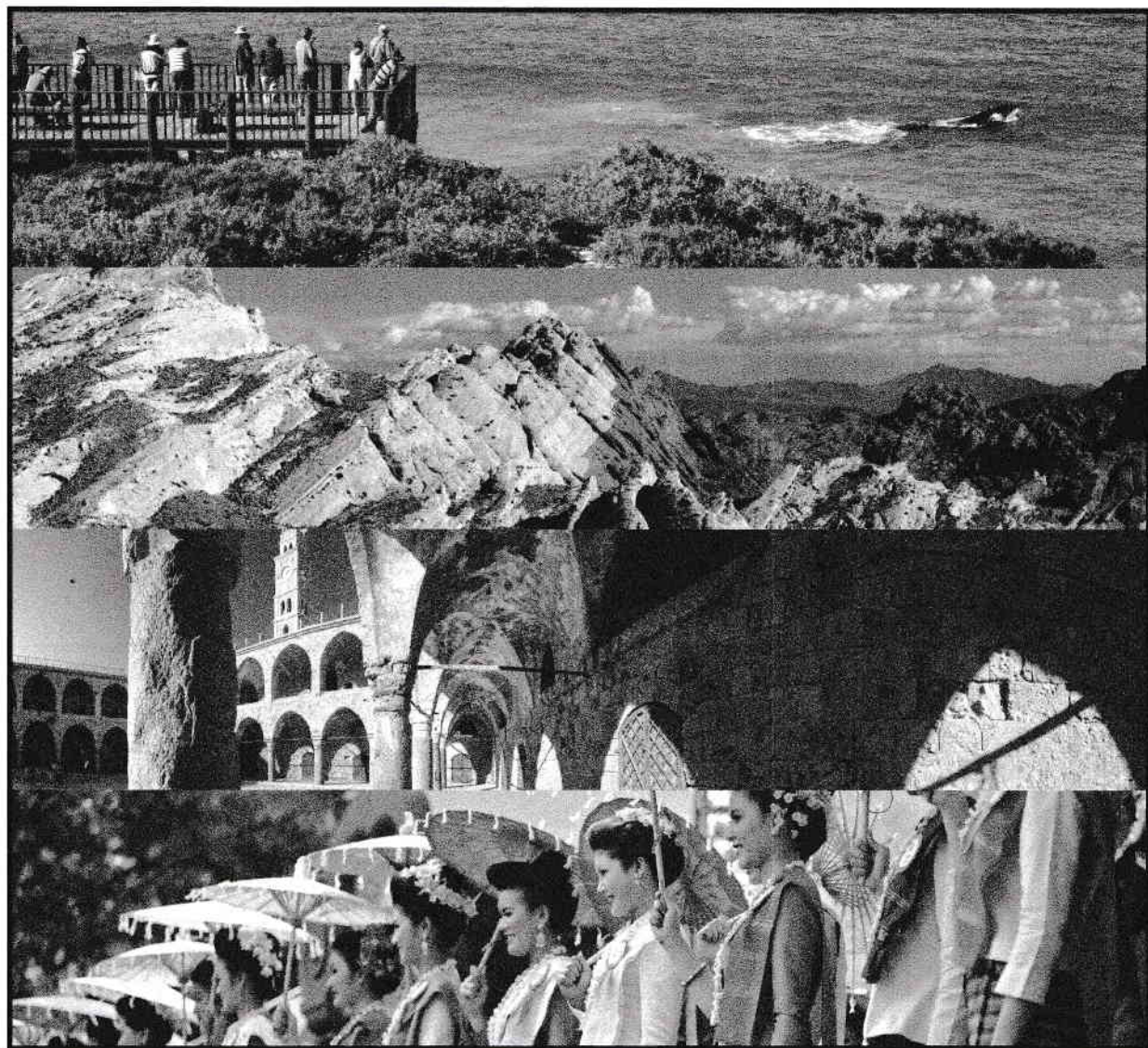


PRE-INTERMEDIATE WORKBOOK

ENGLISH FOR INTERNATIONAL
TOURISM



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1 WORLD TOURISM

UNIT MENU

- Grammar:** present simple question forms
Vocabulary: tourism statistics
Professional skills: checking and confirming details
Case study: make the right booking



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

Australia Britain China France Germany
 Italy Spain USA

-n	-ian	-ish	-ese	other
Australian				

PRONUNCIATION

- 2 **1.1** Listen to the countries and nationalities. Underline the main word stress. Practise the pronunciation.

