

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
КИЇВСЬКИЙ НАЦІОНАЛЬНИЙ ЛІНГВІСТИЧНИЙ УНІВЕРСИТЕТ**

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АНГЛІЙСЬКА ДЛЯ ТУРИЗМУ

**для студентів І курсу
вищих навчальних закладів
спеціальності “Туризм”**

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INTRODUCTION

Навчальний посібник “English for Tourism” створено для студентів I курсу вищих навчальних закладів спеціальності “Туризм”.

Посібник містить п'ять розділів (“Careers in the Tourism Industry”, “World Destinations”, “Tour Packages”, “Tourist Motivations”, “Travel Agencies”), граматичний довідник з вправами на закріплення вивченого матеріалу та графічні правила.

Наприкінці кожного розділу наведений словник, що містить лексичні одиниці туристичного спрямування. Текстовий матеріал розділів є базовим в тематичному та лексичному плані.

Метою посібника є навчання студентів професійно-орієнтованого спілкування англійською мовою у галузі туризму, розвиток умінь усного та писемного мовлення в контексті як майбутньої професійної комунікації, так і безпосереднього спілкування з іншомовними партнерами і клієнтами. Посібник спрямований на розвиток комунікативних умінь.

В основі посібника лежить принцип інтегрованого навчання, що пропонує комплексну організацію навчального матеріалу і взаємопов'язане навчання таких видів мовленнєвої діяльності як аудіювання, читання, говоріння (діалогічне та монологічне), писемне мовлення і переклад.

Пропонований матеріал та завдання активізують пізнавальну та творчу діяльність студентів, спонукають їх до участі в дискусіях, проектних роботах, тощо.

Зміст посібника сприяє продуктивному засвоєнню професійної лексики сфери туризму та допомагає формуванню необхідних умінь професійного спілкування та розвитку креативного мислення студентів.

CAREERS IN THE TOURISM INDUSTRY



UNIT 1. CAREERS IN THE TOURISM INDUSTRY

Topic areas

- *So you want to work in tourism?*
- *What is your working style?*
- *Having a good job*
- *It's my job*
- *Curriculum Vitae*
- *Letter of application*
- *An interview for a job*
- *Tourism today: facts and challenges*
- *Types of tourism*
- *Tourism industry sectors*
- *Pros and cons of living in a tourist spot*

*Tourism: the world's biggest industry ...
the world's best jobs*

*Tourism is the engine that drives the economy of any state.
These are good jobs. They are family-supporting jobs.*

1



You want to work in tourism. Take a look at some of the different possibilities and define what you are good at.

RESTAURANTS AND CAFES

Types of job: Chef or Manager.
Starting out: Work in a variety of places. Wash dishes. Be a waiter ... anything! Long hours and low pay here, too – but it's the best way to see if you like it.
Getting on: Train as a chef – or take a management course.
Opportunities: Having your own place is a great goal – but maybe it's safer to work for others?

AIRLINES

Types of job: From Check-in-Clerk to Airline Pilot.
Starting out: Contact the airlines. Find out about their training programmes.
Getting on: Work experience is the key.
Opportunities: The sky's the limit.

LOCAL TOURIST OFFICE

Types of job:	Information Officer or Tourist Manager.
Starting out:	Visit your local office and ask if you can help them.
Getting on:	Take a course in tourism. Get a variety of experiences in different places. Use your knowledge and interests.
Opportunities:	Helping to develop tourist policies for your area.

HOTELS

Types of job:	Hotel Manager.
Starting out:	Get a holiday job in a hotel. Making beds, cleaning rooms, working in the kitchen – you'll find out if you like it. You'll work long hours, and the pay's not great.
Getting on:	Take a course in hotel management.
Opportunities:	Join hotel managers and work with them. Be a specialist! Join a big chain and have opportunities to work in different cities and countries. Move around.

TRAVEL COMPANIES

Types of job:	Tour guide.
Starting out:	Contact some companies. See what they can offer you.
Getting on:	Work in different places. Build up your personal expertise.
Opportunities:	Travel – meeting people – living in different places. Problem-solving!

2



Read the text, be ready to discuss skills and abilities people need to work in tourism.

SO YOU WANT TO WORK IN TOURISM?

What do you have to do? What do you need to know?

In most tourism jobs you have to enjoy working with people – not just the customers, but your colleagues as well. You have to be able to work as part of a

team. You have to know how to smile, even if you're having a bad day. It's also important to be able to speak clearly on the phone. In many jobs you need to be good at understanding people with different languages and cultures, and you need to be confident about using the languages that you know. Sometimes, especially if you work in an office, you have to know how to use computers. It's also important to be flexible, and you often have to be willing to work long or unusual hours. But most of all you have to like working with people.

3 Put the following jobs into categories (travel jobs, hotel jobs, tourist attraction jobs, retail jobs).

- | | |
|----------------------------------|-----------------------------------|
| 1. a pilot | 7. a conference event coordinator |
| 2. a receptionist | 8. a travel agent |
| 3. a tour guide | 9. a waiter (a waitress) |
| 4. a chef | 10. a resort rep |
| 5. a flight attendant | 11. a hotel manager |
| 6. a tourist information officer | 12. a travel sales consultant |

4 Match the jobs with the sectors of the travel industry.

- | | | |
|--------------------|------------------------|-----------------------|
| a check-in clerk | a rental location | a kitchen assistant |
| a cruise director | manager | a food and beverage |
| a manager | a purser | manager |
| a sous chef | a travel trade manager | a reservations agent |
| a cook | a wine waiter | a cabin/chief steward |
| a customer service | a housekeeper | an entertainments |
| representative | | manager |

- a) airlines
- b) car hire
- c) ferry and cruise companies
- d) hotels and accommodation
- e) catering

5  In groups, discuss the questions and then report back to the class.

- What sector of the travel industry most appeals to you?
- Which of these jobs interest you the most?

6 Match the jobs with their duties.

- | | |
|-------------------|---------------------------------|
| 1 a night auditor | a) cleans guest rooms |
| 2 a chambermaid | b) finds business for the hotel |

- | | |
|--------------------------------------|---|
| 3 a bartender/a barman/
a barmaid | c) does the hotel's finance |
| 4 an accountant | d) gives information and serves guests |
| 5 a concierge | e) serves guests at the bar |
| 6 a marketing manager | f) officially examines the business and
financial records of a company/hotel |
| 7 a porter | g) carries guests' suitcases to their rooms |

7 Give the English equivalents to the words and phrases given below. Be ready to use them in sentences of your own.

Шеф-кухар; реєстратор польотів; менеджер в готелі; екскурсовод; менеджер туризму; адміністратор; пілот; менеджер по торгівлі; консультант з продажу; офіціант (офіціантка); організатор зустрічей; турагент; працівник інформаційного бюро; стюардеса; представник від туристичного агентства; агент з продажу білетів; швейцар; бармен; консьєрж; бухгалтер; покоївка; аудитор, який працює в нічну зміну; керівник відділу маркетингу; стюард на кораблі; куховарка; рознощик спиртних напоїв; аніматор; су-шеф; директор фірми, яка займається організацією морських подорожей; скарбник; домашня робітниця; повар; представник відділу з обслуговування клієнтів; менеджер, який забезпечує прокат автомобілів; менеджер служби харчування; менеджер відділу бронювання; місце проживання; туристичні визначні місця; туроператор; обслуговування (харчування); сектор продажу туристичних послуг.

8  Find the pairs of opposite adjectives. Choose five jobs and write traits of character which are the most important for every job.

calm	friendly	smart	extrovert
nervous	lazy	organized	shy
disorganized	absent-minded	(methodical or	hardworking
scruffy	(inattentive)	efficient)	(industrious or
patient	insecure	impatient	diligent)
sociable	timid	illiterate	unfriendly
(talkative)	insincere	indecisive	irresponsible
polite	responsible	impolite	narrow-minded
attentive	reliable	aloof	moody
broad-minded	sincere	level-headed	lenient
cheerful	demanding	(well-balanced)	irritable
decisive		well-educated	considerate
(determined, strong-minded)		(knowledgeable)	

9 What is your working style? Look at the questionnaire and tick the qualities and skills which describe you.

QUESTIONNAIRE

<i>Qualities</i>		
<i>I am</i>		
sensible <input type="checkbox"/>	persuasive <input type="checkbox"/>	confident <input type="checkbox"/>
purposeful <input type="checkbox"/>	enthusiastic <input type="checkbox"/>	quick-witted <input type="checkbox"/>
creative <input type="checkbox"/>	competitive <input type="checkbox"/>	intelligent <input type="checkbox"/>
flexible <input type="checkbox"/>	practical <input type="checkbox"/>	capable <input type="checkbox"/>
<i>Skills</i>		
I enjoy meeting new people.		<input type="checkbox"/>
I enjoy working as part of a team.		<input type="checkbox"/>
I like working independently.		<input type="checkbox"/>
I am good at explaining things.		<input type="checkbox"/>
I am good at dealing with people.		<input type="checkbox"/>
I can make people relax.		<input type="checkbox"/>
I am able to do more than one thing at the same time.		<input type="checkbox"/>
I like working under pressure.		<input type="checkbox"/>
I know how to use computers and technology.		<input type="checkbox"/>
I feel confident about dealing with money.		<input type="checkbox"/>
I am willing to work long hours.		<input type="checkbox"/>
I am good at languages.		<input type="checkbox"/>

10 Complete the sentences with the words and phrases from the box.

skilful (BrE)/skillful (AmE)	communication skills	highly-skilled
computer/IT skills	unskilled	telephone skills
skilled at	management skills	organisational skills
supervisory skills	people skills	financial skills

- Dealing with difficult members of the public requires good
- Designing a good computer reservations system demands up-to-date
- She's done a large number of relatively jobs. She's been a chambermaid, a cleaner and a waitress.
- He has to co-ordinate the work of several departments so he's organising schedules.
- If you work in a call centre, it's essential to have excellent
- Conference interpreting is a occupation.
- Success in business depends on management.

8. Strong and are rather important if you work as a front office manager.
9. A tour guide supervisor organises, conducts and supervises tour guides, so he has got and
10. One of the world's leading financial organisations is looking for an events manager with

11  **Put the following ideas of a good job in order of importance.**

- | | |
|---|--|
| <input type="checkbox"/> a chance to travel | <input type="checkbox"/> friendly colleagues |
| <input type="checkbox"/> teamwork | <input type="checkbox"/> a good salary |
| <input type="checkbox"/> flexible working hours | <input type="checkbox"/> long holidays |
| <input type="checkbox"/> job stability | <input type="checkbox"/> opportunity to meet people |
| <input type="checkbox"/> responsibility for other staff | <input type="checkbox"/> benefits (commission, cheap holidays) |

12  **Look at the job advertisement. In pairs or groups, discuss the following points. Compare your ideas.**

UTOPIA Holidays	<p style="text-align: center;">LOCAL RESORT REPRESENTATIVES</p> <p style="text-align: center;"><i>Utopia Holidays is looking for reps in your region</i></p> <p>If you enjoy being in foreign places but don't like being on the move the whole time, then being a resort rep is a great job for you. You will need to be enthusiastic, energetic, possess excellent communication skills, and be good at dealing with emergencies and making decisions on your own. There is the opportunity to earn commission from selling excursions to boost your basic salary.</p> <p>The reps' duties will include:</p> <ul style="list-style-type: none"> ❖ meeting clients at the airport and escorting them to their hotels ❖ holding welcome parties for each group on the day after their arrival ❖ organizing and escorting coach excursions to local places of interest ❖ answering clients' questions and dealing with their problems ❖ assisting clients who cannot speak the local language ❖ escorting clients from their hotels to the airport at the end of their holiday ❖ being on call 24-hours to deal with emergencies <p style="text-align: center;"><i>Please apply in writing, enclosing your CV, to Alice Watson, Utopia Holidays, Skyway Drive, Crawley, RH12 4PJ</i></p>
----------------------------	---

- What does a local rep have to do?

- What are three things you might enjoy about the work?
- What are three things you might not enjoy about the work?

USEFUL EXPRESSIONS

He or she has to ...

It would be interesting to ...

It would be awful to have to ...

Something I wouldn't enjoy is ...

Another thing he or she has to do ...

13



Read the job advertisements and find out which job you consider to be the most/least attractive. Give reasons.

Answer the following questions.

Which of the jobs:

1. involves selling?
2. requires management skills?
3. means working abroad?
4. offers extra financial benefits?
5. involves making arrangements?
6. needs excellent telephone skills?

<p style="text-align: center;">TICKET AGENT</p> <p>With nearly 50,000 employees around the world, Hermes Airways knows a thing or two about treating our workers well. That's why you'll find only the best people working at Hermes Airways. Do you think you have what it takes to be part of a team at Hermes Airways? We are currently looking to fill a number of positions. Please see below for information about available positions.</p> <p><i>Title:</i> Full-time ticket agent <i>Location:</i> Houston, USA <i>Position Type:</i> Entry-level</p> <p>Ticket agents are responsible for the following duties:</p> <ul style="list-style-type: none"> ✓ Advising customers about fares ✓ Processing group requests ✓ Issuing refunds ✓ Assigning seats <p>The ideal candidate will have the</p>	<p style="text-align: center;">NIGHT AUDITOR</p> <p>This is a chance to become part of a well-established international five-star hotel.</p> <p>We are looking for a night auditor for a busy hotel front office. Reporting to the front office manager, you will be skilled at supervising staff, handling guest queries and complaints, maximizing room occupancy and producing the daily business figures.</p> <p>You are well-presented and patient with a friendly, helpful personality. This position has unlimited potential and will suit someone looking at his/her career in the long term.</p> <p style="text-align: center;">TRAVEL SALES CONSULTANT</p> <p><i>Leading travel agency is seeking a travel sales consultant to sell holidays</i></p>
--	--

supervise

design

join

6. INDIVIDUAL HOLIDAYS

book

arrange

supervise

15

Choose the most suitable word to complete the sentences below.

1. candidate/position

- The company offered the successful _____ a job.
- The clerk _____ was quickly filled.

2. entry-level/commensurate

- The amount the company pays is _____ with person's skills and experience.
- The _____ didn't require a lot of previous experience.

3. link/salary

- Lisa clicks on the _____ and goes to another webpage.
- Jerry asked his employer to increase his _____ .

4. qualifications/hospitality industry

- The job advert lists the required _____ for those applying for the job.
- Workers in the _____ deal with people from all over the world every day.

16



Choose five jobs and describe them according to the plan.

Plan

- ❖ type of job
- ❖ travel industry sector
- ❖ necessity
- ❖ qualities
- ❖ skills
- ❖ qualification
- ❖ duties
- ❖ promotion
- ❖ average salary
- ❖ advantages and disadvantages

17

Study the following words and phrases and explain their meaning.

- to check in arrivals
- to hand out room keys
- to process enquiries and reservations
- to network
- to work long hours on changeover days
- to sort out problems

- a drag
- to do the late shift (the day~; the night~)
- to do directly with the public at the desk
- to set the agenda
- to stock the brochures
- a back office
- demanding work
- to do the paperwork
- local business
- to talk about tourism information services

18



Listen to three people talking about their jobs and answer the following questions.

THREE JOBS



1. Kelly



2. John



3. Suzanna

1. Which job do they each have?
2. Which of them
 - enjoys working with people?
 - gets one day off a week?
 - works shifts?
 - works mainly in the back office?
 - only works part of the year?

3. Listen again and complete the extracts.

Extract 1

I **1** _____ arrivals, hand out **2** _____, process enquiries and **3** _____, that kind of thing. I work **4** _____, which can be **5** _____. I **6** _____ start at six in the morning, which is OK because I get off nice and early, but then **7** _____ I do the late turn and I don't finish till after midnight – this week I **8** _____ the late shift.

Extract 2

I **9** _____ directly with the public at the desk. On a typical day, I'm on the phone and the **10** _____ most of the time. I **11** _____ the day by checking my **12** _____, and that **13** _____ the agenda for the first part of the morning at least. I have to talk to local businesses, hotels, tour companies, to check that **14** _____ the service they want, that we're stocking their brochures and so on. I also

15 _____ presentations, and I get invited to a lot of social events to network and talk about tourism information services in the city.

16 _____ on a big presentation for some Italian clients at the moment.

Extract 3

We work very 17 _____, especially on changeover days. We take the 18 _____ who are going home to the airport at six in the morning, and bring back the new group. We then have to get them settled, sort out any 19 _____ problems! – and do the paperwork. So I 20 _____ until midnight on a changeover day.

19 Translate the sentences into English.

1. Є такі сфери діяльності в туристичній індустрії як авіакомпанії, поромні та круїзні компанії, громадське обслуговування, готелі та місця проживання, а також забезпечення прокату автомобілів.
2. Моя подруга – стюардеса. Їй подобається ця робота, тому що в неї хороша зарплатня, вона має можливості подорожувати за кордон, а також зустрічати привітних і творчих людей.
3. Кожен представник туристичного агентства – організована, працююча, спокійна, приємна, впевнена і творча людина. Він має справу з різноманітними клієнтами, вміє бездоганно пояснювати незрозумілі речі, а також вільно володіє декількома іноземними мовами.
4. Мені подобається така професія як аудитор, який працює в нічну зміну, хоча в нього немає гнучкого графіка, і він має дивитися за персоналом в готелі, справлятися із запитами і скаргами клієнтів, і сприяти бронюванню номерів в готелі.
5. Представник туристичного агентства займається організацією курортів, і він завжди в русі. Він заробляє хороші комісійні від продажу екскурсій, – і тому отримує хорошу зарплатню.
6. Менеджер по торгівлі повинен мати організаторські та комунікативні здібності. Він займається замовленням комплексних відпусток, бронюванням готельних номерів, і навіть організацією подорожей для особливих подорожуючих.
7. Якщо ви хочете працювати в туристичній індустрії, ви повинні бути впевненими, дружелюбними, бути частиною команди, а також вміти говорити чітко і бути здатними працювати у нічну зміну.

20



Listen to Louise Smith who talks about her job and answer the questions using the words and phrases below.

1. How did Louise Smith get her present job?
2. What does she do when she works ‘upstairs’?
3. Who does she deal with when she works ‘downstairs’?
4. What kind of questions do people ask her?
5. What questions does she ask customers?
6. What questions do people ask her at parties?
7. Which countries has she been to this year?

<ul style="list-style-type: none"> - to get one’s present job - an advert for a job - to apply for a job with the travel magazine - an applicant - to involve - to work upstairs - to take new calls - to deal with existing clients - queries (to have any query about sth) 	<ul style="list-style-type: none"> - to make an appointment - to make an enquiry - a customer - to book a flight for - to save one’s money - a round the world trip - to go away for - to find out - to come in off the street
---	---

21



Read the interview about Andrew Sharpe from Jamaica and answer the following questions.

1. When did Andrew start working in tourism?
2. What jobs has he done in tourism?
3. What does he do now?
4. What does he think is important when you work in tourism?
5. What does he want to do in the future?

IT’S MY JOB

Andrew Sharpe

Personal details

Age 28

Single

Born in the Parish of Manchester, Jamaica

Tourism experience

- Started in tourism at the age of twelve, as an assistant in a restaurant.
- Trained on the Cayman Islands – one-year work experience as a chef.



Other tourism jobs: hotel front desk, car rental supervisor, night manager of a small hotel, check-in-clerk for a charter airline.

Present job

- Runs his own tour company ('Authentic Caribbean Holidays Ltd.')
- Promotes ('Unique Jamaica') programme (adventure travel).
- Attends trade fairs.
- Runs in-school programmes for Jamaican students to teach tourism development, sustainability, and community tourism.
- Offers internships and work experience for university students.

'There is so much to do in tourism. There are many aspects: hotels, water sports, tour operation, travel agents.'

What do you need to succeed in tourism?

'Working in tourism is about love – love for the industry. If you don't love it, forget it. It's a people industry. It's providing service. It's people enjoying and experiencing your culture. That's crucial. If you don't have that love, it doesn't make sense. If you work in the industry, you've got to love it.'

What do you like about tourism?

'You get to experience different cultures, coming to Europe to see how they operate and live, what they like ... In Europe you see something done differently which can help you with the same procedure back home, looking at from a different angle. Even travelling inter-island, visiting various islands, then you see "OK, this island does it this way, we do it that way", and so forth.'

What do you do to relax?

'As a Caribbean, part of our life is enjoyment – having fun, our music, food, culture – it's natural for us. I play cricket. I love cricket, with friends, on the beach, and football ...'

What's the future for you?

'My goal is hopefully to become Minister of Tourism, Director of Tourism, that's my main goal. You must have a rounded knowledge of the industry, from ground level to the top.'

22

Give the English equivalents to the following words and phrases.

Досвід в туристичній індустрії; острів; авіакомпанія чартерних перевезень; адміністратор в готелі; надавати послуги; інспектор, який контролює здачу автомобілів в оренду; менеджер, який працює в нічну зміну; розвиток туризму; керувати туристичною компанією; пригодницька подорож; відвідувати ярмарки; стійкість; досягати успіхів в туристичній індустрії; відкривати культуру; мати значення; діяти (керувати); подорож островом; мета; всебічні знання; початковий рівень; професійний рівень; міністр туризму; подивитись на щось по-іншому.

23**Translate the sentences into English.**

1. Якщо ви будете мати всебічні знання від початкового до професійного рівня, ви досягнете успіхів у туристичній індустрії і будете керувати одним з найбільш розвинених туристичних агентств.
2. Пригодницькі та острівні подорожі особливо поширені в сучасному світі.
3. Здається, що відкриття різних культур сприяє переоцінці своєї власної.
4. Робітники таких професій як шеф-кухар, реєстратор польотів, адміністратор в готелі, інспектор, який контролює здачу автомобілів напрокат, менеджер, який працює в нічну зміну, надають послуги.
5. Я вивчаю спеціальність “Туризм”. Моя мета – працювати в одному із секторів туризму і досягти його стійкості та розвитку.
6. Стів працює в готелі на ресепшені. Він реєструє прибуття клієнтів, обробляє запити і заявки на бронювання номерів, і видає ключі від номерів.
7. Колеги впевнені, що для них не буде справжнім тягарем працювати в нічну зміну.
8. Агентство Orbitz Worldwide співпрацює з міжнародними туристичними компаніями і також має справу з місцевим бізнесом.
9. Ви повинні мати хороші комунікативні навички, коли йдеться про інформаційні туристичні послуги, які надає ваша компанія.
10. Щоб знайти високооплачувану роботу у сфері туризму, необхідно також ходити на спеціальні підготовчі курси.

24**Study the words and phrases and discuss the following questions.**

- a CV (a Curriculum Vitae; a resume)
- to cover no more than two sides of A4 paper
- to be divided into clear headings
- personal details
- an employer
- education and qualifications
- to deal with work experience
- the most recent job
- brief
- bullet points

- professional skills
- to detail one's interests
- to meet the criteria in the job advertisement
- to ask sb to an interview
- to make a difference
- a good quality large envelope
- stationary
 - What makes a good CV?
 - How long should it be?
 - What should it contain?

25



Listen to a human resources manager talking about CVs and decide if the statements are true (T) or False (F).

1. A CV should be no longer than two pages.
2. You should always include a photograph.
3. You put the most recent experience first.
4. You should write in full sentences.
5. An employer is not interested in your hobbies and interests.
6. You should adapt your CV to the job description.
7. You should use good quality stationary.
8. You should make sure there are no grammar and spelling mistakes.

26



Read Carla Hennessy's CV and answer the questions.

1. How many parts does the CV consist of? What are they?
2. How does Carla describe her education and qualifications?
3. In what sector of the tourism industry has she worked?
4. What work experience and professional skills does she have?

CURRICULUM VITAE (CV/RESUME)

Carla Hennessy

Personal Details

131 Nelson Street
W16 London, UK

Phone number: (093) 557 12 69

E-mail: clhennessy@mhp.uk

Date of birth: 16th December, 1986

Place of birth: Hammersmith, London



Nationality: British.

Objective

To obtain a full-time position as waiter on a cruise liner that offers experience in a high standard of customer care.

Education and Qualifications

2010: two-years' vocational training in Leisure and Tourism, Geller College, London.

2014: GNVQ Leisure and Tourism Diploma, Action Tertiary College, London (master's degree).

Work Experience

2010: Assistant Manager, the Milestone Hotel, London.

- Responsible for customer care, staff supervision, sales promotion (accommodation, seminars, banquets) and accounting.

2014 till now: Night Auditor, the Corinthia Hotel, London.

- Supervised the operation of the night shift.
- Dealt with questions and complaints.
- Implemented routine checks of the hotel.
- Collected and compiled the daily business figures.
- Entered statistics in a database to produce the daily reports.

Professional Skills

Computer skills on the level of confident user (Microsoft Office – Word, Excel, Power Point, Internet).

Basic knowledge of project management, sales, customer care and public relations, budgeting, and forecasting.

Languages

English–native

Polish –fluent

French –fluent

German – intermediate

Additional information

Personal Skills

Sense of purpose, cooperativeness, high motivation, flexibility, creativity, imagination, patience, perseverance, hard work, openness to new experience and a desire to learn, leadership skills, organizational skills, high level of

responsibility, system way of thinking, ability to achieve goals.

Hobbies

Sailing, skiing, scuba diving, trekking, rafting, bungee jumping, mountain biking, mountaineering, canoeing, hiking, snorkeling.

Name and Address of Referee: Mr Clark, the Corinthia Hotel, London SW1A 2BD.

27 Use the phrases to complete the cover letter below.

I am confident

I am available

Please find enclosed

*I am writing with
reference to*

I look forward to hearing

I have experience of

Charles Piper
41 Sefton Road
Manchester
M19 BRU
chazpiper@hotmail.com

15th November, 2020

The Human Resources Centre
Global Tours
80 Campbell Street
London
WC2 9AN

Dear Sir/Madam,

..... **1** the position of Night Auditor as advertised in *The Guardian* of 11 January.

..... **2** a copy of my CV outlining my background and qualifications for your consideration. As an Assistant Manager of a three-star hotel **3** managing staff and dealing with guests.

I also have practical experience of increasing room occupancy and producing financial statistics. If given the opportunity **4** that I could make a valuable contribution to the running of the hotel.

..... **5** for interview at a time and place of your convenience. I can be reached at the above postal and email addresses or on 097 896 77 21. I appreciate your time and consideration and **6** from you soon.

Yours faithfully,
Charles Piper (Signature)
 Charles Piper

Enclosures: CV and Photograph

28 Cindy Taylor wants to apply for the advertised post of hotel receptionist. Put the extracts from her application letter in the correct order.

HOTEL RECEPTIONIST

Excellent entry level vacancy for outgoing personality at this three-star hotel. The person appointed will be the first point of contact for visitors, clients and suppliers. Good phone and computer skills are a must. In this full-time position you will be part of a friendly and dynamic team, responsible for handling all front desk operations.

Reply to Mrs Willis, Manager, The Manor Park Hotel, Stony Stratford, Buckinghamshire.

A. I have a very pleasant, outgoing personality and am used to dealing with people of all ages and levels.	B. I look forward to hearing from you.
C. I would like to apply for the position of hotel receptionist, as advertised in the Hotel&Catering Reporter on 12 May.	D. Re: Hotel receptionist vacancy.
E. Cindy Taylor	G. Enc. CV
F. Dear Mrs Willis,	H. I am twenty-four years old and am about to finish a course in hotel

	administration. Earlier this year I worked for three months as a trainee in a small family-run hotel. Your vacancy is of particular interest to me as my duties involved taking phone calls, making bookings and providing guests with a warm welcome, which I feel is important for this kind of post.
I. I enclose a copy of my current CV for your information.	J. Yours sincerely,
K. Margaret Taylor 23 Longwick Street Buckinghamshire 1008	L. The Manager The Manor Park Hotel Stony Stratford Buckinghamshire
22nd September, 2020	

29



Look at the advert. Prepare a letter of application for it.

EDINBURGH CASTLE

TOUR GUIDE SUPERVISOR

Immediate full-time opening
for Tour Guide Supervisor

Duties include organising daily tours, conducting tours and supervising tour guides. Must be clear and effective speaker, have strong interpersonal and organisational skills and enjoy working with the public.

Language preferable.

Minimum 2 years' experience in the visitor industry.

Attractive salary.

Reply to Mr Schultz, Manager, the Enjoy Your Excursion Tour
Company, 75 King William Street, London.



Work in pairs. Imagine that one of you works for Global Tours and has advertised the following vacancy. Look at the information below and prepare to interview the candidate for the job. The other one has applied for one of the jobs advertised and been asked to attend an interview.

DO YOU WANT TO WORK FOR A MAJOR PLAYER IN THE TRAVEL INDUSTRY

GLOBAL TOURS is currently seeking to recruit a number of recently qualified and/or experienced travel professionals to work in a variety of locations. Vacancies in reservations, sales, hotel and catering and holiday villages.

GLOBAL TOURS

Candidates should speak English and possess excellent interpersonal skills. Motivating salary for the right people.

INFORMATION ON GLOBAL TOURS

Following its acquisition of Worldwide destinations plc GT has become the market leader in long-haul travel. It owns the five largest travel agency chains and enjoys guaranteed racking. With a turnover of more than €75m, it employs 15,000 people worldwide and caters for an average of 500,000 holidaymakers every year.



The pieces of advice which help the applicant to prepare for his/her interview

During the interview:

- sit comfortably; do not lean forward, or back or cross your knees
- be positive
- pause before you reply to show that you are carefully considering the question
- distinguish between questions that need short answers and longer responses
- ask questions about the company and the requirements of the job
- find examples from your experience to back up your answers

Possible questions:

- Tourism is the business of providing things for people to do, places for them to stay while they are on holiday. (**LONGMAN Dictionary of Contemporary English**)
- Tourism is basically travelling to another destination for the purposes of recreation, leisure, or business.
- Tourism is the temporary short-term movement of people to destinations outside the places where they normally live and work, and their activities during the stay at these destinations. (**Tourism Society**)
- This is the stuff that changed the world. Along with a handful of other things – television and the computer – the ability to travel. It is the world that freely sets those who live in the 21st century apart from those who lived before it. (**Michael Elliot, ‘The Pleasure Principle’, *The Economist*, London**)
- Tourism is a dynamic and competitive industry that requires the ability to constantly adapt to customers’ changing needs and desires, as the customers’ satisfaction, safety, and enjoyment are particularly the focus of the tourism business.
- The *World Tourism Organization* defines **tourists** as people who ‘travel to and stay in places outside their usual environment for more than twenty-four (24) hours and not more than one year for leisure, business, and other purposes not related to the exercise of an activity remunerated from within the place visited.’

32

Read the tourism industry information. Match the key words and phrases 1-6 with the definitions a-f.

Tourism is one of the world’s biggest industries, and the World Tourism Organization (WTO) expects it to continue growing by four percent a year.

*Germany, the USA, and China are the countries that spend the most on **outbound tourism** all over the world. Other top spenders are the UK, France, and Canada.*

*Most tourism in the world is **domestic tourism** – people travelling in their own country. It represents about 80 percent of all tourist **trips** today.*

*People travel for many reasons. Some **inbound tourists** travel for **leisure**, recreation, and holidays. Other people are visiting **friends and relatives (VFR)** or travelling for health and religious reasons. Others travel for business and professional purposes.*

- | | |
|--|--|
| 1. inbound tourism
(<i>inbound tourist</i>) | a) people travelling in their own country |
| 2. outbound tourism
(<i>outbound tourist</i>) | b) travel for a short time or for a specific reason |
| 3. domestic tourism
(<i>domestic tourist</i>) | c) tourists arriving in different countries from their own |
| 4. VFR | d) time devoted to rest, relaxation, and pleasure |
| 5. trip | e) visiting friends and relatives |
| 6. leisure | f) tourists visiting places outside their own country |

33 Match the types of tourism with their definitions.

1. <i>Cultural tourism /culture tourism</i>	a) is a niche in the tourism industry involving travel to dangerous places (mountains, jungles, deserts, caves) or participation in dangerous events. It overlaps with extreme sport. The two share the main attraction, ‘adrenaline rush’ caused by an element of risk.
2. <i>Sports tourism</i>	b) is an increasingly popular way to combine love of sailing and boating with vacation and holiday.
3. <i>Medical tourism</i>	c) refers to visiting a foreign location to observe the native members.
4. <i>Adventure tourism</i>	d) is a form of tourism whereby people of faith travel individually or in groups for pilgrimage, missionary, or leisure (fellowship) purposes.
5. <i>Ecotourism</i>	e) involves people <u>traveling (AmE)</u> to participate or to observe sports. These activities may include people competing in an international event, such as the Olympics, or simply sitting among the audience watching the World Cup match.
6. <i>Ethnotourism</i>	f) is a responsible travelling to natural areas that conserves the environment and improves the well-being of local people. It typically involves travel to destinations where flora, fauna, and cultural heritage are the primary attractions.

7. <i>Extreme tourism</i>	g) includes visiting another country to learn about the culture, such as in Student Exchange Programs and Study Tours.
8. <i>Religious tourism</i>	h) are trips by a group of people, usually made for leisure, education, or physical purposes.
9. <i>Walking tour</i>	i) is the subset of tourism concerned with a country or region's culture, especially its arts. It includes tourism in urban areas, particularly historic or large cities and their cultural facilities such as museums and theatres. It can also include tourism in rural areas showcasing the traditions of indigenous cultural communities (e.g. festivals, rituals), and their values and lifestyle.
10. <i>Educational tourism</i>	j) is a type of tourism, involving exploration or travel to remote, exotic, and possibly hostile areas. This may include activities such as mountaineering, trekking, bungee jumping, mountain biking, rafting, and rock climbing.
11. <i>Nautical tourism</i>	k) is a term initially coined by travel agencies and the mass media to describe the rapidly-growing practice of traveling across international borders to obtain health care.
12. <i>Excursions</i>	l) is a full or partial-day tour of one or more tourist destinations, which can be led by a tour guide, an escort, or be self-guided. It can also be a multi-day trip where the primary method of transportation is walking.

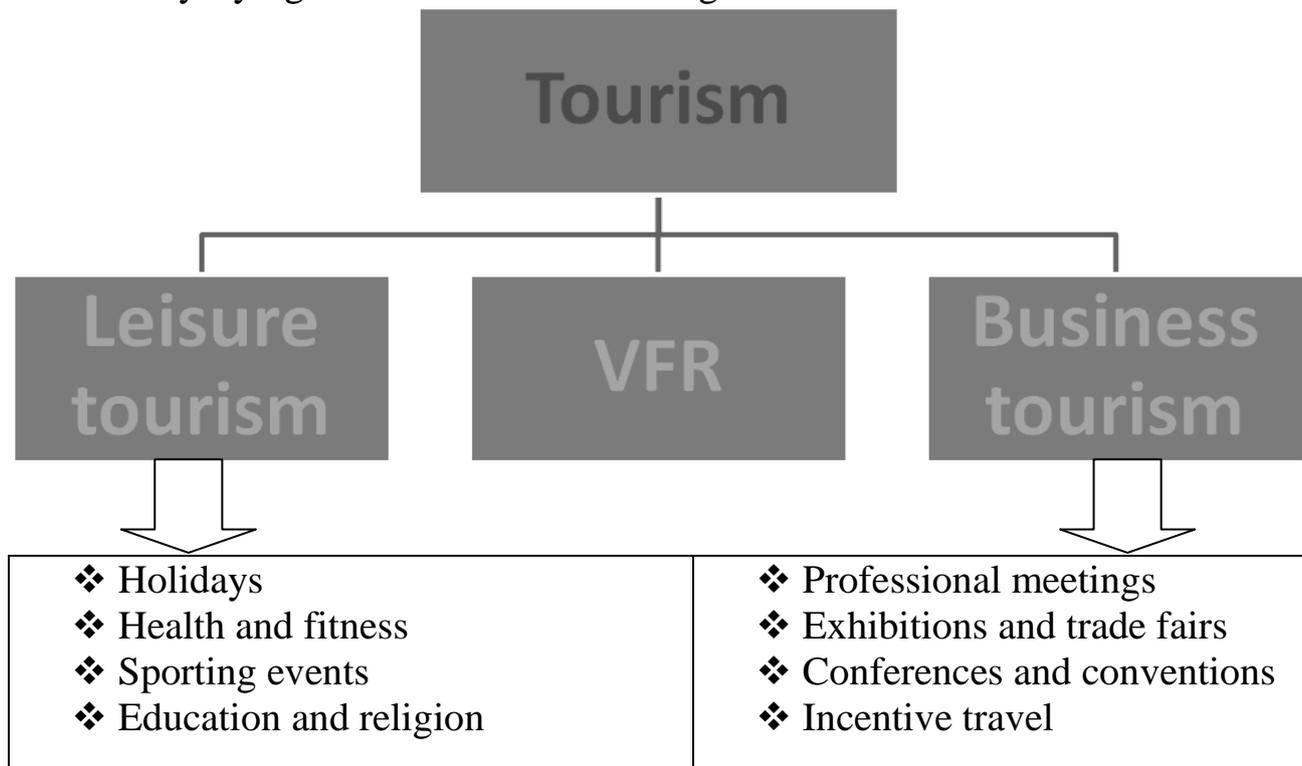
34



Find examples for each type of tourism.

1. a retired couple on a walking holiday in Scotland
2. an overseas student going to study English in Cambridge
3. scientists flying to Helsinki for an international conference
4. a coach of football fans travelling to an away match
5. travel agents attending the ITB fair in Berlin
6. a weekend break in Verona with theatre tickets for Romeo and Juliet
7. a trip to San Francisco for the most successful salesperson of the year

8. a fly-drive holiday to Florida for a married couple
9. a Japanese businessperson negotiating a contract in Berlin
10. a family flying to Istanbul for a wedding



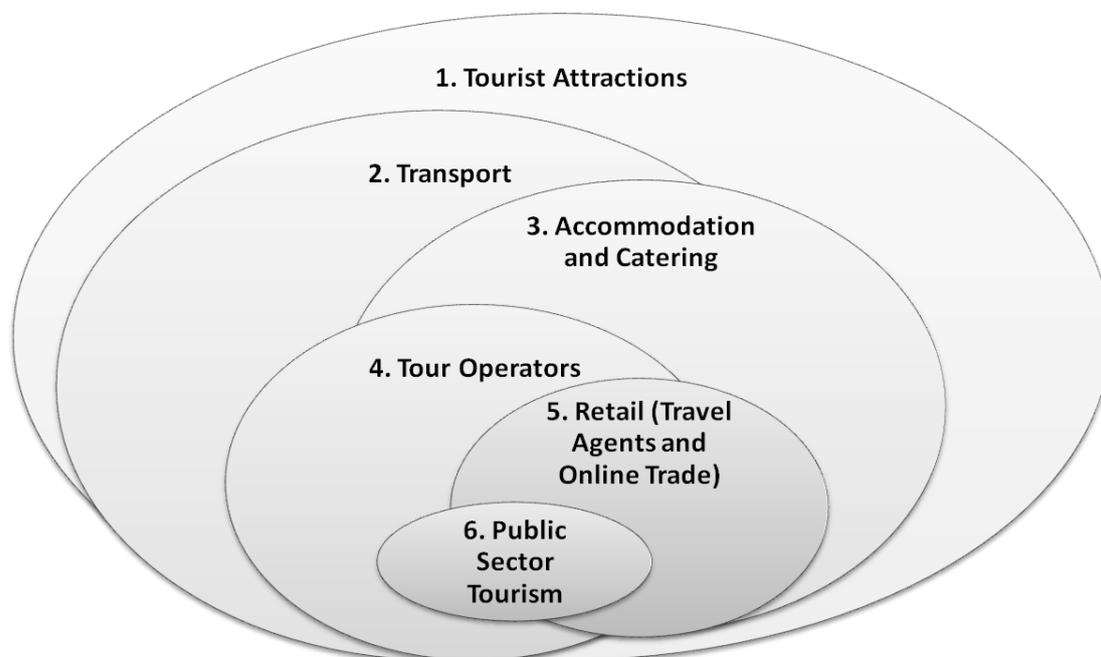
35

Translate the sentences into English.

1. Зазвичай Стів подорожує в межах своєї власної країни, але сьогодні він вирішив мати справу з виїзним туризмом.
2. Бізнес туризм включає професійні зустрічі, виставки і ярмарки, конференції і з'їзди.
3. Якщо ви – шукач пригод, вам сподобається пригодницький туризм. Ви можете спробувати альпінізм, похід в гори, стрибок з мосту, їзду на гірському велосипеді, рафтинг чи скелелазіння.
4. Морський туризм – прекрасна можливість поєднати плавання на вітрильному судні чи човні із вашою відпусткою.
5. Я очікую, що ми всією родиною здійснимо заохочувальну поїздку в Карпати. Там прекрасний горнолижний курорт.
6. В'їзний туризм передбачає подорож іноземців в межах країни.
7. Більшість моїх друзів працюють в екотуризмі. Вони дбають про збереження навколишнього середовища, поліпшення життя місцевих, флору, фауну та культурну спадщину.

8. Як не дивно, існує такий вид туризму, який включає поїздки до своїх друзів та родичів.

36 Look at the diagram and match the descriptions a-f with the tourism industry sectors.



- a) people or companies that organize and assemble the different parts of a holiday or tour
- b) places to stay, such as hotels, and the food and services that are provided there
- c) places that tourists want to visit
- d) ways of travelling between different places, such as trains and airplanes
- e) government organizations that promote and develop tourism
- f) people or companies that sell the holiday or tour to the customer

37  You are going to read an article about tourism facts and challenges. Five paragraphs have been removed from the article. Choose from paragraphs A-E the one which fits each gap. There is an example at the beginning (0).

TOURISM TODAY FACTS AND CHALLENGES

0 B

There are nearly 800 million international tourist arrivals every year. It employs, directly or indirectly, one in fifteen of all workers worldwide, from A

to Z, from airport cleaners to zookeepers, and includes bar staff, flight attendants, tour guides, and resort reps. It is a huge part of the **economy** of many countries – in countries such as the Bahamas, over 60 % of the economy is based on tourism.

1

Key developments in the last 150 years or so have led to the rise of mass tourism. There have been technological developments in transport, in particular the appearance of air travel and charter flights. There have been changes in working practices, with workers getting paid holiday time and working shorter and more **flexible** hours.

2

The tourism industry grows faster and faster each year. In 1950, there were 25 million international tourist arrivals. In 2004, the figure was 760 million, and by 2025 it is predicted to be 1,6 billion.

3

The tourism industry is affected by many different things: international events, economic change, changes in fashion. New concerns and worries appear every year, for example as people become more worried about **security** and international terrorism, or as the value of their **currency** changes. But new destinations and new sources of tourists seem to emerge every year.

4

Tourism creates many good jobs and careers, but it also produces many poor and badly paid jobs. Tourism can help to protect environments and animal life, but it can also damage them. Tourism can save cultures and the local way of life, but it can also destroy them. Tourism can change countries – and people – for the better, but it can also change them for the worse.

Tourism is one of the biggest industries in the world. It is perhaps the most important.

A. But what are the **challenges** today?

B. Tourism is one of the biggest industries in the world.

C. Tourism is a fast-growing business. When Thomas Cook organized his first excursion from Leicester to Loughborough in 1841, he probably didn't know what he was starting.

D. Tourism survives. It is powerful and sometimes dangerous force in the modern world.

E. In recent years we have seen the growth of the Internet and globalization, making the world seem a smaller but very fascinating place.

38  **Decide if the statements are true or false. Justify your decision.**

1. One in fifty of all workers are employed in tourism related industries.
2. The number of international tourism arrivals will more than double between 2004 and 2025.
3. Tourists often worry about international security.
4. Tourism has only had a good influence on the modern world.

39 **Look at the words in bold and explain their meaning.**

40 **Fill in the correct word from the list below. Use the words only once.**

to employ
to be based on
key
the appearance of
new concerns and
the value of
powerful

international
huge part of
fast-growing
to work
to be affected by
new sources of
badly paid
to change countries and people

to lead to
to get paid
the growth of
to be worried
about
to protect
to save

- | | |
|--|---|
| 1. tourist arrivals | 12. the rise of tourism |
| 2. directly or indirectly | 13. air travel and charter flights |
| 3. a the economy | 14. holiday time |
| 4. tourism | 15. the Internet and globalization |
| 5. a business | 16. many different things |
| 6. shorter and more flexible hours | 17. worries appear |
| 7. developments | 18. tourists |
| 8. security and international terrorism | 19. a force |
| 9. currency | 20. environment |
| 10. jobs | 21. cultures and local life |
| 11. for the better or for the worse | |

41**In pairs, answer and discuss the following questions.**

- What do these numbers refer to?
 - 1841
 - 25 million
 - 760 million
 - 1.6 billion
- What are four positive and four negative effects of tourism mentioned in the article?
- Which of the key developments in tourism do you think were the most important?

42**Give the English equivalents to the following words and phrases and use them in the sentences of your own.**

Найбільша індустрія в світі; виклик (зусилля, спроба); розвиток масового туризму; надавати роботу; примушувати; прибуття; докладати зусиль; міжнародний; цілком; по всьому світу; покоївка; величезна галузь економіки; оплачувати відпустку; бізнес, що швидко розвивається; виникнення повітряних подорожей та чартерних рейсів; працювати за гнучким графіком; розвиток Інтернету; захоплююче місце; занепокоєння; передбачати; міжнародні події; зміни в світі моди та економіки; цінність валюти; турбуватися про безпеку; нові місця призначення; виникати; низькооплачувана робота; захищати навколишнє середовище; шкодити; рятувати культури і місцевий спосіб життя; руйнувати; змінювати людей і країни на краще (гірше); важливий.

