

**CAREER  
PATHS**

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# Tourism

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Book

1

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# Table of Contents

<b>Unit 1 - About your guest</b> .....	4
<b>Unit 2 - On the phone</b> .....	6
<b>Unit 3 - Types of Restaurants</b> .....	8
<b>Unit 4 - Lodging</b> .....	10
<b>Unit 5 - At the airport</b> .....	12
<b>Unit 6 - Cruise ships</b> .....	14
<b>Unit 7 - Train travel</b> .....	16
<b>Unit 8 - Bus travel</b> .....	18
<b>Unit 9 - Renting a car</b> .....	20
<b>Unit 10 - How do you pay?</b> .....	22
<b>Unit 11 - Where to get money</b> .....	24
<b>Unit 12 - At the currency exchange office</b> .....	26
<b>Unit 13 - How much does it cost?</b> .....	28
<b>Unit 14 - Giving warnings about crime</b> .....	30
<b>Unit 15 - Avoiding illness abroad</b> .....	32
<b>Glossary</b> .....	34

# 1 About your guest

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.

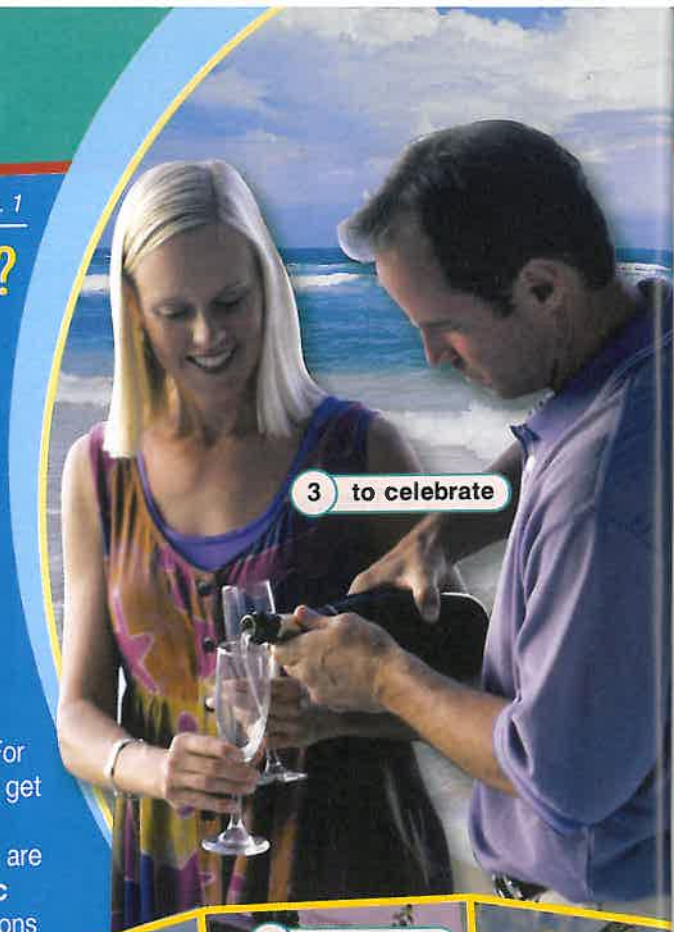
They also like to see new places. Sometimes people travel to **celebrate**. For example, some couples travel after they get married. This kind of trip is called a honeymoon. People on their honeymoon are **honeymooners**. They like **romantic** places. What are other reasons that people travel?



1 for a conference



2 on business



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.



### 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.

1 operator

2 PBX



### 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.



3 on hold



4 direct



5 professional

### 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  | 5 ___ connect      |
| 2 ___ transfer  | 6 ___ professional |
| 3 ___ line      | 7 ___ incoming     |
| 4 ___ courteous |                    |

- 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 caller 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 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. Can 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: \_\_\_\_\_





2 drive-through service



1 vegetarian



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 | 4 ___ drive-through |
| 2 ___ steakhouse        | 5 ___ cuts          |
| 3 ___ waitstaff         | 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.

- What are the speakers talking about?
  - where to eat a meal
  - a guide to rating a restaurant
  - a description of the local cuisine
  - when the best eating time is
- The man does not want to go to the fast-food restaurant because it ...
  - has poor service.
  - he wants to try something different.
  - doesn't serve vegetarian food.
  - 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's 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 Livingston



#### 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.

- Where do tourists stay during trips?
- 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 buildings does it mention? Choose the correct answers.

- What is the passage mostly about?
  - the difference between resorts and eco-resorts
  - where to stay on a budget
  - different places for visitors to stay
  - a description of a resort
- According to the passage, where can tourists on a budget stay?
 

A a lakeside cabin	C an eco-resort
B a bed and breakfast	D a youth hostel
- What is probably true about a man who rents a cabin?
  - He wants to be around other people.
  - He enjoys the outdoors.
  - He has never stayed at a resort.
  - He is on a romantic getaway.

## Vocabulary

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

- The family visits the mountains and rents a log house. \_ \_ b \_ n
- The French Riviera has many places for resting and relaxing. \_ e \_ o \_ \_ s
- Elizabeth is on a budget. She rents a room in a roadside hotel. m \_ \_ e \_
- Many vacationers stay at nature-friendly places. \_ c \_ \_ r \_ \_ \_ r \_ s
- Frank likes nature. He stays at a place to put up a tent. c \_ \_ p \_ \_ t \_

**4 Match 1-8 with A-H to make phrases.**

- |            |             |
|------------|-------------|
| 1 youth    | A budget    |
| 2 pitch a  | B getaway   |
| 3 romantic | C breakfast |
| 4 budget   | D hostel    |
| 5 go       | E rating    |
| 6 bed and  | F camping   |
| 7 star     | G hotel     |
| 8 on a     | H tent      |

**Listening**

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

- \_\_\_ Mr. Wallace is a traveler on a budget.
- \_\_\_ A bed and breakfast is a low-cost option.
- \_\_\_ The man decides to stay at the bed and breakfast.

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

**Travel Agent:** Good morning, Mr. Wallace. How can I help you today?

**Client:** I'm going to Florence, Italy.  
1 \_\_\_\_\_  
\_\_\_\_\_ find a place to stay?

**Travel Agent:** Well, there are a number of options. What's your 2 \_\_\_\_\_?

**Client:** I don't want to spend a lot of money. What 3 \_\_\_\_\_ options are available?

**Travel Agent:** There's a bed and breakfast. It has a 4 \_\_\_\_\_. Several budget hotels are also available.

**Client:** What's the difference?

**Travel Agent:** A bed and breakfast is very cozy and romantic, but costly. A budget hotel is 5 \_\_\_\_\_. And it's cheap.

**Client:** I see. I think I'll go with a budget hotel.

**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 you help me find a place to stay?*

*What's your budget?*

*What low-cost options are available?*

**Student A:** You are a travel agent for Planet Travel. Ask Student B questions to find out:

- What country he or she is traveling to
- What his or her budget is

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

- What lodging options are available
- The difference between different lodging options

Create personal information about yourself and where you are traveling to.

**Writing**

**8** Use the dialogue in Task 7 to fill out a pre-travel questionnaire about your partner.

**Pre-Travel Questionnaire**

1 What is the client's name?

\_\_\_\_\_

2 Where is the client going?

\_\_\_\_\_

3 What is the client's budget?

\_\_\_\_\_

4 Where does the client stay? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 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?



3 baggage claim



4 duty-free shop



5 food court



6 gate

1 arrivals terminal



2 departures terminal



## 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 arrivals terminal.  
\_\_\_ B The passengers at the departure lounge are relaxing.
- 2 \_\_\_ A To leave a city, a man uses the departure terminal.  
\_\_\_ B A couple buys gifts. They are checking in.
- 3 \_\_\_ A Alison talks to another passenger on the plane.  
\_\_\_ B Andrew picks up his baggage at the gate.

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.
- Why does the security screening take a long time?
    - some passengers need to check-in
    - airport workers want to keep everyone safe
    - passengers need to eat before the screening
    - airport workers are not sure what to do
  - What does the passenger probably do next?
    - go to the gate
    - go to the food court
    - check-in
    - 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.

