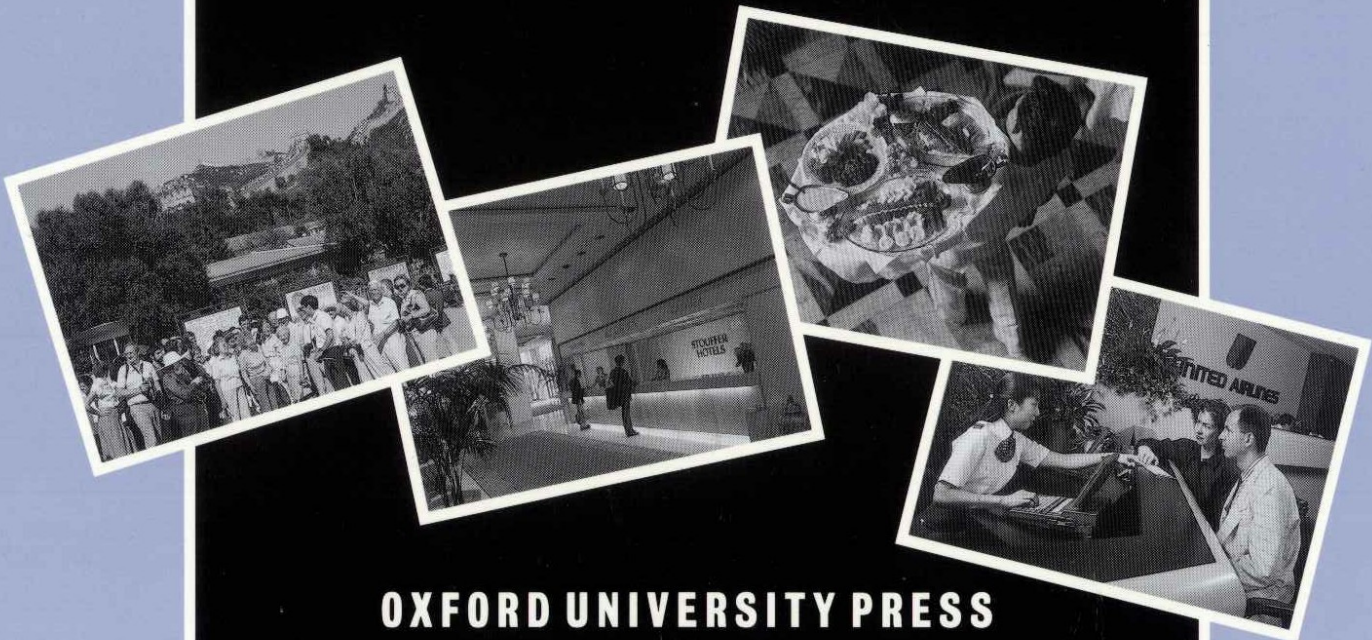
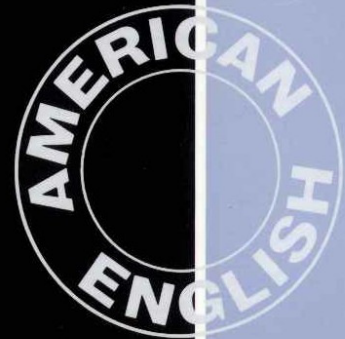


# AT YOUR SERVICE

English for the Travel and  
Tourist Industry

## WORKBOOK

Michael Duckworth



OXFORD UNIVERSITY PRESS

[www.irlanguage.com](http://www.irlanguage.com)

**IR**  
Language

مرجع آموزش زبان ایرانیان

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---

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**Exercise 1** Read the dialogs. Choose the correct word. The first dialog has been started as an example.

**Dialog 1**

- A <sup>1</sup> *Good / Hello* morning, I'm Eduardo Gomez.  
 B Hello. <sup>2</sup> *My / I'm* Ralph Mansfield.  
 A It's nice to meet you, <sup>3</sup> *Mr. / Mrs.* Mansfield.  
 B Pleased to meet <sup>4</sup> *me / you*, Mr. Gomez.

**Dialog 2**

- A Excuse me. <sup>5</sup> *Are / is* you Mrs. Lim?  
 B Yes, <sup>6</sup> *it's / that's* right.  
 A Hello. <sup>7</sup> *I'm / my* Jane Wilson.  
 B It's <sup>8</sup> *nice / pleased* to meet you, Jane.

**Dialog 3**

- A Good <sup>9</sup> *evening / night*. Are you Kemal Akman?  
 B Yes, that's <sup>10</sup> *name / right*.  
 A <sup>11</sup> *I / My* name is Enrico Sanchez.  
 B It's nice to meet you, Mr. Sanchez. Welcome <sup>12</sup> *to / in* Turkey!

**Exercise 2** Fill in the blanks. Use the following words.

am is are

- 1 Hello. I \_\_\_\_\_ the tour rep for Southern Travel.
- 2 Excuse me. \_\_\_\_\_ you Mr. Sanchez?
- 3 My name \_\_\_\_\_ Peter Wilson.
- 4 It \_\_\_\_\_ nice to meet you.
- 5 Robert \_\_\_\_\_ from Australia.
- 6 Good morning. I \_\_\_\_\_ Elizabeth Smith.
- 7 Excuse me. \_\_\_\_\_ you the tour rep for Aztec travel?
- 8 Her name \_\_\_\_\_ Anna.
- 9 Good evening. My name \_\_\_\_\_ Lavinia.
- 10 Carlos \_\_\_\_\_ the tour rep for Safari Tours.

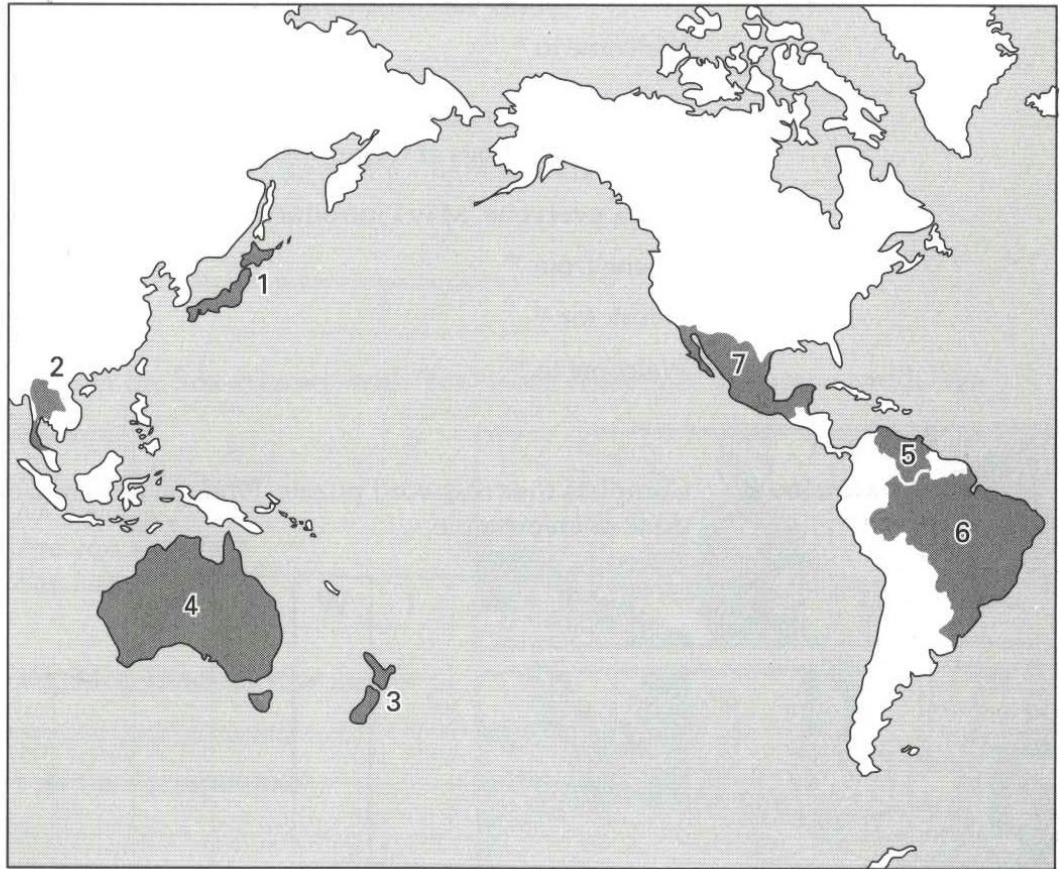
**Exercise 3** Look at the pictures. What do they say? Use the following words.  
 Good morning Good afternoon Good evening Good night





- 1 ' \_\_\_\_\_ . My name's Maria Perez.'
- 2 ' \_\_\_\_\_ , everyone!'
- 3 ' \_\_\_\_\_ . I'm Elena Rodriguez.'
- 4 ' \_\_\_\_\_ . Welcome to Taiwan!'

**Exercise 4** Fill in the blanks in the sentences with the names of the countries. The first one has been done as an example.



- 1 Good afternoon, everyone. I'm Miki. Welcome to *Japan*. (aaJnp)
- 2 Good evening. My name is Miss Chu. Welcome to \_\_\_\_\_ . (aadhilnT)
- 3 Hello. I'm Brad. Welcome to \_\_\_\_\_ . (Nwe aadelnZ)
- 4 Hi! My name is Kylie. Welcome to \_\_\_\_\_ . (Aailarstu)
- 5 Hello. My name is Jorge. Welcome to \_\_\_\_\_ . (aeelnuVz)
- 6 Hi! My name is Pedro. Welcome to \_\_\_\_\_ . (aizlBr)
- 7 Good afternoon. My name is Margarita. Welcome to \_\_\_\_\_ . (ceiMox)



**Exercise 1** Answer the questions in two ways. Use the full form first, then use the contracted form.

Example:

What do you do? (waiter)

*I am a waiter.*

*I'm a waiter.*

1 What does Miss Tanaka do? (receptionist)

\_\_\_\_\_.

\_\_\_\_\_.

2 What does Mr. Ramirez do? (tour guide)

\_\_\_\_\_.

\_\_\_\_\_.

3 What do you and Elena do? (flight attendants)

\_\_\_\_\_.

\_\_\_\_\_.

**Exercise 2** Answer the first question with 'No.' Answer the second question with 'Yes.'

Example:

Are you a bartender?

*No, I'm not.*

Are you a waiter?

*Yes, I am.*



1 Is Miss Tanaka a tour guide?

\_\_\_\_\_.

Is she a receptionist?

\_\_\_\_\_.



2 Are Pedro and Miguel waiters?

\_\_\_\_\_.

Are they bartenders?

\_\_\_\_\_.



3 Is Mr. Ramirez a waiter?

\_\_\_\_\_.

Is he a tour guide?

\_\_\_\_\_.





**Exercise 3** Match the questions in column A with the answers in column B. The first one has been done as an example.

**A**

- 1 Are you a waiter?
- 2 Is Mina a flight attendant?
- 3 Are Thomas and Hans tour guides?
- 4 Are you and Raoul bartenders?
- 5 Do you work in Taipei, Mr. Huang?
- 6 Does Maria live in the US?
- 7 Do Gloria and Miguel work for an airline?
- 8 Do you and Ken live in Australia?

**B**

- Yes, I do.
- Yes, they are.
- No, we don't.
- No, we aren't.
- Yes, I am.
- No, she doesn't.
- Yes, she is.
- No, they don't.

**Exercise 4** Make short dialogs from the words in parentheses.

Example:

(you / work / in Japan?)

A *Do you work in Japan?*

(No / in Korea)

B *No, I don't. I work in Korea.*

**Dialog 1**

(Miss Lee / live / Singapore?)

A \_\_\_\_\_?

(No / in Hong Kong.)

B \_\_\_\_\_.

**Dialog 2**

(Mayumi and Miki / work / for JAL?)

A \_\_\_\_\_?

(No / Cathay Pacific.)

B \_\_\_\_\_.

**Dialog 3**

(Mr. Carlton / live / in Australia?)

A \_\_\_\_\_?

(No / in New Zealand.)

B \_\_\_\_\_.

**Dialog 4**

(you and Maria / work / for a tour company?)

A \_\_\_\_\_?

(No / at a travel agency.)

B \_\_\_\_\_.

**Exercise 5** Read the information.

Marina, Ramon and Lidia work in the tourist industry. One person is a flight attendant. One person is a receptionist. One person is a tour guide. One person works in Spain. One person works in Mexico. One person works in Argentina.

Lidia works in Spain. Marina is not a flight attendant. The tour guide works in Argentina. Ramon is a receptionist.

Now fill in the table. What do they do and where do they live?

Name	Ramon	Marina	Lidia
Job			
Country			

Now answer the questions with complete sentences. The first one has been done as an example.

1 Where does Ramon work?

*He works in Mexico.*

5 What does Marina do?

\_\_\_\_\_.

2 Is Ramon a flight attendant?

\_\_\_\_\_.

6 Where does Lidia live?

\_\_\_\_\_.

3 What does Ramon do?

\_\_\_\_\_.

7 Is Lidia a tour guide?

\_\_\_\_\_.

4 Does Marina work in Argentina?

\_\_\_\_\_.

8 What does Lidia do for a living?

\_\_\_\_\_.

**Exercise 6**

Find the jobs in the wordsearch. The words are hidden horizontally, vertically, and diagonally. Use the words to complete the sentences. The first one has been done as an example.

T	R	L	B	W	N	S	O	R	I
T	L	R	B	A	R	M	A	I	D
F	D	C	O	I	A	I	T	E	O
W	Z	M	X	T	O	R	T	A	F
B	A	R	T	E	N	D	E	R	F
E	G	I	O	R	N	H	N	T	I
V	E	G	U	I	D	E	D	Q	C
O	N	J	U	E	O	R	A	U	E
D	T	E	M	P	R	B	N	I	R
B	E	L	L	H	O	P	T	C	K

1 Juan works in Mexico and he is a tour \_\_\_\_ for Southbound Travel. (5)

2 Lola works for an airline. She is a flight \_\_\_\_\_. (9)

3 Gloria works in a hotel bar. She is a \_\_\_\_\_. (7)

4 Stefan works in a hotel bar with Gloria. He is a \_\_\_\_\_. (9)

5 Emilio works in a restaurant. He is a \_\_\_\_\_. (6)

6 I work for a tourist information office. I am a tourist information \_\_\_\_\_. (7)

7 Alfonso works in a large hotel, but he isn't a bartender. He is a \_\_\_\_\_. (7)


**Exercise 1** Look at the times in column A. Find two ways of saying each time in Column B. The first one has been done as an example.

<b>A</b>	<b>B</b>
1 8:15	<input checked="" type="checkbox"/> 1 a quarter after eight
	<input type="checkbox"/> ten thirty
2 10:30	<input type="checkbox"/> ten twenty
	<input type="checkbox"/> twelve o'clock
3 11:55	<input type="checkbox"/> nine forty-five
	<input checked="" type="checkbox"/> 1 eight fifteen
4 13:40	<input type="checkbox"/> five to twelve
	<input type="checkbox"/> a quarter to ten
5 18:00	<input type="checkbox"/> half past ten
	<input type="checkbox"/> midnight
6 21:45	<input type="checkbox"/> six o'clock
	<input type="checkbox"/> twenty past ten
7 22:20	<input type="checkbox"/> eleven fifty-five
	<input type="checkbox"/> twenty to two
	<input type="checkbox"/> one forty
8 24:00	<input type="checkbox"/> six p.m.

**Exercise 2** Look at the information. Write the times in the dialog. Use words, not numbers, in your answer. The first one has been done as an example.

## River Inn

RESTAURANT INFORMATION



BREAKFAST: 6:30 ~ 10:30

LUNCH: 12:15 ~ 2:30

DINNER: 7:00 ~ 12:00

The Exchange Bureau is open from 9:20 a.m. to 5:45 p.m.

**Reception** Hello. Reception. Can I help you?

**Gonzales** Hello. My name's Mr. Gonzales, Room 231. What time is breakfast?

**Reception** Breakfast is served from <sup>1</sup> *six thirty* to <sup>2</sup> \_\_\_\_\_.

**Gonzales** Thank you. And when does the restaurant open for lunch?

**Reception** It opens at <sup>3</sup> \_\_\_\_\_ and it closes at <sup>4</sup> \_\_\_\_\_.

**Gonzales** And for dinner?

**Reception** It opens at <sup>5</sup> \_\_\_\_\_ and it closes at <sup>6</sup> \_\_\_\_\_.

**Gonzales** Thanks. Oh, one more thing. Is there an exchange bureau in the hotel?

**Reception** Yes. It opens at <sup>7</sup> \_\_\_\_\_ and it closes at <sup>8</sup> \_\_\_\_\_ in the evening.

**Exercise 3** Make questions and answers from the words.

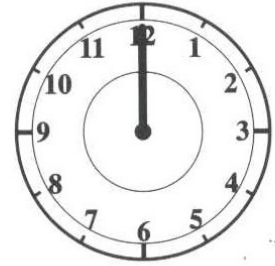
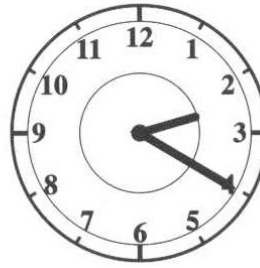
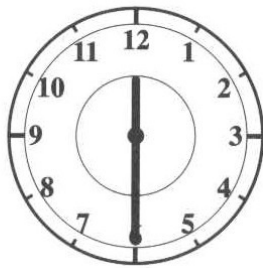
Example:

What time / the restaurant / open?