43**Listen and complete the table.**

Percentages	Fractions	Decimals
1. 150 %		1.5
2. 75 %	$\frac{3}{4}$	
3.	$\frac{1}{2}$	0.5
4. 33.3 %		0.33
5. 25 %	$\frac{1}{4}$	
6.	$\frac{1}{5}$	0.2
7. 12.5 %	$\frac{1}{8}$	
8. 10 %		0.1

It is interesting to know**44****Read the report about how India is developing as a tourist destination. Choose the most suitable word for each space.**

INDIA'S TOURISM FUTURE

In the 1960s and 70s, many Western tourists in India were students and
 1) who travelled in search of spiritual enlightenment or cultural discovery. This group travelled light on 2) budgets and their contribution in terms of revenue to their host country was limited. Forty years 3) , the situation has changed dramatically. Today India is one of the 4) world tourism destinations, with its foreign exchange from tourism 5) to show an annual growth of 14 % over the next four years. This turnaround is a result of several factors, not least India's high 6) in world affairs due to its economic achievements. The tourism industry searches constantly for new destinations to promote and develop and the Indian government's national tourism promotion campaign 'Incredible India' has proved very successful in raising India's global 7) Although internal infrastructure continues to be a 8) , investment in transport and hotels is ongoing as the Indian tourism industry 9) and develops. New and developing areas include ecotourism, a flourishing medical tourism sector and new 10) sectors such as golf tourism and tea tourism.

- | | | |
|------------------|------------------|-------------------|
| 1) A walkers | B backpackers | C hikers |
| 2) A restricted | B restrained | C constricted |
| 3) A after | B later | C further |
| 4) A fast-moving | B faster growing | C fastest-growing |
| 5) A believed | B forecast | C reminded |
| 6) A visibility | B presence | C success |
| 7) A face | B profile | C influence |
| 8) A lack | B insufficiency | C weakness |
| 9) A matures | B ages | C produces |
| 10) A special | B obscure | C niche |

45 Complete the information about the Indian outbound travel market with the words and figures in the box.

<i>boom</i>	25-65
<i>campaigns</i>	3,7
<i>proximity</i>	1 850 000
<i>second-economic</i>	40 %
<i>VFR</i>	

The Indian outbound market has grown from around 1 _____ million in 1977 to an expected 11-13 million this year. In percentage terms, it is

now the fastest-growing market in the world and in terms of numbers, it's the **2** _____ fastest after China.

In response to the **3** _____ many countries – including Ireland, Spain, South Korea, and Poland – have opened tourist offices in India. Many others offer packages and run **4** _____ specifically directed at the Indian tourist.

5 _____ of all outbound trips by Indians are for business purposes, while leisure, visiting friends and relatives (**6** _____) and other reasons each account for 20 % of outbound trips from India.

International Indian tourists are generally **7** _____ years of age, a larger proportion being males (65 %) than females (35 %). They are well-educated and belong to the upper **8** _____ strata of society. The majority are married (75 %) and two-thirds of leisure travelers tend to holiday abroad with their family.

Countries such as Malaysia, Thailand, and Singapore remain the most preferred destinations, due to their **9** _____ and cheaper costs. However, Western cities, especially New York and London, are extremely popular destinations. In 2010, London had almost 250,000 Indian visitors and New York **10** _____ a 26 % increase on the previous year.

46 Read the comments of people who live in a tourist spot and have mixed feelings about it. Discuss advantages and disadvantages of living with tourism.

SHOPS AND PRICES

 'Tourists have more money than us. Music events, eating places – even ice-cream ... They all cost more here because of the tourists.'

 'There are lots of good places to buy cheap sweaters! That's what the tourists come for, and you can get really good bargains.'

 'All the small specialised shops are disappearing. The rents are too expensive. And in the winter, out of the tourist season, lots of places close. The town is dead.'

CROWDS

 'A lot of tourists seem to think the city is a beach! They wander around in silly clothes. Or sunbathe.'

 'You can't walk along the street at busy times. There are crowds of people walking really slowly. They stop and look at things – and they always move in groups. It makes me mad.'

 ‘You’re walking along, and suddenly you see a person with an umbrella and a crowd of people behind. It’s a tour guide and some tourists. They all move together. They’re like just sheep.’

 ‘It’s funny to hear some of the information that guides give. You hear lots of wrong facts. Dates, names – they often get them wrong. Most tourists never notice. But sometimes one person in a group has a guidebook. They check up – and that’s funny, too.’

JOBS

 ‘Tourism really helps with jobs. There are lots of possibilities for weekend and holiday jobs – working in cafes and restaurants, or in some of the shops. It’s quite easy to earn some extra money now.’

 ‘I’m thinking of tourism as a career. I like meeting people, and I’m quite good at languages. I think you can find really interesting jobs. I mean, I’d like to be a tour guide for a bit, and visit other places. Or perhaps I’ll train to be a hotel manager. There are lots of possibilities.’

 ‘My mum runs a ‘bed and breakfast’ place. It’s awful – there are always strangers in the house. You can’t make a mess or a noise. And I have to help clean the rooms at the weekends, or in the vacations. I even have to get up early and help to make the breakfasts! All my friends are still in bed ... O.K., I earn a bit of money, but I’d prefer to choose what to do. I want to help Mum, of course – but it’s my life, too!’

47



In pairs, answer the following questions.

- How is tourism changing in Ukraine?
- What type of tourists are visiting Ukraine?
- What is the government doing to develop tourism?
- Is Ukraine a tourist destination?

GLOSSARY

CAREERS IN THE TOURISM INDUSTRY

1. **Account for** *v* to form a particular amount or part of something
2. **Accountant** someone whose job is to keep and check financial accounts, calculate taxes
3. **Acquisition** the process of buying something or obtaining it in some other way
4. **Affordable** inexpensive enough for most people to afford
5. **Agenda** a list of problems or subjects that an organization is planning to deal with; a list of the subjects to be discussed at a meeting
6. **Aloof** *adj* unfriendly and deliberately not talking to other people
7. **Angle** a particular way of thinking about something
8. **Annual** happening once a year
9. **Applicant (for)** someone who has formally asked, usually in writing, for a job
10. **Application** *n* (for) a formal, usually written, request for something such as a job or permission to do something; **apply** *v*
11. **Auditor** someone whose job is to officially examine the financial records of a hotel, organization, or person to see that they are accurate
12. **Bartender / barman / barmaid** someone whose job is to make and serve drinks in a bar
13. **Boost** *v* to help something to increase, improve, or become more successful
14. **Broad-minded** willing to respect opinions or behaviour that are very different from your own
OPP narrow-minded
15. **Bullet point** a thing in a list that consists of a word or short phrase, with a small printed symbol in front of it
16. **Bungee jumping** the sport of jumping from a very high place while attached to a long piece of rubber that is just short enough to prevent you from hitting the ground. Each jump is called a **bungee jump**, and the person who jumps is called a **bungee jumper**
17. **Cabin steward** a man whose job is to look after the passengers on a plane, train, or ship, especially serving them with food and drink
18. **Canoeing** the sport of travelling in a canoe
19. **Catering** the work of providing food and drinks for people
20. **Chain** a number of hotels, owned or managed by the same company or person
21. **Challenge** *n* something that needs a lot of skill, energy, and determination to deal with or achieve, especially something you have never done before and will enjoy doing
22. **Chambermaid** a woman whose job is to clean the bedrooms in a hotel

- 23. Changeover** *n* a change from one activity, system, or way of working to another
- 24. Charter flight** a flight which a travel company pays for and then sells seats to its customers, especially as part of a package holiday
- 25. Check-in clerk** 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
- 26. Check-in desk** a desk where you go to give in your bags and cases and have your ticket checked at an airport
- 27. Chef** a person whose job is to cook food in a restaurant, hotel
- 28. Commensurate** *adj* (with) matching something in size, quality, or length of time
- 29. Complaint** *n* a written or spoken statement in which someone says they are not satisfied with something; **complain** *v*
- 30. Concern** *n* a feeling of worry about something, especially one that a lot of people have about an important issue
- 31. Concierge** someone in a hotel whose job is to help guests by telling them about places to visit, restaurants to eat in
- 32. Considerate** always thinking of what other people need or want and being careful not to upset them **OPP inconsiderate**
- 33. Contribution** an amount of money or something else of value that you give in order to achieve something or to help make something successful
- 34. Convention** a large formal meeting for people who belong to the same profession or organization or who have the same interests
- 35. Cover letter** a letter that you send with something, to explain what you are sending or to give extra information
- 36. Currency** money that is used in a particular country
- 37. Curriculum vitae (CV)** *BrE / resume AmE* a document giving details of your education and past employment, used when you are applying for a job
- 38. Customer service representative** the person who provides customers with information and deals with any problems or complaints that they have
- 39. Database** *n* a large amount of information stored in a computer in an organized way that allows individual pieces of information to be found quickly
- 40. Domestic tourism** the activity of people taking holidays in their native country
- 41. Drag** *n* something or someone that is boring; something that is annoying and continues for a long time
- 42. Ecotourism** tourism designed so that the tourists damage the environment as little as possible, especially when some of the money they pay is used to protect the local environment and

animals

43. **Eligible (for)** someone who is eligible for something is able or allowed to do it, for example: because they are the right age
44. **Employ** to pay someone to work for you
45. **Enclose** *v* to put something inside something else, such as another item in an envelope as well as a letter; **enclosure** *n*
46. **Entertainments manager** someone who provides entertainment that people enjoy
47. **The Environment** the natural world, including the land, water, air, plants, and animals, especially considered as something that is affected by human activity
48. **Escort** *v* to go with someone and show them a place
49. **Ethnotourism** refers to visiting a foreign location to observe the native people
50. **Excursion** an organized trip for a group of people
51. **Expertise** *n* special skill or knowledge that you get from experience, training, or study
52. **Extrovert** someone who is very confident, lively, and likes social situations
53. **Fare** the price you pay to travel somewhere by bus, train, plane; *bus/train/air/cab fare*
54. **Flexible** a person, plan, etc that is flexible can change or be changed easily to suit any new situation **OPP inflexible**
55. **Flight** a trip that involves travelling by plane
56. **Flourishing** to be very successful
57. **Full-time** *adj* all the hours of a week during which it is usual for people to work
58. **Goal** something that you hope to achieve
59. **Holidaymaker** *BrE* / **vacationer** *AmE* someone who has travelled to a place on holiday **SYN tourist**
60. **Illiterate** someone who is illiterate has not learned to read or write **OPP literate**
61. **Inbound tourism** the activity of people entering the country from abroad to take holidays
62. **Incentive tour** a journey or holiday given to a worker or group of workers as a reward for good work
63. **Infrastructure** the set of systems within a place or organization that affect how well it operates, for example: the telephone and transport systems in a country
64. **Inquiry** a question you ask in order to get information
65. **Irritable** likely to become easily annoyed or impatient
66. **Issue** *v* to officially make a statement, give an order, warning if an organization or someone in an official position issues something such as documents or equipment, they give these things to people who need them
67. **Journey** a trip from one place to another, often one that is long or difficult
68. **Leisure** activities that you do to

- relax or enjoy yourself
- 69. Lenient** if a person or system is lenient, they punish someone less severely than they could
- 70. Level-headed** calm and sensible in making judgments or decisions *OPP* **hot-headed**
- 71. Long-haul** *adj* (of a flight) covering a long or great distance
- 72. Marketing manager** someone who advertises a product and suggests a price to charge for it
- 73. Mountaineering** the sport of climbing mountains
- 74. Nautical tourism** is an increasingly popular way to combine love of sailing and boating with vacation and holiday
- 75. Negotiate** to discuss something in order to reach an agreement, especially in business or politics
- 76. Network** *v* to meet and talk with people who have similar jobs to yours, especially because they may be useful for your work
- 77. Occupancy** the number of people who stay, work, or live in a room or building at the same time
- 78. Outbound tourism** the activity of people leaving their country to take holidays
- 79. Overseas student** a student coming from, existing in, or studying in a foreign country that is across the sea
- 80. Part-time** *adj* used to show the person who works for only part of each day or week
- 81. Policy** a set of plans or actions agreed on by a government, political party, business, or other group
- 82. Porter** someone whose job is to carry people's bags at railway stations, airports; someone in charge of the entrance to a hotel
- 83. Promotion** *n* an activity intended to help sell a product; a move to a more important job or position in a company or organization; **promote** *v*
- 84. Purser** someone whose job is to deal with the accounts on a ship and to look after the passengers
- 85. Query (about)** a question that you ask to get information, or to check that something is true or correct
- 86. Rafting** the activity of travelling on a river in a small boat
- 87. Recreation** an activity that you do for pleasure or amusement
- 88. Recruit** *v* to find new people to work in a company, join an organization, do a job
- 89. Rental location manager** someone who is responsible for renting cars or accommodations
- 90. Response** *n* something that is done as a reaction to something that has happened or been said
- 91. Restricted** small or limited in amount
- 92. Retail** *adj* relating to the sale of goods directly to the public for their own use
- 93. Revenue** income from business activities or taxes
- 94. Salary** a fixed amount of money that you earn each month or year from your job
- 95. Scruffy** dirty and untidy

- 96. Scuba diving** the activity of swimming under water with a container of air on your back and a tube for breathing through
- 97. Secure** feeling confident about yourself and your abilities **OPP insecure**
- 98. Security** safety from attack, harm, or damage
- 99. Seek** *v* to look for someone or something
- 100. Sensible** reasonable and practical
- 101. Shift** a particular period of time during the day or night workers work for; in a three shift system, they are then replaced by others, so that there are always people working
- 102. Short-haul** *adj* (of a flight) covering a short distance
- 103. Skill** an ability to do something well, especially because you have learned and practised it
- 104. Snorkelling** *BrE* / **snorkeling** *AmE* the activity when you swim under water using a snorkel
- 105. Sous chef** is a chef who is the second in command in a kitchen; the person ranking next after the head chef (assistant to the head chef)
- 106. Stationery** materials that you use for writing, such as paper, pens, pencils
- 107. Steward** a man whose job is to take care of passengers on a ship, a plane, or a train and who brings them meals
- 108. Stratum** *n* (*plural strata*) a social class in a society
- 109. The sky's the limit** used for saying that there is no limit to what someone can accomplish
- 110. Tour** a trip to a place to see specific things of interest
- 111. Tourist attraction** a place to visit that is very popular with tourists
- 112. Tourist destination** place where many tourists visit
- 113. Tourist information officer** a person whose job is to give advice and help to tourists who are visiting a city, town
- 114. Trade fair** an event at which companies show their new products
- 115. Travels** *n* a series of trips made over a period of time, especially to a place that is far away
- 116. Trekking** a long and difficult journey, made especially on foot as an adventure
- 117. Trip** an occasion when you go somewhere and come back again; **go on a trip / take a trip**
- 118. Turnaround** *n* an important change in a situation that causes it to reverse direction
- 119. Value** the amount that something is worth, measured especially in money
- 120. Visiting friends and relatives (VFR)** travel that is done in order to visit friends or family
- 121. Vocational course** training that teaches you the skills you need to do a particular job
- 122. Voyage** a long journey, especially by boat or into space
- 123. Waiter** *n* a man who serves food and drink at the tables in a

restaurant

124. Wage an amount of money that you earn for working, usually according to how many hours or days you work each week or month

125. Wander (around) *v* to walk slowly across or around an area, usually without a clear direction or purpose

126. Wine waiter / steward the person who serves diners wine
SYN sommelier

127. Waste product *n* a useless material or substance that is produced during the process of making something else

128. Water skiing *n* a sport in which you ski over water while being pulled by a boat

UNIT 2. WORLD DESTINATIONS

Topic areas

- *Biggest tourist earners. Biggest tourist spenders*
- *Types of attraction and destination*
- *New Zealand and the Balearic Islands*
- *A view of Hollywood Boulevard*
- *Favourite holiday destinations*
- *Countries, capitals, nationalities*

One's destination is never a place, but a new way of seeing things.

Henry Miller

Difficult roads often lead to beautiful destinations.

*I cannot change the direction of the wind, but I can adjust my sails to always reach my destination. **Jimmy Dean***

1



Study the following quotes. Which one do you like most? Give the reasons.

1. All journeys have secret destinations of which the traveller is unaware.
2. The destinations and features are great for those interested in taking quality vacations for a long time to come.
3. All you need is the plan, the road map, and the courage to press on to your destination. (*Earl Nightingale*)
4. Find the right paths for your journey. Travel along these paths to your final destination.
5. It's impossible to map out a route to your destination if you don't know where you're starting from.

2

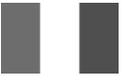
Look at the dictionary transcription of some countries and cities. Write them in words.

/spɛɪn/	/'rʌʃə/	/ju:'kreɪn/
/frɑ:ns \$ fræns/	/'kæənədə/	/mə'drɪd/
/'lʌndən/	/'ɪtəlɪ/	/'pærɪs/
/'meksəkəʊ/	/'æθənz/	/'hʌŋgəri/
/'tʃaɪnə/	/brə'zɪl/	/'təʊkɪəʊ/
/rəʊm/	/dʒə'pæn/	/'dʒɜ:məni \$ 'dʒɜ:r-/

3



Look at the graph of the eleven highest tourist-generating countries. Identify each country from the first letter and flag. Which countries generate the most tourists?

	J	<input type="text"/>
	F	<input type="text"/>
	R	<input type="text"/>
	C	<input type="text"/>
	I	<input type="text"/>
	M	<input type="text"/>
	C	<input type="text"/>
	U	<input type="text"/>
	P	<input type="text"/>
	U	<input type="text"/>
	G	<input type="text"/>
		0 10 20 30 40 50 60 70 80
<i>million tourists per year</i>		

4

Look at the famous attractions. Match them with their names.

Mount Etna

Neuschwanstein Castle

Disneyland

St Basil's Cathedral

Copacabana Beach

Summer Palace



A



B



C



D

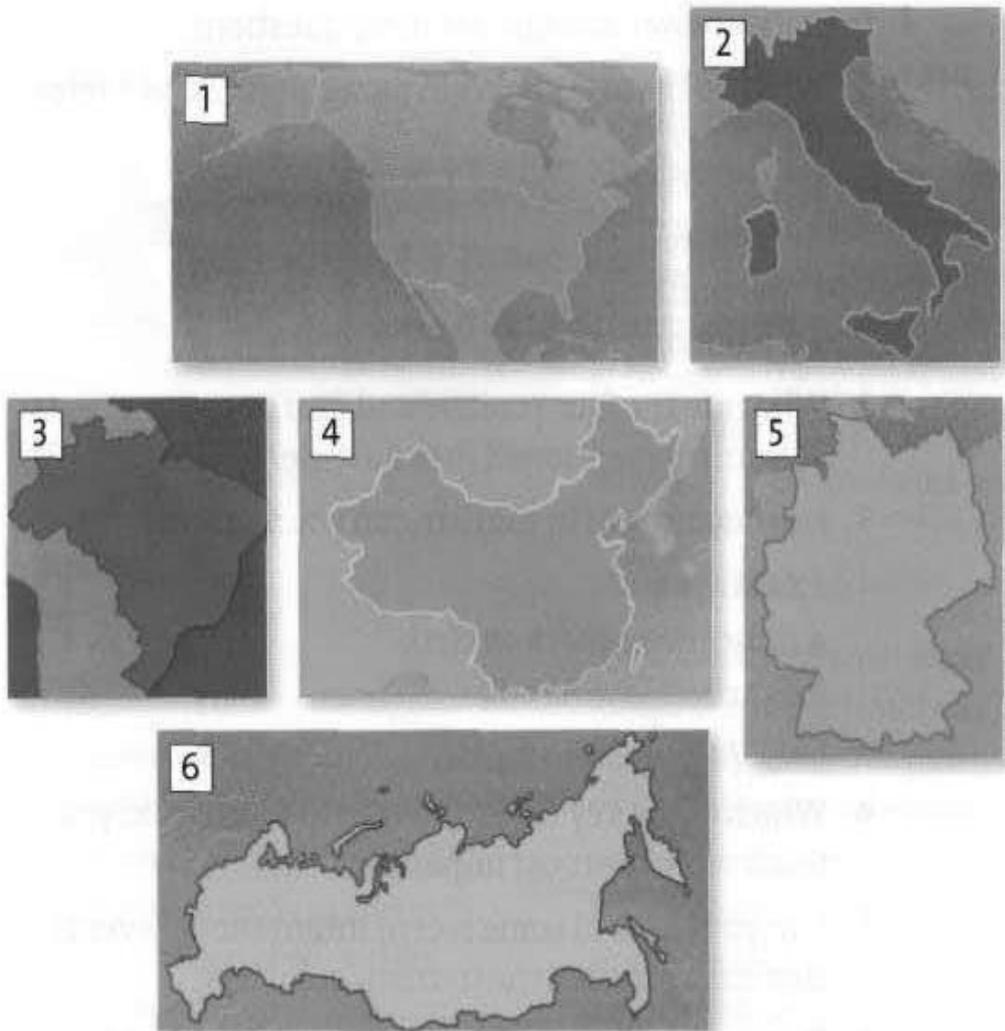


E



F

5 Match the above sights with the outline map of the country where they are located. What are the names of the countries?



6 Study the following types of attraction and destination. What type of attraction are the famous sights (Mount Etna, St Basil's Cathedral, Neuschwanstein Castle, Copacabana Beach, Disneyland)?

- a natural destination
- a built destination
- a mass-market destination
- an upmarket destination
- a niche market destination
- a natural attraction
- a historical and cultural attraction
- a purpose-built attraction
- a tourism feature
- a historic monument
- a theme park
- a castle
- a natural geographic feature
- a palace
- a beach
- a cathedral
- a temple
- a ski resort

7 Translate the following words and phrases. Study them.

- the movement of tourists (a tourist flow)
- the highest tourist-generating country
- to leave the country
- to take holidays
- to enter the country from abroad
- the average age of visitors
- the top tourist destinations
- to start at the bottom (to start with)
- a tourist visitor
- in the silver medal position
- the population

8  Listen to the presentation describing the top ten country destinations for tourists. Complete the table.

<i>POSITION</i>	<i>COUNTRY</i>	<i>NUMBER OF TOURISTS</i>
<i>1st</i>		
<i>2nd</i>		
<i>3rd</i>		
<i>4th</i>		
<i>5th</i>		
<i>6th</i>		
<i>7th</i>		
<i>8th</i>		
<i>9th</i>		
<i>10th</i>		

9 Match the words and phrases with their definitions.

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. to earn 2. to receive 3. to spend 4. expenditure (<i>on sth</i>) 5. expenses (travel, medical, living) 6. receipts 7. earnings | <ol style="list-style-type: none"> a) to get or accept sth that sb sends or gives to you b) to get money by working c) to give or pay money for sth d) the total amount of money that a government, organization or person spends during a particular period of time e) the money that you spend for a particular purpose f) the money that you receive for the work that you do g) the money that a business, bank, or government receives |
|---|--|

8. costs

h) a piece of paper that you are given which shows that you have paid for sth

9. a receipt

i) the money that you must regularly spend in order to run a business, a home, a car

10

Look at the words in the box and complete the sentences.

spend

earn

receive

spender

earner

expenditure

expenses

earnings

receipt (receipts)

1. If you _____ more than you _____, you will get into debt. But if you _____ more than you _____, you can save.
2. The IT manager is one of the highest _____ in the company. His total _____ are twice what I _____.
3. When you are on a business trip, you can claim things like travel and hotel costs as _____. But you must remember to get a _____.
4. The travel agency didn't make a profit last year because the _____ was greater than the _____ from customers.

11

Translate the sentences into English.

1. Моєму другові спало на думку полетіти в Афіни, столицю Греції.
2. Сучасний турист змінюється. Він стає більш вимогливим. Його вже не цікавлять вузькоспеціалізовані туристичні об'єкти.
3. Я не бачився зі своїм закордонним другом відтоді, як він переїхав до Франції, однієї з найбільш розвинених туристичних країн.
4. Мені подобаються поїздки 'авіа-авто'. Ти можеш споглядати не тільки природні об'єкти, але й архітектурні також.
5. Ми їдемо в п'ятиденний тур по Європі. Ми відвідаємо визначні місця, історичні і культурні пам'ятки, топографічні та елітні об'єкти.
6. Сьогодні мій двоюрідний брат був у Німеччині, столицею якої є Берлін. Він показав фото вражаючого архітектурного об'єкта – замку Нойшванштайн.
7. Моя колега здійснила бізнес подорож до Копенгагена, столиці Данії.
8. Франція є однією з десяти найбільш відвідуваних туристичних країн. Близько 75 млн. відвідувачів їдуть туди у відпустку. На другому місці США. 51 млн. туристів в'їжджає в країну з-за кордону.

9. Італія – країна, яка отримує прибуток від туристичної індустрії. Щорічно це складає 27,5 мільярдів доларів виручки.
10. Робота менеджера по торгівлі є однією з найбільш прибуткових. Як правило, він заробляє більше, ніж витрачає.
11. Останнім часом, прибутки Нідерландів значно менші, адже їхні витрати на туристичні послуги складають 11,3 мільярда доларів.
12. Нещодавно я їздив у Сполучене Королівство Великобританії. Мої витрати на туристичні та готельні послуги склали 5 тис. доларів. Мені пощастило, – і я ще заощадив невелику суму грошей.
13. Не варто витратити стільки грошей на бізнес поїздку до Бухаресту. Ми про все домовилися з нашим закордонним партнером. Завтра підписуємо контракт. Наші прибутки вдвічі зростуть.

12 The things that attract tourists to a particular country can be divided into different groups. Look at the table. Decide which column the words in the list should go in (there may be more than one possibility).

Climate / Weather	Natural Features	Built Attractions	Events	Food, Drink, and Entertainment	Accommodation	Means of Transport
rainy sunny	beach desert	cathedral museum	carnival folk dance	restaurant bar	hotel motel	train plane

- *harbour*
- *musical festival*
- *campsite*
- *waterfall*
- *chilly*
- *restaurant*
- *bridge*
- *library*
- *tower*
- *castle*
- *concert*
- *countryside*
- *art gallery*
- *heritage*
- *ferry*
- *cruise ship*
- *cafe*
- *information desk*
- *damp*
- *bicycle*
- *car*
- *metro (tube, underground, subway)*
- *nightlife*
- *temperate*
- *coastline*

- *palace*
- *coach*
- *bed and breakfast*
- *dry*
- *guest house*
- *chalet*
- *moderate*
- *frosty*
- *hot*
- *insular*
- *takeaways*
- *local specialities*
- *car park*
- *sultry hot*
- *changeable*
(*unchangeable*)
- *settled* (*unsettled*)
- *stadium*
- *monument*
- *memorial*
- *double-decker*
- *subtropical*
- *warm*
- *funfair*
- *mild*
- *snack bar (cafeteria)*
- *taxi stand*
- *bus stop*
- *church*
- *fountain*
- *tropical*
- *snowy*
- *gloomy*
- *continental*
- *foggy*

13 Complete the sentences with the words from the box.

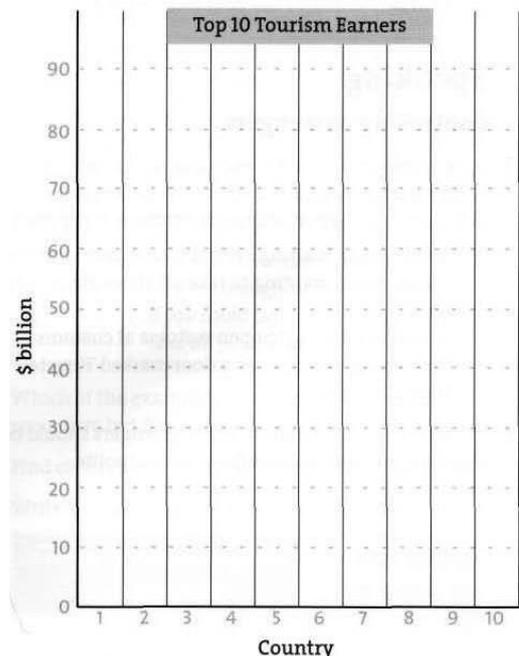
countryside *heritage* *coastline* *temperate*

1. I don't really like the city. I prefer to live in the _____ .
2. There aren't many beaches on the island. The _____ is mainly rocky with steep cliffs.
3. The Netherlands has a _____ climate, with mild winters and cool summers.
4. These beautiful old churches are part of our national _____ .

14  In pairs, complete the blank chart. Identify the countries which receive more from tourism than they spend (the biggest tourist earners) and the countries which are the biggest tourist spenders.

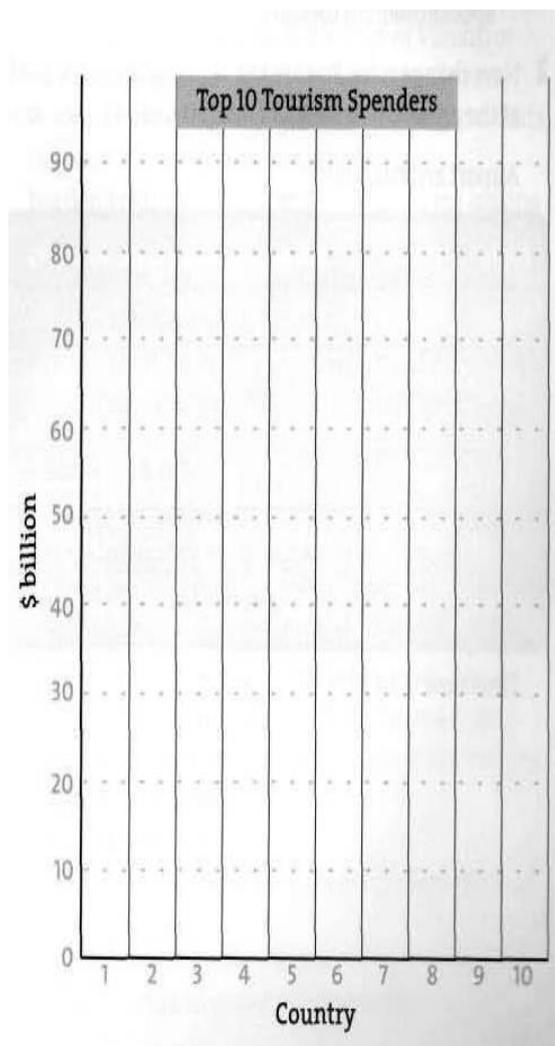
Top 10 Tourism Spenders

Position	Country	Expenditure (\$ billion)
1	the USA	62.1
2	Germany	48.1
3	the United Kingdom	36.4
4	Japan	35.6
5	Spain	24.7
6	France	18.4
7	Italy	17.7
8	Austria	13.5
9	Canada	12.7
10	the Netherlands	11.3



Top 10 Tourism Earners

Position	Country	Receipts (\$ billion)
1	the USA	85.2
2	Spain	36.4
3	France	33.4
4	Italy	27.5
5	the United Kingdom	23.1
6	Austria	18.0
7	Germany	16.3
8	China	16.2
9	Greece	13.1
10	Canada	10.8



15



Read the texts about New Zealand and the Balearic Islands. Which text would you find in a reference book, in an advertisement or brochure?

NEW ZEALAND

Capital: Wellington

Population: 4 million

Currency: New Zealand dollar

Official languages: English and Maori



New Zealand lies in the South Pacific Ocean and **consists of** two **islands** – North Island and South Island. It **is located** 1,600 km south-east of Australia and is nearly 2,000 km long.

The **climate** is generally **temperate** and **damp**, although the **extreme north** has got an almost **subtropical** climate and **the extreme south** is very cold. Winds can be a problem: the capital (Wellington) is known for its **high winds**.

The main attraction for tourists is **the scenery**. **The landscape** is largely **unspoilt** and very **varied**. There are mountains, lakes, **glaciers**, rainforests, **dramatic coastlines**, beaches, and **geysers**.

Other attractions include the Maori culture and **outdoor activities** such as **river-rafting**, fishing, skiing, **whale-watching**, and **bungee-jumping** (which was a local invention).

Tourists come mainly from Australia, the United States, the United Kingdom, and Japan. Tourism is **the largest single foreign exchange earner** and continues to grow. An increase in visitor numbers followed the huge success of the Lord of the Rings films, which were made in New Zealand.



THE BALEARIC ISLANDS – MAJORCA, MINORCA, IBIZA, FORMENTERA

- ❖ *Sun, sea, and culture – with a Spanish style*
- ❖ *300 days a year of guaranteed sunshine*
- ❖ *Fabulous beaches*
- ❖ *Easy to get to*
- ❖ *Great entertainment*
- ❖ *Something for every type of tourist*



Floating between Spain and the North African coast, the Balearic Islands offer **the perfect location** for a fantastic holiday. There are four main islands for you to choose from, each with their own special atmosphere.

The gorgeous climate boasts more than 300 days a year of guaranteed sunshine, making the islands the ideal setting for a beach holiday. The long hot summer stretches from May to October, with temperatures around 27 °C – just right for relaxing and getting a tan.



The islands offer a number of attractions for tourists. Sun-seekers will love the fabulous beaches. Fun-seekers will enjoy the exciting nightlife – the clubs and discos of Ibiza provide plenty of entertainment for young people. But there’s more to these islands than sun and fun. You can also enjoy wonderful architecture (the Gothic cathedral at Palma is well worth visiting), hilltop villages, olive groves, great food, and hidden beaches. You can take a relaxing fishing or sailing trip, or go to one of the many festivals. If you go in June, don’t miss the spectacular Fiesta of San Juan at Ciutadella on Minorca.

Whatever you want from a holiday, the Balearics will help you find it.

16



Use the verbs listed below and describe resources and features of New Zealand.

to float
to offer

to choose
to boast

to stretch
to love

to provide
to enjoy

e.g. Floating in the South Pacific Ocean, New Zealand offers the perfect location for an exciting holiday.

17



Look at the table. Use the key expressions and write a similar description of the Balearic Islands.

	NEW ZEALAND	THE BALEARIC ISLANDS
Describing geographical features	New Zealand lies in the South Pacific Ocean. It consists of two islands – North Island and South Island. It is located 1,600 km south-east of Australia.	
Describing climate	The climate is generally temperate and damp. The extreme north has got an almost subtropical climate.	
Describing tourist attractions	The main attraction for tourists is the scenery. The landscape is largely unspoilt and very varied. There are mountains, lakes, glaciers, rainforests, dramatic coastlines, beaches, and geysers.	

18

Give a short talk about New Zealand and the Balearic Islands. Use the words and expressions which are given in bold in the texts.

- ✓ *climate*
- ✓ *geography*
- ✓ *location*
- ✓ *natural features*
- ✓ *main attractions*
- ✓ *the importance as a tourist destination*

19

Translate the sentences into English.

1. На цьому острові багато переповнених пляжів, але берегова лінія казкова. Вона простягається від далекого півдня на схід.
2. Якщо ви надаєте перевагу субтропічному клімату, тоді варто поїхати у відпустку в Африку.
3. Клімат в Новій Зеландії переважно помірний і вологий, а її столиця Велінгтон продовжує дивувати сильними вітрами.
4. Нова Зеландія відома своїми казковими горами, льодовиками, озерами, тропічними лісами, пляжами, гейзерами, озерами та прекрасними береговими лініями.
5. Різноманітні та незіпсовані пейзажі Нової Зеландії справді вражають. В цьому велика заслуга Маорі, народу, який живе в Новій Зеландії. Вони займаються рибальством, катанням на лижах, та захоплюються організацією шоу з китами.
6. Одним з найрозкішніших курортів є Балеарські острови, які гарантують вам гарну сонячну погоду і прекрасні розваги.
7. Любителі розваг зможуть насолодитися захопливим нічним життям Ібіци.
8. У моїх друзів залишилися хороші спогади про Мінорку. Вони із задоволенням розповідають про оливкові гаї, прекрасну їжу, села, які розташовані на схилах, і сховані загадкові пляжі вже два тижні.
9. Наше турагентство пропонує короткочасну подорож-відпочинок до Форментери, де ви зможете полежати на пляжі і засмагнути, відвідати різноманітні фестивалі, а також поплавати річкою.

20



Listen to three people talking about their favourite holiday destinations.

I. Which of the places in the list do they each say is their favourite? What do they like about each of their favourite places?

London
Scotland
Northumberland
Zurich
Vienna

Budapest
Prague
Barcelona
Cyprus
Ibiza

a Liz _____

b Regula _____

c Valery _____

II. Match the adjectives with the nouns to form word combinations.

- | | |
|----------------|--------------|
| 1. remote | a) views |
| 2. spectacular | b) coastline |
| 3. ruined | c) cottage |
| 4. dramatic | d) castle |
| 5. cheap | e) memories |
| 6. cultural | f) bars |
| 7. happy | g) beaches |
| 8. relaxing | h) heritage |
| 9. exciting | i) nightlife |
| 10. lively | j) flights |
| 11. crowded | k) break |
| | l) food |

21



In pairs, discuss the most favourite places you have been to. They must have similar features described by three people you listened to. The words and phrases will help you.

- | | |
|---|--|
| ❖ to escape | ❖ an ancient city |
| ❖ to be on holiday (to go for a holiday) | ❖ to get a feel for the cultural heritage of a place |
| ❖ to rent a remote cottage | ❖ happy memories |
| ❖ to walk through the hills | ❖ to go somewhere for a relaxing break |
| ❖ to drive over to the (east, west, south, north) | ❖ spectacular views |
| ❖ the mobile doesn't get reception | ❖ a good scene with exciting nightlife and lively bars |
| ❖ to climb the hill | |
| ❖ a real emergency | |

- ❖ to go away for long weekends
- ❖ to walk through the streets

- ❖ crowded beaches

22



Read the newspaper article. Why is Los Angeles the USA's most fascinating cultural destination?

LA RENAISSANCE

'LOS ANGELES will be the cultural capital of the millennium.' This statement was recently made by LA's 'vice-president of cultural tourism' who then went on to state that there are more major museums per head of population in LA than any other US city (300, to be precise), not to mention 'more artists, writers, film-makers, actors, dancers and musicians than in any other city in the history of civilisation.' His conclusion? 'LA is the most fascinating cultural destination in America.'



If LA can claim a cultural mecca, it's because of the Getty Museum. The fine-art museum looks down from a Santa Monica hilltop over the city, a monument to culture. It cost well over \$1 bn which forces people to take note.

Three million people visited the Getty in its first year. They come in the same coaches that take them to Disneyland and Beverly Hills. Almost immediately, it has become a part of the LA tour – an art museum that rivals Universal Studios, Hollywood and the Baywatch beaches.

23



Decide whether the statements are true or false.

1. There are over 300 museums in LA.
2. Visiting the Getty Museum you can see a lot of paintings.
3. The Getty Museum is the city centre.
4. The Museum cost more than a billion dollars to build.
5. Three million people went to the Getty Museum last year.
6. The Museum attracts the same tourists as the Universal Studios.

24

Give the English equivalents to the following words and phrases.

Столиця, в якій зосереджений культурний осередок; тисячоліття; головні музеї; цивілізація; захоплююче культурне визначне місце; музей образотворчого мистецтва; зручний автобус; віце-президент культурного

туризму; продовжувати наполегливо заявляти; якщо бути точним; суперничати; кінорежисер; найбільш відвідуване туристами культурне місце; брати до уваги; доставляти когось негайно до місця призначення; згадувати; на одну особу; примушувати.

25



Read the tour guide extract. Where would you see:

1. an effigy of a pop star?
2. Leonardo da Vinci's Mona Lisa made out of toast?
3. the original Star Trek film sets?
4. the very first showing of a Walt Disney movie?
5. a tribute to actor Humphrey Bogart's career?
6. actor John Wayne's signature?

A VIEW OF HOLLYWOOD BOULEVARD

Hollywood Boulevard is one of the most famous streets in the world, and its name is still a symbol of glamour. Visitors wishing to recapture the Golden Age of film should go to Mann's Chinese Theatre and the Walk of Fame.

The Hollywood Galaxy Houses

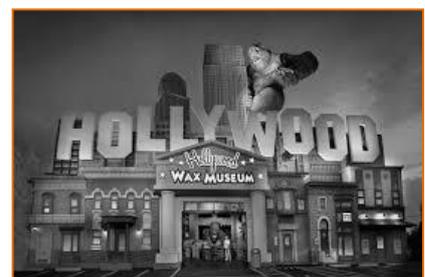
It is a six-screen movie complex and the Hollywood Entertainment Museum, which has film, television, radio, and recording memorabilia and provides a wide variety of interactive displays that allow visitors to explore entertainment industry technology.



The exterior of *Mann's Chinese Theatre* is an ornate mixture of Chinese temples, pagodas, lions, and dragons which reflects the strong sense of showmanship of the theatre's creator, Sid Grauman. Grauman thought up one of the movie industry's longest-running publicity stunts by inviting movie stars to impress their handprints,

footprints, and autographs in the cement courtyard of his theatre.

The Hollywood Wax Museum has life-size models of film stars, musicians and public figures. Clint Eastwood, Madonna, Michael Jackson, and Ronald Reagan are among those on display.





actress.

Stroll down Hollywood Boulevard's 'Walk of Fame' with its stars on the sidewalk that show the names of more than 2,000 film stars and musicians. *Marilyn Monroe's star* is embedded in the sidewalk at No. 6776. The camera symbol below her name indicates her career as a film

Ripley's Believe It or Not! is a museum devoted to the bizarre. The building, topped by a gigantic model Tyrannosaurus Rex, contains more than 300 exhibits, such as shrunken heads and two-headed monsters.



El Capitan Theatre

Neon lights welcome moviegoers to the beautifully restored Art Deco Theatre. Movies can be seen in old-fashioned comfort, but with state-of-the-art sound. World Premieres of Disney movies often feature a live revue by the Magic Kingdom's favorite characters.



Clarion Hotel Hollywood Roosevelt

An image of Charlie Chaplin (1889-1977) decorates the wall of this 1920s hotel.



26 Give the English equivalents to the following words and phrases.

Символ гламуру; відчуття знову; алея Слави; сучасний; реліквії; різноманітність привабливих вітрин; відкривати; технології розважальної індустрії; екстер'єр; пишне поєднання; винаходити (придумати); буддійський храм; відображати; вміння привертати увагу; внутрішній двір театру; автограф; рекламний трюк; відбитки рук (ніг); суспільний діяч; музей воскових фігур; воскова фігура; оновлене звучання; моделі натуральної величини; на вітрині; на тротуарі; химера; прем'єра; живий огляд; присвячувати; вирізьблений; любителі кінотеатрів; експонат.

27**Match the adjectives with their opposites.**

- | | |
|---------------------|------------------|
| 1. wide | a) recorded |
| 2. live | b) restricted |
| 3. life-size | c) old-fashioned |
| 4. state-of-the-art | d) gigantic |
| 5. ornate | e) plain |

28**In pairs, find out which part of Hollywood Boulevard would interest your partner most and why. Report back to the class.****29****Translate the sentences into English.**

1. Якщо ви хочете проникнутись відчуттям культурної спадщини Ірландії, побродити її вулицями, помилуватися захоплюючими краєвидами, тоді цей тур саме для вас.
2. Наступного тижня я їду в Альпи. Я хочу втекти від метушні міста, орендувати віддалений будиночок в горах, поблукати між пагорбами, і навіть зайнятися скелелазінням. Це хороша ідея, адже там не працює мобільний зв'язок.
3. На цьому острові багато переповнених пляжів, але берегова лінія казкова. Вона простягається від далекого півдня на схід.
4. Лос-Анджелес – місто, в якому зосереджений культурний осередок тисячоліття.
5. В Лос-Анджелесі ви можете відвідати Музей Гетті. Цей музей образотворчого мистецтва – популярний серед туристів. Стверджують, що завдяки йому Лос-Анджелес перетворився на найбільш відвідуване туристами місто. Захоплюючий Музей Гетті конкурує навіть із самим Голівудом.
6. Ви коли-небудь чули про Бульвар Голівуд, який і досі залишається символом гламуру?
7. Якщо ви побуваєте у Голівуді, ви не захочете повертатися назад. Знову і знову ви будете захоплюватись величністю Алеї Слави, і мріяти про те, щоб потрапити в Золотий вік зйомок.
8. В Голівудському музеї є велика кількість розважальних інтерактивних вітрин, які відкриють вам справжні реліквії кіноіндустрії.
9. Китайський театр Граумана – це прекрасне поєднання китайських та буддистських храмів, левів та драконів. Така архітектура свідчить про надзвичайне прагнення творця привернути увагу до свого творіння. Внутрішній двір театру здивує вас відбитками пальців рук та ніг, а також автографами відомих кінозірок.

10. Голівудський музей воскових фігур представить вам моделі натуральної величини кінозірок, музикантів та просто відомих людей.
11. На Алеї Слави вирізьблена зірка з іменем Мерлін Монро, а камера – це символ, який свідчить про її кар'єру актриси.
12. Хороша ідея завітати до Музею Ріплі *Believe It or Not*, який присвячений гігантським химерам.
13. Всі американці знають про театр *Art Deco*, де показують старі фільми із сучасним дубляжем.

30



Write descriptions of South Africa and the Seychelles using the facts given below. Make one a factual description and the other one like an advertisement or brochure.