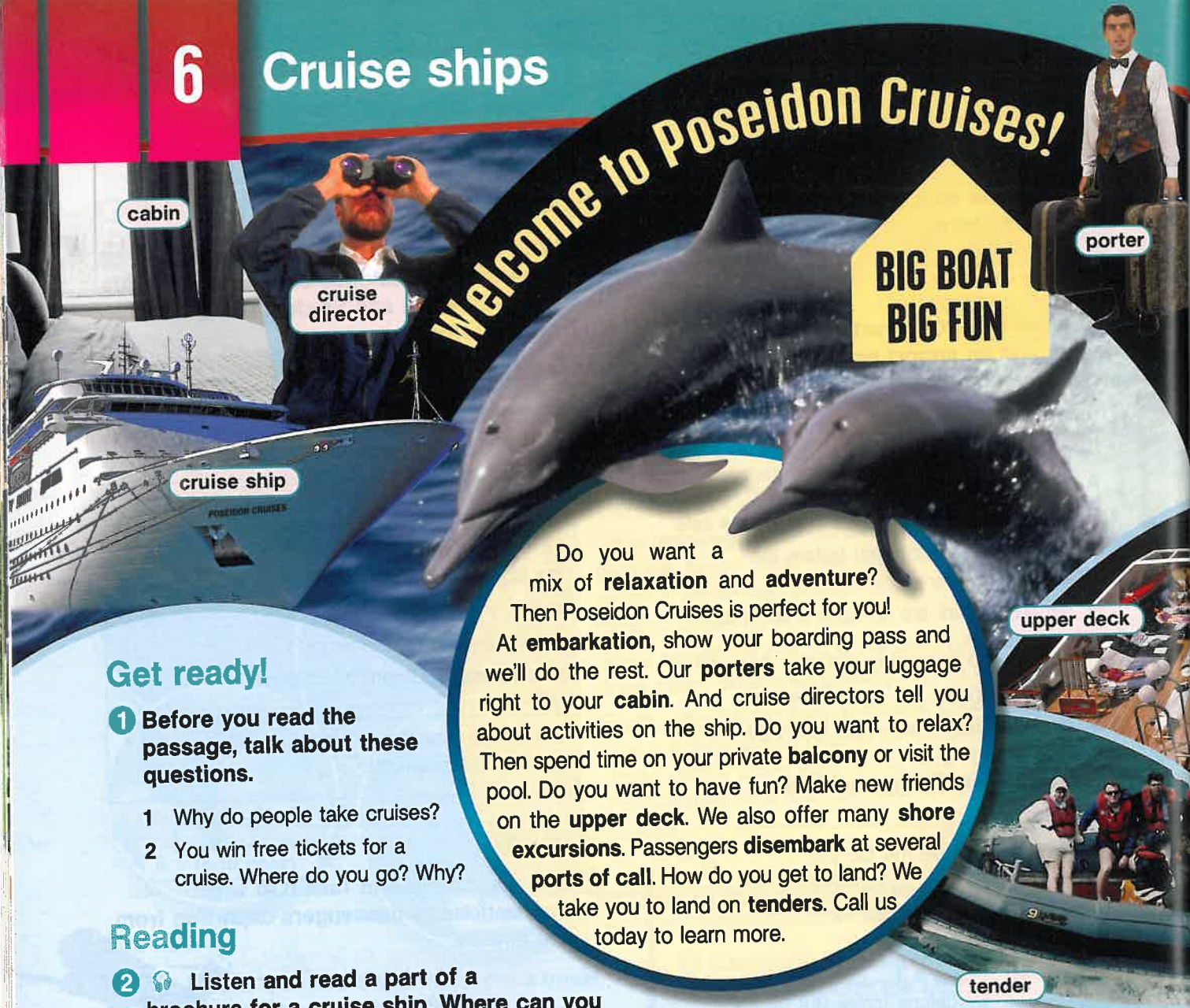
## Writing

- 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

- First, \_\_\_\_\_
- Next, \_\_\_\_\_
- Shop or eat at the \_\_\_\_\_
- Look at your boarding pass to find your  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Wait in the \_\_\_\_\_



Welcome to Poseidon Cruises!

cabin

cruise director

cruise ship

porter

BIG BOAT  
BIG FUN

## 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

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.

upper deck

tender

## 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                      4 \_\_\_ disembark  
 2 \_\_\_ balcony                5 \_\_\_ port of call  
 3 \_\_\_ upper deck            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

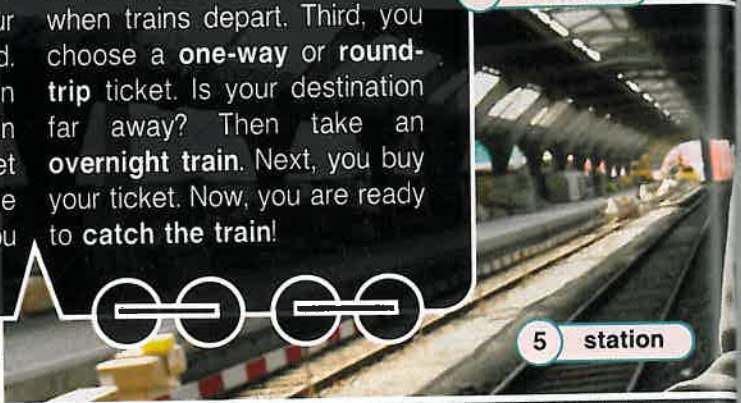
go to the train **station** and you find a **ticket kiosk**. Next, an **attendant** helps you check the **timetable**. The timetable shows when trains depart. Third, you choose a **one-way** or **round-trip** ticket. Is your destination far away? Then take an **overnight train**. Next, you buy your ticket. Now, you are ready to **catch the train**!



1 timetable



4 attendant



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.

### 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 Which of the following is NOT mentioned in the passage?
  - 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 relaxing.
- 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



3 catch the train



2 ticket kiosk

### Vocabulary

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

- |                  |                    |
|------------------|--------------------|
| 1 ___ attendant  | 4 ___ station      |
| 2 ___ round-trip | 5 ___ berth        |
| 3 ___ timetable  | 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

- I go to the train station and buy a ticket. I am ready to \_\_\_\_\_.
- Hilary buys a ticket to Paris. It is a(n) \_\_\_\_\_ ticket.
- We look out the window. We see the pretty \_\_\_\_\_.
- Peter sleeps on the train during the night. He rides a(n) \_\_\_\_\_.
- 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.

- Why does the man talk to the woman?
  - He wants to know the time.
  - He has a problem with his seat.
  - He needs to purchase a ticket.
  - He wants to change to a berth.
- Which of the following is true according to the dialogue?
  - The next train to Berlin leaves in the morning.
  - The passenger sleeps on a berth.
  - There are no overnight tickets available.
  - 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

## Get ready!

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

- 1 Why do some people travel by bus?
- 2 What are some good and bad things about traveling by bus?

Read this article from a travel magazine.

## Traveling by Bus

### THE PROS AND CONS OF BUS TRAVEL

How do you travel? There are many options for transportation. Many people travel on trains or planes. But rail and air travel are often expensive. An **affordable** option is to travel **by bus (coach)**. Passengers can buy a **boarding pass cheaply**. Bus travel has other **benefits**, too. Bus companies are more **flexible**. That's because they offer different types of routes. An **express route** has few **stops** and is very fast. A **local route** makes many stops. There are also several cons to traveling by bus. A bus does not have a lot of **legroom**. And bus terminals do not always have a lot of services.

### Reading

2 Listen and read the passage and then mark the following statements as true (T) or false (F).

- 1 \_\_\_ Buses usually have plenty of legroom.
- 2 \_\_\_ An express route doesn't have many stops.
- 3 \_\_\_ A bus boarding pass costs a lot of money.

### Vocabulary

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

#### Word BANK

by bus legroom stops cheaply local route

- 1 Mr. Lincoln's legs hurt. That's because there is not enough \_\_\_\_\_ on the bus.
- 2 Lisa prefers to travel \_\_\_\_\_ rather than traveling by rail.
- 3 The coach makes many \_\_\_\_\_ and takes a long time to arrive.
- 4 Liz is on a budget and cannot spend a lot of money so she travels \_\_\_\_\_.
- 5 Jake takes the \_\_\_\_\_ to Paloma and the bus stops many times.

