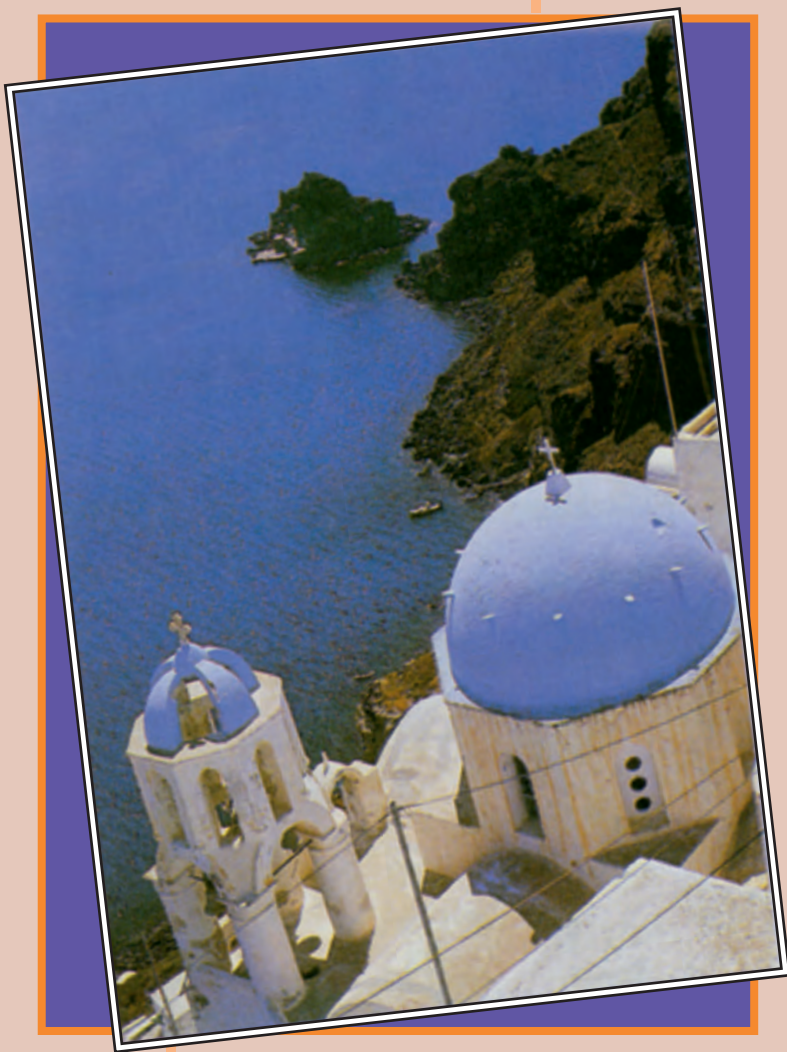




## **VOCATIONAL LANGUAGE LEARNING**

Γ' ΕΠΑ.Λ.

## **ENGLISH FOR THE HOTEL AND TOURIST TRADE**

ΤΟΜΕΑΣ ΔΙΟΙΚΗΣΗΣ ΚΑΙ ΟΙΚΟΝΟΜΙΑΣ





# HOTEL AND TOURISM



## ΣΤΟΙΧΕΙΑ ΑΡΧΙΚΗΣ ΕΚΔΟΣΗΣ

(ΟΜΑΔΑ ΕΡΓΑΣΙΑΣ ΑΓΓΛΙΚΩΝ ΕΙΔΙΚΟΤΗΤΑΣ)

**Συντονισμός - Εποπτεία**  
**Διαμαντίδου Αγγελική**  
**Σχολικός Σύμβουλος**  
**Αγγλικών ΜΕδ**

**Ντάσιου Παρασκευή Π.Ε. 6**  
**Παναρέτου Αλίκη Π.Ε. 6**  
**Παπακανδεράκη Χαρίκλεια Π.Ε. 3**

*Εξώφυλλο: Γιώργος Ακρίτας*

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Η συγγραφή του διδακτικού υλικού για το μάθημα Αγγλικών ειδικότητας του τμήματος Ξενοδοχειακών Επιχειρήσεων του τομέα Οικονομίας και Διοίκησης ανατέθηκε στην ομάδα εργασίας σύμφωνα με την υπουργική απόφαση Φ.910.28/ Η 5073/ 24-9-1991 του ΥΠΕΠΘ και μετά από πρόταση του Παιδαγωγικού Ινστιτούτου του τμήματος Τ.Ε.Ε.

## ΣΤΟΙΧΕΙΑ ΕΠΑΝΕΚΔΟΣΗΣ

Η επανέκδοση του παρόντος βιβλίου πραγματοποιήθηκε από το Ινστιτούτο Τεχνολογίας Υπολογιστών & Εκδόσεων «Διόφαντος» μέσω ψηφιακής μακέτας.

ΥΠΟΥΡΓΕΙΟ ΠΑΙΔΕΙΑΣ, ΘΡΗΣΚΕΥΜΑΤΩΝ ΚΑΙ ΑΘΛΗΤΙΣΜΟΥ  
ΙΝΣΤΙΤΟΥΤΟ ΕΚΠΑΙΔΕΥΤΙΚΗΣ ΠΟΛΙΤΙΚΗΣ

**Διαμαντίδου Αγγελική, Ντάσιου Παρασκευή,  
Παναρέτου Αλίκη, Παπακανδεράκη Χαρίκλεια**

Η συγγραφή και η επιστημονική επιμέλεια του βιβλίου πραγματοποιήθηκε  
υπό την αιγίδα του Παιδαγωγικού Ινστιτούτου

# HOTEL AND TOURISM

**Ειδικότητα: Υπάλληλος Τουριστικών Επιχειρήσεων**

**ΤΟΜΕΑΣ ΔΙΟΙΚΗΣΗΣ ΚΑΙ ΟΙΚΟΝΟΜΙΑΣ**

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Η επιλογή των θεμάτων έγινε με σκοπό να ανταποκριθεί στα ενδιαφέροντα των μαθητών του τμήματος Ξενοδοχειακών Επιχειρήσεων αλλά και να βοηθήσει όσους ασχολούνται με τα τουριστικά επαγγέλματα να εξοικειωθούν με την Αγγλική ορολογία και να εμπεδώσουν τη γλώσσα μέσα από τα κείμενα και τις ασκήσεις.

### ENGLISH FOR THE HOTEL AND TOURIST TRADE

*English for the Hotel and Tourist Trade* is designed for the students of Technical and Vocational Lycea taking Hotel and Tourist Trade courses. It may also prove to be quite useful for trainee and already working hotel reception and restaurant staff and, generally, all those working in the hotel and tourist trade who wish to improve their command of English.

It is a pre-intermediate - intermediate course which aims to familiarise students with the language used to communicate effectively within their career areas.

It provides approximately 90 hours of classroom material in 22 units plus 2 revision units, organised in 5 thematic sections. The student's book includes:

- a variety of reading texts and dialogues
- exercises and controlled communicative activities
- a wide variety of pictures
- a detailed glossary of approximately 2000 words defined in Greek

The teacher's book includes:

- teaching notes, complete answers to all the questions, scripts of the listening activities as well as suggestions for functional language to use in the role plays.

May 1995



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## THEMATIC SECTIONS

|                                                                                             |              |
|---------------------------------------------------------------------------------------------|--------------|
| <b>SECTION A: Hotel Services</b>                                                            | <b>pages</b> |
| 1. Making enquiries.....                                                                    | 23           |
| 2. Making reservations.....                                                                 | 37           |
| 3. Checking in.....                                                                         | 51           |
| 4. Hotel facilities (1) .....                                                               | 67           |
| 5. Hotel facilities (2) .....                                                               | 83           |
| 6. Dealing with complaints.....                                                             | 99           |
| 7. Giving directions and information .....                                                  | 113          |
| 8. Checking out and methods of payment.....                                                 | 133          |
| <b>SECTION B: Food and Beverage Service</b>                                                 |              |
| 9. Taking orders .....                                                                      | 149          |
| 10. At the restaurant (1) .....                                                             | 167          |
| 11. At the restaurant (2) .....                                                             | 185          |
| 12. Responding to complaints .....                                                          | 205          |
| 13. Understanding and giving instructions (1) .....                                         | 221          |
| 14. Understanding and giving instructions (2) .....                                         | 237          |
| 15. Revision.....                                                                           | 249          |
| <b>SECTION C: Tourist Services</b>                                                          |              |
| 16. Package tours .....                                                                     | 255          |
| 17. Accommodation and catering.....                                                         | 269          |
| 18. Tourist information .....                                                               | 279          |
| 19. Itineraries and tours.....                                                              | 291          |
| 20. Revision.....                                                                           | 303          |
| <b>SECTION D: Jobs in the Hotel and Restaurant<br/>Business and Business Correspondence</b> |              |

|                                              |            |
|----------------------------------------------|------------|
| 21. Hotel and restaurant personnel.....      | 311        |
| 22. Applying for a job .....                 | 325        |
| 23. Letter writing .....                     | 345        |
| <b>SECTION E: Tourism</b>                    |            |
| 24. The impact of tourism on a country ..... | 357        |
| <b>GLOSSARY .....</b>                        | <b>373</b> |

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## Table of contents

---

### SECTION A: Hotel Services

| Unit | Title                  | Functions                                                                                                                                                                                         | Structures                                                                                                                            | Page |
|------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------|
| 1    | Making enquiries       | Making enquiries.<br>Replying to enquires<br>and requests for<br>information. Polite<br>requests<br>Greetings and Introductions                                                                   | Can I/you...?<br>Could I/you...?<br>May I...?                                                                                         | 23   |
| 2    | Making<br>reservations | Using telephone<br>language<br>Polite requests<br>Replying to requests.<br><br>Checking information<br>Making reservations in<br>writing<br>Confirming reservations<br>in writing                 | Nouns used as<br>adjectives:<br>a three-day holiday<br>Will you...?<br>Would you...?<br>Can you...?<br>Could you...?<br>Question tags | 37   |
| 3    | Checking in            | Filling in a<br>registration form.<br>Recognizing words<br>referring to nations,<br>nationalities, languages<br>and foreign currencies.<br>Responding<br>appropriately to different<br>situations | Word formation:<br>Switzerland,<br>Swiss, Swiss<br>Franc, etc.                                                                        | 51   |



|    |                      |                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                        |    |
|----|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|    |                      | Expressing good wishes.<br>Refusing a reservation<br>and offering an<br>alternative.                                                                                                                              |                                                                                                                                                                                                                                                                                                                        |    |
|    |                      | Reporting the actual<br>words                                                                                                                                                                                     | Reported speech                                                                                                                                                                                                                                                                                                        |    |
|    |                      | Expressing future actions                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                        |    |
| 4. | Hotel facilities (1) | Making comparisons                                                                                                                                                                                                | Comparative:<br>adj + er + than<br>more + three<br>or more syllable<br>adj + than<br>Superlative:<br>the + adj + est<br>the most + three or<br>more syllable adj<br>Irregular adj<br>Parallel<br>increase:<br>the + comparative...the<br>+ comparative<br>Contrastive<br>markers: whereas, while,<br>but, however etc. | 67 |
|    |                      | Providing information about hotels (location, facilities, services, rates)<br>Advertising a hotel in writing                                                                                                      | Present tense                                                                                                                                                                                                                                                                                                          |    |
| 5  | Hotel facilities (2) | Asking for and giving information about hotels.<br>Responding appropriately to different situations.<br>Inviting, accepting / declining invitations<br><br>Making arrangements<br>Offering suggestions and advice | wh- questions<br><br><br>Would you like to...?<br>Yes, I'd love to.<br>I'm afraid I...<br>Shall we meet...?<br>You should...<br>(I think) you ought to...<br>If I were you,<br>I would...                                                                                                                              | 83 |

|    |                                     |                                                                                                                                                                                                                                              |                                                                                                                                         |     |
|----|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----|
|    |                                     | Advertising a hotel in writing<br>Describing conference facilities                                                                                                                                                                           | I'd advise you to...<br>Why don't you...?<br>I suggest you...                                                                           |     |
| 6  | Dealing with complaints             | Apologizing<br>Promising to take action<br><br>Complaining to guests<br>Expressing an action or duty which was not performed in the past<br>Arranging for someone else to take action<br>Complaining and responding to complaints in writing | Future tense:<br>Will + infinitive<br><br>Should + perfect infinitive<br><br>Causative form:<br>have + object + past participle         | 99  |
| 7  | Giving directions and information   | Asking the way.<br>Giving directions in the hotel and in the street.<br>Requesting information<br>Providing requested information<br>Giving unpleasant (negative) information<br>Reporting messages                                          | wh-questions<br>prepositions of place:<br>along, opposite, behind etc.<br><br>I'm afraid that...<br>I'm sorry...<br><br>Reported speech | 113 |
| 8. | Checking out and methods of payment | Asking for the rates of exchange<br>Working out the rates of exchange.<br>Presenting the bill and explaining the items the guest does not understand.<br>Dealing with methods of payment.<br>Accepting or refusing payment by credit card    | How much/many...?<br><br>It is _____<br>to _____<br><br>Prepositions: on, off, up, down                                                 | 133 |

---

**SECTION B: Food and Beverage Service**

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|     |                          |                                                                                                                                                                                                                                                                                              |     |
|-----|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 9.  | Taking orders            | Ordering breakfast<br>Understanding the items<br>needed when preparing<br>a. breakfast<br>b. tea<br>Ordering a three<br>– course lunch at a<br>fixed price<br>Ordering drinks<br>Ordering snacks<br>Making polite<br>requests<br><br>Expressing offers                                       | 149 |
|     |                          | Can I/you?<br>Could I/you...?<br>May I...?<br>I'd like..., please.<br>I'll have...<br>Will you...?<br>Won't you...?<br>Would you like to...?<br>Would you like me to...?<br>Would you care for...?<br>Shall I...?<br>What can I get you, sir?<br>What would you like?<br>What will you have? |     |
| 10. | At the restaurant<br>(1) | Taking a reservation and<br>seating the guests when<br>they arrive<br>Ordering aperitifs<br>Ordering starters and<br>fish<br>Helping guests order<br>Distinguishing<br>methods of<br>cooking<br>Expressing preference<br><br>Identifying countable<br>and uncountable words                  | 167 |
|     |                          | I prefer to + infinitive<br>I prefer sth to sth else<br>I'd prefer to + infinitive<br>I'd rather + infinitive<br>(without to)<br>Would you rather...?<br>Would you prefer?<br>Countable and<br>uncountable nouns                                                                             |     |

|     |                          | Using articles correctly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | A/an - The                                                                                                                                                                                                                                                                                                                                              |     |
|-----|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 11. | At the restaurant<br>(2) | <p>Ordering the main course</p> <p>Helping guests order</p> <p>Understanding the items needed when laying the table.</p> <p>Ordering wine with the meal</p> <p>Talking about wines</p> <p>Finding out the right wine for a type of food</p> <p>Using similar words with different meaning</p> <p>Ordering dessert and coffee</p> <p>Suggesting an alternative when you do not have the kind of food the guest wants</p> <p>Dealing with guests' requests</p> <p>Asking for the bill and signing for it</p> <p>Recognizing language functions</p> <p>Recommending food and drinks</p> <p>Describing dishes and drinks</p> <p>Making comparisons</p> | <p>A glass of wine or a wine glass?</p> <p>I can/could recommend the...</p> <p>Perhaps you'd like...</p> <p>I'd suggest/recommend...</p> <p>May I suggest the...?</p> <p>Why don't you try the/a/ some...?</p> <p>It consists of...</p> <p>It contains...</p> <p>It is made from/with/ by + ing</p> <p>Comparative degree</p> <p>Superlative degree</p> | 185 |
| 12. | Responding to complaints | <p>Understanding complaints about the food and service and apologizing</p> <p>Giving explanation</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>I'm sorry</p> <p>I apologize</p>                                                                                                                                                                                                                                                                                                                     | 205 |

|     |                                           |                                                                                                                                                                                                                                     |                                                                                                                       |     |
|-----|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----|
|     |                                           | promising to<br>take action about the<br>food and service<br>Identifying language<br>functions<br>Dealing with guests'<br>requests for information<br>and service<br>Using different words<br>with similar meaning                  | Future tense:<br>will + infinitive<br><br><br><br><br><br><br><br><br><br>some-any, quite-rather,<br>enough-too       |     |
| 13. | Understanding and giving instructions (1) | Understanding and giving instructions for food preparation<br>Understanding ingredients<br>Describing the process of making a particular type of food<br>Recognizing utensils<br>Formulating grammar rules<br>Expressing quantities | imperative<br><br><br><br><br><br><br><br><br><br>much, many, a lot of,<br>plenty (of), (a) little,<br>a bit, (a) few | 221 |
| 14. | Understanding and giving instructions (2) | Understanding and giving instructions for food preparation<br>Understanding ingredients<br>Describing the process of making a particular type of food<br>Recognizing utensils<br>Writing the process of making tea                  | imperative<br><br><br><br><br><br><br><br><br><br>Linking devices: First,<br>then next, finally etc.                  | 237 |
| 15. | Revision                                  |                                                                                                                                                                                                                                     |                                                                                                                       | 249 |

### Section C: Tourist services

|     |               |                                           |                                                                                                                                     |     |
|-----|---------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----|
| 16. | Package tours | Asking questions<br>Replying to questions | question words<br>(objects) + aux + subject<br>+ inf. of the main verb<br>question words<br>(subjects) + verb...?<br>question words | 255 |
|-----|---------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----|

|     |                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                 |     |
|-----|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----|
|     |                            | <p>Taking reservation on a flight</p> <p>Writing a text from prompts given.</p> <p>Dealing with telephone enquiries</p>                                                                                                                                                                                                                                                                                                                                                                                                    | <p>(subjects) + verb...?</p> <p>Passive voice:</p> <p>be + past participle</p> <p>Simple present tense</p> <p>Linking words</p> |     |
| 17. | Accommodation and catering | <p>Asking questions</p> <p>Understanding what people are saying and giving appropriate answers</p> <p>Comparing</p> <p>Writing a paragraph from prompts given</p> <p>Completing the missing information in a card</p>                                                                                                                                                                                                                                                                                                      | <p>wh-questions</p> <p>What is it like?</p> <p>Parallel increase:</p> <p>the + comparative</p> <p>the + comparative</p>         | 269 |
| 18  | Tourist information        | <p>Studying information about a place (location, transportation, weather, etc.)</p> <p>Describing a place using descriptive adjectives, broad outlines and fine details</p> <p>Preparing and giving a talk on a place from notes given</p> <p>Providing requested information</p> <p>Talking and writing about a place with the aim of attracting people to visit it.</p> <p>Replacing Greek words inserted in an English text, with their English equivalents.</p> <p>Translating a paragraph from Greek into English</p> | <p>Prepositions of place</p>                                                                                                    | 279 |

|                                                                                         |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                        |     |
|-----------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 19                                                                                      | Itineraries and tours          | <p>Preparing and writing itineraries</p> <p>Recommending tours and providing information about them.</p> <p>Understanding what people are saying and responding appropriately.</p> <p>Asking and answering questions about planned programmes and tours</p> <p>Joining sentences when planning an itinerary.</p> <p>Telling the time using the 12-hour and 24-hour clock.</p> <p>Providing information about trains and train times</p> | <p>Simple Present Tense (referring to future events)</p> <p>Prepositions of time and place</p> <p>after/before + gerund or noun</p> <p>then + clause on arrival...</p> | 291 |
| 20.                                                                                     | Revision                       |                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                        | 303 |
| <b>SECTION D: Jobs in the hotel and restaurant business and business correspondence</b> |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                        |     |
| 21.                                                                                     | Hotel and restaurant personnel | <p>Finding about people working in the hotel and restaurant business.</p> <p>Talking about their activities, skills and qualities.</p> <p>Defining and explaining jobs and duties</p> <p>Responding appropriately to different situations.</p> <p>Writing a paragraph presenting the job of a receptionist.</p> <p>Building a dialogue between an interviewee and interviewer from given prompts.</p>                                   | <p>Simple Present Tense</p> <p>Male/ female pairs of nouns</p>                                                                                                         | 311 |

|     |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                   |     |
|-----|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----|
| 22. | Applying for a job | <p>Reading and understanding job advertisements and letters of application.</p> <p>Understanding and completing a curriculum vitae.</p> <p>Forming word derivatives</p> <p>Replying to a job advertisement and an invitation for an interview in writing</p> <p>Giving a (un)favourable answer to an application letter</p> <p>Understanding abbreviated forms in advertisements</p> <p>Giving advice</p> <p>Replacing Greek words, inserted in an English text, with their English equivalents</p> | <p>Layout of an application letter.</p> <p>verb-noun-adjective</p> <p>You should/ought to</p> <p>It would be a good idea etc.</p> | 325 |
| 23. | Letter writing     | <p>Understanding the layout of business letters. Reading and writing business letters, telexes and faxes.</p> <p>Providing appropriate expressions used in various types of business letters</p>                                                                                                                                                                                                                                                                                                    |                                                                                                                                   | 345 |

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#### **SECTION E: Tourism**

|     |                                    |                                                                                            |  |     |
|-----|------------------------------------|--------------------------------------------------------------------------------------------|--|-----|
| 24. | The impact of tourism on a country | <p>Understanding the elements involved in tourism and the impact of tourism on economy</p> |  | 357 |
|-----|------------------------------------|--------------------------------------------------------------------------------------------|--|-----|



environment, culture  
etc. Providing requested  
information about a  
place using notes given.

Expressing purpose

so that + clause

so as to/in order to/

Completing the missing  
information

to + infinitive

---

**SECTION A**



**HOTEL SERVICES**



## UNIT 1

### ***MAKING ENQUIRIES***

Mr Benson is phoning Diana Travel Agency to make enquiries about a trip he wants to take with his family.

Travel agent: Diana Travel.

Good morning. Can I help you?

Customer: Oh, hello. Er... yes. My wife and I are having two weeks holiday this coming summer. We'd like to go to Athens. We'd like to spend a few days in the city and see the sights. Do you think you can arrange this trip together with *sightseeing* for us?

We don't want anything too expensive.

Travel agent: Let me see... Mmm... In this case, I'd recommend a *package* trip by Cosmos 10 Airways which organises *charter* flights. It includes *airfare*, hotel and *tours*.

Customer: If we took this package, how long would we stay in the city?

Travel agent: It's a fourteen-day trip. Ten days in the city and four one-day tours to places of interest outside the city.

Customer: How much does the package cost?

Travel agent: About 300 pounds. This figure, however, doesn't take into account possible increases in airfare.

Customer: That sounds interesting. Could you tell me if the price also includes meals?

Travel agent: No, only breakfast is included in the package.

Customer: I'd like to check another possibility with you.

20

Travel agent: Certainly.

Customer: I wonder if we could travel on our own and have you make all the necessary *reservations*.

Travel agent: Yes, certainly, but you must bear in mind that the cost would be less, if you took the package trip. You see, the airline gets a special *rate* for the

*The Erechtheion, The Caryatides*



hotel and the tours. Besides, this trip is very popular, because we offer an excellent value. I suggest that you make an early **booking**.

Customer: Well, I think I'd like some more information about this package. Can you send me a **brochure** and full details on dates and prices?

Travel agent: Of course, sir. I'll be happy to post it to you today. May I have your name and address, please?

30

Customer: Benson. Thomas Benson. 208 Surrenden Park, Brighton.

Travel agent: Please don't hesitate to phone if you need any further help.

Customer: Thank you, I won't. Goodbye.

Travel agent: Thank you for calling. Goodbye.

## EXERCISE 1

---

Read the dialogue and answer the following questions:

1. Why did Mr Benson phone Diana Travel Agency?
2. Where do the Bensons prefer to spend their holidays?
3. What does the package trip include?
4. What advice does Mr Benson get from the travel agent about his trip?
5. How does the travel agent try to convince him?
6. Why does the travel agent suggest that Mr Benson book as soon as possible?
7. How can Mr Benson get more information about this package?
8. What does the travel agent offer to do for Mr. Benson?

## EXERCISE 2

---

Decide whether the following statements are true or false. Correct the false ones.

1. Mr Benson went to the travel agency to make enquiries about a business trip.
2. Mr Benson was interested in seeing the capital of Greece.
3. The travel agent advises him to choose a trip that is packaged by one of the airline companies.
4. The travel agent suggested that his customer leave it to the last minute to book his holiday.
5. No meals are included in the package.
6. The travel agent suggests to send Mr Benson a brochure.
7. If one travels independently, the travel agent can make all the necessary plans, hotel and tour reservations.
8. If Mr Benson wants more information, he can contact the travel agency again.

## EXERCISE 3

---

Refer back to the dialogue and find words that mean the same as the following.



*The Temple of Poseidon  
at Sounion*

- |                                         |           |
|-----------------------------------------|-----------|
| e.g. 1. ask for information             | (line 1)  |
| answer: make enquiries                  |           |
| 2. places of interest worth visiting    | (line 7)  |
| 3. if that happens                      | (line 10) |
| 4. advise, suggest                      | (line 10) |
| 5. contains                             | (line 11) |
| 6. take into account                    | (line 24) |
| 7. it is worth the price one has to pay | (line 27) |
| 8. small particular points about        | (line 29) |

#### **EXERCISE 4** \_\_\_\_\_

Match the terms in list A with the definitions in list B.

| A                 | B                                                                                         |
|-------------------|-------------------------------------------------------------------------------------------|
| 1. reservation    | a. reservation in advance                                                                 |
| 2. brochure       | b. a trip to see places of interest                                                       |
| 3. booking        | c. includes the cost of the hotels and sightseeing as well as transportation and meals    |
| 4. charter flight | d. air ticket                                                                             |
| 5. tour           | e. a small book giving details about a place or services offered for advertising purposes |
| 6. package tour   | f. someone who makes travel arrangements                                                  |
| 7. airfare        | g. an arrangement to have a room or a seat held for a person                              |
| 8. rate           | h. not a regular scheduled flight rented for someone                                      |
| 9. travel agent   | i. the fixed price according to a standard scale                                          |

example: 1. g.

