

## Тема: Tour operators

☞ **Модальні дієслова** – це така група **допоміжних дієслів**, які

змінюють значення основного дієслова, надаючи відтінок обов'язковості, необхідності, можливості виконання дії:

1. Дієслова *can* та *may* мають форми теперішнього і минулого часу (*could* і *might*), дієслова *must*, *ought* і *need* мають тільки одну форму – теперішнього часу. У такому випадку замість них використовують **дублюючі конструкції**.

Must = have to = to be to

Can – to be able to

May = to be allowed to

2. Модальні дієслова не мають неособистої форми – інфінітиву, герундія і дієприкметника.

3. Модальні дієслова не мають закінчення **-s** в 3-й особі однини:

He can do it.

He must do it.

He may do it.

He ought to do it.

4. Питальна і заперечна форми модальних дієслів в Present і Past Indefinite утворюються без допоміжного дієслова *to do*. У питальній формі модальне дієслово ставиться перед підметом:

Can you do it?

Need he do it?

May you do it?

Ought she to do it?

Must you do it?

5. У заперечній формі частка **not** ставиться відразу ж після модального дієслова. Дієслово *can* і заперечна частка *not* у теперішньому часі пишуться разом: **cannot**.

He cannot do it. Він не може цього зробити.

You may not smoke here. Тут курити не дозволяється.

6. Модальні дієслова мають такі скорочені заперечні форми: *can't*, *couldn't*, *mightn't*, *needn't*, *mustn't*.

**Can, could** – можливість, дозвіл, ймовірність, навичка

– **Can you** go there and help them? It **could** be a trap

(Ти можеш поїхати туди і допомогти їм? Це може бути пастка.)

**May** – дозвіл, невпевненість

– **May I** go? He **may** be in danger

(Можна мені йти? Він може бути в небезпеці)

**Might** – невпевненість

– An asteroid **might** hit the planet

(Астероїд може зіткнутись з планетою)

**Must** – обов'язковість виконання дії, впевненість

– You **must** listen to it. They **must** leave now

(Ви мусите послухати це. Їм вже потрібно йти)

**Should** – порада, впевненість

– You **should** consult a doctor.

(Вам слід проконсультуватися з лікарем)

**Would** – допомога, запит про ймовірність

– **Would** you listen to the message, please? **Would** he be there on time? **Would** you like some coffee? (Послухайте повідомлення, будь ласка. Він добереться туди вчасно? Будете каву?)

**Ought** – виражає моральний обов'язок, бажаність дії, що відноситься до теперішнього і майбутнього часу слід – було б, потрібно, повинен, мусиш. Інфінітив після дієслова **ought** вживається з часткою **to**.

– You ought to do it at once. – Вам слід (варто було б, ви повинні) зробити це зараз.

– His brother has measles. He ought to be isolated. – У його брата кір. Його **слід** ізолювати.

**Need** - в поєднанні з Indefinite Infinitive виражає необхідність здійснення дії стосовно теперішнього і майбутнього часу.

**Need** вживається в питальних і заперечних реченнях, а також у стверджувальних реченнях, що містять такі прислівники з заперечним значенням, як **hardly**, **scarcely** та ін:

Need you go there so soon? – Чи потрібно вам (чи повинні ви) їхати туди так скоро?

You need hardly remind me of it. – Вам навряд чи треба нагадувати мені про це.

I **need not** tell you how important that is. (Th. Dr.) – Мені не потрібно говорити вам, як це важливо.

✍ **1. Complete the sentences with the correct form of the verb have (to).**

1. The car broke down so I ... go by bus. 2. We arrived too early so we ... wait. 3. Nobody likes it when he ... get up early in the morning. 4. The building ... be demolished. It's not safe. 5. My passport was out of date so I... renew it. 6. If weather conditions get any worse, the climbers .. give up. 7. The manager told me I... reduce my lunch breaks. 8. If you broke it, you ... pay for it. 9. The old man told me he ... work very hard when he was my age. 10. If business hadn't improved, they ... close down. 11. I... learn Spanish at the moment because I need it for my job. 12. If I hadn't passed the exam, I... take it again. 13. It... be ready by the end of

the week or you won't get paid. 14. I regret to ... inform you of the sad news. 15. ... the Queen ... tell a black lie?

**2. Make sentences according to the model.**

**Model.** *He wore a hat. It wasn't necessary. - He needn't have worn a hat.*

*He didn't wear a hat. It wasn't necessary. - He didn't need to wear a hat.*

1. She invited him. It wasn't necessary. 2. They didn't arrive early. It wasn't necessary. 3. They arrived early. It wasn't necessary. 4. She didn't invite them. It wasn't necessary. 5. He took the exam. It wasn't necessary. 6. She went to the bank. It wasn't necessary. 7. The teacher didn't help him. It wasn't necessary. 8. The teacher helped him. It wasn't necessary. 9. He didn't take the exam. It wasn't necessary. 10. She didn't go to the bank. It wasn't necessary. 11. She went to the doctor. It wasn't necessary. 12. He didn't go to a language school. It wasn't necessary.

**3. Complete the sentences with mustn't, needn't, don't (doesn't) have (to).**

1. You ... pay. It's free. 2. You ... forget to call me. 3. You ... shout. I'm not deaf. 4. You ... hurry. There's plenty of time. 5. You ... drop it. It's very fragile. 6. You ... accept a lift from a stranger. 7. Service is included. You ... leave a tip. 8. You ... stroke the dog because it bites. 9. Tomorrow's Sunday so she ... get up early. 10. The old man retired so he ... work anymore. 11. You ... read in the dark. You'll strain your eyes. 12. You ... worry. All is going to be fine. 13. When you're driving you ... take your eyes off the road. 14. You ... cheat or you'll be disqualified.

**4. Complete the sentences with may or can.**

1. ... you see anything in this inky darkness? 2. You ... go when you have finished your essays. 3. What shall we do if the train is late? It ... be late, you know, after the terrible snowstorms we've had. 4. When ... you come and see me? — Let me see: I ... not come tomorrow, for I must be at the meeting, but on Sunday I'll find time. Yes, you ... expect me on Sunday about two o'clock. Will that be all right? 5. You ... come in when you have taken off your boots. 6. Be careful: you ... spill the milk if you carry it like that. 7. Most children ... slide on the ice very well. 8. I don't think I ... be here by eleven o'clock tomorrow, but I ... be. 9. ... you say what will happen in an hour?

**5. Complete the sentences with can, may, must or need.**

1. Peter ... return the book to the library. We all want to read it. 2. Why ... not you understand it? It is so easy. 3. ... we do the exercise at once? - Yes, you ... do it right now. 4. ... you pronounce the word? 5. You ... not have bought this meat: we have everything for dinner. 6. I ... not go out today: it is too cold. 7. ... I take your pen? - Yes, please. 8. We ... not carry the bookcase upstairs: it is too heavy. 9. We ... not carry the bookcase upstairs ourselves: the workers will come and do it. 10. When ... you come to see us? - I ... come only on Sunday. 11. Shall I write a letter to him? - No, you ... not, it is not necessary. 12. ... I offer you something to drink? 13. Everything is clear and you ... not go into detail now. 14. He ... not drink alcohol when he drives. 15. Don't worry! I ... change a light bulb. 16. By the end of the week I ... have finished writing my book. 17. She ... not call the doctor again unless she feels worse.

**Key words**

## 6. Learn these words and word combinations by heart.

1.	package holiday	організований відпочинок
2.	itinerary	маршрут
3.	flight	рейс
4.	niche tour operator	нішевий туристичний оператор
5.	far-flung place	віддалені місця
6.	supplier	постачальник
7.	departure	від'їзд
8.	destination	місце призначення
9.	inbound tour operator	приймаючий тур оператор

## 7. Before you read answer the questions.

1. What are the biggest tour operators in your country or region?
2. Which are the most popular destinations they offer?
3. Are there any specialist tour operators in your country?

## 8. Read and translate the text into Ukrainian.

### Tour operators

A tour operator typically combines tour and travel components to create a package holiday. They advertise and produce brochures to promote their products, holidays and **itineraries**. The most common example of a tour operator's product would be a flight on a charter airline plus a transfer from the airport to a hotel and the services of a local representative, all for one price. **Niche tour operators** may specialize in destinations, e.g. Italy, activities and experiences, e.g. skiing, or a combination thereof.

The original raison d'être of tour operating was the difficulty for ordinary folk of making arrangements in **far-flung places**, with problems of language, currency and communication. The advent of the internet has led to a rapid increase in self-packaging of holidays. However, tour operators still have their competence in arranging tours for those who do not have time to do DIY holidays, and specialize in large group events and meetings such as conferences or seminars. Also, tour operators still exercise contracting power with **suppliers** (airlines, hotels, other land arrangements, cruise companies and so on) and influence over other entities (tourism boards and other government authorities) in order to create packages and special group **departures** for **destinations** that might otherwise be difficult and expensive to visit.

The three major tour operator associations in the U.S. are the National Tour Association (NTA), the United States Tour Operators Association (USTOA), and the American Bus Association (ABA). In Europe, there are the European Tour

Operators Association (ETOA), and in the UK, the Association of British Travel Agents (ABTA) and the Association of Independent Tour Operators (AITO). The primary association for receptive North American **inbound tour operators** is the Receptive Services Association of America (RSAA).

**9. Answer the questions:**

1. What does a tour operator typically combine?
2. Why do tour operators advertise and produce brochures?
3. Can you name the most common tour operator's product?
4. What led to a rapid increase in self-packaging of holidays?
5. Why do tour operators exercise contracting power with suppliers?
6. What are the three major tour operator associations in the U.S.?

