

**MINISTRY OF HIGHER AND SECONDARY SPECIALIZED  
EDUCATION OF THE REPUBLIC OF UZBEKISTAN**

**TASHKENT STATE UNIVERSITY OF ECONOMICS**

**D.SHAKIROVA**

# **ENGLISH FOR TOURISM**

**O‘zbekiston Respublikasi Oliy va o‘rta maxsus ta’lim vazirligi  
tomonidan o‘quv qo‘llanma sifatida tavsiya etilgan**

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After being independent the government of Uzbekistan has paid great attention to the improvement of teaching foreign languages and it was pointed out in Presidential Decree of the Republic of Uzbekistan PD N1875 dated 10.12.1012 “On measures to further improvement of foreign languages learning system”. Teachers of the English language department are looking for the most effective methods to teach English, which meets learners’ requirement. This manual has been meant for students and researches aimed learning English for tourism.

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## **Lesson 1**

### **Tourism employment**



#### **What are the employment opportunities in tourism?**

The Major Career Options (Traditional Career Paths) in the Travel and Tourism Sector are:

Holiday/Travel Agent

Hotel Manager

Spa Manager

Tour operator

Event & conference organizer

Tour guide

Executive chef

Sommelier

Pr. manager

Leisure activity coordinator

## **TEXT A**

### **OPPORTUNITIES IN TOURISM EMPLOYMENT**

Aziza is sitting thinking about her son's future career, when suddenly the phone rings. It is her friend Camilla, who works in the tourism department at the university.

Aziza: Hi dear! How are you? I am just going to call you.

Camilla: Hi, I am fine. Is everything ok?

Aziza: My son wants to work in the tourism sphere, but I am not sure it is good idea.

Camilla: Totally disagree with you; tourism is rapidly developing not only in Uzbekistan but in the world. Your son is a smart with creative ideas; moreover, his interpersonal skills give him opportunity to go up on career ladder in the tourism. I cannot see any excuses for your opinion.

Aziza: I don't have any notions about tourism career. What are the employment opportunities in tourism? Can he manage it? I think, he is too young and inexperienced to make such decision.

Camilla: Dear, unfortunately I am in a hurry, but I will send you the major career Options in the Travel and Tourism Sector with explanations. Study them closely and we will continue our conversation tonight. Remember, they are only major ones!

Aziza: Sure. Have a good day.

Camilla: Thank you. See you.

## **TEXT B**

### **TOURISM EMPLOYMENT**

#### **1) TRAVEL AGENT**

Travel Agents research, plan, and book trips for individuals and groups. Although people are starting to research and book their travel plans online, it's often easier to use a Travel Agent, as they have years of experience and knowledge. They are able to help with flight bookings, hotel selection, transfer arrangements, and holiday activities. If you're considering becoming a Travel Agent, you will need great organizational skills, attention to detail, and the ability to think on your feet.

#### **2) HOTEL MANAGER**

Hotel Managers oversee all aspects of running a hotel – from housekeeping and general maintenance to budget management and marketing of the hotel. If you're considering a career as a Hotel Manager, you will need excellent interpersonal skills, experience in the hospitality industry, and a number of years' experience in managing employees. You will be responsible for the daily running of the hotel, including recruiting, training and supervising staff; managing budgets; planning maintenance work; dealing with customers' complaints; overseeing reservations; promoting and marketing the hotel; and ensuring that the hotel complies with health and safety regulations.

#### **3) SPA MANAGER**

Spa Managers are responsible for the day-to-day running of health and/or beauty spas. They manage a spa's finances, employees, and services. Many of the tasks are business-related and can include recordkeeping, getting involved in promotional campaigns, maintaining stock inventories, and payroll management. Spa Managers typically create weekly work schedules, oversee general spa maintenance, train new employees, and arrange staff workshops on new treatments. Often, experience in spa management is essential when applying for a position.

#### **4) TOUR OPERATOR**

A Tour Operator typically combines tour and travel components to create holiday packages. He or she will deal with various service providers, including bus operators, airlines and hoteliers. Tour Operators prepare itineraries for various destinations and will often monitor trends in popular destinations in order to put together attractive holiday packages for clients. Tour Operators mainly deal with Travel Agents, while Travel Agents deal with the public. Tour Operators will often visit destinations to check whether they should include them in their packages. If you enjoy travelling, this might be the job for you.

#### **5) EVENT & CONFERENCE ORGANISER**

Organizing any event or conference is time consuming, so an Event and Conference Organizer will help with the finer details of planning an event. The role is hands-on and often involves working as part of a bigger team. Event and Conference Organizers co-ordinate every detail of meetings and conferences, from the speakers and meeting, locations to the printed materials and audio-visual equipment. If you're interested in becoming an Event and Conference Organizer, you will need to be able to think on your feet, pay attention to detail, deal with clients and suppliers, and work under tight deadlines. You will also have to be willing to work long hours in order to ensure the success of an event.

#### **6) TOUR GUIDE**

Tour Guides work in the travel industry, and give guided tours to groups of visitors/tourists. Tour Guides must have expert knowledge of specific areas, including natural features, historic sites, museums, and other tourist destinations. Guides may give walking tours, bus tours, or even boat tours. If you decide to become a Tour Guide, you will probably get most of your experience on the job. You will need excellent communication skills – and speaking more than one language will definitely benefit you.



## **7) EXECUTIVE CHEF**

If you hear “Executive Chef”, you might think of the local celebrity chef Reuben Riffel, or the renowned UK-based chef Gordon Ramsay. The Executive Chef is in charge of a restaurant’s kitchen, and is responsible for managing the kitchen staff, planning the menu, sourcing the freshest ingredients, and making sure that food hygiene is maintained throughout the restaurant. An Executive Chef must be able to spot problems and resolve them quickly and efficiently. If you’re passionate about cooking for a crowd and think you might have what it takes, this might be the perfect career for you.

## **8) SOMMELIER**

In short, a Wine Sommelier is an expert in wines. A Wine Sommelier is passionate about wine. He or she is a highly trained and knowledgeable wine professional, specializing in all aspects of wine service. Five-star restaurants will often employ a Sommelier to develop their wine list and to help customers find a wine within their budget that suits their tastes and complements their food. As a Sommelier, your day might not start until 14:00, when you review your inventory, meet with suppliers, and arrange to taste wines. Before the restaurant opens for dinner, you go over the wine list with your staff. Then you work the floor, seeing to customer’s needs. Your day might not end until 01:00 or 02:00 in the morning.

## **9) PR MANAGER**

A PR Manager manages a brand’s reputation, and will plan, develop, and implement specific strategies to build and maintain the overall brand and reputation. Often, the PR Manger will also act as the company’s spokesperson. In the Tourism and Hospitality environment, a PR Manager might work for a hotel chain, a cruise company, or a game reserve. The job will involve writing and syndicating positive press releases about the brand, arranging events at the hotel (including press conferences, exhibitions, open days, and tours) and connecting with relevant influencers in the industry. PR Managers will also have

to deal with potential crisis situations. If you're interested in becoming a PR Manager, you will have to have excellent communication and problem-solving skills.

### 10) LEISURE ACTIVITY COORDINATOR

Leisure Activity Coordinators usually work for resorts and hotel chains. They're the people on the ground that makes sure that any planned activities run smoothly. They're also responsible for every aspect of the day-to-day management of a leisure center, organizing health and fitness programmes, promoting and marketing the business, and interacting with guests. To become a Leisure Activity Coordinator, you will need excellent interpersonal skills, as you will spend most of your time interacting with guests.

#### Lexical Exercises

##### I. Match the words with the correct definitions

1	flight bookings	a	an arrangement to reserve a certain ticket, accommodation or a place in advance.
2	interpersonal skills	b	traits you rely on when you interact and communicate with others
3	recruitment	c	the process of actively seeking out, finding and hiring candidates for a specific position or job
4	schedule	d	a plan for carrying out a process or procedure, giving lists of intended events and times
5	promotional campaign	e	the use of various advertising tools to promote a product or group of products or services.
6	celebrity	f	a famous person, especially in entertainment or sport
7	passionate	g	having, showing, or caused by strong feelings or beliefs.
8	syndicate	h	a group of individuals or organizations combined to promote a common interest.
9	smoothly	I	without problems or difficulties

**II. Choose a correct answer:** travel agent, hotel manager, tour operator, tour guide, sommelier, leisure activity coordinator

... a person engaged in selling and arranging transportation, accommodations, tours, or trips for travelers.

... is responsible for managing employees and for planning, marketing, coordinating and administering services such as catering and accommodation facilities.

... a travel agent specializing in package holidays.

... a person employed to show tourists around places of interest.

... a wine waiter.

... develops and plans activities, outings and events

**III. Read the following job advertisements:**

1. Needed: Full time secretary position available. Applicants should have at least 2 years' experience and be able to type 60 words a minute. No computer skills required. Apply in person at United Business Ltd., 17 Browning Street, Leeds

2. Are you looking for a part time job? We require 3 part time shop assistants to work during the evening. No experience required, applicants should be between 18 and 26. Call 366 - 76564 for more information.

3. Computer trained secretaries: Do you have experience working with computers? Would you like a full time position working in an exciting new company? If your answer is yes, give us a call at 457-896754

4. Teacher Needed: Hania's Playschool needs 2 teacher/trainers to help with classes from 9 a.m. to 3 p.m. Applicants should have appropriate licenses. For more information visit Hania's Playschool in Leicester Square

5. Part Time work available: We are looking for retired adults who would like to work part time at the weekend. Responsibilities include answering the telephone and giving customer's information. For more information contact us by calling 345-674132

6. University positions open: The University of Bristol is looking for 4 teaching assistants to help with homework correction. Applicants should have a degree in one of the following: Political Science, Religion, Economics or History. Please contact the University of Bristol for more information

**Which position is best for these people? Choose ONLY ONE position for each person:**

A) Jane McInnery. Jane recently retired and is looking for a part time position. She would like to work with people and enjoys public relation work.

The best job for Jane is:

B) Mark Cohen. Mark graduated from the University of Bristol with a degree in Economics two years ago. He would like an academic position.

The best job for Mark is:

C) Kasia Page. Kasia is 21 years old and would like a part time position to help her pay her university expenses. She can only work in the evening.

The best job for Kasia is:

D) Alice Plant. Alice was trained as a secretary and has 6 years of experience. She is an excellent typist but does not know how to use a computer. She is looking for a full time position.

The best job for Alice is:

E) Julian Smith. Julian went to business school and studied computer and secretarial skills. He is looking for his first job and would like a full time position.

The best job for Julian is:

F) Vincent Fish. Vincent loves working with children and has an education licence from the city of Birmingham. He would like to work with young children.

The best job for Vincent is:

## Speaking

I. Imagine that you are at job interview. Answer the following questions:



What degrees do you have?

How much experience do you have?

Where have you worked?

Why did you choose this employment?

How much would you like to earn?

Have you ever worked in this field?

Where would you like to work? Why?

Why do you find your job interesting?

II. Cut out the cards and play a game with your students. You can play it in groups or pairs. Place the cards in a pile face down. One student at a time picks a card, and describes the job given. He/ She can't use any of the words from the card. The student, who guesses correctly, is awarded points.

## ENGLISH UNDER THE HOOD



## **What's the difference between the Present Simple / Present Continuous and how to use them.**

We use the present simple tense when we want to talk about fixed habits or routines – things that don't change.

We use the present continuous to talk about actions which are happening at the present moment, but will soon finish.

Compare these two statements:

- (present simple) I play tennis.
- (present continuous/ progressive) I am playing tennis.

(present simple) 'I play tennis' tells us that playing tennis is something the speaker always does. It is part of a routine or habit. We can call this a permanent situation.

(present continuous/ progressive) 'I am playing tennis' tells us that the speaker is playing tennis right now. Soon the game will be over. We call this a temporary situation.

### **With the present simple we say:**

I play tennis  
You play tennis  
We play tennis  
They play tennis  
He/she/ it plays tennis.

### **With the present continuous we say:**

I am playing tennis  
You are playing tennis  
We are playing tennis  
He/she/it is playing tennis

### **Frequency Adverbs we use with the Present Simple**

With the present simple we use these frequency adverbs:

(Notice that the adverb comes before the main verb in the sentence.)

**Always:** *'I always read before I go to bed.'*

**Often:** *'Her sister often comes shopping with us.'*

**Frequently:** *'Michael frequently visits his family.'*

**Sometimes:** *'You sometimes go to the gym, don't you?'*

**Occasionally:** *'It occasionally rains in summer.'*

**Seldom:** *'They seldom ask for help.'*

**Rarely:** *'He rarely goes out without his backpack.'*

**Hardly ever:** *'I hardly ever eat pizza.'*

**Never:** *'Japanese people never wear shoes inside.'*

### **Time Expressions we use with the Present Continuous**

With the present continuous we use these time expressions:

(Notice that the time expression can come at the start or at the end of the sentence.)

**At the moment:** *'I'm watching TV, at the moment.'*

**These days:** *'Paul's living in Cardiff, these days.'*

**Now:** *'What are you doing, now?'*

**Nowadays:** *'I think you are smoking too much, nowadays.'*

### **I. Complete the recommendations with a job from the box and underline the verbs used in Present Simple**

A: Support worker B: Trainee hairdresser C: Wowie Magazine writer D: Model E: Coffee Beans café worker

#### Recommended job

1. Nina is studying English and has her own blog. She is a very sociable person, and is interested in music and fashion.  
.....

2. Doniyor has just finished school and is looking for a full-time job. He is sociable, likes working with his hands and cares about his appearance. ....

3. Dewei enjoys helping people. He wants to make a difference to other people's lives. He is looking for opportunities to learn new things that will help him in his career. ....

4. Sarah is a student and she is looking for flexible, part-time work. She doesn't want to work in a restaurant or shop. She is tall, beautiful and has her own unique look. ....

5. Sam is friendly and sociable. He has experience working in a restaurant and wants a job with more responsibility. He is studying part-time so he needs flexible working hours. ....

## II. Choose: Present Simple or Present Continuous:

1) (Play) I \_\_\_\_\_ golf every weekend. 2) (Play) The children \_\_\_\_\_ outside at the moment. 3) (Work) Haruka \_\_\_\_\_ today. 4) (Work) You can't borrow my lawnmower because it doesn't \_\_\_\_\_. 5) (Make) Smells good! What are you \_\_\_\_\_? 6) (Make) My husband never \_\_\_\_\_ me breakfast. 7) (Live) Pauline is \_\_\_\_\_ in Hong Kong. 8) (Live) Do you still \_\_\_\_\_ with your parents?

## III. Choose the best, most natural-sounding response. Put ticks to the correct answer:

1. PERSON 1: What do you normally do on Saturday? PERSON 2: Normally I \_\_\_\_\_ on Saturday.

- am relaxing
- relax

2. PERSON 1: What are you doing on Saturday? PERSON 2: \_\_\_\_\_ to the movies.

- I'm going
- I go

3. \_\_\_\_\_ outside?

- Does it snow



- Is it snowing

4. \_\_\_\_\_ to talk to me?

- Are you wanting
- Do you want

5. Why don't you believe me? I \_\_\_\_\_ you the truth!

- am telling
- tell

6. I \_\_\_\_\_ to the park by myself.

- am never going
- never go

7. I \_\_\_\_\_ three brothers.

- have
- am having

8. PERSON 1: What are you doing? PERSON 2: \_\_\_\_\_ my mother.

- I'm calling
- I call

9. Don't go there until \_\_\_\_\_ you.

- I'm calling
- I call

10. Next weekend, \_\_\_\_\_ to the beach.

- we go
- we're going

### **PHRASAL VERBS WITH PICK**

**Pick up.** a) To take something up off of a surface.

Pick your coat up off the floor.

b) To meet and collect a person from a specific location.

Who's going to pick Henry up at the airport?

c) To buy something

Jordan picked up some milk on the way home.

\*Note that to pick up a person can also mean to meet someone, usually at a public place such as a bar or night club, and to become sexually involved with him or her after spending only a short time together.

**Pick out.** a) To select, to choose.

Melissa picked out a shirt and brought it to the dressing room.

b) To separate from.

If you break a wine glass, make sure you pick all of the glass out of the carpet.

**Pick over.** To take the best of something and leave what is not so good. The shirts have been on sale so long that they've really been picked over.

**Pick on.** To tease.

My sisters and brothers always picked on me because I was the youngest.

**Pick from.**

To choose from a group of something. Mrs. Stefanson picked a new assistant from the group of applicants for the job.

**Pick at.** a) To take only very small amounts of food.

Jessica ate almost everything on her plate, but she only picked at her peas.

b) To scratch or irritate something, such as a cut or scrape.

Don't pick at that cut! Let it heal.

**Pick up on.** To understand something, especially something that isn't intended to be understood.

They spoke in Spanish in front of Dorothy, so she didn't pick up on what they were talking about.

\*Note that pick up, pick out, pick from, and pick over is separable. This means the two words can be separated and a pronoun or noun can be inserted between them. Billy picked out the raisins or Billy picked them/the raisins out, but not Billy picked out them. Pick on, pick at,



**I. Match the vocabulary with the correct definition and write a–h next to the numbers 1–8.**

1.	an insight	a)	connected with taking care of the health of animals
2.	hands-on	b)	a clear, deep understanding of a difficult problem or situation
3.	a sanctuary	c)	extremely useful
4.	expertise	d)	to make stronger
5.	veterinary	e)	practical, that involves doing rather than just reading or learning about something
6.	to reinforce	f)	not shared with anyone else
7.	sole	g)	high level of knowledge or skill
8.	invaluable	h)	safe place where animals can be protected

**II. Work with a partner. Discuss the questions below about cover letter**

- What do you know about Cover letter?
- What do employer see first CV or Cover letter?
- Have you ever write any Cover letters?
- Is formal or informal style used in Cover letters?

A **cover letter** serves as an introduction to your résumé and **is** written with a specific job in mind. The main role of a **cover letter is** to introduce yourself to the employer and encourage them to read your résumé. It also aims to show them that you are the right person for their business

**II. Structure of Cover letter:**

- Contact details
- The Hiring manager/ department information
- Opening Paragraph
- The body

- Closing paragraph
- Formal Salutation

### **Remember**

• When you're applying for a job, a cover letter lets you show a personal side and demonstrate why hiring you is a smart decision. Cover letters should be around three paragraphs long and include specific examples from your past experience that make you qualified for the position.

• A cover letter is a one-page document that you submit as part of your job application (alongside your CV or Resume).

• Its purpose is to introduce you and briefly summarize your professional background. On average, your cover letter should be from 250 to 400 words long.

• A **good cover letter** can spark the HR manager's interest and get them to read your resume.

• A **bad cover letter**, on the other hand, might mean that your application is going directly to the paper shredder. So, to make sure this doesn't happen, it's essential to know how to write a convincing cover letter


1. Write your own cover letter and check with the sample


**John Doe**  
Project Manager

To:

Doris Johnson  
Human Resources Manager  
Optimal Workplace Inc. 321  
Employment Avenue.  
Sydney, Australia  
*5 June, 2019*

john.doe@gmail.com 

416-821-9879 

Sydney, Australia 

linkedin.com/in/john.doe 

john.doe 

Dear Ms. Johnson,

As a highly skilled project manager with 11 years of experience, I am writing to express my interest in the project manager position at your company. My experience aligns well, as I have worked in project management for several years with a prominent retailer, and I know I would make a valuable addition to your team.

After working for over a decade in project management, I have advanced knowledge in developing scopes, keeping projects moving, submitting deliverables on time, and ensuring a seamless experience for all parties involved. Moreover, while my previous position afforded me a well-rounded skillset, including excellent relationship building and time management skills, I excel at:

- Outlining project scopes, managing timelines, and deadlines.
- Tracking and reporting on overall progress.
- Managing daily operations and implementation of new programs.
- Forecasting project revenue and ensuring all goals are met.

In addition to my experience and relationship-building experience, I have a solid educational foundation and a passion for furthering projects that build loyalty and, in turn, grow revenue for your organization. I would much appreciate the opportunity to contribute to your ongoing growth and continued success.

Please review my attached application for additional details regarding my expertise and achievements. Do not hesitate to reach out if you have any questions or need further clarification on my experience. I would love to meet with you and discuss this position in detail.

Thank you for your consideration.

Sincerely,  
John Doe

 novoresume.com

## **WHY DO THEY DO THAT?**

### **Greetings and Small Talk**

Have you ever heard a complete stranger say hello to you as you pass him or her on the street? Don't worry. That's not unusual. Americans often greet people they don't even know. They may talk to strangers while waiting in line, or comment on the weather when standing in an elevator, or even strike up a conversation while sitting next to someone at a public event. It's true that this kind of behavior may seem too casual—or even just plain strange—to others, but many Americans consider it friendly. Of course, these little pieces of "small talk" aren't meant to discuss anything very serious or personal or make new friendships. Small talk is polite conversation about unimportant things that people make at social occasions, which usually happens in a line, parties and other places, where people speak about unimportant or uncontroversial matters, especially as engaged in on social occasions. When they end, the participants go their separate ways and rarely commit to any kind of social involvement. This is normal for Americans, who often have a lot of acquaintances—at work, in their neighborhoods, at stores and restaurants, at the gym. But Americans also make an important distinction between casual acquaintances and close friends.

## Lesson 2

### Destinations



According to the World Tourism Organization (WTO), a destination is a unique place where a visitor spends at least one night and exhibit tourism products such as attractions, support services, and tourism resources complete with defined management, physical and administrative boundaries, and a well-known image.

#### Text A

#### Types of tourism

Camilla is sitting and reading the newspaper, when her mobile phone rings. It is her friend Aziza, whose son wants to work in the tourism sphere.

Camilla: Hi Aziza. How are you? How is your son doing?

Aziza: Hi Camilla. I am fine, as my son is and you? I have several questions about tourism; do you have time to answer them? I know you as a good specialist in the sphere

Camilla: Thank you for warm words. Sure

Aziza: Can you tell me about types of tourism?

Camilla: There are three types of tourism: domestic, inbound and outbound tourism. Domestic Tourism – Taking Holidays and Trips in your own country. An example of domestic tourism for Uzbekistan residents would be, a family from Tashkent taking a short break to the seaside resort of Charvak. Inbound Tourism – Visitors from overseas coming into the country. Generally, when we use the term inbound



tourism in Uzbekistan we are referring to the people from different countries travelling to Uzbekistan e.g. a tourist coming from the USA to Uzbekistan. Outbound Tourism –Travelling to a different country for a visit or a holiday. Generally, when we use the term outbound tourism in Uzbekistan we are referring to the UK residents travelling out of the UK. For example, you are an outbound tourist from Uzbekistan if you go to Turkey on holiday.

