help you with anything?

Customer: Yes. I'm admiring this beautiful vase. Is it glass?

Shop owner: Actually, it's porcelain. **1** _____ _____ ... it breaks easily.

Customer: I'd love to **2** _____ _____ _____. How much for this one?

Shop owner: Only six hundred yuan.

Customer: Oh, that's too much. I'll look somewhere else.

Shop owner: Wait! We can **3** _____ _____ _____. How about five hundred yuan?

Customer: No thanks! Will you sell it for **4** _____ _____?

Shop owner: Ma'am, this is already a low price. Four hundred-fifty yuan!

Customer: I'll give you four hundred yuan for it. That's my **5** _____ _____.

Shop owner: All right, ma'am. It's yours.

Customer: Great. I'll pay **6** _____ _____ Here you go.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Can I help you with anything?

How much for this one?

Will you sell it for half-price?

Student A: You are the customer. Make up an item to buy. Ask Student B questions about:

- what the item is made of
- the item's price

Then negotiate with Student B about the price.

Student B: You are the shop owner. Respond to Student A's questions. Then negotiate with Student B about the price.

Writing

8 **Imagine you are a travel writer. Use the information from Task 7 to write an article for a magazine about bargaining. Make sure your article answers the following questions:**

What item did you want to buy?

What was the item made out of?

How did you bargain for the item?

How much did you pay for the item?



13 Locating help



Where to Find Help

Visitors to Sunrise City usually don't worry about crime or medical emergencies. Our beautiful city is one of the safest vacation destinations in the country. ***But when bad things happen, do you know what to do?***

Medical emergencies: **In case of an emergency**, seek **treatment** at Charity **Hospital**. Most of the doctors there speak English. You are not seriously ill or **injured**? Then visit one of the **clinics** in town. Afterward, go to the **pharmacy**. The pharmacy can **fill a prescription** for medicine.

Crime: Victims of crime should file a **police report**. Do this at the **police stations** around Sunrise City. Or **dial** 911, the **emergency number**.

Legal: Travelers with **legal** trouble should go to their country's **embassy**. The representatives there provide advice. The embassy also gives help for travelers who lose their passports. Visit our website for a complete list of different embassies and their addresses.



Get ready!

1 Before you read the passage, talk about these questions.

1 What bad thing can happen during a trip?
2 Where can you find help when bad things happen?

Reading

2 Listen and read the flier from the city's tourism board about where to get help in Sunrise City. Choose the right answers. How many types of problem does it mention?

1 What is the main idea of the flier?
- **A** how to file a police report
- **B** where to get a new passport
- **C** ways to get medical treatment
- **D** where to go in case of trouble

2 Which of the following statements is true according to the flier?
- **A** The hospital is open 24 hours a day.
- **B** Visitors can contact the police station by phone.
- **C** Workers at the clinic fill prescriptions.
- **D** There is a list of embassy workers on the website.

3 A visitor loses his passport. Where does he go for help?
- **A** the clinic
- **B** the police station
- **C** the embassy
- **D** the pharmacy

Vocabulary

3 Check (✓) the sentence that uses the underlined part correctly.

1 ___ **A** A man sees fire in the hotel. He calls the <u>embassy</u> for help.
___ **B** You <u>fill a prescription</u> when you pick up medicine.

2 ___ **A** Ellen hurt her foot yesterday. She is <u>injured</u>.
___ **B** The visitor files <u>a police report</u> at the hospital.

3 ___ **A** The holidaymaker gets a new passport at the <u>clinic</u>.
___ **B** Anita has a serious medical problem. She goes to the <u>hospital</u>.

4 ___ **A** <u>In case of a crime</u>, send a letter to your friends.
___ **B** I <u>dialed</u> my friend's telephone number and talked to her.

4 Use the words from the word bank to fill in the blanks.

WORD BANK

emergency treatment pharmacy legal
emergency number police station

1 The doctors provided _____ for my broken arm.
2 Todd buys medicine at the _____.
3 Call the _____ to get help right away.
4 I need to go to the _____. I want to tell them about a crime.
5 Max speaks to the embassy worker about his _____ trouble.
6 Marcy left work early today. There was a(n) _____ involving her sick mother.

Listening

5 Listen to a conversation between a hotel employee and a guest. Then answer the questions.

1 Why does the hotel employee tell Ms. Heller to get help?
A She lost her passport. C She is lost.
B She is injured. D She is very sick.

2 The hotel employee offers to arrange a cab to take her to ...
A the police station. C the hotel.
B the pharmacy. D the clinic.

6 Listen again. Fill in the blanks.

Hotel Employee: Ms. Heller. Let me help you up. Are you OK?
Guest: Yes, I'm fine. I just fell on the **1** _____.
Hotel Employee: Perhaps you should go to the **2** _____. They can examine your leg.
Guest: Oh, no, it's **3** _____ _____ _____. It really doesn't hurt much.
Hotel Employee: Charity Hospital isn't far. I can arrange a cab to take you there.
Guest: That's not necessary. But thank you for **4** _____ _____.
Hotel Employee: At least go to the clinic. The doctor there can **5** _____ _____ _____.
Guest: OK. That's not such a bad idea.
Hotel Employee: The clinic isn't far either. Let me call a cab.
Guest: Is there a pharmacy near the clinic? In case the doctor tells me to get some medicine.
Hotel Employee: Of course. There's a pharmacy next to the clinic.
Guest: That's **6** _____ _____. Thank you for your help.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Are you OK?
The hospital isn't far.
Is there a pharmacy near the ...?

Student A: You are the hotel employee. Give Student B suggestions about:
- the available services
- where to go for help

Student B: You are the guest. Make up an emergency. Respond to Student A's suggestions.

Writing

8 Imagine that you are a hotel worker. Use the information from Task 7 to write advice for holidaymakers who are in trouble. Make sure to answer the following questions:

Luxe Hotel

What kind of trouble can a holidaymaker have?
Where can the holidaymaker go for help?
What kind of help will the holidaymaker find there?

_____
_____
_____
_____

14 Emergency!







Safety First

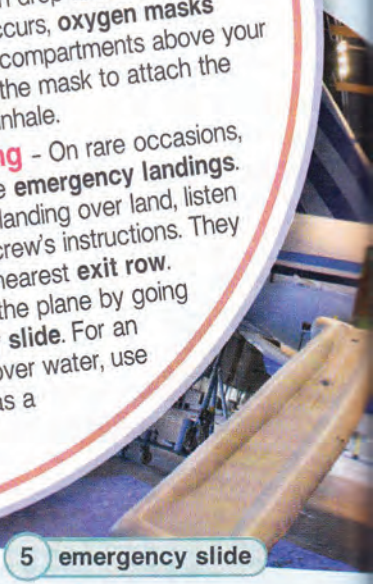
Air travel is one of the safest ways to get around. However, occasionally, emergencies occur onboard. Knowing what to do in case of an emergency could save your life. Follow these tips in case of an emergency:

Turbulence - Turbulence is common in every flight. In cases of **severe turbulence**, stay in your seat and keep your seatbelt fastened.

Drop in Cabin Pressure - Aircraft cabins have **oxygen**. **Decompression** happens when the oxygen levels in the cabin drop to dangerous levels. When decompression occurs, **oxygen masks** automatically drop from compartments above your seat. Use the straps on the mask to attach the mask to your face and inhale.

Emergency Landing - On rare occasions, airplanes have to make **emergency landings**. During an emergency landing over land, listen carefully to the flight crew's instructions. They will direct you to the nearest **exit row**. Then, you can leave the plane by going down an **emergency slide**. For an emergency landing over water, use your **seat cushion** as a **flotation device**.





Get ready!

1 Before you read the passage, talk about these questions.

1 What emergencies can happen on airplanes?
2 Who helps people if there is an emergency on an airplane?

Reading

2 Listen and read this brochure from an airplane. Choose the right answers. How many types of emergency does it mention?

1 What is the brochure mostly about?
- A what to do during airplane emergencies
- B why emergency equipment can fail
- C why air travel is safer than ground travel
- D the common causes of emergencies on airplanes

2 What is NOT true about airplane emergencies?
- A They sometimes require the plane to land immediately.
- B They can be prevented by following basic rules.
- C They often involve mechanical problems with the plane.
- D They require passengers and the flight crew to work together.

3 What is probably true about emergency landings?
- A They usually happen over water.
- B Passengers must use oxygen masks during this emergency.
- C They don't occur as frequently as turbulence.
- D Passengers can use the emergency slide as a flotation device.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

1 The pilot made a(n) unplanned arrival on the ground because of engine problems.
- A flotation device
- B emergency slide
- C emergency landing

2 Sheila immediately returned to her seat when she felt the shaking movement on the plane.
- A turbulence
- B decompression
- C exit row

3 The passenger used the soft parts of a chair to float in the water after the plane landed in the water.
- A oxygen mask
- B seat cushion
- C oxygen

4 Match the words (1-6) to the definitions (A-F).

1 __ severe
2 __ decompression
3 __ flotation device
4 __ oxygen
5 __ exit row
6 __ emergency slide

A the drop in levels of oxygen in a aircraft cabin
B a substance that most living beings need in order to live
C an item that helps people stay above water
D a part of an airplane where people leave the plane
E very bad
F a plastic item used to quickly get off a plane

5 Listen and read the passage again. Say what passengers on a plane can do in case of turbulence, a drop in cabin pressure and an emergency landing.

Listening

6 Listen to a conversation between a passenger and a flight attendant. Mark the following statements as true (T) or false (F).

1 __ The passenger hurts her legs during the turbulence.
2 __ The flight attendant made the announcement about the turbulence.
3 __ The passenger agrees to return to her seat.

7 Listen again. Fill in the blanks.

Flight Attendant: Excuse me, ma'am.
Passenger: Yes? What is it?
Flight Attendant: I'm going to have to ask you to **1** _____ _____ _____ _____.
Passenger: I just need to **2** _____ _____ _____.
Flight Attendant: The pilot just made an announcement that we're coming up on **3** _____ _____.
Passenger: But I've been sitting for four hours!
Flight Attendant: I understand. But it's my job to make sure you **4** _____ _____.
Passenger: What exactly is the problem?
Flight Attendant: Ma'am, you can fall and **5** _____ _____.
Passenger: Oh. I didn't think about that.
Flight Attendant: Additionally, sometimes the overhead compartments open up. And you can be hit by falling items.
Passenger: I guess my seat is probably the **6** _____ _____ for me. Thanks for the information.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I'm going to have to ask you to ...
It's my job to make sure you stay safe.
What exactly is the problem?

Student A: You are a flight attendant. Talk to Student B about:
- an emergency on the plane
- what he or she should do to stay safe during the emergency

Student B: You are a passenger on an airplane. Listen to Student A.

Writing

9 Use the conversation in Task 8 to complete the safety information card.

Hermes Airways

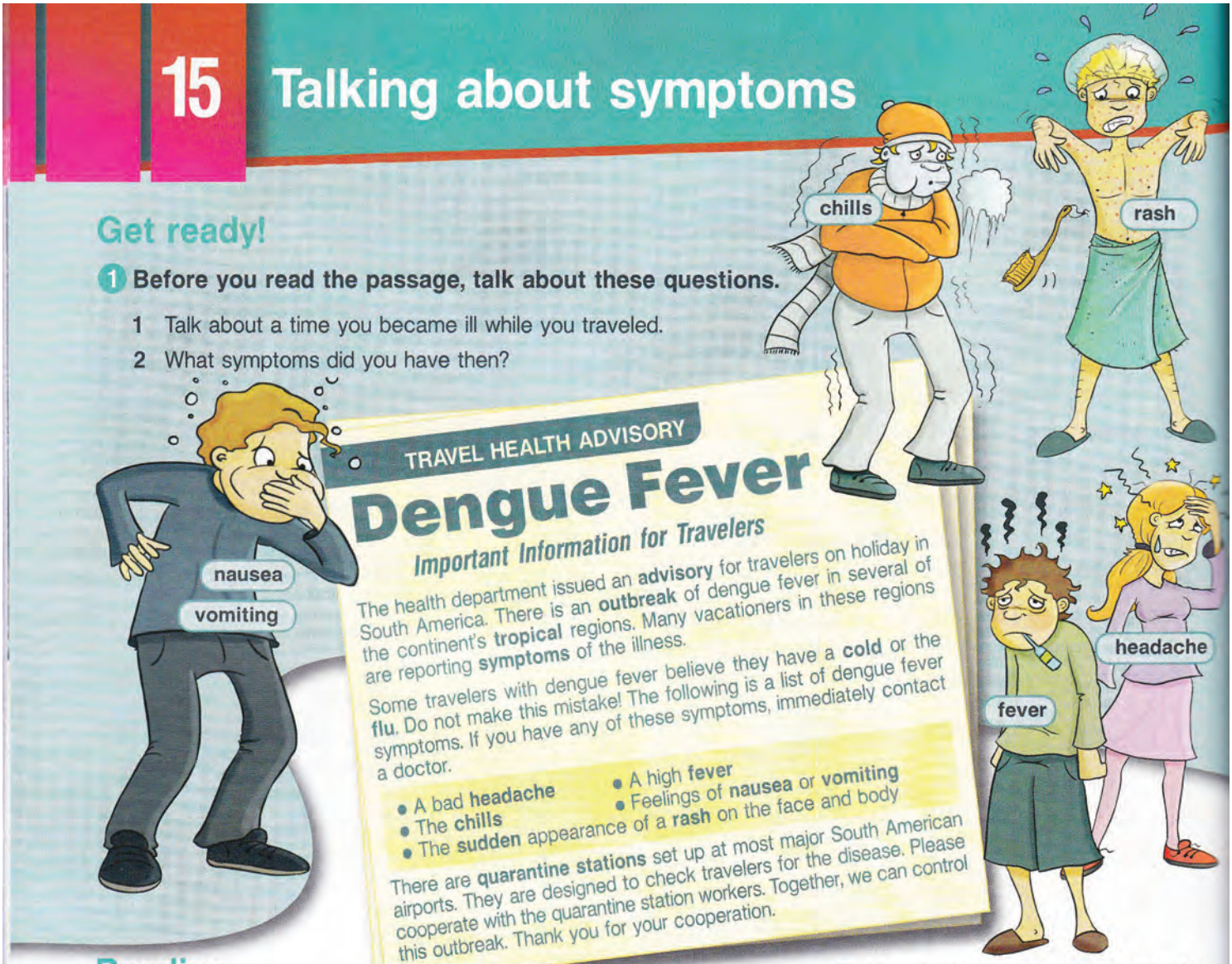
SAFETY INFORMATION CARD

In case of _____,
please follow the safety instructions listed below:

_____
_____
_____



15 Talking about symptoms



Get ready!

1 Before you read the passage, talk about these questions.

1 Talk about a time you became ill while you traveled.
2 What symptoms did you have then?

TRAVEL HEALTH ADVISORY

Dengue Fever

Important Information for Travelers

The health department issued an **advisory** for travelers on holiday in South America. There is an **outbreak** of dengue fever in several of the continent's **tropical** regions. Many vacationers in these regions are reporting **symptoms** of the illness.

Some travelers with dengue fever believe they have a **cold** or the **flu**. Do not make this mistake! The following is a list of dengue fever symptoms. If you have any of these symptoms, immediately contact a doctor.

- A bad **headache**
- The **chills**
- A high **fever**
- Feelings of **nausea** or **vomiting**
- The **sudden** appearance of a **rash** on the face and body

There are **quarantine stations** set up at most major South American airports. They are designed to check travelers for the disease. Please cooperate with the quarantine station workers. Together, we can control this outbreak. Thank you for your cooperation.

Reading

2 Listen and read a travel health advisory. Mark the following statements as true (T) or false (F). Who should travelers cooperate with?

1 __ Dengue fever is the same as a cold or the flu.
2 __ People with dengue fever probably experience a headache.
3 __ There are quarantine stations at most North American airports.

Vocabulary

3 Use the words from the word bank to fill in the blanks.

WORD BANK

tropical fever quarantine station chills vomiting continent

1 Janie went to the bathroom because she felt like _____.
2 John enjoys traveling to warm and _____ places like Puerto Rico.
3 The workers at the _____ found that Missy didn't have any diseases. They let her travel as she planned.
4 Peter has traveled to every _____ on Earth except for Antarctica.
5 Oscar needs a blanket because he has the _____.
6 The doctor felt Gina's head to see if she had a _____.

4 Match the words (1-9) with the definitions (A-I).

1 __ nausea
2 __ symptoms
3 __ advisory
4 __ headache
5 __ flu
6 __ outbreak
7 __ sudden
8 __ rash
9 __ cold

A a pain located in the head
B a feeling like you are going to vomit
C an official announcement giving information or warnings
D feelings of illness that indicate the presence of a disease
E the sudden appearance of a disease
F an illness that gives people a runny nose and sore throat
G something happens quickly or unexpectedly
H a red patch of skin
I an illness characterized by fever and nausea

Listening

5 **Listen to a conversation in an airport quarantine station between an employee and a passenger. Then choose the right answers.**

1 According to the dialogue, why is Ms. Young at the quarantine station?

A She didn't have a plane ticket.
B She might have dengue fever.
C She lost her personal belongings.
D She walked there by mistake.

2 Which of the following is NOT one of Ms. Young's symptoms?

A headache **C** vomiting
B fever **D** nausea

3 What will most likely happen next?

A Ms. Young will board the plane.
B A doctor will examine Ms. Young.
C Ms. Young will get medicine.
D Ms. Young will return home.