**10. Retell the text.**

**11. Match the term in A with the definitions in B.**

**A**

**B**

distribution	a route or proposed route of a journey
itinerary	the process of marketing and supplying goods, especially to retailers
supplier	the place to which one is going or directed
departure	a producer or distributor of goods and services
destination	the act of leaving
niche tour operator	he/she specializes on a specific group of people with the same interest
provider	a person or company that provides package holidays
increase	growth or augmentation in size, strength, quality

**12. Complete the sentences using the words in the list above. Make all the necessary changes.**

1. The East-Indian and Chinese markets, the colonisation of America, trade with the colonies, ... in the means of exchange and in commodities generally, gave to commerce, to navigation, to industry an impulse.
2. When you buy a package holiday, the law requires the ... to use reasonable care and skill in arranging the holiday.
3. Perhaps you arrive at your ... in a rain-storm at ten at night you generally do.
4. I received this information about three days before my ... .
5. First, we examined how to define the problem of safety compliance by ... companies working in pulp and paper mills.
6. His ... was promptly determined: he would go to Dammartin, from which place two roads diverge, one toward Soissons, the other toward Compiègne; there he

would inquire concerning the Bracieux estate and go to the right or the left according to the information obtained.

7. Establishing open communication and rapport between customer and ... personnel is a key success factor in a new contract.

8. In the paper industry, the cost of ... often accounts for 10-20% of the total delivered cost of a product.

**13. Explain in English what is meant by:**

Niche tour operator, representative, wholesaler, inclusive tour, commission, direct selling, far-flung place.

✎ **14. Make up your own sentences with the words from Ex.13 using modal verbs.**

✎ **15. Translate the sentences into English paying attention to the active vocabulary.**

1. Вона почула про його звільнення з туристичної фірми за п'ять днів до свого від'їзду. 2. Його маршрут був добре спланований та організований. 3. Методи електронного бізнесу, без сумніву, відкривають широкі можливості прямих продажів кінцевим споживачам. 3. Наша компанія є найбільшим постачальником туристичних послуг в Іллінойсі. 4. Напевно, в нього зараз серйозні проблеми з туристичною компанією після її банкруцтва. 5. Курс валют та комісійні збори мають бути вказані у кожному пункті обміну готівки. 6. Літак вилітів тієї ж доби, в якості пункту призначення було вказано Мадрид. 7. Із закордонним постачальником має бути підписаний контракт на передачу новітньої технології. 8. Очікується, що використання енергії з метою задоволення потреб у галузі транспорту буде зростати в глобальних масштабах. 9. Компанія Best of Travel – міжнародний туроператор, який пропонує широкий вибір туристичних пропозицій для кожного клієнта. 10. Мені необхідна вся інформація стосовно рейсу, аренди автомобіля, готелю.

✎ **16. Use the information you have collected and write a brief description of how tour operation works in your country.**

**17. Work in pairs. Use the information from the text to role play the dialogue.**

## Тема 2. Tourist motivation

### Special Questions Спеціальні запитання

☝ Спеціальними запитаннями називаються запитання, які передбачають не просте підтвердження або заперечення думки, висловленої в запитанні, а одержання якоїсь додаткової інформації.

What's your name? – My name's Yurij.

What time shall we meet? – Seven.

Where are you going? – To the skating-rink.

Спеціальні запитання завжди починаються з питального слова (або групи слів), яке показує, що саме цікавить того, хто питає. Питальні слова **what, who, which, why, when, where, how, how much, how long** є членами речення (підметом, означенням, додатком, обставиною або предикативом).

Спеціальні запитання звичайно вимовляються з спадною інтонацією; вони характеризуються наявністю інверсії за винятком тих випадків, коли питальне слово є підметом або означенням до підмета.

Спеціальні запитання можуть бути всіх трьох структурних типів. Нижче наводяться приклади спеціальних запитань з питальним словом у функції різних членів речення.

Питальне слово – прями́й додаток або означення до додатка.

What are you writing?

What train shall we take, the 1.30 or the 2.30?

What did you do on Sunday?

Which dress do you like?

What can I do for you?

Who(m) do you want to see?

Питальне слово – при́йменниковий додаток або означення до прийменникового додатка. В розмовній мові прийменник у таких запитаннях звичайно ставиться в кінці речення (після присудка або прямого додатка).

What are you laughing at?

What are you talking about?

Who is she talking to?

Питальне слово – обста́вина або означення до обставини. Тут, так само як і в попередньому випадку, прийменник звичайно ставиться після дієслова.

What street do you live in?

Which way are we going?

Where are you going to?

Where are you coming from?

Питальне слово – предика́тив або означення до предикатива.

What are you? (Хто ви за фахом?) (коли питають про фах або заняття) – I am a teacher.

Who is that boy? (коли питають прізвище, ступінь споріднення) — He's Jack's younger brother.

What's your name? – My name's Mike Brown.

Whose pen is this?

What time is it?

How much is it? (Скільки це коштує?)

Питальне слово – підмет або означення до підмета. В цьому випадку вживається прямий порядок слів. Who told you that?

Who gave you these flowers?

What river flows through Kyiv?

Which bus goes to the Opera House?

Спеціальні запитання на відміну від загальних вимагають пояснювальної відповіді у вигляді повного або неповного речення.

When are you going to leave?

We haven't fixed the date yet.

What's the matter with you, Jane?

I'm feeling unwell, I have a headache.

На запитання до підмета або до його означення можливі короткі відповіді з дієсловами-замінниками.

Which team won? – The Metalist (did).

Who will help me? – Mary (will).

Дуже вживані в розмовній мові відповіді у вигляді неповних речень, які звичайно містять той член речення, до якого відноситься запитання.

When are you going to leave? – Tomorrow.

What's the matter with you? – Why, nothing.

How do you like our town? – Oh, very much.

Where are our seats? – Row 12, seats 18 and 19.

How are you getting on? – Quite well, thank you.

When did you come back? – Only two days ago.

Крім зазначених типів запитань, є ще альтернативні (вибіркові) запитання, які складаються з двох частин, з'єднаних сполучником **or**. Ці запитання за формою збігаються із загальними, але передбачають вибір між двома можливостями і вимагають таких самих відповідей, що й спеціальні запитання.

Перша частина таких запитань вимовляється з висхідною інтонацією, друга – з спадною.

Do you like tea or coffee? – Tea.

Is this your pencil or mine? – It's yours.

Shall I help you or can you do it yourself? – Thank you, I'll do it myself.

📌 **1. Make Special Questions to the following sentences.**



1. Family life is changing rapidly. 2. These days many people are complaining that life is too tough. 3. I can't understand what he is talking about. 4. He is always coming up with new ideas. 5. You're looking so very healthy at the moment. 6. She scanned the scenery. "What I don't understand is why we're not seeing the river." 7. I'm hoping I'll feel better by lunchtime. 8. Forgive me! I am being thoughtless. How is your son? 9. She is feeling dead guilty. Forgive her. 10. Maxim's jaw dropped, he was unable to absorb the things he was hearing. 11. I am only agreeing to this ridiculous decision of yours because there is no other way out.

✍ **2. Make Special Questions to the following sentences.**

1. We live in the life that we have created. 2. Miss Lazy has hardly done any work this week. 3. I've said all I wanted to say on the matter. 4. Alan and Chloe are both down with the flu. Thank God I haven't caught it from them. 5. I think you've made a good choice. 6. The country has made enormous progress this year. The Prime Minister has done so much good. 7. I've studied the last two faxes from Geneva and I've come to a decision. 8. You are my mother. I love you very much, and I thank you from the bottom of my heart for everything you have done for me. 9. Wait, you haven't read the details. 10. You have become very dear to me, and in such a short time. I've fallen in love with you, Mary. 11. So the vendetta has finally ended. You have united the two families at last. 12. You've been generous beyond belief. Thank you. 13. We've run out of sugar. Ask Mrs. Helpful to lend us some. 14. We have had some successes in tennis lately.

✍ **3. Ask questions to have the following answers.**

1. The seven days of the week are named in honour of the sun, the moon and five of the planets. 2. The year is divided into four seasons, each having three months. 3. In spring the trees are filled with new life. 4. Both the day and the night are divided into 12 hours. 5. The dial of the clock is marked with figures to indicate the hours.

✍ **4. Ask questions to have the following answers.**

1. We are going to reserve a double room. 2. A chambermaid is cleaning their suits now. 3. She is going to check out on Monday. 4. I am looking for the key. I have lost it, I'm afraid. 5. David is still filling in the blank.

✍ **5. Answer the following questions using the words in brackets.**

1. What is a receptionist doing now? (to fill in the blank) 2. What is a laundress doing now? (to wash shirts). 3. What is a porter doing at this moment? (to carry one's luggage) 4. What is a chambermaid doing at this moment? (to clean a room) 5. What is a manager doing now? (to call Mr Brown) 6. What is a bell-boy doing at this moment? (to buy newspapers and magazines for one of the guests)

↔ **Key words**

**6. Learn these words and word combinations by heart.**

1.	intrinsic motivation	внутрішня мотивація
2.	internal factors	внутрішні фактори
3.	novelty	нововведення

4.	pertain	належати
5.	opt	робити вибір
6.	acceptable	прийнятний
7.	pull towards	підтягувати до
8.	subsequent	наступний, подальший
9.	expenditure	витрати
10.	acquire	придбати, набути
11.	nuclear family	повноцінна сім'я
12.	joint family	сім'я, що складається з багатьох поколінь
13.	income	прибуток
14.	alter	змінювати
15.	currency	валюта

## 7. Before you read answer the questions.

1. Why do people travel?
2. How do you think tourists' reasons for travelling have changed in the last 20 or 30 years?

## 8. Read and translate the text into Ukrainian. Give Ukrainian equivalents to the words in italics.

### Tourist motivation

Motivation of the tourists stems from the domain of human psychology. It is the satisfaction-forming factor. The factors of motivation can be categorized into two types: *internal factors of motivation*; *intrinsic motivation*.