*What time does the restaurant open?*

It / open / 12:30.

*It opens at twelve thirty.*



1 What time / the next train / leave?

\_\_\_\_\_?

It / leave / 10:45.

\_\_\_\_\_.

2 What time / the train / arrive in Sydney?

\_\_\_\_\_?

It / arrive / 14:20.

\_\_\_\_\_.

3 What time / bar / close?

\_\_\_\_\_?

It / close / 24:00

\_\_\_\_\_.

**Exercise 4**

The dialog is in the wrong order. Put the sentences in the correct order (from 1 to 9). The first one has been done as an example.

- Airline agent** Just a moment, please. It arrives at 12:30 p.m.
- Customer** Half past twelve, OK. How much is a round-trip ticket, please?
- Airline agent** Hello. Can I help you?
- Customer** Yes. Can you tell me the time of the next flight to Boston?
- Airline agent** It's \$415.
- Customer** I see. Thank you very much.
- Airline agent** Excuse me. I'll just check. It leaves at 11:30 a.m.
- Customer** Right. And what time does it arrive, please?
- Airline agent** You're welcome.

**Exercise 5**

Look at the advertisement. Write down how much the tickets cost. Use words, not numbers. The first one has been done as an example.

1 How much is a one-way ticket to Amsterdam?

*One thousand four hundred fifty-eight dollars.*

2 How much is a round-trip ticket to Beijing?

\_\_\_\_\_.

3 How much is a one-way ticket to Los Angeles?

\_\_\_\_\_.

4 How much is a round-trip ticket to Orlando?

\_\_\_\_\_.

# TRAVELFAST

*For low-cost worldwide airfares*

DESTINATION	ONE-WAY	ROUND TRIP
Amsterdam	\$1458	\$1994
Auckland	\$1883	\$2879
Bangkok	\$1135	\$2035
Beijing	\$1514	\$2996
Hong Kong	\$1429	\$2615
Los Angeles	\$648	\$803
Orlando	\$267	\$437
Rio	\$876	\$1375
Paris	\$1193	\$1631

Look at the advertisement again. Look at the answers and write the questions.

6 *How much is a round-trip ticket to Auckland?*

Two thousand eight hundred seventy-nine dollars.

7 \_\_\_\_\_ ?

Two thousand six hundred fifteen dollars.

8 \_\_\_\_\_ ?

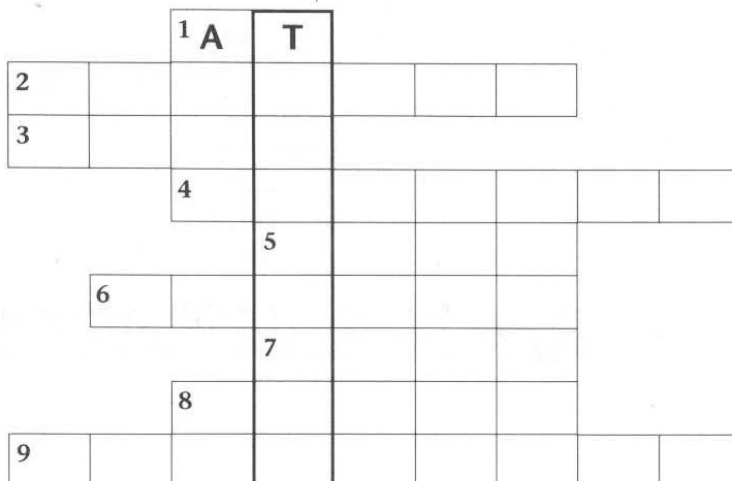
Eight hundred seventy-six dollars.

9 \_\_\_\_\_ ?

One thousand one hundred ninety-three dollars.

**Exercise 6**

Complete the crossword puzzle. Find the hidden word. The first one has been done as an example.



- 1 The first train to Brisbane leaves \_\_\_ 9:30. (2)
- 2 Your flight leaves at 11:30 and it \_\_\_ at 4:15. (7)
- 3 At the hotel, breakfast is served \_\_\_ 6:00 through 10:30. (4)
- 4 A Thank you very much.  
B You're \_\_\_. (7)
- 5 A one-way ticket is \$24, and a round- \_\_\_ ticket is \$45. (4)
- 6 Here is your ticket, sir. Your flight \_\_\_ from Terminal 2 at 10:15. (6)
- 7 I need to change some money. What time does the \_\_\_ open? (4)
- 8 What time does the store open and what time does it \_\_\_? (5)
- 9 The restaurant opens for lunch at 12:15 and closes at 2:30 in the \_\_\_. (9)

**Exercise 1** Read the dialog. Fill in the reservation form.

**Clerk** Good morning. How can I help you?  
**Customer** Hello. I'd like to make a reservation, please.  
**Clerk** Certainly, ma'am. When will you be arriving?  
**Customer** September 30th.  
**Clerk** How many nights will you be staying?  
**Customer** For four nights.  
**Clerk** And would you like a single or a double?  
**Customer** A single, please.  
**Clerk** May I have your name, please?  
**Customer** Yes, it's Mrs. Rueda, Albertine Rueda.  
**Clerk** Thank you. How will you be paying?  
**Customer** Do you accept American Express?  
**Clerk** Yes, ma'am.  
**Customer** OK, the number's 3742 366281 1827.  
**Clerk** And what is your address, please?  
**Customer** It's 65 Franklin Street, Boston, Massachusetts 02110.  
**Clerk** OK, Mrs. Rueda. I can confirm your reservation, single room for four nights from September 30th through October 3rd.



Reservation Form	
Guest name	<input type="text"/>
Arrival date	<input type="text"/> Number of nights <input type="text"/>
Room type	<input type="checkbox"/> single <input type="checkbox"/> double <input type="checkbox"/> suite
Method of payment	<input type="checkbox"/> cash <input type="checkbox"/> traveler's checks <input type="checkbox"/> credit card
Card number	<input type="text"/>
Address	<input type="text"/>

**Exercise 2** Complete the dialog. Make up questions from the words in parentheses. The first one has been done as an example.

A Good afternoon. Reservations. (I Can you help) *'Can I help you?*  
 B Yes, please. I'd like to make a reservation, please.  
 A Certainly, sir. (name please What's your)  
 2 \_\_\_\_\_?  
 B It's Juan Velasquez, that's V-E-L-A-S-Q-U-E-Z.  
 A Thank you. (kind like of room What would you)  
 3 \_\_\_\_\_?  
 B A double, please.  
 A (arriving be When will you)  
 4 \_\_\_\_\_?

B On August 28th.

A (many how For nights)

<sup>5</sup> \_\_\_\_\_ ?

B Three nights, please.

A That's fine. (be How paying will you)

<sup>6</sup> \_\_\_\_\_ ?

B By Visa.

A (card number please the What's)

<sup>7</sup> \_\_\_\_\_ ?

B It's 4939 573 838 383.

### Exercise 3

Look at the reservation form. Complete the dialog. The first part has been done as an example.

Reservation Form	
Guest name	PIERRE LACOSTE
Arrival date	JANUARY 28TH
Number of nights	2
Room type	<input type="checkbox"/> single <input type="checkbox"/> double <input checked="" type="checkbox"/> suite
Method of payment	<input type="checkbox"/> cash <input type="checkbox"/> traveler's checks <input checked="" type="checkbox"/> credit card
Card number	5939 123 456 789
Address	75 RUE ST JACQUES, PARIS

Clerk Good morning. Reservations. Can I help you?

Customer <sup>1</sup>Yes, I'd like to make a reservation.

Clerk Certainly. What is your name, please?

Customer <sup>2</sup> \_\_\_\_\_ .

Clerk Thank you. And when will you be arriving?

Customer <sup>3</sup> \_\_\_\_\_ .

Clerk For how many nights?

Customer <sup>4</sup> \_\_\_\_\_ .

Clerk What kind of room would you like?

Customer <sup>5</sup> \_\_\_\_\_ .

Clerk And how will you be paying?

Customer <sup>6</sup> \_\_\_\_\_ .

Clerk What's the card number, please?

Customer <sup>7</sup> \_\_\_\_\_ .

Clerk That's fine. Thank you, sir. And your address?

Customer <sup>8</sup> \_\_\_\_\_ .





1 Clerk What kind of room would you like, Miss Buck?

Gloria I'd like a suite for three nights.

2 Clerk What kind of room would you like, Mr. Gonzales?

Mr. Gonzales \_\_\_\_\_

3 Clerk What kind of room would you like, Mr. Nopakun?

Mr. Nopakun \_\_\_\_\_

4 Clerk What kind of room would you like, Mr. Howard?

Mr. Howard \_\_\_\_\_

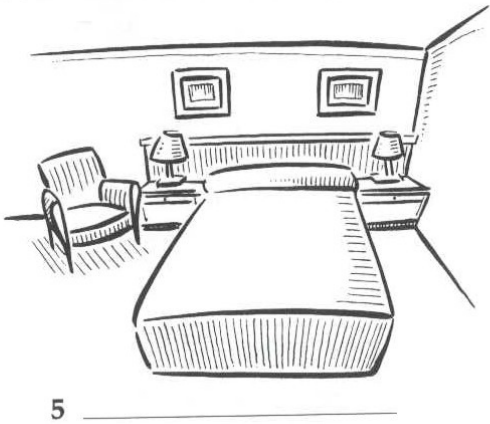
5 Clerk What kind of room would you like, Miss Sanchez?

Miss Sanchez \_\_\_\_\_

**Exercise 6** Make up words from the letters. Match the words with the pictures.

GILENS OROM  
SAEELRTVR ECKHC  
SAERLOPN CKHCE

ACHS  
DECIRT ARCD  
EOSWHR



**Exercise 1** Make *two* dialogs using these sentences. The first line has been done as an example.

Yes, and please have your boarding card ready.

I'm sorry. Can I leave my bags with you?

Excuse me, ma'am. Is this your car?

I'm afraid you can't park here. Please go to the parking area over there.

No, I'm sorry. There's no time. Please go to Gate 11 immediately.

Your flight is boarding now, sir.

Can I go to the duty-free shop first?

Yes, it is.

Gate 11?

No, I'm afraid not, and please don't leave them unattended at any time.

#### Dialog A

**Stewardess** *Your flight is boarding now, sir.*

**Passenger** \_\_\_\_\_.

**Stewardess** \_\_\_\_\_.

**Passenger** \_\_\_\_\_.

**Stewardess** \_\_\_\_\_.

#### Dialog B

**Security guard** *Excuse me, ma'am. Is this your car?*

**Passenger** \_\_\_\_\_.

**Security guard** \_\_\_\_\_.

**Passenger** \_\_\_\_\_.

**Security guard** \_\_\_\_\_.

**Exercise 2** Read the announcement on a US Air flight from Denver to London via JFK airport. Fill in the blanks with the following words.

fasten    have    leave    smoke    stay    take

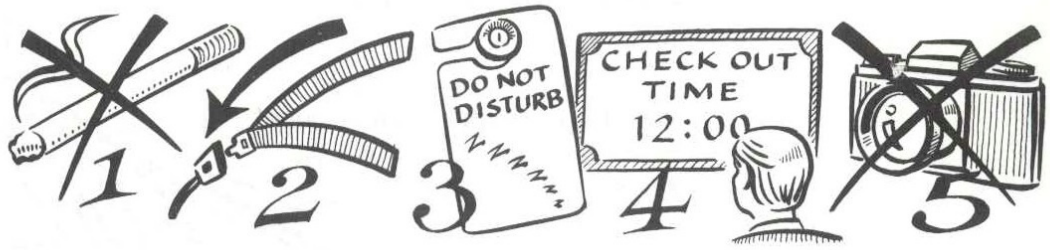
Good evening, ladies and gentlemen. We will be landing at JFK airport shortly.

Please <sup>1</sup> \_\_\_\_\_ your seatbelts and do not <sup>2</sup> \_\_\_\_\_. The local time is 6:55 and the weather is 70° Fahrenheit, that's 20° centigrade.

If you are traveling on to London with us, please <sup>3</sup> \_\_\_\_\_ in your seats, and do not <sup>4</sup> \_\_\_\_\_ the aircraft.

If you are leaving at JFK, please <sup>5</sup> \_\_\_\_\_ all your bags with you, and <sup>6</sup> \_\_\_\_\_ your passports ready for immigration control.

**Exercise 3** Look at the words and pictures. Write the instructions. Begin with *Please ...* or *Please do not ...* The first one has been done as an example.



- 1 *Please do not smoke.*
- 2 \_\_\_\_\_.
- 3 \_\_\_\_\_.
- 4 \_\_\_\_\_.
- 5 \_\_\_\_\_.

**Exercise 4** Read the following instructions. Put the words in the correct order. Match them to the pictures. The first one has been done as an example.



**HOTEL REGISTRATION PROCEDURE**

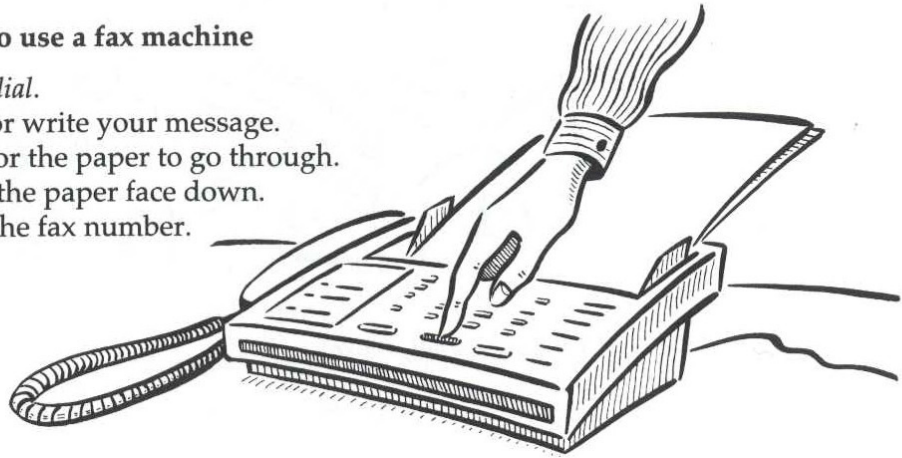
a ask bellhop Finally guest his room take the to to  
 ask First for guest identification the  
 ask complete form guest Next registration the the to  
 give guest his key room the Then  
 computer check reservations the Then the on

- 1 *First, ask the guest for identification.*
- 2 \_\_\_\_\_.
- 3 \_\_\_\_\_.
- 4 \_\_\_\_\_.
- 5 \_\_\_\_\_.

**Exercise 5** Read the instructions on how to use a fax machine.

**How to use a fax machine**

- Press *dial*.
- Type or write your message.
- Wait for the paper to go through.
- Insert the paper face down.
- Press the fax number.



Now write the instructions in the correct order. Use the following words. The first one has been done for you.