Aziza: Oh, I see. It is very interesting and informative. That's why my son always speaks about tourism and traveling.

Camilla: You are totally right, it is very interesting and profitable sphere, as it brings foreign currency to the state budget. I will send you more information via Internet, if you want.

Aziza: Certainly, do please. Thank you. See you

Camilla: With pleasure. Bye

## **Text B**

### **Valley View Camping Ground**

Many seasoned tourists find they don't like staying in hotels, and that they prefer to avoid large cities. Does this description fit you? If the answer is yes, The Mountain View Camping Ground is for you. Our camping grounds overlook the spectacular Hampson Valley. We rent tents, bungalows, and roulettes. If DIY yourself is your style brings your own tents or roulettes. All guests enjoy access to cooking facilities, bathrooms with bathing facilities, and a playground for the children.

Our panoramic setting offers a wide variety of recreation activities as well as inspiring views of the mountains. Chisom, a quaint summer-resort village, is just 10 minutes by car. Take advantage of the many entertainments, shopping and relaxation opportunities including fitness centers, laundry/valet services, solariums and much more. Have lunch in one of the many restaurants and savor the tasty local cuisine.

Mountain View Camping Ground offers fun, relaxation and opportunities for all types of outdoor activities. Call us today to find out how we can make your next holiday perfect.

**I. Match the words with the correct definitions**

1	Bathing facilities	a	a place to take a shower or a bath and wash
2	Bungalow	b	a small, detached type of accommodation
3	Camping grounds	c	an area where people can use their tents, roulettes, etc. to camp
4	Cuisine	d	style of cooking
5	DIY	e	do it yourself
6	Fitness centers	f	a place to get in shape
7	Laundry/Valet	g	a shop which will clean your clothes
8	Playground	h	a place where children can play
9	Quaint	i	charming
10	Seasoned tourist	j	a tourist who has traveled a lot

**II. Comprehension Quiz**

1. What type of tourist is described at the beginning of the reading?

- A first-time tourist
- An old tourist
- A tourist who has traveled a lot

2. The camping grounds overlook:

- A tall mountain
- An area between mountains
- A city center

3. What type of accommodation can you not bring with you?

- A roulette

- A tent
  - A bungalow
4. Who cooks dinner?
- The guests
  - The chef at the camping ground restaurant
  - Doesn't say
5. What does Valley View offer besides the inspiring views?
- Laundry/valet services
  - A fitness center
  - Recreation activities
6. Where can tourists try the local cuisine?
- At Valley View Camping Ground
  - In Chisom
  - In a bungalow

**III. Choose the correct answer:** recreation, roulette, tasty, tent, to avoid, to fit someone, to over, to look, to savor

....free time activity

.....a camper

....very good food

....a portable enclosure made of cloth in which people can sleep

....to try to not do something

....to be appropriate for someone

....to have a view of

.....to enjoy greatly

#### **IV. Write definitions to the following types of travel:**

There are many types of travel motivations (reason why people travel) but for statistical purposes they are categorized according to their purpose of travel:

1. Leisure Travel;
2. Business Travel;
3. Visiting Friends and Relatives (VFR)

#### **Speaking**

### **I. Answer the following questions:**

1. Do you like travelling?
2. Whom do you often spend the holiday with?
3. Have you done much travelling?
4. What kind of places have you visited in your life?
5. When you visit new places, what do you like to do?
6. Do you prefer travelling alone or in a group?
7. Do you often travel abroad?
8. In which seasons do you prefer to travel?
9. What is the best season to travel in your country?
10. Would you say your country is a good place for travellers to visit?

### **II. Describe a tourist attraction you once visited**

You should say

- When you visited it
- Where is it situated
- Whom you went with
- and say what about it you like the most

### **ENGLISH UNDER THE HOOD**

Past Simple or Present Perfect

We use Past Simple whenever we want to talk about the past and we don't have any special situation that means we should use the past perfect, present perfect or past continuous, while we use Present Perfect Tense for unfinished and finished actions

## PAST SIMPLE & PRESENT PERFECT

PAST SIMPLE	PRESENT PERFECT
S + V-ed	S + have/has + V-ed
Express finished time E.g. We lived in Japan from 1995 to 1998.	Describe unfinished time E.g. I've worked as a teacher since 2011.
Refer to definite time E.g. I saw the Eiffel Tower in 2007.	Refer to indefinite time E.g. I have seen the Eiffel Tower.
Indicate series of finished actions E.g. First he read the book, and then he watched the movie.	Express experience or result E.g. She has already watched this movie 3 times.

### Remember:

1. We use the past simple for past events or actions which have no connection to the present.
2. We use the present perfect for actions which started in the past and are still happening now OR for finished actions which have a connection to the present.
3. We CAN'T use the present perfect with a finished time word:
  - o NOT: I've been to the museum yesterday.

### Definite time in the past

We use the past simple to refer to definite time in the past (when we specify the time or how long) and usually with past time expressions such as yesterday, two weeks ago, last year, in 1995:

We met in January 1975. We went to America together in 1978.

Not: We have met in January 1975. We have gone to America together in 1978.

### Time up to now

We use the present perfect to talk about time up to now, that is, events that took place in the past but which connect with the present. The present perfect is often used with time expressions which indicate time up to now, for example today, this year, in the last six months:

I haven't seen her since January 1995.

Not: I didn't see her since January 1995.

**Compare:**

I haven't seen her for over 20 years.

The last time I saw her was over 20 years ago.                      and

I didn't see her for over 20 years and then I bumped into her last week.

I saw her last week but the last time I saw her before last week was over 20 years ago.

**I. Use the words in brackets to put each of the following into either the past simple or present perfect:**

1. Jim: How many times (you/try) \_\_\_\_\_ to pass your driving test? Michael: Three times so far.
2. When (you/go) \_\_\_\_\_ to Rome?
3. You look different. (you/have) \_\_\_\_\_ a haircut?
4. I (not/see) \_\_\_\_\_ David at all this week. I don't even know where he is.
5. Jim: (you/speak) \_\_\_\_\_ to Peter yet? Michael: No, not yet.
6. When (you/start) \_\_\_\_\_ your job?
7. I (move) \_\_\_\_\_ house three times in the last five years.
8. My sister (be) \_\_\_\_\_ to New York three times and she's going again next month.
9. The US President (be) \_\_\_\_\_ in our country last year.
10. The US President (visit) \_\_\_\_\_ our country three times in the last two years.

**II. Make up small situations using the following events:**

- Man has walked on the Moon.
- I have improved my English speaking skills.
- Doctors have cured many deadly diseases.
- Scientists have split the atom.

**Speaking**

Divide students into two groups A asks B the question Have you ever.....? (1st table); B answers either No, I have never..... (elicit using this structure for the negative answer), or the answers is "Yes", then A keeps asking for some details using Wh- words (2nd table) and

past simple questions. Make As ask more than 1 question. The groups switch every round.

**Table 1**

be in hospital	visit a Scandinavian country
be seasick	be to the USA
be to a circus	have your name in a newspaper
stay up the whole night	eat goat's cheese
have a penfriend	act in a play
sing in a musical	speak to someone from Wales or Scotland
sing karaoke	dream about something that actually happened later
fail a test or an exam	save somebody's life
meet a famous person	be terrified by a book or film
win money in a competition	try to smuggle something through Customs after a holiday
make a speech in public	break someone's bone

**Table 2**

What	Where
When	Who
Why	Which
How	Whose
Whom	What kind
What time	How many
How much	How long
How often	How far
How old	How come

## **PHRASAL VERBS WITH TURN**

**Turn around.** To go back in the opposite direction.

Turn around! We just passed the theater.

**Turn down.** a) To lower the power of something, such as lights or volume.

Turn down the TV! It's too loud.

b) To enter a road, especially a secondary road thought of as leading to a lower place.

You need to turn down this road and continue to the bottom of the hill.

c) To refuse.

It was a great job offer, but I had to turn it down because it was too much work.

**Turn in.** a) To leave a street or highway and enter a driveway, parking lot, etc.

I think you can turn in here, where the sign says PARK.

b) To go to bed.

Lawrence usually turns in around 70.00 P.M. because he wakes up so early.

c) To give an assignment or paperwork to a boss or a teacher; to submit. Bethany turned in her paper just as the professor was leaving.

d) To report someone to the police.

When Robert heard about his brother's crimes, he turned him in.

**Turn into.** To become (used with nouns)

Jason got a promotion and turned into a real jerk!

**Turn off.** a) To stop an electronic device.

Turn off the TV, because I can't sleep with it on.

b) To exit a road or freeway. I think you should turn off at the next exit.

c) To be unappealing. This music is horrible! It really turns me off.

**Turn on.** a) To start an electronic device.



Our show is on in two minutes, so turn on the TV.

b) To drive onto a street, highway, or freeway.

Why don't we turn on this road and just see where it goes?

c) To be appealing or exciting. (Also used to mean "sexually stimulating.")

Dancing really turns me on and puts me in a great mood.

**Turn out.** To come to a party, event, etc.

Wow! So many people turned out for your party!

**Turn over.** To reverse the position of something from right-side up to upside down.

Can you turn over my pancake before it burns?

**Turn up.** a) To appear somewhere, to be found.

Don't worry, your earring's not gone forever; it'll turn up.

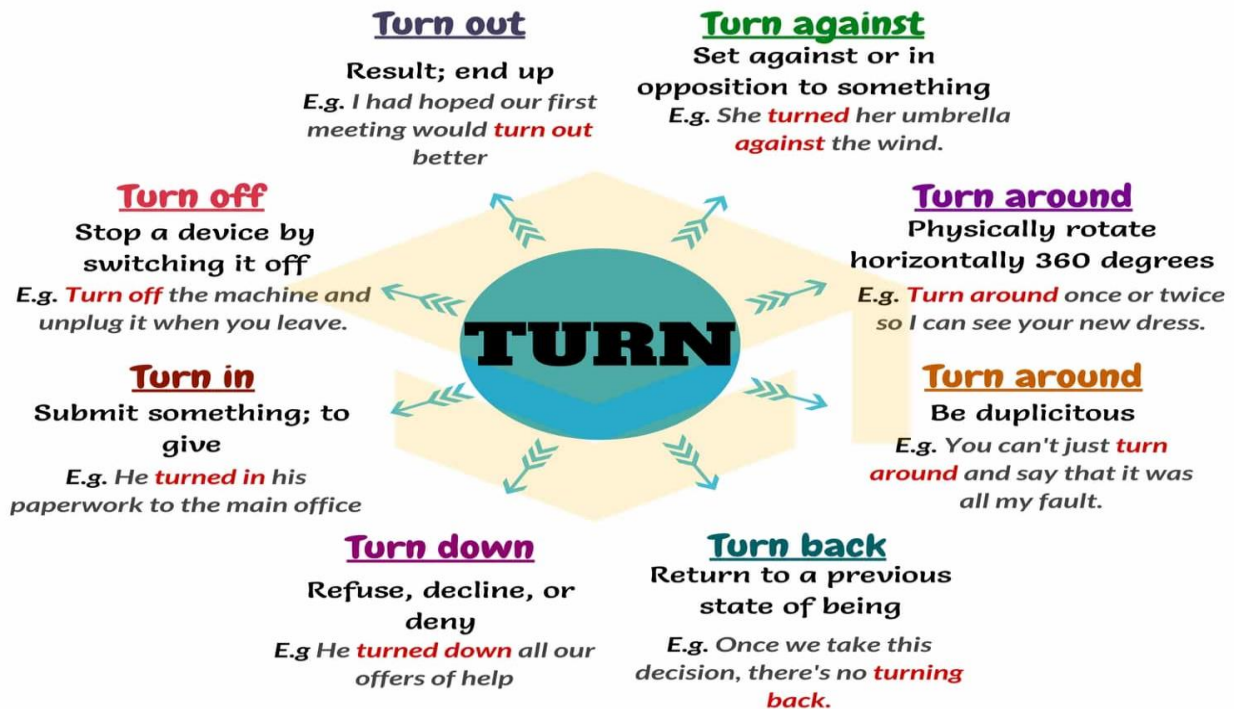
b) To increase the power of something, such as lights or volume.

Turn up the lights a bit. It's so dark in here I can't read.

c) To enter a road, especially a secondary road thought of as leading to a higher place.

Maybe if we turn up this road we'll be able to get to the top of the hill.

# PHRASAL VERBS WITH "TURN"



Choose the correct preposition to complete each of the following sentences:

1. I'm sure your wallet will turn \_\_\_\_\_ (= will be found, will appear) somewhere.

- a) up
- b) on
- c) in

2. I'm going to turn \_\_\_\_\_. (= I'm going to bed.)

- a) on
- b) in
- c) up

3. Turn \_\_\_\_\_ (= increase the volume on) the radio. I can't hear what's playing.

- a) on
- b) down
- c) up

4. The woman in that movie turned \_\_\_\_\_ (= became) a monster.

- a) into
- b) in
- c) up to

5. It turns \_\_\_\_\_ (= appears) he was telling the truth.

- a) up
- b) down
- c) out

6. Turn \_\_\_\_\_ (= start) the air conditioner.

- a) off
- b) on
- c) up

7. I'm sorry, but I'm going to have to turn \_\_\_\_\_ (= reject) your offer.

- a) down
- b) off
- c) out

8. I don't know why she turned \_\_\_\_\_ me (= attacked me unexpectedly), especially since we had been friends for so long.

- a) off
- b) on
- c) in on

9. That plant turns \_\_\_\_\_ (= produces) 100,000 cars per year.

- a) in
- b) out
- c) off

10. All students have to turn \_\_\_\_\_ (= hand in) their reports by Friday.

- a) out
- b) up
- c) in

## **Writing**





### **I. Answer the following questions to share more information about yourself:**

1. What three words best describe you?
2. What is your idea of perfect happiness?
3. What possession is the most important for you?
4. What is your greatest achievement?
5. What do you like most/least about your life style?
6. What are your favorite sound, smell and taste?
7. What do you always carry with you?
8. Who would be your perfect dinner date?
9. What is your favorite month and why?
10. If you could change one thing about the past, what would it be?

A resume is a brief summary of personal and professional experiences, skills, and education history. Its main purpose is to show off your best self to potential employers. When applying for a job, you're (in most cases) going to be asked for a resume accompanied by a cover letter.

## II. Write your own resume using above given information

**ANGELA WILKINSON**  
ADMINISTRATIVE ASSISTANT

 youremail@gmail.com  
 895 555 555  
 4397 Aaron Smith Drive Harrisburg, PA  
 linkedin.com/in/yourprofile

**SKILLS**

Problem Solving  
Adaptability  
Collaboration  
Strong Work Ethic  
Time Management  
Critical Thinking  
Handling Pressure

**EDUCATION**

**DEGREE NAME / MAJOR**  
University, Location  
2007 - 2013  
**DEGREE NAME / MAJOR**  
University, Location  
2006 - 2011  
**CERTIFICATION #1**  
University, Location

**AWARDS**

**AWARD RECEIVED**  
organization

### RESUME OBJECTIVE

Administrative Assistant with 6+ years of experience organizing presentations, preparing facility reports, and maintaining the utmost confidentiality. Possess a B.A. in History and expertise in Microsoft Excel. Looking to leverage my knowledge and experience into a role as Project Manager.

### EXPERIENCE

#### ADMINISTRATIVE ASSISTANT

*Redford & Sons, Boston, MA / September 2016 - Present*

- Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers
- Trained 2 administrative assistants during a period of company expansion to ensure attention to detail and adherence to company policy
- Developed new filing and organizational practices, saving the company \$3,000 per year in contracted labor expenses
- Maintain utmost discretion when dealing with sensitive topics

#### SECRETARY

*Bright Spot LTD, Boston, MA / June 2013 - August 2016*

- Type documents such as correspondence, drafts, memos, and emails, and prepared 3 reports weekly for management
- Opened, sorted, and distributed incoming messages and correspondence
- Purchased and maintained office supply inventories, and always careful to adhere to budgeting practices
- Greeted visitors and determined to whom and when they could speak with specific individuals

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- Greeted visitors and determined to whom and when they could speak with specific individuals

### Why they do that?

#### Americans on the move

You have probably noticed that Americans tend to move around a great deal during their lives. This begins young, often right after high school, with the first separation from a person's family. It is a tradition for young people to move away from their hometowns to go to college, often going to a college or university on the other side of the country. But even if they decide not to continue their education, young Americans usually get a job and move out of their parents' home after high school graduation. This fast separation and movement is in keeping with the independence and individuality that the American culture fosters. It's also a matter of job opportunity. Americans will often go wherever their jobs take them. This may include moving far away from extended family and friends, and could mean making

several different moves from city to city or state to state. It's also common for Americans to live rather far from where they work, commuting hours by car or train to their jobs. All of this is in keeping with a tendency toward movement that many Americans demonstrate.

### **Lesson 3**

#### **Hotel facilities**



**What facilities would you expect a very expensive hotel to provide for its guests? Make a list and compare your ideas with a partner.**

#### **Text A**

#### **Hotel facilities**

Camilla decides to visit her friend Aziza, as she has heard that a new modern hotel is opening in the city, as Aziza's son is interested in tourism sphere, maybe he will find a prospective job there. So she is in her flat now.

Aziza: Hi dear. What a wonderful surprise. Glad to see you here.

Camilla: Hi Aziza. I have heard that a new hotel is opening here in our city. Maybe your son can find a good prospective job here.

Aziza: Hmm... a new hotel... in our city... I should say to him

Camilla: Yes a new big hotel with 5 stars. As you know hotels can be awarded 'Stars' if their facilities match the Tourist Boards

specifications. The more stars, the higher the standards. There is also a 'Red Star' accolade awarded for excellent cuisine.

Aziza: Yes I have heard about it. People expect rooms with ensuite facilities. There is also a choice of single, double or family rooms to book. Hotels in large busy cities often have triple glazed windows to help reduce the noise of passing traffic. Am I right?

Camilla: Totally right. When you stay in a hotel, the facilities are reflected in the price of the accommodation. Many establishments have swimming pools, squash courts, health clubs, gymnasiums and indoor play areas for young family members. Some of these activities can be used by non-residents, providing they pay the subscription fee. There are hotels with golf courses in their grounds. Some have lakes that are offered to guests who wish to fish or take out a boat to fill their leisure time.

Aziza: And what about staff? Does it play any role in the development of hotel reputation?

Camilla: Sure. A good hotel with pleasant helpful staff contributes to making a holiday enjoyable and encourages return visits. Christmas cards are sent to regular guests from the hotel management. A varied choice of fresh food beautifully presented in a dining area with lovely views, all add to the holiday experience

Aziza: I will tell my son about it. Let's go to the kitchen and have a tea

Camilla: Ok. Good idea.

## **Text B**

### **Isfanbul Hotel**

Isfanbul Holiday Home & Suites offers exclusive services and benefits for the comfort of its guests. Among many facilities that the hotel has to offer, guests can directly access to the shopping mall and the theme & amusement park by car park hotel entrance elevators. A various choice of restaurants and cafés are available at the shopping

mall. The hotel's family-friendly and home-like accommodation concept also provide many advantages such as a supermarket, a pharmacy, a tobacco shop, a hair dresser and many more within a walking distance.

### **Breakfast**

The hotel restaurant with both indoor and outdoor seating offers an open-buffet breakfast and is directly accessible from guestroom corridors.

### **Room Service**

If the guests do not wish to dine in the restaurant, room service is an alternative. A menu is supplied in the room from which guests can order. When the food is ready, a member of staff will bring it to the room. If the guests have to leave early in the morning before the dining room is serving breakfast, an order can be placed the night before leaving and breakfast will be delivered to the room at the desired time. There is always a list of the restaurant opening times in the room.

### **Parking**

Isfanbul Holiday Home & Suites offers 24-hour indoor parking for its guests. The hotel is directly accessible from the indoor car park and guests can easily reach the shopping mall by using the elevators that are facing the car park hotel entrance. The indoor parking and valet services are free for accommodating hotel guests. Car washing service is also available with an additional cost.

### **Business Centre**

Isfanbul Holiday Home & Suites provides significant services for a flawless business-travel experience. The hotel's business centre is designated to meet all your business travel needs and available to assist you with all office services such as scanning and emailing documents, fax services, photocopying, printing and offices supplies.



### **Free Shuttle Service**

The accommodating hotel guests can benefit of free shuttle service provided by Isfanbul Shopping & Entertainment World based on availability.

### **Internet Access**

Isfanbul Holiday Home & Suites offers free Internet access. High-speed wireless Internet connection is complimentary both in the rooms and public areas.

### **Departure time**

Hotel asks their guests to vacate their rooms by 10 o'clock on the day of their departure. This is so the staff has enough time to clean the room, make up the bed and generally tidy the area, before the next occupants arrive. New visitors to a hotel do not usually have access to their room until after mid-day.

### **I. Choose the correct answer**

- 1) Why are hotels awarded stars?
  - A) They indicate the number of rooms in the building.
  - B) The stars are a way of knowing what facilities they offer.
  - C) They tell guests the hotel is open all year.
  - D) The stars indicate the size of the grounds.
- 2) Why do hotels in busy cities have double and triple glazed windows?
  - A) It helps to reduce noise levels.
  - B) To stop the sun shining in.
  - C) To keep the window cleaners busy.
  - D) They give a clearer view.
- 3) What facilities are offered to non-residents?
  - A) Only the bedrooms.
  - B) Non-residents are not welcome.
  - C) Only play areas for children.
  - D) The dining room, adjacent golf courses and the fitness areas.
- 4) What does room service mean?

A) Food and drink can be delivered to your room.

B) The guests have to leave.

C) An electrician comes to turn off the lights.

D) The room is ready for cleaning.

5) Are there any shuttle service in Isfanbul Holiday Home & Suites?

A) There is no this type of service in the hotel?

B) It is very expensive to use shuttle service in this hotel

C) It is free

D) It is only for special quests

6) Why are guests asked to vacate their rooms by 10 am on departure day?

A) To check nothing has been stolen.

B) So that the room can be cleaned ready for the next occupants.

C) So the room can be repainted.

D) To let the staff sit in it when they are tired.

**II. Identify the best description for each of the images (A-E) given above that correspond to the five questions in this quiz.**



1) Which description best describes picture A given above?