*Internal factors* arouse, direct, and integrate a person's behavior and influence his decisions for travelling.

*Intrinsic Motivation*. For many people, tourism is a way of satisfying their psychological needs such as travelling, performing leisure activities, exploring novelty and **capabilities**, self-expression and **self-assurance**, creativity, **competition**, need for relaxation, and **belongingness**. The intrinsic motivations **pertain** to assuring one's capabilities on different emotional fronts. Intrinsic motivation drives the tourists to **opt** for tourism for **intangible** rewards such as fun, **assurance**, and other emotional needs. The other intrinsic factors of motivation are:

*Attitudes of Tourist* – knowledge of a person, place, or object + positive or negative feelings about the same.

*Tourist's Perception* – by observing, listening, or getting knowledge, a tourist forms the **perception** about a place, person, or an object.

*Values or Beliefs* – tourist believes or **values** a specific mode of conduct which is acceptable personally or socially.

*Personality of the Tourist* – the nature and physique of a tourist plays an important role towards motivation in tourism.

### **External Factors of Motivation**

There are external motives in tourism that can influence tourists and **pull** them **towards** a certain motivation and **subsequent** decision.

*Extrinsic Motivation* – here, a tourist gets motivated by external factors such as money and the need to feel competent on the scale of **expenditure** and performance.

*Place of Origin* – the grooming of the tourist depends upon the place of its origin. For example, for the Indian married women, the tourism might come last in the list of preferential things they wish to do whereas for American ladies, tourism would **acquire** much higher rank.

*Family and Age* – the family matters when it comes to the structure and the income. Today, the families with **nuclear structure** and double income tend to opt for long distance, extravagant tourism more than **joint families** or families with single earning member who are interested in visiting domestic places. The tourists also have different preferences of places according to their age. For example, tourists in the age group of 5 to 45 years might enjoy visiting destination in the USA such as Disneyland more than the senior citizens.

*Culture or Social Class* – tourists of different cultures prefer different places, events, and different types of tourism. In addition, if friends and families who have visited a place earlier spread the first hand information that motivates the others to visit the place too.

*Market* – ever-changing market variables **alter** tourism. Changes in value of **currency**, political situations, and **economic well-being** of the country influence the decisions of a tourist.

### **9. Answer the questions.**

1. What does motivation of tourists stem from?
2. How can the factors of motivation be categorized?
3. What do internal factors of motivation influence?
4. What is intrinsic motivation?
5. What external factors of motivation can you name?
6. How do external factors of motivation influence tourists?

### **10. Retell the text.**

### **11. Match the term in A with the definitions in B.**

<b>A</b>	<b>B</b>
capability	confidence in the validity, value of one's own ideas, opinions
self-assurance	a talent or ability that has potential for development or use
competition	to make a choice or decision
belongingness	a contest

opt	the human state of being an essential part of something
intangible	the process or state of being aware of something
perception	incapable of being perceived by the senses
motivation	desire to do; interest to drive

✍ **12. Complete the sentences using the words in the list above. Make all the necessary changes.**

1. These were all directly tied to a decline in ... .
2. Ninety-four percent of Microsoft's value was ... assets that accountants find hard to measure with a number.
3. Lady Lydiard's quick ... instantly detected what was passing in his mind.
4. Research showed that leadership which fosters ... among team members creates a sense of inclusion and leads to innovation and creativity.
5. In our ever-changing world, ... out of Medicare may be worth consideration.
6. A country can use domestic contractors to provide ... .
7. She said: "Make-up is part of being a woman and it does give you ... and confidence".
8. As we can have seen in the previous chapter, there now came a period of violent ... which is remembered as the Dark Ages of the telephone business.

**13. Explain in English what is meant by:**

Values, pull towards, subsequent, expenditure, acquire, alter, currency, economic well-being.

✍ **14. Form your own Special Questions using the words from Ex. 13.**

✍ **15. Translate the sentences into English paying attention to the active vocabulary.**

1. Мотиваційні фактори можна поділити на дві групи: зовнішні та психологічні фактори.
2. Конкуренція між двома туристичними компаніями значно зросла завдяки попиту на відпочинок в екзотичних країнах.
3. Витрати на туристичне обладнання виправдались завдяки зростанню цікавості туристів до цього виду туризму.
4. Зміна курсу валют є одним з чинників, що впливає на мотивацію туристів щодо подорожей.
5. Економічний добробут країни стимулює бажання туристів відвідати її.
6. Думка про відпустку наштовхнула його на ідею відправитися у навколосвітню подорож морем.
7. Ці дані охоплюють як державні витрати, так і особисті.
8. Фізичні та юридичні особи, які не є резидентами, мають змогу тримати рахунки у закордонній валюті в Бангладеш.
9. На цій конференції велику увагу було приділено збереженню та популяризації нематеріальних культурних цінностей корінних народів Америки.
10. Щоб підтримати країни після завершення конфліктів, необхідно плідно співпрацювати з ними, а не конкурувати.

✍ **16. Find out the information to write opinion essay about trends in "old" and "new" tourism in your country or region.**

**Тема 3. Travel agencies**  
**Clauses of purpose**  
**Підрядні речення мети**

В англійській мові складнопідрядне речення складається з головної частини й однієї чи більше підрядних. Підрядні речення в англійській мові, так само, як і в українській, поділяються на *підметові, присудкові, додаткові, означальні та обставинні*.

*Підрядне підметове речення.* Підрядне підметове речення виконує функцію підмета. Приєднується до головного за допомогою сполучників *that* (що), *whether* (чи) та слів *who* (хто), *whom* (кого), *whose* (чий), *what* (що), *which* (котрий), *where* (де), *when* (коли), *why* (чому), *how* (як). *All that she wants is the truth.* – Все, що вона бажає, – це правда. *Who comes first does not matter.* – Не має значення, хто приходить першим.

*Підрядні присудкові речення.* Підрядні присудкові речення виконують функцію іменної частини присудка. Вони приєднуються за допомогою *that* (що), *if/whether* (чи), *as if/as though* (наче, ніби) та *in*. *That is why we came here.* – Саме тому ми прийшли сюди. *That is what he wanted to ask about.* – Саме про це він хотів запитати.

*Підрядні додаткові речення.* Підрядні додаткові речення виконують функцію додатка та приєднуються до головного речення за допомогою слів *that* (що), *whether* (чи), *who* (хто), *whom* (кого), *whose* (чий), *what* (що), *which* (котрий), *where* (де), *when* (коли), *why* (чому), *how* (як) тощо та безсполучниковим способом – останній властивий розмовному мовленню: *He knows where the book is.* – Він знає, де знаходиться книжка. *They said they were there.* – Вони сказали, що були тут.

*Підрядне означальне речення.* Функція підрядних означальних речень – означення до іменника чи займенника головного речення. Такі речення приєднуються за допомогою слів *what*, *which*, *where*, *when*, *who*, *whose* та безсполучниковим способом: *The girl who came into our classroom was very pretty.* – Дівчинка, яка зайшла до класу, була дуже гарненькою. *The school we go to is in our street.* – Школа, у якій ми навчаємося, розташована на нашій вулиці.

*Підрядне обставинне речення.* Підрядне речення обставини, яке виконує функцію обставин головного речення, має кілька видів.

*Підрядне речення часу* приєднується за допомогою сполучників *when* (коли), *after* (після того як), *before* (перед тим як), *while* (в той час як), *as* (коли), *till/until* (до того часу як), *as soon as* (як тільки), *as long as* (поки), *since* (з того часу як) та *in*. *Call me as soon as you come home.* – Зателефонуй мені, щойно прийдеш додому. *After we had written a composition, we went out of the classroom.* – Після того як ми написали твір, ми вийшли з класу.

*Підрядне речення причини* приєднується за допомогою сполучників *because* (тому що), *as/since* (оскільки), *for* (через те що) та *in*.: *We went to cinema because we wanted to watch a new film.* – Ми пішли до кінотеатру, тому

що хотіли переглянути новий фільм. As we were ill, we stayed at home. – Оскільки ми захворіли, ми залишилися вдома.

*Підрядне речення місця* приєднується до головного за допомогою сполучників where (де), wherever (куди б): We went where the park was. – Ми пішли туди, де був парк. Tim left the book on the table where you told him. – Тім залишив книжку на столі, там, де ти йому сказав.

*Підрядне речення наслідку* приєднується до головного за допомогою сполучника so (that) (що): Ann was so ill that she couldn't go to school. – Енн була така хвора, що не змогла йти до школи. We had decided to stay at home so we did all housework. – Ми вирішили залишитися вдома, отже, ми зробили всю хатню роботу.

*Підрядні речення мети* починаються зі сполучників so (that), in order that (to) (щоб), lest (щоб не): We went to school earlier lest we might be late for classes. – Ми пішли до школи раніше, щоб не спізнитися на уроки. Nick came to us in order that we might help him. – Нік прийшов до нас для того, щоб ми змогли йому допомогти.