First Then Next Then Finally

*First, type or write your message.*

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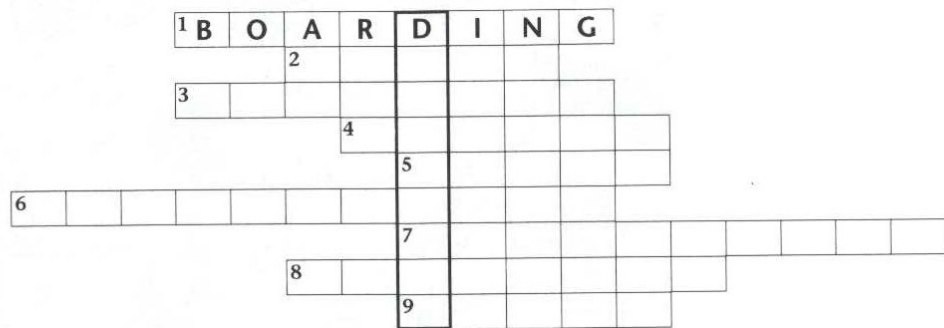


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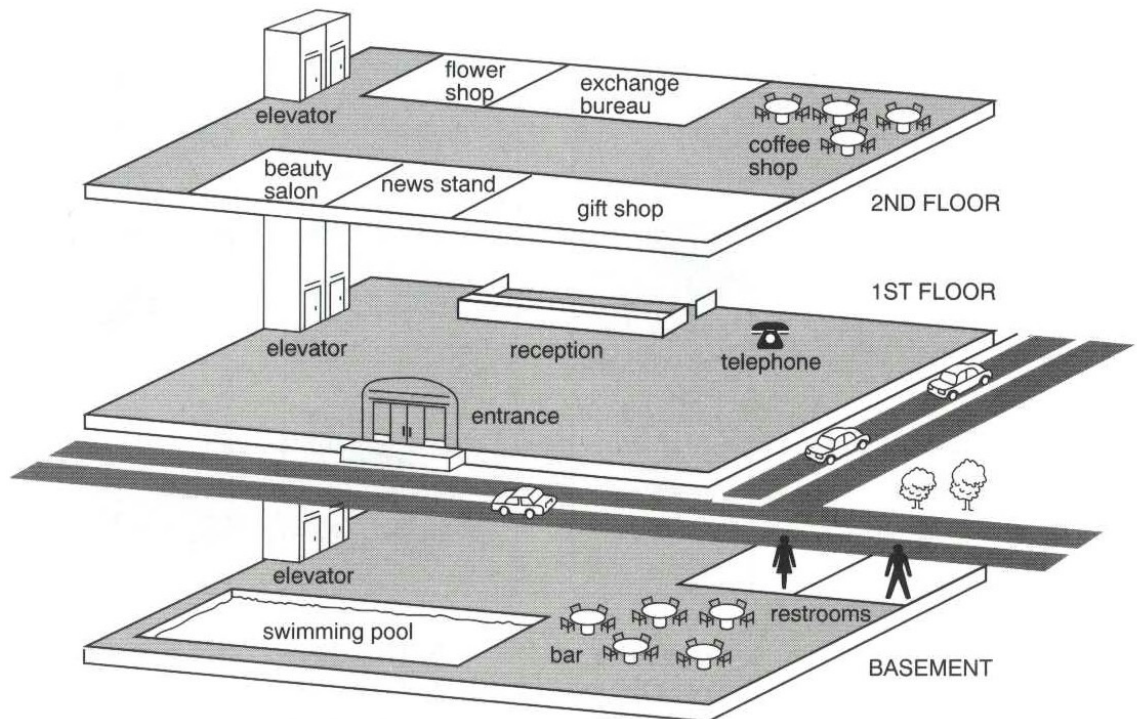
**Exercise 6** Complete the crossword puzzle. Find the hidden word. The first one has been done as an example.



- 1 When you get on to the plane, you need to have your \_\_\_ pass. (8)
- 2 The flight leaves at 08:15, and the latest \_\_\_ -in time is 06:15. (5)
- 3 When you go through immigration, you need your \_\_\_. (8)
- 4 Please \_\_\_ your seatbelts. (6)
- 5 Please have your landing cards \_\_\_. (5)
- 6 This is the last call for passengers on AF 221 to Paris. Please go to Gate 12 \_\_\_. (11)
- 7 This is a security announcement. Do not leave your bags \_\_\_ at any time. (10)
- 8 You are on flight SA 776. It leaves from Heathrow Airport, \_\_\_ Two. (8)
- 9 Have a good time! \_\_\_ your vacation! (5)

**Exercise 1** Look at the map. You are at the reception desk in the main lobby. Read the dialogs. Choose the correct words.

- A Excuse me. Could you tell me where the bar is?  
 B It's <sup>1</sup>on the first floor / in the basement, next to the <sup>2</sup>swimming pool / phone.
- A I'm sorry, do you know where the beauty salon is?  
 B It's on the <sup>3</sup>first / second floor, <sup>4</sup>across from / next to the flower shop.
- A I'm looking for a public telephone. Do you know where there is one?  
 B It's <sup>5</sup>on the first floor / in the basement, next to the <sup>6</sup>elevator / reception.
- A Is there a newsstand here? I want to buy a copy of *Newsweek*.  
 B Yes, there's a newsstand <sup>7</sup>in the basement / on the second floor, between the beauty salon and the <sup>8</sup>coffee shop / gift shop.



Look at the map again. Answer the questions.

1 Excuse me. Can you tell me where the restrooms are?

\_\_\_\_\_

2 I'm looking for the exchange bureau. Do you know where it is?

\_\_\_\_\_

3 Excuse me. Can you tell me where the gift shop is?

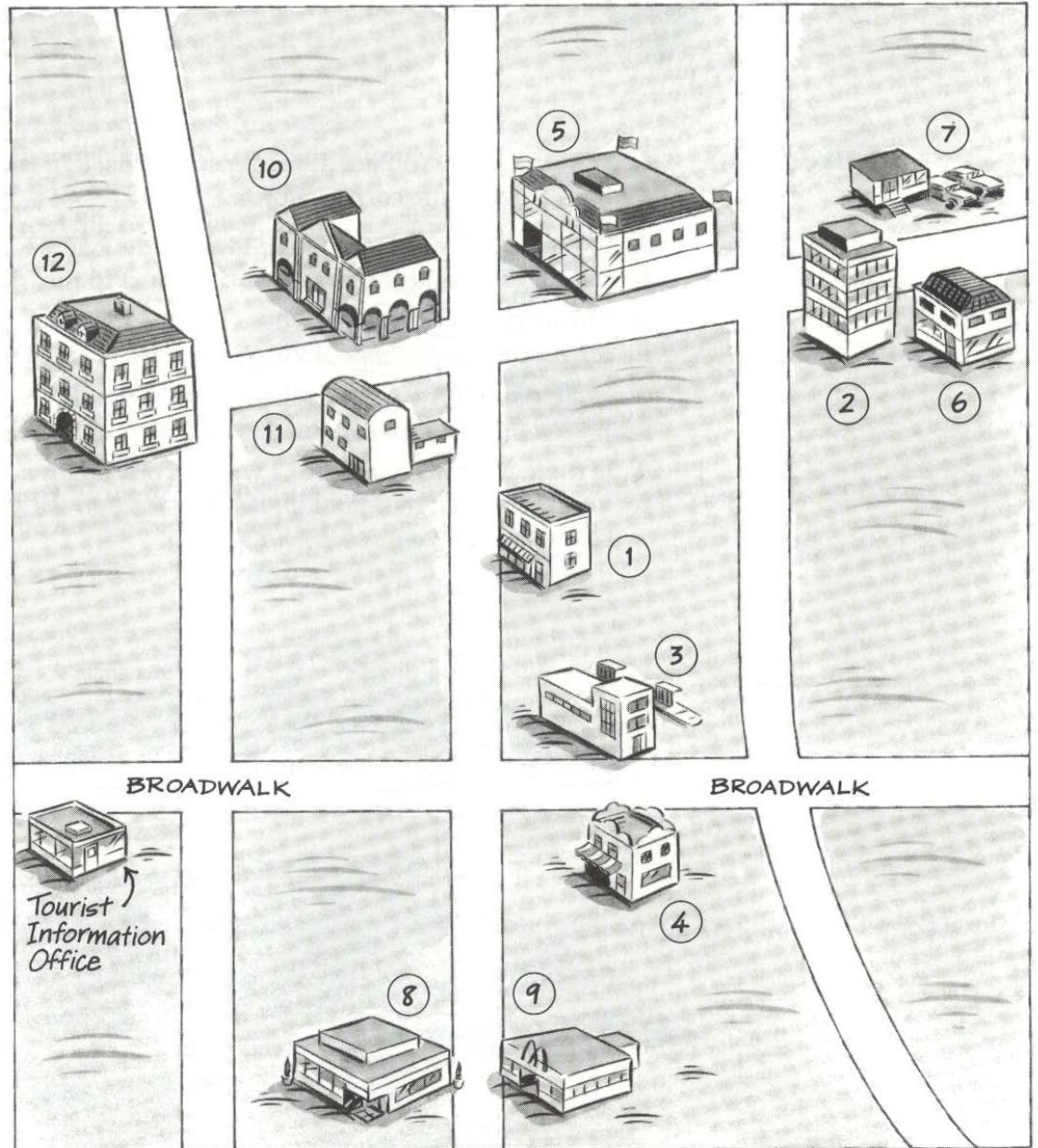
\_\_\_\_\_

4 Excuse me. Do you know where the swimming pool is?

\_\_\_\_\_

5 Where is the coffee shop?

\_\_\_\_\_

**Exercise 2** You are in the tourist information office.

- |               |                     |                   |
|---------------|---------------------|-------------------|
| 1 Drugstore   | 5 Theater           | 9 McDonalds       |
| 2 Post Office | 6 Travel agency     | 10 Museum         |
| 3 Bus station | 7 Car rental office | 11 Police station |
| 4 Candy store | 8 Pizza parlor      | 12 Western Hotel  |

Where are these people going? Look at the map and read the dialogs. Fill in the blanks. The first one has been done as an example.

A Excuse me. Do you know where the <sup>1</sup> *drugstore* is?

B Sure. Go down Broadwalk, take the second left, and it's on your right.

A Excuse me. I'm looking for the <sup>2</sup> \_\_\_\_\_. Is there one near here?

B Well, it's not that close. Go straight down Broadwalk and take the third left. Then take the first right, and it's on your right, next to the travel agency.

A Can you help? How do I get to the <sup>3</sup> \_\_\_\_\_?

B It's easy. You just go straight down Broadwalk, and it's on your left, across from the candy store.

Look at the map again. Read the dialogs. Choose the correct words.

- A <sup>1</sup>Excuse/ Sorry me. I'm looking for the theater. Do you know <sup>2</sup>when/ where it is?  
 B Yes, go straight <sup>3</sup>down/ in Broadwalk, <sup>4</sup>take/ go the second left, then take <sup>5</sup>a/ the first right, and it's on your left.
- A Excuse me. Is there a travel agency <sup>6</sup>near/ next here?  
 B Yes, <sup>7</sup>go/ take down Broadwalk, take <sup>8</sup>a/ the third left and then the first <sup>9</sup>to right/ right, and it's on your right. It's next <sup>10</sup>by/ to the Post Office and across <sup>11</sup>from/ of the Hertz car rental office.
- A Excuse me. Do you know <sup>12</sup>how/ where the pizza parlor is?  
 B Yes, go straight <sup>13</sup>in/ down Broadwalk, take the second right and <sup>14</sup>there's/ it's on your right, <sup>15</sup>in front/ across from McDonalds.

Look at the map again. Answer the questions.

- 1 Excuse me. Can you tell me how to get to the Western Hotel?

---



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- 2 Excuse me. Do you know where the museum is?

---



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- 3 Excuse me. I'm looking for the pizza parlor. Do you know where it is?

---



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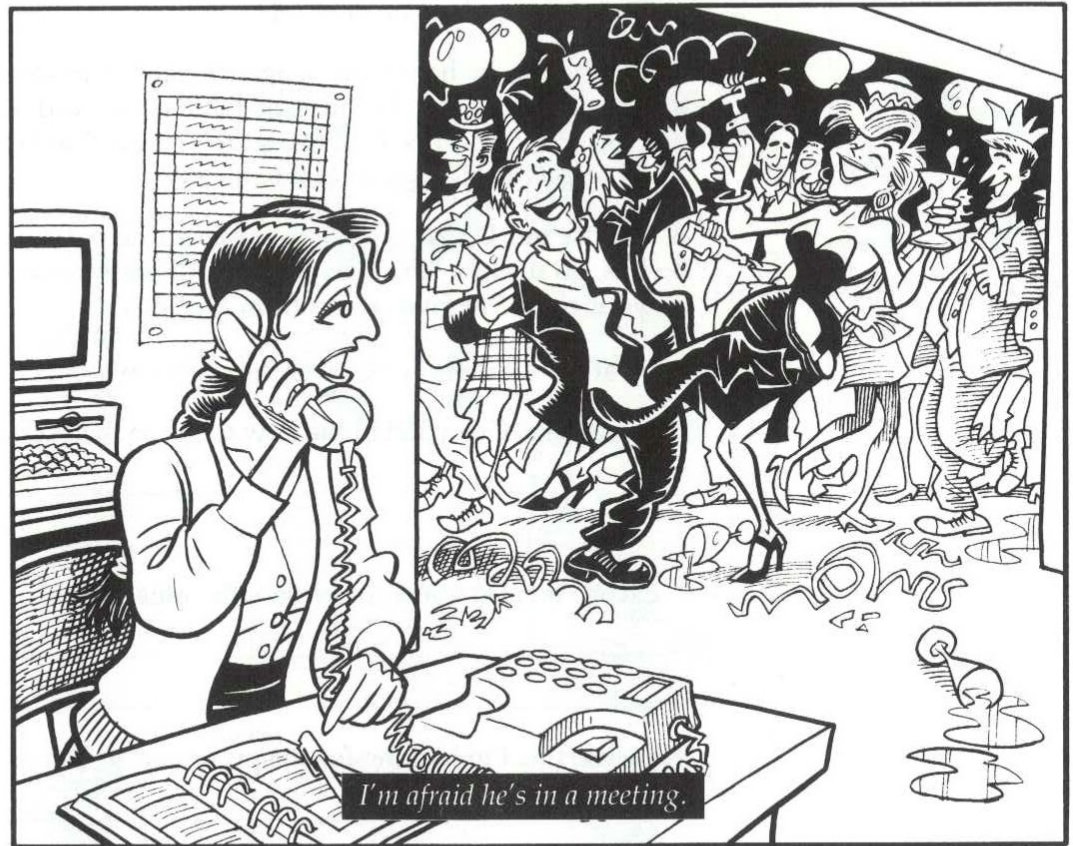
### Exercise 3

Fill in the blanks. Choose a word from column A and a word from column B. The first one has been done as an example.

A	B
swimming	bureau
coffee	office
candy	pool
exchange	shop
parking	lot
rental	store

- 1 Some of the guests don't like the ocean, so they go to the hotel *swimming pool*.
- 2 I want to change some dollars. What time does the \_\_\_\_\_ open?
- 3 Where can I put my car? Is there a \_\_\_\_\_ near the hotel?
- 4 I need a car for the weekend. Is there an Avis car \_\_\_\_\_ near here?
- 5 I'm sorry, the restaurant isn't open. But you can go to the \_\_\_\_\_ on the first floor.
- 6 I'd like a can of coke. Can I get one at the \_\_\_\_\_?





**Exercise 1** Read the dialog. Choose the correct words. The first one has been done for you.

- A Good <sup>1</sup>night/evening. Divani Hotel. <sup>2</sup>Could/Can I help you?  
 B Yes, please. Could I <sup>3</sup>call/speak to Mr. Sanchez, please? He's in Room 433.  
 A Who <sup>4</sup>is/are calling, please?  
 B This is Mr. Perez.  
 A <sup>5</sup>One moment/Wait, please, Mr. Perez. I'll put you <sup>6</sup>up/through.  
 B Thank you.  
 A <sup>7</sup>I/I'm sorry. <sup>8</sup>He's/There's no reply. Can I <sup>9</sup>leave/take a message?  
 B Yes, <sup>10</sup>could/may you ask him to call me back?  
 A Certainly. Could I <sup>11</sup>tell/have your number, please?  
 B Yes, <sup>12</sup>it's/I am 081 221 3328.  
 A Thank you. I'll <sup>13</sup>give/talk him the message.

**Exercise 2** Match the questions with the answers. The first one has been done for you.

**Questions**

- 1 Who's calling please?
- 2 Would you like to hold?
- 3 Could I speak to the manager, please?
- 4 Do you know what time he'll be back?
- 5 How do you spell that?
- 6 How may I help you?
- 7 Could I have your number?

**Answers**

- 1 It's Mr. Ling.
- 2 I'm afraid he's in a meeting.
- 3 I'd like Room 335, please.
- 4 About 2:30, I think.
- 5 It's P-E-R-E-Z.
- 6 No, thanks. I'll call back later.
- 7 Yes, it's 543 3356.

**Exercise 3** Read the message. Use the information to complete the dialog.

# REGENT HOTEL

## MEMO

Date           September 14th

To             General Manager

From          Miss Wong (reception)

Mr Richter called today at 3:30. The tour group from Sonnenreise will be arriving on September 21st. They will be staying for three nights.