4 Read the sentence and choose the right word.

- 1 Thomas gives his (**boarding pass / legroom**) to the bus driver. Then he gets on the bus.
- 2 Beverly takes the (**express route / local route**) to Milan. The bus does not stop very often.
- 3 George does not pay a lot for his ticket. It is a(n) (**flexible / affordable**) pass.
- 4 Sammy enjoys the (**benefits / stops**) of bus travel, like low ticket prices.



express routes

boarding pass

DESTINATION



- 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.

- Which of the following is true about the passenger?
  - He is going to Rome.
  - He is in a hurry.
  - He needs to take the local route.
  - He is waiting for an express route.
- What will the passenger most likely do next?
  - ask the coach driver a question
  - look at the timetable
  - check his boarding pass
  - 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 cars 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	C petrol
B insurance	D luggage
- 3 According to the passage, a good car for city driving is a(n) \_\_\_\_ model.
 

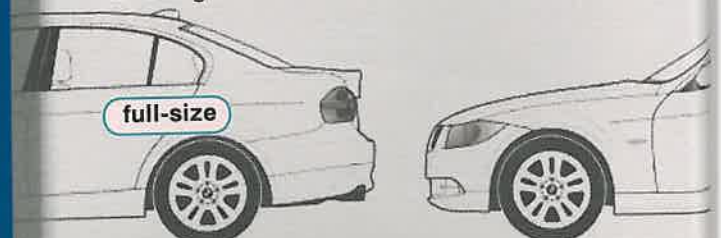
A economy	C full-size
B luxury	D compact

## Vocabulary

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

- |                |               |
|----------------|---------------|
| 1 __ economy   | 5 __ standard |
| 2 __ mileage   | 6 __ GPS      |
| 3 __ insurance | 7 __ model    |
| 4 __ compact   |               |

- 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.**

- Sara rents a small car. It doesn't have a lot of space.  
c \_ \_ \_ \_ \_
- George has a lot of money and rents the very expensive car.  
\_ \_ x \_ \_ \_
- Sheila's bags don't fit in the car's place for storing luggage.  
t \_ \_ \_ \_

**Listening**

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

- The rental company only rents one model of car.
- The agent suggests the customer rent the economy model.
- 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.**


*Best Choice Car Rental*

RENTAL AGENT \_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

CAR MODEL \_\_\_\_\_

RENTAL REQUIREMENTS \_\_\_\_\_

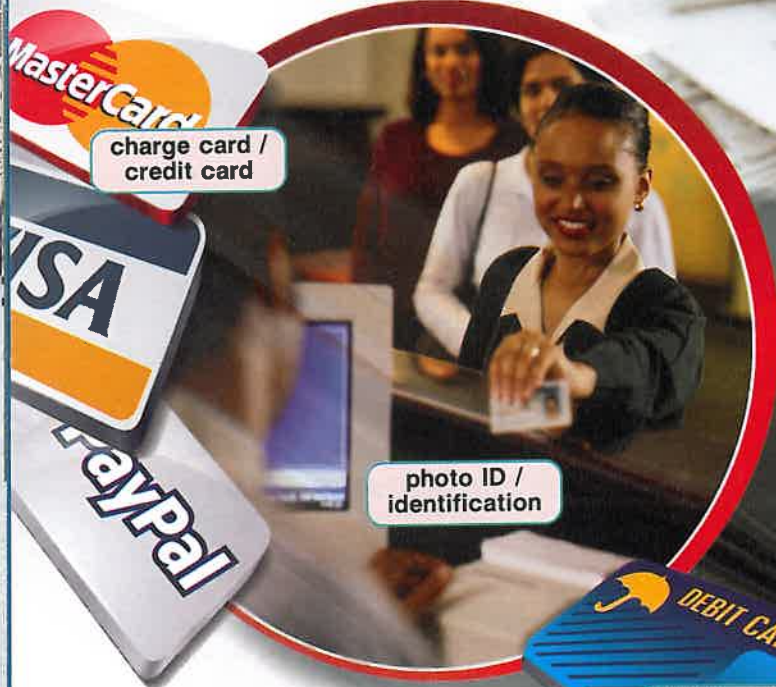


# 10 How do you pay?

## 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.

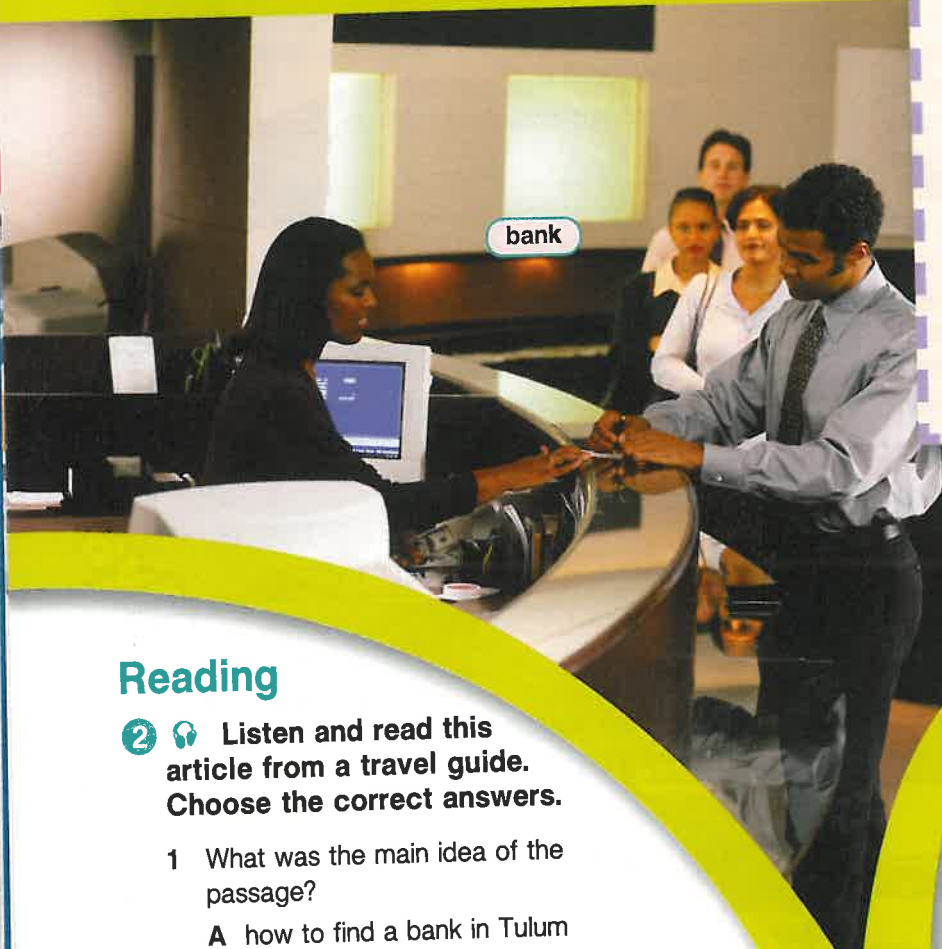


# 11 Where to get money

## Get ready!

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

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



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 78



ATM

withdraw

## Reading

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

- What was the main idea of the passage?
  - how to find a bank in Tulum
  - the best places to shop in Tulum
  - where to get cash in Tulum
  - ways to send money electronically
- Travelers use their bank's ATMs because ...
  - ATMs are easy to locate in new towns.
  - ATMs are open during business hours.
  - travelers don't have to pay a service fee.
  - travelers want transfer money to another place.
- According to the article, what is NOT true about wire transfers?
  - They involve sending money electronically.
  - They require someone to send money from somewhere else.
  - Travelers pick up transferred money from the bank.
  - Travelers must arrange them before leaving home.



## Vocabulary

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

- PIN / bank**  
The \_\_\_\_\_ is closed so the traveler uses an ATM.  
Kate forgets her \_\_\_\_\_ so she cannot use the ATM.
- ATM / branch**  
Debra uses another bank's \_\_\_\_\_ and pays a service fee.  
Janie visits her bank's local \_\_\_\_\_.
- 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 will pay a fee to withdraw money from the ATM.  
 2 — The traveler cannot visit the 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.*

## 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!

receipt

convert

exchange rates

currency exchange office

currency

## 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 measure of how much you pay for exchanging money. Ellen changed her money there. r \_ \_ \_
- 2 Andy needs money from the country he is in. He visits a currency exchange office. \_ o \_ a \_ c \_ \_ r \_ \_ c \_
- 3 The currency exchange took a small payment 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

release form

## Listening

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

- What are the speakers talking about?
  - the process of exchanging one currency for another
  - the government's latest currency rules
  - the recent increase in the commission fees
  - the problems with buying back currency
- To sell back currency, the holidaymaker has to show her ...
  - release form.
  - commission.
  - receipt.
  - 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.

