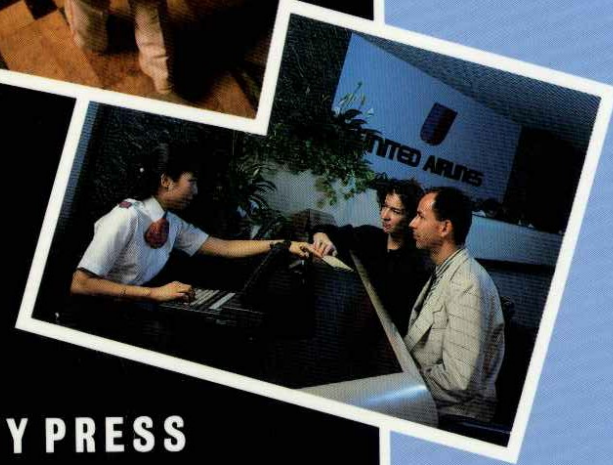
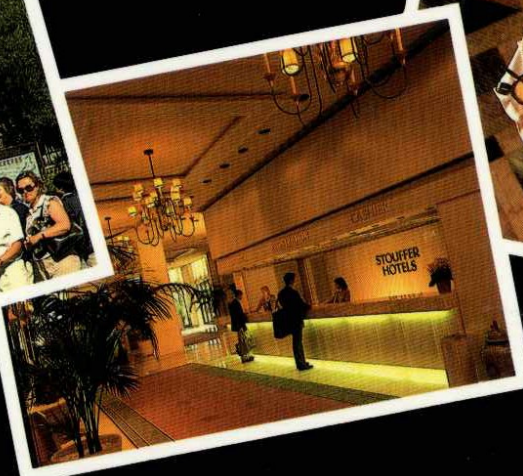


AT YOUR SERVICE

**English for the Travel and
Tourist Industry**

**Trish Stott
Angela Buckingham**



OXFORD UNIVERSITY PRESS

AT YOUR SERVICE

English for the Travel and Tourist Industry

Trish Stott
Angela Buckingham

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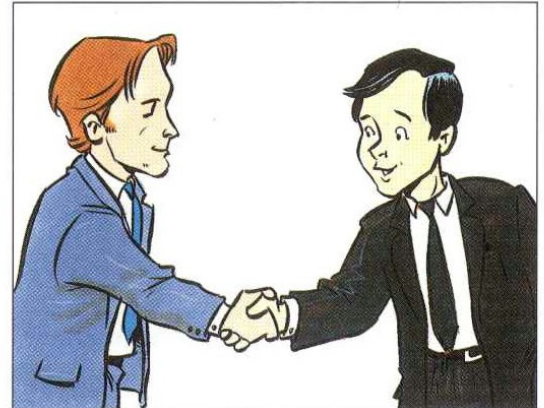
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May I introduce myself?

LISTENING



Listen to four dialogs. Write the dialog number next to the correct picture.


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LANGUAGE STUDY

Look at the language we use to introduce ourselves.

Speaker A

Good morning. I'm Akira Kambara.

Excuse me. Are you Mrs. Lee?

Hello, my name's Eduardo Vargas.

Hello, everyone! It's nice to meet you!

Welcome to Bangkok!

Speaker B

I'm Chris Bailey. Pleased to meet you, Mr. Kambara.

Yes, that's right.

Pleased to meet you.

Practice the introductions with a partner. Use your own names. Check your pronunciation!

Remember!

Good morning, Good afternoon, and Good evening are common ways of saying *Hello*. But *Good night* is only used in the sense of *Goodbye*. It never means *Hello*.

LISTEN AND PRACTICE



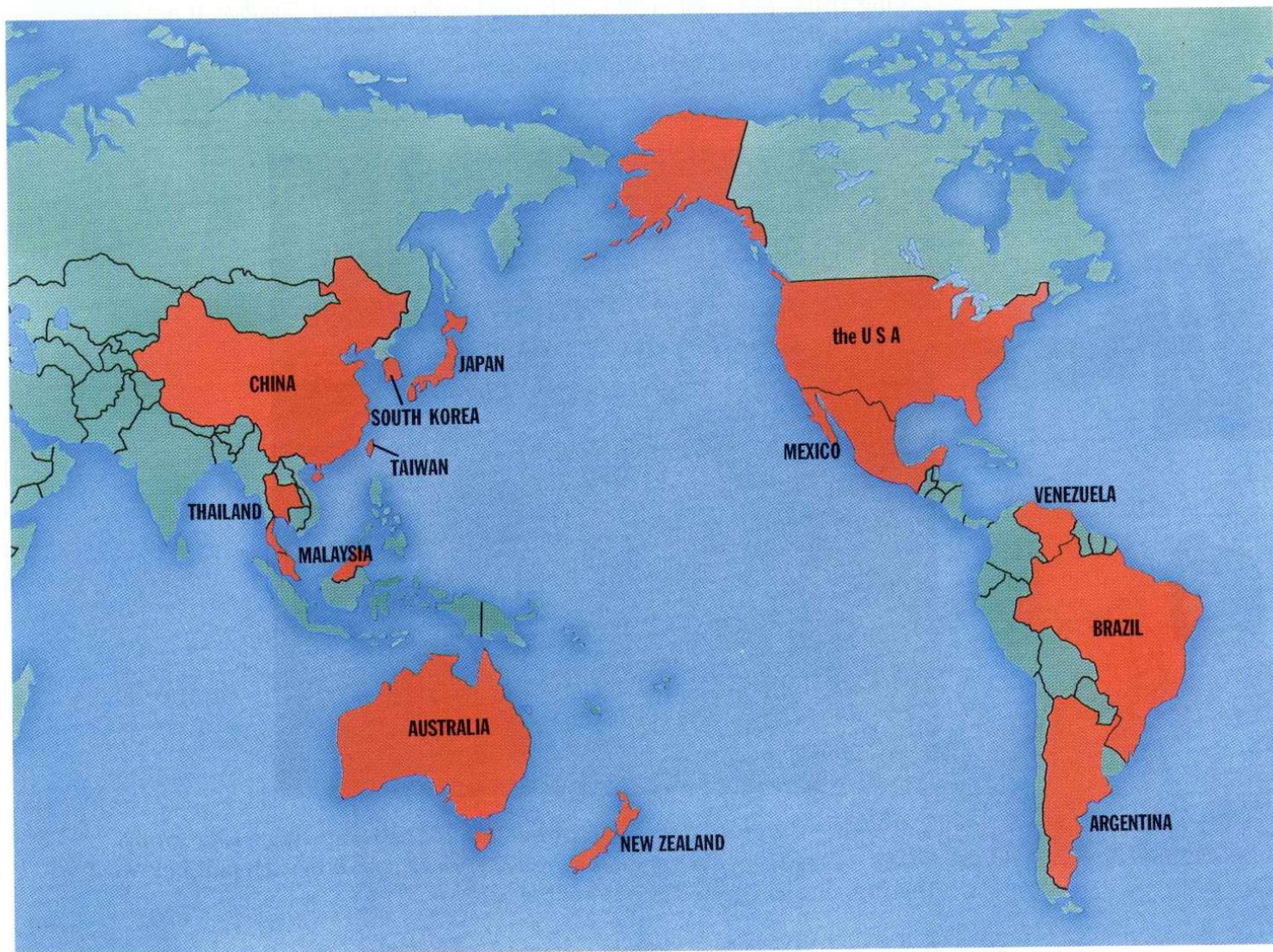
Judy Wong is a tour company representative. She is meeting a tour group. Listen to the dialog. What does she say? Choose **a** or **b** in each pair below. The first one has been done as an example.

- 1 a Hi, everybody.
 (b) Good morning, everybody.
- 2 a I'd like to introduce myself.
 b May I introduce myself?
- 3 a I'm Judy Wong.
 b My name is Judy Wong.
- 4 a I come from Taipei.
 b I'm from Taipei.
- 5 a I'm the tour rep for Eastern Tours.
 b I'm the tour rep for East-West Tours.
- 6 a Welcome to Taiwan.
 b Welcome to East-West Tours.

Listen again and repeat what Judy says.

**MORE
PRACTICE**

Practice saying the names of the countries shown on the map. Check your pronunciation with your teacher. Can you add any countries to the map?



Now make sentences using the cues below.

Examples:

F Julie / Australia

Her name is Julie. She's from Australia.

M Mark / Ireland

His name is Mark. He's from Ireland.

F = female

M = male

1 **F** Berta / Mexico

2 **F** Elena / Turkey

3 **M** Roberto / Spain

4 **F** Judy / New Zealand

5 **M** Scott / the USA

6 **F** Miss Lim / China

7 **M** Mr. Yamamoto / Japan

8 **F** Ms. Kumat / Thailand

9 **M** David / the UK

10 **M** Ben / Australia

11 **M** Mr. Lee / Malaysia

12 **M** Mr. Kim / South Korea

13 **F** Ana / Venezuela

14 **F** Fatima / Egypt

15 **M** Victor / Argentina

16 **F** Ms. Chen / Taiwan

ACTIVITY

You work for an American tour operator in one of its regional offices. Choose a card. You are meeting a group of tourists at the airport. Prepare a welcome speech.

Follow these instructions.

- 1 Greet the tourists.
- 2 Introduce yourself, and say which city you are from.
- 3 Tell them your job and which company you work for.
- 4 Welcome them to your country.

Work in small groups. Listen to each other. Then try the other cards. Check your pronunciation!

<p>Masako Morita</p> <hr/> <p>Ambassador Tours</p> <p>Naha, Okinawa, Japan</p>	<p>Miguel Martínez</p> <p>Outbound Travel</p> <p>México, D.F.</p> 
<p>Alicia Díaz</p> <p>Voyager Travel</p> <p>Caracas Venezuela</p>	<p>Julia Lee</p> <p>Universal Tours</p> <p>Taipei Taiwan</p>
<p>Song Min Lee</p> <p>Epic Tours ★</p> <p>Seoul South Korea</p>	<p>Shireen Lim</p> <p>Atlas Travel</p> <p>Singapore</p>

SUMMARY

Now you can

- ◆ Greet guests
Good morning, everybody. Welcome to ...
- ◆ Introduce yourself
I'd like to introduce myself. My name is ...

- ◆ Say where people are from
She's from Ireland.
- ◆ Make a short welcome speech

Vocabulary

airport
city
company
greet
introduce oneself

introduction
map
meet
tour company representative
tour group

tour operator
tour rep
tourist
welcome

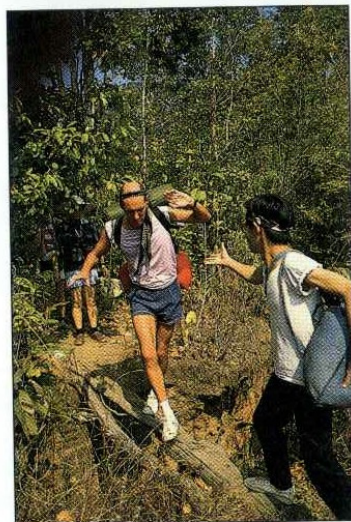
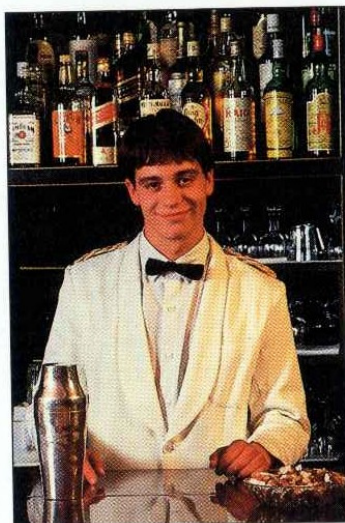
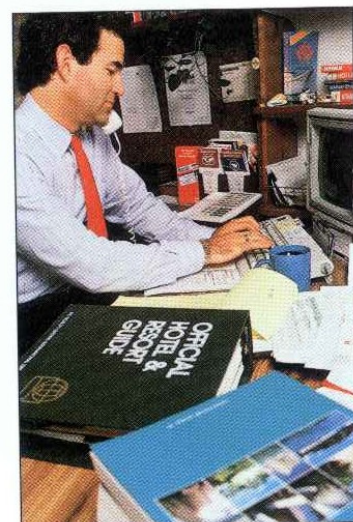
What do you do?

LISTENING



Listen to five dialogs about jobs. Write the dialog number next to the correct picture.


☐

☐

☐

☐

☐

LANGUAGE STUDY

Study these questions and answers.

Question

What do you do?

What does she do?

What do they do?

Do you work in a restaurant?

Does he work in New York?

Do they work in a hotel?

Are you a waiter?

Is he a bellhop?

Are they receptionists?

Answer

I'm a hotel receptionist.

She's a flight attendant.

They're waiters.

Yes, I do. / No, I don't.

Yes, he does. / No, he doesn't.

Yes, they do. / No, they don't.

Yes, I am. / No, I'm not.

Yes, he is. / No, he isn't.

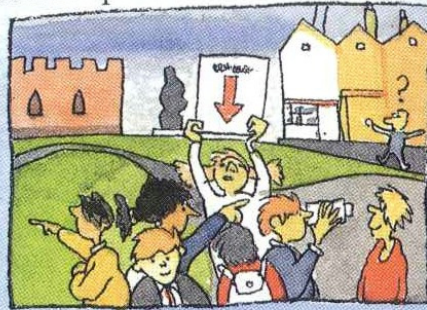
Yes, they are. / No, they aren't.

Work with a partner. Take turns asking and answering questions about the pictures in the Listening.

Now ask and answer questions about these pictures.



waiter



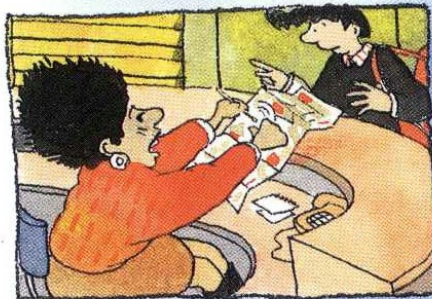
tour guide



bellhop



you



tourist information officer

LISTEN AND PRACTICE



Listen to the dialogs and complete the sentences.

1 A What do you do?

B I'm a _____.

2 A _____ a bellhop?

B No, _____. He's a _____.

3 A Where _____?

B In a hotel. I'm a _____.

4 A _____ a travel clerk?

B _____. I work in New York.

5 A Do you work in a _____?

B No, _____. I work in a tourist _____ office.

Listen again and repeat. Check your pronunciation!

Now practice the dialogs with your partner.

MORE PRACTICE

With your partner, make questions and answers using the cues below.

Examples:

You and Eduardo? / bar / Cancun? (Yes)

A *What do you and Eduardo do?*

B *We work in a bar.*

A *Do you work in Cancun?*

B *Yes, we do.*

Akiko? / airport / Japan? (No)

A *What does Akiko do?*

B *She works in an airport.*

A *Does she work in Japan?*

B *No, she doesn't.*

1 you? / hotel / Los Angeles? (Yes)

2 Ken? / restaurant / Hong Kong? (Yes)

3 Emily Wu? / travel agency / Taipei? (No)

4 Gloria and Miguel? / airport / Argentina? (Yes)

5 Yu-lin? / hotel / Hong Kong? (No)

6 you and Akiko? / tourist information office / Okinawa? (Yes)

7 she? / exchange bureau / Thailand? (No)

8 you? / restaurant / Seoul? (No)

9 Hiroshi and Mayumi? / bar / Tokyo? (Yes)

10 you and Enrique? / a tourist information office / Monterrey? (No)

ACTIVITY

These people work for an international company. They work all over the world!

Work in pairs. Play the *Who are you?* game.

Choose one of the people. Your partner guesses who you are. Take turns to ask "Are you ...?" and "Do you ...?" questions:

A *Are you a travel clerk?*

B *No, I'm not.*

A *Are you a receptionist?*

B *Yes, I am.*

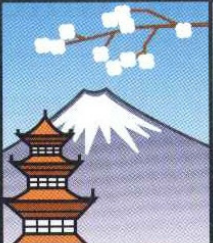
A *Do you work in Mexico?*

B *Yes, I do.*

A *Are you Cecilia Cortez?*

B *Yes, I am!*



	Ana Vargas travel clerk Mexico		Nelson de Souza bartender Brazil	
Marie Lu receptionist Taiwan	Kyoko Sato receptionist Japan	Lidia Chang tour guide Taiwan	Sandra Pacheco travel clerk Brazil	Cecilia Cortez receptionist Mexico
Rik Lai bartender Taiwan		Clarisse Cabral receptionist Brazil		Mayumi Wada travel clerk Japan
	Marcos García tour guide Mexico	James Liu travel clerk Taiwan	José-Antonio Nogueira tour guide Brazil	
Masako Tanaka tour guide Japan		Kenzo Suzuki bartender Japan		Luis Martínez bartender Mexico

SUMMARY

Now you can

- ◆ Ask people about their jobs
What do you do?

- ◆ Talk about jobs and workplaces
I work in a hotel.

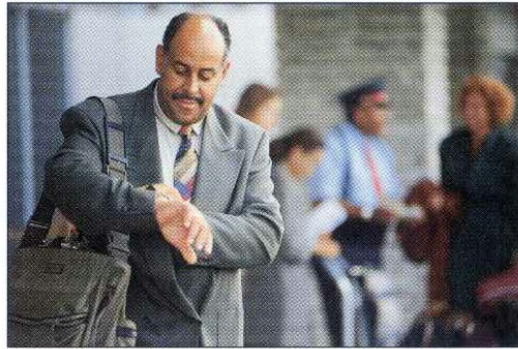
Vocabulary

bar
bartender (or barmaid)
bellhop
exchange bureau
flight attendant

hotel
receptionist
restaurant
tour guide

tourist information office
tourist information officer
travel agency
travel clerk
waiter (or waitress)

What time does the next train leave?



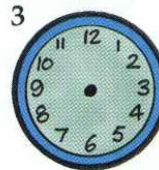
LISTENING



Write down the time you hear. The first one has been done as an example.

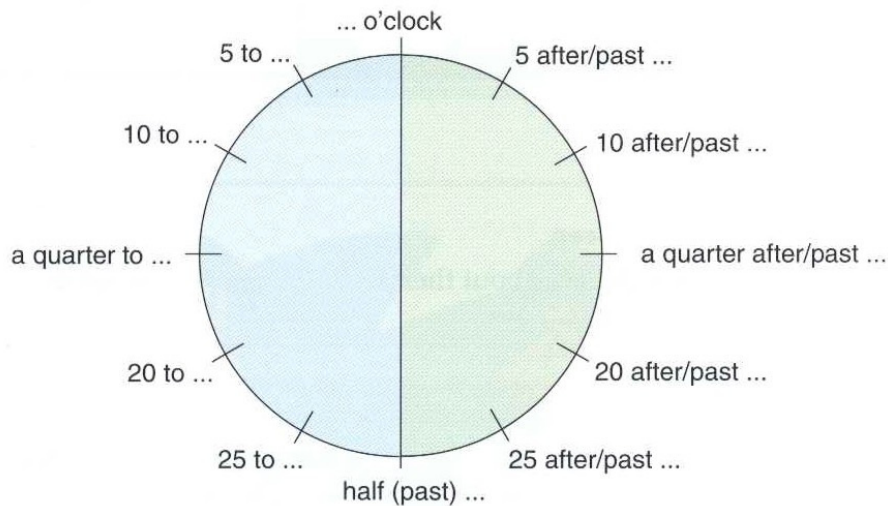
- | | | |
|---------|---------|---------|
| 1 10:15 | 3 _____ | 5 _____ |
| 2 _____ | 4 _____ | 6 _____ |

Now listen again and check your answers. Draw the times on the clocks below.



LANGUAGE STUDY

Look at the clock and examples below.



Examples: 2:15 = *two fifteen* or *a quarter after two*
 8:50 = *eight fifty* or *ten to nine*
 7:40 = *seven forty* or *twenty to eight*

Now practice saying these times.



Look at how we use *a.m.* and *p.m.*

a.m. = from midnight to just before midday

p.m. = from midday to just before midnight

Example:

7:15 *a.m.* = seven fifteen *a.m.* ✓
 seven fifteen in the morning ✓
 a quarter after seven in the morning ✓
 ≠ a quarter after seven *a.m.* ✗

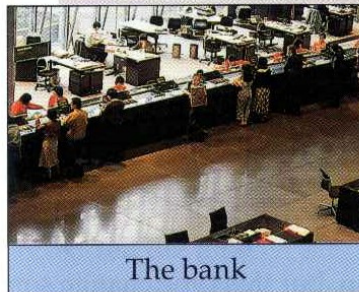
LISTEN AND PRACTICE



Listen to the cassette. Match the pictures, verbs, and times. Draw a line. The first one has been done as an example.



Breakfast



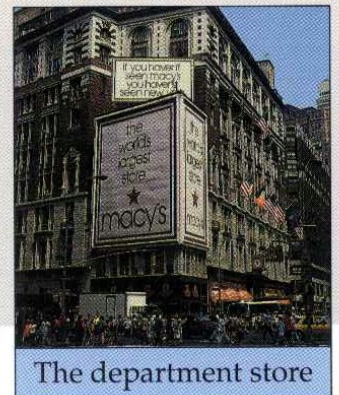
The bank



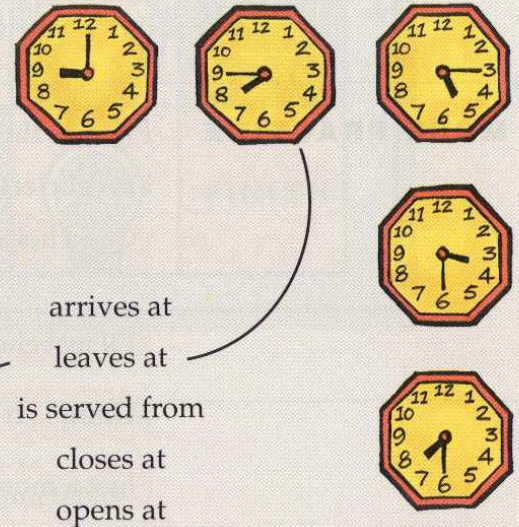
The bus



The train



The department store



Listen again. Check your pronunciation!

Work in pairs. Take turns to make your own examples. Use the pictures below. Say your sentences to your partner. Check your pronunciation!

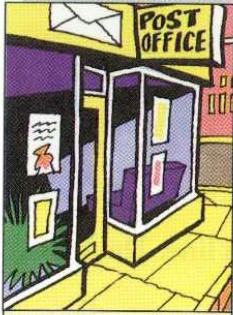
Example: *Lunch is served from 12:30 p.m.*



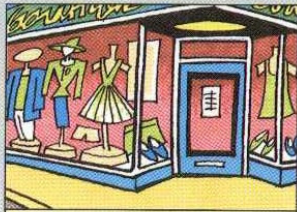
The bus



The train



The post office

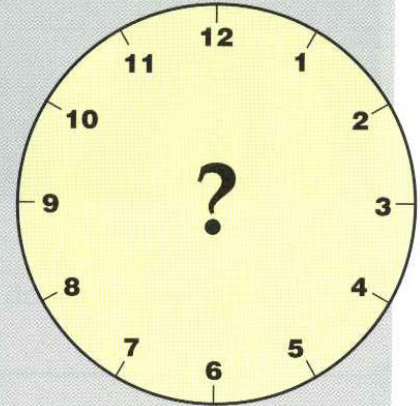


The store



Lunch

opens at
closes at
leaves at
is served from
arrives at



MORE PRACTICE

Practice this conversation with a partner.

Travel clerk

Can I help you?

I'll just check ... It leaves at **10:25** a.m.

Umm ... It arrives at **12:55** p.m.

Just a moment ... It's **\$27**

You're welcome.

Customer

Yes, please. What time is the next train to Baltimore?

And what time does it arrive, please?