A) Bed and breakfast

- B) Concierge
  - C) Buffet
  - D) Bar
- 2) Which description best describes picture B given above?
- A) Frequently
  - B) Dictate
  - C) Housekeeping
  - D) Credit card
- 3) Which description best describes picture C given above?
- A) Fitness centre
  - B) Interest
  - C) Luggage
  - D) No vacancies
- 4) Which description best describes picture D given above?
- A) Reduce
  - B) Situate
  - C) Front desk
  - D) Reflect
- 5) Which description best describes picture E given above?
- A) Vacate
  - B) Lift
  - C) Room
  - D) Standard

## **Speaking**

### **I. Answer the following questions:**

1. Do you like staying in hotels?
2. Have you ever stayed in a hotel?
3. How often do you stay in hotels?
4. Are there many hotels in your city?
5. What are some famous beach hotels in your country?
6. What do you think about hotel food?
7. What activities do you usually do in a hotel?

8. What can you do in a hotel to have fun?
9. Do you ever worry for your belongings when you stay in a hotel?
10. What do you take into consideration when choosing a hotel?

## II. Role play.

Divide students into small group and ask them presentation to the following situations:

1. Imagine that you are hotel managers. Create ad. campaign to attract more visitors to your hotel.
2. Imagine you are top managers. Create business plan in order to improve hotel facilities

## III. Describe a hotel you have stayed in.

You should say:

where the hotel was

why you stayed at that particular hotel

give details of the hotel and the view from it

## ENGLISH UNDER THE HOOD

What's the difference? 'Will' and 'be going to'



Will + infinitive    Be going to + infinitive

A decision at the moment of speaking:

Julie: There's no milk.

John: Really? In that case, I'll go and get some.    A    decision

before the moment of speaking:

Julie: There's no milk.

John: I know. I'm going to go and get some when this TV programme finishes.

A prediction based on opinion:

I think the Conservatives will win the next election. A prediction based on something we can see (or hear) now:

The Conservatives are going to win the election. They already have most of the votes.

A future fact:

The sun will rise tomorrow.

For promises / requests / refusals / offers:

I'll help you tomorrow, if you like.

More examples:

(The phone rings)

Julie: I'll get it!

('I'm going to get it' is very strange, because it makes us think that Julie knew the phone was going to ring before it did).

I'm going to go on holiday next week.

('I'll go on holiday next week' makes it sound like you've only just decided at that minute. Of course, this is possible, but normally we plan our holidays more in advance!).

Other points about the future:

We use the present continuous tense for definite future arrangements. Often, it doesn't really matter if we choose 'be going to' or the present continuous. In the following example, there is really very little difference in meaning:

I'm going to the cinema tonight.

I'm going to go to the cinema tonight.

We use the present simple tense in two cases. First, we use it for a timetabled event in the future, like public transport or the start of a class:

My train leaves at six tonight.

His class starts at 9am tomorrow.

Second, we use it after certain words, when the sentence has a future meaning. These words are: before / after / as soon as / until / when:

I'll call you when I get home.

She's going to study after she finishes dinner.

Please drink some water as soon as you complete the race.

'Will' or 'be going to'?

**I. Put in 'will' or 'be going to':**

1. A: We don't have any bread.

B: I know. I \_\_\_\_\_ get some from the shop.

2. A: We don't have any bread.

B: Really? I \_\_\_\_\_ get some from the shop then.

3. A: Why do you need to borrow my suitcase?

B: I \_\_\_\_\_ visit my mother in Scotland next month.

4. A: I'm really cold.

B: I \_\_\_\_\_ turn the heating on.

5. A: Are you going to John's party tonight?

B: Yes. Are you going too? I \_\_\_\_\_ give you a lift.

6. A: What are your plans after you leave university?

B: I \_\_\_\_\_ work in a hospital in Africa. I leave on the 28th.

7. (The phone rings)

A: I \_\_\_\_\_ get it!

8. A: Are you ready to order?

B: I can't decide ... Okay, I \_\_\_\_\_ have the steak, please.

9. A: Are you busy tonight? Would you like to have coffee?

B: Sorry. I \_\_\_\_\_ go to the library. I've been planning to study all day.

10. A: Why are you carrying a hammer?

B: I \_\_\_\_\_ put up some pictures.

(<https://www.perfect-english-grammar.com/>)

## **PHRASAL VERBS WITH WORK**

**Work around.** To be flexible. To make adjustments to someone's schedule or needs.

Karen, don't worry about your kids. We can work around your schedule so that you'll be home when they leave school.

**Work at.** To put a lot of effort into something. To pay attention.

The only reason I speak French so well is that I work at it. It doesn't just come naturally.

**Work for.** a) To put effort into achieving something.

In the present day economy you really have to work for the job you want, because it doesn't just come to you.

b) To be employed by a person or company.

What company do you work for?

**Work in.** a) To fit into a schedule, especially a busy schedule.

Yes, Mr. Schmitz, it looks like we can work you in at 1:30 today for an appointment.

b) To blend into or add gradually, especially using your hands.

After you make the dough you have to work in the other ingredients until everything is blended.

c) To add or introduce, especially a topic in a conversation.

I wanted to talk about the money Dan owed me, but I couldn't work it into the conversation.

**Work on.**

To focus on something, to do something attentively. He just may be up all night working on this report.

**Work out.** a) To work to resolve a problem, especially in cooperation with someone else.

Ray and Jolene are seeing a marriage counselor to try to work out their marital problems

b) To exercise, especially at a gym or health club.

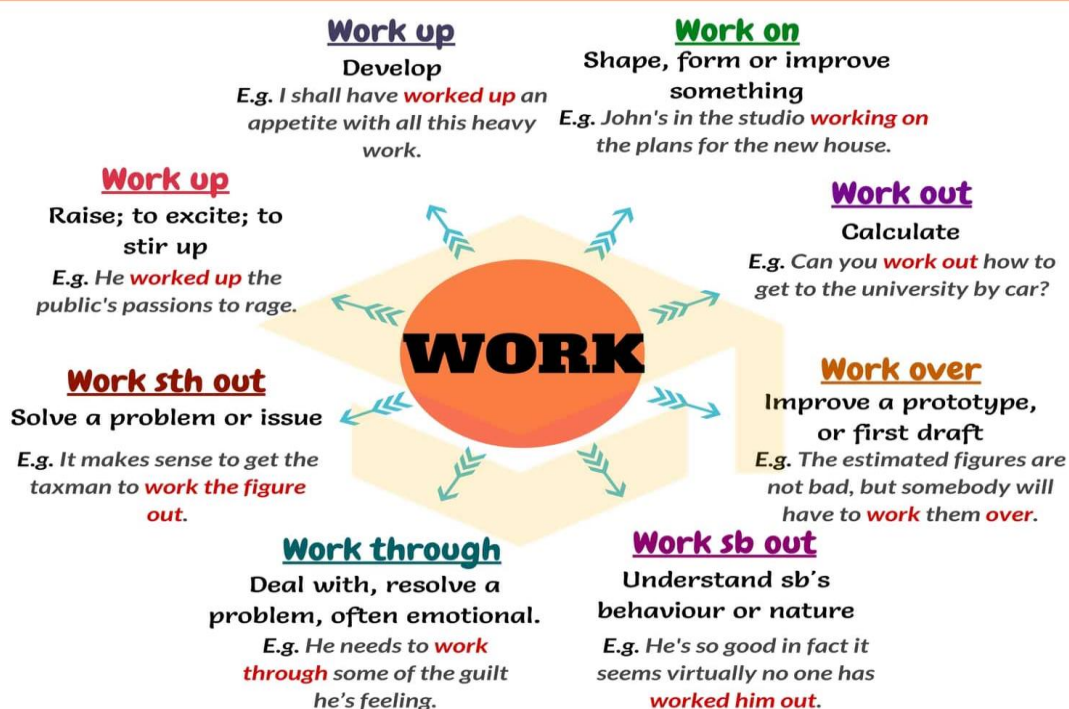
You need to work out at least a half hour a day to maintain good health. **Work toward.** To make an effort to accomplish a long-term goal.

Carl is working toward a degree in medicine so that he can become a doctor.

**Work up.** To work to gain energy or courage to do something

I didn't use to be able to do any push-ups, but I've worked up to thirty at a time.

## PHRASAL VERBS WITH "WORK"



### I. Choose the correct answer:

1. She gets very worked ..... and loses her temper easily if she doesn't win

- a) out
- b) up
- c) off

2. She doesn't like the idea, but if we work ..... her, she might change her mind

- a) out



b) off

c) on

3. The company's working all its employees ..... death

a) for

b) out

c) to

4. It took her three years to work ..... her debts after university,  
but now she doesn't owe anyone anything at all

a) in

b) off

c) out

5. After work we go to the gym and work .....

a) at

b) up

c) out

6. She spent a couple of hours working ..... the answers to the  
crossword puzzle

a) out

b) in

c) off

7. My daughter spent twenty minutes working ..... the answer to a  
maths question

a) in

b) out

c) off

8. She gets very stressed up and goes running in order to work .....  
all her negative energy

a) in

b) at

c) off

## **Writing**

Formal or informal letter

## Reasons why might you write a letter?

Formal letter	Informal letter
To complain	To communicate with friends or family
To offer your opinion or comments to an issue or event	To update friends or family with news about your life
To apply for a job	To thank someone

### Informal writing examples

Contractions

There`s something else I`ve got to tell you

Informal set phrases

Thank you for your letter

Informal greetings in letters

Dear Sam

Incomplete sentences

Great news about your brother

Phrasal verbs ‘go on’ instead of continue’

Informal connecting words

Well, I think that`s all I wanted to say

### Formal writing examples

No contractions

I do not think there is an excuse for the treatment I received

Formal set phrases

I look forward to hearing from you

Formal greetings

Dear Sir, Madam, Dear Mr./Mrs.

Complete sentences

We should consider redoing the shop window display

Use of passive voice

The local sport centers were opened in the last ten years

Formal connecting words

In addition to this, many people feel that the police are underfunded

### I. In each set of four, match a formal word on the left with an informal word on the right

1 inform

a) come to

6 further

e) want

2 assist

b) help

7 sufficient

f) soon

3 buy

c) tell

8 grateful

g) more

4 require      c) purchase      9 near future    h) happy  
5 attend      d) need            10 would like    i) enough

II. Write a formal letter to the hotel you are staying at during summer holiday with your friends. Ask about hotel facilities and travelling opportunities.

### **WHY DO THEY DO THAT?**

#### **Shaking Hands**

The handshake is very important in the American business world. When meeting with a customer or prospective client, business people will always hold out their hands for a handshake. This is often true in purely social situations as well — when two strangers are introduced through a mutual friend, for example. Americans read a lot into the quality of a handshake. If it is limp and weak, Americans may assume that the person is weak-willed, insecure, or indecisive. For this reason, it is important to make your handshake firm and strong, without being painful or aggressively firm, because this will also send the wrong message! When shaking hands, grasp the other's hand and firmly pump it up and down once or twice, and then let go. In situations where there is a closer relationship the handshake may last for several seconds longer. Some people even clasp the other person's forearm with their free hand. For a more tender touch, the hand of one's friend may be held by both hands and gently shaken.

## Lesson 4

### Tour operators



A **Tour Operator** is a person or **company** that thinks up ideas for holidays, researches the ideas, designs the holiday itinerary and content, contracts the services needed for the holiday, accommodation, transport, guides, tour leaders or resort reps etc. and then markets the resultant package.

**Ask your grandparents about their travelling they had when they were young. Compare tourism changes: now and past**

#### Text A

#### Differences in travelling

Camilla and Aziza are sitting and having tea in the café.

Aziza: I have a very interesting conversation with my son today and it made me think deeply and look back.

Camilla: You intrigued me. What did you speak about?

Aziza: Hmm... again tourism. He asked me about travelling I had when I was young and now. Differences... conveniences... complaints

Camilla: Yes, very interesting topic and I think there are a lot of differences in travelling of today and past. Just taking of example tour operators, which thinks up ideas for holidays, researches the ideas, designs the holiday itinerary and content, contracts the services needed for the holiday, accommodation, transport, guides, tour leaders or resort reps etc. and then markets the resultant package.

Aziza: Sure. I have read on the Internet that the overall trend seems to be less about travel style and more about destinations. There's less about city center tours and more are flocking to destinations that feature wide open spaces, countryside, mountains, and national parks.”

Camilla: Yes, due to the virus everything has changed, as people need more space they prefer enjoying with nature than visiting famous cities where overcrowded problem can occur.

Aziza: Oh, look at the watch it is high time for you to be in the office

Camilla: Hmm... lunch is over I have to return to work. See you later Aziza. I have to go

Aziza: Have a day. Bye.

## **Text B**

### **Difference between Travel Agent and Tour Operator**

There is a lot of confusion about the difference between tour operators and travel agents what exactly makes them different. The main difference between a Travel agent and Tour operator are following as:

A travel agent is a person who has full knowledge of tourist product – destinations, modes of travel, climate, accommodation, and other areas of the service sector. He acts on the behalf of the product providers/principals and in return get a commission.

1. Tour operator is an organization, firm, or company that buys individual travel components, separately from their suppliers and combines them into a package tour, which is sold with their own price tag to the public directly or through middlemen.

2. Tour operators are like wholesalers and travel agents are the retailers.

3. A tour operator makes the package holidays up and the travel agents sell them on.

4. Tour operator taking up the bulk of the responsibilities and his fee is obviously much greater than a travel agent.

5. A tour operator has the responsibility to look after the finer details of a vacation or tour such as hotel, accommodation, meals, conveyance, etc.

The wholesale travel agencies may offer or operate the package tours or may specialize in developing tours for inbound as well as outbound travelers. They are often referred to as tour operators, but there is a difference between Wholesale Travel Agencies and Tour operators.

**A travel agent** is a person who has full knowledge of tourist product – destinations, modes of travel, climate, accommodation, and other areas of the service sector. He acts on the behalf of product providers/principles and in return gets a commission. Technically, a travel agent is an **owner or manager** of an agency, but other employees are responsible for advising tourists and selling packages tours/individual components of travel products.

A travel agent may be an individual /firm or corporation which is commonly known as a **travel agency**. An agency means the office of travel agent or organization where all travel goods and services are assembled and coordinated for the smooth conduct of travel agency business.

**I. Here is give functions of tour operator, write 2-3 sentence describing each function in detail:**

1. Planning a Tour;
2. Making Tour Package;
3. Arranging a Tour;
4. Travel information;
5. Reservation;
6. Travel management;
7. Evaluate the Option Available;

- 8. Promotion;
- 9. Sales and Marketing;
- 10. Taking Care of Glitch.

**II. There are four types of tour operators, match them with the definition:**

- 11. Inbound Tour Operators aa) tour operators, who assemble, combine tourist components into inclusive tours and sell it to the domestic travelers
- 22. Outbound Tour Operators bb) who promote tours for foreign destinations, maybe business tour or leisure tour
- 33. Domestic Tour Operators cc) the operators who receive guests, clients/tourists, and handle arrangements in the host country
- 44. Ground Operators dd) tour operators, who organize tour arrangements for incoming tourists on the behalf of overseas operators

**Speaking**

**I. Role play**

Make a small group of two, ask them to design a trip to one city in Europe (you can use the whole world if you prefer); as they are travel agents for a travel agency and they should get in pair.

<b>Destination:</b>	
<b>Population:</b>	
<b>Climate:</b>	

**Tourist Attractions (3):**

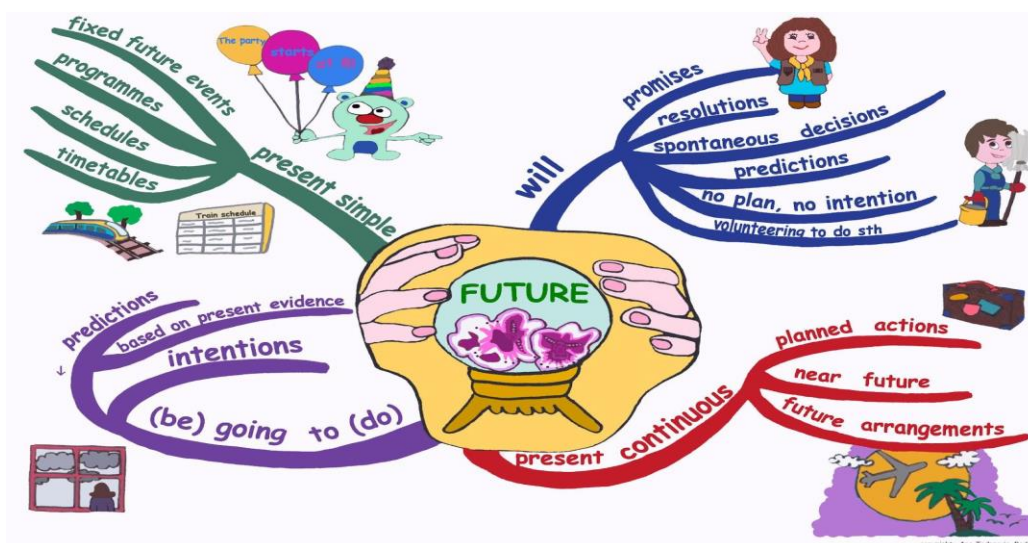
**Customs (1):**

**Other:**

**II. Divide into small groups and discuss the following topics:**

1. The importance of tour operators;
2. What do you know handling agencies/ ground operators?
3. Why ground operators?
4. Functions of ground tour operators?

**ENGLISH UNDER THE HOOD**



**I. Simple Future vs. Immediate Future**



The simple future (will) and the immediate future (going to...) are the two most common forms of the future tense. We will eat later. We are going to eat later. It'll rain tomorrow. It's going to rain tomorrow. As you can see, these two tenses can be interchangeable. But in general, going to is less emphatic and more neutral than will, especially for events in the near future.

I'm going to buy a new car. (I've decided to buy a new car, and I'll do it soon.) / will buy a new car.

(More emphatic and insisting. A stronger intention.) When you want to make a promise or describe an intention or willingness to do something, use will + verb.

Don't worry. I promise I'll call you when I get home. I'll be there, no doubt about it.

Also note that will is used for events or activities in the more-distant future. Jane will retire in twenty years. Someday the sun will burn out and explode.

\*Note that shall is also used with verbs to indicate the future, but it's rare in American English.

## II. The Present Continuous and Simple Present to Express the Future

The present continuous tense, be + verb + ing, can also be used to express the future. It is used mostly to talk about planned events.

I'm going to school after work. We're studying in the library at 10:00 tomorrow.

The simple present tense can be used to mean the future for scheduled or planned events as well. Notice that these sentences usually include future-time words, such as dates.

Classes begin in September.

We leave next Wednesday for Puerto Rico

**I. Choose be going to or will + verb. Note that in some cases both answers are correct.**

1. I promise I (come) \_\_\_\_\_ to see you in the hospital. 2. Do you think it (rain) \_\_\_\_\_? 3. She's having a caesarian so the baby (be) \_\_\_\_\_ on August 15th. 4. Teddy says he (study) \_\_\_\_\_medicine next fall. 5. You (stand) \_\_\_\_\_ to the right of the bride. 6. Rob said that he (pass) \_\_\_\_\_ his test no matter what. 7. Jean (apply) \_\_\_\_\_to several universities.8. I think Jerome and Cindy (get) \_\_\_\_\_ married within a year. 9. August (be) \_\_\_\_\_ extremely hot this year. 10. I'm driving to town later so I (get) \_\_\_\_\_ some oranges.

**II. Rewrite each of the following sentences using the tense indicated in parentheses.**

1. The budget committee will be in session all next week. (simple present)
2. I am going to take Spanish next semester. (present continuous)
3. Linda is going to start her new job next week. (simple present)
4. Tomorrow we will begin a new lesson. (simple present)
5. The shuttle bus will arrive at 8:45. (simple present)
6. We are going to have a party Friday night. (present continuous)
7. Jay is going to have band practice this afternoon. (simple present)
8. The bookstore will open at 10:00 tomorrow. (simple present)
9. Your favorite TV show will begin in a few minutes. (present continuous)
10. Anita will take the bus to work all next week. (present continuous)

**III. Use the simple future and the simple present in each sentence.**

1. I (call) \_\_\_\_\_ when I (get) \_\_\_\_\_ there. 2. I (finish) \_\_\_\_\_ this report before I (fix) \_\_\_\_\_ dinner. 3. The meeting (begin) \_\_\_\_\_ after the boss (arrive) \_\_\_\_\_ .
4. She (be able) \_\_\_\_\_ not \_\_\_\_\_ to get to work unless she

(take) \_\_\_\_\_ the bus. 5. The fireworks (begin) \_\_\_\_\_ after the sun (go) \_\_\_\_\_ down. 6. Barry (do) \_\_\_\_\_ not \_\_\_\_\_ anything about it unless you (ask) \_\_\_\_\_ him to. 7. The flowers (open) \_\_\_\_\_ after the clouds (clear) \_\_\_\_\_ away.

**III. Fill in the blanks in the following sentences with both the present continuous and the simple present tenses to express the future.**

1. The plane (leave) \_\_\_\_\_ in ten minutes. 2. The meeting (start) \_\_\_\_\_ at 10:30. 3. The new bank branch (have) \_\_\_\_\_ its grand opening next month. 4. The movie (begin) \_\_\_\_\_ very soon. 5. Vincent's vacation (end) \_\_\_\_\_ on Friday. 6. We (go) \_\_\_\_\_ to Mexico next month. 7. The Logans (arrive) \_\_\_\_\_ on March 13. 8. Jennifer and Tom (return) \_\_\_\_\_ from their honeymoon on Sunday.

**PHRASAL VERBS WITH PAY**

**Pay back.** a) To pay someone money that is owed.

Don't I always pay you back when I borrow money from you?

b) To get revenge for something.

Hannah finally paid her brother back for a joke he'd played on her ten years earlier.

**Pay down.** a) To pay money in order to decrease a debt.

It takes a long time to pay down the interest on credit card debt.

b) To pay a portion of the total price at the time of a purchase and to agree to pay the rest in installments. (Also: put down.)

We'll have to pay \$1500 down on a new car and then make payments for five years.

**Pay off.** a) To pay a debt in full.

Tom paid off his student loans after 15 years.

b) To bribe someone.

Mr. Fallows is paying off the building inspectors so they overlook the violations they find.

**Pay out.** To distribute money or wages.

Your insurance plan will pay out if you are injured on the job.

**Pay up.** To pay money owed, as for a bet or a bill.

Ok. You lost. Pay up!

ENGLISH PHRASAL VERBS  
**PHRASAL VERBS**  
with **PAY**

 **PAY BACK**  
1. to return money owed  
2. to take revenge on somebody

 **PAY DOWN**  
to pay part of the price for something (deposit) and the rest over a period of time

**PAY FOR**  
1. to receive punishment  
2. to give (someone) money that is due for work done, goods received, or a debt incurred.