### GLOBAL MONEY EXCHANGE

FOREIGN CURRENCY TYPE \_\_\_\_\_

LOCAL CURRENCY TYPE \_\_\_\_\_

EXCHANGE RATE \_\_\_\_\_

Ask about our buy-back policy!



staff



coupons

## 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!



price tag

### Get ready!

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

- How do people remember their vacations?
- 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.

- 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.
- A The gift shop is usually empty during the high season.

— B Gemma pays for the item at the cash register.
- A Sally wants to remember her holiday so she buys a memento.

— B John uses a coupon and now the gift costs more.
- 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: \_\_\_\_\_

**1 criminal**

**2 safe deposit box**

**3 valuables**

**4 break-in**

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             | 4 ___ break-in  |
| 2 ___ report           | 5 ___ valuables |
| 3 ___ safe deposit box | 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.**

- The crime of stealing took place last night and the criminals took many items.  
r \_ \_ b \_ r \_
- The criminal usually aims for people from out of town.  
\_ a \_ g \_ ts
- Annie sees some dangerous behavior that leads to crime so she calls the police.  
\_ u \_ \_ i \_ \_ o \_ s   a \_ t \_ \_ i \_ \_
- Shoreside is a safe town. Acts of stealing do not happen often.  
t \_ \_ f \_
- Tim has a hidden pocket. 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).**

- \_\_\_ The hotel provides safe deposit boxes for a fee.
- \_\_\_ The safe deposit box is located in the closet.
- \_\_\_ Valuables can 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.**



**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!



## 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.


*Traveler's Monthly Volume: 3 Issue: 4*

### 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 chemical substance that keeps insects away from his skin.  
A purified water      B bug spray      C healthcare
- 2 Sarah bought some clean liquid in a container to drink.  
A traveler's insurance      B vaccinations      C bottled water
- 3 There are tiny things that make people sick on the dirty blanket.  
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.

- What is the dialogue mostly about?
  - where to buy travel insurance
  - what travel insurance is for
  - how much travel insurance costs
  - what to do in an emergency
- What does the travel agent say about emergency transportation?
  - Travel insurance pays for it.
  - It is very expensive.
  - Some places don't have it.
  - She can arrange it.
- What will the travel agent most likely do next?
  - show the client several travel brochures
  - ask the client about her husband and kids
  - tell her about his favorite doctor
  - 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.



### 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** [N-COUNT-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.

**driver's license** [N-COUNT-U9] A **driver's 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.

# Glossary

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

andly. **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.

anged **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** [PREP PHRASE 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.

lace. **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.

pay for **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.

# Glossary

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

Virginia Evans  
Jenny Dooley  
Veronica Garza



**Express Publishing**

# Table of Contents

<b>Unit 1 - Cultural differences</b> .....	4
<b>Unit 2 - Travel packages</b> .....	6
<b>Unit 3 - Giving directions</b> .....	8
<b>Unit 4 - Getting to and from the airport</b> .....	10
<b>Unit 5 - Talking about the weather</b> .....	12
<b>Unit 6 - International travel</b> .....	14
<b>Unit 7 - Airport security</b> .....	16
<b>Unit 8 - Airport procedures</b> .....	18
<b>Unit 9 - Travel delays</b> .....	20
<b>Unit 10 - Where's my baggage?</b> .....	22
<b>Unit 11 - Explaining the bill</b> .....	24
<b>Unit 12 - Negotiating prices</b> .....	26
<b>Unit 13 - Locating help</b> .....	28
<b>Unit 14 - Emergency!</b> .....	30
<b>Unit 15 - Talking about symptoms</b> .....	32
<b>Glossary</b> .....	34

# 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?



5 address



1 eye contact



6 personal space

2 pay attention

telephone

mobile

3 surname

website

4 timeliness



## 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.

## 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".

## Vocabulary

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

- 1 The client preferred 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 paid attention 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 personal space 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.

- What is true about Ms. Masterson?
  - She is unhappy at the hotel.
  - She is traveling alone.
  - She is married.
  - She is not Korean.
- What can be inferred about why the staff doesn't make eye contact with Ms. Masterson?
  - They are confused by her.
  - They respect her.
  - They do not listen to her.
  - 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.



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

	Excellent	Average	Poor
Service:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.*



1 explore

**SMOTHERED BREAKFAST BURRITO**

**Ultimate 6" BURGER FRIES & SODA**

2 set menu

**PANCAKES ALL YOU CAN EAT!**

M-F 7-10AM

\$1.99



3 accommodation



4 itinerary



5 all-inclusive



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

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!

HOLIDAY IN THAILAND TOURS

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 \_\_\_\_\_ .

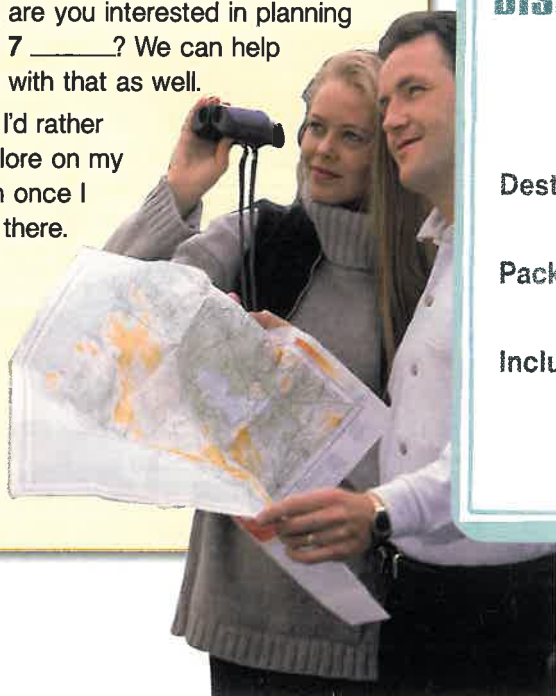
**Client:** Does that mean I could get an 5 \_\_\_\_\_ - \_\_\_\_\_ package?

**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.

DISC  VERY TOURS

PACKAGE  
REQUEST  
FORM

Destination: \_\_\_\_\_

Package Type: \_\_\_\_\_

Includes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 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.

## 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.

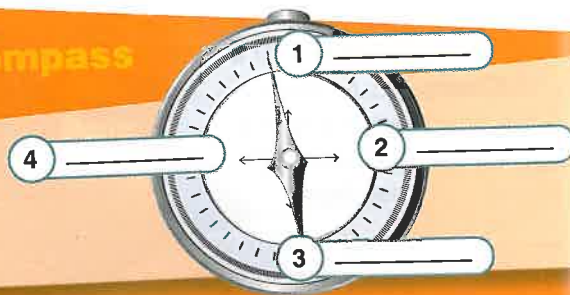
## Vocabulary

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

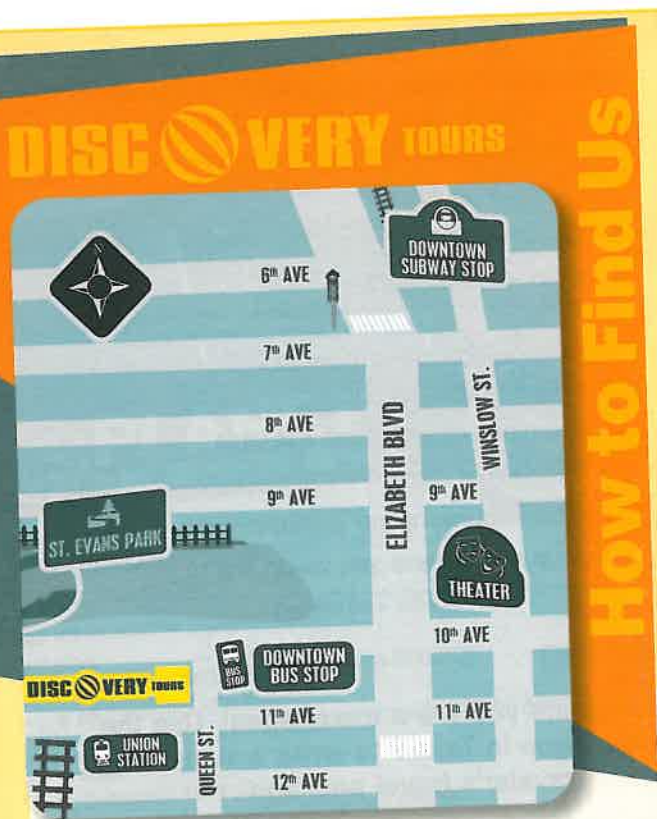
## Word BANK

left right north south east  
west around across

## Compass



## General



**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.

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

- Jane continues in the same direction.  
A keeps going    B heads    C reaches
- Does the blue subway route travel to Oak Road?  
A intersection    B block    C line
- The hotel is in the central part of a city.  
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).

