

МІНІСТЕРСТВО ОСВІТИ І НАУКИ, МОЛОДІ ТА СПОРТУ УКРАЇНИ

**ХАРКІВСЬКА НАЦІОНАЛЬНА АКАДЕМІЯ МІСЬКОГО
ГОСПОДАРСТВА**

МЕТОДИЧНІ ВКАЗІВКИ

для організації самостійної роботи

з дисципліни

«ІНОЗЕМНА МОВА ПРОФЕСІЙНОГО СПРЯМУВАННЯ»

(англійська мова)



**ХАРКІВ
ХНАМГ
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(англійська мова)

(для студентів 3 курсу денної форми навчання
напряму підготовки 6.020107 (6.140103) “Туризм”)

ХАРКІВ

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Методичні вказівки для організації самостійної роботи з дисципліни «Іноземна мова професійного спрямування» (англійська мова) (для студентів 3 курсу денної форми навчання напряму підготовки 6.020107 (6.140103) “Туризм”) / Харк. нац. акад. міськ. госп-ва; уклад.: О. Л. Ільєнко. –Х.: ХНАМГ, 2012. – 80 с.

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Методичні вказівки призначені для студентів денної форми навчання, які у майбутньому будуть працювати у сфері готельного, ресторанного і туристського сервісу. Тематика збірника та система завдань дає змогу продовжити формування комунікативної та соціальної компетенції студентів. Запропонована інформація є необхідною для ефективного виконання професійних обов’язків майбутніх спеціалістів.

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Затверджено на засіданні кафедри іноземних мов
протокол №1 від 30.08.2011 р.

INTRODUCTION

Dear Student,

This booklet is designed to help you learn and practice the English that you will need in a variety of situations in tourism and hospitality settings. You have already had experience working with professional materials during the first three years of studying at the academy but the present paper deals with the issues you will need as a student of the fourth year. The booklet actively involves you in reading and discussing texts presenting information on the latest developments in the field, role-playing professional situations, making graphs and tables on the basis of the information received, write business letters and other documents and a variety of other activities designed to prepare you for the situations that you will face in your job. We know that a booklet can't tell you everything, but the teacher can give you some useful tools for when you are at work and need to use English. The author hopes that you enjoy the activities prepared for you and presented in the booklet.



Dear Teacher

The author hopes you will find the booklet useful in preparing your students for the English language tasks that they will face in tourism and hospitality settings. The material of the booklet deals with the topics you should discuss with the students of the third year at the department of Hotel and Restaurant Business and Tourism. The reading material is devoted to discussing issues closely connected with the content modules. The texts used are authentic and supply the students with the information on the activities of the hotel, restaurant and tourism industry in the English speaking countries, their latest developments as well as challenges and problems they face. The booklet actively involves the students in activities that will prepare them for many of the situations they will encounter.

In the following collection of six with tasks the materials for four units, which help to continue the process of professional competence forming. There are Unit I. “Dining out”; Unit II. “Dealing with complaints”; Unit III. “Travel agencies and hotels. Jobs in tourism”. Unit IV. “Transport in tourism”.

Each unit includes several content units and each unit presupposes a set of various activities which help students to develop integrated skills in reading, speaking, listening and writing. The students are also expected to enforce grammatical competence, develop skills in their vocabulary enlarging, making presentations, participating in role games, doing project work (including Internet search). The activities cover topics relevant to the students to motivate their involvement and active participation in the class work. Many activities can be performed both in class or at home (as self-study) with further discussing and evaluating of the results.

Depending on the teacher’s strategy as well as students’ learning styles some materials or units can be viewed as optional without damaging the main aim of the present collection of texts with tasks, i.e. professional competence and socio-cultural awareness forming.

UNIT I.

DINING OUT



A. *Reading and speaking.*



1. *Work in pairs. What food is France famous for? Have you ever eaten any French dishes? Did you enjoy them?*

2. *Read the guide on the following page and match the paragraphs with the headings below. There is one more heading than necessary.*

- a) Ordering a meal
- b) Service with a smile
- c) How much to pay
- d) Types of restaurants and cafes
- e) Types of dishes
- f) French cuisine

paragraph 1

3. Read the text again. Are the following statements true or false? Correct any false statements.

- 1 French cuisine is changing.
- 2 A lot of French food is spicy.
- 3 Many people drink whisky as an aperitif.
- 4 There is a bigger choice of dishes in a *brasserie* compared to a *bistro*.
- 5 The *formule* menu is cheaper than a la carte.
- 6 Coffee is included in the price of a meal.
- 7 Tipping is compulsory.

EATING OUT IN PARIS

A tremendous range of food is available in Paris, from the rich meat dishes to the light, flaky pastries for which France is famous.

1. French cuisine is a still evolving art. Traditional French cooking is butter-based and centres on meat, poultry and fish. Today, however, the chefs of many Parisian restaurants are becoming more interested in regional food and in simple, home-style fare which relies on fresh, seasonal ingredients. French cooking tends not to be highly spiced, although fresh herbs like chives and parsley are essential ingredients in the sauces that accompany most savoury dishes.
2. One of the most enjoyable aspects of Paris is the diversity of places to eat. *Bistros* are small, often moderately-priced restaurants with a limited selection of dishes. *Brasseries* are larger, bustling eateries with immense menus, and most serve food throughout the day and are open late. Cafes (and some wine bars) open early and the majority close by 9 pm. They serve drinks and food all day long from a short menu of salads, sandwiches and eggs. At lunch most offer a small choice of hot daily specials.
3. The waiter usually takes your choice of *entree* (first course), then *the plat* (main course). Dessert is ordered after you have finished your main course unless there are some hot desserts which have to be ordered at the start of the meal. In most restaurants you will be asked if you would like a drink before ordering food. A typical aperitif is kir (white wine with a blackcurrant liqueur). Spirits are not generally drunk before a meal in France.

4. The first course generally includes a choice of salads or vegetables or pate. Small fish dishes like smoked salmon, grilled sardines, herring, shellfish or oysters are also on offer. Main dishes usually include a selection of meat, poultry or fish served with french fries and vegetables. Highly recommended are *moules marinières* (mussels steamed in wine), and *chevre tiede sur un lit de salade* (grilled goat's cheese with a mixed-leaf salad).
5. Prices vary from extremely economical to astronomical. Many places offer *a formule* or fixed-price menu, especially at lunch, and this will almost always offer the best value. If you want a greater choice of dishes, go for the a la carte menu. Remember that a bottle of wine will increase the size of your bill significantly and that coffee usually carries an extra charge.

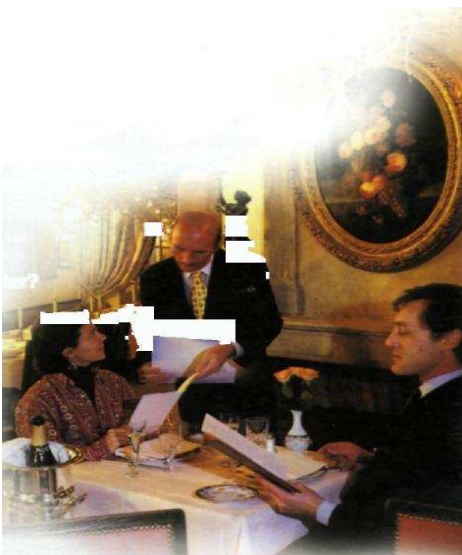
Prices usually include service. Although you do not have to leave a tip, it is common to do so and is based on 5-10% of the total.

B. Speaking.

Look at the text again. What is similar / different to eating out in your county?

C. Reading and discussing.

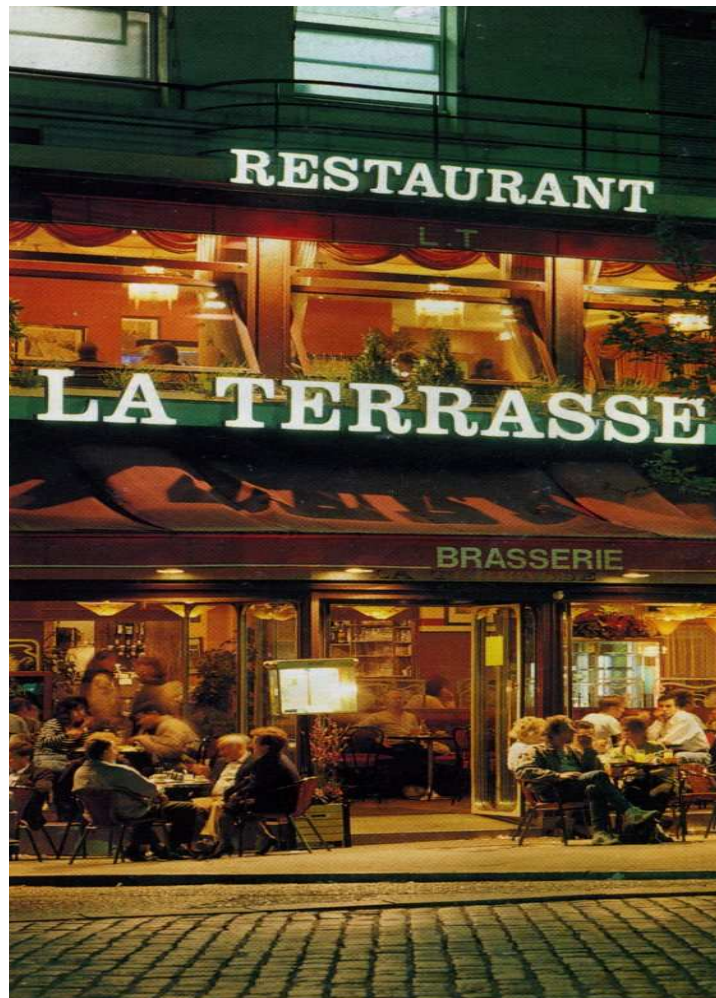
ORDERING A MEAL



1. You will read a dialog between two people ordering food and a waiter. Read again and answer these questions.

1. What do they order to drink?
2. Have they been to this restaurant before?

3. What starters do they order?
4. For what reason does Paul choose his starter?
5. What main courses do they order?
6. What special request does Mary make?
7. What is a *choron* sauce?
8. What are they going to have to drink with their meal?



Waiter Bonsoir, vous avez reserve?

Paul Non, nous n'avons pas. I'm sorry but we don't speak French.

Waiter OK, that does not matter. So, there are two of you?

Paul That's right.

Waiter If you would like to follow me, please. There's a table free by the window. If you would like to sit down. Shall I take your coat, madam?

Mary Oh, thank you.

Waiter And here's the menu. Would you like something to drink before your meal?

Peter Mary?

Mary Yes, good idea. What have you got?

Waiter Martini, Cinzano, Kir - that is white wine with a blackcurrant liqueur, or...

Mary I'll have a kir.

Paul Yes, I'll have a kir too.

Waiter Two kirs.

Mary Have you been here before?