- A Good afternoon. Regent Hotel, <sup>1</sup> \_\_\_\_\_ speaking. Can I help you?
- B Yes, hello. This is <sup>2</sup> \_\_\_\_\_ from <sup>3</sup> \_\_\_\_\_. I'd like to speak to the General Manager, please.
- A I'm afraid he's in a meeting. Can I take a message?
- B Yes, please. Could you tell him that the tour group will be arriving on <sup>4</sup> \_\_\_\_\_?
- A Certainly, sir.
- B Thank you. Oh, one other thing. They will be staying <sup>5</sup> \_\_\_\_\_.
- A Thank you, <sup>6</sup> \_\_\_\_\_. I'll give him the message. Goodbye.
- B Goodbye.

**Exercise 4** Read the dialogs. Write the messages.

- A Good morning, Martin's Hotel. Can I help you?  
 B Yes, please. Could you put me through to Room 332, please?  
 A Certainly, sir.  
 B Thank you.  
 A I'm sorry, there's no answer. Can I take a message?  
 B Yes, please. Could you ask Miss Diaz to call me at home?  
 A Certainly. May I have your name and phone number, please?  
 B Yes, it's Mr. Lim, and my number is 828 3343.  
 A I'll give her the message when she gets in.

<b>MARTIN'S HOTEL</b>			
<i>MESSAGE FOR HOTEL GUEST</i>			
DATE	<i>June 10th</i>	TIME	<i>9.30 a.m.</i>
MESSAGE FOR		ROOM	
FROM			
MESSAGE			

- A Good afternoon. Tanglin Hotel, Miss Huang speaking. How may I help you?  
 B I'd like to speak to Miss Carey in the Accounts Office.  
 A I'm afraid Miss Carey isn't here at the moment.  
 B Do you know what time she'll be back?  
 A No, I'm afraid I don't know. Can I take a message?  
 B Could you ask her to call me back as soon as possible? She has my number.  
 A Certainly. Could I have your name, please?  
 B Yes, it's Mrs. Patterson.  
 A Thank you, Mrs. Patterson. I'll give her the message.

<i>Tanglin Hotel</i>	
<b>MEMO</b>	
<b>Date:</b>	<i>June 10th</i>
<b>To:</b>	<i>(Accounts Office)</i>
<b>From:</b>	<i>(Reception)</i>
<b>Message:</b>	
<i>called today at 10:45.</i>	

**Exercise 1** Use the words in parentheses to complete the dialog. The first question has been done as an example.

**Clerk** Good morning. <sup>1</sup> *May I have your passport and ticket, please?*

(and have I May passport please ticket your)

**Passenger** Sure, here they are.

**Clerk** Thank you. <sup>2</sup> \_\_\_\_\_ ?

(bags Could on please put scales the you your)

**Passenger** OK.

**Clerk** <sup>3</sup> \_\_\_\_\_ ?

(any hand Do have luggage you)

**Passenger** Yes, I have this bag.

**Clerk** <sup>4</sup> \_\_\_\_\_ ?

(Could fill out please tag this you)

**Passenger** Sure.

**Clerk** That's fine. <sup>5</sup> \_\_\_\_\_ ?

(like or no-smoking smoking Would you)

**Passenger** No-smoking please, and could I have a window seat?

**Clerk** Yes, certainly. <sup>6</sup> \_\_\_\_\_ ?

(and boarding card Here is ticket your)

**Passenger** Thank you. What time does the flight leave?

**Clerk** In 20 minutes. <sup>7</sup> \_\_\_\_\_ ?

(Could gate go now please the through to you)

**Passenger** OK. Thank you. Goodbye.

**Exercise 2** Choose the correct words. The first one has been done as an example.

- 1 **A** Good afternoon. I'd like to change some traveler's checks.  
**B** That's fine. *May I /Can you/Would I* have some ID, please?
- 2 **A** I'd like to reserve a table at the restaurant.  
**B** Certainly, sir. *Could I/May I /Would you* give me your name, please?
- 3 **A** Can I change my ticket and get a flight tomorrow?  
**B** I'm not sure. *Could you/Can I/Would you* see your ticket?
- 4 **A** What kind of seat would you like?  
**B** *May I/Would I/Could you* have an aisle seat, please?
- 5 **A** Please fill out this form.  
**B** Sure. *Do you/Can you/Could you* have a pen, please?
- 6 **A** What time does the flight leave?  
**B** In 15 minutes, so *may/do/can* you go to the gate immediately, please?
- 7 **A** My name is Mr. Rodriguez.  
**B** *Could I/Would I/Can you* spell that, please?

**Exercise 3** Complete the questions with either *Could/May I...* or *Could/Would you...*

Examples

*Could I* have your name, please? (or *May I...*)*Could you* give me your name, please? (or *Would you...*)

- 1 \_\_\_\_\_ take my passport for me, please?
- 2 \_\_\_\_\_ leave my passport with you, please?
- 3 \_\_\_\_\_ have your phone number, please?
- 4 \_\_\_\_\_ tell me your phone number, please?
- 5 \_\_\_\_\_ have a window seat, please?
- 6 \_\_\_\_\_ give me a window seat, please?
- 7 \_\_\_\_\_ see your ticket, please?
- 8 \_\_\_\_\_ show me your ticket, please?

**Exercise 4** Complete the sentences. Use a word from column A and a word from column B in each answer. The first one has been done as an example.

A	B
driver's	luggage
traveler's	tour
city	seat
name	checks
check-in	clerk
aisle	license
tour	tag
hand	out
fill	guide

- 1 I'm sorry, we don't accept *traveler's checks*. We accept credit cards or cash.
- 2 Could you put this \_\_\_\_\_ on your bag, please?
- 3 When you get to the airport, show your tickets and passport to the \_\_\_\_\_.
- 4 Could you \_\_\_\_\_ this form, please? Here's a pen.
- 5 On the \_\_\_\_\_ of Bangkok you'll see the Golden Temple, the Rose Garden and the Floating Market.
- 6 **A** Are these all your bags? **B** Yes, these two bags and one piece of \_\_\_\_\_.
- 7 I am not enjoying this trip at all. I'd like to speak to the \_\_\_\_\_, please.
- 8 Would you like to sit by the window, or would you like an \_\_\_\_\_?
- 9 **A** Could I see some ID, please? **B** Sure. Here's my \_\_\_\_\_.

**Exercise 5**

Read the advertisement for a tour of Mexico City. Make words from the letters in parentheses and fill in the blanks. The first one has been done as an example.

## MEXICO CITY (ORTU) 'TOUR

(aDeeprrtu) <sup>2</sup> \_\_\_\_\_ dates in July: Mon 4, Mon 11, Mon 18

**Day 1** Fly from Cancun to Mexico City. We will be (aginsty) <sup>3</sup> \_\_\_\_\_ at the Reforma Hotel for four (ghinst) <sup>4</sup> \_\_\_\_\_.




**Day 2** In the (gimnnor) <sup>5</sup> \_\_\_\_\_ we will see the Cathedral and the National Palace. In the afternoon we will go to the (uesmmu) <sup>6</sup> \_\_\_\_\_.

**Day 3** There will be an (einorcusx) <sup>7</sup> \_\_\_\_\_ to the Pyramids of the Sun and Moon at Teotihuacan and we will (istvi) <sup>8</sup> \_\_\_\_\_ the Shrine of Guadalupe.

**Day 4** We have a tour to the (nsotw) <sup>9</sup> \_\_\_\_\_ of Cuernavaca and Taxco.

**Day 5** Return to Cancun by scheduled (fhgilt) <sup>10</sup> \_\_\_\_\_.

To (eeerrsv) <sup>11</sup> \_\_\_\_\_ a place on the Mexico City Tour, please see Emilio Sanchez.

**Exercise 6**

A guest wants a ticket for the Mexico City tour. Read the dialog. Fill in the blanks with questions. The first one has been done as an example.

A Good afternoon. <sup>1</sup>How can I help you?

B I'd like to reserve a place on the tour to Mexico City.

A Certainly. <sup>2</sup>\_\_\_\_\_?

B Yes, it's Miss Lawrence.

A <sup>3</sup>\_\_\_\_\_?

B Yes, it's Room 324.

A <sup>4</sup>\_\_\_\_\_?

B I'd like to go on Monday 18th.

A <sup>5</sup>\_\_\_\_\_?

B I'd like a single room, please.

A OK. <sup>6</sup>\_\_\_\_\_?

B By credit card – Visa.

A Yes, that's fine. Here is the Visa receipt. <sup>7</sup>\_\_\_\_\_?

B Sure. Do you have a pen?

**Exercise 1** Laura visited Koh Samui in Thailand. Complete the postcard. Fill in the blanks with *was* or *were*. The first one has been done as an example.

Dear Henri

We are back in Washington now, but our vacation in Koh Samui <sup>1</sup> was wonderful. The hotel <sup>2</sup> \_\_\_\_\_ next to the beach, and it <sup>3</sup> \_\_\_\_\_ great! It <sup>4</sup> \_\_\_\_\_ very hot, but the ocean <sup>5</sup> \_\_\_\_\_ wonderful, and all the rooms in the hotel <sup>6</sup> \_\_\_\_\_ air-conditioned. The restaurants <sup>7</sup> \_\_\_\_\_ fantastic and the food <sup>8</sup> \_\_\_\_\_ delicious. We had a really good time, and the people <sup>9</sup> \_\_\_\_\_ so nice! I want to go back!

See you soon,

Laura



**Exercise 2** Make questions and answers about Laura's vacation in Koh Samui. The first ones have been done as examples.

1 How/the vacation? *How was the vacation?*

It/wonderful. *It was wonderful.*

2 Where/the hotel? \_\_\_\_\_ ?

It/next to the beach. \_\_\_\_\_ .

3 How/the ocean? \_\_\_\_\_ ?

It /wonderful. \_\_\_\_\_ .

4 How/the restaurants? \_\_\_\_\_ ?

They/fantastic. \_\_\_\_\_ .

5 How/the people? \_\_\_\_\_ ?

They/very nice. \_\_\_\_\_ .

**Exercise 3** Make short dialogs about a visit to the city. The first dialog has been done as an example.

- 1 **A** What/you/visit/in the morning? *What did you visit in the morning?*  
**B** We/visit/the Golden Temple. *We visited the Golden Temple.*
- 2 **A** Which restaurant/the tour guide/recommend? \_\_\_\_\_?  
**B** She/recommend the Imperial Bay. \_\_\_\_\_.
- 3 **A** What/you/order for lunch? \_\_\_\_\_?  
**B** We /order/a salad. \_\_\_\_\_.
- 4 **A** Where/you/walk/in the afternoon? \_\_\_\_\_?  
**B** We/walk/in the park. \_\_\_\_\_.
- 5 **A** What time/you/return to the hotel? \_\_\_\_\_?  
**B** We/return/at 6:30. \_\_\_\_\_.

**Exercise 4** Complete the table. The first two have been done as examples.

Infinitive	Simple Past
1 buy	<i>bought</i>
2 <i>do</i>	did
3 eat	_____
4 _____	found
5 get	_____
6 _____	went
7 have	_____
8 _____	paid
9 see	_____
10 _____	spent

Now use the verbs (in the same order) to complete these sentences. Use the Infinitive form or the Simple Past. The first two have been done as examples.

- 1 I went shopping, and I *bought* some souvenirs.
- 2 What did you *do* when you were on vacation?
- 3 Did you \_\_\_\_\_ at the hotel or at the restaurant?
- 4 Can I give you this passport? I \_\_\_\_\_ it on a chair in the restaurant.
- 5 We left the hotel at 8 a.m. and we \_\_\_\_\_ back at 5:15 p.m.
- 6 Did you \_\_\_\_\_ to the Golden Palace yesterday?
- 7 We found a nice restaurant, and we \_\_\_\_\_ fish for lunch.
- 8 How much did you \_\_\_\_\_ for your vacation?
- 9 We went to the theater and \_\_\_\_\_ a very good show.
- 10 Tokyo was very expensive. When we were there, we \_\_\_\_\_ \$200 every day.



**Exercise 5** Complete the questions with the following question words.

When Where What How much How What When What

1 \_\_\_\_\_ did you get back from the tour?

At 6:15.

2 \_\_\_\_\_ money did you spend on souvenirs?

About \$30.

3 \_\_\_\_\_ did you stay when you were in Bangkok?

At the Oriental Hotel.

4 \_\_\_\_\_ was the food?

It was delicious.

5 \_\_\_\_\_ did you buy when you were in the shopping mall?

I bought a book and a newspaper.

6 \_\_\_\_\_ did you go to Argentina?

I went there in 1994.

7 \_\_\_\_\_ did you do when you were there?

I traveled around the country and I visited some friends.

8 \_\_\_\_\_ did you think of the movie?

I liked it.

**Exercise 6** Fill in the blanks. Make adjectives from the letters in parentheses. The first one has been done as an example.

# South Africa has it all ...

*Come to South Africa ~ a world in one country*

- 1 fascinating cities  
(aacfgiinnst)
- 2 \_\_\_\_\_ places to visit  
(eegiinnrstt)
- 3 \_\_\_\_\_ hotels  
(dgo)
- 4 \_\_\_\_\_ beaches  
(eigtu)
- 5 \_\_\_\_\_ food  
(cdeilosu)
- 6 \_\_\_\_\_ mountains  
(abefiltuu)
- 7 \_\_\_\_\_ night-life  
(aacsfintt)
- 8 \_\_\_\_\_ wildlife  
(deflnoruw)



**Exercise 7** Complete the dialog. Use the words in parentheses. The first one has been done as an example.

A (How/be) <sup>1</sup>How was your vacation in South Africa?

B Oh, (we/have) <sup>2</sup>\_\_\_\_\_ a really good time.

A That's nice. Where (you/go) <sup>3</sup>\_\_\_\_\_?

B (We/go) <sup>4</sup>\_\_\_\_\_ to Durban for five nights, and  
(we/stay) <sup>5</sup>\_\_\_\_\_ in a very good hotel. (We/do)  
<sup>6</sup>\_\_\_\_\_ some shopping and sightseeing, and then  
(we/travel) <sup>7</sup>\_\_\_\_\_ to Sun City.

A (You/have) <sup>8</sup>\_\_\_\_\_ a good time there?

B Yes, (it/be) <sup>9</sup>\_\_\_\_\_ fantastic, but (I/spend)  
<sup>10</sup>\_\_\_\_\_ lots of money in the casino!

A Oh dear! What (you/do) <sup>11</sup>\_\_\_\_\_ after that?

B (We/go) <sup>12</sup>\_\_\_\_\_ to the Kruger National Park.

A (You/see) <sup>13</sup>\_\_\_\_\_ any animals?

B Yes, (we/see) <sup>14</sup>\_\_\_\_\_ elephants, rhinos, zebras,  
all kinds of animals.

A When (you/get back) <sup>15</sup>\_\_\_\_\_?

B (We/get back) <sup>16</sup>\_\_\_\_\_ on Tuesday.



Are you ready to order?

**Exercise 1** Write the following sentences in the correct order to make *two* dialogs. The first sentence of each dialog has been done as an example.

- Good evening, sir.
- Yes, we are. We'll have the chicken, please.
- Are you ready to order now?
- Yes. The name's Mason.
- What would you like with that?
- Good evening. Could I have a table for one, please?
- Yes, we do. Would you follow me, please?
- We'll have French fries and a salad.
- That's fine, Mr. Mason. Would you like smoking or non-smoking?
- That's fine. Would you like anything to drink?
- Yes, a bottle of white wine, please.
- Smoking, please. Do you have any tables next to the window?
- Certainly, sir. Do you have a reservation?
- Thank you, ma'am. Your order won't be long

**Dialog A**

**Clerk** <sup>1</sup>*Good evening, sir.*

**Mr. Mason** <sup>2</sup> \_\_\_\_\_ ?

**Clerk** <sup>3</sup> \_\_\_\_\_ ?

**Mr. Mason** <sup>4</sup> \_\_\_\_\_ .

**Clerk** <sup>5</sup> \_\_\_\_\_ ?

**Mr. Mason** <sup>6</sup> \_\_\_\_\_ ?

**Clerk** <sup>7</sup> \_\_\_\_\_ ?

**Dialog B**

**Waiter** <sup>1</sup>*Are you ready to order now?*

**Miss Lee** <sup>2</sup> \_\_\_\_\_ .

**Waiter** <sup>3</sup> \_\_\_\_\_ ?

**Miss Lee** <sup>4</sup> \_\_\_\_\_ .

**Waiter** <sup>5</sup> \_\_\_\_\_ ?

**Miss Lee** <sup>6</sup> \_\_\_\_\_ .

**Waiter** <sup>7</sup> \_\_\_\_\_ .

**Exercise 2** Find the names of the food in the wordsearch. Complete the menu. The first one has been done as an example.