*Підрядні речення способу дії та порівняння* поєднуються з головним сполучниками as (як), as ... as (як ... так), than (ніж), as if (ніби) тощо: Do as you like. – Роби, як тобі подобається. The more we read the story, the more we liked it. – Чим більше ми читали історію, тим більше вона нам подобалася.

Останній тип підрядних обставинних речень – *допустові*. Сполучники, які вживаються у таких реченнях, – though (хоча), however (хоча, однак), whatever (що б не) та ін.: He didn't come though we had asked him. – Він не прийшов, хоча ми його запрошували. We stayed in the street although it was getting dark. – Ми залишалися на вулиці, хоча сутеніло.

#### ➤1. Choose the right word to, in order to, so that, so as to.

1. They took the taxi ... waste time. 2. I have to get up early. I set the alarm for five o'clock ... oversleep. 3. Travel agencies also receive a large variety of bonuses, benefits, and other incentives from travel and tourism related companies as inducements for travel agents ... promote their products. 4. It is now common for the large mass market tour companies to purchase a controlling interest in a chain of travel agencies ... control the distribution of their product. 5. Intrinsic motivation drives the tourists ... opt for tourism for intangible rewards such as fun, assurance, and other emotional needs. 6. A tour operator typically combines tour and travel components ... create a package holiday.

#### 2. Choose the right word to, in order to, so that, so as to.

1. I'm studying very hard at the moment ... pass my exams next month. 2. I bought a dictionary ... help with my vocabulary. 3. I went to bed early ... I wouldn't be tired in the morning. 4. I waited for an hour ... I could meet her. 5. I am going to Australia ... forget my English. 6. Make sure your bags are tagged ... you can identify them later. 6. They advertise and produce brochures ... promote their products, holidays and itineraries. 7. Tour operators still exercise contracting power with suppliers (airlines, hotels, other land arrangements, cruise companies and so on) and influence over other entities (tourism boards and other government

authorities) ... create packages and special group departures for destinations that might otherwise be difficult and expensive to visit.

**3. Paraphrase the sentences using the clauses of purpose.**

1. He opened the window. He wanted to let fresh air in (in order to). 2. I took my camera. I wanted to take some photos (so that). 3. He studied really hard. He wanted to go to Japan (in order to). 4. Jason learns Chinese. His aim is to work in China. 5. I've collected money. I will buy a new car (so that). 6. Many people left Turkey in 1960s. They wanted to find jobs in Germany (in order to). 7. She attended to a course. She wants to learn Spanish (so as to). 8. Linda turned on the lights. She wanted to see better (in order to). 9. I will come with you. I want to help you pack your things (so as to). 10. We are going to cinema. We will watch a horror film (to). 11. You must take your umbrella so that you won't get wet (in order to). 12. He waited at the counter. He wanted to see her (in order to). 13. We all put on our coats. We were feeling cold (so that).

**4. Make up two sentences using the clauses of purpose.**

1. Ann is putting on her warm jacket. She doesn't want to catch a cold (so as not to). 2. Sandy has lent her brother some money. He wants to travel abroad (so that). 3. They are going on holiday soon. They want to have a rest. (so as to). 4. Mother packed her camera. She wanted her son to take photos. (so that). 5. He spoke in a low voice. He didn't want to wake her up. (in order not to).

**5. Fill in the gaps using in order to, so as to, so that or to:**

1. They went to the hospital \_\_\_\_see their friend. 2. The car stopped \_\_\_\_a woman could walk. 3. My father turned on the television \_\_\_\_watch the latest news. 4. My sister is going to study French \_\_\_\_\_leave London for Paris. 5. We bought a laptop \_\_\_\_\_our son could work anywhere. 6. Our teacher asks simple questions \_\_\_all the pupils can answer them.

**Key words**

**6. Learn these words and word combinations by heart.**

1.	on behalf of	від імені; заради
2.	travel insurance	страхування
3.	travel arrangements	підготовка до подорожі
4.	cater	поставляти їжу; обслуговувати відвідувачів (у ресторані, в театрі)
5.	clientele	клієнтура
6.	convenient	зручний
7.	purchase	купівля; купувати
8.	discount	знижка
9.	afford	дозволяти собі
10.	tax	податок

11.	approach	підхід
12.	outbound tourism	виїзний туризм
13.	inbound tourism	в'їзний туризм
14.	expertise	експертна кваліфікація

### 7. Before you read answer the questions.

1. What products do travel agencies sell?
2. What kind of services do they provide?

 **8. Read and translate the text into Ukrainian. Give Ukrainian equivalents to the words in italics.**

### Travel agency

A travel agency is a private **retailer** or public service that provides travel and tourism related services to the public **on behalf of** suppliers such activities as airlines, car rentals, cruise lines, hotels, railways, travel insurance, and package tours. In addition to dealing with ordinary tourists most travel agencies have a separate department devoted to making travel arrangements for business travelers and some travel agencies specialize in commercial and business travel only. There are also travel agencies that serve as general sales agents for foreign travel companies, allowing them to have offices in countries other than where their **headquarters** are located.

### Origins

The modern travel agency first appeared in the second half of the 19th century. Thomas Cook established a chain of agencies in the last quarter of the 19th century, in association with the Midland Railway. They not only sold their own tours to the public, but in addition, represented other tour companies. Other British pioneer travel agencies were Dean&Dawson, the Polytechnic Touring Association, and the Co-operative Wholesale Society. The oldest travel agency in the United States is Brownell Travel; on 4 July 1887, Walter T. Brownell led ten travelers on a European tour, setting sail from New York on the SS Devonian.

Travel agencies became more commonplace with the development of commercial aviation, starting in the 1920s. Originally, travel agencies largely **catered** to middle and upper class customers, but the post-war boom in mass-market package holidays resulted in the **proliferation** of travel agencies on the main streets of most British towns, catering to a working class **clientele** looking for a **convenient** way to book overseas beach holidays.

### Operations

A travel agency's main function is to act as an agent, selling travel products and services on behalf of a supplier. Consequently, unlike other retail businesses, they do not **keep a stock in hand**, unless they have pre-booked hotel rooms and/or cabins on a cruise ship for a group travel event such as a wedding and honeymoon.



A package holiday or a ticket is not purchased from a supplier unless a customer requests that **purchase**. The holiday or ticket is supplied to the agency at a discount. The **profit** is therefore the difference between the advertised price which the customer pays and the discounted price at which it is supplied to the agent. This is known as the commission. In many countries, all individuals or companies that sell tickets are required to be licensed as a travel agent.

In some countries, airlines have stopped giving commissions to travel agencies. Therefore, travel agencies are now forced to charge a percentage premium or a **standard flat fee**, per sale. However, some companies pay travel agencies a set percentage for selling their product. Major tour companies can **afford** to do this, because if they were to sell a thousand trips at a cheaper rate, they would still come out better than if they sold a hundred trips at a higher rate. This process **benefits** both parties. It is also cheaper to offer commissions to travel agents rather than engage in advertising and distribution campaigns without using agents.

Other commercial operations are undertaken, especially by the larger chains. These can include the sale of in-house **insurance**, travel guide books, and public transport timetables, car rentals, and the services of an on-site bureau de change, dealing in the most popular holiday currencies.

#### **Agency income**

Traditionally, travel agencies' principal source of income was, and continues to be, commissions paid for bookings of car rentals, cruise lines, hotels, railways, sightseeing tours, tour operators, etc. A fixed percentage of the main element of the price is paid to the agent as a commission. Commissions may vary depending on the type of product and the supplier. Commissions are not paid on the **tax** component of the price. Travel agencies also receive a large variety of bonuses, benefits, and other **incentives** from travel and tourism related companies as **inducements** for travel agents to promote their products. The customer is normally not made aware of how much the travel agent is earning in commissions and other benefits. Other sources of income may include the sale of **insurance**, travel guide books, public transport timetables and money exchange.

#### **Types of agencies**

There are three different types of agencies in the UK:  **multiples**, **miniples**, and **independent** agencies. Multiples comprise a number of national chains, often owned by international conglomerates, like Thomson Holidays, now a **subsidiary** of TUI AG, the German multinational. It is now common for the large mass market tour companies to purchase a controlling interest in a chain of travel agencies, in order to control the distribution of their product. (This is an example of vertical integration.) The smaller chains are often based in particular regions or districts.

Four different types of agencies exist in the United States: independent, consortium, regional, and mega agencies. American Express and the American Automobile Association (AAA) are examples of mega travel agencies.

Independent agencies usually cater to a special or niche market, such as the needs of residents in an **upmarket** commuter town or suburb, or a particular group interested in a similar activity, such as sporting events, like football, golf, or tennis.

Travel agencies choose between two approaches. One is the traditional, multi-destination, **outbound travel agency**, based in the traveler's originating location; the other is the destination focused, **inbound travel agency**, that is based in the destination and delivers an **expertise** on that location. At present, the former is usually a larger operator while the latter is often a smaller, independent operator.

**9. Answer the questions.**

1. What is a travel agency?
2. When did the modern travel agency first appear?
3. What is the main function of a travel agency?
4. What is travel agencies source of income?
5. How many types of agencies are there in the UK? Name them.
6. How many types of agencies are there in the USA? Name them.