- The woman is traveling to the office by bus.
- The client is near a theater.
- 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.



**Starting Location:** \_\_\_\_\_

**Places Nearby the Starting Location:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Directions to Discovery Tour Office:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Every Adventure Begins with  
Discovery Tours*

Luxe Hotel

Getting to and from the  
Airport

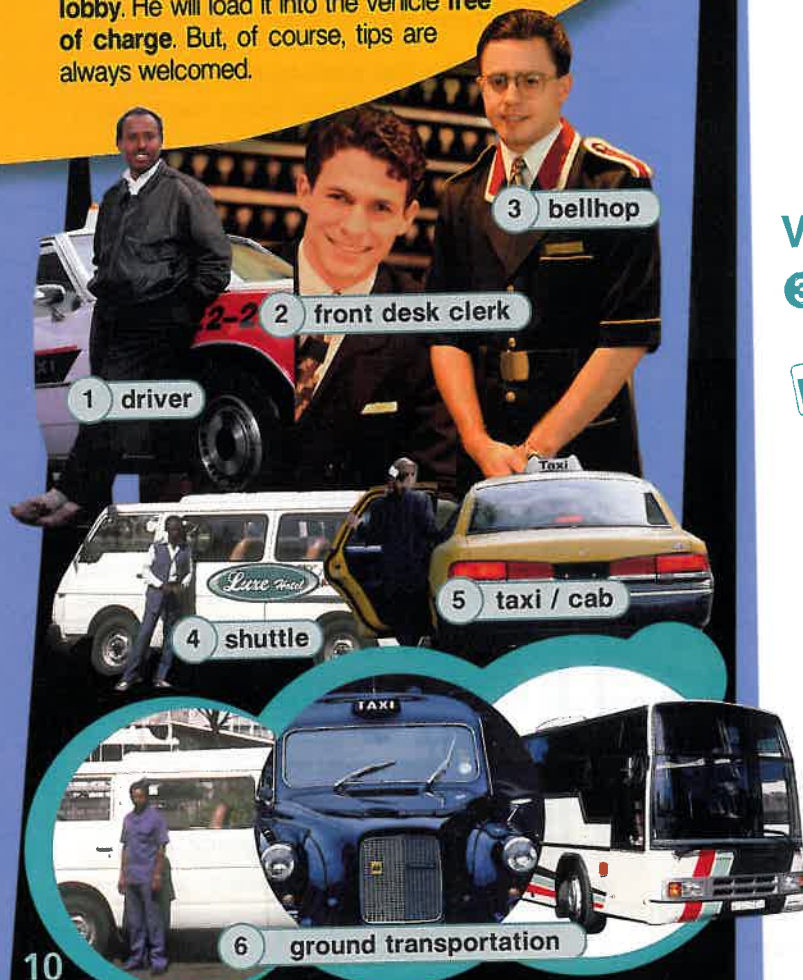
Welcome to the Luxe Hotel! We want to help you get to and from the airport easily. There are several methods of **ground transportation**.

**Shuttle:** The Luxe Hotel offers a **shuttle**. The shuttle departs every half hour. The **driver** is always on time so you don't need to worry about being late. See the **front desk clerk** to check the shuttle service **schedule**.

**Bus:** A **bus** stops outside of the hotel every half hour. To get to the airport, you will have to **transfer** to a different bus.

**Taxi:** You can also take a **taxi (cab)** to get to and from the airport. There are always plenty of taxis waiting **curbside**.

It doesn't matter which transportation option you choose. We will always be glad to help load your **luggage**. The **bellhop** will bring it from your room to the **lobby**. He will load it into the vehicle **free of charge**. But, of course, tips are always welcomed.



1 driver

2 front desk clerk

3 bellhop

4 shuttle

5 taxi / cab

6 ground transportation

## Get ready!

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

- How do people go to the airport?
- 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.

- Who brings luggage to and from your room?
 

A front desk clerk	C bellhop
B driver	D lobby clerk
- 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.
- 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

- Joe \_\_\_\_\_ from one bus to another. He changes buses.
- Mary's \_\_\_\_\_ is very heavy. She put too many clothes in it.
- Jason stood at the \_\_\_\_\_ to catch a cab.
- Ms. Bixby checked the shuttle service \_\_\_\_\_ with the front desk clerk.
- The shuttle \_\_\_\_\_ is always on time. His passengers are never late.
- \_\_\_\_\_ 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.



### INQUIRY FORM

Time of Flight Arrival: \_\_\_\_\_

Transportation from Airport: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 5

## Talking about the weather

1 clear

2 sunny

3 cloudy

4 stormy

5 high

6 low

## 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.

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?

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

- 1 — A It is a stormy day and there are no clouds in the sky.  
 — B The record temperature is 41°C. It has never been hotter than that.
- 2 — A Because today is sunny, many people are at the beach to get some sun.  
 — B When it is clear it will probably rain.
- 3 — A Today's high is the hottest temperature of the day.  
 — B The day's low 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: \_\_\_\_\_



## 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?



Customs

Douane

1 customs

2 passport

PASSPORT



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**.

3 stamp

4 visa

U.S. IMMIGRATION

MAY 17 1993

ADMITTED  
UNTIL

U.S. IMMIGRATION

EXPIRED

5 expire

## 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 International flights go between two cities in the same country.  
 B Cigarette lighters are prohibited on the plane.
- 2  A You pay a departure tax when you leave the country.  
 B The customs agent stamps your luggage. He weighs it.
- 3  A Customs is where workers inspect your luggage and travel documents.  
 B A customs agent sells travelers boarding passages.
- 4  A Uri travels abroad. He goes to another country.  
 B Maxine declares 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.**

**DFW**  
DALLAS-FORT WORTH INTERNATIONAL AIRPORT

**PASSENGER CHECK-IN**

**Passenger Name:** \_\_\_\_\_

\_\_\_\_\_

**Destination:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 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?



5 unattended luggage

## 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.

1 security camera

2 security checkpoint

3 X-ray machine

4 metal detector

6 cordoned off

## 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.

## Vocabulary

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

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

- 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.

ALLERTON  
INTERNATIONAL AIRPORT  
**AIRPORT SECURITY REPORT**  
Security Guard: \_\_\_\_\_  
Summary of the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# 8

## Airplane procedures



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.

- How do people spend time on an airplane?
- What does a flight attendant do during a flight?

### Reading

3 flight attendant

2 Listen and read an in-flight brochure about procedures on an airplane. Choose the right answers. How many types of job are mentioned?

- What is the main idea of this passage?
  - what to expect on your airplane flight
  - typical problems on first flights
  - how to get help during a flight
  - reasons that people fly on airplanes
- According to the brochure, why do a lot of people choose Hermes Airways?
  - The airline serves free refreshments.
  - The flight attendants are very helpful.
  - Hermes gives passengers great in-flight service.
  - The planes has the best in-flight entertainment.
- Which of the following people does NOT work on a Hermes flight?
 

A a pilot	C a flight attendant
B a navigator	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

- Hermes \_\_\_\_\_ have years of experience flying planes.
- You can put your \_\_\_\_\_ under your seat.
- The flight attendant told me to fasten my \_\_\_\_\_.
- \_\_\_\_\_ greet passengers and help them find their seats.
- Alex wants to ask a question. He presses the \_\_\_\_\_ to talk with a flight attendant.
- Hermes Airways offers the best \_\_\_\_\_ service.
- You can store your luggage above your seat in the \_\_\_\_\_.
- 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

## 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?



## 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**.

## 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.

- What is the conversation mostly about?
  - The woman misses a flight because of a delay.
  - The traveler wants to know when the flight from Stockholm arrives.
  - The attendant tells the traveler about a delay.
  - The attendant tells the traveler when to board.
- Which of the following is NOT a reason why the flight is delayed?
  - mechanical problems
  - damaged landing gear
  - engine trouble
  - 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.