Paul Actually, it was John who recommended this particular restaurant to me but I've never been here myself.

Mary Well, it's certainly very pleasant. I'm not entirely sure but I've a feeling I came here for a working lunch a few years ago. Oh, thank you.

Paul Thank you.

Waiter Are you ready to order?

Paul Mary?

Mary I think so. But could you tell me what the soup of the day is?

Waiter Certainly. Today we're serving a Gratinee a l'Oignon. That is a French onion soup topped with croutons and cheese.

Mary Sounds good to me. I'll have that. What do you fancy?

Paul I think I'll have the snails. After all, we are in France!

Waiter And to follow?

Mary OK, I'll have the rack of lamb, please but could you do it without the mint sauce, please? I'm allergic to mint.

Paul Yeah, the lamb looks good. Could you tell me what a choron sauce is?

Waiter Ah, yes of course. Choron sauce was created by a man called Alexander Etienne Choron, a famous French chef of the 19th century. Choron sauce is a delicious Bearnaise sauce with a tomato puree.

Paul OK, I'll have that!

Waiter And what would you like to drink?

F. Reading and writing.

ETHNIC FOOD IN PARIS

Complete the text with words and phrases from the box. You will need to use some words more than once.

any	few	a few	little	a little	many
-----	-----	-------	--------	----------	------



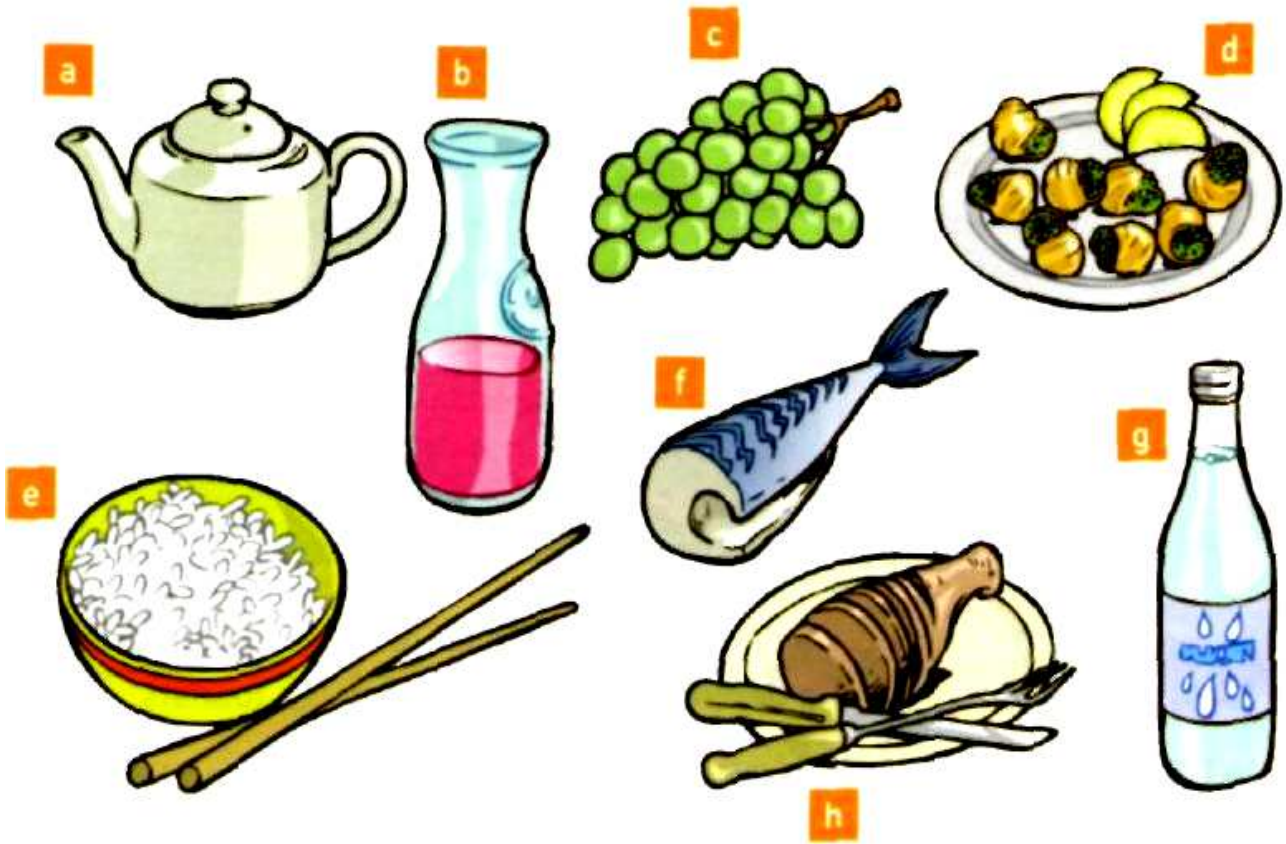
French food is one of the reasons a great many¹ people come to Paris but there are other types of food as well. Two Chinatowns, one near Belleville and the other south of the Place d'Italie have excellent restaurants. French food is one of the reasons a great many¹ people come to Paris but there are other types of food as well. Two Chinatowns, one near Belleville and the other south of the Place d'Italie have excellent restaurants.

In the Belleville area you are spoilt for choice as there are also _____² Algerian, Tunisian and Moroccan restaurants.

But if you are looking for Japanese food there is very _____³ choice, although there are _____⁴ good places in the Opera quarter.

There are _____⁵ vegetarian restaurants in Paris although North African establishments will serve you couscous without _____⁶ meat. However, you can get a good salad from _____⁷ restaurants and _____⁸, if not most, cafes will make you a vegetarian dish on request if you are prepared to wait _____⁹ more time before you eat.

G. Vocabulary.



Match the countable expressions with the uncountable nouns. Then match them to the pictures below.

- | | | | | |
|----|-------------|---|---------------|----------|
| 1. | a pot of | ← | snails | |
| 2. | a carafe of | → | tea | a |
| 3. | a rack of | | lamb | |
| 4. | a bottle of | | rice | |
| 5. | a bunch of | | wine | |
| 6. | a plate of | | fish | |
| 7. | a fillet of | | mineral water | |
| 8. | a bowl of | | grapes | |

H. Reading and writing.

SERVING GUESTS

Complete the dialogue by putting the waiter's words in the correct order.

- Guest 1** Good evening. We'd like a table for two, please.
Waiter just if to me follow like you'd certainly
1 Certainly, if you'd just like to follow me
an have to like you aperitif would
2 _____
- Guest 1** No, thank you. We're in a hurry.
Waiter menu here at for to the is you look right
3 _____
- [Later]** to you are order ready
4 _____
- Guest 1** Yes, I'll have a rack of lamb with french fries.
Guest 2 And I'll have the pepper steak with a side salad.
Waiter pepper and lamb steak that's one rack so of one
5 _____
and drink would you like what to
6 _____
- Guest 1** I'm not sure. Any suggestions?
Waiter vintage it's I'd certainly the as a Bordeaux very recommend good
7 _____
- Guest 1** OK, we'll take your word for it!

I. Reading and speaking.

RESTAURANT'S, CAFES AND BARS

Read the following text and answer the questions.

- 1 Which of the wines are suitable for everyday consumption?
- 2 Which wine comes onto the market towards the end of each year?
- 3 Which of these drinks are fizzy?
- 4 Which wines would be drunk with a dessert?

WHAT TO DRINK IN PARIS

Paris is the best place in France to sample a wide range of the country's many different wines. It's cheapest to order wine by the carafe. Cafes and wine bars always offer wine by the glass - *un petit blanc* is a small glass of white, a larger glass of red, *un ballon rouge*. House wine is nearly always a reliable choice.

SPARKLING WINE

In France champagne is the first choice for a celebration drink, and styles range from non-vintage to deluxe. Many other wine regions make sparkling wines by the champagne method and they tend to be a lot cheaper. Look out for Cremant de Loire, Vouvray Mousseux and Blanquette de Limoux.



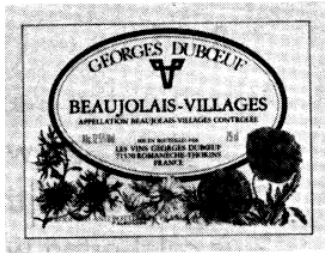
RED WINE

Some of the world's finest and most expensive red wines come from the Bordeaux and Burgundy regions, but for everyday drinking choose from the enormous range of basic Bordeaux and Cotes du Rhone wines. Alternatively try Beaujolais, which comes from the southern end of Burgundy and is light enough to serve chilled.



WHITE WINE

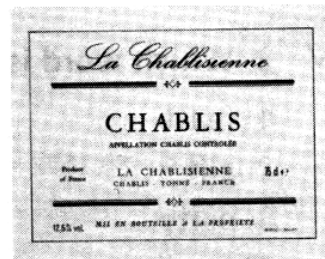
The finest white Bordeaux and Burgundy are best with food but for everyday drinking try a little dry wine such as Entre-les-Deux Mers or Anjou Blanc or Sauvignon de Touraine from the Loire valley.



Beaujolais Nouveau, the fruity first taste of the year's new wine, is released on the third Thursday of November.



Southern Rhone is famous for its dark, rich red wines from Chateauf-neuf-du-Pape north of Avignon.



Northern Rhone has some dark, fragrant red wines, best aged for ten years, from Cote-Rotie near Vienne.



Burgundy wines include Chablis, a fresh, full-bodied dry wine from the northernmost vineyards.

The Bordeaux region produces Barsac and Sauternes which are sweet, luscious golden-coloured wines suitable to accompany a dessert.

J. Vocabulary.

DESCRIBING WINE

1 Match the words with their definitions.

1 chilled

2 luscious

3 dry

4 fragrant

5 full-bodied

6 vineyard

a) tasting strong and rich

b) the opposite of sweet wine

c) slightly cold

d) where grapes are grown

e) having a strong and pleasant smell

f) having a pleasant sweet taste

K. Speaking.



FOOD ITEMS

Work in groups of three. Use the chart with your group members, and write as many menu vocabulary items as you can think of for each category in five minutes. After you have listed food items, think of the questions that a server might ask about each category of food. Write at least three questions for each category.

UNIT II.

DEALING WITH COMPLAINTS



A. Reading and discussing.



1. *Work in pairs. What makes a good hotel manager? Put these characteristics into order of importance and discuss your ideas with your partner.*

A GOOD HOTEL MANAGER:

likes people	can think like a child
likes variety	can entertain like a clown
is charming	understands body language
has good financial skills	pays attention to routine detail
needs good computer skills	possesses a sense of humour

2. *What other skills and qualities do you expect a good hotel manager to possess?*

3. Read the following article. Which of the characteristics are mentioned?

4. Read the article again and complete these sentences with one of the options below.

1. Successful hoteliers	a) cannot concentrate on their work.
2. Second rate hoteliers	b) want to be involved in many activities.
3. Child-clowns	c) are polite but don't mean what they say.
	d) identify with their guests.