**10. Retell the text.**

**11. Match the term in A with the definitions in B.**

A	B
retailer	main office
headquarter	a merchant who sells goods at retail
proliferation	something that is advantageous or good
profit	the act of increasing or rising
benefit	an arrangement or agreement that protects someone from incurring future losses, as from damage, theft, illness, or death
insurance	earnings
incentive	a company whose controlling interest is owned by another company
subsidiary	a motivating influence; stimulus

**12. Complete the sentences using the words in the list above. Make all necessary changes.**

1. For each level – wholesaler, ... and customer – there is a different value proposition and different selling challenge.
2. Their ... lay in the southwest corner of this district, near the crossing of two the so-called Martian canals.
3. We call on all countries, whether they have chosen to join the NPT or not, to work together to limit, to prevent, the threat of further nuclear ... .
4. The agreement as to the sharing of the ... was drawn up, it is true, by me, but at that time he made no word of complaint.
5. No life had been more peaceful and innocent than mine; few lives so rich with ... conferred.
6. And then again, when they went to pay their January's installment on the house, the agent terrified them by asking them if they had had the ... attended to yet.
7. She doesn't even understand that she is the sole ... of my whole work.

8. And it continued to believe this until one of its ... companies – the Gold and Stock-reported that several of its machines had been superseded by telephones.

**13. Explain in English what is meant by:**

On behalf of, catering, clientele, convenient, keep a stock in hand, purchase, flat fee, afford, tax, upmarket, expertise, inducement.

✍ **14. Make up your own sentences with clauses of purpose using the active vocabulary.**

✍ **15. Translate the sentences into English paying attention to the active vocabulary.**

1.Робоче навантаження всіх інших працівників головного офісу туристичної компанії було сконцентроване в Парижі. 2. Угода про розподіл прибутку ще не була підписана. 3. Я показав цей аналіз іншому страховому агенту, який не зацікавлений у справі. 4. Вона навіть не розуміє, що є єдиним стимулом моєї роботи в туристичній фірмі. 5. Одна з його дочірніх компаній збанкрутіла. 6. Високі податки змусили його закрити свою туристичну фірму. 7. Тур оператори купують місця на авіарейси, кімнати в готелях у великих компаній та продають їх у роздріб. 8. Перехожим необхідно надати легкий, безпечний доступ до всіх об'єктів громадського транспорту. 9. Ця організація проводить курси для жінок у галузі громадського харчування та гостинності для розширення їх прав та можливостей у цій країні. 10. Filler Corporation – це дочірня компанія Plus Entertainment.

**16. Think about your own area of the world. Your Partner will be a customer who doesn't know the area at all. Establish rapport, investigate needs, make suitable recommendations, and then present possible products.**

**17. Work in pairs. Use the information from the text to role play the dialogue.**

## Тема 4. Transport for tourism

### Comparatives and Superlatives Ступені порівняння прикметників

✍ В англійській мові, як і в українській, якісні прикметники мають три ступені порівняння: **звичайний** (the Positive Degree), **вищий** (the Comparative Degree) і **найвищий** (the Superlative degree).

#### Утворення ступенів порівняння прикметників

Форма звичайного ступеня прикметника не має якогось спеціального закінчення: wide, pleasant, difficult. Форми вищого і найвищого ступенів можуть бути **простими** (вони утворюються за допомогою закінчень) і **складними** (вони утворюються за допомогою службових слів). Обидва ці способи утворення ступенів порівняння використовуються і в українській мові.

сильний – сильніший – найсильніший

сильний – більш сильний – самий сильний

Прості форми вищого і найвищого ступенів утворюються додаванням закінчень **-er** (для вищого ступеня) і **-est** [ist] (для найвищого ступеня) до форми звичайного ступеня прикметника. Перед прикметниками у найвищому ступені стоїть означений артикль.

**Звичайний ступінь:** cold, simple, young

**Вищий ступінь:** colder, simpler, younger

**Найвищий ступінь:** (the) coldest, simplest, youngest

При утворенні простих форм вищого і найвищого ступенів слід додержувати таких правил:

1) Односкладові прикметники, які закінчуються на одну приголосну з попереднім коротким голосним звуком, подвоюють у написанні кінцеву приголосну у вищому і найвищому ступенях:

big – **bigger** – (the) **biggest**

hot – **hotter** – (the) **hottest**

У всіх інших випадках подвоєння не відбувається:

sweet – sweeter – (the) sweetest

cool – cooler – (the) coolest

2) Прикметники, які закінчуються на букву **y** з попередньою приголосною, у вищому і найвищому ступенях змінюють **y** на **i**:

easy – easier – (the) easiest

happy – happier – (the) happiest

Якщо кінцевій букві **y** передує голосна, то цієї зміни не відбувається:

gay – gay<sup>e</sup>r – (the) gay<sup>e</sup>st

3) Прикметники, які закінчуються **y** звичайному ступені на німе **e**, опускають його у вищому і найвищому ступенях:

large – larger – (the) largest

white – whiter – (the) whitest

4) У прикметників strong, young і long перед закінченнями вищого і найвищого ступенів вимовляється звук [g]:

long – longer – (the) longest

strong – stronger – (the) strongest

young – younger – (the) youngest

У прикметників, які закінчуються на букви **-r**, **-re**, перед закінченнями вищого і найвищого ступенів вимовляється звук [r]:

clear – clearer – (the) clearest

pure – purer – (the) purest

Прості форми вищого і найвищого ступенів мають такі прикметники:

1) усі односкладові прикметники;

2) двоскладові прикметники, які закінчуються на **-y**, **-er**, **-le**, **-ow**:

happy – happier – (the) happiest  
clever – cleverer – (the) cleverest  
simple – simpler – (the) simplest  
narrow – narrower – (the) narrowest

Складні форми вищого і найвищого ступенів утворюються додаванням службових слів **more** і **(the) most** до звичайного ступеня прикметника.

**Звичайний ступінь:** useful, beautiful

**Вищий ступінь:** more useful, more beautiful

**Найвищий ступінь:** (the) most useful, (the) most beautiful

Складні форми вищого і найвищого ступенів утворюють такі прикметники:

1) усі багатоскладові (ті, що мають більш як два склади) прикметники:

beautiful – more beautiful – (the most) beautiful

2) двоскладові прикметники, які не закінчуються на **-y**, **-er**, **-le**, **-ow** і мають наголос на першому складі:

careless – more careless – (the) most careless

useful – more useful – (the) most useful

Усі інші двоскладові прикметники можуть утворювати складні форми поряд з простими.

3) усі прикметники, які збігаються за формою з дієприкметником теперішнього або минулого часу (тобто закінчуються на **-ing** та **-ed**):

loving – more loving – (the) most loving

pleased – more pleased – (the) most pleased

tired – more tired – (the) most tired

Деякі прикметники утворюють вищий і найвищий ступені порівняння не за загальними правилами, наприклад:

good – better – (the) best

bad – worse – (the) worst

little – less – (the) least

В значенні маленький за розміром звичайно вживається прикметник **small**, який утворює ступені порівняння за правилами (**small – smaller – the smallest**).

Прикметник **little** часто вживається з пестливим відтінком.

What a nice **little** bag you've got!

Слово **little** може бути не тільки прикметником, а й неозначеним займенником і прислівником **little**(мало), наприклад:

There is **little** milk in the glass (неозначений займенник).

She slept very **little** last night (прислівник).

Деякі прислівники мають по дві форми вищого і найвищого ступенів, які різні за своїм значенням.

**З в и ч а й н и й Вищий ступінь ступінь**

**Найвищий ступінь**

old – старий

1) older – більш старий, старіший; старший (за ...)  
2) elder – старший (у сім'ї)

1) the oldest – самий старий, старший, найстаріший  
2) (the) eldest – самий старший у сім'ї

late – пізній

1) later – більш пізній  
2) latter – останній з двох (по порядку)

1) (the) latest — самий пізній, останній (за часом)  
2) (the) last — самий останній (по порядку); минулий

far – далекий, дальній

1) farther – більш дальній (далекий) (про відстань)  
2) further  
(а) більш дальній (далекий) (про відстань);  
(б) дальший, наступний (по порядку)

1) (the) farthest – самий дальній (далекий)  
2) (the) furthest – самий далекий

near – близький

nearer – більш близький

1) (the) nearest – самий близький, найближчий  
2) (the) next – наступний (по порядку); майбутній

Форми **older, oldest** вживаються, як правило, стосовно осіб, які не є членами однієї сім'ї, або стосовно неживих предметів.

I am not **older** than you.

Tom is **the oldest** boy in our form.

This is **the oldest** building in our town.

Форми **elder, (the) eldest** вживаються стосовно членів однієї сім'ї. Але при наявності слова **than**(порівняння) вживається форма **older**, а не **elder**.

Her **elder** sister is called Mary.

My **elder** brother lives in Kyiv.

The **eldest** son is going to be a teacher.

**Але:**

Jane is two years **older** than her sister.

Форми **later, (the) latest** вживаються стосовно часу:

Here is **the latest** news.

**Later** events showed that he was right.

Have you read his **latest** book?

Форми **latter, (the) last** означають порядок послідовності.

John and Nick like winter sports. The former is fond of skating, and **the latter** prefers skiing.

I saw him on the **last day** of my holiday.

Вживані сполучення без артикля **last week, last night, last year, last month** і т. п., в яких **last** має значення минулий.

He left **last** week.

What did you do **last** night?

Форми **nearer, (the) nearest** вживаються при означенні відстані і часу.

How can I get to the **nearest** post-office?

Come **nearer**, please.

Форма **the next** вживається із значенням наступний (по порядку), дальший.

**The next** train leaves in half an hour.

What is **the next** thing to do?

Вживані також сполучення без артикля **next day, next Sunday, next week, next month, next winter (year, May)**, в яких **next** має значення майбутній.

I'll see you **next** week.

Will you come **next** Sunday?