## EXERCISE 5

Select the correct term in bold print in the text to complete each of the following sentences.

- e.g. 1. He rang the central station and made a **reservation** for his wife.
2. He made some \_\_\_\_\_ about the fare schedule.
3. If you go on a \_\_\_\_\_ holiday, everything is arranged in advance.
4. He studied a colour \_\_\_\_\_ to find out about holiday times, dates and prices.
5. There are many airlines and many different kinds of \_\_\_\_\_.
6. Holiday companies sell package holidays and need \_\_\_\_\_ flights to transport their customers.
7. In a hotel the monthly \_\_\_\_\_ are less expensive than the weekly rates.
8. If you prefer an individual \_\_\_\_\_, you can pick the dates, times and places and also your \_\_\_\_\_ to help you.

## EXERCISE 6

Choose nouns from the table which can combine with the verbs **make**, **take**, **go** and **give**.

|             |                    |           |
|-------------|--------------------|-----------|
| enquiry     | on a business trip |           |
| holiday     | advice             | booking   |
| sightseeing | reservation        |           |
| information | trip               | on a tour |
| details     | on holidays        |           |

example: make a booking  
go on a tour

## LANGUAGE PRACTICE

### Polite requests (1)

**Can I / you...?** are used to express a polite request

**Could I / you...?**

**May I...?** (very formal)

Examples: Can I help you?

Can you send me a brochure?

Could you tell me if the price also includes meals?

May I have your name and address, please?

### EXERCISE 7

How would a hotel manager ask his secretary to do the following?

- post the brochure
- phone Diana Travel Agency
- put the correspondence into the filing cabinet
- confirm the reservation
- deal with the complaints

### EXERCISE 8

Work in pairs and prepare dialogues for the following situations. Then act them out in the class.

e.g. 1. Your boss has a lot of things to do. You offer help.

A. May I help you, sir?

B. No, it's all right. Thank you.

2. You need to change some traveller's cheques.
3. You want to write down the customer's name.
4. You would like to know the code for Sitia, Crete.
5. You want to leave a message for your partner in room 105.
6. You are speaking on the phone and you can't hear well.
7. You are in a restaurant and you want to order some wine.
8. You want to ask for a customer's passport.



## **COMMUNICATION PRACTICE**

### **GREETINGS AND INTRODUCTIONS**

#### **EXERCISE 9**

A. The following titles describe the functions the expressions in the tables below refer to. Choose the most appropriate title for each table.

- \* Giving information about your job and the company.
- \* Introducing yourself formally.
- \* Introducing someone else formally.
- \* Formal greetings.
- \* Introducing yourself informally.
- \* Informal greetings.
- \* Introducing someone else informally.

#### **e.g. 1. Formal greetings**

| A                                                                                                   | B                                                        |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Good morning, Mr...<br>How are you?<br><br>It's very nice / I'm very<br>pleased to see you (again). | (I'm) very well,<br>thank you, Mr... And how<br>are you? |

2.

| A                                                                    | B                                                   |
|----------------------------------------------------------------------|-----------------------------------------------------|
| Hello, (name), nice / good<br>to see you (again)<br><br>How are you? | I'm fine, thank you,<br>(name). And how<br>are you? |

3.

| A                                                                                                                                             | B                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| How do you do?<br>My name is...<br><br>Good evening. Let me/ May<br>I introduce myself. My<br>name is....<br>Allow me to introduce<br>myself. | How do you do?<br>I'm...<br><br>Pleased/ nice to meet<br>you. |

4.

| A             | B                 |
|---------------|-------------------|
| Hello. I'm... | Oh, hello. I'm... |

5.

|                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I'm with ...../ I work for ...../ I work at .....<br>I've been with the company for ..... years.<br>I work in the ..... department.<br>I'm the ..... I deal with ..... |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

6.

| A                                                                                                                                       | B                                                                      | C                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------|
| Mr ....., I'd like to introduce you to Mr .....<br>Mr ....., may I introduce you to Mr .....<br>Mr ....., I'd like you to meet Mr ..... | How do you do, Mr .....<br><br>I'm very pleased/ delighted to meet you | How do you do, Mr .....<br><br>It's nice to meet you, too. |

7.

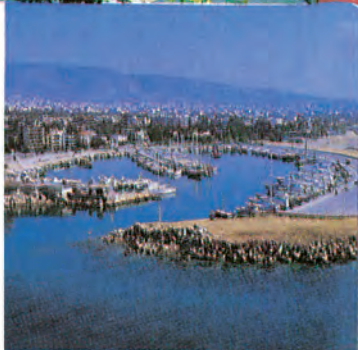
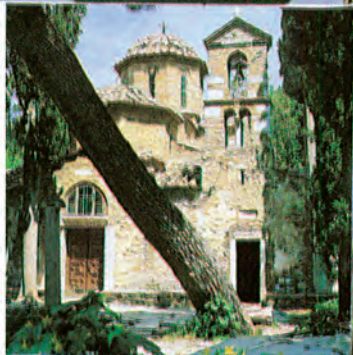
| A                                                        | B                                              | C                                     |
|----------------------------------------------------------|------------------------------------------------|---------------------------------------|
| (Mary), this is (Alice).<br><br>(Alice), this is (Mary). | Hello, (Alice).<br>Nice / pleased to meet you. | Hi, (Mary).<br>Nice to meet you, too. |

## B. ROLE PLAY

What would you say in the following situations? Work in small groups.

1. You greet a friend you meet at the bus stop.
2. You introduce yourself to the sales manager of your company and give information about your position at work.
3. You introduce a customer to your boss.
4. You greet a colleague you haven't seen for a while.
5. You are introduced to a person at a conference. You reply appropriately.
6. You greet your boss you meet outside the elevator.
7. You introduce yourself to someone you would like to start conversation with at a conference.
8. You introduce a friend to your sister.

## A TWO WEEK TRIP IN ATHENS



## ATHENS THE CENTRE OF ALL THE CENTRES IN THE WORLD



*THE CENTRE OF  
ALL THE CENTRES  
IN THE WORLD, THE CITY OF THE  
OLYMPIC IDEA,  
THE CITY OF  
ARTISTS, CULTURAL  
CHANNEL, THE  
PARTHENON OF ALL AND FOR ALL. A  
CITY FILLED WITH  
CONTRASTS AND  
SURPRISES*

Write for a free brochure to: Diana Travel Agency,  
80 Hythe Road, Brighton  
England.

**WRITING ACTIVITY**

**EXERCISE 10** \_\_\_\_\_

Suppose Mr Benson saw this advertisement in the “Tourism” magazine of the spring issue and wants to find out more about it. Write the letter which he sent to the travel agency, asking for a brochure and details of dates and prices. Refer to the layout of the letter and the useful expressions provided below:

Writing a formal letter.

|                              |  |                  |
|------------------------------|--|------------------|
|                              |  | Sender's address |
|                              |  | Date             |
| Receiver's address           |  |                  |
| Salutation or opening phrase |  |                  |
| B O D Y                      |  |                  |
| Complimentary close          |  |                  |
| Signature                    |  |                  |

| Salutation                                  | Complimentary close                   |
|---------------------------------------------|---------------------------------------|
| Dear Sir/ Madam,<br>Dear Mr/ Mrs/ Ms Smith, | Yours faithfully,<br>Yours sincerely, |

**Making enquiries**  
**Useful expressions**

|                                                |
|------------------------------------------------|
| With reference to your advertisement in the... |
| I have seen your advertisement...              |
| I am interested in...                          |
| Could/ Can you, please...?                     |
| I would like to receive...                     |

## EXERCISE 11

---

Diana Travel Agency replied to Mr Benson's letter and sent him a brochure which provided full details of dates and prices.

Study the useful expressions below and write the letter which accompanies the brochure.

### Replying to enquiries

#### Useful expressions

With reference to your letter of/ enquiry of (date)

In reply to your...

Thank you for your letter of (date) enquiring about...

Thank you for your interest in...

We are pleased to send you/ enclose...

We have pleasure in sending...

We look forward to making reservations for you.

## LISTENING ACTIVITY

---

## EXERCISE 12

---

Listen to eight short dialogues and answer these questions.

- Where are they?
- Who is talking?
- What are they talking about?

*Syntagma Square*

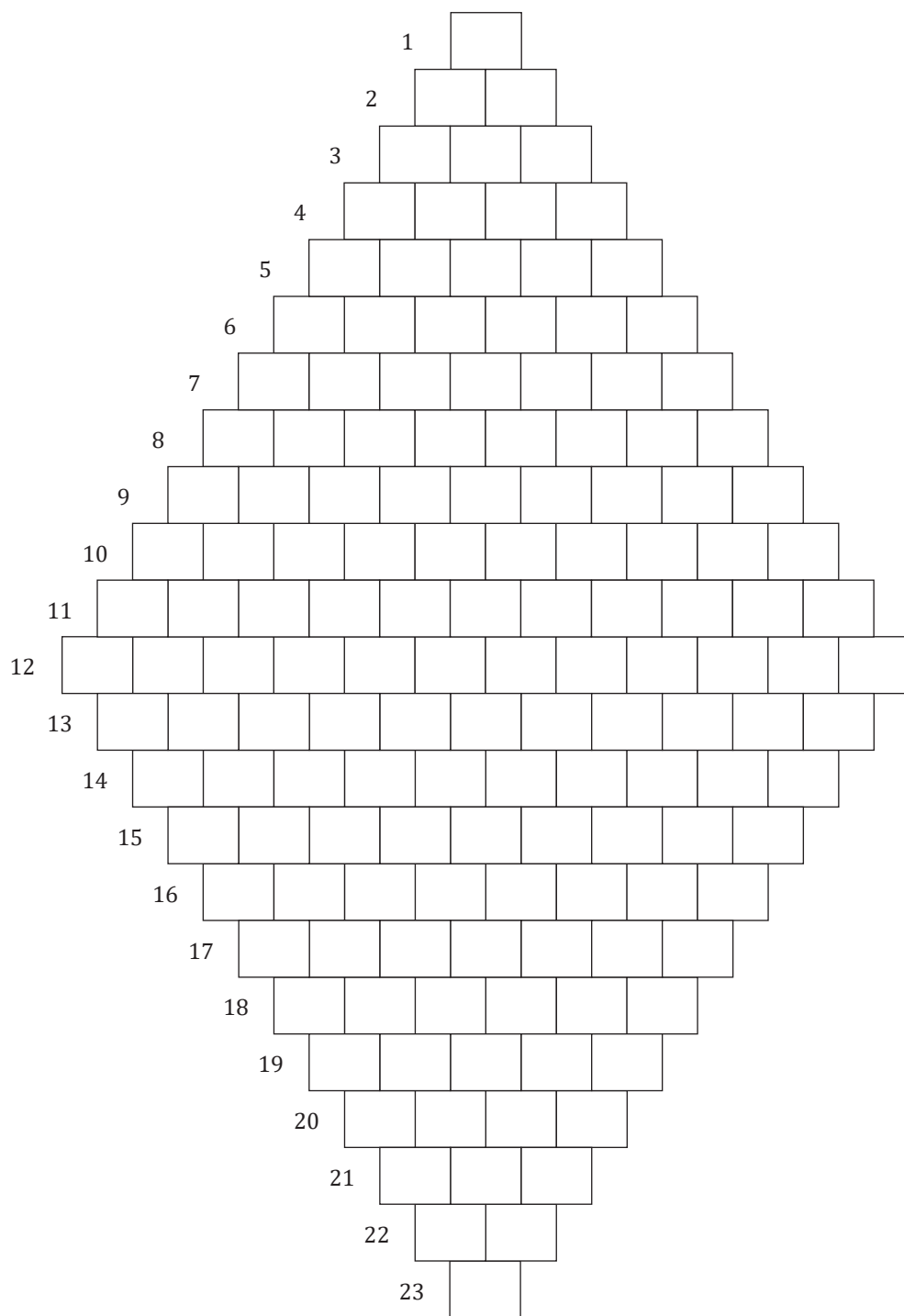


|   | Who<br>are they? | Who<br>is talking? | What are<br>they talking<br>about? |
|---|------------------|--------------------|------------------------------------|
| 1 |                  |                    |                                    |
| 2 |                  |                    |                                    |
| 3 |                  |                    |                                    |
| 4 |                  |                    |                                    |
| 5 |                  |                    |                                    |
| 6 |                  |                    |                                    |
| 7 |                  |                    |                                    |
| 8 |                  |                    |                                    |

## FUN TIME

Fill in the gaps in the sentences below and solve the rhombus.

1. Can \_\_\_\_\_ help you?
2. Thank you for your interest \_\_\_\_\_ our cruises.
3. I'd like to spend a \_\_\_\_\_ days in Crete.
4. It's a four-day \_\_\_\_\_ to Macedonia.
5. Your travel \_\_\_\_\_ will make all the necessary arrangements.
6. I'd rather book on a direct \_\_\_\_\_ to Athens.
7. Travel agents sell \_\_\_\_\_ holidays at low prices.
8. He asked for a \_\_\_\_\_ with full details of dates and prices.
9. \_\_\_\_\_ is not included in the package.
10. I'm \_\_\_\_\_ in a two-week trip in Spetses.
11. Can you arrange this trip together with \_\_\_\_\_ for us?
12. If you travel independently, you have to make all the necessary \_\_\_\_\_
13. I'd like to consider another \_\_\_\_\_
14. I saw this tour \_\_\_\_\_ in a newspaper.
15. He went to a travel agent to make \_\_\_\_\_ about a business trip.
16. These travel firms \_\_\_\_\_ charter flights.
17. Low-cost \_\_\_\_\_ flights make travel possible for a greater number of people.
18. He wants to \_\_\_\_\_ across Greece on a bicycle.
19. I think you should stay in a \_\_\_\_\_ away from the centre.
20. The cost is less because he got a special \_\_\_\_\_ for the hotel.
21. \_\_\_\_\_ long will you be staying in Volos?
22. He's here \_\_\_\_\_ business.
23. He is making enquiries about \_\_\_\_\_ trip.







## UNIT 2

# ***MAKING RESERVATIONS***

The Bensons decided to travel to Greece independently and have the travel agent make **accommodation** arrangements for them. So the travel agent is phoning the Athenian Hotel to make a reservation on behalf of them.

Telephone operator: Athenian Hotel. Good morning!

Travel agent: Good morning. May I speak to the reception manager, please?

Telephone operator: Just a moment. I'll put you through.

Reception manager: Hello. Miss Antoniadis speaking.

Travel agent: This is George Palmer from Diana Travel. I'd like to make a reservation for a family of four.

Reception manager: What accommodation do you require?

10

Travel agent: I'd like to book two **connecting rooms**, if possible. A **double room** and a **twin-bedded room** with telephone and private bathroom for ten nights, from the 7th of June.

Reception manager: Hold on a moment, please. Let me see if we have the accommodation **available...**

20

Travel agent: Thank you.

Reception manager: (checking the reservation list)

Yes, I can reserve a double room and a twin-bedded room with telephone and shower on the same floor. I'm afraid we haven't got any rooms with bathroom free in June.

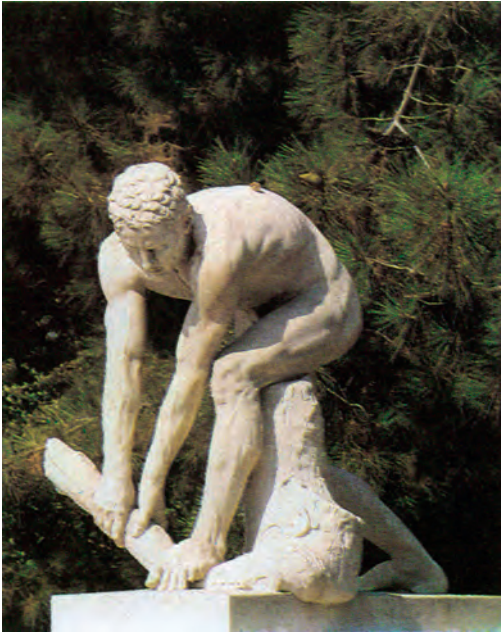
Travel agent: All right. That'll do. How much do you charge for each room?

Reception manager: 50 pounds per night.

*The Zappeion*

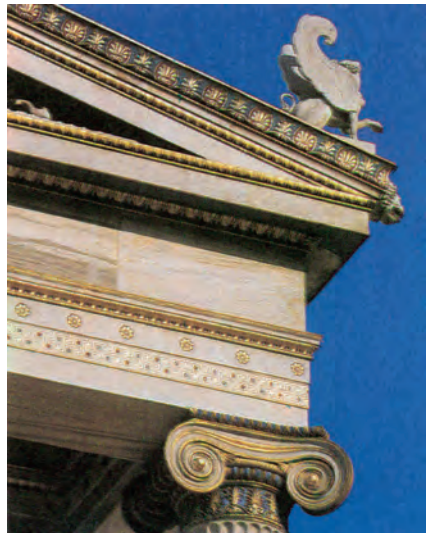
Reception manager: Thank you, sir. Goodbye.





*Xylothrafstis*

1. Mr Benson needs single accommodation.
2. The hotel takes down bookings over the phone.
3. The travel agent requires rooms that are at the back.
4. The price of the room does not include breakfast. All the meals are charged separately.
5. The hotel has a lovely view of Lycabettus Hill.
6. The double rooms with private bathrooms are not available.
7. The travel agent will send a deposit two weeks before the Bensons' arrival.
8. The reservation will be confirmed before the balance due is paid.



*The Academy of Athens*

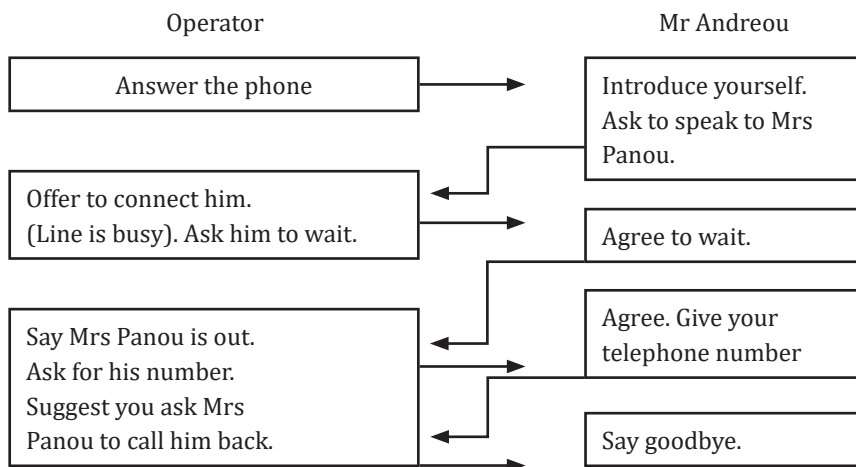
## On the phone

### Useful expressions

| Receiver                                                              | Caller                                         |
|-----------------------------------------------------------------------|------------------------------------------------|
| Hello...                                                              | I'm... calling from...                         |
| Speaking/ This is... speaking.                                        | Can/ Could/ May I speak to... please?          |
| Hold on a moment please.                                              | Good morning, I'd like to speak to/ talk to... |
| Just a moment/ minute. I'll check/ I'll see if he's in.               | Is... available, please?                       |
| I'll put you through to his extension.                                |                                                |
| I'm afraid the line is busy/ engaged.                                 | Could you ask... to call me back, please?      |
| The number's ringing for you now.                                     | My number is...                                |
| I'm afraid... is out just now/ away/ not in the office/ in a meeting. | Could you give... a message?                   |
| Can I take a message for him?                                         | Can I leave a message with you?                |
| I'm sorry. You've got the wrong number.                               |                                                |
| Can I get Mr. to call you back?                                       |                                                |
| I'll get Mr... to ring you back.                                      |                                                |
| I'll take the message/ I'll pass this information on.                 |                                                |

### A. Guided dialogue

Mr Andreou from Patras is calling the operator of Joy hotel to speak to Mrs Panou. Follow the instructions and act out the dialogue. Work in pairs.



### B. Role play

Work in pairs and act out the role play in the following situation.

#### Student A

You work in the accounts department of a large hotel and you are responsible for answering the phone and putting the caller through to the right person. Someone asks for Mrs Angelou. The line is engaged but it rings the second time.

#### Student B

You call the accounts department to speak to Mrs Maria Angelou.

### EXERCISE 4 \_\_\_\_\_

Choose the correct word from the table below to complete the following sentences:

|           |                       |               |
|-----------|-----------------------|---------------|
| receiver  | area/ dialling code   | telephone box |
| direct    | reverse-charge call/  | long-distance |
| directory | collect call          | engaged       |
| dial      | person to person call | operator      |

e.g. 1. He phoned the telephone information office and asked the **operator** for his friend's number.

2. His number was \_\_\_\_\_ for three hours.
3. He looked in the \_\_\_\_\_ to find out what her number was.
4. I wanted the call to be paid by my mother, so I asked for a \_\_\_\_\_.
5. A call from Greece to London is a \_\_\_\_\_ call.
6. As soon as the telephone rang, I picked up the \_\_\_\_\_.
7. In order to make a \_\_\_\_\_ call to Patras, you need to know the \_\_\_\_\_.
8. In a telephone box you have to insert money before you \_\_\_\_\_.
9. In a public place you can make a phone call in a \_\_\_\_\_.
10. He wanted to make a \_\_\_\_\_ to Mr Crown, the sales manager of the hotel, but he didn't answer.

## EXERCISE 5 \_\_\_\_\_

A. Match the phrasal verbs in list A with their definitions in list B.

| A              | B                               |
|----------------|---------------------------------|
| 1. put through | a. telephone                    |
| 2. get through | b. disconnect                   |
| 3. ring up     | c. reach someone by phone       |
| 4. hold on     | d. end a telephone conversation |
| 5. cut off     | e. connect by telephone         |
| 6. hang up     | f. return a telephone call      |
| 7. call back   | g. wait on the telephone        |

e.g. 1. e.

B. Use these phrasal verbs to complete the following sentences.

- e.g. 1. The number was engaged for three hours so I couldn't **get through** to him.
2. The manager is not in. Try to \_\_\_\_\_ in an hour or two.
  3. I'll \_\_\_\_\_ you \_\_\_\_\_ when I have more time to talk.
  4. She \_\_\_\_\_ before I could apologise.
  5. The line's busy. Will you \_\_\_\_\_?
  6. While we were talking on the phone, we were \_\_\_\_\_.
  7. His phone isn't working. I can't \_\_\_\_\_ you \_\_\_\_\_.

## EXERCISE 6

---

Use the correct phrasal verb or word to replace the underlined phrases in the following text.

### A phone call

Yesterday I wanted to make a direct (1) made to another town call to a friend of mine. Unfortunately, I couldn't find her phone number and the (2) number of the town in the (3) phone book, so I asked the operator to (4) connect me by giving her my friend's name and address. The operator told me to (5) wait on the telephone and then she made the phone call by selecting numbers on the telephone.

My friend was already on the phone, so her line was (6) busy. When I (7) reached her at last, she told me that she was busy and I should (8) return a call later and she (9) ended the telephone conversation immediately. When I (10) phoned her an hour later, it took her some time to pick up the (11) part of the telephone held to the ear.

Finally, while we were in the middle of our conversation, we were (12) disconnected.  
e.g. 1. long-distance.

*Monastiraki*



*Kolonaki Square*



# LANGUAGE PRACTICE

## Singular or plural?

a holiday of three **days** = a three-**day** holiday  
a hotel has ten **floors** = a ten-**floor** hotel  
**day, floor** are used as adjectives so they lose s

### EXERCISE 7

Use the above structure and finish the following sentences:

e.g. 1. They had a holiday of three weeks.

It was a **three-week holiday**.

2. The boy was twelve years old.

He was \_\_\_\_\_

3. Their journey took them two days.

It was \_\_\_\_\_

4. Her walk lasted five minutes.

It was \_\_\_\_\_

5. Our tour lasted four days.

It was \_\_\_\_\_

6. This engine has three parts.

It is \_\_\_\_\_

7. Our flight lasted seven hours.

It was \_\_\_\_\_

8. Their tickets cost 1,5 euro.

They are \_\_\_\_\_

9. There were ten persons in the group.

It was \_\_\_\_\_

10. The doctors' seminar lasted two weeks.

It was \_\_\_\_\_

11. The hotel has 200 rooms.

It is \_\_\_\_\_

12. The bottles of wine hold five litres.

They are \_\_\_\_\_

### Polite requests (2)

**Will you...?**  
**Would you...?**

Can also express a request.  
They are alternatives to

**Can you...?**  
**Could you...?**

**Would you...?**  
**Could you...?**

are more polite than

**Will you...?**  
**Can you...?**

examples: Would you, please, see that they are front rooms?  
Will you type this letter, please?  
Would you post this letter?

## EXERCISE 8

---

### A. How do you ask:

1. a friend to lend you 5 pounds.
2. a customer to wait half an hour.
3. a passer-by to tell you the way to the station.
4. an applicant to sign the application form.
5. a customer to settle the balance due.
6. a hotel manager to reserve you a room.
7. your brother to switch off the TV.
8. your friend to pass the salt.
9. your brother to wait a minute.

### Replying to requests

|                          |                                 |
|--------------------------|---------------------------------|
| Certainly (formal)       | I'm afraid not...               |
| Yes, of course           | I'm sorry, but...               |
| All right. / O.K. / Sure | Unfortunately,...               |
| Yes, that's no problem   | I'm sorry, that isn't possible. |

example: – Could you get me some tickets for the theatre tomorrow?  
– I'm sorry but there aren't any seats.