Australia: Australia

- 3 **1.2** Add the nationalities from these countries to the table above. Listen and check the pronunciation.

Brazil Canada Greece Ireland India Japan
 Kenya Korea Mexico Norway Poland Portugal
 Russia Thailand The Netherlands Turkey

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

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



Chinese travellers

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

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

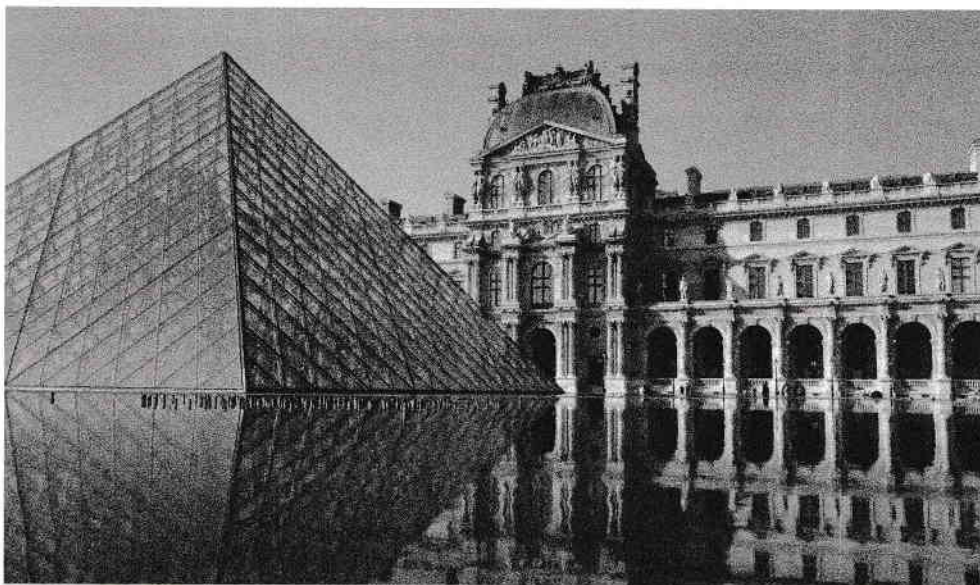
Many surveys conducted in these countries show that Chinese tourists' favourite activity is shopping, especially for luxury brands. Chinese tourists also spend more on tax-free shopping than visitors from other countries. In response to this demand, department stores in central Paris now have signs and services dedicated to Chinese shoppers. Surveys also show that the Chinese typically travel in large tour groups of 30–40 people and they prefer to save money on food and accommodation in order to spend more in the shops.

Visiting historic monuments is the second favourite activity. The French attractions of the Louvre, the Eiffel Tower and Versailles Palace are the most popular with Chinese travellers.

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

- 1 Accommodation: campsite, art gallery, bed and breakfast, motel _____
- 2 Transportation: airline, taxi, golf, tram _____
- 3 Attractions: museum, zoo, business convention, theme park _____
- 4 Food and beverage: car hire, café, restaurant, pizzeria _____
- 5 Recreation and entertainment: skiing, trekking, cycling, bistro _____
- 6 Events and conferences: Olympic Games, tennis tournament, hostel, music festival _____

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



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

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

- 1 _____ your job?
I'm a Visitor Service Officer at the Louvre.
- 2 _____ staff _____ the museum have?
It employs 2,000 people. Over half are security officers.
- 3 _____ some of the typical questions visitors ask you?
'Where's the Mona Lisa?' 'Is the museum open yet?' 'Where are the toilets?'
- 4 _____ a good time to visit?
Early in the week in the morning – the museum opens at 9 a.m. but it's closed on Tuesdays.
- 5 _____ you work at the weekends?
Quite a lot. Usually twice a month.
- 6 _____ like most about your job?
Smiles and thank-yous from satisfied visitors.