 **PAY UP**  
to pay a debt in full

 **PAY OFF**  
1. to pay someone to leave employment  
2. to return someone all the money that you have borrowed from them to buy something (to pay off a loan)

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### I. Choose the correct answer.

1. She never paid ..... the money she had borrowed from them

- a) over
- b) back
- c) against

2. When you deposit money in your bank account, you pay .....

- a) in
- b) off
- c) to

3. She paid ..... full at the end of the night, so it didn't cost us a

penny

- a) out
- b) in
- c) for

4. Jack the Ripper was never caught and didn't pay ..... his crimes

- a) back

b) for

c) in

5. She paid £45 ..... her savings account yesterday

a) onto

b) into

c) at

6. She paid ..... the dinner

a) into

b) onto

c) for

7. I want revenge- I'm going to pay him ..... for that insult!

a) back

b) over

c) into

8. Criminals should pay ..... their crimes

a) for

b) from

c) by

9. The workers were paid ..... when they were made redundant

a) out

b) off

c) in

10. She had to ask him several times for the money he owed her before he finally paid .....

a) to

b) into

c) up

11. The company had to pay ..... a lot of money as compensation for the disaster

a) in

b) out

c) over

12. I've asked them a few times for what they owe me, but they don't want to pay .....

- a) in
- b) for
- c) up

13. If you borrow money, you must pay it ..... to the person who lent it to you

- a) back
- b) for
- c) out

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**II. Place the correct phrasal verb with pay in the blank space in each sentence.**

1. The land developers \_\_\_\_\_ a few local politicians so they would be able to build on the old farmland. 2. You can \_\_\_\_\_ your credit cards a lot faster if you double your monthly payments. 3. I'll \_\_\_\_\_ you \_\_\_\_\_ on Friday when I get paid. 4. Doug swore that he would \_\_\_\_\_ John \_\_\_\_\_ for betraying his friendship. 5. I want the money you owe me. You'd better \_\_\_\_\_ I \_\_\_\_\_. 6. You'll save a lot of money if you \_\_\_\_\_ your car early. 7. After Jason scratched his neighbor's car with his bike, he \_\_\_\_\_ them \_\_\_\_\_ for the damages by doing work around their house. 8. When she was hurt in an accident, Natalie's insurance policy \_\_\_\_\_ thousands

### **Writing**

**I. What is a tour description?** (write 2-3 sentences)

**II. Write a tour description that sells using the plan below.** E.g. let's say you are a tour operator who offers paragliding to travelers from all over the world. You work in a busy city, so there are three other similar size tour companies providing paragliding activities in the same location that you run your tours. You know what makes your

paragliding experience different from your competitors, but how can you let potential customers know?

Plan:

1. Photography;
2. Explain your tour in a title;
3. Who is your ideal customer;
4. What is unique about your tour;
5. Can the description be skimmed?
6. What is the return?

## **WHY DO THEY DO THAT?**

### **Debt**

If you drive down any street in a typical middle-class American neighborhood on a Saturday afternoon, you're likely to see at least two cars in every driveway. You're also likely to see people landscaping their yards, or painting, repairing, or otherwise upgrading their homes. Inside, you're likely to find two or more TVs, a phone in each bedroom, computers, video games, DVD players, sound systems, all sorts of home appliances, and many other pieces of material wealth that so many Americans seem unable to do without. All of these consumer products come with a price tag, of course, and if you have a hard time imagining how most Americans can afford so many luxury items, the answer is technically that many of them can't — many people buy on credit. Americans are very comfortable buying on credit, which means that Americans are also comfortable living with debt. Credit card payments are a large portion of many Americans' monthly expenses, but credit card debt is of course just one kind of debt. There are also mortgages, car loans, student loans... and the list can go on. For some people, debt is just an expected part of life in this country, along with all of the stress and other negative effects being in debt can cause.

## Lesson 5

### Dealing with guests



Discuss in small groups:

1. What are the four major types of guest complaints?
2. What are the types of guest complaints?
3. What are the tips in handling guest complaints?
4. What are the possible causes of complaints by guest?

#### **Text A**

#### **A bad holiday**

A: Good morning, can I help you?

B: I'd like to make a complaint about my holiday in Hawaii last week.

A: I'm sorry to hear that. What exactly was the problem?

B: First of all the bus taking us to the hotel broke down and we had to wait for over two hours in the sweltering heat before a replacement arrived. Then when we got to the hotel we found our room hadn't been cleaned.

A: Oh dear, did you complain to the hotel staff?

B: Of course, but we were told all the chambermaids were off duty. Anyway, that's not all. The people in the room above sounded



like they were having all-night parties, every night. I demanded another room but the receptionist told me the hotel was full.

A: Oh, I see.

B: And to cap it all the food in the hotel restaurant was awful. It was so bad we had to eat out all the time despite having paid for meals in the price of our holiday.

A: I do apologize. I'd like to offer you a 20% discount on the price of one of our Autumn breaks as a gesture of goodwill.

B: A 20% discount, you must be joking. I want to see the manager.

## **Text B**

### **Dealing with guest complaints**

Dealing with guest complaints is one of the biggest challenges for any member of a hotel staff. Even staffs that have no ability to make changes or fix the problem are often confronted with an upset or angry guest. While you can't prepare for every possible complaint, it is possible for a prepared hotelier to train their staff on how to respond to the most common complaints.

In every establishment, there will be a slightly different set of most common complaints based on your location, amenities, clientele, and training procedures. In some cases, only you can know what your guests are most likely to complain about. However, there are also universal issues that guests complain about in every hotel across the world.

#### **1) "My room is too hot/cold."**

Guest comfort is paramount for any hotel, and temperature is a vital part of that comfort. A guest cannot relax and enjoy themselves while sweating or shivering which is why room temperature is the number one most common guest complaint. According to the data, 24% or nearly 1/4 of all guest complaints have to do with room temperature.

## **2) “I can’t access the Wifi.”**

After room temperature, [wifi access](#) is the second most common complaint. Wifi complaints make up 14 percent of total complaints logged in the service app, and to no one’s surprise. Nearly 100% of modern guests have a phone, laptop, or tablet that they would like to connect to the internet, whether that is to research local attractions or work on a business trip.

## **3) “I can hear too much noise in my room.”**

When people book a hotel room, they expect peace and quiet for a relaxing stay. Of course, the city and other guests don’t always comply with this situation. Hearing outside [noise](#) in the room makes up 11 percent of guest complaints and often for good reason. While you may not be able to control the source of their noise problem or add insulation to the walls, there is a few things staff can do.

## **4) “I found a \_\_\_, my room isn’t clean!”**

Hotel rooms are expected to be spotless and pristine for each new guest, and an uncleanly room is any hotelier’s definition of a bad day. From hair in the tub to sneakers left in a bottom drawer, guests usually have legitimate reasons for complaints about room cleanliness. These complaints make up about 10 percent of the total complaints in a year.

## **5) “I have a problem with your hotel service...”**

The fifth most common guest complaint at 9% is a problem with some service in the hotel. Perhaps their room service meal was late or cold, or they couldn’t book a spa treatment, or the concierge desk would not do something for them that concierge desks do not do. Service complaints are among the most likely to be bogus or, at least, not based entirely in reality. But each one should be taken seriously for the sake of guests and solving any real problems when they occur.

Each service-related complaint must be handled with the utmost care and respect. Apologize to the guest and offer the closest thing your hotel can provide to what they expected to receive. If the issue could be legitimate (a rude staff member, an unfortunate meal, etc., be

sure to conduct an investigation to make sure it doesn't happen again. Assure the guest that the issue is being taken care of and do your best to make them happy after this point.

### **I. Try to find a solution to each complaint as a manager of the hotel**

### **II. Fill in the gaps using the words from the box** **Guidelines for handling guest complaints**

front office, guest, advised, calm, self-esteem, concentrate, notes, set, empathy

\_\_\_\_\_ management and staff should keep the following resolution guidelines in mind when handling \_\_\_\_\_ complaints. The main steps in handling the guest complaints are Listen → Empathize → Apologize → Take action → Follow up.

When expressing a complaint, the guest may be quite angry. Front office staff members should not make promises that exceed their authority.

Honesty is the best policy when dealing with guest complaints. If a problem cannot be solved, front office staff should admit this to the guest early on.

Front office staff should be \_\_\_\_\_ that some guests complain as part of their nature. The staff should develop an approach for dealing with such guests.

#### **Top Ten ways of handling guest Complaints:**

1. Listen with concern and \_\_\_\_\_.
2. Isolate the guest if possible, so that other guests won't overhear.
3. Stay \_\_\_\_\_. Don't argue with the guest.
4. Be aware of the guest's \_\_\_\_\_. Show a personal interest in the problem, Try to use the guest name frequently.
5. Give the guest your undivided attention. \_\_\_\_\_ on the problem, no on placing blame. Do NOT Insult the guest.

6. Take \_\_\_\_\_. Writing down the key facts saves time if someone else must get involved. Also, Guest tends to slow down when they see the front desk agent trying to write down the issue.

7. Tell the guest what can be the best done. Offer choices. Don't promise the impossible, and don't exceed your authority.

8. \_\_\_\_\_ an approximate time for completion of corrective actions. Be specific, but do not underestimate the amount of time it will take to resolve the problem.

9. Monitor the progress of the corrective action.

10. Follow up. Even if the complaint was resolved by someone else, contact the guest to ensure that the problem was resolved satisfactorily.

## Speaking



### I. Answer the following questions:

1. How should you communicate with your guests?
2. How do you welcome a guest conversation?
3. How do you welcome and greet the guest appropriately?
4. How do you communicate with guest in front office?

**II. Problem Situations Directions: Read what the guest says to you. Then respond with an apology and acknowledgment of the problem.**

1. “Excuse me, can you help me? My room smells like cigarettes — it’s really disgusting!”

2. “Hello? Is this the front desk? I just checked in to my room, and the bed isn’t made, and the bathroom is messy. I can’t believe it!”

3. “What do you mean, you don’t have my reservation? I called a month ago to reserve a table by the fountain for my 10th wedding anniversary. This is simply outrageous!”

4. “Hello? I’m calling from room 2120, and my cable isn’t working, and I want to watch the soccer finals. I can’t believe this! Oh man, oh man.”

5. Yes, this is Josephine Baker in room 1537, and my Philly Cheese Steak sandwich is stone cold. I mean, it’s crazy. The thing costs \$16.75, and it is a rock. What a colossal rip-off!”

6. “Yes, this is Joe Martin in room 2450, and I can’t get my Internet hooked up. I thought I had wireless access! I need to check my e-mails, or I’ll be in big trouble. Can you get someone up here right away?”

<b>Apologizing</b>	<b>Acknowledging the Problem</b>
Oh, I’m so sorry.	That’s not acceptable at all.
We’re terribly sorry.	That shouldn’t have happened.
I apologize for your inconvenience.	That wasn’t supposed to happen.
We are sorry, Sir.	That was not correct.
I’m sorry, Ma’am.	Someone really messed up.
Sorry, man!	Oh brother, Alex blew it again.
Oh wow! Sorry.	Oh man, what a drag

### **Chit Chatting**

Ok, you have greeted the guests, completed the necessary business (such as checked the guests in, asked them to have a seat while their table in being prepared in a restaurant, or given them their order at the bar). Now what? People, being the social animals they are, many times feel uncomfortable just standing around and not

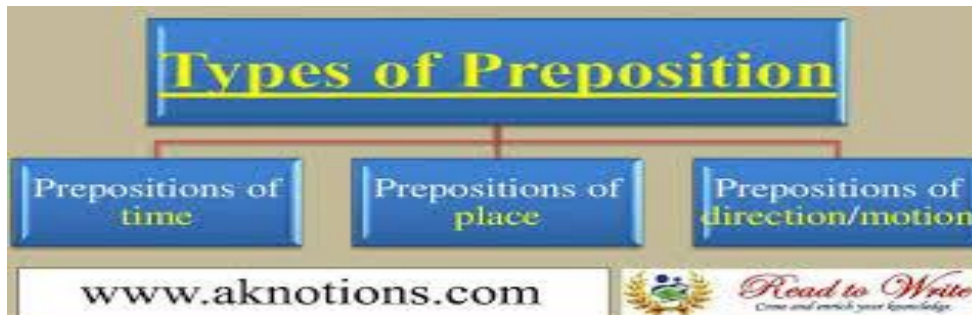
interacting in any way. Let's face it; almost nobody likes to be ignored. But how do you continue social interactions during these awkward moments? Chit chatting is the solution. Chit chatting is a natural and very common form of communication between strangers. With someone you know, continuing a conversation is easy. You would naturally talk about things you both have in common, such as the job, other friends, sports, etc. With strangers, such as guests, chit chatting becomes a little more difficult. It is harder to find common areas of interest. Also some topics should not be asked about because they would be too personal. Such topics include: Are you married? How much money do you make? What is your religion or political affiliation? These types of topics are too personal and should be avoided, unless of course the stranger brings them up first. Even then, be leery. So what can you talk about? Below are a few safe suggestions.

Give students handouts of the following expressions/dialogues. Read the expressions and have the students repeat them individually to check their pronunciation.

- Is this your first trip to (...Thailand)?
- Are you enjoying your stay so far?
- How do you like the weather (...on the island)?
- What country are you from?
- What's the weather like in your country?
- What have you done so far since being here?
- Are you getting a lot of good photographs?
- Have you been to any interesting places since you arrived?
- Have you had any local dishes that you particularly like?
- Have you purchased many souvenirs yet?
- Have you been to many (...beaches on the island)?
- Which was your favorite?
- How was the flight here? (for a guest first arriving, but don't ask this if they have been in the hotel for a few days)

## ENGLISH UNDER THE HOOD

### Prepositions of Time, Motion, and Location



Here are some common prepositions, listed alphabetically: about, above, across, across from, after, against, along, among, around, as, at, before, behind, below, beneath, beside, besides, between, beyond, by, down, during, for, from, in, inside, into, like, near, of, off, off of, on, onto, opposite, out, out of, outside, over, since, through, to, toward, towards, under, underneath, until, up, upon, with, within, without.

Prepositions can show time, location, motion, or some other type of relationship.

**Time:** We leave in one hour. The Robertsons stayed in Mexico for two weeks. Have you been waiting since 1:00?

**Location:** Jeanne lives in France. The dog is sleeping under the table. The bank is across from the library, between the post office and the police station.

**Motion:** We are going to the movies tonight. The students are all returning from spring break. The plane is descending toward the airport.

**Other Relationships:** There's a letter for you. Are you for or against gun control? The director is speaking with a candidate/or the new position.

Often, common prepositions can fall into more than one category. The new computer is in my office. (location) The students went in classroom, (motion) I'm leaving in five minutes. (time)

Some adjectives in English are followed by certain prepositions. Sometimes there's a logical connection between the adjective and the preposition, but usually you simply have to memorize which prepositions are used with which adjectives. Here is a list of some common adjectives and the prepositions that often follow them. accused of, afraid of, amazed at, angry at/with, bored with, capable of, concerned about, devoted to, disappointed in, disgusted by, divorced from, excited about, exhausted from, familiar with, frightened at/by, interested in, jealous of, known for, made of, married to, nervous about, pleased with, polite to, prepared for, proud of, qualified for, related to, responsible for, saddened by, satisfied with, sorry for/about, tired of, upset with, worried about.

I am tired of cooking every night. He is frustrated by/with his job. She is surprised at/by the intensity of her emotions. We are bored with/by each other. They are interested in buying a new car.

### **I. Fill in the sentences with prepositions from the list above:**

1. The ball rolled \_\_\_\_\_ the desk \_\_\_\_\_ the living room. 2. Jeremy traveled \_\_\_\_\_ London \_\_\_\_\_ Paris \_\_\_\_\_ one week. 3. The ball fell \_\_\_\_\_ the hole. 4. Sit \_\_\_\_\_ me so I can see you. 5. Can you stay and watch Jamie \_\_\_\_\_ I get back? 6. Go \_\_\_\_\_ that door and turn to your left. 7. Wow! We haven't seen each other \_\_\_\_\_ high school. 8. I think the note I left you is \_\_\_\_\_ the newspaper. I see the corner sticking out. 9. We'd better go \_\_\_\_\_ the house. It's raining. 10. I think the book you want is \_\_\_\_\_ the dictionary and the atlas.

### **II. Complete each sentence with the correct preposition.**

1. Are you bored \_\_\_\_\_ this town? 2. Sarah is jealous \_\_\_\_\_ her younger sister. 3. Jason's mother is proud \_\_\_\_\_ his good grades! 4. This blouse is made \_\_\_\_\_ cotton. 5. I hope she's capable \_\_\_\_\_ reaching her goal. 6. How long have you



been married \_\_\_\_\_ your husband? 7. Don't be nervous \_\_\_\_\_ your date tonight! 8. I'm sorry \_\_\_\_\_ hurting your feelings. 9. Susan is related \_\_\_\_\_ the mayor. 10. I'm worried \_\_\_\_\_ paying the bills.

### **PHRASAL VERBS FOR SHOPPING**

**Buy out.** To buy all of an available product.

The new computer game is so popular that the customers buy it out as soon as it goes on the shelf.

**Buy up.** To purchase a lot of a product.

Buy up as many boxes of paper towels as you can when you go to the discount warehouse.

**Give away.** a) To give products as a gift.

The cosmetics counter is giving away samples of perfume today.

b) To give something you no longer use to another person or organization.

I gave my old word processor away to a friend who needed one.

c) To tell something unintentionally, such as a secret or an answer.

Benny gave my secret away to Debbie, and now she knows how I feel.

**Sell out.** a) To sell all of a product before a new order comes in.

Wed better get to the store before they sell out of that new computer game.

b) To switch loyalties or act against a principle; to betray trust.

Did you hear that Barry sold out to another team because they offered to pay him twice as much as he's getting now?

**Trade in.** To turn a product in to get a discount on a newer or more expensive model.

Most car dealerships will let you trade in your old car for a new model.

**Try on.** To put clothes on in a store to see if they fit and look good before buying them.

Gina tried on the dress in the store before she bought it.

**Try out.** To use a product before deciding to purchase it.

You are welcome to try out the new computer game right here in the store.

**PHRASAL VERBS**  
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**shopping**







 **to shop around**  
to compare prices in different shops before you buy something

 **to try smth on**  
to put on an item of clothing to see if it fits you properly or if it suits your taste

 **to put on**  
to dress oneself in an item of clothing

 **to take smth back**  
to return an item back to the shop where you bought it in

 **to do up**  
to pull up the zip/buttons

 **to dress up**  
to wear nice fancy clothes, usually for a special occasion

 **to pick out**  
to choose an item from a number of items for purchase

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**I. Choose the correct answer:**

1. I have a hot date tonight, so I want to dress \_\_\_\_\_.
- a) down
  - b) on
  - c) upon
  - d) up
2. I can't wait to kick \_\_\_\_\_ my shoes and relax when I get home.
- a) on
  - b) off
  - c) away
  - d) down
3. I've just bought new shoes. I have to wear them \_\_\_\_\_ to make them more comfortable.
- a) in
  - b) on
  - c) off
  - d) away
4. It's cold out. You should do \_\_\_\_\_ your jacket.
- a) away
  - b) in
  - c) off

d) up

5. When you are shopping, you should always

\_\_\_\_\_ clothes before you buy them.

a) take on

b) try on

c) take off

d) try up

6. It's so hot! I'm going to \_\_\_\_\_ my jacket.

a) kick off

b) take off

c) put off

d) put on

7. You should \_\_\_\_\_ your clothes in the closet. You shouldn't leave your clothes on the floor.

a) put on

b) wear in

c) hang up

d) take up

8. Don't forget to \_\_\_\_\_ your fly when you put on your pants.

a) zip up

b) sip up

c) wear in

d) dress up

9. You forgot to button \_\_\_\_\_ your shirt.

a) up

b) in

c) on

d) off

10. \_\_\_\_\_ your socks and then your shoes.

a) Put off

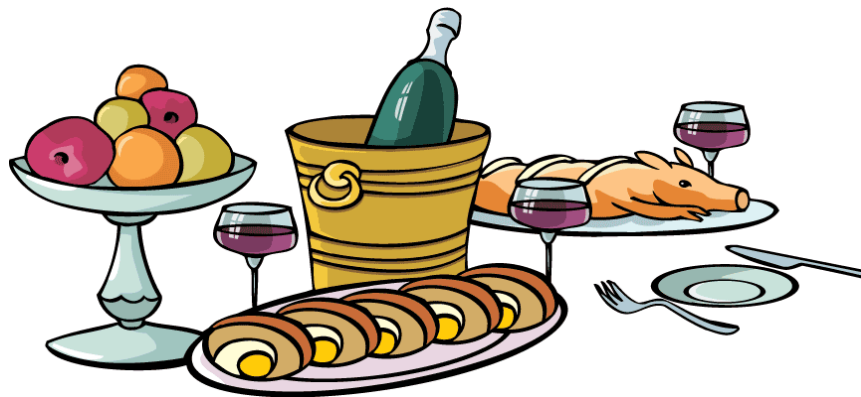
b) Put up

- c) Put down
- d) Put on

## Writing

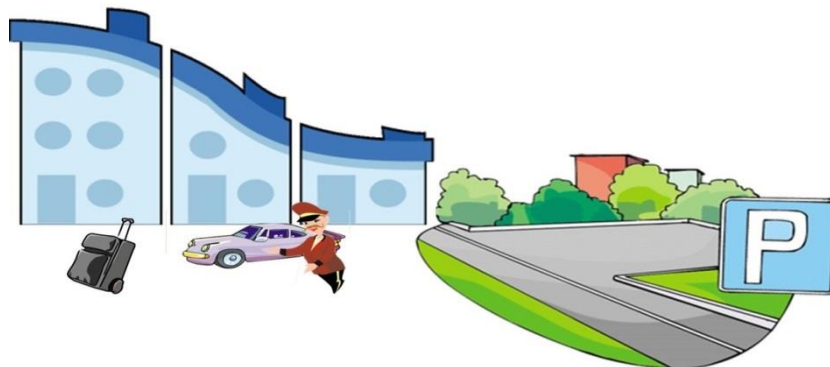
I. Choose one of the following topics and write as much as you can. Select a topic that you think would be interesting to write about.

- Describe the people who work in a hotel.
- Explain what happened the last time you visited a hotel.
- Describe the different types of hotels from where you live.



## II. Write as much as you can about the following picture.

Describe what is happening and then explain what might have happened in the past and what might come in the future. Write as much as you can and use full sentences.