### B. What would you say in the following situations and what would the responses be? Make short dialogues and act them out with your partner. The replies may be positive or negative.

1. you want to change the hour of your meeting.
2. you ask somebody to help you fill out a card.
3. you ask your travel agent if he recommends the tours of the city.
4. you ask the chambermaid to send you two extra towels.
5. you ask your partner to show a visitor round the city instead of you.
6. you need coins for a pay phone.  
Ask a passer-by to give you change for one hundred drachmas.
7. Ask your secretary to deal with the enquiries before tomorrow morning.

# COMMUNICATION PRACTICE

## Checking information

Act this dialogue out with your partner and do the following exercises:

- A. Excuse me, I am right in thinking that the seminar starts on Thursday, aren't I?  
 B. Yes, that's right.  
 A. Oh, good. And it was 8.30, wasn't it?  
 B. No, 9.30  
 A. I beg your pardon?  
 B. It starts at 9.30, not 8.30  
 A. Oh? Are you absolutely sure of that?  
 B. Oh, yes, quite sure.  
 A. And it finishes at two o'clock, doesn't it?  
 B. Er... two thirty, actually.  
 A. Well, you've been most helpful. Thank you.

## EXERCISE 9

- A. Answer the following questions.
1. How does A ask for confirmation?
  2. How does B reply giving confirmation?
  3. What does B say to correct A? What else could he say?
  4. How does A ask B to repeat something? What else could he say?
  5. What expressions does B use to express certainty? What other expressions could he use?
  6. How could he express uncertainty?
  7. Read this question "Maria Kallas was a great opera singer, wasn't she?" and tick appropriately.

|              |          | Falling intonation | Rising intonation |
|--------------|----------|--------------------|-------------------|
| When you are | sure     |                    |                   |
|              | not sure |                    |                   |

- B. Complete these sentences with question tags.

e.g. 1. Helen hasn't got a car, \_\_\_\_\_?

answer: has she

2. Peter missed the plane, \_\_\_\_\_?

3. You were worried, \_\_\_\_\_?

4. They don't smoke, \_\_\_\_\_ ?
5. They won't be here soon, \_\_\_\_\_ ?
6. That isn't her house over there, \_\_\_\_\_ ?
7. I'm late, \_\_\_\_\_ ?
8. Your father could help me, \_\_\_\_\_ ?
9. The play was great, \_\_\_\_\_ ?
10. You have invited her, \_\_\_\_\_ ?

### C. Pair work

#### Student A

Ask for the following information in order to verify its accuracy.  
(Your voice should go up.)

#### Student B

Reply by confirming or correcting the information.

e.g. – The banks close at 2.30 o'clock.

A. – The banks close at 2.30 o' clock, don't / they?

B. – That's right.

A. – The bus No 13 goes to Pangrati. (Ampelokipi)

B. – No, it goes to Ampelokipi, actually.

- Calvou street is around here somewhere.
- English courses start on Friday. (Monday).
- The lira is the currency of Portugal. (Italy).
- Spanish is the national language of Brazil. (Portuguese)
- Hawaii is an island in the Indian Ocean. (Pacific)
- Stephanie Graff plays golf very well. (tennis)
- John Lenon was American. (English).

### D. Pair work

Ask your partner to agree with you, using the following prompts. (Your voice should go up as you are not asking real questions).

e.g. Mary not attractive

A. Mary is not very attractive, is / she?

B. No, I'm afraid not.

- Bill work hard
- Helen not look very well tonight

- You not know where your sister is
- The film was not interesting
- You not mind if I come early
- He should pass exams
- She not like us
- You can type
- You are happy

## **WRITING ACTIVITY**

### **Making reservations**

#### **EXERCISE 10** \_\_\_\_\_

Mr Palmer from Diana Travel Agency writes a letter to the reception manager of the Athenian Hotel to book rooms for the Bensons.

Write this letter asking for a double room and a twin-bedded room, with telephone and shower, both on the same floor and on the front.

#### **Useful expressions**

I write / am writing to enquire/ book/ reserve...

I enclose / Please find enclosed a deposit of...

Our deposit of... is enclosed.

We look forward to receiving your receipt and confirmation of the reservation.

Please confirm receipt of my deposit.

#### **EXERCISE 11** \_\_\_\_\_

Write the letter the reception manager sent to Mr Palmer to confirm his reservation.

#### **Useful expressions**

Thank you for your...

With reference to your...

We are pleased to confirm

We confirm

We enclose a receipt for your deposit

We look forward to receiving the balance due...

}

that the reservations  
have been made

**EXERCISE 12** \_\_\_\_\_

Six people telephone the Directory Enquiries to ask for the dialling code of some of the following cities and towns. While you listen, write down their dialling number.

1. Oropos

2. Volos

3. Loutraki

4. Saronis

5. Hania

6. Xylocastro
7. Dublin

8. Oslo

9. Geneva

10. Barcelona

11. Luxemburg

12. Rome

**Fun Time**

Can you find the hidden word?

1. to ask as price

2. not a scheduled flight

3. guests ask for rooms there

4. the first part of payment of money

5. to make sure that a reservation is made

6. to reserve a room

7. vacations

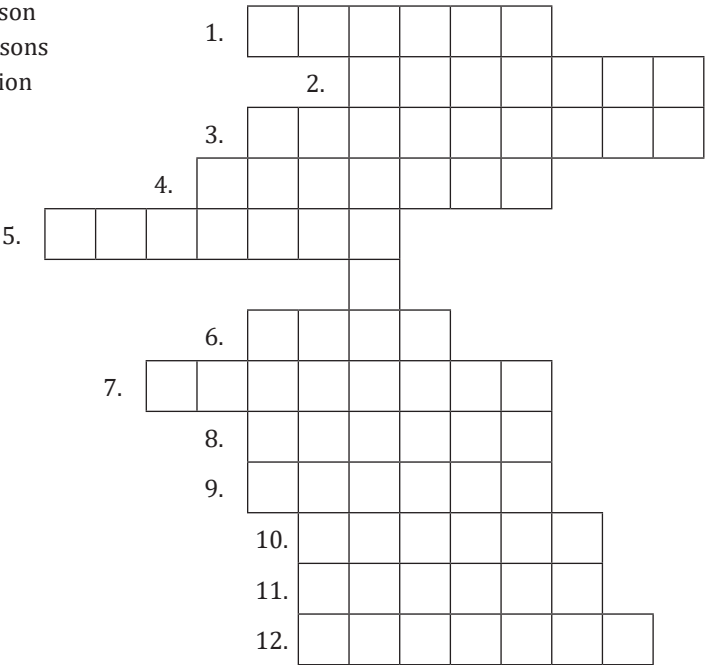
8. to make a journey

9. to pay

10. a room for one person

11. a room for two persons

12. to ask for information







## UNIT 3

### *CHECKING IN*

Mr Benson *is checking in* at the reception desk, in the Athenian hotel.

Receptionist: Good morning, sir. May I help you?

Mr Benson: Good morning. My name's Thomas Benson. We have a booking for ten nights, as of tonight.

Receptionist: Just a moment, please.

.....

Er... Yes, sir. We have your reservation through Diana Travel. Your room numbers are 408 and 315.

Mr Benson: They aren't on the same floor, are they?

R: No, actually they aren't.

Mr B: That's impossible! I specifically told the travel agent they should be on the same floor. You see, my twins are only 13 and it's necessary that we're near them.

R: I'm sorry about this. Well, I'll see if I can find another room. Mmm, yes. Room 420 is vacant but it's at the back.

Mr B: I suppose that will do.

R: Would you like to register, please? Here's a form for you to fill in, and, may I have your passports?

Mr B: Yes, of course.

.....

R: That's fine, sir. Here are your keys. I'll call the porter to show you to your rooms.

Mr B: Thank you. By the way, is there a laundry service in the hotel?

R: Certainly, sir. You will find information about the hotel services and the use of the phone in the leaflets, in your room.

Mr B: Good. Thank you.

R: I hope you have a most enjoyable stay.

*"Kore", from the Acropolis Museum*



## EXERCISE 1 \_\_\_\_\_

A. Supply the missing information on the Registration Form for Mr Benson.

|                                  |                  |                    |                 |                                               |  |
|----------------------------------|------------------|--------------------|-----------------|-----------------------------------------------|--|
| Registration Card                |                  |                    |                 | <div>Athenian Hotel</div>                     |  |
| Family Name: _____               |                  |                    |                 | <div>27 Kayatidon st,<br/>Athens Greece</div> |  |
| First names: _____               |                  |                    |                 |                                               |  |
| Nationality: _____               |                  |                    |                 |                                               |  |
| Address: _____                   |                  |                    |                 |                                               |  |
| Date of birth: 26 October 1940   |                  |                    |                 |                                               |  |
| Passport number: K. 632489       |                  |                    |                 |                                               |  |
| Date of issue: 5th November 1991 |                  |                    |                 |                                               |  |
| Place of issue: Brighton         |                  |                    |                 |                                               |  |
| Room<br>No                       | No of<br>persons | Date of<br>arrival | No of<br>nights | Departure<br>date                             |  |
|                                  |                  | 7th June           |                 |                                               |  |
| Signature: _____                 |                  |                    |                 |                                               |  |

B. If the receptionist filled in the Registration Form for Mr Benson, what questions would he ask Mr Benson?

## EXERCISE 2 \_\_\_\_\_

Read the dialogue and answer the following questions.

1. Why does Mr Benson want the hotel rooms to be on the same floor?
2. Which of the two rooms did the receptionist replace with room 410?
3. What does the receptionist say about room 420?
4. What did Mr Benson want to know about hotel services?
5. What did the leaflets the receptionist mentioned to Mr Benson include?
6. What did the receptionist wish to Mr Benson?
7. How will the Bensons find their rooms?

## EXERCISE 3 \_\_\_\_\_

Decide whether the following sentences are true or false. Correct the false ones.

1. Mr Benson arrives at the hotel without an advance booking.
2. The receptionist cannot deal with Mr Benson's complaint.
3. The receptionist filled in the registration card on the Bensons' arrival.
4. The receptionist informed the guest of the room rate.
5. Mr Benson asked for a leaflet including all the services the hotel can provide.

*Lysicrates Monument*



*Plaka*

6. The Bensons have booked two rooms for the next three nights.
7. Mr Benson looked puzzled by the registration card.
8. The Bensons' rooms should be adjoining.

#### EXERCISE 4 \_\_\_\_\_

Choose words from the table to complete the following sentences:

|          |              |
|----------|--------------|
| vacant   | fill in      |
| will do  | checked in   |
| leaflets | specifically |
| key      | registered   |

- e.g. 1. Don't forget to leave your **key** at the Reception before you check out.
2. They \_\_\_\_\_ at the hotel under false names.
  3. I \_\_\_\_\_ told you to avoid the main road on your way to the office.
  4. During high season, there are no \_\_\_\_\_ hotel rooms in the village.
  5. – Will 5,000 dr do?  
– Yes, that \_\_\_\_\_ nicely.
  6. Could you \_\_\_\_\_ your name on this cheque?
  7. Illustrated \_\_\_\_\_ which inform of our hotel facilities are given free to our guests.
  8. As soon as he arrived, he \_\_\_\_\_ at the reception desk.

#### EXERCISE 5 \_\_\_\_\_

A. Match nations, nationalities and currencies.

|    | Nations           |   | Nationalities |   | Currencies     |
|----|-------------------|---|---------------|---|----------------|
| 1  | The United States | a | Japanese      | l | Peseta         |
| 2  | Great Britain     | b | Danish        | m | Mark           |
| 3  | Denmark           | c | German        | n | Yen            |
| 4  | Germany           | d | Dutch         | o | Schilling      |
| 5  | Japan             | e | Spanish       | p | Guilder/Florin |
| 6  | Portugal          | f | French        | q | Lire           |
| 7  | Italy             | g | British       | r | Escudo         |
| 8  | Spain             | h | Austrian      | s | Franc          |
| 9  | France            | i | Italian       | t | Krone          |
| 10 | Austria           | j | American      | u | Pound          |
| 11 | The Netherlands   | k | Portuguese    | v | Dollar         |

e.g. 1. j. v.

**B. Which countries have the following currencies?**

| Currency                | Country |
|-------------------------|---------|
| e.g. 1. Zloty           | Poland  |
| 2. Swiss franc          |         |
| 3. Peso                 |         |
| 4. Swedish crown/ Kрона |         |
| 5. Lev                  |         |
| 6. Dinar                |         |
| 7. Rouble               |         |

**C. Fill in the table.**

| Countries      | Citizens  | Adjectives | Language      |
|----------------|-----------|------------|---------------|
| 1. Switzerland | Norwegian | Swedish    | Chinese       |
| 2.             |           |            |               |
| 3.             |           |            |               |
| 4.             |           |            |               |
| 5. Finland     | Scot      | Canadian   |               |
| 6.             |           |            |               |
| 7.             |           |            |               |
| 8. Denmark     | Hungarian |            | Welsh         |
| 9.             |           |            |               |
| 10.            |           |            |               |
| 11.            |           |            |               |
| 12.            | Cypriot   |            | Irish/English |

Now use the above words to make sentences like these:

- He comes from Switzerland. He is a Swiss, speaks Swiss and always wears a Swiss watch.
- She comes from Scotland. She is a Scot, speaks Scottish and drinks Scotch whisky.

**D. Match the currency abbreviations with their full forms.**

- |        |                    |
|--------|--------------------|
| 1. Fr  | a. Lire            |
| 2. Esc | b. Peseta          |
| 3. Dr  | c. Yen             |
| 4. Pta | d. Franc           |
| 5. L   | e. Drachma         |
| 6. £   | f. Mark            |
| 7. \$  | g. Escudo          |
| 8. G   | h. Guilder/ Florin |

- |          |                  |
|----------|------------------|
| 9. Y     | i. Krone         |
| 10. Dm   | j. Swedish Crown |
| 11. Sek  | k. Schilling     |
| 12. Sch  | l. Dollar        |
| 13. D kr | m. Pound         |

## **COMMUNICATION PRACTICE**

### **EXERCISE 6**

---

#### **Good wishes**

What wishes do you make:

e.g. 1. for one's stay? Have an enjoyable stay, or  
Enjoy your stay.

2. for success?
3. for a trip/ time/ holiday/ flight?
4. for Christmas?
5. for the New Year?
6. for Easter?
7. for somebody's nameday?
8. for somebody's birthday?
9. before drinking?

### **EXERCISE 7**

---

What can you ask your guest about the following topics?

1. Flight
2. Weather
3. Plans
4. Previous visits
5. Accommodation
6. Visitor's town/ country

e.g. 1. How was your flight?  
Did you have a good trip?

### **EXERCISE 8**

---

What do you say in the following situations?

1. To welcome a guest to the hotel
2. To find out who the client is
3. To find out what room type the client wants
4. To ask about length of stay
5. To accept a booking

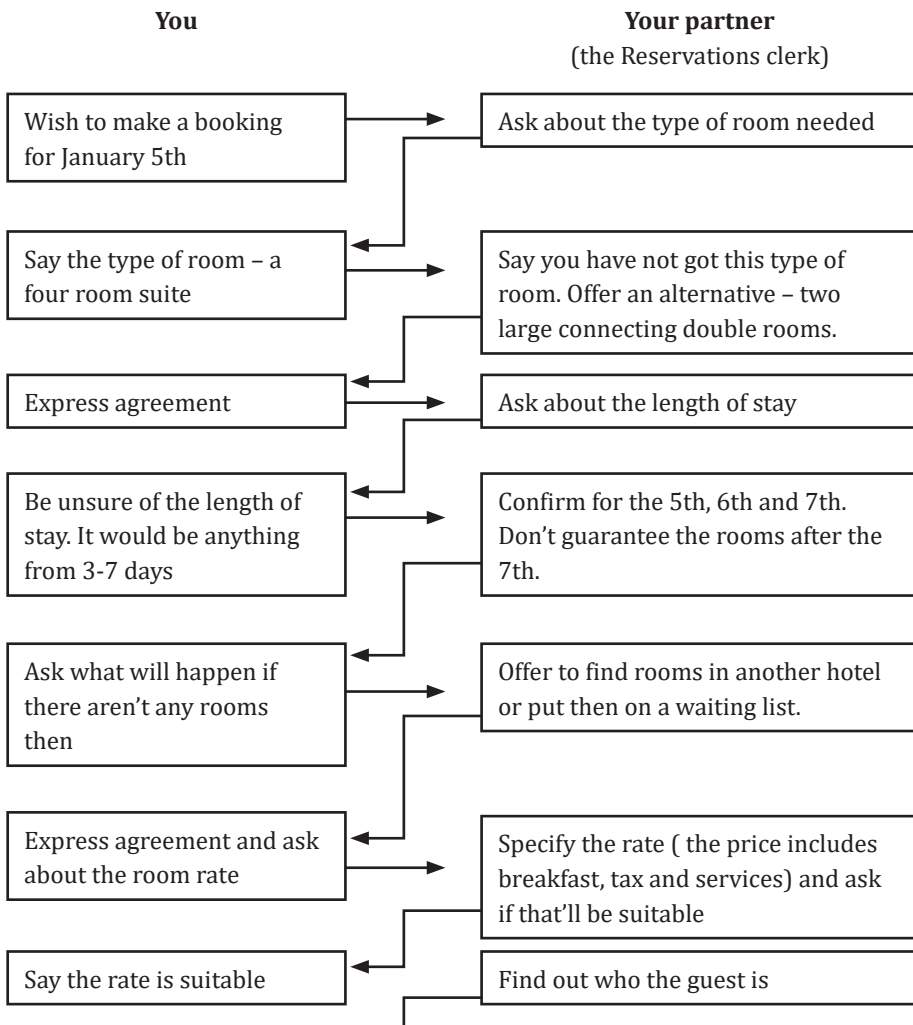
6. To refuse a booking and offer an alternative
7. To give information about prices
8. To arrange payment
9. To get details of arrival
10. To express agreement

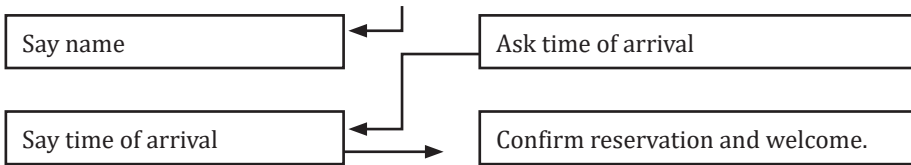
e.g. 1. – Welcome to our hotel.

– We look forward to seeing you/ having you with us (early booking).

## EXERCISE 9

Follow the instructions and write the following dialogue. Work with your partner. Then act out in the class.





## EXERCISE 10

### Role play

In pairs discuss what A and B would say to each other. Think of the exact words they would use and take a role each.

#### A.

Your name is Mary Kyne. You'd like to book a double room with bath for you and your husband for the weekend of January 25th, 26th and 27th.

As a second possibility, you'd like the weekend of February 6th to the 8th.

You'd like to know **a.** the price **b.** if the hotel allows dogs and **c.** if the hotel has an indoor swimming pool.

*Peace and Friendship Stadium. New Faliron*





**B.**

Answer the phone. After checking, you can confirm a booking for the weekend of February 6th to the 8th, as the hotel is fully booked until January 31st.

The hotel hasn't got a swimming pool. There's one in the sports centre.

It has a special weekend plan for couples, costing 300 euro to include rooms with full board for three nights.

Dogs are accepted at an additional charge of 3 euro a day.

A deposit of 120 euro is necessary to confirm the booking.

## **LANGUAGE PRACTICE**

### **Reported speech**

| Direct                                                                                                                      | <b>told<br/>said<br/>asked</b>                                                                                                          | Indirect                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <div style="border: 1px solid black; padding: 5px;"> <p>present</p> <p>past</p> <p>present perfect</p> <p>future</p> </div> | <div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">→</div> <div style="margin-left: 5px;">←</div> </div> | <div style="border: 1px solid black; padding: 5px;"> <p>past</p> <p>past perfect</p> <p>past perfect</p> <p>future forms in the past</p> </div> |
| <div style="border: 1px solid black; padding: 5px;"> <p>imperative</p> </div>                                               |                                                                                                                                         | <div style="border: 1px solid black; padding: 5px;"> <p>infinitive</p> </div>                                                                   |

example: "We have a reservation through Diana Travel".

He said that they had a reservation through Diana Travel.

"Take the first turning on the left".

He told her to take the first turning on the left.

## **EXERCISE 11**

**A.** Report the actual words.

e.g. 1. "I can't keep the appointment tomorrow. I'll phone tonight at 10.00 pm about another appointment", he said.

answer: He said (that) he could not keep the appointment the next day and added he could phone the same day at 10.00 pm about another appointment.

2. "I want to speak to the Manager but the line is engaged", she explained.
3. "What's your nationality?", I asked her.
4. "What country are you from?", he asked them.
5. "When will you confirm the dates?", he enquired.
6. "We don't have a double room from the 2nd to the 4th of August", he admitted.
7. "We found this room very convenient and we would like to book it again", they pointed out.
8. "I'm not getting any reply. Can I take a message?", she said.
9. "Hold the line, please", she said.
10. "Take the escalator to the second floor for the disco", he said.

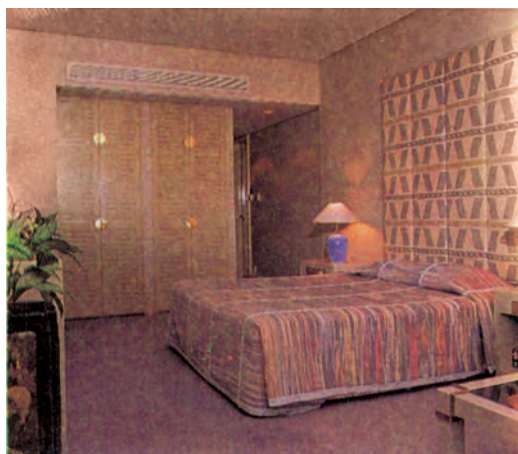


**B. What are the actual words?**

e.g. 1. Before he accepted a reservation for a group, he wanted to know how many would arrive on Tuesday morning.

answer: How many will arrive on Tuesday morning?

2. He wanted to know if the guest would require transport to the airport the next day.
3. He asked how much service charge was included in the prices.
4. He told her that she had to pay 5 pounds extra.
5. He told him that children stayed free if they were in the same room with their parents.
6. The manager pointed them out politely that they could not extend their stay.
7. He asked if anyone had arrived that day.
8. He wanted to know when the guests were due to arrive.



*Twin bedded rooms*

9. He asked if it was possible to make a long distance call.
10. He asked him politely to inform him of the rates for a double room with shower.
11. They said that they had enjoyed their stay at the hotel the year before.
12. He apologized to her for being late.

### Expressing future actions

#### EXERCISE 12

A. The examples in the following table are missing. Study the table and the sentences following it and write them as examples in the space provided. Then underline the verbs expressing future action in each sentence.

| Tenses                                            | Future actions<br>which:                                                                                                                                             |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Simple present                                 | are fixed by a timetable<br>or programme<br>(often used by travel agencies)<br>Example:                                                                              |
| 2. Present continuous<br>(with a time expression) | are fixed by arrangement<br>Example:                                                                                                                                 |
| 3. Going to                                       | are intended<br>Example:                                                                                                                                             |
| 4. Will                                           | a. are decided at the time of speaking<br>Example:<br>b. are neutrally expressed<br>(without intention)<br>Example:                                                  |
| 5. Future continuous                              | a. take place naturally<br>(without intention) in the<br>ordinary course of events.<br>Example:<br>b. are planned or decided<br>Example:<br>c. we ask about politely |

(instead of  
present continuous)



Example:  
d. will be in progress at a  
certain time (in the near  
future)

Example:

- 
- Would you like me to give him the letter?  
We'll be staying in the same hotel
  - They'll stay for three days
  - In Rome, you stay in the Hilton hotel
  - "There's no other hotel available besides Bella Vista".  
"Then I'll stay there".
  - I'm staying in Rome for a week.
  - He's going to stay in Rome.
  - How long will you be staying, Madam?
  - We'll be staying in the outskirts of the city
  - This time next month, I'll be staying with my parents

**B.** Use the following uses to express actions referring to the future.

|                                                     |                                                                |
|-----------------------------------------------------|----------------------------------------------------------------|
| 1. plane / arrive / 7.00 am                         | fixed timetable                                                |
| 2. I / visit / Trade Fair / Thessaloniki            | fixed arrangement                                              |
| 3. I'm tired. I / have / early night                | intended action                                                |
| 4. When / report / ready?                           | neutrally expressed<br>action                                  |
| 5. I / telephone / Mary / morning.<br>It's late now | decided at the<br>time of speaking                             |
| 6. I / see / John. We work in the<br>same office    | taking place in<br>the ordinary course<br>of events.           |
| 7. What time / leave / Sunday / madam?              | asking about future<br>actions politely                        |
| 8. This time tomorrow / we / watch match            | will be in progress<br>at a certain time<br>in the near future |
| 9. They / take / exams / next month                 | planned (instead of present<br>continuous)                     |

**C.** Correct the following sentences.

1. It's cold. I'm going to wear my coat.
2. - Why are you turning on the radio?

- I'm listening to the commentary of the match.
3. Are you going to get married next week?
  4. This time next month, I'm staying in Trieste.
  5. What time is the play going to begin?
  6. Would you like me to give Tina the letter? I'll see her at the Conference.
  7. Don't drop it. It's going to break.
  8. She has won at the pools. What is she doing with all this money?
  9. Jack isn't free on Sunday. He'll play squash.