*Hermes Airways*

**An Announcement to All Our Passengers**

**ATTENTION!**

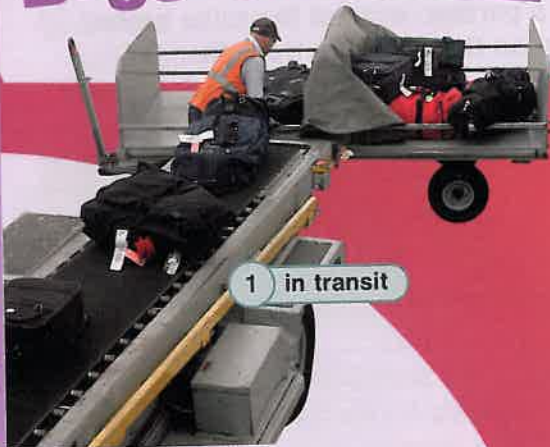
Several airlines report delays and cancellations due to: \_\_\_\_\_

The following flights are affected:

Flight No.	Destination	Status
682	Stockholm	Delayed
1029	Seoul	On-time
7321	Paris	Cancelled
_____	_____	_____



## Baggage Trouble?



1 in transit

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!*

5 notify



### 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?

2 claim form

3 property

### 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.

4 damaged baggage

### 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   | 4 ___ luggage status | 7 ___ missing  |
| 2 ___ in transit     | 5 ___ specially      | 8 ___ recover  |
| 3 ___ baggage office | 6 ___ notify         | 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: \_\_\_\_\_

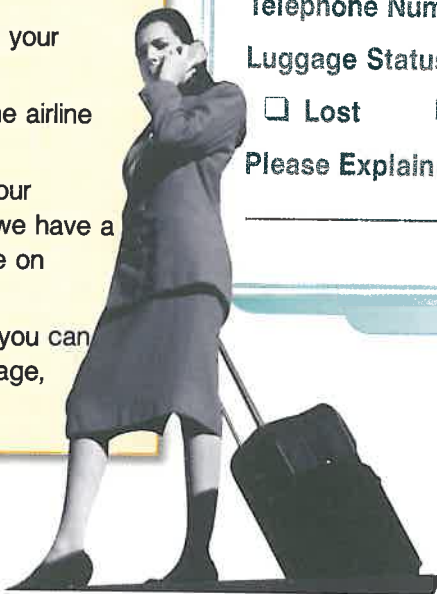
Luggage Status (Check One):

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
<b>Charter Flight</b> 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. <b>Tip</b> not included.	\$100.00
Hotel Accommodations - A one-week stay at an <b>upscale</b> hotel.	\$2,000.00
<b>Guided Tour</b> A walking tour of several major landmarks and places of interest.	\$100.00
<b>Spa Treatment and Massage</b> Luxury treatment at the hotel's spa and <b>massage parlor</b> .	\$500.00
<b>Gratuity</b> included.	\$3,700.00
<b>Total Cost:</b>	

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

6 massage parlor

5 landmarks

## 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 flight that takes holidaymakers to popular travel destinations from Vieques Island.  
c \_ \_ r \_ e \_ f \_ i \_ h \_
- 2 I learned more about the city after I took the visit to popular locations with a guide.  
g \_ i \_ d t \_ \_ r
- 3 Are there any areas with unique or interesting traits in Melbourne?  
p \_ a \_ \_ s o \_ i \_ t \_ \_ e \_ t
- 4 I need to pay the fees listed on the bill before I can check-out of the hotel.  
s \_ \_ t \_ e t \_ \_ \_ l \_
- 5 Is there a walking visit to popular tourist locations included in the travel package?  
w \_ l \_ \_ n \_ t \_ u \_
- 6 Is the money left as thanks for a service included in the bill? \_ r \_ t \_ \_ t \_
- 7 Susan spent the day at a place where people go to receive different kinds of beauty treatments. \_ 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?

## 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.

## Vocabulary

- 3 Match the words with the definitions.

- |                     |                  |
|---------------------|------------------|
| 1 ___ make a deal   | 3 ___ half price |
| 2 ___ make an offer | 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

1 half price



2 negotiate



3 porcelain



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.

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

5 market

6 make an offer



## 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?

\_\_\_\_\_

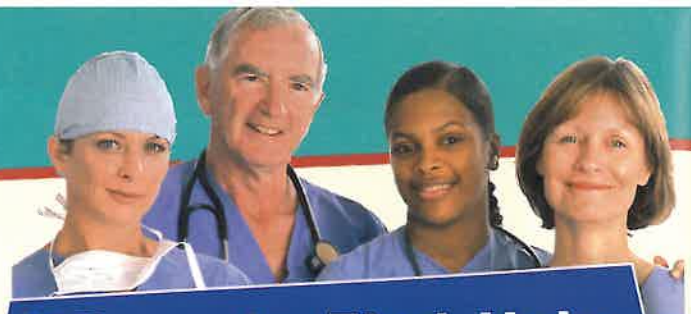
\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# 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.



6 police station

### 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 problems 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 embassy for help.
- B You fill a prescription when you pick up medicine.
- 2  A Ellen hurt her foot yesterday. She is injured.
- B The visitor files a police report at the hospital.
- 3  A The holidaymaker gets a new passport at the clinic.
- B Anita has a serious medical problem. She goes to the hospital.
- 4  A In case of a crime, send a letter to your friends.
- B I dialed 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

- The doctors provided \_\_\_\_\_ for my broken arm.
- Todd buys medicine at the \_\_\_\_\_.
- Call the \_\_\_\_\_ to get help right away.
- I need to go to the \_\_\_\_\_. I want to tell them about a crime.
- Max speaks to the embassy worker about his \_\_\_\_\_ trouble.
- 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.

- 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.
- 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:



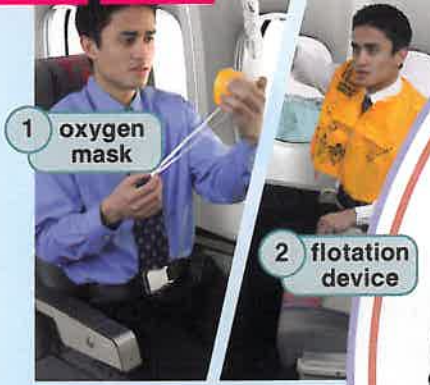
What kind of trouble can a holidaymaker have?  
Where can the holidaymaker go for help?  
What kind of help will the holidaymaker find there?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# 14 Emergency!



1 oxygen mask

2 flotation device



3 seat cushion

## 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.



4 oxygen

5 emergency slide

### 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                      4 \_\_\_ oxygen  
 2 \_\_\_ decompression        5 \_\_\_ exit row  
 3 \_\_\_ flotation device      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:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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?



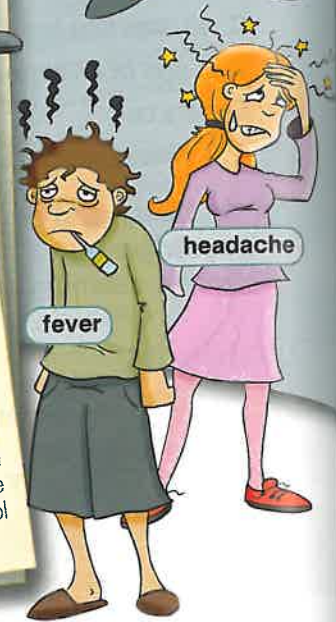
TRAVEL HEALTH ADVISORY  
**Dengue Fever**  
Important Information for Travelers

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
- The sudden appearance of a rash on the face and body
- A high fever
- Feelings of nausea or vomiting

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.

4 Match the words (1-9) with the definitions (A-I).

- |                |                |
|----------------|----------------|
| 1 ___ nausea   | 6 ___ outbreak |
| 2 ___ symptoms | 7 ___ sudden   |
| 3 ___ advisory | 8 ___ rash     |
| 4 ___ headache | 9 ___ cold     |
| 5 ___ flu      |                |

- 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

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 \_\_\_\_\_.

## Listening

5 Listen to a conversation in an airport quarantine station between an employee and a passenger. Then choose the right answers.