6 **Listen again. Fill in the blanks.**

Employee: Hello, Ms. Young. My name is Timothy Schaefer. I'm an employee with the airline's **1** _____ _____.
Passenger: Hi ... what's this all about?
Employee: I hear you're not **2** _____ well.
Passenger: That's right. The **3** _____ _____ sent me here. They think that I have dengue fever.
Employee: What are your **4** _____?
Passenger: I have a bad headache and a fever.
Employee: Any vomiting?
Passenger: No, though I have been feeling nauseous.
Employee: Have you **5** _____ _____ _____?
Passenger: No, not that I know of.
Employee: I see. I think you may just **6** _____ _____ _____, Ms. Young. I'll have someone examine you to be certain.
Passenger: Thank you.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

What are your symptoms?
I have been feeling ...
Have you developed any rashes?

Student A: You are an airline quarantine station worker. Ask the passenger questions to find out:

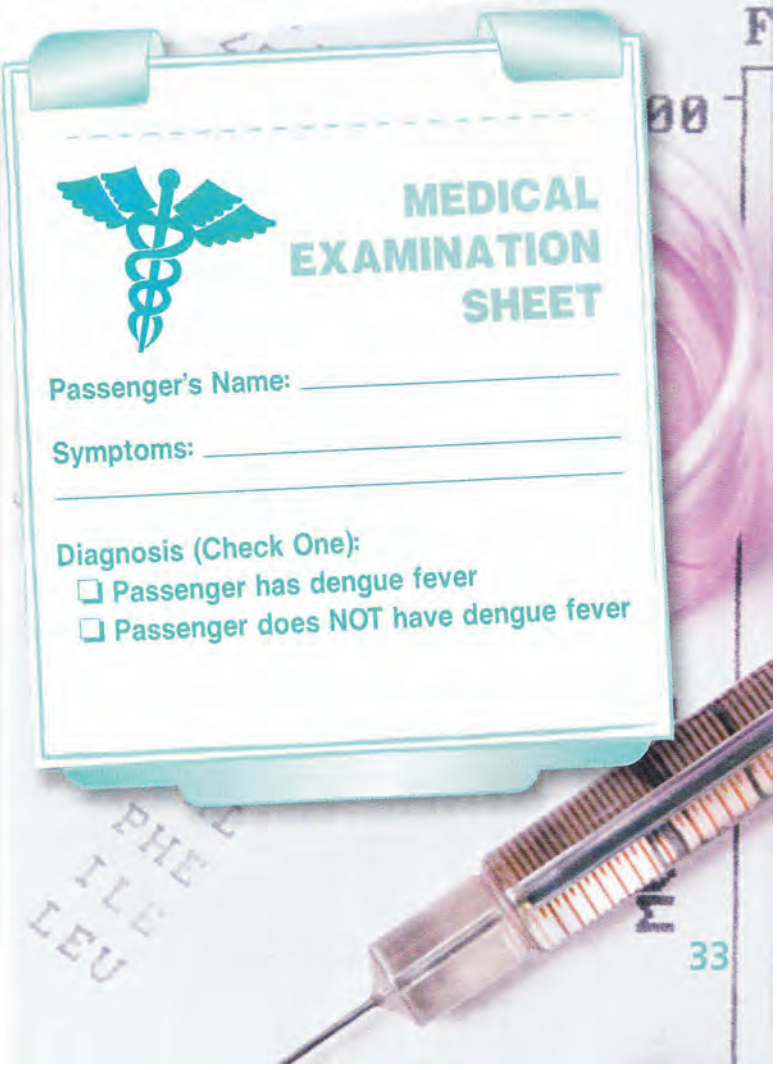
- What his or her symptoms are

Make up a name for the worker and passenger.

Student B: You are a sick passenger. Answer the employee's questions about your symptoms.

Writing

8 **Imagine that you are a traveler and that you are sick. Use the information from Task 7 to write about your symptoms.**



Glossary

abroad [ADJ-U6] Being **abroad** is being in another country.

accident [N-COUNT-U13] An **accident** is a bad event that is unexpected.

accommodation [N-UNCOUNT-U2] **Accommodations** are places to sleep, such as hotels.

across [PREP-U3] Being **across** from something is to be on the other side of it.

address [V-T-U1] To **address** is to speak to someone.

advisory [N-COUNT-U15] An **advisory** is an official announcement that gives people information or warns them about something.

airline representative [N-COUNT-U9] An **airline representative** is a person who speaks to or helps an airline's passengers.

air-only [ADJ-U2] A package that is **air-only** only includes air fare and does not include meals or accommodations.

airport runways [N-COUNT-U9] **Airport runways** are long, level roads that are used for airplane landings and take-offs.

all-inclusive [ADJ-U2] Something is **all-inclusive** if it includes everything you need while on holiday.

appointment [N-COUNT-U1] An **appointment** is an agreement to meet or do something at a certain time.

around [PREP-U3] To go **around** something is to go along the edges of a place.

baggage office [N-COUNT-U10] A **baggage office** is a place in the airport that handles all problems related to luggage.

bargain [V-I-U12] To **bargain** is to try to pay a lower price for something.

bargain hunter [N-COUNT-U12] A **bargain hunter** is someone who looks for items at low prices.

beach goers [N-COUNT-U5] **Beach goers** are people who go to the beach.

bellhop [N-COUNT-U4] A **bellhop** is a hotel employee that takes your luggage from a vehicle to your room.

bill [N-COUNT-U11] A **bill** is a paper that says how much you need to pay for something.

block [N-COUNT-U3] A **block** is the distance between two streets.

cab [N-COUNT-U4] A **cab** (also called a taxi) is a car. You pay the driver to take you where you want to go.

cabin [N-COUNT-U8] A **cabin** is a part of a plane where passengers sit during the flight.

call button [N-COUNT-U8] A **call button** allows passengers to get the attention of flight attendants.

charter flight [N-COUNT-U11] A **charter flight** is a flight that takes holidaymakers to popular travel destinations.

chills [N-UNCOUNT-U15] To have the **chills** is to feel cold. It is usually associated with illness.

claim form [N-COUNT-U10] A **claim form** is a paper that help airlines find missing luggage.

clear [ADJ-U5] It is **clear** when there are no clouds in the sky.

clinic [N-COUNT-U13] A **clinic** is a place people go to when they are sick. They can go to see a doctor there.

cloud cover [N-UNCOUNT-U5] **Cloud cover** is the amount of the sky covered by clouds.

cloudy [ADJ-U5] It is **cloudy** when there are clouds in the sky.

cold [N-UNCOUNT-U15] A **cold** is an illness that gives people a runny nose and sore throat.

confrontational [ADJ-U1] Someone who is **confrontational** wants to start an argument with others.

continent [N-COUNT-U15] A **continent** is large area of land with many different countries on it.

co-pilot [N-COUNT-U8] A **co-pilot** helps the pilot in flying the airplane.

cordon off [V-COUNT-U7] To **cordon off** is to use something to keep people from going into a space.

corner [N-COUNT-U3] A **corner** is the place where two streets meet.

cultural differences [N-COUNT-U1] **Cultural differences** are ways that the behaviors of people from different places are not the same.

curbside [N-UNCOUNT-U4] **Curbside** is the area where a road and sidewalk meet.

customary [ADJ-U12] Something that is **customary** is thought to be normal.

customize [V-T-U2] To **customize** is to change something so it is exactly how you want it.

customs [N-UNCOUNT-U6] **Customs** is a part of a government. This part inspects bags and collects taxes at airports.

customs agent [N-COUNT-U6] A **customs agent** searches bags and travelers entering a country.

damaged baggage [N-UNCOUNT-U10] **Damaged baggage** is luggage that has been harmed.

declare [V-T-U6] To **declare** something is to tell customs about the items you bring into a country.

decompression [N-UNCOUNT-U14] **Decompression** occurs when oxygen levels in the aircraft cabin drop to dangerous levels.

deluxe [ADJ-U2] Something is **deluxe** if it is the best option or the highest quality.

departure tax [N-COUNT-U6] A **departure tax** is a fee travelers pay when they leave a foreign country.

dial [V-T-U13] To **dial** is to enter a telephone number into a phone.

downtown [N-UNCOUNT-U3] **Downtown** is the center of a city.

driver [N-COUNT-U4] A **driver** is someone who operates a vehicle.

due to [ADJ-U9] To be **due to** something means something is caused by something else.

electronic device [N-COUNT-U8] An **electronic device** is a machine that uses electricity, like a cell phone or a computer.

embassy [N-COUNT-U13] An **embassy** is the building that contains the representatives of a foreign country.

emergency [N-COUNT-U13] An **emergency** is a sudden dangerous event.

emergency landing [N-COUNT-U14] An **emergency landing** is an unplanned stop of an airplane due to a problem with the airplane.

emergency number [N-COUNT-U13] An **emergency number** is the phone number that a person calls to get help after an accident.

emergency slide [N-COUNT-U14] An **emergency slide** is a sloped piece of plastic that is used to get off an aircraft quickly.

engine [N-COUNT-U9] An **engine** is a machine that make something move.

ensure [V-T-U1] To **ensure** is to make certain of something

entrance fee [N-COUNT-U2] An **entrance fee** is money that you must pay to enter a place.

exit row [N-COUNT-U14] An **exit row** is the part of the plane that is used to leave the plane quickly.

expire [V-I-U6] To **expire** is to not be good anymore.

explore [V-T-U2] To **explore** is to learn about a new place

eye contact [N-UNCOUNT-U1] **Eye contact** is looking at someone's eyes.

fasten [V-T-U8] To **fasten** is to connect or put together.

fever [N-UNCOUNT-U15] To have a **fever** is to feel hot. It is usually associated with illness.

fill a prescription [V PHRASE-U13] To **fill a prescription** is to get medicine that a doctor says you need.

fire department [N-COUNT-U13] A **fire department/station** is a place with workers who are in charge of putting out fires.

Glossary

flight attendant [N-COUNT-U8] A **flight attendant** helps passengers and serves refreshments on a plane.

flight board [N-COUNT-U9] A **flight board** is a large sign that tells travelers if a flight is on time, delayed, or cancelled.

flight delay [N-COUNT-U9] A **flight delay** is when an airplane's arrival or departure takes longer than expected.

flotation device [N-COUNT-U14] A **flotation device** is an item that helps people stay above the water.

flu [N-UNCOUNT-U15] The **flu** is an illness characterized by fever and nausea.

forecaster [N-COUNT-U5] A **forecaster** is a person who says what the weather will be like in the future.

free of charge [ADJ-U4] Something that is **free of charge** costs you nothing.

front desk clerk [N-COUNT-U4] A **front desk clerk** is a hotel employee. They help people rent rooms and answer their questions.

full board [ADJ-U2] **Full board** accommodations include a hotel room and all meals.

further notice [N PHRASE-U9] **Further notice** means until a person is told something different.

get some sun [V PHRASE-U5] To **get some sun** is to be outside while it is sunny.

good deal [N PHRASE-U12] A **good deal** is an agreement about the price of something that is good for the customer.

good price [N PHRASE-U12] A **good price** is an amount of money that a customer is happy with.

gratuity [N-COUNT-U11] A **gratuity** is money given as thanks for a service. It is usually included in the service's total cost.

ground transportation [N-UNCOUNT-U4] **Ground transportation** is a type of transportation that travels on roads or rails, like taxis and busses or trains.

guided tour [N-COUNT-U11] A **guided tour** is a visit to popular tourist locations. Tour guides lead these visits.

half board [ADJ-U2] **Half board** accommodations include a hotel room and two meals.

half price [ADJ-U12] Something that is **half price** costs fifty percent of the original price.

hand luggage [N-UNCOUNT-U8] **Hand luggage** is bags you carry on the plane with you, like brief cases or purses.

head [V-T-U3] To **head** is to move forward towards a place.

headache [N-COUNT-U15] A **headache** is a strong feeling of pain located in a person's head.

heat wave [N-COUNT-U5] A **heat wave** is a time when it is very hot for several days.

high [N-COUNT-U5] **Highs** are the hottest temperature in a day.

hospital [N-COUNT-U13] A **hospital** is a place where people go to receive medical treatment for emergencies or serious illness.

in case of [PREP PHRASE - U13] To do something **in case** of an event, means you do it when a certain event happens.

in transit [PHRASAL V-U10] To be **in transit** is to be traveling from one place to another.

in-flight [ADJ-U8] If something is **in-flight**, is happens during the airplane flight.

injured [ADJ-U13] Somebody who is **injured** is hurt.

inspect [V-T-U6] To **inspect** is to look at something carefully.

international [ADJ-U6] Something that is **international** involves different countries.

intersection [N-COUNT-U3] An **intersection** is where two streets cross each other.

itinerary [N-COUNT-U2] An **itinerary** is a document that says all the activities of a trip.

keep going [V-PHRASE-U3] To **keep going** is to continue in the same direction.

landing gear [N-UNCOUNT-U9] **Landing gear** is the tires and other parts used in landing an airplane.

landmarks [N-COUNT-U11] **Landmarks** are famous or recognizable places.

legal [ADJ-U13] A **legal** problem is one that relates to the law or justice system.

limit [N-COUNT-U12] A **limit** is the highest amount a buyer wants to pay for something.

line [N-COUNT-U3] A subway **line** is a subway route.

lobby [N-COUNT-U4] The **lobby** is the large area at the entrance to a hotel.

lost baggage [N-UNCOUNT-U10] **Lost baggage** is luggage that has disappeared.

low [N-COUNT-U5] **Lows** are the coldest temperature in a day.

luggage [N-UNCOUNT-U4] Your **luggage** is the bags that you bring with you on holiday.

luggage status [N-UNCOUNT-U10] **Luggage status** is the condition of a passenger's luggage.

luxury [ADJ-U11] A **luxury** is something expensive or beautiful.

make a deal [V PHRASE- U12] To **make a deal** is to agree on a price.

make an offer [V PHRASE- U12] To **make an offer** is to suggest a price.

mark [V-T-U7] To **mark** something is to show where something is by putting up signs.

market [N-COUNT-U12] A **market** is a place where different kinds of items are for sale.

massage parlor [N-COUNT-U11] A **massage parlor** is a place where people go to have their bodies rubbed to relieve stress.

mechanical problems [N-COUNT-U9] **Mechanical problems** are problems with an object's parts that keep the object from working properly.

metal detector [N-COUNT-U7] A **metal detector** is a tool that can tell if metal passes through it.

misplaced [ADJ-U10] To be **misplaced** is to be put in the wrong place.

missed flights [N-COUNT-U9] **Missed flights** are when travelers don't board their scheduled flights.

missing [ADJ-U10] To be **missing** is to be lost.

nausea [N-UNCOUNT-U15] **Nausea** is when you feel like vomiting.

navigator [N-COUNT-N8] A **navigator** makes sure the plane arrives at its correct destination and on time.

negotiate [V-I-U12] To **negotiate** is to discuss a price.

notify [V-T-U10] To **notify** is to inform someone about something.

on time [PREP-U9] To be **on time** is to arrive when you are supposed to.

outbreak [N-COUNT-U15] An **outbreak** is the sudden appearance of an illness or disease.

overcharge [V-I or T-U11] To **overcharge** is to charge someone an unreasonable amount of money for a service.

overhead bin [N-COUNT-U8] An **overhead bin**, also called an overhead compartment, is where airplane passengers store small items.

overhead compartment [N-COUNT-U8] An **overhead compartment**, also called an overhead bin, is where airplane passengers store small items.

oxygen [N-UNCOUNT-U14] **Oxygen** is a substance that most living creatures need in order to live.

oxygen mask [N-COUNT-U14] An **oxygen mask** is an item that is placed over the mouth and nose and provides oxygen.

passport [N-COUNT-U6] A **passport** is a document that allows you to enter another country.

patient [ADJ-U9] To be **patient** is to be able to wait for a long time without complaining.

pay attention [PHRASAL V-U1] To **pay attention** is to listen carefully to someone.