V	C	A	E	S	A	R	P	L
O	E	I	K	B	R	O	F	W
R	C	G	R	O	S	E	I	N
A	O	V	E	O	F	L	L	C
N	E	P	Q	T	L	A	E	O
G	D	E	U	X	A	M	T	F
E	M	E	L	O	N	B	L	F
G	U	A	C	A	M	O	L	E
P	O	T	A	T	O	E	S	E

# MENU

*Appetizers*

1 Melon with Parma ham

2 \_\_\_\_\_

3 \_\_\_\_\_ soup

Pâté

*Entrées*

4 \_\_\_\_\_

Baked salmon

Roast 5 \_\_\_\_\_

Pork in red wine

*Side orders*

6 \_\_\_\_\_ salad

French fries

Baked 7 \_\_\_\_\_

Rice pilaf

*Beverages*

Fresh 8 \_\_\_\_\_ juice

Soft drinks

9 \_\_\_\_\_

Tea

*House wines*

Red

White

10 \_\_\_\_\_

**Exercise 3** Match the questions with the answers. The first one has been done as an example.

- |  |                                     |   |
|--|-------------------------------------|---|
| 1 Do you have a reservation?             | <input type="checkbox"/>            | I'd like the roast beef, please.          |
| 2 Would you like smoking or non smoking? | <input type="checkbox"/>            | Yes, we'll have a bottle of red wine.     |
| 3 Could we have another menu, please?    | <input type="checkbox"/>            | Yes, we are.                              |
| 4 Are you ready to order now?            | <input type="checkbox"/>            | Smoking, please.                          |
| 5 What would you like to start with?     | <input type="checkbox"/>            | I'll have the pâté, please.               |
| 6 What would you like as an entrée?      | <input type="checkbox"/>            | Yes, of course. I'll get one now.         |
| 7 What would you like with that?         | <input checked="" type="checkbox"/> | Yes, the name's Watson – a table for two. |
| 8 Would you like anything to drink?      | <input type="checkbox"/>            | French fries and a side salad.            |

**Exercise 4** Put the words in parentheses in the right order. Complete the dialog.

**Waiter** <sup>1</sup> *Are you ready to order now?*  
(order you to now ready Are)

**Mr. Wong** Yes, I think so.

**Waiter** <sup>2</sup> \_\_\_\_\_ ?  
(would to with What you like start)

**Mr. Wong** I'll have the pâté.

**Waiter** <sup>3</sup> \_\_\_\_\_ ?  
(What like you as an ma'am would appetizer)

**Mrs. Wong** I'll have the soup of the day, please.

**Waiter** <sup>4</sup> \_\_\_\_\_ ?  
(you an would entrée as What like)

**Mr. Wong** We'll have the roast chicken. Two, please.

**Waiter** <sup>5</sup> \_\_\_\_\_ ?  
(What like that would you with)

**Mr. Wong** Some roast potatoes, please.

**Mrs. Wong** And some green beans.

**Waiter** Fine. <sup>6</sup> \_\_\_\_\_ ?  
(to you like Would drink anything)

**Mr. Wong** Yes, a bottle of white wine and some mineral water.

**Waiter** Thank you. <sup>7</sup> \_\_\_\_\_ .  
(order be Your long won't)

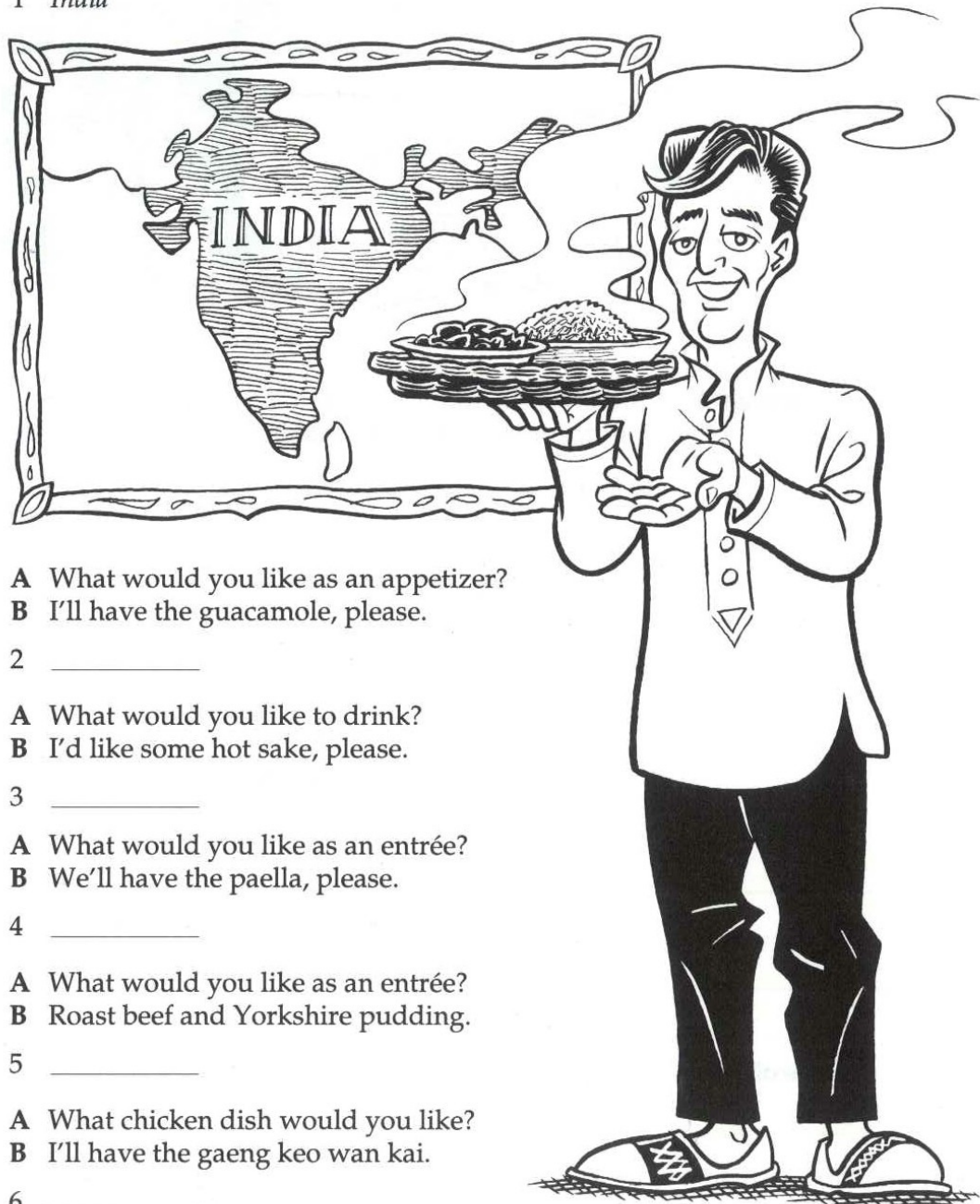
**Exercise 5** Read the dialogs. Write the names of the countries. The first one has been done as an example.

PANSI	AADNHILT
YLATI	ADIIN
ERECGE	ANJPA
ECMIXO	LDENGAN

**A** Are you ready to order, now, sir?

**B** Yes, we'll have the chicken curry and some rice pilaf.

1 *India*



**A** What would you like as an appetizer?

**B** I'll have the guacamole, please.

2 \_\_\_\_\_

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

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

3 \_\_\_\_\_

**A** What would you like as an entrée?

**B** We'll have the paella, please.

4 \_\_\_\_\_

**A** What would you like as an entrée?

**B** Roast beef and Yorkshire pudding.

5 \_\_\_\_\_

**A** What chicken dish would you like?

**B** I'll have the gaeng keo wan kai.

6 \_\_\_\_\_

**A** Would you like anything to drink with the moussaka?

**B** Yes, a bottle of Retsina, please.

7 \_\_\_\_\_

**A** Are you ready to order?

**B** Yes, we'll both have the lasagne, please.

8 \_\_\_\_\_



Do you take credit cards?

**Exercise 1** Mr Sanchez is buying a souvenir for his daughter. Number the dialog in the correct order (1-11). The first one has been done as an example.

- B Do you accept traveler's checks?
- B OK, I'll pay by credit card. Here you are.
- A Thank you.
- B Yes, I'd like to buy a small souvenir. How much are these bags?
- B OK, I'll take it.
- A How would you like to pay?
- 1 A Good afternoon. Can I help you?
- A No, I'm sorry, we only take cash or credit cards.
- A They're \$35 each.
- B \$35? That's expensive. How much is this hat?
- A It's \$10, but it's very good quality.

**Exercise 2** Read the dialog. Choose the correct words. The first one has been done as an example.

- A Good afternoon. <sup>1</sup> Can / Will I help you?
- B Yes, I'd <sup>2</sup> like/want to <sup>3</sup> exchange/change some US dollar traveler's checks <sup>4</sup> into/from yen. Can you do that?
- A That's fine. <sup>5</sup> How/What much <sup>6</sup> do/would you like to change?
- B \$100, please. By the way, what is the <sup>7</sup> price/rate today?
- A It's 100 yen to the dollar, and we <sup>8</sup> charge/buy 2½% commission.
- B That's fine. I'll <sup>9</sup> write/sign them.
- A Could I have some <sup>10</sup> ID/DI, please?
- B Yes. Here's my driver's <sup>11</sup> ticket/license.
- A Thank you. That comes to <sup>12</sup> 9,750/97,500 yen.
- B Thanks very much. Goodbye.

**Exercise 3**

Complete the table. Use the following words. The first two have been done as examples.

yen    France    pound    Mexico City    Saudi Arabia    Rome    Paris  
 India    lira    dollar    Thailand    rupee    Bangkok    USA    Tokyo  
 Riyadh    Mexico    UK

Country	Capital City	Currency
1 Mexico	Mexico City	peso
2 _____	Washington DC	_____
3 Italy	_____	_____
4 _____	_____	baht
5 _____	London	_____
6 _____	_____	franc
7 Japan	_____	_____
8 _____	New Delhi	_____
9 _____	_____	riyal

**Exercise 4**

Write short dialogs. Figure out the answers.

Example

(\$100/Greek drachmas)

A *I'd like to change \$100 into Greek drachmas.*

B *Certainly, sir. That comes to 23,000 drachmas.*

1 US dollar buys ...	
Spanish pesetas	130
Swiss francs	1.25
Japanese yen	100
Thai baht	25
Greek drachmas	230
Australian dollars	1.35

1 (\$50/Thai baht)

A \_\_\_\_\_

B \_\_\_\_\_

2 (\$85/yen)

A \_\_\_\_\_

B \_\_\_\_\_

3 (\$75/Swiss francs)

A \_\_\_\_\_

B \_\_\_\_\_

4 (\$150/Australian dollars)

A \_\_\_\_\_

B \_\_\_\_\_

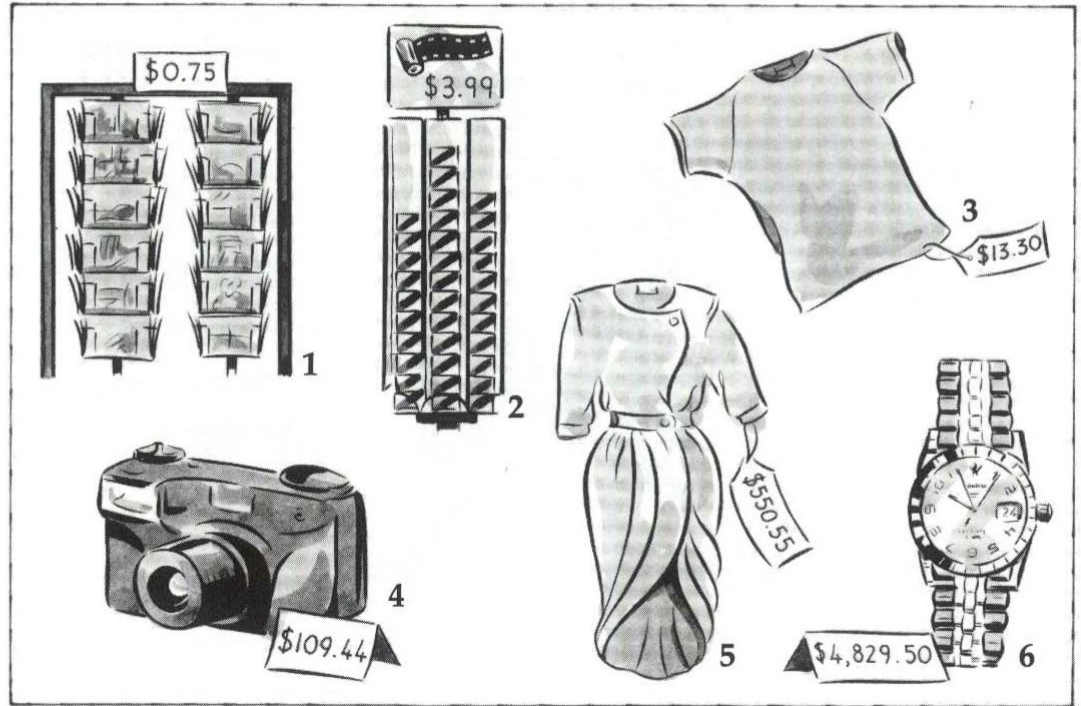
5 (\$200/Spanish pesetas)

A \_\_\_\_\_

B \_\_\_\_\_



**Exercise 5** Answer the questions. Write the prices in words. The first one has been done as an example.



1 Excuse me. How much are these postcards?

They're *seventy-five cents*.

2 Excuse me. How much is this film?

It's \_\_\_\_\_.

3 Could you tell me the price of this T-shirt?

It's \_\_\_\_\_.

4 How much is this camera?

It's \_\_\_\_\_.

5 Excuse me. How much is this dress?

It's \_\_\_\_\_.

6 How much is this Rolex?

It's \_\_\_\_\_.

**Exercise 6** Complete the dialog. Put the words in parentheses in the correct order. The first one has been done as an example.

A <sup>1</sup> *Good morning, can I help you?*

(I help morning can Good you)

B Yes, I'd like to buy one of these cassettes. How much are they?

A <sup>2</sup> \_\_\_\_\_.

(are \$12 They each)

B OK, I'll take one.

A <sup>3</sup> \_\_\_\_\_?

(to How would you like pay)

B Do you take traveler's checks?



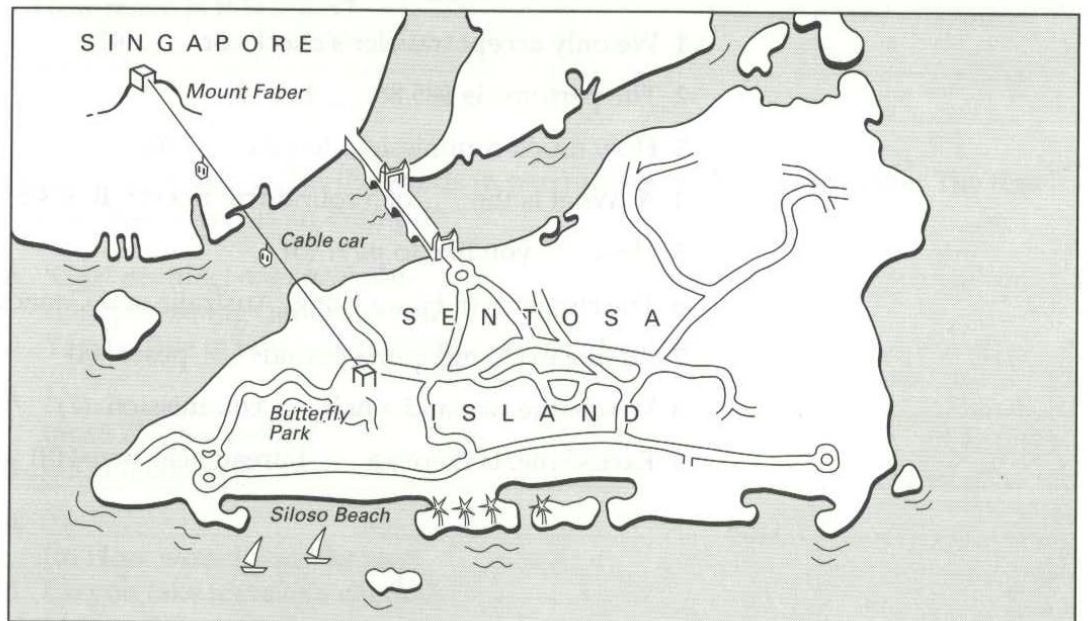
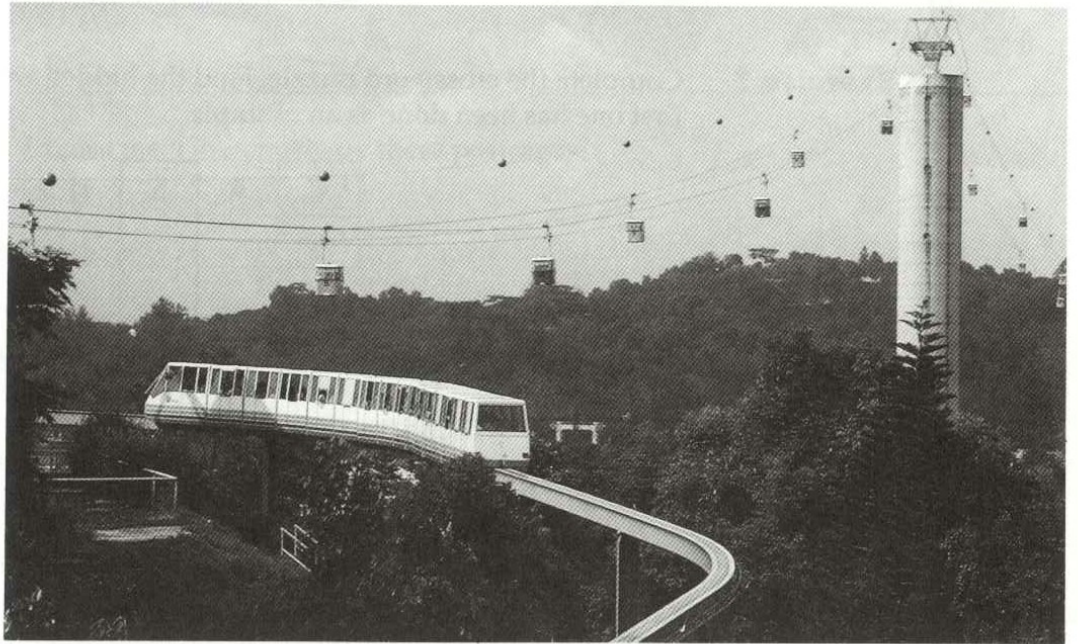


*We'll meet back here at three o'clock.*

**Exercise 1**

Look at the itinerary. Answer the questions. The first one has been done as an example.