I see. How much is a round trip ticket?

I see. Thank you very much.

Practice the conversation again, but this time change some of the answers. Use this information.

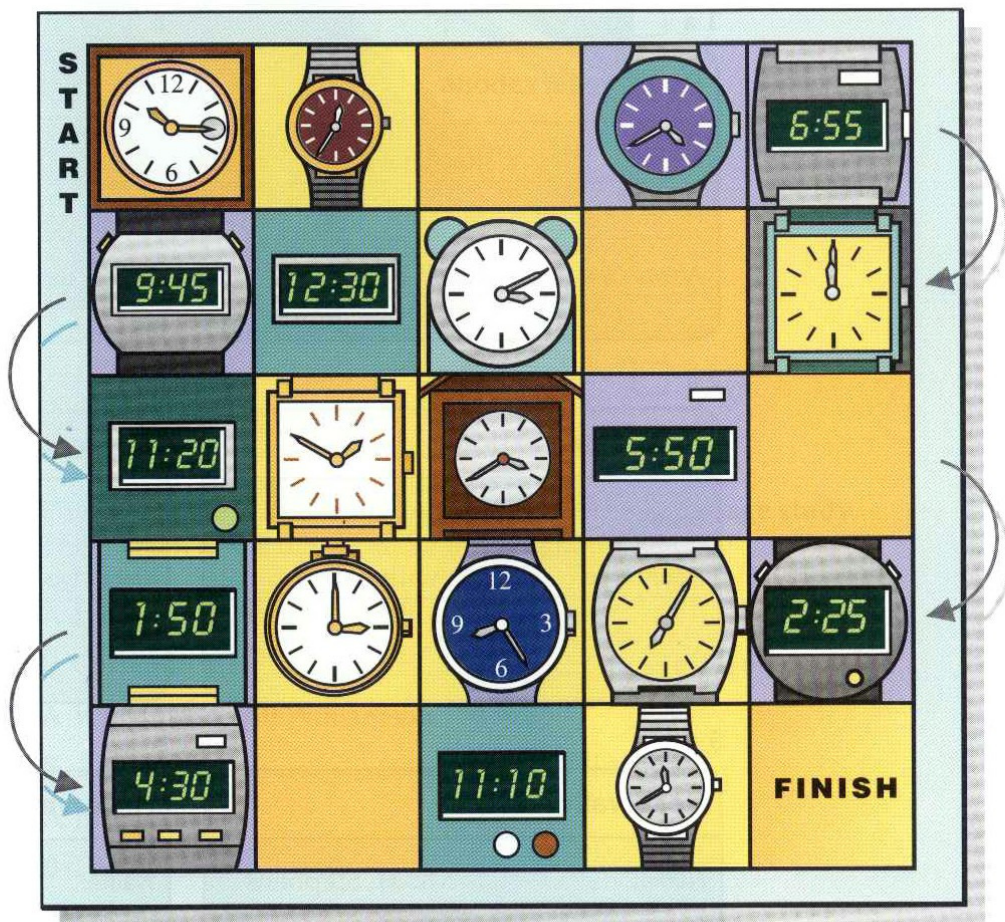
Timetable: Trains from Washington, DC				
To:	leaves	arrives	Prices (\$)	
			one way	round trip
Baltimore	10:25 a.m.	12:55 p.m.	\$14.00	\$27.00
Philadelphia	9:40 a.m.	1:45 p.m.	\$36.00	\$70.00
New York	7:10 a.m.	5:15 p.m.	\$50.00	\$98.00
New Haven	6:30 a.m.	8:45 p.m.	\$95.00	\$188.00

ACTIVITY

Play this game in groups. Throw a dice and move your counter around the board. If you land on a clock, the person on your left must ask: *What time is it now?* You must answer the question.

If you make a mistake, miss a turn.

The first person to land on *Finish* is the winner!



SUMMARY

Now you can

- ◆ Ask about the time

What's the time?

- ◆ Talk about timetables

The train leaves at ten twenty-five in the morning.

- ◆ Tell the time

It's nine fifteen.

Vocabulary

afternoon

arrive

bank

breakfast

bus

clock

close

department store

evening

I'll just check ...

Just a moment ...

leave

lunch

midday

midnight

morning

one way

open

post office

round trip

serve

store

time

timetable

train

What kind of room would you like?

LISTENING



Listen to three dialogs. For each dialog, check the card (a or b) with the correct information.

1 a ☐

Room reservations	
Name:	Baughan
Room type:	Single
Arrival date:	April 1st

b ☐

Room reservations	
Name:	Vaughan
Room type:	Single
Arrival date:	April 6th

2 a ☐

Room reservations	
Name:	Ms. Chang
Room type:	double with bath

b ☐

Room reservations	
Name:	Ms. Chang
Room type:	single with bath

3 a ☐

Reservation	
Name:	Mr. M. Stephens
Method of payment:	Traveler's checks
Reference number:	1234 567 890

b ☐

Reservation	
Name:	Mr. M. Stephens
Method of payment:	Credit card
Card number:	1234 567 890

LANGUAGE STUDY

Look at the questions we ask when we take reservations.

Receptionist

What's your name, please?

When will you be arriving?

For how many nights?

What kind of room would you like?

How will you be paying?

What's the card number, please?

Guest

(It's) Smith.

(On) April 4th.

Two nights. / Until ...

A single/double room with bath, please.

By Visa/Access/American Express.

Cash.

It's 1234 567 890.

Practice asking and answering the questions with a partner.

**LISTEN AND
PRACTICE**



First, fill in the blanks with questions from the **Language study**.
Then, listen to the dialog and check your answers.

A I'd like to make a reservation, please.

B Certainly, sir. _____, please?

A Williamson, Bill Williamson.

B _____, Mr. Williamson?

A July 12th.

B For _____?

A Until the 14th.

B So that's two nights.

A Yes, two nights.

B And _____?

A A single room with bath, please.

B And _____, Mr. Williamson?

A By Visa.

B That's fine. _____?

A It's 0123 456 7890.

B And what's your address, please?

A It's 1738 Lincoln Drive, Washington, D.C. 26676.

B OK, Mr. Williamson, I can confirm your reservation. That's a single room for two nights from July 12th.

A Thank you.

Practice the dialog with a partner. Take turns being the clerk.

MORE PRACTICE

Work in pairs. Use the information in the dialog on the previous page to fill in the reservation form below. Then try to role-play the conversation without looking at the dialog. Take turns being the clerk.

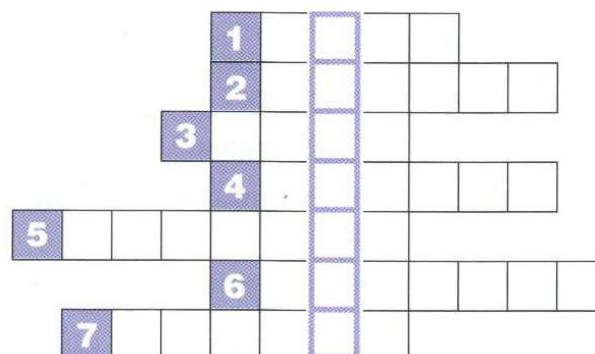
RESERVATION FORM	
Guest name:	
Arrival date:	
Number of nights:	
Room type:	<input type="checkbox"/> single <input type="checkbox"/> with bath <input type="checkbox"/> double <input type="checkbox"/> with shower
Method of payment:	<input type="checkbox"/> cash <input type="checkbox"/> traveler's checks <input type="checkbox"/> Visa <input type="checkbox"/> Access <input type="checkbox"/> Amex
	card number: <input type="text"/>
Address:	<input type="text"/>
	<input type="text"/>

Try the conversation again. This time use your own names, and change the other information.

WORD STUDY

Fill in the blanks to find the missing word.

- 1 Method of payment (4)
- 2 and 3 Another method of payment! (6, 4)
- 4 A room for one person (6)
- 5 Ask a hotel to keep a room for you (7)
- 6 The giving of money for services (7)
- 7 A room for two people (6)



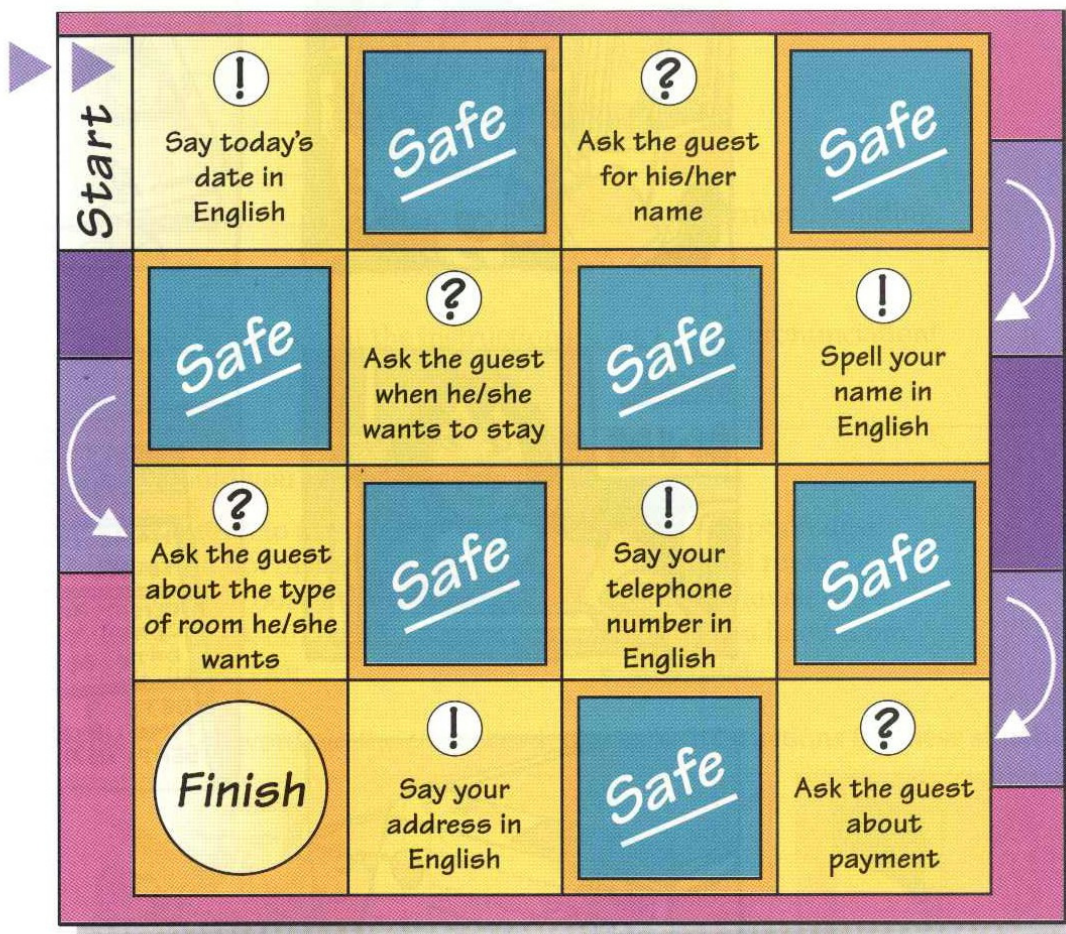
ACTIVITY

Play this game in groups. You are reservation clerks in a hotel.

Throw a dice and move your counter around the board. If you land on a square marked ?, you must ask the question politely. If you land on a square marked !, follow the instruction.

If you are right, go forward one square! If you make a mistake, miss a turn.

The first person to land on *Finish* is the winner.



SUMMARY

Now you can

- ◆ Make a room reservation
I'd like to make a reservation, please.
- ◆ Complete registration details
What kind of room would you like?
- ◆ Request information politely
What's your name, please?

Vocabulary

(credit) card number
... with bath
... with shower
address
arrival
cash

confirm
credit card
date
double room
guest
method of payment

night
reference number
reservation
room type
single room
That's fine.
traveler's check

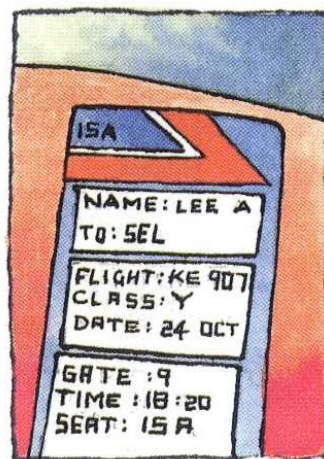
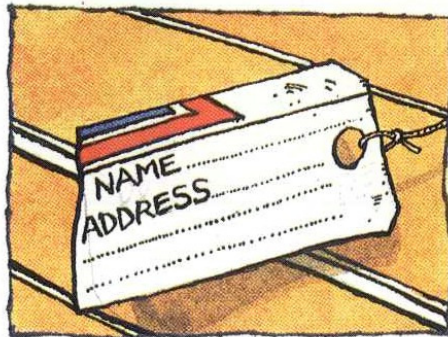
Don't leave your bags on the bus

LISTENING

Listen to the cassette. What are they talking about? Write the dialog number next to the correct picture.


☐

☐

☐

☐

☐

LANGUAGE STUDY

Study these instructions.

Don't leave your bags on the bus.

Write your name and address on this tag, please.

Please check in at least two hours before departure.

Please have your boarding pass ready.

Have your passport and visa ready.

If you are speaking to someone, giving instructions can sound too direct. So remember – always say "Please!"

LISTEN AND PRACTICE



Listen and complete these instructions.

- 1 _____ your bags on the tour bus.
- 2 _____ your name and address on this tag, please.
- 3 Please _____ at least two hours before your flight.
- 4 Have your boarding pass _____.
- 5 _____ immediately to gate 37.
- 6 _____ leave any bags unattended.
- 7 Please _____ the plane through door E.
- 8 Fasten your _____.
- 9 Do not _____ until you are inside the terminal building.
- 10 _____ your flight!

Listen again and repeat the instructions. Check your pronunciation!

MORE PRACTICE

Where would you see these instructions?

- | | |
|-----------------------------------|------------------------|
| 1 Press button to operate | a At a reception desk |
| 2 Please do not disturb | b In a hotel room |
| 3 Do not lean out of the window | c Outside an elevator |
| 4 Please check out before 11 a.m. | d Outside a hotel room |
| 5 Ring for service | e In a train |

Now put the words in the correct order to make instructions for these situations.



- 6 not Do photographs take _____
- 7 the not on Do grass walk _____
- 8 off entering Take shoes before your _____
- 9 ticket the from machine your Buy _____
- 10 at key desk Leave front your the _____

WORD STUDY

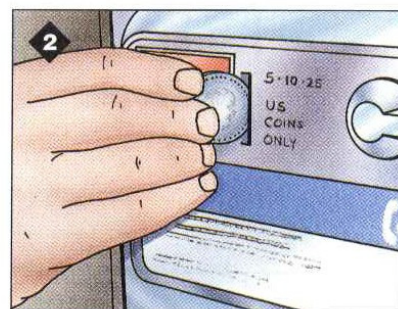
Now you can give people instructions on how to use things – for example, public telephones. Look at the pictures below and fill in the blanks with these words:

Finally First Next Then

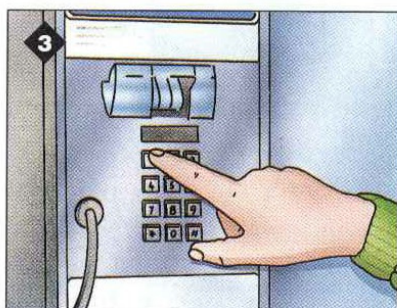
(Check any new words in the **Word list** at the back of your book.)



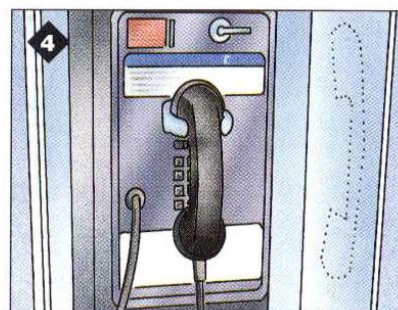
_____, pick up the receiver.



_____, insert coins.



_____, press the number you want.



_____, when you finish your conversation, replace the receiver.

ACTIVITY

Play this game in pairs. Take turns tossing a coin and move around the board. Decide which side of the coin is "Heads" and which side is "Tails".

Heads = move one square.

Tails = move two squares.

When you land on a square, look at the picture and say the instruction.

For example:

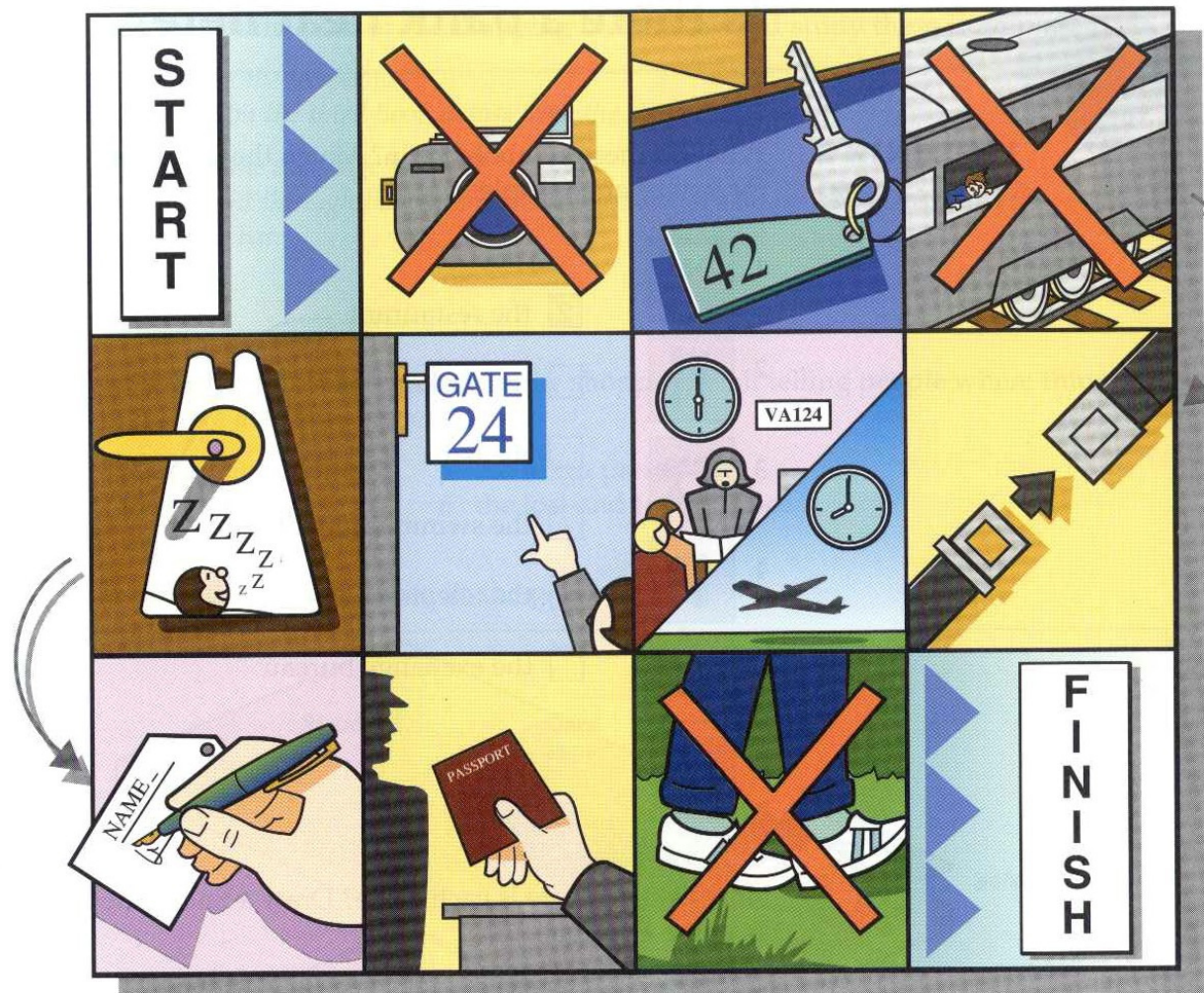


Do not take photographs.



Please check in 2 hours before your flight.

Look at the examples in this unit again if you need help. Use your imagination!



SUMMARY

Now you can

- ◆ Give instructions politely
Please fasten your seatbelts.

Vocabulary

at least
bag
board
boarding pass
building
check in
check out

departure
elevator
enjoy
fasten
flight
gate
immediately

outside
passport
plane
put
ready
reception desk
seatbelt

smoke
tag
terminal
through
unattended
visa

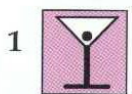
6

Is there a bank near here?

LISTENING



What do these symbols mean? Match the words and symbols. One has been done for you as an example.



2 the restaurant



☐ the parking lot



☐ the bar



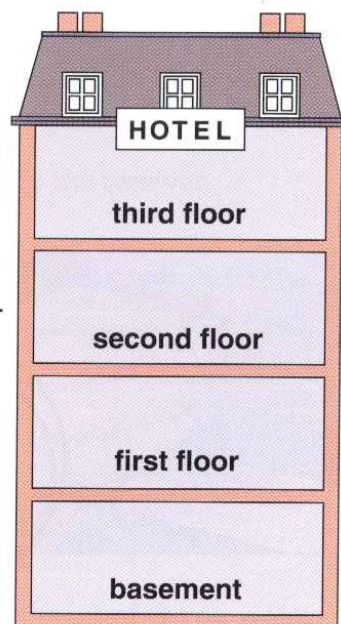
☐ the swimming pool



☐ the telephones



☐ the exchange bureau



Now listen. Where is each place? Draw a line to the correct floor in the hotel, as in the example.

Work with a partner. Take turns asking and answering questions about places in the hotel.

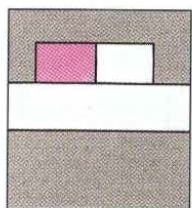
Example:

A Where's the restaurant, please?

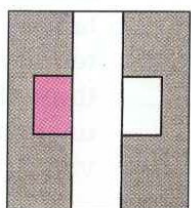
B It's on the second floor.

LANGUAGE STUDY

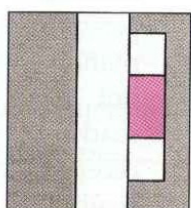
Study these pictures.



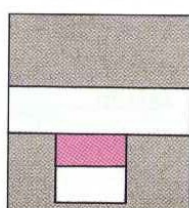
next to



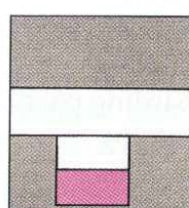
across from



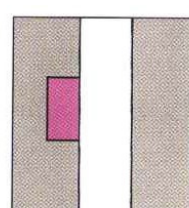
between



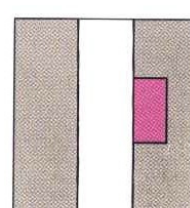
in front of



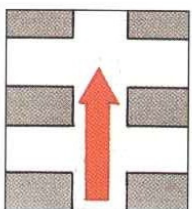
behind



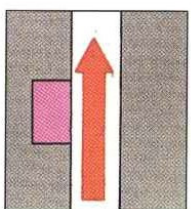
on the left



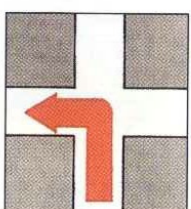
on the right



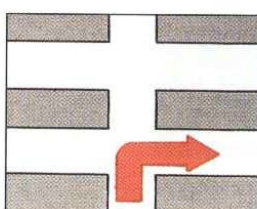
go straight



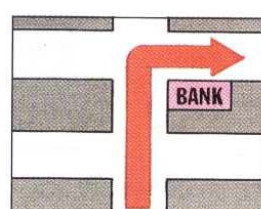
go past



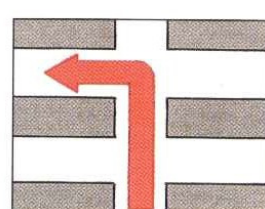
turn left



take the first right



turn right at the bank



take the second left

Now look at the plan of the shopping mall below and study these examples.