THE PERFECT HOTELIER

In a recent study Dr David Young, a leading psychologist, was hired to devise a personality test to reveal the characteristics that make hoteliers not just good but excellent.

The study showed - unsurprisingly - that the most successful owners and managers have two key qualities: the first, a genuine liking for people; the second, the ability to motivate others. These are the factors that put the X in excellence, but liking people is more than skin-deep. It has nothing to do with the 'have a nice day' attitude found among second-raters.

It means being good at dealing with all kinds of people, being able to share other people's feelings and imagine what it is like to be in their situation. They understand body language and can detect non-verbal messages in order to gain a better understanding of a guest's needs.

According to the psychologist, enthusiastic and motivating hoteliers are 'child-clowns'. Like a child they must be filled with energy and enthusiasm and, like a clown, must be able to excite others so that they find their work more pleasurable and fulfilling. Another aspect of the child-clown personality is a love of variety and an equally strong dislike of routine.

B. Reading and speaking.

DEALING WITH COMPLAINTS

1. A guest checks in at a hotel and loses something of value. Read the following list of events. Then read the dialogs 1 - 5 and number the events in the order in which they occur.

	The porter shows Mrs Horton to room 212.
	Mrs Horton reports the missing necklace to reception.
	Mrs Horton goes to her room.
	Mrs Horton telephones her husband.
	Mrs Horton unpacks her clothes and uses the bathroom.
	The receptionist offers to ring the housekeeper.
	The receptionist misunderstands the name.

One

- A** Good morning, can I help you ?
- B** Yes, my name's Mrs Horton and I've a reservation for myself and my husband.
- A** Fine. Yes. Sorry, can you give me your name again?
- B** Yes, Horton. I phoned yesterday.
- A** Orton, sorry I can't see your name.
- B** Horton, H-O-R-T-O-N.
- A** Ah, yes, very sorry. The porter will take you to your room, 112. Is that your luggage?
- B** Yes.
- A** OK, well, if you'll come this way, please.

Two

- B** Hello, I've just been given a room, room 112 I think it is, but I'm afraid it's

really very unsuitable. It's extremely small and I can hear the people in the next room. I really feel that with the prices you're charging the rooms should be much better than this one.

A Ah, I'm sorry to hear that, can you give me the room number?

B 112.

A Right, Mrs Horton, I'll ask the porter to show you another room and if you find it suitable we can move you.

B I'll wait for him to arrive.

A Right, thank you.

Three

A Ah, Joe, did you show Mrs Horton the room

C Yes, she's gone into 212 but I don't know whether it was a good idea - she'd unpacked half her stuff, there were clothes all over the place and she'd already used the bathroom.

A Oh, dear, did you help her move?

C Yes, but she's going to be a difficult guest.

A OK. Well, thanks anyway.

Four

B Hello, this is Mrs Horton in room 212.

D Ah, hello, Mrs Horton. Is the room to your satisfaction?

B I'm not bothered about the room. My diamond necklace is missing. I had it in my suitcase with my blue dress and I can't find it anywhere.

D Oh dear, you say it was in your suitcase?

B Yes. But I took it out and I'm sure I put it on the bed.

D Well, it must still be in the room you had before. I'll ring the housekeeper and have the room searched for you. I'm sure it'll turn up.

B I've had it for 25 years and it's worth a lot of money. I can't understand what's happened to it. My husband is going to hear about this!

Five

- E** I can't find it anywhere. I've looked everywhere in both rooms and it's nowhere to be found.
- D** Oh, dear, so what is she doing now?
- E** She's phoned her husband who apparently's in a meeting at the moment. She's taken a sleeping pill.
- D** OK. Well tell me if anything happens.

Read the conversations again and summarise the events so far. Use the words from the box.

first of all	then	after that	because	so
--------------	------	------------	---------	----

2. Later that afternoon, Mr Horton arrives at reception. Read the dialog 6 and answer these questions.

1. What does he think has happened to the necklace?
2. What does Mr Horton want to know?
3. What explanation does the receptionist give him?
4. Why can't Mr Horton find his wife?
5. Why couldn't Mr Horton speak to his wife on the phone?
6. What would you do now?

Six

- A** Good afternoon. Can I help you?
- F** I hope so. It's absolutely scandalous.
- A** What seems to be the problem, sir?
- F** I'll tell you what the problem is. My wife, Mrs Horton in room 112, checked in here and was given a tiny room. She unpacked and then she was moved into another room. Meanwhile, her diamond necklace was either lost or maybe

stolen. At work I'm interrupted with a message during an important meeting. I phone the hotel and get through to a total stranger in another room. I've just been up to my room and it's locked and I don't know where my wife is.

A Sorry, I think there's been some sort of misunderstanding. You're Mr Horton, is that right?

F Yes.

A Well, if I could just explain the situation. When your wife arrived she was unhappy with her room so we helped her move into a more comfortable one. She then said she had mislaid her necklace and I had the room searched by the housekeeper. Unfortunately, we haven't been able to find the necklace yet and your wife, as I understand it, is resting in her room.

F Oh. Well, why isn't she in her room now? It's locked and there's no answer.

A Well, as I said, she's now in another room, room 212.

F And why wasn't I able to speak to her when I phoned?

A I think I can explain that. What seems to have happened is that the switchboard did not know that your room had been changed so they put you through to 112 instead of 212.

F That's incredibly inefficient!

A I apologise for the inconvenience Mr Horton. But I think the main thing now is to try to sort out the problem of the missing necklace. What I suggest we do if the necklace cannot be found is that we ...

C. Writing.

Send a memo to the Duty Manager to tell her what has happened and what action has been taken.

TO	Memo
DATE	
SUBJECT	

D. Reading and discussing.

AIR PASSENGER RIGHTS



- 1 *What things can go wrong for air passengers ? Think about: before boarding, during the flight, after landing.*
- 2 *Now look at the front page of a European Commission leaflet about air passengers' rights. What do you think air passengers have a right to in each of the four categories?*
If you are denied boarding, the airline must...
If your flight is cancelled, the airline must...



HAVING PROBLEMS WITH YOUR JOURNEY?

The European Union (EU) has strengthened your rights. Here are the most important.

IF THINGS GO WRONG ...

The EU has created a set of rights to ensure air passengers are treated fairly. The airline operating your flight is responsible for transporting you and your baggage, and must respect your rights.

	<p>DENIED BOARDING</p> <p>Were you denied boarding because the airline did not have enough seats on the flight?</p>
	<p>CANCELLED FLIGHT</p> <p>Has your flight been cancelled?</p>

	<p>LONG DELAYS</p> <p>Is your flight delayed for two hours or more?</p>
	<p>BAGGAGE</p> <p>Has your checked-in baggage been damaged, delayed, or lost?</p>

DENIED BOARDING AND CANCELLATION

If you are denied boarding or your flight is cancelled, the air line operating your flight must offer you financial **compensation** and assistance. These rights apply, provided you check in on time, for any flight, including charter:

- from an EU airport, or
- to an EU airport from one outside the EU, when operated by an EU airline

DENIED BOARDING

When there are too many passengers for the seats available, an airline must first ask for **volunteers** to give up their seats in return for agreed benefits. These must include the choice of either **refund** of your ticket or alternative transport to your destination.

If you are not a volunteer, the airline must pay you compensation of:

- €250 for flights of 1,500 km or less
- €400 for longer flights within the EU, and for other flights between 1,500 km and 3,500 km
- €600 for flights over 3,500 km outside the EU.
- The airline must also give you:
 - a choice of either a refund or your ticket (with a free flight back to your initial point of departure when relevant) or
 - alternative transport to your destination, and meals and refreshments, hotel

accommodation when necessary (including transfers), and communication facilities.

CANCELLATION

Whenever your flight is cancelled, the operating airline must give you:

- a choice of either a refund or your ticket (with a free flight back to your initial point of departure when relevant) or
- alternative transport to your destination, and meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities.

The airline may also have to compensate you at the same level as for denied boarding, unless it gives you sufficient advance notice. You shall be informed about alternative transport.

Refunds may be in cash, by bank transfer or cheque or, with your signed agreement, in travel vouchers, and must be paid within seven days.

If you do not receive these rights, complain immediately to the airline operating the flight.

LONG DELAYS / IMMEDIATE ASSISTANCE

If you check in on time for any flight, including charters: from an EU airport, or to an EU airport from one outside the EU, when operated by an EU airline and if the airline operating the flight expects a delay

- of two hours or more, for flights of 1,500 km or less
- of three hours or more, for longer flights between 1,500 and 3,500 km
- of four hours or more for flights over 3,500 km
- the airline must give you meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities.

When the delay is five hours or more the airline must also offer to refund your ticket (with a free flight back to your initial point of departure when relevant).

If you do not receive these rights, complain immediately to the airline operating the flight.

BAGGAGE

You may claim up to €1,000 for damage caused by the destruction, damage, loss, or delay of your baggage on a flight by an EU airline, anywhere in the world. If the air line does not agree with your claim, you may go to court.

For damage to checked-in baggage, you must claim in writing within seven days of its return and for delayed baggage within 21 days of its return.

compensation (n) money that you pay to sb because you have injured him/her or lost or damaged his/her property

refund (n) a sum of money that is paid back to you, especially because you have paid too much or you are not happy with sth you have bought

volunteer (n) a person who offers or agrees to do sth without being forced or paid to do it

3. *Work in two groups. Group A, read about 'Denied boarding' and 'Cancellation'. Group B, read about "Long delays' and 'Baggage'.*

1 Check to see if your answers in 2 were correct.

2 Find out the level of compensation that the airline must provide.

4. *Explain what you have discovered to a student from the other group.*

E. Reading and discussing.

HANDLING COMPLAINTS

1. *What things might tourists and travelers complain about? What kinds of complaints might these people have to deal with?*

- a travel agent
- a flight attendant
- a hotel manager
- a tour operator
- a tour guide

2. You are going to read three dialogs. For each one, decide:

- a who is complaining, and who is handling the complaint
- b what they are complaining about
- c what solution is proposed
- d who is the most angry
- e which part of the tour operator's planning is involved

Conversation 1.

TOUR REP Hello. Have you settled in OK? Is everything all right?

GUEST Well, seeing as you ask, no it's not. I'm afraid we're not very happy with the hotel so far. In fact, to be honest, it's a disgrace.

TOUR REP Oh dear, I'm sorry to hear that. What exactly is the problem?

GUEST The noise for a start. There was disco music until three o'clock this morning - right under our room! And then at eight o'clock the builders started with their drills. I didn't pay all this money to stay in a building site, and frankly I want to know what you're going to do about it! Your company certainly didn't mention anything about building work in their brochure.

TOUR REP OK, look, I'm really very sorry. Let me take some details. What room are you in?

GUEST 209.

TOUR REP Oh yes, it's Mr and Mrs Pratt, isn't it?

GUEST That's right. Now can you do anything or not?