PRONUNCIATION

1 1.3 Put the other letters of the alphabet in the correct column. Listen and check.

/eɪ/	/i:/	/e/	/aɪ/	/əʊ/	/u:/	/ɑ:/
say	please	sent	l	phone	do	card
A	B C	— —	—	—	—	—
—	— —	— —	—	—	—	—
—	— —	— —	—	—	—	—
—	— —	— —	—	—	—	—

2 1.4 Listen to a customer booking train tickets and complete the information.

Outward date: 1 _____

Departure time	From	To	Arr	Duration
2 _____	London Euston	Manchester Piccadilly	3 _____	2.07

Return date: 4 _____

Departure time	From	To	Arr	Duration
5 _____	Manchester Piccadilly	London Euston	6 _____	2.12

Price 1x Adult: 7 _____

Quantity: 2

Total price: 8 _____

3 Listen again and complete what the booking agent says. Use one or two words in each space. Practise saying the phrases using polite intonation.

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

5 Complete these expressions for checking and confirming with one word. Listen again if necessary to check your answers.

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

4 1.5 Listen to the tourist in Exercise 2 making a telephone call. Complete the booking details.



Matchday VIP package

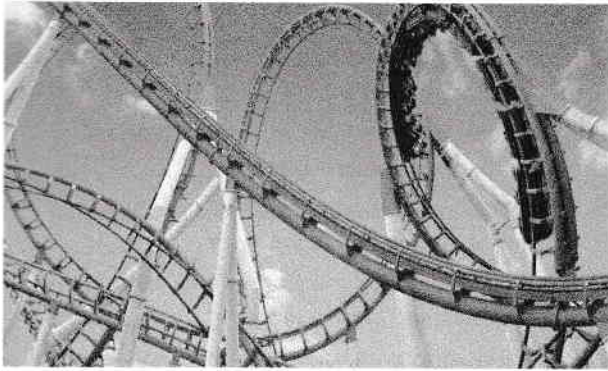
Watch the match from excellent seats near to the Directors' Box. Enjoy this legendary team's entertaining football. Offer includes: match tickets, hot and cold snacks, match programme, free gift.

Match: Manchester United vs Arsenal

Date and time:	1 _____
VIP package per person	2 _____
VIP name(s):	3 _____
Credit card details:	4 _____
Email:	5 _____
Contact our hospitality team on:	6 _____

- 1 Look at these advertisements for holiday packages in the USA and answer the questions. Write OR for Orlando and AL for Alaska, or OR / AL for both. Which holiday package(s) ...

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



US Fly-drive Holidays*

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

Orlando

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



Alaska Tour

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

Not included: excursions and entrance tickets to national park.

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

- 2))) 1.6 Listen to a customer booking her holiday and complete the form.

Reservation

Type of holiday: Orlando Fly-Drive

Departing from: London Gatwick

Returning from: Orlando Sanford

Number of nights: ¹ _____

Out Date: ² _____

Return Date: ³ _____

Price: ⁴ _____ adult fare
⁵ _____ child fare

Number of Adults: 2

Name(s): ⁶ _____

Number of Children:

Name(s): ⁷ _____

Note: Email client information about
⁸ _____

- 3))) 1.7 Listen to a later phone call with the customer and correct the email confirming the changes to the booking. There are six changes to the booking.