## WHY DO THEY DO THAT?

### Service with a Smile

You may have noticed that store clerks in the U.S. are generally friendly and helpful. American businesses encourage "service with a

smile," and that is exactly what customers expect from the businesses they patronize. In fact, a person's job may depend on his or her ability to interact with customers in a friendly and respectful way, always trying to satisfy a customer's needs. For example, if a customer complains about a product, it is often the store clerk's job to replace the product or refund the cost of the product with no questions asked. Naturally, a customer may be irate when returning a product, but the clerk must remain courteous at all times. If a customer complains about the service received, the responsible clerk may be informed about the complaint and warned to treat the customers with more respect in the future, or else... To American businesses, good service means accepting a customer's complaint with a smile, and maintaining good customer relations is more important than being right, because this is the best way to develop a solid and loyal customer base. This attitude explains the common saying, the customer is always right.

## Lesson 6

### Travel agencies

A **travel agency** is a private retailer or public service that provides **travel** and tourism-related **services** to the general public on behalf of accommodation or **travel** suppliers to offer different kinds of travelling packages for each destination.



#### Discuss in small groups:

- What are the best travel agencies?
- Does it cost to use a travel agent?
- Do you save money using a travel agent?
- What are the functions of a travel agency?

#### Text A

##### At the Travel Agency

Aziza's son Doniyor wants to visit his mother in England, so he goes to a travel agency.

Doniyor: Hi, I'd like to check on a flight.

Travel Agent: Sure. What is your destination?

Doniyor: London, England.

Travel Agent: And is this one-way or round trip?

Doniyor: Round trip.

Travel Agent: When would you like to depart?

Doniyor: January 12th, returning on January 26th.

Travel Agent: Okay, one moment please. . . . Do you have an airline preference? Doniyor: No. Any airline will be fine. I'm not picky.

Travel Agent: And what class would you like? Economy, business class, or first class?

Doniyor: Economy, please. Travel Agent: Okay, well there's a flight on the morning of the 12th, returning on the afternoon of the 26th. The cheapest we have is \$1,400.

Doniyor: Ouch! I was hoping to find something cheaper. My dates are flexible – do you think you can find a cheaper flight on different dates?

Travel Agent: Let me check. Just a moment. . . . There's a flight on the 10th, returning on the 25th, for \$968.

Doniyor: That's much better!

Travel Agent: But you have to change planes twice – once in New York, and again in Holland. And there's a 6-hour layover in Holland.

Doniyor: Hmmm. . . Is that the best you can do? 9 Travel Agent: I'm afraid so. If you'd like, I can reserve a seat now, and you don't need to pay right away.

Doniyor: That would be great.

Travel Agent: I just need your full name and passport number.

Doniyor: Here you are. (Hands the travel agent his passport.)

Travel Agent: Okay, one moment. . . . Alright! It's reserved. If you decide you want to purchase the ticket, you need to confirm before the end of the month.

Doniyor: Great! You've been very helpful. Thanks!

Travel Agent: That's my job! Take care!

### **Remember**

Economy class – the cheapest class of tickets on an airplane

Business class – nicer than economy class; includes bigger seats and better food and movies

First class – the best class of tickets on an airplane, with very nice seats and the best service

### **Text B**

### **Types of Travel Agency**

Travel agencies are basically categorized into two types-: Retail Travel Agency and Wholesale Travel Agency.

#### **Retail Travel Agency**

A retail travel agency sells tourists' products directly to the public on the behalf of the products suppliers and in return get commissions. Some package tour is sold in two ways i.e., on a commission basis and mark up the price. When a travel agency sells a tour on the marked-up price it means that first, it markup the cost of the tour and then sell it at a higher rate. The markup price is the difference between retail price and wholesale cost.

#### **Wholesale Travel Agency**

These agencies are specialized in organizing package tours, which are marketed to the customers/tourists through the network of a retail travel agency or directly to the prospective clients ( if wholesale travel agency has a retail division). A wholesale travel agency purchases tourists' product components in the bulk and designs tour packages. Sometimes, a wholesale travel agency buys travel components from the vendor in bulk and resells them to other travel business originations. Wholesale travel agencies assemble package holidays and sell them to clients through retail travel agencies. A typical package tour includes – air tickets, accommodation, and something other services may also be included in it such as entertainment, sightseeing, and sports activities, etc.

These packages are referred to as 'package tours' most of these tours include the services of escorts but a few are sold to people who wish to travel independently.



## **Difference between Wholesale Travel Agencies and Tour operators**

The wholesale travel agencies may offer or operate the package tours or may specialize in developing tours for inbound as well as outbound travelers. They are often referred to as tour operators, but these two essentially different:

1. Wholesale travel agency does not sell directly to the public, while tour operators do sell directly to clients.
2. A wholesale travel agency usually combines, assembles and contacts for existing travel services to formulate a new travel product he has his own one or more components of travel product i.e. 'inclusive tours.'
3. Wholesale travel agencies are less inclined than tour operators to perform ground services i.e. handling agency or ground operators.
4. A wholesale travel agency may deal with one component of travel product while a tour operator offers a variety of tour programmes.
5. The size of the business is large in the case of tour operators in comparison to a wholesale travel agency.

### **I. Discuss in the group:**

1. What are functions and services of travel agencies?
2. How can services differ between business and leisure traveler?
3. Travel Agency Linkages and Integration

### **II. Match the definition with the correct word.**

expedition, flight, tour, voyage, itinerary, package tour, trip, travel, cruise, crossing
---

- a) A journey by ship for pleasure is a \_\_\_\_\_
- b) A journey by plane is a \_\_\_\_\_
- c) The plan of a journey is an \_\_\_\_\_
- d) An informal word for journey. Sometimes meaning a short journey is a \_\_\_\_\_

- e) A journey for a scientific or special purpose is an \_\_\_\_\_
- f) A holiday which includes organized travel and accommodation is a \_\_\_\_\_
- g) Taking journeys, as a general idea is to \_\_\_\_\_
- h) A journey by sea is a \_\_\_\_\_
- i) An organized journey to see the sights of a place is a \_\_\_\_\_
- j) A journey from one side of the sea to the other is a \_\_\_\_\_

**III. Use a word or words below to complete each sentence. The word may be in a different form.**

buffet      cancelled      station      seat belt      departure lounge  
 delayed      harbour      quay      cabin      check up      took up  
 surrendered      deck      destination      passengers      platform  
 runway      deviated      crew      grounded      landed  
 flight      flying      diverted      luggage      check in      declared  
 took off      single      suitcase      life belt      flight attendant

- a) I had to \_\_\_\_\_ my tickets, because I was ill and couldn't travel.
- b) The train for London is now arriving at \_\_\_\_\_ three.
- c) The plane \_\_\_\_\_ on time but arrived half an hour late.
- d) We finally reached our \_\_\_\_\_ after travelling all day.
- e) It was hard to find a seat on the train as there were so many \_\_\_\_\_
- f) While we were waiting at the station we had a bite to eat in the \_\_\_\_\_
- g) I felt seasick so I went to my \_\_\_\_\_ and tried to sleep.
- h) Do you want a return ticket, or a \_\_\_\_\_?
- i) The customs officer asked Bill if he had anything to \_\_\_\_\_.
- j) There is a small \_\_\_\_\_ here for fishing boats and yachts.
- k) How much \_\_\_\_\_ can I take with me on the plane?
- l) The 8.55 \_\_\_\_\_ from Hull will be 30 minutes late. We apologize for the \_\_\_\_\_.

## Speaking



**I. Describe an interesting journey you have been on. You should say:**

1. where you went
  2. how you travelled there
  3. who you went with
- and say how it affected your life at the time

**II. Make a presentation on one of the topics given below:**

Travel agency plays an important role in the travel sector business. Some most important features and importance of the travel agency business are following as:

1. An important link between the clients and principal suppliers.
2. Image-Builder.
3. Ensures rapid travel services.
4. Provider of authentic and reliable travel information.
5. A social a continuous process.
6. Establishes a good relationship with clients and vendors.

These are the most important features of the Travel Agency Business.

## ENGLISH UNDER THE HOOD

### Modal Verbs



**Modals of Necessity.** Modals are auxiliary verbs used before other verbs to express a distinct shade of meaning. There are many kinds of modals. The modals of necessity are must, have to and have got to. In meaning, they are all basically the same, but must express absolute necessity. In spoken American English, must is usually only used with extra emphasis. When you use have to and have got to, the necessity is less strong.

My car is broken, so I must buy a new car! I've got to leave work early because I have to catch a train.

Note that these modals are often used for exaggeration.

I can't live without that car. I have got to have it. Oh, I have to eat that slice of chocolate cake!

**II. Modals of Advisability.** The modals of advisability are should, ought to and had better. These three modals are used when offering advice. Should is used when offering advice with an implication of rules, morals, ethics, experience, etc. Ought to is used when the giver of the advice feels strongly that the advice should be taken, and had better is used when the giver believes a failure to follow the advice might result in harm or some other ill effect. You should quit smoking and then you should join a gym to get in shape! You ought to buy a house, because you're paying too much in rent. You'd better tell your boss the truth, because she'll find out anyway and you'll be in trouble.

**III. Negative Modals.** Some of the negative forms of these modals do not always mean the same thing as the positive forms. Must not expresses a prohibition or rule.

You must not leave your engine running while filling up at a gas station.

Must not can also express a logical assumption. It must not be raining yet, since no one has a wet coat or an umbrella. Don't have to has the opposite meaning as its positive form. Don't have to means there is no obligation or necessity to do something. You don't have to

go to school today if you're not feeling well. The negative form of have got to is not used. Use don't have to in its place. Shouldn't means the opposite of should. You should get up early every day; you shouldn't sleep late. The negative of ought to is not used often in American English; shouldn't usually replaces it. Had better not is a strong prohibition.

You had better not stay out late tonight if you have to work tomorrow

### I. Choose the correct answers

1. When a police officer asks to see your driver's license, you \_\_\_\_\_ to him/her.

- a) must to show it
- b) have got show it
- c) have got to show it

2. Friend: \_\_\_\_\_ pay to see the doctor?

Brother: No, she \_\_\_\_\_ because she has medical insurance.

- a) Does your sister have to / doesn't
- b) Must your sister / musn't
- c) Do your sister have to / don't

3. If you have a pet dog, you \_\_\_\_\_ feed it every day or it will die!

- a) has got to
- b) have got to
- c) have got

4. In order to log on to the Internet, Sally \_\_\_\_\_ her user

I.D.

- a) has got to entering
- b) have to enter
- c) must enter

5. Son: Mom, I don't want to clean my room. \_\_\_\_\_ it right now?

Mother: Yes, right now.

- a) Do I must clean
- b) Have I to clean
- c) Do I have to clean

6. Mr. Wu: Hi, Mark. Where's your dad?

Mark: Oh, he \_\_\_\_\_ to work because there was an emergency.

- a) had to go
- b) musted go
- c) had got to go

7. If Richard wants to become a professional musician, he \_\_\_\_\_ every day.

- a) has to practise
- b) haves to practise
- c) have to practise

8. According to the law, drivers \_\_\_\_\_ at stop signs.

- a) must stop
- b) must to stop
- c) must stopping

**II. Put the best modal to complete the sentences: should (4), ought to (2), had better (2)**

1. My teacher told me that I \_\_\_\_\_ review my notes every day. I guess it's a good idea to look at them after class. 2. Do you think Carol \_\_\_\_\_ save her money or spend it? She is planning to go to Europe this summer. 3. I'm going to a party tonight. What \_\_\_\_\_ I wear: a dress or black pants? 4. Our car's gas tank is almost empty. We \_\_\_\_\_ fill it up with gas soon or we will run out of gas! 5. If you are worried about getting fat, you \_\_\_\_\_ eat at McDonald's every day. You \_\_\_\_\_ eat healthy, low-fat foods like fruits and vegetables. 6.

It's really raining outside right now. I \_\_\_\_\_ forget my umbrella or I'll get wet! 7. Where \_\_\_\_\_ we have lunch today: at home or in a restaurant? 8. My doctor feels that I \_\_\_\_\_ exercise more because I'm out of shape and want to lose weight. I think he's right.

**III. Choose the correct negative modal to fill in the blank in each sentence.**

1. Don't worry. You \_\_\_\_\_ pick me up. David said he'd do it.
  2. You \_\_\_\_\_ know anyone here since you're sitting by yourself.
  3. We \_\_\_\_\_ do anything until we talk to the boss.
  4. You \_\_\_\_\_ drive across the border without car insurance.
  5. You \_\_\_\_\_ buy anything else with your credit card, because the balance is so high.
  6. Julie \_\_\_\_\_ be in yet, since her office door is closed.
  7. You \_\_\_\_\_ make dinner for me. I'll probably pick something up on the way.
  8. Please don't buy me anything. You \_\_\_\_\_ spend your money on me.
  9. I \_\_\_\_\_ eat any more ice cream or I'll get fat.
  10. We \_\_\_\_\_ leave those boxes out here.
- It might rain.

### **PHRASAL VERBS WITH COME:**

**Come across.** a) To seem, to be considered, to be perceived.

Nathan comes across as rude, but he's really just shy.

b) To find, especially in an unexpected way.

I was cleaning out the closet when I came across this old photo album.

**Come along.** To accompany.

You can come along. We'd love to have you join us.

**Come around.** a) To visit or frequent a place.

Ever since Josh broke up with Mary, he doesn't come around anymore. b) To change one's mind or attitude in a positive or favorable way.

Don't worry about Greg; he'll come around soon enough and agree with you.

**Come back.** To return.

Bring your family when you come back.

**Come by.** a) To visit for a short time.

Come by when you're in the neighborhood.

b) To receive, to get something, usually of value.

How did you come by that expensive car?

**Come down.** a) To decrease, such as a price.

The price on that house has come down a lot. They were asking about \$45,000 more.

b) To visit an area considered geographically lower or further south.

I'll be in New York that week, but I'll see if I can come down to Philadelphia.

**Come down on.** To punish severely. Used with "hard."

When her parents caught Jessica smoking, they really came down hard on her.

**Come in.** a) To enter.

The door's open, so just come in.

b) To be received as a signal, as in a television, radio, or cell phone. / love this station, but it doesn't come in very well outside the city.

**Come into.**

To receive something valuable, especially inherited money.

Kevin came into some money, so he paid off all of his debts.

**Come on.** To request that someone do something, often pronounced c'mon.

Come on. I'd really like you to come to the movie with me.

**Come out.** To divulge something about oneself or one's identity, especially sexual orientation.

None of Dan's friends was surprised when he came out; they knew he was gay.



**Come through.** To help or perform something according to expectation. I wasn't sure if he'd be able to lend me the money, but Jack really came through for me.

**Come to.** a) To arrive at. (Used with "conclusion," "realization," etc.)

I've just come to the conclusion that I'd like to go to school.

b) To awaken after having been unconscious.

When Mary came to, she discovered that someone had moved her to the sofa.

**Come up.** a) To visit an area considered geographically higher or further north.

I'll come up and visit you when you go to the mountains this summer.

b) To rise socially, economically, or professionally.

Bob's really come up since he became the president of the company.

**Come up with.** a) To get an idea. (Used with "idea," "solution," "proposal," etc.)

Where did you come up with the idea that the director was quitting?

b) To obtain or acquire, especially money.

If you can come up with enough money for the down payment, the car is yours.

## PHRASAL VERBS WITH "COME"



### I. Choose the correct preposition and form meaningful sentences.

out, in, on, back, from, down, off, up, across, over

- He comes \_\_\_\_\_ Italy.
- The blue car came \_\_\_\_\_ last.
- Come \_\_\_\_\_ try once more.
- We came \_\_\_\_\_ home very late.
- She came \_\_\_\_\_ some old letters in the cellar.
- The price of computers is coming \_\_\_\_\_ .
- He is trying to come \_\_\_\_\_ these tablets.
- The sun came \_\_\_\_\_ after the rain had stopped.
- They came \_\_\_\_\_ to New Orleans last summer.
- His birthday is coming \_\_\_\_\_ next week.

### II. Choose the most appropriate answer.

1. I am going to the book fair. Would you like to \_\_\_\_\_?
- come about
  - come across

- come along
2. Please \_\_\_\_\_ and take a seat.
    1. come from
    2. come in
    3. come into
  3. Mike isn't at home yet. He will \_\_\_\_\_ after eight.
    1. come back
    2. come on
    3. come through
  4. These coffee stains haven't \_\_\_\_\_. We need to wash this shirt again.
    - a) come by
    - b) come in
    - c) come off
  5. He \_\_\_\_\_ a small town in Italy.
    - a) comes away
    - b) comes from
    - c) comes out
  6. I won't be able to go on a picnic tomorrow. I'm \_\_\_\_\_ with a cold.
    - a) coming down
    - b) coming over
    - c) coming up
  7. The bill \_\_\_\_\_ fifty dollars.
    - a) came about
    - b) came by
    - c) came to
  8. He \_\_\_\_\_ his hotel room and went downstairs to the lobby.
    - a) came back
    - b) came out of
    - c) came over
  9. This question \_\_\_\_\_ during the meeting.

- a) came down
- b) came out
- c) came up

10. Yesterday I \_\_\_\_\_ an interesting article on phrasal verbs.

- a) came about
- b) came across
- c) came along

## Writing



### I. Look at the pictures of a holiday destination.

You are the marketing team for a big travel company. Choose your target customer and write an advert marketing the holiday to them. Remember the 4 Ps (Product, Place, Price and Promotion) and decide what media to advertise through.

In your advert, include details of:

- suitable activities for customers to do
- facilities and services you offer
- the price (with offers/discounts)
  - the length and period of the holiday (try to suit it to your customers)
- other information to attract your customers

## **II. Write a reply to John Humphries's email.**

Be honest about the local transport available, but be as positive as possible. Remember you want tourists to visit your town!

To the head of tourist information Dear Sir/Madam,

As you know our town is twinned with yours and we are currently working on a joint project to promote tourism in both towns. I am writing to you to find out about the local transport services available. I am preparing a leaflet with information for our residents about what local transport to expect on arrival in your town and I would like some help from you. We would like to know what public and private hire transport is available; how much it costs on average; whether it is convenient and reliable for getting around town and visiting tourist attractions and any other relevant information. Please could you write back to me as soon as possible with as much detail as possible?

Kind regards

John Humphries Tourist information officer

Dear Mr Humphries,

Thank you for your recent email. In answer to your questions...

## **WHY DO THEY DO THAT?**

Americans are hopelessly in love with their cars. There are over 135 million cars on the roads of the United States each day. Just to buy a new car, the average American spends roughly half of his or her annual income. The average American family owns two or three cars, each logging approximately 15,000 miles a year. In fact, there more registered vehicles than there are licensed drivers. Clearly, Americans have unique relationship with their cars, to say the least. Outside of a few major cities, not having a car is simply unthinkable to most Americans. This dependence on automobiles starts young. To American teenagers, for example, getting a driver's license is a crucial milestone in their lives. It's a rite of passage that brings the freedom and independence young people crave and associate with adulthood.

Being able to drive represents not only personal freedom, but also mobility and individuality, and this association is carried into adulthood. This notion is so strong that its influence can be seen everywhere in the U.S., from the layout of cities to the choices of how people spend free time. While most of the rest of the world relies heavily upon public transportation, Americans refuse to give up their car keys. Vast winding freeways are unmistakable characteristics of most American cities, along with wide boulevards, car-lined side streets, parking lots, and strip malls. American behavior is also shaped by cars. Americans use their cars to drive to work, to shop, to take their kids to school and even to rock their babies to sleep at night. On weekends, they like to jump in their cars just to go for a drive. Americans spend several hours a day in their cars, turning their cars into substitute homes and offices. It's common to see drivers talking on cell phones and eating, but it's not unheard of even to see them brushing their teeth, shaving, putting on makeup or even watching TV while driving. In fact, it's been necessary to pass laws prohibiting dangerously distracting behavior while driving. Given the importance of cars in American culture, it's not surprising that some people believe that a lot can be learned about drivers' personalities based on their cars. For example, some cars are known to be safe and reliable; others are flashy and ostentatious. Some are shallow status symbols of wealth or (presumed) taste. Still others are considered unnecessarily large, obnoxious, and wasteful of fuel. Clearly, that engine is still running strong!

## Unit 7

### Hotel Reservation

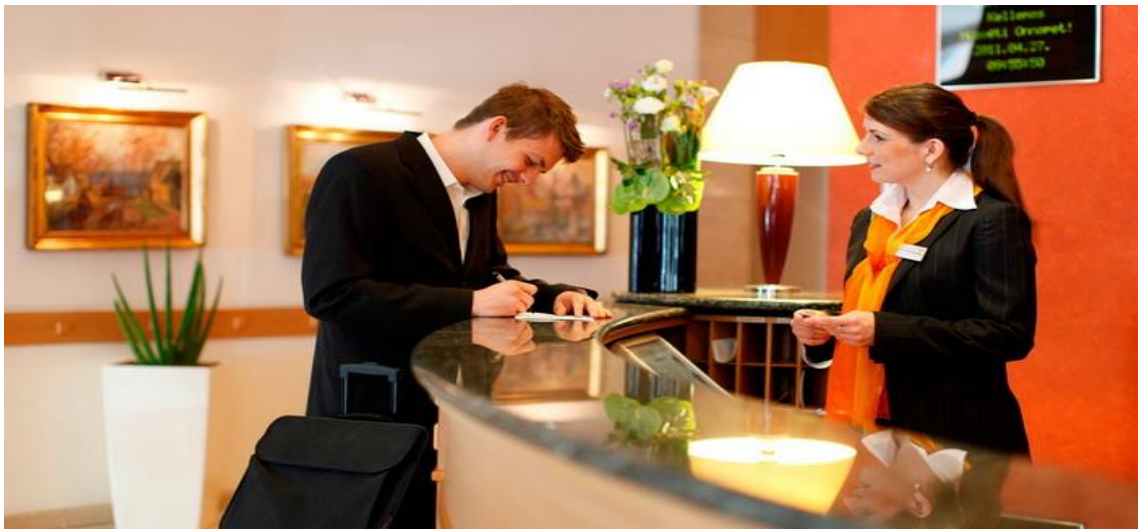
#### Discussion

What is the meaning of hotel reservation?

How do you make a hotel reservation?

What are the types of reservation in Hotel?

How can I check my hotel reservation?



#### Text A

#### Making Reservations

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

R: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us.

R: And would you like a room with twin beds or a double bed?

C: A double bed, please.

R: Great. And would you prefer to have a room with a view of the ocean?

C: If that type of room is available, I would love to have an ocean view. What's the rate for the room?

R: Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?

C: Charles Hannighan.

R: Could you spell your last name for me, please?