A Where are the telephones?

B They are on the third floor, across from the elevators.

A Where is the exchange bureau?

B Go straight through the mall, past the fountain. It's on the left, across from the sandwich bar.

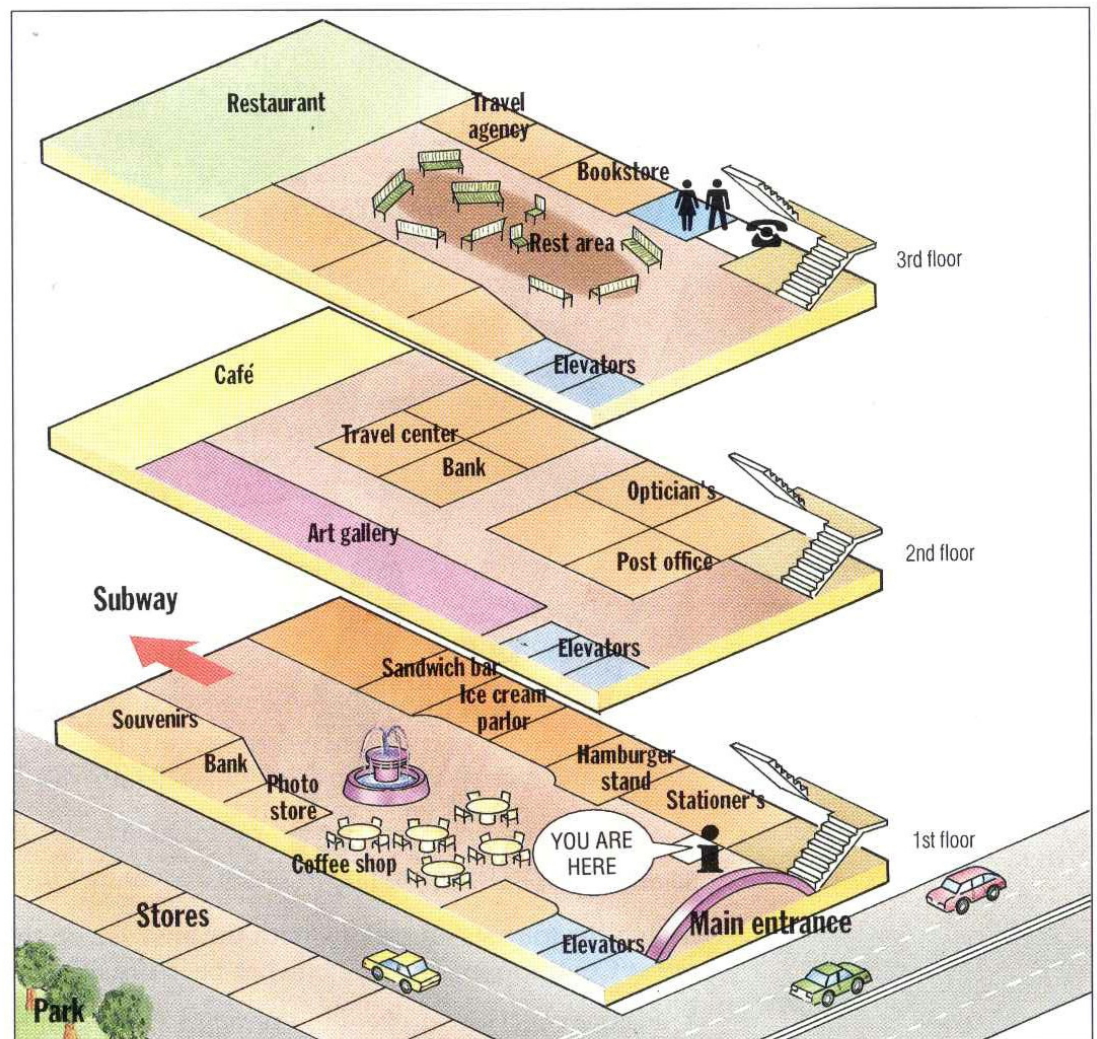
LISTEN AND PRACTICE



Listen to the information clerk in the shopping mall telling people where things are. Where are these places?

- | | |
|-------------------------|-----------------------------|
| 1 the car rental office | 4 the pizza parlor |
| 2 the drugstore | 5 the lost and found office |
| 3 the bus stop | |

Listen and write a number on the plan.



Work with a partner. Take turns asking and answering questions about places in the shopping mall.

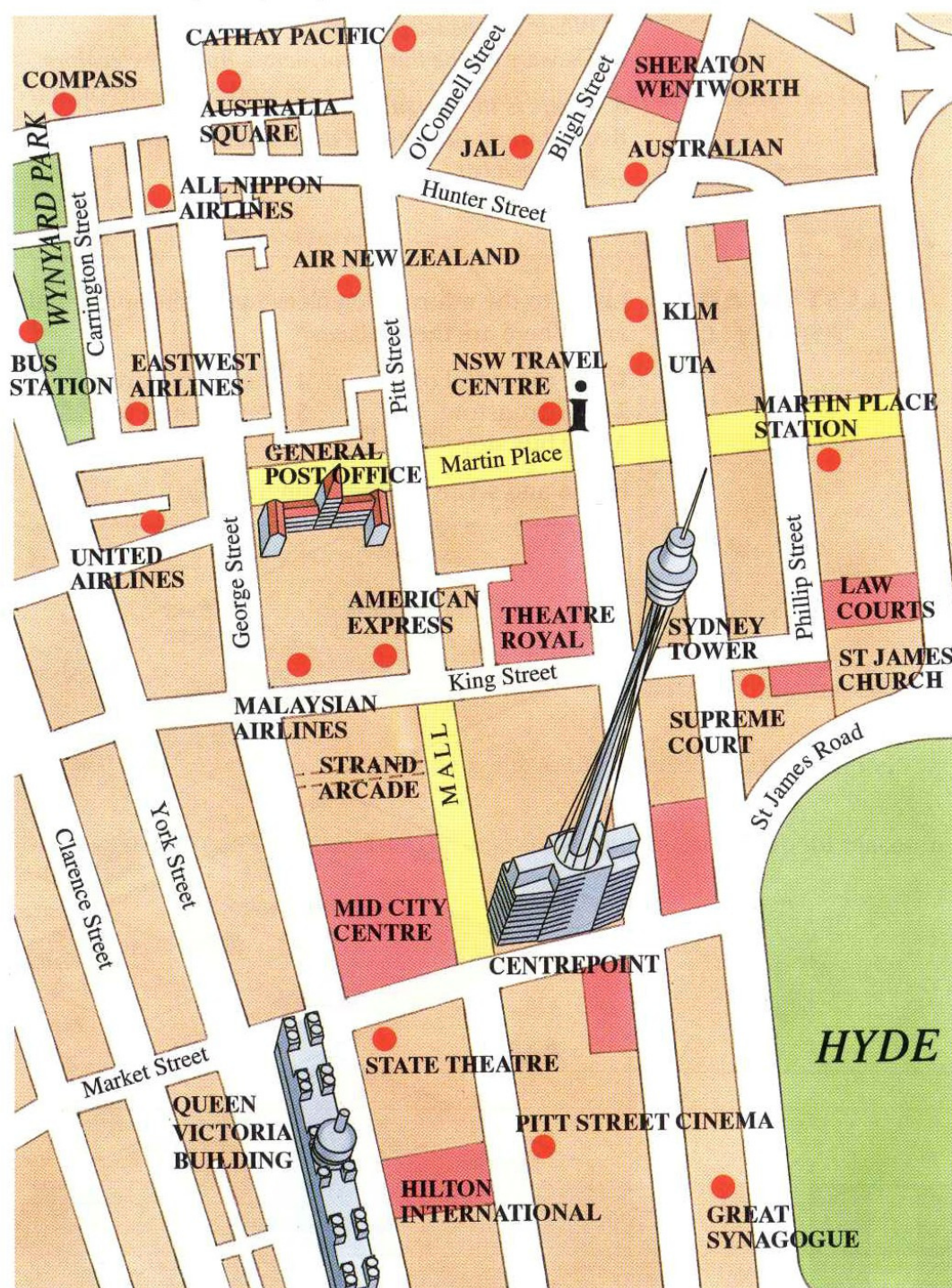
Example:

A Where's the bookstore?

B It's on the third floor, next to the restrooms.

**MORE
PRACTICE**

Look at this map of Sydney.



Source: Experience Books, Sydney

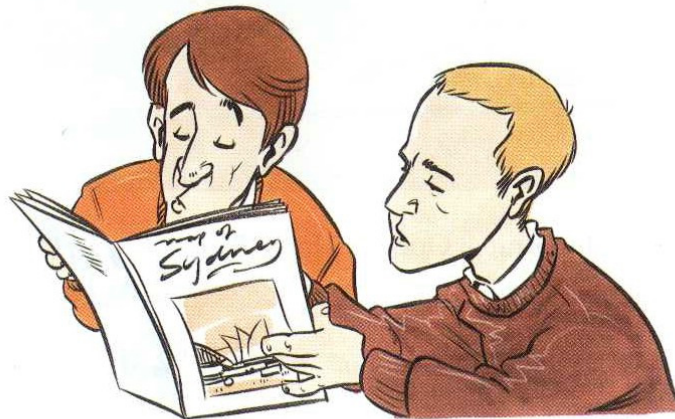
Match the tourists' questions with the answers on the next page. All the tourists are at Centrepoint. The first one has been done as an example.

- 1 Excuse me. How do I get to Wynyard Park from here?
- 2 Excuse me. Where's the Theatre Royal?
- 3 I'm looking for the New South Wales Travel Centre. Do you know where it is?
- 4 Can you help me? How do I get to Martin Place station from here?
- 5 Excuse me. Is the All Nippon Airways office near here?
- 6 Excuse me. Is there a post office around here?

- ☐ Well, go down Market Street and take the second right onto George Street. Go straight down George Street until you see it on your left.
- ☐ Oh, it's really near here. Turn left out of Centrepont, take the first left, then go left again onto King Street, and it's on your right.
- ☒ 1 Go straight down Market Street, take the third right and go straight down York Street. It's near the bus station, on your right.
- ☐ Yes. Turn right out of here, take the first right, keep going until you get to Martin Place, then turn left and you'll see it on your left. It's really big.
- ☐ Right. Go left down this street, take the second left, then the second right, and you'll see it in front of you on Martin Place.
- ☐ OK. Go left out of here, take the first left, then go straight across King Street. When you get to Martin Place, you'll see it on the corner across the street from you.

ACTIVITY

Study the map again. In pairs, take turns asking for and giving directions. Ask three questions each. This time, your starting point is the General Post Office.



SUMMARY

Now you can

- ◆ Give and understand directions

Where's the exchange bureau?

Go straight through the mall, past the fountain.

- ◆ Say where things are

It's on the left, across from the sandwich bar.

Vocabulary

art gallery

bookstore

bus stop

car rental office

corner

drugstore

entrance

excuse me

fountain

lost and found office

main

parking lot

restrooms

shopping mall

station

swimming pool

telephone

theatre (US theater)

until

Who's calling, please?

LISTENING



Listen to the telephone conversation and fill in the blanks.



A Good morning, Oriental Hotel, Bangkok. Can I help you?

B Hello. _____ to the General Manager, please?

A _____ he's not here at the moment.

_____ a message?

B Yes, please. _____ Mr. Lopez, Roberto Lopez.

_____ ask him to call me after 3 p.m. today?

A Certainly, Mr. Lopez. _____ your number?

B _____ 247 1033.

A Thank you. _____ him the message.

Day	Monday	Date	May 17th	Time	10:15
To	General Manager				
From	Mr. Lopez				
Message	Please call him after 3 p.m. today.				
Tel No:	247 1033				

Listen to the cassette again. Work with a partner. Practice the dialog above with the same intonation as the voices on the tape. Take turns being the clerk.

LANGUAGE STUDY

Study this telephone language. Check any words you don't know in the **Word list**.

Receptionist

Good morning. Can I help you?

Who's calling, please?

Could you spell that, please?

One moment, please. I'll put you through.

I'm sorry. He's not here at the moment.

I'm afraid he's in a meeting.

I'm afraid he's on another line.

I'm afraid the line is busy.

Would you like to hold?

Can I take a message?

Certainly. Could I have your number?

Caller

Yes, please. Could I speak to Mr. Smith?

This is Mrs. Jones.

It's J-O-N-E-S.

Thank you.

Do you know what time he'll be back?

Could I leave a message?

Yes, please.

Yes. Could you ask him to call me?

Yes, it's ...

Work in pairs. Test each other! Cover the column on the right. Take turns reading the receptionist aloud. Can your partner remember the response?

When you have practiced all of them, change partners and try one more time.

LISTEN AND PRACTICE



Put the following sentences in the correct order to make a telephone conversation between a receptionist (R) and a caller (C). The first one has been done as an example.

- ☐ **R** I'm sorry. Mrs. Chang isn't here at the moment.
- ☐ **C** It's J-A-C-K-S-O-N. I'm staying at the Renada Hotel.
- ☐ **R** The Renada Hotel? Could I have your number?
- ☐ **C** Thank you. Goodbye.
- ☐ **R** Certainly, sir. Could you spell that, please?
- ☐ **C** Yes, it's 43 66 21.
- ☐ **R** I think she'll be back this afternoon. Can I take a message?
- ☐ **C** Could I speak to Mrs. Chang, please?
- ☒ **1 R** Good afternoon. Minata House. How may I help you?
- ☐ **C** Yes, please. Could you ask her to call me? My name is Mr. Jackson.
- ☐ **R** Goodbye.
- ☐ **C** Do you know what time she'll be back?
- ☐ **R** Thank you very much, Mr. Jackson. I'll give her the message.

Now listen and check your answers.

Work with a partner. Turn to the tapescript on page 70 and practice the conversation. Check your pronunciation!

MORE PRACTICE

Work in pairs. Take turns being **A** and **B**. Practice the conversation below. If you need help, look at the **Language study** on page 29 again.

Student A You are a receptionist at the Plaza Hotel. Answer the telephone and take a message. Write it on the notepad.

Day	Date	Time
To		
From		
Message		

Student B Telephone the Plaza Hotel and ask to speak to Mr. Morrison. If you can't speak to him, leave a message.

Student A

Answer the telephone.
Good morning, Plaza Hotel. Can I ...?

Tell the caller that he is out of his room.
Ask if the caller wants to leave a message.

Ask for the caller's name and number.

Ask how the caller spells his/her name.

Tell the caller that you will give Mr. Morrison the message as soon as possible.

Student B

Ask to speak to Mr. Morrison.
Yes, please. Could I speak to ...?

Say yes. Say that you want Mr. Morrison to call you.

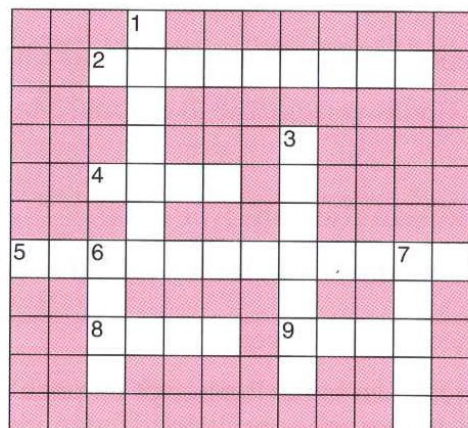
Reply.

Reply.

Thank the receptionist and finish the call.

WORD STUDY

Find the missing words. Use them to fill in the crossword.



Across

2

4 He'll be ... at four o'clock.

5 Person who answers the phone in a hotel.

8 She's on another ...

9 Could you ... him a message, please?

Down

1 Can I take a ...?

3 I'll put you ...

6 Could she ... me after five o'clock, please?

7 Could you ... your name, please?

ACTIVITY

Use the information on the cards to make telephone conversations with your partner. Take turns being the receptionist. Don't forget to write down the message!

Ask for: Mr. Wu
Your name: Angela Carey
Your number: 491380
Message: You want him to call you back.

Ask for: Ms. Noya
Your name: Enrique Sanchez
Your number: 597800
Message: You want her to meet you at 7 o'clock, not 6 as planned.

Ask for: Yoko Fujimoto
Your name: Jitesh Patel
Your number: 870442
Message: Tell her you'll call back later.

Ask for: Rick Calderone
Your name: Alice Huang
Your number: 997246
Message: Ask him to call you back as soon as possible.

SUMMARY

Now you can

- ◆ Answer the telephone politely
Good morning. Can I help you?
- ◆ Give information politely
I'm sorry. He's not here at the moment.
- ◆ Ask for information
Could you spell that, please?
- ◆ Take a message
Can I take a message?

Vocabulary

as soon as possible	caller	I'm sorry.
be back	certainly	line
busy	general manager	put somebody through
call	give a message	spell
call (2)	hold	take a message
call back	I'm afraid ...	

8

Would you like a window seat?

LISTENING



Angela is a Singapore Airlines check-in clerk. Look at the list of things she has to do when she checks in a passenger. They are in the wrong order. Try to put them in the correct order. The first one has been done as an example.

- ☐ Tell the passenger when the flight will start boarding.
- ☐ Ask if the passenger wants a window seat.
- ☐ Ask the passenger to put his/her bags on the scales.
- ☒ 1 Ask to see the passenger's passport and ticket.
- ☐ Ask if the passenger has any hand luggage.

Now listen to the dialog and check your answers.

LANGUAGE STUDY

Study these requests and responses.

Check-in clerk

May I see your passport and tickets, please?

Could you put your bags on the scales, please?

Would you fill out this name tag and attach it to your bag, please?

Can you go straight through to the Departure Lounge now, please?

Passenger

Sure. Here you are.

OK.

Sure. Do you have a pen?

Yes. Thank you very much.

Work in pairs. Test each other! Cover the column on the left. Take turns reading the answers aloud. Can your partner remember the polite request?

LISTEN AND PRACTICE



Listen to these conversations in a tourist information office between the clerk (C) and a tourist (T). Fill in the blanks.

Dialog 1

C Good morning. Can I help you?

T Yes, please. _____ to reserve two seats on the city tour today.

C Yes, certainly. _____ your name?

Dialog 2

C Good morning. May I help you?

T Can we leave our luggage here for 24 hours?

C Yes, you can. _____ fill out this form, please?

T Sure. Do you have a pen, please?

Dialog 3

C _____ I help you?

T Yes, please. I'd like to change some traveler's checks.

C Certainly. May I have _____, please?

T I have my driver's license.

C That's fine.

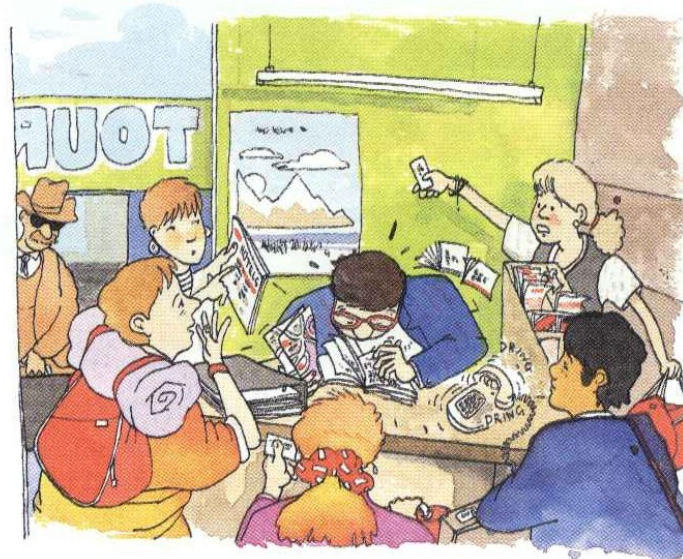
Dialog 4

T Excuse me. _____ help me with accommodations?

C Certainly, madam. Could you _____ just wait until I finish helping this gentleman?

T No problem.

In pairs, take turns being the clerk and the tourist. Practice the dialogs.



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MORE PRACTICE

Read the situation. What you would say? Work with a partner.

Examples:

You work as a travel clerk. You want a customer's telephone number.

May I have your telephone number, please?

You work in a hotel. A guest is checking in. You are not sure how to spell his/her name.

Could you spell your name, please?

- 1 You are an immigration officer. You want to see a traveler's passport.
- 2 You work in a hotel restaurant. You want a guest's room number.
- 3 A guest is paying by credit card. You want him/her to sign.
- 4 You work as a check-in clerk. You want a passenger to go to the departure gate now.
- 5 You are a tour guide. You want to talk to your tour group, but they are all talking to each other.
- 6 You are a flight attendant. You want a passenger to fasten his/her seatbelt.
- 7 You are taking a room reservation on the telephone. You want the guest's credit card number.
- 8 You work in a busy tourist information office. A tourist wants some information, but you are already helping someone.

ACTIVITY



Student A You work for a company that runs city tours. Help the customer (student B). Use the conversation plan. Look at the **Language study** (page 32) and **Listen and practice** (page 33) again if you need help.

Student B You are a tourist. You want to reserve a seat on the city tour. Use the conversation plan. Look at the **Language study** (page 32) and **Listen and practice** (page 33) again if you need help.

Student A

Ask the customer if you can help.

You want to know when he/she wants to go.

You want to know the customer's name.

You want the customer to spell his/her name.

Ask the customer how he/she will be paying.

You want to know the customer's card number.

Confirm the reservation.

Student B

Say you want to reserve a seat on the city tour.

Say you want to travel today.

Give your name.

Spell your name.

Say you will pay by credit card.

Give your card number (invent one!).

Thank the clerk.

Now try the conversation again. This time, ask different questions. You can use this list for ideas.

buses	car rental	trains	day trips/excursions
flights	shopping	weather	accommodations
restaurants	medicine	luggage check	money exchange

Example:

A Can you give me some information about trains to Bangkok, please?

B Sure. Here is the timetable.

A Thank you. Also, please can you ... etc.

SUMMARY

Now you can

- ◆ Ask people to do things
Could you put your bags on the scales, please?
- ◆ Understand and deal with tourists' requests
I'd like to reserve two seats on the city tour today.
Yes, certainly. May I have your name?