From: Yolanda@wgtravel.com

To: Odonnell@omail.com

Subject: Reservation Orlando fly-drive

Dear Mrs O'Donnell

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

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

Departure date: Saturday 4th August at 09.10

Return date: Tuesday 14th August at 05.30

Total duration: 10 nights

Fly-drive only – no accommodation

Not included: Car insurance

Total price: £4,133

Payment made by credit card. Thank you.

Please find attached more details about the flights, car hire and villa.

We wish you and your family a wonderful holiday.

Best regards

Yolanda Squires

2

JOBS IN TOURISM

UNIT MENU

Grammar: present simple and present continuous

Vocabulary: working conditions, qualities and skills, hotel jobs

Professional skills: categories in a CV

Case study: covering letter, choose the right person for the job



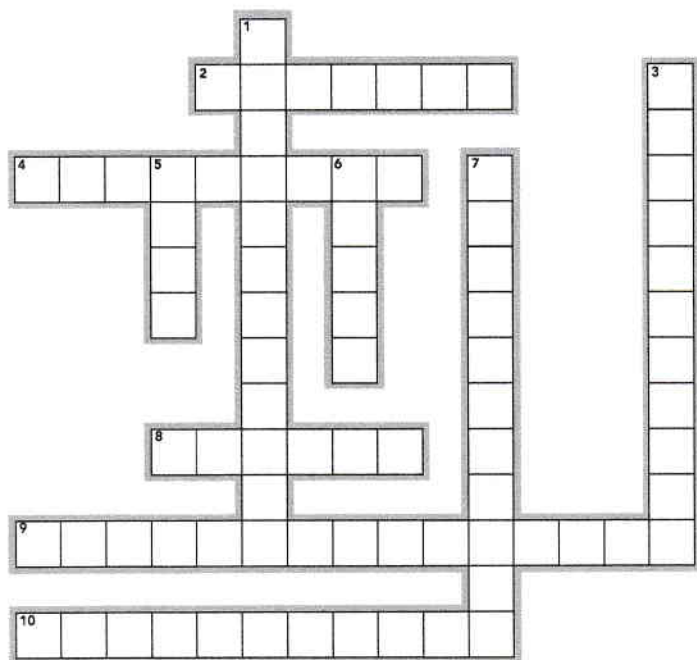
1 Look at the definitions and complete the crossword with jobs in travel and tourism.

Across →

- 2 person who carries a guest's luggage to or from the room
- 4 hotel employee responsible for giving advice and additional services to guests
- 8 person who serves at tables in a restaurant
- 9 person responsible for serving food and drinks, and looking after passengers on a plane
- 10 employee of a hotel who cleans and maintains rooms and public spaces

Down ↓

- 1 another name for the front desk clerk of a hotel
- 3 someone who sells or arranges trips or tours for customers
- 5 professional cook
- 6 person who takes visitors on tours of sites, cities, or in nature
- 7 person whose job it is to tell jokes, sing and entertain people



2 Which job does **not** relate to each category? Which sector does it belong to?

- 1 Accommodation: bellboy, ski instructor, campsite manager, front desk agent _____
- 2 Transportation: coach driver, flight attendant, events manager, cruise director _____
- 3 Attractions: cloakroom attendant, site manager, concierge, theme park supervisor _____
- 4 Food and beverage: museum guide, waiter, kitchen assistant, café manager _____
- 5 Recreation and entertainment: children's entertainer, executive chef, entertainments manager, outdoor adventure guide _____
- 6 Events and conferences: travel agent, conference organizer, pilot, exhibitor _____

3 **2.1** Read about these jobs in tourism and complete the personal qualities needed. The first letters are given. Listen and check your answers.

- 1 If you want to work as a holiday rep, or resort representative, you need to be outgoing, enthusiastic, helpful, *fl*_____ and have a *pr*_____ appearance.
- 2 A housekeeper has to be *ha*_____*w*_____, a good team worker, *ef*_____ and also a bit of a perfectionist.
- 3 It's important that a restaurant manager is *or*_____, good at managing a team, and feels *pas*_____ about food.
- 4 If you want to work for a children's attraction, you should be *res*_____ but also fun-loving and *enter*_____ and, most importantly, you have to like children.
- 5 A good tour guide is *enth*_____, patient, *com*_____ and a 'people-person'.