C: Sure. H-A-N-N-I-G-H-A-N

R: And is there a phone number where you can be contacted?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

C: Visa. The number is 987654321.

R: And what is the name of the cardholder?

C: Charles H. Hannighan.

R: Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C: Great, thank you so much.

R: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

## **Text B**

### **Hotel reservation system**

A hotel reservation system works by processing secure online reservations made through a hotel's website. The data is then passed onto a backend system which can be accessed by hotels to manage bookings. Other features may come with it – for example, the automation of reservation confirmation emails. Small hotel managers and owners recognize that technology is key to growing their business and increasing their bookings overtime. To sell rooms to capacity and



appeal to a global audience, a hotel reservation system is required. However, it can be intimidating to select a system, particularly when so many are designed for large hotel operations and chains.

### **What is a hotel reservation system?**

A hotel reservation system is a software application that is implemented by hotels to allow guests to create secure online reservations. The hotel reservation system can be synced, not only with your current website, but also with Facebook. This allows guests to reserve rooms in a way that is convenient for them via social media. In addition to allowing guests to book online directly, these reservation systems can also provide hotel operators with additional resources. For example, a channel manager may be a part of the reservation system, giving hotel operators the chance to distribute their products and live availability simultaneously to their entire network of online agents.

### **Why do you need a reservation system?**

A hotel reservation system is a necessity for today's accommodation providers, both large and small. An increasing number of travellers are relying solely on online reservations in order to book their accommodations, and without this capability, you will lose a significant amount of business.

Other reasons to consider investing in hotel reservation systems include:

- **It gives you an advantage over your competitors.** There are still many small hotels today that do not have online booking capabilities. Less people are staying at those locations, and you can get the competitive edge with an online booking system.

- **It improves your efficiency as a business.** Your availability is updated immediately upon receiving a reservation, not only in your own system, but across all of your channels. You will save time on administrative tasks while also minimizing the risk of overbooking the rooms at your property.

## **How long does it take to implement a new hotel reservation system?**

With the right provider, implementing a hotel reservation system at your property can be quick and painless. Depending on your needs and your previous system, you can even be up and running within a day on your new system. Your provider will include helpful guides and support along the way.

### **I. Choose the correct word/ phrase**

**Checking out of the hotel:** Is there anything else I can help you with; a receipt; Could I have your room number, please; Can you recommend any good restaurants; How would you like to pay, cash or card; Is it a frequent service; We'd like to check out, please; it runs every; Is there a corner shop near; Is it safe to walk around there, Could you call us a taxi; How can we get to; receipt.

1. A phrase that you ask when you want to know how to travel to a place, is\_\_\_\_. 2. A polite phrase that is used when you want somebody to phone and reserve a taxi for you, is\_\_\_\_\_. 3. A phrase where you ask somebody if a place is dangerous to visit, is\_\_\_\_\_. 4. A document that lists everything that you have used or had in a hotel and have to pay for, is called a\_\_\_\_\_. 5. A question that is used when you want to know how regularly/often buses go to a place, is\_\_\_\_\_. 6. A question where you ask if there is a place close to buy things like bottles of water, candy/sweets etc..., is\_\_\_\_\_. 7. A question that a receptionist in a hotel asks a customer/guest to know which room they are/were in, is\_\_\_\_\_. 8. The piece of paper you receive after paying a hotel bill is called a\_\_\_\_\_. 9. A polite phrase that is used by a receptionist to ask a guest if there are more things they can assist them with or do for them, is\_\_\_\_\_. 10. A phrase that a receptionist uses to ask a guest in what way they want to pay their hotel bill, is\_\_\_\_\_. 11. A phrase that tells somebody 'how regularly/often' buses go to a place, is\_\_\_\_\_. 12. A polite way to say 'we're leaving the hotel and we want to pay the bill', is\_\_\_\_\_. 13. A

way to ask for somebody's advice/suggestion on a place to eat food in, is\_\_\_\_\_.

## II. Choose the correct word/ phrase

**Checking in at the hotel:** I have a reservation in the name of; Could I see some ID, please; Could you, please, fill out this form; sign; Breakfast is served between; Could I have a wake call; Does the room have a view; Could I leave my bags; Do you have any rooms available; Let me just check our system; Could you recommend another hotel; Would you mind calling them; Could you show us on a map, please.

1. A phrase where a customer asks the hotel to ring their room early in the morning, is\_\_\_\_\_. 2. A very polite phrase where a customer asks a receptionist to ring another hotel for them, is\_\_\_\_\_. 3. A phrase that a receptionist uses when they want a customer to confirm/prove their identity, is\_\_\_\_\_. 4. A phrase a customer asks when they want to have a room in a hotel, is\_\_\_\_\_. 5. A phrase a receptionist uses when they want a customer to write their details (name, address etc...) on a hotel document, is\_\_\_\_\_. 6. A polite phrase a customer uses when they want a receptionist to circle or mark where a place is on a map, is\_\_\_\_\_. 7. A phrase that tells you 'when you can eat breakfast' in a hotel, is\_\_\_\_\_. 8. A polite phrase which means 'can you suggest another hotel', is\_\_\_\_\_. 9. A phrase where you ask what equipment/facilities (e.g. air conditioning) that a room has, is\_\_\_\_\_. 10. A verb that means to write your name/signature to confirm something, is\_\_\_\_\_. 11. A polite way to say 'you have a room in the hotel for me', is\_\_\_\_\_.

12. A phrase a hotel receptionist uses when they need to check/confirm something on their computer, is\_\_\_\_\_. 13. A phrase a customer uses when they want to leave their luggage with the hotel receptionist, is\_\_\_\_\_.

### III. Learn all the words/ phrases from the exercises

#### Speaking



#### I. Answer the following questions:

1. Which do you prefer to stay in when you travel: hotels, hostels, or another type of place? Why?
2. What are the best and worst things about staying in hotels?
3. Have you ever been to a really disgusting hotel? Did you stay or leave?
4. Couch surfing is staying for free at people's homes in different countries. Is this a good idea or bad idea? Why?
5. Do you feel comfortable when you are staying at a hotel?
6. Have you ever ordered room service?
7. Do you have any interesting stories about staying somewhere other than your house, like a hotel or hostel?

#### II. Choose and make a presentation on one of the topics:

1. What's the difference between hotels in your country and hotels abroad?
2. What influences people's choice of hotels?
3. How do people reserve rooms?
4. Do the ratings of people influence their choice?

## ENGLISH UNDER THE HOOD



Most of the verbs you've seen in this course—and probably most of the verbs that you hear or use in general—are in the active voice. The passive voice is formed with the verb to be and the past participle and it is used most frequently in a few situations:

When it's not important to know who or what does an action: The trash is collected twice a week, but recyclables are taken away only once a week.

When it's not known who or what does an action: My wallet has been stolen! When the speaker wants to focus on an action rather than on who or what does the action:

If the proposition is passed, everyone will be affected. When a general statement is made about an action: Crimes are often not reported in this neighborhood.

It is possible to mention the "doer" of a passive sentence, introduced by the preposition by:

If the proposition is passed by the town council, everyone will be affected by the new law.

Crimes are often not reported in this neighborhood by citizens who don't trust the police.

Now let's look at the passive voice in a few particular tenses.

1: The Passive Voice in the Simple Present and Present Continuous Tenses

Remember that you can change the active present to the passive present by making the object of the active sentence the subject of the

passive. Use a form of to be and the past participle of the main verb. If you want to mention the agent, use by right before it.

Police officers write citations. Citations are written by police officers.

That man is stealing my car! My car is being stolen (by that man)!

2: The Passive Voice in the Present Perfect and Simple Past Tenses The present perfect tense of the passive voice uses have/has been + past participle, and the past tense of the passive voice uses was/were + past participle.

Someone has stolen Lucy's watch. Lucy's watch has been stolen.

They vandalized the school last night! The school was vandalized last night!

3: The Passive Voice in the Simple Future and Immediate Future Tenses The future tense of the passive voice uses will be + past participle, and the immediate future tense of the passive voice uses is/are going to be + past participle.

The police will write a lot of tickets this weekend. A lot of tickets will be written this weekend. People are not going to notice the traffic sign. The traffic sign isn't going to be noticed.

### **I. Change these active sentences into the passive.**

1) The Government is planning a new road near my house. 2) My grandfather built this house in 1943. 3) Picasso was painting Guernica at that time. 4) The cleaner has cleaned the office. 5) He had written three books before 1867. 6) John will tell you later. 7) By this time tomorrow we will have signed the deal. 8) Somebody should do the work. 9) The traffic might have delayed Jimmy. 10) People speak Portuguese in Brazil. 11) Everybody loves Mr. Brown. 12) They are building a new stadium near the station. 13) The wolf ate the princess. 14) At six o'clock someone was telling a story. 15) Somebody has drunk all the milk! 16) I had cleaned all the windows before the storm. 17) A workman will repair the computer tomorrow. 18) By next year

the students will have studied the passive. 19) James might cook dinner. 20) Somebody must have taken my wallet.

**II. Change these active sentences into the passive. Do not include the agent. (doer)**

1. Bartenders do not serve alcoholic beverages to people under twenty-one. 2. Sam keeps the door open when it's hot during the day. 3. People in this town do not break the law. 4. Everyone trusts and respects that police officer. 5. A security system protects most of the houses in this neighborhood.

6. A thief is stealing that woman's purse. 7. A highway patrolman is pulling over the sports car we saw earlier. 8. The townspeople are debating the proposal for a new shopping center.

### **PHRASAL VERBS FOR GIVING AND GETTING**

**Drop off.** To deliver something or someone to a specific location.

Can you drop this package off at the post office?

**Get back.** To receive again.

I got back the message I sent Kevin, so he must have gotten a new e-mail address.

**Get back to.** To return a call or respond to a message.

Sorry, I can't talk now. I'll get back to you later.

**Get out.** To put something in the mail.

Did you get that package out yet? It needs to be in the mail by 5:00 PM.

**Get to.** To arrive somewhere.

I'm just calling to see if the letter I sent has gotten to you yet.

**Give out.** To issue, to give something to many people at the same time. Meredith is giving out invitations to her birthday party.

**Go out.** To leave, as by mail.

Has the mail gone out yet?

**Hand out.** To distribute something by hand.

I'll hand out the tests after you put all your books away.

**Mail out.** To put something in the mail.

Have you mailed out the bills yet?

**Pass out.** To distribute to many people at the same time, similar to hand out.

Look at this book they passed out to everyone at the last workshop I went to.

**Pick up.** a) To get or obtain something.

You can come and pick up your new security ID after Tuesday.

b) To become infected by something.

Walt must have picked up a cold or something at work, because he feels awful today.

c) To get something from a store, to buy.

Can you pick up a few things from the grocery store on the way home from school?

d) To learn, to absorb knowledge.

Isn't it amazing the way children pick up languages?

**Pick up on.** To understand.

Terry's young, but she picks up on everything, so be careful what you say in front of her.

**Send off for.** To order through the mail.

Oh, I like this skirt. I'm going to send off for it as soon as I get paid.

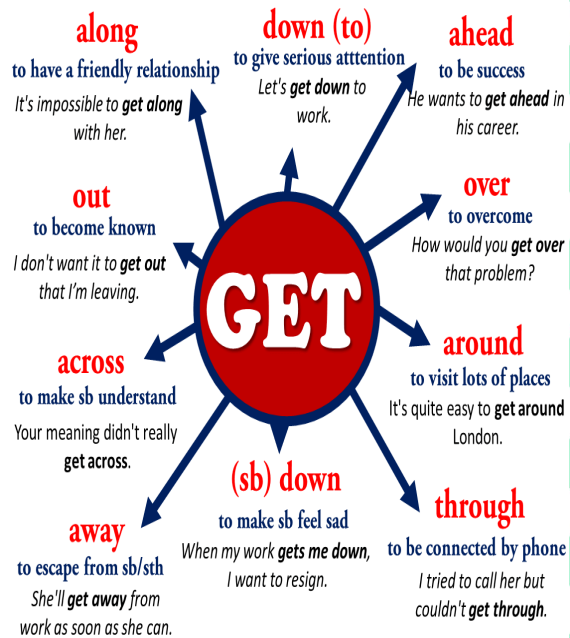
**Send out for.** To (call and) request a delivery, usually food.

Since we have to work late, we'd better send out for some dinner





# PHRASAL VERBS 1



## ENGLISH PHRASAL VERBS

<b>Give up</b>	Stop or quit (an activity, etc)
<b>Go ahead</b>	To begin
<b>Go along</b>	Participate, cooperate, or conform
<b>Go around</b>	Move or spread from person to person
<b>Go away</b>	Depart or leave a place
<b>Go down</b>	Fall (down), fall to the floor
<b>Go forward</b>	Progress
<b>Go off</b>	Explode
<b>Go on</b>	Continue in extent
<b>Go out</b>	Leave one's abode to go to public places
<b>Go round</b>	Circulate
<b>Go together</b>	Harmonize or be compatible
<b>Go towards</b>	Be a contribution to
<b>Hang out</b>	Spend time doing nothing in particular
<b>Hang on</b>	Wait a moment (usually imperative)
<b>Hold on</b>	Keep; to store something for someone

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4

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### I. Use the particles in the box to complete the sentences.

away · back · in · out · over · up

1. She's having a few problems, but she doesn't give \_\_\_\_\_ easily and I expect she'll succeed eventually.
2. United's pathetic defence managed to give \_\_\_\_\_ two goals to City.
3. Hey, stop doing that, you! Give \_\_\_\_\_, or I'll give you a clip over the ear.
4. I've finally decided to give \_\_\_\_\_ smoking for good.
5. Their food supplies finally gave \_\_\_\_\_ after three days.
6. She's given \_\_\_\_\_ chocolates for Lent.
7. The car engine just gave \_\_\_\_\_ and stopped working.
8. We had given \_\_\_\_\_ all hope of ever seeing her again.
9. Children! My patience is fast giving \_\_\_\_\_. Now, do as you're told.
10. She gave the documents \_\_\_\_\_ to her lawyer for safe-keeping.
11. She always gives her homework

\_\_\_\_\_ to the teacher on time.      12. Have you given him \_\_\_\_\_ the money you borrowed.

## **II. Choose the correct answer**

1. After robbing the bank, the thieves got away and spent the next few days

- a. locked up in jail
- b. at the police station
- c. on the run from the police

2. What time does Maria usually get back

- a. dinner?
- b. work?
- c. home?

3. If a boxer loses a championship title, the only way he can get it back is to

- a. return it to the champion
- b. be defeated by the champion
- c. defeat the champion in a title fight

4. People were getting off the plane

- a. as soon as it took off
- b. when it got to 30,000 feet
- c. soon after it landed

5. Sam usually gets the day off when

- a. he gets to work
- b. he's finished work
- c. his kid is sick

6. After everyone got on the train, it

- a. arrived at the station
- b. left the station
- c. didn't get to the station

7. Ken and Pat have always got on. They've always

- a. fought a lot

- b. worked together
- c. been good friends

## **WRITING**

### **I. Read the letter to a hotel and write answers to questions.**

Dear Sir or Madam,

I am writing you because I would like to book a room at your hotel. I need to stay for five nights. I am interested in a double room. We are three people. We need a room for me, my husband and my child (5 years old).

I would like a room with a bathroom. I need a bed for my child, too. I need breakfast for three people.

I have some questions:

1. How much is a double room per night?
2. How much is a double room for 5 nights?
3. Does your hotel have a swimming pool?
4. Does your hotel have a sauna?
5. Is VAT included into the price?
6. Is breakfast included into the price?
7. Can you send me any booklets about your hotel?

I look forward to hearing from you and thank you in advance.

Faithfully yours,

Name, Surname

### **II. Answer the questions (T-true), (F- false).**

1. She wants to book a table at a restaurant.
2. She is travelling with her sister.
3. She has a child.
4. The child is ten years old.
5. She wants to stay for three nights.

6. She wants to know the price.
7. She already knows the price.
8. She needs a bed for her dog.
9. She does not need breakfast.
10. She needs a single room.

### **III. You and your family are planning to spend a weekend at a seaside hotel.**

**Task:** Write a letter to the hotel making the arrangements. Let them know when you will be arriving and leaving, what type of rooms you would like, and ask them how much the weekend will cost. Also enquire about activities and places of interest near the hotel.

### **WHY DO THEY DO THAT?**

#### **Benjamin Franklin and the American Work Ethic**

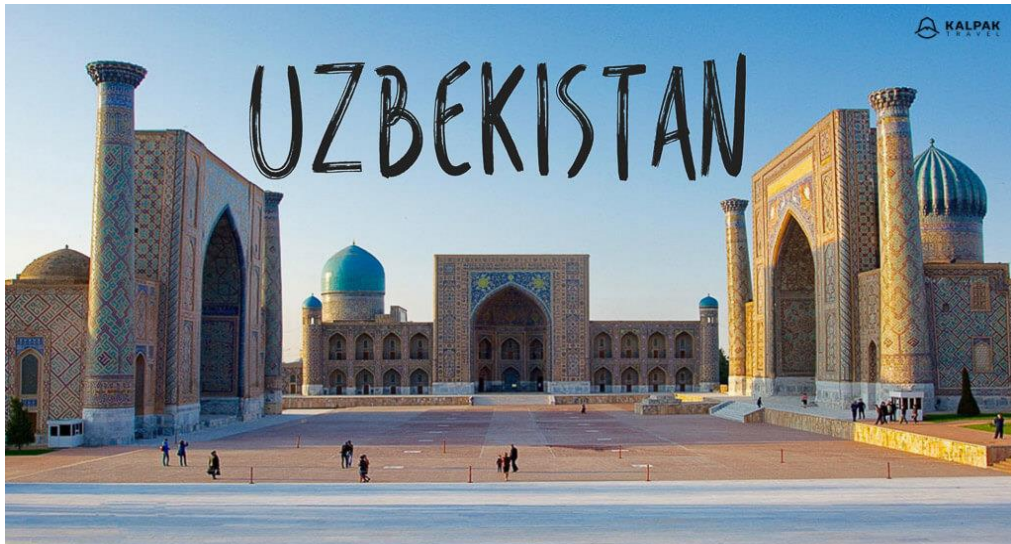
In this lesson's reading you learned that Benjamin Franklin was once postmaster of Philadelphia. But many people know him better as a great statesman, inventor, and the person who penned the words "Early to bed, early to rise makes a man healthy, wealthy and wise." In fact, the man whose face is seen on the \$100 bill has had a profound effect on the character of the United States, and to many Americans Benjamin Franklin embodies the qualities that they admire and strive for in their own lives. Above all, perhaps, is the notion that Franklin exemplifies the American work ethic. Born in 1706 into a working-class family in Boston, Massachusetts, Franklin was one of seventeen children. He began working diligently from a very young age, ultimately becoming successful in many fields as well as achieving worldwide fame. His example of dedicating himself to work and striving to succeed has made him one of the fathers of the American work ethic, and he is often thought of as proof that individuals can achieve lofty goals no matter what their origins may be. Success, perhaps on a scale less visible than that of Benjamin Franklin, is the

promise behind the American work ethic. There is a simple belief that if a person works hard enough, success can and will follow naturally. This notion has been a part of the American landscape since the country's birth. The promise of hard work and sacrifice in order to create a kind of heaven on earth captured the imagination of many people in the early history of this country, and this opportunity was in fact exactly what motivated so many to leave their homelands and settle in America. This ideal survives today, seen as the model for success in any area of life—in education, in any profession, in sports, or in any skill. Perhaps Benjamin Franklin's words "Early to bed, early to rise makes a man healthy, wealthy, and wise" may sound like a bit of an oversimplification, but they do capture a lot of the spirit of the American work ethic. And that ethic, along with its promise of success, has helped people from all over the world build this country together.

## Lesson 8

### Seeing the sights

1. What is the meaning of sight seeing?
2. Is it site see or sight see?
3. What does the word sight mean?
4. Is sightseeing a verb or noun?



### Text A

A: There are so many places to go on our sightseeing trip that I am having trouble narrowing it down.

B: Let's figure out what to do before lunch and later figure out what to do in the afternoon.

A: I heard that the local beach is a place that can't be missed.

B: That would be a relaxing way to begin our morning. It would be good to get out in the sun.

A: The Natural History Museum is close by, isn't it?

B: That museum is supposed to be fantastic!

A: Do you have any suggestions as to where we could go in the afternoon?

B: We could check out the local amusement park.

A: We could eat dinner and watch the sun go down at that restaurant by the park.

B: That could really end up being a great day

## **Text B**

### **Sights of Uzbekistan**



#### **Tashkent Tower**

The Tashkent Television Tower is a 375-metre-high tower located in Tashkent Uzbekistan and is the 12th tallest tower in the world. Construction started in 1978 and it began operation 6 years later on 15 January 1985. It was the 4th tallest tower in the world from 1985 to 1991. Moreover the decision of construction Tashkent Tower or TV-Tower of Uzbekistan was decided in 19September 1971 in order to spread the TV and radio signals to all over the Uzbekistan. It is of a vertical cantilever structure, and is constructed out of steel. Its architectural design is a product of the Terxiev, Tsarucov & Semashko firm.



#### **Museum of Arts of Uzbekistan**

The Museum of Arts of Uzbekistan is the largest state art museum in Uzbekistan. Its permanent collection contains more than several thousands works divided among four curatorial departments. The museum was established in 1918 as a Museum of People University and renamed as a Central Arts Museum later. It was named as Tashkent Art Museum in 1924 and finally Museum of Arts of Uzbekistan in 1935.



### Charvak Reservoir

Lake Charvak (Uzbek: Chorvoq; from چارباغ *Char bagh*, "four gardens" in Persian) is a water reservoir in Bostanliq District in the northern part of Tashkent Region, Uzbekistan, separating Ugam (north), Pskem (east), and Chatkal (south) ranges. The reservoir was created by erecting a 168 m (551 ft) high stone dam (Charvak Hydropower Station) on the Chirchiq River, a short distance downstream from the confluence of Pskem, Ko'ksu and Chatkal rivers in the western Tian Shan mountains, which provide the main volume of water. Currently the confluence cannot be seen and all three rivers discharge directly into Charvak. The reservoir capacity is 2 km<sup>3</sup>. Lake Charvak is a popular resort in Tashkent region and thousands of holiday makers from all over Uzbekistan and neighbouring countries visit the reservoir. Villages on the banks of Charvak such as Yusufhona, Burchmulla, Nanay, Chorvoq, Sidjak, Bogustan, and their surroundings offer wide range of hotels, dachas, houses and tapchans to accommodate tourists.