**D.** What do you say in the following situations?

1. You want to know whether your partner aims to attend the seminar next week.
2. You have arranged to see your dentist for a check up on Monday morning.
3. Your friend feels cold. You decide to go and shut the window.
4. You phone to get information about the time the Shopin concert starts.
5. Ask very politely if the guest is joining the tour tomorrow.
6. You are looking at your watch and think of your activities in progress at the same time tomorrow.

### LISTENING ACTIVITY

#### EXERCISE 13

Listen to the dialogue and fill in the Registration Form.

| Family name: _____   |               | First name: _____         |              |                |
|----------------------|---------------|---------------------------|--------------|----------------|
| Address: _____       |               | Place of birth: _____     |              |                |
|                      |               | Date of birth: 23-4-_____ |              |                |
| Signature: _____     |               | Nationality: _____        |              |                |
| Passport No: _____   |               |                           |              |                |
| Date of issue: _____ |               | Place of issue: _____     |              |                |
| Room No              | No of persons | Date of arrival           | No of nights | Departure date |
|                      |               | 12-1-1995                 |              |                |

## Fun Time

A. How many citizens can you find in the grid?

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

*Milopotamos*



**B. Odd-man out.**

Which word is the odd one out in each group?

- |               |           |
|---------------|-----------|
| 1. tablecloth | 2. telex  |
| mirror        | payphone  |
| door          | keycard   |
| alarm clock   | dial      |
| radio         | receiver  |
| 3. single     | 4. rate   |
| twin          | tax       |
| double        | discount  |
| suite         | briefcase |
| motel         | charge    |
| 5. bedspread  | 6. Mr     |
| blanket       | Ms        |
| lamp          | Mrs       |
| pillow        | Miss      |
| mattress      | Mt        |





## UNIT 4

### ***HOTEL FACILITIES (1)***

#### **ATHENIAN HOTEL**

This fine deluxe hotel is ideally situated opposite the Acropolis, within walking distance from Plaka, the oldest and most picturesque quarter of Athens, untouched by time. We pride ourselves on offering traditional hospitality in elegant and stylish surroundings.

70 single and double rooms and 7 two-bedroom luxury suites, all fully soundproofed, air-conditioned and exquisitely furnished offer private facilities, radio, telephone, colour TV, minibar and hairdrier.

The Athenian Hotel also boasts of its numerous services: 24-hour room service, hairdressing salon, sauna, news-stand, photography services, laundry and dry cleaning, travel consultant and foreign currency exchange service.

The hotel has two appealing restaurants, famous for the pleasant cosmopolitan atmosphere created by folk and modern music. The delightful “Balcony”, with an open air terrace overlooking the city, presents an exclusive variety of typical Greek cuisine matched with sparkling local wines. The superb “Neptune”, always filled with a lively crowd of Athenians and foreigners, offers international dishes and distinguished French wine. Another pleasant feature is the cosy and charming piano bar, in a garden setting, which offers a complete range of cocktails.

The auditorium, a modern multifunctional room, is specially designed for conferences, exhibitions and other social events and can accommodate up to 150 persons. Our hotel also runs a courtesy bus service to and from the airport.

But most of all, the Athenian Hotel is proud of its multi-lingual, well-trained and polite staff.

10

20



**EXERCISE 1** \_\_\_\_\_

Read the advertisement and fill in the missing information in the table below:

|                 |  |
|-----------------|--|
| Hotel type      |  |
| Location        |  |
| Number of rooms |  |
| Room types      |  |
| Facilities      |  |
| Services        |  |
| Restaurants     |  |
| Other features  |  |

**EXERCISE 2** \_\_\_\_\_

- 1. What questions can you ask to get the information you have just completed in the previous exercise?
- e.g. What is the hotel like?
- 2. What information would an employee like to know about the hotel establishment s/he works for?



*Athens from the Acropolis*

### EXERCISE 3

Decide whether the following sentences are true or false and tick appropriately.

|   |                                                           | True | False |
|---|-----------------------------------------------------------|------|-------|
| 1 | It provides facilities for sports.                        |      |       |
| 2 | The multi-purpose hall has a seating capacity for 100.    |      |       |
| 3 | It provides a normal standard of services.                |      |       |
| 4 | You can get a drink sent to your room after midnight.     |      |       |
| 5 | You can have a hairdrier on request without extra charge. |      |       |
| 6 | Both restaurants serve international dishes.              |      |       |
| 7 | Its cuisine is matched with wine of excellent quality.    |      |       |
| 8 | The hotel offers evening entertainment.                   |      |       |

### EXERCISE 4

Find words in the text that mean the same as the following:

- e.g. 1. of very high quality (line 1)  
answer: deluxe
2. placed, located (line 1)
3. friendly and generous welcome and entertainment of guests (line 3)
4. having style (line 4)
5. everything around a place (line 4)
6. that sound cannot pass through (line 6)
7. very beautifully (line 6)
8. talks proudly (line 8)
9. attractive, pleasant (line 11)
10. of unusually high quality (line 14)
11. giving off bubbles (line 14)
12. excellent (line 15)
13. of high quality or fame (line 16)
14. characteristic, typical part (line 17)
15. comfortable and warm (line 17)
16. having many purposes (line 19)
17. given free of charge out of kindness (line 21)
18. speaking many languages (line 23)

## EXERCISE 5

Hotels are grouped into classes according to the facilities they offer. Tourist Boards classify hotels by giving them stars, so the more facilities a hotel offers, the more stars it gets.

Read the facilities offered in accommodation in the classification table below and tick appropriately.

| Facilities                                                                                                             | * | ** | *<br>** | **<br>** | ***<br>** |
|------------------------------------------------------------------------------------------------------------------------|---|----|---------|----------|-----------|
| 1. The hotel offers the highest standards and is ideal if you want the best.                                           |   |    |         |          |           |
| 2. The hotel offers modest standards of accommodation. Every bedroom has a private washbasin.                          |   |    |         |          |           |
| 3. Splendid standards offered and all or at least 3/4 of bedrooms have a private bath or shower and WC en suite.       |   |    |         |          |           |
| 4. All bedrooms have a private washbasin, hot beverages and a TV in the lounge.                                        |   |    |         |          |           |
| 5. A third of all bedrooms have private bath or shower en suite, hairdrier on request and the use of public telephone. |   |    |         |          |           |

## EXERCISE 6

A. Match the terms in list A with their definitions in list B.

| List A                       | List B                                                  |
|------------------------------|---------------------------------------------------------|
| 1. Half-board                | a. includes tea and coffee, bread, butter and marmalade |
| 2. Full-board/ American plan | b. you pay for the room only                            |
| 3. Self-catering             | c. breakfast plus one main meal                         |
| 4. European plan             | d. you pay for the room and breakfast                   |
| 5. Bed and breakfast         | e. breakfast plus two main meals                        |
| 6. English breakfast         | f. includes tea and coffee and cooked food              |
| 7. Continental breakfast     | g. no meals and housekeeping are provided               |

B. Match the terms in list A with their synonyms in list B.

| List A              | List B                      |
|---------------------|-----------------------------|
| 1. half-board       | a. bed and breakfast        |
| 2. full-board       | b. room only                |
| 3. self-catering    | c. en pension               |
| 4. European plan    | d. American plan            |
| 5. Continental plan | e. demi pension             |
|                     | f. modified American plan   |
|                     | g. unserviced accommodation |

## EXERCISE 7

A. Complete the table:

| VERB          | NOUN             | ADJECTIVE   |
|---------------|------------------|-------------|
| 1.            |                  | competitive |
| 2. offer      |                  | X           |
| 3.            | accommodation    |             |
| 4.            |                  | situated    |
| 5. X          | luxury           |             |
| 6. choose     |                  | X           |
| 7.            | catering/caterer | X           |
| 8.            | facility/-ies    | X           |
| 9.            |                  | serviced    |
| 10. entertain |                  |             |
| 11.           | surroundings     |             |

B. Choose the right word from the table above to complete the following advertisement.

### POLYMNIA Hotel

1\_\_\_\_\_ in magnificent coastal 2\_\_\_\_\_.  
 Polymnia 3\_\_\_\_\_ first-class 4\_\_\_\_\_ in  
 5\_\_\_\_\_ rooms or self- 6\_\_\_\_\_ bungalows.  
 There is a wide 7\_\_\_\_\_ of catering 8\_\_\_\_\_  
 (self- 9\_\_\_\_\_ cold buffet, waiter-served meals in the dining hall).  
 And of course you can take part in the fabulous programme of 10\_\_\_\_\_  
 with lots of discos, a cabaret bar, singing and dancing 11\_\_\_\_\_  
 and regular excursions.



*Hotel facilities*

## LANGUAGE PRACTICE

### A. Making comparisons

#### 1. Comparative

- |                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>a. adj + <b>er</b> + than<br/>e.g. larger than</p> <p>b. <b>more</b> + three or more syllable<br/>adjectives + <b>than</b><br/>e.g. more expensive than</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|

Examples: This hotel is **larger than** ours.

A deluxe hotel is **more expensive** than a 3-star hotel.

## 2. Superlative

- a. **the + adj + est**  
e.g. the largest (of, in)
- b. **the most + three or more syllable adjectives**  
e.g. the most expensive

Examples: This is **the largest** hotel in town.

A deluxe hotel is **the most expensive** of all classes.

## 3. Irregular adjectives

good - better - best  
bad - worse - worst  
much/ many - more - most  
little - less - least  
far - farther - farthest  
- further - furthest

## EXERCISE 8

Study the information provided in the table below and compare the four hotels. Make as many sentences as possible.

| ** Omega<br>Hotel                        | * Delta<br>** Hotel                 | ** Alpha<br>** Hotel              | ** Olympus<br>*** Hotel                                                                                              |
|------------------------------------------|-------------------------------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------|
| 150 rooms                                | 87 rooms                            | 350 rooms                         | 400 rooms                                                                                                            |
| centrally<br>located                     | in pleasant<br>scenery              | 10 minutes<br>from the<br>airport | near the<br>sea                                                                                                      |
| restaurant,<br>bar, large<br>car parking | restaurant,<br>bar, tennis<br>court | restaurant,<br>2 bars,<br>shop    | 3 restaurants,<br>coffee shop,<br>2 swimming<br>pools, bar, 4 tennis<br>courts, 4 golf<br>courses, sauna,<br>jacuzzi |
| 280 pounds<br>per week                   | 320 pounds<br>per week              | 470 pounds<br>per week            | 520 pounds<br>per week                                                                                               |

Examples: The Omega is **the cheapest/the least expensive**.  
The Omega is **bigger** than the Delta.  
The Olympus is **the best/the most expensive/the most comfortable** of all.

**B. Parallel increase**

the + comparative... the + comparative

e.g. **The more** facilities a hotel offers, **the higher** its class.  
**The less** you pay, **the lower** the service offered.

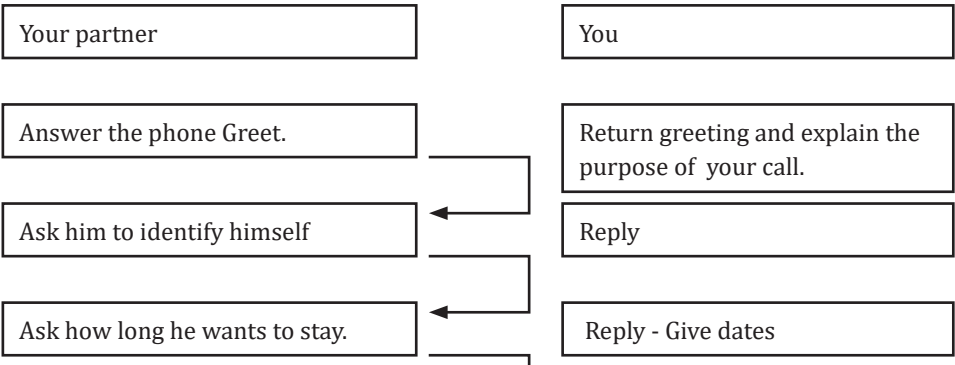
**EXERCISE 9** \_\_\_\_\_

- Use the following cues to make meaningful sentences.
- e.g. 1. early / book-low / price  
answer: The earlier you book, the lower the price.
- 2. many / star / hotel / get - luxurious / services / offer
  - 3. large / hotel - much / staff / employ
  - 4. high / class - high / price
  - 5. wide / range / tourist attractions - many / tourists / tempt
  - 6. experienced / employees / be - good / service
  - 7. great / number / tourists - little generous / attitude / host population
  - 8. multi-lingual / staff / be - easy / communication / make

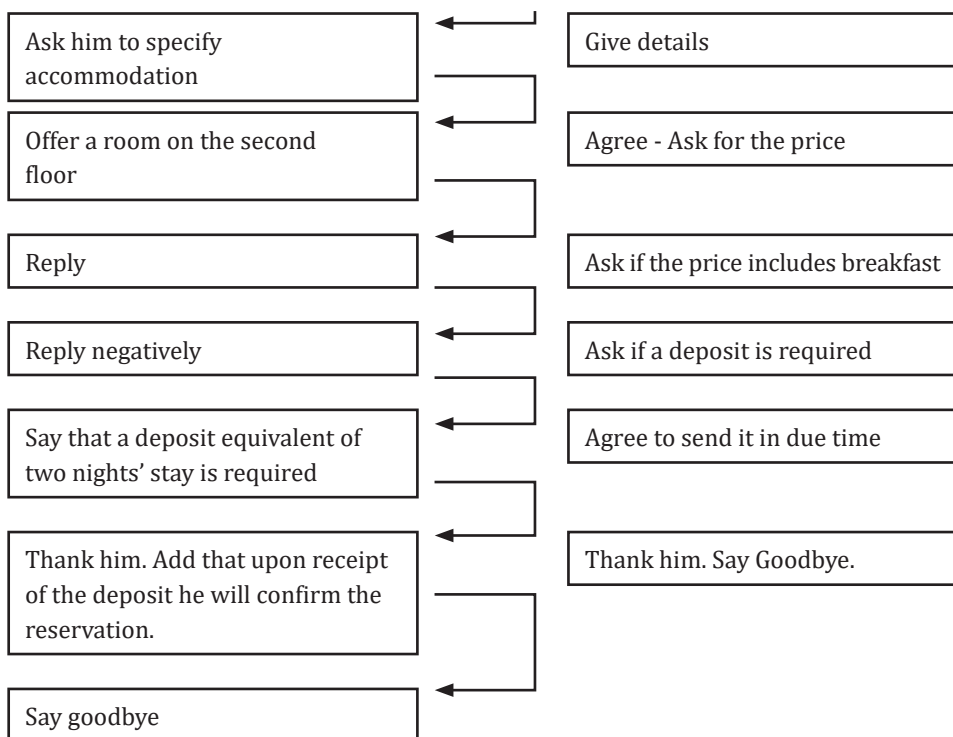
**EXERCISE 10** \_\_\_\_\_

**Guided dialogue**

Suppose you want to book a quiet single room with a shower in the “Athenian” from July 9th to July 18th. Telephone your partner, who takes the role of the receptionist, and make the reservation. Work in pairs.







## WRITING ACTIVITY

### EXERCISE 11

**A.** Suppose you are working at a hotel. Since a hotel is a product, you should be able to sell the product. Write a description of the hotel so that guests are tempted to stay in it and use its facilities. Choose phrases from the useful language section.

e.g. The hotel I am working at is a ... offering ... It is situated... and faces... It is preferred by... The rooms are... and... All have...  
 The restaurant serves...  
 The roof garden bar offers a view...  
 There is entertainment every evening including a disco...  
 The hotel has a health centre...  
 Convention facilities are also available.  
 Its spacious congress hall...

### **Useful language**

#### ***Phrases qualifying a hotel***

Comfortable, distinguished, elegant, first/ top class, three-star, popular, stylish, international, an ideal choice for holiday makers/ businessmen, retaining a personal welcome/ giving personal service, offering pleasant and comfortable surroundings/ traditional and friendly hospitality/ personal attentive service/ high standards of style and comfort, recommended for the standard of its accommodation, etc.

#### ***Location***

A short distance from..., close to..., not far from..., on the coast/ at the seaside/ in coastal surroundings, within easy reach of the museums, within travel distance of the main shopping areas, view over/ faces a sandy beach/ the crystal clear sea, a 5 minutes' walk/ bus ride from ..., ... kilometres from/ south of, situated in a quiet/ residential/ cosmopolitan/ business/ fashionable/ exclusive area, etc.

#### ***Phrases describing rooms and their facilities***

Spacious, luxurious, attractive, cosy, overlooking the..., elegantly/ tastefully/ beautifully furnished, with balcony and beach/ garden view, coffee/ tea making facilities, wall to wall carpeting, colour TV with satellite channel, independent control of the air conditioning, direct dial phone, bedside console controlling the TV, the radio and the room lighting, remote control TV, etc.

#### ***Facilities and entertainment***

Superb/ indoor/ outdoor restaurant offering all year round delicious seafood specialities, a high standard of exotic/ international cuisine, with banquet capacity of ..., pub-style/ snack/ cocktail/ piano/ poolside/ bar, entertainment including orchestra/ dancing/ floor shows/ a discotheque/ a night club/ roulette, delightful lounge, congress hall accommodating up to .../ equipped with automatic simultaneous translating system for 4 languages, gift/ souvenir shop, shopping arcade, bank branch, beauty parlour, free entrance to health/ fitness centre/ club with gymnasium, sauna, jacuzzi and solarium, tennis courts, swimming pool, jogging track, playground, trampolines, gamesroom, a full range of water sports available such as windsurfing, water ski, sailing, boating, regular shuttle bus service to and from the airport, courtesy transport service to and from the town/ city etc.

#### ***Rates***

Offers excellent fare and good value for money, children's discounts, no charge for children under.... families are welcome, stay at reduced rates, good deals for retired people, book early and win a voucher worth... for each person, conventions are entitled to discount rates, serves at a reasonable profit, if possible, at a loss, if necessary, provides the maximum facilities at reasonable rates.

**B.** Write an advertisement of the Plaza Hotel containing the following information.

#### The Plaza

- \* first-class hotel
- \* spacious and comfortable bedrooms, self-catering bungalows
- \* indoor and outdoor restaurant with international dishes and wines
- \* spacious cafeteria and snack bar
- \* outstanding view of the bay, situated on rocky cliffs
- \* dancing competitions at the hotel disco
- \* private sandy beach and swimming pools
- \* tennis courts
- \* windsurfing, sailing and water skiing
- \* children's playground

### LISTENING ACTIVITY

#### EXERCISE 12

---

Listen to the general manager, Mr P. W. Yates, giving information to a travel agent about the hotel he works at.

**a.** Fill in the missing information and **b.** correct where there are mistakes in the following table.



*A Greek tavern*

Hotel name: Town Hotel \* \* \* \* \*

Built in: \_\_\_\_\_ General Manager: \_\_\_\_\_

Location:           kilometres north of Creston          

Address:           Falmer street, Lankshire, NWL2          

Telephone No: \_\_\_\_\_ Area code: \_\_\_\_\_

No of rooms: 18

Room rates: Singles: 14 pounds } including  
                   Doubles:   pounds   } taxes, service  
                   Suites: 88-100 pounds } and breakfast

Check out: \_\_\_\_\_

Room service: 9 am - 6 pm

Laundry and valet service: \_\_\_\_\_

### ***Fun Time***

**A.** The following guide denotes what a holiday centre can offer in terms of sports, pastimes, entertainment and catering facilities. However, by mistake, the titles don't match with the symbols. Write the appropriate title under each symbol.



**1** Basketball



**2** Playing fields



**3** Self - service shop



**4** Live music



**5** First aid



**6** Golf courses



**7** Dancing



**8** Paddling pool



9 Outdoor heated pool



10 Trampoline



11 Playground



12 Fastfood



13 Beauty parlour



14 Laundry



15 Baby sitting



16 Tennis courts



17 Boating



18 Restaurant



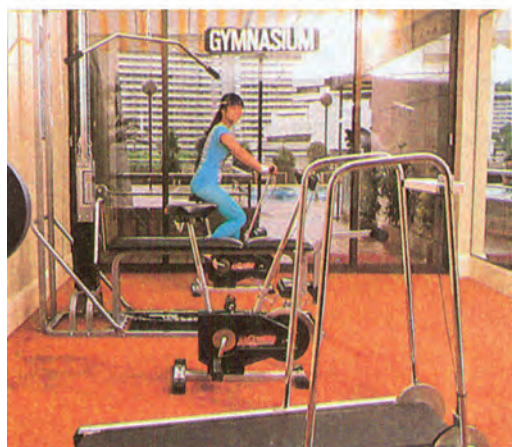
19 Table tennis



20 Sauna/solarium



*Makrynitsa, interior of a  
G N T O guest house*

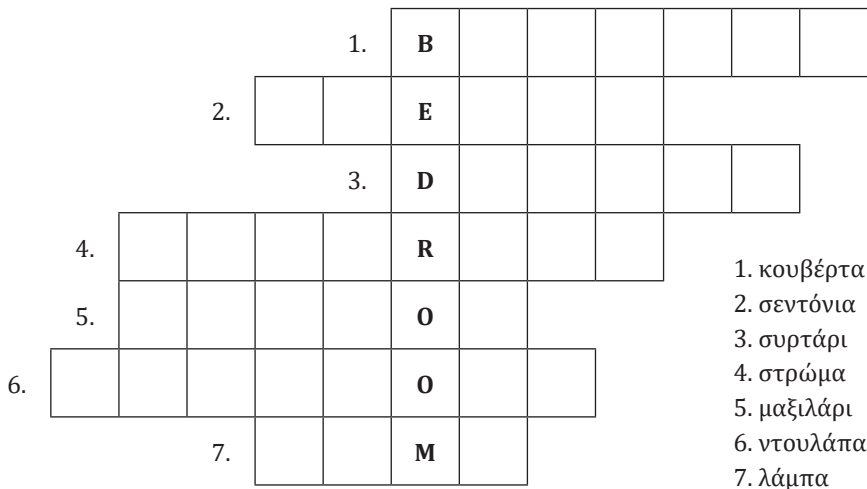


*Sports facilities*

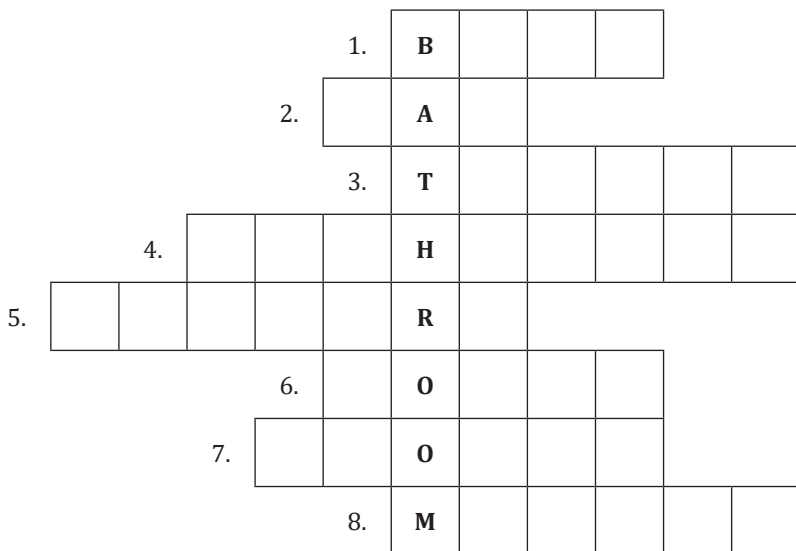




**B. Solve the puzzle:**



C. Solve this crossword puzzle.



1. μπανιέρα
2. βρύση
3. τουαλέτα, αποχωρητήριο
4. νιπτήρας
5. καζανάκι
6. πετσέτα
7. ντους
8. καθρέπτης





## UNIT 5

### ***HOTEL FACILITIES (2)***

The short texts below include information about some people who are looking for accommodation in Northern Greece to suit their needs.

1. Mr Stevens is a businessman whose job involves frequent trips within Europe. He is looking for a place in Thessaloniki to spend a couple of nights before catching a flight to Munich.
2. Mrs Spyrou is a lecturer in the Aristoteleion University. As a consultant of a 10-day seminar organised for teachers from Northern Greece, she is looking for a hotel that can host 70 participants and provide conference facilities.
3. The Furmston family, Mr and Mrs Furmston, are looking for an exciting seaside place to spend two weeks of their summer holidays. They have four children. Harry, aged 12, is especially keen on sports, while Ken, aged 10, loves swimming. The twins, Beth and Sarah, are four years old.
4. Stella and John have been married for 2 years and have no children. They enjoy travelling and visiting new places. They are spending their summer holidays in Greece and are looking for a reasonably priced hotel near or in the city of Thessaloniki.

#### **EXERCISE 1**

Suppose you want to know more about these people. Ask each one four questions.  
e.g. Where do you come from ?

*The beach of Melani Pelion*

Did you go abroad on holiday last year?  
How many languages can you speak?  
What do you do? etc.

## EXERCISE 2

---

**A.** Refer back to the texts and find words that mean the same as the following:

- |                                         |          |
|-----------------------------------------|----------|
| 1. done again and again                 | (text 1) |
| 2. two or a few                         | (text 1) |
| 3. person who gives professional advice | (text 2) |
| 4. having a strong interest in, fond of | (text 3) |
| 5. inexpensive                          | (text 1) |

**B.** Which of these words collocate with the verb **catch**?

|                 |                  |
|-----------------|------------------|
| a bus           | one's eye        |
| one's attention | time             |
| fire            | a room           |
| a smell         | a cold           |
| sight of        | fear             |
| one's breath    | the evening news |

e.g. catch a bus

## EXERCISE 3

---

Decide whether the following sentences are true or false. Correct the false ones.