TOUR REP Well, I'll see if I can sort it out. I know the hotel is very full at the moment, but I'll talk to the management and see if we can move you to a quieter room. There's a much quieter area

over on the other side of the pool.

GUEST

That would be something, I suppose.

TOUR REP

If you wait here I'll go and talk to the manager right away. Perhaps you'd like a coffee on the house while you're waiting?

GUEST

OK.

TOUR REP

I'll be right back.

Conversation 2.

PASSENGER

Are you supposed to be in charge here?

AIRLINE REP

Yes, madam. How can I help you?

PASSENGER

I've just been told by that person over there that I can't check in. Some story about the flight being overbooked. She says I've got to wait until seven o'clock tonight!

AIRLINE REP

I see. That sounds unfortunate.

PASSENGER

Unfortunate! It's a disaster. I've got a meeting in Stockholm at eight o'clock tomorrow morning. I'll be exhausted - that's if I ever get there!

AIRLINE REP

Let me see if I can help. I just need a few particulars. Were you booked on flight SA716?

PASSENGER

Yes, I was.

AIRLINE REP

Ah, well, I'm terribly sorry, but there has been a bit of a problem.

PASSENGER

What do you mean?

AIRLINE REP

If I could just explain - I'm afraid there was a technical fault on the plane you were meant to be on and we have had to

replace it with another one, which unfortunately is not so big.
PASSENGER I don't believe it! So because of that I've got to wait another six hours?

AIRLINE REP I maybe able to help. Just have a seat. This is what I'll do - I'll have a word with another airline and see if we can squeeze you onto an earlier flight.

Conversation 3.

JOHN FRASER Hello.

MIKE STAKIS Hello, Mike Stakis here from the Opal Beach Hotel. Is that John Fraser?

JOHN FRASER Yes, it is. How are you, Mike?

MIKE STAKIS Fine. John, I'm sorry to trouble you but there seems to be a problem. Have you got a moment?

JOHN FRASER Sure. What's up?

MIKE STAKIS I've just been looking at your new brochure.

JOHN FRASER Oh yes, do you like it?

MIKE STAKIS It looks very nice, but I don't like the way you've featured the Opal Beach.

JOHN FRASER Really? I'm sorry to hear that. What do you mean exactly?

MIKE STAKIS I thought we'd agreed that you'd make us the main hotel for the resort, but in the brochure you've got the Coral Sands at the top - and with a bigger picture.

JOHN FRASER Mike, I'm sorry you feel like this, but I don't remember agreeing to anything like that - I remember proposing it, if we got a better room rate - but you said you couldn't bring the price down.

MIKE STAKIS John, you know me, I'm not one to complain, but I've got my

notes here in front of me - you agreed to give us a special promotion anyway.

JOHN FRASER And my notes appear to say something different. Look, I don't want to argue about this. I'll tell you what I'll do. I'll change it for the next print run - we only did a small run this time in any case. I'll put you at the top, next to the Coral Sands. Unless of course you can reconsider that proposal about room rates - then you can have the top slot to yourself.

MIKE STAKIS You don't miss a trick! Well, I'll think about it....

3. *What expressions are used to complain? Read the three dialogs again and complete these sentences.*

- 1 I'm afraid we're _____ .
- 2 In fact, to be honest, it's _____ .
- 3 Are you supposed to be _____ .
- 4 I'm sorry to _____ .
- 5 I'm not one _____ .

F. Reading and speaking.

WRITTEN COMPLAINTS

1. *You are going to read a letter from someone complaining about a recent package holiday. You are also going to read the tour operator's reply. What things can go wrong on a package holiday? Think about: travel arrangements, transfer, the resort, the hotel, excursions. Use the list you made in the previous task.*

2. *Read the first letter. What specific complaints are made?*

Leah Haus
Apartment 18H
5 Washington Square
New York
NY 10012
USA

Customer Relations
Sunsearch Holidays
Highview House
14 Shepherds Street
Henford
HN3 7PP

September 14

Dear Sir,

I am writing to complain about the terrible service I received recently on a holiday arranged by your company. The holiday in question was the 'Supersun Special' departing August 20th (holiday reference: SS974/05).

My particular complaint concerns the travel arrangements, which were disastrous from start to finish. As requested we arrived at the airport two hours before departure in order to check in. However, we were told in a most impolite way that we could not check in as the flight was overbooked. We were offered no explanation by the check-in staff and we could not find any representative of your company at the airport. Surely you should employ someone to oversee the smooth running of these arrangements.

When we eventually got on a plane - four hours later! - we found that it was extremely crowded, there was very little leg-room, there was no in-flight movie as we had expected, and the meal was, quite frankly, disgusting. Again, my complaints to the flight attendant were ignored. She was most unfriendly, and even managed to spill hot coffee over my partner.

On arrival at the airport we found that there was nobody to meet us, although a representative from another company did direct us to the Sunsearch coach. After a 50-minute journey (advertised in your brochure as 20 minutes) we arrived at the hotel, exhausted and fed up.

We were reasonably happy with the resort and the hotel, although the food was not really up to the standard we are used to. However, on our return journey, we found the same disorganization and inefficiency: the coach was late, we were late checking in so that we had to be separated on the plane, and on arrival back here we found that our luggage had been mislaid.

I find such service totally unacceptable. We paid a lot of money for this holiday and I think we have a right to expect better standards of service. I would be grateful if you could give me some explanation and offer some form of compensation.

I look forward to hearing from you.

Yours truly

L. HAUS

3. Now read the tour operator's reply. What explanation (if any) is offered for each of the complaints? What does the tour operator offer to do?

SUNSEARCH HOLIDAYS

**Highview House
14 Shepherds Street
Henford
HN3 7PP**

Ms Leah Haus
Apartament 18H
Wachington Square
New York
NY 10012
USA

22 September

Dear Ms Haus

Thank you for your letter of September 14th regarding your recent holiday with Sunsearch Holidays. I was sorry to hear that you were disappointed with some of the arrangements for your flight and transfer, and I apologize unreservedly for the inconvenience you experienced.

I have investigated your complaint in detail and you may be interested in the following explanation. The problems with the flight were due to circumstances beyond our control. Unfortunately, on the day of your departure the airline experienced serious technical problems in two of its charter planes. These had to be substituted with alternatives which were not up to the same high standards. I am sure you can understand the importance ensuring that the planes are safe.

I can only apologize for the fact that the airline check-in staff were not polite to you. I have noted your point about a company representative at the airport and I will suggest that at our next planning meeting.

As far as the arrangements for the transfer at your destination are concerned, I can only assume that there was some misunderstanding, as I have been assured by our representatives at the resort that they were on duty throughout the day of your arrival. The journey took longer than expected because of the delayed flight which meant that more people had to be taken to different hotels on the same coach.

Please accept my sincere apologies for the problems you experienced on your return. These were due to local difficulties with the coach company and with the airport baggage handlers. I can assure you that we have taken steps to ensure that these problems do not occur again.

Once again I would like to apologize for the unsatisfactory service you received. As a sign of goodwill I enclose a voucher for 20% off your next holiday should you book with Sunsearch Holidays again.

Yours sincerely

CHRISTINA MACRAE

Customer Services Manager

G. Reading and speaking.

1. Read these extracts from five other letters of complaint. Match them with the extracts from the tour operator's responses which follow.

Complaints

- a. Not only that, but the bottom of the pool was damaged, with badly chipped tiles. I heard of at least three children who suffered cuts as a result.
- b. Imagine how we felt when we found that we had been abandoned in the middle of a dangerous part of the city.
- c. The room was dirty and the sheets were not changed at all during the two weeks we were there. We didn't want to bother the rep at the time as she seemed very busy, but having returned we feel we ought to complain.
- d. The hotel we were eventually put in was of a greatly inferior quality with none of the facilities we had booked. We were offered no explanation and no discount. Indeed, we had to pay a surcharge for half-board as there were no self-catering facilities. Unless I receive a satisfactory explanation and full compensation I shall have no alternative but to take legal action.
- e. The transfer to our hotel, advertised in your brochure as taking approximately twenty minutes, in fact took over an hour.

Responses

- 1 I am very sorry that you received a less than satisfactory service. However, there is very little we can do to put things right after the event. You should have mentioned the situation to our representative, who could easily have sorted out the situation for you.
- 2 It is most regrettable that your accommodation had to be changed at the last minute. The representative at the resort should certainly have offered a full

explanation. Please accept my sincere apologies for this unfortunate incident.

- 3 Unfortunately, from time to time repairs to facilities have to be made, although we try to keep any disruption to a minimum.
- 4 We will look into this matter and get back to you. Please note, however, that our brochure clearly states that all timings are approximate and cannot be guaranteed.
- 5 This really should not have happened and appropriate action has been taken with the tour guide in question.

2. *Do you think the customer will be happy with the tour operator's explanations and apologies? What appropriate compensation (if any) could the tour operator offer?*

H. Role play.

1. *Work in groups of four to brainstorm a list of things that customers/guests might complain about in a hotel or restaurant or on a flight. Look at the examples, and then add to the list.*

Hotel	Restaurant	Airplane
<i>no view</i>	<i>food is cold</i>	<i>wrong seat</i>
<i>bathroom not clean</i>	<i>wrong dish</i>	<i>seat doesn't recline</i>
<i>no clean towels</i>	<i>room is too cold/hot</i>	<i>child screaming</i>
<i>no hot water</i>	<i>food prepared incorrectly</i>	<i>earphones don't work</i>

2. *After ten minutes, share your information with the class. Make a list on the board that includes the ideas from each group.*

I. Role play.

RESPONSES BRAINSTORMING

As a class, you will think of possible responses to each of the complaints from the previous task. Your teacher will select some of the complaints and will ask individual students for appropriate responses to them. Think about what you could say in each situation to make a guest happier. Then discuss what kind of responses would be possible and helpful. Which types of responses would not be helpful? Talk about this with your classmates and your teacher.

J. Role play.

Work with a partner to create a conversation about this situation:

You are a food server. You took an order for lunch and you are sure the guest at the table ordered a grilled chicken salad. You bring the salad to the table, and the guest insists that he ordered a turkey sandwich.

What does the food server say now? How does the customer respond? With your partner, write a conversation between the food server and this customer based on this situation.

UNIT III.

TRAVEL AGENCIES AND HOTELS.

JOBS IN TOURISM



A. Reading and discussing.

HOW TO BE A GOOD TOURIST

Think before you leave the country, says Katie Wood.

Before you go

Why am I going? An obvious question to ask yourself, perhaps, but country-counting for its own sake is pointless, and with tourist congestion as serious as it is, it's important to have a good reason. If your motivation is to have a good rest, what's wrong with a break at home? If this does not appeal, there are ways to make sure you have a relaxing holiday abroad.

Consider going out of season. Spread the tourist load and avoid the crowds. Is it really fun when you're cheek by jowl with thousands of other tourists, being herded off and on planes and buses, suffering from jetlag, culture shock, and a gippy tummy? Even given the need to fit in with school holidays, going off-season is still possible.