- According to the dialogue, why is Ms. Young at the quarantine station?
  - She didn't have a plane ticket.
  - She might have dengue fever.
  - She lost her personal belongings.
  - She walked there by mistake.
- Which of the following is NOT one of Ms. Young's symptoms?
  - headache
  - fever
  - vomiting
  - nausea
- What will most likely happen next?
  - Ms. Young will board the plane.
  - A doctor will examine Ms. Young.
  - Ms. Young will get medicine.
  - 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.



### MEDICAL EXAMINATION SHEET

Passenger's Name: \_\_\_\_\_

Symptoms: \_\_\_\_\_

Diagnosis (Check One):

- Passenger has dengue fever
- Passenger does NOT have dengue fever

# Glossary

- abroad** [ADV-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.
- beachgoers** [N-COUNT-U5] **Beachgoers** 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-COUNT-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-COUNT-U4] A **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** [PREP PHRASE-U10] To be **in transit** is to be traveling from one place to another.
- in-flight** [ADJ-U8] If something is **in-flight**, it 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** [ADV-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** [ADJ-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**

# Table of Contents

<b>Unit 1 - Communicating by email</b> .....	4
<b>Unit 2 - Taking a message</b> .....	6
<b>Unit 3 - Taking reservations</b> .....	8
<b>Unit 4 - Changing a reservation</b> .....	10
<b>Unit 5 - Problems with reservations</b> .....	12
<b>Unit 6 - Difficult customers</b> .....	14
<b>Unit 7 - Farewell</b> .....	16
<b>Unit 8 - Methods of transportation</b> .....	18
<b>Unit 9 - Local attractions</b> .....	20
<b>Unit 10 - On a tour</b> .....	22
<b>Unit 11 - Discussing rules and policies on a tour</b> .....	24
<b>Unit 12 - Release forms</b> .....	26
<b>Unit 13 - Job advertisements</b> .....	28
<b>Unit 14 - Preparing your curriculum vitae</b> .....	30
<b>Unit 15 - Getting a job</b> .....	32
<b>Glossary</b> .....	34



## 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?

1 booking agent

2 subject line

From: A.Wallis@planettravel.com  
 To: rodriguez350@publicmail.com  
 Subject: RE: question about packages

Forward

3 forward

Inbox

4 inbox

5 reference number

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.

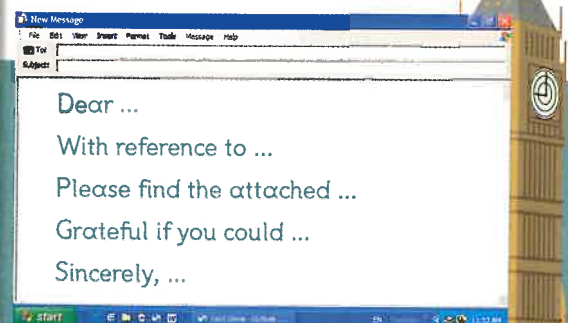
**Student B:** You are a booking agent at Planet Travel, Inc. Talk to Student A about:

- 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



1 contact information

2 message pad

3 hang up

4 out to lunch

5 take 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'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      | 6 ___ spell out            |
| 2 ___ apologize    | 7 ___ telephone number     |
| 3 ___ repeat       | 8 ___ regarding            |
| 4 ___ understaffed | 9 ___ away from one's desk |
| 5 ___ out to lunch |                            |

- 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.**

- The caller gave his name, address, and telephone number to the receptionist.  
c \_ \_ t \_ \_ t i \_ f \_ \_ m \_ t \_ \_ n
- Have you seen my book for writing messages?  
\_ e \_ \_ a \_ e p \_ \_
- 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).**

- \_\_\_ The caller is calling the agency for the first time.
- \_\_\_ The receptionist is out to lunch.
- \_\_\_ 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**  
Telephone Messages

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

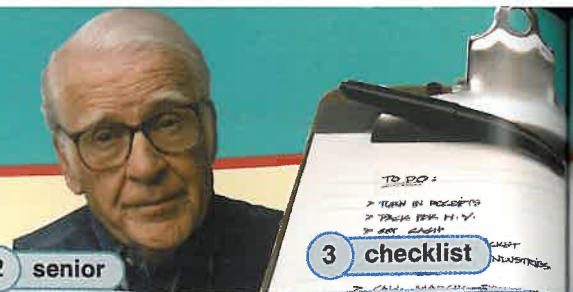
Reason for Calling: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# 3

## Taking reservations



### 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?



1 card holder

2 senior

3 checklist

Ticket Agent Employee Manual - Page 14

### Phone Reservation Checklist



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
- Window     Aisle     Exit Row

#### Seat Preference

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.



4 window seat

5 minor

6 aisle seat

7 exit row

### 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                      C depart date
  - B card holder's address                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

fare class

◀ First Class  
◀ Business Class

penalty

refund

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 | 4 ___ partial refund |
| 2 ___ fare rules       | 5 ___ full refund    |
| 3 ___ penalty          | 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:



The fare class of the ticket  
Any fees and penalties for changing or canceling a reservation

# Arrivals



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

- 1 \_\_\_ resolution                      4 \_\_\_ cancel                      7 \_\_\_ upgrade  
 2 \_\_\_ on standby                      5 \_\_\_ compensation  
 3 \_\_\_ beyond one's control      6 \_\_\_ bump off

- 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**

**9 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?*





1 queue

2 lose one's temper

3 put out a cigarette

## Get ready!

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

- Why might a traveler get angry with a hotel's or airline's service?
- 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.

- Mr. Shepherd is unhappy with the restaurant's food and will not eat there again.  
A uncooperative      B difficult      C dissatisfied
- Did you read the message Mr. Smith sent to all the new employees?  
A memo      B premise      C escort
- The man became angry 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
- The airport police took the man away because he caused a problem.  
A a premise      B an abusive language      C an incident
- Quentin waited in the line of people 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

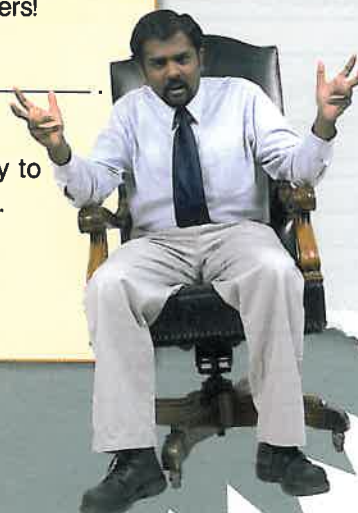
**Student B:** You are an angry traveler. Tell Student A your problem. Then refuse to cooperate with Student A's requests.

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 write about:

*What the problem was*  
*How you solved the problem*



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?



1 informal



2 formal



3 host

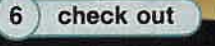


4 seeing off



5 check in

6 check out



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	_____ _____ _____ _____

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!

Vocabulary

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

- |                |                  |
|----------------|------------------|
| 1 ___ farewell | 5 ___ stay       |
| 2 ___ casual   | 6 ___ impersonal |
| 3 ___ host     | 7 ___ check in   |
| 4 ___ friendly | 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



3 limousine

## 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
_____	_____
_____	_____
_____	_____



1 hail a cab

2 subway

## 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.



5 chauffeur

6 pedestrian

**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?*



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 views of a lot of places from the restaurant.
 

A panoramas    C collections  
B sculptures
- 2 The general weather condition of Santa Fe is warm and dry.
 

A sculpture    C climate  
B cultural site
- 3 Greg agreed to participate in an activity 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.

- Why does the woman visit Discovery Tours?
  - to sign up for a tour of cultural sites
  - to find out more about the history of Key West
  - to learn about different tours and attractions
  - to ask about prices for snorkeling tours
- What is true about the woman?
  - She prefers to visit cultural sites.
  - She has not been to Key West before.
  - She goes snorkeling often.
  - 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.



## 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?



## 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 objects that are shown to visitors at the museum.  
A wheelchairs    B landmarks    C exhibits
- 2 The tourists took pictures of the building that honors somebody or something during their trip.  
A square    B monument    C information center
- 3 George leaves his backpack at the place that keeps personal belongings safe for a short amount of time.  
A bag storage    B information center    C monument

## 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.

1 bag storage

2 audio tour

4 landmark

TOURIST

5 information center

INFORMATION

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 open to the public.  
 B The vase is the oldest surviving example of Greek art.
- 2  A Ms. Jones made several landmarks on the student's test.  
 B The store provides wheelchairs for shoppers with disabilities.
- 3  A Helen listened to information about the palace during the audio tour.  
 B The tour guide showed Rita different parts of the museum during the self-guided tour.