Glossary

personal space [N-UNCOUNT-U1] **Personal space** is the area around someone.

pharmacy [N-COUNT-U13] A **pharmacy** is the place people go to buy medicine.

pilot [N-COUNT-U8] A **pilot** flies the airplane.

places of interest [N-COUNT-U11] **Places of interest** are popular tourist locations. They usually have unique or interesting traits.

police report [N-COUNT-U13] A **police report** is a document that a person fills out to describe a crime.

police station [N-COUNT-U13] A **police station** is the building where police officers work.

porcelain [N-UNCOUNT-U12] **Porcelain** is a hard, shiny and white material that is used to make many items, like vases or plates.

prefer [V-T- U1] To **prefer** is to like something in a certain way.

premium [ADJ-U11] Something that is **premium** is of high quality.

prohibited [ADJ-U6] A **prohibited** item is not allowed.

property [N-UNCOUNT-U10] **Property** are items that belong to someone.

quarantine stations [N-COUNT-U15] **Quarantine stations** are special areas in an airport designed to check passengers for disease.

rash [N-COUNT-U15] A **rash** is a red patch of skin.

reach [V-T -U3] To **reach** a place is to arrive to it.

record temperature [N-COUNT-U5] A **record temperature** is the highest or lowest temperature that happens in a place.

recover [V-I or T-U10] To **recover** is to get back something that you lost.

refreshment [N-COUNT-U8] A **refreshment** is a drink or small food item.

regulation [N-COUNT-U7] A **regulation** is an official rule.

restricted area [N-COUNT-U7] A **restricted area** is a place travelers are not allowed to enter.

safety procedure [N-COUNT-U8] A **safety procedure** is an action that helps passengers stay safe during the flight.

schedule [V-T-U4] To **schedule** something is to plan an event for a specific time

seat belt [N-COUNT-U8] A **seat belt** is a piece of fabric that ties around a passenger. It keeps passengers safe in their seats.

seat cushion [N-COUNT-U14] A **seat cushion** is the soft part of a chair that people sit on.

security cameras [N-COUNT-U7] A **security camera** is a machine that records video of people.

security checkpoint [N-COUNT-U7] A **security checkpoint** is a place where airport workers check travelers for dangerous items.

security guard [N-COUNT-U7] A **security guard** is an airport employee who is in charge of keeping the airport safe.

set menu [N-COUNT-U2] A **set menu** is a list of foods that are included in a package.

settle the bill [V PHRASE-U11] To **settle the bill** is to pay the fees listed on a bill.

severe [ADJ-U14] Something that is **severe** is very bad.

shopper's paradise [N PHRASE-U12] A **shopper's paradise** is a place where many items are sold.

shuttle [N-COUNT-U4] A **shuttle** is a vehicle that goes regularly between two places.

spa [N-COUNT-U11] A **spa** is a place where people go to relax and receive different kinds of beauty treatments.

specially [AVB-U10] To do something **specially** is to do it particularly.

stamp [V-T-U6] To **stamp** is to mark a document with an official sign.

stormy [N-COUNT-U5] It is **stormy** when it is rainy and windy outside.

straight [ADV-U3] To go **straight** is to go in one direction.

sudden [ADJ-U15] Something that is **sudden** is unexpected.

sunny [ADJ- U5] It is **sunny** when the sky is clear and the sun is shining.

surname [N-COUNT - U1] A **surname** is a family name that appears after the individual name.

symptoms [N-COUNT-U15] **Symptoms** are feelings of illness that indicate the presence of a disease.

taxi [N-COUNT-U4] A **taxi** (also called a cab) is a car. You pay the driver to take you where you want to go.

timeliness [N-UNCOUNT-U1] **Timeliness** is doing something at the right time.

tip [N-COUNT-U11] A **tip** is money given as thanks for a service.

tracking system [N-COUNT-U10] A **tracking system** is an electronic system used to find missing baggage.

transfer [N-COUNT-U4] A **transfer** is to change from one vehicle to another during a trip.

travel companion [N-COUNT-U7] A **travel companion** is someone you know who travels with you.

treatment [N-UNCOUNT-U13] **Treatment** is help for an illness or injury.

tropical [ADJ-U15] A **tropical** place is hot and wet.

turbulence [N-UNCOUNT-U14] **Turbulence** is strong, sudden movements in the air.

turn [V-I or T-U3] To **turn** is to change direction.

unattended luggage [N-UNCOUNT-U7] **Unattended luggage** is luggage that is not being watched by its owner.

upscale [ADJ-U11] Something that is **upscale** is very nice or expensive.

used to [AVB PHRASE-U12] To be **used to** something is to think it is normal.

valid [ADJ-U6] Something that is **valid** is acceptable.

violate [V-T-U1] To **violate** is to go against or show disregard for something.

visa [N-COUNT-U6] A **visa** is a document given by a government that allows someone to travel through a country.

vomit [V-I or T-U15] If you **vomit**, food and liquid from your stomach comes out of your mouth.

walking tour [N-COUNT-U11] A **walking tour** is to visit popular tourist locations by walking around them.

X-ray machine [N-COUNT-U7] An **X-ray machine** is a tool that sees inside things.

CAREER PATHS

Tourism

Book 3

Virginia Evans
Jenny Dooley
Veronica Garza



Express Publishing

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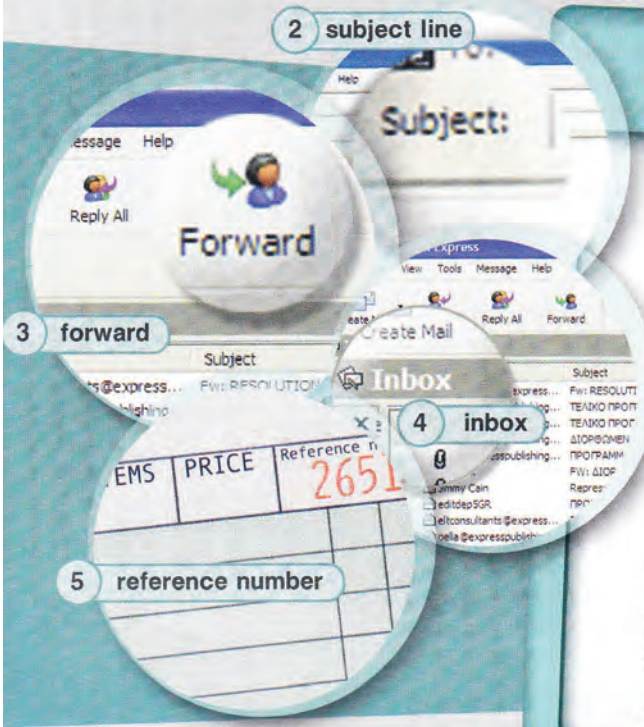
1 Communicating by email



Get ready!

1 Before you read the passage, talk about these questions.

1 What are some ways to communicate with other people?
2 Which do you like better: writing emails or talking on the phone? Why?



From: A.Wallis@planettravel.com
To: rodriguez350@publicmail.com
Subject: RE: question about packages

Dear Mr. Rodriguez,

Thank you for your **inquiry** regarding travel packages to Barcelona, Spain. **With reference to** your previous email, I am pleased to inform you that I have found several travel packages that may **suit** your needs. You mentioned that you wanted the best, so I have **attached** a brochure **detailing** our **deluxe** Discover Barcelona package.

Some of the features of the package include:

- 6 days, 7 nights in beautiful Barcelona
- Round-trip airfare from New York City
- Airport **meet and greet**
- Six nights at the historic La Fonda Hotel. The hotel is located in Barcelona's famous Raval neighborhood.

The price of this package holiday is $1,250* per person. If you would like to book this holiday, please contact me at your earliest convenience. I will **forward** your request to a **booking agent**. Your reference number is 3456-90823. Please put this **reference number** in the **subject line** of your email. As always, please feel free to email me if you have any other questions or need any additional information. I look forward to helping you plan your trip.

Sincerely,
Alan Wallis
Travel Agent, Planet Travel, Inc. • 5332 112th Avenue, Queens, New York 11414

*Does NOT include **baggage charges** and other **applicable fees**.

Reading

2 Listen and read this email from a booking agent to a client. Choose the correct answers. What are not included in the price of the package?

1 What is the email mostly about?
- A different types of travel packages
- B how to book a package holiday
- C details about hotels in Barcelona
- D information about a package holiday

2 What is true about Mr. Rodriguez?
- A He has been to Barcelona in the past.
- B He emailed the booking agent before.
- C He wants an inexpensive vacation.
- D He plans to travel by himself.

3 What can be inferred about the Deluxe Discover Barcelona package?
- A It lasts for two weeks.
- B It doesn't include accommodations.
- C It could cost more than $1,250 per person.
- D It doesn't include ground transportation.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ with reference to
2 __ attach
3 __ deluxe
4 __ baggage charges
5 __ subject line
6 __ forward

- A being the best quality
- B a part of an email that says what it is about
- C relating to something else
- D to include in an email as a separate file
- E money that you pay to put luggage on a plane
- F to send an email that you received to someone else

4 Read the sentence and circle the right word.

1 Jenna checked her **(meet and greet / inbox)** for new emails.
2 Mr. Patton's **(inquiry / booking agent)** was about room availability the first week of March.
3 The price of the package did not include **(applicable fees / reference numbers)**.
4 Ms. Nelson chose the earliest flight because it **(detailed / suited)** her busy schedule.

Listening

5 Listen to a conversation between a travel agent and a booking agent. Then mark the following statements as true (T) or false (F).

1 ___ The travel agent tried to forward Mr. Rodriguez's inquiry to the woman.
2 ___ The woman didn't receive the email because the man sent it to the wrong email address.
3 ___ The booking agent asks the man to attach the brochure to the email.

6 Listen again. Fill in the blanks.

Travel Agent: Good morning, Claire. Do you have a moment?
Booking Agent: Sure, Alan. What can I help you with?
Travel Agent: Have you had a chance to **1** _____ _____ _____ this morning?
Booking Agent: Yes, I have. Why do you ask?
Travel Agent: I **2** _____ you an email. Did you receive it?
Booking Agent: No, I'm afraid I didn't. What was it about?
Travel Agent: It was the **3** _____ _____ for one of my clients.
Booking Agent: What's the client's name?
Travel Agent: John Rodriguez.
Booking Agent: I'm sorry, Alan. I don't know anything about Mr. Rodriguez.
Travel Agent: I must have sent it to the **4** _____ email address.
Booking Agent: No harm done. Why don't you **5** _____ it? I can take care of the booking today.
Travel Agent: Great! Thanks a lot, Claire.
Booking Agent: And please make sure the reference number is in the **6** _____ _____. It makes it a lot easier to organize the client's information that way.
Travel Agent: No problem.
Booking Agent: I'll be expecting that email in my **7** _____. Talk to you later.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Have you had a chance to check your email?
Did you receive the email?
What was it about?

Student A: You are a travel agent at Planet Travel, Inc. Talk to Student B about:

- An email you sent
- What the email was about
- What you should do next

Make up a name for the booking agent.

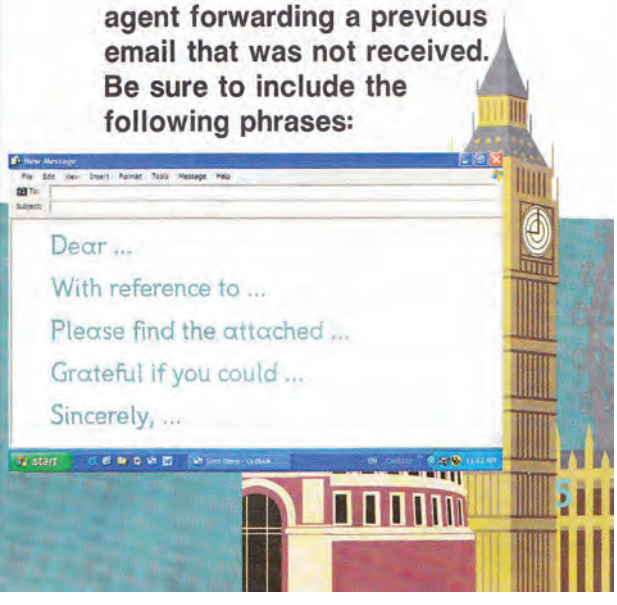
Student B: You are a booking agent at Planet Travel, Inc. Talk to Student A about:

- What the email is about
- Special instructions for sending the email

Make up a name for the travel agent.

Writing

8 Imagine that you are a travel agent. Use the information from the speaking exercise to write an email to a booking agent forwarding a previous email that was not received. Be sure to include the following phrases:



2 Taking a message



Get ready!

1 Before you read the passage, talk about these questions.

1 Do you know how to take a message?
2 Why do people leave messages?

Reading

2 Listen and read a page from a travel agency employee manual. Choose the right answers. What should an employee do if a caller asks for someone who is not available?

1 You don't hear something a caller says. What do you do?
- A apologize and hang up the telephone
- B ask for the caller's contact information
- C ask the caller to repeat the information
- D thank the caller for contacting the agency

2 Taking a message has several steps. Which of the following is NOT a step?
- A writing everything on a message pad
- B asking what a call is regarding
- C taking a caller out to lunch
- D hanging up the telephone

3 What can you infer about the passage?
- A It is for new employees.
- B It is for callers to the agency.
- C It is for managers at the agency.
- D It is for tourists on holiday.

PLANET TRAVEL

PLANET TRAVEL'S EMPLOYEE MANUAL

How to Take a Message

It's a busy day at Planet Travel. Telephones are **ringing off the hook** and the travel agency is **understaffed**. All of the clients want to speak to your boss, but she's **out to lunch**. What do you do when a caller asks to speak to someone who is **away from their desks** or unavailable? **Take a message**!

First, you need to ask the caller what the call is **regarding**. At this point, the caller will tell you why he or she is calling. Listen carefully and write down everything on a **message pad**. But what if you don't hear something the caller says? **Apologize** and ask him or her to **repeat** the information. You can also ask the caller to **spell out** important information. You don't want to give the wrong message to your boss! Next, ask the caller for his or her **contact information**. The contact information is the caller's **telephone number**. You're almost done! Finally, thank the caller for contacting Planet Travel and let him or her know that you will give the message to the right person right away. Then **hang up** the telephone.

Congratulations! You took your first message as a Planet Travel employee!

Vocabulary

3 Match the words (1-9) with the definitions (A-I).

1 ___ hang up
2 ___ apologize
3 ___ repeat
4 ___ understaffed
5 ___ out to lunch
6 ___ spell out
7 ___ telephone number
8 ___ regarding
9 ___ away from one's desk

- A to say or do something again
- B leaving work in order to eat
- C a series of numbers used to contact someone
- D what something is about
- E to list the individual letters in a word
- F to end a telephone conversation
- G to have not a lot of people working
- H to say sorry for a mistake
- I not being where someone usually finds you

4 Write a word that is similar in meaning to the underlined part.

1 The caller gave his name, address, and telephone number to the receptionist.
c _ _ t _ _ t i _ f _ _ m _ t _ _ n

2 Have you seen my book for writing messages?
_ e _ _ a _ e p _ _

3 The telephones in the office are ringing a lot and for a long time.
_ i _ g _ _ g o _ _ _ h _ h _ o _

Listening

5 Listen to a telephone conversation between a receptionist and a client. Then mark the following statements as true (T) or false (F).

1 ___ The caller is calling the agency for the first time.
2 ___ The receptionist is out to lunch.
3 ___ The caller changed his mind about his destination.

6 Listen again. Fill in the blanks.

Receptionist: Thank you for calling Planet Travel. This is Jen. How may I help you?
Client: I'd **1** _____ _____ _____ to Mr. Jameson, please.
Receptionist: I'm sorry, Mr. Jameson is **2** _____ _____ _____ _____ at the moment. Can I take a message?
Client: Yes.
Receptionist: May I ask **3** _____ _____ _____?
Client: Yes. My name is Greg Allen.
Receptionist: Let me **4** _____ _____ _____ I spelled your name correctly. Is this right: A-L-L-E-N?
Client: That's right.
Receptionist: Okay, Mr. Allen. What message did you want to leave for Mr. Jameson?
Client: I'm calling about the trip we talked about in our last conversation. Tell him I'd rather go to Australia instead.
Receptionist: Certainly. Is there anything else?
Client: Ask him to find the cheapest flight available.
Receptionist: Yes, sir. Do you have a telephone number where Mr. Jameson **5** _____ _____ _____?
Client: Yes. It's 555-6822.
Receptionist: Okay. I'll have Mr. Jameson call you **6** _____ _____ _____ _____. Good-bye.
Client: Good-bye.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

How may I help you?
Can I take a message?
May I ask who is calling?

Receptionist: You are a receptionist for Planet Travel. You are going to take a message. Ask the caller questions to find out:

- What the call is regarding
- The caller's contact information

Caller: You are a holidaymaker calling to book a trip. Answer the receptionist's questions. Create personal information about yourself.

Writing

8 Imagine you are a receptionist at Planet Travel. Use the information from Task 7 to take a message.

PLANET TRAVEL

Planet Travel
Telephone Messages

Name: _____

Telephone Number: _____

Reason for Calling: _____

_____

_____

3 Taking reservations



1 card holder



2 senior

3 checklist

Get ready!

1 Before you read the passage, talk about these questions.

1 How do people make plane reservations?

2 Do you prefer to sit by the aisle or by the window on an airplane? Why?



4 window seat

5 minor

6 aisle seat

7 exit row

Ticket Agent Employee Manual - Page 14

Phone Reservation Checklist

Hermes Airways

Taking reservations over the phone is an important part of your job. Always **refer** to the following **checklist** when booking a flight over the phone:

First, ask the customer for the following information in order to find available flights:

Locations and Dates
- ❑ round-trip ❑ one-way ❑ multi-destination
- ❑ Where does the trip **originate**?
- ❑ What is the destination city?
- ❑ When is the depart date?
- ❑ When is the return date?

Traveler Info
- ❑ Number of Adults traveling
- ❑ Number of **Minors** traveling
- ❑ Number of **Seniors** traveling
- ❑ Names of each passenger

Flight Preferences
- ❑ **Non-stop** ❑ 1+ stops

Seat Preference
- ❑ **Window** ❑ **Aisle** ❑ **Exit Row**

Enter the information from above into the system. Then describe the available flights to the customer. Make sure to tell the customer about the prices and travel times for each flight. After the client has made a decision, collect the following payment information:

- ❑ Credit card type
- ❑ Credit card number, expiration date and **card verification number**
- ❑ **Card holder's** full name and **billing address**

Once you have entered payment information, the reservation is complete. Tell the customer that a flight itinerary will be sent to his or her mailing address. Thank the customer and hang up.

Reading

2 Listen and read this excerpt from an airline employee manual. Choose the correct answer. How many types of seat are available?