Learn about your destination. Don't go to Florida or Bali just because it's the in' place. Read up on it, and choose a location for the right seasons.

Your tour operator

Before booking a package, find out as much as you can about the operator. Ask whether the company knows what impact tourism has on local holiday destinations. Most cannot even tell you how many tourists go there. Ask your travel agent about Green Flag operators, a group of companies which strive for increased environmental awareness.

Has your tour operator spoken to local conservationists to find out if tourism is causing particular problems, and if its operation is acceptable to the local population? The operators who ran holidays to Djerba in Tunisia, in the late 1980s certainly had not. A fifth of the water in the main supply network went to feed the hotels where northern European holidaymakers stayed, while 80 per cent of the dwellings in the town had no running water. In Goa, the demand for water from big hotels means that the villagers get only an hour's water supply a day. If you knew this in advance,

would you still go?

Pressurize tour operators to be more responsible. The travel industry is becoming increasingly demand-led. After the disastrous package year of 1990, travel agents and tour operators are increasingly willing to listen to customers.

Does your tour operator contribute to local employment, or simply bring in as many tourists as possible? Does it use hotels frequented by local people, which blend in with the surroundings, or will you be staying in the tourists only high rise block which the locals deplore? Will you meet the local people, or will your only contact with them be as waiters and maids'? Check with the tourist board to see if there is a 'meet the locals' programme.

Does the tour operator inform you about the country's culture and traditions before your departure? Many package tourists to predominantly Muslim countries, such as Morocco or Turkey, arrive there without knowing anything about Islamic conventions and taboos regarding dress and behaviour.

Even if you are travelling independently, your decisions have important consequences, particularly in the developing world. Tourism, seen by many poor countries as an economic panacea, often fails to deliver because of the leakage of money back out of the economy - generally to pay for imported luxuries for you, the tourist. If both the airline you fly with and the hotel you stay in are foreign-owned, only 22 to 25 per cent of the price you pay stays in the host nation's economy. You can affect this directly by your choice of transport and accommodation.

Before you pack

If you are travelling to a country such as Egypt or Indonesia, where the infrastructure is poor, and waste disposal consists of throwing refuse into the sea or on to a dump just outside the town, don't take anything with you that is not strictly necessary.

Remove new clothes from their cellophane wrappers and take all toiletries and photographic equipment out of their often-elaborate packaging.

Do take some small gifts from your home country, though. These will be appreciated, particularly in the developing world.

Choose the products you take abroad carefully. Take sunscreens and shampoos made from natural substances. They do not lie on the surface of the water and pollute marine life. If you're planning to camp in a developing country, be aware of the water you bathe in - it could be the only source of drinking water for an entire village.

When you are there

Consume local produce whenever possible. If you insist on brand-name soft drinks and alcohol you will be contributing to the leakage of wealth out of the local economy. A recent World Bank analysis showed that an average of only 9.1 per cent of all gross exchange earnings were retained in the host country. This might not matter in Malta, but it certainly does in Mali.

Stay with the locals, preferably in bed and breakfast. This way you directly increase their income, not that of a foreign-owned hotel chain. Use public transport instead of hiring a car. Not only will you help to reduce pollution, you will also meet more local people and gain a more authentic impression of the place.

About 12 per cent of all tourist spending goes on souvenirs. Choose the souvenirs you buy carefully. Learn about the country's cultural heritage before going, so that you know what the local arts and crafts should be. Buy something authentic. In parts of Africa, South East Asia, and the Caribbean souvenirs are often made from endangered fauna and flora, and all over the world bizarre dolls and carvings with no intrinsic cultural value are sold to cater to Western tastes.

Be sensitive about photography. Knowing when (and when not) to take pictures, particularly of people, is an art. The rules differ between cultures, but if in doubt, leave it. You may unwittingly cause great offence. Use your camera to record flora and fauna on film. Do not pick wild flowers — photograph them instead.

The question of giving money is always difficult to judge. When it comes to tipping, bargaining, and giving to beggars, the best advice is probably to follow local practices. In Egypt, for instance, you generally do; in parts of Mexico, you don't.

Also, don't be afraid to speak out if something is wrong. If you come across polluted beaches, for example, complain to your travel representative. Tour operators can exert great pressure on hotels and resorts. Let yours know how you found the

destination and what you would like to see changed in the future.

Being a good tourist, then, is largely about sensitivity and basic good manners. How to behave as a guest in a host country is all common sense, you might think. But how many tourists have you met who seem to have left their manners - and their consciences - at home?

B. Reading and speaking.

SPECIAL INTEREST TOURS

1. Match the special interest holidays with the descriptions below.

- a) a golfing holiday
- b) a genealogy tour
- c) a music holiday
- d) a stay on a health farm
- e) a European battlefields tour



1

A unique opportunity to stay on the island of Evia, Greece. Each participant will receive both individual and masterclass time. The standard is high and places are limited to twenty, though all levels of achievement are encouraged. Time will be spent focusing on the essentials of playing the oboe, especially breathing and body work, with nightly performances in which everyone has a chance to participate.

2

Play a round Down Under. Enthusiasts from all over the world come to enjoy the magnificent panoramas that New Zealand and Australia have to offer. Some unusual hazards to watch for on a few of New Zealand's courses are the boiling mud pools, craters, and old geysers ... and the occasional sheep. Best to leave your ball, should you hit into any of those.

3

Closeted in a private room, your body can do nothing but surrender to the cotton sheets and the warmed massage bed as the soft-spoken masseur begins the voyage to renew your spirit and restore your soul. With each stroke of her arm, and the gentle but firm touch of her hands, the tension is forced to float out of your body.

4

This tour focuses on military involvement during the First and Second World Wars as well as twentieth-century conflict on European soil by all nations. Founded several years ago we have taken thousands of pilgrims, veterans, widows and children to visit the memorials and last resting places of the fallen.

5

We offer a very special service beyond just tracing your family tree, by doing deeper research. This involves investigating what your ancestors did for a living, what they ate, wore, their folk medicine and religious observances and, more generally, how they saw their world.

2. Read the text again. Are these statements true (T) or false (F)? Correct any false statements.

- 1 The stay on the island of Evia is open to all levels of musical ability.
- 2 Playing golf in New Zealand can be dangerous.
- 3 The stay on the health farm combines religion and fitness.
- 4 The military tour includes visits to cemeteries.
- 5 The genealogy tour involves an understanding of social history.

C. Reading and speaking.

IT IS INTERESTING TO KNOW

THE GROWTH OF THE ADVENTURE TOURISM MARKET

Growth in adventure holiday market in the last five years = 10-15%

Growth in traditional sun, sea, and sand package holiday market in the last five years = 4-5%

TOURISM IN ANTARCTICA

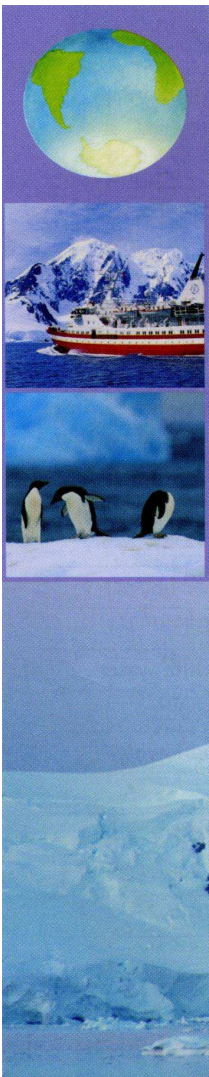
1. Discuss these questions in groups.

- a) What do you know about Antarctica - its population, its size and location, the

number of tourists who visit?

- b) What type of transport do tourists use to visit Antarctica?
- c) What activities can tourists do?

2. *Read the text to check your answers.*



There are no indigenous people in Antarctica. The population varies from fewer than 1,000 in winter to almost 20,000 in summer: 5,000 scientists from 27 of the countries belonging to the Antarctic Treaty, plus 14,000 tourists.

The nearest land mass is South America, which is approximately 1,000 kilometers from the tip of the Antarctic Peninsula.

The surface area of Antarctica is 36 million square kilometers.

Antarctica currently has no economic activity apart from offshore fishing and tourism, and these are run by other nations.

Tourism in Antarctica is mainly by around twenty vessels carrying 45 to 280 passengers each.

Most trips take about ten days to three weeks from port to port. Antarctic visits are mainly concentrated at ice-free coastal zones over the Antarctic summer, the five-month period from November to March. In high summer there will be more than twenty hours of daylight per day.

3. Using the information of the table “It is interesting to know” discuss the perspectives of adventure tourism market in Ukraine.

D. Vocabulary.

Put these words in the correct groups.

fauna and flora aqualung wildlife diving species watercolour
 habitat brush palette scuba easel oils snorkel

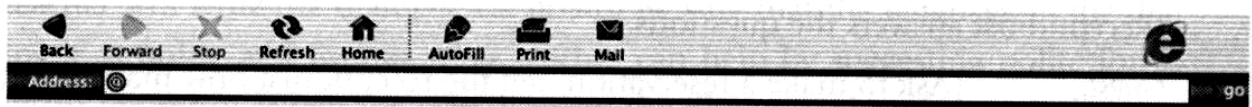
Ecology	Underwater exploration	Painting
fauna and flora		

E. Reading and speaking.



AIRLINE RESERVATION

Read the information on the flight schedule, and use the information to answer the questions that follow. When you have answered the five questions, think of three more questions. After adding your three new questions, select a partner and ask and answer each other's questions.