6 monument

## Listening

5 Listen to a conversation between a tour guide and a tourist. Choose the correct answers.

- Which of the following is true about the Meridian Gate?
  - It is over 700 thousand square meters.
  - It is located in the inner court of the palace.
  - It was constructed over six centuries ago.
  - It is the oldest surviving gate in the world.
- What will the tour guide most likely do next?
  - talk about the first Chinese emperor
  - show the woman the inner court
  - enter through the Meridian Gate
  - 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 write about:

*What makes that place special*

*Where are the main areas in the place*

*How big the place is*

TOUR GUIDE ILLUSTRATED

## 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         | 6 ___ outing          |
| 2 ___ harness       | 7 ___ gear            |
| 3 ___ first-aid kit | 8 ___ equipment check |
| 4 ___ on hand       | 9 ___ well-being      |
| 5 ___ sturdy        |                       |
- 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

2 waterproof

1 trail

DISCOVERY  
TOURS

3 harness

Tour  
Information4 buddy  
system

5 gear

6 helmet

7 first-aid kit

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.

- The car is not operating the way it is supposed to and cannot be moved. i n \_ \_ r \_ \_ n \_ o \_ \_ e \_
- Jessica wore shoes that are able to keep moisture away to keep her feet dry. \_ a \_ \_ r \_ \_ o \_ \_
- John always wears a piece of protective head equipment when he rides his motorcycle. h \_ \_ \_ \_ t
- Ellen used the strong and thick string to climb up the wall. \_ o \_ \_
- During your rock-climbing tour, use the method in which two people help each other 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).

- \_\_\_ The traveler is concerned about the weather.
- \_\_\_ The tour guide finds a problem with the woman's ropes.
- \_\_\_ 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.

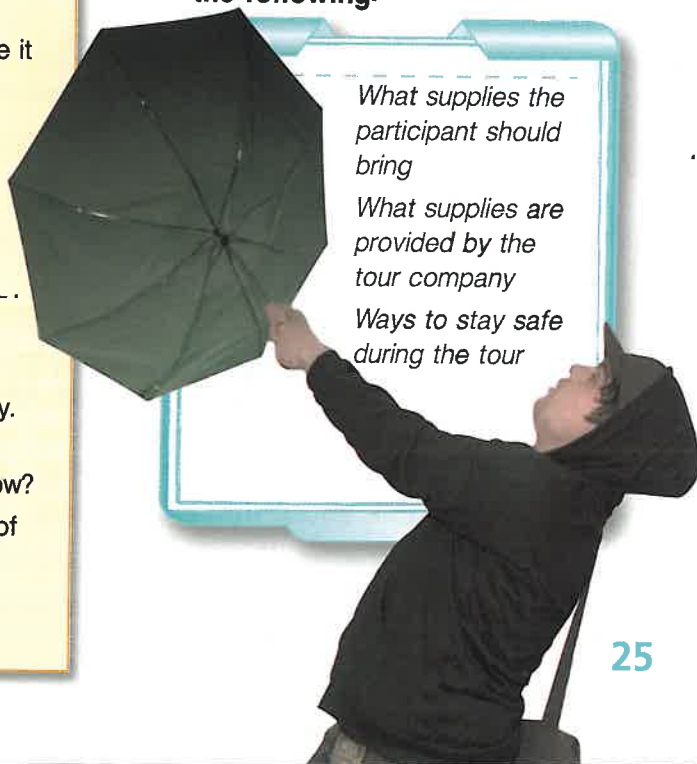
## Writing

**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*



1 trek



2 risks



3 signature



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 H

### 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 are 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*

1 wage

4 application

2 link

3 benefits

## 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 (T) or false (F). 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 application for the clerk job.  
 B The ticket agent processed the air fare to the client.
- 2  A Mike receives a wage because he is unemployed.  
 B The benefits provided by the company include healthcare.
- 3  A Ally is required to work fifteen hours per week for her full-time job.  
 B The company offers a salary that is commensurate with her experience.

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:** Yes. 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*

1 service award

## 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?

2 employment history

Employment History  
 I have worked for the Computer Company, February 1997-2005. I have developed several software programs and managed all stages of the software development process, from requirements gathering to project management and customer support.

3 curriculum vitae

4 certification



## 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.

5 degree



## CURRICULUM VITAE

### Personal Information

Name: Jonathan Harding  
 Address: 56 Draycott Lane, London SW3 3DB  
 Telephone: +020 2305 5321

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

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

## 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

## Listening

5 Listen to a conversation between an employee at Hermes Airways and a job candidate. Choose the right answers.

- What do the speakers mostly talk about?
  - where to find information about jobs
  - items to include in a CV
  - hiring policies at Hermes Airways
  - available positions at the company
- Which of the following is probably true about the man?
  - He thinks three pages isn't enough for a CV.
  - He currently works as a pilot for another airline.
  - He did a job search using the Internet.
  - 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

## GET THE JOB YOU WANT!

10 Professionals Monthly - MARCH

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

Thank you ...

## 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 a short letter that showed her appreciation for something 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 good skills.
  - A gestures
  - B strengths
  - C dream job
- 3 Jason was late to the meeting with a possible employer 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 (T) or false (F).**

- 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 our 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:**



# 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 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** [PHRASAL V-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.

**check out** [V-T-U7] To **check out** of a hotel is to pay the bill and leave.

**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-UNCOUNT-U2] **Contact information** is a person's name, address, and telephone number.

**cultural site** [N PHRASE-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 PHRASE-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-UNCOUNT-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** [N-COUNT-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] An **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** [PREP PHRASE-U5] To be **on standby** is to wait to get on a plane if a seat becomes available.

**open to the public** [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** [PREP PHRASE 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 PHRASE-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-U6] **Premises** is a location where a business is based.

**prior** [ADJ-U4] An activity done **prior** to something else is to be 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** [PHRASE-U2] **Ringling 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.
- smoke** [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.

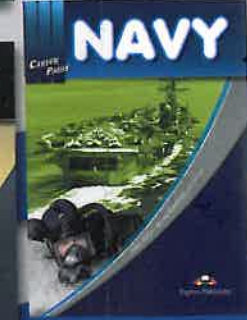
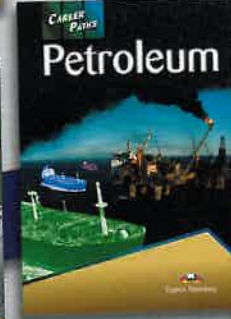
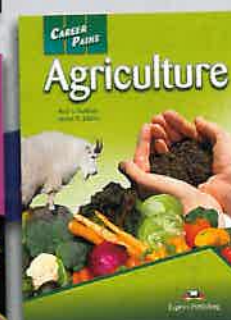
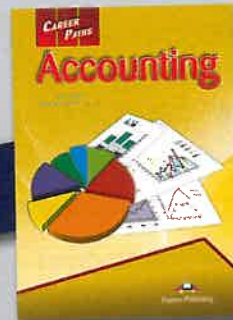
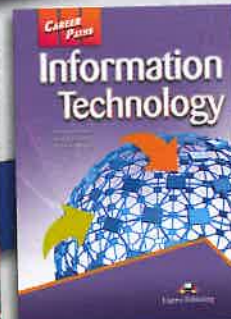
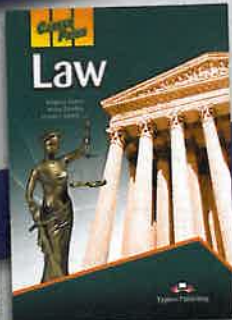
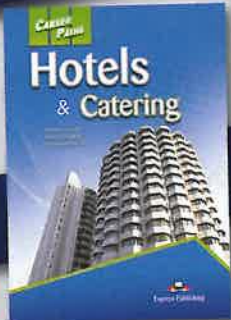
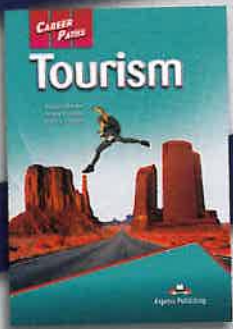


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