**1. Fill in the gaps with the correct form of the adjective. Mind the use of articles where necessary.**

*A. Late*

1. These are ... books and current magazines. 2. Are you getting off at ... stop? 3. He turned up ... than he had promised. 4. Let's discuss ... news a little bit ..., shall we? 5. We have two managers at the office: Igor and Svetlana. ... is thirty, ... is twenty-eight. 6. Will you repeat ... sentence, please. 7. This illustrated magazine shows photographs of ... fashions. 8. Last week my students passed ... exam. 9. I am ..., but not ... . 10. We need ... telephone directory.

*B. Near*

1. There's no one ... to me than you. 2. Excuse me, where is ... metro station? 3. ... time think before you speak. 4. Are you getting off at ... stop, sir? 5. Who lives ... to the school, children? 6. ... week you'll have to write ... essay according to our plan. 7. Who is going to be ... to do the talking?

*C. Old*

1. My roommate is as ... as I. 2. Of the four children Tony is ... . 3. My ... brother is a loving family man. 4. - Who is ... here? - Mr. Stone is, though he is the youngest man here. 5. Have you ... brother or sister?

*D. Far*

1. She is one of those who will go .... 2. How ... is your native place from here? 3. Billy lived at ... end of the village. 4. She never went ... than school. 5. Do you think they will get any ... in this tricky matter? 6. A ... calculation shows that these figures are incorrect. 7. I live ... from the city centre than you do, S. They are waiting for ... news from home.

**2. Put the adjectives in the correct order.**

1. Cycling is a(n)\_\_\_\_\_ activity, (useful, outdoor, popular) 2. Now I'm reading a \_\_\_\_\_ novel, (depressing, long, boring) 3. He had a \_\_\_\_\_ alarm clock, (digital, new, useful) 4. Have you heard of this \_\_\_\_\_ invention? (Japanese, fantastic, new) 5. This family rents a \_\_\_\_\_ house, (furnished, large, old) 6. I've just bought a(n)\_\_\_\_\_ table, (beautiful, coffee, glass, oval) 7. Robert's is the \_\_\_\_\_ car. (red, Italian, big) 8. Our students are using \_\_\_\_\_ dictionaries. (English, reliable, new, complete) 9. There was a \_\_\_\_\_ carpet on the floor, (soft, wonderful, woollen, Persian) 10. Andy gave Rosie a \_\_\_\_\_ box. (jewellery, velvet, small, square) 11. Stratford is a \_\_\_\_\_ town, (nice, small, quiet) 12. There are a lot of \_\_\_\_\_ pans in the shops, (frying, Tefal, non-stick, brand-new, French-made).

**3. Give degrees of comparison of the following words if possible,**

I. angry, brave, bad, convenient, dry, dead, final, good, heavy, narrow, perfect, Persian, right (left), square, important, white, yellow, unique, little

II. absent-minded, easy-going, fine-looking, good-natured, high-flown, high-heeled, kind-hearted, much-spoken, narrow-minded, old-fashioned, strong-willed, well-bred.

**4. Answer the following questions using the words in brackets.**

1. What is a receptionist doing now? (to fill in the blank) 2. What is a laundress doing now? (to wash shirts). 3. What is a porter doing at this moment? (to carry one's luggage) 4. What is a chambermaid doing at this moment? (to clean a room) 5. What is a manager doing now? (to call Mr Brown) 6. What is a bell-boy doing at this moment? (to buy newspapers and magazines for one of the guests).

**5. Compare.**

I. two different resorts 2. travelling by air and by sea 3. two flowers 4. rock music and classical music 5. two academic subjects 6. comedy and tragedy 7. reading and writing 8. being single and being married 9. two of your friends 10. your life now with what it was like ten years ago 11. your physical appearance now with the way you looked as a child 12. two movie stars 13. two holidays 14. two of your teachers 15. children with parents.

**Key words**

**6. Learn these words and word combinations by heart.**

1.	hail a taxi	взяти таксі
2.	accommodation	житло
3.	array of fare classes	діапазон цін
4.	date restrictions	обмеження строку



5.	frequent flyer status	статус постійного клієнта авіакомпанії
6.	loose schedule	вільний графік
7.	a host of hassles	багато труднощів, перепон
8.	maintenance	підтримка, сбереження
9.	hub airports	вузловий аеропорт
10.	vessel	судно, корабель
11.	indispensable	необхідний, обов'язковий
12.	valid driving permits	діюче водійське посвідчення
13.	ridesharing	сумісне використання транспортного засобу
14.	traverse the countryside	пересікати сільську місцевість
15.	rival	конкурент

### 7. Before you read answer the questions.

1. How do you prefer to travel – by car, by coach, by train, by plane ... ? Why?
2. Think about the best and worst journeys you have ever made. Exchange ideas with a partner.

 **8. Read and translate the text into Ukrainian. Give Ukrainian equivalents to the words in italics.**

#### Transport for tourism

Transportation is a concern of every traveler, whether he is planning how to reach a destination or trying **to hail a taxi**. Numerous transportation options exist, ranging from one-way trips in a first-class jet to budget accommodation on a freighter.

#### By plane

Travel by plane is often faster – when travelling very large distances, such as between continents, the difference is a choice between a day in transit flying versus several weeks any other way - and safer than other modes of transportation but it can be more expensive and generally involves dealing with security checks and baggage issues that travelers by bus or train might not have to face.

#### Ticket buying

Purchasing airline tickets can involve a mind-numbing **array** of **fare** classes, date restrictions, and price options. Two travelers sitting next to one another on a plane have almost always paid different fares, so finding the best prices can be a **challenge**.

#### Modes of travel

Airline travel varies from **cramped** economy cabins to large **suites** that may even offer a full-length bed. Prices vary according to class of service, but **frequent**

**flyer status** and other methods offer ways of getting upgraded travel without the upgraded price.

### **Round the world flights**

Several airlines offer round-the-world flights, perfect for **backpackers** with a lot of time and a **loose schedule**. These flights offer travel to any location, provided the traveler is always moving east to west (or vice versa) and often limit the traveler to a maximum number of flights.

### **Security issues**

Airport security has become stricter in recent years and offers a **host of hassles** for travelers. Arriving at the airport in time to make it through security checks, traveling with proper documentation, and avoiding transits through countries with strict security **constraints** are all considerations for air travelers.

### **Air charter**

Air Charter is the official name for air taxi operations, defined by the FAA and operated under a series of rules, primarily the US Federal Code of Aviation Regulations (FAR) Part 135, which specifies specific rules for experience, **safety**, and **maintenance**. Air charter is the business of renting a complete craft (i.e., chartering) as opposed to individual aircraft seats (i.e., getting a price ticket through a conventional airline) whereas the airlines specialize in selling transportation by the seat. Air charter companies fly point-to-point, at the time requested by hiring customers, so that customers don't need to wait in-line at major **hub airports**. Safety, pilot qualifications, and many other considerations are overseen by the FAA.

Air charter companies often fly smaller aircraft that the FAA approves, with room for 3-9 (or more) passengers. Since aircraft with more than 9 passengers start to fall into the "commuter" size range, there are a number of extra requirements and costs that occur with more than 9 passenger seats per aircraft.

The new VLJ (very light jet) aircraft being delivered by Eclipse Aviation and others will typically seat 4-5 passengers, and offer a new set of choices for point-to-point flights.

### **General Aviation**

Travelling at the controls of a small plane as a private pilot can be one of the most fulfilling travel experiences possible. You get to see the world from a perspective entirely different from the ground or from commercial aviation. Most parts of the world have some form of General Aviation; in western countries such as the United States and Europe small airports are everywhere. Costs are somewhat higher than commercial airline seats; travel time is less than by car but usually somewhat more than by airline. Becoming a pilot can take a significant amount of time and money, but most will agree the rewards are outstanding; for most travel pilots the journey is the reward.

### **By train**

Travel by rail often **invokes** a past era, with tracks winding through mountains and forests, comforts including dining cars and sleeper cabins, and other **amenities** not available to air and motor travelers.

### **By boat**

This is a less crowded, cheaper alternative for crossing a sea or ocean, not using airplanes or commercial cruise ships or ferries.

### **Yacht charter**

Yacht Chartering is known as the best kept secret in the holiday industry. It is where you **hire** a yacht (either a sailing yacht or a motor yacht) and to sail in a different part of the world each year. As well as the **flexibility** it offers it can also be surprisingly excellent value for money, often working out cheaper than booking hotel rooms, especially if there are a good number of people going on holiday together. It also usually works out cheaper than owning your own yacht if you charter for up to six weeks a year.

In order to charter a yacht you will need to demonstrate that you have a qualified skipper and at least one competent member of crew. If you are not able to **supply** your own skipper (this is known as "bare-boat charter") you can pay to have one supplied which is known as a "skippered" or "crewed" charter. There are plenty of yacht charter companies; one of the largest in the U.S. is Denison Super Yacht Division. Popular locations include Croatia, Greece, Seychelles, Turkey, Malaysia, Thailand, Indonesia, and the Whitsunday Islands.

### **Cruise ships**

Cruise ships range in size from vessels holding a handful of passengers to floating cities that hold thousands of passengers and offer all of the amenities that one would expect of a luxury resort.

### **Automobile travel**

In some countries such as the United States of America a car is a nearly **indispensable** tool for travel. Cars allow flexibility in destination planning but require maintenance, insurance, and **valid driving permits**.

### **Ridesharing**

Ridesharing, or carpooling, is the sharing of car journeys so that a driver does not travel alone in a car. Websites such as BlaBlaCar safely connect drivers with empty seats to passengers looking for a ride.