Houston, TX to Denver, CO

Tuesday, Mar 12

Coach (lowest available)

Get Price	Flight	Departing			Arriving		Stops	A/C Type	On Time	Special Offers
		Date	City	Time	City	Time				
●	334	Mar 12	Houston, TX (IAH)	8:26 am	Phoenix, AZ (PHX)	10:24 am	0	733	90%	
	488	Mar 12	Phoenix, AZ (PHX)	1:12 pm	Denver, CO (DEN)	3:04 pm	0	757	60%	
	786	Mar 12	Houston, TX (IAH)	6:04 am	Phoenix, AZ (PHX)	7:57 am	0	319	90%	
	484	Mar 12	Phoenix, AZ (PHX)	8:50 am	Denver, CO (DEN)	10:41 am	0	733	90%	
	792	Mar 12	Houston, TX (IAH)	2:15 pm	Phoenix, AZ (PHX)	4:15 pm	0	733	90%	
	493	Mar 12	Phoenix, AZ (PHX)	6:46 pm	Denver, CO (DEN)	8:34 pm	0	733	50%	
	35	Mar 12	Houston, TX (IAH)	5:18 pm	Phoenix, AZ (PHX)	7:15 pm	0	320	70%	
	496	Mar 12	Phoenix, AZ (PHX)	9:28 pm	Denver, CO (DEN)	11:15 pm	0	730	90%	

Denver, CO to Houston, TX

Tuesday, Mar 19

Coach (lowest available)

Get Price	Flight	Departing			Arriving		Stops	A/C Type	On Time	Special Offers
		Date	City	Time	City	Time				
●	340	Mar 19	Denver, CO (DEN)	8:20 am	Phoenix, AZ (PHX)	10:22 am	0	733	90%	
	273	Mar 19	Phoenix, AZ (PHX)	1:01 pm	Houston, TX (IAH)	4:32 pm	0	320	80%	
	481	Mar 19	Denver, CO (DEN)	6:00 am	Phoenix, AZ (PHX)	7:59 am	0	733	90%	
	274	Mar 19	Phoenix, AZ (PHX)	9:59 am	Houston, TX (IAH)	1:30 pm	0	733	90%	
	348	Mar 19	Denver, CO (DEN)	11:39 am	Phoenix, AZ (PHX)	1:34 pm	0	733	90%	
	275	Mar 19	Phoenix, AZ (PHX)	3:41 pm	Houston, TX (IAH)	7:14 pm	0	735	70%	
	489	Mar 19	Denver, CO (DEN)	12:48 pm	Phoenix, AZ (PHX)	2:46 pm	0	733	90%	
	275	Mar 19	Phoenix, AZ (PHX)	3:41 pm	Houston, TX (IAH)	7:14 pm	0	735	70%	
	491	Mar 19	Denver, CO (DEN)	5:03 pm	Phoenix, AZ (PHX)	6:59 pm	0	757	90%	
	279	Mar 19	Phoenix, AZ (PHX)	9:26 pm	Houston, TX (IAH)	12:49 am	0	319	80%	

1. Which flight gets me to Denver the earliest?
2. Are there any direct flights from Houston to Denver?
3. I have a meeting in Houston from 8:00 AM to 9:00 AM on the same day that I have to leave for Denver. What flights can I take so I can still go to my meeting in the morning?
4. When I return to Houston, I have a dinner party at 6:30 PM. Are there flights that will get me home in time for the dinner party?
5. What's the earliest flight from Houston to Denver?

F. Hotel role play.

In this activity, one student will play the part of the hotel employee, and the other is the guest. The employee will use the information about the hotel in the brochure to give the guest information about the hotel.

Employee: You work at the All Seasons Hotel. Study the information from the hotel brochure. Help the caller with his or her questions and take a reservation. Be sure you find out the name and address, the dates the caller wants, and the number of people. Agree to confirm the reservation by fax.

Guest: Your name is Mr. or Mrs. Newman. Telephone the All Seasons Hotel to inquire about a week's holiday in June for yourself, your husband or wife, and one child. Ask about the hotel's facilities. Give exact dates, and make a reservation. Request confirmation of the reservation by fax.

ALL SEASONS HOTEL

All Seasons is a resort hotel with exceptional facilities for leisure, sport, and entertainment. The newly remodeled Sport Club has a swimming pool, sunbeds, Jacuzzi, sauna, three racquetball courts, five tennis courts and a fully-equipped gym.

Each of our 125 rooms has a private bathroom and is attractively furnished including color TV, in-house video, radio, telephone, hair-dryer, and mini kitchenette with hot plate, microwave, and small refrigerator.

The hotel's two restaurants and bar offer guests an opportunity to enjoy local culinary favorites and award-winning wines while enjoying beautiful views of the sea.



G. Role play extension

Use the information from your conversation in the previous task. You are the hotel receptionist. You agreed to fax a copy of the reservation to the guest. Complete the facsimile (fax) sheet with the necessary information.

ALL SEASONS HOTEL

FAX

To: _____	From: _____
Fax: _____	Phone: _____
Date: _____	Re: _____

Dear: _____

I am pleased to _____

Thank you for: _____

Please don't hesitate to call if: _____

Alla Mayer

H. Role-play.

SPECIAL INTEREST TOURS

Decide which of the three vacation spots interests you the most. Imagine that you are a travel agent who is recommending this choice to a potential customer. Role-play with a partner and take turns being the travel agent who makes the recommendations.



Vacation #1: Rustic Mountain Get-Away. In-room fireplaces. No phones. Each suite is equipped with a full bath and small kitchen. Reasonable prices—group rates available.



Vacation #2: Beach-Front Resort. The complete luxury get-away. Everything you can imagine, from a complete fitness center with a health spa to in-room jacuzzis.



Vacation #3: City Adventure. Enjoy all that a city has to offer. Museums, fine dining, and great shopping are just a short walk from this fully equipped hotel.

UNIT IV.

TRANSPORT IN TOURISM



A. Speaking.

TRANSPORT IN TOURISM

- 1 Look at the map below. Which countries does each route pass through?
- 2 Choose one of the journeys. What type of transport could be used on each stage?
- 3 Which route would you prefer to take? Why? What would you hope to do and see? Exchange ideas with a partner.

B. Reading and discussing.

1. Use words from the table to complete the text on 'transport for tourism'.

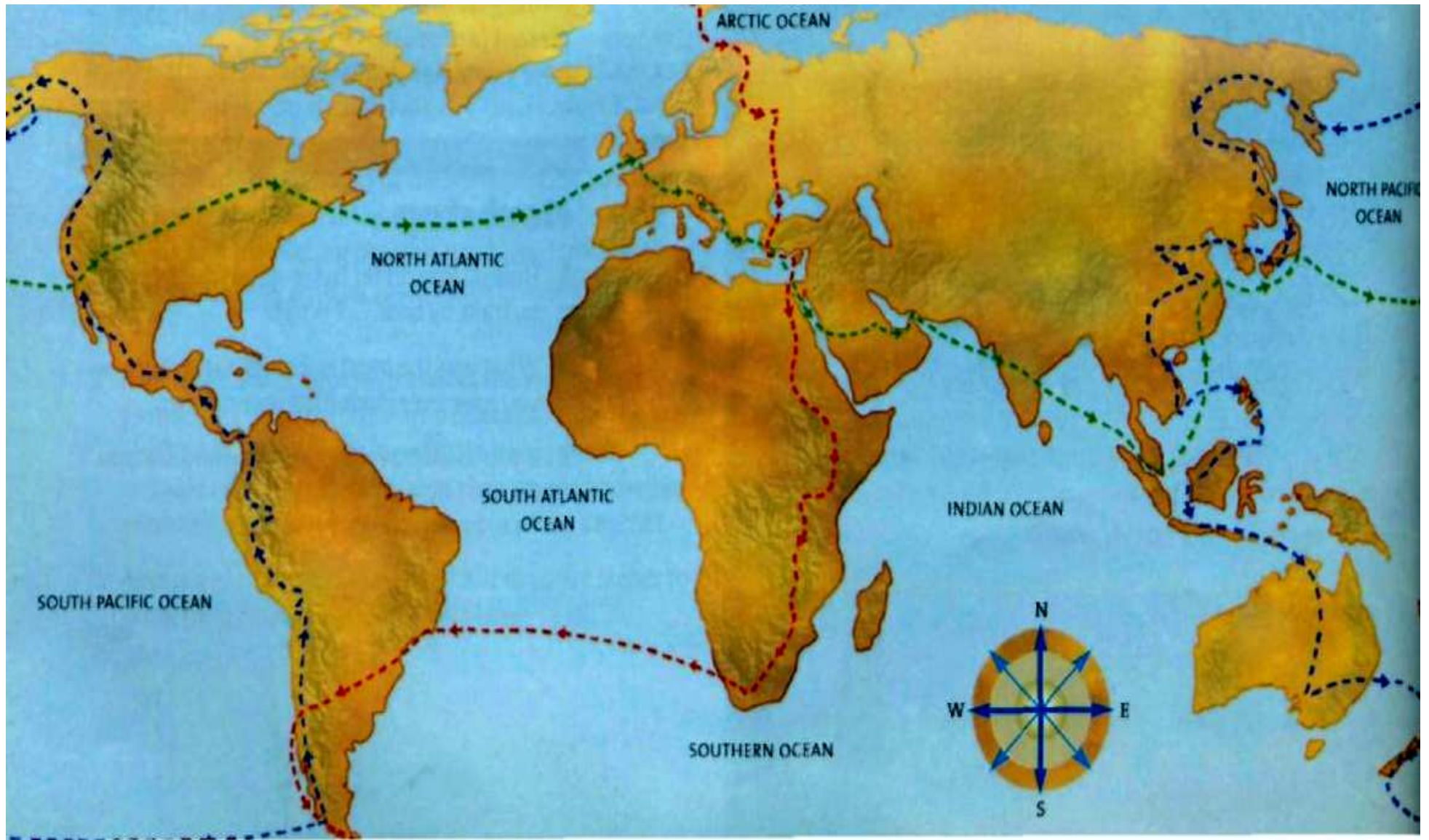
TRANSPORT FOR TOURISM

Transport for tourists can be divided into three main categories: journeys by air, journeys on water, and journeys on _____¹. Within each category there are several types of transport.

Air travel usually means a short-haul or _____² international _____³, operating from large _____⁴, which in big cities often have more than one _____⁵ building. But in some more remote places there may be little more than a small airstrip with only one simple _____⁶ for planes to land and take off. At some tourist destinations air transport may include short transfers or sightseeing trips by _____⁷.

Journeys on water can include luxury _____⁸, which take tourists on all-inclusive holidays of three days or more, visiting a number of different locations.

Passengers sleep in _____⁹, and have a full range _____⁹ of services on board. They are looked after by a team of _____¹⁰, with a _____¹¹ in overall charge of tourist services. Ferry _____¹² are usually much shorter journeys connecting two points of land or going between islands. The ferries will stop at a large _____¹³ or a small _____¹⁴.



Land travel is probably the most diverse category. It includes rail journeys by _____¹⁵, departing from a large _____¹⁶ and stopping at _____¹⁷ en route. Passengers sit in separate _____¹⁸ or coaches. The most common form of transport by road for tourists, if they don't have their own car, are also called _____¹⁹. These vehicles can either travel from city to city along fast _____²⁰ (or sometimes quieter roads), or they can be used for transfers from airports and other smaller journeys. Very often they are used for sightseeing trips when as well as a driver there will be a _____²¹ to tell the passengers about the sights.