SOUTH AFRICA

Location and geographic features

- southern hemisphere
- between Atlantic and Indian Oceans
- 1¼ million square kilometres
- central plateau (or 'veld') with mountains to the south and east
- dramatic coastline and many beaches

Climate

- warm, temperate, and dry
- 65% of the country has less than 50 cm rainfall a year

Tourist attractions

- mountains and fabulous beaches
- vineyards
- wildlife reserves (e.g. Kruger National Park – 137 mammal species, 430 bird species)
- Cape Town – lively city life and culture

Other

- tourism is a major industry
- problem of rising crime in some parts

SEYCHELLES

Location and geographic features

- middle of Indian Ocean
- 1,500 km east of Africa
- 115 islands
- capital is Victoria on island of Mahe

Climate

- tropical oceanic
- only small change in temperature throughout year
- rainfall is low, especially in June, July, and August

Tourist attractions

- fabulous beaches (e.g. at Praslin)
- the climate
- unique flora and fauna, including the giant tortoise
- honeymoon island ('paradise')

Other

- economy relies on tourism
- tourism employs 30% of the workforce

31

Explain the meaning of the following words and word combinations.

Getting around, relatively cheap, suburban train, to pick up, the Kremlin, tomb, a fairground, to stretch, an ornamental garden, a pier, worth seeing, troika rides, folklore shows, regular gigs, numerous venues, to be concerned, an authentic experience, reminders, the Soviet past, to be covered by, a quick snack, chains of stalls, savoury pies, jacket potatoes.

32

Put these words in the correct groups below.

humid, tram, coach, nightclub, chilly, show, frozen, concert hall,
underground, fairground, warm, cab

Climate	Transport	Entertainment

33  Listen to the short presentation on Moscow and write key words under these headings.

- Climate
- Getting around
- Sightseeing
- Entertainment
- Food and drink

34  Listen again and answer these questions.

1. How many airports does Moscow have?
2. What's the best way to get from the airport to the city centre?
3. What are the most popular tourist attractions in Moscow?
4. How big is Gorkiy park?
5. What attractions are there in Gorkiy park?
6. When does the Moscow Film Festival take place?

35 Fill in the gaps with the appropriate words or word combinations from the box.

stretches, the pier, the Kremlin, gigs, a taxi, cathedral, on foot, a transfer, venues, suburban train, eating out, picked up, getting around, snack, along, worth seeing, frozen

1. _____ is easy and relatively cheap.
2. By the end of November Moscow is _____ most of the time.
3. You can get to the city centre by a combination of bus and metro or _____.
4. It's a good idea to book _____.
5. You'll be _____ and driven to your hotel for little more than the cost of _____.
6. Most visitors to Moscow come to see _____, Red Square, and St Basil's _____.
7. It's best to see the central area around the Kremlin _____.
8. There are more than 150 metro stations – some of them with amazing architecture.
9. Gorky park _____ almost 3 kilometres _____ the river Moskva.

10. In summer the boats leave from _____ on river excursions.
11. There are a number of festivals which are _____.
12. The live music scene is good, with regular _____ at numerous _____.
13. As far as _____ is concerned there are a number of cafes to taste delicious dishes of Russian cuisine.
14. For a quick _____ there are chains of food stalls where you can buy savoury pies or jacket potatoes with fillings.

36 Find the English equivalents of the following word combinations.

Радянське минуле, смачні та запашні пироги, ярмаркова площа, приміська електричка, мавзолей Леніна, добиратися міським транспортом, відносно недорого, Собор Василя Блаженного, дивовижний архітектурний стиль, простягатися уздовж, декоративний сад, відходити від причалу, варто побачити, фольклорні вистави, регулярні музичні виступи, численні місця проведення заходів, що стосується харчування в громадських місцях, справжній досвід, нагадування, перекусити нашвидкуруч, картопля в мундирі з різними начинками, ряди продовольчих крамниць.

37 Translate the following sentences into English using the active vocabulary you've studied.

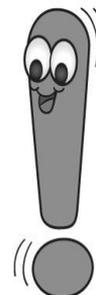
1. Ви можете дістатися до цього місця призначення поїздом.
2. Влітку сонце таке палюче, що ви відчуваєте, ніби спеклися заживо.
3. Клімат цієї країни – помірний та вологий. Середня температура сягає +35⁰С, отже шукачі сонця можуть насолоджуватися відпочинком і засмагати.
4. Культурна спадщина цього острова – розкішна. Вона презентує стародавню архітектуру, вихваляє свої казкові пляжі, вражаючі берегові лінії та захоплюючі краєвиди.
5. Ці острови складаються з таких природних географічних елементів як гейзери, верховини, тропічні ліси та приховані пляжі.
6. Шукачі веселощів не оглядають готичну архітектуру, оливкові гаї чи села верховин. Вони насолоджуються нічним життям, яке надає молоді безліч можливостей, щоб розважитися.
7. Якщо ви хочете втекти від натовпу людей на пляжах, вам необхідно обрати інший тур, пов'язаний з відвідуванням віддалених місцевостей, старих зруйнованих замків та ознайомленням з культурною спадщиною.
8. Балеарські острови пропонують чудовий відпочинок, вихваляють свій ландшафт та особливу атмосферу місцевостей, незіпсованих людиною.
9. У найвіддаленіших місцях відсутній мобільний зв'язок і у разі термінової ситуації вам треба буде піднятися на вершину гори.

10. Справжні туристи колекціонують міста, відвідуючи велику кількість екскурсій, влаштовують сплав на плотах між островами, піднімаються скелястими горами, захоплюються вільним падінням з кріпленням, щоб відчути порив адреналіну тощо.
11. Ви можете ознайомитись з культурною спадщиною Барселони, архітектурою Гауді, покуштувати смачну їжу та прогулятись старовинними вуличками.
12. Чартерні рейси є відносно недорогими, отже ви можете зекономити свої гроші купуючи квитки.
13. Ця туристична агенція щорічно отримує великі прибутки завдяки інтенсивному напливу туристів до цієї країни.
14. Коли працівники знаходяться у відрядженні, то вони витрачають власні кошти на засоби пересування та проживання у готелі, але потім усі витрати відшкодовуються компанією у подвійному розмірі.

38 Find out a famous tourist destination. Write a factual information sheet and a brochure description. Prepare a short presentation using key ideas and illustrating it with pictures.

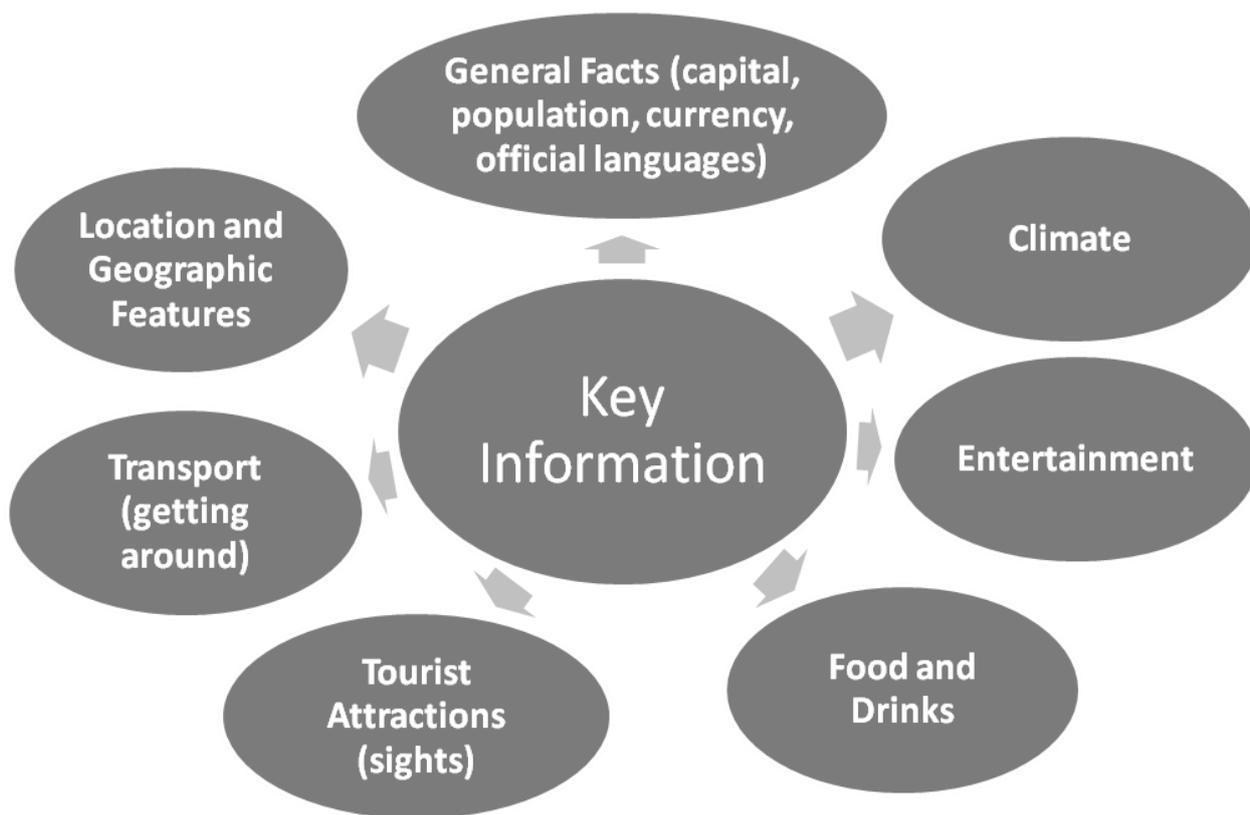
When preparing a presentation in English remember:

- ❖ make notes of your ideas
- ❖ select the best ideas and organise them into a logical order
- ❖ prepare any pictures you need
- ❖ check you have all the vocabulary you need
- ❖ check for any grammatical mistakes
- ❖ practice makes perfect – practise reading the presentation



The following phrases are useful when preparing a presentation.

<p>Recommending The best time to go is ... It's a good idea to ... Don't miss is (well) worth seeing (visiting)</p>	<p>Transport Buses / trains run every ... You can get there by ... The journey takes ...</p>
<p>Describing Sights It's famous for ... The most interesting place is ... The museum houses ...</p>	<p>Using Photographs The picture shows ... In the foreground / background is ... In the top / bottom corner is ...</p>

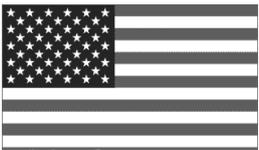
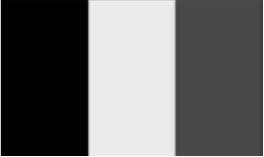


It is interesting to know

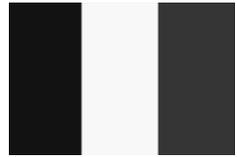
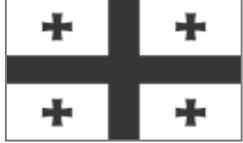
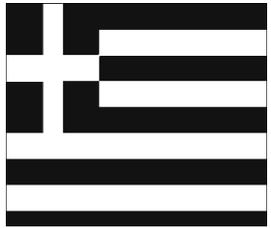
39

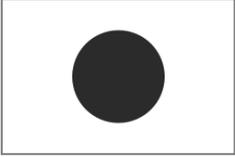
Study countries, their capitals and nationalities.

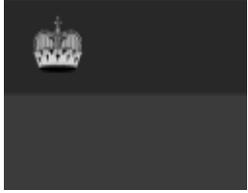
COUNTRY	NATIONALITY	CAPITAL	FLAG
Argentina	an Argentinian	Buenos Aires	
Andorra	an Andorran	Andorra la Vella	
Armenia	an Armenian	Yerevan	

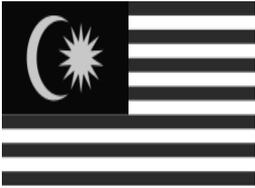
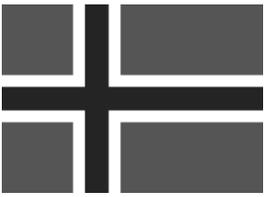
Australia	an Australian	Canberra	
Albania	an Albanian	Tirana	
America / the USA	an American	Washington, D.C.	
Austria	an Austrian	Vienna	
Azerbaijan	an Azerbaijani	Baku	
Belgium	a Belgian	Brussels	
Belarus	a Belarusian	Minsk	
Bulgaria	a Bulgarian	Sofia	

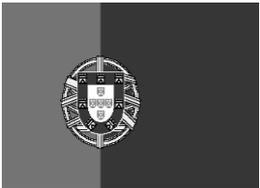
Bosnia and Herzegovina	a Bosniak	Sarajevo	
Canada	a Canadian	Ottawa	
China	a Chinese	Beijin	
Cyprus	a Cypriot	Nicosia	
Croatia	a Croat	Zagreb	
the Czech Republic	a Czech	Prague	
Denmark	a Dane	Copenhagen	
Estonia	an Estonian	Tallinn	
Finland	a Finn	Helsinki	

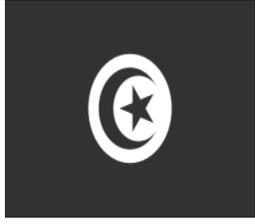
France	a Frenchman/ a Frenchwoman	Paris	
Georgia	a Georgian	Tbilisi	
Germany	a German	Berlin	
Greece	a Greek	Athens	
Holland / the Netherlands	a Dutchman/ a Dutchwoman	the Hague	
Hungary	a Hungarian	Budapest	

India	an Indian	New Delhi	
Israel	an Israeli	Jerusalem	
Italy	an Italian	Rome	
Japan	a Japanese	Tokyo	
Jamaica	a Jamaican	Kingston	
Kazakhstan	a Kazakh	Astana	
Latvia	a Latvian	Riga	

Lichtenstein	a German	Vaduz	
Lithuania	a Lithuanian	Vilnius	
Luxembourg	a Luxembourger	Luxembourg	
Macedonia	a Macedonian	Skopje	
Mexico	a Mexican	Mexico City	
Malta	a Maltese	Valletta	

Monaco	a Monegasque	Monaco	
Montenegro	a Montenegrin	Podgorica	
Moldova	a Moldovan	Chisinau	
Malaysia	a Malaysian	Kuala Lumpur	
Norway	a Norwegian	Oslo	
North Korea	a North Korean	Pyongyang	
Poland	a Pole	Warsaw	

Portugal	a Portuguese	Lisbon	
the Philippines	a Filipino	Manila	
Romania	a Romanian	Bucharest	
Russia	a Russian	Moscow	
Serbia	a Serb	Belgrade	
Slovakia	a Slovak	Bratislava	
Spain	a Spaniard	Madrid	

Sweden	a Swede	Stockholm	
Switzerland	a Swiss	Bern	
Saudi Arabia	a Saudi/a Saudi Arabian	Riyadh	
South Korea	a South Korean	Seoul	
Turkey	a Turk	Ankara	
Thailand	a Thai	Bangkok	
Tunisia	a Tunisian	Tunis	

Ukraine	a Ukrainian	Kyiv	
Vietnam	a Vietnamese	Hanoi	
the UK	a Briton/ a Britisher	London	
England	an Englishman/ an Englishwoman	London	
Scotland	a Scot	Edinburgh	
Wales	a Welshman/ a Welshwoman	Cardiff	
Northern Ireland	an Irishman/ Irishwoman	Belfast	

VIDEO CLUB

40 Work in pairs. Look at photos A-E. Where are the places? Which countries are they in?

A



B



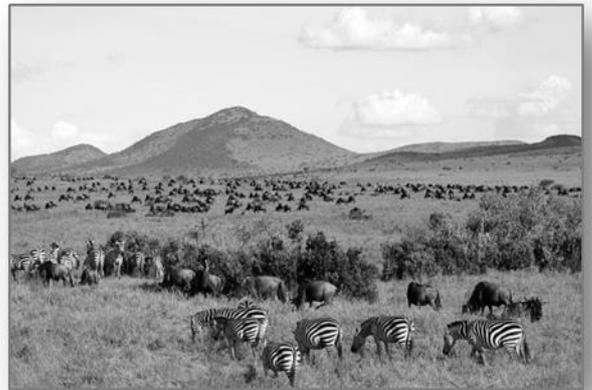
C



D



E



41 Match phrases 1-5 with photos A-E.

1. It's a romantic city with a lot of art galleries.
2. There are beautiful views of mountains and beaches.
3. You can visit hundreds of temples and the shopping and the nightlife are great.

4. The colours are amazing. It's awesome!
5. It's a fantastic place to watch animals. You can see zebras, elephants, antelope, hippos and lions.

42 Work in pairs. Read the programme information and answer the questions.

- a) How many places does the programme look at?
- b) Which place do you think is number one?

BBC 50 PLACES TO SEE BEFORE YOU DIE

There are so many places in the world to see, but if you want to visit fifty in your life, which do you choose? In this BBC programme, we look at five places: Bangkok, Cape Town, the Grand Canyon, the Masai Mara, and Paris. Watch the programme and find out which is the number one place to see?

43 Watch the video and check your answers to ex. 42. Which place is number one?

44 Watch the video one more time and underline the words you hear in the sentences.

1. 'It's got lots of clubs, *bars/cafeterias*, shops, food. Everything you need, really.'
2. 'Huge open spaces, fantastic animals, just wide open freedom, warmth, friendliness and all underneath the great African *sky/sun*.'
3. 'To me, Paris is elegant, romantic and *expensive/exciting*.'
4. 'Friendly people, loads of beaches, and the food is unbelievably *delicious/cheap*.'
5. 'I remember actually sitting there... and I just *cried/looked*.'

45 Watching the video complete the extracts below with the words in the box.

lights	temples	the views of the	on Earth	beaches
art galleries	Cape Town	city	amazing	the sunset
		mountains		
		awesome		

With over 6 million people, it's big, it's busy, and you love it! There are 400 temples in Bangkok, so Bangkok is an important place for Buddhists around the world, and tourists love to visit the _____, too.

Now a popular, romantic city ... the city of _____, Paris. Go in the spring and enjoy the _____. And enjoy _____ from the top of the Eiffel Tower.

Back to Africa now, South Africa. Yes, it's _____. And behind Cape Town is the 1,000 metre high Table Mountain, with its fantastic views. Cape Town is one of my top three places _____. You love the _____ and _____ that make Cape Town so special. And these little guys – the penguins.

This is the big moment: the number one place to see before you die. Your favourite is ... the Grand Canyon! The Grand Canyon is an _____ place. You can read about the Grand Canyon and you can look at photographs and videos, but nothing can prepare you for the real thing. There is so much to see that you never stop seeing something new. With every changing inch of _____, the colours in the canyon change. But there's only one word that everyone says when they talk about the Grand Canyon: it is really _____ ... Just completely _____...

46



Work in pairs and discuss the places in the world you would like to visit. Make a list of five places. Use the following expressions.

- In my opinion, one of my favourite places is ...
- I would like to go there in summer/spring/autumn/winter because...
- I admire it because ...
- It's a great place to ...
- The reason I think so is that ...
- In fact ...
- To my mind...
- As far as I'm concerned ...
- Another thing we have to mention is ...
- We both agree that ...
- To some extent you are right, but ...
- It's quite obvious that ...
- On the one hand/on the other hand
- It seems to me that ...

47 Write the descriptive essay of your favourite place you have been to/you'd like to visit. Think about climate, geography and location, natural features, main attractions, and its importance as a tourist destination.



GLOSSARY

WORLD DESTINATIONS

1. **Adjust** – v to change something slightly in order to make it better, more accurate, or more effective
2. **Allow** – v to give someone permission to do or have something
3. **Ancient** – adj of or from a long time ago, having lasted for a very long time; very old
4. **Artist** – n [C] someone who makes paintings, sculptures; a professional performer in music, dance, or the theatre; someone who writes, makes films, or writes music with great skill
5. **Authentic** – adj real, not false or copied, traditional or original
6. **Bed and breakfast** – n [U] the service of providing a room for the night and a meal the next morning
7. **Below** – adv in a lower place or position
8. **Billion** – [cardinal number] the number equivalent to the product of a thousand and a million; 1,000,000,000
9. **Bizarre** – adj strange and difficult to explain
10. **Boast** – v to proudly tell other people about what you or someone connected with you has done or can do, or about something you own, especially in order to make them admire you
11. **Carnival** – n [C/U] a lively festival in which people walk through the streets playing music, dancing, and often wearing unusual colourful clothes
12. **Cement** – n [U] a grey powder used in building that becomes very hard when you mix it with sand and water and it dries
13. **Chain** – n [C] a series of things of the same type that form a connected line
14. **Cheap** – adj not expensive; used about something that is lower in price than usual or than you expected; generally implies lower quality
15. **Chilly** – adj cold enough to be unpleasant
16. **Claim** – v to say that something is true or is a fact, although you cannot prove it and other people might not believe it
17. **Climb** – v to use your hands and feet to move up, over, down, or across something; to use your hands and feet to move up cliffs or mountains as a sport
18. **Coach** – n [C] a long and comfortable vehicle for carrying a large number of passengers, esp on long journeys
19. **Coastline** – n [C] the land along a coast, especially when seen from the sea or the air
20. **Concerned** – adj worried about something; involved in something or affected by something; caring about what happens to someone; giving your attention to something because you think it is important; dealing with a particular subject
21. **Conclusion** – n [C] something

that you decide is true after thinking about it carefully and looking at all the evidence; the end of something

22. Cost – n [C/U] the amount of money that is needed in order to buy, pay for, or do something

23. Courtyard – n [C] a square area that is surrounded by buildings or walls

24. Cover – v to put one thing over another, in order to protect or hide it

25. Crime – n [C] an illegal activity or action

26. Crowded – adj containing a lot of people or things, especially too many

27. Cruise ship – n [C] a large comfortable ship used for cruises

28. Cultural attraction – n [C] a place to visit that is very popular with tourists (architecture, buildings, landscapes, objects; dance, song, or art style)

29. Damp – adj something that is damp is slightly wet, often in an unpleasant way or when it should be dry

30. Decorate – v to make something look more attractive by putting nice things on it or in it

31. Destination – n [C] the place where someone or something is going

32. Devote to – v to give all of something, especially your time, effort, or love, or yourself, to something you believe in or to a person

33. Display – n [C] an electronic device for the visual presentation of

data or images

34. Double-decker – n [C] a bus that has both an upper and a lower level where people can sit

35. Dramatic – adj sudden and surprising or easy to notice; exciting and impressive; dramatic behaviour is done to impress other people

36. Drive over to – v to control a vehicle so that it moves near to a person or place and stops

37. Earnings – n [pl] the amount of money that you earn; the profit made by a company

38. Effigy – n [C] a model or other object that represents someone, especially one of a hated person that is hanged or burned in a public place

39. Embed – v to fix something firmly into a surface or an object

40. Emergency – n [C/U] an unexpected situation involving danger in which immediate action is necessary

41. Employ – v to pay someone regularly to do a job for you or to work as a member of your organization

42. Escape – v to get away from a place where you are in danger; to get away from a very unpleasant situation; to get away from an embarrassing or annoying situation

43. Exciting – adj making you feel excited; interesting and full of action, especially when you do not know what is going to happen next; causing great enthusiasm and eagerness

44. Exhibit – n [C] an object that is part of an exhibition (a public

show where art or other interesting things are put so that people can go and look at them)

45. Expenditure – n [C/U] money spent by a government, organization, or person; the use of time, money, energy, etc, doing something

46. Expenses – n [pl] money that you spend as part of your job that your employer later gives back to you

47. Explore – v to travel to a place in order to learn about it or to search for something valuable such as oil, etc

48. Exterior – adj relating to the outside part of something, especially a building

49. Fabulous – adj extremely good; very large or great; existing only in stories; incredible, unbelievable, astonishing; fantastic, terrific, awesome

50. Fairground – n [C] a large outside area used for a fair (a gathering of stalls and amusements for public entertainment or a periodic gathering for the sale of goods)

51. Fame – n [U] the state of being famous, known or recognized by many people because of your achievements, skills, etc

52. Fascinating – adj making you very interested or attracted; captivating, delightful, enchanting, adorable, lovely

53. Fauna – n [U] all the animals that live in a particular area

54. Ferry – n [C] a boat or ship for conveying passengers and goods, especially over a relatively short

distance, usually across rivers or short stretches of sea and as a regular service

55. Fine art – n [U] creative art, especially visual art, whose products (drawings, paintings, and sculptures) are admired for their beauty and have no practical use

56. Float – v to rest or move slowly on the surface of a liquid and not sink

57. Flora – n [U] the plants that grow naturally in a particular area

58. Foggy – adj full of fog or covered with fog (a thick cloud that forms close to the ground or to water and is difficult to see through. Fog is thicker than mist)

59. Folk – adj folk art, traditions, stories etc were developed by people in a particular region and have become traditional there

60. Footprint – n [C] a mark made by a human or animal foot, especially in a soft surface such as earth, snow, or sand

61. Force – v to make someone do something that they do not want to do, for example by using or threatening to use violence

62. Foreign exchange – n [C/U] a system or institution for changing the money of one country for the money of another country

63. Funfair – n [C] an event held outside at which people go on rides (large machines that you ride on for pleasure: a roller coaster, etc), and play games to win prizes. A funfair is often simply called a fair. The American word is carnival.

64. Fun-seeker – n [C] someone

who is looking for or trying to get enjoyment, amusement, or light-hearted pleasure

65. Generate – v to produce or create

66. Get a feel for – to develop a good knowledge or understanding of something; familiarize oneself with something

67. Get a tan – if you get a tan, or if the sun tans your skin, the sun makes your skin darker than it was before

68. Get around – v to travel from place to place; to go or travel to different places; travel by or catch (a bus, train, or other form of transport)

69. Get into debt – involved in a situation in which you owe money to other people or institutions

70. Geyser – n [C] hot water and steam that shoot up out of the earth

71. Gig – n [C] a live performance by a musician or group, especially playing popular or jazz music

72. Glacier – n [C] a very large mass of ice that moves very slowly

73. Glamour – n [U] a special quality that makes a person, place, or situation seem very exciting, attractive, or fashionable

74. Gloomy – adj feeling sad and without hope; dark in a way that makes you feel sad or a little afraid; dismal, depressing

75. Gorgeous – adj very beautiful and attractive; very enjoyable or pleasant; magnificent, splendid

76. Grove – n [C] a small group of trees usually without

undergrowth; a small orchard

77. Hidden – adj if something is hidden, most people do not know about it or understand it; a hidden object or place that is not easy to find

78. Hilltop – n [C] the top part of an area of land that is higher than the land surrounding it but smaller and lower than a mountain

79. Immediately – adv very quickly and without delay; used for showing that something happens just after something else, with no pause or delay

80. Indicate – v to show, point out, or make clear in another way

81. Insular – adj island; uninterested in meeting or learning about new people; aloof, isolated

82. Interactive – adj an interactive computer program, video etc that reacts to the information and instructions that you give it

83. Invention – n [C] a machine, tool, or system that someone has made, designed, or thought of for the first time

84. Jacket potato – n [C] a potato cooked with its skin on

85. Landscape – n [C] an area of land that is beautiful to look at or that has a particular type of appearance

86. Lie – v to be in a position in which your body is flat on a surface such as the floor or a bed; to show or suggest facts that are not true

87. Life-size – adj a life-size picture, model etc of something is the same size as the real thing

88. Look down – v to think that you are better or more important than someone else, or to think that something is not good enough for you; direct one's gaze in a specified direction below

89. Mammal – n [C] an animal that is born from its mother's body, not from an egg, and drinks its mother's milk as a baby. Humans, dogs, and cows are all mammals.

90. Mecca – n [C/U] a place that a lot of people visit, because it is famous for something that they want to see or do; the holy city of Islam in Saudi Arabia

91. Memorabilia – n [pl] objects that are collected because they are connected with a person or event that is thought to be very interesting

92. Mention – v to say something or to make a short remark during a conversation, but not discuss it much or give many details; refer to, allude to

93. Mild – adj mild weather is warm and pleasant, especially warmer than usual for the time of year; moderately warm, especially less cold than expected; not severe, serious, or harsh; soft

94. Moderate – adj average in amount, intensity, quality, or degree

95. Moviegoer – n [C] a person who goes to the cinema, especially regularly

96. Niche market – n [C] the part of an industry that sells a particular type of product or service to the small number of customers who want it

97. Numerous – adj existing in

large numbers

98. Ornamental gardens – grounds laid out for public enjoyment and recreation to show plants that are designed more for their aesthetic pleasure and appearance than for the production of crops or cooking. An ornamental garden design includes flowering plants and bulbs in addition to foliage plants, ornamental grasses, shrubs and trees

99. Ornate – adj decorated with complicated patterns or shapes

100. Outdoor activity – refers to leisure pursuits engaged in the outdoors, often in natural or semi-natural settings out of town. Examples include adventure racing, backpacking, cycling, camping, canoeing, canyoning, caving, disc golf, fishing, hiking, adventure park, horseback riding, hunting, kayaking, jetskiing, mountaineering, running, photography, waterskiing, rock climbing, sailing, skiing, surfing, ATV riding, and sports. Outdoor recreation may also refer to a team sport game or practice held in an outdoor setting.

101. Pagoda – n [C] a Buddhist religious building with several levels, each of which has a roof that sticks out (a curved roof)

102. Paradise – n [C/U] heaven, the place where some people believe you go when you die if you have lived a good life; a perfect place or situation; a place that has everything that a particular type of person might want

103. Path – n [C] a way from one

place to another that people can walk along

104. Pick up – v to take someone who is waiting by the road into your vehicle and take them somewhere

105. Pie – n [C/U] a type of food that consists of meat, vegetables, or fruit cooked inside a case of pastry or below a layer of it

106. Pier – n [C] a structure built out from the land over water and used for getting on and off boats; a structure built out from the land over water, especially at the seaside, where people can go to walk and for entertainment

107. Plenty of – pr a large amount of something, or a large number of things or people, usually more than enough

108. Population – n [C] all the people who live in a particular area

109. Purpose – n [C] why you do something or why something exists; the reason for which something is done or created or for which something exists

110. Rainforest – n [C/U] a forest in a tropical region of the world where it rains a lot. Rainforests are considered to be important environmental areas and many people want them to be protected by law

111. Recapture – v capture (a person or animal that has escaped); recreate or experience again (a past time, event, or feeling); recover (something taken or lost)

112. Receipt – n [C] a document that you get from someone showing

that you have given them money or goods; [pl] the total amount of money that a business or organization receives in a particular period of time

113. Reflect – v if a surface reflects something, you can see the image of that thing on the surface; to show the existence or nature of something

114. Regular – adj done or happening frequently; arranged so that there is the same amount of time between events or the same amount of space between objects

115. Relatively – adv quite good, bad, etc in comparison with other similar things or with what you expect

116. Rely on – v to trust someone or something to do something for you

117. Reminder – n [C] a thing that causes someone to remember something; something that reminds you of something that happened in the past

118. Remote – adj far away from other cities, towns, or people; far away in distance or space

119. Restore – v to clean and repair something old and dirty or damaged so that it looks the same as it did originally; return (someone or something) to a former condition, place, or position

120. Revue – n [C] a show with songs, dances, jokes, and short plays often about recent events; a light theatrical entertainment consisting of a series of short sketches, songs, and dances, typically dealing satirically with

topical issues

121. Rival – n [C] a person, team, or business that competes with another; opponent

122. River-rafting – n [C] the activity of travelling on a river in a small boat (on a raft, a floating platform)

123. Ruined – adj a ruined building or place has been very badly damaged or has gradually fallen down because no-one has taken care of it; destroyed, spoiled

124. Sailing – n [U] a voyage made by a ferry or cruise ship, especially according to a planned schedule

125. Savoury – adj (of food) belonging to the category which is salty or spicy rather than sweet; appetizing; aromatic; full-flavored

126. Scene – n [C] landscape, scenery, view; a place or setting regarded as having a particular character or making a particular impression

127. Scenery – n [U] the natural features of a landscape considered in terms of their appearance, especially when picturesque

128. Setting – n [C] the place or type of surroundings where something is positioned or where an event takes place

129. Showmanship – n [U] the ability to do things in a lively and enthusiastic way that attracts attention

130. Shrunken – adj smaller than before, or smaller than is natural

131. Sidewalk – n [C] the pavement by the side of a road; a path with a hard surface by the side

of a road; footpath

132. Signature – n [C] a person's name written in a distinctive way as a form of identification in authorizing a cheque or document or concluding a letter

133. Snack – n [C] a light meal that is eaten in a hurry or in a casual manner

134. Species – n [pl] a group of living organisms consisting of similar individuals capable of exchanging genes or interbreeding. The species is the principal natural taxonomic unit, ranking below a genus and denoted by a Latin binomial, e.g. *Homo sapiens*

135. Spectacular – adj beautiful in a dramatic and eye-catching way; extremely impressive

136. Stall – n [C] a stand, booth, or compartment for the sale of goods in a market or large covered area

137. State-of-the-art – something state-of-the-art is the best available because it has been made using the most modern techniques and technology; advanced; modern

138. Stretch – v to make or become longer or wider

139. Stroll – v to walk in a leisurely way; to walk without hurrying, often for pleasure

140. Stunt – n [C] something interesting that is done in order to attract attention and get publicity for the person or company responsible for it

141. Subtropical – adj subtropical places have a climate that is warm and wet, and are often near tropical regions

142. Success – n [C/U] the achievement of something that you planned to do or attempted to do, that brings wealth, fame, good results, etc

143. Sultry – adj (of the air or weather) hot and humid

144. Sun-seeker – n [C] a person who travels to a warm and sunny climate, especially during cold months

145. Takeaway – n [C] a meal that you buy in a restaurant or shop and take home to eat. The American word is takeout

146. Temperate – adj relating to or denoting a region or climate characterized by mild temperatures

147. Temple – n [C] a building used for worship in some religions, typically religions other than Christianity: a Hindu / Buddhist / Sikh temple; an ancient Greek / Roman / Egyptian temple

148. The Kremlin – the government building in Moscow, Russia

149. The Soviet Union – a former federation of Communist republics occupying the northern half of Asia and part of Eastern Europe; capital, Moscow. Full name: Union of Soviet Socialist Republics. Created from the Russian empire in the aftermath of the 1917 Russian Revolution, the Soviet Union was the largest country in the world. It comprised fifteen republics: Russia, Belarus, Ukraine, Georgia, Armenia, Moldova, Azerbaijan, Kazakhstan, Kyrgyzstan, Turkmenistan, Tajikistan, Uzbekistan, and the three

Baltic states: Estonia, Latvia, and Lithuania (annexed in 1940). After the Second World War, the Soviet Union emerged as a superpower in rivalry with the US, leading to the Cold War. Decades of repression and economic failure eventually led to attempts at liberalization and economic reform under President Mikhail Gorbachev during the 1980s. The Soviet Union was formally dissolved in 1991, some of its constituents joining a looser confederation, the Commonwealth of Independent States

150. Throughout – adv in every part of a place; all the way through

151. Tomb – a large vault, typically an underground one, for burying the dead; a large grave that is above ground and that usually has a sculpture or other decoration on it

152. Tortoise – n [C] a slow-moving, typically herbivorous land reptile of warm climates, enclosed in a scaly or leathery domed shell into which it can retract its head and thick legs

153. Tower – n [C] a tall narrow building, either free-standing or forming part of a building such as a church or castle

154. Tribute – n [C] an act, statement, or gift that is intended to show gratitude, respect, or admiration

155. Troika – n [C] a Russian vehicle pulled by a team of three horses abreast

156. Unaware – adj having no knowledge of a situation or fact

157. Upmarket – adj towards or

relating to the more expensive or affluent sector of the market; upmarket services or goods are designed for people who have a lot of money

158. Veld – n open, uncultivated country or grassland in southern Africa. It is conventionally divided by altitude into high veld, middle veld, and low veld

159. Venue – n [C] the place where something happens, especially an organized event such as a concert, conference, or sports competition

160. Vineyard – n [C] is an area of land (a plantation of grapevines) where grape vines are grown, often to produce wine. You can also use vineyard to include the set of buildings in which the wine is produced

161. Waterfall – n [C] a cascade of water falling from a height, formed when a river or stream flows over a precipice or steep incline

162. Whale – n [C] a very large marine mammal with a streamlined, hairless body, a horizontal tail fin, and a blowhole on top of the head for breathing

163. Wildlife reserve – n [C] a protected area of importance for wild animals, which is reserved and managed for conservation and to provide special opportunities for study or research

164. Workforce – n [C] the people engaged in or available for work, either in a country or area or in a particular firm or industry

165. Worth – adj used for saying that there is a good enough reason

for doing something, because it is important, enjoyable, useful, etc.

TOUR PACKAGES



UNIT 3. TOUR PACKAGES

Topic areas

- *Types of holidays*
- *Putting a package together*
- *Reasons for choosing a package holiday*
- *Interview with a specialist tour operator for Burma*
- *Talking to tour operators*
- *Dealing with holiday complaints*
- *An inclusive tour*

*Travelling – it leaves you speechless;
Then it turns you into a storyteller...*

*“Travel makes one modest. You see what a tiny place
You occupy in the world”. — Gustave Flaubert*

1



Read the extracts 1 - 17, which come from different holiday brochures and advertisements, and match each one with the type of holiday it is describing. Choose the holidays from the box below.



adventure holiday _ all-inclusive holiday _ beach holiday
camping holiday _ cruise _ diving holiday _ environmental holiday
hiking holiday _ package holiday _ safari _ sailing holiday
self-catering holiday _ sightseeing holiday _ skiing holiday
special interest holiday (tailor-made) _ tour _ working holiday



1. The Marina Holiday Resort consists of 24 self-contained apartments around a large swimming pool. Each apartment has a well-equipped kitchen where guests can prepare their meals. Alternatively, there are several good restaurants within easy walking distance.

2. What gets your adrenaline pumping? White-water rafting? Bungee jumping? Parachuting? Gliding? Rock climbing? Whatever your choice, Thrash Tours offers it all!

3. White sands, crystal water, waves gently lapping the shore, palm trees swaying in the breeze, a bright sun floating in an azure sky. If this is your idea of paradise, then the Seychelles are for you. So stop dreaming, and book your trip today!

- 4.** The only site in the region to be awarded five stars, the Solero de Risa has pitches for 190 tents, and has its own pool, restaurants, bars and even a small shopping complex. An ideal base for those who like to spend their holiday under canvas.
- 5.** Cabins are luxuriously appointed, and all have a view of the sea. Not that you'll be spending much time in them: with a wide range of activities on deck during the day, and a fabulous entertainment programme at night, you won't want to sleep! And of course with ten cities to explore over three weeks, you'll be out and about the rest of the time.
- 6.** Prices begin from £500 per week, and include return flights from Gatwick or Manchester, visas, taxes, transfers and accommodation. We can even arrange your travel insurance and foreign currency - at very reasonable rates.
- 7.** All our chalets are located within walking distance of the most popular slopes, including the nursery slope. For the more adventurous and experienced, a cable car can get you to the top of the most exciting black-run pistes within half an hour.
- 8.** After a day exploring the area in an open-top jeep, we head for the water-hole at dusk. This is then the focus of all the activity, with hippos, giraffes and elephants competing for space with flamingos and egrets. After that, we return to the lodge for dinner and bed.
- 9.** The walk, which takes in some of the country's most beautiful scenery, takes five days to complete, and we cover an estimated 22 kilometres a day. Accommodation is in youth hostels and guest houses along the way, with breakfast and dinner provided. We strongly recommend that you bring waterproofs and a water bottle, and wear comfortable walking shoes.
- 10.** The Cuatro Vientos resort at Santa Lucia has everything you could possibly want for the perfect holiday. The price of £870 for two weeks includes all flights, taxes, transfers, meals, snacks, locally produced drinks and entertainment.
- 11.** We arrive at Marco Polo airport in the morning and transfer to the city by private water taxi. After checking into our hotel, we meet our guide, who will take us around Saint Mark's Square, the Doge's Palace and the beautiful Basilica di San Marco. We then proceed on foot to the famous Rialto Bridge over the Grand Canal, where you will get the chance....
- 12.** You provide the warm clothes and the enthusiasm, we provide the waterproofs, the lifejackets and, of course, the boats. After a day's training in the safety of peaceful Poliparut harbour, you then head for the open sea for a real taste of life on the ocean wave!
- 13.** The Arrowhead Conservation Centre offers committed greenies the chance to really do their bit for the planet while having fun and getting away from the pressures of daily life. Activities include tree planting, building windbreaks,

monitoring pollution levels on the beach and coordinating local recycling programmes. Prices begin from £1250 a week....

14. Day 1: Depart London Gatwick. Arrive at Camaguey. Transfer to Los Pinchos hacienda for one night. Day 2: After breakfast, coach to Trinidad. Lunch in Trinidad, followed by a walk around the town. Coach to Cienfuegos, staying at the Hotel Jose Martin for two nights. Day 3: Local bus to botanic gardens for informed tour. Afternoon at leisure, or optional excursion (supplement payable) to Burette lagoon and crocodile farm.

15. Explore some of the most beautiful coral reefs in the world, from the Red Sea to Australia's Great Barrier Reef, which has some of the most exotic underwater flora and fauna in the world. Alternatively, check out some fascinating wrecks dotted around the British Isles. All our instructors are PADI trained and certified...

16. They say that a change is as good as a break. With Hands-On Holidays, you can do both! Grape picking in France or Italy, olive harvesting in Greece and helping to run a bar in Spain are just a few of the temporary, short-term jobs we have on our books. So if you want to have fun and earn a bit of money, contact us today!

17. Take some coconut milk, lemon grass, chillies, garlic, ginger, and fish sauce, mix it together, add some tiger prawns and you've got the perfect Thai meal. Well, almost! Why not find out how to cook real Thai food on one of our residential courses on the beautiful island of Phuket, off Thailand's west coast? Under the tutelage of some of the areas best chefs, we will show you how to dish up the perfect Thai feast!

2 Look at the descriptions again, and write down the words and expressions that helped you to identify what kind of holiday it was.

3 Complete each definition with the correct word from the box.

touring, sightseeing, camping, backpacking, skiing, cruise, package, hitchhiking

- A)** A holiday organised by a travel agent which includes the cost of your hotel and transport.
- B)** A holiday spent in the mountains moving across the snow.
- C)** You do this when you want to see interesting buildings and places.
- D)** A holiday spent in a tent.
- E)** A holiday 'on the move' visiting different places.
- F)** A holiday spent on a ship.
- G)** A way of travelling by getting free lifts from motorists.
- H)** A holiday where you travel with your luggage on your back.

4**Fill the gaps in the following sentences with the correct word.**

- A) I hate the snow and I'm completely unfit, so a _____ holiday really doesn't interest me.
- B) We spent our holiday last year _____ around Italy by coach.
- C) Elderly people often go on a _____ as they can take it easy on the ship.
- D) I think _____ is the best way to travel; like a tortoise with your home on your back!
- E) We usually go on a _____ holiday, as we like it when the travel agent arranges everything for us.
- F) I'd love to go _____, but my wife doesn't like the idea of sleeping in a tent.
- G) My sister wants to go _____, but my dad doesn't think it's safe for a girl to get in a stranger's car.
- H) We did lots of _____ while we were on holiday in London and took photographs of all the famous sights.

5**Fill in the gaps with the appropriate word combinations from the list.**

ecotourism holidays
honeymoon

family holiday
walking and trekking
holiday

cultural holidays
wildlife and nature

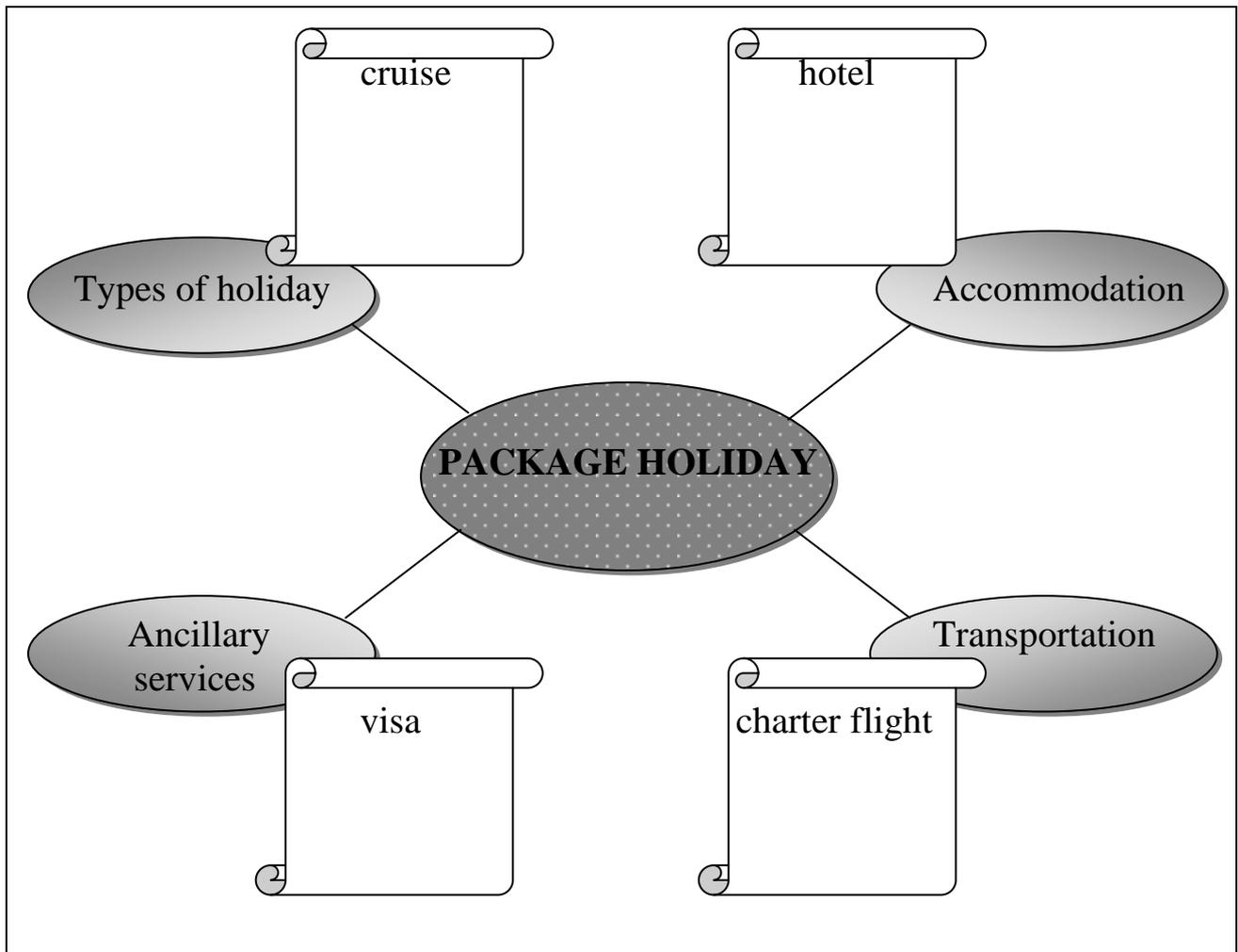
- Travelling to see or to experience a specific habitat such as the rainforest is a joy for many of us. The sight of a mountain gorilla a few feet away from you in the jungle, or a fleeting glimpse of the rare giant otter in a lake in the Amazon, is a thrill which stays with you for a long time.
- You want the perfect trip which you'll remember forever. Perhaps a unique bush lodge, a romantic tree house, or a private villa somewhere in the world? Maybe a beautiful beach villa or a luxury safari? We'd love to tailor-make your ideal
- are essentially a form of tourism involving visiting fragile environments, and relatively undisturbed natural habitats, intended to benefit locals and preserve the natural world. These holidays are low-impact and small scale alternatives to standard commercial (mass) tourism.
- To escape from the office, find a bit of freedom, get some fresh air into your lungs, get fit, see a bit of the world, get close to nature and mountains, give yourself a personal challenge ... It doesn't really matter why you want to take a, the exact reason will differ for us all. In essence though, we want to get out, get away, and give ourselves time – time to find ourselves or perhaps challenge ourselves for a little while.
- A can give us the time we need to re-engage in a positive way, and to enjoy each other's company. It also gives us a chance to get the kids away from the X-box or computer games; encourage them to see the big

wide world in real life; and allow them to try new or possibly life-changing experiences.