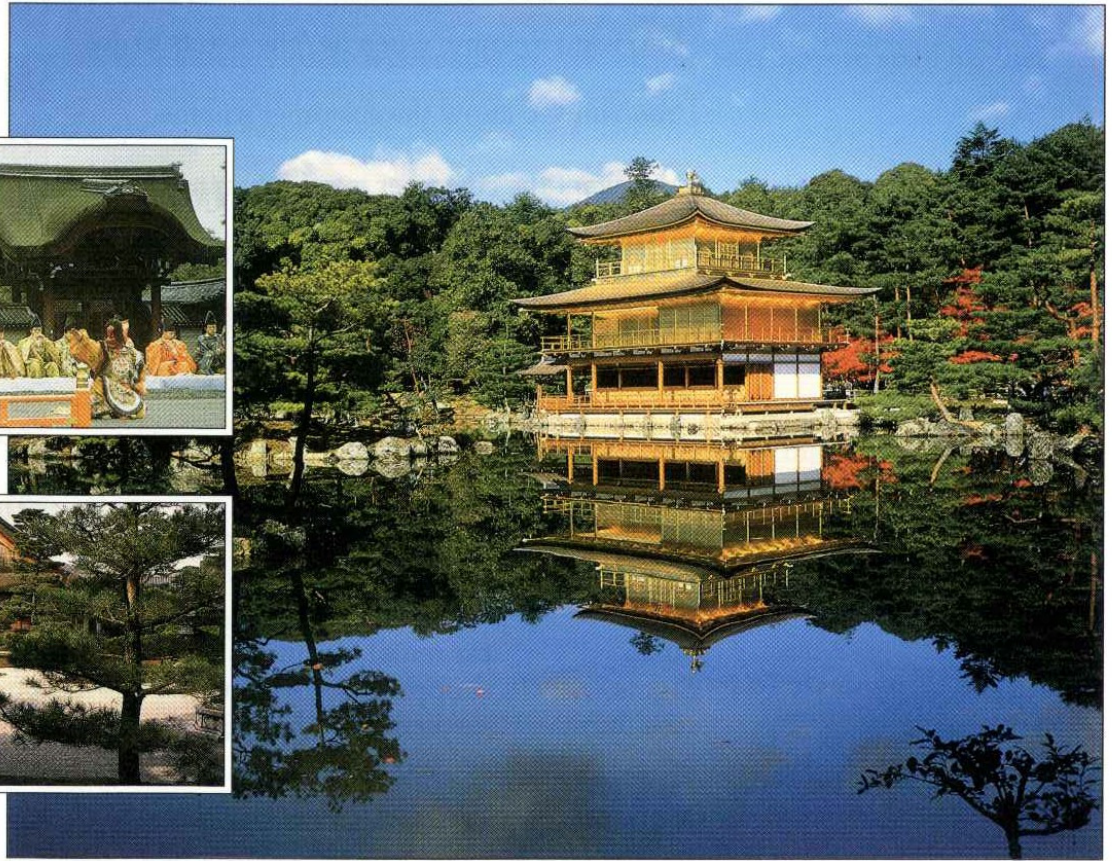
Vocabulary

accommodations
aisle seat
check-in clerk
city tour
day trip
departure lounge
driver's license
excursion

fill out
form
hand luggage
help
immigration officer
luggage check
medicine

passenger
reserve
scales
sign
seat
sure
window seat

LISTENING



Two tourists invite their Japanese tour company representative to dinner. First, look at the sentences below. Check any words you don't understand in the **Word list**.

Then listen to the conversation. What do they say? Choose the correct word to finish the sentences. The first one has been done as an example.

- 1 The woman says the food is *hot/good/delicious*.
- 2 The tourists' day was *fascinating/interesting/fantastic*.
- 3 The Palace was *interesting/tiring/beautiful*.
- 4 The lunch was *expensive/wonderful/delicious*.
- 5 The Golden Pavilion was *quiet/beautiful/good*.

LANGUAGE
STUDY

Study these questions and answers in the Simple Past.

Question

How was your day?

What did you do?

Answer

It was fascinating.

In the morning we saw the Imperial Palace.

This afternoon we went to the Daitokuji temple complex.

Then we visited the Golden Pavilion.

Now study this table.

Simple Present	Simple Past
regular verbs	
suggest	<i>suggested</i>
recommend	<i>recommended</i>
order	<i>ordered</i>
visit	<i>visited</i>
walk	<i>walked</i>
irregular verbs	
is/are	<i>was / were</i>
do	<i>did</i>
see	<i>saw</i>
go	<i>went</i>
have	<i>had</i>
find	<i>found</i>

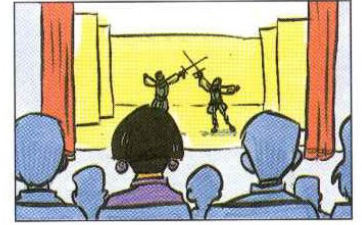
Work in pairs. Test each other! Cover the column on the right. Take turns choosing a verb. Can your partner remember the Simple Past form?

LISTEN AND PRACTICE



Look at these questions and answers. Check any words you don't understand in the **Word list**.

Match the questions with the correct answers. One has been done as an example.



- | | |
|----------------------------------|---------------------------------------------------------|
| 1 Where did you go? | <input type="checkbox"/> I bought some souvenirs. |
| 2 How did you get to the stores? | <input type="checkbox"/> I got back around 6:30. |
| 3 What did you buy? | <input type="checkbox"/> I got there by subway. |
| 4 How much did you spend? | <input type="checkbox"/> I had pasta. |
| 5 What time did you get back? | <input type="checkbox"/> I ordered a beer. |
| 6 Where did you eat? | <input type="checkbox"/> I paid about \$15. |
| 7 What did you have? | <input type="checkbox"/> Oh, I spent about \$100. |
| 8 What did you order to drink? | <input checked="" type="checkbox"/> 1 I went shopping. |
| 9 How much did you pay? | <input type="checkbox"/> I went to a nearby restaurant. |
| 10 What did you do after? | <input type="checkbox"/> I went to a show. |
| 11 What did you think of it? | <input type="checkbox"/> Actually, it was awful! |

Now listen and check your answers.

Listen again. Repeat the questions and answers. Check your pronunciation!

Turn to the tapescript on page 71 and work with a partner. Take turns asking and answering the questions.

WORD STUDY

First, check any words you don't understand in the **Word list**. Then check (✓) the words that you can use together. The first one has been done as an example.

	food	trip	place
delicious	✓		
awful			
fantastic			
interesting			
tiring			
wonderful			

MORE PRACTICE

Work in pairs. Make some more questions with *How was ...?* Choose an adjective from the **Word study** to make your answer.

Example:

A *Hi, Victor! How was your trip?*

B *It was fantastic!*



How was ...?

your vacation

your meal

the game

the trip

the theater

the museum

Now change partners and try again. This time, each try to add one more thing.

Example:

A *Hello, Maria. How was your vacation in Egypt?*

B *It was wonderful.*

A *What did you do?*

B *I saw the Pyramids.*

ACTIVITY

Work with a partner. Together, think of four places of interest to visit in your town or city. Also, decide on the best place to have lunch. Then read through your instructions and act out the dialog.

Student A You are a tour company representative in your town or city. Ask the tourist about his/her day.

Student B You are a tourist in your town or city. Tell the tour representative about your day.

Student A

Ask about the tourist's day.
So, how was your day?

Ask what the tourist did.

Ask about lunchtime.

Ask how the food was.

Ask about the afternoon.

Student B

Say how it was.
It was wonderful/tiring/interesting!

Say two things you did in the morning.

Say where you went for lunch and what you ate.

Say how the food was.

Say two things you did in the afternoon.

Now change roles and try the conversation again. Use different places this time.

SUMMARY

Now you can

- ◆ Talk about the past

This afternoon we went to the Daitokuji temple complex.

- ◆ Ask someone about their day

How was your day?

Vocabulary

around

awful

beautiful

beer

buy

delicious

dinner

expensive

fantastic

fascinating

find

get back

go shopping

hot

interesting

nearby

order (vb)

pasta

quiet

recommend

show

spend

souvenir

subway

suggest

tiring

visit

walk

wonderful

Are you ready to order?

LISTENING



Listen to the dialogs in the hotel. Check (✓) the sentences you hear.

	Dialog 1	Dialog 2	Dialog 3
Do you have a reservation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you like smoking or non-smoking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you like to see the menu?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you ready to order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you like anything to drink?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your order won't be long.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LANGUAGE STUDY

Study this restaurant language. Check any words you don't understand in the Word list at the back of the book.

Waiter

Do you have a reservation?

Would you like smoking or non-smoking?

Would you like to see the menu?

Are you ready to order?

*What would you like to start with?
as an appetizer?*

Would you like anything to drink?

Is that everything?

Would you like anything else?

Fine. Your order won't be long.

Guest

Yes. The name is ... / No, I don't.

Smoking/Non-smoking, please.

Thank you.

Yes, I think so.

I'd like the ... , please.

Could I have the ... , please?

Yes. A/An ... , please.

That's all, thank you.

Thank you very much.

Work in pairs. Test each other! Cover the column on the left. Take turns reading the guest's answers. Can your partner remember the questions?

**LISTEN AND
PRACTICE**



Look at the menu. Check any words you don't understand in the **Word list**.
Listen. What does the man order? What does the woman order? Check (✓) the things they order.

The Washington Hotel Menu

<i>Appetizers</i>	man	woman
Soup of the day	<input type="checkbox"/>	<input type="checkbox"/>
Tomato juice	<input type="checkbox"/>	<input type="checkbox"/>
Melon with ham	<input type="checkbox"/>	<input type="checkbox"/>
Caesar salad	<input type="checkbox"/>	<input type="checkbox"/>
<div style="text-align: center; color: #E67E22;"><i>Entrées</i></div>		
Charbroiled 16 oz. steak	<input type="checkbox"/>	<input type="checkbox"/>
Chicken in a white wine sauce	<input type="checkbox"/>	<input type="checkbox"/>
Roast beef	<input type="checkbox"/>	<input type="checkbox"/>
Baked salmon	<input type="checkbox"/>	<input type="checkbox"/>
<div style="text-align: center; color: #E67E22;"><i>Side orders</i></div>		
Side salad	<input type="checkbox"/>	<input type="checkbox"/>
Green beans	<input type="checkbox"/>	<input type="checkbox"/>
French fries	<input type="checkbox"/>	<input type="checkbox"/>
Baked potato	<input type="checkbox"/>	<input type="checkbox"/>
<div style="text-align: center; color: #E67E22;"><i>Beverages</i></div>		
Mineral water	<input type="checkbox"/>	<input type="checkbox"/>
Orange juice	<input type="checkbox"/>	<input type="checkbox"/>
Soft drinks	<input type="checkbox"/>	<input type="checkbox"/>
<div style="text-align: center; color: #E67E22;"><i>House wines</i></div>		
Red	<input type="checkbox"/>	<input type="checkbox"/>
White	<input type="checkbox"/>	<input type="checkbox"/>
Rosé	<input type="checkbox"/>	<input type="checkbox"/>

Please ask to see our wine list and extensive dessert menu.

Service charge is NOT included.

Work in groups of three. Look at the tapescript on page 72. Practice the dialog.

MORE PRACTICE

Work in pairs. Practice taking and giving orders. Make sentences.

Example:

to start (with) / a tomato juice

A *What would you like to start with?*

B *I'd like a tomato juice, please.*

1 to start with / a tomato juice

2 as an entrée / the baked salmon

3 as an appetizer / the melon

4 to drink / a fresh orange juice

5 as an entrée / the filet

6 with that / French fries and a side salad

7 as an appetizer / the soup of the day

8 as an entrée / the chicken

9 with that / some green beans

10 to drink / a black coffee

Now work with a new partner. Choose popular food and drinks from your country to make your own examples. Make four sentences each.

Example:

A *What would you like to drink, sir?*

B *I'd like some hot sake, please.*

A *And what would you like as an appetizer?*

B *I'd like the guacamole, please.*

WORD STUDY

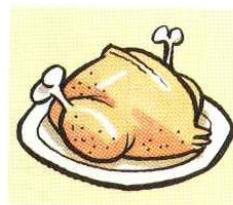
Put these words into the table on the following page.



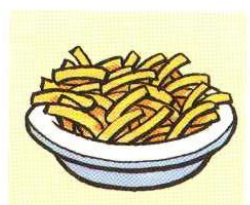
beef



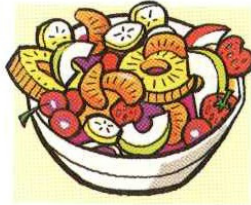
beer



chicken



French fries



fruit salad



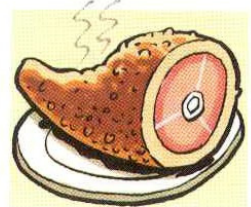
ice cream



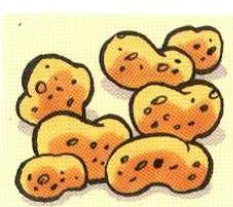
cheesecake



mineral water



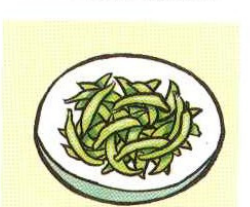
pork



potatoes



red wine



green beans

Meat	Vegetable	Dessert	Drink
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Can you think of some more words to add to each column?

ACTIVITY Work in small groups. Look at the menu on page 41. Take turns being the waiter/waitress and guests.

Guests: Look at the menu and decide what you would like to eat and drink.

Waitress/waiter: Take the guests' orders.

(Look at the **Language study** again on page 40 if you need help.)

When you have finished, change roles and try again.

SUMMARY Now you can

- ◆ Greet restaurant guests
Do you have a reservation?
- ◆ Take orders
What would you like to start with?
- ◆ Understand orders
I'd like the green salad, please.

Vocabulary

appetizer	fresh orange juice	roast beef
baked potato	green beans	side order
baked salmon	charbroiled 16 oz. steak	side salad
beverage	house wine	soft drink
Caesar salad	meat	soup of the day
chicken in a white wine sauce	melon with ham	tomato juice
dessert	menu	vegetable
entrée	mineral water	
French fries	order (<i>n</i>)	

How will you be paying?

LISTENING



Listen to three dialogs. Decide if these sentences are true (T) or false (F).

- 1 a ☐ The bag costs \$45 including tax.
b ☐ The customer pays by credit card.
- 2 a ☐ The customer is changing ten thousand yen into Hong Kong dollars.
b ☐ The customer gets \$88.88.
- 3 a ☐ The check is for \$10.70 including tax.
b ☐ The customer pays by traveler's check.

LANGUAGE STUDY

Study these questions and answers.

Clerk

Can I help you?

How would you like to pay?

Could I have your card, please?

Can I help you?

How much would you like to change?

We charge two percent (2%) commission.

That comes to ...

Customer

*Yes, please. How much is this?
are these ... ?*

Can I pay cash?

Can I pay by (traveler's) check?

Can I pay by credit card?

Do you accept credit cards?

Yes, here you are.

Yes, please. I'd like to change some money.

I'd like to change ... into ... , please.

That's fine.

Fine.

Work in pairs. Test each other! Cover the column on the left and take turns reading what the customer says. Can your partner remember what the clerk says?

Look at how we say prices.

It's \$10.50

It's ten dollars and fifty cents.

It's ten fifty.

I'd like to change ¥10,000 ...

I'd like to change ten thousand yen ...

LISTEN AND PRACTICE



Write the following sentences in the correct order to make two dialogs. The first sentence of each dialog has been done as an example.

OK, I'll take one.

Certainly, ma'am. How much would you like to change?

All right ... That comes to nine thousand, one hundred yen.

How would you like to pay?

They're eighteen fifty.

Do you accept credit cards?

Here you are.

OK. We charge two percent commission.

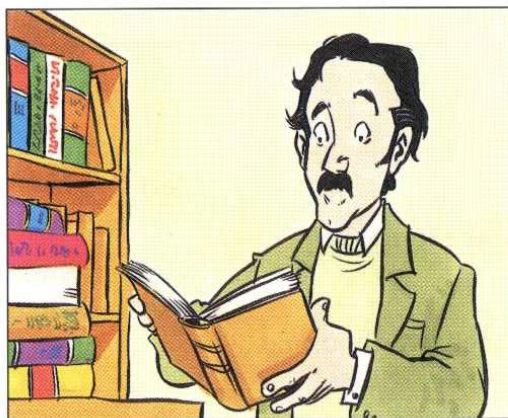
How much are these books?

Two percent? That's fine.

I'd like to change one hundred US dollars into yen, please.

Yes, sir. Could I have your card, please?

I'd like to change some money.



Dialog 1

1 *How much are these books?*

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____



Dialog 2

a *I'd like to change some money.*

b _____

c _____

d _____

e _____

f _____

Listen to the dialogs and check your answers.

Then work with a partner. Practice the dialogs.

MORE PRACTICE

Work with a partner. Choose dialog 1 or 2 below and practice it with a partner.

1

Customer

How much is this book?

OK, I'll take it.

Do you accept credit cards?

OK.

Clerk

It's fourteen dollars and fifty cents.

How would you like to pay?

I'm sorry, sir. We only accept cash.

Now make a similar conversation using these cues. Try not to look at the dialog above.

1

Customer

a CDs?
traveler's checks?

b dress?
credit cards?

c shoes?
traveler's checks?

Clerk

\$45.75
cash or credit cards

£56.95
cash or traveler's checks

8000 pesos
cash or local check



2

Customer

I'd like to change some yen.

I'd like to change two thousand yen into US dollars, please.

That's fine.

OK.

Clerk

Certainly, ma'am. How much would you like to change?

OK. We charge 2 percent commission.

All right ... That comes to \$180.

Now make a similar conversation using these cues. Try not to look at the dialog on the opposite page.

2

<p>Customer</p> <p>a pesos 1500 pesos/pounds</p> <p>b won 60 000 won/A\$</p> <p>c baht 3500 baht/US\$</p>	<p>Clerk</p> <p>how much? 1 ½%</p> <p>how much? 1 ½%</p> <p>how much? 2 ½%</p>
------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------

 |

ACTIVITY Work in pairs or groups. Complete the table below using these words.

baht	MXN	dollars	pesos
dollars	South Korea	Hong Kong	Thailand
Japan	THB	USD	JPY
KRW	won	Mexico	

Country	Currency	Currency abbreviation used by banks
_____	_____	_____
USA	_____	_____
_____	_____	_____
_____	yen	_____
_____	_____	HKD
_____	_____	_____

SUMMARY Now you can

<p>◆ Talk about money <i>That's about 80 dollars.</i></p> <p>◆ Ask about payment <i>How will you be paying?</i></p>	<p>◆ Change money for someone <i>How much would you like to change?</i></p>
-----------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------

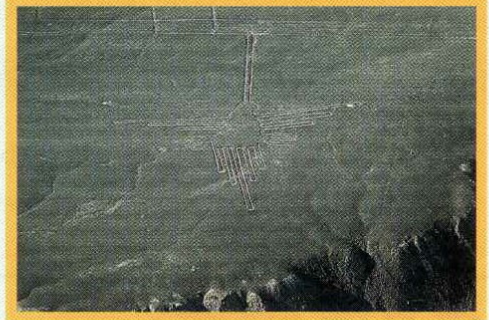
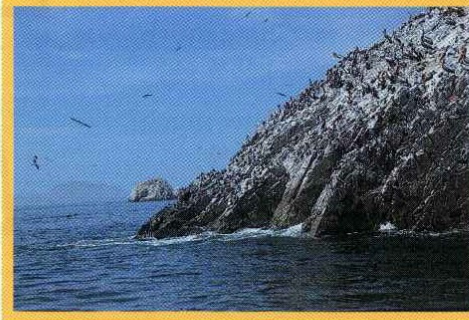
Vocabulary

accept	check (n)	currency	pay
change money	commission	including tax	percent
charge (vb)	cost	(local) check	That comes to ...

47

LISTENING

Listen to the guide. Complete the notes on the itinerary. Choose the correct answer. The first one has been done as an example.



South Peruvian tour itinerary

Tuesday

- 7:00 Leave Lima by *train/bus/plane*
 12:00 Have *coffee/picnic/lunch* at Pisco at the hotel
 13:00 Take *boat/plane* to Ballestas Islands
 17:00 Bus to Nazca/Las Dunas
 Evening Drinks/Dinner/Party at hotel

Wednesday

- 6:00 Get up/Have breakfast
 6:30 Take *bus/taxi* to airport
 7:00 Take *plane/helicopter* to see the Nazca Lines

**LANGUAGE
STUDY**

Study this language.

In a few minutes, we'll leave Lima.

At one o'clock, we'll take a boat to the islands.

We'll drive to the hotel for dinner.

We won't land on the islands, but we will have drinks and snacks on the boat.

How long will we stay in Nazca?

Work with a partner. Practice reading the sentences.

When we describe an itinerary, we often use these phrases.

<i>First, ...</i>	<i>Then ...</i>	<i>After lunch, ...</i>	<i>Later, ...</i>
<i>Next, ...</i>	<i>After that, ...</i>	<i>At three o'clock, ...</i>	<i>Finally, ...</i>

Now work with a partner. Talk about the itinerary in the **Listening**. Take turns.

Example:

First, we'll leave Lima by bus at 7 o'clock.

At 12 o'clock, we'll

Then ...

LISTEN AND PRACTICE



Listen to the cassette and fill in the blanks.

- 1 _____ here for 10 minutes. Please be back at the bus _____
11:30.
- 2 Please _____ to take all your belongings with you.
- 3 You are _____ to take photographs outside, but please do not use a
flash inside the palace.
- 4 I have your group entry ticket. Please keep together until we are _____.
- 5 The afternoon is _____. The bus _____ again at 5:30 p.m.
- 6 _____ stop in front of the palace so that _____ take
photographs.
- 7 We'll _____ here for one hour to give you a chance to _____
and buy souvenirs.
- 8 _____ back here at 3 o'clock.

Listen again and repeat the announcements. Practice your pronunciation!

MORE PRACTICE

Match the questions to the answers. The first one has been done as an example.

- | | |
|-----------------------------------------|--------------------------------------------------------------------------------------------|
| 1 How long will we stay here? | <input type="checkbox"/> No, I'm afraid you don't. We'll only be here for ten minutes. |
| 2 Will we have a guided tour? | <input type="checkbox"/> There are some good stores in the market behind the hotel. |
| 3 Where are we staying tonight? | <input type="checkbox"/> Yes, but please don't use a flash. |
| 4 Where can I buy souvenirs? | <input type="checkbox"/> There's a bar over there. |
| 5 Do I have time to climb to the top? | <input checked="" type="checkbox"/> 1 About 45 minutes. Please return to the bus by 10:30. |
| 6 Can we take photographs? | <input type="checkbox"/> Yes. The guide will meet us at the entrance. |
| 7 Would you take a photo of us, please? | <input type="checkbox"/> Certainly. Ready? Say "Cheese!" |
| 8 Where can I get a cold drink? | <input type="checkbox"/> At the Florida Hotel in the city center. |

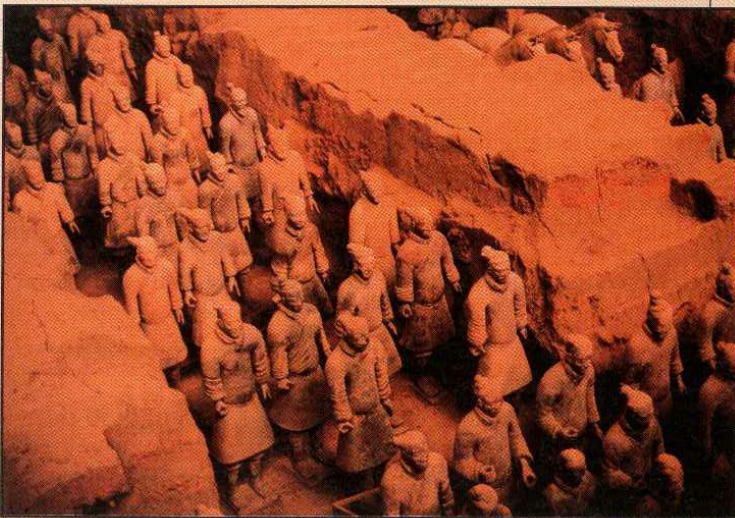
Work with a partner. Take turns asking and answering the questions. Practice your pronunciation.

ACTIVITY

You are the guide for Day 6 and Day 7 of the *China Tour*. Here is their itinerary. Work with a partner. Follow the instructions on the opposite page to help you talk through the itinerary. (Look back at the **Language study** if you need help). Take turns giving the whole speech.

China Tour excursion

Xian tour itinerary



Day 6

15:00 Transfer from the hotel to the airport for a flight to Xian.

Stay overnight at the Bell Tower Hotel, Xian.

Day 7

07:30 Take the bus to the emperor's burial mound. See the terracotta warriors.

12:00 Return to the bus. Have lunch in Ban Po.

13:30 Take the tour of the ancient village at Ban Po.

15:30 Return to the coach. Visit the hot springs at Huaqing.

17:00 Return to Xian.

Evening: See the Tang Dynasty Dance Show.

Have dinner and stay overnight at the hotel.