1. A triple room with a view would suit the Furmston family.
2. Mr Stevens is a businessman wishing to relax for a fortnight in the city of Thessaloniki.
3. Stella and John got married two years ago.
4. Any comfortable and centrally located hotel would suit Mrs Spyrou.
5. A hotel with exceptional facilities for leisure, sport and entertainment would suit the Furmstons.
6. Stella and John are interested in luxurious living.

## EXERCISE 4

---

Read the following information referring to four different hotels and decide which one best suits Mr Stevens, Mrs Spyrou, the Furmston family, Stella and John.

A.

### Electra's

is a quiet family-run hotel situated 15 kilometres away from the centre of Thessaloniki. It is ideal for those who want to combine exciting city life with the peaceful atmosphere of the countryside.

You will feel extremely at home at **Electra's**: the home-made meals, the cosy bedrooms and living-room and most of all, the friendliness of Yannis and Electra, the two owners, make up the warm and pleasant atmosphere you will never forget.

Single room € 35 } including continental

Double room € 50 } breakfast

Children under ten, 50% reduction.



*Hotel facilities*

B.

### Halkidiki Holiday Centre

Our elegantly furnished and fully equipped bungalows just a few metres away from the beach, offer you maximum privacy and independence, but you can be sure that in **Halkidiki Holiday Centre**, you will also enjoy first-class service, any time you need it.

Our centre provides facilities of the highest standard you would expect from a top class hotel, including two swimming pools, 10 tennis courts, a 18-hole golf course, a sports field and stables with horse-riding instructors.

**Halkidiki Holiday Centre** is an ideal place for you to bring your family; we welcome children of all ages and care for them: we provide supervised playrooms, a paddling pool, an adventure playground and trampolines, from nine to seven daily.

So come to **Halkidiki Holiday Centre**. Your family will know you made the right choice.

| Number of persons | Weekly half board tariffs |
|-------------------|---------------------------|
| 2                 | € 440                     |
| 3                 | € 558                     |
| 4                 | € 646                     |
| 5+                | € 734                     |

C.

### Hermes hotel

Conveniently situated in the centre of Thessaloniki, **Hermes** will offer you a relaxing break from your business life.

The soundproofed rooms have private bathroom, satellite colour TV and 24-hour service. Among other facilities, a sauna, jacuzzi, an appealing restaurant with international dishes and, of course, our evening piano bar and dancing club will ensure you a comfortable and restful stay.

We can also cope with a conference, a convention, a meeting or whatever you call it, since our conference facilities are the most modern and versatile you can find. Favourable reductions on normal rates for participants.

| Rooms with bath | Winter | Summer |
|-----------------|--------|--------|
| Double          | €88    | €111,5 |
| Single          | €73    | € 94   |

Breakfast € 6 per person.

## EXERCISE 5

Complete the following dialogue between Mr Stevens and a travel agent and then act it in class.

T.A.: Travel Agent Mr S.: Mr Stevens

T.A. Can I help you, sir?

Mr S. Yes. I am looking for a hotel to spend a couple of days, not too far from the centre, if possible.

T.A. Are you travelling alone?

Mr S. \_\_\_\_\_

T.A. Well. I think the Hermes hotel \_\_\_\_\_

Mr S. Wouldn't it be very noisy, though?

T.A.: \_\_\_\_\_

Mr.S. Oh, good. And what sort of facilities do they provide?

T.A. \_\_\_\_\_

Mr S. And what about entertainment in the evenings?

T.A. \_\_\_\_\_

Mr S. That sounds quite satisfactory to me. Well, I think the Hermes will do fine, then.

T.A. Shall I book a single room for you then, sir?

Mr S. Yes, and can I have a room with a private bathroom?

T.A. \_\_\_\_\_

Mr S. And can I have meals in my room if I wish to?

T.A. \_\_\_\_\_

Mr S. How much would the room be?

T.A. \_\_\_\_\_

Mr S. Do you take credit cards?

T.A. Yes, certainly. What kind have you got?

## EXERCISE 6

Work in pairs and build up a dialogue between either John and the travel agent or Mrs Furmston and the travel agent. Then act them out in class.

e.g. John: My wife and I are visiting Thessaloniki and we are looking for a hotel, hm er... something not too expensive.

Travel agent: Do you want to stay in the city or in the outskirts?

.....

e.g. T.A. Can I help you, madam?

Mrs F. Yes, I'm looking for a hotel at the seaside.

.....



## Communication Practice

### EXERCISE 7

---

**A.** What do you say in the following situations?

e.g. 1. You tell someone not to worry.

Answer: There's nothing to worry about.

2. You think you have been cut off.
3. You ask on the phone who the other person is.
4. You show sympathy to a person who had an unpleasant experience.
5. Agree with a statement.
6. Answer someone who thanks you.
7. Wish that something would (not) happen.
8. Show surprise.
9. Show interest.
10. Send good wishes to a third person.
11. Greet a guest and introduce yourself.
12. Greet someone you have met once before.

**B.** Match the phrases in list A with these in list B.

| List A                                                          | List B                                                                                                                 |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| 1. By what time would you like me to be there?                  | a. I've already arranged something else.                                                                               |
| 2. When shall we meet?                                          | b. No, I don't think so.                                                                                               |
| 3. Are you doing anything tomorrow morning?                     | c. Yes, I'd love to. Thank you.                                                                                        |
| 4. Couldn't we meet on Friday instead?                          | d. How about 9.30, outside the Town Hall?                                                                              |
| 5. I was wondering if you'd like to come to the cinema with me? | e. Er... yes... Friday seems to be all right.                                                                          |
| 6. Sorry, I can't tomorrow.                                     | f. That's very nice of him and I'd love to, but it's impossible, I'm afraid. I am already having dinner with Mr Finos. |

|                                                                                                                 |                                                               |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 7. Mr Kouros asked me to phone you to see if you'd like to have dinner with him this evening after the meeting. | g. Well, may I suggest 5.00, if that's not too early for you? |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|

**a.** Complete the following table using the previous expressions.

| Inviting                            | Accepting incitations        |
|-------------------------------------|------------------------------|
| Do you happen to be free on Monday? | Yes, I'd like to, very much. |
| Declining invitations               | Making arrangements          |
| I'm sorry, I'm already booked up.   | When do you suggest we meet? |

With the help of your teacher, write any other expressions you can think of for each of the above functions.

**b.** Read through the following situations and then take turns making appropriate invitations and accepting or declining them. Remember to arrange when and where to meet.

1. You phone a friend of yours to invite him/her to a small cocktail party you are giving at your flat on Friday evening.
2. You have been showing a visitor around your company. You have some tickets for the theatre for Sunday evening and you decide to invite him/her.
3. You have just made an arrangement with a potential customer and you want to invite him out for a meal tonight.
4. You invite your boss and his wife for a small dinner party you are giving at your house for some business friends on Saturday evening.
5. You are attending a residential seminar at a hotel with sports facilities with a colleague of yours. Invite him/her to play tennis with you tomorrow afternoon.
6. You want to invite a foreign visitor out for a meal. Check if she has any plans and make your invitation. In case she declines, suggest an alternative date.



## EXERCISE 8

---

### Role play

#### **You**

are the representative of Diana Travel Agency thinking of including the Beauty Hotel in your list of Greek hotels.

Telephone the hotel's manager to find out the features of the hotel (location, transportation, accommodation etc.).

#### **Your partner**

answers the representative's questions and gives the relevant information.

Before you take a role each, study carefully the information concerning the Beauty Hotel.

### **HOTEL BEAUTY**

**Location:** 16 Km from the nearest town. There is a small sand and shingle beach close by.

**Transportation:** Easy access by rail/ coach to the town station and then by local transport/ taxi to the hotel. Beauty's own coach service to the town.

**Accommodation:** For 90 guests. Extra beds if needed.

**Rooms:** 51 **Floors:** 4 **Elevators:** 2

12 single rooms with shower and toilet

28 double rooms with bath and toilet

5 suites with bath and toilet

6 studio rooms with shower and toilet

All rooms are equipped with air conditioning, direct dial phone, colour TV. Rooms to be vacated by 12 noon.

**Room service:** 10 a.m. to 1.00 a.m.

**Valet and laundry service:** 8 a.m. to 2.00 p.m.

**Catering:** On a full-board basis with table service/ serve-yourself (July-August) dining room. Half board also available.

**Restaurant and** Dining room for 90 guests.

**facilities:** Restaurant for 120 guests, à la carte, with a view of the sea. Its excellent cuisine is matched with a distinguished cellar.

Coffee shop for 90 guests; open for a quick snack or full meal.

Playroom for children with nannies in attendance. Congress hall with conference equipment (3 film projectors, 5 overhead projectors, 4 cassette recorders, a photocopier, equipment for simultaneous interpreting).

Theatre agency.

Car hire.

Beauty salon.

**Recreational facilities:** 4 tennis courts, swimming pool, paddling pool, gymnasium, jogging track.

**Entertainment:** Terrace night club with dancing every night.  
Casino with roulette table.

**Shopping:** Leisure shopping complexes.

**Children:** All ages are welcome, with those under two, free. Babies' carry-cots, pushchairs and high chairs are available for hire.

## **LANGUAGE PRACTICE**

### **A. Offering suggestions and advice**

You can offer suggestions and advice using the following expressions:

- You should...
- (I think) you ought to...
- If I were you, I would...
- I'd advise you to...
- Why don't you...
- I suggest you...

## **EXERCISE 9**

---

### **Pair work**

Read about the needs of the following people and suggest and advise which hotel they should stay at. Choose the most appropriate from the list below, and give reasons.

- A. Hostel
- B. Deluxe hotel
- C. Congress hotel
- D. Holiday village
- E. Motor hotel/ motel
- F. Airport hotel
- G. Summer hotel
- H. Commercial hotel

e.g. 1. - I am a businessman going to Florence for a three-day conference. I need a comfortable hotel within easy working distance from the central square.

Answer: You should stay at a commercial hotel, because this type of hotel is often situated in the town centre.

- 2. – I am a lorry driver on my way to London. I am looking for a hotel with parking facilities where I can stop for a night's rest.
- 3. – I am the representative of a big Japanese company. I'd like to book 200 rooms in a hotel with audiovisual equipment and large meeting facilities for the company's 12th Annual International Congress.
- 4. – I am an American student visiting Europe. I'm looking for a cheap place where I can spend a few days. I am travelling alone but I don't mind sharing a room.
- 5. – My husband and I are on a fortnight's summer vacation in Greece. We would like a seaside hotel which offers many recreational facilities.
- 6. – I'm catching a plane from Heathrow very early tomorrow morning. I would, therefore, like to spend the night in a hotel close to the airport.
- 7. – My husband and I are spending a week of our summer holidays in Corfu. Since we have five children, we would prefer self-catering and quite spacious accommodation.
- 8. – My wife and I are staying in Paris for several days. We would like to book a double room with private bathroom, telephone and satellite television. We also expect first-class service, and numerous high-quality facilities for maximum comfort and convenience.

**B. Contrastive markers**

Contrastive markers are used to indicate that comparison or contrast exists between items.

|         |          |                   |
|---------|----------|-------------------|
| whereas | while    | on the contrary   |
| but     | although | on the other hand |
|         | however  |                   |

examples: **Although** this hotel offers a high standard of facilities, it is rather cheap.  
In full board accommodation, room and all meals are included, **whereas** in self-catering accommodation, guests are responsible for getting their own meals.

**EXERCISE 10** \_\_\_\_\_

Study the information given in the tables below and compare the three hotels using contrastive markers.

|                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Delos Hotel</b></p> <p>This 350 bedroomed hotel is ideally situated near the airport. It offers basic accommodation, 2 restaurants, wine bar and a comfortable lounge. No private WCs in any room. 30 pounds per night.</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



*Milos*

### Aeolis Hotel

Ideally located close to the centre and yet in a quiet area. This small hotel offers a restaurant (breakfast only), a delightful bar, and a small lounge. All rooms have private facilities, radio, colour TV and telephone. 35 pounds per night.

### Ithaca Hotel

Situated in pleasant scenery and within walking distance of the sea, this hotel offers 3 superb restaurants, coffee shop and bar, 24-hour room service and free entrance to the Health club, sauna and tennis courts. All the individually designed and luxurious rooms have private facilities, telephone, radio, colour TV and mini bar. 70 pounds per night.

e.g. **Although** the Aeolis is close to the centre, it is very quiet.

The Delos is the cheapest **but** it does not offer private facilities.

## EXERCISE 11

**A.** Write a short text advertising either a beach hotel or a hotel centrally located. Choose phrases from the useful language section in the previous unit.

e.g. 1. If you look for luxury, comfort and convenience, the... will definitely make your holiday or business trip an unforgettable one.  
Ideally situated...

2. An ideal hotel for anyone looking for a relaxing holiday in pleasant, coastal surroundings. Situated on a golden sandy beach, 85 kilometres...

**B.** Mr G. Stevens (128 Horton st, Oxford OX5) wrote a letter to HERMES HOTEL (135 Nikis st., Thessaloniki) to reserve a single room with bath for 2 nights from 3rd to 5th June 1992. He also requested details of their summer rates.

The Reception Manager, Mr G. Karras, replied that they were unable to offer the accommodation requested and offered an alternative (5th to 7th June). He also enclosed a brochure giving details of their summer rates. Write the letter Mr Karras sent Mr Stevens.

## LISTENING ACTIVITY

## EXERCISE 12

Mrs Spyrou is organising a conference to be held at the Hermes Hotel for teachers from Northern Greece. She is telephoning the manager to find out about the conference facilities he can provide.

**A.** Which of the following items do you think they are going to talk about?

Room rates

Hotel location

Duration of conference

Size of auditorium

Number of participants

Number of conference rooms

Use of TV equipment  
Secretarial assistance  
Use of photocopier  
Hotel activities

Translation facilities  
Exhibition Hall  
Technician to operate the equipment

**B.** Listen carefully and tick the technical equipment provided by the Hermes Hotel.

|                        |                        |
|------------------------|------------------------|
| loudspeakers           | movable writing table  |
| film projector         | interpreting equipment |
| overhead projector     | air-conditioning       |
| refreshment facilities | acoustics              |
| tape recorder          | word processor         |
| video recorder         | cordless microphones   |
| printer                | secretarial assistance |
| slide-projector        | Television             |
| photocopier            |                        |

**C.** Listen again and answer the following questions:

1. When will the conference be held?
2. How many people does the auditorium seat?
3. Where does the manager suggest that the book exhibition be held?
4. Does Mrs Spyrou need secretarial assistance?
5. What will the participants need during the breaks?

### Fun Time

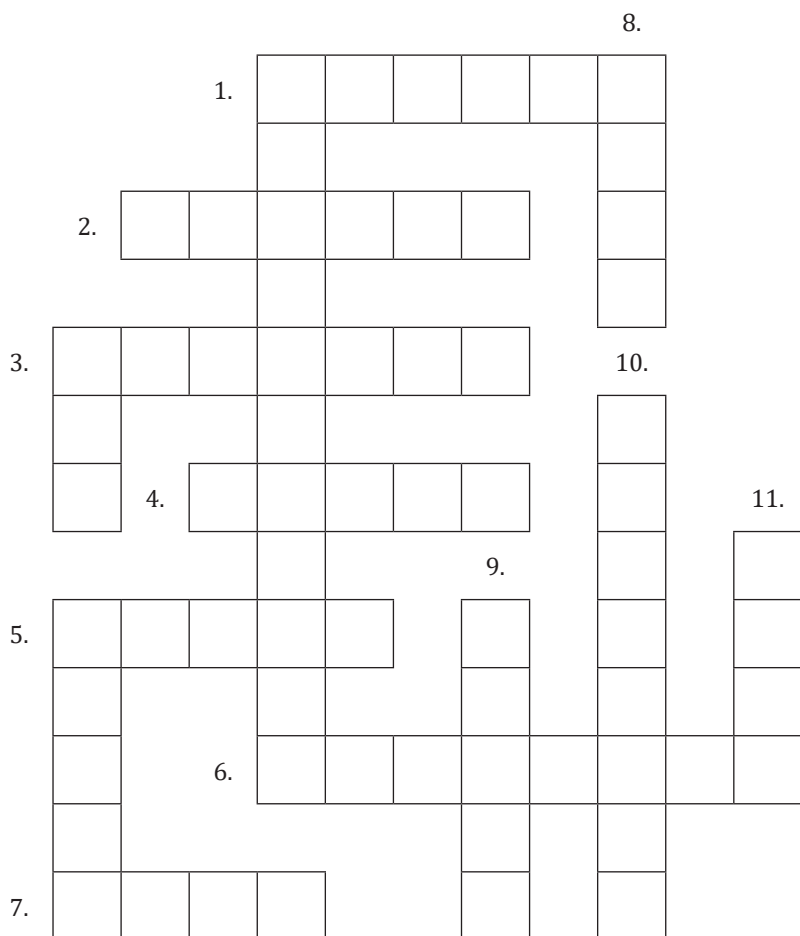
**A.** Solve the crossword puzzle:

**Across:**

1. There are four tennis \_\_\_\_\_ in this hotel.
2. A room for one person.
3. Hotel employees must be well \_\_\_\_\_.
4. In full-board accommodation all \_\_\_\_\_ are included.
5. A set of two or more rooms including a bedroom and a sitting room.
6. The place where a hotel is situated.
7. You can have cooked \_\_\_\_\_ with an English breakfast.

**Down:**

1. This breakfast doesn't include cooked food.
3. This hotel provides \_\_\_\_\_ or coffee making facilities.
5. All people working in a hotel.
8. If the hotel improves its services, it will get one more \_\_\_\_\_.
9. You can have half - or full \_\_\_\_\_ accommodation.
10. Service or advantage giving comfort to its user.
11. A room with two beds for two persons.





**B. Which of the titles in the table correspond to the paragraphs below?**

1. The bedroom doors are fitted with self-locking devices for the safeguarding of guests' property. For these to be effective, guests should see that the door is securely closed on all occasions. When leaving the building, the key should always be handed in at the porter's desk.
2. Rooms are available to guests until 11 a.m. on the day of departure. A further charge may be incurred for later departure.
3. Calls made from your room via Telephone Operator are subject to a surcharge. Public coin boxes are available in the Reception Foyer.
4. Contact the Reception (Saturday and Sunday no service).
5. Cheque cards and most credit cards are acceptable. Other facilities for payment by cheque are available by prior arrangement.
6. 7.30 hrs -10.00 hrs  
(Sundays and Public Holidays 8.00 hrs - 10.00 hrs)
7. The Reception will be pleased to arrange for early calls. Taxis, letters, messages etc.
8. The fire alarm is given by continuous ringing of the alarm bells.
9. Articles sent to the hotel in advance or left in the hotel after departure. Money and valuables brought to the hotel, unless deposited at the reception desk expressly for safe custody and a receipt obtained. These cannot be accepted from departing guests.

|                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>TITLES:</b></p> <ul style="list-style-type: none"><li>– Self-locking doors</li><li>– Restaurant - Breakfast</li><li>– Laundry - Dry cleaning</li><li>– Enquiries</li><li>– Cheques</li><li>– The company cannot accept liability for the loss of damage to guests' property in the following circumstances:<ul style="list-style-type: none"><li>– Fire alarm</li><li>– Vacating rooms</li><li>– Telephone calls</li></ul></li></ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|





## UNIT 6

### ***DEALING WITH COMPLAINTS***

Two tourists staying at the Athenian Hotel bring their complaints to the manager's attention.

#### **Dialogue 1**

M.: Manager

Mr B.: Mr Benson

M.: Did you ask to see me, Mr Benson?

Mr B.: Well, there is something I'd like to mention to you.

M.: Yes, sir. What seems to be the problem?

Mr B.: Its about the noise the couple in the next room make. They seem to be arguing every night. Their loud voices keep my wife and me awake all night. Could you ask them to be a little more considerate?

M.: I'm terribly sorry you've been disturbed, sir.

I'll have a word with them and I trust it won't happen again. I hope in other respects, you've enjoyed your stay. Haven't you?

Mr B.: Yes. Everything else is fine. Thank you.

---

#### **Dialogue 2**

O.: Operator G.: Guest M.: Manager Mrs B.: Mrs Bell

O.: Athenian Hotel. Good morning. Can I help you?

G.: Good morning. Can you put me through to the Manager's office, please?

O.: Yes, madam, hold on, please... It's ringing for you now.

G.: Thank you.

M.: Petrou speaking.

G.: I'd like to speak to the Manager, please.

M.: Speaking. Can I be of any assistance?

*A guest house in Makrynitsa*

Mrs B.: I've just moved into room 401 and it's hot in here. Can you do something about the air conditioning? Oh, and something else. I'd love to watch TV but the picture's blurred.

M.: I'm so sorry to hear that. We don't have a central air conditioning system, you know. You just have to turn on your unit, yourself. You 'll find the turn-on button at the lower right hand side. And I'll send someone up to your room to adjust the TV as soon as possible. Is there anything else?

Mrs B.: Well, there's not even a bar of soap in the bathroom. I didn't expect these things to happen in a well-run hotel. I wonder if you had this room checked before I moved in.

M.: I apologize for this, Madam. I always have the rooms thoroughly checked. I'll ask the chambermaid to bring you up some soap right away. Is that all?

Mrs B.: Well, no. There are not enough coat hangers in the wardrobe.

M.: I'm very sorry about this, Madam. I'll have some sent up to your room at once.

Mrs B.: Thank you.

**EXERCISE 1** \_\_\_\_\_

Read the dialogues and fill in the table below:

|                          | Dialogue 1 | Dialogue 2 |
|--------------------------|------------|------------|
| People making complaints |            |            |
| Cause of annoyance       |            |            |
| Phrases of apology       |            |            |
| Promise to take action   |            |            |

**EXERCISE 2** \_\_\_\_\_

Read the dialogues and answer the following questions.

Dialogue 1:

1. What does Mr Benson suggest that the manager do?
2. What do you think the manager would say to the young couple?
3. What inconvenience is caused by the couple's loud voices?

Dialogue 2:

4. Is the air conditioning unit out of order in Mrs Bell's room?
5. Does the manager himself always check the rooms before the guests move in?

6. Does the manager promise that he, himself, will send some coat hangers up to the room?

### EXERCISE 3

---

Choose words from the dialogues to replace the words in bold print in the following sentences.

1. They are always **quarrelling** with each other over money.
2. We should be **thoughtful of** old people.
3. In many **points**, the new version of the film is better than the old one.
4. The picture on your TV set is **not clear**.
5. I'll try to **regulate** the colour on TV by turning this knob.
6. Who left this **long piece** of chocolate here?
7. You should have searched the drawers **very carefully**.
8. I came **immediately** after I had finished work.

#### Communication Practice

##### A. Making an apology

In handling complaints, the following expressions are used:



*Skiathos*

|                                                    |                                                |       |                                              |
|----------------------------------------------------|------------------------------------------------|-------|----------------------------------------------|
| I'm                                                | very<br>so<br>terribly<br>extremely<br>awfully | sorry | about this / that<br><br>to hear this / that |
| I really must apologize for this<br>I do apologize |                                                |       |                                              |

e.g. – I apologize for keeping you waiting.

– I'm so sorry to hear that the noise kept you awake.

### B. Promising to take action

The following expressions are used to explain what action we'll take:

|                               |                                        |             |                                             |
|-------------------------------|----------------------------------------|-------------|---------------------------------------------|
| I'll                          | make sure<br>see<br>ensure             | that it     | is brought/sent<br><br>doesn't happen again |
| I'll make enquiries about it. |                                        |             |                                             |
| I'll                          | send<br>get                            | someone to  | adjust<br>fix/mend/repair<br>regulate etc.  |
| I'll attend to it right away  |                                        |             |                                             |
| I'll                          | deal with<br>take care of<br>look into | this matter |                                             |

e.g. I'll look into this personally and see what can be done.

I'll ask Room Service to bring your breakfast right away.

I'll report it to the maintenance engineer and he'll fix it in a short time.

## EXERCISE 4 \_\_\_\_\_

### Pair work

Respond to these complains. Apologize and promise to take action.

e.g. 1. – Listen, the air-conditioning doesn't seem to be working well. It's very hot in here.

answer: I'm sorry sir. I'll fix it for you and you'll find it cooler before long.

2. – Can you do something about the service in this hotel? My breakfast hasn't come although I've called Room Service twice so far. I can't wait all day for it.

3. – Look, I really must protest about the condition of my bathroom. When I was

having a bath I couldn't regulate the shower and I nearly scalded myself. And the towel rail has also come away from the wall at one end.

4. – Listen. I was woken up at 7.00 by an unwanted wake-up call. Can't you have a word with that absent-minded fellow at the Reception?
5. – The faucet in the bathroom is dripping and gets on my nerves. There isn't any instant coffee in my room, either.
6. – I'm sorry to have to say this, but the service in the restaurant is too slow and the food is not good.
7. – I'm afraid I have a complaint to make about the chambermaid. At 9.30, when I was sleeping, she came into the room to clean it and woke me up.
8. – How on earth can I do my hair? I can't get my drier to work. I think something's wrong with the socket. Can you ask someone to fix it?
9. – Can't something be done to fix the heater? This is the third day there's been no hot water in the morning.
10. – Look, this room could do with a good clean. It hasn't been cleaned since the last guest left.

### C. Complaining to guests

The following phrases can be used when you don't approve of the guests' behaviour or when you want to prevent them from doing something.

|               |   |                                |
|---------------|---|--------------------------------|
| I'm sorry but | } | I have to follow the rules     |
|               |   | I'll have to ask you to/for... |

Do you think it might be possible to ask you to...?

Could we ask you to...?

Would you mind not...ing...?

Our regulations don't permit...

I'm afraid guests aren't allowed (permitted) to...

The hotel has the right to...

|               |   |              |
|---------------|---|--------------|
| I'm afraid we | } | must         |
|               |   | have to      |
|               |   | will have to |

e.g. Could we ask you to settle the account now?