1 What is the document mostly about?

A a list of requirements to buy a plane ticket
B a guide to making a credit card payments
C the steps for reserving a plane ticket
D the ways to change a plane reservation.

2 Which of the following information is NOT needed in order to find available flights for a passenger?

A seat preference
B card holder's address
C depart date
D destination city

3 According to the document, what information will an employee most likely ask for after the customer chooses a flight?

A the address that the credit card bill goes to
B the names of all of the passengers
C the number of the departing flight
D the total number of minor passengers

Vocabulary

3 Place the words from the word bank under the correct heading.

WORD BANK

aisle billing address minor
card verification number exit row
window senior card holder

Passenger Types	Seat Preferences	Payment Information
_____	_____	_____
_____	_____	_____
_____	_____	_____

4 Place a check next to the sentence that uses the underlined part correctly.

1 ___ A Isabel has a checklist of things to do at work today.

___ B The customer calls a travel agent and takes the reservation for the agent.

2 __ **A** The flight from Paris to San Diego is not direct. There is a stopover in New York City.

__ **B** A flight that originates in Miami starts somewhere else and ends in Miami.

3 __ **A** The airport employee refers to a customer for information about available flights.

__ **B** Elisa wanted a quick flight, so she requested the non-stop service from Mexico City to Ontario.

Listening

5 **Listen to a conversation between a ticket agent and a customer. Then mark the following statements as true (T) or false (F).**

1 __ The passenger buys a one-way ticket.

2 __ The man gives his payment information to complete his reservation.

3 __ The man's credit card bill goes to Brisbane.

6 **Listen again. Fill in the blanks.**

Ticket Clerk: Okay, sir. **1** _____ _____ _____ the details of your reservation. You want one adult, round-trip ticket from San Francisco to Brisbane. You depart on March 3rd. And the returning flight is on March 12th. Is that correct?

Customer: Yes, ma'am.

Ticket Clerk: The total for this flight is $800. Would you like to **2** _____ the reservation at this time?

Customer: Yes. I'll **3** _____ _____ with a Mastercharge credit card.

Ticket Clerk: What's the credit card number and expiration date?

Customer: The credit card number is 1-0-1-3-4-5-2-1-0-0-1-2-8-3-1-2. And the **4** _____ _____ is September 2013.

Ticket Clerk: Okay. I'll also need the **5** _____-_____ card verification number. You'll find it on the back of your card. It's usually on the right-hand side of the signature line.

Customer: I see it. It's 0-9-3.

Ticket Clerk: Now, please tell me the cardholder's name as it **6** _____ _____ the card.

Customer: It's Jack Reed.

Ticket Clerk: Okay, Mr. Reed. The last thing I'll need is the billing address.

Customer: The billing address is 79 Main Street. That's in San Francisco, California. And the zip code is 90122.

Ticket Clerk: Thank you, Mr. Reed. Your reservation is now complete. Your **7** _____ _____ is 4-0-5-8-2-1-0.

Customer: Will I get a flight itinerary, or anything like that?

Ticket Clerk: Yes, sir. It will be sent to your mailing address.

Customer: Great, I'll look for it in the mail. Thanks!

Ticket Clerk: Thank you for choosing Hermes Airways. Have a nice day!

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

Let me review the details of your reservation.

Would you like to complete the reservation at this time?

What's the credit card number and expiration date?

Student A: You are a ticket clerk for Hermes Airlines. Help Student B complete his or her reservation by asking questions about:

- credit card number
- credit card expiration date
- credit card verification number
- billing address

Student B: You are a customer who wants to complete a plane reservation. Answer Student A's questions. Create some personal details.

Writing

8 **Imagine you are a ticket agent at an airline. Use the reading passage and the conversation in Task 7 to write instructions for taking a plane reservation over the phone. Be sure to answer the following questions:**

What information is needed to check for available flights?

What information is needed to complete a reservation?

4 Changing a reservation



Hermes Airways

Fare Rules

Hermes Airways understands that you cannot plan for everything. Sometimes your travel plans change. But don't worry–we treat you fairly when life doesn't.

Changing or Canceling a Reservation: To change or cancel a reservation, call our ticket agents and tell them your reservation number. The agent will then be able to help you make the changes you need. At this time, reservations cannot be changed or canceled over the Internet. Please be aware that **penalties** may apply. See the table below for information about penalties and **refunds**:

Fare class	Change Fee	Cancellation Fee	Refundable
Coach	$50	$100	Non-refundable
Business class	$20	$0	Partial refund *
First class	$0	$0	Full refund**

*Passengers holding business class tickets are **eligible** to receive a fifty percent refund for their canceled plane ticket. In order to receive the refund, tickets must be cancelled at least 24-hours **prior to** the original travel date. **Passengers holding first class tickets can cancel their tickets at any time, including on the same day of their flight. Canceled, fully refundable tickets can be **applied towards** future travel within one year of the **date of issue**.

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some reasons that people change their plane reservations?

2 What do you do if you want to cancel a plane reservation?

Reading

2 Listen and read this excerpt from an airline's rules and policies. Mark the following statements as true (T) or false (F). How many fare classes are there?

1 __ Passengers can change reservations over the Internet.

2 __ There are no penalties for changing a business class ticket.

3 __ A passenger can receive a full refund for a canceled first class ticket.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 __ cancellation fee
2 __ fare rules
3 __ penalty
4 __ partial refund
5 __ full refund
6 __ change fee

A to get back all of the money you originally paid
B money that you pay to alter a reservation
C the rules that apply to certain types of tickets
D a punishment that involves paying money for breaking the rules
E to get back a part of the money you originally paid
F money that you pay to stop a reservation

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 prior to / applied towards

The money she received was _____ her next purchase at the store.

Jason called Molly _____ visiting her.

2 non-refundable / eligible

Henry didn't get his money back for the canceled ticket because it was _____.

Mary is _____ to receive money back for her purchase.

3 fare class / date of issue

The rules for canceling tickets were different for each _____.

Eve made sure to use her ticket within a year of the _____.

Listening

5 **Listen to a conversation between a customer and an airline ticket agent. Then answer the questions.**

1 What is the conversation mostly about?

- **A** changing the dates of travel
- **B** upgrading to a first class ticket
- **C** requesting a discount for a ticket
- **D** canceling a plane reservation

2 Why does the customer only get half of his money back?

- **A** He canceled on the same day of his flight.
- **B** It was the fare rules for his type of ticket.
- **C** He applied the other half towards future travel.
- **D** It is the policy for tickets purchased with credit cards.

6 **Listen again. Fill in the blanks.**

Customer: Good afternoon. I need to **1** _____ my flight reservation.

Ticket Agent: I'm sorry to hear that, sir. Can you tell me your **2** _____ _____?

Customer: Yes. It's 4630-Z. That's "z" as in "zebra".

Ticket Agent: Okay, I've pulled up your reservation. Am I speaking with the person who **3** _____ _____ _____?

Customer: Yes, I'm Greg Collins.

Ticket Agent: Thank you, Mr. Collins. The reservation is for a **4** _____ _____ ticket from Chicago to Buenos Aires. Is that correct?

Customer: Yes, ma'am. The conference I was supposed to speak at was canceled.

Ticket Agent: That's too bad. Well, the good news is that there's no **5** _____ _____.

Customer: That's a relief. But I have another question.

Ticket Agent: Yes sir?

Customer: I paid over eight hundred dollars for those tickets. Can I **6** _____ _____ _____?

Ticket Agent: Yes, sir. But since you had a business class ticket, it's only a **7** _____ _____.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

I need to ... my reservation.

The reservation is for a ... ticket from ... to ...

Can I get a refund?

Student A: You are a customer who needs to change or cancel your reservation. Ask Student B questions about:

- The refund policy for your ticket

Make up a reservation number and ticket type.

Student B: You are a ticket agent at Hermes Airlines. Help Student A make changes or cancel his or her flight. Ask questions to find out:

- the reservation number
- the fare class of the ticket

Writing

8 **Imagine that you are a ticket agent at Hermes Airways. Using the information from the reading passage and Task 7, write a letter to a customer explaining the fare rules for his or her ticket. Be sure to talk about the following:**



5 Problems with reservations



1 travel voucher



Travel Plus Magazine - Page 23

When It's NOT Your Fault

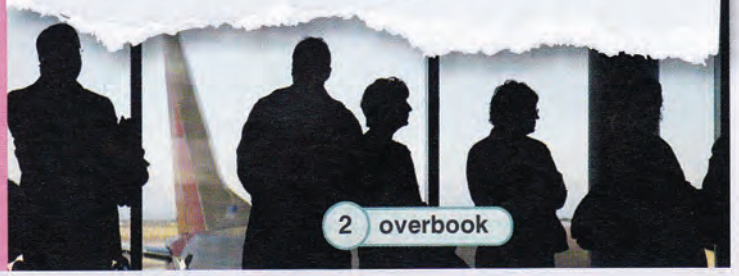
What to do when an airline makes a mistake

Everyone makes mistakes, even airlines. When they do, work with the airline to find a resolution that benefits you.



Overbooking - Airlines often **overbook** flights. This helps them make sure that flights are full. Usually, some passengers cancel before the flight. But sometimes there are more passengers with tickets than there are seats. When this happens, you may get **bumped off** the flight. What should you do? Get in contact with a ticket agent. He or she may put you **on standby** for the next flight. If this is the case, it doesn't hurt to ask if you can get a free **upgrade**. Or you can find out if a **partner airline** will accept your ticket.

Delays - Like overbooking, flight delays are usually **beyond your control**. If a delay causes you to miss a **connecting flight**, you should ask the airline to put you on a later flight. Sometimes, passengers have to stay overnight in airports due to flight delays. In this situation, ask a representative of the airline for a **complimentary** stay in a hotel. If the airline **cancels** your trip, make sure to ask the airline for **compensation**. They may give you a **travel voucher** for future travel.


2 overbook

Get ready!

1 Before you read the passage, talk about these questions.

1 What kinds of mistakes do airlines make?
2 What do people do when an airline makes a mistake?

Reading

2 Listen and read this article from a travel magazine about airline mistakes. Choose the correct answer. What should you do if you are bumped off a flight?

1 What is the main idea of the article?
- A how to use a travel voucher for air travel
- B common mistakes made by travelers
- C how passengers can fix travel problems
- D ways to get a free trip from airlines

2 The article says that airlines overbook in order to ...
- A make sure that passengers do not get bumped off.
- B increase the number of tickets sold.
- C keep passengers from canceling.
- D ensure that every plane seat is taken.

3 According to the passage, which of the following is a possible resolution for passengers who have their trips canceled?
- A getting placed on standby
- B asking for a free upgrade
- C receiving money for a future trip
- D buying a ticket from a partner airline

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

1 The airline <u>sold more tickets than there were seats on the plane</u> so I had to wait for the next flight. _ v _ _ b o _ _ _ d
2 The next available flight is tomorrow morning, so the airline provided a <u>free</u> hotel room. c _ _ _ l _ _ _ _ t _ _ y
3 Elizabeth received a <u>coupon for money off a different ticket</u> because she canceled her trip. t _ a _ _ l v _ u _ _ e _
4 Zoe nearly missed her <u>second airplane</u> that continued to her destination of Prague. c _ n n _ _ _ i _ _ f _ _ _ h _
5 The <u>air travel company that does business with another airline</u> accepted Kevin's tickets. p _ _ t _ e _ a i _ l _ n _

4 Match the words (1-7) with the definitions (A-G).

1 __ resolution
2 __ on standby
3 __ beyond one's control
4 __ cancel
5 __ compensation
6 __ bump off
7 __ upgrade

A money that a company pays you because it made a mistake
B a solution to a problem
C to decide not to do a planned event
D waiting to see if a seat on a plane becomes available
E to be removed from a flight because it is full
F something that you do not have power over
G an improvement of a service

5 Listen and read the passage again. What should a passenger do when a flight is overbooked? is delayed?

Listening

6 Listen to a conversation between an airline employee and a traveler. Then mark the following statements as true (T) or false (F).

1 __ The traveler is bumped off her connecting flight.
2 __ The employee is not sure the woman can get on the 11:10 am flight.
3 __ The traveler decides to continue the trip with the partner airline.

7 Listen again. Fill in the blanks.

Employee: Good afternoon, ma'am. How can I help you?
Traveler: My flight just got here from Boston. I need to catch a **1** _____ _____ to San Francisco.
Employee: That would be Flight 4021. **2** _____ _____ _____, Flight 4021 departed fifteen minutes ago.
Traveler: You mean I missed it? What am I **3** _____ _____ _____ now?
Employee: There's another flight departing for San Francisco at 11:10 am.
Traveler: That's **4** _____ _____ _____. Can you get me on that flight?
Employee: I'm afraid it's full. But I can put you **5** _____ _____ for that flight.
Traveler: But there's no guarantee that I will be able to get on that flight, right?
Employee: No, ma'am. I can't guarantee you can get on the 11:10 flight.
Traveler: I must get to San Francisco by this afternoon. I have to be at a **6** _____.
Employee: Well, our **7** _____ _____, World Jet, has seats on a flight to San Francisco. It leaves at noon.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Can you get me on that flight?
I can put you on standby for that flight.
Our partner airline has seats on a flight to ...

Student A: You are a traveler and the airline makes a mistake. Tell Student B the mistake. Then ask questions to find out about:

- other flights
- possible solutions

Make up a mistake.

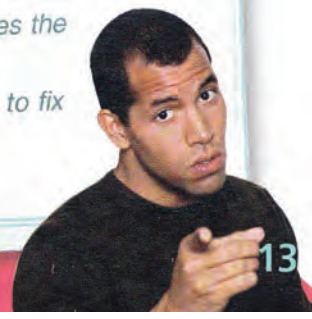
Student B: You are an employee at Hermes Airways. Listen to Student A's questions. Then tell him or her the possible solution to the problem.

Writing

8 Imagine you are a ticket agent for Hermes Airways. Use the reading passage and the conversation in Task 8 to write an incident report for the customer. Make sure to answer the following questions:

Hermes Airways **INCIDENT REPORT**

What problem does the customer have?
What can you do to fix the problem?



6 Difficult customers



Get ready!

1 Before you read the passage, talk about these questions.

1 Why might a traveler get angry with a hotel's or airline's service?

2 What do you do when someone is angry?

Reading

2 Listen and read a memo. It's about dealing with difficult customers. What problems with customers does it describe? Complete the table using information from the passage.

Problem	Solution
Customer loses his or her temper	1 _____
Customer smokes on a flight	2 _____
Customer refuses to cooperate	3 _____

Hermes Airways

Office Memo

To All Hermes Airways Employees:

We have had a series of **incidents** at the airport involving **dissatisfied** customers. In the most recent incident, a customer refused to wait in a **queue** and had to be **escorted** off the premises for creating a **disturbance**. Do you know how to deal with these types of situations? Take a moment to review our company's policy regarding **difficult** customers.

It is not uncommon for a customer to **lose his or her temper**. Do not yell at an angry customer or use **abusive language**! Instead, speak to the customer in a calm and polite voice. **Assure** the customer that the airline staff is doing its best to serve him or her.

Another common problem are customers who smoke on a flight. Smoking is prohibited on all flights for health and safety reasons. What do you do if a customer is smoking on a flight? Politely ask the customer to **put out his or her cigarette**. And remind the passenger that smoking on a flight is against the law.

Sometimes, a problem with a customer cannot be resolved no matter what you do. If a customer refuses to cooperate, contact the airport police. They can escort an **uncooperative** customer off the premises.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

1 Mr. Shepherd is <u>unhappy</u> with the restaurant's food and will not eat there again.

A uncooperative **B** difficult **C** dissatisfied

2 Did you read the <u>message</u> Mr. Smith sent to all the new employees?

A memo **B** premise **C** escort

3 The man <u>became angry</u> and couldn't control himself when the gate attendant informed him of the flight delay.

A lost his temper

B assured **C** put out his cigarette

4 The airport police took the man away because he caused <u>a problem</u>.

A a premise **B** an abusive language

C an incident

5 Quentin waited in <u>the line of people</u> until it was his turn.

A queue **B** disturbance **C** incident

Listening

4 🎧 **Listen to a conversation between an airport worker and a traveler. Mark the following statements as true (T) or false (F).**

1 __ The airline changed the passenger's flight reservation.

2 __ The airport worker wants to help the people who are waiting in the queue first.

3 __ The traveler asks to speak to a different airport employee.

5 🎧 **Listen again. Fill in the blanks.**

Traveler: It's very important that I get on **1** _____ _____ _____ to Melbourne. Are there any tickets left?

Airport Worker: I'm sorry, ma'am, but I can't help you right now.

Traveler: Why not?

Airport Worker: There were other **2** _____ here before you.

Traveler: So what am I supposed to do?

Airport Worker: Please **3** _____ _____ _____ _____.

Traveler: I don't have time to wait in the queue!

Airport Worker: I understand your **4** _____, ma'am. But I have to serve the customers who have been waiting in line. It's only fair.

Traveler: Look ... I'm already here. Why don't you just help me?

Airport Worker: I assure you that I will do everything I can to help you ... when it's your turn.

Traveler: I can't believe this! What kind of airline is this anyway?

Airport Worker: I'm **5** _____ _____ _____ you to please wait in the queue.

Traveler: You know, this is the **6** _____ _____ I've ever had. I'll tell everyone I know that Hermes Airways doesn't care about its customers!

Airport Worker: Ma'am, I really want to help you, but I need you to **7** _____ _____ _____.