PRONUNCIATION

4 **2.2** Put the verbs in the correct group according to the pronunciation of the **-s** at the end of the verb in the 3rd person singular. Listen and check your answers.

~~books~~ checks ~~closes~~ communicates ~~deals~~
 does gives helps makes organizes
 plans prepares recommends serves
 specializes supervises works

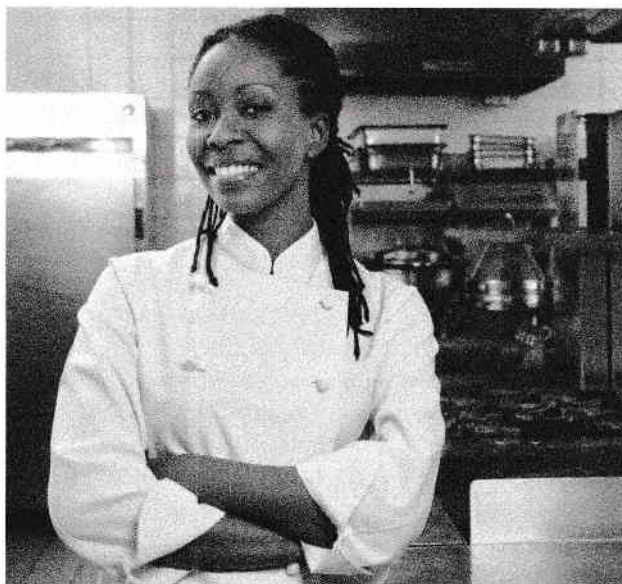
/z/	/ɪz/	/s/
deals	closes	books

5 Complete these sentences about people who work in tourism using the correct form of the present continuous. Use contractions.

- Yuetung is a concierge in a hotel in Macau. Last week she worked in the afternoon but this week she _____ (work) in the morning. At the moment some guests are asking her for information about the local attractions and her phone _____ (ring).
- Pawel is a resort manager in a holiday centre. He works six days a week all the year. He _____ (have) a meeting now with some suppliers. They _____ (give) a presentation on new equipment for the water park.
- Afon is a student but in the summer she works as an entertainments manager in a seaside resort in Wales, UK. At the moment she _____ (plan) the children's activities and she _____ (ask) the magician to include some new tricks in his show.
- Derek works as a freelance events manager. He usually works three or four days a week. This month he _____ (prepare) stands for an exhibition in Brazil. At the moment he _____ (supervise) the design and printing of publicity material.

- Look again at the people in Exercise 5. Match the people (1-4) to the type of work they do (a-d).
 - seasonal work _____
 - shift work _____
 - part-time work _____
 - full-time work _____

7 **2.3** Listen to Jenny Butler, the executive chef at the Bouvier hotel. Why is she very busy this week? Tick (✓) the correct alternative (a, b or c).



- The hotel is organizing lunch for 350 guests and she's planning the menu with a chef. _____
- The hotel is catering for a wedding with 150 guests and she's checking the fish order. _____
- The hotel has a conference dinner for 450 guests and she's making sure everything is OK. _____

8 **2.3** Listen again and complete the sentences about what Jenny does and what she's doing at the moment. Use contractions where possible.

- I _____ for the Bouvier Hotel and I _____ responsible for the chefs and kitchen staff.
- At the moment I _____ the menu for a special dinner.
- The hotel _____ a conference this week and there _____ a lot of guests.
- I _____ to the restaurant manager to make sure everything _____ perfectly.
- The food and beverage manager _____ if another supplier can deliver the fish.
- It's great when a waiter _____ me our guests _____ their meal.