6. may involve you getting to know the people living there (their customs and traditions), or exploring historical and archaeological sites, to enjoying the food and entertainment of a modern city. Or perhaps all of the above.

6 Complete the diagram with these words and phrases. If necessary, use a dictionary to help you.

Hotel, visa, charter flight, guesthouse, honeymoons and weddings, city breaks, inn, family holidays, spa, transfer, train journeys, villa, walking and trekking holidays, equipment hire, mini-break, cultural holidays, foreign exchange, ecotourism holidays, winter sports, villa holidays, lift pass, wildlife and nature, luxury coach, short breaks, scheduled flight, working holidays and volunteering, fly-drive, fly-cruise, fly-rail, insurance, lodge.



7



Look at the pictures of different package holidays. What types of holidays are they advertising?

1. Which holiday(s) would you choose? Why?
2. Have you or has anybody you know ever been on a package holiday?
3. Why do you think people go on package holidays? Think of three reasons. Compare your reasons with your partner's.



8

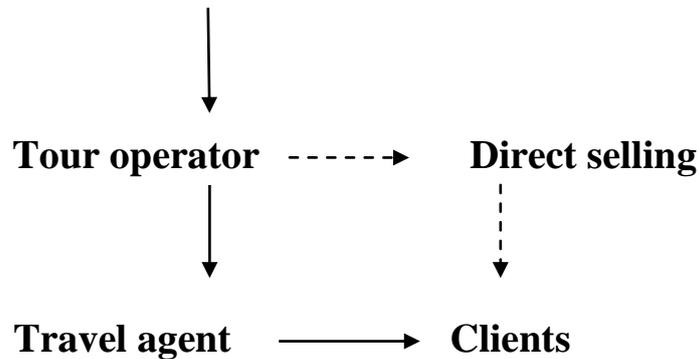


Read the following text and study the diagram.

PUTTING A PACKAGE TOGETHER

Principles:

Transportation + Transportation + Accommodation + Other services



Package holidays, which are also known as package tours, include all of the components necessary for a complete vacation:

- transport to and from the destination
- transfers between the airport / station / port and hotel
- food and accommodation at the destination
- other services such as a guide or holiday 'rep'.

The professionals who bring these elements together to create a holiday are called tour operators. They buy **in advance** and **in bulk** from the principles: airlines, shipping lines, **hoteliers**, and so on. Since they buy hundreds of seats or rooms from the principle, they pay a much lower price for them than an ordinary member of the public. The tour operator then **converts** these bulk purchases into **individual packages** known technically as **inclusive tours** (ITs). These are **marketed to** the consumer through travel agents or by other systems.

In the past tour operators sold almost **entirely** through travel agents, but today they also use **direct selling**. This strategy **eliminates** the travel agents from **the chain of distribution**, and this **reduces the final cost** of the holiday package because direct-sell operators do not have to **pay commission** to a travel agent. Many smaller tour operators, for example, prefer to deal directly with their clients.

Not all tour operators sell the same type of holiday. The really big operators, **the mass market operators**, produce **low cost** holidays to traditional sea, sun, and sand destinations like Egypt, Spain, Greece, or Turkey. Other operators limit their product to customers who want a very specific type of holiday.

These **specialist tour operators** sell adventure holidays, holidays for single people, holidays for motor-racing fans, and so on. **Domestic tour operators specialize in** tours for people who want to holiday in their own country, **whilst incoming tour operators** are specialists in providing holiday packages to visitors coming from abroad. For example, 'Vast Travel', an Italian incoming tour operator, sells tours of Italy to people from the rest of the world.

9 Explain the meaning of the following words and word combinations in English.

Package holidays, inclusive tours, a complete vacation, destination, components, entirely, to eliminate, to reduce the final cost, to limit a product, adventure holidays, motor-racing fans, to holiday, the rest of the world, to specialize in.

10 Match the beginnings of the sentences with the endings.

1. Incoming tour operators are specialists	a) to the consumer through travel agents
2. Domestic tour operators specialize in	b) include all of the components necessary for a complete vacation
3. Tour operators buy	c) do not have to pay commission to a travel agent
4. Package holidays or package tours	d) low cost holidays to traditional destinations
5. Direct sell operators	e) in providing holiday packages to visitors coming from abroad
6. The mass market operators produce	f) the travel agents from the chain of distribution
7. The direct selling strategy eliminates	g) tours for people who want to holiday in their own country
8. Inclusive tours are marketed	h) hundreds of seats or rooms in advance and in bulk

11 Translate the following words and word combinations into English.

Складові, купувати оптом, заздалегідь, пересічний громадянин, перетворювати, індивідуальні туристичні пакети, комплексний відпочинок, комплексне турне, довершена відпустка, продаж напряму/без проміжних ланок, ланцюг розподілу, тури за системою 'все включено', хазяїн готелю, реалізувати збут товару через, усувати ризик, зменшити кінцеву вартість, платити комісійні, споживач, покупець, туроператори

масового ринку, бюджетний відпочинок, спеціалізовані тур оператори, вітчизняні тур оператори, тоді як, спеціалізуватися на, закордонні туроператори.

12



Answer the following questions:

1. What are the components of a typical package holiday?
2. Are package holidays created by tour operators and sold through the chain of distribution?
3. Why is it important to buy in bulk in tour operation?
4. Why do you think specialist tour operators prefer to sell direct to their clients?
5. Who else forms part of the chain of distribution?
6. How many different types of tour operators are there?
7. If you could work for one of the four types of tour operators, which would you choose?

13

Write different types of questions for each of the following sentences.

1. Package holidays known as package tours include all of the components necessary for a complete vacation:
2. The tour operator then converts this bulk into individual packages known technically as inclusive tours (ITs).
3. Other operators limit their product to customers who want a very specific type of holiday.
4. Domestic tour operators specialize in tours for people who want to holiday in their own country.
5. Incoming tour operators are specialists in providing holiday packages to visitors coming from abroad.

14

Transcribe the following words and word combinations. Comment on their spelling rules.

A package, transport, food and accommodation, professionals, are called tour operators, an ordinary member, to convert, a consumer, to pay commission, low cost holidays.

15



Answer the following questions.

1. What are the most popular domestic tour operators? Why?
2. What are the most popular incoming tour operators? Why?
3. Are there any specialist tour operators in your country?
4. What type of specialist holidays do they market?

5. Which are the most popular destinations they offer?
6. What are the main duties and responsibilities of tour operators?
7. What are the main advantages and disadvantages of working as a tour operator?

16  **Listen to Helga, who works for The Vast Travel, an Italian tour operator. What are the reasons she gives for choosing a package holiday? Are they the same as yours?**



17 **Explain the meaning of the following words and word combinations in English.**

The most obvious advantage, the saving in cost, the low cost, an all-inclusive price, to confirm, to meet standards, on site, a solution, peace of mind.

18  **Listen to Helga again and fill in the gaps with the appropriate words or word combinations.**

1. Well, I think the most obvious advantage is _____.
2. Package holidays are cheaper than _____.
3. The independent traveller _____ cannot _____.
4. Another important _____ of the package holiday is that you know how much the holiday _____.
5. With a family, where the money _____, you know how much the holiday's going to cost you before you leave home.
6. Another thing is the fact that it's been _____.
7. We've confirmed that the hotel meets our _____ and we've checked with _____.
8. So if you have any problems, there's somebody who speaks your language that you can go to and this person will find _____ to your _____.

19

Read the statements and decide whether they are true (T) or false (F).

1. Tour operators buy accommodation or transport three years in advance.
2. The same holiday bought independently is more expensive than package holidays.
3. The independent tourist simply cannot get prices as good as ours.
4. With a family, where the money they have can be limited, you know how much the holiday's going to cost you before you leave home.
5. The transport, transfers, and excursions are not included in the price.
6. People will need money for buying souvenirs, drinks, or small things like that on a package holiday.
7. A tour operator's representative deals with problems on a website.
8. Package holidays produce 'peace of mind'. It means that you can relax, knowing someone will help you if you have a problem.
9. Another important benefit of the package holiday is that you know how much the holiday will cost before you've left home.
10. Package holidays have been organized by professionals.
11. The company has confirmed that the guest house meets their standards.

20

Translate the following word combinations into English.

Відповідати вимогам, створювати спокій на душі, вирішення проблеми, найочевидніша перевага, економія в ціні, обмежений бюджет, низька вартість, повна ціна, в яку враховані усі послуги, на місці.

21

Read the text about Regina Polo, a specialist tour operator for Burma. What do you think she likes about her job?



Fifteen years ago Regina Polo and her sister opened a travel agency because they both love to travel. Now she is the European agent for Myanmar

Gold, a specialist tour operator for Burma. Regina's main job is organizing escorted tours of Burma, in Southeast Asia.

Regina says:

... **about her job:** I love to sell and to work in the office ... to try to Introduce the place to my clients, and to show them the place and tell them that they have to go there.

... **about Burma:** Burma has started to attract tourists from all around the world. It's very beautiful and everything is so traditional.

... **about Burmese people:** They're always smiling. And very often they give you presents because they are Buddhists. You can tell that religion is really important to them .

... **about Asia:** I think that people in Europe are not as friendly as in Asia. Asian people are very friendly. On Thai Airways the flight attendants always bow when you enter the plane. On European airlines they often stand with their arms crossed. Asian culture is more polite.

22



Listen to 'The Peace in Burma Tour' and answer the following questions.

1. Why do you think people visit Burma?
2. What do you know about this country?
3. Would you like to go to Burma? Why?





23



Listen to Regina describing one of the tours she organizes. Tick the places the tour visits, and the activities the tourists can do. Which activities can you do in each place?

Place	Activity
1. Bagan	a. Visit the former capital city
2. Bago	b. Visit a school of Buddhism
3. Inle	c. Spend some time at the beach
4. Mandalay	d. Go horse riding
5. Ngapali	e. Practise yoga
6. Sittwe	f. Visit the city's floating markets
7. Thailand	g. Go trekking in the mountains
8. Thandwe	h. Rent a bicycle
9. Yangon	i. Visit some of the many temples

24

Explain the meaning of the following words and word combinations.

Features, cultural attractions, to stay overnight, temples, to go by horse-drawn carriage, to do a lot of trekking, floating markets, Buddhism, persuade, to be scared.

25

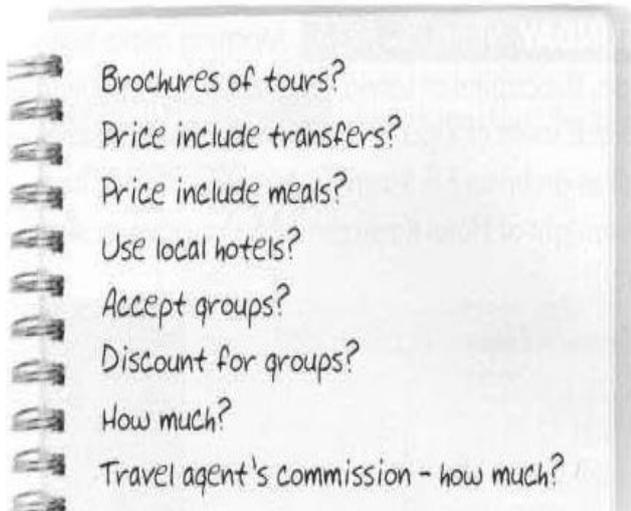


Listen again and answer the following questions.

1. What are the features of Burma that interest people from Europe?
2. What else does Burma offer?
3. Are there cultural attractions that people are going to see in Burma?
4. Where do tourists go after Bagan?
5. Where do they go after Lake Inle?
6. Where do they go after Mandalay?
7. Is it difficult to persuade people to go to Burma? Why?
8. What kind of package do you prefer: an all-inclusive or a tailored package?
9. Why? What are the advantages and disadvantages of these packages?

26

Look at the notes. They were made by a travel agent who is looking for different types of package holiday to sell.



One way tour operators like Regina market their product is by attending tourism fairs. There they can meet other travel agents and direct-sell clients.

27

What were the questions the travel agent asked when talking to a tour operator? Can you think of any other questions the travel agent might ask?

❖ **EXAMPLES**

Brochures of tours?

'Do you have brochures of your tours?'

Price include transfers?

'Does the price include transfers?'

28



Work with a partner. Student A, look at Info 1 and study the information in the box. Student B, you are the travel agent. Look at Info 2. Follow the instructions. When you have finished, change roles and choose the information from a different tour operator.

❖ EXAMPLE

Tour operator: *Good morning. May I help you with anything?*

Travel agent: *Yes, I hope so. I'm a travel agent from (your country / region). I'm looking for tours to ...*

<p>Student A Info 1. You are the tour operator. Use the information in the box to answer your partner's questions.</p>	
<i>Tour feature</i>	Tour: Beaches of Kerala (Southern India)
<i>Tour area + type</i>	Beach resort holiday
<i>Air fares</i>	Not included. Client must organize.
<i>Transfers</i>	Transfers to and from airport on first and last day included. Private minibus used
<i>Meals</i>	Breakfast & evening meal. Breakfast & lunch on day of departure
<i>Hotels</i>	All hotels locally owned and managed. Maximum size = 23 rooms. All hotels have private gardens and luxury-class services, etc.
<i>Groups (= 7 + people)</i>	Not accepted. Maximum 4 people per booking. No minimum
<i>Discount for groups</i>	None
<i>Travel agent's commission</i>	9%
<i>Brochures</i>	Available next month for next season

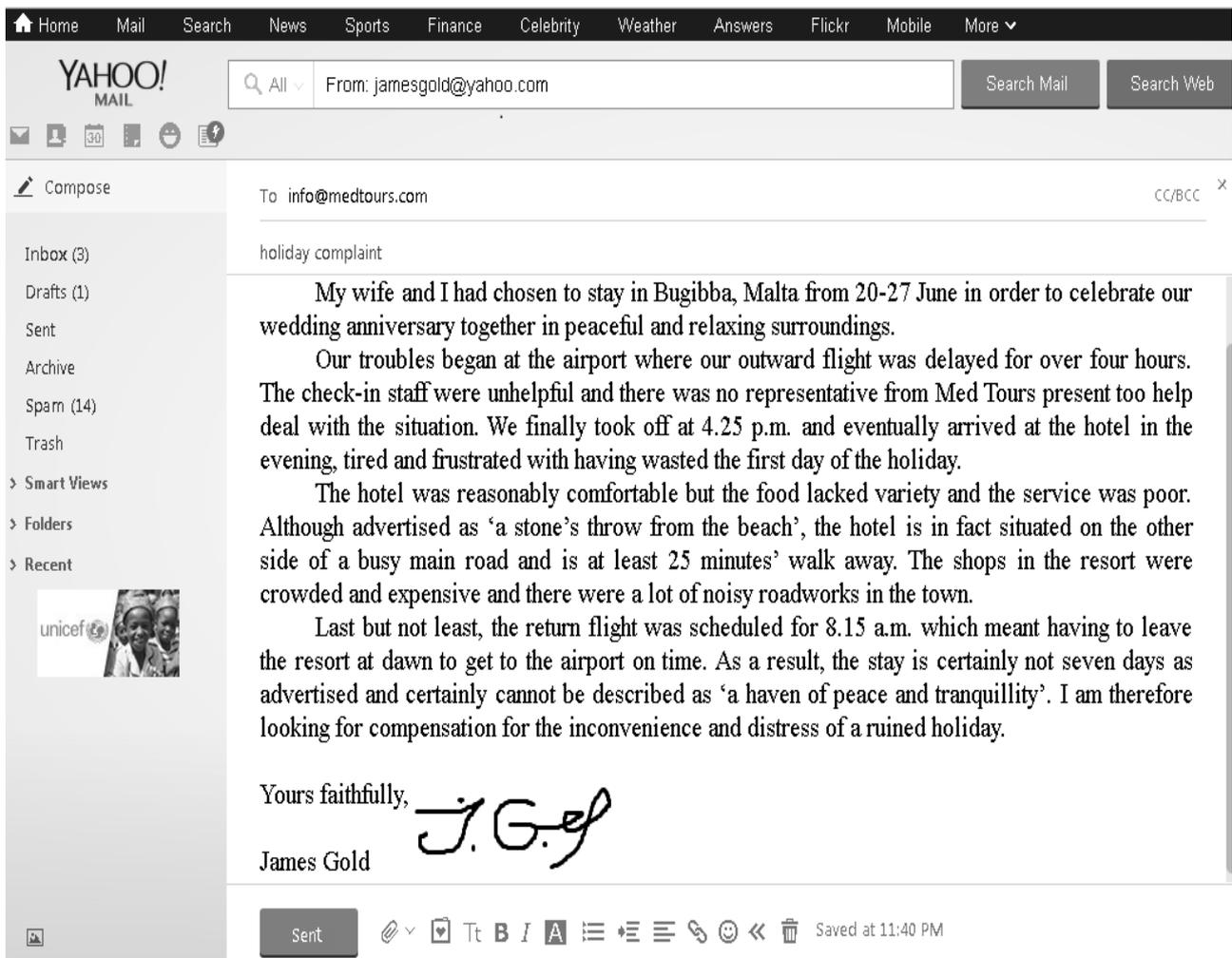
<p>Student B Info 2. You are a travel agent. Ask the tour operator questions about package holidays to the beaches of Kerala in Southern India. Use the ideas in the 'Tour feature' column of the box below to guide you.</p>	
<i>Tour feature</i>	Tour: Mexico and its folklore guided tour.
<i>Tour area + type</i>	Culture and folklore circular tour from Mexico City.
<i>Airfares</i>	Tourist-class ticket included.
<i>Transfers</i>	Transfers to and from airport and all transfers during tour included. Coaches and local taxis used.
<i>Meals</i>	All meals included except on the two free days when only breakfast included.
<i>Hotels</i>	Only luxury-class international hotels used.
<i>Groups (12 + people)</i>	Accepted

Discount for groups	7.5% for group 12-20 pax. 9% for groups. 20+ pax.
Travel agent's commission	9%
Brochures	Will send within 48 hours of receiving address.

29 Now change roles. You are the travel agent. Ask your partner about culture and folklore tours to Mexico. Use the ideas in the 'Tour feature' column of the box to guide you.

30  What complaints do people make about their package holidays? Think about travel arrangements, accommodation and brochure descriptions.

31  Read the e-mail about a holiday booked through a tour operator. List the specific points the writer makes. Which of the complaints can be considered the responsibility of Med Tours? Which of the issues raised do you feel are a genuine case for compensation?



The screenshot shows a Yahoo! Mail interface. At the top, there are navigation links for Home, Mail, Search, News, Sports, Finance, Celebrity, Weather, Answers, Flickr, Mobile, and More. Below this is the Yahoo! Mail logo and a search bar containing "From: jamesgold@yahoo.com". There are buttons for "Search Mail" and "Search Web".

On the left side, there is a sidebar with navigation options: Compose, Inbox (3), Drafts (1), Sent, Archive, Spam (14), Trash, Smart Views, Folders, and Recent. A small Unicef logo is visible in the Recent section.

The main content area shows an email from "James Gold" to "info@medtours.com". The subject is "holiday complaint". The email body contains the following text:

To info@medtours.com CC/BCC x

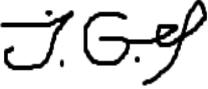
holiday complaint

My wife and I had chosen to stay in Bugibba, Malta from 20-27 June in order to celebrate our wedding anniversary together in peaceful and relaxing surroundings.

Our troubles began at the airport where our outward flight was delayed for over four hours. The check-in staff were unhelpful and there was no representative from Med Tours present too help deal with the situation. We finally took off at 4.25 p.m. and eventually arrived at the hotel in the evening, tired and frustrated with having wasted the first day of the holiday.

The hotel was reasonably comfortable but the food lacked variety and the service was poor. Although advertised as 'a stone's throw from the beach', the hotel is in fact situated on the other side of a busy main road and is at least 25 minutes' walk away. The shops in the resort were crowded and expensive and there were a lot of noisy roadworks in the town.

Last but not least, the return flight was scheduled for 8.15 a.m. which meant having to leave the resort at dawn to get to the airport on time. As a result, the stay is certainly not seven days as advertised and certainly cannot be described as 'a haven of peace and tranquillity'. I am therefore looking for compensation for the inconvenience and distress of a ruined holiday.

Yours faithfully,

 James Gold

At the bottom of the email, there is a "Sent" button and a row of icons for actions like Reply, Reply All, Forward, Print, etc. The text "Saved at 11:40 PM" is visible on the right.



Use the following information to plan a reply to the complaint. Make a list of the points you want to make then write a reply.

The following phrases are useful when writing letters of apology.

- Thank the person for bringing the matter to your attention
Thank you for bringing this matter to our attention
- Express sympathy
We are very sorry to hear that...
- Apologise if necessary
We apologise for...
Please accept our apologies for...
- State what action you will take
Please be assured that we will...
- Remind the reader that his / her relationship with you is important
We value your custom highly.
Your satisfaction is our priority.
- Make a goodwill gesture if appropriate
Please find enclosed a voucher for...

It is interesting to know

20 ASTONISHING HOLIDAY COMPLAINTS

Beaches too sandy? Too many fish in the sea? Unexpected pregnancies? Here, for your amusement, are 20 of the most outrageous, ridiculous, and stupid travel complaints made by tourists to their travel agents.

1. "I think it should be explained in the brochure that the local store does not sell proper biscuits like custard creams or ginger nuts."
2. "We booked an excursion to a water park but no-one told us we had to bring our swimming costumes and towels."
3. "The beach was too sandy."
4. "On my holiday to Goa in India, I was disgusted to find that almost every restaurant served curry. I don't like spicy food at all."
5. A tourist at a top African Game Lodge overlooking a water hole, who spotted a visibly aroused elephant, complained that the sight of this rampant beast ruined his honeymoon by making him feel "inadequate".
6. "It's lazy of the local shopkeepers to close in the afternoons. I often needed to buy things during 'siesta' time - this should be banned."
7. A woman threatened to call police after claiming that she'd been locked in by staff. When in fact, she had mistaken the "do not disturb" sign on the back of the door as a warning to remain in the room.

8. "We found the sand was not like the sand in the brochure. Your brochure shows the sand as yellow but it was white."
9. A guest at a Novotel in Australia complained his soup was too thick and strong. He was inadvertently slurping the gravy at the time.
10. "We bought 'Ray-Ban' sunglasses for five Euros from a street trader, only to find out they were fake."
11. "Topless sunbathing on the beach should be banned. The holiday was ruined, as my husband spent all day looking at other women."
12. "No-one told us there would be fish in the sea. The children were startled."
13. "It took us nine hours to fly home from Jamaica to England. It only took the Americans three hours to get home."
14. "I compared the size of our one-bedroom apartment to our friends' three-bedroom apartment and ours was significantly smaller."
15. "I was bitten by a mosquito. No one said they could bite."
16. "The brochure stated: 'No hairdressers at the accommodation'. We're trainee hairdressers - will we be OK staying there?"
17. "There are too many Spanish people. The receptionist speaks Spanish. The food is Spanish. Too many foreigners now live abroad."
18. "My fiancé and I booked a twin-bedded room but we were placed in a double-bedded room. We now hold you responsible for the fact that I find myself pregnant. This would not have happened if you had put us in the room that we booked."
19. "We had to queue outside with no air conditioning."
20. "It is your duty as a tour operator to advise us of noisy or unruly guests before we travel."

33



Tour operators regularly use brochures and the Internet to advertise their package holidays and tours. Look at the map of the Baltics. Read through the tour and connect the cities and other places in the order in which they are visited.



A glimpse of the **Baltics**

Vilnius – Riga – Tallinn
6 days by private coach

TOUR DESCRIPTION

Visit the three independent
Baltic Republics of Estonia,
Latvia, and Lithuania on
this short escorted coach
tour. The emphasis is on
the capital cities.

FRIDAY VILNIUS Arrival. Transfer with private driver and guide. Check in at the hotel. At 7.00 p.m. welcome drink at the hotel where you will be greeted by tour guide or representative. Overnight at Hotel City Park or similar in Vilnius.

SATURDAY VILNIUS – TRAKAI Morning city tour of Vilnius, capital of Lithuania for more than 600 years. Afternoon trip to Trakai, **former** capital of Lithuania. Visit to a 14th century castle. For ages it served as a defensive structure and residence of Lithuanian Grand Dukes. Overnight at Hotel City Park.

SUNDAY VILNIUS – RIGA Morning departure by coach to Riga, the capital of Latvia. Visit to Rundale, a beautiful baroque palace south of Riga. It is a splendid example of the work of Italian architect F.B.Rastrelli. Arrival in Riga. Check in at the hotel. Overnight at Hotel Radisson SAS Daugava or similar in Riga.

Guaranteed departures: Fridays 2007

Jun 8, 15, 22, 29

Jul 6, 13, 20, 27

Aug 3, 10, 17, 24

From: \$845 per person double
\$345 single supplement

Includes:

- ◆ 5 nights at first-class hotels
- ◆ daily breakfast
- ◆ 1 welcome drink
- ◆ transportation by air-conditioned coach
- ◆ private arrival transfer
- ◆ sightseeing per itinerary
- ◆ local tour guides
- ◆ tax and service charges
- ◆ individual information package (city guides and programmes)



Tallinn



MONDAY RIGA – TALLINN In the morning a city tour of Riga, visiting the medieval town, Riga Castle, St. Peter's Church, the Old Guild Houses. Afternoon departure for Tallinn with a stop in Pärnu. Arrival in Tallinn. Check in at the hotel. Overnight at Hotel Domina Ilmarine or similar in Tallinn.

TUESDAY TALLINN Morning city tour of Tallinn, visiting the Old Town of Tallinn – an example of Gothic architecture in the Baltic and Nordic countries. The tour includes the Toompea Castle, the Russian Orthodox Cathedral, and the Town Hall Square. Afternoon free. Overnight at Domina Ilmarine or similar.

WEDNESDAY TALLINN DEPARTURE After breakfast, the tour ends with individual departures.

Vilnius



34 One of your clients is interested in visiting the Baltics. Look at the tour description and find the following information for the client.

1. The length of the tour.
2. Departures for the second half of July or beginning of August.
3. What type of accommodation will they have?
4. The basic price of the tour.
5. How much will the tour cost for one person using a single room?
6. Does the cost of the tour include:
 - a all food and meals!
 - b entry costs to monuments?
 - c arrival and departure transfers!
7. Will there be a guide on the tour?

35  Work with a partner. Student A, you are the client. Student B, you are the travel agent. Ask and answer questions about the Baltics tour. When you have finished, change roles.

36 Match the prepositions *at*, *for*, *in*, and *on* with the time expressions on the right.

at

in

for

on

Tuesday

five days

2017

Easter

night

Saturday morning

10 July

spring

the week

the weekend

9 o'clock

Christmas Day

the afternoon

a longtime

the day

37 Use the correct preposition (*at*, *for*, *in*, *on*) to complete the itinerary.

BASICALLY BOLIVIAN

Day 01 Arrive at La Paz International Airport.

_____ 9.30 p.m. Transfer to the hotel, check-in, and light supper.

Day 02 LA PAZ

Half-day tour of La Paz. Try 'saltenas', a Bolivian snack that is only eaten _____ the morning. Afternoon free for shopping. Visit a traditional folk music

'pena' _____ night.

Day 03 LA PAZ - LAKE TITICACA.

Leave after breakfast for the Tiwanaku ruins. _____ more than 500 years Tiwanaku was the centre of American civilization.

Day 04 LAKE TITICACA.

Lake Titicaca, the sacred lake of the Incas, is the highest navigable lake in the world. We make an early start _____ dawn to see the sun come up over the lake.

38

A. Look through the following extracts from letters, memos, e-mails, and faxes. Decide whether they were written by (a) a travel agent or (b) a tour operator. The first one has been done for you.

1. As I mentioned to you on the phone, we are confident that there will be more firm bookings for you soon. In the meantime, could you send us another 500 Summer Sun brochures, as we are running low on stock?
2. Enclosed is the rooming list for the group arriving on 18 August. Please note that there have been some last minute cancellations, and we now only require thirty-five double rooms.
3. Dear Mr. Smith, I enclose your tickets to Los Angeles for 11 May and I am also sending two vouchers to cover the cost of accommodation at the Holiday Inn. I hope you have a pleasant trip.
Yours sincerely,
Jean Hayward.
4. We will be discussing the discount you have offered for bulk purchase of seats during our next managerial meeting, and I hope to get back to you with our response by Friday at the latest.
5. As yet we have not drawn up a contract for the bulk purchase of rooms from Orion Hotel Group for next year. Please arrange a meeting with Mr. Killick so that I can discuss the matter with him.
6. One of the matters that I will raise at the meeting is the organization of racks, as there have been several complaints from customers that these are confusing.
7. As the result of the fire, two of the units in the Elina Apartments have been damaged and will almost certainly not be available. I am currently negotiating with the owner of a similar property nearby, and will contract you as soon as I have any firm information.

8. Further to the flight manifest I faxed to you this morning, I enclose details of passengers who have requested vegetarian meals.

B. Complete the word square by filling in the missing words in the sentences below. All the words have appeared in the extracts you have just read. The first one has been done for you.

- | | | |
|----|-----------|--|
| 1. | c ontract | 1. A _____ is a legal agreement between two people or companies. (8) |
| 2. | | 2. A flight _____ contains the names of passengers who are on a particular flight. (8) |
| 3. | | 3. In most travel agencies, leaflets and other travel information is displayed on _____. (5) |
| 4. | | 4. A _____ list gives details of all the people who have been booked into a hotel. (7) |
| 5. | | 5. A _____ is a reduction in price that is usually given for bulk purchases. (8) |
| 6. | | 6. _____ is the process of discussing terms and conditions and trying to come to an agreement. (11) |
| 7. | | 7. A _____ is a piece of paper that can be exchanged for something like food or accommodation. (7) |
| 8. | | 8. _____ are publicity booklets produced by tour operator which give details of the holidays they offer. (9) |

39  You are going to prepare a five-day coach tour of your country or region. Write the text for a web page advertising your tour. To do this, you will need to make decisions about:

- 1 which places you will visit
- 2 which places you will overnight in
- 3 how many nights you will spend in each place
- 4 where your tour will begin and end
- 5 which services and meals you will include in the price
- 6 the different possible dates of your tour
- 7 the name of your tour
- 8 three ways you are going to personalize your tour.

40 Translate the following sentences into English.

1. Найголовніша перевага класичного відпочинку – економія в ціні.
2. Відпочинок, підібраний самостійно може вийти дорогим. Якщо у вас обмежений бюджет, краще оберіть комплексу туристичну путівку.

3. Вартість, до якої входить проживання, транспорт, перевезення, екскурсії, називається повною, де все враховано.
4. Комплексна туристична поїздка викликає спокій на душі, тому що вам не потрібно ні про що хвилюватися, а якщо виникає якась проблема, курортний представник допоможе її вирішити.
5. Пригодницький відпочинок підходить для туристів, які люблять походи в гори, захоплюються верховою їздою, альпінізмом, тощо.
6. Ця туристична агенція спеціалізується на турах для людей, які люблять оглядати культурні об'єкти країн та міст.
7. Подорожуючі надають перевагу туроператорам масового ринку, які купують місця у літаках та номери у готелях оптом, у результаті цього, фінальна вартість подорожі знижується. Ці туроператори організовують бюджетний відпочинок за традиційними маршрутами, які влаштовують туристів.
8. Вам необхідно підтвердити своє замовлення через тиждень.
9. Готелі повинні відповідати встановленому зразку, тому що це одна з найочевидніших складових турів за системою "все включено".
10. Клієнти не платять комісійні тур агентам, якщо підбирають та купують відпочинок самостійно.
11. Самостійно підібрані маршрути можуть бути відносно недорогими для подорожуючих, якщо вони надають перевагу вітчизняному туризму і подорожують у середині країни.
12. Туроператори масового ринку купують сотні місць у літаках та номерів у готелях оптом і на два роки вперед. Потім вони перетворюють цей опт у індивідуальні туристичні пакети.
13. Зазвичай туристи нічого не знають про Бірму і не бажають сюди приїжджати, тому що бояться. Насправді ж це мирна країна, яка викликає лише спокій на душі. Ви можете ознайомитися з культурними особливостями країни, відвідати школу Буддизму, храми, зайнятися йогою. Цей тур усуває ризик виникнення будь-яких проблем.
14. Туристична компанія "Аккорд-тур" спеціалізується на автобусних турах і пропонує широкий асортимент маршрутів на вибір. Можна поїхати до Естонії, Латвії та Литви, де туристи матимуть можливість побачити готичну та середньовічну архітектуру, стародавні оборонні замки 14-го століття, величні палаци у стилі бароко, резиденцію Великих князів Литовських, Православні собори, тощо.

GLOSSARY TOUR PACKAGES

1. **Accommodation** – n [U] a place for someone to stay, live, or work in (a house, flat, or hotel room)
2. **Adventure holiday** – n [C] a type of organized holiday in which people do new and exciting things, for example a trek or a safari
3. **Advertise** – v to try to persuade people to buy a product or service by announcing it on television, on the Internet, in newspapers, etc
4. **Airfare** – n [C] the money that you pay to go somewhere by plane
5. **All-inclusive holiday** – n [C] including everything, especially all the costs, charges, and services that make up the total price of a holiday.
6. **Ancillary services** – adj, n providing necessary support to the primary activities or operation of an organization, system, etc
7. **Anniversary** – n [C] a date when you celebrate something that happened in a previous year that is important to you
8. **Archaeological sites** – adj, n places to study ancient societies, by looking at tools, excavated bones, buildings, and other things
9. **At dusk** – n [U] the period of time at the end of the day just before it becomes dark. The darker stage of twilight
10. **Attract** – v to make someone interested in something so that they do it or come to see or hear it
11. **Authentic** – adj of undisputed origin and not a copy; genuine, real, not false
12. **Available** – adj able to be used or obtained; at someone's disposal
13. **Azure** – adj bright blue in colour like a cloudless sky
14. **Backpacking** – n [C] the activity of travelling around an area without spending much money, often on foot and carrying a rucksack
15. **Baroque** – adj relating to or denoting a style of European architecture, music, and art of the 17th and 18th centuries that followed Mannerism and is characterized by ornate detail. In architecture the period is exemplified by the palace of Versailles and by the work of Wren in England. Major composers include Vivaldi, Bach, and Handel; Caravaggio and Rubens are important baroque artists.
16. **Beach** – n [C] an area of sand or small stones beside the sea or a lake
17. **Brochure** – n [C] a small magazine containing details and pictures of goods or services that you can buy

- 18. Buddhism** – n [C] the set of religious beliefs based on the teaching of Siddhartha Gautama. Its followers, called Buddhists, worship in temples.
- 19. Bush** – n [C] a plant that is smaller than a tree and has a lot of thin branches growing close together
- 20. Cabin** – n [C] a private room on a ship for a passenger or a small, simple dwelling - usually located in the woods or wilderness
- 21. Cabin crew** – one of the people working on the ship
- 22. Cable car** – n [C] a small vehicle that hangs from a cable, used for taking people up and down mountains or a small vehicle that moves along tracks while pulled by an underground cable
- 23. Camping** – n [C] the travellers' activity of living in a tent, usually for fun
- 24. Castle** – n [C] a large strong building with thick walls, built in the past to protect the people inside from being attacked
- 25. Chain of distribution** – n [C] a series of connected elements and the action of sharing something among a number of recipients
- 26. Charter flight** – n [C] a plane journey arranged by a travel company that has bought all the seats and sells them at a discounted price
- 27. City break** – n [C] a short holiday or weekend break spent in a city
- 28. Commission** – n [C/U] an extra amount of money or a sum, typically a set percentage of the value involved, paid to an agent in a commercial transaction
- 29. Confirm** – v state with assurance that a report or fact is true
- 30. Confusing** – adj if something is confusing, it is not easy to understand because it is complicated or not well organized or explained
- 31. Convert** – v to change from one system, use, or method to another, or to make something or someone do this
- 32. Crowded** – adj containing a lot of people, especially too many
- 33. Cruise** – n [C] a journey on a ship for pleasure, especially one that involves visiting a series of places
- 34. Cultural feature** – n [C] a man-made feature (as a town, monument, bridge, or house) of a region
- 35. Customer** – n [C] a person or company that buys goods or services
- 36. Direct selling** – n [U] the marketing and selling of products directly to consumers away from a fixed retail location
- 37. Discount** – n [C] a reduction in the price of something
- 38. Diving** – n [U] the activity, job, or sport of swimming deep under water, especially using special equipment to carry oxygen
- 39. Domestic** – adj existing or occurring inside a particular country; not foreign or

international

- 40. Eliminate** – v to get rid of something that is not wanted or needed
- 41. Encourage** – v give support, confidence, or hope to (someone)
- 42. Entertainment** – n [C/U] the action of providing or being provided with amusement or enjoyment
- 43. Environmental** – adj relating to the natural world and the effect that human activity has on it
- 44. Equipment hire** – n [U] is a service industry providing machinery, cars, equipment and tools of all kinds and sizes for a limited period of time to consumers
- 45. Ecotourism** – n [U] the business of creating and selling holidays that give people the chance to learn about a natural environment, and cause as little damage to the environment as possible
- 46. Escape** – v to get away from a place where you are in danger, from a very unpleasant situation, from an embarrassing or annoying situation
- 47. Escorted tour** – n [C] a short journey around a building or place with a person who tells you about what you are seeing or with a pair of headphones on which you can listen to a recorded description of what you are seeing
- 48. Essential** – adj absolutely necessary; extremely important
- 49. Eventually** – adv at the end of a process or period of time in which many things happen; in the end, especially after a long delay, dispute, or series of problems
- 50. Excursion** – n [C] a short visit to an interesting place, that is often arranged by a tourist organization, often as part of a holiday
- 51. Explore** – v travel through (an unfamiliar area) in order to learn about it
- 52. Fabulous** – adj exceptionally good or unusual; marvelous; superb; almost impossible to believe; incredible
- 53. Fascinating** – adj extremely interesting, of great interest or attraction; enchanting; charming; captivating
- 54. Fauna** – n [U] the animals of a particular region, habitat, or geological period
- 55. Feature** – n [C] a distinctive attribute or aspect of something
- 56. Fleeting glimpse** – n [C] a momentary or partial view lasting for a very short time
- 57. Float** – v rest or move on or near the surface of a liquid without sinking
- 58. Floating market** – n [C] a market where goods are sold from boats
- 59. Flora** – n [U] the plants of a particular region, habitat, or geological period
- 60. Fly-cruise** – adj including a flight on a plane and a voyage on a ship or boat
- 61. Fly-drive** – adj including a

flight on a plane and hire of a car when you arrive somewhere

62. Fly-rail – adj including a flight on a plane and a ride on a train

63. Folklore – n [U] the traditional beliefs, customs, and stories of a community, passed through the generations by word of mouth.

64. Foreign exchange – n [C/U] a system or institution for changing the money of one country for the money of another country

65. Former – adj coming before in time; of, relating to, or occurring in the past

66. Fragile – adj easy to break or damage; delicate and vulnerable

67. Frustrated – adj feeling or expressing distress and annoyance, especially because of inability to change or achieve something; disappointed

68. Glimpse – n [C] an occasion when you see someone or something for a moment only

69. Guest house – n [C] a small hotel or private home where people can pay to spend the night

70. Habitat – n [C] the type of place that a particular animal usually lives in or a particular plant usually grows in, for example a desert, forest, or lake

71. Harvesting – n the process or period of gathering in crops

72. Hiking – n [U] the activity of walking for long distances in the countryside. Someone who does this is called a hiker.

73. Hitchhiking – n [U] traveling by getting free rides in passing

vehicles, by asking other people to take you in their car, by standing at the side of a road and holding out your thumb or a sign

74. Holiday – n [C] an extended period of leisure and recreation, especially one spent away from home or in travelling

75. Honeymoon – n [C] a holiday spent together by a newly married couple

76. Horse-drawn carriage – n [C] a four-wheeled passenger vehicle pulled by horses

77. Hotel – n [C] an establishment providing accommodation, meals, and other services for travellers and tourists, by the night

78. Hotelier – n [C] a person who owns or manages a hotel

79. In advance – ahead in time, in preparation for a particular time or event in the future

80. In bulk – (of goods) in large quantities and generally at a reduced price

81. Inclusive tour – n [C] a journey for pleasure with a pre-arranged combination of air transportation and surface arrangements

82. Incoming – adj coming in, or arriving

83. Inconvenience – n [C/U] the state or fact of being troublesome or difficult with regard to one's personal requirements or comfort

84. Inn – n [C] a small hotel or pub, providing accommodation, food, and drink for travellers, especially one in the country

- 85. Insurance** – n [U] an arrangement by which a company or the state undertakes to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specified premium
- 86. Involve** – v cause to participate in an activity or situation
- 87. Itinerary** – n [C] a plan of a journey that you are going to make, including information about when and where you will travel
- 88. Journey** – n [C] an occasion when you travel from one place to another, especially when there is a long distance between the places
- 89. Joy** – n [U] a feeling of great happiness
- 90. Jungle** – n [C/U] an area of land overgrown with dense forest and tangled vegetation, typically in the tropics
- 91. Kilometer** – n [C] a metric unit of measurement equal to 1,000 metres (approximately 0.62 miles)
- 92. Kitchen** – n [C] a room or area where food is prepared and cooked
- 93. Lap** – v wrap or enfold someone or something in (something soft)
- 94. Lift pass** – n [C] a ticket or pass authorizing the holder to ski in a certain area, resort, etc
- 95. Limit** – n [C] a point or level beyond which something does not or may not extend or pass
- 96. Lodge** – n [C] an small house for recreational or seasonal use made of wooden poles
- 97. Luggage** – n [U] bags and suitcases that you take on a journey
- 98. Luxury coach** – n [C] a comfortably equipped first class single-decker bus used for longer journeys
- 99. Mass market** – adj produced in large quantities to be sold to many customers
- 100. Meet standards** – v satisfy the requirements or a level of quality, achievement, especially one that people generally consider normal or acceptable
- 101. Mini-break** – n [C] a short holiday for only two or three days
- 102. Navigable** – adj (of a waterway or sea) able to be sailed on by ships or boats; a navigable river, lake etc is deep and wide enough for ships to travel through
- 103. Negotiate** – v to try to reach an agreement by discussing something in a formal way, especially in a business or political situation
- 104. Obvious** – adj easily perceived or understood; clear, self-evident, or apparent
- 105. On site** – adj adv taking place or available on a particular site, area, or premises
- 106. Outward** – adj of, on, or from the outside
- 107. Outward journey** – n [C] a journey that you make away from a place that you are

intending to return to later

- 108. Package holiday** – n [C] a holiday arranged by a travel company for a fixed price that includes the cost of your hotel and transport, and sometimes meals and entertainment
- 109. Pax** – n a person or persons, per person (chiefly in commercial use)
- 110. Peace of mind** – n [C/U] freedom from disturbance; tranquility of thoughts; the absence of mental stress or anxiety
- 111. Persuade** – v to make someone agree to do something by giving them reasons why they should
- 112. Piste** – n [C] a track of firm snow for skiing on
- 113. Pollution** – n [U] the presence in or introduction into the environment of a substance which has harmful or poisonous effects
- 114. Priority** – n [C] the fact or condition of being regarded or treated as more important than others
- 115. Purchase** – n [C] a thing that has been bought
- 116. Queue** – n [C] a line or sequence of people or vehicles awaiting their turn to be attended to or to proceed
- 117. Rainforest** – n [C/U] a luxuriant, dense forest rich in biodiversity, found typically in tropical areas with consistently heavy rainfall
- 118. Reduce** – v make smaller or less in amount, degree, or size
- 119. Return flight** – n [C] a two-way journey by air
- 120. Safari** – n [C] an expedition to observe or hunt animals in their natural habitat, especially in East Africa
- 121. Sailing holiday** – n [C] a voyage made by a boat or cruise ship, especially according to a planned schedule
- 122. Scared** – adj fearful; frightened
- 123. Scenery** – n [U] the natural features of a landscape considered in terms of their appearance, especially when picturesque
- 124. Scheduled flight** – n [C] a flight included in or planned according to a timetable; relating to or forming part of a regular service rather than specially chartered
- 125. Self-catering holiday** – n [C] is one where you stay in self-catering accommodation or you stay in a place where you can make your own meals
- 126. Sightseeing** – n [U] the activity of visiting places of interest in a particular location
- 127. Skiing** – n [U] the action of travelling over snow on skis, especially as a sport or recreation
- 128. Solution** – n [C] a means of solving a problem or dealing with a difficult situation
- 129. Spa** – n [C] a mineral spring considered to have health-giving properties; a place or resort with such a spring; a commercial

establishment offering health and beauty treatment through such means as steam baths, exercise equipment, and massage

130. Special interest holiday – n [C] a holiday arranged for people with particular interests, such as painting, cooking, or bird-watching

131. Specialize in – v to be an expert in a particular part of a subject or profession

132. Splendid – adj magnificent; very impressive

133. Stay overnight – v stop or stay for the night in a particular place

134. Stock – n [C] an amount of something that you keep so that you can use it when you need it. Something that is available for sale or distribution

135. Stone's throw – a short distance; within easy reach; very close

136. Supplement – n [C] something that completes or enhances something else when added to it

137. Surroundings – n [pl] when you are describing the place where you are at the moment, or the place where you live, you can refer to it as your surroundings.