I'm afraid we must ask you to replace the broken items.

I'm afraid we'll have to ask you for payment for the damage you've done.

Would you mind not smoking?

### EXERCISE 5

What would you say to the guests in each of the following situations?

e.g. 1. A man insists on having another drink. The barman refuses to serve him. The bar will close in a few minutes.

Answer: I'm afraid the barman is unable to serve you another drink, sir. You see, we're closing in a few minutes.



2. A young couple listen to music at such a high volume, late at night, that the guests in the next room are disturbed.
3. A man wearing a T-shirt and jeans protests to the night club porter because he doesn't let him in.
4. A lady's little son broke a window. The lady seems unwilling to pay for its replacement.
5. A lady insists on taking a friend, who is not registered at the hotel, into her room late at night.
6. A lady keeps her dog in her room although the hotel regulations don't permit guests to bring animals into the rooms.
7. A guest smokes without paying attention to the "No smoking" sign. The other guests seem annoyed with him.
8. A sales representative insists on having the bill sent to his company in Munich for settlement.
9. A guest is caught red handed while he was removing hotel property from the hotel. You don't want him to stay at the hotel any longer.
10. Two friends sharing a room talk at the top of their voices late at night. Their neighbours across the corridor complain about the noise.
11. A lady is entering the dining room wearing her bathing suit.

### LANGUAGE PRACTICE

#### **A. Expressing an action or a duty which was not performed in the past**

We use this grammatical pattern to express an action or a duty which was not performed in the past.

should + perfect infinitive

- e.g. – You **should have delivered** the mail but you didn't.  
 – They **should have attended** to it right away but they didn't.



*Coffee bar*

*Swimming pool*



*Hotel room*

## EXERCISE 6

---

The front office gave a guest a room which should have been marked down for cleaning. Of course the room is in a terrible mess now and the lady is complaining bitterly to the manager. What should the Housekeeping Department have done after the last guest had left?

e.g. 1. clean/ polish floor

answer: They should have cleaned and polished the floor.

2. change sheets/ towels

3. make beds

4. clean bath

5. empty ashtray/ wastepaper basket

6. wipe mirror

7. bring up toilet paper/ soap/ room service menu
8. vacuum carpet
9. dust desk/ table
10. replace broken bulb/ torn telephone directory
11. water plants
12. fix faucet dripping

## B. Arranging for someone else to take action

The following grammatical pattern is used to get someone else to do something for us.

have + object + past participle

e.g. – I'll **have your car brought round** means:

- I'll ask some other person to bring your car round.
- I **had the room** thoroughly **checked** before you moved in means:
- I got someone else to check the room for you.

## EXERCISE 7 \_\_\_\_\_

The manager will ask the Housekeeping Staff to perform the services the customers requested. Rewrite the following sentences using the grammatical pattern above.

The manager will ask the Housekeeping staff:

1. to replace the broken light bulb in the bedside lamp
2. to clean the dirty curtain
3. to vacuum the floor
4. to empty the wastepaper basket
5. to bring some coat hangers up for the guest
6. to change the sheets
7. to replace the missing ashtray
8. to water the plants
9. to dust and polish the table top
10. to send up some towels to room 301

- e.g. 1. The manager will have the broken light bulb replaced.  
 2. He will have the dirty curtain cleaned  
 and so on.

## EXERCISE 8 \_\_\_\_\_

### Role play 1

Study these roles, prepare the dialogue and act it out with your partner.

### Student A

Your name's Mrs Clare Moor. You come as a guest to the hotel. Your secretary booked a single room for you two weeks ago. You discover that there is no reservation in your name and there are no other rooms available. You have no letter confirming your booking. You get angry but then you accept to stay at a nearby hotel.

### Student B

You are the receptionist. You ask a. the guest's name, b. when the reservation was made, c. who made it and d. if the guest has got a letter confirming it. Unfortunately, there's no reservation in this name. Apologize. Say there must have been a misunderstanding and, as there are no other rooms available, ask her if she would like you to get her a room in a nearby hotel of similar standard and price and arrange the transfer. Offer a drink while you take care of the matter.

## EXERCISE 9

---

### Role play 2

Work in pairs and act out the role play in the following situation:

### Student A

You come as a guest to the hotel. Your name's Peterson. You arrive late because your flight was delayed by fog. You discover that the single room you booked for the night and the following night has been let to another guest. You protest saying that you booked the room a month ago and that the delayed flight was not your fault. You accept the receptionist's offer to get you a room in another hotel and to treat you a drink.

### Student B

You are the receptionist. You try to explain politely the following: Guests are requested to check before 17.00; otherwise, the room is let to another guest. Mr Peterson was aware of this regulation as it was mentioned in the letter of confirmation. He should have informed the hotel. It is not the responsibility of the hotel if a plane arrives late. There are no vacancies at the moment as all rooms have been occupied by the participants of a large conference. Then you offer to book him a room at the same rates in a nearby hotel and to arrange the transfer. You suggest that he sit in the lounge and have a drink, compliments of the house.

## WRITING ACTIVITY

### EXERCISE 10

#### **Pair work**

#### **Student A**

As a guest, write a letter to the hotel manager complaining about the standard of service provided by the hotel during your stay last August.

First, the service at breakfast was slow. You had to wait over half an hour to be served. Secondly, the receptionists always seemed unwilling to answer your questions and didn't know how to treat guests with respect.

Then complain that the prices are considerably increased.

| Begin your letter:                                                                                            | End you letter:                                |
|---------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Dear Sir,<br>I am writing to complain about the standard of service at your hotel during my stay last August. | I'm sure you will be interested in my remarks. |

#### **Student B**

As a hotel manager reply to the guest. Apologize for the inconveniences he put up with during his stay. Explain that many of your long-serving staff in the reception and in the kitchen were ill and you had to take on staff which was not well trained. Say that your prices are normal for a hotel of this standard.

| Begin your letter:                                                                                                                  | End you letter:                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Dear Mr _____,<br>We are always interested in hearing the comments of our guests and we always give them our fullest consideration. | Hoping that you will come back for a further stay, we assure you that we will all do our best to provide our normal standard of service. |

## LISTENING ACTIVITY

### EXERCISE 11

Listen to some guests complaining for various reasons and write the number of the rooms where each one stays.





*Thassos. Chrysi Ammoudia*

| Causes of guests' annoyance        | Room number |
|------------------------------------|-------------|
| A faulty socket                    |             |
| Towels not changed                 |             |
| Slow Room Service                  |             |
| Waste pipes blocked                |             |
| Something is wrong with the TV set |             |
| Credit cards not acceptable        |             |
| Room littered with empty trays     |             |
| Music played is very loud          |             |

### Fun Time

A. Solve the puzzle:

- To make something broken work again.
- Containing nothing.
- She put the electric plug into the \_\_\_\_\_.
- Say in an annoyed unhappy way.
- Make shiny by rubbing.
- Accept an idea.
- The room can be reserved on \_\_\_\_\_ of a small deposit.

|    |   |  |   |   |   |   |   |
|----|---|--|---|---|---|---|---|
| 1. | R |  |   | A |   |   |   |
| 2. |   |  | P |   | Y |   |   |
|    |   |  | O |   |   |   | T |
| 4. | C |  |   | L |   | N |   |
|    |   |  | O |   |   |   | H |
|    |   |  | G |   |   | E |   |
| 7. | P |  | Y |   |   |   | T |



**B.** How well do you remember words from this unit? Try to find the words.

1. C \_ \_ \_ \_ d \_ \_ \_ \_ \_

2. O \_ f \_ \_ \_ \_

3. M \_ \_ t \_ \_ \_

4. P \_ \_ i \_ \_

5. L \_ \_ d \_ \_

6. A \_ \_ \_ s \_ \_ \_ \_ \_

7. I \_ \_ t \_ \_ \_

8. N \_ \_ v \_ \_

9. T \_ r \_ \_ \_ \_ \_

1. The manager will ask the noisy couple to be more \_\_\_\_\_.

2. The manager \_\_\_\_\_ his most sincere apologies to the angry guests.

3. Mr Benson said that he would like to \_\_\_\_\_ something to the manager.

4. It isn't \_\_\_\_\_ to talk having a chewing gum in your mouth.

5. Speak normally. Do not speak \_\_\_\_\_ when giving explanations.

6. The manager asked if he could be of any \_\_\_\_\_.

7. There should have been \_\_\_\_\_ coffee and tea in every room.

8. The dripping tap is getting on my \_\_\_\_\_.

9. There was a \_\_\_\_\_ mess to clear up after the guest checked out.



*How about a cruise?*





## UNIT 7

### ***GIVING DIRECTIONS AND INFORMATION***

Mr Manou is on duty at the reception desk of the Athenian Hotel. He is trying to deal with the guests' needs and requirements.

---

Guest 1: I'd like to post some cards. Where's the nearest post office?

Mr Manou: As you go out of the hotel through the main entrance, turn right and then take the second turning on the left. It's a tall building on your right. You can't miss it.

---

Guest 2: I'd like to make a direct long distance call.

Mr Manou: I'm sorry, sir, but long distance calls have to go through the switchboard operator.

Guest 2: I wish you'd move with the times and organise your telephone system!

---

Guest 3: I'm meeting someone in the Terrace lounge. But I can't find my way there.

Mr Manou: Take the lift to the top floor, then turn left and it's at the end of the corridor.

---

Guest 4: I have to catch an eight o'clock flight tomorrow. How can I get to the East Terminal?

Mr Manou: We have a courtesy coach to the Airport that leaves at 7.00. It takes about a quarter of an hour to get there. Or the hall porter can call a taxi for you at any time you want.

Guest 4: Fine. Please, call me at 5.30 tomorrow morning.

---

Guest 5: Excuse me. Can you help me? I stumbled on the steps outside the hotel and sprained my ankle. It's begun to swell and it hurts badly. Can you call a doctor, please?

Mr Manou: Yes, but I think I'd better call a taxi to take you into casualty for an X-ray.

Guest 5: Oh, good, yes. Thank you.

---

Guest 6: I'd like to go on a sightseeing tour. Can I book tickets here?

Mr Manou: You can get tickets from the travel agency on the ground floor. It makes bookings for all the tours.

## EXERCISE 1 \_\_\_\_\_

A. Read the dialogues and make notes under these headings.

|          | Information or service requested   | Information or service provided |
|----------|------------------------------------|---------------------------------|
| Guest 1: | the way to the nearest post office |                                 |
| Guest 2: |                                    |                                 |
| Guest 3: |                                    |                                 |
| Guest 4: |                                    |                                 |
| Guest 5: |                                    |                                 |
| Guest 6: |                                    |                                 |

B. With the help of the notes you made, act out the dialogues with your partner. Correct your mistakes between you, before you check with the complete dialogues (at the beginning of the unit). Finally, repeat the dialogues trying to acquire fluency.

## EXERCISE 2 \_\_\_\_\_

Choose words from the dialogues to complete the blanks in the following sentences:

e.g. 1. With the **switchboard**, the operator can control all outside calls, so that there is no misunderstanding about the charges.

2. She \_\_\_\_\_ on a stone and \_\_\_\_\_ her ankle.
3. She had video equipment installed in the company as she thought she should \_\_\_\_\_.
4. Please, \_\_\_\_\_ me at 6.00 a.m., so that I can get the 8 o'clock flight to Rhodes.
5. He broke his leg and she rushed him to \_\_\_\_\_.
6. She had a terrible toothache and her face began to \_\_\_\_\_.
7. It's an eight-storeyed office building. You can't \_\_\_\_\_ it.



*Santorini Ia  
G.N.T.O. traditional  
guest houses*



*Santorini. Merovigli*

8. The rules of the hotel do not permit smoking in the \_\_\_\_\_  
on the ground floor.
9. My skirt is so long that it covers my \_\_\_\_\_.

## Communication Practice

### A. Asking the way

The following phrases are used when you ask for directions.

|                 |                                                                           |
|-----------------|---------------------------------------------------------------------------|
| (Excuse me)     | How can I get to...?                                                      |
|                 | Where is...?                                                              |
|                 | Is there a... around/ near here?                                          |
|                 | I'm looking for...                                                        |
|                 | Can you direct me to...?                                                  |
|                 | Am I going the right way for...?                                          |
| Can you tell me | } where the nearest... is?<br>} where I will find...?<br>} the way to...? |
|                 | Is this the right way for...?                                             |
|                 | I wonder if you could tell me where...                                    |

Examples: How can I get to the Post Office?  
Is there a bank near here?  
Excuse me. Am I going the right way for the Lobby bar?  
I'm looking for the conference room.  
Is the phone box somewhere hereabouts?

### B. Giving directions in the hotel

The following phrases are used when you direct guests in the hotel.

|                                                                |                                                                                                                                                                         |
|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| go<br>walk                                                     | along the corridor to your left/ right<br>along to the end of the corridor<br>through the...<br>straight down the corridor<br>straight ahead/ on<br>down/ up the stairs |
| Go past the...<br>Follow the sign to...<br>Take the lift to... |                                                                                                                                                                         |
| turn right/left                                                | down the stairs<br>at the end of the corridor                                                                                                                           |

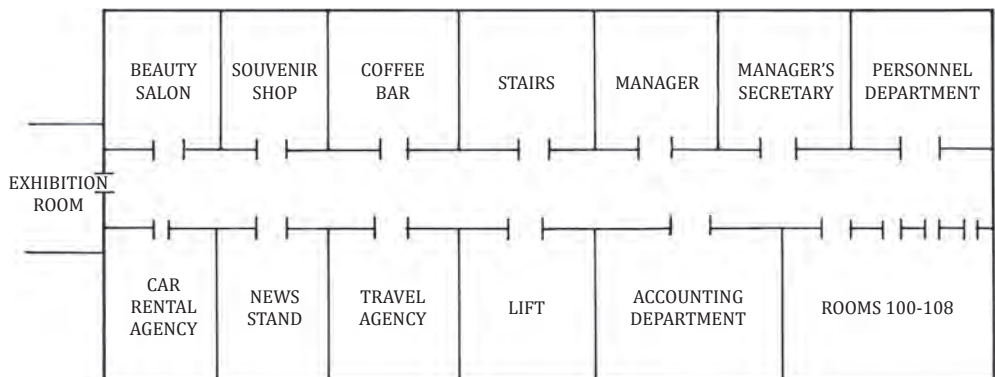
|                                                                                      |                                                                                                               |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| It is                                                                                | on the first floor, over there,<br>at the end of...<br>opposite<br>behind<br>beside<br>next to<br>in front of |
| It is                                                                                | the first door on the right/left<br>along the end of that corridor on the right                               |
| As you go out through the main front entrance...<br>When you come out of the lift... |                                                                                                               |

- Examples:
- Excuse me. Where's the news-stand?
  - Along the corridor to your left. Turn right. Go down the stairs and it's just in front of you.
  - Where's the TV lounge?
  - Along there to your right past the coffee bar.

### EXERCISE 3

Working in pairs, use the plan of the Athenian Hotel (first floor) to ask the way to various places and give directions.

- Examples:
- Excuse me. Where's the personnel department?
  - Go up the stairs to the first floor, turn left along the corridor and it's the third door on your left.
  - I'm looking for the souvenir shop.
  - Take the lift to the first floor, follow the corridor along to your left and it's on your right next to the coffee bar.
  - Excuse me. Where's room 100?
  - It's on the first floor. When you come out of the lift, turn right, walk along the corridor and you'll see it on the right.

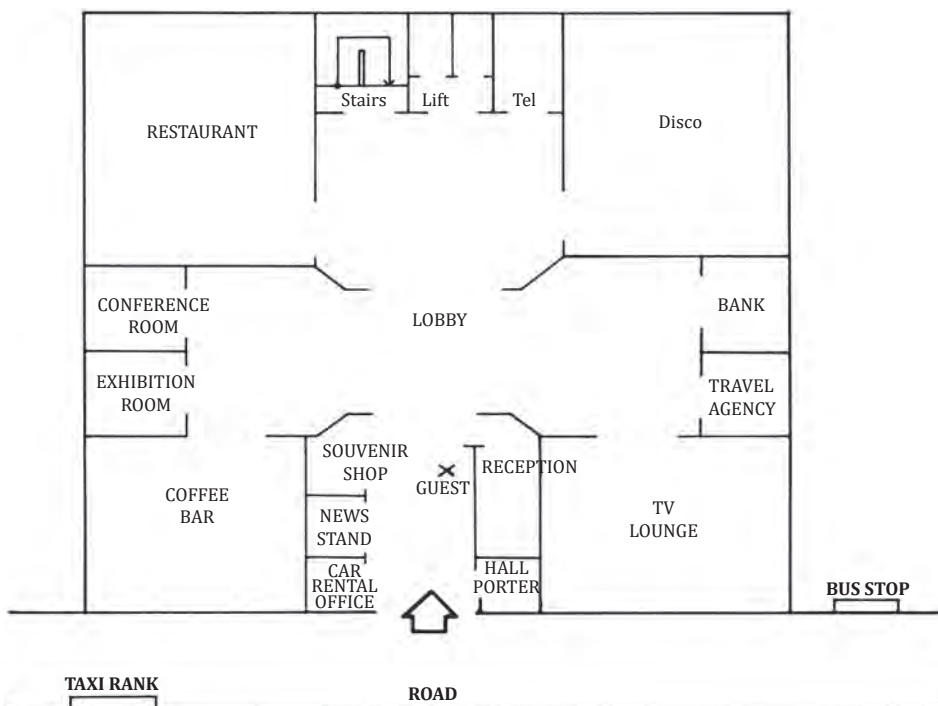




## EXERCISE 4

Look at this plan of the ground floor of Hermes Hotel and find which of the following sentences are true or false. Correct the false ones.

1. The car rental office is to the right of the front entrance and faces the porter's office.
2. The souvenir shop is behind the news-stand.
3. Go outside the front entrance, cross the road, turn left and you'll see the taxi rank on your left.
4. Turn right here and the TV lounge is on your right.
5. Go along the corridor opposite the front entrance. The lift is facing you at the end of the lobby.
6. Go along the corridor facing the main entrance, past the lobby and the restaurant is on the right.
7. Turn left and you'll see the coffee bar in front of you.
8. Go round the corner on your right and the travel agency is across the lobby facing you.
9. The stairs are to the left of the lift.
10. Turn left outside the hotel and the bus stop is on your right.
11. Turn left and the exhibition room is facing you at the end of the lobby.
12. The travel agency is in front of the bank.

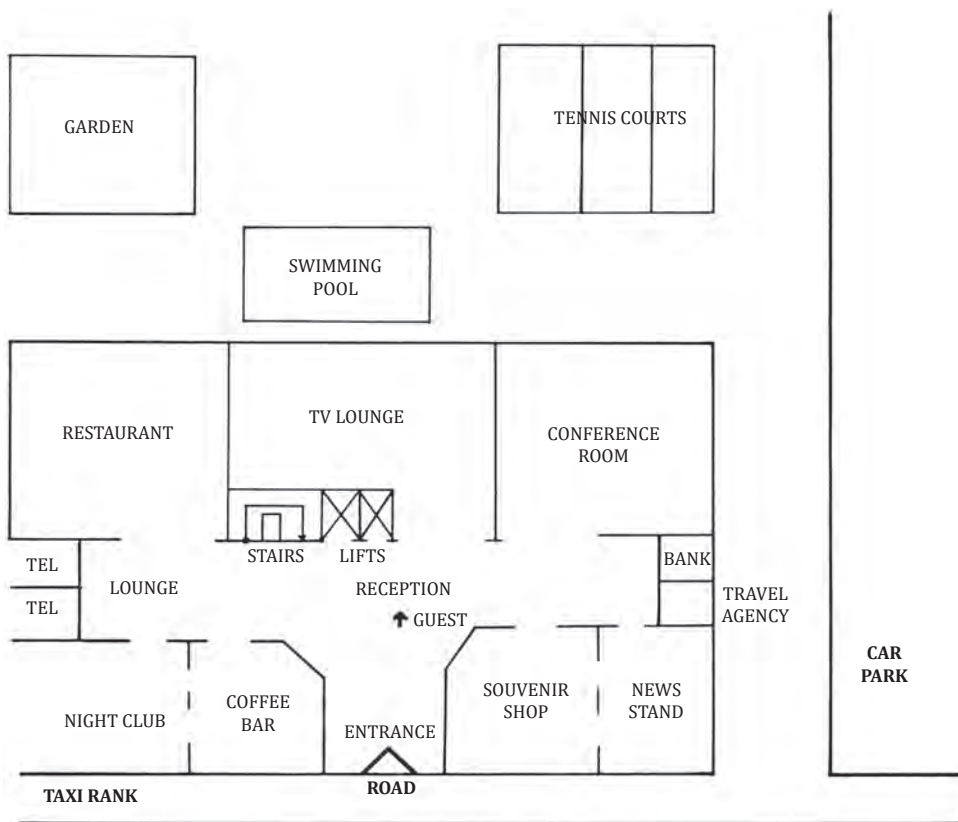


## EXERCISE 5

You are not sure how to move around on the ground floor of this hotel. Ask your partner to direct you to the: souvenir shop, nightclub, coffee bar, restaurant, telephone box, bank, TV lounge, taxi rank and swimming pool. This drawing will help you.

e.g. -Is there anywhere here I can get a foreign magazine?

-The news-stand is along the corridor past the souvenir shop on the right.



### C. Giving directions in the street

The following phrases are used when we direct people in the street.

|                                                                                                                                        |                                                                                            |                                                                                      |                         |                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------|
| go<br>walk<br>carry<br>keep                                                                                                            | straight                                                                                   | on<br>down<br>along<br>up                                                            | this road               | as far as the...<br>until you see,<br>come/ get to...<br>for about... km. |
|                                                                                                                                        |                                                                                            |                                                                                      | to the end of this road |                                                                           |
| keep on walking...<br>cross over this street<br>take the first (turning) on the right/ left<br>past a... on your right/ left hand side |                                                                                            |                                                                                      |                         |                                                                           |
| turn right/<br>left                                                                                                                    |                                                                                            | at the bank/ (set of) traffic lights/<br>junction into_____ street<br>outside the... |                         |                                                                           |
| it's                                                                                                                                   | on the corner, next to..., opposite...,<br>on the right/ left                              |                                                                                      |                         |                                                                           |
|                                                                                                                                        | half way down<br>a little way along<br>a bit further along/down<br>at the beginning/end of |                                                                                      |                         | the street                                                                |
| take bus No... to _____street<br>get the tube/underground                                                                              |                                                                                            |                                                                                      |                         |                                                                           |
| when you                                                                                                                               | get off the bus/train...<br>come out of the station...                                     |                                                                                      |                         |                                                                           |

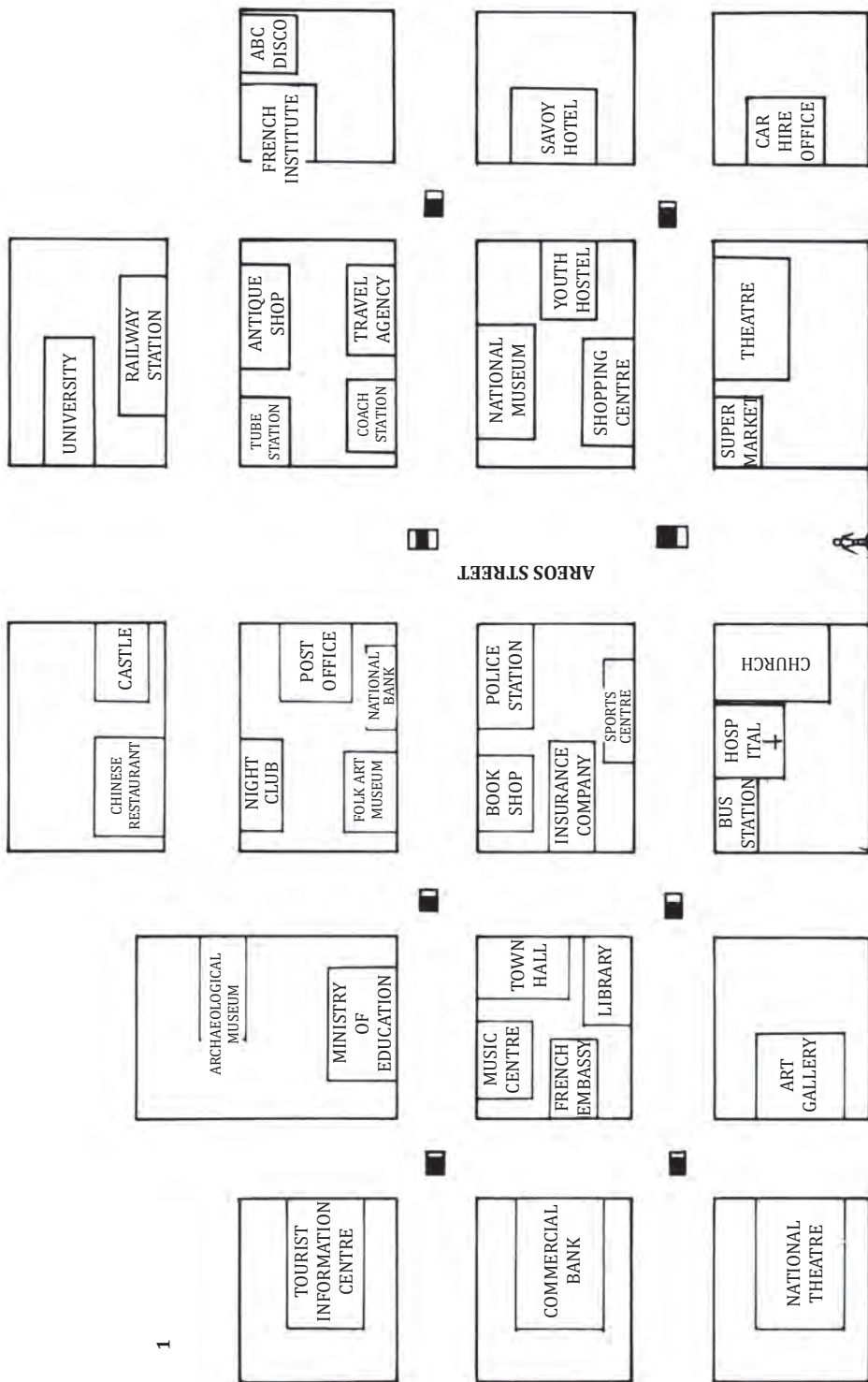
e.g. – Excuse me. Could you help me to get to the Folk Art Museum?