DAY TRIP TO SENTOSA ISLAND	
9:15	Coach from hotel to harbor
9:30	To Sentosa by ferry
11:00	Butterfly Park
1:00	Siloso Beach (lunch)
2:30	Underwater World
4:30	Back to mainland by cable car
5:00	Return to hotel



1 What time will we leave the hotel?

*We will leave the hotel at 9:15.*

2 How will we get to Sentosa?

\_\_\_\_\_

3 What will we see in the morning?

\_\_\_\_\_

4 Where will we have lunch?

\_\_\_\_\_

5 What will we see in the afternoon?

\_\_\_\_\_

6 How long will we stay there?

\_\_\_\_\_

7 How will we get back to the mainland?

\_\_\_\_\_

8 What time will we get back to the hotel?

\_\_\_\_\_

## Exercise 2

A guide is welcoming some tourists on the trip to Sentosa Island. Fill in the blanks with the following words. The first one has been done as an example.

after	Finally
at	for
by	lunch
cable	morning
evening	will

Good <sup>1</sup>*morning*, and welcome to our day trip to Sentosa Island. We <sup>2</sup>\_\_\_\_\_ arrive at the harbor in a few minutes, and we will travel to Sentosa Island <sup>3</sup>\_\_\_\_\_ ferry. We will see the famous Butterfly Park, and <sup>4</sup>\_\_\_\_\_ that we will go to Siloso Beach for lunch. After <sup>5</sup>\_\_\_\_\_ we will visit Underwater World, and we will stay there <sup>6</sup>\_\_\_\_\_ about two hours. At 4:30 we will come back to the mainland, but this time we will take the <sup>7</sup>\_\_\_\_\_ car, which I am sure you will enjoy. <sup>8</sup>\_\_\_\_\_, the bus will bring us back to the hotel <sup>9</sup>\_\_\_\_\_ about 5:15, and you will have the <sup>10</sup>\_\_\_\_\_ free to eat out or have a quiet night in.

**Exercise 3** Match the questions and the answers. The first one has been done for you.

- |   |                                     |  |
|---|-------------------------------------|--|
| 1 How long will we be stopping here?      | <input type="checkbox"/>            | No, I'm sorry. Please take all your belongings with you. |
| 2 Do we need to buy tickets?              | <input type="checkbox"/>            | We'll meet back here at 2:30.                            |
| 3 When will the bus come to pick us up?   | <input checked="" type="checkbox"/> | We'll be here for about half an hour.                    |
| 4 Can I leave my bags on the bus?         | <input type="checkbox"/>            | No, the afternoon is free.                               |
| 5 Are we doing anything in the afternoon? | <input type="checkbox"/>            | It will come at 9:15.                                    |
| 6 What time will we meet back here?       | <input type="checkbox"/>            | Yes, there are lots of good places to go shopping.       |
| 7 Can we go shopping in Chinatown?        | <input type="checkbox"/>            | We'll eat back at the hotel.                             |
| 8 Where will we have dinner?              | <input type="checkbox"/>            | No, that's OK. I have a group entry ticket.              |

**Exercise 4** Julie is showing some American tourists around Singapore. Look at her notes. Complete her speech. The first part has been done as an example.

CITY TOUR

9:15 Raffles Hotel

*Pick up tourists. Welcome to Singapore, etc.*

9:30 Empress Place

*See colonial buildings, museums. Entrance to museum free.*

11:00 Chinatown

*Go shopping ~ great place for souvenirs.*

12:30 Telok Ayer

*Meet again 12:30. Telok Ayer for lunch.*

2:30 Alkaaf Mansion

*Visit ~ wonderful building on Mount Faber Bridge. See how rich people lived. Have tea at 4:00.*

4:30 Tanjong Pagar

*Old part of city near Chinatown. Good for shopping/antiques.*

6:00 - 7:30 Raffles Hotel

*Back to hotel, get changed. Cocktails 6:30 ~ 7:30*

7:30 - 10:30 Bugis Street

*Dinner outside ~ colorful surroundings. Bus at 10:30.*



Good morning, ladies and gentlemen, and welcome to Singapore. My name is Julie, and I will be your guide for the next two days. Now I'd like to tell you about what we will see today.

In a few moments, we will go to Empress Palace, where \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

After that, \_\_\_\_\_

We will meet again at \_\_\_\_\_

At 2:30, we will visit \_\_\_\_\_

Then at 4:30, \_\_\_\_\_

At 6:00, we \_\_\_\_\_

Cocktails \_\_\_\_\_

At 7:30, the bus \_\_\_\_\_

Finally, the bus \_\_\_\_\_

### Exercise 5

Find seven words connected with travel in the wordsearch. Complete the sentences. The first one has been done for you.

H	F	T	T	Q	U	M	C	I	M
E	E	H	A	E	U	<b>B</b>	<b>U</b>	<b>S</b>	D
D	R	L	X	T	J	B	P	K	O
R	R	T	I	X	O	O	F	J	U
E	Y	H	H	C	O	A	Z	H	B
E	E	D	T	E	O	T	N	W	R
L	O	V	R	Q	U	P	C	K	O
A	P	L	A	N	E	I	T	O	F
P	Z	Y	I	O	T	H	B	E	R
V	E	D	N	G	X	O	W	N	R

- 1 You can get from East Street to West Street. Take the Number 11 *bus*. (3)
- 2 You can take your car from England to France on the f\_\_\_\_. (5)
- 3 "Eurostar" is the name of the t\_\_\_\_ that goes from London to Paris through the Channel Tunnel. (5)
- 4 You can fly to the top of Mont Blanc by h\_\_\_\_, get out, and ski back down. (10)
- 5 We will travel down the river, and we will have lunch on the b\_\_\_\_. (4)
- 6 I need to get to the airport now. Could you get me a t\_\_\_\_? (4)
- 7 Your p\_\_\_\_ will leave at 3:15, so check in at the airport at 2:15. (5)

- Exercise 1** Read the dialog. Choose the correct words. The first one has been done as an example.
- A I'm going to be in Egypt for about ten days, and I'd like to see some of the important tourist attractions while I'm here. So what <sup>1</sup>would/should I do?
- B I <sup>2</sup>say/suggest you <sup>3</sup>see/to see the Pyramids, because they're very beautiful.
- A Are they far from Cairo?
- B No, just a few miles. And when you're in Cairo, I think you <sup>4</sup>would/should also see the Cairo Museum.
- A OK, that's a good idea. But I'm also interested <sup>5</sup>in/for having a good time. I'd <sup>6</sup>like/want to go to the beach and swim, you know.
- B There aren't any beaches in Cairo, but if you have a few days, you <sup>7</sup>could/would go to Hurghada. It's on the Red Sea, and you can swim, or go scuba diving.
- A That sounds great. Can you <sup>8</sup>think/recommend of anything else?
- B I strongly recommend Luxor – it's a lovely place. And you can go there after Hurghada. And when you're in Luxor, <sup>9</sup>what/why don't you <sup>10</sup>take/taking a trip in a hot air balloon?
- A That sounds perfect. Can you arrange that?
- B Certainly. When would you like to go?

- Exercise 2** Put the words in the right order. Use the sentences to complete Dialog A and Dialog B. The first sentence in Dialog A has been done as an example.

I think make a reservation you should  
 you I suggest the restaurant try Yucatan  
 I go Patong suggest to you beach.  
 Pagoda You the Chinese could go to  
 I should don't you walk think  
 taxi don't you Why a take

**Dialog A**

- A Are there any good beaches to go to?
- B Yes. <sup>1</sup>I suggest you go to Patong beach.
- A OK. Can I walk there?
- B <sup>2</sup>\_\_\_\_\_.
- A Really? Is it a long way?
- B Yes, about eight kilometers. <sup>3</sup>\_\_\_\_\_?
- A OK. Could you call one, please?

**Dialog B**

A Are there any good restaurants near here?

B Yes. <sup>4</sup> \_\_\_\_\_.

A I don't want Chinese food. I'd like to try some Mexican food.

B OK. <sup>5</sup> \_\_\_\_\_. I'll give you their phone number.

A Is that necessary?

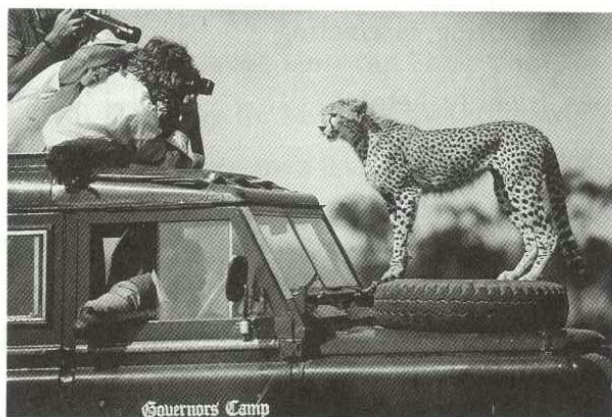
B Yes. <sup>6</sup> \_\_\_\_\_. The Yucatan's very busy.

**Exercise 3**

Suggest suitable places for these customers to visit. Make sentences using the words in parentheses. The first one has been done as an example.



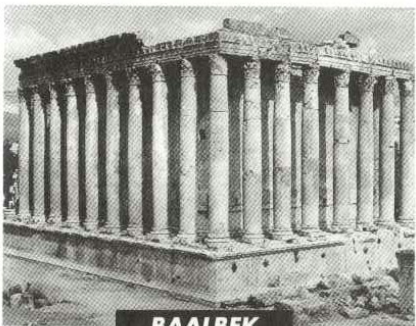
**ALPBACH**



**KENYA**



**RIO**



**BAALBEK**



**MALDIVES**



**HONG KONG**



**YOSEMITE**

- 1 I'd like a nice quiet ski resort.  
(suggest/stay) *I suggest you stay in Alpbach.*
- 2 I want a peaceful vacation on a warm beach.  
(recommend/go) \_\_\_\_\_.
- 3 I'd like to see some ancient ruins.  
(why/visit) \_\_\_\_\_?
- 4 I want to go to a place that is famous for its food.  
(could/go) \_\_\_\_\_.
- 5 I'd like to see some wild animals.  
(suggest/visit) \_\_\_\_\_.
- 6 I'd like to go to a really lively city.  
(why/fly) \_\_\_\_\_?
- 7 I'd like to give the children a special vacation.  
(could/take them) \_\_\_\_\_.



**Exercise 4** Match the adjectives with the words on the right. You must be able to use all three adjectives. The first one has been done as an example.

- |  |                                     |            |
|--|-------------------------------------|------------|
| 1 quiet, peaceful, wonderful           | <input type="checkbox"/>            | service    |
| 2 double, air-conditioned, comfortable | <input type="checkbox"/>            | dance club |
| 3 excellent, delicious, hot            | <input checked="" type="checkbox"/> | beach      |
| 4 lively, modern, crowded              | <input type="checkbox"/>            | room       |
| 5 interesting, ancient, historical     | <input type="checkbox"/>            | tour       |
| 6 excellent, efficient, fast           | <input type="checkbox"/>            | ruins      |
| 7 interesting, tiring, fascinating     | <input type="checkbox"/>            | person     |
| 8 famous, friendly, helpful            | <input type="checkbox"/>            | food       |

**Exercise 5** You are working in the Tourist Information office in your area. Some tourists ask these questions. Write down your suggestions. Begin with: *I think you should ... , I suggest ... , Why don't you ... , or You could ...*

- 1 Excuse me. I'm looking for a cheap but comfortable hotel for a few nights. Do you have any ideas?

\_\_\_\_\_

- 2 I'm leaving this afternoon, but I have the morning free. What can I do round here?

\_\_\_\_\_

- 3 Are there any interesting historical sites I should visit?

\_\_\_\_\_

- 4 Where is the best place to change money?

\_\_\_\_\_

- 5 Are there any beaches near here that aren't crowded?

\_\_\_\_\_

- 6 Where can I get a good meal at this time of night?

\_\_\_\_\_

- 7 What can you do around here when it is raining?

\_\_\_\_\_

- 8 Is there anything to do in the evening?

\_\_\_\_\_

**Exercise 1** Put the sentences in the correct order (1–12) to make a telephone conversation between a customer and a travel agency. The first one has been done as an example.

- A The flight leaves at 9:15. Would you like me to mail the tickets to you?
- B No, thank you. I'll come and get them from your office.
- B I'd like to reserve two business class seats to Florida for Thursday.
- 1 A Good afternoon, Titan Travel.
- A Hello, Janet. How can I help you?
- B They are for Mr. T. Delnevo and Mr. J. Garcia.
- A Yes, there are a few available. Shall I book them now?
- B Yes, please, and could you tell me the departure time?
- B Yes, hello. This is Janet Sheldon from Drayton Motors.
- B Yes, US Air would be fine. Are there any seats?
- A Two seats? OK, I'll just check availability for you. Who are they for?
- A I'll just make a note of the names. All right. Would US Air be OK?

**Exercise 2** Match the problems with the offers of help. Fill in the blanks with the names of the things in the pictures.



- 1 I don't know where my hotel is.  Shall I give her a \_\_\_\_\_?
- 2 I want to send this message to the US.  Shall I send you some \_\_\_\_\_?
- 3 One of our guests has a headache.  I'll find it for you on the \_\_\_\_\_.
- 4 It's very cold in my bedroom.  Would you like me to \_\_\_\_\_ it?
- 5 I'd like to go on a skiing vacation.  Would you like me to order a \_\_\_\_\_?
- 6 I want to go to the airport.  I'll get you another \_\_\_\_\_.

**Exercise 3**

Put the words in the correct order. Complete the dialogs.

get I'll another bottle you .

Would brochure you send you a like me to ?

taxi Shall a you I for call ?

you Shall it in the I put safe for?

you I'll one in the back give another.

like me Would a you to call doctor?

**Dialog 1**

A It's very noisy in my room.

B *I'll give you another one in the back.*

A Oh, thank you.

**Dialog 2**

A Waiter, this wine tastes awful.

B I'm sorry. \_\_\_\_\_.

A Thank you.

**Dialog 3**

A I'm worried about my husband. He is very sick.

B \_\_\_\_\_?

A Yes, please, that would be very kind.

**Dialog 4**

A I'd like some information about your vacation tours.

B \_\_\_\_\_?

A That would be great.

**Dialog 5**

A I don't want to leave all this cash in my hotel room.

B \_\_\_\_\_?

A Yes, please.

**Dialog 6**

A I need to get to the airport.

B \_\_\_\_\_?

A Yes, please.





*I look forward to hearing from you.*

**Exercise 1** Complete the table of regular and irregular verbs. The first verb has been done as an example.

Infinitive	Simple Past	Past Participle
1 go	went	gone
2 be	_____	_____
3 _____	had	_____
4 do	_____	_____
5 write	_____	_____
6 _____	spoke	_____
7 _____	_____	seen
8 _____	_____	taken
9 work	_____	_____
10 _____	visited	_____

**Exercise 2** Make questions and answers. Use the words in parentheses. Use *ever* in the first question.

Example:

- (fly on the Concorde/October)
- A Have you ever flown on the Concorde?
- B Yes, I have.
- A When did you fly on the Concorde?
- B I flew on the Concorde in October.