138. Sway – v move or cause to move slowly or rhythmically backwards and forwards or from side to side

139. Tailor-made holiday – adj a holiday specially made for a particular customer

140. Tax – n [C/U] a compulsory

contribution to state revenue, levied by the government on workers' income and business profits, or added to the cost of some goods, services, and transactions

141. Temple – n [C] a building devoted to the worship of a god or gods

142. Tour operator – n [C] a travel agent specializing in package holidays; a company that provides holidays in which your travel and accommodation are booked for you

143. Touring – n [U] the activity of travelling on an extended journey, usually taken for pleasure, visiting places of interest along the route

144. Train journey – n [C] an act of traveling from one place to another by rail

145. Tranquility – n [U] the quality or state of being tranquil; calm

146. Transfer – n [C] an act of moving from one place to another, changing a route, or means of transport during a journey

147. Traveling – n [U] the activity of moving or journeying from one place to another, especially to places far from home, for the sake of tourism, knowledge, recreation, relaxation, entertainment or just for fun

148. Underwater – adj adv smth, situated, occurring, or done beneath the surface of the water

- 149. Unique** – adj being the only one; singular; special, or unusual, unlike anything else
- 150. Villa** – n [C] a large and luxurious house in the country or close to the sea, especially one used for holidays
- 151. Visa** – n [C] an endorsement on a passport indicating that the holder is allowed to enter, leave, or stay for a specified period of time in a country; an official document, or a stamp put in your passport, which allows you to enter or leave a particular country
- 152. Welcome drink** – n [C] an act of welcoming or greeting someone with a drink, generally free
- 153. Well-equipped** – adj supplied with all the necessary equipment, tools
- 154. Wholesaler** – n [C] a person whose business is buying large quantities of goods and selling them in smaller amounts to retail establishments
- 155. Wildlife** – n [U] wild animals collectively; the native fauna of a region
- 156. Working holiday** – n a holiday spent engaged in paid or volunteer work which is typically not one's usual occasion; specifically a period spent abroad in which a person (especially a young person) undertakes such work
- 157. X-box** – n a type of home video game console
- 158. Yoga** – n [U] a Hindu spiritual

and ascetic discipline, a part of which, including breath control, simple meditation, and the adoption of specific bodily postures, is widely practised for health and relaxation

TOURIST MOTIVATIONS



UNIT 4. TOURIST MOTIVATIONS

Topic areas

- *Holiday activities*
- *Reasons for travel*
- *Passenger survey*
- *Interview with a Kenyan tour operator*
- *Old, new, and future tourism*
- *A guided tour around historic and dynamic London*
- *30 best travel tips*



Study the following quotes. Which one do you like most? Give the reasons.

1: “Adventure is worthwhile.” – **Aesop**

2: “For my part, I travel not to go anywhere, but to go. I travel for travel’s sake. The great affair is to move.” – **Robert Louis Stevenson**

3: “Traveling – it leaves you speechless, then turns you into a storyteller.” – **Ibn Battuta**

4: “We travel, some of us forever, to seek other places, other lives, other souls.” – **Anais Nin**

10: “We travel not to escape life, but for life not to escape us.” – **Anonymous**

11: “The man who goes alone can start today; but he who travels with another must wait till that other is ready.” – **Henry David Thoreau**

12: “To awaken alone in a strange town is one of the pleasantest sensations in the world.” – **Freya Stark**

13: “The life you have led doesn’t need to be the only life you have.” – **Anna Quindlen**

14: “Broad, wholesome, charitable views of men and things cannot be acquired by vegetating in one little corner of the earth all of one’s lifetime.” – **Mark Twain**

15: “Man cannot discover new oceans unless he has the courage to lose sight of the shore.” – **Andre Gide**

16: “The use of traveling is to regulate imagination with reality, and instead of thinking of how things may be, see them as they are.” – **Samuel Johnson**

17: “The world is a book, and those who do not travel read only one page.” – **Saint Augustine**

18: “Travel and change of place impart new vigor to the mind.” – **Seneca**

19: “Twenty years from now you will be more disappointed by the things you didn’t do than by the ones you did do.” – **Mark Twain**

20: “Once a year, go someplace you’ve never been before.” – **Anonymous**

- 21:** “Travel is the only thing you buy that makes you richer.” – **Anonymous**
- 22:** “To travel is to discover that everyone is wrong about other countries.” – **Aldous Huxley**
- 23:** “Stuff your eyes with wonder, live as if you’d drop dead in ten seconds. See the world. It’s more fantastic than any dream made or paid for in factories.” – **Ray Bradbury**
- 24:** “Traveling tends to magnify all human emotions.” — **Peter Hoeg**
- 25:** “You don’t have to be rich to travel well.” – **Eugene Fodor**
- 26:** “If you reject the food, ignore the customs, fear the religion and avoid the people, you might better stay at home.” – **James Michener**
- 27:** “People don’t take trips, trips take people.” – **John Steinbeck**
- 28:** “When overseas you learn more about your own country, than you do the place you’re visiting.” – **Clint Borgen**
- 29:** “To my mind, the greatest reward and luxury of travel is to be able to experience everyday things as if for the first time, to be in a position in which almost nothing is so familiar it is taken for granted.” – **Bill Bryson**
- 30:** “Life is either a daring adventure or nothing.” – **Helen Keller**
- 31:** “Our happiest moments as tourists always seem to come when we stumble upon one thing while in pursuit of something else.” — **Lawrence Block**
- 32:** “Stop worrying about the potholes in the road and enjoy the journey.” – **Babs Hoffman**
- 33:** “He who would travel happily must travel light.” – **Antoine de St. Exupery**
- 34:** “Every man can transform the world from one of monotony and drabness to one of excitement and adventure.” – **Irving Wallace**
- 35:** “Not all those who wander are lost.” – **J.R.R. Tolkien**
- 36:** “The more I traveled the more I realized that fear makes strangers of people who should be friends.” – **Shirley MacLaine**
- 37:** “I travel a lot; I hate having my life disrupted by routine.” – **Caskie Stinnett**
- 38:** “A mind that is stretched by a new experience can never go back to its old dimensions.” – **Oliver Wendell Holmes**
- 39:** “Remember that happiness is a way of travel – not a destination.” – **Roy M. Goodman**
- 40:** “Life begins at the end of your comfort zone.” – **Neale Donald Walsch**
- 41:** “Once in a while it really hits people that they don’t have to experience the world in the way they have been told to.” – **Alan Keightley**
- 42:** “One’s destination is never a place, but a new way of seeing things.” – **Henry Miller**
- 43:** “I haven’t been everywhere, but it’s on my list.” – **Susan Sontag**
- 44:** “Nobody can discover the world for somebody else. Only when we

discover it for ourselves does it become common ground and a common bond and we cease to be alone.” – **Wendell Berry**

45: “Take only memories, leave only footprints.” – **Chief Seattle**

46: “Two roads diverged in a wood and I – I took the one less traveled by.” – **Robert Frost**

47: “There is no moment of delight in any pilgrimage like the beginning of it.” – **Charles Dudley Warner**

48: “Oh the places you’ll go.” – **Dr. Seuss**

49: “It is not down in any map; true places never are.” – **Herman Melville**

50: “Investment in travel is an investment in yourself.” – **Matthew Karsten**

2 What holiday activities do you know? Read the following advertisement about bridge climbing and say whether you’d like to try this activity.



If you want to experience adrenaline-pumping, fear-inducing, and heart-pounding adventure activities around the world try **bridge climbing**.

- Thrill-seekers don’t have to get out of the city to challenge their climbing skills.
- Try clambering the rungs of these iconic bridges.
- If you try it you’ll be

rewarded with the best panoramic views in the city.

- The famous **Sydney Harbor Bridge** isn’t just a **monumental landmark**.
- It’s the 440-foot (134-meter) high walkway.
- It is also a **bucket-list favorite** — attempt to try the Sydney Bridge Climb at night if you dare.
- Brisbane Story Bridge Day and Night Climbs are another popular choice, with views from the summit spanning the nearby Glass House Mountains and Lamington National Park, alongside New Zealand’s Auckland Harbour Bridge Climb.

3 Read the list of the following holiday activities and explain the meaning of each activity. Group them into winter activities and summer activities.

1. Walking and trekking
2. Go mountain climbing, canyoning, rock climbing
3. Go scuba diving, hydrospeed diving
4. Go whitewater rafting, canoeing, kayaking
5. Snorkeling over coral reefs
6. Go bungee jumping
7. Cycling
8. Mountain biking
9. Horse riding
10. Skydiving
11. Paragliding, hang gliding
12. Ziplining
13. Bridge climbing
14. Car driving and racing
15. Sandboarding
16. Parasailing
17. Glacier climbing
18. Caving
19. Swimming with sharks
20. Snow-shoeing, dog-sledding, ice-fishing, cross-country skiing, ice-climbing, snowmobiling.

4



Answer the following questions.

1. Which types of holidays do you find more suitable to choose for these activities?
 - *adventure*
 - *cruise*
 - *skiing holiday*
 - *all-inclusive*
 - *environmental holiday*
 - *special interest tour*
 - *beach holiday*
 - *hiking holiday*
 - *tailor-made*
 - *camping*
 - *sailing holiday*
 - *multi activity holiday*
2. What is meant to do during these activities?
3. Have you ever done one of these activities?
4. Which activity do you find the most unusual one? Why?
5. What are the most popular places to do these activities?

5

In pairs, make-up a dialogue about the most memorable holiday you've had and activities you've done. Use the information from the box and the list of holiday activities above.

Questions and answers	
Questions	Answers
So, tell me; what did you do during the holidays?	During the holidays I _____ (past tense verb) _____.
Did you enjoy _____ (-ing)?	I enjoyed/didn't enjoy it because ...
Who did you do that with/go with?	I went with ...
Why did/didn't you do that? (activities)	I chose (not) to do _____ because ...

Will you _____ next year?	I hope (not) to _____ next year because ...
---------------------------	---

Regrets	
Questions	Answers
What do you regret not doing over the holidays?	I regret not _____ (-ing) _____.
Is there anything you wish you had done over the holidays?	I wish I had _____ because ...
Why didn't you do it?	If I had _____, I would _____ now.
If you had _____, who would you have done it with?	Since I didn't _____, I can't _____ now.
Do you think you will _____ next year?	Next year, I hope to _____.

6 Fill in the gaps with the appropriate words or word combinations from the box.

resort, rafting, ecotourism, cruises, sunshine, spas, cultural, seaside, weekend, skiing, health, package, rain forests, vacation, adventure

_____ tourism with package holidays in _____ resorts is still popular, and now includes destinations on the other side of the world, but in the past few decades other forms of tourism have been developed. One new form of tourism which is gaining popularity is _____. This offers safaris, trips to _____ or national parks, or even _____ in the polar regions. Sport tourism, particularly _____, and _____ activities such as _____ attract more and more young people, while _____ tourism visiting historical or interesting cities is often an opportunity to take a long _____ break. Heritage tourism, visiting historical or industrial sites, language tourism, and _____ tourism to relieve stress, often in "health _____", are other alternatives. In recent years many people have started taking two holidays per year, with a _____ tour to a typical tourist _____, and a winter skiing _____ or weekend break.

7  Choose one holiday activity and write your own advertisement or holiday brochure extract about it. Describe its main features and popular places to do it. Try to make your advertisement sound as interesting and exciting as possible. Use the advertisement below as a model.



❖ **NAPALI SNORKEL EXPERTS**
❖ **BLUEWATER SNORKELQUEST**

We can't wait to show you how much there is to see below the surface!

Join us on an incredible morning tour of the Napali Coast where you'll join our expert snorkeling guides at

exotic and remote bluewater locations like Awaawapuhi, Nualolo Kai, Makuai, Milolii, or Mokole.

You'll depart from Kauai's beautiful North Shore aboard our vessel and snorkeling platform: the 42' *Northwind*. It's a stable and swift boat with lots of shade, a protected cabin, fresh-water shower and marine toilet (which you'll agree is a luxury).

We'll supply all the snorkel gear, flotation aids, expert instruction, a fresh gourmet deli lunch and a selection of beverages.

A few things to note about our tours: children have to be at least 6 years old; all snorkelers must know how to swim and be prepared to have an awesome time!

Reserve your tour: <http://napali-snorkeling.com>

8  **Write an article for a travel magazine outlining the different things that travellers should do to remain fit and healthy, and avoid illnesses, while travelling.**

9  **Read the text about the main reasons for travel. What travel categories are described in it? What is the purpose of each of the travel activities: leisure, business, or VFR?**

INSIDE TOURISM: REASONS FOR TRAVEL

Why do people travel? The answer depends on the individual and his or her cultural conditioning. Some people in their late teens and early twenties can be the sun, sand, and sea travellers. Others can be more interested in the cultural and sporting activities associated with travel – or even the educational aspects.

In the tourism industry we divide the reasons for travel into three main categories: **business tourism**, **leisure tourism**, and visiting friends and

relatives (usually abbreviated to **VFR**).

Business tourism includes any travel away from one's main place of residence, for such events as meetings, conferences, and trade fairs. It also includes special trips when workers are given a reward or a 'thank you' for good work (this is known as **an incentive tour**).

Leisure tourism can mean anything from excursions, day trips, and weekend breaks to package holidays, pleasure cruises, and longer independent trips such as hillwalking or treks in the mountains. It also includes cultural trips (for example, to music festivals), educational trips (for example, study tours), and religious trips (for example, pilgrims on a walking tour to a holy place).

Travel in order **to visit friends or relatives** is also regarded as part of the tourism industry. This could be for a special family party, such as **a reunion** or a wedding, or a regular trip made every year.

Social psychologists also suggest that travelers can be separated into two extremes: 1. **psychocentrics**, who prefer familiar travel destinations that have been visited by millions before and 2. **allocentrics**, who prefer new and different destinations. Generally, twice as many people are inclined to be allocentrics, which has its effect on small-scale tourist areas. First visited by them, the destination then becomes more popular and is forced into becoming more **commercialized**.

Travel is likely to increase in the coming years, which will have a **significant impact** on tourism. Some of the reasons for the **anticipated** increases are a longer **life span**, flexible working hours, tendency to take shorter, more frequent mini-vacations, rather than taking all of their vacation once a year, and increases in the standard of living.

10 Explain the meaning of the following words and word combinations. Transcribe them and comment upon their spelling rules.

Leisure tourism, business tourism, VFR, weekend breaks, pleasure cruises, hillwalking, away from, place of residence, trade fairs, a reward, an incentive tour, regarded as, a reunion, a wedding, pilgrims, a holy place.

11  Listen to a lecture extract about reasons for travel. What categories of travel do British tourists choose? How much money do they spend?

12  Listen again and write down the percentages for each category and the percentages for money spent on travel.

Leisure tourism _____%; VFR _____%; Business tourism _____%.

13**Match the words in A with the definitions in B.**

A	B
1. Sightseeing	a. A long hard walk lasting several days or weeks, usually in the mountains
2. Trade fair	b. Tour or excursion that leaves in the morning and returns the same evening
3. Study tour	c. Visiting the famous places in a city or town
4. Trek	d. Trip, often to a city or countryside hotel, that includes Saturday and Sunday
5. Conference	e. Religious or artistic celebration that comes at the same time every year
6. Wedding	f. Large official meeting, often lasting several days, for members of an organization or company to discuss subjects related to their work
7. Pilgrimage	g. Large exhibition and meeting for advertising and selling a product
8. Day trip	h. Visit organized by an airline or tourist resort, etc. where tour operators and journalists can get to know the facilities and services offered
9. Festival	i. Trip to a country or an area that includes visits, lectures, and classes
10. Weekend	j. Journey or holiday given to a worker or group of workers as a reward for good work
11. Familiarization	k. Travel to an important religious place
12. Incentive tour	l. Ceremony where two people get married

14**Choose the correct option to fill the gaps in the following sentences.**

1. On a ____ holiday your travel and hotel are arranged for you.

a. tour

b. package

c. resort



2. A ____ is a person or book that gives tourist information about a place.

❖	<u><i>a. trip</i></u>	<u><i>b. guide</i></u>	<u><i>c. touring</i></u>
3. People often bring back _____ from holiday destinations.	<u><i>a. souvenirs</i></u>	<u><i>b. postage stamps</i></u>	<u><i>c. postcards</i></u>
❖			
4. Last year we went _____ in France.	<u><i>a. for an itinerary</i></u>	<u><i>b. on a safari</i></u>	<u><i>c. camping</i></u>
❖			
5. _____ accommodation is cheaper than most hotel accommodation.	<u><i>a. Self-catering</i></u>	<u><i>b. Local</i></u>	<u><i>c. Crowded</i></u>
❖			
6. Enjoy a _____ around some of the most beautiful islands of the Caribbean.	<u><i>a. adventure</i></u>	<u><i>b. sightseeing</i></u>	<u><i>c. cruise</i></u>
❖			
7. A _____ is a place where a lot of people go on holiday, often by the sea.	<u><i>a. resort</i></u>	<u><i>b. package holiday</i></u>	<u><i>c. trip</i></u>
❖			
8. Last year we went on a coach _____ round Austria and Switzerland.	<u><i>a. guide</i></u>	<u><i>b. travel</i></u>	<u><i>c. trip</i></u>
❖			
9. Organised tourism is now a major _____ around the world.	<u><i>a. economy</i></u>	<u><i>b. industry</i></u>	<u><i>c. hobby</i></u>
❖			
10. Ecotourism is tourism which has minimal impact on the _____ .	<u><i>a. environment</i></u>	<u><i>b. industry</i></u>	<u><i>c. city</i></u>
❖			
11. When you visit a museum you sometimes have to pay an entrance _____.	<u><i>a. sum</i></u>	<u><i>b. amount</i></u>	<u><i>c. fee</i></u>
❖			
12. Cheap _____ mean more people can fly more often.	<u><i>a. tours</i></u>	<u><i>b. flights</i></u>	<u><i>c. resorts</i></u>
❖			
13. Sometimes flights are cancelled or _____ .	<u><i>a. delayed</i></u>	<u><i>b. retarded</i></u>	<u><i>c. suppressed</i></u>
❖			
14. Tenerife enjoys temperatures of 20 _____ in winter.	<u><i>a. grades</i></u>	<u><i>b. degrees</i></u>	<u><i>c. centigrades</i></u>
❖			

<p>15. Is June high or ____ season? <u>a. average</u> <u>b. mean</u> <u>c. low</u> ❖</p>
<p>16. I'll ____ a look at the brochures. <u>a. have</u> <u>b. make</u> <u>c. throw</u> ❖</p>
<p>17. There was over ____ in our hotel last year. <u>a. loading</u> <u>b. reservation</u> <u>c. booking</u> ❖</p>
<p>18. I hate ____ beaches. <u>a. crowded</u> <u>b. crowd</u> <u>c. plenty</u> ❖</p>
<p>19. A travel ____ organises trips. <u>a. book</u> <u>b. agency</u> <u>c. tour</u> ❖</p>
<p>20. Goodbye! Have a good ____ ! <u>a. tour</u> <u>b. travel</u> <u>c. trip</u> ❖</p>

15



Have you ever travelled for one of these activities? Work in pairs and tell your partner about it. Be ready to report back.

Example: I found out that Terry prefers leisure tourism because he likes trekking in the mountains...

16

Why do you think people would go to these places?



- Argentina
- Bangkok
- Edinburgh
- Italy
- London
- Madrid
- Mecca
- New York
- Pakistan

17 Explain the meaning of the following words and word combinations. Transcribe them and explain their spelling rules.

To monitor, passenger movements, a pilgrimage, the Holy Shrine, to have a phone on, facilities, best man, a software company, an open return, available, direct flights, famous sights.

18  Listen to the conversations at an international airport. Where are the travellers going? Complete the information in the table.

	Where from	Destination	Purpose	Length of stay
1.				
2.				
3.				
4.				

19  Listen to the conversations again and complete the sentences.

- We're collecting information _____ us monitor passenger movements.
- We're going there _____ the Holy Shrine of the Prophet Mohammed.
- We'll probably stay for a week or so, _____ to do some sightseeing as well afterwards.
- I have to have my phone on _____ there's a problem at the office.
- Are you travelling _____ trip?
- We're doing a passenger survey help _____ with tourism planning.
- I've got an open return _____ they ask me to stay on.
- We had to fly to Madrid _____ there were no direct flights available.
- We are going to London _____ a study tour for four weeks.
- We are here _____ we want to know about the culture, and not only _____ the famous sights.

20 Write 5 different types of questions for each of the following sentences.

- We're going to Amsterdam to visit my sister who's just had a baby.
- We're just waiting for our connecting flight. It's been delayed because of technical difficulties.
- They say the flight may be delayed, so I think I'll phone the hotel in case we're late.
- We're going to Rome because we want to see the Coliseum.

5. I'm going back to my old university for a special reunion. I've just bought a video camera to take a film of everyone.

21

Match the questions in A with the answers in B.

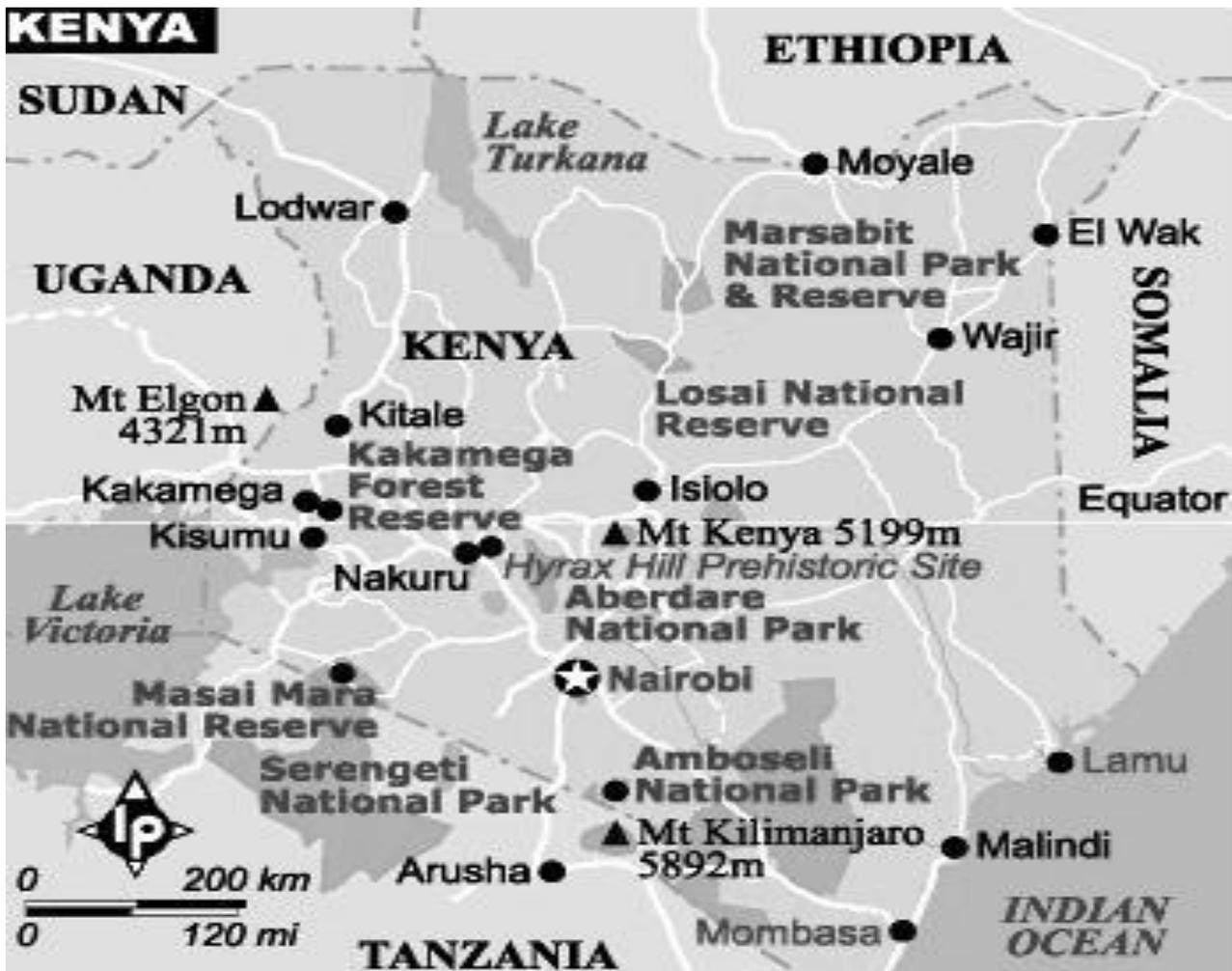
A	B
1. We're doing a passenger survey to help with tourism planning. Can I ask you a few questions?	a. For a week or so.
2. Where are you travelling to?	b. OK, thanks.
3. What is the purpose of your visit?	c. Certainly.
4. Why are you visiting London?	d. Yes, we want to go to Scotland.
5. How long are you planning to stay?	e. For a study tour.
6. What's the reason for your trip?	f. It's my brother's wedding.
7. Why don't you check?	g. Bangkok.
8. Do you have any other reasons to be here?	h. Business.

22

In pairs, act out a conversation between a person doing a passenger survey and a passenger. When you have finished, change roles to answer your partner's questions about your destination, the purpose and length of stay.

Interview with a Kenyan Tour Operator





23



Answer the following questions.

1. What do you know about Kenya?
2. Where is Kenya located?
3. What type of holiday activities does it provide?
4. What reasons would a tourist give for choosing Kenya as a holiday destination.
5. What do you know about the Maasai culture?



24



Listen to the interview with John Muloho. Complete his profile with the necessary information.



Profile

Name _____

Age _____

Started in
tourism _____

Started CKC Tours _____



25



Listen again and answer the following questions about John's business.

1. What does he enjoy about his job?
2. How much of his business comes from the Internet?

3. Which of these holiday activities does he mention?

beach

safari

culture

swimming

eating out

golf

shark-fishing

hiking

camel ride

sailing

mountain climbing

26



Answer the following questions about Kenya.

1. What types of tourists do you think are motivated to go to Kenya?
2. How is their motivation different from the tourists to your country?
3. Would you like to spend your holiday in Kenya?
4. What holiday activities would you like to choose there?

27



In pairs, discuss the following questions.

1. How do you think tourists' reasons for travelling have changed in the last twenty or 25 years?
2. What do you think is meant by 'old', 'new', and 'future' tourism?

28

Are these words related to 'Old', 'New' or 'Future' tourism? Why?

Long-haul

Lodge

Authentic

Ecotourism

Tailor-made

Fly-drive

High-rise

Solar-powered

Exotic

Concrete

Space

Spa

Package

Underwater

Airship hotels

29



Read the text to check your answers to the questions above.

THE CHANGING FACE OF TOURISM

In the 1980s and early 1990s, when Africans first realised that tourism could be a way out of their **poverty**, they built very large **concrete hotels** on the beaches of Kenya, South Africa, and other countries. For a time the charter flights **poured in** from Europe. The tourists hoped to see lions, but also wanted to lie by the pool and to eat food from their own countries and enjoy the other comforts of home. The **revenue** from tourism rose **sharply**, but most of it went to international tour operators.

That was then. The tourist industry has grown **significantly** over the last

25 years. Technological **advances** in transport and communication have made the world more **accessible** to more people, and **aroused** the **desire** to experience more of it. Changes in lifestyle and interests, greater incomes and increased leisure time **contribute to demand**. So, a new kind of travel is now in fashion. Today's tourists are leaving the **high-rise hotels** and European comforts. Instead they are looking for more **authentic experiences**. On the wild coast of South Africa, young tourists ride horses on unspoilt beaches and make their way through hills of **subtropical vegetation**. In the evening they sit round the fire and eat a traditional Xhosa meal of meat and vegetables; they listen to the local **Xhosa** people tell folk stories, before going to bed in simple tents and **lodges**. The experience is not offered by an international tour operator but the Xhosa themselves. The Xhosa tour guides are paid two and a half times the average rate of pay.

The change from “**old tourism**” to “**new tourism**” did not **happen suddenly**. The developments in technology and transport infrastructure made many types of tourism more **affordable**. Interest in the traditional two-week sun and sea **package holiday** fell **gradually** towards the end of the last century. Individual **tailor-made** or independent holidays – such as **fly-drive** – have steadily become more popular to give customers **flexibility**. The more aware consumers become about the dangers of sunbathing on a beach holiday, the greater the demand for activity or adventure holidays. Those **seeking** safety and **reasonable cost** can choose a ‘spa’ holiday. The increase in car **ownership** led to more people choosing to drive to their destination rather than take a train or a coach. It also led to a demand for a car use on holidays, which gives people the **convenience** of using cars in their daily lives, so why not on holiday.

Nowadays people are taking shorter yet more **diverse holidays**. **Long-haul flights** are increasing and making **faraway places** easier to get to. More and more tourists are looking for adventure, activity, and **authenticity**. Adventure travel, ecotourism, cultural tours, **and** sports vacations **are taking people to more exotic destinations**.

What about the future? Space tourism is expected to “take off” in the 21st century, although compared with traditional destinations the number of tourists in orbit will remain low until new technologies make **space travel** cheap. Technological improvement is likely to make possible **airship hotels**, based either on **solar-powered airplanes** or **large dirigibles**. Underwater hotels, such as **the Water Discus Hotel in Dubai**, are expected to open. On the ocean, tourists will be welcomed by ever larger cruise ships and, perhaps, **floating cities**.

International tourism demand tends to follow the law of demand. The more products **consumers demand**, the more pressure there is on tourism professionals to make them **available**. The more products and destinations are

on offer, the more consumers expect, and the quicker they are tired of the old and search for the new.

30 Use the information from the text to complete the table. Add your own ideas.

	Old tourism	New tourism	Future tourism
Types of holiday			
Length of stay			
Destinations			
Types of activities			
Accommodation			
Food and drink			
Entertainment			

31 Match the words in A with the words in B to make up word combinations. Give their Ukrainian equivalents.

A	B
1. Unspoilt	a. airplanes
2. Tailor-made	b. experience
3. High-rise	c. beaches
4. Simple	d. tents and lodges
5. Long-haul	e. holiday
6. Floating	f. flights
7. Authentic	g. cities
8. Solar-powered	h. hotels

32 Write 5 different types of questions for each of the following sentences.

- The revenue from tourism rose sharply.
- Today's tourists are leaving the high-rise hotels and European comforts.
- Interest in the traditional two-week sun and sea package holiday fell gradually towards the end of the last century.
- Individual tailor-made or independent holidays such as fly-drive - have steadily become more popular.
- Nowadays people are taking shorter yet more diverse holidays.
- Long-haul flights are increasing and are making faraway places easier to get to.

33**Choose the correct answer.**

The words tourist and tourism are quite modern, but tourism is much older. People have always travelled to distant parts of the world in order to see great buildings or works of art, to learn new languages, or simply for pleasure. Nowadays, however, organised tourism is an enormous industry all over the world, and many national economies depend on it. In the past tourism meant travelling to foreign countries, but now it also includes travelling within your own country. The last century saw the growth of mass tourism, with package tours to holiday resorts in the sun. In recent years tourists have begun to look for alternatives to crowded resorts, and other forms of tourism have developed.

- 1. Tourism does NOT include:**
 - a. Travel for pleasure.
 - b. Travel for culture.
 - c. Travel for business negotiations.
- 2. Which is correct?**
 - a. Tourism today is more organised.
 - b. Tourism today is less organised.
 - c. In the past, people travelled more.
- 3. Which is correct?**
 - a. A few countries depend on tourism.
 - b. A lot of countries depend on tourism.
 - c. National economies don't depend on tourism.
- 4. What is a package holiday?**
 - a. Travel and accommodation.
 - b. Travel only.
 - c. A special offer.
- 5. Which is correct?**
 - a. Mass tourism no longer exists.
 - b. There are now many types of tourism.
 - c. Tourists always prefer crowded holiday resorts.

34

Write down as many reasons as possible. Use active vocabulary. Using the following example as a model answer the following questions:

- ❖ Why do people travel?
- ❖ What are the main reasons for their holidays or journeys?



- People travel to...
go to places they haven't visited before
meet new and different people

- People travel for the sake of...
experiencing new and different lifestyles
having fun and being entertained



- People travel because...
they get opportunities to increase knowledge
they enjoy 'collecting cities', etc.



Video club

London: Historic and Dynamic

35 You are going to watch a video about London. What do you know about this city?

36 Watch the video and explain the meaning of the following words and phrases.

Royal pageantry, a double-decker bus, the Changing of the guard, Big Ben, Churchill War Rooms, bronze battle reliefs, the City, the Blitz of WWII, Piccadilly, cricket, a bowler hat, Soho, always buzzing, Chinatown, the whole gamut, Westminster Abbey, graceful Gothic arches, “the Tube”, the layout of the city, the Docklands, Canary Wharf Tower, Greenwich.

37 Fill in the gaps with the appropriate phrases from the video.

1. _____ at Buckingham Palace is a fine introduction to London.
2. _____ built the first Palace of Westminster in the 11th century.
3. _____ is actually the 13-ton bell behind the clock.
4. _____ is Britain's most important street.
5. Prime ministers like _____ have long lived and worked on Whitehall.
6. At the end of the street at Trafalgar Square is a memorial to the greatest English war hero _____.
7. _____ marks the very center of London.
8. London is easy to get around in. Riding its _____ can be both efficient and fun.
9. The historic core of London and the one-square-mile district is called _____.
10. _____ was the great architect of London.
11. _____ is the symbol of London's resilience.
12. _____ Street is lined with big department stores.
13. _____ is the city's most touristy square.
14. _____ is full of excellent restaurants. It's a big center for media, theatres and the arts.
15. _____ is the most historic church in the English-speaking world where kings and queens have been crowned and buried since 1066.
16. London's subway, fondly known as _____, is one of the planet's great people-movers.
17. _____ is one of the mightiest skyscrapers in all of Europe.

38**Answer the following questions about London.**

1. Who built the first Palace of Westminster?
2. What London landmarks and attractions are shown in the video?
3. What do the Houses of Parliament include?
4. What is Trafalgar Square famous for?
5. Why is Whitehall considered to be the most important street?
6. What is the main duty of the Royal horse guard?
7. Where is Soho and what is there to do?
8. What is the City famous for?
9. Who was the most famous architect of London?
10. What is Westminster Abbey famous for?
11. How is London subway called?
12. What's the difference between the "Old London" and the "New London"?

39**Translate the following sentences into English.**

1. Клієнти зазвичай нервують, коли обирають собі відпочинок, тому тур агенти мають добре знатися на тому, як переконувати, бо від цього залежить успіх туристичних агенцій.
2. Деякі подорожуючі обирають індивідуальний відпочинок, а не класичний, щоб бути подалі від багатоповерхових готелів і ближче до природних географічних елементів, пагорбів субтропічної рослинності, тропічних лісів, тощо.
3. Фінальна вартість туристичної путівки авіа-авто є відносно недорогою, і якщо у вас обмежений бюджет, ваші витрати не будуть великими, отже, економія в ціні – це очевидна перевага.
4. Наплив туристів завжди великий, тому подорожуючі, які прагнуть втекти від натовпу та поблукати серед видовищних краєвидів, можуть обрати відпочинок, змайстрований на замовлення.
5. Не варто працювати гідом чи турагентом у цій туристичній фірмі, якщо ви не володієте комп'ютерними навичками та навичками у спілкуванні. Просто не має смислу.
6. Мандрівники можуть побачити дику природу та набути справжнього досвіду, якщо вони самостійно прокладають шлях через тропічні ліси, подалі від традиційних маршрутів.
7. Така робота надає вам шанс подорожувати, можливість розширювати свій кругозір, удосконалювати свої професійні навички й знання, а також усуває ризик бути самотнім.
8. Завдяки передовим технологіям у галузі транспорту та зв'язку навколосвітні подорожі стали доступнішими для багатьох людей.
9. Подорожуючі можуть самі обрати відпочинок, зроблений за

спеціальним замовленням, переглянувши велику кількість туристичної реклами та брошур заздалегідь. Такий вид відпочинку поступово став популярним.

10. В основі заохочувального туризму лежить принцип організованої туристичної поїздки як винагороди працівникам за гарну роботу або за відповідні досягнуті результати.
11. Говорячи стисло, культура Кенії не виставлена на огляд західній цивілізації, але якщо ви поєднаєте сафарі, катання на верблюдах, перехід через пагорби, плавання серед коралових рифів, то вийде справжній африканський відпочинок.
12. Оскільки потреби споживачів постійно зростають, завданням професіоналів є зробити туристичний продукт доступним.
13. Подорожі до найвіддаленіших куточків світу стали можливими завдяки авіалініям, що здійснюють рейси на довгу відстань.
14. Гості, які приїжджають з інших країн можуть ознайомитися з культурною спадщиною України, традиціями, архітектурою, тощо.
15. Доходи від туризму у Кенії та Північній Африці різко зросли завдяки напливу туристів з Європи, які бажають відправитися на сафарі і побачити дику природу.

It is interesting to know



Matthew Karsten is a full-time adventure travel blogger and photographer who's been exploring the world for over 6 years, with no plans to stop any time soon. It all started when he took a one-way flight from Miami to

Guatemala City, leaping nervously into the unknown and leaving much of his old life behind while embarking on an epic travel adventure around the world. It's been a wild ride, and he's learned a lot since he first left. To celebrate his "travelversary", he's decided to share a collection of his best and most useful travel tips to help inspire you to make travel a priority in your life.

Matthew Karsten: *"It's now been 6 years since I sold everything and left the United States to travel the world. These are the best travel tips I've discovered along the way."*

❖ *Feel free to share your own best travel tips at the end!*



1. Patience Is Important

Don't sweat the stuff you can't control. Life is much too short to be angry & annoyed all the time. Did you miss your bus? No worries, there will be another one. ATMs out of money? Great! Take an unplanned road trip over to the next town and explore. Sometimes freak-outs happen regardless. Just take a deep breath and remind yourself that it could be worse.

2. Wake Up Early

Rise at sunrise to have the best attractions all to yourself while avoiding crowds. It's also a magical time for photos due to soft diffused light, and usually easier to interact with locals. Sketchy areas are less dangerous in the morning too. Honest hardworking people wake up early; touts, scammers, and criminals sleep in.

3. Laugh At Yourself

You will definitely look like a fool many times when traveling to new places. Rather than get embarrassed, laugh at yourself. Don't be afraid to screw up, and don't take life so seriously. Once a whole bus full of Guatemalans laughed with glee when I forced our driver to stop so I could urgently pee on the side of the road. Returning to the bus and laughing with them gave me new friends for the rest of the journey.

4. Stash Extra Cash

Cash is king around the world. To cover your ass in an emergency, make sure to stash some in a few different places. I recommend at least a couple hundred dollars worth. If you lose your wallet, your card stops working, or the ATMs run out of money, you'll be glad you did. Some of my favorite stash spots include socks, under shoe inserts, a toiletry bag, around the frame of a backpack, even sewn behind a patch on your bag.

5. Meet Local People

Make it a point to avoid other travelers from time to time and start conversations with local people. Basic English is spoken widely all over the world, so it's easier to communicate than you might think, especially when you combine hand gestures and body language. Learn from those who live in the country you're visiting. People enrich your travels more than sights do.

6. Pack A Scarf

I happen to use a shemagh, but sarongs also work great. This simple piece of cotton cloth is one of my most useful travel accessories with many different practical applications. It's great for sun protection, a makeshift towel, carrying stuff around, an eye mask, and much more. I can't tell you how many times a scarf has come in handy around the world.

7. Observe Daily Life

If you really want to get a feel for the pulse of a place, I recommend spending a few hours sitting in a park or on a busy street corner by yourself just watching day to day life happen in front of you. Slow down your train of thought and pay close attention to the details around you. The smells, the colors, human

interactions, and sounds. It's a kind of meditation — and you'll see stuff you never noticed before.

8. Back Everything Up

When my laptop computer was stolen in Panama, having most of my important documents and photos backed up saved my ass. Keep both digital and physical copies of your passport, visas, driver's license, birth certificate, health insurance card, serial numbers, and important phone numbers ready to go in case of an emergency. Backup your files & photos on an external hard drive as well as online with software like Backblaze.

9. Take Lots Of Photos

You may only see these places & meet these people once in your lifetime. Remember them forever with plenty of photos. Don't worry about looking like a "tourist". Are you traveling to look cool? No one cares. Great photos are the ultimate souvenir.

They don't cost anything, they're easy to share with others, and they don't take up space in your luggage. Just remember once you have your shot to get out from behind the lens and enjoy the view.

10. There's Always A Way

Nothing is impossible. If you are having trouble going somewhere or doing something, don't give up. You just haven't found the best solution or met the right person yet. Don't listen to those who say it can't be done. Perseverance pays off. I can't tell you how many times I've been told what I want isn't possible, only to prove it wrong later when I don't listen to the advice and try anyway.

11. Smile & Say Hello

Having trouble interacting with locals? Do people seem unfriendly? Maybe it's your body language. One of my best travel tips is to make eye contact and smile as you walk by. If they smile back, say hello in the local language too. This is a fast way to make new friends. You can't expect everyone to just walk around with a big stupid grin on their face. That's your job. Usually all it takes is for you to initiate contact and they'll open up.

12. Splurge A Bit

I'm a huge fan of budget travel, as it allows you to travel longer and actually experience more of the fascinating world we live in rather than waste your hard-earned money on stuff you don't need. In fact you can travel many places for \$50 a day with no problems. That said, living on a shoestring gets old after a while. It's nice (and healthy) to go over your budget occasionally. Book a few

days at a nice hotel, eat out at a fancy restaurant, or spend a wild night on the town.

13. Keep An Open Mind

Don't judge the lifestyles of others if different from your own. Listen to opinions you don't agree with. It's arrogant to assume your views are correct and other people are wrong. Practice empathy and put yourself in someone else's shoes. Embrace different possibilities, opportunities, people, suggestions, and interests. Ask questions. You don't have to agree, but you may be surprised what you'll learn.

14. Try Couchsurfing

Couchsurfing.org is a large online community of travelers who share their spare rooms or couches with strangers for free. If you truly want to experience a country and its people, staying with a local is the way to go. There are millions of couch surfers around the world willing to host you and provide recommendations. Expensive hotels are not the only option, there are all kinds of cheap travel accommodation options out there.

15. Volunteer Occasionally

Make it a point to volunteer some of your time for worthwhile projects when traveling. Not only is it a very rewarding experience, but you'll often learn more about the country and its people while also making new friends. There's a great site called Grassroots Volunteering where you can search for highly recommended volunteer opportunities around the world.

16. Pack Ear Plugs

This should actually be № 1 on the list. I love my earplugs! Muffle the sounds of crying babies, drunk Australians, barking dogs, honking horns, dormitory sex, natural gas salesmen, and more. A traveler's best friend. These are my favorite earplugs for comfort & effectiveness

17. Don't Be Afraid

The world is not nearly as dangerous as the media makes it out to be. Keep an eye out for sketchy situations but don't let that be the focus of your whole trip. Use common sense and you'll be ok. Most people are friendly, trustworthy, generous, and willing to help you out. This goes for women too. I realize I'm not a woman, but I've met plenty of experienced female travelers who agree.