Traveler: And what if I don't?

Airport Worker: I'm afraid I'll have to call airport security to **8** _____ _____ off the premises.

Speaking

6 **With a partner, act out the roles below, based on the dialogue from Task 5. Decide who is Student A and Student B. Then switch roles.**

USE LANGUAGE SUCH AS:

Please wait in the queue.

I will do everything I can to help you.

I need you to lower your voice.

Student A: You are an airport worker. Do your best to handle Student B by telling him or her:

- how you can help
- what you want him to do
- what you will do if they continue to be uncooperative

Student B: You are an angry traveler. Tell Student A your problem. Then refuse to cooperate with Student A's requests.

Make up a destination.

Writing

7 **Imagine that you are an airport worker. Use the memo and the conversation from Task 6 to write an essay about a difficult customer you once had. Be sure to talk about:**

What the problem was

How you solved the problem



7 Farewell



Get ready!

1 Before you read the passage, talk about these questions.

1 What are some ways that people say "goodbye"?

2 How do you say "goodbye" to your friends?

TRAVEL WORLD - VOL 23 - ISSUE 6

Did your guests enjoy their stay?

The Importance of Goodbye in Creating Positive Hotel Stays

Your goal as a **host** is to create a great experience for guests. This begins when the guest **checks in** until the moment you say good-bye. Try using these goodbyes the next time a guest **checks out** of your hotel.

"See you later," is a popular phrase used in everyday speech. But it is very **informal**, so never use it when dealing with guests.

On the other hand, the phrase "**farewell**" is a **formal** way of saying goodbye. However, it sounds **impersonal** to some people, so be careful when using it. Instead, try saying "It's been our pleasure to have you". These are formal ways of saying goodbye and are appropriate when dealing with older guests.

To **see off** your guest in a more **casual** way, try saying "I hope you had a great time" or "I hope you had a wonderful **stay**." You can also say "Come visit us again" and "Please return soon". They are friendly and show how much you value a customer's **patronage**.

Remember, it's up to you to decide which goodbye to use. Good luck!

Reading

2 Listen and read an article from a travel industry magazine. How many ways of saying goodbye does it mention? Complete the table using information from the passage.

Situation	Best Way to Say "Good bye"
Informal	*"See you later"*
Impersonal	
Formal	
Casual	

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

1 ___ farewell
2 ___ casual
3 ___ host
4 ___ friendly
5 ___ stay
6 ___ impersonal
7 ___ check in
8 ___ patronage

A the process of arriving at a hotel and renting a hotel room
B being nice to others
C the support a business gets from customers
D a formal way of saying "goodbye"
E a person who provides a place for a guest to stay
F not appropriate for special occasions
G being distant or unfeeling
H a visit at a hotel



4 Write a word that is similar in meaning to the underlined part.

1 The family pays for their room and leaves, returning the key at the front desk.
_ _ e _ k s _ _ _

2 We are saying goodbye to Stephen at the airport before he goes on his trip.
s _ _ i _ g o _ _

3 Oscar wore his best suit to the important and official event.
f _ r _ a _

4 It was an unofficial party and only friends and family were there.
i _ f _ _ m _ l

Listening

5 Listen to a conversation between a hotel employee and a guest. Mark the following statements as true (T) or false (F).

1 __ Mr. Stevens spent his vacation relaxing indoors.
2 __ The hotel provides complimentary breakfasts.
3 __ Mr. Stevens enjoyed his stay at the hotel.

6 Listen again. Fill in the blanks.

Employee: Good morning, Mr. Stevens. How may I help you?
Guest: I'd like to **1** _____ _____, please.
Employee: Is your trip over already?
Guest: Yes, I'm afraid so. I **2** _____ _____ _____ on Monday.
Employee: That's too bad. Did you enjoy your vacation?
Guest: Yes, very much. I only wish it were longer!
Employee: What did you do during your vacation?
Guest: I relaxed at the beach.
Employee: That sounds fun. How was your **3** _____ at our hotel?
Guest: It was great! All the employees here are very friendly.
Employee: And **4** _____ _____ _____ our complimentary breakfasts?
Guest: Yes, I did. Your hotel really knows how to make its customers happy.
Employee: Well, we try our best to ensure that all our guests have a **5** _____ _____.
Guest: That's good to hear. Well, I'd **6** _____ _____ _____.
Employee: It's been our **7** _____ to have you, Mr. Stevens. Please come visit us again!
Guest: I will. Thank you.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Is your trip over already?
What did you do during your vacation?
Did you enjoy your stay at our hotel?

Student A: You are a hotel employee. Ask Student B questions to find out:

- What he or she did on vacation
- If he or she enjoyed the hotel

Don't forget to practice saying "good-bye" at the end of the conversation.

Student B: You are a guest at a hotel. Answer Student A's questions.

Make up what you did during your vacation.

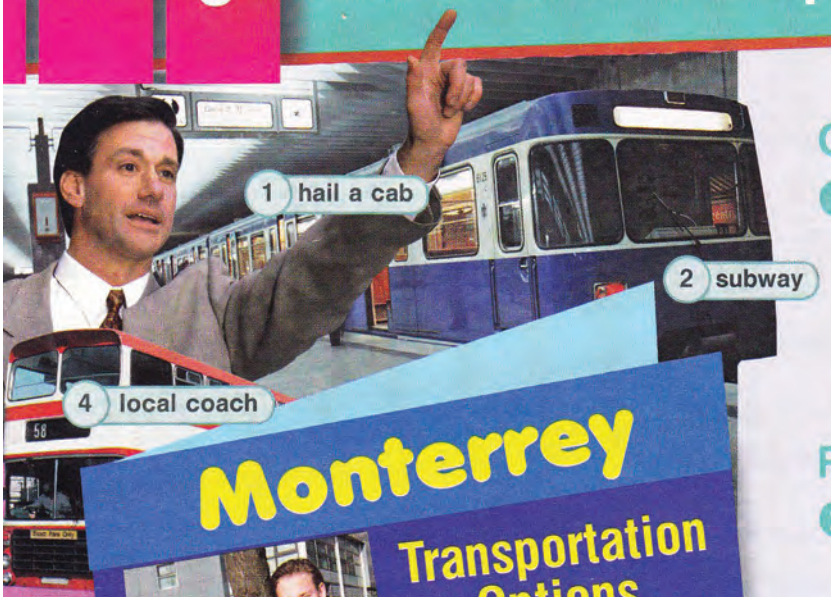
Writing

8 Imagine you are a front desk agent at a hotel. Write an essay for other hotel employees about different ways of saying "good-bye". Be sure to answer the following questions.

Why is it important to say good-bye to a guest?
What situations are different types of goodbyes best for?



8 Methods of transportation





Monterrey

Transportation Options

We'll Take You Where You Want to Go!



There are plenty of fun places to visit in Monterrey. But do you know how to get to them?

Public Transit - Explore Monterrey's downtown and historical **quarter** using the inexpensive subway system. The **subway** also includes a convenient route to and from the airport.

Another option for travelers on a budget is the **local bus** system. All of Monterrey's major **districts** are connected by **local buses**. The **easy-to-read** maps and frequent travel times make the bus the perfect choice for exploring near and far. Buy your tickets from **automatic** ticket machines and start exploring!

Private Transit - Monterrey has many taxis which are always ready to stop for you. Just hail a cab, and the driver takes you to your destination. Whether you want to go to the city center or to the old neighborhoods on the outskirts, the drivers know the way!

Though it is an expensive option, **limousine** services let you travel in style. Their **chauffeurs** know the city very well and can take you wherever you like. Remember to ask about special rates–many companies offer discounts for transportation to special events.

On Foot - When the sun is shining, **take advantage** of the free maps for **pedestrians**. They are available in public buildings and include tips on interesting locations.



Get ready!

1 Before you read the passage, talk about these questions.

1 What kinds of transportation will travelers find in major cities?

2 What regional differences in transportation exists around the world?

Reading

2 Listen and read this brochure from a city's tourism board. Choose the correct answers. How many methods of transportation does it mention?

1 What is the brochure mostly about?

A which parts of the city to explore
B the places to buy public transit tickets
C what kinds of transportation the city has
D how to find places of interest in the city

2 According to the passage, what is NOT true about the public transit in Monterrey?

A It offers services to all different parts of Monterrey.
B It is free during special events in the city.
C It provides maps to help passengers plan their routes.
D It provides inexpensive transportation to the airport.

3 What is probably true of limousine service?

A It is mostly used to travel to special events.
B Its drivers are also qualified to drive buses.
C It is more expensive than public transit options.
D It only operates within the tourist districts.

Vocabulary

3 Put the words from the word bank under the correct heading.

WORD BANK

limousine district quarter local bus neighborhood subway

Transit Methods	Words for Areas in a City
_____	_____
_____	_____
_____	_____

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 outskirts / neighborhood

I live in the _____ of the city. I am not close to the downtown area.

2 automatic / easy-to-read

The _____ doors open by themselves.

3 chauffeur / pedestrian

The _____ looked both ways before walking across the street.

4 take advantage / hail a cab

Jackie went to the sidewalk and put her hand in the air to _____.

Listening

5 Listen to a conversation between a holidaymaker and an employee at an information kiosk. Then mark the following statements as true (T) or false (F).

1 __ The woman wants to know where the nearest subway stop is.

2 __ The employee does not recommend taking the bus to the hotel.

3 __ The taxi is faster than the bus.

6 Listen again. Fill in the blanks.

Holidaymaker: Excuse me, sir, I have a quick question.

Employee: Yes, ma'am. How may I help you?

Holidaymaker: Can you tell me where the nearest **1** _____ _____ is?

Employee: Sure. There's a stop right outside the main **2** _____ of the airport. Where are you headed?

Holidaymaker: I'm **3** _____ _____ _____ to the Luxe Hotel.

Employee: The Luxe ... that's downtown, on Horton Road.

Holidaymaker: Does the bus go there?

Employee: It sure does, but it's not the **4** _____ _____ to get there.

Holidaymaker: Why is that?

Employee: For one, there are several stops along the way.

Holidaymaker: So it will take a **5** _____ to get there.

Employee: That's right. Another problem is that you'll need to **6** _____ _____ two times.

Holidaymaker: Two times! I have all this luggage! What do you recommend instead?

Employee: It's much easier to **7** _____ _____ _____. It will take you straight to your hotel in half the time.

Holidaymaker: That sounds like a good idea. Will you call one for me?

Employee: Certainly.

Speaking

7 With a partner, act out the roles below, based on the conversation from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

How may I help you?

Where is the nearest bus stop?

Does the bus go there?

Student A: You are a traveler. You need to get somewhere in a new city. Ask Student B questions to find out:

- the best way to get there
- how long it takes

Make up a destination.

Student B: You are an employee at an information kiosk. Answer Student A's questions.

Writing

8 Imagine you are an employee at the information kiosk. Use the brochure and the conversation in Task 7 to write an essay about traveling in your city. Be sure to answer the following questions:



What kinds of transit are available in your city?

What is the easiest transit to use?

What is the fastest transit to use?

9 Local attractions

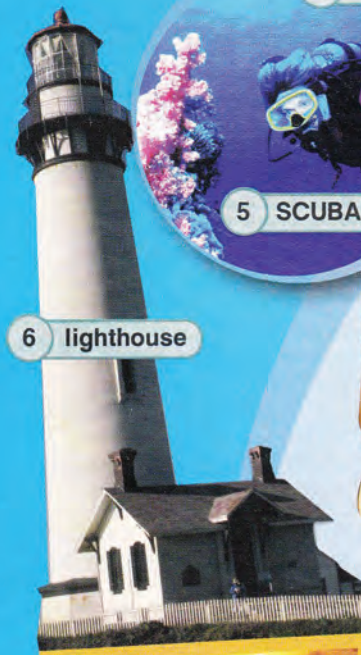

1 jet skiing


2 art gallery


3 sailing


4 snorkeling


5 SCUBA diving


6 lighthouse


7 sculpture

Get ready!

1 Before you read the passage, talk about these questions.

1 What activities do people do while on holiday?

2 What types of activities are there for visitors in your town?

Reading

2 Listen and read the information in a travel guide about Key West. Mark the following statements as true (T) or false (F). What is unique about Key West?

1 __ The island of Key West is located in Spain.

2 __ The Ernest Hemingway House and the Key West Lighthouse are on the same street.

3 __ Tour operators for a number of activities can be found in one area of the island.

Vocabulary

3 Place the words from the word bank under the correct heading.

WORD BANK

art gallery jet skiing scuba diving light house snorkeling sailing

Cultural Sites	Water Sports
_____	_____
_____	_____
_____	_____



DISCOVERING

Key West

Looking for culture and fun in the sun?

Then Key West is the perfect destination for your vacation.

Learn today about all the attractions Key West has to offer.

Cultural Sites - Discovered by Spanish explorers in 1521, Key West has a long and interesting history. You can learn about the island's history at the Museum of Art and History on Front Street. The museum has a large **collection** of **sculptures** and paintings which tell the island's story.

Do you want to buy some art? Then visit one of the many **art galleries** along Duval Street. Or take a walk through the Ernest Hemingway House on Whitehead Street. The famous author lived here for ten years. At the end of the day, head down to the Key West lighthouse on Whitehead Street to view beautiful **panoramas** of the island.

Outdoor Adventures - Key West is the only place in the United States that never freezes. The warm **climate** and clear blue waters are perfect for outdoor adventures. Learn about a number of water sports, including **scuba diving**, **snorkeling** or **jet skiing** from any of the certified tour operators on Waterfront Road. Or **sign up** for a **sailing** trip to explore the beautiful ocean.

4 Choose the word that is closest in meaning to the underlined part.

1 We saw beautiful <u>views of a lot of places</u> from the restaurant.

A panoramas C collections

B sculptures

2 The <u>general weather condition</u> of Santa Fe is warm and dry.

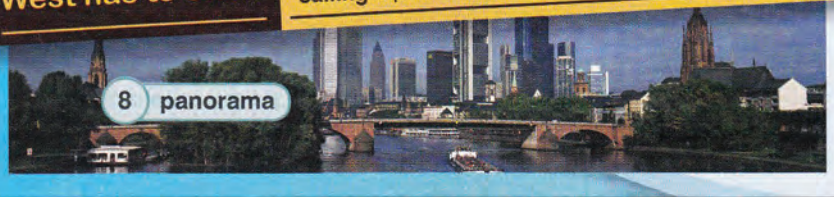
A sculpture C climate

B cultural site

3 Greg <u>agreed to participate in an activity</u> to go on a walking tour.

A signed up C dove

B snorkeled


8 panorama

Listening

5 **Listen to a conversation between a tour operator and a client. Then choose the correct answers.**

1 Why does the woman visit Discovery Tours?

- **A** to sign up for a tour of cultural sites
- **B** to find out more about the history of Key West
- **C** to learn about different tours and attractions
- **D** to ask about prices for snorkeling tours

2 What is true about the woman?

- **A** She prefers to visit cultural sites.
- **B** She has not been to Key West before.
- **C** She goes snorkeling often.
- **D** She wants to go on a tour before lunch.

6 **Listen again. Fill in the blanks.**

Client: That sounds nice. But, **1** _____ _____ _____, I wanted something a little more –

Tour Operator: Exciting?

Client: Uh huh. Yes, I'm looking for something more exciting.

Tour Operator: Well, then maybe **2** _____ _____ _____ _____ in a water sports tour. You can choose from a number of activities, like scuba diving and snorkeling.

Client: **3** _____ sounds like fun. But I don't have any snorkeling equipment.

Tour Operator: No worries. We provide all the equipment. And our **4** _____ _____ will also provide instructions, in case you've never been snorkeling before.

Client: Oh good! I **5** _____ _____ some pointers.

Tour Operator: We have a snorkeling tour going out today at 3 pm. Would you like to **6** _____ _____?

Client: Yes, I would. Thanks!

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

I'm interested in taking a tour.

What attractions are included in the tour?

Would you like to sign up?

Student A: You are a traveler and want to take a tour. Ask Student B questions to find out about:

- different types of tours
- what sites are included in the tour
- when the next tour begins

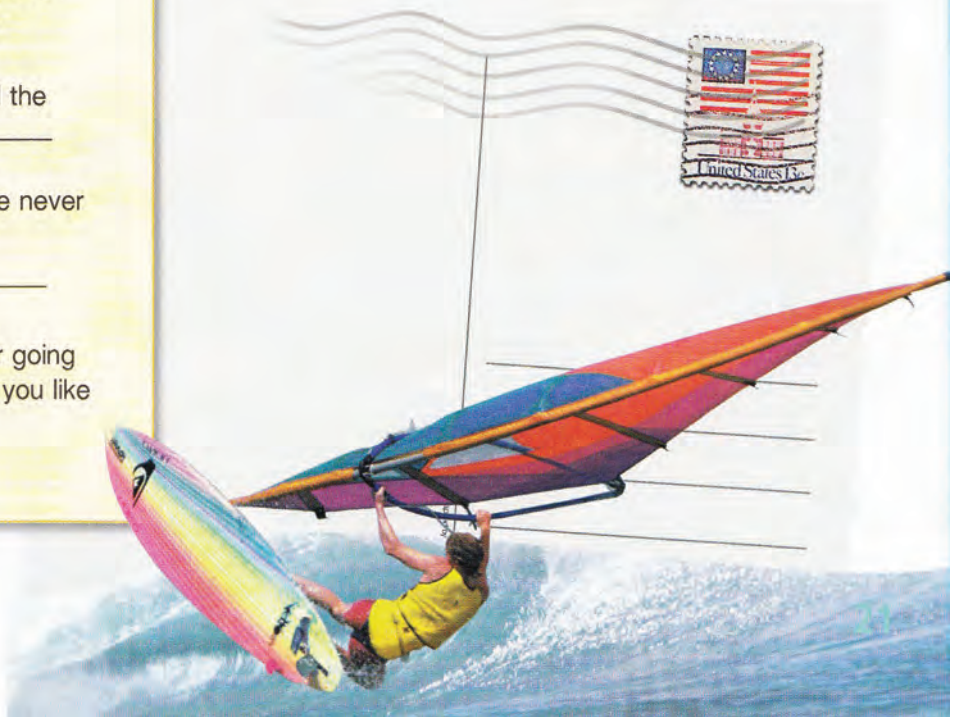
Make up an attraction that you want to see.