### **Hitchhiking**

Hitchhiking is an inexpensive and sometimes dangerous way to get from one place to another. Hitchhiking has its own codes and rules, and can be an effective and enjoyable means of travel for some.

### **Cycling**

Cycling trips can range from day trips to adventures that last for months, with the cyclist using manpower **to traverse the countryside**.

### **Bus travel**

Taking the bus is a comfortable and eco-friendly mode of transportation. Coach fleets have upgraded their services over the years and now rival those of airplanes. In certain countries, locals rely on the bus as some routes aren't served by popular modes of transport, like the plane or the train. Companies like Busbud, make finding the right bus easier as they work with operators all over the world to help travelers find bus tickets.

**9. Answer the questions.**

1. What is transportation?
2. How do prices vary?
3. What is air charter?
4. What is needed in order to charter a yacht?
5. How do cruise ships range?
6. What is ridesharing and hitchhiking?

**10. Retell the text.**

**11. Match the term in A with the definitions in B.**

A	B
fare	a man hiking with a rucksack
amenities	the threat or use of force to prevent, restrict, or dictate the action or thought of others
backpacker	freedom from danger or risk of injury
constraint	a craft, especially one larger than a rowboat, designed to navigate on water
safety	a series of connected rooms, as in a hotel or office building, used as a single unit
vessel	an airport, railway station, bus station, from which many services operate connecting journeys
suite	a transportation charge, as for a bus
hub	something that contributes to physical or material comfort

**12. Complete the sentences using the words in the list above. Make all necessary changes.**

1. A majority of ... prefer to leave their smart phones behind while travelling.
2. All ... and formality quickly disappeared, and the friendliest feeling succeeded.
3. He passed the tree in ..., but new perils lay before him.
4. In addition to 146 ..., the resort also features 144 privately owned casitas, which will also be a part of the hotel's inventory.
5. Beyond such ... I had left my family severely alone.
6. Collin Matthews, Chief Executive of Heathrow Airport said: "A single ... is the only way to connect the UK to the fastest growing economies because it is the only model that can sustain long-haul flights".
7. He had in some way lost on exchange in New York, and the railway ... to Nebraska was more than they had expected.
8. Though if our ... is held back much by storms he may get on the ground first.

**13. Explain in English what is meant by:**

A host of hassles, challenge, cramped, hire, flexibility, supply, maintenance, indispensable, valid driving permits, ridesharing, hitchhiking, traverse, array.

**14. Make up your sentences with Comparatives and Superlatives using the words from Ex.13.**

**📖 15. Translate the sentences into English paying attention to the active vocabulary.**

1. Більшість туристів, що подорожують місцевістю з рюкзаками за спиною, залишають сучасні електронні пристрої вдома та насолоджуються дикою природою. 2. Скільки коштує квиток до Риму? 3. Не дивлячись на всі зручності, вона почувала себе дуже самотньою на борту цього розкішного корабля. 4. Його судно викинуло на скелі біля Великого Бар'єрного Рифу. 5. Пристигніть ремені безпеки, будь ласка. 6. Ми прагнемо стати регіональним центром в галузі комунікацій, авіації та туризму. 7. Проїзд в один кінець коштує 1 євро. 8. Це судно також здійснює рейси в Пунта Аренас в Чілі два рази на місяць. 9. Кожного року ми з Полою арендуємо цей великий номер – люкс на Ніагарському водоспаді. 10. Я можу найняти когось, хто знає іспанську.

**16. Which you think are the most important features for a tourist on each journey? Make a presentation.**

**17. Work in pairs. Use the information from the text to role play the dialogue.**

## Тестові завдання

### 1. Choose the correct option to complete the sentences.

1. I can ... people relax.  
a. to make    b. making    c. make
2. I enjoy ... people from different country.  
a. meet    b. to meet    c. meeting
3. Are you willing ... long hours?  
a. to work    b. work    c. working
4. I like ... foreign languages.  
a. to speak to    b. speaking    c. speak
5. We're busy because a big conference ... this week.  
a. is taking place    b. takes place    c. take place
6. Some of the rooms ... private bathrooms.  
a. doesn't have    b. don't have    c. aren't having
7. They ... of holding a meeting at our hotel.  
a. 's thinking    b. think    c. 're thinking
8. I ... to Tourism college every Tuesday evening.  
a. goes    b. go    c. 's going
9. New Zealand ... in the South Pacific Ocean.  
a. is located    b. are located    c. locates
10. There ... many beautiful flowers.  
a. is    b. be    c. are
11. ... this film last month?  
a. have you seen    b. did you see    c. do you see
12. When we met him, he ... us.  
a. was not recognizing    b. didn't recognize    c. did recognize
13. Turn the music down. I ... to concentrate.  
a. am trying    b. try    c. am tring
14. Put your coat on. It... colder!  
a. gets    b. get    c. is getting
15. Ed ... strong tea.  
a. is never drinking    b. never drinks    c. are drinking
16. The secretary ... a lot of letters yesterday.  
a. answered    b. were answering    c. was answering
17. David ... on Sundays.  
a. usually rest    b. is usually retesting    c. usually rests
18. What is that noise? Why ... the dog ...?  
a. does ... bark    b. is .... barking    c. do ... bark
19. Don't bother her. She ... the news.  
a. watches    b. watch    c. is watching
20. He ... the test from 2 till 4.  
a. wrote    b. was writing    c. written
21. The extreme north ... a subtropical climate.  
a. have got    b. has got    c. got

22. The Balearic Islands ... four main islands.  
a. consist   b. consist in   c. consist of
23. The United Kingdom ... four countries.  
a. is consisted of   b. consist of   c. consists of
24. ... in Sicily?  
a. Are Mount Etna found   b. is Mount Etna found   c. is Mount Etna find
25. The Balearic Islands ... in the Mediterranean.  
a. lie   b. is lied   c. lies
26. The islands ... very warm in summer.  
a. is   b. are   c. has got
27. I can ... people relax.  
a. to make   b. making   c. make
28. I enjoy ... people from different country.  
a. meet   b. to meet   c. meeting
29. Are you willing ... long hours?  
a. to work   b. work   c. working
30. I like ... foreign languages.  
a. to speak to   b. speaking   c. speak
31. He ... the test from 2 till 4.  
a. wrote   b. was writing   c. written
32. The secretary ... a lot of letters yesterday.  
a. answered   b. were answering   c. was answering
33. The students ... busily, when we came up to them.  
a. was talking   b. talked   c. were talking
34. David ... on Sundays.  
a. usually rest   b. is usually retesting   c. usually rests
35. Don't bother her. She ... the news.  
a. watches   b. watch   c. is watching
36. What is that noise? Why ... the dog ...?  
a. does ... bark   b. is .... barking   c. do ... bark
37. Have a sandwich. Thanks, but I ... .  
a. have eaten already   b. have already eaten   c. has eaten already
38. Paul isn't here. He ... to school.  
a. just has gone   b. have gone just   c. has just gone
39. I can't find my key. I think I ... it.  
a. have lost   b. has lost   c. is losing
40. My friend Tim ... to travel to Japan.  
a. always wanted   b. has always wanted   c. always wants

## ГЛЮСАРІЙ

**advantage** *n* a detail that makes a product, for example a holiday, better than similar products.

**advertise** *v* to tell the public about a product or service in order to encourage people to buy or use it.

**aisle** *n* the passage between rows of seats in a plane.

**ancient** *adj* very old.

**apartment** *n* a set of rooms used for holidays.

**awareness** *n* the fact of knowing that something, for example a particular company or product, exists.

**baggage** *n* personal possessions taken on to a plane by a passenger, including checked luggage and hand luggage.

**baggage handler** *n* a person whose job is to load passengers' luggage on to and off planes.

**baggage reclaim** *n* the place at an airport where you collect your luggage after your flight.

**benefit** *n* a helpful and useful effect that something has.

**boarding pass** *n* a printed card that airline passengers are given when they check in, that shows their flight and seat number, etc., and that they show before they get on the plane.

**browse** *v* to look at different parts of a magazine, the Internet, etc., hoping to find something that interests you.

**cabin** *n* a small room in a ship or boat, where a passenger sleeps.

**cabin crew** *n* the people whose job is to take care of passengers on a plane.

**cable car** *n* a form of public transport using carriages that are pulled along rails by moving cables.

**campaign** *n* a series of planned activities with a particular aim, for example to encourage people to visit a place or to buy something.

**campsite** *n* a place where people on holiday can put up their tents, park their caravan, camper, etc., often with toilets, water, etc.

**cancel** *v* to decide that you no longer want to do what you have arranged to do, for example go on a holiday.

**cancellation** *n* a decision that you no longer want to do what you have arranged to do, for example go on a holiday.

**carriage** *n* a separate section of a train, tram, or similar form of public transport.

**carrier code** *n* a series of numbers that identify a particular airline.

**catering** *n* the work of providing food and drinks for people.

**cathedral** *n* a large church that is the most important one in a city.

**check-in clerk** *n* a person who works for an airline, who checks passengers' tickets and passports when they arrive at the airport, takes their luggage, and gives them a boarding card.