18. Get Lost On Purpose

If you want to see the parts of town where real people live & work, you need to go visit them. The best way to do this is on foot — without knowing exactly

where you're going. Write down the name of your hotel so you can catch a taxi back if needed, then just pick a direction and start walking. Don't worry too much about stumbling into dangerous neighborhoods either, as locals will generally warn you before you get that far.

19. Eat Local Food

Think you already know what Mexican food tastes like? You're probably wrong. Taste a bit of everything when you travel, especially if you don't know what it is. Ask local people for recommendations. Eat street food from vendors with big lines out front. I've been very sick only twice in my travels. Don't be scared of the food.

20. Say Yes Often

Be impulsive and say yes when someone randomly invites you to meet their family, try a new activity, or explore a place you didn't know existed. It's these unexpected and unplanned situations that add spice to your travels and always turn into the best stories later. Accept the kindness of strangers when you travel — you'll have plenty of opportunities.

21. Slow Down

Please don't try to cram 6 countries into 6 weeks of travel. All the good stuff happens when you really take the time to explore. You'll learn about activities that aren't in your guidebook and meet people who are eager to show you around. I can honestly say that NONE of my best travel experiences happened within the first few days of arriving somewhere. Spend more time in fewer places for maximum enjoyment.

22. Keep Good Notes

My memory for details sucks. When I first started traveling the world 4 years ago, I didn't keep a good journal, and now I'm regretting it. Information like the names of people I met, conversations I had, feelings about a new experience, or what a particular town smelled like. If you ever want to write about your travels, these details are handy. These days I use an incredible note-taking app called Evernote, which I use as my 2nd brain. So useful for all kinds of applications — from planning trips to journaling about them later.

23. Break Out Of Your Comfort Zone

Challenge yourself to try things that normally give you anxiety. The more you do this, the more that anxiety will fade away. Not a hiker? Go on more hikes. Have trouble talking to strangers? Talk to everyone. Scared of weird food? Eat the weirdest thing you can find. The reason this works so well while traveling is

because everything is already so different, what's one more new/uncomfortable experience?

24. Don't Plan Too Much

I cringe when readers ask how many days they should spend in a particular country or city. The truth is I have no idea what you'll enjoy or who you'll meet. I thought I'd rocket through Nicaragua in a week or two, but ended up living there for 4 months. My advice is to pick a starting point, 1 or 2 must-do activities, and an ending point (or not). Then just let the universe determine the rest.

25. Pack Less Stuff

You don't need 1/2 the gear you think you do to travel anywhere. We've all done it. It's a right of passage for travelers to slowly become better at packing less. My first backpack was 70 liters packed full, my current bag is only 38 liters. As a full-time vagabond, everything I own fits on my back. If you're not sure about packing something, you don't need it. It's also possible to buy most things at your destination country if you discover you need them.

26. Listen To Podcasts

Podcasts are awesome. It's like creating your own personal radio station and filling it with shows and music you always want to listen to. I never thought I'd actually look forward to a 10 hour bus ride. But with podcasts, it's possible (well, as long as the seats are comfortable). Time will fly by as you listen to incredible storytelling, fun music, or interviews with experts. Here are some of my favorites: This American Life, The Moth, RISK!, Radiolab, Smart Passive Income, and Electro-Swing.

27. Treat Your Body Well

Travel can throw your body out of whack. When you're moving from place to place it's difficult to maintain a workout routine, and many of us slack off. Or we don't sleep enough. Or we eat too many cupcakes. I'm guilty of not flossing my teeth. Remember to be nice to your body. Get enough sleep, stay hydrated, eat healthy, use sunscreen, and exercise often (check out this bodyweight routine, no gym required!). And, yes, flossing too I guess.

28. Stay In Touch

Remember to call your family & friends from time to time. Maybe surprise them and go old-school by sending a postcard (it's in the mail, Mom!). Travel isn't lonely, far from it. You constantly meet other people. But many of those relationships are fleeting. So maintaining a strong connection with the people who know you best is important.

29. Get Off The Beaten Path

I know it's cliché, but you should still attempt it. Seek out interesting and unusual places that don't see much tourism. Many memorable travel experiences have happened to me in areas that are not easy to visit. By all means travel to popular sites, but don't rule out other locations just because they're not on the tourist trail. Although please realize that just because an area is remote or dangerous doesn't necessarily mean you'll have a life-changing experience.

30. Don't Forget Travel Insurance

No one ever thinks they'll get sick, injured, or robbed while traveling. But it happens. I've sliced up my head on a volcano, contracted Dengue fever, and lost my laptop to thieves. With travel insurance you don't have to worry about huge hospital bills or stolen gear when it eventually happens.

For all kinds of trips ranging from a weekend up to a few months long, I always recommend World Nomads Insurance.

31. Travel More!

If there's one thing I've noticed over the past 6 years, it's that many people back home love to tell me how lucky I am while making excuses why they can't travel. It's too expensive. They can't get time off work.

Who will feed their pets?

When I suggest solutions to these "problems", they still don't take action. Why? Because they're often hiding behind the true reason: they're scared.

Unfortunately most people who wait to travel the world never do.

You don't need to sell all your worldly possessions and become a homeless vagabond like me. Just get out there more than you do now. Start with a weekend in a different state. Then maybe try a week in the country next door.

The new car, remodeling project, and iPhone can wait. If you truly want to travel more, you can make it happen. Career breaks are possible. You have friends who would love to watch your pets. It's a big, beautiful, exciting, and fascinating world out there.

GLOSSARY

TOURIST MOTIVATIONS

1. **Accessible** – adj easy for anyone to obtain and use; easy to visit
2. **Acquire** – v to get something, for example by buying it or being given it; to get new knowledge or a new skill by learning it
3. **Adventure** – n [C/U] an exciting, unusual, and sometimes dangerous experience
4. **Affordable** – adj cheap enough for ordinary people to afford
5. **Aid** – n [C/U] help with doing something; money, food, or other help that an organization or government gives to a country or area where people need it, for example because of a war or flood; money that a government gives to a person, group, or organization that it wishes to help
6. **Alongside** – adv, prep along the side of something, or close to the side of it; important enough to be considered as being in the same class as someone or something else that is well known; if different systems, processes, or ideas exist alongside each other, they exist at the same time
7. **Anticipate** – v to think that something will probably happen; to be excited about something enjoyable that is going to happen soon; to guess that something will happen, and be ready to deal with it
8. **Arch** – n [C] a structure, consisting of a curved top on two supports, that sometimes holds the weight of something above it
9. **Arouse** – v evoke or awaken (a feeling, emotion, or response); excite or provoke (someone) to anger or strong emotions; awaken (someone) from sleep
10. **Associated with** – v to form a connection in your mind between different people or things
11. **Attempt** – n [C] an effort to do something
12. **Available** – adj able to be obtained, taken, or used; not too busy to do something
13. **Awesome** – adj very impressive and sometimes a little frightening; extremely good
14. **Battle** – n [C] a situation in which different people or groups compete with each other in order to achieve something or get an advantage
15. **Best man** – n a male friend or relation of the bridegroom who stands with him and helps him during a marriage ceremony
16. **Beverage** – n [C] a drink of any type
17. **Big Ben** – a large bell in the tower next to the Houses of Parliament in London, on which there is a clock. This name is often used for referring to the tower or its clock.
18. **Blitz** – n [C] a sudden military attack
19. **Bowler hat** – n [C] a hard round black hat, worn especially by businessmen in the past

20. Bronze – n [U] a hard brown metal used for making statues and objects for decoration. It is made by mixing copper and tin.

21. Bucket-list – n [C] a list of the things you want to do before you reach a certain age, or before you die

22. Business trip – n [C] a journey taken for business purposes

23. Buzz – v when an insect such as a fly or bee buzzes, it makes a rough continuous sound; if your ears or your head are buzzing, you can hear a continuous sound inside your head

24. Canary Wharf – n [C] a major business district located in Tower Hamlets, East London. It is one of the United Kingdom's two main financial centres – along with the traditional City of London – and contains many of Europe's tallest buildings, including the second-tallest in the UK

25. Cease – v to stop happening or continuing

26. Celebration – n [C/U] a party or special event at which you celebrate something such as a birthday or a religious holiday; the activity of celebrating something

27. Changing of the guard – the ceremony where the Old Guard hands over responsibility for protecting Buckingham Palace and St. James's Palace to the New Guard

28. Charitable – adj intended to help people who are poor or ill, or who need advice and support

29. Chinatown – an area in a large city that has many Chinese restaurants and shops and where the

population is mainly Chinese

30. Clamber – v to climb something with difficulty, using your hands and feet

31. Commercialized – adj changed from something enjoyable or important into something that exists to make a profit

32. Concrete – n [C] a very hard building material made by mixing together cement, sand, small stones, and water, then letting it dry

33. Contribute – v to give money, goods, or your time and effort in order to achieve something, especially when other people are also helping

34. Courage – n [U] the ability to do something that you know is right or good, even though it is dangerous, frightening, or very difficult

35. Creature – n [C] anything that lives except plants

36. Cricket – n [U] a game played by two teams of 11 players who get points by hitting a ball with a bat and running between two sets of sticks called stumps. Someone who plays this sport is called a cricketer

37. Demand – n [C/U] a strong request; the amount of a product or service that people want, or the fact that they want it

38. Dimension – n [C] a measurement of something in a particular direction, especially its height, length, or width; a part or feature, or way of considering something

39. Direct flight – n [C] any flight between two points by an airline

with no change in flight numbers, which may include a stop at an intermediate point

40. Dirigible – n [C] an aircraft like a large balloon (a bag filled with gas) with an engine

41. Discover – v to find out something that you did not know before; to find a place, fact, or substance that no one new about before

42. Disrupt – v to interrupt something and prevent it from continuing by creating a problem

43. Diverge – v to follow a different direction, or to be or become different

44. Docklands – n [U] an area of east London, near the River Thames, where old warehouses (large buildings for storing goods) have been changed into fashionable flats and the offices of many banks and other businesses

45. Double-decker – n [C] a bus that has both an upper and a lower level where people can sit

46. Drab – adj boring, especially in appearance; having little colour and excitement; lacking brightness or interest; drearily dull; of a dull light brown colour

47. Escape – v to get away from a place where you are in danger; to get away from a very unpleasant situation; to get away from an embarrassing or annoying situation; to avoid a difficult or unpleasant situation; to avoid thinking about or dealing with an unpleasant situation that you are in

48. Exhibition – n [C/U] an

event at which objects such as paintings are shown to the public, a situation in which someone shows a particular skill or quality to the public, or the act of showing these things

49. Facilities – n [pl] the buildings, equipment, and services provided for a particular purpose

50. Flotation – n [C] the ability to float, or the process of floating

51. Gamut – n the complete range of things of a particular type

52. Gear – n [U] the special clothes and equipment that you use for a particular activity

53. Generate – v to cause something to exist; to produce energy in a particular form; to create jobs or work

54. Golf – n [U] a game played outside on grass in which each player tries to hit a small ball into a series of nine or 18 small holes, using a long, thin stick with a club end

55. Gothic – adj of or like a style of building that was common in Europe between the 12th and 16th centuries; the characteristics are pointed arches and windows, high ceilings, and tall, thin columns

56. Gourmet – n [C] someone who knows a lot about good food of very high quality and wine

57. Gradually – adv slowly in small stages or amounts

58. Graceful – adj having or showing grace or elegance

59. Greenwich – n an early-established district of today's London, England, centred 5.5 miles

(8.9 km) east south-east of Charing Cross. The town lends its name to the Royal Borough of Greenwich

60. Greenwich meridian – n [C] the prime meridian, which passes through the former Royal Observatory at Greenwich. It was adopted internationally as the zero of longitude in 1884

61. Harbor – n [C] an area of water near the land where it is safe for boats to stay. A port is a harbour where passengers and goods can be taken on and off

62. Heritage – n [C/U] the art, buildings, traditions, and beliefs that a society considers important to its history and culture

63. High-rise – adj a high-rise building is very tall with many floors or levels

64. Hillwalking – n the movement through and over hills and mountains without the planned use of a climbing rope or other climbing aids. It can take place within the UK or in any part of the world which has mountainous terrain. Outside the UK it is usually referred to as trekking, but the principles are the same and the necessary skills are similar.

65. Holy – adj important in a religion, or used in worship; respected for living a very religious life

66. Impact – n [C] an effect, or an influence

67. Impart – v to give something such as information, knowledge, or beliefs to someone; to give something a particular quality

68. In a nutshell – used for

saying that you are going to express something in a simple, direct way

69. In pursuit of – chasing after something in order to achieve it

70. Incentive – n [C/U] something that makes you want to do something or to work harder, because you know that you will benefit by doing this

71. Inclined – adj feeling that you want to do something; tending to behave in a particular way or to be interested in a particular thing

72. Income – n [C/U] money that is derived from working or from investing money

73. Incredible – adj surprising, or difficult to believe

74. Infrastructure – n [C/U] the set of systems within a place or organization that affect how well it operates, for example the telephone and transport systems in a country

75. Landmark – n [C] a famous building or object that you can see and recognize easily

76. Layout – n [C] the way in which the different parts of something are arranged; the way in which something such as a room, building, or city is arranged

77. Leisure tourism – n [U] also called pleasure tourism or holiday tourism. It is a type of tourism when a person goes on holiday and does not travel on business. Thus, the purpose of tourism in this case is recreation. Leisure travellers look for sun, sea and sand. They want to go sunbathing, swimming and diving. So this kind of travellers go

to sea resorts or holiday camps and stay at resort hotels. Leisure travellers enjoy organized entertainment and sport. In a resort hotel there are always swimming-pools, fitting-centres, tennis courts, discos. A resort hotel offers its customers contests, concerts, shows, animation programmes for children. Usually it offers tours and visits to different attractions: local sights or amusement or theme parks.

78. Life span – n [C] the length of time that a person or animal lives or is expected to live

79. Long-haul – adj travelling a long distance, especially by air

80. Lose sight of – v to forget an important fact, or to forget what your main aim is, because you are thinking too much about other things

81. Magnify – v to make something appear bigger than it really is; to make something appear more important, severe, or dangerous than it really is; to praise

82. Marine toilet – n [C] designed to maintain sanitation on the open sea. The reasons a normal toilet will not work should be reasonably apparent. A bowl that always has water would be subject to spilling out over the sides in rough weather. As such, a marine toilet bowl is typically kept dry. Water is then pumped into the bowl after use, much like an airline toilet.

83. Monitor – v to regularly check something or watch someone in order to find out what is happening

84. Open returns – are flexible

tickets as you do not need to specify the exact time and date you want to return on. If you've purchased an Off-Peak or Super Off-Peak ticket, you can change the time of your outbound date, but must travel on the date specified on the ticket. An Anytime ticket can be used on the outbound journey for the date specified on the ticket and any day up to 4 days later. All you need to do is make your return journey within the time specified, typically 28 days after the outward journey. Tickets with the name 'Day' (such as *Anytime Day Return*) only allow you to return on the same day as your outward journey. There are 3 types of Open Return tickets available, each with varying flexibility and cost: Anytime Return – no restriction on return travel. Off-Peak Return – return travel permitted Off-Peak trains only. Super Off Peak Return – return travel restricted to only Super Off-Peak trains.

85. Overseas – adj happening or existing in a country across the sea from your country; coming from a country across the sea

86. Pageantry – n [U] the traditional features of formal ceremonies, for example special clothes, music, and decoration

87. Parasailing – also known as parascending or parakiting, is a recreational kiting activity where a person is towed behind a vehicle (usually a boat) while attached to a specially designed canopy wing that reminds one of a parachute, known

as a parasail wing. The manned kite's moving anchor may be a car, truck, or boat. The harness attaches the pilot to the parasail, which is connected to the boat, or land vehicle, by the tow rope. The vehicle then drives off, carrying the parascender (or wing) and person into the air. If the boat is powerful enough, two or three people can parasail behind it at the same time. The parascender has little or no control over the parachute. The activity is primarily a fun ride, not to be confused with the sport of paragliding

88. Piccadilly Circus – a place in London where several large roads join each other and where there is always a lot of traffic. People sometimes say a place is ‘like Piccadilly Circus’ when they mean it is busy or crowded. In this context, a circus, from the Latin word meaning “circle”, is a round open space at a street junction

89. Pilgrimage – n [C/U] a journey that a religious person makes to a holy place

90. Pour in – v to arrive or go somewhere quickly in a large group or in large amounts; to (cause to) flow quickly and in large amounts

91. Psychologist – n [C] someone who studies how people’s minds work and how this affects their behaviour

92. Reasonable – adj someone who is reasonable behaves in a sensible and fair way; used about people’s decisions, actions etc; if

something is reasonable, there are good reasons for thinking that it is true or correct; fairly good, although not extremely good

93. Reject – v to not agree to an offer, proposal, or request; to disagree with an idea, argument, or suggestion; refuse to agree to (a request)

94. Relief – n [U] a relaxed happy feeling that you get because something bad has not happened or a bad situation has ended; the reduction of pain or the effects of an illness

95. Remain – v to continue to be in a particular situation or condition; to continue to be something, even after a long period of time; to continue to exist, especially after other things have gone or been dealt with

96. Residence – n [C/U] a house or other place where someone lives, especially a large house used by an important person; the fact that someone lives somewhere, or the period of time that they spend living there

97. Reunion – n [C] a social event for people who have not seen each other for a long time, for example members of the same family or people who studied or worked together

98. Revenue – n [C/U] income from business activities or taxes

99. Reward – n [C/U] something good that happens or that you receive because of something that you have done; money that you receive for working

100. Royal – adj relating to a king or queen or the members of their family

101. Rung – n [C] one of the narrow bars across a ladder, that you put your feet on when you climb up; a level of achievement

102. Sailing – n [U] the sport or activity of travelling across water in a sailing boat

103. Search engine – n [C] a computer program used for searching for information on the Internet

104. Seeker – n [C] someone who is looking for something or trying to get something

105. Sensation – n [C/U] a feeling, especially a strange one, caused by a particular experience; an event that causes a lot of excitement and interest

106. Shore – n [C] the land that is on the edge of a lake, river, or sea

107. Shrine – n [C] a holy or sacred place, which is dedicated to a specific deity, ancestor, hero, martyr, saint, daemon, or similar figure of awe and respect, at which they are venerated or worshipped. Shrines often contain idols, relics, or other such objects associated with the figure being venerated.

108. Sights – n [pl] places of interest, especially to visitors

109. Significant – adj very large or noticeable; very important

110. Skydiving – also known as parachuting is a method of transiting from a high point to Earth with the aid of gravity, involving the control of speed during the descent with the

use of a parachute. It may involve more or less free-fall, a time during which the parachute has not been deployed and the body gradually accelerates to terminal velocity

111. Snorkel – n [C] a piece of equipment with a tube and mouthpiece that fits into your mouth so that you can breathe while swimming just below the surface of the water

112. Software – n [U] programs used by computers for doing particular jobs; part of a computer system that consists of encoded information or computer instructions, in contrast to the physical hardware from which the system is built

113. Soho – n an area of the City of Westminster and is part of the West End of London, England. Soho is a small, multicultural area of central London; a home to industry, commerce, culture and entertainment, as well as a residential area for both rich and poor. It has clubs, including the former Chinawhite nightclub; public houses; bars; restaurants, etc

114. Solar power – n [U] energy that uses the power of the Sun's light and heat to produce electricity

115. Span – v to last for a particular period of time, especially a long period; to include the whole of an area; if a bridge spans an area of water, it crosses it; to include a number of different things

116. Speechless – adj so surprised, upset, or angry that you cannot think of anything to say

117. Storyteller – n [C] a person who writes, tells, or reads stories

118. Stumble – v to fall or almost fall while you are walking or running; to move with difficulty and nearly fall because you are tired or ill; to make a mistake when you are trying to achieve something

119. Subtropical – adj belonging to or relating to parts of the world that are immediately south or north of the tropics (the hottest areas) and have very hot weather at some times of the year

120. Summit – v the top of a mountain; the highest level of achievement in something; a meeting or series of meetings between leaders of two or more countries

121. Supply – v to provide someone or something with something that they need or want

122. Surface – n [C] the top of a layer or outside part of something

123. Swift – adj moving or capable of moving with great speed; happening quickly or immediately

124. Take for granted – to expect someone to always be there and do things for you even when you do not show that you are grateful; assume that something is true without questioning it; to get used to something

125. Take off – v if an aircraft takes off, it leaves the ground and starts flying

126. Tend to – v regularly or frequently behave in a particular way or have a certain characteristic; to deal with the problems or needs

of a person or thing

127. The City (London) – n the business centre of London where the large financial organizations are, such as the Bank of England

128. Thrill – v to make someone feel very excited and pleased; n [C] a feeling of extreme excitement, usually caused by something pleasant

129. Trade fair – n [C] an event at which companies show their new products

130. The Tube – n [C] the system of underground trains in London

131. Unspoilt – adj an unspoiled place is beautiful because it has not been changed or damaged by people

132. Vegetate – adj to start producing leaves or flowers; to be lazy or not active

133. Vegetation – n [U] plants in general, or plants that are found in a particular area

134. Vessel – n [C] a large boat or ship

135. View – n [C] a personal opinion, belief, or attitude about a particular situation or subject; the area or place that can be seen; a sight or prospect, typically of attractive natural scenery, that can be taken in by the eye from a particular place

136. Vigor – n [U] bodily or mental energy, enthusiasm, and determination

137. Walkway – n [C] a path that has been built for people to walk along, sometimes referring to one that is above ground level and connects two buildings

138. Wander – v to travel from place to place, especially on foot, without a particular direction or purpose; to stroll

139. Wedding – n [C] a ceremony in which two people get married

140. Westminster Abbey – formally titled the Collegiate Church of St Peter at Westminster, is a large, mainly Gothic abbey church in the City of Westminster, London, just to the west of the Palace of Westminster. It is one of the United Kingdom's most notable religious buildings and the traditional place of coronation and burial site for English and, later, British monarchs. Between 1540 and 1556, the abbey had the status of a cathedral.

141. Whole – adj complete or not divided; all of; entire

142. Wholesome – adj conducive to or suggestive of good health and physical well-being; conducive to or characterized by moral well-being; likely to have a positive influence on people's behaviour or mental state

143. Wild – adj (of an animal or plant) living or growing in the natural environment; not domesticated or cultivated; (of a place or region) uninhabited, uncultivated, or inhospitable; (of sea or the weather) rough and stormy; (of people) not civilized; primitive; lacking discipline or restraint

144. Worthwhile – adj worth the time, money, or effort spent; of value or importance

145. Xhosa – n a member of a South African people traditionally living in the province of Eastern

Cape. They form the second-largest ethnic group in South Africa after the Zulus.

146. Zip-line – consists of a pulley suspended on a cable, usually made of stainless steel, mounted on a slope. It is designed to enable a user propelled by gravity to travel from the top to the bottom of the inclined cable by holding on to, or attaching to, the freely moving pulley. Zip-lines come in many forms, most often used as a means of entertainment. They may be short and low, intended for child's play and found on some playgrounds. Longer and higher rides are often used as a means of accessing remote areas, such as a rainforest canopy. Zip line tours are becoming popular vacation activities, found at outdoor adventure camps or upscale resorts, where they may be an element on a larger challenge or ropes course. The jungles of Costa Rica, Florida, Puerto Vallarta, and Nicaragua are popular destinations for zip line enthusiasts.

TRAVEL AGENCIES



UNIT 5. TRAVEL AGENCIES

Topic areas

- *Travel agency products and services*
- *Six steps to successful selling*
- *Dealing with enquiries and taking bookings over the telephone*
- *Booking terms and conditions*
- *Weekend breaks to Madrid*
- *Confirming a booking and writing a reply*

*I'm proud to be a travel agent, to assist my clients;
who many times become my friends.*

Keep calm and call your travel agent.

*Travel consultants are like magicians.
You may never know what goes on behind the scenes
but you'll definitely enjoy their magic.*

1



Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent make money from?

1. Advice on visa and passport applications
2. Airline tickets / round-the-world tickets / train tickets
3. Brochures for tour operators
4. Coach tours and trips
5. Foreign currency and traveller's cheques BrE / traveler's checks AmE
6. Hotel bookings
7. Package holidays
8. Transport information
9. Travel insurance

2



Listen to five customers. Which product or service do they want? Fill in the table.

<i>CUSTOMER</i>	<i>PRODUCT / SERVICE</i>
1	
2	
3	
4	
5	

3 Match the words with their definitions.

- | | |
|---------------|---|
| 1. advantage | a) a person who gives information or advice in business |
| 2. benefit | b) a useful, positive effect that something has |
| 3. browse | c) something that helps or that gives a better chance of success |
| 4. awareness | d) knowing about something and probably being interested in it |
| 5. consultant | e) to succeed in making somebody believe something |
| 6. convince | f) to spend time looking at something without a clear idea of what you want |

4 Complete the sentences using the words given above.

1. A good does not necessarily know the answers to every question, but does know where to find the answer.
2. Adverts on TV and in magazines are used to create of new products.
3. The of using a travel agent is that they can help find the best holiday.
4. The main of learning English is that most people in tourism speak it .
5. There is so much information to through on the Internet that it is easy not to find what you want.

5  Read the article. Decide which answer A, B, C or D best fits each space.

SIX STEPS TO SUCCESSFUL SELLING

Your job as a travel agency sales consultant is to help your customers to choose their next holiday. This is a (0) job, and in order to do it well, you need to (1) an established routine called the (2) process.

IS CREATIVITY THE KEY TO SUCCESSFUL SELLING?

Stage 1

To begin any sales process, it is important to (3) customer's (4) of the products your agency offers. Adverts in the agency (5) , for example, attract people's attention, and may bring them into the shop.

Stage 2

This is possibly the most important stage in sales. Many people are nervous about buying because they think that sales consultants only want to get their money. From the very first (6) with a new client, you need to (7) them that you are really interested in helping them find the right holiday. Of course, sometimes people go into a travel agency just to (8) through the brochures. In this case, do not stand next to them and ask questions. Let them know you are there, but leave them alone. Give them time.

Stage 3

When a customer asks for help or information, we move on to the next stage – investigating the customer’s (9) This is also an important part of the sales process; it is only when you have a clear idea about where a client wants to go, when he wants to travel, who with, and so on, that you can select the best product for him.

Stage 4

When you have selected the most suitable products, you need to present them in terms of:

Features – these are what a holiday has, such as the hotel (10) , transfers from the airport, excursions, etc.

Advantages – these are what make the holiday better than other similar holidays. The fact the price includes bar (11) , for example, would be an advantage.

Benefits – why a particular feature is good for the customer you are talking to at the moment.

At this point in the process many customers will want time to think. The best thing to do is to get their contact details and invite them to take the brochures home and browse through them. If you have done a good job of presenting the product, they will probably be back a few days later.

Stage 5

When the customer returns to your agency ...

- | | | | | |
|-----------|-----------------|-------------|----------------|-------------|
| 0 | A accomplished | B skilled | C gifted | D talented |
| 1 | A pursue | B chase | C obey | D follow |
| 2 | A sales | B trade | C market | D commerce |
| 3 | A rise | B lift | C raise | D boost |
| 4 | A familiarity | B knowledge | C acquaintance | D awareness |
| 5 | A box | B window | C area | D space |
| 6 | A moment | B glance | C minute | D look |
| 7 | A bring | B argue | C convince | D satisfy |
| 8 | A review | B browse | C inspect | D supervise |
| 9 | A complaints | B interests | C demands | D needs |
| 10 | A opportunities | B standards | C facilities | D features |
| 11 | A expenses | B receipts | C earnings | D costs |

6 Answer the following questions.

1. In which stage does a sales consultant do most of the talking?
2. In which stage does a sales consultant have to listen most carefully?
3. What are the ways of raising customer awareness?
4. What should you do when customers are looking at brochures?
5. Features, advantages, or benefits – which is the hardest for a sales consultant to explain to a customer?
6. What do you think happens in the last two stages which are not described in the article?

7 Give the English equivalents to the following words and phrases. Be ready to use them in the sentences of your own.

Шість кроків до успішного продажу; слідувати встановленому шаблону; процес продажу; кваліфікована робота; підвищувати обізнаність клієнта; пропонувати (пропозиція); оголошення; вітрина агентства; привертати увагу людей; заохочувати (привести до); торгівля; нервувати; на першій хвилині знайомства з клієнтом; переконувати; відповідна відпустка; проглядати; брошура; просити про допомогу; робити запит щодо інформації; переходити до наступного етапу; вивчати потреби клієнта; мати чітке уявлення; вибирати; підходящий продукт; представляти; особливості; перевага; витрати на випивку; дізнаватися контактні дані; користь; повертатися.

8  Put the following selling steps in order and dwell upon them.

- presenting products
- closing the sale
- raising awareness
- after-sales service
- establishing rapport
- investigating needs

9 Complete the extracts from the conversation between Karl and Anita with the phrases from the box. Then listen and check.

<i>body clock</i>	<i>get used</i>
<i>airfare</i>	<i>option</i>
<i>loads</i>	

1. Well, we were, but the problem is that Nicki's already out there. I mean there's not much point paying 1 _____ for her.
2. Well, probably your best 2 _____ is to travel out to Australia independently, and then once you're there, take a tour run by a local tour operator.
3. Ah, that's great. There's 3 _____ you can do from there.
4. Yes, so we thought we'd spend a couple of days there at the beginning while we 4 _____ to the time difference.
5. Good idea. It's a big difference. It's a bit of a shock for the 5 _____

10  **Listen to the conversation one more time and define if the following statements are T (true) or F (false).**

Karl and Anita want

1. to travel around Australia with their daughter
2. a package holiday for the three of them
3. to fly to Adelaide
4. to travel out to Australia in July
5. to stay for longer than three weeks
6. to stay in Melbourne for twelve hours

11  **Choose one of the travel agencies in your country. Write the assessment report of this travel agency using the plan and the following phrases.**

as well as / but / despite the fact that / nevertheless / however / therefore / although / all in all / even though

a wide variety of / an excellent choice of / quite reasonable / sky-high / highly recommend / this centrally located travel agency for travellers / tourists on light budget

To: Mr AJ Smith
Travel Sales Consultant

From: Ms Scott
Customer

Subject: Join Up Travel Agency

Date: 5th December, 2020

Introduction

The aim of this report is to assess the suitability of Join Up travel agency for travellers on tight / light budget.

Products / Services

...

Prices

...

Atmosphere

...

Recommendation

...

12



Make a list of the information a travel agency sales consultant will need to take when a customer makes a booking for a holiday. Now compare your list with the ideas mentioned in the memorandum (memo).

MEMO

To: all sales staff	Subject: Key reservations data
<p><i>Please be sure to enter the following key data when taking holiday bookings.</i></p> <ol style="list-style-type: none">1. date of booking2. booking reference number3. full name and contact details of client (postal address, daytime and evening telephone numbers, email address)4. number of people in party5. names of people in party6. ages of children (2-12 yrs old ~ discount)7. dates of outward and return journeys8. ticket type (economy, premier class)	<ol style="list-style-type: none">9. accommodation – name of hotel, its type (luxury hotel ~ five-star one; resort hotel; congress hotel; country house hotel; guest house; B and B; hostel) / resort10. number and type of rooms required (single, double, twin)11. special requirements (children, disabled)12. meal basis (full board, half board)13. other services (airport hotel, airport car parking, transfers, local excursions, car hire)14. method of payment (in cash; by credit card / cheque)15. deposit details <p><i>Please also get clients to double check all details before signing the booking form.</i></p>

13



Look at the booking form below. Then listen to a travel agent deal with a telephone enquiry and complete the form.

Booking reference number 1		Destination Madrid		
<i>Flights from</i>	<i>From</i>	<i>To</i>	<i>Date</i>	<i>Time</i>
Outward	Heathrow	Barajas	13 April 2
Homeward 3	Heathrow 4 5
Name of hotel	El Prado			
Hotel code	E25 HO9			
Type of accommodation	single <input type="checkbox"/>	double <input type="checkbox"/>	triple <input type="checkbox"/>	
	twin <input type="checkbox"/>	private bathroom <input type="checkbox"/>		
No. of nights 6			
Party members 7			
Name (s)	Title Mr	Initials 8	Surname..... 9	
Address	37 Bristol Drive, Swansea			
Postcode 10			
Telephone number 11			

14



Listen to a travel agency sales consultant taking a booking and complete the booking form. Answer the questions.

Booking reference number		Cicerone Travel Services	
CTS060625797H		9 Wilson Court, Bristol	
CUSTOMER DETAILS			
First name	<input type="text"/>	Family name	<input type="text"/>
Address	<input type="text"/>		
Daytime tel no	<input type="text"/>	Evening tel no	<input type="text"/>
Mobile tel no	<input type="text"/>		
Email	<input type="text"/>		
PARTY DETAILS			
No of people in party	<input type="text"/>	Ages of children	<input type="text"/>
Date of outward journey	<input type="text"/>	Date of return journey	<input type="text"/>
Ticket type	<input type="text"/>		

ACCOMMODATION		PAYMENT DETAILS	
Name of hotel / resort	<input type="text"/>	Method of payment	<input type="text"/>
Number of rooms	<input type="text"/>	Deposit details	<input type="text"/>
Type of rooms	<input type="text"/>	Customer's signature	<input type="text"/>
Meal basis	<input type="text"/>	Date of booking	<input type="text"/>
Special requirements	<input type="text"/>		
Other services	<input type="text"/>		

1. Which key data is still missing?
2. What did the travel agent forget to do before Mrs. Venables signed the form?
3. When will Mrs. Venables get her invoice and what must she do then?

15



Read the article that describes booking terms and conditions. Match the following headings with the different conditions.

1. Cancellations
2. Booking changes
3. Compulsory insurance
4. Flight delays
5. If we change your holiday before you leave
6. If we make changes after you have booked your holiday
7. Your holiday price

BOOKING TERMS AND CONDITIONS

- a. We may need to make changes to the information in this brochure as our holidays are planned many months **beforehand**. If we make any changes before you make your booking, your travel agent will tell you about them before you finish your booking.
- b. Occasionally we have to change your accommodation. If we make a change after you have made your booking, we will put you into accommodation of the same standard or higher, and in a similar type of resort.
- c. The prices in our brochure were correct at the time of printing, but we **reserve the right to make changes**. If we do this, your travel agent will **confirm all price changes** before you make your booking.
- d. If you want to **cancel your booking**, the person who made the booking must send us written instructions. If you cancel your booking, we may ask you to **pay cancellation charges**. We will not **refund any insurance premiums** you have paid.

- e. If you want to change your booking, we will try to help you, but we cannot **guarantee** that we will be able to do this. If you change your booking, we will **charge** you €15 for each person in your group.
- f. If you make a booking with us, you must take out suitable insurance, either with us or with another company. If you have a **known medical condition**, please tell our sales agent when you make your booking.
- g. We try hard **to avoid flight delays**, but they do sometimes happen. If there is a delay, we will try **to provide extra services, food, and accommodation**. If we are unable to provide these services for any reason, then we will **pay compensation**.

16 Translate and transcribe the following words from the article from ex. 15.

Brochure, beforehand, reserve, confirm, cancel, cancellation charges, insurance, premiums, refund, guarantee, delay, compensation.

17 Look at the booking conditions. Which ones are about:

1. situations/problems the tour operator may have?
2. situations/problems a tourist may have?
3. situations/problems that happen before a holiday?
4. situations/problems that happen during a holiday?

18  Work in pairs. Take turns to be a travel agent sales clerk or a customer. The customer will ask questions about the booking terms and conditions. Here are some questions.

1. Are the prices in the brochure all correct?
2. What happens if we cancel our holiday?
3. Do we need insurance or is that included in the price?
4. Can we change our booking if we have to?
5. Will we definitely get the hotel we asked for in the booking form?
6. What happens if there are flight delays?

e.g. *Customer* Are the prices in the brochure all correct?

Travel agent Well, the prices were right when the brochure was printed, but if they are different now, the tour operator will tell me when I make the booking. And if the prices have changed, I'll tell you before you sign the booking form.

19



Have you (or your family or friends) ever had a problem when you were on holiday? Tell your partner about it.

Where were you? When was it? Who was with you? What happened?

20

Match phrases from A with phrases from B to create information and advice for tourists.

A

B

- | | |
|---|--|
| 1. If you travel with us to an airport, | a. please ask for assistance – we serve more than 1200 towns and cities in the country. |
| 2. If the destination you want is not listed in this timetable, | b. we cannot accept responsibility for your complaint. |
| 3. If you have a problem during the journey, | c. tell the driver at the earliest possible moment. |
| 4. If you have a complaint to make during your holiday, | d. you may be asked to pay a small surcharge at some hotels on the tour. |
| 5. If you do not contact our representative before the end of your journey, | e. you must allow at least one hour between the coach arrival time and the flight check-in time. |
| 6. If you have asked for a special diet, | f. you must contact our representative at the resort before you return home. |

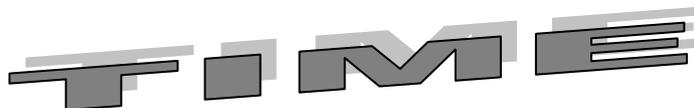
21

Complete these four pieces of information / advice for a tourist coming to your country.

1. If you are going to hire a car, ...
2. If you come to our country in the high season, ...
3. If you are a vegetarian, ...
4. If ...

22

Study the following ways of using the word 'time'. Look the phrases up in the dictionary and explain their meaning.



- | | |
|---------------------------------|-------------------------------------|
| ○ have a nice / good / bad time | ○ a time zone |
| ○ in time | ○ estimated time of departure (ETD) |

- in good time
- run out of time
- estimated time of arrival (ETA)
- dead on time
- take your time
- the right / wrong time to do sth
- at any one time / at any given time

23 Complete the sentences using the phrases given above.

1. The trains run _____, just like clockwork.
2. It was a rush but we arrived just _____ – a few minutes later and we'd have missed the flight.
3. My watch was very fast so we arrived _____ for the departure.
4. The flight leaves at 10.45 and the _____ is 13.25.
5. It's the _____ of year to go. The weather's neither too hot nor too cold.
6. We had to wait in line for 30 minutes because only a few visitors were allowed in _____.
7. When you go from New York to London you cross five different _____.
8. There's no need to rush, you can _____.
9. Los Angeles and London are in different _____.
10. The _____ of arrival is 11.35.
11. _____, we're in no hurry.
12. The flight arrived _____ on time, not a minute's delay.
13. Make sure you leave in _____ time to get to the airport before check-in closes.
14. There are about 5000 visitors at _____.
15. We _____ and we weren't able to complete the project.

24 Give the English equivalents to the following words and phrases. Be ready to use them in the sentences of your own.

Проводити добре час; хороша/погана пора щось робити; в будь-який час; вчасно (але раніше)/вчасно (у певний визначений час); завчасно; не поспішати; визначений час відправлення (прибуття); часовий пояс; погано проводити час; немає часу; точний як годинник; метушня; пропускати рейс; годинник поспішає; годинник відстає.

25 Complete the dialogue (confirming a booking) with the phrases from the box.

- a) *and the return flight*
- b) *Tracy speaking*
- c) *I'll send her the tickets and a confirmation in writing*
- d) *and where will I be staying*
- e) *could you give me your name*
- f) *could you tell me who the tickets should be sent to*
- g) *how can I help you*
- h) *my pleasure*
- i) *could you give me the details, please*
- j) *is that right*

Travel agent Good afternoon. _____ .

Customer Hello, is that Madway Travel?

Travel agent Yes, _____ ?

Customer I'd like to confirm the arrangements for my business trip to Italy please.

Travel agent Certainly. _____ ?

Customer Sure. It's Philip Weston, W-E-S-T-O-N.

Travel agent Fine, I'm just bringing you up on the screen. You're going to Milan, _____ ?

Customer Yes, that's correct. _____ ?

Travel agent OK, so you're leaving on the thirty-first of March on flight number AZ102, check-in at 9.20, leaving Heathrow 10.20, arriving 13.00.

Customer _____ ?

Travel agent We've booked you on AZ521 from Milan to Heathrow, leaving at 17.05 and arriving at 18.45. Check-in by 16.00.

Customer OK. _____ ?

Travel Agent Two nights at the Hotel Miramare. It has single rooms with private bathroom, minibar and the usual facilities.

Customer Right. Yes, I've stayed there before.

Travel agent _____ ?

Customer Yes, my secretary, Mrs Michelle Young at the TSB bank. You've got the address.

Travel agent OK, _____ .

Customer Thank you very much.

Travel agent _____ ?

26 Complete the letter of confirmation with the information from the dialogue from ex. 24 and the phrases below.

- a) yours sincerely
- b) with reference to the above
- c) together with invoice no. 12/0954F
- d) travel consultant
- e) if you have any queries
- f) all your reservations have been confirmed

Medway Travel

15 Rochester Way
Maidstone
MD4 2DS

Mrs Michelle Young
TSB Bank
35 Stanley Road
Gillingham

2 March 2020

Dear Mrs Young,

RE: BUSINESS TRIP TO ITALY

1 _____ I am pleased to enclose Mr Weston's travel documents,
2 _____ .

3 _____ and the itinerary is as follows:

Booking reference: 12/0954F Destination (s): Milan

Date	From / To	Flight No.	Check-in	Depart
4 _____	5 _____	6 _____	7 _____	8 _____
_____	10 _____	11 _____	12 _____	13 _____
9 _____		_____	_____	_____

Hotel accommodation	Date	Duration
14 _____	15 _____	16 _____

17 _____ please do not hesitate to contact me.

18 _____

Enc. Tickets+vouchers

27



Write the letter of confirmation using the example from ex. 25.

28

Translate the sentences into English.

1. Два місяці тому я зробив запит по телефону в турагентство щодо заявок оформлення візи та закордонного паспорту, наявності брошур короткочасної подорожі до Мадриду, інформації щодо засобів транспорту.
2. Вже багато років турагентство заробляє гроші, організовуючи автобусні тури, подорожі з повним комплексом послуг, купуючи авіаквитки та залізничні квитки, а також квитки в кругосвітню подорож, оформляючи страховку, бронюючи готельні номери та маючи справу з іноземною валютою та оплатою чеків подорожуючого.
3. Мій друг вирішив подорожувати сам. Коли він отримав номер свого замовлення, він сплатив всі послуги турагента кредитною картою.
4. Вчора о 10:00 я переглядав брошури у пошуках відповідного туру. Найкращою альтернативою для мене виявився тур в Німеччину, організацією якого займався місцевий туроператор. На першій хвилині знайомства з туроператором я зрозумів, що він вивчав мої потреби та намагався переконати, що він зацікавлений в моїй обізнаності.
5. Уявіть, коли я прибув в аеропорт, вже оголошували посадку на прямий рейс до Буенос-Айреса. Ще трішки, – і я б пропустив свій рейс, отже необхідно приїжджати завчасно до відправлення.
6. Як тільки ми забронювали тур в Барселону, який був розрекламований у брошурі, ми почали пакувати свої валізи. Ми мали багато зробити. До того ж, необхідно було перевірити заздалегідь ще деякі деталі.
7. Коли ми їздили закордон, ми перетинали декілька часових поясів. Я звик до різниці в часі.
8. У нас близнята, тому ми шукали номер із двома ліжками три тижні, поки не знайшли відповідний з видом на Середземне море.
9. Не поспішай. Визначений час відправлення поїзду – 18:05. Краще подумай про важливіші речі прямо зараз.
10. Жаль, минуле літо було хорошою порою, щоб добре провести час у Франції, але ми не скористалися цим.

29**Complete the letter of reply with the phrases from the box.**

yours sincerely

I am pleased to enclose

there is current availability

thank you for your recent request

included in the price

£100 off the brochure price

make the necessary arrangements

please do not hesitate to contact us

4 April 2020

Dear Mr and Mrs Blake,

1 _____ for information on escorted journeys to Central and Eastern Europe. 2 _____ a brochure which you may find of interest. In particular, given your requirements, I recommend:

- Highlights of Central Europe (page 72, tour code 1958A). This holiday lasts 14 days and takes in Berlin, Warsaw, Budapest, Vienna and Prague.
- Best of Central Europe (page 68, tour code 1938A). This tour leaves from Berlin and covers Warsaw, Krakow, Brno, Prague and Dresden.

These excursions are accompanied by an experienced travel guide and accommodation in first class hotels with service charges and portorage 3 _____. We are currently offering 4 _____ if the Highlights of Central Europe tour is booked and paid for before the end of the month.

5 _____ for both of these tours and we would be more than pleased 6 _____ for your holiday. If you require any further assistance 7 _____.

8 _____,
Michelle Packard

Michelle Packard
Travel Consultant

30**Read the letter and correct all the underlined mistakes.**

Mr Sergiusz Jablonski
28 Riverside
Bristol
4 April 2020

Dear Mr Jablonski,

Re: Great offers to Spain

Thank you very much for your recent request for **1 informations**. As a Preferred Customer who has previously booked with Galaxy Travel, I thought you would be **2 interesting in** some of our **3 holiday's ideas** in Spain this summer. I am pleased to **4 join** a Magic of Spain brochure, which **5 is including** a new great value holiday to Andalucia and a leaflet dedicated to short **6 brakes** in Madrid and its surroundings.

Madrid is particularly suitable, not only for its wealth of attractions but also for its geographical location. For example, both **7 of** Toledo and Segovia can easily be reached from Madrid by rail, bus or car and are easily explored by **8 feet**.

I believe you will find that these holidays **9 are offering** excellent value for money. So much **10 is include** in the price that is often an extra, such as insurance and cancellation cover, portorage of **11 luggages** and excursions **12 accompagnied** by experienced guides.