1 (work in New York/1993)

- A \_\_\_\_\_?
- B \_\_\_\_\_.
- A \_\_\_\_\_?
- B \_\_\_\_\_.

2 (live in Japan/1992)

A \_\_\_\_\_?

B \_\_\_\_\_.

A \_\_\_\_\_?

B \_\_\_\_\_.

3 (take a typing class/last summer)

A \_\_\_\_\_?

B \_\_\_\_\_.

A \_\_\_\_\_?

B \_\_\_\_\_.

4 (have a full-time job/last year)

A \_\_\_\_\_?

B \_\_\_\_\_.

A \_\_\_\_\_?

B \_\_\_\_\_.

**Exercise 3**

Avika is spending a week at a large hotel doing a work-experience course. Look at the notes. Say what she has done and what she hasn't done.

YOUR WORK-EXPERIENCE COURSE		
DAY 1	clean guest rooms	✓
DAY 2	work in reception	✓
DAY 3	help in the kitchen	✓
DAY 4	take reservations	✓
DAY 5	assist the manager	
DAY 6	serve lunch in the restaurant	
DAY 7	have a day off	

1 *She has cleaned the guest rooms.*

2 \_\_\_\_\_.

3 \_\_\_\_\_.

4 \_\_\_\_\_.

5 *She hasn't assisted the manager.*

6 \_\_\_\_\_.

7 \_\_\_\_\_.

**Exercise 4** Make words from the letters in parentheses. Complete the letter.

Dear Miss Hayes

I am writing in reply to your advertisement for a (saceerrty) <sup>1</sup> \_\_\_\_\_  
at your office in Kuala Lumpur.

As you will see from my resume, I (gaaddertu) <sup>2</sup> \_\_\_\_\_ from high  
(sthoc) <sup>3</sup> \_\_\_\_\_ two years ago, and then I took a Travel and  
(Tiosrum) <sup>4</sup> \_\_\_\_\_ course at the Kuala Lumpur Technical College.  
I also took courses in (bseusnsi) <sup>5</sup> \_\_\_\_\_ administration and word  
(psrsigecno) <sup>6</sup> \_\_\_\_\_ and I can (tpye) <sup>7</sup> \_\_\_\_\_ 65 words a minute.  
I speak Mandarin Chinese, Malay, and English.

I have some (eceeinprx) <sup>8</sup> \_\_\_\_\_ working in the travel industry.  
When I was a student, I worked at the Regent Hotel in Kuala Lumpur  
in my (vancsoiat) <sup>9</sup> \_\_\_\_\_ and last December I worked as a  
travel (clkre) <sup>10</sup> \_\_\_\_\_ at the Seremban Travel Agency for three weeks.

I look forward to hearing from you.

Sincerely yours

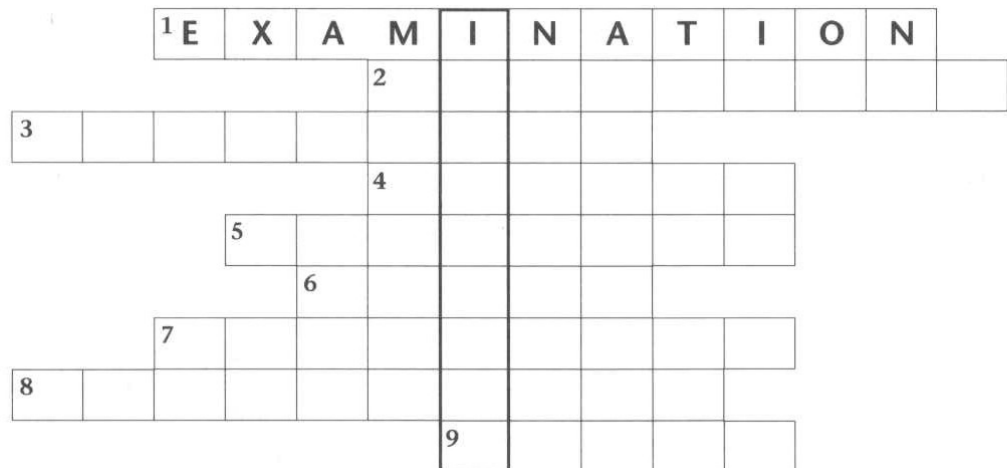
Li Li Peng

**Exercise 5** Put the verbs into the Simple Past (e.g. *I did*) or the Present Perfect (e.g. *I have done*).

- A Good afternoon, Miss Chen. Now, tell me about yourself.
- B I'm nineteen. I live here in Singapore, and I would like to work in tourism.
- A (you/ever/take) <sup>1</sup> *Have you ever taken* a course in tourism?
- B Yes, I have. I (receive) <sup>2</sup> *received* a Diploma in tourism last year, and from January through May I (take) <sup>3</sup> \_\_\_\_\_ a course in business administration.
- A What languages can you speak?
- B Chinese, English and a little Japanese.
- A Japanese? That's interesting.

- B** Yes, I (study) <sup>4</sup> \_\_\_\_\_ it at night school last year.
- A** (you/ever/be) <sup>5</sup> \_\_\_\_\_ to Japan?
- B** Yes, I (go) <sup>6</sup> \_\_\_\_\_ there with my parents last year.
- A** All right. (you/ever/travel) <sup>7</sup> \_\_\_\_\_ to any other countries?
- B** Yes, I (be) <sup>8</sup> \_\_\_\_\_ to Australia and the States as well.
- A** (you/ever/work) <sup>9</sup> \_\_\_\_\_ in a hotel or at a travel agency?
- B** Yes, I have. Last summer I (work) <sup>10</sup> \_\_\_\_\_ with Mai-Ling Tours.
- A** (be) <sup>11</sup> \_\_\_\_\_ that full-time or part-time?
- B** It (be) <sup>12</sup> \_\_\_\_\_ part-time. I (never/have) <sup>13</sup> \_\_\_\_\_ a full-time job.

**Exercise 6** Complete the crossword puzzle. Find the hidden word.



- 1 **A** Have you ever taken an \_\_\_ in English? **B** Yes, I took the TOEFL in September. (11)
- 2 **A** What are your \_\_\_? **B** I really enjoy rollerskating and swimming. (9)
- 3 After I \_\_\_ from high school last year, I got a part-time job at a travel agency. (9)
- 4 When you apply for a job, you send the company a \_\_\_. (6)
- 5 **A** Have you ever traveled \_\_\_? **B** Yes, I've been to Australia and Brazil. (8)
- 6 I have \_\_\_ been to China, but I'd like to go there one day. (5)
- 7 She went to secretarial school for one year, so she is a \_\_\_ secretary. (9)
- 8 Do you have any \_\_\_ making travel arrangements and phone calls abroad? (10)
- 9 She is a very fast typist. She can type 65 \_\_\_ a minute. (5)



# Answer Key

## Unit 1

### Exercise 1

- 1 Good
- 2 I'm
- 3 Mr.
- 4 you
- 5 are
- 6 that's
- 7 I'm
- 8 nice
- 9 evening
- 10 right
- 11 My
- 12 to

### Exercise 2

- |       |       |
|-------|-------|
| 1 am  | 6 am  |
| 2 Are | 7 Are |
| 3 is  | 8 is  |
| 4 is  | 9 is  |
| 5 is  | 10 is |

### Exercise 3

- 1 Good afternoon
- 2 Good night
- 3 Good evening
- 4 Good morning

### Exercise 4

- 1 Japan
- 2 Thailand
- 3 New Zealand
- 4 Australia
- 5 Venezuela
- 6 Brazil
- 7 Mexico

### Exercise 5

- 1 Juan
- 2 Madrid
- 3 Costa Blanca Travel
- 4 Spain
- 5 Mayumi
- 6 Osaka
- 7 Oriental Travel
- 8 Japan
- 9 Ramon
- 10 Mexico City
- 11 Aztec Travel
- 12 Mexico

### Exercise 6

- 1 TAIWAN
- 2 HER
- 3 PLEASED
- 4 EXCUSE
- 5 INTRODUCE
- 6 MY
- 7 REP

## Unit 2

### Exercise 1

- 1 She is a receptionist. She's a receptionist.
- 2 He is a tour guide. He's a tour guide.
- 3 We are flight attendants. We're flight attendants.

### Exercise 2

- 1 No, she isn't. Yes, she is.
- 2 No, they aren't. Yes, they are.
- 3 No, he isn't. Yes, he is.

### Exercise 3

- 1 Yes, I am.
- 2 Yes, she is.
- 3 Yes, they are.
- 4 No, we aren't.
- 5 Yes, I do.
- 6 No, she doesn't.
- 7 No, they don't.
- 8 No, we don't.

### Exercise 4

#### Dialog 1

- A Does Miss Lee live in Singapore?  
B No, she doesn't. She lives in Hong Kong.

#### Dialog 2

- A Do Majumi and Miki work for JAL?  
B No, they don't. They work for Cathay Pacific.

#### Dialog 3

- A Does Mr. Carlton live in Australia?  
B No, he doesn't. He lives in New Zealand.

#### Dialog 4

- A Do you and Maria work for a tour company?  
B No, we don't. We work at a travel agency.

### Exercise 5

Name	Ramon	Marina	Lidia
Job	receptionist	tour guide	flight attendant
Country	Mexico	Argentina	Spain

- 1 He works in Mexico.
- 2 No, he isn't.
- 3 He's a receptionist.
- 4 Yes, she does.
- 5 She's a tour guide.
- 5 She lives in Spain.
- 7 No, she isn't.
- 8 She's a flight attendant.

## Exercise 6

T	R	L	B	W	N	S	O	R	I
T	L	R	B	A	R	M	A	I	D
F	D	C	O	I	A	I	T	E	O
W	Z	M	X	T	O	R	T	A	F
B	A	R	T	E	N	D	E	R	F
E	G	I	O	R	N	H	N	T	I
V	E	G	U	I	D	E	D	Q	C
O	N	J	U	E	O	R	A	U	E
D	T	E	M	P	R	B	N	I	R
B	E	L	L	H	O	P	T	C	K

- GUIDE
- ATTENDANT
- BARMAID
- BARTENDER
- WAITER
- OFFICER
- BELLHOP

## Unit 3

## Exercise 1

- quarter after eight; eight fifteen
- ten thirty; half past ten
- five to twelve; eleven fifty-five
- twenty to two; one forty
- six o'clock; six p.m.
- nine forty-five; quarter to ten
- ten twenty; twenty past ten
- twelve o'clock; midnight

## Exercise 2

- six thirty
- ten thirty/half (past) ten
- twelve fifteen/quarter after/past twelve
- two thirty/half (past) two
- seven o'clock
- twelve o'clock/midnight
- nine twenty/twenty after/past nine
- five forty-five/quarter to six

## Exercise 3

- What time does the next train leave?  
It leaves at quarter to eleven/ten forty-five.
- What time does the train arrive in Sydney?  
It arrives at two twenty/twenty after/past two.
- What time does the bar close?  
It closes at twelve o'clock/midnight.

## Exercise 4

- Hello. Can I help you?
- Yes. Can you tell me the time of the next flight to Boston?
- Excuse me. I'll just check. It leaves at 11:30 a.m.
- Right. And what time does it arrive, please?
- Just a moment, please. It arrives at 12:30 p.m.
- Half past twelve, OK. How much is a round-trip ticket, please?
- It's \$415.

- I see. Thank you very much.
- You're welcome.

## Exercise 5

- One thousand four hundred fifty-eight dollars.
- Two thousand nine hundred ninety-six dollars.
- Six hundred forty-eight dollars.
- Four hundred thirty-seven dollars.
- How much is a round-trip ticket to Auckland?
- How much is a round-trip ticket to Hong Kong?
- How much is a one-way ticket to Rio?
- How much is a one-way ticket to Paris?

## Exercise 6

- AT
- ARRIVES
- FROM
- WELCOME
- TRIP
- LEAVES
- BANK
- CLOSE
- AFTERNOON

The hidden word is TIMETABLE.

## Unit 4

## Exercise 1

Guest name Mrs. Albertine Rueda  
 Arrival date September 30th  
 Number of nights 4  
 Room type single  
 Method of payment credit card  
 Card number 3742 366281 1827  
 Address 65 Franklin Street, Boston,  
 Massachusetts 02110

## Exercise 2

- Can I help you?
- What's your name, please?
- What kind of room would you like?
- When will you be arriving?
- For how many nights?
- How will you be paying?
- What's the card number, please?

## Exercise 3

- Yes, I'd like to make a reservation.
- It's Pierre Lacoste. That's L-A-C-O-S-T-E.
- On January 28th.
- Two nights, please.
- I'd like a suite, please.
- By credit card.
- It's 5939 123 456 789
- 75 Rue St Jacques, Paris

**Exercise 4**

- 1 What
- 2 how many
- 3 Where
- 4 What
- 5 How
- 6 What
- 7 What kind of
- 8 When
- 9 What
- 10 How much

**Exercise 5**

- 1 I'd like a suite for three nights.
- 2 I'd like a room with two beds and a crib for two nights.
- 3 I'd like two single rooms for four nights.
- 4 I'd like a double room for one night.
- 5 I'd like a single room for one night.

**Exercise 6**

- 1 SHOWER
- 2 CREDIT CARD
- 3 PERSONAL CHECK
- 4 CASH
- 5 SINGLE ROOM
- 6 TRAVELER'S CHECK

**Unit 5****Exercise 1**

- Stewardess Your flight is boarding now, sir.
- Passenger Can I go to the duty-free shop first?
- Stewardess No, I'm sorry. There's no time. Please go to Gate 11 immediately.
- Passenger Gate 11?
- Stewardess Yes, and please have your boarding card ready.
- Security guard Excuse me, ma'am. Is this your car?
- Passenger Yes, it is.
- Security guard I'm afraid you can't park here. Please go to the parking area over there.
- Passenger I'm sorry. Can I leave my bags with you?
- Security guard No, I'm afraid not, and please don't leave them unattended at any time.

**Exercise 2**

- 1 fasten
- 2 smoke
- 3 stay
- 4 leave
- 5 take
- 6 have

**Exercise 3**

- 1 Please do not smoke.
- 2 Please fasten your seatbelts.
- 3 Please do not disturb.
- 4 Please check out before 12 o'clock.
- 5 Please do not take photographs.

**Exercise 4**

- 1 First, ask the guest for identification.
- 2 Then check the reservations on the computer.
- 3 Next, ask the guest to complete the registration form.
- 4 Then give the guest his room key.
- 5 Finally, ask a bellhop to take the guest to his room.

**Exercise 5**

First, type or write your message.  
Then insert the paper face down.  
Next, press *dial*.  
Then press the fax number.  
Finally, wait for the paper to go through.

**Exercise 6**

- 1 BOARDING
- 2 CHECK
- 3 PASSPORT
- 4 FASTEN
- 5 READY
- 6 IMMEDIATELY
- 7 UNATTENDED
- 8 TERMINAL
- 9 ENJOY

The hidden word is DEPARTURE.

**Unit 6****Exercise 1**

- 1 in the basement
  - 2 swimming pool
  - 3 second
  - 4 across from
  - 5 on the first floor
  - 6 reception
  - 7 on the second floor
  - 8 gift shop
- 1 They're in the basement, across from the bar.
  - 2 It's on the second floor, between the flower shop and the coffee shop.
  - 3 It's on the second floor, across from the coffee shop.
  - 4 It's in the basement, next to the bar.
  - 5 It's on the second floor, across from the gift shop.

**Exercise 2**

- 1 drugstore
- 2 Post Office
- 3 bus station
  
- 1 Excuse me
- 2 where
- 3 down
- 4 take
- 5 the
- 6 near
- 7 go
- 8 the
- 9 right
- 10 to
- 11 from
- 12 where
- 13 down
- 14 it's
- 15 across

- 1 Yes, go straight down Broadwalk, take the first left, and it's on your left.
- 2 Go straight down Broadwalk, take the first left, then the first right, and it's on your left.
- 3 Yes, go straight down Broadwalk, take the second right, and it's on your right, across from McDonalds.

**Exercise 3**

- 1 swimming pool
- 2 exchange bureau
- 3 parking lot
- 4 rental office
- 5 coffee shop
- 6 candy store

**Unit 7****Exercise 1**

- 1 evening
- 2 Can
- 3 speak
- 4 is
- 5 One moment
- 6 through
- 7 I'm
- 8 There's
- 9 take
- 10 could
- 11 have
- 12 it's
- 13 give

**Exercise 2**

- 1 It's Mr. Ling.
- 2 No, thanks. I'll call back later.
- 3 I'm afraid he's in a meeting.
- 4 About 2:30, I think.
- 5 It's P-E-R-E-Z.
- 6 I'd like room 335, please.
- 7 Yes, it's 543 3356.