**concrete** *n* a hard, grey building material.

**conference facilities** *n* the rooms, equipment, services, etc. that are necessary for holding a conference.



**confirm** *v* to check or to announce that something will definitely happen as originally planned.

**connecting flight** *n* a segment of a flight that requires a passenger to change planes, but not change carriers.

**conservation** *n* the protection of the natural environment.

**convince** *v* to make somebody believe something so that they feel confident.

**CRS, computerized reservation system** *n* a system for booking a hotel room, a flight, etc. on the Internet.

**customs** *n* the place at an airport where your bags are checked as you come into a country.

**day trip** *n* a tour or excursion that leaves in the morning and returns the same evening.

**delay** *n* a period of time where you have to wait.

**departure gate** *n* a numbered area in an airport where passengers get on their plane.

**departure lounge** *n* an area in an airport where passengers wait before getting on their plane.

**deposit details** *n* a record of the amount of money that a customer has paid as the first part of a larger payment.

**destination** *n* a place that people travel to, for example on holiday.

**develop** *v* to think of a new product and work on it so that it will be successful.

**direct sell** *n* the practice of selling products and services directly to the public, without using shops, agents, etc.

**diving** *n* the activity of swimming under the surface of the sea, a lake, etc.

**domestic** *adj* operating inside its own country.

**domestic tourism** *n* the activity of people taking holidays in their own country.

**emissions** *n* gases that are sent out into the air.

**enlightenment** *n* a deeper understanding of life, especially of feelings and beliefs outside the physical world .

**enormous** *adj* very big.

**en-suite (facilities)** *adj*(of a bedroom) having a private bathroom joined on.

**establish** *v* to form or create something for the first time.

**evaluate** *v* to make a judgement, for example about how successful something is, after thinking about it carefully.

**expenditure** *n* the amount of money that a person or company spends.

**famtrip, familiarization trip** *n* a visit organized by an airline or tourist resort, etc., where tour operators and journalists (an get to know the facilities and services offered).

**fare** *n* the money that you pay to travel by plane, train, taxi, etc.

**feature** *n* one of the details that describes a particular product or service.

**ferry** *n* a boat that carries passengers between two points of land, between two islands, etc.

**flight attendant** *n* a person whose job is to serve and take care of passengers on a plane.

**fly-drive holiday** *n* a package that includes the cost of both the flight and hire of a car at the destination.

**ground crew** *n* the people at an airport whose job is to take care of planes while they are on the ground.

**guarantee** *v* to make a firm, official promise that something will or will not happen.

**harbour** *n* a place on the coast where ships can be tied up, that is protected from the sea and bad weather.

**heritage** *n* the traditions, culture, and history of a place.

**high-rise** *adj* (used about a building) very tall, with many floors.

**hill walking** *n* the activity of going for long walks in the hills for pleasure.

**hostel** *n* a building that provides cheap accommodation, often in rooms with several beds, and meals for travelers.

**hovercraft** *n* a vehicle that travels just above the surface of water or land, held up by air being forced downwards.

**identify** *v* to find out or discover what something is.

**improve** *v* to make something better.

**in advance** *adv* before the time when something will happen, be used, etc.

**in bulk** *adv* in large quantities, and usually at a reduced price.

**inbound tourism** *n* the activity of people entering the country from abroad to take holidays.

**incentive tour** *n* a journey or holiday given to a worker or group of workers as a reward for good work.

**include** *v* to have something as one part.

**inclusive tour** *n* a holiday that includes transport, accommodation, and sometimes other things such as meals and excursions.

**incoming link** *adj* connected with travel into the country from abroad.

**initial enquiry form** *n* a form on which a company records details about the type of product or service a new customer is looking for, and the customer's contact details.

**insurance** *n* an arrangement with a company where you pay them a small amount of money before you travel, and they agree to pay the costs if you are ill or die, or lose or damage something.

**inventory** *n* details of a flight booking, including flight number, time, route, seat number, etc.

**investigate** *v* to find out information, for example by asking somebody a number of questions.

**issue** *v* to give somebody something official, for example a ticket, passport, etc.

**itinerary** *n* a list of things that will happen, for example on a tour, and their times.

**landscape** *n* everything you can see when you look across a large area of land, especially in the country.

**leisure tourism** *n* travel that is done just for pleasure, rather than for business or for a specific purpose.

**long-haul** *adj* (of a flight) covering a long distance.

**lost property** *n* the place at an airport, etc. where items that have been found are kept until they are collected.

**low-cost carrier** *n* an airline that is cheaper than most airlines, and that usually offers a more basic service.

**luxury** *adj* very comfortable and high quality.

**massage** *n* the activity of having your body rubbed, pressed, etc. in order to help you relax.

**maximum stay** *n* the longest possible time between travelling to a place and traveling back.

**meal basis** *n* an agreement of how many meals will be provided as part of a holiday package, for example bed and breakfast or full board.

**minimum stay** *n* the shortest possible time between travelling to a place and traveling back.

**monitor** *v* to watch and check something over a period of time.

**motivation** *n* something that makes you want to do a particular thing, for example travel to a particular place.

**mountain climbing** *n* the activity of climbing mountains as a sport.

**mountaineer** *n* a person who climbs mountains as a sport.

**open-jaw trip** *n* a return airticket that allows you to fly into a country at one airport, and leave the country by a different airport.

**opportunity** *n* something that gives you the chance to be successful.

**outbound tourism** *n* the activity of people leaving their country to take holidays overnight to stay for one night.

**package holiday** *n* a holiday that includes transport, accommodation, and sometimes other things such as meals and excursions.

**paperless ticketing** *n* a system where passengers book air tickets on the Internet or over the phone. No ticket is necessary as the information is stored on the airline's computers.

**passenger flow** *n* the number of passengers coming into and going out of an airport.

**picturesque** *adj* (used about a place) pretty and old-fashioned.

**pier** *n* a long, low structure built in the sea and joined to the land at one end.

**pilgrimage** *n* a journey to an important religious place.

**raise** *v* to increase something.

**rapprochement** *n* a friendly and understanding relationship between two people.

**receipt** *n* a piece of paper that is given to show that you have paid for something.

**receptionist** *n* a person whose job is to deal with people arriving at or telephoning a hotel.

**refuge** *n* a very simple building that provides shelter and protection from the weather.

**remote** *adj* (used about a place) far away from other places where people live

**rep, representative** *n* a person whose job is to look after people who are on a package holiday.

**requirement** *n* something that a person needs.

**research** *v* to make a careful study of something in order to find out information

**retail** *n* the business of selling things, for example holidays and tours, to the public  
**retreat** *n* a quiet, private place that you go to in order to get away from your usual life.

**retrieve data** *v* to find and look at information that has been stored on a computer.

**return trip** *n* an air journey that departs from and arrives back at the same airport.  
**room service** *n* a service provided in a hotel, where guests can order food and drink to be brought to their rooms.

**runway** *n* a long narrow strip of ground in an airport, that planes take off from and land on.

**scheduled airline** *n* an airline that operates to fixed timetables and on fixed routes, and which sells tickets to the public rather than to package holiday companies.

**seatbelt** *n* a belt that is attached to the seat in a plane and that you fasten around yourself.

**secondary airport** *n* a small airport that is not one of the main ones in a country.

**security check** *n* the process of checking passengers and their bags at an airport to make sure that they are not carrying anything dangerous.

**service station** *n* an area and building beside a motorway where you can buy food and petrol, go to the toilet, etc.

**serviced** *adj* (used about holiday accommodation) in which meals are provided.

**short-haul** *adj* (of a flight) covering a short distance.

**shuttle** *n* a plane, bus, or train that travels regularly between two places.

**skilled** *adj* (used about a job) that requires special ability or training.

**stopover** *n* an interruption to a trip lasting twelve or more hours.

**store data** *v* to keep information on a computer until you need to use it.

**strength** *n* a good quality that you have that gives you an advantage.

**suite** *n* a set of rooms in a hotel.

**supplement** *n* an extra amount of money that you have to pay for an additional service or item.

**surcharge** *n* an extra amount of money that you have to pay in addition to the usual price.

**temple** *n* a building where people of some religions, for example Hindus and Buddhists, go to pray.

**terminal** *n* the airport building that has all the facilities for passengers that are arriving or departing.

**terminus** *n* the last station at the end of a railway line or the last stop on a bus route.

**tourist attraction** *n* a place that tourists visit.

**tourist flow** *n* the movement of people into, out of, and inside a country, when they are on holiday.

**tourist information officer** *n* a person whose job is to give advice and help to tourists who are visiting a city, town, etc.

**track** *n* metal rails that trains, trams, etc. travel along.

**trade fair** *n* a large exhibition and meeting for advertising and selling products.

**travel insurance** *n* an arrangement with a company where you pay them a small amount of money before you travel, and they agree to pay the costs if you are ill or

die, or lose or damage something.

**trek** *n* a long hard walk lasting several days or weeks, usually in the mountains.

**turnaround time** *n* the time between a plane landing at an airport and taking off again.

**unspoilt** *adj* (used about a place) beautiful because it has not been changed or built on.

**VFR, visiting friends and relatives** *n* travel that is done in order to visit friends or family.

**waiter** *n* a person whose job is to take food orders and serve food in a restaurant, bar, etc.

**wake-up call** *n* a telephone call that you arrange to be made to you in a hotel, in order to wake you up.

**weakness** *n* a quality you have that makes it more difficult for you to be successful.

**wedding** *n* a ceremony where two people get married.

whale-watching *n* going on a boat trip to see whales swimming in the sea.

**white-water rafting** *n* the activity of travelling down a fast-flowing river in a rubber boat.

**wholesaler** *n* a company that sells goods or services in large quantities to other companies, which sell them to the public.

**wildlife** *n* animals, birds, etc. that are wild and live in a natural environment.

**windsurfing** *n* the sport of sailing on water standing on a long narrow board with a sail.

**worldwide** *adj* in all parts of the world.