- 1 Greet the tourists.
Good morning, ...
- 2 Introduce yourself.
My name is ... I'm your guide for the next two days.
- 3 Say you are going to tell everyone the itinerary for the next 2 days.
- 4 Talk through Days 6 and 7.
First ... Then ...
- 5 Ask if there are any questions.
- 6 Tell the tourists to enjoy themselves!

Work in pairs or small groups. Plan an itinerary for a group of tourists visiting your area. Then join another group and take turns announcing your itineraries. Use as much English as you can.

Example:

*Good afternoon, everyone. It's a lovely day today for our trip to the castle and old town.
My name is ... etc.*

SUMMARY

Now you can

- ◆ Explain plans and itineraries to a tour group
First, we'll leave Lima by bus at 7 o'clock.
- ◆ Answer common questions asked by tourists
*Where can I buy souvenirs?
There are some good stores in the market.*

Vocabulary

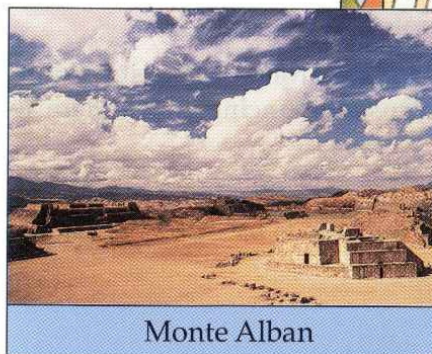
ancient	hot springs	snack
belongings	inside	stay
boat	island	stay overnight
climb	itinerary	stop
drive	keep together	tonight
flash	land (vb)	top
free	look around	transfer
get up	market	use
give you a chance to	meet (2)	village
group entry ticket	over there	you are welcome to ...
guided tour	picnic	
helicopter	remember	

Why don't you take the city bus tour?

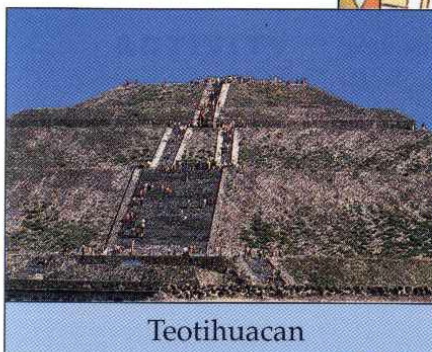
LISTENING



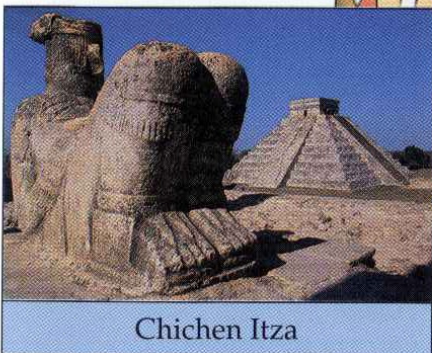
An American tourist is in a tourist information office in Mexico City. He is asking about what to do and see in Mexico. Listen to the dialog. Check (✓) the places the information officer suggests.



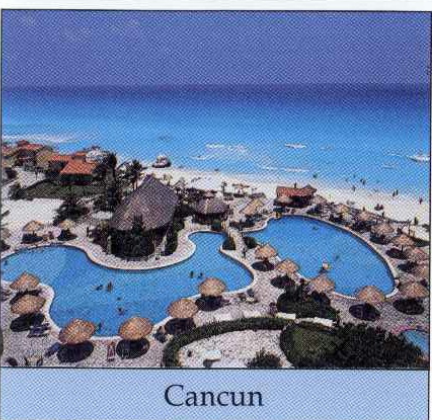
Monte Alban



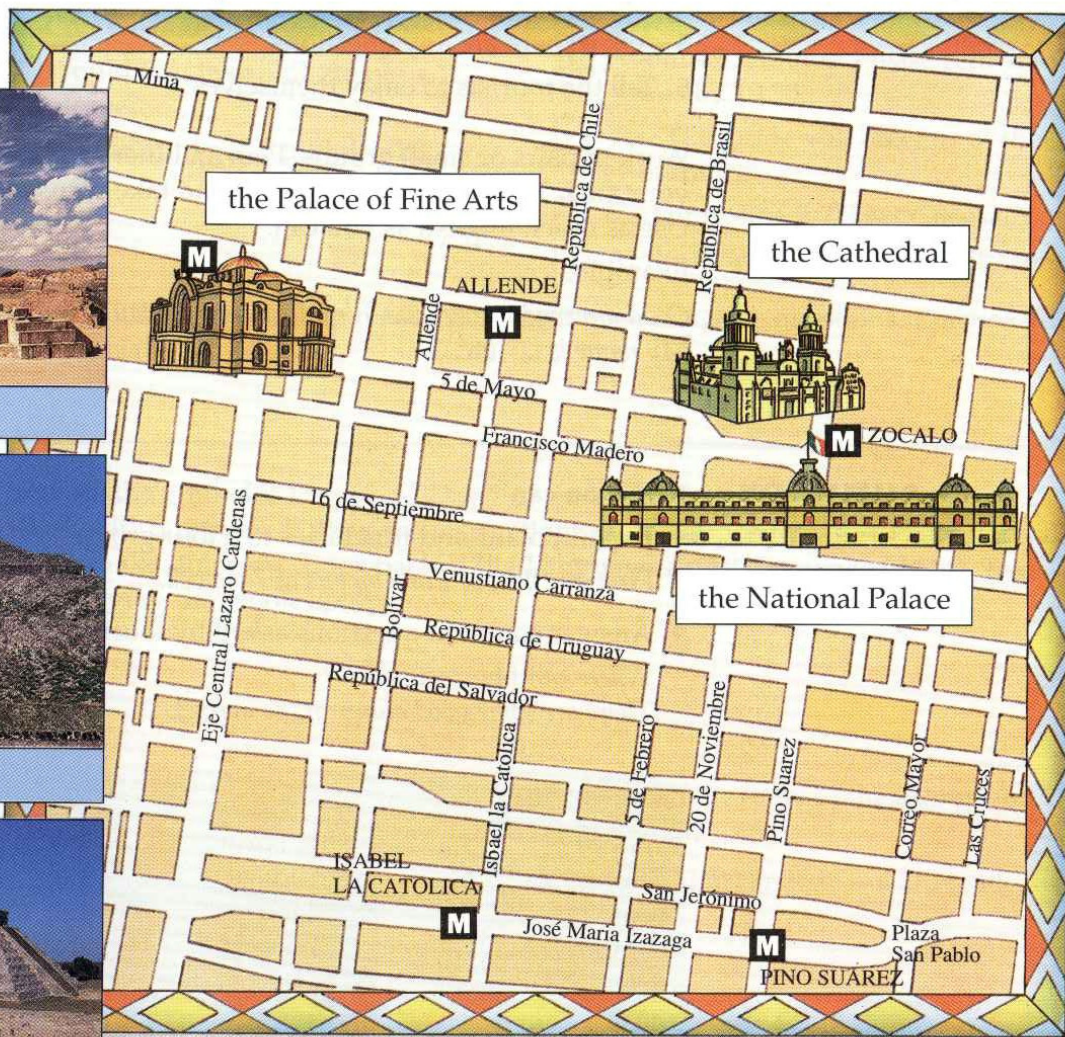
Teotihuacan



Chichen Itza



Cancun



- ☐ the National Palace
- ☐ the Cathedral
- ☐ the Palace of Fine Arts
- ☐ Teotihuacan
- ☐ Monte Alban
- ☐ Chichen Itza
- ☐ Cancun

LANGUAGE STUDY

Study these sentences.

Why don't you take a city bus tour?
I suggest you take a day trip to the beach.
I think you should also visit the museum.
You could visit Chichen Itza.

Read the suggestions aloud. Practice your pronunciation!

Study these adjectives and nouns.

Adjective	Noun
main	tourist attractions
ancient	city
beautiful	beaches
important	historical sites
excellent	map
wonderful	day trip

Check any words you don't understand in the **Word list**.

LISTEN AND PRACTICE

Listen and match the phrases. The first one has been done as an example.

- | | |
|--------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 Why don't you fly there ... | <input type="checkbox"/> ... and fly back. |
| 2 I suggest you stay overnight ... | <input type="checkbox"/> ... and then go to the shopping mall? |
| 3 I recommend you visit ... | <input type="checkbox"/> ... and visit the art gallery in the afternoon. |
| 4 You could take the train one way ... | <input type="checkbox"/> ... because it's a very good deal. |
| 5 Why don't you visit the shrines first ... | <input type="checkbox"/> ... in one of the temple guesthouses. |
| 6 Are you interested in ... | <input type="checkbox"/> ... one of the traditional villages. |
| 7 I strongly recommend a railpass ... | <input checked="" type="checkbox"/> ... to save time? |
| 8 I suggest you visit the Palace this morning while it's cool, ... | <input type="checkbox"/> ... walking tours? |

Practice making the suggestions.



**MORE
PRACTICE**

Choose the correct adjectives to fill in the blanks. The first one has been done as an example.

- 1 The *ancient* pyramids at Teotihuacan are an important tourist attraction.
(ancient/traditional)
- 2 The _____ western greeting is a handshake. (traditional/old)
- 3 There are many fine restaurants serving _____ food.
(delicious/beautiful)
- 4 It's a _____ city full of nightclubs and bars. (peaceful/lively)
- 5 On weekends the beaches are always very _____. (crowded/famous)
- 6 One of the most _____ temples in Kyoto is the Golden Pavilion.
(famous/main)
- 7 People who want a _____ holiday often go to the mountains.
(comfortable/quiet)
- 8 The hotel has a fine restaurant with _____ service.
(excellent/important)
- 9 The Great Barrier Reef is a _____ place for scuba diving.
(delicious/wonderful)
- 10 Sunrise over Ayers Rock is a _____ sight. (strong/fantastic)

ACTIVITY

In pairs, take turns being a tourist and a tourist information officer. The tourist reads one of the sentences aloud, and asks *What do you recommend/suggest?* The tourist information officer recommends one of the places in the pictures. Use all the pictures.

Example:

A *I'm interested in nightlife. What do you suggest?*

B *Well, why don't you go the "Starlight" dance club? They play great music!*

A *That's a good idea. Thanks!*

I like lively, crowded places.

I just want to relax.

I want excellent service.

I like peaceful places.

I want to be near the beach.

I want to go somewhere cool.

I'm here to see some ancient ruins.

I'm interested in night-life.



the Hotel Tara



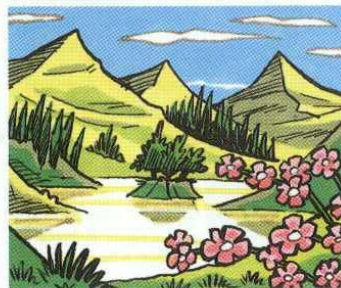
the Black Mountains



the Palm Hotel



the City Art Gallery



Lake Peaceful



the Golden Temple



the ancient city of Anca



the San Isidro market



the "Starlight" dance club

Now try again. This time, recommend places in your area.

SUMMARY

Now you can

- ◆ Make suggestions and recommendations

Why don't you take the city bus tour?

- ◆ Describe tourist attractions

Teotihuacan is an important historical site.

Vocabulary

attraction

beach

comfortable

cool

crowded

excellent

famous

fine

fly

full of

good deal

greeting

guesthouse

handshake

historical

important

lively

mountain

nightclub

over

palace

peaceful

place

pyramid

railpass

ruins

save time

scuba diving

shrine

sight

site

strongly

sunrise

relax

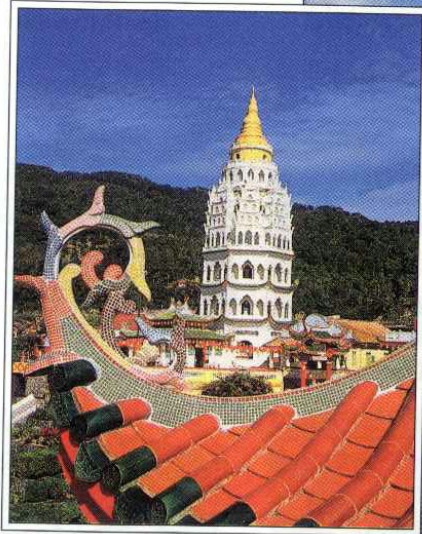
temple

traditional

walking tour

weekend

LISTENING



Someone is calling a travel agency to get information about a vacation. First, read the sentences below. Then listen to the dialog. Are the sentences true (T) or false (F)?

- 1 The caller wants to know about the vacation special to Thailand and Malaysia.
- 2 There is a discount for groups of ten people or more.
- 3 The caller doesn't want a brochure.
- 4 There are ten places left on the tour leaving on January 8th.
- 5 The travel clerk will hold the places on the tour until next Thursday.

☐
☐
☐
☐
☐
LANGUAGE
STUDY

Study these offers.

Travel Agent

Shall I send you a brochure?

I'll mail you the brochure today.

Would you like me to hold those places?

Customer

Yes, please.

Thank you.

That would be great.

Work in pairs. Test each other! Cover the column on the left. Take turns reading the answers aloud. Can your partner remember the offer?

**LISTEN AND
PRACTICE**



Listen to these dialogs in a travel agency. Fill in the blanks.

Dialog 1

A Do you have any information about vacation tours in Chile?

B Yes, we do. _____ send you some brochures?

A Yes, please.

B Could _____ your name and address?

Dialog 2

A I'd like to speak to Mr. De Vito.

B I'm afraid he's in a meeting. _____ take a message?

A No, that's OK, thanks. I'll call back later.

Dialog 3

A I'm sorry, I lost my itinerary.

B Don't worry. _____ send you a copy.

A That would be great.

Dialog 4

A _____ nights is it for?

B It's for 3 nights, from the 12th through the 14th of August.

A I see. Just a moment, please, and _____ check for you.

Listen again and repeat the dialogs. Check your pronunciation.

Work with a partner. Take turns being the travel agent. Practice each dialog twice.

MORE PRACTICE

Match the tourist's problem with an offer of help. The first one has been done for you.

- 1 Do you have a double room for tonight?
 - 2 I've lost my luggage tags.
 - 3 Could you tell me where the museum is, please?
 - 4 I feel sick.
 - 5 Someone took my wallet. It has all my credit cards.
 - 6 I left my watch at the swimming pool.
 - 7 I'm cold.
 - 8 Could we pay, please?
 - 9 What time does the Science Museum open?
 - 10 These bags are really heavy!
-
- ☐ Don't worry. I'll get you some more.
- ☐ I'll call the swimming pool attendant to see if he found it.
- ☐ I'll carry them for you.
- ☒ 1 I'll just check availability for you.
- ☐ I'll show you where it is on the map.
- ☐ I'm not sure. Would you like me to call them and find out for you?
- ☐ Should I call a doctor?
- ☐ Should I get you a blanket?
- ☐ Sure. I'll get your check.
- ☐ Would you like me to call the police?

Now work in pairs. Practice the dialogs. Take turns being the tourist.



ACTIVITY

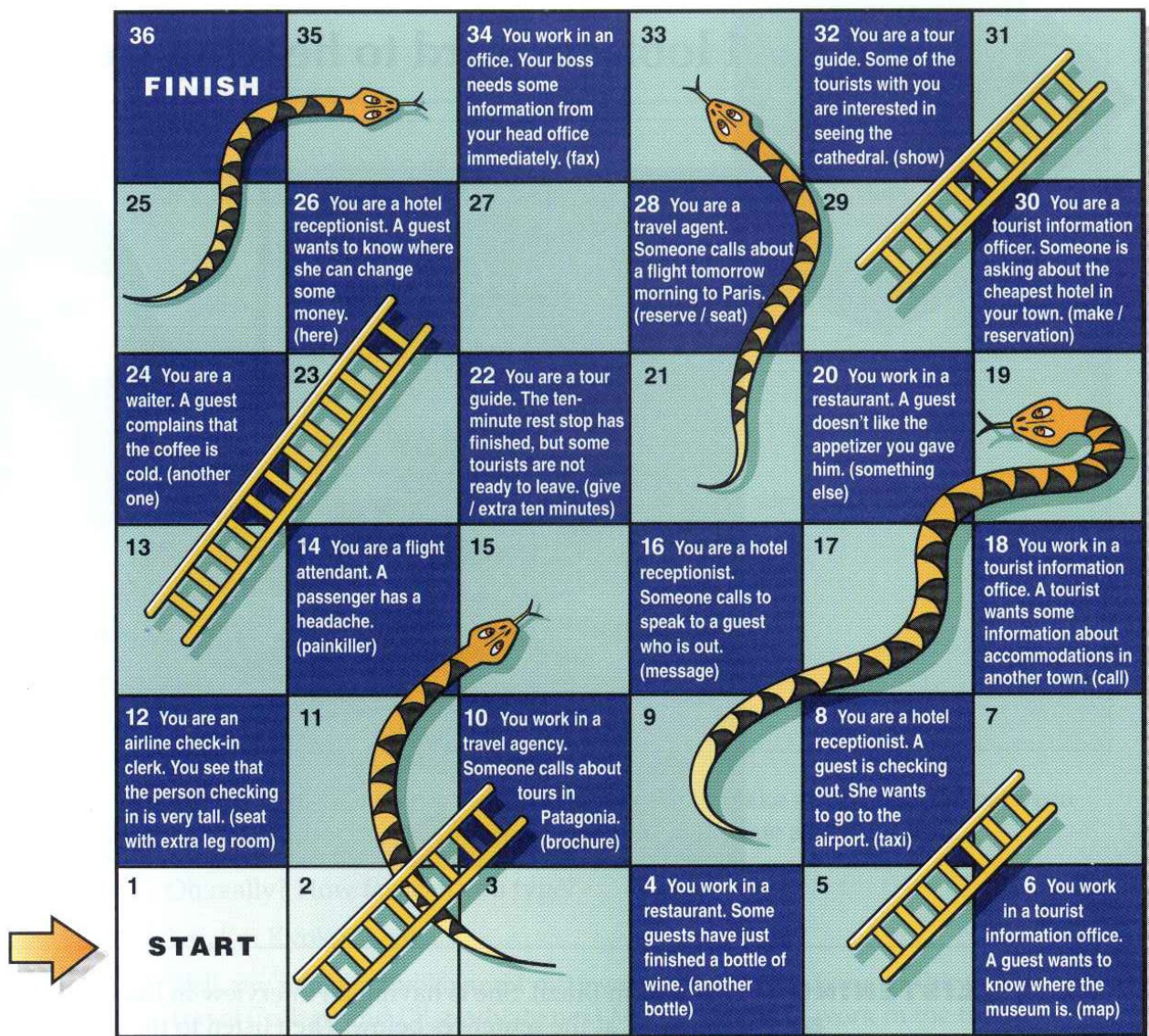
Play this game in groups. Throw a dice and move around the board. If you land on a situation, you must offer to help using *Should I ... ?*, *I'll ...*, or *Would you like me to ... ?* Use the cues in parentheses to help you.

Example:

You work as a bellhop. You see a guest carrying two large bags. (carry)
I'll carry those for you.

If you make a mistake, miss a turn.

The first person to land on *Finish* is the winner!



SUMMARY Now you can

- ◆ Offer to help people
Would you like me to send you a brochure?
- ◆ Understand and deal with tourists' problems
*I feel sick.
Should I call a doctor?*

Vocabulary

availability	copy	later	place (2)	wallet
be left	discount	lost	police	watch
blanket	doctor	mail	really	
brochure	Don't worry.	meeting	science	
carry	feel sick	more	send	
cathedral	great	museum	someone	
check (vb)	heavy	next	tomorrow	
cold	interested in	painkiller	vacation special	

**LISTENING**

Eva is from Brazil. She is having an interview in English for a job in a travel agency. First, look at the sentences below. Then listen to the job interview and choose the correct answers. The first one has been done for you.

- 1 Eva was born in *São Paulo/Rio de Janeiro/the United States*.
- 2 She has visited *Canada/the United States/Australia*.
- 3 She went there *last summer/last winter/two months ago*.
- 4 Eva's favorite subject was *English/tourism/business administration*.
- 5 Eva took the TOEFL examination *in high school/one year ago/one month ago*.

LANGUAGE STUDY

We use has/have done (the Present Perfect) to talk about experiences, when we do not know or want to know when something happened.

<i>Have you always lived in Brazil?</i>	<i>Yes, I have.</i>
<i>Have you taken any English exams?</i>	<i>Yes, I have.</i>
<i>Have you ever worked in a travel agency?</i>	<i>No, I haven't.</i>

If we know or want to know when something happened, we use the Simple Past.

<i>When did you go to the USA?</i>	<i>I went last summer.</i>
<i>When did you take the TOEIC exam?</i>	<i>I took it last month.</i>

LISTEN AND PRACTICE



Kyoko Tanaka

Address Zenpukuji 2-26-4
Suginami-ku
Tokyo 168

Telephone number 03 6486 7741

Nationality Japanese

Education and training

1990-94 Koganei-kita High School, Tokyo

1994-96 Tokyo Air Travel College

Subjects include word processing, business administration, and English.

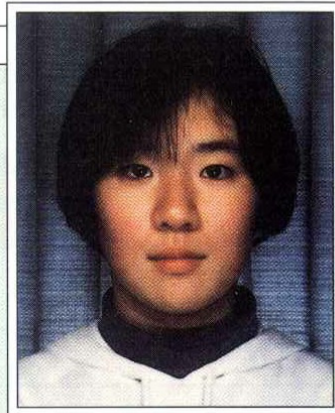
Other information

Typing 70 wpm

Languages Japanese, intermediate English

Interests Reading and tennis

References to be supplied upon request.



Put the following sentences in the correct order to make a conversation between Kyoko and her interviewer. The first one has been done as an example.

- ☐ Oh really? How fast can you type?
- ☐ Yes, I'm Kyoko Tanaka.
- ☐ Well, my name is Kyoko and I'm 19 years old. I'm studying at Tokyo Air Travel College and I'll graduate next March. I hope to work in the travel industry next year.
- ☐ Have you taken any exams in English?
- ☒ 1 Good morning. Please take a seat. Can I have your name, please?
- ☐ 70 words a minute.
- ☐ Thank you, Ms. Tanaka. Could you tell me a little bit about yourself?
- ☐ Thank you.
- ☐ Yes, I took the TOEIC exam last month. But I've also taken exams in word processing and business administration.
- ☐ That's very fast! Well, thank you, Ms. Tanaka. Please wait here while I ask Mr. Takahashi, our personnel manager, to come in and see you.
- ☐ Good. Which languages can you speak?
- ☐ I speak Japanese and some English.

Now listen and check your answers.

Listen again and repeat the conversation. Check your pronunciation!

Work with a partner. Turn to the tapescript on page 77 and practice the conversation.

MORE PRACTICE

Look at these interview questions and answers. Check any words you don't understand in the **Word list** at the back of the book.

Question	Answer
1 Could I have your name, please?	Yes, my name is ...
2 How old are you?	I'm ... years old.
3 Where are you from?	I'm from ...
4 What do you do?	I'm a student.
5 Where do you study?	I study at ... (school name).
6 Which languages do you speak?	I speak ...
7 Have you taken any English exams?	No, I haven't. / Yes, I have. I took ... (exam name) in ... (year).
8 What are your interests?	Well, I really enjoy ... (your hobbies).
9 Do you have any work experience?	No, I don't. / Yes, I do. I work part-time in a ...
10 Have you ever traveled overseas?	No, I haven't. But I would like to go to ... / Yes, I have. I went to ... (place) in ... (year).

Now work in pairs. Take turns being Younghee and Eduardo. Interview each other using the questions above and the information about Younghee and Eduardo.