2. *Can you add any more words to the table? Look back at the previous tasks.*




3. *Which sections would you put these words in?*

taxi	marina
ticket collector	jeep
hire car	service station
captain	scenic route
freeway	shuttle
yacht	tunnel

4 *How do tourists use the different types of transport? Put the journey and transport types (from columns 1 and 2 of the table) into the categories below.*

- 1 to and from destination only (e.g. *international flight*)
- 2 at destination only (e.g. *taxi ride from airport*)
- 3 as a main feature of the holiday (e.g. *sightseeing helicopter ride*)

5 *Which types of transport have you used? Think about the best and worst journeys you have ever made. Exchange ideas with a partner.*

	Method of travel	Journey types	Transport types	Places and features	Tourism professionals
	Air	flight (long-haul) (short-haul)	airplane/jet light aircraft helicopter	airport terminal runway	pilot flight attendant
	Water	cruise crossing	cruise ship liner ferry hovercraft hydrofoil	port harbour cabin pier	steward purser
	Land	ride journey drive tour	train coach bus car motorbike bicycle	station carriage terminus motorway track	guard driver conductor tourguide

C. Vocabulary.

AIR TRAVEL

1 Fly, flight, flying - use the correct word to complete each sentence.

- 1 The first powered _____ was made by the Wright Brothers in 1903.
- 2 Even though _____ is the safest form of transport, some people are afraid of it.
- 3 Modern jet aircraft _____ at an altitude of 8,000 to 9,000 metres.

2 What is the difference between the three words?

3 Complete the sentences with a word from the list.

arrivals	depart
arrive	departure
board	land
boarding	landing
check in	take off
check-in	take-off

- 1 The last time I flew, our _____ was delayed by over two hours.
- 2 Most airports give information about departures and _____ on TV monitors placed around the airport.
- 3 When you _____, the clerk asks you if you have packed your bag yourself.
- 4 You cannot use electrical equipment during either _____ or landing.
- 5 Modern navigation systems mean that aircraft can _____ safely at night, in bad weather, and even without a pilot.
- 6 Even if you have a _____ card, some airlines ask to see your passport as well.

D. Reading and discussing.

TOURISM AND AIR TRAVEL

1 Look at the title of the article. What do you think the article will be about?

Choose from the following possibilities.

- 1 The future of air travel
- 2 The advantages and disadvantages of air travel
- 3 The incredible places you can fly to if you have enough money
- 4 How to get the cheapest tickets for different flights

2 Read the article and see if you were right.

3 How many million

- a** people travelled by plane in 2005?
- b** passengers used Atlanta airport in 2005?
- c** people are employed by the airline industry?

4 Find.

- 1 two advantages of air travel
- 2 three disadvantages of air travel.

FLY THE WORLD

(but at what price?)

THE DEVELOPMENT OF JET AIRCRAFT HAS REVOLUTIONIZED TRAVEL, making it possible to go much further much faster. New York in the morning. A meeting and lunch in San Francisco. Then back east to Boston, before ending the day in Washington. Almost anything is possible.

And the airline industry is not just fast. It is big. Very big! In fact it's huge, starting with more than three million people employed by the world's airlines, or with the 14,000 airports that passengers fly to or from. How many passengers? Over 1.5 billion worldwide in 2005, with Atlanta International, the world's busiest airport, handling over 80 million passengers alone.

In order to try to keep such a complex industry under control, each of the world's airports has a special code. The International Air Transport Association (IATA) takes responsibility for the designation of these codes, and they can easily be found on the Internet. Every single flight that takes off is also identified by a unique number, called a flight number. This is composed of the airline's code and then three or four digits.

Airlines work through scheduled flights, which take off and land at regular published times, or charter flights that are contracted to fly at a set time. Flights can be short-haul, medium-haul, or long-haul, depending on the distance covered, but whatever the distance, passenger safety is at the heart of all operations, making air travel the safest form of transport by far.

Inevitably air travel creates problems, beginning with some people's fear of flying. More recently, however, the skies we fly have begun to look darker than the industry wants to admit. Security is now a major problem, especially after the devastating impact of the September 11 terrorist attacks on New York and Washington.

Also blackening the skies are the emissions from jet aircraft. A return transatlantic flight, for example, can produce up to two tons of carbon dioxide per passenger! So serious is the problem that in 2005 the UK Environment Minister asked travelers to consider subscribing to one of the carbon offset schemes available. 'It's relatively cheap. For example, the climate change impact of a flight to the Mediterranean only costs around £5 to offset.'

E. Project work.

1 *What is a carbon offset scheme? How does it work? (Hint - type 'carbon offset scheme' into an internet search engine like Google.)*

2 Which air carriers are currently on the US and EU blacklists?

F. Reading and speaking.

LOW-COST OR TRADITIONAL?

- 1 Think about the disadvantages of flying with low-cost airlines. In your opinion, what could traditional airlines do to attract customers back? Exchange your ideas with a partner.
- 2 Read the story of Martin Stanton of the Birmingham College of Food, Tourism, and Creative Studies who speaks about the advantages and disadvantages of both types of airline. Tick (▲) the characteristics he mentions for each

I=Interviewer, M=Martin Stanton

I Martin, would you mind answering a couple of questions about air travel?

M Of course not. Fire away.

I Could I ask you how often you fly?

M Quite often. Once a month, perhaps. Sometimes twice.

I You travel on College business. Can I ask you if you use low-cost airlines at all?

M I sometimes use them, but I use traditional airlines more.

I Does it bother you to fly with a low-cost carrier?

M No, not especially. Basically, I use what's best for a given trip.

I Which do you prefer - low-cost or traditional?

M In the air there isn't much of a difference. There's more legroom with a traditional airline, perhaps, but that's about all, except, of course, for the chance of business class seats, which are great if you can pay for them. And having your seat number in advance. I hate the race for seats on budget aircraft.

- I** What about on the ground?
- M** Well, with traditional airlines you don't need to check in as early. But the biggest difference is when your journey involves two flights. Traditional airlines check your luggage through to your final destination, which is great.
- I** So, for you cost is the only real advantage of low-cost airlines?
- M** It's the biggest one, and if you're travelling as a family that's a real advantage. Plus the fact that internet booking seems easier with budget companies for some reason.
- I** But would you say that for the business traveller the traditional airlines are still best?
- M** Yeah, definitely. And I don't see that changing.
- I** Well, thanks for your time, Martin.
- M** That's OK. A pleasure.

Characteristic	Traditional airlines	Low-cost airlines
----------------	----------------------	-------------------

- 1 Booking is possible through a travel agent.
- 2 Booking is easy through the Internet.
- 3 You can check luggage through to the final destination.
- 4 You have a seat number before you board.
- 5 You have the option of different classes of seat.
- 6 You can go on the plane first with small children.
- 7 The cabin staff are more friendly.
- 8 There is more legroom during the flight.

3 Which type of airline is best for people like Martin in your opinion? Why?

4 Which type of airline do you prefer?

G. Reading and discussing.

1 Look at the logos on the aircraft tail fins. Which airlines are they from?



2 Are these airlines low-cost (like easyJet) or traditional (like Lufthansa)?

3 Make a list of the reasons for the current success of low-cost airlines. Read the article and see if you were right.

LOW-COST CARRIERS

In the good old days it was easy. Most countries had a national airline: KLM was the Dutch one, LOT the Polish national airline, and so on. The exception to this was the US, where different major airlines such as Pan Am, American Airlines, or Delta, **competed** openly for clients. Most of these airlines offered similar products at more or less the same prices. Of course, some companies concentrated more on short-haul, domestic flights - the sort of flight where you are only just in the air when the cabin crew are telling you to get ready for landing. Others like Qantas became famous for their long-haul, intercontinental routes, offering free stopovers to make

eighteen-hour flights more attractive to customers.

The air ticket itself was, and still is, a complex business. The basic return ticket was the commonest: the single ticket was so expensive that nobody ever bought one except in an emergency. And of course, the traditional ticket came in different classes to suit different pockets: economy for the masses, business for the executives, and first class for those lucky few who could pay ten times the economy tariff to get I more legroom and a seat that converts into a bed!

The whole system was turned upside down, however, by the arrival of the low-cost carriers. Ryan air got **no-frills** flying going in the early 90s, modeling itself on the American budget 1 airline, Southwest Airlines. Easy Jet was quick to follow, and since then the idea of getting on a plane the same way you would get on a coach has really taken off, with German wings, Smart Wings, BMI Baby, Veiling, and a hundred others. The rest is history, with traditional airlines going deeper and deeper into crisis in this first decade of the new millennium.

The low-cost strategy is based on limited turnaround times at airports - usually twenty to 25 minutes. This means that the airlines can get more flights out of a day - eight as opposed to the normal six. Some low-cost carriers also use secondary airports, with much lower landing and take-off charges. Paperless ticketing and sales over the Internet and the hone also keep costs down. They also issue single tickets only, and of course, there are no first-class or business-class seats. No free newspapers nor free food. In fact, no free anything, although you can pay to buy most things during the flight.

And the future? Paperless ticketing and Internet sales from traditional airlines? That's already here. Low-cost flights to long-haul destinations? That's less likely to happen, precisely because of the way low-cost carriers make their money by fitting so many flights into each day. But who knows? The sky's the limit!

compete (v) to try to win, or achieve sth, or to try to be better than sb else

no-frills (adj) without extra comforts, such as meals, films, etc.

4. According to the article, which of the following statements are

- a only true for major airlines?
- b only true for low-cost carriers ?
- c true for both types of airline?
- d true for neither type?

- 1 They do not have different classes of seating on board their planes.
- 2 They offer free in-flight food and entertainment.
- 3 They offer free stopovers on long-haul flights.
- 4 They often use less important airports.
- 5 They only sell single tickets.
- 6 They operate long-haul flights.
- 7 They operate short- and medium-haul flights.
- 8 They spend as little time on the ground as possible.
- 9 They use paperless ticketing.

5 Why are low-cost carriers less likely to be interested in long-haul operations?

H. Vocabulary.

LOW-COST CARRIERS

Complete the sentences with terms from the text of the previous task.

- | | |
|----------------------|----------------------|
| 1) long-haul; | 5) turn around time; |
| 2) paper ticketing | 6) budget airline |
| 3) stopover | 7) land; |
| 4) low-cost carriers | 8) take-off charges |

- 1 A less technical name for a low-cost carrier is a _____
_____ .

- 2 A _____ allows you to interrupt a long flight and stay in a city en route to your destination.
- 3 A _____ - _____ flight is one that does not go further than 1,000 km.
- 4 _____ - _____ are airlines that offer low fares for basic services with no 'extras' such as meals on the plane.
- 5 Giving the customer a reference number for a seat on a plane but not a ticket they can hold in their hand is known as _____ and _____ .
- 6 The fees an airline pays to an airport for using its facilities are known as a _____ and _____ - _____ .
- 7 The _____ is the minimum time between a plane landing and taking off.

I. Reading and speaking.

AN AIRPORT WORKER

Ali Ghoshal was born and brought up in Pakistan. He now works at London's Heathrow airport as an aircraft technician as part of the turn-around team.

1 Read the interview and answer the questions.

- 1 What does the *turn-around team* do?
- 2 How many people are in the team?
- 3 Does Ali have any special qualifications?
- 4 What is the main stress in his job?
- 5 What does he like most ?
- 6 What does he like least?
- 7 Does he get any special 'perks' or benefits?
- 8 What does he plan to do in the future?

2 Read again and complete the questions that the interviewer asks.

- 1 What does _____ ?
- 2 How many _____ ?
- 3 What qualifications _____ ?
- 4 Is it _____ ?
- 5 What do you _____ ?
- 6 And _____ ?
- 7 So you're _____ ?
- 8 Do you _____ ?