Student B: You are an employee at Discovery Tours. Answer Student A's questions.

- Different types of tours
- What the tour company provides for clients
- When the next tour starts

Writing

8 **Imagine that you are a visitor to Key West. Using the reading passage and Task 7, write a post card to a friend at home describing the attractions you have visited.**



10 On a tour

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some popular kinds of places to tour?

2 What place would you like to take a tour of? Why?







WELCOME
to Tiananmen Square and The Forbidden Palace

China is home to many of the world's most exciting **landmarks**. Among these are Tiananmen Square and the Forbidden Palace. Use this brochure to find all the important sights at these famous places during your **self-guided tour**.

Tiananmen Square is the largest of its kind in the world. At the center of the square, you will see the Monument to the People's Heroes. It is the only **monument** in the entire **square**.

Along the western side of the square, you will find the Great Hall of the People. This building is used by the Chinese government. On the eastern side, you'll see the National Museum of China. This museum has information about Chinese history from before 1919 and is **open to the public**. Be sure to check out all the different **exhibits** inside!

Directly north of Tiananmen Square, you will find another famous landmark, the Forbidden Palace. The Forbidden Palace is home to some of the oldest **surviving** wooden structures in the world. To enter the palace, go through the Meridian Gate. You will find a number of services at the gate, including free **bag storage** and **wheelchair** rentals (for visitors with **disabilities**). **Audio tours** are also available for purchase at the Meridian Gate. Once inside, look for the tourist **information center** in the Arrow Pavilion.



Reading

2 Listen and read an information pamphlet from a tour operator. Mark the following statements as true (T) or false (F). What can you rent at the entrance to the Forbidden Palace?

1 ___ Tiananmen Square contains the world's largest monument.

2 ___ Visitors pass under the Meridian Gate to enter the Forbidden Palace.

3 ___ The information center for tourists is located at the Meridian Gate.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

1 The class observed the <u>objects that are shown to visitors</u> at the museum.

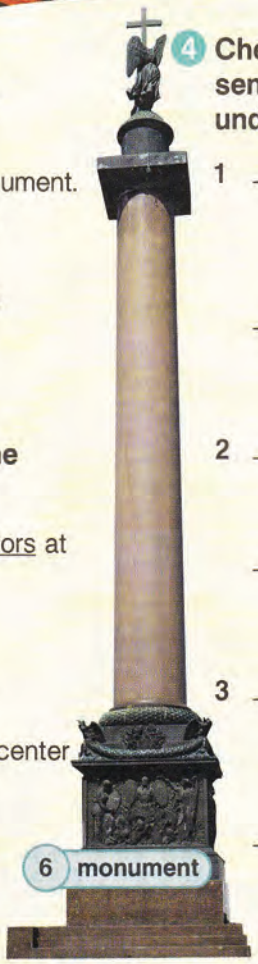
A wheelchairs **B** landmarks **C** exhibits

2 The tourists took pictures of the <u>building that honors somebody or something</u> during their trip.

A square **B** monument **C** information center

3 George leaves his backpack at the place that <u>keeps personal belongings safe for a short amount of time</u>.

A bag storage **B** information center **C** monument



4 Check (✓) the sentence that uses the underlined part correctly.

1 ___ **A** The guards did not allow anyone to enter the building because it was <u>open to the public</u>.

___ **B** The vase is the oldest <u>surviving</u> example of Greek art.

2 ___ **A** Ms. Jones made several <u>landmarks</u> on the student's test.

___ **B** The store provides <u>wheelchairs</u> for shoppers with disabilities.

3 ___ **A** Helen listened to information about the palace during the <u>audio tour</u>.

___ **B** The tour guide showed Rita different parts of the museum during the <u>self-guided tour</u>.

Listening

5 **Listen to a conversation between a tour guide and a tourist. Choose the correct answers.**

1 Which of the following is true about the Meridian Gate?

- **A** It is over 700 thousand square meters.
- **B** It is located in the inner court of the palace.
- **C** It was constructed over six centuries ago.
- **D** It is the oldest surviving gate in the world.

2 What will the tour guide most likely do next?

- **A** talk about the first Chinese emperor
- **B** show the woman the inner court
- **C** enter through the Meridian Gate
- **D** say how the Forbidden Palace got its name

6 **Listen again. Fill in the blanks.**

Tour Guide: Good morning. My name is Jeff, and I'll **1** _____ _____ _____ for your tour of the Forbidden Palace. Welcome.

Tourist: Thanks, Jeff.

Tour Guide: As **2** _____ _____ _____, there's a lot to see. We better get started now so we'll have time to see everything. Get your camera ready!

Tourist: It sure is a big place. Exactly **3** _____ _____ is the Forbidden Palace?

Tour Guide: It's over 700 thousand square meters.

Tourist: When was it built?

Tour Guide: **4** _____ started in 1406 and it ended in 1420.

Tourist: That's a long time ago.

Tour Guide: A very long time. In fact, the Forbidden Palace has some of the **5** _____ _____ wooden structures in the world.

Tourist: How interesting! Can you **6** _____ _____ _____ _____ of one of these structures?

Tour Guide: Sure. As we **7** _____ _____ the outer court, we'll enter through a large gate. This is called the Meridian Gate.

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

My name is ... and I'll be your tour guide.

When was the ... built?

As we come upon the ..., you'll see the ...

Student A: You are a tour guide. Make up a place to give a tour. Then tell Student A about:

- How old the place is
- How the place received its name
- Something special about the place

Make up the details about the place.

Student B: You are a tourist on a tour. Talk to Student A about the place.

Writing

8 **Imagine that you are a tour guide. Use the reading passage and the conversation from Task 7 to write a guide about a place. Make sure to talk about:**

What makes that place special

Where are the main areas in the place

How big the place is

TOUR GUIDE ILLUSTRATED

11 Discussing rules and policies on a tour

Get ready!

1 Before you read the passage, talk about these questions.

1 What are some items that people bring with them on tours?

2 What are some ways to stay safe during a tour?

Reading

2 Listen and read a pamphlet about a tour. Choose the correct answers. What types of gear must participants have?

1 What is the brochure mostly about?

A tips for taking care of equipment

B places to visit during the outing

C ways to have a fun and safe tour

D types of adventure tours offered

2 According to the passage, the tour operator provides which of the following items?

A climbing footwear

B a waterproof jacket

C trail maps

D replacement gear

3 What is the purpose of the buddy system?

A to replace weaker participants with stronger ones

B to prevent injury resulting from broken gear

C to make sure that none of the participants get lost or hurt

D to help the tour guide know where all the participants are

Vocabulary

3 Match the words (1-9) with the definitions (A-I).

1 __ trail
2 __ harness
3 __ first-aid kit
4 __ on hand
5 __ sturdy
6 __ outing
7 __ gear
8 __ equipment check
9 __ well-being

A a trip outdoors

B being available for immediate use

C a person's health

D things used for a certain activity

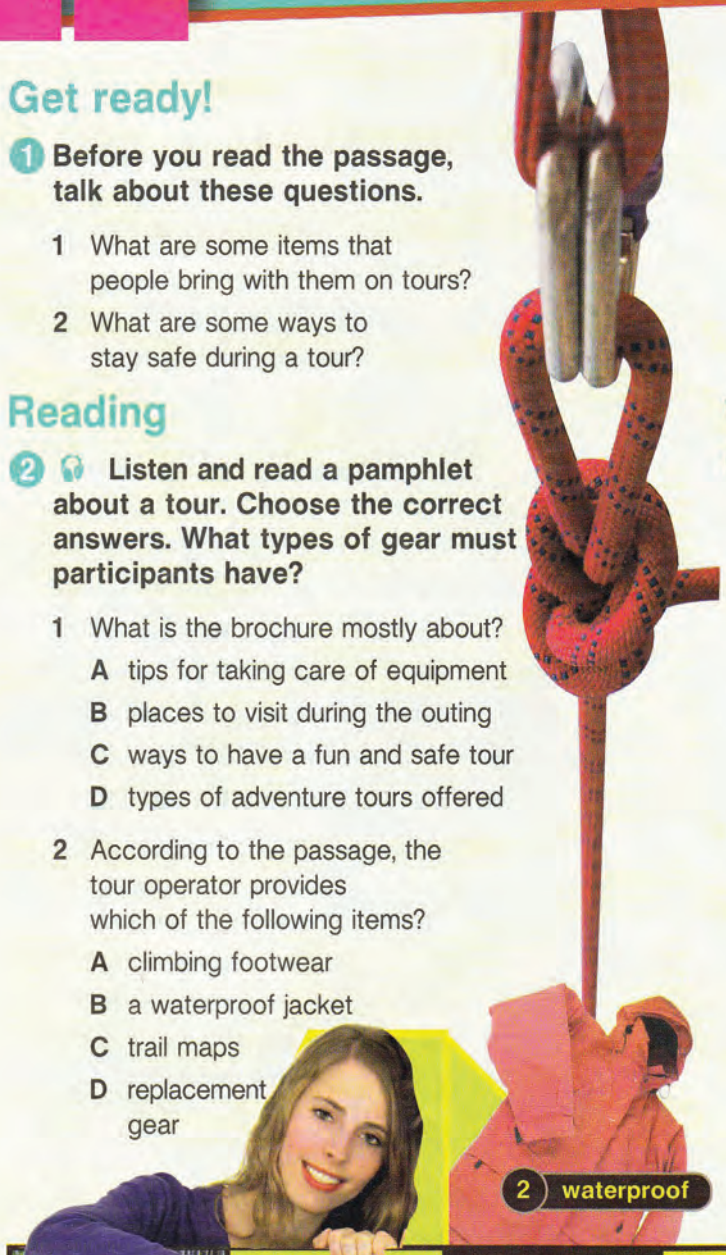
E equipment that climbers wear around their waists to secure them to rocks

F the process of making sure something is working properly

G a small box that contains medical supplies

H a path you travel along

I strong and long-lasting





Thank you for choosing to explore Bear Rock with Discovery Tours! The tour takes approximately four hours and involves hiking and some rock climbing.

The Discovery Tours team values our customers' **well-being**. Read the following tips to make your **outing** a safe one.

SUPPLIES - There are a few supplies that you'll need for the tour. You are responsible for bringing **sturdy** shoes, as the **trail** is very rough in some places. A **waterproof** jacket will also come in handy. We will supply you with water throughout the trip. We also have a **first-aid kit on hand** to treat minor injuries.

STAY SAFE - Before the tour begins, perform an **equipment check** to make sure all of your **gear** is in **working order**. Check your **ropes**, **helmet** and **harness** closely. Report any broken gear to the tour guide, who can provide you with replacements.

It's also important to choose a partner, or a "buddy", before the tour. Once the tour starts, use the **buddy system**. That means that you stay with your buddy throughout the entire tour. It's your job to make sure your buddy stays safe and doesn't get lost.

If your buddy is in trouble, tell a tour guide immediately.

4 Write a word that is similar in meaning to the underlined part.

1 The car is not <u>operating the way it is supposed to</u> and cannot be moved. i n _ _ r _ _ n _ o _ _ e _

2 Jessica wore shoes that are <u>able to keep moisture away</u> to keep her feet dry. _ a _ _ r _ _ o _ _

3 John always wears a piece of <u>protective head equipment</u> when he rides his motorcycle. h _ _ _ _ t

4 Ellen used the <u>strong and thick string</u> to climb up the wall. _ o _ _

5 During your rock-climbing tour, use the <u>method in which two people help each other</u> to stay safe. b _ _ d _ s _ _ t _ _

Listening

5 Listen to a conversation between a tour guide and a traveler. Mark the following statements as true (T) or false (F).

1 __ The traveler is concerned about the weather.

2 __ The tour guide finds a problem with the woman's ropes.

3 __ The traveler can find extra gear in the tour guide's van.

6 Listen again. Fill in the blanks.

Tour Guide: Hi, my name is Tony. I'm **1** _____ _____ _____ today.

Traveler: Nice to meet you Tony.

Tour Guide: We have an exciting climb **2** _____ _____ _____.

Traveler: Great! Say ... it's a little cloudy. What if it rains?

Tour Guide: A **3** _____ _____ won't hurt us. Did you bring a waterproof jacket?

Traveler: Yes, it's in my backpack.

Tour Guide: That should **4** _____ _____ _____ in case it starts raining.

Traveler: Good. So ... will we start soon?

Tour Guide: Yes. But before we leave, we have to do an **5** _____ _____.

Traveler: Of course. Um, here are my ropes.

Tour Guide: It looks like your ropes are in **6** _____ _____. Now how about your helmet?

Traveler: Here it is.

Tour Guide: Uh oh. The strap doesn't seem to fasten correctly. We'd better get you a **7** _____.

Traveler: Oh no! Where am I going to get another helmet now?

Tour Guide: Don't worry, I can lend you one. I have a couple of **8** _____ _____ in the van.

Traveler: Thanks. I'll go look for one that fits.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Did you bring a ...?

Before we leave, we have to ...

We better get you a replacement.

Student A: You are a traveler going on a tour. Ask Student B questions to find out:

- if the weather will be a problem
- where to find replacement gear

Student B: You are a tour guide. Answer Student A's questions. Make up a problem with Student A's gear. Then tell him or her where to find a replacement.

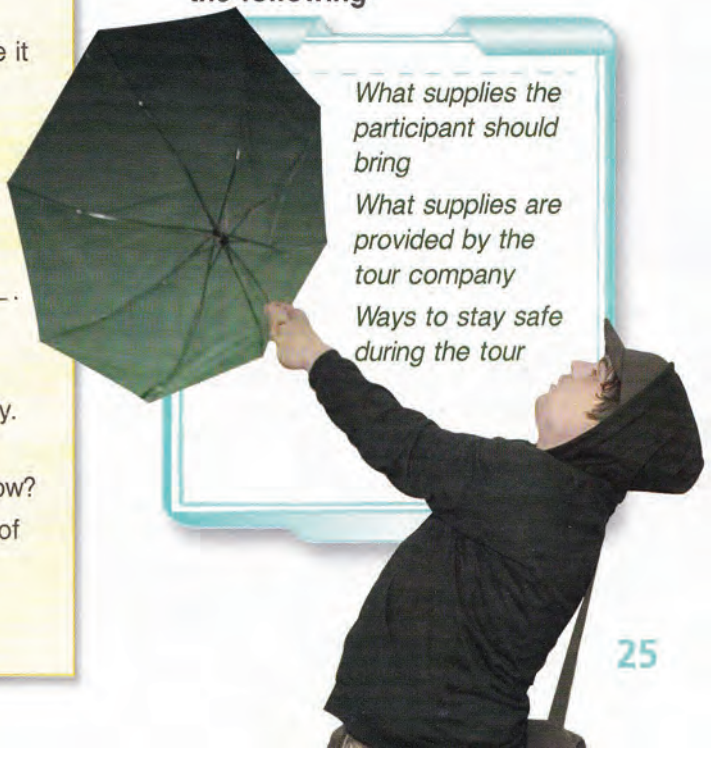
Writing

8 Imagine that you are a tour guide. Use the reading passage and the conversation in Task 7 to write about taking a tour. Be sure to talk about the following:

What supplies the participant should bring

What supplies are provided by the tour company

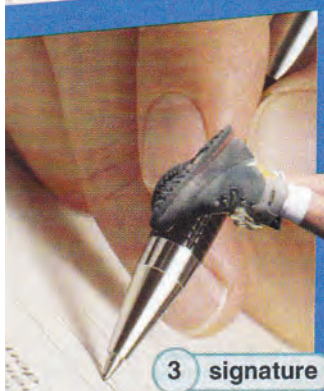
Ways to stay safe during the tour



12 Release forms



1 trek



3 signature



2 risks



4 participant

DISCOVERY TOURS

Release and Waiver Form

Each participant going on the trek at Riverside Ridge MUST present a signed release form to your tour guide.

Print Participant's Name: _____

Participant is a(n): ❑ Adult ❑ Minor

- I agree to **comply with** all the instructions of Discovery Tour guides and instructors. If I fail to comply with the instructions, I will not be allowed to continue on the Trek.
- I understand that there are a number of risks associated with trekking and that it can be a dangerous activity. I therefore **release** Discovery Tours, Inc. from any **liability** resulting from injury or death during the Trek.
- I **waive** any claims I may have against Discovery Tours due to any cause, including: ❑ negligence ❑ **breach of contract**
- I give my **consent** that, in the event of injury or illness, Discovery Tours may provide evacuation or medical treatment at my expense.
- I fully understand the terms and conditions of this release form.