- Walk down this road, past the Department store, and then take the first turning on the right. Turn right at the first junction. Then go straight past the church as far as the Town Hall. Turn left and the Folk Art Museum is half way down the street on the left.

## EXERCISE 6 \_\_\_\_\_

### Pair work

| You                                                                                                                                                                                                           | Your partner                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| Ask your partner to tell you the way to the:<br>Library, Commercial Bank, ABC Disco, Sports<br>centre, Travel agency, Folk Art Museum,<br>Theatre, Book shop, Railway station, Antique<br>shop and Town Hall. | Give directions with the help of the<br>map (1) |



*Xenia Palace in Nafplio*

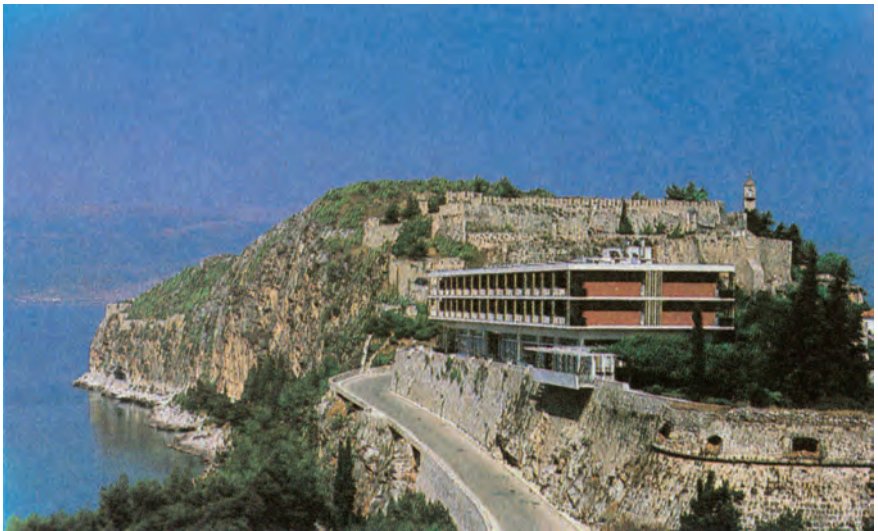






*Xenia in Lefkada*

*Xenia Palace in Nafplio*



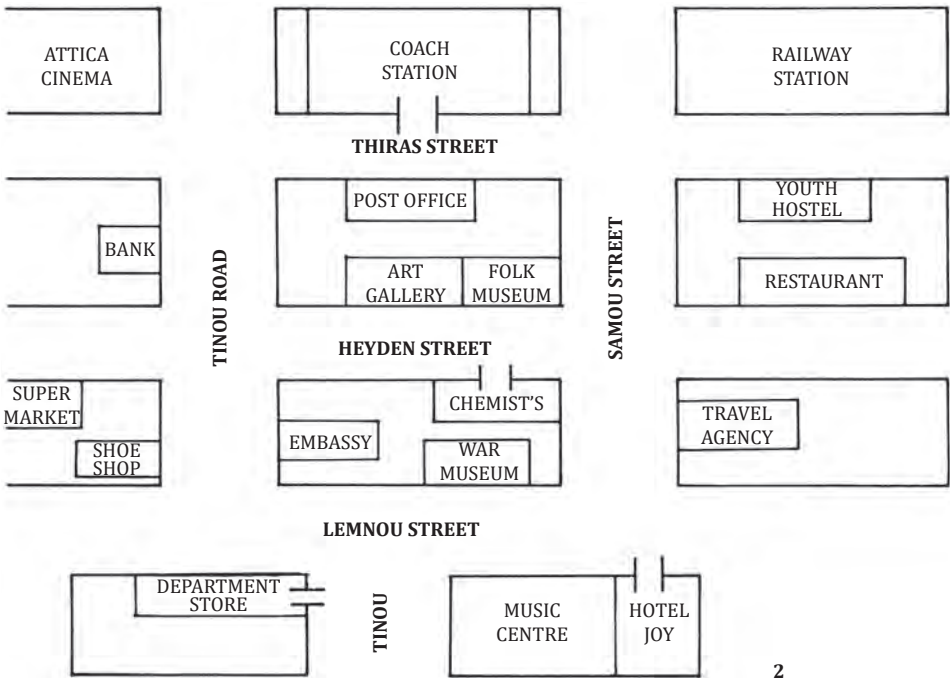


**EXERCISE 7** \_\_\_\_\_

**Role play**

|                                                                                                     |
|-----------------------------------------------------------------------------------------------------|
| <b>You:</b>                                                                                         |
| Stop your partner in the street and ask the way to various places following the instructions below. |
| <b>Your partner:</b>                                                                                |
| Give directions with the help of the map (2)                                                        |

- 1. You are at the Art Gallery. Ask the way to the Department Store.
- 2. You are at the Post Office. Ask the way to the War Museum.
- 3. You are at the Youth Hostel. Ask the way to the Chemist's.
- 4. You are at the Folk Art Museum. Ask the way to the shoe shop.
- 5. You are at the Art Gallery. Ask the way to the Post Office.
- 6. You are at the restaurant. Ask the way to Hotel Joy.
- 7. You are at the Railway Station. Ask the way to the Bank.
- 8. You are at the supermarket. Ask the way to the coach station.



## LANGUAGE PRACTICE

### A. Giving somebody unpleasant information

I'm afraid...  
I'm sorry...

e.g. – Can I book a double room for tonight?

– I'm sorry, we're fully booked.

### EXERCISE 8

A. Match the sentences in list A with those in list B.

| List A                                   | List B                                                                  |
|------------------------------------------|-------------------------------------------------------------------------|
| 1. Could I speak to Mrs X, please?       | a. Not completely, I'm afraid.                                          |
| 2. Did you remember to send me that fax? | b. I'm afraid that's impossible.                                        |
| 3. Are you happy with the results?       | c. I'm afraid I can't manage next week at all.                          |
| 4. Are you free on Wednesday?            | d. I'm afraid, I completely forgot.                                     |
| 5. I'd need about half percent discount. | e. I'm afraid, he isn't available at the moment.                        |
| 6. Can I book a double room for tonight? | f. I'm sorry, I can't accept it. It's the policy of the shop.           |
| 7. Will you take a personal cheque?      | g. I'm sorry, we're full now but we can seat you in about half an hour. |
| 8. Have you got a table for two?         | h. I'm sorry, we're fully booked.                                       |

### Pair work

B. Take turns reading the following sentences and giving unpleasant information using the above expressions.

1. Can I book a room for the Christmas weekend?
2. Can I speak to the manager?
3. The name's Roberts. I booked a single room here for tonight.
4. I insist on having two single rooms with a view of the Acropolis.

5. I have decided to stay one more night. Will that be okay?
6. Will you take a personal cheque?
7. Have you got a table for two? We've just arrived in town.
8. Room service? I'd like some lunch, please.
9. Do you accept dogs?
10. My flight is delayed and I don't want to wait around at the airport all day. Could I keep the room this afternoon free of charge?
11. I thought you had TV in all your rooms.

### **B. Reporting messages**

#### **EXERCISE 9**

---

As receptionist, report the messages you got for some hotel guests or employees.

- e.g. 1. – Please, tell Mrs Smith that I'm very sorry but I'll have to cancel my appointment with her at 8 o'clock. My name is Mrs Plummer.  
 answer: – Mrs Smith, Mrs Plummer called to say that she was very sorry but she'd have to cancel her appointment with you at 8 o'clock.
2. – Could you, please, tell my sister that I'll wait for her in the lobby at 5.30 pm?
  3. – Can you please tell Mr Bell to phone Mrs Rocca at 7.00 pm.
  4. – Please tell the chambermaid that I need an extra pillow. Mr Bates, room 301.
  5. – Could you please tell Mr Red that I'm leaving very early tomorrow and I won't be able to see him in the evening? My name's Mrs Conrad.
  6. – I am expecting Mr Simoneti. Could you please tell him that I'll be waiting for him in the Terrace café? My name's Mrs Mauget.
  7. – Can you tell my wife that I'm going to the National Museum and I won't be back until after four?
  8. – Could you tell the porter to call me a taxi at 6.00 am tomorrow? My name's Mrs Lant.
  9. – Could you ask the head receptionist if I can leave my jewellery for safe keeping? My name's Mrs Wagner.
  10. – Can you tell the cashier to prepare my bill and ask him if I can pay by personal cheque? The name's Piaget.
  11. – Could you tell the receptionist that my husband, Mr Bauer, would like to have a 7.30 wake-up call tomorrow morning?

## C. Requesting information or service

### EXERCISE 10

#### A. Pair work

| Student A<br>Ask the following:                                                                        | Student B<br>Answer using these prompts                           |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 1. If the hotel provides a photocopying service.                                                       | 1. No / give / documents / Reception                              |
| 2. Information about sightseeing tours, this week.                                                     | 2. Poster / notice board / details / next two weeks               |
| 3. If you can use a tennis court in the sports complex.                                                | 3. Yes / book early in the day / very popular.                    |
| 4. If they have seen a brown leather bag. You think you left it in the lounge.                         | 4. No / nothing / handed in / yet                                 |
| 5. If you can speak with the manager.                                                                  | 5. No / out at the moment / leave / message?                      |
| 6. If you can have your car washed.                                                                    | 6. Yes / keys / hall porter / attend / to it.                     |
| 7. If there's a doctor in the hotel as it is urgent.                                                   | 7. No / call one / quickly / emergency                            |
| 8. If you can cash some traveller's cheques                                                            | 8. Yes / change / cashier's desk                                  |
| 9. If it is safe to leave your bracelet and earrings in your room.                                     | 9. No / deposit valuables / Reception / not accept responsibility |
| 10. If someone can go to the Chemist's and bring the medicine the doctor prescribed for your migraine. | 10. Send / porter / room / collect / prescription                 |



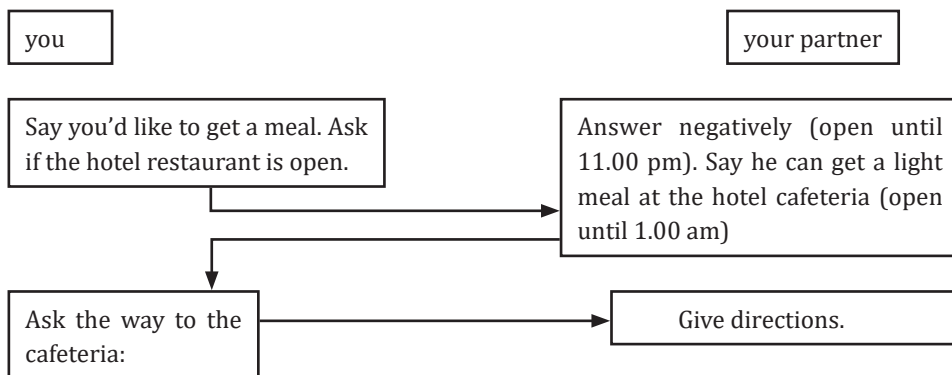
e.g. 1. A. – Does the hotel provide a photocopying service?

B. – I'm afraid not, sir. But you can give any documents for photocopying at the reception desk.

### B. Guided Dialogue

You are a guest at a Hotel. It's 11.45 pm. You come up to the Reception. Talk to your partner, who takes the role of the employee, to find out where you can have a meal at this hour of night.

Follow these instructions:



### WRITING ACTIVITY

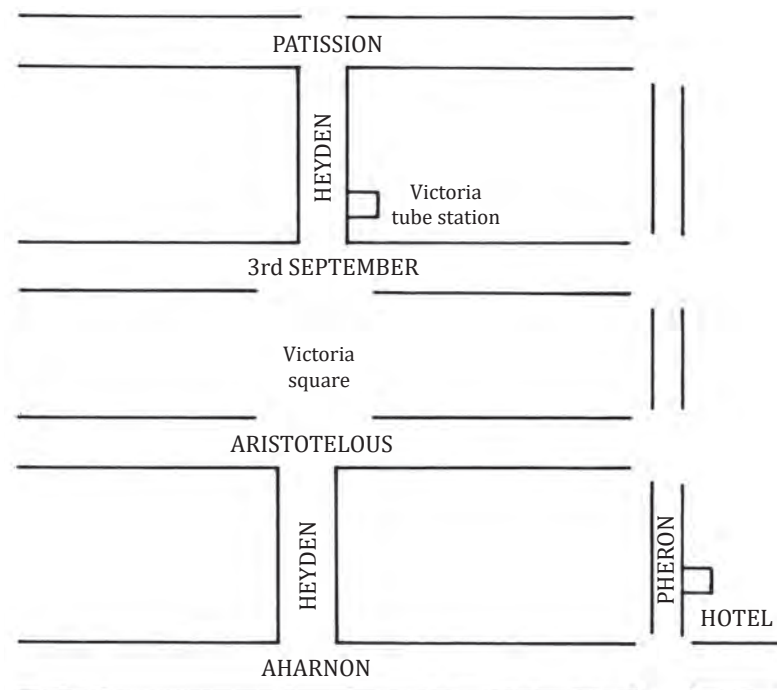
#### EXERCISE 11

Write a letter giving directions to a guest how to reach the hotel when he gets off at Victoria tube station.

You can start like this:

Dear sir,

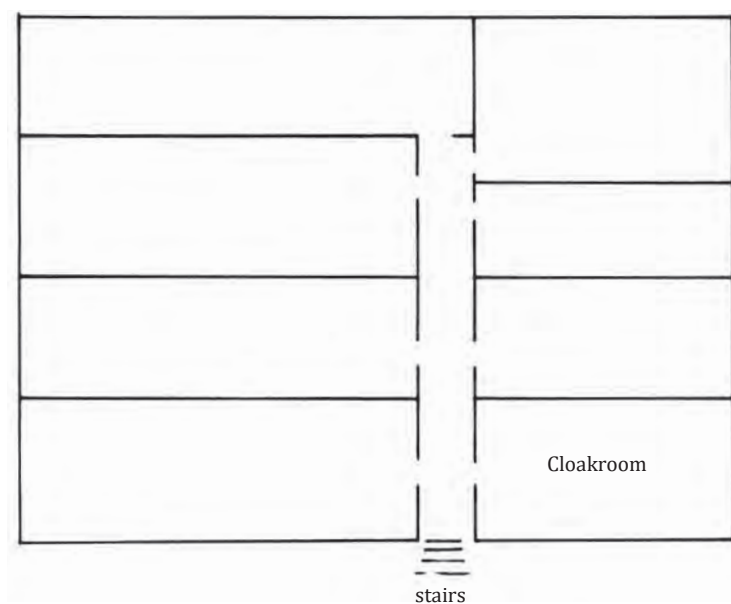
I enclose a map of the area to help you. As you see, the hotel is very near the tube station.



## LISTENING ACTIVITY

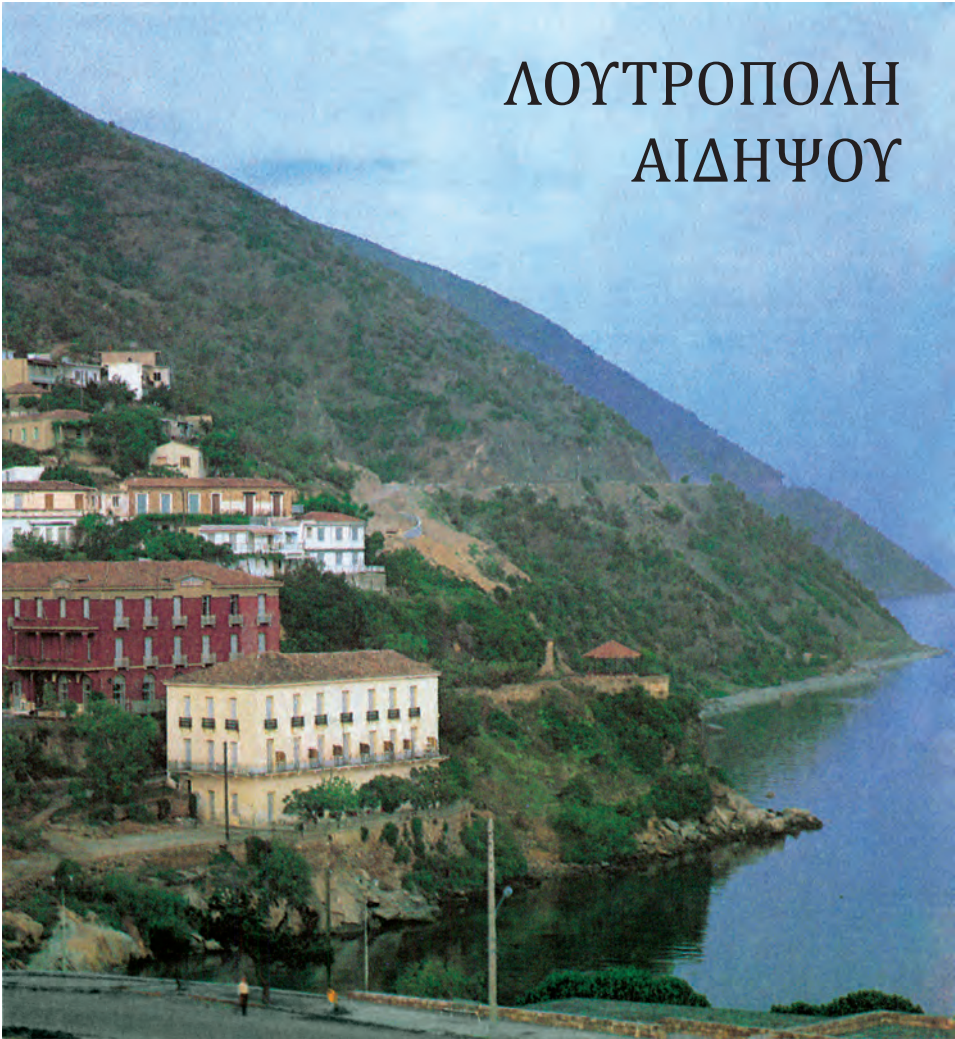
### EXERCISE 12

A. This is the plan of the first floor of Apollon Hotel. Listen to the directions and name the rooms.





# ΛΟΥΤΡΟΠΟΛΗ ΑΙΔΗΨΟΥ



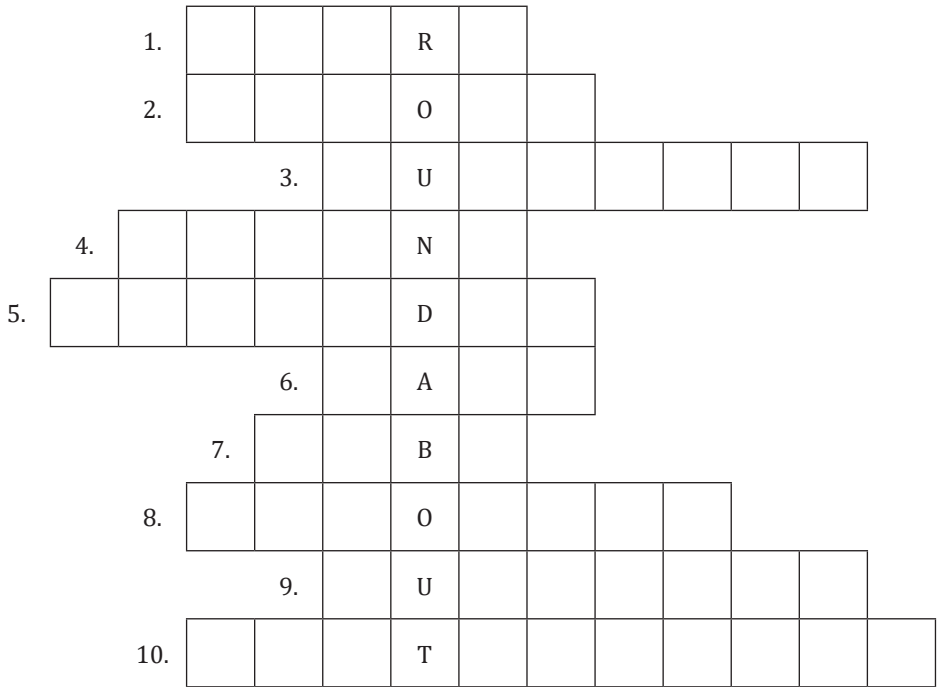
**B.** One of the students gives directions to various places without naming them, with the help of the map included in exercise 6. The other students find which places these directions lead to.

e.g. Go down Areos street. Take the second left, then left again and it is half way down the street on the left.

Answer: Insurance company.

## Fun Time

Solve the puzzle:



1. At this crossing, painted with black and white lines, pedestrians have the right to cross before vehicles.
2. From one side to the other.
3. Place where roads meet.
4. The bottom floor of a building.
5. Passage between two rows of room.
6. Drivers don't like waiting in traffic.
7. Underground electric railway.
8. A wide road built for fast long-distance travel; highway.
9. Money in use in a country.
10. Apparatus at which telephone lines are connected and disconnected.





## UNIT 8

# ***CHECKING OUT AND METHODS OF PAYMENT***

### **1st dialogue**

Guest: I'm leaving this morning and I'd like to settle my account.

Receptionist: Certainly, madam. What name is it?

Guest: Wagner. Maria Wagner.

Receptionist: Ah, yes. You were in room 313.

Guest: That's right.

Receptionist: Here we are, your bill, Madam.

Guest: Good heavens! Is this the total of my bill? I didn't expect to pay so much money.

It can't be right. I've only been here three nights!

Receptionist: Let me go through it with you. This item here is the basic room rate multiplied by three. These charges are for the three breakfasts you ordered from Room 10 Service. That's for the long distance call you made from your room and here is the dinner for two you had at the hotel restaurant yesterday.

Guest: Service and VAT\* are included in the total, aren't they?

Receptionist: Yes, madam, they are.

Guest: Well, it looks okay, but I must say that your prices are quite high.

Receptionist: I'm sorry, madam, but I can't do anything about it.

Guest: I'll pay with traveller's cheques, if that's all right.

Receptionist: Certainly.

.....

Here's your receipt and your passport. Thank you, madam.

.....

Guest: Thank you and goodbye.

20

Receptionist: Goodbye and we hope to see you again.

---

\*: Value Added Tax

*Vathia. Mani*

## 2nd dialogue

Guest: I'm checking out this morning and I'd like to pay my bill now, please. The name's Feliciani, room 401.

Receptionist: Yes, sir. I'll get it ready for you in a few minutes.

.....

Here you are.

Guest: Thank you... I'd like to pay by personal cheque.

Receptionist: Have you got a cheque card?

Guest: No, I haven't.

Receptionist: I'm sorry, but we can't accept a cheque without this card, unless you telephone your bank and ask them to guarantee the cheque for you.

Guest: Then I'll pay cash. Can I pay in dollars?

Receptionist: Yes, sir. That'll be fine. I'll work out the exchange rate and tell you what the amount in French francs is.

## EXERCISE 1 \_\_\_\_\_

A. Read the dialogues and fill in the missing information.

|                            | 1st dialogue | 2nd dialogue |
|----------------------------|--------------|--------------|
| Guest's name               |              |              |
| Room number                |              |              |
| Method of payment          |              |              |
| Items included in the bill |              |              |

B. Answer these questions.

1. What precautions should you take before you accept a credit card?
2. What should you always do before you accept a personal cheque?
3. What does VAT stand for?

## EXERCISE 2 \_\_\_\_\_

Refer back to the text and find words that mean the same as the following:

### 1st dialogue

e.g. 1. paying the bill before leaving  
the hotel

(line title)

answer: checking out

- 2. pay (line 1)
- 3. the complete amount (line 7)
- 4. correct (line 8)
- 5. examine carefully (line 9)
- 6. increased three times (line 9)
- 7. rather (line 15)
- 8. written statement of money received (line 19)

### 2nd dialogue

- 9. a card given by a bank promising to  
pay out the money written on a customer's cheque. (line 6)
- 10. if not (line 8)
- 11. find by calculating (line 11)
- 12. the value of money of a country  
in comparison to that of another country. (line 11)

## EXERCISE 3

**A.** Replace the words in bold print in the following sentences with the phrasal verbs: **work out, go through, amount to, fill in, hand in, come off, check in, and check out.**

e.g. 1. You must **report your arrival** two hours before the plane leaves.

answer: **check in**

- 2. Our debts **are equal to** over 940 €.
- 3. **Complete** your name on this cheque.
- 4. **Give by hand** any valuables to the manager for safe keeping.
- 5. The shelf **became disconnected from** the wall.
- 6. I'll **examine carefully** the amounts again.
- 7. Have you **found by calculating** how much it will all cost?
- 8. He would like to **pay the bill and leave the hotel** before noon.