Personal history

Name	Younghee Kim	Age	20
Nationality	South Korean	Occupation	Student
Name of school	Central Tourism College		
Languages	Korean, some English		
English exams taken	TOEFL (last year)		
Interests	Reading, playing volleyball		
Work experience	None		
Travel	Never traveled abroad		

Personal history

Name	Eduardo Mendoza	Age	21
Nationality	Mexican	Occupation	Student
Name of school	Benito Juárez College		
Languages	Spanish and English		
English exams taken	None		
Interests	Playing baseball		
Work experience	Work in a restaurant on weekends		
Travel	USA (last year)		

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IR Language
مرجع آموزش زبان ایرانیان

ACTIVITY

Work in pairs. Complete the form about your partner by asking him or her questions. Check any words you don't understand in the **Word list**.

Personal history

Name

Age

Nationality

Occupation

Name of school

Languages

English exams taken

Interests

Work experience

Travel

SUMMARY

Now you can

- ◆ Talk about experiences

Have you ever worked in a travel agency?

Yes, I have.

- ◆ Ask and answer interview questions

Do you have any work experience?

No, I don't.

Vocabulary

ago

always

be born

business administration

ever

exam

examination

experience

fast

favorite

graduate

high school

hope

industry

interview

language

last

month

nationality

occupation

overseas

personnel manager

summer

tourism

training

type

winter

word processing

year

Tapescripts

1

LISTENING

www.irlanguage.com



Listen to four dialogs. Write the dialog number next to the correct picture.

Dialog 1

A Good morning. I'm Akira Kambara.

B I'm Chris Bailey. Pleased to meet you, Mr. Kambara.

A Pleased to meet you, Mr. Bailey.

Dialog 2

A Excuse me. Are you Mrs. Lee?

B Yes, that's right.

A Hello, my name's Eduardo Vargas.

B Pleased to meet you.

Dialog 3

A Hello, everyone! It's nice to meet you! Welcome to Bangkok!

Dialog 4

A Good evening, Mrs. Parker.

B Good evening.

LISTEN AND PRACTICE

Judy Wong is a tour company representative. She is meeting a tour group. Listen to the dialog.

Man Excuse me. Are you the Sunrise tour rep?

Judy Yes, I am. Excuse me! Could you listen for a moment? ...

Thank you. Good morning, everybody. I'd like to introduce myself. My name is Judy Wong and I'm from Taipei. I'm the tour rep for East-West Tours. It's very nice to meet you all. Welcome to Taiwan. Now, is everybody here ...?

2

LISTENING

Listen to five dialogs about jobs. Write the dialog number next to the correct picture.

Dialog 1

A So, what do you do, Monica?

B I'm a hotel receptionist.

A Oh, yeah? Where do you work?

B At the Waldorf.

Dialog 2

A Excuse me! Are you a waiter? I'd like another cup of coffee.

B Actually, I'm not a waiter, sir, I'm a bartender. But I'll have a waiter come to your table.

A Thank you.

Dialog 3

A Does he work in New York?

B No, he doesn't. He works in Washington, D.C.

A What exactly does he do?

B He works for a big travel agency. He's a travel clerk.

Dialog 4

A Do they work in a hotel?

B No, they don't. They work for Japan Airlines.

A Are they flight attendants?

B Yes, they are.

Dialog 5

A What do you do?

B I'm a tour representative with Jasmine Tours.

A Oh, yeah? Where do you work?

B In Chiang Mai. You know, Northern Thailand.

**LISTEN AND
PRACTICE**

Listen to the dialogs and complete the sentences.

Dialog 1

A What do you do?

B I'm a tour guide.

Dialog 2

A Is he a bellhop?

B No, he isn't. He's a receptionist.

Dialog 3

A Where do you work?

B In a hotel. I'm a waiter.

Dialog 4

A Are you a travel clerk?

B Yes, I am. I work in New York.

Dialog 5

A Do you work in a hotel?

B No, I don't. I work in a tourist information office.

3

LISTENING

Write down the time you hear.

Dialog 1

A Thank you, Mr. Ramos. Your flight leaves from Terminal 3.
Please check in at ten fifteen at counter B.

B Ten fifteen? I see. Thank you very much.

Dialog 2

A Can you help me? What time is the first bus to Pattaya?

B Just a moment ... The bus leaves at seven in the morning.

A 7 o'clock? Thanks.

Dialog 3

A I need to change some money. Are the banks still open?

B Actually, they close at three thirty so you'd better hurry!

A Three thirty? You're joking! I'd better run!

Dialog 4

A That's all, Dr. Nelson. Is there anything else you'd like?

B Um ... I don't think so. Oh yes, what time is lunch?

A Lunch is served from eleven forty-five in the main restaurant.

B Eleven forty-five. That's fine. Thank you.

A Thank you, ma'am.

Dialog 5

A Thank you, everybody. That's all. Now, are there any questions?

B Yes. Can we go shopping now?

A Yes, of course. We'll meet back here at six fifty. That's six fifty, and please don't be late!

Dialog 6

A Excuse me. What time is the National Park open to visitors?

B It opens at nine fifteen every day.

A I see. Thank you.

LISTEN AND PRACTICE

Listen to the cassette. Match the pictures, verbs, and times. Draw a line.

- 1 The train leaves at seven forty-five in the morning.
- 2 The bank closes at half past three in the afternoon.
- 3 The department store opens at nine a.m.
- 4 Breakfast is served from seven thirty a.m.
- 5 The bus arrives at a quarter after five in the evening.

4**LISTENING**

Listen to three dialogs. For each dialog, check the card (a or b) with the correct information.

Dialog 1

A Edgware Inn. Can I help you?

B Yes. I'd like to reserve a single room, please.

A Certainly, sir. What's your name, please?

B Baughan, that's B-A-U-G-H-A-N.

A Thank you, Mr. Baughan. When will you be arriving?

B April 1st.

A For how many nights?

B Until April 6th.

A So that's a single room for five nights.

Dialog 2

A What kind of room would you like, Ms. Chang?

B A single room with bath, please.

A I'm sorry. I can only offer you a single with shower or a double with bath.

A I'll take the double room with bath, then.

Dialog 3

A OK, Mr. Stephens. I can confirm your reservation. Now, how will you be paying?

B By traveler's check.

A I'm sorry, we don't accept traveler's checks. We take credit cards or cash.

B I see. I'll pay by credit card then, I guess. Visa.

A Thank you, sir. What's the card number, please?

B It's 1234 567 890.

LISTEN AND PRACTICE

Listen to the dialog and check your answers.

A I'd like to make a reservation, please.

B Certainly, sir. What's your name, please?

A Williamson, Bill Williamson.

B When will you be arriving, Mr. Williamson?

A July 12th.

B For how many nights?

A Until the 14th.

B So that's two nights.

A Yes, two nights.

B And what kind of room would you like?

A A single room with bath, please.

B And how will you be paying, Mr. Williamson?

A By Visa.

B That's fine. What's the card number, please?

A It's 0123 456 7890.

B And what's your address, please?

A It's 1738 Lincoln Drive, Washington, D.C. 26676.

B OK, Mr. Williamson, I can confirm your reservation. That's a single room for two nights from July 12th.

A Thank you.

5

LISTENING

Listen to the cassette. What are they talking about? Write the dialog number next to the correct picture.

Dialog 1

A Excuse me. Can I leave my bag on the bus?

B No, I'm afraid not. Could you all listen, please? Don't leave your bags on the bus. It's not safe. Take everything with you.

Dialog 2

A Do you have a name tag on that bag?

B Oh no, I don't.

A OK. Write your name and address on this tag, please.

B Do you have a pen?

A Certainly. Here you are.

Dialog 3

A Thank you, Mr. Garcia. Your flight is confirmed.

B Thank you.

A Please check in at least two hours before your flight.

B I see. Thank you very much.

Dialog 4

A Passengers on flight KE 907, please have your boarding pass ready. Passengers on flight KE 907, please have your boarding pass ready. Thank you.

Dialog 5

A Please go through Immigration now. Have your passport and visa ready.

B I'm sorry, what did she say?

C We're going through Immigration. Have your passport and visa ready.

LISTEN AND PRACTICE

Listen and complete these instructions.

- 1 Don't leave your bags on the tour bus.
- 2 Write your name and address on this tag, please.
- 3 Please check in at least two hours before your flight.
- 4 Have your boarding pass ready.
- 5 Please go immediately to gate 37.
- 6 Do not leave any bags unattended.
- 7 Please board the plane through door E.
- 8 Fasten your seatbelt.
- 9 Do not smoke until you are inside the terminal building.
- 10 Enjoy your flight!

6

LISTENING

Listen. Where is each place? Draw a line to the correct floor in the hotel.

Dialog 1

Guest Excuse me. Where's the restaurant, please?

Clerk It's on the second floor, sir. The stairs are over there on the left, or there's an elevator on the right.

G Thank you.

Dialog 2

G Is there somewhere I can park my car?

C Yes, ma'am. There's a parking lot for guests in the basement. The entrance is behind the hotel.

G Thank you.

C Thank you, ma'am.

Dialog 3

G Excuse me. Is the cocktail bar on the first floor? Only I can't seem to find it.

C No, sir. The cocktail bar is on the third floor.

G I see. Thank you.

Dialog 4

G I'm looking for the lounge.

C It's next to the swimming pool on the second floor.

G Next to the swimming pool on the second floor. Thank you.

Dialog 5

G Is there a telephone I can use?

C Yes, sir. There are some telephones on the first floor near the main entrance.

Dialog 6

G Can I change some money here?

C We have an exchange bureau, but it's closed until 10 a.m.

G OK. Where exactly is it?

C It's upstairs on the second floor.

LISTEN AND PRACTICE

Listen to the information clerk in the shopping mall telling people where things are. Where are these places?

- 1 the car rental office
- 2 the drugstore
- 3 the bus stop
- 4 the pizza parlor
- 5 the lost and found office

Listen and write a number on the plan.

- 1 A Excuse me. Where can I rent a car?
B Go straight through the mall, past the fountain. The car rental office is in the corner on the right, next to the sandwich bar.
A In the corner on the right ... Thanks!
- 2 A Can you help me? I'm looking for the drugstore.
B Yes, of course. It's upstairs, on the second floor, next to the post office. It's across from the bank.
A Thank you so much.
- 3 A Excuse me. Where do I take the city bus tour from?
B The bus stop is just around the corner. Leave by the main entrance here. Turn right. Then take the second right. The bus stop is next to the park.
A I see. I turn right at the main entrance, take the second right, and it's next to the park.
B That's it.
A Thanks a lot.
- 4 A Excuse me. Where's the pizza parlor?
B It's upstairs on the third floor, between the travel agency and the bookstore.
A On the third floor?
B Yes, that's right.
- 5 A Excuse me, please. Is there a lost and found office in the mall?
B Yes. Take the elevator to the second floor and turn left. Go past the art gallery on your left. Take the second right, and it's on your right. It's next to the travel center.

7

LISTENING

Listen to the telephone conversation and fill in the blanks.

- A Good morning, Oriental Hotel, Bangkok. Can I help you?
B Hello. Could I speak to the General Manager, please?
A I'm afraid he's not here at the moment. Can I take a message?
B Yes, please. My name is Mr. Lopez, Roberto Lopez. Could you ask him to call me after 3 p.m. today?
A Certainly, Mr. Lopez. Could I have your number?
B Yes, it's 247 1033.
A Thank you. I'll give him the message.

**LISTEN AND
PRACTICE**

Listen and check your answers.

- R Good afternoon. Minata House. How may I help you?
C Could I speak to Mrs. Chang, please?
R I'm sorry. Mrs. Chang isn't here at the moment.
C Do you know what time she'll be back?
R I think she'll be back this afternoon. Can I take a message?
C Yes, please. Could you ask her to call me? My name is Mr. Jackson.
R Certainly, sir. Could you spell that, please?
C It's J-A-C-K-S-O-N. I'm staying at the Renada Hotel.
R The Renada Hotel? Could I have your number?
C Yes, it's 43 66 21.
R Thank you very much, Mr. Jackson. I'll give her the message.
C Thank you. Goodbye.
R Goodbye.

8

LISTENING

Listen to the dialog and check your answers.

- Check-in clerk** Good morning. May I see your passport and ticket, please?
Passenger Sure. Here you are.
C Thank you, sir ... Could you put your baggage on the scales, please,
Mr. Sampras?
P OK.
C Just the two pieces?
P Yes, just two.
C That's fine. Do you have any hand luggage?
P Yes, this small bag.
C That's fine. Would you fill out this name tag and attach it to your bag, please?
P Sure. Do you have a pen?
C Here you are.
P Thanks.
C Would you like a window seat or an aisle seat?
P A window seat, please.
C All right, Mr. Sampras ... Can you go straight through to the
Departure Lounge now, please. The flight is boarding now.
P Fine. Thanks a lot.
C You're welcome. Enjoy your flight.

**LISTEN AND
PRACTICE**

Listen to these conversations in a tourist information office. Fill in the blanks.

Dialog 1

- Clerk** Good morning. Can I help you?
Tourist Yes, please. I'd like to reserve two seats on the city tour today.
C Yes, certainly. May I have your name?

Dialog 2

- C Good morning. May I help you?
T Can we leave our luggage here for 24 hours?
C Yes, you can. Would you fill out this form, please?
T Sure. Do you have a pen, please?

Dialog 3

C May I help you?

T Yes, please. I'd like to change some traveler's checks.

C Certainly. May I have some ID, please?

T I have my driver's license.

C That's fine.

Dialog 4

T Excuse me. Can you help me with accommodations?

C Certainly, madam. Could you please just wait until I finish helping this gentleman?

T No problem.

9**LISTENING**

Listen to the conversation. What do they say? Choose the correct word to finish the sentences.

Man This is a lovely restaurant, Mayumi.

Mayumi This is one of the best tempura restaurants in Kyoto.

Woman The food really is delicious.

Man Would you like something to drink, Mayumi? Perhaps some hot sake or Japanese green tea?

Mayumi Green tea would be wonderful.

Woman Sake for me.

Mayumi So, how was your day?

Woman Oh, very good. It was fascinating.

Mayumi What did you do?

Woman In the morning, we saw the Imperial Palace. It was very interesting.

Man Then, this afternoon, we went to the Daitokuji temple complex. We had a wonderful lunch at the Zen restaurant.

Mayumi Oh good! You found it.

Woman Then we visited the Golden Pavilion – it's so beautiful, and then we walked around the Zen garden on the grounds of the Ryoanji temple.

Mayumi Oh yes, it really is a wonderful place.

LISTEN AND PRACTICE

Listen and check your answers.

- 1 Where did you go?
I went shopping.
- 2 How did you get to the stores?
I got there by subway.
- 3 What did you buy?
I bought some souvenirs.
- 4 How much did you spend?
Oh, I spent about \$100.
- 5 What time did you get back?
I got back around 6:30.
- 6 Where did you eat?
I went to a nearby restaurant.
- 7 What did you have?
I had pasta.
- 8 What did you order to drink?
I ordered a beer.

- 9 How much did you pay?
I paid about \$15.
- 10 What did you do after?
I went to a show.
- 11 What did you think of it?
Actually, it was awful!

LISTENING

Listen to the dialogs in the hotel. Check the sentences you hear.

Dialog 1

- A Do you have a reservation, sir?
B Yes. My name is Howard.
A ... Yes, sir. A table for four. Would you like smoking or non-smoking?
B Non-smoking, please.
A Fine, sir. Would you follow me, please?

Dialog 2

- A Are you ready to order?
B Yes, I'd like the pâté to start.
A One pâté.
B And I'd like a pepperoni pizza and a salad to follow, please.
A ... Pepperoni pizza and salad ... Would you like anything to drink?
B An orange juice, please.
A Certainly. Your order won't be long ...

Dialog 3

- A Would you like to see the menu?
B Yes, please.
...
I think we're ready to order. Could we have number sixteen for two, please?
A That's fine. Would you like anything to drink?
B Beer for me.
C I'll take a beer also.
A Is that everything?
B Yes, thank you.

LISTEN AND PRACTICE

Listen. What does the man order? What does the woman order? Check the things they order.

Waiter Good afternoon. Do you have a reservation?

Man Yes, we do. My name is Brayton.

Waiter Yes, sir. A table for two?

Man That's right.

Waiter Would you like smoking or non-smoking?

Woman Non-smoking, please.

...

Waiter Are you ready to order?

Man Yes, we are.

Waiter What would you like to start with?

Woman I'd like the melon, please.

Waiter One melon. And for you, sir?

Man What exactly is the soup of the day?

Waiter It's gazpacho, sir. Basically it's cold tomato soup.

Man Cold soup? Oh ... maybe not ... I'll have the Caesar salad, please.
Waiter Certainly, sir. And as an entrée?
Woman I'd like the baked salmon, please.
Waiter Any side orders with that?
Woman Yes. A side salad, I guess.
Waiter One salmon and one side salad. OK. And for you, sir?
Man I'd like the roast beef, please.
Waiter Yes, sir. What would you like with that?
Man Ah ... I'll take an order of green beans and a baked potato, please.
Waiter Certainly, sir. And what would you like to drink?
Man What would you like, honey?
Woman I'll have a glass of white wine, please.
Man And could I have an iced mineral water, please?
Waiter Certainly, sir. Is that everything?
Man That's all, thank you.
Waiter Thank you, sir ... madam. Your order won't be long.

11

LISTENING

Listen to three dialogs. Decide if these sentences are true or false.

Dialog 1

A Can I help you?
B Yes, please. How much is this bag?
A It's forty-five dollars with tax.
B OK, I'll take it.
A How would you like to pay?
B Can I pay cash? No, wait a moment, do you accept credit cards? I don't think I have enough cash.
A That's fine. Could I have your card, please?
B Sure. Here you are.

Dialog 2

A Can I help you?
B Yes, please. I'd like to change some money.
A Certainly, ma'am. What would you like to change?
B I'd like to change ten thousand yen into dollars, please.
A US dollars?
B Yes, please.
A We charge two percent commission.
B That's fine.
A All right ... That comes to eighty-eight dollars and eighty-eight cents.

Dialog 3

A Yes, sir?
B Check, please!
A Certainly, sir. OK, let's see. Steak sandwich, French fries, coffee. That'll be, uh, fifteen dollars and fifty cents with tax.
B Excuse me, I didn't have a steak sandwich, I had a cheeseburger. And I had a Coke, not a coffee.
A Oh, I'm sorry, sir! Wrong order! That should be ... ten seventy including tax.
B That sounds better! Can I pay by traveler's check?
A I'm sorry, sir. We don't accept traveler's checks, only cash.
B OK. There you go. Thirteen dollars. Keep the change.
A Thank you, sir.

LISTEN AND PRACTICE

Listen to the dialogs and check your answers.

Dialog 1

Customer How much are these books?

Clerk They're eighteen fifty.

Customer OK, I'll take one.

Clerk How would you like to pay?

Customer Do you accept credit cards?

Clerk Yes, sir. Could I have your card, please?

Customer Here you are.

Dialog 2

Customer I'd like to change some money.

Clerk Certainly, ma'am. How much would you like to change?

Customer I'd like to change one hundred US dollars into yen, please.

Clerk OK. We charge two percent commission.

Customer Two percent? That's fine.

Clerk All right ... That comes to nine thousand, one hundred yen.

12

LISTENING

Listen to the guide. Complete the notes on the itinerary. Choose the correct answer.

Mercedes Good morning. My name is Mercedes. I am your guide for the next few days on your bus trip through Southern Peru. In a few minutes, we'll leave Lima and drive south to Pisco. We'll have lunch at Pisco, at the Hotel Belen. After lunch, at around 1 o'clock, we'll take a boat to the Ballestas Islands where we hope to see some flamingos, pelicans, and sea lions. We won't land on the islands, but we will have drinks and something to eat on the boat. At 5 o'clock we'll meet up with the bus again and go onto Nazca. Finally, we'll drive to the Las Dunas Hotel for dinner.

I recommend an early night, as breakfast on Wednesday is at 6 a.m. After breakfast, the bus will take us to Nazca Airport and we'll take a short plane trip to view the Nazca Lines.

When you leave the bus, remember to take all your belongings with you. Are there any questions?

A Are we going to stop before Pisco?

Mercedes Yes. We'll take a short break en route.

B How long will we stay in Nazca? ...

LISTEN AND PRACTICE

Listen to the cassette and fill in the blanks.

- 1 We'll stop here for 10 minutes. Please be back at the bus by 11:30.
- 2 Please remember to take all your belongings with you.
- 3 You are welcome to take photographs outside, but please do not use a flash inside the palace.
- 4 I have your group entry ticket. Please keep together until we are inside.
- 5 The afternoon is free. The bus will leave again at 5:30 p.m.
- 6 We'll stop in front of the palace so that you can take photographs.
- 7 We'll stay here for one hour to give you a chance to look around and buy souvenirs.
- 8 We'll meet back here at 3 o'clock.

LISTENING

An American tourist is in a tourist information office in Mexico City. He is asking about what to do and see in Mexico. Listen to the dialog. Check the places the information officer suggests.

Information Officer This is an excellent map of the city. It shows the main bus and train routes, and of course the principal tourist attractions.

Tourist Great! So, what should I do while I'm here?

IO Well, why don't you take a city bus tour? That way you'll get a general idea of what the city has to offer.

T That sounds like a good start. But what would you suggest?

IO Well, I suggest you visit the National Palace and the Cathedral.

T OK. What about day-trips?

IO Well, you could take a day-trip to Teotihuacan. It's not too far from the city and it's an important historical site.

T Oh yeah! That's where the pyramids are!

IO That's right!

T OK. What about longer trips?

IO Well, if you have longer, you could take a 4 or 5 day excursion to Yucatan. You could visit Chichen Itza, and then go to Cancun. Cancun is one of the most beautiful beaches in the Caribbean.

T Now that sounds perfect! Can you organize that for me?

IO I can call some of the companies that run tours for you. When would you like to go?

T Maybe in a couple of days? First, I want to ...

LISTEN AND PRACTICE

Listen and match the phrases.

- 1 Why don't you fly there to save time?
- 2 I suggest you stay overnight in one of the temple guesthouses.
- 3 I recommend you visit one of the traditional villages.
- 4 You could take the train one way and fly back.
- 5 Why don't you visit the shrines first and then go to the shopping mall?
- 6 Are you interested in walking tours?
- 7 I strongly recommend a railpass because it's a very good deal.
- 8 I suggest you visit the Palace this morning while it's cool, and visit the art gallery in the afternoon.

LISTENING

Listen to the dialog. Are the sentences true or false?

Caller I'm calling about the vacation special to Thailand and Malaysia.

Travel Agent Yes. How can I help you?

C Well, I know the price is four hundred ninety-five dollars. But is there any discount for a group?

TA How many people is it for?

C At least eight, maybe ten.

TA OK. If you can get ten, there's a discount.

C How much would we save?

TA Ten percent of the cost. So about fifty dollars each.

C I see.

TA Shall I send you a brochure?

C Yes, please.

TA OK, but don't wait too long to book. Some of the tours only have a few places left.

C I see. How many places are there on the tour leaving on Wednesday, January 8th?
 TA January 8th, Thailand and Malaysia Special. Hm ... there are only eight places left on that tour.
 C Well, I need to talk to the other people in the group.
 TA Would you like me to hold those places for you until next Thursday?
 C That would be great.
 TA Fine. I'll mail you the brochure today. Can I have your address?

LISTEN AND PRACTICE

Listen to these dialogs in a travel agency. Fill in the blanks.

Dialog 1

A Do you have any information about vacation tours in Chile?
 B Yes, we do. Shall I send you some brochures?
 A Yes, please.
 B Could I have your name and address?

Dialog 2

A I'd like to speak to Mr. De Vito.
 B I'm afraid he's in a meeting. Would you like me to take a message?
 A No, that's OK, thanks. I'll call back later.

Dialog 3

A I'm sorry, I lost my itinerary.
 B Don't worry. I'll send you a copy.
 A That would be great.