## Chimgan

Just over an hour northeast of Tashkent by car lies Ugam-Chatkal National Park, an outdoor haven loaded with hiking and adventure-sport opportunities as well as more relaxing pursuits. This entire area is known locally as Chimgan, a reference to both its biggest town and its central peak, Bolshoy (Greater) Chimgan (3309m). For those who want to experience of rock climbing, hiking and mountaineering Chimgan Highlands caters many opportunities. Chimgan Highlands have been a host for many other outdoor activities such as hang gliding, skiing, snowboarding and horseback riding. For many years the Greater Chimgan was the first challenge for thousands beginners of Soviet mountaineering. A great number of routes of several levels of complexity (from 1B to 4B inclusively) allows a wide spectrum of mountaineering. Beginners at climbing usually take on the uncomplicated western ridge of the Greater Chimgan Mountain (1B), while there are plenty of more complicated routes for experienced climbers.



## Chorsu Market

Chorsu bazaar, Tashkent's best-known market, is impressive both inside and out. Like a Pantheon for vegetables, its enormous aquamarine carapace sets the stage for the daily bustle of thousands of shoppers looking for the freshest ingredients. Chorsu Bazaar should be a daily run for vegetarians looking for variety. In season, pomegranates, persimmons, apricots, grapes, strawberries and different types of melons overwhelm the bazaar. All ingredients for plov are sold here in the mountainous quantities wedding feasts require. Bread, dairy products and rice are offered in kaleidoscopic variety. Hawkers of colourful spices, nuts and dried fruits are the big charmers in the bazaar: watch out, they know how to sell. The selection of vegetables on Chorsu remains limited in range, still reflecting Uzbek nomadic heritage.

**I. Match and make presentations:** Minorai Kalon, Registan, Broadway in Uzbekistan, Al Hakim At-Termizi Mausoleum, Mega Planet Mall



1.



2.



3.



4.



5.



6.

**II. Look up in the dictionary the meanings of the words and group them according to the titles in the chart (3 terms in each group):** pilgrim, inn, races, jet, adventurers, health resort, raft, caravansary, recreation, nomad, tavern, steamship boat

Means of travelling	Lodging	Travellers	Holiday making

**III. Choose from the list the proper term to the following definitions.**

1.	a raft	a)	a person who travels to an important religious place, the so-called holy sites
2.	a caravansary	b)	a place where mineral water comes out of the ground and where people go to drink the water or to bathe in it
3.	a nomad	c)	a place that provides accommodation, food and drinks for travellers
4.	a spa	d)	a passenger ship powered by steam
5.	a merchant	e)	a large Eastern inn with a court in the middle
6.	a pilgrim	f)	a flat boat made of logs tied together
7.	a steamboat	g)	a person who has no permanent place of residence
8.	an inn	h)	a person who travels buying and selling goods

## **SPEAKING**

### **I. The discussion on students**

STUDENT A's QUESTIONS (Do not show these to Student B.)

- (1) What images spring to mind when you hear the country Uzbekistan?
- (2) What are the good things and bad things about Uzbekistan?
- (3) What is Uzbekistan most famous for?
- (4) What do you know about Uzbekistan's history?
- (5) What are the differences between Uzbekistan and your country?
- (6) What do you think about Uzbek people?
- (7) What has Uzbekistan given to the world?
- (8) Would you like to visit Uzbekistan, or live there?
- (9) What do you know about the geography of Uzbekistan?
- (10) Who are the most famous Uzbek people you know?

STUDENT B's QUESTIONS (Do not show these to Student A.)

- (1) How different is Uzbekistan from other European/Asian countries?
- (2) What was the last news story you heard about Uzbekistan?
- (3) What do you think Uzbekistan's neighbours think of it?
- (4) What do you think Uzbekistan will be like 50 years from now?
- (5) Does your country have good relations with Uzbekistan?
- (6) What could you do on a holiday in Uzbekistan?
- (7) What is your idea of a typical Uzbek person?
- (8) What things about Uzbekistan do you think Uzbeks are proud of?
- (9) What do you know about Uzbek culture?
- (10) What would you like to ask an Uzbek person about Uzbekistan?

## II. Make presentation on the topic: “10 Places to visit”

### ENGLISH UNDER THE HOOD



#### 1. Tag Questions

Use tag questions when you want to be sure that you are correct or when you want to seek agreement. Tag questions are composed of a statement followed by a helping verb and a pronoun in inverted order like a question. A negative tag question follows affirmative statements. The negative ending is usually a contraction.

You like to take ecotours to Costa Rica, don't you?

A positive tag ending follows negative statements.

You're not taking vacation this month, are you?

The helping verb on the tag ending must agree with the tense of the statement it is attached to.

You travel to Nova Scotia every year, don't you?

You didn't take the train to Cincinnati, did you?

If the statement contains can, could, would, should, or must, repeat it in the tag ending.

You can't speak Arabic, can you?

If the statement contains have to, has to, need(s) to, or want(s) to, use do or does in the tag ending. We have to leave first thing tomorrow morning, don't we?

She doesn't want to take the tour, does she?

Knowing what pronoun to use in the tag ending isn't always easy. Here are a few hints to help you make the decision. If the subject is this or that, use it in the tag ending.

This is your passport, isn't it? That isn't an American passport, is it?

If the subject is these or those, use they in the tag ending.

Those are your bags, aren't they? These aren't very good seats, are they?

Use it for indefinite pronouns that refer to things, such as everything, something, or anything. Use they for indefinite pronouns that refer to people, such as everybody, everyone, someone, or anyone. Everything is okay here, isn't it? Everyone on this flight has checked luggage, haven't they?

If the subject of the statement is a negative word such as nothing or no one, or if never is used in the sentence, follow it with a positive tag ending.

No one lives here, do they? Nothing is going right on this trip, is it?

Follow I am in the statement portion with aren't I in the tag ending. The formal ending is am I not, but this is rarely used and may sound stilted.

I'm in the aisle seat, aren't I?

## **2. Negative Questions**

Negative questions are used when the speaker has a strong expectation or assumption of a positive answer. They can express a range of emotions from uncertainty, surprise, or shock to anger or suspicion, depending on the tone of voice used.

Don't you have to work today? (I'm surprised that you're not at work.)

Don't you have anything to do? (I'm annoyed or angry that you're here.)

When beginning sentences with negatives, use contractions.

Isn't it cold? Don't you want to bring a sweater?

The non-contracted "is it not cold" or "do you not want" are rarely used and sound very formal. The responses to negative questions can be confusing. Take the example:

Aren't you supposed to be at work? The response, Yes, I am means you are supposed to be at work. But if it is a holiday or you took the day off, the response is

No, I'm not, meaning: No, I'm not supposed to be at work.

### **3. Beginning Sentences with Negative**

Adverbs In order to make a more emphatic statement, you can begin a sentence with a negative adverb such as never, rarely, not once, hardly ever, seldom, or scarcely. Sentences that begin in this way invert the order of subject and verb.

Rarely had I seen him so angry as when the airline lost his luggage.

Never would I have agreed to such a thing if I had known the truth!

Notice that these statements are the emphatic equivalents of "I had rarely seen him..." and "I would never have agreed ..." In both cases, there is an auxiliary verb—had and would. To make an emphatic statement out of a sentence that doesn't contain an auxiliary verb, such as "I seldom hear such good news" or "Jim never slept so deeply as on vacation," you have to add an auxiliary

Seldom do I hear such good news!

Never did Jim sleep so deeply as on vacation!

Notice that this word order can be used not only for emphasis, but also for a dramatic or even poetic quality.

Never had she felt so lost and alone. Rarely had the night seemed so long and lonely

### **I. Finish each sentence with the correct tag ending.**

1. You have to pick up your kids at the airport, \_\_\_\_\_ ?
2. There were too many babies on the flight, \_\_\_\_\_ ?
3. You never

eat before going skiing, \_\_\_\_\_ ? 4. We can't go to Spain for vacation, \_\_\_\_\_ ? 5. The bus will be late, \_\_\_\_\_ ? 6. This isn't your boarding pass, \_\_\_\_\_ ? 7. Your boss won't be back from Hawaii tomorrow, \_\_\_\_\_ ? 8. Mary hasn't ever been to Italy, \_\_\_\_\_ ?

## II. Fill in the blanks with the appropriate negative questions.

1. Why didn't you eat your lunch? \_\_\_\_\_ you hungry? 2. Why is it so dry here? \_\_\_\_\_ it ever rain in this city? 3. You can't be tired! \_\_\_\_\_ you sleep on the flight? 4. They're taking a cruise to Alaska? \_\_\_\_\_ that too expensive? 5. He's traveling by train? \_\_\_\_\_ that take too long? 6. Jordan is going back to Brazil? \_\_\_\_\_ he go there last year? 7. The plane is landing already? \_\_\_\_\_ it running late earlier? 8. You're checking your e-mail? \_\_\_\_\_ you supposed to be on vacation?

## III. Rewrite the following sentences so that they begin with negative adverbs.

1. We had never seen such beautiful mountains. 2. Paul had scarcely left the house when the blizzard hit. 3. Jim had rarely spoken with such sincerity. 4. We seldom take such relaxing trips. 5. The Harding family hardly ever went on vacation. 6. Tony rarely goes to bed before midnight. 7. I had never seen such clear water as during our trip to Curacao. 8. The sky had never looked so ominous.

### PHRASAL VERBS WITH LOOK:

**Look after.** To watch carefully, as in babysitting.

Could you look after my kids for about a half hour so I can run to the store? **Look around for.** To search for something.

If you don't find the plane tickets on the table, look around for them.

**Look at.** To watch or study; to consider.

Look at that beautiful waterfall. It's spectacular!



**Look away.** To stop looking at something, to turn one's eyes away.

Look away from the sun or you'll hurt your eyes!

**Look for.** To hunt for something lost or misplaced

Jake looked for his keys for twenty minutes before finally finding them.

**Look forward to.** To anticipate with pleasure.

Are you looking forward to your trip to Hawaii?

**Look in on.** To check on, to see if someone is okay.

Joe always looks in on his kids right before he goes to bed.

**Look into.** To research; to find information.

The human resources department should always look into prospective employees' backgrounds.

**Look on.** To watch or observe in order to gain knowledge or information.

If you're doing a new procedure, do you mind if I look on to see how it's done? **Look out for.** a) To watch or wait for.

Look out for the waiter and ask him for some water if he comes by.

b) To be careful of.

Look out for that icy patch on the road!

**Look out on/over.** To be above a view.

Our hotel balcony looked out on/over a beautiful bay.

**Look over.** To inspect or examine.

Class, be sure to look over your papers before turning them in.

**Look (someone) up.** a) To make contact with, especially during a visit to another city.

If I'm ever in Montreal, be sure to look you up so we can have dinner. Look (something) up.

b) To find, as in an answer or a definition.

If you don't know a word, look it up in your dictionary.

c) To seem to be improving.

The weather's looking up, so we can finally spend time on the beach tomorrow.

**Look up to.** To view someone with respect and admiration

Jenny had always looked up to her father and tried to follow his example.

**Look after**

- Watch or protect; to keep safe
- Consider the future, to anticipate future events

**Look through**

- Gaze through a gap or aperture
- Search, either with the eyes or by hand

**Look around**

- Inspect a building or area
- Search a place
- Turn one's head to see what is behind oneself

**Look into**

- Investigate, explore, or consider

**Look up to**

- Show respect or admiration for

**Look at**

- Consider
- To read something quickly
- To confront or face something

**Look for**

- Search for; to seek

**Look up**

- Have better prospects, to improve
- Obtain information about something from a text source

**Look**

ESLBUZZ

### I. Choose the correct answer:

1. My Mum has gone to France for a week, so I have to \_\_\_my little sister.

- a) look after
- b) look up
- c) look out

2. Please can you \_\_\_ this word in the dictionary, I don't know what it means.

- a) look up
- b) look up to
- c) look for

3. I really don't know what I want to do when I leave university! I'll have to \_\_\_ it.

- a) look into
- b) look after
- c) look out

4. I really \_\_\_ Beyonce, I think she's a great role model for young women.

- a) look forward to
- b) look into
- c) look up to

5. I really \_\_\_ my yearly trip to Tenerife!

- a) look up
- b) look forward to
- c) look out

6. Please could you \_\_\_ my essay and check for any mistakes?

- a) look up to
- b) look over
- c) look into

7. When I \_\_\_ my life, I realize how much I have grown as a person.

- a) look back on
- b) look out
- c) look up

8. \_\_\_, he's got a gun!

- a) Look up
- b) Look out
- c) Look on

9. I think she \_\_\_ me, she doesn't think I'm as good at singing as she is.

- a) looks out for
- b) looks down on
- c) looks up to

## **Writing**

You have recently visited a tourist destination. Write a description of it for a travel magazine in about 300 words using the points given below:

Name of the place - location - means of traveling to the destination - climate - best season to visit - picturesque landscape - lodging and food - recreational facilities - places of interest in the area - local language/dress - handicrafts/products - overall experience

## **WHY DO THEY DO THAT?**

### **Travel in America**

Americans travel a lot. And, as you read in an earlier lesson, Americans also love their cars. So it's not surprising to know that Americans' favorite mode of transportation to take a trip is the automobile. According to a study of 80,000 households in 1995, over 80 percent of all trips were taken in personal vehicles. Even for long trips between 500 and 1,000 miles, Americans chose to drive 75 percent of the time. That is compared to only 15.6 percent who traveled by plane. And most of these trips were for long distances, too. According to the same study, the average American traveled over 3,000 miles on long-distance trips. Most of this travel took place within the United States. Only about 4 percent of the long distance trips were to other countries. What does all this say about the American character? Once again, personal freedom is the primary reason why Americans choose cars over all other types of transportation. Americans want to be in control of what they see, where they go, what they do, and when they do it. There's something special about getting in a car and just driving off. But why are the longdistance trips primarily confined to the U.S.? There could be a few reasons for that. It could be economics, or it could be a symptom of an isolationist mentality some people associate with Americans. Or it could be simple geography—the U.S. is a vast country, so it's possible to travel distances here that would take a person through two or more

countries in some other parts of the world. Whatever the reason, there's a lot to see and a lot of people and places to visit, so it's no wonder that the "road trip" is a beloved part of American culture.

## Appendix

### GLOSSARY OF TOURISM TERMS

Tourism is a social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usual environment for personal or business/professional purposes. These people are called visitors (which may be either tourists or excursionists; residents or non-residents) and tourism has to do with their activities, some of which involve tourism expenditure.

**Activity/activities:** In tourism statistics, the term activities represent the actions and behaviors of people in preparation for and during a trip in their capacity as consumers.

**Activity (principal):** The principal activity of a producer unit is the activity whose value added exceeds that of any other activity carried out within the same unit.

**Activity (productive):** The (productive) activity carried out by a statistical unit is the type of production in which it engages. It has to be understood as a process, i.e. the combination of actions that result in a certain set of products. The classification of productive activities is determined by their principal output.

**Administrative data:** Administrative data is the set of units and data derived from an administrative source. This is a data holding information collected and maintained for the purpose of implementing one or more administrative regulations.

**Aggregated data:** The result of transforming unit level data into quantitative measures for a set of characteristics of a population.

**Aggregation:** A process that transforms micro data into aggregate-level information by using an aggregation function such as count, sum average, standard deviation, etc.

**Analytical unit:** Entity created by statisticians, by splitting or combining observation units with the help of estimations and imputations.

**Balance of payments:** The balance of payments is a statistical statement that summarizes transactions between residents and non-residents during a period. It consists of the goods and services account, the primary income account, the secondary income account, the capital account, and the financial account.

**Bias:** An effect which deprives a statistical result of representativeness by systematically distorting it, as distinct from a random error which may distort on any one occasion but balances out on the average.

**Business and professional purpose (of a tourism trip):** The business and professional purpose of a tourism trip includes the activities of the self-employed and employees, as long as they do not correspond to an implicit or explicit employer-employee relationship with a resident producer in the country or place visited, those of investors, businessmen, etc.

**Business visitor:** A business visitor is a visitor whose main purpose for a tourism trip corresponds to the business and professional category of purpose.

**Central Product Classification:** The Central Product Classification (CPC) constitutes a complete product classification covering goods and services. It is intended to serve as an international standard for assembling and tabulating all kinds of data requiring product detail, including industrial production, national accounts, service industries, domestic and foreign commodity trade, international trade in services, balance of payments, consumption and price statistics. Other basic aims are to provide a framework for international comparison and promote harmonization of various types of statistics dealing with goods and services.

**Census:** A census is the complete enumeration of a population or groups at a point in time with respect to well defined characteristics: for example, Population, Production, Traffic on particular roads.

**Coherence:** Adequacy of statistics to be combined in different ways and for various uses.

**Consistency:** Logical and numerical coherence.

**Country of reference:** The country of reference refers to the country for which the measurement is done.

**Country of residence:** The country of residence of a household is determined according to the center of predominant economic interest of its members. If a person resides (or intends to reside) for more than one year in a given country and has there his/her center of economic interest (for example, where the predominant amount of time is spent), he/she is considered as a resident of this country.

**Country-specific tourism characteristic products and activities:** To be determined by each country by applying the criteria of IRTS 2008, 5.10 in their own context; for these products, the activities producing them will be considered as tourism characteristic, and the industries in which the principal activity is tourism-characteristic will be called tourism industries.

**Data checking:** Activity whereby the correctness conditions of the data are verified. It also includes the specification of the type of error or of the condition not met, and the qualification of the data and their division into “error-free data” and “erroneous data”.

**Data collection:** Systematic process of gathering data for official statistics.

**Data compilation:** Operations performed on data to derive new information according to a given set of rules.

**Data confrontation:** The process of comparing data that has generally been derived from different surveys or other sources, especially those of different frequencies, in order to assess and

possibly improve their coherency, and identify the reasons for any differences.

**Data processing:** Data processing is the operation performed on data by the organization, institute, agency, etc., responsible for undertaking the collection, tabulation, manipulation and preparation of data and metadata output.

**Data reconciliation:** The process of adjusting data derived from two different sources to remove, or at least reduce, the impact of differences identified.

**Destination (main destination of a trip):** The main destination of a tourism trip is defined as the place visited that is central to the decision to take the trip. See also purpose of a tourism trip.

**Documentation:** Processes and procedures for imputation, weighting, confidentiality and suppression rules, outlier treatment and data capture should be fully documented by the survey provider. Such documentation should be made available to at least the body financing the survey.

**Domestic tourism:** Domestic tourism comprises the activities of a resident visitor within the country of reference, either as part of a domestic tourism trip or part of an outbound tourism trip.

**Domestic tourism consumption:** Domestic tourism consumption is the tourism consumption of a resident visitor within the economy of reference.

**Domestic tourism expenditure:** Domestic tourism expenditure is the tourism expenditure of a resident visitor within the economy of reference.

**Domestic tourism trip:** A domestic tourism trip is one with a main destination within the country of residence of the visitor.

**Domestic visitor:** As a visitor travels within his/her country of residence, he/she is a domestic visitor and his/her activities are part of domestic tourism.



**Durable consumer goods:** Durable consumer goods are goods that may be used repeatedly or continuously over a period of a year or more, assuming a normal or average rate of physical usage. When acquired by producers, these are considered to be capital goods used for production processes, as is the case of vehicles, computers, etc. When acquired by households, they are considered to be consumer durable goods. This definition is identical to the definition of SNA 2008, 9.42: A consumer durable is a good that may be used for purposes of consumption repeatedly or continuously over a period of a year or more.

**Dwellings:** Each household has a principal dwelling (sometimes also designated as main or primary home), usually defined with reference to time spent there, whose location defines the country of residence and place of usual residence of this household and of all its members. All other dwellings (owned or leased by the household) are considered secondary dwellings

**Economic analysis:** Tourism generates directly and indirectly an increase in economic activity in the places visited (and beyond), mainly due to demand for goods and services that need to be produced and provided. In the economic analysis of tourism, one may distinguish between tourism's 'economic contribution' which refers to the direct effect of tourism and is measurable by means of the TSA, and tourism's 'economic impact' which is a much broader concept encapsulating the direct, indirect and induced effects of tourism and which must be estimated by applying models. Economic impact studies aim to quantify economic benefits, that is, the net increase in the wealth of residents resulting from tourism, measured in monetary terms, over and above the levels that would prevail in its absence.

**Economic territory:** The term "economic territory" is a geographical reference and points to the country for which the measurement is done (country of reference).

**Economically active population:** The economically active population or labour force comprises all persons of either sex who furnish the supply of labour for the production of goods and services as defined by the system of national accounts during a specified time-reference period.

**Economy (of reference):** “Economy” (or “economy of reference”) is an economic reference defined in the same way as in the balance of payments and in the system of national accounts: it refers to the economic agents that are resident in the country of reference.

**Employees:** Employees are all those workers who hold the type of job defined as “paid employment”.

**Employer-employee relationship:** An employer-employee relationship exists when there is an agreement, which may be formal or informal, between an entity and an individual, normally entered into voluntarily by both parties, whereby the individual works for the entity in return for remuneration in cash or in kind.

**Employers:** Employers are those workers who, working on their own account with one or more partners, hold the type of job defined as a “self-employment job” and, in this capacity, on a continuous basis (including the reference period) have engaged one or more persons to work for them in their business as “employee(s)”.

**Employment:** Persons in employment are all persons above a specified age who, during a specified brief period, either one week or one day, were in paid employment or self-employment.

**Employment in tourism industries:** Employment in tourism industries may be measured as a count of the persons employed in tourism industries in any of their jobs, as a count of the persons employed in tourism industries in their main job, or as a count of the jobs in tourism industries.

**Enterprise:** An enterprise is an institutional unit engaged in production of goods and/or services. It may be a corporation, a non-profit institution, or an unincorporated enterprise. Corporate enterp-

rises and non-profit institutions are complete institutional units. An unincorporated enterprise, however, refers to an institutional unit —a household or government unit —only in its capacity as a producer of goods and services.

**Establishment:** An establishment is an enterprise or part of an enterprise, that is situated in a single location and in which only a single productive activity is carried out or in which the principal productive activity accounts for most of the value added.

**Estimation:** Estimation is concerned with inference about the numerical value of unknown population values from incomplete data such as a sample. If a single figure is calculated for each unknown parameter the process is called “point estimation”. If an interval is calculated within which the parameter is likely, in some sense, to lie, the process is called “interval estimation”.

**Exports of goods and services:** Exports of goods and services consist of sales, barter, or gifts or grants, of goods and services from residents to non-residents.

**Frame:** A list, map or other specification of the units which define a population to be completely enumerated or sampled.