Participant's Signature** _____ Date _____

Participant's **Initials** _____

** Minors must have a parent's signature in order to participate

5 initials

A K

Get ready!

1 Before you read the passage, talk about these questions.

1. What do you do before a tour?
2. How do you stay safe on a tour?

Reading

2 Listen and read this official document from a tour operator. Choose the right answers. What must you give to be evacuated in an emergency?

1 What is the purpose of the document?

- **A** to give information about payment for a trekking tour
- **B** to tell participants about the dangers of trekking
- **C** to say what parents of minors are expected to pay for
- **D** to inform clients about the company's legal responsibility

2 What is true about participants under the legal age?

- **A** They have to pay extra in order to go on the trek.
- **B** They are not allowed on the trekking tour.
- **C** They must have their parent's permission in order to go.
- **D** They must travel with a parent in order to participate.

3 According to the document, what is true about accidents?

- **A** The company will pay for participant's medical expenses.
- **B** The company is not responsible even if they are at fault.
- **C** The client can ask the tour company to pay for evacuation.
- **D** The client does not pay if the tour guide doesn't give proper instruction.

Vocabulary

3 Read the sentence and choose the correct word.

1 Wendy wrote her **(signature / consent)** on the bottom of the form.

2 The **(trek / risk)** lasts for three days and involves hiking around the mountain.

3 Due to the employee's **(negligence / liability)**, the client was seriously injured.

4 Match the words (1-7) with the definitions (A-G).

1 __ breach of contract
2 __ release
3 __ initials
4 __ comply with
5 __ consent
6 __ participant
7 __ waive

A to follow instructions
B the first letters of your first and last name
C the crime of not doing something that you officially agreed to do
D permission
E to say that somebody or a company is not responsible for something
F to give up a right
G someone who takes part in an activity

Listening

5 Listen to a conversation between a client and an employee at Discovery Tours. Then answer the questions.

1 According to the conversation, what is true about release forms?
A They say that the tour operator pays for legal fees.
B They are not required for adult participants.
C They can be submitted to the company by email.
D They are required by all tour operators.

2 What is probably true about the man?
A He doesn't know where the tour office is.
B He will print the release form at home.
C He only has one child.
D He will look for a different tour operator.

6 Listen again. Fill in the blanks.

Client: The website says that each participant needs to sign a **1** _____ _____. What exactly is that for?
Employee: Basically, the form says that you understand the **2** _____ _____ _____ _____.
Client: Oh, is that all?
Employee: Well, and that if anything happens during the tour, you can't hold our company **3** _____ _____.
Client: Do all tour operators require a release form?
Employee: Yes. In fact, you won't find a tour operator that doesn't require a release form.
Client: Okay. I'm also wondering – what if I **4** _____ _____ _____ _____ on the trek?
Employee: How old is your son?
Client: He's fifteen.
Employee: Since he's a **5** _____, you'll have to sign the release form for him.
Client: Okay. Now, where can I get the release form from?
Employee: If you come into our office to **6** _____ _____, we'll give you the forms then.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

What is the release form for?
The release form says ...
Where can I get the release form from?

Student A: You a client interested in a Ridge Rock trek. Ask Student B questions about:
- The purpose of the release form
- Who needs a release form
- Where to get the release form

Student B: You are an employee at Discovery Tours. Answer Student A's questions.

Writing

8 Imagine that you are a tour guide at Discovery Tours, Inc. Use the passage and the conversation in Task 7 to write an essay about release forms. Make sure to talk about the following:

What release forms say
Why tour companies use release forms
Who needs to present release forms

13 Job advertisements



Hermes Airways

Career Opportunities

With nearly 50,000 employees around the world, Hermes Airways knows a thing or two about treating our workers well. That's why you'll find only the best people working at Hermes Airways. Do you think you have what it takes to be a part of the team at Hermes Airways? We are currently looking to **fill a number of positions**. Please see below for information about available positions.

Title: **Full-time** ticket agent
Job ID: 90731
Location: Houston, USA
Position Type: entry-level

Ticket agents are responsible for the following duties:

- Advising customers about fares
- **Processing** group requests
- Issuing refunds
- Assigning seats

The ideal **candidate** will have the following qualifications:

- Excellent customer service skills
- Flexible
- Ability to learn current ticketing policies quickly
- Some experience in the **hospitality industry** is preferred

Wages, benefits and privileges

- Salary **commensurate with experience**
- Travel discounts
- **Competitive** health insurance package after six months
- On-the-job training
- Paid holidays and paid vacation for eligible employees

To apply for this job, submit your **application** online.
Just click on the **link** below to get started!

APPLY NOW!

Get ready!

1 Before you read the passage, talk about these questions.

1 Where do people find out about jobs in the travel industry?
2 What kind of job would you like?

Reading

2 Listen and read part of the job posts from a company's website. Mark the following statements as true or false. Where are the available positions located?

1 __ The job is best for candidates with several years of experience in the airline industry.
2 __ The job involves frequent work-related travel.
3 __ Interested applicants can apply for the job through the website.

Vocabulary

3 Place a check (✓) next to the sentence that uses the underlined part correctly.

1 __ **A** Alex filled out an <u>application</u> for the clerk job.
__ **B** The ticket agent <u>processed</u> the air fare to the client.
2 __ **A** Mike receives a <u>wage</u> because he is unemployed.
__ **B** The <u>benefits</u> provided by the company include healthcare.
3 __ **A** Ally is required to work fifteen hours per week for her <u>full-time</u> job.
__ **B** The company offers a salary that is <u>commensurate with her experience</u>.

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 candidate / position
The company offered the successful _____ a job.
The clerk _____ was quickly filled.

2 entry-level / commensurate
The amount the company pays is _____ with a person's skills and experience.
The _____ job didn't require a lot of previous experience.

3 link / salary
Lisa clicks on the _____ and goes to another webpage.
Jerry asked his employer to increase his _____.

4 qualifications / hospitality industry
The job advertisement lists the required _____ for those applying for the job.
Workers in the _____ deal with people from all over the world every day.

Listening

5 **Listen to the conversation between a job candidate and an employee at Hermes Airways. Then answer the questions.**

1 What is the conversation mostly about?

- **A** The candidate asks about how to apply for the job.
- **B** The candidate wants details about required qualifications.
- **C** The employee has a question about the woman's application.
- **D** The employee explains why the application wasn't accepted.

2 What is true about the job candidate?

- **A** She does not have access to the Internet.
- **B** She currently works as a hotel clerk.
- **C** She has little experience in the hospitality industry.
- **D** She has already completed the online application.

6 **Listen again. Fill in the blanks.**

Candidate: On the webpage, it says that some experience in the hospitality industry **1** _____ _____.

Employee: That's right. That just means candidates should have some experience dealing with **2** _____-_____ problems in particular.

Candidate: Well, I worked in a hotel before. **3** _____ _____ _____?

Employee: Absolutely.

Candidate: Good. But how much experience is needed, exactly?

Employee: There's no **4** _____. We just like for candidates to have some experience in the industry.

Candidate: See, I only worked at the hotel for a couple of months. I was worried that my application might be **5** _____ because I didn't have enough experience.

Employee: It really shouldn't be problem. Since this is an entry-level position, we're pretty flexible about prior experience.

Candidate: That's good.

Employee: In fact, we provide **6** _____-_____-_____ _____ for all new hires.

Candidate: Great. That answers all of my questions. Thanks for your help! Bye!

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

I'm calling about the ... position.

On the webpage, it says that ...

How much experienced is needed?

Student A: You are a job candidate. Make up a job position to apply for. Then talk to Student B about:

- The position you are calling about
- The qualifications for the job
- How to apply for the job

Student B: You are an employee at Hermes Airways. Talk to Student A and answer his or her questions. Make up qualifications needed for the job.

Writing

8 **Imagine that you are an employee at the career services department of Hermes Airways. Using the passage and the conversation from Task 7, write an advertisement for an open position. Be sure to mention the following:**

Job duties

Required qualifications

Wages, benefits and privileges

How to apply for the job

Hermes Airways
CAREER SERVICES DEPT.

14 Preparing your curriculum vitae

Get ready!

1 Before you read the passage, talk about these questions.

1 What do people use CVs for?
2 What information do people put on their CVs?



Reading

2 Listen and read the curriculum vitae. Mark the following statements as true (T) or false (F). What does Mr. Harding have a degree in?

1 __ The job candidate had a position as a navigator before becoming a co-pilot.
2 __ Southern Regional Airlines does not serve international destinations.
3 __ The job candidate is able to speak a little German.

CURRICULUM VITAE

Personal Information
Name: Jonathan Harding
Address: 56 Draycott Lane, London SW3 3DB
Telephone: +020 2305 5321

1 service award

Objective: To get a position as a flight captain with an international airline

Employment History

2005-Present: Flight Captain, Southern Regional Airlines
Southern Regional is a small airline that serves the southwestern United States. As flight captain I am responsible for:

- **Conducting** all flight operations in a safe manner
- Providing passengers with excellent service
- Supervising co-pilots
- **Maintaining** flight manuals
- Reporting flight operations to the company

During my time at Southern, I have had a perfect safety record. I received a meritorious service award from Southern in 2008.

1997-2005: Co-pilot, Southern Regional Airlines
While I was a co-pilot, I worked under my flight captain. I was mainly responsible for:

- Radio communication and navigation
- Overseeing preflight planning
- Providing support to the flight captain

*Education and **Vocational** Training:* Bachelor of Science Degree, Aeronautics, University of San Diego, 1990

Certifications: JAR-FCL Private Pilot License (PPLA) JAR-FCL Commercial Pilot License (CPLA)
JAR-FCL Airline Transport Pilot License (ATPLA)

Languages: **Native tongue**: English
Fluent: French
Proficient: Spanish, German

References: Donald O'Rourke Flight Captain, European Airways
Tel: 0131 8575 8282



Vocabulary

3 Choose the word that is closest to the underlined part.

1 Dr. Healey watches and is responsible for the activities of all the employees in the office.
A oversees **B** conducts **C** maintains

2 After four years at university, Theresa earned a qualification in management.
A an employment history **B** a degree
C a safety record

3 As a first language learned speaker of Spanish, Judy can communicate easily with her Mexican clients.
A native **B** fluent **C** proficient

4 Match the words (1-7) with the definitions (A-G).

1 __ certification
2 __ reference
3 __ curriculum vitae
4 __ vocational
5 __ safety record
6 __ service award
7 __ maintain

A people who say what your talents and skills are
B to make sure that something is in a good and current condition
C a document that shows your work and educational experience which you give to possible employers
D a prize for very good work
E relating to skills needed for a job
F a document that shows you have completed training for a specific skill
G a history of following safety rules and not having accidents

Listening

5 **Listen to a conversation between an employee at Hermes Airways and a job candidate. Choose the right answers.**

1 What do the speakers mostly talk about?

- **A** where to find information about jobs
- **B** items to include in a CV
- **C** hiring policies at Hermes Airways
- **D** available positions at the company

2 Which of the following is probably true about the man?

- **A** He thinks three pages isn't enough for a CV.
- **B** He currently works as a pilot for another airline.
- **C** He did a job search using the Internet.
- **D** He has not written a CV in the past.

6 **Listen again. Fill in the blanks.**

Employee: Hermes Airways. This is Celine. How may I help you?

Caller: Hi. I'm interested in the **1** _____ _____.

Employee: I'm sorry, we don't **2** _____ _____ regarding specific positions. But did you know that you can find information about available positions on our website?

Caller: Yes. That's how I learned about the job.

Employee: I see.

Caller: And actually, I don't need information about the job specifically.

Employee: I apologize. What can I help you with?

Caller: See, I'm currently **3** _____ _____ _____. And I just wondered if your company has any preference about what's included on it.

Employee: You know, we do request for candidates to keep CVs **4** _____ _____ _____.

Caller: Okay, so there's a three-page limit. Is there anything else?

Employee: Also, don't forget to include **5** _____ _____.

Caller: Right, I can do that.

Employee: Aside from those two things, a standard CV is fine.

Caller: So I should just include my previous employment and **6** _____ _____?

Employee: That's right. Remember, you're free to include whatever you think will show why you're **7** _____ _____ _____ _____.

Caller: That makes sense. Thanks for the information. Bye!

Speaking

7 **With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

I'm interested in the ... job.
We do request that candidates ...
Don't forget to include ...

Student A: You are a caller who wants to apply for a position at the company. Make up a position that you are interested in. Then talk to Student B about:

- what you should put on your CV

Student B: You are an employee at the company. Listen to Student A's questions. Then tell Student A two items to include on his or her CV.

Writing

8 **Imagine that you are a looking for a job. Using the passage and the conversation from Task 7 create some personal and professional details and then write a sample CV. Be sure to include the following information:**

CV

Personal information
Employment history
Vocational Training
Certifications
Languages
References

15 Getting a job

Get ready!

1 Before you read the passage, talk about these questions.

1 What is the first step to finding a job?
2 What job in the tourism industry do you want?


1 job offer


2 call back


3 interview

10 Professionals Monthly - MARCH

GET THE JOB YOU WANT!

You've submitted your application and you received a **call back**. Now the only thing standing between you and your **dream job** is the interview. Follow these tips when you go on your next **interview**:

Research - Before you go to the interview, research the company. Find out what **paperwork**, such as official **transcripts** or references, you may need to bring to the interview. Also, talk to a current employee at the company. Ask about what it's like to work there. What does he or she like and dislike about the job?

Dress the Part - A job interview is a great opportunity **to make a good first impression**. Do this by dressing professionally on the day of the interview.

During the Interview - Businesses typically look for **confident** and **enthusiastic** employees. Show your confidence by speaking about your **strengths** as a worker. Also, make sure to ask plenty of questions based on your research. This shows that you are very interested in the company and the job. But remember–don't ask an **interviewer** about salary or benefits. This is only appropriate after a **job offer** is made.

After the Interview - Once the interview is over, **follow up** with a **thank you note**. This is a small **gesture** that shows that you are polite and professional.


4 confident



5 thank you note

Reading

2 Listen and read the magazine article for young professionals. Choose the right answers. How should you dress on the day of the interview?

1 What is the main idea of the article?
- A where to learn about dream jobs
- B how to impress your co-workers
- C what to do for a good interview
- D what questions to ask during an interview

2 According to the passage, why should a job hunter talk to current employees?
- A to learn about the interviewer
- B to research different available positions
- C to decide whether to work at the company
- D to ask questions about the interview

3 Which of the following does the article advise people to do after the interview is over?
- A ask the interviewer about benefits packages
- B send a letter of appreciation for taking the time to talk to you
- C send an email about what paperwork is necessary
- D find out the workplace culture from a current employee

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

1 Sally sent <u>a short letter that showed her appreciation for something</u> to the interviewer a day after their meeting.
- A thank you note
- B dream job
- C job offer

2 Ms. Gillis said that helping customers solve problems is one of her <u>good skills</u>.
- A gestures
- B strengths
- C dream job

3 Jason was late to the <u>meeting with a possible employer</u> and did not get the job.
- A paperwork
- B interview
- C call back

4 Match the words (1-6) with the definitions (A-F).

1 __ make an impression 3 __ gesture 5 __ transcript
2 __ interviewer 4 __ job offer 6 __ follow up

A a chance of employment
B the person who asks questions to find out if a candidate is suitable for a job
C a document that has a person's high school or university scores on it
D an action that shows your feelings about something
E to do something that influences what someone thinks of you
F to do something that is related to an event that happened earlier

5 Listen and read the article again. Give three tips on how to get the job you want.

Listening

6 Listen to a conversation between an interviewer and a job candidate. Mark the following statements as true or false.

1 __ The candidate is currently a university student.
2 __ The candidate has experience giving tours.
3 __ The interviewer offers the candidate a job.

7 Listen again. Fill in the blanks.

Interviewer: Why don't you start by telling me about yourself?
Job Candidate: Well, I graduated from South State University last spring. I **1** _____ _____ _____.
Interviewer: How do you think that your degree will help you as a **2** _____ _____?
Job Candidate: Well, my training gives me the background to speak knowledgeably about **3** _____ _____. That means I would be able to answer a lot of questions that tour participants might have.
Interviewer: That's very important. Can you tell me about your **4** _____ _____?
Job Candidate: Well, while I was in university I had a job as a **5** _____ _____.
Interviewer: What were your duties as a campus host?
Job Candidate: It was my job to **6** _____ _____ of the campus to visitors.
Interviewer: Finally, can you talk about your **7** _____ as a worker?
Job Candidate: First, I can always find solutions to problems. Also, I have great customer service skills.
Interviewer: Okay, Ms. Solis. I've really enjoyed meeting you. I will be making a decision within the next couple of days. I'll **8** _____ _____ _____.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Why don't you start by telling me about yourself?
How do you think your degree will help you as a ...?
What were your duties in your previous job?

Student A: You are an employer and you are conducting a job interview. Ask Student B questions to find out:

- educational background
- strengths
- employment history

Student B: You are a job candidate. Answer Student A's questions. Make up some previous employment.