Dialog 4

A How many nights is it for?
 B It's for 3 nights, from the 12th through the 14th of August.
 A I see. Just a moment, please, and I'll check for you.

15

LISTENING

Listen to the job interview and choose the correct answer.

A So you're from São Paulo, Ms. Sobral?
 B Well, I was born in Rio de Janeiro. My parents moved here when I was ten.
 A In your letter it says you have visited the United States.
 B Yes. I spent two months there last summer. It helped my English a lot.
 A Yes. Your English is very good. Now, tell me, why do you want to be a travel agent?
 B I have always wanted to travel, and my teachers in high school suggested the Diploma course at the tourism school.
 A Well, you have reached the end of the course now. Have you enjoyed it?
 B Yes. Very much.
 A What have you enjoyed most?
 B Business administration classes, I guess, but also learning how to use the computer reservations system.
 A I see. Which languages can you speak?
 B I can speak Portuguese, obviously, a little Spanish, and some English.
 A Oh really? When did you start learning English?
 B Oh, in high school.
 A And have you taken any English exams?
 B Yes, I took the TOEFL exam last month. I'm waiting for my results ...

**LISTEN AND
PRACTICE**

Listen and check your answers.

A Good morning. Please take a seat. Can I have your name, please?

B Yes, I'm Kyoko Tanaka.

A Thank you, Ms. Tanaka. Could you tell me a little bit about yourself?

B Well, my name is Kyoko and I'm 19 years old. I'm studying at Tokyo Air Travel College and I'll graduate next March. I hope to work in the travel industry next year.

A Good. Which languages can you speak?

B I speak Japanese and some English.

A Have you taken any exams in English?

B Yes, I took the TOEIC exam last month. But I've also taken exams in word processing and business administration.

A Oh really? How fast can you type?

B 70 words a minute.

A That's very fast! Well, thank you, Ms. Tanaka. Please wait here while I ask Mr. Takahashi, our personnel manager, to come in and see you.

B Thank you.

Word list

The translations below refer to words only as they are used in this book.
The meanings of certain words will vary according to context.

ENGLISH	JAPANESE	SPANISH	PORTUGUESE
(credit) card number 4	(クレジット) カード番号	número de la tarjeta (de crédito)	número do cartão
... with bath 4	風呂付の	... con baño	... com banheira
... with shower 4	シャワー付の	... con regadera (Esp. con ducha)	... com chuveiro
accept 11	受け入れる	aceptar	aceitar
accommodations 8	宿泊施設	alojamiento	alojamento
address 4	住所	dirección, domicilio	endereço
afternoon 3	午後	tarde	tarde
ago 15	前	hace (un año)	one year ago = há um ano
airport 1	空港	aeropuerto	aeroporto
aisle seat 8	通路側座席	asiento en el pasillo	lugar no corredor
always 15	ずっと	siempre	sempre
ancient 12	古代の	antiguo	antigo
appetizer 10	前菜	aperitivo, botana (Esp. tapas)	entrada
around 9	頃	alrededor	por volta das
arrival 4	到着	llegada	chegada
arrive 3	到着する	llegar	chegar
art gallery 6	美術館	galería de arte	galeria de arte
as soon as possible 7	できる限り早く	lo antes posible	logo que possível
at least 5	少なくとも	al menos	pelo menos
attraction 13	名所	atracción	atração
availability 14	空き	disponibilidad	disponibilidade
awful 9	ひどい	terrible	horrível
bag 5	かばん	bolsa	bolsa
baked potato 10	ベークド・ポテト	papa al horno (Esp. patata al horno)	batata assada
baked salmon 10	ベークド・サーモン	salmón al horno	salmão assado
bank 3	銀行	banco	banco
bar 2	バー	bar, cantina	bar
bartender (or barmaid) 2	バーテン (女性のバーテン)	mesero (Esp. camarero)	garçom (ou garçonete)
be back 7	戻る	regresar	voltar
be born 15	生まれる	nacer	nacer
be left 14	残っている	quedar	ser deixado
beach 13	海岸	playa	praia
beautiful 9	美しい	hermoso, bello	muito bonito
beer 9	ビール	cerveza	cerveja
bellhop 2	ベルボーイ	botones	boy
belongings 12	所持品	pertenencias	pertences
beverage 10	飲み物	bebida	bebida
blanket 14	毛布	cobija, manta	cobertor
board 5	搭乗	abordar	embarcar
boarding pass 5	搭乗券	tarjeta de abordaje	cartão de embarque

ENGLISH**CHINESE****THAI****KOREAN**

(credit) card number 4

(信用)卡號碼

หมายเลขบัตรเครดิต

(크레ดิต) 카드 번호

... with bath 4

...帶浴缸

.....รวมอ่างอาบน้ำ

욕실 겸비

... with shower 4

...帶淋浴

.....รวมฝักบัว

샤워 겸비

accept 11

接受

รับ

받다

accommodations 8

住宿

ที่พัก

숙박 시설

address 4

地址

ที่อยู่

주소

afternoon 3

下午(錄音帶稿)

กลางวัน

오후

ago 15

...以前

ที่แล้ว

전에

airport 1

機場

สนามบิน

공항

aisle seat 8

機艙過道座位

ที่นั่งติดทางเดิน

통로쪽 좌석

always 15

總是，一直

เสมอ

언제나

ancient 12

古老的

โบราณ

오래된

appetizer 10

前菜(開胃菜)

อาหารหรือเครื่องดื่มเรียกน้ำย่อย

아페타이저

around 9

大約

รอบ

경에

arrival 4

抵達(名詞)

การเดินทางมาถึง

도착

arrive 3

抵達(動詞)

มาถึง

도착하다

art gallery 6

畫廊

ห้องแสดงศิลปะ

미술관

as soon as possible 7

盡快、盡早

เร็วที่สุด

가능한 한 빨리

at least 5

至少

อย่างน้อยที่สุด

최소한

attraction 13

景點

สิ่งดึงดูด

명승지

availability 14

有供、有售、備有

วาง

있는지

awful 9

真不好

แย

아주 재미없는

bag 5

包、袋

กระเป๋

가방

baked potato 10

烤馬鈴薯

มันฝรั่งอบ

구운 감자

baked salmon 10

烤鮭魚

ปลาซาลมอนอบ

구운 연어

bank 3

銀行

ธนาคาร

은행

bar 2

酒吧

บาร์

바아

bartender (or barmaid) 2

酒吧男掌櫃(或酒吧女掌櫃)

ผู้บริการเครื่องดื่ม

바텐더 (바메이드)

be back 7

回來

กลับมา

돌아오다

be born 15

出生

เกิด

태어나다

be left 14

還有，尚有

ทิ้งไว้

남다

beach 13

海灘

ชายหาด

해안

beautiful 9

美麗的

สวย

아름다운

beer 9

啤酒

เบียร์

맥주

bellhop 2

侍者

พนักงานชนกระเป๋

보이

belongings 12

個人物品

ทรัพย์สินส่วนตัว

소지품

beverage 10

飲料

เครื่องดื่ม

음료

blanket 14

毯子

ผ้าห่ม

담요

board 5

登(機)

ขึ้นเครื่องบิน

탑승하다

boarding pass 5

登機卡

บัตรผ่านขึ้นเครื่องบิน

탑승권

ENGLISH**JAPANESE****SPANISH****PORTUGUESE**

boat 12	船	bote, barco	barco
bookstore 6	書店	librería	livraria
breakfast 3	朝食	desayuno	café da manhã
brochure 14	案内書	folleto	brochura
building 5	ビル	edificio	edifício
bus 3	バス	camión (Esp. autobús)	ônibus
bus stop 6	バス停	parada de camión (Esp. autobús)	ponto de ônibus
business administration 15	経営学	administración comercial	administração de empresas
busy 7	話し中	ocupado	ocupado
buy 9	買う	comprar	comprar
Caesar salad 10	シーザー・サラダ	ensalada César	salada César
call (n) 7	電話	llamada	chamada
call (vb) 7	電話を掛ける	llamar	chamar
call back 7	折り返し電話を掛ける	devolver la llamada	chamar de volta
caller 7	電話の掛け手	la persona que llama	chamador
car rental office 6	レンタカー取扱所	agencia de alquiler de coches	agência de aluguel de automóveis
carry 14	運ぶ	llevar	carregar
cash 4	現金	en efectivo	dinheiro
cathedral 14	大聖堂	catedral	catedral
certainly 7	承知しました	por supuesto, con mucho gusto	pois não
change money 11	両替する	cambiar dinero	trocar dinheiro
charbroiled 16 oz. steak 10	450g 炭火焼きステーキ	bistec a la parrilla de 450 gr.	filé grelhado na brasa de 450 g
charge (vb) 11	請求する	cobrar	cobrar
check (n) 11	小切手	cheque	conta
check (vb) 14	調べる	verificar, checar	verificar
check in 5	チェック・イン	registrarse	fazer o check in
check out 5	チェック・アウト	salir	fechar a conta
check-in clerk 8	搭乗手続き係	recepcionista	agente de tráfico
chicken in a white wine sauce 10	鶏肉の白ワインソース添え	pollo en salsa bechamel envinada	frango com molho de vinho branco
city 1	都市	ciudad	cidade
city tour 8	市内観光	tour de la ciudad	passeio turístico pela cidade
climb 12	登る	subir	subir
clock 3	時計	reloj	relógio
close 3	閉まる	cerrar	fechar
cold 14	寒い	tener frío, frío	com frio
comfortable 13	居心地の良い	cómodo	confortável
commission 11	手数料	comisión	comissão
company 1	会社	compañía	empresa
confirm 4	確認する	confirmar	confirmar
cool 13	涼しい	fresco	fresco
copy 14	コピー	copia	cópia
corner 6	角	esquina	esquina

ENGLISH

CHINESE

THAI

KOREAN

boat 12
bookstore 6
breakfast 3
brochure 14
building 5
bus 3
bus stop 6

船隻
書店
早餐
小冊子
樓、建築物
巴士
巴士站

เรือ
ร้านขายหนังสือ
อาหารเช้า
หนังสือขอมูล
ตึก
รถประจำทาง
ที่จอดรถประจำทาง

보트
서점
아침식사
팜플렛
빌딩
버스
버스 정거장

business
administration 15
busy 7
buy 9

商業管理
忙
購買

ฝ่ายบริหารธุรกิจ
ไม่ว่าง
ซื้อ

경영학
통화중
사다

Caesar salad 10
call (n) 7
call (vb) 7
call back 7
caller 7
car rental office 6

愷撒什錦沙律(色拉)
打電話〔動詞〕
電話〔名詞〕
回電話
來電話者
租車處

สลัดซีซาร์
โทรศัพท์
โทร
โทรกลับ
ผู้โทร
สำนักงานบริการเช่ารถ

시저 샐러드
전화
전화하다
나중에 다시 전화하다
전화한 사람
카 렌탈 오피스

carry 14
cash 4
cathedral 14
certainly 7

提、拿
現金
大教堂
當然(可以)

ถือ
เงินสด
โบสถ์ใหญ่
แน่นอน

들다
현금
성당
물론이다

change money 11
charbroiled 16 oz.
steak 10
charge (vb) 11
check (n) 11
check (vb) 14
check in 5
check out 5
check-in clerk 8
chicken in a white wine
sauce 10

兌換貨幣
炭烤450克重牛排
收取
賬單
核實、檢查
辦理住店手續
辦理離店手續
住店接待員
白酒露醬雞

แลกเงิน
กริลสเต็ก 450 กรัม
คิดเงิน
เช็ค
คิดเงิน
เช็คอิน
เช็คเอาท์
เสมียนเช็คอิน
ไก่ราดซอสไวน์ขาว

환금하다
숯불구이 스테이크 450g
부과하다
계산
체크하다
체크인
체크아웃
체크인 직원
백포도주 소스를 친 닭요리

city 1
city tour 8

城市
城市觀光

เมือง
ทัวร์ในเมือง

도시
 시내 관광

climb 12
clock 3
close 3
cold 14
comfortable 13
commission 11
company 1
confirm 4
cool 13
copy 14
corner 6

攀、爬
時鐘
關閉、休息(店)
冷
舒適
手續費、佣金
公司
確認
涼爽
復本
拐角、角落

ปีน
นาฬิกา
ปิด
หนาว
สบาย
ค่าบริการ
บริษัท
ยืนยัน
เย็น
สำเนา
มุมถนน

오르다
시계
닫다
추운
편안한
커미션
회사
확인하다
시원한
복사
코너

ENGLISH

JAPANESE

SPANISH

PORTUGUESE

cost 11
credit card 4
crowded 13
currency 11

値段
クレジット・カード
混んでいる
通貨

costar
tarjeta de crédito
lleno
moneda

custar
cartão de crédito
cheio
moeda

date 4
day trip 8
delicious 9
department store 3
departure 5
departure lounge 8
dessert 10
dinner 9
discount 14
doctor 14
Don't worry. 14
double room 4
drive 12
driver's license 8
drugstore 6

日付
日帰り旅行
おいしい
デパート
出発
出発ラウンジ
デザート
ディナー
割引き
医師
御心配なく
ダブルルーム
車で行く
運転免許証
ドラッグストア

fecha
excursión de un día
delicioso
tienda de departamentos
salida
sala de embarque
postre
cenar
descuento
médico
No se preocupe
habitación doble
manejar (Esp. conducir)
licencia de manejar
farmacia

data
excursão de um dia
delicioso
loja de departamentos
partida
salão de partida
sobremesa
jantar
desconto
médico
Não se preocupe
quarto de casal
de carro
carteira de motorista
farmácia

elevator 5
enjoy 5

entrance 6
entrée 10
evening 3
ever 15
exam 15
examination 15
excellent 13
exchange bureau 2
excursion 8
excuse me 6
expensive 9
experience 15

エレベーター
楽しむ

入口
主菜
夕方
今迄に
試験
試験
みごとな
両替所
小旅行
すみません
(値段が) 高い
経験

elevador
disfrutar

entrada
plato fuerte
tarde/noche
alguna vez
examen/prueba
examen
excelente
buró/oficina de cambio
excursión
dispénseme/perdón
caro
experiencia

elevador
Enjoy your flight!
= Boa viagem!
entrada
prato principal
tarde
já
prova
exame
excelente
casa de câmbio
excursão
por favor
caro
experiência

famous 13
fantastic 9
fascinating 9
fast 15
fasten 5
favorite 15
feel sick 14
fill in 8
find 9
fine 13
flash 12
flight 5

有名な
素晴らしい
魅惑的な
速く
締める
好きな
気分が悪い
記入する
見つける
洗練された
フラッシュ
フライト

famoso
fantástico
fascinante
rápido
abrochar
favorito
sentirse mal
rellenar
encontrar
bueno
flash
vuelo

famoso
fantástico
fascinante
velocidade
apertar
preferido
sentir-se mal
preencher
encontrar
bom
flash
vôo

ENGLISH

CHINESE

THAI

KOREAN

cost 11
credit card 4
crowded 13
currency 11

花費
信用卡
擁擠
貨幣

ราคา
บัตรเครดิต
แน่น
อัตราแลกเปลี่ยน

가격은 ...이다
크레ดิต 카드
복잡한
통화

date 4
day trip 8
delicious 9
department store 3
departure 5
departure lounge 8
dessert 10
dinner 9
discount 14
doctor 14
Don't worry. 14
double room 4
drive 12
driver's license 8
drugstore 6

日期
一日遊
美味、可口
百貨商店
起飛
候機廳
甜食
晚餐
折價
醫生
別擔心
雙人房
駕車
駕駛執照
藥房

วันที่
ไปกลับภายในวันเดียว
อร่อย
ทางสรรพสินค้า
ขาออก
ห้องผู้โดยสารขาออก
ของหวาน
อาหารเย็น
ส่วนลด
แพทย์
ไม่ต้องห่วง
ห้องคู่
ขับรถ
ใบขับขี่
ร้านขายยา

날짜
당일코스
맛있는
백화점
출발
출발 대기실
후식
만찬
할인
의사
걱정하지 마시오
더블룸
차로 데리고 가다
운전 면허증
약국

elevator 5
enjoy 5

電梯
享受

ลิฟท์
สนุก

승강기
즐거다

entrance 6
entrée 10
evening 3
ever 15
exam 15
examination 15
excellent 13
exchange bureau 2
excursion 8
excuse me 6
expensive 9
experience 15

入口處
主菜
晚間(錄音帶稿)
從來
考試(動)
考試(名)
優異
外幣兌換處
出遊
對不起
昂貴的
經歷、經驗

ทางเข้า
อาหารหลักของมือ
ตอนเย็น
เคย
สอบ
การสอบ
ดีเยี่ยม
ที่แลกเงิน
การท่องเที่ยว
ขอโทษ
แพง
ประสบการณ์

문
주식
저녁
...한 적
시험
시험
훌륭한
환전소
짧은 여행
실례합니다
비싼
경험

famous 13
fantastic 9
fascinating 9
fast 15
fasten 5
favorite 15
feel sick 14
fill in 8
find 9
fine 13
flash 12
flight 5

著名的
好極了
有趣極了、令人入迷的
快
系上
最喜歡的
噁心
填寫
發現(名詞)、找到(動詞)
好的
閃光燈
班機

มีชื่อเสียง
ยอดเยี่ยม
น่าสนใจ
เร็ว
รัดเข็มขัด
ของโปรด
ไม่สบาย
กรอกข้อความ
ค้นหา
ดี
สว่างจ้า
เที่ยวบิน

유명한
매혹적인
기막히게 좋은
빨리
하다
좋아하는
메스껍다
기입하다
생각하다
려통한
후래쉬
비행

ENGLISH
JAPANESE
SPANISH
PORTUGUESE

flight attendant 2

fly 13

form 8

fountain 6

free 12

French fries 10

fresh orange juice 10

full of 13

乗務員

飛行機で行く

用紙

噴水

自由行動

フライド・ポテト

フレッシュ・オレンジジュース

たくさんの

aeromozo / azafata

volar

formulario

fuente

libre

 papas fritas (a la francesa)
(Esp. patatas)

 jugo fresco de naranja
(Esp. zumo)

lleno de

 comissária de bordo
de avião

formulário

fonte

livre

batatas fritas

suco de laranja fresco

cheio de

gate 5

general manager 7

get back 9

get up 12

give a message 7

give you a chance to 12

go shopping 9

good deal 13

graduate 15

great 14

green beans 10

greet 1

greeting 13

group entry ticket 12

guest 4

guesthouse 13

guided tour 12

ゲート

総支配人

戻る

起床

伝言を伝える

への機会を与える

買い物に行く

お買い得

卒業する

素晴らしい

緑豆

迎える

挨拶

団体入場券

宿泊者

ゲストハウス

ガイド付観光

puerta

gerente general

regresar

levantarse

dar un recado

permitir

ir de compras

buen precio

graduarse

fantástico

 ejotes (Esp. judías
verdes)

saludar

saludo

 boleto de entrada para
grupos (Esp. billete)

huésped

casa de huéspedes

excursión guiada

portão

gerente geral

voltar

levantar

dar um recado

 lhes dar uma
oportunidade de

fazer compras

econômico

formar-se

excelente

vagem

cumprimentar

cumprimento

ingresso de grupo

hóspede

pensão

visita com guia

hand luggage 8

handshake 13

heavy 14

helicopter 12

help 8

high school 15

historical 13

hold 7

hope 15

hot 9

hot springs 12

hotel 2

house wine 10

手荷物

握手

重い

ヘリコプター

手伝う

高校

歴史的な

(電話口で) 待つ

希望する

熱い

温泉

ホテル

ハウスワイン

equipaje de mano

dar la mano

pesado

helicóptero

ayuda

preparatoria

histórico

esperar

esperar

caliente, picante

termas

hotel

vino de la casa

bagagem de mão

aperto de mão

pesado

helicóptero

Deseja alguma coisa?

segundo grau

histórico

esperar na linha

esperar

quente

termas

hotel

vinho da casa

I'll just check ... 3

I'm afraid ... 7

I'm sorry. 7

調べてみます

残念ながら

申し訳ありません

Voy a checar / ver

Lo siento ...

Discúlpeme / lo siento

Vou verificar ...

Sinto muito ...

Sinto muito.

ENGLISH
CHINESE
THAI
KOREAN

flight attendant 2
fly 13
form 8
fountain 6
free 12
French fries 10

機務人員
飛行
表格
噴泉
自由活動
炸薯條

พนักงานต้อนรับบนเครื่องบิน
บิน
เอกสาร
น้ำพุ
ว่าง
มันฝรั่งทอดกรอบ

항공기 승무원
비행기를 타다
용지
분수
자유시간
후렌치 후라이

fresh orange juice 10

鮮橙汁

น้ำส้มสด

신선한 오렌지 주스

full of 13

充滿

อึด

...이 많은

gate 5
general manager 7
get back 9
get up 12
give a message 7
give you a chance to 12

門
總經理
回來
起來
留言
讓你有機會...

ประตูทางออก
ผู้จัดการทั่วไป
กลับมา
ลุกขึ้น
ทิ้งข้อความไว้
ให้โอกาส

게이트
총지배인
돌아오다
기상하다
메시지를 전하다
...할 기회를 주다

go shopping 9
good deal 13
graduate 15
great 14
green beans 10

購物
很值、貨真價實
畢業
太好了
青豆

ไปซื้อของ
ราคาดี
เรียนจบ
ดีเยี่ยม
ถั่วฝักยาว

쇼핑하러 가다
값이 싸다
졸업하다
아주 좋다
그린 빈

greet 1
greeting 13
group entry ticket 12

歡迎
見面禮
集體票

ทักทาย
การทักทาย
ตั๋วเข้าเป็นกลุ่ม

인사하다
인사
단체 입장표

guest 4
guesthouse 13
guided tour 12

客人
賓館
導遊旅遊

แขก
เกสทเฮาส์
ทัวร์ไกด์

손님
여관
안내인 딸린 관광

hand luggage 8
handshake 13
heavy 14
helicopter 12
help 8
high school 15
historical 13
hold 7
hope 15
hot 9
hot springs 12
hotel 2
house wine 10

手提行李
握手
重
直升飛機
幫助
高中
歷史性的
等一下
希望
熱的、燙的
溫泉
旅館
本店自備酒

กระเป๋าถือ
จับมือ
หนัก
เฮลิคอปเตอร์
ช่วย
โรงเรียนระดับมัธยมศึกษา
สำคัญทางประวัติศาสตร์
ถือ
หวัง
ร้อน
น้ำพุร้อน
โรงแรม
ไวน์ของสถานที่นั้น

손가방
약수
무거운
헬리콥터
돕다
고등학교
역사적인
기다리다
희망하다
매운
온천
호텔
하우스 와인

I'll just check ... 3
I'm afraid ... 7
I'm sorry. 7

我馬上查一查...
我恐怕...
對不起、很抱歉

เดี๋ยวขอตรวจดูก่อน
ฉันเกรงว่า.....
ฉันเสียใจ

...을 잠깐 체크 해보겠습니다
유감스럽지만
미안합니다

ENGLISH**JAPANESE****SPANISH****PORTUGUESE**

immediately 5
 immigration officer 8
 important 13
 including tax 11
 industry 15
 inside 12
 interested in 14
 interesting 9
 interview 15
 introduce oneself 1
 introduction 1
 island 12
 itinerary 12

直ちに
 出入国管理官
 重要な
 税込み
 業界
 屋内
 ～に興味がある
 興味深い
 面接
 自己紹介する
 紹介
 島
 旅行日程表

inmediatamente
 oficial de inmigración
 importante
 incluyendo el impuesto
 industria turística
 dentro/adentro
 estar interesado
 interesante
 entrevista
 presentarse
 presentación
 isla
 programa/itinerario

imediatamente
 funcionário da imigração
 importante
 incluindo o imposto
 setor
 dentro (de)
 interessado em
 interessante
 entrevista
 apresentar-se
 apresentação
 ilha
 itinerário

Just a moment ... 3

少々お待ち下さい

Un momentito ...