We are currently offering £50 off the brochure price if any of these holidays are booked and **13 payed** for by the end of the month.

If you need any **14 farther** details please do not hesitate to contact us.

I look forward to **15 hear** from you.

Yours sincerely,
Paul Lewis
Paul Lewis
Branch Manager
Galaxy Travel

31



You are a travel sales consultant. You receive a letter from an overseas tour operator asking for information about weekend breaks in Ukraine. Use the following phrases and the letters above to write the reply to the letter.

Thank you for your interest in ...
We specialise in ...
I suggest ...

I enclose ...
If you need any further information ...
I look forward to hearing from you.

32



Read some information from a Madrid city guide and match the subheadings below to the paragraphs.

1. How to Get There
2. Where to Stay
3. Restaurants, Cafes, and Bars
4. Shopping in Madrid
5. Royal Madrid
6. A Night Out
7. A Cultural Afternoon
8. Beyond Madrid

WHAT TO DO IN MADRID

Few European cities **take their entertainment** as seriously as Madrid. The city is an international centre for cultural events, **putting a great deal of energy** into **providing its citizens and visitors with the best in traditional and modern entertainment** throughout the year. World famous **orchestras, ballets, and operas** are daily events. The country's best flamenco acts bring their southern Spanish art to Madrid's international audiences. Some of Europe's liveliest cafes and bars are found here. Be prepared for late nights, however, because many activities begin well after midnight.

A.....

The Prado Museum contains the world's greatest **assembly** of Spanish painting – especially works by Velazquez and Goya – **ranging** from the 12th to 19th centuries. It also houses impressive foreign collections particularly of Italian and Flemish works. Ideally you should make several visits, but unfortunately 48 hours doesn't allow you that **luxury**.



B.....

Although some people claim that El Rastro has changed a great deal since its **heyday** during the 19th century, plenty of Madrilenos still shop here **in search of a bargain**. But get there early, by midday it's almost impossible **to move through the crowds**.

C.....



Flamenco is a late-night art form with shows usually taking place through the evening and into the early hours of the morning. Most **venues** offer dinner and a show, which may be singing only, or both singing and dancing. Casa Patas is still the best place **to capture the raw power of genuine flamenco guitar** and

cante - singing.

D.....

Madrid is **notorious for** its late meal times, with lunch around 3 pm and dinner around 11 pm. For the majority of travellers, eating times here take some getting used to. Madrilenos usually have two breakfasts (desayunos). The first may be a quick coffee at home. The second, around 10 or 11 am, is often eaten in a bar or a cafe.

E.....

Madrid's vast and lavish Palacio Real was built to impress. The site, on a high hill **overlooking** the river Manzanares, had been a Moorish fortress until destroyed by fire in 1734, during **the reign** of Felipe V. This **suited** Spain's first Bourbon king well – his idea of a palace was the Versailles of his childhood, and so he **commissioned** a new French-style palace to be built **on the spot**. It took 26 years to construct and became the home of the ruling monarch's family until Alonso XIII **went into exile** in 1931. The present king, Juan Carlos I, lives in the more modest Zarzuela Palace outside Madrid, but the Palacio Real is still used for **state occasions**.



F.....

It takes about 20 minutes by taxi or bus **to reach the city centre** from Barajas airport. The airport bus **departs** from International Terminal 1 every 12

minutes and goes to Plaza de Colon. **The metro also runs from the airport, giving fast access** to anywhere within Madrid.

G.....

A wide variety of hotel-type accommodation exists including hotels, apartment-hotels, hostels, and pensions. Spanish hotels are **rated** from one to five stars. One- and two-star hotels offer **basic facilities** and the better ones have **friendly staff, high standards of cleanliness, and air-conditioning**, which is **essential** in summer. Hotel-residencias (HR) are hotels without a meal service; otherwise, they are the same as other hotels.

H.....

Toledo is easily reached from Madrid by rail, bus, or car and is then **best explored on foot**. The Romans built a fortress **on the site** of the present-day Alcazar, the Visigoths made Toledo their capital in the 6th century AD and in the Middle Ages



Toledo was **a melting pot of Christian, Muslim, and Jewish cultures**.

33 Answer the questions.

1. In what way could a visit to the Prado be a problem?
2. Why is it not a good idea to go to El Rastro in the afternoon?
3. Is Casa Patas a discotheque?
4. What is the best way to get to the city centre from the airport?
5. In what way is a Hotel-residencias different from a standard hotel?
6. Why do you think Toledo is 'best explored on foot'?

34 Look for the following times and dates in the guide. What do they refer to?

6th century	the Middle Ages	12th – 19th century
19th century	11 am	every 12 minutes

35 Give the English equivalents to the following words and phrases.

Ставитися серйозно до організації дозвілля; культурні події; визначати за рівнями; докладати зусиль; надавати найкращі традиційні і сучасні розваги; протягом року; житель; відвідувач; в пошуках вигідної покупки; світові оркестри; балет; опера; повсякденні події; найкращі виконання фламенко; шумні кафе та бари; найкраща світова колекція

іспанських гравюр; вислати у вигнання; вміщати; доїхати до центру; вражаючі закордонні колекції; величезна різноманітність готелів; відвідати декілька разів; доносити до публіки; відтворити всю розкіш; значно змінитися; товариський персонал; процвітання; пробиратись крізь натовп; високі стандарти чистоти та кондиціонування; йти кудись до полудня; нічне дозвілля; відбуватися з самого вечора і до ранку; місце проведення свята; почути справжнє захоплююче фламенко на гітарі та надзвичайної сили спів; прославлений; пізні прийоми їжі; більшість подорожуючих; королівський; виходити видом на річку; мавританська фортеця; правління; давати доручення; негайно; місцеві події; міжнародний термінал; зруйнований внаслідок пожежу; відправлятися з аеропорту; швидко дістатись кудись; необхідні зручності; невід'ємний (цінний); за межами; оглядати пішки; будувати на місці чогось; поєднання (плавильний котел) християн, мусульман і євреїв.

36

Translate the sentences into English.

1. Мадрид – це столиця Іспанії, яка докладаеть багато зусиль, щоб надати своїм жителям та туристам найкращі традиційні та сучасні розваги.
2. Як не дивно, світові оркестри, балети, опери, найкращі виконання фламенко є щоденними подіями у Мадриді.
3. Коли я приїхав у Мадрид, мене зачарувала найкраща світова колекція іспанських гравюр, а також вражаючі колекції італійських та фламандських художників.
4. Якщо ви в іспанській столиці заради пошуку вигідної покупки, приходьте в модний торговий район до полудня, адже потім вам доведеться пробиратись крізь натовп.
5. Тут ви почуєте справжнє захоплююче фламенко на гітарі та надзвичайної сили спів.
6. Більшість подорожуючих знайде всі необхідні сучасні зручності, високі стандарти чистоти та кондиціонування, а також привітний персонал в іспанських готелях.
7. Ви коли-небудь були за межами Мадриду? Якщо ні, це прекрасна можливість поїхати в Толедо, до якого легко дістатися залізницею, автобусом чи автомобілем. Визначні місця варто оглянути пішки.
8. Неможливо відтворити всю розкіш Мадриду словами, його потрібно побачити на власні очі.

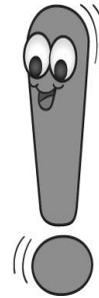
37

Work in pairs. Student A, you are a travel agent (a sales consultant) and need to complete the booking form. Student B, you are a customer and want to find out about weekend breaks to Madrid.

You should think of all of the holiday details the sales consultant will ask.

The following phrases are useful when answering the phone

- Good morning. Corporate Travel. May I help you?
- I'll put you through.
- I'm sorry, the line's engaged / busy.
- Sorry to keep you waiting.
- Would you like to hold?
- May I take a message?
- May I get him to call you back?
- I'll check availability.
- May I just take some details?



GLOSSARY TRAVEL AGENCIES

1. **Accommodation** *n* a place for someone to stay in; **accommodate** *v*
2. **Advertise** *v* to tell the public about a product or service in order to persuade them to buy it
3. **Advertisement** *n* a picture or picture+set of words or text only, which is intended to persuade people to buy a product or use a service, or that gives information about a job that is available or an event that is going to happen
4. **Agency window** a similar frame in a travel agency, used especially for showing goods to the public
5. **Arrangement** *n* practical plans for managing the details of an event involving many people; **arrange** *v*
6. **Arrival** the time when someone or something arrives at a place from somewhere else; **arrive** *v*
7. **Assess** *v* to carefully consider a situation, person, or problem in order to make a judgment; **assessment** *n*
8. **Awareness** the fact of knowing that something, for example, a particular company or product, exists; **to be aware of something**
9. **B&B (Bed and Breakfast)** a private house or small hotel where you can sleep and have breakfast
10. **Bargain** *n, v* to discuss the conditions of a sale, agreement, for example to try and get a lower price; a great deal
11. **Beforehand** before a particular event; used especially for talking about something done in preparation for the event
12. **Benefit** *n (for)* an advantage you get from a situation; **benefit** *v* **considerably / enormously good for something/someone**
13. **Body clock** the natural system in your body that controls your behaviour at particular times of the day or year, for example: what time you wake up or feel hungry
14. **Book** *v* to make arrangements to stay in a place, or travel at a particular time in the future **SYN reserve**
15. **Booking** an arrangement to buy a travel ticket, stay in a hotel room at a later date; **to make a booking**
16. **Booking reference number** a number that shows someone where they can find information that they need
17. **Brochure** a small magazine containing details and pictures of goods or services that you can buy
18. **Browse** *v* to look at different parts of a magazine, the Internet, hoping to find something that interests you
19. **Cancellation** *n* a decision to stop something that has been arranged from taking place; **cancel** *v*
20. **Cancellation charge** an amount of money that you have to pay, especially when you had planned to visit a place or when someone does something for you
21. **Capture** *v* to feel the atmosphere of something
22. **Commerce** *n* the buying and

- selling of goods and services
- 23. Compensation** money that someone receives because something bad has happened to them
- 24. Compulsory** must be done because of a rule or law
- 25. Confirm** *v* to say that something is definitely true because you know about it; **confirmation** *n*
- 26. Congress hotel** a hotel which provides everything necessary for large meetings, with a lecture theatre and exhibition facilities
- 27. Contact details** your email address and phone number, possibly your home address, fax number, etc.
- 28. Convince** to persuade someone to do something
- 29. Country house hotel** a hotel which is situated in pleasant scenery, and provides comfortable but informal accommodation for people who want to relax in a quiet place
- 30. Delay** *n* a situation in which a plane, train leaves or arrives late; **delay** *v*
- 31. Departure** an act of leaving a place, especially at the start of a journey; **depart** *v*
- 32. Deposit details** a record of the amount of money that a customer has paid as the first part of a large payment
- 33. Direct selling** the practice of selling products and services directly to the public, without using shops, agents
- 34. Double room** a room that is large enough for two people to sleep in, especially one in a hotel or a rented property
- 35. Economy class** the cheapest type of seats in a plane
- 36. Engaged** if you call someone on the telephone and their line is engaged, they are already speaking to someone else
- 37. Establish** to form or create something for the first time
- 38. Estimate** a calculation of the value, size, amount, etc of something made using the information that you have, which may not be complete
- 39. Exile** *n* a situation in which you are forced to live in a foreign country because you cannot live in your own country, usually for political reasons
- 40. Feature** *n* one of the details that describes a particular product or service
- 41. Full-board** a hotel which provides guests with all their meals
- 42. Genuine** *adj* real, rather than pretended or false
- 43. Guest house** a small hotel, usually run by the person or family that owns it
- 44. Half-board** the price of a room in a hotel that includes breakfast and dinner
- 45. Heyday** *n* the time when someone or something was most popular, successful, or powerful
- 46. Homeward flight** one in which you are going in the direction of home
- 47. In bulk** in large quantities, and usually at a reduced price
- 48. In time** early enough

- 49. Insurance premium** a regular payment made to an insurance company so that you are protected by insurance
- 50. Investigate** to find out information, for example: by asking somebody a number of questions
- 51. Itinerary** a list of things that will happen, for example: on a tour, and their times
- 52. Light budget** not very much money
- 53. Like clockwork** happening or working correctly, with no problems or delays
- 54. Luxury hotel** a hotel which provides every facility (service and convenience) a wealthy guest might need
- 55. Market** *v* to show and advertise a product to the public
- 56. Meal basis** an agreement of how many meals will be provided as part of a holiday package, for example: bed and breakfast or full board
- 57. Melting pot** a situation in which there are many different types of people, ideas, religions, etc existing together
- 58. Memorandum (memo)** a short legal document that contains the important details of an agreement
- 59. Notorious (for)** famous or well known for something bad
- 60. On time** arriving at the correct time and not late
- 61. Option** an extra feature on a new product that you can choose to add when you buy it; something that you can choose in a particular situation
- 62. Outward flight** one in which you are going away from home
- 63. Overlook** *v* to have a view of something from above
- 64. Party** a group of people who go somewhere together
- 65. Porterage** *n* when someone helps you carry bags that you are travelling with
- 66. Premier class** best, largest, or most important
- 67. Product** *n* something that a company sells
- 68. Raise** *v* to increase something
- 69. Rapport** *n* friendly agreement and understanding between people
- 70. Reasonable price** an affordable and convenient price
- 71. Refund** *n* money that was yours that you get again, especially because you have paid too much for something or have decided you do not want it
- 72. Refund** *v* to give someone their money back, especially because they are not satisfied with the goods or services they have paid for
- 73. Requirement** *n* something that someone needs or demands; **require** *v*
- 74. Reservations data** key information about one's booking
- 75. Resort hotel** a hotel in a resort, for people who are on holiday rather than on business
- 76. Return flight** an air journey that departs from and arrives back at the same airport
- 77. Run out of time** to have no more time available to finish something

- 78. Rush** *n* a situation in which you need to hurry
- 79. Sales consultant** a person whose job is to give customers information and advice in order to help them buy the product that is right for them
- 80. Sales process** all the activities that happen between a customer first knowing that a product exists, and buying the product
- 81. Select** *v* to choose something or someone by thinking carefully about which is the best, most suitable
- 82. Service** *n* help and advice given to customers in a shop, hotel, or business; **service** *v*
- 83. Single room** a room that is meant to be used by one person only
- 84. Site** *n* a place where something important or interesting happened
- 85. Sky-high price** extremely high
- 86. Suitability** the degree to which something or someone has the right qualities for a particular purpose
- 87. Time zone** one of the 24 areas that the world is divided into, each of which has its own time
- 88. Travel agency** a business that helps people plan holidays and make travel arrangements
- 89. Travel agent** a person or company whose business is to make travel arrangements for people, for example: buying tickets, arranging hotel rooms, or selling package holidays
- 90. Travel insurance** an arrangement with the 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
- 91. Twin room** a room that contains two single beds
- 92. Variety** a number of things, ideas that are all different from one another
- 93. Venue** the place where an activity or event happens
- 94. Visa** an official mark put on your passport that gives you permission to temporarily enter or leave a foreign country

GRAMMAR REFERENCE

1

Give the form of the 3rd person singular of the Present Simple.

Example: to write – he writes, to cost – it costs, to apply – she applies

arise	dream	give	let	send	spend
bear	drive	go	lie	set	spoil
become	dwell	have	lose	shake	spread
earn	eat	hear	make	shine	spring
bring	fall	hold	mean	show	stand
broadcast	feel	hurt	meet	shrink	steal
buy	find	keep	overtake	sing	stick
choose	fly	know	pay	sink	strike
deal	forecast	lay	put	sit	swell
do	forget	lead	read	sleep	swim
teach	freeze	leave	ride	slide	take
tear	get	lend	ring	smell	upset
tell	continue	book	rise	speak	wake
think	improve	smile	run	speed	wear
throw	boost	travel	say	spell	win
tread	use	check in	see	rent	wind
understand	enjoy	develop	seek	promote	write
provide	attend	succeed	sell	advertise	hand out

2

What are the he/she/it endings for these verbs in the Present Simple?

Put them in the correct groups.

*arrive wash stay carry finish go make do clean fly change
watch check tidy take*

-s _____

-es _____

-ies _____

3

Write descriptions for the following jobs.

Example: a pilot – a pilot is a person who flies an aircraft.

A tour guide, a flight attendant, a tourist information officer, a travel agent, a receptionist, a waiter, an event manager, an inspector, a hotel manager, a chef, a porter, a ticket collector, a driver, a purser, a chambermaid, a resort representative

4**Complete the sentences using the Present Simple.**

1. Darina (*not/work*) _____ on Mondays.
2. The house keeper (*change*) _____ the towels every day.
3. The hotel (*not/offer*) _____ room service after 11 p.m.
4. We (*not/serve*) _____ dinner before 9 p.m.
5. Guests often (*ask*) _____ for an alarm call.
6. A waiter (*not/finish*) _____ work until late at night.

5**Complete the sentences with the affirmative form of the verbs in the Present Simple.**

1. I _____ (*drive*) but my sister _____ (*cycle*).
2. The Sun _____ (*rise*) in the east and _____ (*set*) in the west.
3. The Prime Minister _____ (*travel*) abroad in his own private airplane.
4. It _____ (*cost*) \$20 million to be a space tourist for one week in the International Space Station.
5. The European Commission _____ (*meet*) in Brussels.
6. My dad _____ (*read*) two or three brochures every week.
7. I _____ (*understand*) geography more than science.
8. My favourite tourism TV programme _____ (*start*) at half past ten.
9. The boss _____ (*give*) my colleagues lots of tasks to cope with.
10. We _____ (*like*) bungee-jumping because it's fun and good exercise.

6**Complete the interview with the correct form of the Present Simple.**

Peter: So what 1) _____ (*you/do*) in your free time, Ann?

Ann: It depends. I 2) _____ (*sometimes/go*) to the beach in the morning and relax. But I 3) _____ (*not/usually stay*) there long because it 4) _____ (*be*) too hot.

Peter: What 5) _____ (*you/do*) in the afternoon?

Ann: I 6) _____ (*usually/visit*) my friend Justin. He 7) _____ (*have*) a boat and we go sailing. The Caribbean's a fantastic place for sailing.

Peter: And after that?

Ann: We 8) _____ (*often/go*) for a drink in a bar on the beach and just talk. One of my friends 9) _____ (*play*) the guitar. It's great fun.

Peter: 10) _____ (*you/stay*) out late?

Ann: No, we _____ (*not/stay*) out late because I 11) _____ (*start*) work early in the morning so I 12) _____ (*go*) home around ten o'clock and 13) _____ (*watch*) a film on video before I go to bed. I 14) _____ (*not/do*) a lot in the week.

Peter: Thanks, Ann.

7

Use the word in parentheses in *the Present Indefinite*.

1. The Strait of Dover _____ (*separate*) the British Isles from the continent. 2. The chief English rivers _____ (*not/flow*) rapidly. 3. The Thames _____ (*begin*) only nine miles from the eastern bank of the Severn. 4. The west wind sometimes _____ (*give*) rise to the danger of flooding. 5. If you _____ (*go*) to the west of the Pennine Chain, you will enter the most beautiful part of England, the Lake District. 6. Where _____ (*lie*) the beautiful lake Windermere? 7. The most northerly town of England, Berwick _____ (*stand*) at the mouth of the Tweed. 8. When you _____ (*be*) in London, take as many photos as you can. 9. The ship "Baltica" _____ (*leave*) for London in a few days. 10. I was listening in last night. Suddenly the bell _____ (*ring*) and I _____ (*hear*) my friend's voice, "Hurray! I am going to England!"

8

Ask *general questions* and *special questions* on the words in bold type.

1. Great Britain lies **in the eastern part of the Atlantic Ocean**. 2. **The sea** surrounds the British Isles. 3. **The presence of the sea** makes climate warmer in winter and cooler in summer. 4. A branch of the Gulf Stream comes to the **west coast** of the British Isles. 5. The sea washes away **from the coasts** some of the soil. 6. The coast of England contains many **good** harbours. 7. The sea round about the shores of England abounds **in fish**. 8. Fishermen catch fish **by means of nets**. 9. **When the net is drawn in**, it generally contains **very much fish**. 10. A lighthouse guides **ships** and warns them **of danger**.

9

Fill in the correct *present* or *future* form.

Sophie If 1) _____ (*you/take*) a train, it 2) _____ (*it/be*) much more comfortable. If 3) _____ (*you/need*) a car, you can hire one when 4) _____ (*you/get*) to Glasgow.

Mark If 5) _____ (*I/hire*) a car, 6) _____ (*it/be*) too complicated. I'd rather take my own.

Sophie It's too dangerous. You might fall asleep on the motorway.

Mark I won't fall asleep. I can play loud music. Anyway, 7) _____ (*I/get*) there much quicker when 8) _____ (*there/be*) no traffic on the road. As soon as 9) _____ (*I/arrive*), 10) _____ (*I/ring*) you, I promise.

- Sophie** 11) _____ (*I/be*) worried until 12) _____ (*I/hear*) from you. But don't ring before 13) _____ (*I/be*) awake in the morning.
- Mark** 14) _____ (*I/lie*) down for a couple of hours before 15) _____ (*I/go*).
- Sophie** Good idea. 16) _____ (*you/be*) exhausted tomorrow if 17) _____ (*you /not/ get*) some sleep this evening.

10

Complete the following sentences using the Present Indefinite only.

1. I'm going in the mountains without you if _____ .
2. You'll get new brochures after _____ .
3. I'll be able to afford a holiday in case _____ .
4. They'll be able to check-out when _____ .
5. Your passport will be valid if _____ .
6. You'll tan quickly after _____ .
7. Take your umbrella in case _____ .
8. You'll learn the results as soon as _____ .
9. I must go to the bureau de change before _____ .
10. She'll be pleased when _____ .
11. I wonder if _____ .
12. Will you be upset if _____ ?
13. The young tourism specialist will lose his independence if _____ .
14. Nobody knows when _____ .
15. I'll book a hotel room as soon as _____ .
16. We shall take some measures before _____ .
17. Mother doesn't know whether _____ .
18. I doubt whether anyone _____ .
19. We don't know either if Jane _____ .

11

Complete the text with the correct form of the Present Simple.

ECOTOURISM

The latest trend in tourism, known as ecotourism, 1) _____ (*receive*) great interest and attention from environmentally conscious travelers. Unlike traditional tourism, ecotourism 2) _____ (*promote*) environmentally responsible travel and 3) _____ (*seek*) to ensure that visitors "4) _____ (*take*) nothing but photographs and 5) _____ (*leave*) behind nothing but footprints". An equally important part of the ecotourism equation 6) _____ (*be*) "sustainable" tourism that 7) _____ (*enable*) local people to protect their natural and cultural resources and profit from them at the same time. The truly "green" traveler also 8) _____ (*emphasize*) the necessity for tours that strictly 9) _____ (*limit*) group size, 10) _____ (*coordinate*) with native guides, and 11) _____ (*donate*) a percentage of tour profits to community projects or research.

The ecotourism umbrella 12) _____ (*seem*) to shelter all kinds of outdoor travel-related products – from beach hotels that 13) _____ (*happen*) to be near a rain forest to a national park visit, guided bird-watching, or scientist-led Antarctic cruising. It also 14) _____ (*encompass*) adventure

expeditions, such as trekking and river rafting, as well as less rigorous trips to culturally exotic or archaeologically important locations...

Ecotourism experts **15)** _____ (*be*) confident that ecotourism **16)** _____ (*be*) no longer a fringe part of the travel industry. Preservation of nature for tomorrow drives most of the discussion about a kinder and gentler tourism. For the future, balances **17)** _____ (*need*) to be struck between our interest in visiting a place, the carrying capacity of the destination, and the well-being of all those living there.

12 Translate the following sentences into English. Mind the use of the Present Simple or the Future Indefinite.

1. Я не можу вирішити, чи приєднуватися мені до них. **2.** Якщо ви будете працювати старанно, то до кінця дня завершите роботу. **3.** Я з ним поговорю до твого повернення, але я не впевнений, чи послухає він моєї поради. **4.** Я буду вам дуже вдячний, якщо ви мені продиктуєте своє прізвище по літерах. **5.** Я думаю, все стане ясно, як тільки ми отримаємо від нього листа. **6.** Скажіть йому, що, якщо він поїде в гори, я дам йому свої спортивні черевики; вони йому дуже знадобляться. **7.** З вашого боку буде дуже нерозумно, якщо ви не скористаетесь цією можливістю. **8.** Я впевнений, всі будуть поважати її, як тільки вона почне працювати з нами. **9.** Цей потяг прибуває в Лондон через годину. Якщо ви візьмете таксі, то встигнете зустріти туристів. **10.** Як тільки ви його побачите, запитайте його, коли він від'їжджає і чи зможе він зайти до нас перед від'їздом. **14.** Запитайте на митниці, чи будуть вони оглядати наші валізи. **15.** Якщо ви дістанетесь до наметового містечка першими, чекайте нас.

13 Fill in the correct present or future forms.

When you **1)** _____ (*take*) a holiday with Activity Wales, you **2)** _____ (*have*) the time of your life. As soon as you **3)** _____ (*arrive*), you **4)** _____ (*feel*) as if you **5)** _____ (*be*) in a different world. While you **6)** _____ (*stay*) with us, we **7)** _____ (*do*) our best to ensure that your holiday **8)** _____ (*run*) smoothly and you **9)** _____ (*not/get*) bored. Activity Wales **10)** _____ (*have*) something to offer for all ages and tastes. If you **11)** _____ (*want*) to play golf, ride, sail or fish, our staff **12)** _____ (*be*) happy to make the necessary arrangements, or if you simply **13)** _____ (*want*) to relax and enjoy the breathtaking scenery, we **14)** _____ (*be*) delighted to organise some guided walks. Before your holiday **15)** _____ (*be*) over, you **16)** _____ (*already/plan*) your next visit.

14 Give the form of the Participle I of the following verbs and transcribe it.

to ask –	to try –	to shine –	to live –
to do –	to forbid –	to knock –	to leave –
to have –	to limit –	to slip –	to tie –
to make –	to defeat –	to speak –	to expel –
to stop –	to cancel –	to die –	to give –
to sleep –	to compel –	to spy –	to commit –
to stay –	to see –	to travel –	to cry –
to plough –	to be –	to hit –	to lie –

15 Read David's e-mail to his secretary. Put the verbs in parentheses into the Present Continuous.

Hi Lesley,

I hope everything (*go*) _____ well in the office. I (*write*) _____ this e-mail to let you know that we (*have*) _____ a great time in Florida but we've had to change our holiday plans. We (*not/fly*) _____ on Sunday night as planned. We've decided to fly back on Monday and I (*not/return*) _____ to the office until Tuesday. I (*travel*) _____ to Cambridge on Wednesday for a meeting but I'll phone to confirm when I'm back in the country. Could you also please check that a taxi (*come*) _____ to pick us up from Gatwick Airport at 5 p.m. on Monday?

Thanks for everything.

Best regards,

David

16 Complete the text with the correct form of the Present Simple or the Present Continuous.

EXPLORING SAN DIEGO

Many visitors 1) _____ (*prefer*) San Diego to Los Angeles because it is smaller and 2) _____ (*appeal*) more to people who 3) _____ (*like*) a family atmosphere. For example, Sea World 4) _____ (*put on*) great shows with performing killer whales and dolphins and 5) _____ (*attract*) children and parents alike. Many people 6) _____ (*consider*) San Diego zoo to be the best in the world and the animals 7) _____ (*live*) in the zoological equivalent of five-star hotels. Good free guided tours of the pretty Old Town 8) _____ (*leave*) daily at 10.30 am and 2 pm. Until recently the downtown area was very quiet and dull but 9) _____ (*now/become*) much more fashionable; entrepreneurs 10) _____ (*open*) trendy restaurants and bars and now the whole area 11) _____ (*boom*) as a result of the live jazz concerts which are held every evening during the high season.

17

Use the parenthetical word in Present Simple or Present Continuous.

1. I usually _____ (*finish*) at five, but today I _____ (*work*) until eight.
2. We _____ (*not/have*) many guests outside the summer season, but a big conference _____ (*take place*) this weekend, so we're very busy.
3. Some of the rooms _____ (*not/have*) private bathrooms. Which room _____ (*stay*) in, madam?
4. I _____ (*wait*) for a call from the manager. She _____ (*want*) me to show some important clients our deluxe suites. They _____ (*think*) of holding a business meeting there.
5. I _____ (*work*) with computers a lot in fact. I _____ (*do*) a special training course at the moment. I _____ (*go*) to college every Tuesday evening.

18

Underline the correct verb form in the sentences below.

1. They *prefer/are preferring* to go on holiday in spring when the resorts are less crowded.
2. The brochures *often feature/are often featuring* hotels in Long Beach.
3. LA *experiences/is experiencing* a boom in hotel building this year.
4. The accommodation tax *varies/is varying* from 10-17 percent.
5. A meal for two *costs/is costing* about \$150.
6. I *never go/am never going* to that restaurant again! The food was horrible!
7. San Diego *becomes/is becoming* very popular with British visitors.
8. British Airways *flies/is flying* direct to San Diego daily.
9. We *look/are looking* for a suitable hotel in Amsterdam.
10. Terry and Helen *are having/have* a garden party on Sunday afternoon.
11. Florida *suffers/is suffering* from a severe lack of rainfall at the moment.
12. Theme parks *attract/are attracting* families with young children.
13. We *think/are thinking* of going to California for our holiday this year.
14. LA *has/is having* more museums than any other US city.
15. *Do amphibians live/Are amphibians living* both on land and in water?
16. No wonder the phone bills are so high! You *always talk/are always talking* on the phone!
17. More and more people *move/are moving* to the countryside these days.
18. The hotel *overlooks/is overlooking* the bay.
19. *Do you think/Are you thinking* of taking on more staff for the winter season?
20. Taxis *charge/are charging* \$25 for the journey from the airport.

21. They *renovate/are renovating* the building at the moment and it won't open until next year.
22. The price *does not include/is not including* airport tax.
23. They *open/are opening* a new tour operating division and I *think/am thinking* it'll be very successful.
24. Hurry up. The bus *leaves/is leaving*.
25. David *is looking/looks* at the offers in the window at the moment.
26. He *is trying/tries* to decide which is the best holiday for his family.
27. They *are having/have* a fly-drive offer to Florida.
28. The travel agent *is asking/asks* him when he wants to travel.
29. How *are you spelling/do you spell* your name?
30. We *are accepting/accept* Visa and MasterCard.

19 Complete the letter with the correct forms of the verbs in parentheses using the the Present Simple or the Present Continuous.

Hello Maribel,

How are you? I 1) _____ (*enjoy*) my new job – it's very interesting and varied and I 2) _____ (*meet*) lots of people. The hotel is little but everyone here is well qualified and the standard of service is high. It's a good hotel – they 3) _____ (*have*) lots of facilities for children and disabled people. The staff 4) _____ (*know*) lots of languages so I 5) _____ (*not/learn*) very much Swedish because everyone 6) _____ (*speak*) to me in perfect English.

Stockholm is a fantastic place. The city is on fourteen islands and the Stockholm archipelago has 24 000 islands! I 7) _____ (*plan*) to visit the main ones when I can but I 8) _____ (*not/have*) a lot of free time. What 9) _____ (*you/do*) this summer? 10) _____ (*you/want*) to visit me and we can explore the city and the islands together? Write soon.

Kind regards,

Lisa

20 Complete the e-mail with the Present Simple, the Present Continuous, will be or going to.

Dear John,

How are you? What (*you/do*) _____ in the summer holidays? We (*fly*) _____ to Acapulco next Friday. Our flight (*leave*) _____ at eleven in the evening so I (*be able*) _____ to sleep all the way! We (*spend*) _____ the first few days on the beach, relaxing and sunbathing. I hope it (*be*) _____ nice and hot! After that we (*plan*) _____ to visit the Mayan ruins and go trekking in the jungle for a week. I (*send*) _____ you a postcard!

21

Translate the following sentences into English. Mind the use of the Present Simple or the Present Continuous.

1. Девід проглядає пропозиції щодо короточасних відпусток у вітрині турагентства. 2. Як ви бажаєте сплатити? Ми приймаємо картки Visa і MasterCard. 3. Представник туристичного агентства запитує клієнта, коли він хоче поїхати у довготривалу подорож. 4. Він намагається переконати їх, що це найкращий заохочувальний тур для них. 5. Мої знайомі вирушають у поїздку 'авіа-авто' до Флориди наступного вівторка вранці. 6. Я їду в Мюнхен у середу на зустріч, яка розпочинається о 9.00 ранку наступного дня. 7. Я пишу, щоб поскаржитися на свою відпустку у Венеції. 8. Наш п'ятизірковий готель виходить вікнами на Суецький канал. 9. Ми радимо вам взяти всі чеки подорожуючого з собою і зберігати їх. 10. Це хороша ідея забронювати хостел заздалегідь.

22

Complete the conversation with the correct present perfect form of the verbs in parentheses.

Purser 1) _____ (*you/welcome*) the passengers, Sarah?
Sarah Yes, I have, sir.
Purser 2) _____ (*you/show*) them to their cabins yet? And 3) _____ (*you/check*) all the boarding passes?
Sarah Yes, sir.
Purser 3) _____ (*you/log*) all the passports into the computer?
Sarah Err, no, sir, I 4) _____ (*not*).
Purser And 5) _____ (*you/meet*) the captain?
Sarah No, sir, I 6) _____ (*not/meet*) the captain yet.
Purser Well, he's busy now. I'll introduce you to him later.
Sarah Very good, sir.
Purser That reminds me, Sarah, 7) _____ (*you/take*) your sea-sickness pills yet?
Sarah Yes, sir, I 8) _____ (*already/take*) them.
Purser Good. And 9) _____ (*Kelly/show*) you the emergency exits?
Sarah No, sir, she 10) _____ (*not*).

23

Fill in since or for.

1. John's been on holiday _____ three days. 2. _____ Christmas the weather has been quite mild in the ski resort in Switzerland. 3. The colleagues

have known each other _____ two years. **4.** That's a very old car. The hotel manager's had it _____ ages. **5.** Holidaymakers haven't been all together _____ the New Year. **6.** Tom's father has been a tourist information officer _____ twenty years. **7.** He has worked in Greece _____ eight years now. **8.** I haven't seen Caroline _____ she was promoted to customer service representative. **9.** Peter has dreamed to run a leading travel agency _____ 2015. Now his dream's become true. **10.** Nick has stopped doing the night shift _____ he became short-sighted. **11.** There's been a strike of the airport staff _____ two days. **12.** I've had this job _____ a month. **13.** He's known this sous chef _____ April. **14.** He's been away _____ a long time. **15.** Margaret has been unwell _____ she came back from the North.

24 Use the parenthetical words in Present Perfect.

MY OVERSEAS TRIP

I (*visit/never*) Africa, but I (*travel*) to South America several times. The last time I (*go*) to South America, I (*visit*) Brazil and Peru. I also (*spend*) two weeks in La Paz where I (*hire*) a bicycle and (*cycle*) around the city.

My friend (*go*) to Africa. She (*go*) there last year with her sister. On the way, they (*stop over*) in India for a few days. They (*not/like*) India. My friend (*say*) the people (*be*) friendly but the hotel (*not/be*) very good and it (*rain*) every day.

25 Fill in the gaps with 'gone to', 'been to' or 'been in'.

1. Sam has _____ to the bureau de change to find out some useful information. She'll be back in an hour. **2.** The Browns have _____ to Kenya twice. **3.** My nephew has _____ Prague for three months now. **4.** Do you know where my next-door neighbor is? – Yes, she's _____ the travelling agent's. **5.** Carol's sister has _____ in Vienna since Wednesday. **6.** I have _____ New York several times, but I haven't _____ Atlanta. **7.** My boss has _____ Lisbon for a week, so I'm doing some of his work for him. **8.** We have _____ Milan for very long, so we don't know it well. **9.** Martin isn't here. He _____ the souvenir's to buy presents. **10.** Martha has _____ the hairdresser's to have her hair styled as she is going on a weekend break in

Barcelona. She should be back by 13.00 pm. **11.** I have _____ that city twice but I haven't seen the built destination you mentioned. **12.** She has _____ Manhattan twice.

26 Translate the following sentences into English. Mind the use of the Present Perfect.

1. Він щойно зустрів менеджера відділу бронювання. Якщо ви закінчите працювати із запитами клієнтів вчасно, він вам допоможе забронювати номери в готелі. **2.** Де ви збираєтесь відпочивати влітку? – Ми ще не вирішили. Ти ж знаєш, ми нещодавно купили новий будинок, тому не маємо достатньо грошей для відпочинку. – А ми, напевно, будемо відпочивати на березі Чорного моря. **3.** Я не бачила своїх друзів відтоді, як вони поїхали в Польщу. **4.** Він працює в турагентстві вже два роки. **5.** Відтоді, як я зробив останню фотографію у Варшаві, я не користувався фотоапаратом.

27 Put the verbs in parentheses into the Present Simple, the Present Perfect or the Present Continuous.

WIDENING HORIZONS

The concept of backpacking pensioners may sound strange but it fast _____ (*become*) a common sight. According to Rory Hegarty at the UK charity, Age Concern, there _____ (*be*) a dear trend for retired people to go on increasingly adventurous holidays. 'The stereotype of older people quietly sitting at home _____ (*change*), because the way old people _____ (*think*) about themselves _____ (*change*),' he says. 'They see no reason why they shouldn't lead active lives and large numbers now _____ (*go*) on walking, climbing, rafting, sailing, swimming and other activity and adventure holidays.' Saga Holidays, a company specialising in vacations for the over fifties, is feeling the benefits of this change, bookings to exotic destinations now account for 20 percent of all holidays sold. 'As we all know, people _____ (*live*) longer than in the past and tend to be fitter and healthier in old age than in days gone by, so it's only natural that they _____ (*want*) to continue travelling,' comments Michelle Paul, marketing manager for Saga. She adds that over the last five years, she _____ (*notice*) that the age of those travelling with Saga has increased. The average age of a Saga passenger _____ (*be*) now sixty-six, she reveals. 'But it's not unusual for people in their eighties and nineties to be travelling for exotic places.' Particularly popular destinations with older people _____ (*be*) Thailand, China, Australia, New Zealand and South Africa, says Paul. In the last five years sales of holidays to all these countries _____ (*increase*) dramatically. Destinations including Nepal, India and Botswana also _____ (*see*) growing numbers of bookings from the over sixties.

28

Read the situation and then write a sentence with the Present Perfect Continuous denoting an action which began in the past and has recently stopped.

1. Tom has just come back from the beach in Florida. He got sunburned. (*lie/in the sun*)
2. Janet is tired. (*work long hours/ a tour guide*)
3. Your colleague looks very enthusiastic. (*discuss/the issue of raising customers' awareness*)
4. The hotelier looks exhausted. (*have a talk/with the customer/be always displeased/with the service*)
5. Nick seems very cheerful. (*work as part of a team*)

29

Translate the following sentences into English. Mind the use of the Present Perfect Continuous.

1. Де ти був? – Консультант з продажу шукає тебе з самого ранку.
2. Я давно хочу поговорити з керівником відділу маркетингу, а у нього все немає часу вислухати мене.
3. Скільки часу ви живете в цьому курортному містечку? – Мої батьки переїхали сюди, коли мені виповнилось 10 років. З того часу ми тут і живемо.
4. Джейн виглядає дуже стомленою. І це не дивно, адже останнім часом вона працювала адміністратором в нічну зміну.
5. Чому нікого з персоналу готелю немає на місці? Мені необхідно викликати таксі. – Персонал готелю зараз обговорює питання покращення сервісу. – Цікаво, скільки часу вони обговорюють це питання. Я уже півгодини чекаю, щоб мені хтось допоміг.
6. Що у тебе тут відбувається? Тебе не видно за брошурами і довідниками. – Я шукав вузькоспеціалізовані туристичні об'єкти, які цікавлять клієнта, і знайшов їх. – І довго ти шукав? – Віриш чи ні, але мені знадобилось 2 години, щоб знайти їх.

30

Tim Bryant, a magazine journalist, is interviewing Margaret Rodwell, the founder of a successful company. Put the verbs in parentheses into the Present Perfect or the the Present Perfect Continuous.

Magazine journalist So why do you think your company 1) _____ (*be*) so successful?

Margaret Rodwell Well, our products 2) _____ (*fill*) a large gap in the market and I think one of the most important things is that we always 3) _____ (*listen*) to our clients and we 4) _____ (*act*) on their comments and suggestions.

Magazine journalist And what's the typical day for you?

Margaret Rodwell Well, take today for example. I 5) _____ (*interview*) candidates for a marketing executive post.

- Magazine journalist** And how many you **6)** _____ (*interview*)?
Margaret Rodwell Er, I **7)** _____ (*interview*) four so far. And I **8)** _____ (*talk*) to clients on the phone and off all day. I seem to spend a lot of time on the phone. I **9)** _____ (*discuss*) some ideas with them for the transportation and delivery of our products.
- Magazine journalist** Mm, it sounds like a very busy day.
Margaret Rodwell Oh, that's only part of it. I **10)** _____ (*have*) two meetings, one with Union representatives and one with department heads. And I also **11)** _____ (*work*) on a proposal for a new marketing strategy.
- Magazine journalist** And it's not two o'clock yet.
Margaret Rodwell No, but of course I **12)** _____ (*be*) here since 7 o'clock this morning.
- Magazine journalist** Gosh. And, I hope you don't mind my mentioning this Ms Rodwell, but some rumors **13)** _____ (*calculate*) about your possible engagement to Mr Grimaldi, the banker.
- Margaret Rodwell** No, there will be no engagement, though it's true that Mr Grimaldi and I **14)** _____ (*see*) each other. That's no secret.
- Magazine journalist** When you get the time, I suppose. And it is also true that you **15)** _____ (*learn*) German with a view to introducing your products there?
- Margaret Rodwell** Yes, I have, but I **16)** _____ (*not/learn*) so much yet; there's still a long way for me to go.

31 Read the article about John Clouse. At the time the article was written, Clouse had visited more countries than anyone else in the world. Complete the passage by circling the correct present tense form of the verb.

THIS MAN'S BEEN NEARLY EVERYWHERE

John Clouse *has/is having* the thickest, most dog-eared passport in the world. Turn to page 16 of the 1996 Guinness Book of World Records and you'll find the reason. He *will hold/holds* the record for travelling to all 192 of the globe's independent countries, and to all but a few of the other territories that existed in early 1996.

Clouse, who has spent about \$1.25 million roaming from A to Z in the past 40 years, says he travels for the love of it, not to outrun anybody else who may be keeping a list. He is now down to just three remote islands to visit.

Clouse *has continued/continued* his journeys since making the record book, and not only has he visited every country in the world, but some two or three times. Now he *focuses/is focusing* on the remaining three islands.

‘Yeah, *I’ve been trying/try* to get to three paces: one is the Paracel Islands, owned by China in the South China Sea,’ he says. ‘And on two occasions the weather *has kept/has been keeping* me from reaching Bouvet, an island in Norwegian Antarctica. No. 3 is Clipperton, a French island about 700 miles west of Acapulco.’

After all his travelling he *says/has said*, ‘I don’t believe there are evil empires and evil people. Yes, there are some bad leaders in the world, but seeing people as individuals has taught me that they are all basically alike. You can be in some terrible place and someone will extend hospitality to you.’

Clouse *is traveling/travels* light, with a small suitcase, and seldom *goes/has gone* the first class. His collection of National Geographic magazines is his source for research.

Years ago he stopped taking photos and now *has kept/keeps* a journal of his travels.

He has crossed the Atlantic Ocean at least 100 times and the Pacific Ocean 40 or 50 times.

Clouse *concludes/has concluded* that the right attitude is synonymous with the lightness of his suitcase. ‘Travel without a lot of mental baggage,’ he says. ‘Try not to go with preconceived notions that the place will be dirty or hostile, and if it is, go with the flow and make the best of it.’

‘Learn a few words like *please* and *thank you*,’ he suggests. ‘That really *pleases/is pleasing* people.’

32 Study the Lamonts’ itinerary for their trip to East Africa. Then complete the sentences with the correct *present form* of the verbs.

It is Tuesday, June 11, about 6 pm. So far, the Lamonts 1) _____ (*visit*) three large cities: Nairobi, Dar Es Salaam, and Monbasa. They 2) _____ (*also/stay*) at a world-famous resort, Treetops, and 3) _____ (*tour*) Zanzibar, the “Island of Cloves”. Right now a bus 4) _____ (*take*) them to Moshi, Tanzania; they 5) _____ (*spend*) the night there. Tomorrow they 6) _____ (*start*) climbing Kilimanjaro, which they will be climbing for a total of five days. After they 7) _____ (*finish*) the climb, they 8) _____ (*travel*) to Ngorongoro Crater, which they 9) _____ (*tour*) on the following day before leaving for Arusha, Tanzania. They 10) _____ (*arrive*) in Arusha by early evening and 11) _____ (*spend*) the night there. The bus for Nairobi 12) _____ (*leave*) at 10 am, the next morning. The Lamonts 13) _____ (*be*) back in Nairobi at 4 pm on June 18, in time for their 9 pm departure for New York City.