Writing

9 Imagine that you are preparing for a job interview. Using the passage and the conversation from Task 8, write some notes to help you in your interview. Be sure to talk about the following:

INTERVIEW NOTES

What your educational background is
How your education will help you in the job
What other jobs you have had
What your duties were at that job
What your strengths are



Glossary

abusive language [N PHRASE-UNCOUNT-U6] **Abusive language** is words or phrases that hurt other people's feelings.

aisle seat [N-COUNT-U3] An **aisle seat** is the seat next to the long narrow space between the seats on a plane.

apologize [V-I-U2] To **apologize** is to ask forgiveness for a mistake.

applicable fees [N-UNCOUNT-U1] **Applicable fees** are the money you are responsible for paying.

application [N-COUNT-U13] An **application** for a job is a formal request for a job that includes your contact information and information relating to your job history.

applied towards [PREP PHRASE-U4] When money is **applied towards** something, it is used to pay for something else.

art gallery [N-COUNT-U9] An **art gallery** is a place that displays and sells art.

assure [V-T-U6] To **assure** is tell someone that something is true.

attach [V-T-U1] To **attach** something to an email is to connect a separate file to the email.

audio tour [N-COUNT-U10] An **audio tour** is recorded information about a place that visitors can listen to as they walk through a place.

automatic [ADJ-U8] Something that is **automatic** works by itself and does not need a human to operate it.

bag storage [N-UNCOUNT-U10] **Bag storage** is a place that keeps people's personal belongings safe for a short amount of time.

baggage charges [N-UNCOUNT-U1] **Baggage charges** are the money you pay to put luggage on a plane.

be commensurate with [V PHRASE-U13] Something that **is commensurate with** another thing is appropriate or correct.

benefits [N-COUNT-U13] **Benefits** are services, like health insurance or paid vacation, that are provided by an employer in addition to money.

beyond one's control [ADV PHRASE-U5] If something is **beyond your control** then you do not have the ability to change it.

billing address [N-COUNT-U3] A **billing address** is the place where a bill is sent.

booking agent [N-COUNT-U1] A **booking agent** is a person whose job it is to make reservations for customers.

breach of contract [N-UNCOUNT-U12] **Breach of contract** is the crime of not doing something you agreed to do before.

buddy system [N-COUNT-U11] The **buddy system** is a method of staying safe during a trip that involves finding a partner and making sure that your partner is always safe.

bump off [V-I-U5] To **bump off** a passenger is to not allow a passenger to board a plane because there are no more seats available.

call back [N-COUNT-U15] A **call back** is a phone call in which a possible employer asks to interview you.

cancel [V-T-U5] To **cancel** something is to decide not to do a planned event.

cancellation fee [N-COUNT-U4] A **cancellation fee** is money that you pay when you stop a plane reservation.

candidate [N-COUNT-U13] A job **candidate** is a person who is trying to get a specific job.

card holder [N-COUNT-U3] A **card holder** is the person who is responsible for paying the credit card bill.

card verification number [N-COUNT-U3] A **card verification number** is a three-digit number located on the back of a credit card.

casual [ADJ-U7] Something that is **casual** is not appropriate for special occasions.

certification [N-COUNT-U14] A **certification** is a document that shows you have completed training for a specific skill.

change fee [N-COUNT-U4] A **change fee** is money that you pay when you alter your reservation.

chauffeur [N-COUNT-U8] A **chauffeur** is the person who drives a car, like a limousine.

check in [PHRASAL V-U7] To **check in** is to arrive at a hotel and rent a room.

checklist [N-COUNT-U3] A **checklist** is a list of things for you to do.

climate [N-COUNT-U9] The **climate** is an area's weather patterns.

collection [N-COUNT-U9] A **collection** is a group of the same type of things in one place, like a museum.

compensation [N-UNCOUNT-U5] **Compensation** is something that a company gives you because it made a mistake.

competitive [ADJ-U13] Something that is **competitive** is as good or better than what other companies offer.

complimentary [ADJ-U5] Something that is **complimentary** is free.

comply [V-I-U12] To **comply** with something is follow the rules or instructions.

conduct [V-T-U14] To **conduct** is to organize and do something.

connecting flight [N-COUNT-U5] A **connecting flight** is a flight that continues to your final destination.

consent [N-UNCOUNT-U12] **Consent** is permission.

contact information [N-UC-U2] **Contact information** is a person's name, address, and telephone number.

cultural site [N-COUNT-U9] A **cultural site** is a place that relates to the history and traditions of a place.

curriculum vitae (CV) [N-COUNT-U14] A **curriculum vitae** is a document that contains information about you which you give to possible employers.

date of issue [N-COUNT-U4] The **date of issue** is the date that a ticket was given to you.

degree [N-COUNT-U14] A **degree** is a title that people who go to university get when they complete their course work.

deluxe [ADJ-U1] Something that is **deluxe** is the best quality.

detail [V-T-U1] To **detail** something is to give all the facts about something.

difficult [ADJ-U6] Someone who is **difficult** causes problems and does not follow directions.

disability [N-COUNT-U10] A **disability** is an injury or condition that makes it hard to do things that other people can do.

dissatisfied [ADJ-U6] Someone who is **dissatisfied** is unhappy with the quality of something.

district [N-COUNT-U8] A **district** is a part of a city.

disturbance [N-COUNT-U6] A **disturbance** is trouble or a bad event.

dream job [N-COUNT-U15] A **dream job** is a job that people are happy to do.

easy-to-read [ADJ-U8] Something that is **easy-to-read** is simple to understand.

eligible [ADJ-U4] Something that is **eligible** for something is able to get something or do something.

employment history [N-COUNT-U14] An **employment history** is a list of a person's previous jobs.

entry-level [ADJ-U13] An **entry-level** job is at the lowest level of an organization and usually requires little background.

equipment check [N-COUNT-U11] An **equipment check** is the process of checking that all items needed for an activity work correctly.

escort [V-T-U6] To **escort** someone is to go with them somewhere.

exhibit [N-COUNT-U10] An **exhibit** is a group of objects that are shown in a place, like a museum.

exit row [N-COUNT-U3] An **exit row** are the seats located next to the emergency exit on a plane.

expense [N-UNCOUNT-U12] **Expense** is the cost of something.

fare class [N-COUNT-U4] A **fare class** is the money you pay for a certain type of plane ticket, like a first-class or business class.

Glossary

fare rules [N-UNCOUNT-U4] **Fare rules** are the policies that apply to different tickets.

farewell [N-COUNT-U7] A **farewell** is a formal goodbye.

first-aid kit [N-COUNT-U11] A **first-aid kit** is a small box containing medical supplies such as bandages.

fluent [ADJ-U14] Being **fluent** in a language is to be able to speak and write it easily.

follow up [PHRASAL V-U15] To **follow up** is to do something that is related to an event that happened earlier.

formal [ADJ-U7] Something that is **formal** is special and official.

forward [V-T-U1] To **forward** is to give all the facts about something to someone else.

friendly [ADJ-U7] Someone who is **friendly** is kind to other people.

full refund [N-COUNT-U4] A **full refund** is getting back all the money you originally paid for something.

full-time [ADJ-U13] A **full-time** job requires workers to work the majority of the week. It usually involves working forty hours a week.

gear [N-COUNT-U11] **Gear** are items that you need to do a certain activity.

gesture [N-COUNT-U15] A **gesture** is an action that shows your feelings about something.

hail a cab [V PHRASE-U8] To **hail a cab** is to get a taxi driver's attention so they pick you up.

hang-up [PHRASAL V-U2] To **hang-up** is to end a telephone conversation.

harness [N-COUNT-U11] A **harness** is equipment that is worn around the waist and secures people to rocks.

helmet [N-COUNT-U11] A **helmet** is a type of equipment that protects the head during an activity.

hospitality industry [N-COUNT-U13] The **hospitality industry** are all of the businesses that are related to travel and tourism.

host [V-T-U7] A **host** is someone who provides guests with a place to stay.

impersonal [ADJ-U7] Someone who is **impersonal** is distant or unfeeling.

inbox [N-COUNT-U1] A **inbox** is a place on a computer where emails are stored.

incident [N-COUNT-U6] An **incident** is trouble or a bad event.

informal [ADJ-U7] Something that is **informal** is casual.

information center [N-COUNT-U10] An **information center** is a place where visitors can find information about a place.

initials [N-COUNT-U12] **Initials** are the first letters of your first and last names.

inquiry [N-COUNT-U1] An **inquiry** is a request for more information about something.

interview [N-COUNT-U15] An **interview** is a meeting between a possible employer and a job candidate.

interviewer [N-COUNT-U15] An **interviewer** is the person who asks questions to find out if a candidate is suitable for a job.

jet skiing [N-UNCOUNT-U9] **Jet skiing** is an activity that involves riding on a small vehicle over water.

job offer [N-COUNT-U15] A **job offer** is a chance of employment.

landmark [N-COUNT-U10] A **landmark** is a famous or recognizable place.

liability [N-UNCOUNT-U12] **Liability** is legal responsibility for something.

lighthouse [N-COUNT-U9] A **lighthouse** is a tall building near the ocean that has a bright light to warn ships.

limousine [N-COUNT-U8] A **limousine** is a long, fancy car with lot of room inside for groups of passengers.

link [N-COUNT-U13] A **link** is an object on a webpage that takes you to a different webpage when you click on it.

local bus [N-COUNT-U8] A **local bus** is a bus that travels within a city.

lose one's temper [V PHRASE-U6] To **lose one's temper** is to become angry.

make an impression [V PHRASE-U15] To **make an impression** is to do something that influences what someone thinks about you.

meet and greet [N-COUNT-U1] A **meet and greet** is a service that involves meeting a client at the airport and helping them.

memo [N-COUNT-U6] A **memo** is a message sent to some or all of a company's employees.

message pad [N-COUNT-U2] A **message pad** is a book for writing messages in.

minor [N-COUNT-U3] A **minor** is a person who is too young to have legal responsibilities. People under the age of 18 are usually considered minors.

monument [N-COUNT-U10] A **monument** is a large statue or building that is a reminder of an important person or event.

native [ADJ-U14] Being a **native** speaker of a language is to have learned that language first.

negligence [N-UNCOUNT-U12] **Negligence** is being careless and often results in an accident.

non-refundable [ADJ-U4] When something is **non-refundable**, you cannot get your money back if you return or cancel it.

non-stop [ADJ-U3] A **non-stop** flight is one that flies directly between two places without stopping anywhere.

on hand [PREP PHRASE-U11] Being **on hand** is to be available for immediate use.

on standby [N-UNCOUNT-U5] To be **on standby** is to wait to get on a plane if a seat becomes available.

open to the public [V PHRASE-U10] **Open to the public** means that anyone can enter.

originate [V-T-U3] To **originate** from somewhere is to start there.

out to lunch [PHRASAL V-U2] To go **out to lunch** is to leave work after noon to eat.

outing [N-COUNT-U11] An **outing** is a trip outdoors.

outskirts [N-UNCOUNT-U8] The **outskirts** are the areas surrounding a city.

overbook [V-T-U5] To **overbook** is to sell more tickets than there are available seats.

oversee [V-T-U14] To **oversee** an activity is to watch over and be responsible for it.

panorama [N-COUNT-U9] A **panorama** is a view of a wide area.

paperwork [N-UNCOUNT-U15] **Paperwork** consists of documents that are used to prove something or keep track of information.

partial refund [N-COUNT-U4] A **partial refund** is getting back a part of the money that you originally paid for something.

participant [N-COUNT-U12] A **participant** is a person who does a certain activity.

partner airline [N-COUNT-U5] A **partner airline** is an air travel company that works together with another airline.

patronage [N-UNCOUNT-U7] **Patronage** is the support a customer gives to a company.

pedestrian [N-COUNT-U8] A **pedestrian** is a person who goes somewhere on foot.

penalty [N-COUNT-U4] A **penalty** is the money you pay for breaking the rules.

position [N-COUNT-U13] A **position** is a job.

premises [PLURAL NOUN-UNCOUNT-U6] **Premises** is a location where a business is based.

prior [ADJ-U4] An activity done **prior** to something else is to done before.

process [V-T-U13] To **process** is to do all of the activities necessary to complete something.

proficient [ADJ-U14] Being **proficient** in a language is to have a good enough understanding of it for basic communication.

put out a cigarette [V PHRASE-U6] To **put out a cigarette** is to extinguish a cigarette that is lit.

Glossary

qualifications [N-COUNT-U13] **Qualifications** are a person's talents and skills.

quarter [N-COUNT-U8] A **quarter** is a part of a city.

queue [N-COUNT-U6] A **queue** is a line of people.

refer [V-T-U3] To **refer** to something is to look there for more information.

reference [N-COUNT-U14] A **reference** is a person who says what your talents and skills are.

reference number [N-COUNT-U1] A **reference number** is a number that companies use to relate a client to his or her order.

refuse to cooperate [V PHRASE-U6] To **refuse to cooperate** is to not do what is asked of you.

regarding [PREP-U2] To ask what something is **regarding** is to ask what it is about.

release [V-T-U12] To **release** is to say that someone or a company is not legally responsible for something.

repeat [V-I or T-U2] To **repeat** is to say or do something again.

resolution [N-COUNT-U5] A **resolution** is a solution to a problem.

ringing off the hook [PHRASAL V-U2] **Ringing off the hook** is when a telephone rings a lot and for a long time.

risk [N-COUNT or UNCOUNT-U12] **Risks** are the bad things that may happen.

rope [N-COUNT-U11] A **rope** is a thick and strong string.

safety record [N-COUNT-U14] A **safety record** is a history of following safety rules and having no accidents.

sailing [N-COUNT-U9] **Sailing** is an activity that involves moving over water in a boat

salary [N-COUNT-U13] A **salary** is an amount of money that a company pays an employee. It is the same amount every time.

scuba diving [N-UNCOUNT-U9] **Scuba diving** is an activity that involves using special equipment to go underwater and stay there for a long time.

sculpture [N-COUNT-U9] A **sculpture** is an art object.

see off [PHRASAL V-U7] To **see off** someone is to say "good bye" to someone who leaves.

senior [N-COUNT-U3] A **senior** is a person who is typically over the age of 60 and who no longer works.

service award [N-COUNT-U14] A **service award** is a prize for very good work.

sign up [PHRASAL V-U9] To **sign up** for something is to agree to participate in something.

signature [N-COUNT-U12] Your **signature** is your name as you write it and it is often used to show that you agree to something.

smokes [V-I or T-U6] To **smoke** is to inhale the smoke from a cigarette.

snorkeling [N-UNCOUNT-U9] **Snorkeling** is an activity that involves swimming right under the surface of the water using equipment that allows you to get air.

spell out [PHRASAL V-U2] To **spell out** is to say each letter in a word.

square [N-COUNT-U10] A **square** is a public space that is usually square-shaped.

stay [N-COUNT-U7] A **stay** is the length of time you are at a hotel.

stopover [N-COUNT-U3] A **stopover** is a stop in a place that is not the final destination on a trip

strengths [N-COUNT-U15] **Strengths** are traits that make a person better able to perform a job.

subject line [N-COUNT-U1] A **subject line** is a part in the email that says what the email is about.

subway [N-COUNT-U8] A **subway** is an underground train.

suit [V-T-U1] To **suit** something is to be convenient or easy for something to be done in a certain way.

surviving [ADJ-U10] Something that is **surviving** still exists.

take a reservation [V PHRASE-U3] To **take a reservation** is get information from a customer and save a seat for them on a flight.

telephone number [N-COUNT-U2] A **telephone number** is a series of numbers. They can be dialed on a telephone to contact a person.

thank you note [N-COUNT-U15] A **thank you note** is a short letter that shows your appreciation for something.

trail [N-COUNT-U11] A **trail** is a path which you travel over.

transcripts [N-COUNT-U15] **Transcripts** are copies of a person's classes and grades from the university they attended.

transit [N-UNCOUNT-U8] **Transit** is all the ways to get around.

travel voucher [N-COUNT-U5] A **travel voucher** is a coupon that you can use to purchase a new ticket in the future.

trek [N-COUNT-U12] A **trek** is a long outdoor trip.

uncooperative [ADJ-U6] Someone who is **uncooperative** causes problems and does not follow directions.

understaffed [ADJ-U2] To be **understaffed** is to have not enough people working.

upgrade [V-T-U5] To **upgrade** is to improve something in quality, such as changing a ticket from coach to first class.

vocational [ADJ-U14] Something which is **vocational** relates to skills needed for a job.

wage [N-COUNT-U13] A **wage** is the amount of money that a company pays an employee. It is based on the number of hours worked.

waive [W-T-U12] To **waive** is to give up something that you have the right to.

water sports [N-COUNT-U9] **Water sports** are activities that take place in the water, such as snorkeling or jet skiing.

waterproof [ADJ-U11] Being **waterproof** is being able to keep water or moisture away.

well-being [N-UNCOUNT-U11] **Well-being** is a person's health.

wheelchair [N-COUNT-U10] A **wheelchair** is a chair that is on wheels that people who cannot walk use to move around in.

window seat [N-COUNT-U3] A **window seat** is the seat at the end of a row beside the airplane window.

with reference to [PREP PHRASE-U1] **With reference to** is a phrase that means "relating to something else".

working order [N-UNCOUNT-U11] Something that is in **working order** is operating the way it is supposed to.

CAREER PATHS

Tourism

Career Paths Tourism is a new educational resource for tourism professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. ***Career Paths English: Tourism*** presents subject matter including reservations, health concerns, money issues, tours, and career options.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through real-world examples of written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Book** contains a full answer key and audio scripts.
The **audio CDs** contain all recorded material in American English and British English.
Books 1-3 of ***Career Paths English: Tourism*** are rated for the Common European Framework of Reference for Languages at A1, A2 and B1 respectively.

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