Um momento ...

keep together 12

行動を共にする

No se separen

mantenham-se juntos

land (vb) 12
 language 15
 last 15
 later 14
 leave 3
 luggage check 8
 line 7
 lively 13
 local check 11
 look around 12
 lost 14
 lost and found office 6

上陸する
 言語
 去年の
 後ほど
 出発する
 手荷物一時預り所
 回線
 にぎやかな
 現地通貨の小切手
 あちこち見てまわる
 なくした
 遺失物取扱所

desembarcar
 idioma
 último
 más tarde, después
 salir
 depósito de equipaje
 línea
 animado/alegre
 cheque local
 dar una ojeada
 perder
 oficina de objetos
 perdidos
 comida, almuerzo

desembarcar
 língua
 passado
 mais tarde
 partir
 depósito de bagagem
 linha
 animado
 cheque local
 dar uma olhada
 perdi
 seção de perdidos
 e achados
 almoço

lunch 3

昼食

mail 14
 main 6
 map 1
 market 12
 meat 10
 medicine 8
 meet 1
 meet (2) 12
 meeting 14
 melon with ham 10
 menu 10
 method of payment 4
 midday 3
 midnight 3
 mineral water 10
 month 15

郵送する
 主な
 地図
 マーケット
 肉料理
 内服薬
 会う
 出迎える
 会議
 生ハムメロン
 メニュー
 支払い方法
 正午
 深夜12時
 ミネラルウォーター
 月

enviar
 principal
 mapa
 mercado
 carne
 medicina
 conocer
 encontrar, reunirse
 reunión
 melón con jamón
 menú, carta
 método de pago
 mediodía
 medianoche
 agua mineral
 mes

enviar
 principal
 mapa
 mercado
 carne
 remédio
 conhecer
 encontrar
 reunião
 melão com presunto
 menu
 método de pagamento
 meio-dia
 meia-noite
 água mineral
 mês

ENGLISH

CHINESE

THAI

KOREAN

immediately 5
immigration officer 8
important 13
including tax 11
industry 15
inside 12
interested in 14
interesting 9
interview 15
introduce oneself 1
introduction 1
island 12
itinerary 12

立即
移民局官員
重要的
含稅
工業、行業
在...裡
對...有興趣
有趣的
面談
自我介紹
介紹
島
日程安排

ทันที
เจ้าหน้าที่ตรวจคนเข้าเมือง
สำคัญ
รวมภาษี
อุตสาหกรรม
ข้างใน
สนใจ
น่าสนใจ
สัมภาษณ์
แนะนำตัว
การแนะนำตัว
เกาะ
แผนการเดินทาง

즉시
이민국 직원
중요한
세금을 포함해서
업계
안에
...에 관심이 있다
흥미있는
인터뷰
자신을 소개하다
소개
섬
여정

Just a moment ... 3

請稍候

รอประเดี๋ยว

잠깐만..

keep together 12

別分散

เก็บไว้ด้วยกัน

모여 있다

land (vb) 12
language 15
last 15
later 14
leave 3
luggage check 8
line 7
lively 13
local check 11
look around 12
lost 14
lost and found office 6

著陸
語言
上一個
後來、稍後
離開
行李寄存處
線
活躍的
當地眼單
四周看看、逛一逛
丟失
失物招領處

ลงจอด
ภาษา
ท้ายสุด
ทีหลัง
ออกเดินทาง
ที่ฝากกระเป๋า
แถว
มีชีวิตชีวา
เช็คของประเทศนั้น ๆ
เที่ยวดู
ของหาย
สำนักงานตรวจจุดของหาย

착륙하다
언어
지난
나중에
출발하다
보관시키는 짐
전화
활기 있는
국내 수표
둘러보다
잃어 버리다
분실물 취급소

lunch 3

午餐

อาหารกลางวัน

점심 식사

mail 14
main 6
map 1
market 12
meat 10
medicine 8
meet 1
meet (2) 12
meeting 14
melon with ham 10
menu 10
method of payment 4
midday 3
midnight 3
mineral water 10
month 15

郵寄
主要的
地圖
市場
肉
藥品
會見、見到
接
會議
火腿甜瓜
菜單
付款方式
中午
午夜
礦泉水
月

จดหมาย
ประตูใหญ่
แผนที่
ตลาด
ประเภทของเนื้อ
ยา
พบ
การพบ
การพบปะ
แต่งงาน
รายการอาหาร
จ่ายโดย
เที่ยงวัน
เที่ยงคืน
น้ำแร่
เดือน

우편으로 보내다
정
지도
시장
육식
약
만나다
만나다
미팅
햄이 든 멜론
메뉴
지불 방법
정오
자정
미네랄 워터
달

ENGLISH**JAPANESE****SPANISH****PORTUGUESE**

more 14
 morning 3
 mountain 13
 museum 14

もっと
 午前
 山
 博物館

más
 mañana
 montaña
 museo

mais
 manhã
 montanha
 museu

nationality 15
 nearby 9
 next 14
 night 4
 night-club 13

国籍
 近くの
 来週の
 泊
 ナイトクラブ

nacionalidad
 cerca
 al lado de
 noche
 centro nocturno

nacionalidade
 próximo
 próximo
 noite
 boate

occupation 15
 one way 3
 open 3
 order (n) 10
 order (vb) 9
 outside 5
 over 13
 over there 12
 overseas 15

職業
 片道
 開く
 注文
 注文する
 ~の外
 ~の上の
 あそこに
 海外

ocupación, empleo
 ida
 abrir
 pedido
 pedir
 delante de
 sobre
 ahí/allí
 en el extranjero

profissão
 ida
 abrir
 pedido
 pedir
 ao lado de
 sobre
 lá adiante
 no exterior

painkiller 14
 palace 13
 parking lot 6

鎮痛剤
 宮殿
 駐車場

analgésico
 palacio
 estacionamiento
 (Esp. aparcamiento)

analgésico
 palácio
 estacionamento

passenger 8
 passport 5
 pasta 9
 pay 11
 peaceful 13
 percent 11
 personnel manager 15
 picnic 12
 place 13
 place (2) 14
 plane 5
 police 14
 post office 3
 put 5
 put somebody through 7
 pyramid 13

乗客
 パスポート
 パスタ
 支払う
 穏やかな
 パーセント
 人事部長
 ピクニック
 座席
 場所
 飛行機
 警察
 郵便局
 入れる
 電話をつなぐ
 ピラミッド

pasajero
 pasaporte
 pasta
 pagar
 tranquilo, callado
 por ciento, porcentaje
 gerente de personal
 picnic
 lugar
 lugar, sitio
 avión
 policía
 correo, oficina de correos
 poner
 comunicar
 pirámide

passageiro
 passaporte
 massa
 pagar
 tranqüila
 por cento
 gerente de pessoal
 piquenique
 lugar
 local
 avião
 polícia
 correio
 pôr
 fazer a ligação
 pirâmide

quiet 9

静かな

tranquilo

calmo

railpass 13
 ready 5
 really 14
 reception desk 5
 receptionist 2

列車の乗車券
 用意して
 本当に
 受付
 受付係

pase ferroviario
 listo
 realmente
 recepción
 recepcionista

passe de trem
 na mão
 realmente
 balcão de recepção
 recepcionista

ENGLISH
CHINESE
THAI
KOREAN

more 14
morning 3
mountain 13
museum 14

更多的
早晨
上山
博物館

เอามาเพิ่ม
ตอนเช้า
ภูเขา
พิพิธภัณฑ์

더
오전
산
박물관

nationality 15
nearby 9
next 14
night 4
night-club 13

國籍
附近
下一個
夜
夜總會

สัญชาติ
ใกล้
ต่อไป
กลางคืน
ไนท์คลับ

국적
근처의
다음
밤
나이트 클럽

occupation 15
one way 3
open 3
order (n) 10
order (vb) 9
outside 5
over 13
over there 12
overseas 15

職業
單程
開(門)、營業中
點的菜肴
點菜
在...外
在...上面
在那裡
外國

อาชีพ
เที่ยวเดียว
เปิด
สั่ง
สั่ง
ข้างนอก
บน
ตรงโน้น
ต่างประเทศ

직업
편도
열다
주문
주문하다
밖에
위의
저기
외국

painkiller 14
palace 13
parking lot 6

止痛劑
宮殿
停車場

ยาแก้ปวด
พระราชวัง
ที่จอดรถ

진통제
궁
주차장

passenger 8
passport 5
pasta 9
pay 11
peaceful 13
percent 11
personnel manager 15
picnic 12
place 13
place (2) 14
plane 5
police 14
post office 3
put 5
put somebody through 7
pyramid 13

乘客
護照
意大利麵食
付款
安寧的
百分比
人事經理
野餐
位置
地方
飛機
警察
郵局
放
給...轉(電話)
金字塔

ผู้โดยสาร
หนังสือเดินทาง
พาสต้า
จ่ายเงิน
เงียบสงบ
เปอร์เซ็นต์
ผู้จัดการส่วนบุคคล
ปิกนิก
สถานที่
สถานที่
เครื่องบิน
ตำรวจ
ที่ทำการไปรษณีย์
สวมใส่ต่อ
ต่อสายให้
ปิรามิด

여객
여권
파스타
지불하다
평화로운
퍼센트
인사 부장
피크닉
자리(2)
장소
비행기
경찰
우체국
놓다
연결해 주다
피라미드

quiet 9

安靜的

เงียบ

조용한

railpass 13
ready 5
really 14
reception desk 5
receptionist 2

火車通票
準備好
真的
接待處
接待員

ตั๋วรถไฟ
พร้อม
จริง ๆ
ที่ต้อนรับ
พนักงานต้อนรับ

레일 패스
준비된
정말
프론트
접수계원

ENGLISH**JAPANESE****SPANISH****PORTUGUESE**

recommend 9
reference number 4
relax 13
remember 12
reservation 4
reserve 8
restaurant 2
restrooms 6
roast beef 10
room type 4
round trip 3
ruins 13

勧める
照会番号
くつろぐ
忘れずに～する
予約
予約する
レストラン
化粧室
ローストビーフ
部屋の形式
往復
廃虚

recomendar
número de referencia
descansar
no olvidarse
reserva
reservar
restaurante
baño (Esp. servicios)
carne asada, rosbif
tipo de habitación
viaje de ida y vuelta
ruinas

recomendar
número de referência
relaxar
lembrar-se
reserva
reservar
restaurante
banheiros
carne assada
tipo de quarto
ida e volta
ruínas

save time 13
scales 8
science 14
scuba diving 13
seat 8
seatbelt 5
send 14
serve 3
shopping mall 6
show 9
shrine 13
side order 10
side salad 10
sight 13
sign 8
single room 4
site 13
smoke 5
snack 12
soft drink 10
someone 14
soup of the day 10
souvenir 9
spell 7
spend 9
station 6
stay 12
stay overnight 12
stop 12
stores 3
strongly 13
subway 9
suggest 9
summer 15
sunrise 13
sure 8
swimming pool 6

時間を節約する
秤
科学
スキューバ・ダイビング
座席
シートベルト
送る
(食事を) 出す
ショッピング・モール
ショー
神社
追加注文の料理
追加注文のサラダ
光景
署名する
シングルルーム
遺跡
タバコを吸う
軽食
ソフトドリンク
誰か
本日のスープ
お土産
つづりを言う
お金を費やす
駅
滞在する
一泊する
止まる
店
強く
地下鉄
提案する
夏
日の出
もちろん
水泳プール

ahorrar tiempo
báscula
ciencia
buceo (Esp. submarinismo)
asiento
cinturón de seguridad
enviar
servir
centro comercial
show
templo, santuario
acompañamiento
con ensalada
espectáculo
firmar
habitación individual
lugar, zona
fumar
botana (Esp. tentempié)
refrescos
alguien
sopa del día
souvenir, recuerdo
deletrear
gastar
estación
quedarse
pasar la noche
parar
tienda
mucho, realmente
metro
sugerir
verano
salida del sol
sí
alberca (Esp. piscina)

economizar tempo
balança
ciência
mergulho
lugar
cinto de segurança
enviar
servido
shopping mall
show
santuário
acompanhamento
salada
espetáculo
assinar
quarto de solteiro
monumento
fumar
lanche
refrigerante
alguém
sopa do dia
lembrança
soletrar
gastar
estação
dormir
passar a noite
parar
loja
seriamente
metrô
sugerir
verão
nascer do sol
pois não
piscina

ENGLISH

CHINESE

THAI

KOREAN

recommend 9
reference number 4
relax 13
remember 12
reservation 4
reserve 8
restaurant 2
restrooms 6
roast beef 10
room type 4
round trip 3
ruins 13

推薦
參號
放鬆
記住
預訂(名詞)
預訂(動詞)
餐廳、餐館
盥洗間、休息室、衛生間
烤牛排
房間類型
雙程
遺址

แนะนำ
หมายเลขอ้างอิง
พักผ่อน
อย่าลืม
สำรองที่
จอง
ร้านอาหาร
ห้องน้ำ
เนื้ออบ
แบบของห้อง
ไปกลับ
โบราณสถาน

추천하다
수표번호
쉬다
잊지말다
예약
예약하다
레스토랑
화장실
로스트 비프
객실형
일주 여행
유적

save time 13
scales 8
science 14
scuba diving 13
seat 8
seatbelt 5
send 14
serve 3
shopping mall 6
show 9
shrine 13
side order 10
side salad 10
sight 13
sign 8
single room 4
site 13
smoke 5
snack 12
soft drink 10
someone 14
soup of the day 10
souvenir 9
spell 7
spend 9
station 6
stay 12
stay overnight 12
stop 12
stores 3
strongly 13
subway 9
suggest 9
summer 15
sunrise 13
sure 8
swimming pool 6

節省時間
天平
科學
斯庫巴潛水
座位
安全帶
寄、送
供應
購物中心
表演
祭壇
配菜
副食沙律(色拉)
景致
簽字
單人房
遺址
吸煙
小食
軟飲料
某人
當日特備湯
紀念品
拼寫
花費
火車站
住、留宿
留宿一夜、下榻一夜
停住
商店
強烈、竭力
地鐵
建議
夏季
日出
肯定、可以
游泳池

ประหยัดเวลา
ที่ชั่งน้ำหนัก
วิทยาศาสตร์
ดำน้ำลึก
ที่นั่ง
เข็มขัดนิรภัย
ส่ง
บริการ
ห้างสรรพสินค้า
การแสดง
ศาลเจ้า
อาหารจานเคียง
สลัดจานเคียง
สถานที่ท่องเที่ยว
เซ็นชื่อ
ห้องเดี่ยว
สถานที่
สูบบุหรี่
ของว่าง
เครื่องดื่ม
บางคน
ซูปประจำวัน
ของที่ระลึก
สะกด
ใช้จ่าย
สถานี
พักอยู่
ค้างคืน
หยุด
เก็บไว้
รุนแรง
รถไฟใต้ดิน
แนะนำ
ฤดูร้อน
พระอาทิตย์ขึ้น
แน่นอน
สระว่ายน้ำ

시간을 절약하다
저울
과학
스쿠버 다이빙
좌석
좌석 벨트
보내다
서브하다
쇼핑 물
쇼
사당
추가 요리
추가 샐러드
광경
서명하다
싱글룸
유적
담배를 피우다
간식
음료수
누가
오늘의 스프
기념품
스펠링을 말하다
소비하다
역
묵다
일박하다
멈추다
상점
강력하게
지하철
제안하다
여름
일출
물론이다
수영장

ENGLISH

JAPANESE

SPANISH

PORTUGUESE

tag 5
take a message 7
telephone 6
temple 13
terminal 5
That comes to ... 11
That's fine. 4
theatre (US theater) 6
through 5
time 3
timetable 3
tiring 9
tomato juice 10

tomorrow 14
tonight 12
top 12
tour company
representative 1
tour group 1
tour guide 2

tour operator 1
tour rep 1
tourism 15
tourist 1
tourist information
office 2
tourist information
officer 2
traditional 13
train 3
training 15

transfer 12
travel agency 2
travel clerk 2

traveler's check 4
type 15

付け札
伝言を受ける
電話
寺院
ターミナル
～になる
結構です
劇場
～を通り抜けて
時刻
時刻表
疲れる
トマトジュース

明日
今晚
頂上
旅行会社現地係員

団体旅行客
ツアー・ガイド

ツアー・オペレーター
旅行会社現地係員
観光事業
旅行者
ツーリスト・インフォメー
ション事務所
ツーリスト・インフォメー
ション職員
伝統的な
列車
トレーニング

移動
旅行代理店
旅行業者

トラベラーズ・チェック
タイプする

etiqueta
dejar un recado
teléfono
templo
terminal
El total es...
Está bien
teatro
por
hora
programa, horario
cansado
jugo de (ji) tomate
(Esp. zumo)
mañana
esta noche
cima
representante de la
agencia turística
grupo de turistas
guía de turistas
(Esp. guía de turismo)
operador turístico
representante turístico
turismo
turista
oficina de información
turística
oficial de información
turística
tradicional
tren
entrenamiento
(Esp. capacitación)
transferencia
agencia de viajes
agente de viajes
cheques de viajero
tipo

etiqueta
deixar recado
telefone
templo
terminal
Isto vai dar ...
Está bem.
teatro
pela
hora
horário
cansativo
suco de tomate

amanhã
hoje à noite
topo
representante da empresa
de turismo
grupo turístico
guia turístico

empresa de viagens
representante turístico
turismo
turista
agência de informações
turísticas
funcionário de agência
de turismo
tradicional
trem
treinamento

transferência
agência de viagens
funcionário de agência
de viagens
cheque de viagem
tipo

unattended 5
until 6
use 12

放置する
～まで
使う

desatendidas
hasta
usar

sem supervisão
até
usar

vacation special 14

休暇用特別プラン

oferta especial de
vacaciones

oferta especial de
férias

vegetable 10
village 12

野菜
村落

verduras
pueblo

legume
aldeia

ENGLISH
CHINESE
THAI
KOREAN

tag 5
take a message 7
telephone 6
temple 13
terminal 5
That comes to ... 11
That's fine. 4
theatre (US theater) 6
through 5
time 3
timetable 3
tiring 9
tomato juice 10

標籤
記下留言
電話
寺院
終點站、總站
一共...
好
電影院
通過
時間
時刻表
令人疲勞
蕃茄醬

ป้ายชื่อ
ฝากข้อความ
โทรศัพท์
วัด
ซานซาลา
รวมทั้งหมด.....
ตกลง
โรงละคร
ผ่าน
เวลา
ตารางเวลา
น่าเบื่อ
น้ำมะเขือเทศ

김표
메시지를 남기다
전화
사원
터미널
함께는...이다
예, 좋습니다.
극장
통해
시간
시간표
힘든
토마토 주스

tomorrow 14
tonight 12
top 12
tour company
representative 1
tour group 1
tour guide 2

明天
今晚
頂
旅遊公司代表

พรุ่งนี้
คืนนี้
บนยอด
ตัวแทนบริษัทท่องเที่ยว

내일
오늘 밤
정상
여행사 직원

tour operator 1
tour rep 1
tourism 15
tourist 1
tourist information
office 2
tourist information
officer 2

旅行社
旅遊代表
旅遊業
遊客
遊客問詢處
遊客問詢處職員

ผู้จัดนำเที่ยว
ตัวแทนบริษัทท่องเที่ยว
การท่องเที่ยว
นักท่องเที่ยว
สำนักงานท่องเที่ยว
เจ้าหน้าที่สำนักงานท่องเที่ยว

투어 오퍼레이터
여행사 직원
관광
관광객
관광 안내소

traditional 13
train 3
training 15

傳統的
火車
訓練

เป็นประเพณี
ฝึกอบรม
การฝึกอบรม

전통적인
기차
트레이닝

transfer 12
travel agency 2
travel clerk 2

轉
旅行社(代理)
旅行社職員

โอนถ่าย
บริษัทท่องเที่ยว
พนักงานบริษัทท่องเที่ยว

이동
여행사
여행사 직원

traveler's check 4
type 15

旅行支票
打字

ตัวแลกเงินเดินทาง
แบบ

여행자 수표
타이프 치다

unattended 5
until 6
use 12

無人值守、無人看管
直到
使用

ไม่มีคนเฝ้า
จนกระทั่ง
ใช้

지키지 않고
까지
사용하다

vacation special 14

特價旅遊計劃

ทัวร์วันหยุดราคาพิเศษ

특별 휴가 프로그램

vegetable 10
village 12

蔬菜
村莊

ผัก
หมู่บ้าน

채식
마을

ENGLISH**JAPANESE****SPANISH****PORTUGUESE**

visa 5
visit 9

ビザ
見学する

visa
visita

visto
visitar

waiter (or waitress) 2
walk 9
walking tour 13
wallet 14
watch 14
weekend 13
welcome 1
window seat 8
winter 15
wonderful 9
word processing 15

ウェイター (ウェイトレス)
歩く
ウォーキング・ツアー
札入れ
腕時計
週末
ようこそ
窓側座席
冬
すばらしい
ワープロ

mesero (Esp. camarero)
caminar
excursión a pie
cartera, billetera
reloj
fin de semana
bienvenido
asiento con ventanilla
invierno
maravilloso
procesamiento de
palabras (Esp. de textos)

garçom (ou garçõnete)
caminhar
passeio turístico a pé
carteira
relógio
fim-de-semana
Bem-vindos
lugar na janela
inverno
maravilhoso
processamento de
texto

year 15
you are welcome to ... 12

年
自由に～してよい

año
puede.../ está permitido

ano
é permitido

ENGLISH**CHINESE****THAI****KOREAN**

visa 5

簽證

วีซ่า

비자

visit 9

訪問、參觀

การเยี่ยมชม

방문하다

waiter (or waitress) 2

侍者(女侍者)

พนักงานบริการ

웨이터 (여종업원)

walk 9

步行

เดิน

걷다

walking tour 13

徒步觀光

ทัวร์เดิน

도보 관광

wallet 14

錢包

กระเป๋าสตางค์

지갑

watch 14

手錶

นาฬิกาข้อมือ

시계

weekend 13

週末

วันหยุดสุดสัปดาห์

주말

welcome 1

歡迎

ต้อนรับ

환영하다

window seat 8

靠窗座位

ที่นั่งติดหน้าต่าง

창가 좌석

winter 15

冬季

ฤดูหนาว

겨울

wonderful 9

很好的、令人嘆止

เยี่ยม

훌륭한

word processing 15

文字處理

เวิร์ด โพรเซสซิ่ง

워드프로세싱

year 15

年

ปี

년

you are welcome to ... 12

歡迎你來.....、歡迎光臨.....

ขอต้อนรับ

...을 해도 좋습니다.

AT YOUR SERVICE

English for the Travel and Tourist Industry

This course is for people training to work in hotels, restaurants, travel agencies, tourist information centers, and airports, in any job where basic communicative competence in English is essential. It is designed for false beginners: people who have studied some English, but who need to improve their communication skills.

Each of the 15 units explores a different communicative area, such as answering the telephone or giving information to customers, and introduces and gives practice in the grammatical structures and vocabulary (including useful expressions) that the student will need in order to communicate effectively. Each unit also offers pronunciation practice.

The emphasis is on developing listening and speaking skills, but there is also practice in reading and writing where necessary (for example, reading timetables and taking simple messages).

The course comprises a Student's Book, Teacher's Guide, Workbook, and Class Cassette. This Student's Book contains the complete listening scripts and a word list of core vocabulary in English, Spanish, Portuguese, Japanese, Chinese, Thai, and Korean.

The Teacher's Guide contains helpful unit-by-unit teaching notes and a key to the exercises.

The Workbook contains additional exercises and activities for the classroom or self-study.

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