East Africa Trip Itinerary

Date	Destination
June 5	Land in Nairobi, Kenya, at 12 noon
June 5–6	Stay in Nairobi; tour the city
June 7	Visit Treetops resort in Kenya; stay the night there
June 8–9	Take the train to Dar Es Salaam, Tanzania; tour the city; travel to Mombasa on the afternoon of June 9; stay there that night
June 10	Tour Mombasa; take the boat to Zanzibar; stay there that night
June 11	Tour Zanzibar; return to Mombasa late afternoon; take the bus to Moshi at 5 P.M.; stay in Moshi that night
June 12–16	Climb Kilimanjaro
June 16	Take the bus to Ngorongoro Crater; stay there that night
June 17	Tour Ngorongoro Crater in a land rover until mid-afternoon
June 17	Stay in Arusha that night
June 18	Take the bus to Nairobi; arrive Nairobi 4 P.M.
June 18	Fly to New York, 9 P.M.

33

Complete the text about Barcelona's zoo with *the past simple* form of the verbs in parentheses.

Parc de la Ciutadella

The Parc de la Ciutadella has a large boating lake, orange groves and palm trees full of parrots. The park was originally the site of a fortress which Prosper Verboom (*build*) _____ for Felipe V between 1715 and 1720. In 1878, most of the fortress that (*occupy*) _____ the site was pulled down and the park was given to the city to become the venue for the Universal Exhibition in 1888. The architect, Josep Fontserè, (*design*) _____ the cascade in the park with the help of Antoni Gaudí who (*be*) _____ then still a young student.

Parc Zoologic

You can visit Barcelona's zoo in the city park. The new zoo (*not/open*) _____ until the mid-1950s. The zoo (*have*) _____ a special design in which moats, or small pools of water (*separate*) _____ the animals. The only known example of an albino gorilla, Floquet de Neu, or Snowflake, (*arrive*) _____ at Barcelona zoo in 1966 when he (*be*) _____ three years old. Snowflake soon (*become*) _____ the zoo's mascot and fathered twenty baby gorillas. Nowadays, you can also see dolphin and whale shows in one of the aquariums at the zoo.

34 Rewrite this paragraph in the Past Simple tense.

LATE FOR WORK

Maria’s friend is a chef. She is always late for work because she gets up late. The manager is not happy with her because they are very busy in the hotel with visitors from Europe and America. They are also short-staffed in the restaurant and customers have to wait for their breakfast. Some customers complain and walk out before they get their meal and some even refuse to pay. The manager doesn’t know what to do and so he does nothing.

Last year my friend

.....

.....

35 Use the verbs in parentheses using Past Simple.

1. Picasso’s family (*move*) _____ to Barcelona in 1895.
2. (*you/go*) _____ to the Picasso Museum when you (*be*) _____ in Barcelona last month?
3. We (*eat*) _____ seafood in a great restaurant in the Olympic Port.
4. Mary (*want*) _____ to see all the sights so she (*take*) _____ the tourist bus around the city.
5. They (*buy*) _____ a lot of souvenirs when they (*go*) _____ shopping in the Ramblas.
6. Unfortunately, James (*not/have*) _____ time to visit Parc Guell when he (*be*) _____ Barcelona.
7. I (*ask*) _____ the hotel receptionist for a good place to eat.
8. The taxi driver (*not/understand*) _____ us and (*refuse*) _____ to take us to our hotel.
9. We (*walk*) _____ to the top of La Perera. The views (*be*) _____ fantastic from up there.
10. (*you/see*) _____ any famous people when you (*visit*) _____ Barcelona Football Club?

36 Complete the sentences with the correct past simple form of the verbs in parentheses.

Rachel: What (*you/do*) _____ last weekend, Sophie?

Sophie: I (*go*) _____ to Amsterdam with Neil.

Rachel: Really? How long (*you/stay*) _____?

Sophie: Oh, just for a long weekend. We (*stay*) _____ in a hotel called the Prinsenhof.

Rachel: (*you/do*) _____ anything special?

Sophie: Yes, we (*meet*) _____ some old friends and we (*see*) _____ a lot of art exhibitions. We (*not/have*) _____ time to see Anne Frank's house. Oh, and we (*have*) _____ a lot of Thai food.

Rachel: (*you/eat*) _____ Thai food in Holland!

Sophie: That's right. There are a lot of Thai restaurants near the centre.
(*you/do*) _____ anything special, Rachel?

37

Read the story and fill in the gaps with the past tense of the following verbs:

go / check / have / interview / feel / burn / find / be (×2) / start / come to

In 1990 a visitor to the U.S.A. ... into a hotel in New York. He ... to his room, but ... cold because the air-conditioning...on so he took the curtains, the sheets, and the towels and ... a fire in the middle of the floor. The entire hotel ... down. Luckily there ... no casualties. His bill for one night (without breakfast) ... over \$65,000,000. When the police ... him the following day, they ... that he ... a total of \$16. The daily rate for his room was \$ 120.

38

Write 'WH' questions to get the information underlined.

1. The meeting started at 10 o'clock.
2. The toilet is at the end of the corridor.
3. It takes about an hour to get to Atauro Island.
4. I think Mario has gone to help in the restaurant.
5. He says he will be here at 2 o'clock.
6. There are 1,000 metres in a kilometre.
7. The conference is in June.
8. It is 15 kilometres to the airport.
9. The restaurant is on level 4.

39

Complete the text with the correct form of the verbs in the box. Use the Present Perfect or the Past Simple.

open
evolve

be
expand

become
organise

decline
set up

enhance
take

In 1906 Alfred Kuoni 1) _____ a 'Travel Bureau' in Zurich, Switzerland and one year later 2) _____ his first escorted group tour to Egypt. Over the next fifty years the Kuoni business 3) _____ into Europe and 4) _____ Europe's first travel agency to operate charter flights to Africa. In 1977 Kuoni 5) _____ the first charter tour around the world and nineteen years later 6) _____ its own charter line.

While only two years ago roughly half of Kuoni's turnover 7) _____ still generated in Switzerland, this 8) _____ to less than 30 percent today – testimony of Kuoni's strong pan-European presence. In contrast to other major European operators, Kuoni 9) _____ its position in markets outside Europe such as the USA and India. Over the last few years, Kuoni 10) _____ into a company with a truly global reach that employs a staff of over 7700 specialists around the world.

40

Underline the correct verb form in the sentences below.

1. Thomas Cook *organised/has organised* the first tour in 1841.
2. Pathfinders *wasn't/hasn't been* the first to offer tailor-made holidays.
3. He *worked/has worked* in the travel industry since 1996.
4. When *did you start/have you started* working for Kuoni?
5. Customers *became/have become* more demanding in the last few years.
6. The number of bookings *fell/has fallen* since the accident.
7. So far we *had/'ve had* a very successful season.
8. Visitors from the USA *increased/have increased* by 8 percent since last year.
9. We *started/have started* offering tours to Mexico two years ago.
10. Many operators *put/have put* their prices up lately.

41

Complete the profile of David Crossland, founder of Airtours, with the correct form of the Past Simple or the Present Perfect.

In 1972 David Crossland bought a travel agency called Pendle Travel Services Ltd. During the 1970s business 1) _____ (*grow*) and in 1980 he 2) _____ (*create*) a tour operating division known as Pendle Air Tours. Six years later the company 3) _____ (*sell*) its chain of 21 outlets to concentrate on tour operating. In March 1987 Airtours plc 4) _____ (*be*) born and four years later Airtours International, the UK based in-house airline, 5) _____ (*begin*) commercial flying. During the 1990s the company 6) _____ (*continue*) to expand by acquiring chains of travel agencies and other tour operators in the UK and abroad.

Then in November 2001 Airtours 7) _____ (*announce*) plans for the future of the group under the new name of MyTravel Group plc.

Now MyTravel plc 8) _____ (*become*) one of the biggest operators in four of the world's most active markets for air-inclusive holidays and other leisure travel services: the UK, northern Europe, Germany and North America. There are 15 million customers, 2001 retail travel agencies, and 27 900 employees worldwide. The strategy 9) _____ (*be*) to develop its own key brands for sale through travel agencies. The growth of e-commerce 10) _____ (*enable*) the firm to launch all its brands on the Internet and online sales 11) _____ (*triple*) over the last few months.

42 Complete the letter with the correct forms of the verbs in parentheses using the *the Past Simple* or *the Present Perfect*.

Dear Mr Perez,

Four months ago I 1) _____ (*visit*) your hotel and 2) _____ (*send*) you a report detailing the improvements that must be undertaken before your hotel can meet our quality standards. In particular, the carpet in the reception area badly 3) _____ (*need*) changing, guests 4) _____ (*be*) made to wait unacceptable lengths of time before served and a number of light bulbs 5) _____ (*not/work*) in several rooms.

I 6) _____ (*not/receive*) a letter from you saying that you 7) _____ (*take*) the necessary steps to ensure that the hotel comes up to the required standard. I understand that you 8) _____ (*also/redecorate*) several passageways and I see from the enclosed invoices that the roof 9) _____ (*be*) repaired.

I 10) _____ (*ring*) your deputy manager yesterday in order to confirm my visit next Thursday morning and look forward to meeting you then.

Yours sincerely,

John Warr

John Warr

43 Which part (A-D) of these sentences is incorrect?

1. Many changes took place in the travel industry over the last few years.

A

B

C

D

2. He started his career ten years ago when he has been at college.

A

B

C

D

3. Thomas Cook was the first person to organise a travel package since 1841.
A B C D
4. The number of bookings fell since the air traffic controllers went on strike.
A B C D
5. Are you in charge of product development for very long?
A B C D
6. I think he made too many mistakes when he has been managing director.
A B C D
7. The Greek islands have been popular with holidaymakers since many years.
A B C D
8. How long you worked as a purser on board of a cruise ship?
A B C D
9. I have worked as a purser for I started working on cruise ships.
A B C D
10. Are you a tourism student for a long time?
A B C D
11. Competition has made cruising more affordable for the 1990s.
A B C D
12. Cruising has lose some of its traditions but formality on board has survived.
A B C D

44

Match sentences 1 to 6 with meanings a to f.

- a finished event (no present connection)
 b a finished period in the past
 c past events in order
 d past event and present result
 e events in a period up to now
 f a present period which started in the past
- 1 I've won the lottery: I'm rich!
 - 2 I've had this car for years.
 - 3 I've seen it three times.
 - 4 I got married in 2016.
 - 5 I went to school until 2006.
 - 6 First I had a bath, then I had dinner, then I watched TV.

45

Complete the text with the correct *present perfect* or *past simple* form of the verbs in parentheses.

AIR TRAVEL BRINGS RAPID CHANGE

In the 1960s it (*become*) _____ cheaper and faster to travel by air than by sea. Shipping companies (*start*) _____ fly-cruises, offering to fly passengers to

their ships at faraway ports. Older transatlantic liners (*not/be*) _____ able to compete with jumbo jets. The original *Queen Mary*, for example, (*go*) _____ out of service in 1967 and (*end*) _____ her days as a hotel and museum ship in Long Beach, California. Since the seventies, cruises (*operate*) _____ in all continents and new, larger ships (*enter*) _____ service in recent years. The industry (*never/be*) _____ so successful and passengers (*never/be*) _____ so much choice. Among the new cruise ships are Royal Caribbean International's *Voyager of the Seas* and Cunard's *Queen Mary 2*. A new generation of cruise ships (*arrive*) _____.

_____ Since the early 1970s, tour operators and cruise lines in Europe (*offer*) _____ cruises as a holiday experience.

46

Complete the text about Yukio's inter-railing holiday with the past simple or present perfect form of the verbs in parentheses.

Yukio and his friends are travelling around Central Europe by train. So far they (*visit*) _____ Poland where they (*do*) _____ some sightseeing in Cracow and (*stay*) _____ in the mountains in Zakopane. They (*not/visit*) _____ the Czech Republic yet. They're going to stay in Prague for a few days. There probably (*not/be*) _____ any time to see Budapest but Yukio would like to go there in the future. Yukio and his friends are stopping in Germany and France on the way back home. Yukio's friends (*never/be*) _____ to Berlin before. Yukio (*go*) _____ to Berlin in the spring because his girlfriend is studying there with Erasmus exchange programme. Yukio (*be/already*) _____ to France a few times. He (*drive*) _____ from Spain to Paris last summer. Paris is very expensive but he always stays with his brother who lives there. His brother, Kazuo, (*work*) _____ in a hotel in Paris since he finished university. Yukio (*live*) _____ in Tokyo all his life, but he would like to work abroad when he's older.

47

Complete the passage below by putting the words in parentheses into either the Past Simple or the Present Perfect.

THE SPANISH TOURIST INDUSTRY

Tourism to Spain goes back to the 1930s, but package tourism really (*take off*) _____ in Spain during the late 1950s and 1960s. The post-war economic and population growth plus the increase in leisure time and disposable income in Northern Europe (*coincide*) _____ with Spain's policy to welcome tourism, offering a reliable climate, beaches, a different culture and low prices. The favourable exchange rate and competitive cost of living (*be*) _____ additional incentives.

Mass tourism (*begin*) _____ towards the end of the 1970s but the familiarity with Spain and falling standards (*lead*) _____ to a poor image of the country as a holiday destination. As a result, Spain (*face*) _____

competition in the late 1980s from other Mediterranean and long-haul destinations. At that time competitive airfares across the Atlantic to Florida and the low cost of living in America (*mean*) _____ that many people (*prefer*) _____ to go to the States rather than holiday in the Iberian peninsula. Even so, in 1993 Spain (*welcome*) _____ over 57 million visitors – 8 per cent of GNP – and (*account for*) _____ 24 per cent of all Britain's outbound tourism.

The Spanish tourism industry (*make*) _____ many mistakes in the early years with the building of high rise hotels and poor town planning. However, the situation is changing. Over the last few years the government (*restrict*) _____ building and is providing grants for organizations and training in the tourist sector. In addition, it (*implement*) _____ an investment programme to modernize public service facilities and infrastructure and to protect the environment. And with the help of soft loans which the government (*make*) _____ available for refurbishments, many hoteliers (*improve*) _____ the standard of accommodation provided in order to meet the new stricter guidelines.

48

Which sentence describes:

- | | |
|---|--|
| <p>a changes happening now</p> <p>b past events with present results</p> <p>c a current state beginning in the past</p> <p>d the status quo</p> | <p>1 Life has existed on Earth for 4,000 million years.</p> <p>2 Asteroids have hit Earth many times in its history.</p> <p>3 Earth's five continents are still moving apart.</p> <p>4 One million tons of material from space lands on Earth every day.</p> |
|---|--|

49

Change the verb to complete the sentences. Use the correct tense form.

1. I (*live*) in Sydney ...
 - a. *I've lived in Sydney* all my life.
 - b. _____ because it's so beautiful.
 - c. _____ while I decide where to go.
2. I (*read*) 'Secrets' ...
 - a. _____ every summer: it's brilliant.
 - b. _____ I'm about halfway through.
 - c. _____ but I didn't enjoy it.

3. Betty (*have*) ...
- a. _____ the same car for ten years
 - b. _____ a shower at the moment.
 - c. _____ an awful memory.

50 Write questions to find the information underlined. (Remember to check the verb tense).

1. They were picked up at 11 o'clock.
.....
2. I take size 7 shoes.
.....
3. We are flying with Merpati Airline.
.....
4. Maria has gone to a meeting.
.....
5. We are going to Baucau by bus.
.....
6. The tour group arrived at 11 o'clock.
.....
7. The taxi cost me ten dollars.
.....
8. We are staying for a week.
.....
9. You are working on reception tomorrow.
.....
10. Those three suitcases are mine.
.....

51 Add a sentence with the Past Perfect using the notes.

E.g.: Claire looked very suntanned when I saw her last week.

She'd just been on a holiday. (just / be on holiday)

1. We rushed to the station, but we were too late.
..... (the train / just / go)
2. I didn't have an umbrella, but that didn't matter.
..... (the rain / stop)
3. When I got to the concert hall, they wouldn't let me in.
..... (forget / my ticket)
4. Someone got the number of the car the raiders used.

- (steal / it / a week before)
5. I was really pleased to see Rachel again yesterday.
- (not see / her / for ages)
6. Luckily the flat didn't look too bad when my parents called in.
- (just / clean / it)
7. The boss invited me to lunch yesterday, but I had to refuse the invitation.
- (already / eat / my sandwiches)

52 Put the verbs in parentheses into the Past Simple, the Past Continuous, the Past Perfect or the Past Perfect Continuous.

Last summer some friends and I 1) _____ (*arrange*) to go camping. We 2) _____ (*look forward*) to going for weeks when finally the date of departure 3) _____ (*arrive*). We 4) _____ (*load*) the car with our luggage and 5) _____ (*set off*) early in the morning. The weather was perfect, the sun 6) _____ (*shine*) brightly and the wind 7) _____ (*blow*) gently. There 8) _____ (*not/be*) a cloud in the sky! Shortly afterwards, while we 9) _____ (*travel*) along the motorway, we 10) _____ (*notice*) that the car 11) _____ (*make*) a strange noise. Pete, who 12) _____ (*drive*) very fast, suddenly 13) _____ (*stop*) the car. Everyone 14) _____ (*go out*) and 15) _____ (*go*) round to the back of the car. To our surprise the boot was wide open – whoever 16) _____ (*load*) the luggage 17) _____ (*not/close*) it properly, and everything 18) _____ (*fall out*).

53 Using the verb in parentheses choose Past Simple, Past Continuous, Past Perfect or Past Perfect Continuous to fill the gap.

- A. Last summer I 1) _____ (*visit*) the United States. I 2) _____ (*look forward*) to the trip for ages, and I 3) _____ (*enjoy*) myself very much. On the 4th of July a friend 4) _____ (*suggest*) we go and watch the fireworks. I 5) _____ (*see*) fireworks before, but 6) _____ (*never/experience*) anything like the spectacle we 7) _____ (*witness*) that night.
- B. Peter 1) _____ (*drive*) to work yesterday when a dog 2) _____ (*run*) into the middle of the road. Peter 3) _____ (*manage*) to stop in time, but the car which 4) _____ (*follow*) behind him 5) _____ (*crash*) into the back of his car. Then two cars 6) _____ (*collide*) with a police car which 7) _____ (*travel*) in the opposite direction.

54 Open the parentheses using the Past Simple or the Past Continuous.

1. I _____ (*ride*) home on my bike when I _____ (*see*) Elena on a park bench. 2. He _____ (*climb*) a mountain when he _____ (*meet*) his best friend Jane. 3. While Joan _____ (*write*) the report about package holidays, Henry _____ (*look*) for more information. 4. When Mark _____ (*arrive*), the Johnsons _____ (*have*) dinner, but they _____ (*stop*) in order to talk to him. 5. While the chambermaid _____ (*clean*) the hotel room, the traveler _____ (*sleep*). 6. While the porter and the driver _____ (*put*) his bags in the car, Jack _____ (*light*) a cigarette. 7. Molly _____ (*walk*) along the lonely path when she _____ (*come across*) the stranger. 8. They _____ (*talk*) little as they _____ (*drive*) home.

55 Complete the sentences using the Past Simple, the Past Continuous or the Past Perfect Continuous and the words from active vocabulary.

1. She _____ in Liverpool before she came to London.
2. My neighbor locked up the house, _____ and drove away.
3. A friend of mine _____ on the itinerary for two days before he finished it.
4. He hasn't driven a car since he _____ that accident.
5. Tim _____ while Pam was browsing through the brochure.

56 Put the verbs in parentheses into the Present Simple, the Present Continuous or the Past Simple.

A) Hi Maria,

I (*write*) this letter from Singapore airport. I (*sit*) in a small coffee shop and I (*wait*) for my flight to Paris. My flight (*depart*) at 4.30pm and the trip (*take*) about 12 hours. I (*not/look*) forward to the flight, it (*be*) too long.

I (*go*) to Paris last year and (*stay*) in a very small hotel in the centre of town. It (*be*) very noisy and I (*not/sleep*) well. It (*be*) too cold. This time I (*stay*) in Paris for a few days and then I (*take*) the train to Amsterdam.

See you later,
Your friend Mario.

B) Hi Maria,

I (*arrive*) in Amsterdam at 10.30 am this morning. It (*be*) very cold and it (*snow*). All the passengers

on the train (*speak*) Dutch and I (*not/understand*) a word. It (*take*) about three and a half hours from Paris to here. I (*buy*) lunch on the train but it (*not/be*) very good and it (*be*) expensive too. It (*not/ be*) good value for money. Now I (*be*) very tired. At the moment I (*wait*) for a taxi.

I (*be*) sorry about my writing but my hands (*be*) so cold. I (*wear*) a woolen hat to keep my head and my ears warm. I (*look forward*) to a good night's sleep after all the travelling.

**Best regards,
Mario**

57 Complete the brochure extract with the correct present, past or future forms of the verbs in parentheses.

The ways to celebrate a marriage (*change*) _____ along with the changes in the travel industry. In the past, couples typically (*not/go*) _____ abroad for a honeymoon. Today's honeymooners are looking for something exotic and romantic. The trend in recent years (*be*) _____ back to traditional weddings associated with earlier generations. But couples nowadays (*want*) _____ a different honeymoon experience and they are going further away for their honeymoons. Another trend is that more couples (*go*) _____ abroad to get married on their honeymoon. This holiday package (*be*) _____ a popular concept in the Caribbean and Mexico. For many years. The all-inclusive honeymoon trip is another package that (*start*) _____ in Jamaica. This 'one price pays for everything' trip is convenient for families who (*buy*) _____ a honeymoon package for the couple as a wedding present. One thing that (*not/change*) _____ is that people will spend more money on a honey moon than on a regular holiday, which (*continue*) _____ to make honeymoons an important sector of tourism in the future.

58 Fill in the blanks with the correct tense of the verb given. Remember to look at the time phrases.

Hi Maria,

This (*be*) my last postcard from Amsterdam. I (*sleep*) well last night and I (*get up*) for an early breakfast this morning. I (*receive*) your text thanks. I (*be*) here for nearly a week now. How time (*fly*)! It (*be*) a very busy city but the people (*be*) friendly. The weather (*also/be*) a lot better over the past

few days. Last night I (*have*) dinner in an exclusive restaurant and a fly (*land*) in my soup. I (*not/know*) what to do. I (*try*) to explain to the waiter but he (*not/understand*) what I (*say*). Anyway, I (*not/finish*) the soup. This afternoon I (*go*) to the famous Rijksmuseum. I (*always/want*) to go there.

My flight (*leave*) at 11.00pm tonight and so I (*order*) a taxi for 9.00pm. I (*pack*) my bags last night and I (*find*) a few extra dollars so I (*buy*) a few more souvenirs.

See you later
Mario

59 Fill in the blanks with the correct information. Be sure to use the correct tense.

SHOPS	MONDAY TO FRIDAY	SATURDAY	SUNDAY & PUBLIC HOLIDAYS
Optician	8.30 to 12.00	8.30-12.30	Closed
3rd floor	1.30 to 5.00		

Maria calls the optician on Monday morning.
Maria: Good morning (*be*) you open today?
Optician: Yes we (*be*) open all day.
Maria: (*phone*) yesterday but there (be) no answer.
Optician: Sorry, we (*be/not*) open on Sundays.
Maria: I also (*call*) last Saturday.
Optician: On Saturdays we (*be*) only open in the morning. We (*close*) at
Maria: Can I make an appointment to see the optician today?
Optician: Certainly, what time (*be*) best for you?
Maria: Well, because I (*work*) at the moment the best time for me (*be*) lunch time.
Optician: I (*be*) sorry but we (*be*) closed at lunchtime. We (*close*) at and open again at
Maria: (*you/say*) you (*be*) open on Saturday mornings?

Optician: Yes, we are open from to

Maria: Very well, I will come on Saturday morning. Thank you.

60 This dialogue takes place in a hotel at 4 pm. Insert the correct form of the verb and some prepositions. Then practice the dialogue with a colleague.

Hotel: Welcome to our hotel. (be) this your first trip Dili?

Guest: No, I (come) here two years ago a business trip.

Hotel: How long (you/stay) this time?

Guest: I (stay) until Thursday and then I (fly) back Australia.

Hotel: (Would/Should) you please complete this registration form?

Guest: Certainly, (may/should) I borrow your pen?

Hotel: Your room number (be) 427. It (be) the fourth floor.

Guest: Thank you. (be) the restaurant open this evening?

Hotel: Yes, it (close) 10.30pm.

Guest: What time (be) breakfast the morning?

Hotel: Breakfast (be) 6.15am 9.30am.

Guest: Thank you.

61 Insert the appropriate tense of the verb provided.

THE TRAINEE CHEF

Maria: Where (work)?

Chef: I (work) at the Central City Hotel.

Maria: What (you/do)?

Chef: I (be) a trainee chef.

Maria: What (do/a trainee chef)?

Chef: A trainee chef (prepare) and..... (cook) different types of food. For example, a lot of Europeans (come) to our restaurant for lunch, especially business people, and so we (serve) European food. However, yesterday a large group of

Chinese businessmen (*come*) for lunch and so we (*change*) the menu for them.

Every morning, on the way to work, I (*buy*) fresh fish from the stalls near the beach in Lecidere. When I (*get*) to work I (*give*) the fish to my colleague and she (*clean*) them and (*put*) them in the fridge. Then she (*prepare*) the vegetables for the lunchtime menu. First she (*wash*) the salad greens. Then, she (*peel*) the potatoes and (*cut*) them into quarters, then she (*chop*) the carrots into small pieces. She (*slice*) the beans into ten centimetre lengths, (*wash*) them, and (*put*) them in the fridge.

Maria: (*you/do also*) the cooking?

Chef: Yes, I (*be*) responsible for the salad and fish menu. My boss (*cook*) the steak and chicken orders.

Maria: (*you/enjoy*) your job?

Chef: Yes, very much. But I (*not/like*) peeling onions, they (*make*) me cry.

62 Mario arrived in Bali on the 28th of January 2017, and spoke with the immigration officer. Insert the correct tense of the verb given and then complete the immigration card.

My name (*be*) Mario Gomes and I (*be*) here to visit some friends. We (*celebrate*) my 38th birthday here tomorrow. I (*only/stay*) for about 10 days and then I (*go*) back home to Portugal.

I (*come*) here once before, many, many years ago when I (*stay*) in a cheap hotel. I (*look*) for a better hotel this time.

63 Read about Maria's guest house and fill in the correct tense form.

Our guest house (*open*) in October last year. We (*call*) it 'Visitors' Rest'. It (*be*) very near the shopping centre and only a five minute walk from the beach. During the first month we (*have*) fifteen guests. The following month ten businessmen from China and eight Australian tourists (*come*) to stay. The Christmas period (*be*) good for business. In both December and January the guest house (*be*) full to capacity with twenty eight guests each month. Unfortunately February (*not/be*) as good, as guest numbers (*drop*) by ten. However March (*be*) much better; we (*have*) three more

guests than in February. April and May (*be*) both quiet months for visitors; in each of those months we (*have*) half our maximum number of guests, mainly from Europe. In June we (*be*) only a quarter full but in July there (*be*) a conference in Dili, and so guest numbers (*shoot up*) by fourteen to twenty one. In August we (*have*) nine fewer guests than July and in September we (*be*) full again with UN officials. That (*be*) a summary of the past twelve months. Our average number of guests (*be*) fifteen, so, overall last year (*be*) a good year.

64 Sarah Ashton wrote a letter of complaint to the manager of the travel agency. Complete her letter with the correct tense of the verbs in parentheses.

14 Cherry Street,
Edinburgh EH12 1QT.
16th April, 2018

The Manager,
Fly-By-Night Travel,
101 Constable Street,
Edinburgh EH4 3PQ.

Dear Sir,

I ... (*write*) to complain about the way a member of your staff ... (*treat*) me in Fly-By-Night Travel last Monday.

I ... (*go*) in to alter a flight booking to London (your ref. AST/3625/B) as a result of a mistake your office ... (make) in issuing my ticket.

I ... (*try*) to explain the situation to the travel clerk on duty, but he ... (*be*) extremely rude to me. He ... (*suggest*) that I was in the wrong and ... (*tell*) me that I would have to pay a supplement to upgrade my original ticket. In the end I ... (*have to*) pay an extra £50.

I often ... (*fly*) to London and always ... (*use*) Fly-By-Night, but if I ... (*not/receive*) a satisfactory reply to this letter, I ... (*take*) my business elsewhere.

Yours faithfully,
Sarah Ashton.

65 Read this extract from an interview in which a woman is talking about her career. Put the verbs in parentheses into the correct tense. Then work with a partner and compare your choices.

“I (*have*) ... three jobs in my life so far. I (*start*) ... as an Overseas Representative in Tunisia, Greece and Austria, and then I (*work*) ... as an Assistant Resort Manager for two years in Turkey. I (*head*) ... for promotion when I (*decide*) ... to leave in order to start a family. Anyway, now I’m back in work and for the last six months I (*work*) ... as a Contracts Executive so usually I (*spend*) ... a lot of time with hotel managers and (*negotiate*) ... contracts for hotel rooms and services. On top of that I (*select*) ... new resorts and locations. At the moment, I’ve got a trainee with me who (*do*) ... some research into...”

66

Fill in the gaps with the appropriate tense form of the verbs.

1. Although a mature industry, tourism ____ (*be*) a young profession.
2. Among the most famous travellers ____ (*be*) Marco Polo from Venice in the 13th century, Afanasy Nikitin from Russia, Christopher Columbus and Vasco de Gama from Portugal in the 15th century, Magellan from Spain, Amerigo Vespucci from Italy in the 16th century, James Cook from England in the 18th century and other adventurers from Spain, Italy, Portugal, France, England and Holland.
3. Steamships also ____ (*increase*) tourism, especially across the North Atlantic.
4. The automobile and airplane in still more recent times ____ (*become*) also major modes of transportation for recreational purposes.
5. Travel ____ (*be*) likely to increase in the coming years, which ____ (*have*) a significant impact on tourism.
6. By the early 21st century, international tourism ____ (*become*) one of the world’s most important economic activities, and its impact ____ (*become*) increasingly apparent from the Arctic to Antarctica.
7. In addition to their original expenditures, tourists ____ (*produce*) secondary impacts on local economy.
8. The greatest growth in international tourism ____ (*take place*) only since the end of World War II in 1947.
9. Wherever people ____ (*travel*), they usually ____ (*bring*) objects with them.
10. The first travellers ____ (*be*) nomads and pilgrims, merchants and traders.
11. As many countries recognize the potential contribution of tourism to their economy, there ____ (*be*) increasing competition in the development and promotion of tourism among countries in future.
12. During the Roman Empire period (from about 27 BC to AD 476), travel ____ (*develop*) for military, trade and political reasons, as well as for communication of messages from the central government to its distant territories.
13. When the Roman Empire ____ (*collapse*), Roman tourism ____ (*end*).
14. Tourism ____ (*be*) a world industry, but different parts of the world ____ (*offer*) different attractions for the tourist.
15. The growth rate of tourism generally ____ (*exceed*) the growth rate for the worldwide economy.
16. The development of tourism should ____ (*be*) the government strategy.
17. The Romantic Movement of the 18th century ____ (*be*) very useful for the tourism development.
18. People who live in a tourist spot

often ____ (*have*) mixed feelings. **19.** By employing one out of every ten workers, travel and tourism ____ (*be*) the world's largest employer. **20.** Sometimes it ____ (*seem*) as though a new resort area springs up every day wherever there is sun and sea. **21.** One should ____ (*distinguish*) between tangible and intangible components of tourism. **22.** There ____ (*be*) so many new experiences when you travel, it ____ (*be*) difficult not to learn something! **23.** Tourism ____ (*become*) a popular global leisure activity. **24.** Growing so rapidly, tourism ____ (*present*) both tremendous opportunities and challenges. **25.** The good news ____ (*be*) the variety of exciting career prospects for today's hospitality and tourism graduates. **26.** Since being away from home ____ (*be*) a necessary component of tourism, its development as a mass industry depended on modern means of rapid and inexpensive transportation. **27.** The World Tourism Organization ____ (*forecast*) that international tourism ____ (*continue*) growing at the average annual rate of 4 percent. **28.** Undoubtedly, travel ____ (*have*) enormous potential for those who were preparing for a career in princely administration. **29.** Man ____ (*travel*) since ancient times. **30.** Tourism usually ____ (*aim*) at the very top of social ladder. **31.** Since ancient times, travel ____ (*be*) one of the cultural practices used for the acquisition and dissemination of learning and knowledge. **32.** People ____ (*start*) travelling long ago. **33.** Tourism ____ (*develop*) quickly nowadays and the general layout of the industry trends may be predicted and traced. **34.** Perhaps soon people ____ (*use*) interactive computer programmes and virtual travel ____ (*become*) common. **35.** For several decades, Western Europe ____ (*be*) a popular destination for international tourists. **36.** Tourism usually ____ (*aim*) at the very top of social ladder. **37.** Since ancient times, travel ____ (*be*) one of the cultural practices used for the acquisition and dissemination of learning and knowledge. **38.** People ____ (*start*) travelling long ago. **39.** Tourism ____ (*develop*) quickly nowadays and the general layout of the industry trends may be predicted and traced. **40.** Perhaps soon people ____ (*use*) interactive computer programmes and virtual travel ____ (*become*) common. **41.** For several decades, Western Europe ____ (*be*) a popular destination for international tourists.

LIST OF IRREGULAR VERBS

№	Base form	Past simple	Past participle
1.	abide	abode	abode
2.	arise	arose	arisen
3.	awake	awoke	awoken
4.	bear	bore	born
5.	beat	beat	beaten
6.	become	became	become
7.	begin	began	begun
8.	bend	bent	bent
9.	bet	bet	bet
10.	bid	bid	bid
11.	bind	bound	bound
12.	bite	bit	bitten
13.	bleed	bled	bled
14.	blow	blew	blown
15.	break	broke	broken
16.	breed	bred	bred
17.	bring	brought	brought
18.	broadcast	broadcast	broadcast
19.	build	built	built
20.	burn	burnt	burnt
21.	burst	burst	burst
22.	buy	bought	bought
23.	cast	cast	cast
24.	catch	caught	caught
25.	choose	chose	chosen
26.	cling	clung	clung
27.	clothe	clad	clad
28.	come	came	come
29.	cost	cost	cost
30.	creep	crept	crept
31.	cut	cut	cut
32.	deal	dealt	dealt
33.	dig	dug	dug
34.	dive	dove	dived
35.	do	did	done
36.	draw	drew	drawn
37.	dream	dreamt	dreamt

38.	drink	drank	drunk
39.	drive	drove	driven
40.	dwell	dwelt	dwelt
41.	eat	ate	eaten
42.	fall	fell	fallen
43.	feed	fed	fed
44.	feel	felt	felt
45.	fight	fought	fought
46.	find	found	found
47.	fit	fit	fit
48.	flee	fled	fled
49.	fling	flung	flung
50.	fly	flew	flown
51.	forbid	forbade	forbidden
52.	forecast	forecast	forecast
53.	foresee	foresaw	foreseen
54.	foretell	foretold	foretold
55.	forget	forgot	forgotten
56.	forgive	forgave	forgiven
57.	forsake	forsook	forsaken
58.	freeze	froze	frozen
59.	get	got	got/gotten
60.	give	gave	given
61.	go	went	gone
62.	grind	ground	ground
63.	grow	grew	grown
64.	hang	hung	hung
65.	have	had	had
66.	hear	heard	heard
67.	hide	hid	hidden
68.	hit	hit	hit
69.	hold	held	held
70.	hurt	hurt	hurt
71.	inlay	inlaid	inlaid
72.	input	input	input
73.	keep	kept	kept
74.	kneel	knelt	knelt
75.	knit	knit	knit
76.	know	knew	known
77.	lay	laid	laid
78.	lead	led	led

79.	lean	leant	leant
80.	leap	leapt	leapt
81.	learn	learnt	learnt
82.	leave	left	left
83.	lend	lent	lent
84.	let	let	let
85.	lie	lay	lain
86.	light	lit	lit
87.	lose	lost	lost
88.	make	made	made
89.	mean	meant	meant
90.	meet	met	met
91.	mislead	misled	misled
92.	mistake	mistook	mistaken
93.	misunderstand	misunderstood	misunderstood
94.	mow	mowed	mown
95.	overhear	overheard	overheard
96.	overtake	overtook	overtaken
97.	pay	paid	paid
98.	put	put	put
99.	quit	quit	quit
100.	read	read	read
101.	ride	rode	ridden
102.	ring	rang	rung
103.	rise	rose	risen
104.	run	ran	run
105.	saw	sawed	sawn
106.	say	said	said
107.	see	saw	seen
108.	seek	sought	sought
109.	sell	sold	sold
110.	send	sent	sent
111.	set	set	set
112.	sew	sewed	sewn
113.	shake	shook	shaken
114.	shear	shore	shorn
115.	shed	shed	shed
116.	shine	shone	shone
117.	shoot	shot	shot
118.	show	showed	shown
119.	shrink	shrank	shrunk

120.	shut	shut	shut
121.	sing	sang	sung
122.	sink	sank	sunk
123.	sit	sat	sat
124.	slay	slew	slain
125.	sleep	slept	slept
126.	slide	slid	slid
127.	sling	slung	slung
128.	slink	slunk	slunk
129.	slit	slit	slit
130.	smell	smelt	smelt
131.	sneak	snuck	snuck
132.	sow	sowed	sown
133.	speak	spoke	spoken
134.	speed	ped	ped
135.	spell	spelt	spelt
136.	spend	spent	spent
137.	spill	spilt	spilt
138.	spin	spun	spun
139.	spit	spat	spat
140.	split	split	split
141.	spoil	spoilt	spoilt
142.	spread	spread	spread
143.	spring	sprung	sprung
144.	stand	stood	stood
145.	steal	stole	stolen
146.	stick	stuck	stuck
147.	sting	stung	stung
148.	stink	stank	stunk
149.	stride	strode	stridden
150.	strike	struck	struck/stricken
151.	string	strung	strung
152.	strive	strove	striven
153.	swear	swore	sworn
154.	sweat	sweat	sweat
155.	sweep	swept	swept
156.	swell	swelled	swollen
157.	swim	swam	swum
158.	swing	swung	swung
159.	take	took	taken
160.	teach	taught	taught

161.	tear	tore	torn
162.	tell	told	told
163.	think	thought	thought
164.	thrive	throve	thriven
165.	throw	threw	thrown
166.	thrust	thrust	thrust
167.	tread	trod	trodden
168.	understand	understood	understood
169.	undertake	undertook	undertaken
170.	upset	upset	upset
171.	wake	woke	woken
172.	wear	wore	worn
173.	weave	wove	woven
174.	weep	wept	wept
175.	wet	wet	wet
176.	win	won	won
177.	wind	wound	wound
178.	withdraw	withdrew	withdrawn
179.	withhold	withheld	withheld
180.	withstand	withstood	withstood
181.	wring	wrung	wrung
182.	write	wrote	written

GRAPHICAL RULES

- Vowel / **ɑ:** / is represented in spelling by:

- 1) The digraph “ar” (part)
- 2) “a” followed by “ss, st, sk, sp, ft, t, th, lf, lm” (after, past, ask, grasp, after, father, tomato, half, calm)
- 3) “ance”, “anch” in words of French origin (France, glance, ranch)
- 4) “and” when stressed (demand)

Rare Spellings: aunt, draught, laugh, clerk, sergeant, heart, hearth, bazaar, drama, aria, tomato, garage, moustache, vase

- Vowel / **ʌ** / is represented in spelling by:

- 1) The letter “u” in stressed closed syllables (uncle)
- 2) “o” followed by “m, n, v, th” (come, son, love, mother)
- 3) The digraph “ou” followed by “gh, bl(e), pl(e)” (tough, trouble, couple)

To memorise: “ou” + other consonants (country, courage, cousin, touch, young, southern)

Rare Spellings: blood, flood, worry, stove

- Vowel / **e** / is represented in spelling by:

- 1) the letter “e” in closed accented syllables (red)
- 2) the digraphs “ea” before “d”, “th” (bread, weather), “s” /3/ (pleasure, measure);
- 3) in words: heavy, pleasant, peasant, health, wealth, meant, breakfast, weapon, any, many, says, said and some other such like.
- 4) “ie” (friend);
“ei” + /3/ (leisure);
letter “u” (bury)

- Vowel / **æ** / is represented in spelling by:

- 1) the letter “a” in closed syllables (bag, glad)

Note: A number of disyllabic words with the accented letter “a” in an open syllable fall under this rule (family, cavity, palate)

- Vowel / **i:** / is represented in spelling by:
 - 1) the letter “e” in open and historically open syllables (be, meter, these)
 - 2) the digraphs “ee” (meet, see)
 - “ea” (meat, seat)
 - “ie” (piece, field)
 - “ei” (ceiling, receive)
 - “ey” (key)
 - “ay” (quay)
 - “eo” (people)
 - “i” (ski, machine)

- Vowel / **I** / is represented in spelling by:
 - 1) the letters “i” and “y” in stressed closed syllables (sit, window, myth, syllable)
 - 2) “y”, “ey”, “ai”, “ay” when unstressed (city, money, mountain, Sunday)
 - 3) the letter “e” in prefixes (before, decide)
 - 4) the letters “e”, “a” and “u” when unstressed and sometimes stressed (alphabet, pretty; climate; minute, busy)

- Vowel / **ɔ:** / is represented in spelling by:
 - 1) “oor”, “our”, “oar” (door, your, board)
 - 2) “or” /third syllable-type/ (port)
 - 3) “a” followed by “ll” or “l” + consonant (all, salt, talk)
 - 4) “au”, “aw” (autumn, law)
 - 5) “ough”, “augh” + “t” (ought, thought, taught)
 - 6) “war” (war, warm), “quar” (quarter)

Irregular Readings: our, flour, sour, poor

- Vowel / **ɒ** / is represented in spelling by:
 - 1) The letter “o” in closed stressed syllables (not)
 - 2) The digraph “wa” (was), EXCEPT: water /o: /, “wha” (what)
 - 3) “qua” (quality), EXCEPT: quarter, quarrel /kwo: /

Rare Spellings: because, sausage, cough, knowledge

• Vowel / **u:** / is represented in spelling by:

1) The letter “u” in open syllables (tune)

Note: It sounds /u:/ preceded by “j, r, l” (June, blue)

2) The digraphs “eu” and “ew” - /ju:/ (neutral, few) **BUT:** Jew, crew, flew

3) “ui” (suit)

4) The digraph “ou” in words of French origin (group, wound)

5) “oo” (moon, root, pool), “you” (you, youth)

Rare Spellings: beauty, queue, who, whom, whose, do, to, too, two

• Vowel / **ʊ** / is represented in spelling by:

1) The digraph “oo” followed by “k” (book)

2) The letter “u” after “p, b, f”, sometimes “s” (pull, bull, full; sugar)

Irregular Readings: but, bus, butter

Rare Spellings: could, should, would, bouquet, woman, wolf

• Vowel / **ɜ:** / is represented in spelling by:

1) The letters “e, i, u, y” followed by “r” /third syllable –type/ (term, bird, fur)

2) “ear” + a consonant (earth, heard) **BUT:** heart, hearth /a: /

3) “wor” (work, word)

4) “our” (journal, journey)

• Vowel / **ə** / is represented in spelling by:

1) The letter “a” in prefixes (about)

2) In suffixes “er, or, ar, our, ous” (teacher, doctor, cellar, neighbour, famous)

3) “a, o, u” when non-accented (sofa, atom, column)

- Vowel / **au** / is represented in spelling by:

The digraphs “ou”, “ow” (out, town)

Rare Spellings: drought, bough, plough

- Vowel / **əʊ** / is represented in spelling by:

1) The letter “o” in open syllables (go, home)

2) “o” followed by “ll, ld, st” (roll, old, most)

3) “o” in word-final unstressed syllables (hero)

4) The digraph “ow” (low, tomorrow)

5) The digraph “oa” (boat)

Irregular Readings: now, how, cow, row (галас), brow, bow - /aʊ/

Rare Spellings: shoulder, poultry, soul, owe, brooch, mould

- Vowel / **eɪ** / is represented in spelling by:

1) The letter “a” in open syllables (take)

2) The digraphs “ai”, “ay”, “ea” (main, may, break)

3) “ei”, “ey” (veil, grey)

4) “ei”+g(h) (eight)

5) “a” followed by “ng(e), st(e)” (change, haste)

Irregular Readings: key/ki:/, height /haɪ/

- Vowel / **aɪ** / is represented in spelling by:

1) The letters “i” and “y” in stressed open syllables. (tie, my)

2) The digraph “igh” + “t” (light), “ign” (sign)

3) “i” + “ld, nd” (kind, child)

4) “uy” (buy)

Rare Spellings: either, neither, height.

Irregular Readings: wind /wɪnd/, city, pity.

- Vowel / **ɔɪ** / is represented in spelling by:

The digraphs “oi”, “oy” (oil, toy)

Irregular Readings: tortoise

• Vowel / **ɪə** / is represented in spelling by:

1) the letter combinations **“ere”** (here, severe, mere)

“ear” (hear, dear, fear)

“eer” (cheer, deer, beer)

2) the letter combination **“ier”** (pier, cashier, tier)

3) the letter **“e”** followed by **“r”** + vowel (era, hero, period, serious)

Rare Spellings: theory, museum, theatre, idea, beard, real, theory

• Vowel / **eə** / is represented in spelling by:

1) the letter combinations **“are”** (care, fare, prepare)

“air” (chair, air, hair)

2) the letter **“a”** followed by **“r”** + vowel (vary, Mary, parents, variant)

Irregular Spellings: bear, tear, pear, where, there, wear, swear

Irregular Reading: are

• Vowel / **ʊə** / is represented in spelling by:

1) the letter combination **“ure”** (cure, pure, sure)

2) the letter **“u”** followed by **“r”** + vowel (jury, fury, during)

Irregular Spellings: poor, moor, tourist, Europe, tour

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