**Forms of tourism:** There are three basic forms of tourism: domestic tourism, inbound tourism, and outbound tourism. These can be combined in various ways to derive the following additional forms of tourism: internal tourism, national tourism and international tourism.

**Goods:** Goods are physical, produced objects for which a demand exists, over which ownership rights can be established and whose ownership can be transferred from one institutional unit to another by engaging in transactions on markets.

**Gross fixed capital formation:** Gross fixed capital formation is defined as the value of institutional units’ acquisitions less disposals of fixed assets. Fixed assets are produced assets (such as machinery, equipment, buildings or other structures) that are used repeatedly or

continuously in production over several accounting periods (more than one year).

**Gross margin:** The gross margin of a provider of reservation services is the difference between the value at which the intermediated service is sold and the value accrued to the provider of reservation services for this intermediated service.

**Gross value added:** Gross value added is the value of output less the value of intermediate consumption.

**Gross value added of tourism industries:** Gross value added of tourism industries (GVATI) is the total gross value added of all establishments belonging to tourism industries, regardless of whether all their output is provided to visitors and the degree of specialization of their production process.

**Grossing up:** Activity aimed at transforming, based on statistical methodology, micro-data from samples into aggregate-level information representative of the target population.

**Imputation:** Procedure for entering a value for a specific data item where the response is missing or unusable.

**Inbound tourism:** Inbound tourism comprises the activities of a non-resident visitor within the country of reference on an inbound tourism trip.

**Inbound tourism consumption:** Inbound tourism consumption is the tourism consumption of a non-resident visitor within the economy of reference.

**Inbound tourism expenditure:** Inbound tourism expenditure is the tourism expenditure of a non-resident visitor within the economy of reference.

**Institutional sector:** An aggregation of institutional units on the basis of the type of producer and depending on their principal activity and function, which are considered to be indicative of their economic behaviour.

**Institutional unit:** The elementary economic decision-making centre characterised by uniformity of behaviour and decision-making autonomy in the exercise of its principal function.

**Intermediate consumption:** Intermediate consumption consists of the value of the goods and services consumed as inputs by a process of production, excluding fixed assets whose consumption is recorded as consumption of fixed capital.

**Internal tourism:** Internal tourism comprises domestic tourism and inbound tourism, that is to say, the activities of resident and non-resident visitors within the country of reference as part of domestic or international tourism trips.

**Internal tourism consumption:** Internal tourism consumption is the tourism consumption of both resident and non-resident visitors within the economy of reference. It is the sum of domestic tourism consumption and inbound tourism consumption.

**Internal tourism expenditure:** Internal tourism expenditure comprises all tourism expenditure of visitors, both resident and non-resident, within the economy of reference. It is the sum of domestic tourism expenditure and inbound tourism expenditure. It includes acquisition of goods and services imported into the country of reference and sold to visitors. This indicator provides the most comprehensive measurement of tourism expenditure in the economy of reference.

**International Standard Industrial Classification of All Economic Activities:** The International Standard Industrial Classification of All Economic Activities (ISIC) consists of a coherent and consistent classification structure of economic activities based on a set of internationally agreed concepts, definitions, principles and classification rules. It provides a comprehensive framework within which economic data can be collected and reported in a format that is designed for purposes of economic analysis, decision-taking and policymaking. The classification structure represents a standard format

to organize detailed information about the state of an economy according to economic principles and perceptions.

**International tourism:** International tourism comprises inbound tourism and outbound tourism, that is to say, the activities of resident visitors outside the country of reference, either as part of domestic or outbound tourism trips and the activities of non-resident visitors within the country of reference on inbound tourism trips.

**International visitor:** An international traveller qualifies as an international visitor with respect to the country of reference if: (a) he/she is on a tourism trip and (b) he/she is a non-resident travelling in the country of reference or a resident travelling outside of it.

**Job:** The agreement between an employee and the employer defines a job and each self-employed person has a job.

**Measurement error:** Error in reading, calculating or recording numerical value.

**Meetings industry:** To highlight purposes relevant to the meetings industry, if a trip's main purpose is business/professional, it can be further subdivided into "attending meetings, conferences or congresses, trade fairs and exhibitions" and "other business and professional purposes". The term meetings industry is preferred by the International Congress and Convention Association (ICCA), Meeting Professionals International (MPI) and Reed Travel over the acronym MICE (Meetings, Incentives, Conferences and Exhibitions) which does not recognize the industrial nature of such activities.

**Metadata:** Data that defines and describes other data and processes.

**Micro data:** Non-aggregated observations, or measurements of characteristics of individual units.

**Mirror statistics:** Mirror statistics are used to conduct bilateral comparisons of two basic measures of a trade flow and are a traditional tool for detecting the causes of asymmetries in statistics.

**National tourism:** National tourism comprises domestic tourism and outbound tourism, that is to say, the activities of resident visitors within and outside the country of reference, either as part of domestic or outbound tourism trips.

**National tourism consumption:** National tourism consumption is the tourism consumption of resident visitors, within and outside the economy of reference. It is the sum of domestic tourism consumption and outbound tourism consumption.

**National tourism expenditure:** National tourism expenditure comprises all tourism expenditure of resident visitors within and outside the economy of reference. It is the sum of domestic tourism expenditure and outbound tourism expenditure.

**Nationality:** The concept of “country of residence” of a traveller is different from that of his/her nationality or citizenship.

**Non-monetary indicators:** Data measured in physical or other non-monetary units should not be considered a secondary part of a satellite account. They are essential components, both for the information they provide directly and in order to analyze the monetary data adequately.

**Observation unit:** entity on which information is received and statistics are compiled.

**Outbound tourism:** Outbound tourism comprises the activities of a resident visitor outside the country of reference, either as part of an outbound tourism trip or as part of a domestic tourism trip.

**Outbound tourism consumption:** Outbound tourism consumption is the tourism consumption of a resident visitor outside the economy of reference.

**Outbound tourism expenditure:** Outbound tourism expenditure is the tourism expenditure of a resident visitor outside the economy of reference.

**Output:** Output is defined as the goods and services produced by an establishment, a) excluding the value of any goods and services

used in an activity for which the establishment does not assume the risk of using the products in production, and b) excluding the value of goods and services consumed by the same establishment except for goods and services used for capital formation (fixed capital or changes in inventories) or own final consumption.

**Output (main):** The main output of a (productive) activity should be determined by reference to the value added of the goods sold or services rendered.

**Pilot survey:** The aim of a pilot survey is to test the questionnaire (pertinence of the questions, understanding of questions by those being interviewed, duration of the interview) and to check various potential sources for sampling and non-sampling errors: for instance, the place in which the surveys are carried out and the method used, the identification of any omitted answers and the reason for the omission, problems of communicating in various languages, translation, the mechanics of data collection, the organization of field work, etc.

**Place of usual residence:** The place of usual residence is the geographical place where the enumerated person usually resides, and is defined by the location of his/her principal dwelling (Principles and recommendations for population and housing censuses of the United Nations, 2.20 to 2.24).

**Probability sample:** A sample selected by a method based on the theory of probability (random process), that is, by a method involving knowledge of the likelihood of any unit being selected.

**Production account:** The production account records the activity of producing goods and services as defined within the SNA. Its balancing item, gross value added, is defined as the value of output less the value of intermediate consumption and is a measure of the contribution to GDP made by an individual producer, industry or sector. Gross value added is the source from which the primary incomes of the SNA are generated and is therefore carried forward into the primary distribution of income account. Value added and GDP



may also be measured net by deducting consumption of fixed capital, a figure representing the decline in value during the period of the fixed capital used in a production process.

**Production:** Economic production may be defined as an activity carried out under the control and responsibility of an institutional unit that uses inputs of labour, capital, and goods and services to produce outputs of goods or services.

**Purpose of a tourism trip (main):** The main purpose of a tourism trip is defined as the purpose in the absence of which the trip would not have taken place (IRTS 2008, 3.10.). Classification of tourism trips according to the main purpose refers to nine categories: this typology allows the identification of different subsets of visitors (business visitors, transit visitors, etc.) See also destination of a tourism trip.

**Questionnaire and Questionnaire design:** Questionnaire is a group or sequence of questions designed to elicit information on a subject, or sequence of subjects, from a reporting unit or from another producer of official statistics. Questionnaire design is the design (text, order, and conditions for skipping) of the questions used to obtain the data needed for the survey.

**Reference period:** The period of time or point in time to which the measured observation is intended to refer.

**Relevance:** The degree to which statistics meet current and potential users' needs.

**Reliability:** Closeness of the initial estimated value to the subsequent estimated value.

**Reporting unit:** Unit that supplies the data for a given survey instance, like a questionnaire or interview. Reporting units may, or may not, be the same as the observation unit.

**Residents/non-residents:** The residents of a country are individuals whose centre of predominant economic interest is located in its economic territory. For a country, the non-residents are

individuals whose centre of predominant economic interest is located outside its economic territory.

**Response and non-response:** Response and non-response to various elements of a survey entail potential errors.

**Response error:** Response errors may be defined as those arising from the interviewing process. Such errors may be due to a number of circumstances, such as inadequate concepts or questions; inadequate training; interviewer failures; respondent failures.

**Same-day visitor (or excursionist):** A visitor (domestic, inbound or outbound) is classified as a tourist (or overnight visitor), if his/her trip includes an overnight stay, or as a same-day visitor (or excursionist) otherwise.

**Sample:** A subset of a frame where elements are selected based on a process with a known probability of selection.

**Sample survey:** A survey which is carried out using a sampling method.

**Sampling error:** That part of the difference between a population value and an estimate thereof, derived from a random sample, which is due to the fact that only a subset of the population is enumerated.

**Satellite accounts:** There are two types of satellite accounts, serving two different functions. The first type, sometimes called an internal satellite, takes the full set of accounting rules and conventions of the SNA but focuses on a particular aspect of interest by moving away from the standard classifications and hierarchies. Examples are tourism, coffee production and environmental protection expenditure. The second type, called an external satellite, may add non-economic data or vary some of the accounting conventions or both. It is a particularly suitable way to explore new areas in a research context. An example may be the role of volunteer labour in the economy.

**SDMX, Statistical Data and Metadata Exchange:** Set of technical standards and content-oriented guidelines, together with an

IT architecture and tools, to be used for the efficient exchange and sharing of statistical data and metadata (SDMX).

**Seasonal adjustment:** Seasonal adjustment is a statistical technique to remove the effects of seasonal calendar influences on a series. Seasonal effects usually reflect the influence of the seasons themselves, either directly or through production series related to them, or social conventions. Other types of calendar variation occur as a result of influences such as number of days in the calendar period, the accounting or recording practices adopted or the incidence of moving holidays.

**Self-employment job:** Self-employment jobs are those jobs where remuneration is directly dependent upon the profits (or the potential of profits) derived from the goods or services produced.

**Self-employed with paid employees:** Self-employed with paid employees are classified as employers.

**Self-employed without employees:** Self-employed without employees are classified as own-account workers.

**Services:** Services are the result of a production activity that changes the conditions of the consuming units, or facilitates the exchange of products or financial assets. They cannot be traded separately from their production. By the time their production is completed, they must have been provided to the consumers.

**Social transfers in kind:** A special case of transfers in kind is that of social transfers in kind. These consist of goods and services provided by general government and non-profit institutions serving households (NPISHs) that are delivered to individual households. Health and education services are the prime examples. Rather than provide a specified amount of money to be used to purchase medical and educational services, the services are often provided in kind to make sure that the need for the services is met. (Sometimes the recipient purchases the service and is reimbursed by the insurance or assistance scheme. Such a transaction is still treated as being in kind

because the recipient is merely acting as the agent of the insurance scheme).

**Standard classification:** Classifications that follow prescribed rules and are generally recommended and accepted.

**Statistical error:** The unknown difference between the retained value and the true value.

**Statistical indicator:** A data element that represents statistical data for a specified time, place, and other characteristics, and is corrected for at least one dimension (usually size) to allow for meaningful comparisons.

**Statistical metadata:** Data about statistical data.

**Statistical unit:** Entity about which information is sought and about which statistics are compiled. Statistical units may be identifiable legal or physical entities or statistical constructs.

**Survey:** An investigation about the characteristics of a given population by means of collecting data from a sample of that population and estimating their characteristics through the systematic use of statistical methodology.

**System of National Accounts:** The System of National Accounts (SNA) is the internationally agreed standard set of recommendations on how to compile measures of economic activity in accordance with strict accounting conventions based on economic principles. The recommendations are expressed in terms of a set of concepts, definitions, classifications and accounting rules that comprise the internationally agreed standard for measuring indicators of economic performance. The accounting framework of the SNA allows economic data to be compiled and presented in a format that is designed for purposes of economic analysis, decision-taking and policymaking.

**Total tourism internal demand:** Total tourism internal demand, is the sum of internal tourism consumption, tourism gross fixed capital formation and tourism collective consumption (TSA:RMF 2008, 4.114). It does not include outbound tourism consumption.

**Tourism:** Tourism refers to the activity of visitors.

**Tourism characteristic activities:** Tourism characteristic activities are the activities that typically produce tourism characteristic products. As the industrial origin of a product (the ISIC industry that produces it) is not a criterion for the aggregation of products within a similar CPC category, there is no strict one-to-one relationship between products and the industries producing them as their principal outputs.

**Tourism characteristic products:** Tourism characteristic products are those that satisfy one or both of the following criteria:

a) Tourism expenditure on the product should represent significant share total tourism expenditure (share-of-expenditure/demand condition);

b) Tourism expenditure on the product should represent a significant share of the supply of the product in the economy (share-of-supply condition). This criterion implies that the supply of a tourism characteristic product would cease to exist in meaningful quantity in the absence of visitors.

**Tourism connected products:** Their significance within tourism analysis for the economy of reference is recognized although their link to tourism is very limited worldwide. Consequently, lists of such products will be country-specific.

**Tourism consumption:** Tourism consumption has the same formal definition as tourism expenditure. Nevertheless, the concept of tourism consumption used in the Tourism Satellite Account goes beyond that of tourism expenditure. Besides the amount paid for the acquisition of consumption goods and services, as well as valuables for own use or to give away, for and during tourism trips, which corresponds to monetary transactions (the focus of tourism expenditure), it also includes services associated with vacation accommodation on own account, tourism social transfers in kind and other imputed consumption. These transactions need to be estimated

using sources different from information collected directly from the visitors, such as reports on home exchanges, estimations of rents associated with vacation homes, calculations of financial intermediation services indirectly measured (FISIM), etc.

**Tourism direct gross domestic product:** Tourism direct gross domestic product (TDGDP) is the sum of the part of gross value added (at basic prices) generated by all industries in response to internal tourism consumption plus the amount of net taxes on products and imports included within the value of this expenditure at purchasers' prices.

**Tourism direct gross value added:** Tourism direct gross value added (TDGVA) is the part of gross value added generated by tourism industries and other industries of the economy that directly serve visitors in response to internal tourism consumption.

**Tourism expenditure:** Tourism expenditure refers to the amount paid for the acquisition of consumption goods and services, as well as valuables, for own use or to give away, for and during tourism trips. It includes expenditures by visitors themselves, as well as expenses that are paid for or reimbursed by others.

**Tourism industries:** The tourism industries comprise all establishments for which the principal activity is a tourism characteristic activity. Tourism industries (also referred to as tourism activities) are the activities that typically produce tourism characteristic products. The term tourism industries is equivalent to tourism characteristic activities and the two terms are sometimes used synonymously in the IRTS 2008, 5.10, 5.11 and figure 5.1.

**Tourism ratio:** For each variable of supply in the Tourism Satellite Account, the tourism ratio is the ratio between the total value of tourism share and total value of the corresponding variable in the Tourism Satellite Account expressed in percentage form.

**Tourism Satellite Account:** The Tourism Satellite Account is the second international standard on tourism statistics (Tourism Satellite

Account: Recommended Methodological Framework 2008 – TSA:RMF 2008) that has been developed in order to present economic data relative to tourism within a framework of internal and external consistency with the rest of the statistical system through its link to the System of National Accounts. It is the basic reconciliation framework of tourism statistics. As a statistical tool for the economic accounting of tourism, the TSA can be seen as a set of 10 summary tables, each with their underlying data and representing a different aspect of the economic data relative to tourism: inbound, domestic tourism and outbound tourism expenditure, internal tourism expenditure, production accounts of tourism industries, the Gross Value Added (GVA) and Gross Domestic Product (GDP) attributable to tourism demand, employment, **investment, government consumption, and non-monetary indicators.**

**Tourism Satellite Account aggregates:** The compilation of the following aggregates, which represent a set of relevant indicators of the size of tourism in an economy is recommended:

Internal tourism expenditure;

Internal tourism consumption;

Gross value added of tourism industries (GVATI);

Tourism direct gross value added (TDGVA);

Tourism direct gross domestic product (TDGDP).

**Tourism sector:** The tourism sector, as contemplated in the TSA, is the cluster of production units in different industries that provide consumption goods and services demanded by visitors. Such industries are called tourism industries because visitor acquisition represents such a significant share of their supply that, in the absence of visitors, their production of these would cease to exist in meaningful quantity.

**Tourism share:** Tourism share is the share of the corresponding fraction of internal tourism consumption in each component of supply (TSA:RMF 2008, 4.51). For each industry, the tourism share of output

(in value), is the sum of the tourism share corresponding to each product component of its output.

**Tourism single-purpose consumer durable goods:** Tourism single-purpose consumer durables are a specific category of consumer durable goods that include durable goods that are used exclusively, or almost exclusively, by individuals while on tourism trips.

**Tourism trip:** Trips taken by visitors are tourism trips.

**Tourist (or overnight visitor):** A visitor (domestic, inbound or outbound) is classified as a tourist (or overnight visitor), if his/her trip includes an overnight stay, or as a same-day visitor (or excursionist) otherwise.

**Travel / traveller:** Travel refers to the activity of travellers. A traveller is someone who moves between different geographic locations, for any purpose and any duration (IRTS 2008, 2.4). The visitor is a particular type of traveller and consequently tourism is a subset of travel.

**Travel group:** A travel group is made up of individuals or travel parties travelling together: examples are people travelling on the same package tour or youngsters attending a summer camp.

**Travel item (in balance of payments):** Travel is an item of the goods and services account of the balance of payments: travel credits cover goods and services for own use or to give away acquired from an economy by non-residents during visits to that economy. Travel debits cover goods and services for own use or to give away acquired from other economies by residents during visits to other economies.

**Travel party:** A travel party is defined as visitors travelling together on a trip and whose expenditures are pooled.

**Trip:** A trip refers to the travel by a person from the time of departure from his/her usual residence until he/she returns: it thus refers to a round trip. Trips taken by visitors are tourism trips.

**Usual environment:** The usual environment of an individual, a key concept in tourism, is defined as the geographical area (though not



necessarily a contiguous one) within which an individual conducts his/her regular life routines.

**Usual residence:** The place of usual residence is the geographical place where the enumerated person usually resides.

**Vacation home:** A vacation home (sometimes also designated as a holiday home) is a secondary dwelling that is visited by the members of the household mostly for purposes of recreation, vacation or any other form of leisure.

**Valuables:** Valuables are produced goods of considerable value that are not used primarily for purposes of production or consumption but are held as stores of value over time.

**Visit:** A trip is made up of visits to different places. The term “tourism visit” refers to a stay in a place visited during a tourism trip.

**Visitor:** A visitor is a traveller taking a trip to a main destination outside his/her usual environment, for less than a year, for any main purpose (business, leisure or other personal purpose) other than to be employed by a resident entity in the country or place visited (IRTS 2008, 2.9). A visitor (domestic, inbound or outbound) is classified as a tourist (or overnight visitor), if his/her trip includes an overnight stay, or as a same-day visitor (or excursionist) otherwise.

Subject (also called nominative)	Object (also called accusative)	Possessive (also known as genitive)		Reflexive and intensive
		Determiner	Independent	
I	me	my	mine	myself
you	you	your	yours	yourself
she	her	her	hers	herself
he	him	his	his	himself
it	it	its	its	itself
we	us	our	ours	ourselves
you	you	your	yours	yourselves
they	them	their	theirs	themselves

	<b>Adjective</b>	<b>Comparative</b>	<b>Superlative</b>
<i>One syllable adjectives</i>	<i>Old Safe Big Hot</i>	<i>Older Safer Bigger Hotter</i>	<i>The oldest The safest The biggest The hottest</i>
<i>Adjectives ending in y</i>	<i>Noisy Dirty</i>	<i>Noisier Dirtier</i>	<i>The noisiest The dirtiest</i>
<i>Adjectives with two or more syllables</i>	<i>Boring Beautiful</i>	<i>More boring More beautiful</i>	<i>The most boring The most beautiful</i>
<i>Irregular adjectives</i>	<i>Good Bad Far</i>	<i>Better Worse Farther</i>	<i>The best The worst The farThest</i>

### List of Irregular Verbs

<b>Present Tense</b>	<b>Simple Past</b>	<b>Past Participle</b>	<b>Present Tense</b>	<b>Simple Past</b>	<b>Past Participle</b>
be	was	been	hurt	hurt	hurt
become	became	become	keep	kept	kept
begin	began	begun	know	knew	known
bleed	bled	bled	learn	learnt	learnt
break	broke	broken	leave	left	left
bring	brought	brought	let	let	let
build	built	built	lie	lay	lain
burn	burnt	burnt	lose	lost	lost
buy	bought	bought	make	made	made
cast	cast	cast	mean	meant	meant
catch	caught	caught	meet	met	met
choose	chose	chosen	pay	paid	paid
come	came	come	put	put	put
cost	cost	cost	read	read	read
cut	cut	cut	ride	rode	ridden
do	did	done	run	ran	run
draw	drew	drawn	say	said	said
dream	dreamt	dreamt	see	saw	seen
drink	drank	drunk	sell	sold	sold
drive	drove	driven	send	sent	sent
eat	ate	eaten	show	showed	shown
fall	fell	fallen	sing	sang	sung
feel	felt	felt	sleep	slept	slept
fight	fought	fought	speak	spoke	spoken
find	found	found	spell	spelt	spelt
fly	flew	flown	stand	stood	stood
forbid	forbade	forbidden	steal	stole	stolen
forget	forgot	forgotten	swim	swam	swum
forgive	forgave	forgiven	take	took	taken
get	got	got	teach	taught	taught
give	gave	given	tell	told	told
go	went	gone	think	thought	thought
grow	grew	grown	throw	threw	thrown
have	had	had	wake	woke	waked
hear	heard	heard	wear	wore	worn
hide	hid	hidden	win	won	won
hit	hit	hit	write	wrote	written
hold	held	held			

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# **ENGLISH FOR TOURISM**

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