AN AIRPORT WORKER

I=Interviewer, A=Ali Ghoshal

I Ali, what does your job involve?

A Well, I'm part of the 'turn-around team', as it's called. We're responsible for meeting aircraft when they come in, servicing them, and getting them ready for the outgoing flight.

I How many people work in the team?

A There's about twelve of us. Three technicians like me working on the engines and so on, and then another eight or nine who are responsible for the cabin and in-flight entertainment. My particular responsibility is servicing - putting oil in the engine, checking the technical log for defects reported by the flight crew, that sort of thing.

I What qualifications do you have?

A I studied engineering at university, and I have an Aircraft Maintenance Engineers' license from the British Civil Aviation Authority.

I Is it a stressful job?

A Yes and no. It's only really the time pressure. We have to get the tasks done in a minimum time.

I What do you like most about your job?

A I suppose the sense of completion. Once the flight's gone and there are no problems, that's it. And being part of a team and working to a deadline.

I And least?

- A The noise pollution, and the dirt and oil and grease. But I can live with that.
- I So. You 're happy in your job?
- A Yes, and I get free air travel which helps.
- I Do you have any plans for the future?
- A I'm not sure. I want to do this forever. I'm taking more engineering qualifications, and I'd like to become a certified engineer eventually.
- I Well, good luck, and thanks.

J. Vocabulary

AIRPORT FACILITIES AND SERVICES

1. What do the symbols of airport facilities represent?



2. *Which symbol represents a place where*

- a** you can store your baggage?
- b** you can get emergency medical treatment?
- c** you can rent a car?
- d** you may have your luggage searched?
- e** you might find something you have lost?
- r** lifts
- s** bar
- t** first aid
- u** customs
- v** toilets
- w** telephones
- x** arrivals
- y** car rental

3 *Match the words in the list with the symbols.*

- | | | |
|----------------------|----------------------|----------------|
| a hotel reservations | g email and Internet | m information |
| b immigration | h railway station | n hairdressers |
| c luggage trolleys | i cashier | o escalators |
| d restaurant / cafe | j lost property | p departures |
| e bureau de change | k smoking area | q shops |
| f baggage store | l post office | |

4. *Work in pairs. Five services or facilities do not have a symbol. Design suitable symbols, and compare with the class.*

K. Speaking.



1. *Answer the following questions.*

- 1 How many airports have you been to?
- 2 What's your favorite airport? Why?

- 3 Where do you think would be the most interesting place to work in an airport?
- 4 Where would be the most dangerous?

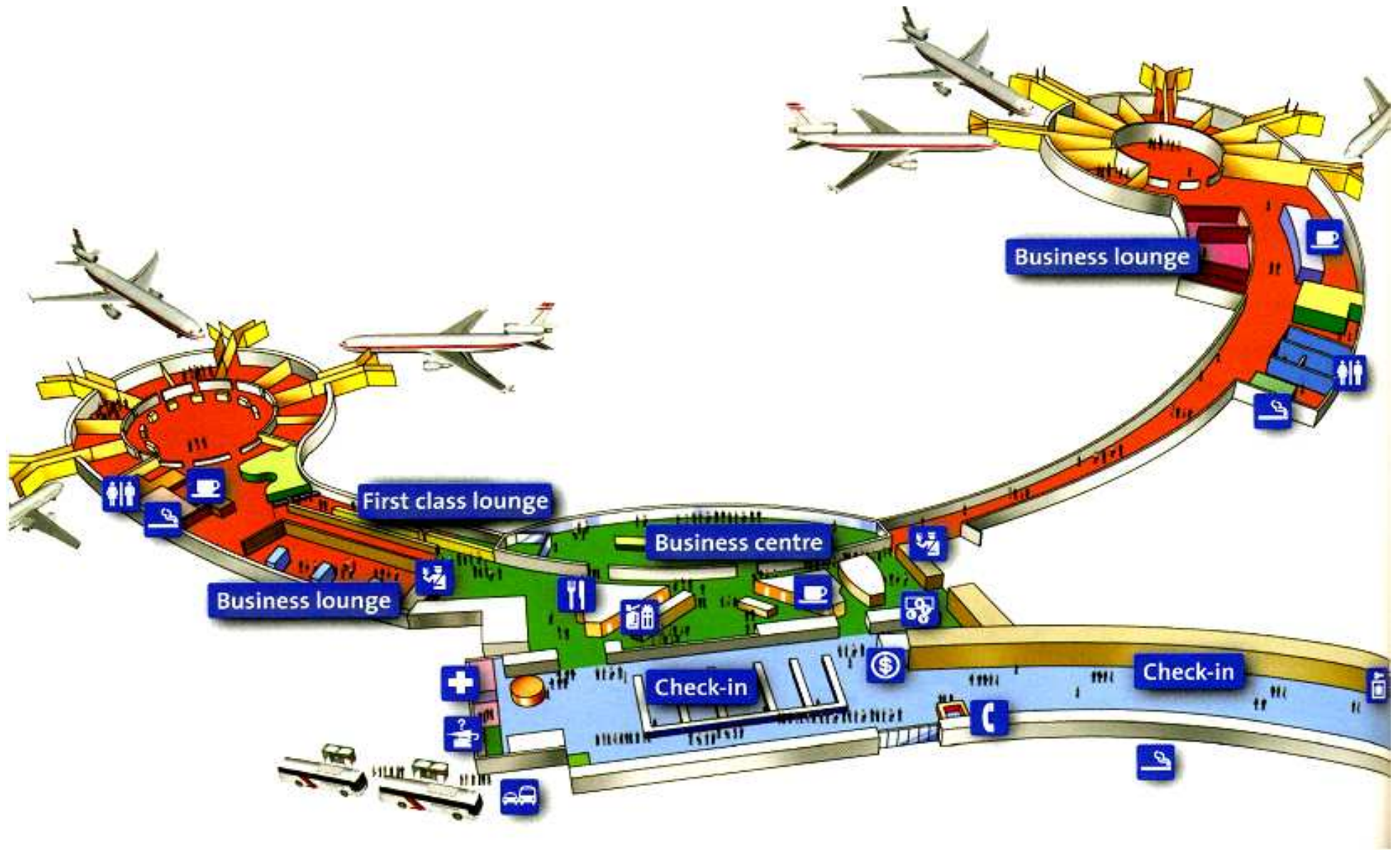
2. *Look the plan of an airport and discuss.*

- 1 Does the plan show the departures level or the arrivals level?
- 2 What happens when travelers depart from and arrive at an airport?

3. *Divide the following into departure and arrival procedures and put them in the order in which they occur.*

- | | | | |
|----------|------------------|----------|-------------------------------|
| a | passport control | g | baggage reclaim |
| b | board the plane | h | check-in desk |
| c | security check | i | departure gate |
| d | immigration | j | get off the plane (disembark) |
| e | departure lounge | k | customs |
| f | arrivals hall | | |

4. *Discuss similarities and differences with your local airport?*



L. Project work.

What do you really know about transport in your country?

Read the information of “ It is interesting to know” and with a partner, try to guess the facts in the table.

<p>IT IS INTERESTING TO KNOW</p> <p>AIR TRANSPORT</p> <p>This provides 28 million direct, indirect, and induced jobs worldwide, a figure that is expected to rise to 31 million by 2012.</p> <p>The accident rate for air travel represents one fatality per million flights. Despite the rapid and constant growth in air traffic, accident rates have been reduced by over 50% during the past twenty years.</p> <p>Today's aircraft are 70% more fuel-efficient than the jets of the 1960s. Long-term goals include achieving a 50% cut in CO₂ emissions per passenger kilometre for aircraft entering service in 2020.</p>

Ukraine:	Prediction	Actual
No. of city /town bus stations		
No. of city /town train stations		
No. of passenger airports		
No. of kilometres of road		
No. of kilometres of rail tracks		
No. of flights per day		

When you have made your predictions, research websites of national transport carriers and find the actual figures. Report back in class. How close were your predictions?

M. Reading.

SYDNEY'S TRAINS AND BUSES

Read the following text and answer the questions

1 What is this text about?

- a) visitors to Sydney
- b) transportation in Sydney
- c) bus services
- d) what kind of ticket to buy

2 TravelTen tickets

- a) are good if you travel the same line frequently.
- b) can only be used by the purchaser.
- c) are only valid for seven consecutive days.
- d) provide unlimited travel on buses and ferries.

3 Visitors travelling regularly from the city to the suburbs should buy

- a) a TravelTen ticket.
- b) the Green TravelPass.
- c) the Red TravelPass.
- d) the Blue TravelPass.

4 An X in front of the bus numbers means

- a) it will only stop at certain points.
- b) only passengers with tickets can get on.
- c) it is a high-speed bus.
- d) it does not run at weekends.

5 *If 1 January is a bank holiday and falls on a Saturday*

- a) the Saturday timetable applies all day.
- b) the weekday timetable applies except after 6 pm.
- c) there are no buses at all that day.
- d) the Sunday timetable is applicable until 6 pm.



Travelling on Sydney's trains, buses and ferries is not expensive, especially if you use one of the composite tickets or TravelPasses that are readily available from railway stations, newsagents and news stands where the yellow and black 'Bus tickets sold here' sign is on display.

TravelTen tickets entitle you to make ten bus journeys by public transport. The tickets are colour-coded, according to the number of sections for which they can be used on each journey. These tickets are useful if you need to travel the same route a number of times. Most visitors will require either a Blue TravelTen (1-2 sections) or a Red TravelTen (3-9 sections). Most visitors' TravelTen tickets can be transferred from one user to another and can be shared by more than one passenger.

The most economical of the composite tickets are the TravelPasses which allow unlimited seven-day travel on buses, trains and ferries as long as you travel within stipulated zones. They are sold in 'bus only' or 'bus-ferry' and 'bus-ferry-train' combinations. The Red TravelPass, a combined 'bus-ferry-train' ticket, covers all zones included in the usual tourist outings. The slightly more expensive Green

TravelPass allows for bus, train and ferry travel over a wider area.

Route numbers and destinations are prominently displayed on the buses and an X in front of the number means it is an express bus. Tickets (oneway only) are bought from the driver. Try to have coins at hand as drivers are not always able to change large notes. You will be given a ticket valid for that journey - if you change buses you will have to pay again.

Timetables are found on the bus stop sign or at a nearby shelter. The Sunday timetable also applies to public holidays, except when they fall on a Saturday. In this case, Saturday timetables apply after 6 pm.

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НАВЧАЛЬНЕ ВИДАННЯ

МЕТОДИЧНІ ВКАЗІВКИ

для організації самостійної роботи

з дисципліни

«ІНОЗЕМНА МОВА ПРОФЕСІЙНОГО СПРЯМУВАННЯ»

(англійська мова)

(для студентів 3 курсу денної форми навчання

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