**Exercise 3**

- 1 Miss Wong
- 2 Mr. Richter
- 3 Sonnenreise
- 4 September 21st
- 5 for three nights
- 6 sir/Mr. Richter

**Exercise 4**

Message for Miss Diaz  
Room 332  
From Mr. Lim  
Message: Please call Mr. Lim at home.  
His number is 828 3343

To Miss Carey (Accounts Office)  
From Miss Huang (Reception)  
Mrs. Patterson called today at 10:45.  
Please call her back as soon as possible.  
You have her number.

**Unit 8****Exercise 1**

- 1 May I have your passport and ticket, please?
- 2 Could you put your bags on the scales, please?
- 3 Do you have any hand luggage?
- 4 Could you fill out this tag, please?
- 5 Would you like smoking or no-smoking?
- 6 Here is your ticket and boarding card.
- 7 Could you go through to the gate now, please?

**Exercise 2**

- 1 May I
- 2 Would you
- 3 Can I
- 4 May I
- 5 Do you
- 6 can
- 7 Can you

**Exercise 3**

- 1 Would you *or* Could you
- 2 Could I *or* May I
- 3 Could I *or* May I
- 4 Could you *or* Would you
- 5 Could I *or* May I
- 6 Could you *or* Would you
- 7 Could I *or* May I
- 8 Could you *or* Would you

**Exercise 4**

- 1 traveler's checks
- 2 name tag
- 3 check-in clerk
- 4 fill out
- 5 city tour
- 6 hand luggage
- 7 tour guide
- 8 aisle seat
- 9 driver's license

**Exercise 5**

- 1 TOUR
- 2 Departure
- 3 staying
- 4 nights
- 5 morning
- 6 museum
- 7 excursion
- 8 visit
- 9 towns
- 10 flight
- 11 reserve

**Exercise 6**

- 1 How can I help you?
- 2 May I have your name, please?
- 3 May I have your room number, please?
- 4 When would you like to go?
- 5 What kind of room would you like?
- 6 How will you be paying?
- 7 Could you sign it, please?

**Unit 9****Exercise 1**

- 1 was
- 2 was
- 3 was
- 4 was
- 5 was
- 6 were
- 7 were
- 8 was
- 9 were

**Exercise 2**

- 1 How was the vacation? It was wonderful.
- 2 Where was the hotel? It was next to the beach.
- 3 How was the ocean? It was wonderful.
- 4 How were the restaurants? They were fantastic.
- 5 How were the people? They were very nice.

**Exercise 3**

- 1 What did you visit in the morning?  
We visited the Golden Temple.
- 2 Which restaurant did the tour guide recommend?  
She recommended the Imperial Bay.
- 3 What did you order for lunch?  
We ordered a salad.
- 4 Where did you walk in the afternoon?  
We walked in the park.
- 5 What time did you return to the hotel?  
We returned at 6:30.

**Exercise 4**

- 1 bought
  - 2 do
  - 3 ate
  - 4 find
  - 5 got
  - 6 go
  - 7 had
  - 8 pay
  - 9 saw
  - 10 spend
- 1 bought
  - 2 do
  - 3 eat
  - 4 found
  - 5 got
  - 6 go
  - 7 had
  - 8 pay
  - 9 saw
  - 10 spent

**Exercise 5**

- 1 When
- 2 How much
- 3 Where
- 4 How
- 5 What
- 6 When
- 7 What
- 8 What

**Exercise 6**

- 1 fascinating
- 2 interesting
- 3 good
- 4 quiet
- 5 delicious
- 6 beautiful
- 7 fantastic
- 8 wonderful

**Exercise 7**

- 1 How was
- 2 we had
- 3 did you go
- 4 We went
- 5 we stayed
- 6 We did
- 7 We traveled
- 8 Did you have
- 9 it was
- 10 I spent
- 11 did you do
- 12 We went
- 13 Did you see
- 14 we saw
- 15 did you get back
- 16 We got back

## Unit 10

### Exercise 1

#### Dialog A

- 1 Good evening, sir.
- 2 Good evening. Could I have a table for one, please?
- 3 Certainly, sir. Do you have a reservation?
- 4 Yes. The name's Mason.
- 5 That's fine, Mr. Mason. Would you like smoking or no smoking?
- 6 Smoking, please. Do you have any tables next to the window?
- 7 Yes, we do. Would you follow me, please?

#### Dialog B

- 1 Are you ready to order now?
- 2 Yes, we are. We'll have the chicken, please.
- 3 What would you like with that?
- 4 We'll have French fries and a salad.
- 5 That's fine. Would you like anything to drink?
- 6 Yes, a bottle of white wine, please.
- 7 Thank you, ma'am. Your order won't be long.

### Exercise 2

V	C	A	E	S	A	R	P	L
O	E	I	K	B	R	O	F	W
R	C	G	R	O	S	E	I	N
A	O	V	E	O	F	L	L	C
N	E	P	Q	T	L	A	E	O
G	D	E	U	X	A	M	T	F
E	M	E	L	O	N	B	L	F
G	U	A	C	A	M	O	L	E
P	O	T	A	T	O	E	S	E

- 1 Melon
- 2 Guacamole
- 3 Vegetable
- 4 Filet
- 5 lamb
- 6 Caesar
- 7 potatoes
- 8 orange
- 9 Coffee
- 10 Rosé

### Exercise 3

- 1 Yes, the name's Watson – a table for two.
- 2 Smoking, please.
- 3 Yes, of course. I'll get one now.
- 4 Yes, we are.
- 5 I'll have the pâté, please.
- 6 I'd like the roast beef, please.
- 7 French fries and a side salad.
- 8 Yes, we'll have a bottle of red wine.

### Exercise 4

- 1 Are you ready to order now?
- 2 What would you like to start with?
- 3 What would you like as an appetizer, ma'am?
- 4 What would you like as an entrée?
- 5 What would you like with that?
- 6 Would you like anything to drink?
- 7 Your order won't be long.

### Exercise 5

- 1 India
- 2 Mexico
- 3 Japan
- 4 Spain
- 5 England
- 6 Thailand
- 7 Greece
- 8 Italy

## Unit 11

### Exercise 1

- 1 Good afternoon. Can I help you?
- 2 Yes, I'd like to buy a small souvenir. How much are these bags?
- 3 They're \$35 each.
- 4 \$35? That's expensive. How much is this hat?
- 5 It's \$10, but it's very good quality.
- 6 OK, I'll take it.
- 7 How would you like to pay?
- 8 Do you accept traveler's checks?
- 9 No, I'm sorry, we only take cash or credit cards.
- 10 OK, I'll pay by credit card. Here you are.
- 11 Thank you.

### Exercise 2

- 1 Can
- 2 like
- 3 change
- 4 into
- 5 How
- 6 would
- 7 rate
- 8 charge
- 9 sign
- 10 ID
- 11 license
- 12 9,750

### Exercise 3

- |                |               |        |
|----------------|---------------|--------|
| 1 Mexico       | Mexico City   | peso   |
| 2 USA          | Washington DC | dollar |
| 3 Italy        | Rome          | lira   |
| 4 Thailand     | Bangkok       | baht   |
| 5 UK           | London        | pound  |
| 6 France       | Paris         | franc  |
| 7 Japan        | Tokyo         | yen    |
| 8 India        | New Delhi     | rupee  |
| 9 Saudi Arabia | Riyadh        | riyal  |

**Exercise 4**

- 1 A I'd like to change \$50 into Thai baht.  
B Certainly, sir. That comes to 1,250 baht.
- 2 A I'd like to change \$85 into Japanese yen.  
B Certainly, sir. That comes to 8,500 yen.
- 3 A I'd like to change \$75 into Swiss francs.  
B Certainly, sir. That comes to 93.75 francs.
- 4 A I'd like to change \$150 into Australian dollars.  
B Certainly, sir. That comes to 202.50 Australian dollars.
- 5 A I'd like to change \$200 into Spanish pesetas.  
B Certainly, sir. That comes to 26,000 pesetas.

**Exercise 5**

- 1 They're seventy-five cents.
- 2 It's three dollars and ninety-nine cents.
- 3 It's thirteen dollars and thirty cents.
- 4 It's one hundred nine dollars and forty-four cents.
- 5 It's five hundred fifty dollars and fifty-five cents.
- 6 It's four thousand, eight hundred twenty-nine dollars and fifty cents.

**Exercise 6**

- 1 Good morning, can I help you?
- 2 They are \$12 each.
- 3 How would you like to pay?
- 4 We don't accept traveler's checks.
- 5 There's an exchange bureau next to the drugstore.
- 6 How much would you like to change?
- 7 We charge one percent commission.
- 8 That comes to \$49.50.

**Exercise 7**

- |             |            |
|-------------|------------|
| 1 CASH      | 6 DOLLAR   |
| 2 INCLUDING | 7 INTO     |
| 3 CHARGE    | 8 PERCENT  |
| 4 PRICE     | 9 EXCHANGE |
| 5 WOULD     |            |

The hidden word is SCHILLING.

**Unit 12****Exercise 1**

- 1 We will leave the hotel at 9:15.
- 2 We will get to Sentosa by ferry.
- 3 We will see Butterfly Park.
- 4 We will have lunch at Siloso Beach.
- 5 We will see Underwater World.
- 6 We will stay there for two hours.
- 7 We will get back to the mainland by cable car.
- 8 We will get back to the hotel at 5:00.

**Exercise 2**

- |           |            |
|-----------|------------|
| 1 morning | 6 for      |
| 2 will    | 7 cable    |
| 3 by      | 8 Finally  |
| 4 after   | 9 at       |
| 5 lunch   | 10 evening |

**Exercise 3**

- 1 We'll be here for about half an hour.
- 2 No, that's OK. I have a group entry ticket.
- 3 It will come at 9:15.
- 4 No, I'm sorry. Please take all your belongings with you.
- 5 No, the afternoon is free.
- 6 We'll meet back here at 2:30.
- 7 Yes, there are lots of good places to go shopping.
- 8 We'll eat back at the hotel.

**Exercise 4***Example answer*

In a few moments, we will go to Empress Place, where we will see the colonial buildings and the museums. Entrance to the museum will be free.

After that, we will go shopping in Chinatown, which is a great place for souvenirs.

We will meet again at 12:30 and we will go to Telok Ayer for lunch.

At 2:30 we will visit Alkaaf Mansion. This is a wonderful building on Mount Faber Bridge. You will see how the rich people of Singapore lived. We will have tea at 4:00.

Then at 4:30 we will go to Tanjong Pagar. This is an old part of the city near Chinatown. It is a good place for shopping, and great for antiques.

At 6:00 we will go back to the Raffles Hotel and get changed. Cocktails will be served from 6:30 to 7:30.

At 7:30, the coach will take us to Bugis Street. We will have supper outside in very colourful surroundings. Finally, the bus will take us back to the Raffles Hotel at 10:30.

**Exercise 5**

H	F	T	T	Q	U	M	C	I	M
E	E	H	A	E	U	B	U	S	D
D	R	L	X	T	J	B	P	K	O
R	R	T	J	X	O	O	F	J	U
E	Y	H	H	C	O	A	Z	H	B
E	E	D	T	E	O	T	N	W	R
L	O	V	R	Q	U	P	C	K	O
A	P	L	A	N	E	I	T	O	F
P	Z	Y	I	O	T	H	B	E	R
V	E	D	N	G	X	O	W	N	R

- |              |         |
|--------------|---------|
| 1 BUS        | 5 BOAT  |
| 2 FERRY      | 6 TAXI  |
| 3 TRAIN      | 7 PLANE |
| 4 HELICOPTER |         |

### Unit 13

#### Exercise 1

- |           |         |
|-----------|---------|
| 1 should  | 6 like  |
| 2 suggest | 7 could |
| 3 see     | 8 think |
| 4 should  | 9 why   |
| 5 in      | 10 take |

#### Exercise 2

- 1 I suggest you go to Patong beach.
- 2 I don't think you should walk.
- 3 Why don't you take a taxi?
- 4 You could go to the Chinese Pagoda.
- 5 I suggest you try the Yucatan restaurant.
- 6 I think you should make a reservation.

#### Exercise 3

- 1 I suggest you stay in Alpbach.
- 2 I recommend you go to The Maldives.
- 3 Why don't you visit Baalbek?
- 4 You could go to Hong Kong.
- 5 I suggest you visit Kenya.
- 6 Why don't you fly to Rio?
- 7 You could take them to Yosemite.

#### Exercise 4

- |              |           |
|--------------|-----------|
| 1 beach      | 5 ruins   |
| 2 room       | 6 service |
| 3 food       | 7 tour    |
| 4 dance club | 8 person  |

#### Exercise 5

*Your own answers!*

### Unit 14

#### Exercise 1

- 1 Good afternoon, Titan Travel.
- 2 Yes, hello. This is Janet Sheldon from Drayton Motors.
- 3 Hello, Janet. How can I help you?
- 4 I'd like to reserve two business class seats to Florida for Thursday.
- 5 Two seats? OK, I'll just check availability for you. Who are they for?
- 6 They are for Mr. T. Delnevo and Mr. J. Garcia.
- 7 I'll just make a note of the names. All right. Would US Air be OK?
- 8 Yes, US Air would be fine. Are there any seats?
- 9 Yes, there are a few available. Shall I book them now?
- 10 Yes, please, and could you tell me the departure time?
- 11 The flight leaves at 9:15. Would you like me to mail the tickets to you?

- 12 No, thank you. I'll come and get them from your office.

#### Exercise 2

- 1 I'll find it for you on the map.
- 2 Would you like me to fax it?
- 3 Shall I give her a painkiller?
- 4 I'll get you another blanket.
- 5 Shall I send you some brochures?
- 6 Would you like me to order a taxi?

#### Exercise 3

- 1 I'll give you another one in the back.
- 2 I'll get you another bottle.
- 3 Would you like me to call a doctor?
- 4 Would you like me to send you a brochure?
- 5 Shall I put it in the safe for you?
- 6 Shall I call a taxi for you?

#### Exercise 4

- 1 TRAVEL
- 2 MAIL
- 3 DOCTOR
- 4 BLANKETS
- 5 WALLET
- 6 PAINKILLER
- 7 DISCOUNT
- 8 ANOTHER

The hidden word is VACATION.

#### Exercise 5

*Your own answers!*

### Unit 15

#### Exercise 1

- |          |           |         |
|----------|-----------|---------|
| 1 go     | went      | gone    |
| 2 be     | was, were | been    |
| 3 have   | had       | had     |
| 4 do     | did       | done    |
| 5 write  | wrote     | written |
| 6 speak  | spoke     | spoken  |
| 7 see    | saw       | seen    |
| 8 take   | took      | taken   |
| 9 work   | worked    | worked  |
| 10 visit | visited   | visited |

#### Exercise 2

- 1 Have you ever worked in New York?  
Yes, I have.  
When did you work in New York?  
I worked in New York in 1993.
- 2 Have you ever lived in Japan?  
Yes, I have.  
When did you live in Japan?  
I lived in Japan in 1992.
- 3 Have you ever taken a typing class?  
Yes, I have.  
When did you take a typing class?  
I took a typing class last summer.
- 4 Have you ever had a full-time job?  
Yes, I have.  
When did you have a full-time job?  
I had a full-time job last year.



**Exercise 3**

- 1 She has cleaned the guest rooms.
- 2 She has worked in reception.
- 3 She has helped in the kitchen.
- 4 She has taken reservations.
- 5 She hasn't assisted the manager.
- 6 She hasn't served lunch in the restaurant.
- 7 She hasn't had a day off.

**Exercise 4**

- 1 secretary
- 2 graduated
- 3 school
- 4 Tourism
- 5 business
- 6 processing
- 7 type
- 8 experience
- 9 vacations
- 10 clerk

**Exercise 5**

- 1 Have you ever taken
- 2 received
- 3 took
- 4 studied
- 5 Have you ever been
- 6 went
- 7 Have you ever traveled
- 8 have been
- 9 Have you ever worked
- 10 worked
- 11 Was
- 12 was
- 13 have never had

**Exercise 6**

- 1 EXAMINATION
- 2 INTERESTS
- 3 GRADUATED
- 4 RESUME
- 5 OVERSEAS
- 6 NEVER
- 7 QUALIFIED
- 8 EXPERIENCE
- 9 WORDS

The hidden word is INTERVIEW.

# 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 back of the 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 course comprises a Student's Book, Teacher's Guide, Workbook, and Class Cassette.

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