**B.** Which nouns in List B combine best with the verbs in List A?

| List A | List B           |
|--------|------------------|
| do     | an addition      |
| change | a receipt        |
| cash   | foreign currency |
| settle | calculations     |



| List A                                         | List B                                                                     |
|------------------------------------------------|----------------------------------------------------------------------------|
| work out<br>write out<br>make<br>pay<br>accept | traveller's cheques<br>the exchange rate<br>a cheque<br>an account<br>cash |

e.g. do calculations

#### EXERCISE 4

**A.** How do we express the following mathematical symbols? Match the symbols in List A with their expressions in List B.

| List A                                       | List B                                                                                            |
|----------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1. :<br>2. -<br>3. +<br>4. =<br>5. x<br>6. % | a. per cent<br>b. equals, is equal to<br>c. multiplied by<br>d. minus<br>e. divided by<br>f. plus |

e.g. 1. e.

**B.** Write out the following numbers in words:

15,296:

35.201:

12.302:

200,377:

2/3:

4.08:

1/2:

12.506:

728,489:

139.05:

5,700,318:

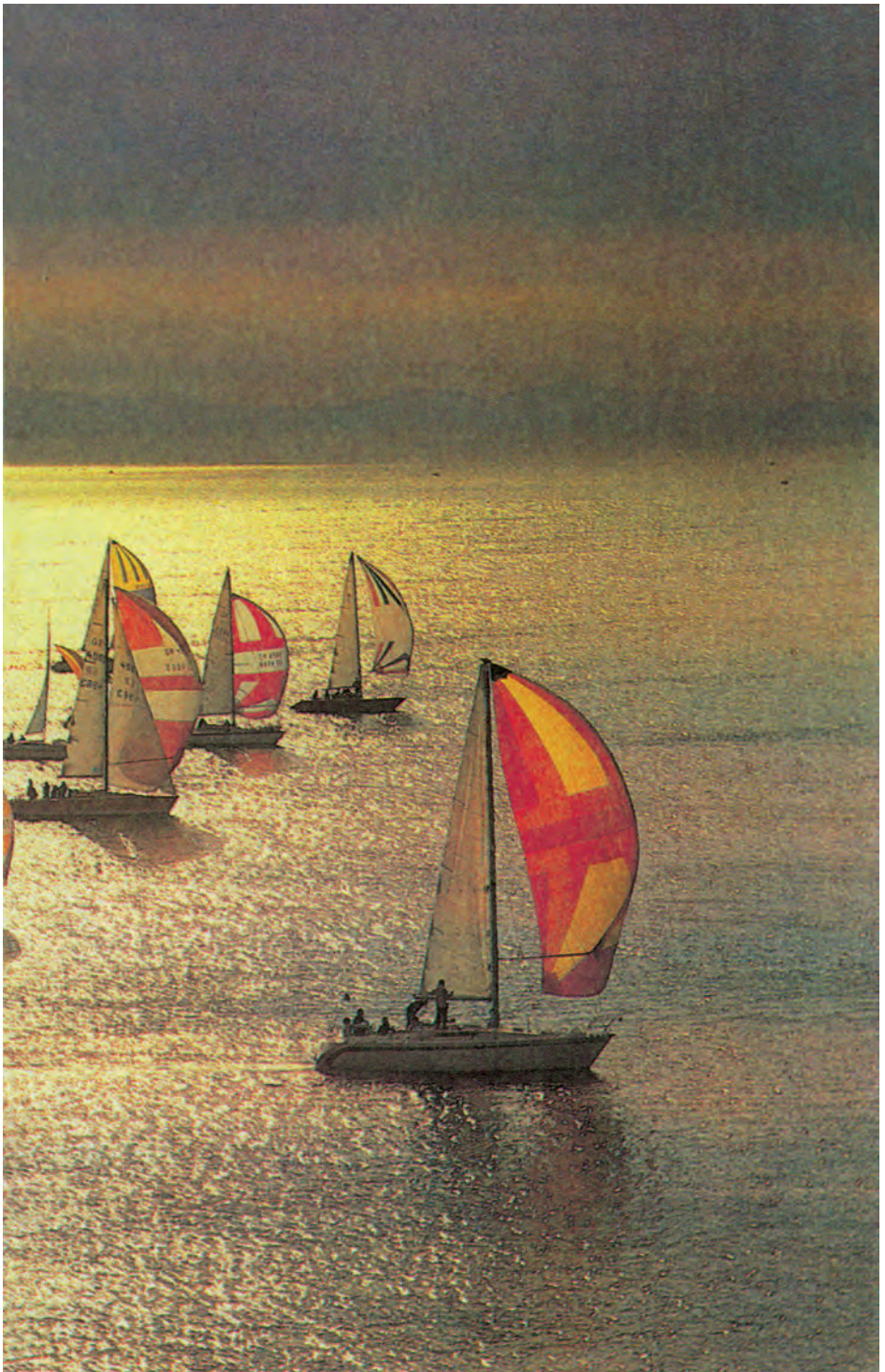
5/6:

7/8:

3 1/2:

11%:

e.g. 14/18: fourteen eighteenths



*Sailing in the Aegean sea*

3/4: three quarters  
 5,280: five thousand two hundred and eighty  
 2.305: two point three oh five

C. Read the following:

- a.  $150 + 32 - 95 = 87$
- b.  $6 \frac{1}{2} \times 3 = 19 \frac{1}{2}$
- c.  $\frac{3}{5} + \frac{6}{3} = \frac{39}{15}$
- d.  $820: 2 - 65 = 345$

e.g. a. one hundred and fifty plus thirty two minus ninety five equals eighty seven.

### Communication Practice

#### EXERCISE 5

Refer to the following table and take turns asking for the rates of exchange and answering the questions.

e.g. I'd like to change some Italian lira. What's the rate today?/

What rate are you giving?

It's 15.675 dr to a hundred lira.

| Rates of Exchange (Drachma) |         | Useful language                                                                             |
|-----------------------------|---------|---------------------------------------------------------------------------------------------|
| German Mark                 | 118.197 | – What's your exchange rate for the... today?<br>– What would you give me for my... please? |
| Dollar                      | 194.868 |                                                                                             |
| Pound (Sterling)            | 340.300 |                                                                                             |
| French Franc                | 34.594  |                                                                                             |
| Schilling                   | 16.718  | – Do you know the rate of exchange for the...?                                              |
| Swiss Franc                 | 130.023 |                                                                                             |
| Belgium Franc               | 5.693   |                                                                                             |
| Guilder                     | 104.042 | – What's the rate of exchange for the...?                                                   |
| Krone (Danish Crown)        | 30.209  |                                                                                             |
| Lire (100)                  | 15.675  | – What's today's rate for the... please?                                                    |
| Peseta                      | 1.866   |                                                                                             |
| Cyprus Pound                | 418.965 | – For the... how much do I get?                                                             |
| Krona (Swedish Crown)       | 32.284  |                                                                                             |
|                             |         | – It's _____ to the _____.                                                                  |

## EXERCISE 6

Fill in the missing words in the following dialogue. Choose appropriate words and phrases from the table below:

|                |                 |                    |
|----------------|-----------------|--------------------|
| accept         | the other day   | expired            |
| receipt        | in cash         | to pay             |
| 've enjoyed    | right           | long distance call |
| have           | laundry service | of the items       |
| operator       | this charge     | total amount       |
| hotel services | have a look     | do nicely          |
| check out      | the cashier     |                    |

Recept: I'd like to 1. \_\_\_\_\_ now please.

Guest: Certainly. Just a moment, please. I'll get your bill from  
2. \_\_\_\_\_, sir.

Recept: Here you are. That's the 3. \_\_\_\_\_ payable at the  
bottom, here.

Guest: Oh, thank you. Let's 4. \_\_\_\_\_ at it.  
Could you explain to me some 5. \_\_\_\_\_?

Recept: Yes, of course. Anything you like.

Guest: What's 6. \_\_\_\_\_ for? That's a lot of money.

Recept: That's for 7. \_\_\_\_\_. You got some drinks from Room  
Service, didn't you? You also used the 8. \_\_\_\_\_. You  
had some items of clothing done.

Guest: Yes, you're 9. \_\_\_\_\_. And what about this item here?

Recept: It's for the 10. \_\_\_\_\_ you made without the help of  
the 11. \_\_\_\_\_.

Guest: Ah, yes. I phoned my partner in Melburn 12. \_\_\_\_\_.  
Okay. It looks right.

Recept: How would you like 13. \_\_\_\_\_?

Guest: By credit card. You 14. \_\_\_\_\_ credit cards, don't you?

Recept: We do, sir. If I could 15. \_\_\_\_\_ your card for a moment?

.....

I'm sorry but this card 16. \_\_\_\_\_ a week ago.

Guest: Oh! What a nuisance! Then I'll pay 17. \_\_\_\_\_.

Recept: That'll 18. \_\_\_\_\_, sir. Just wait a second and I'll give  
you a 19. \_\_\_\_\_.

.....

Here's your receipt. Thank you.

Guest: Thank you and goodbye.

Recept: Goodbye and we hope you 20. \_\_\_\_\_ your stay at  
our hotel.

## EXERCISE 7

---

After completing the dialogue in the previous exercise, read it, in pairs. Then put the following situations in the right order.

- The guest wants to know if credit cards are acceptable.
- The guest points to items in the bill and asks about them.
- The receptionist checks the validity of the credit card and points out that it is out of date.
- The receptionist explains any points the guest doesn't understand.
- The guest wants to settle the bill and leave the hotel.
- The guest and the receptionist say "thank you" to each other and end their conversation with good-byes and expressions of goodwill.
- The receptionist asks about the method of payment.
- The receptionist accepts payment and hands in a receipt.
- The receptionist promises to prepare the guest's bill.
- The guest offers to pay in cash.

e.g. 1. The guest wants to settle the bill and leave the hotel.

2. . . .

## EXERCISE 8

---

What do you say in the following situations?

e.g. You want to check out.

I'd like to check out, please. My name's... I was in room...

1. You present the bill to the customer and ask if he wants to check it.
2. You want to find out how the guest will pay the bill.
3. You read the bill and you don't understand some items there.
4. You explain items in the bill.
5. You accept payment by credit card.
6. You are given a credit card which is not valid.
7. You ask the guest to wait for his receipt.
8. You prepare the bill for a guest who is in a hurry.
9. You explain why you don't give a good rate when you change foreign currency.
10. You apologize to a guest who has been waiting for you (standing at the Reception desk) for 15 minutes.
11. You express the goodwill of the hotel.

## EXERCISE 9

---

What do you say when you hear the following?

e.g. 1. -I have to check out now.

answer: -Just a moment please. I'll get you your bill.

2. -I'll pay cash, if that's okay.

3. -It's far too much. I'm sure there is a mistake in the bill.

4. –Can I pay by credit card?
5. –What’s this amount here?
6. –I refuse to pay this bill! it’s much more than I expected.
7. –What’s the 23,5 € for?
8. –Could you have my luggage brought down?
9. –Here’s my card. I think you’ll find it’s okay.
10. –Thank you for being so helpful.
11. –Do you need my passport?

## EXERCISE 10

### Role play

A. You and your partner study the following notes:

Mr. Santsez stayed in the Athenian Hotel for two nights (room 402). The room rate included breakfast and was 60 € per night. He had dinner for three at the hotel restaurant for 44 €, made a direct long distance call to New York charged at 30 € and ordered some drinks from Room Service charged at 11,7 €. The hotel added a service charge of 15% to the total of all charges.

B. Look at these roles:

| Mr Santsez                                                                                                                                                                                                                                   | Hotel employee                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| He wants to check out. Identifies himself and says his room number. He examines the bill and asks the hotel employee about the 15% charge in the bill. Then he finds the bill correct and asks to pay by credit card as he is short of cash. | He asks for the room number. He presents the bill and the items included in it. He explains the point the guest does not understand. He accepts payment by credit card, asks for his signature and prepares the receipt. |

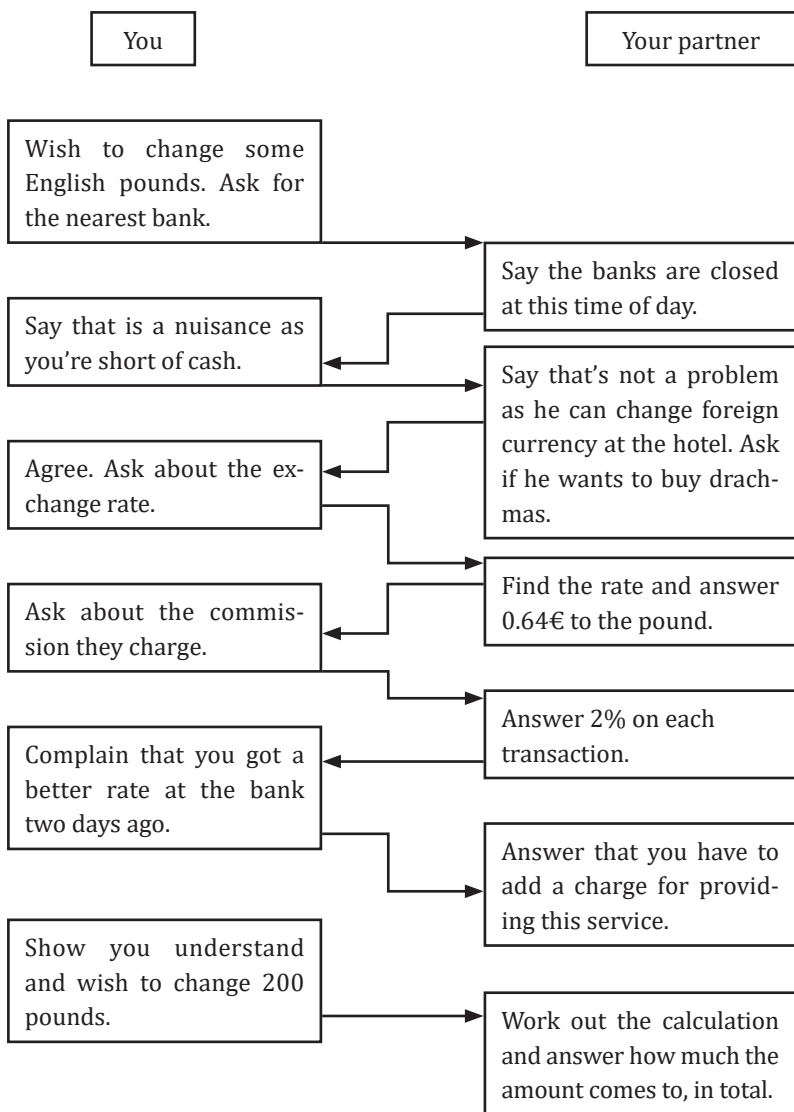
C. Take the role of Mr Santsez and that of the hotel employee. Then act out the role play.

## EXERCISE 11

### Guided dialogue

Take the roles of the guest and the receptionist. Follow these instructions and act out the dialogue.





### LANGUAGE PRACTICE

|    |      |
|----|------|
| on | off  |
| up | down |

## EXERCISE 12

---

A. Complete the following sentences with **on** or **off**.

e.g. 1. Did you remember to turn the heater **off** after you had your bath?

2. Turn \_\_\_\_\_ both hot and cold water, if you don't want to scald yourself.
3. I turned the tap \_\_\_\_\_ but no water came out.
4. How do you switch \_\_\_\_\_ this TV? I'd like to watch my favourite serial.
5. I've just turned the tap \_\_\_\_\_. You had left it running.
6. Turn the TV \_\_\_\_\_, please. I want to listen to the radio now.
7. I can't see. Can you switch the light \_\_\_\_\_?
8. It's very hot here. Turn \_\_\_\_\_ the air conditioner.
9. Remember to switch the lights \_\_\_\_\_ when you go out.
10. I have switched the TV \_\_\_\_\_, but it doesn't work.
11. Turn \_\_\_\_\_ the light I want to sleep.

*Nafpaktos*



**B. Complete the following sentences with up or down.**

e.g. 1. I can't hear the radio. Can you turn it **up**?

2. I can't hear you with all this music. Can you turn the radio \_\_\_\_\_?
3. Will you turn \_\_\_\_\_ the TV? We may disturb the neighbours.
4. Pull \_\_\_\_\_ the blinds, please. They block the view.
5. It's hot! Can you turn \_\_\_\_\_ the heating?
6. Pull \_\_\_\_\_ the blinds to keep out the light.
7. Turn \_\_\_\_\_ the radio. It's very loud.
8. Can you turn \_\_\_\_\_ the radio? They're playing my favourite song.
9. It has not been cooked yet. Turn \_\_\_\_\_ the heat.
10. Turn \_\_\_\_\_ the heat or the milk will boil over.

**LISTENING ACTIVITY**

**EXERCISE 13** \_\_\_\_\_

**A.** Listen to a description of Crete and fill in the missing information.

|                                              |                                 |
|----------------------------------------------|---------------------------------|
| Area: _____ sq km                            |                                 |
| Population: }                                | _____                           |
|                                              | _____ inhabitants per square km |
| Largest towns: }                             | Heraclion: _____ inhabitants    |
|                                              | Chania: _____ inhabitants       |
| Highest mountains: }                         | Idi: _____ m                    |
|                                              | White mountains: _____ m        |
|                                              | Dikti: _____ m                  |
| Annual rainfall in mountains areas: _____ mm |                                 |
| Weather: _____                               |                                 |
| Temperature: _____                           |                                 |
| Main products: _____                         |                                 |

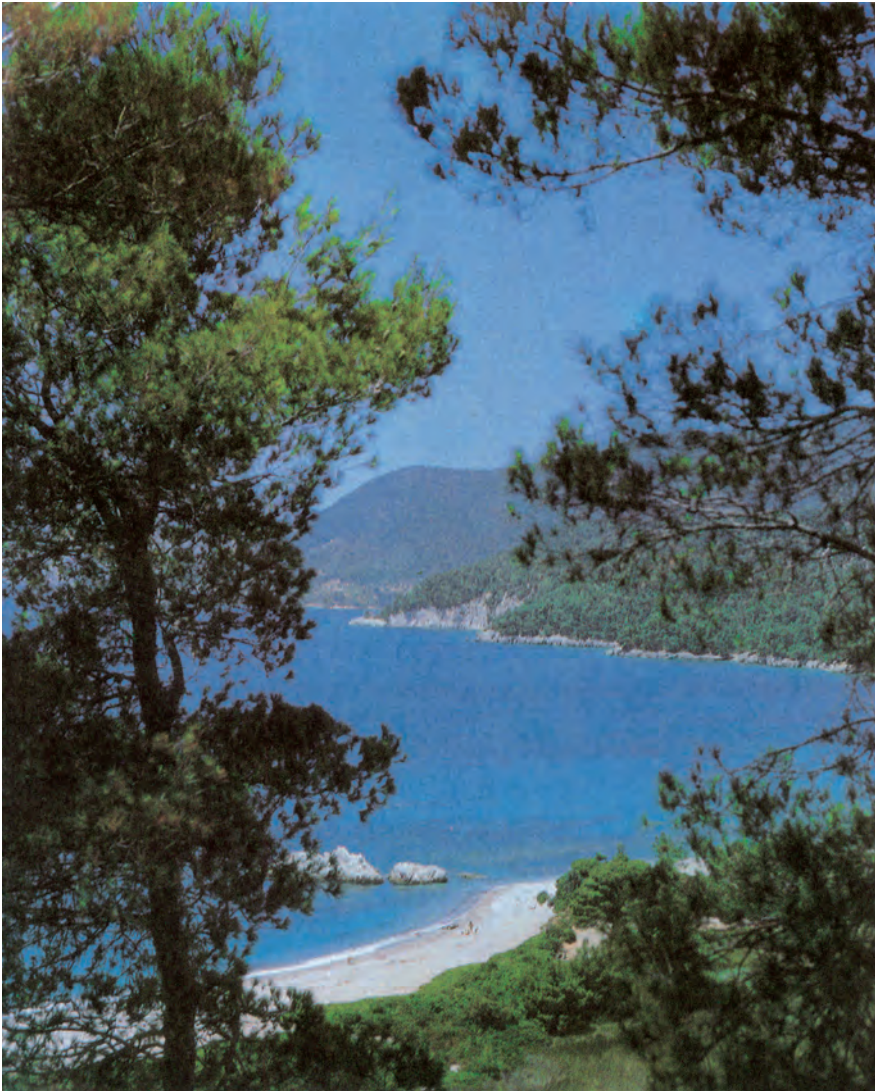
**B.** Listen to the tourist arrivals in 1985 by nationality and complete this table:

British: \_\_\_\_\_  
German: \_\_\_\_\_  
American: \_\_\_\_\_  
French: \_\_\_\_\_  
Italian: \_\_\_\_\_  
Austrian: \_\_\_\_\_  
Dutch: \_\_\_\_\_  
Swedish: \_\_\_\_\_  
Swiss: \_\_\_\_\_

## Fun Time

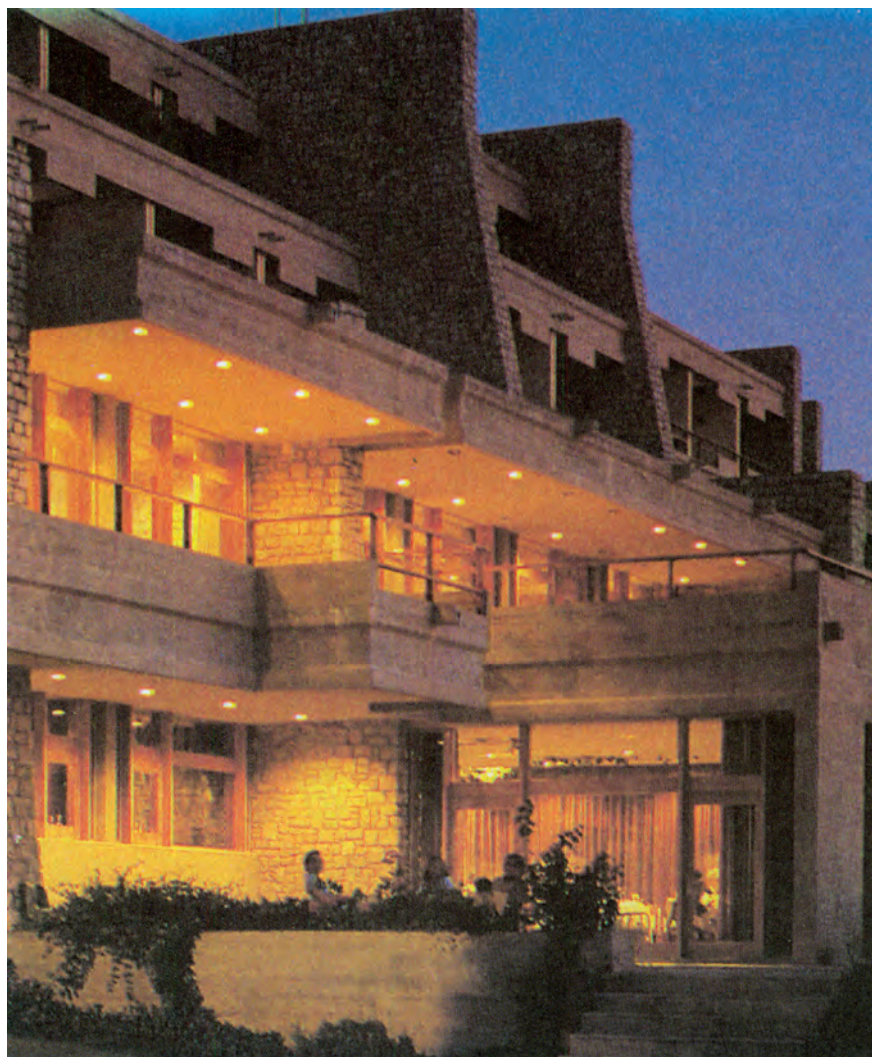
Solve these problems:

1. If the bill including 15% VAT comes to 710 €, how much is the bill exclusive of VAT?
2. His bill comes to 40 €. Add 12% service charge to this amount. He gives a hundred dollar note. Work out the change that should be given. (1 € to the dollar).
3. The bill totals 515 €. He is given a 10% discount. He pays with 600 English pound notes. Calculate the change that should be given. (0,64 € to the pound).



*Skopelos*





**SECTION B**



**FOOD AND  
BEVERAGE SERVICE**





## UNIT 9

# ***TAKING ORDERS***

### **Dialogue 1 Room Service Ordering breakfast**

Waiter: Room service. May I help you?

Guest: Yes, I'd like to order breakfast for just one person.

Waiter: Yes, madam. What would you like?

Guest: I'd like to start with fresh orange juice. Then ham and a poached egg. No, no, hang on, er, I'll have a soft-boiled egg instead. And cereals, oh no, just skip the cereals. Bring me, please, toast and rolls, butter and apricot jam. Can I have a couple of croissants, too?

Waiter: Certainly, madam. Would you prefer tea or coffee?

Guest: I'd rather have coffee, but with cream please. How long will it take?

Waiter: No more than twenty minutes. Could you give me your name and room number?

### **EXERCISE 1**

---

Read the dialogue and answer the following questions.

1. What is the polite way of saying: -I want, -Do you want?
2. How does the guest like her egg?
3. Which of these ways of preparing an egg are familiar to you?  
hard-boiled  
soft-boiled  
soft-boiled or lightly done  
scrambled  
poached  
on both sides or turned over

fried: sunny side up or on one side only or easy over

4. When will the waiter bring her breakfast?
5. What will she spread on the bread?
6. Refer to types of jam you know.
7. Which words in the dialogue mean:
  - a. I prefer
  - b. leave out
  - c. wait a second

## EXERCISE 2

---

**A.** Which of the following items, do you think, will be on the breakfast tray? Tick appropriately.

|      |                            |   |
|------|----------------------------|---|
|      | cream jug                  |   |
|      | coffee cup                 |   |
|      | napkin                     |   |
|      | saucer                     |   |
|      | tea bag                    |   |
|      | wine glass                 |   |
|      | tea spoon                  |   |
|      | side knife                 |   |
|      | egg cup                    |   |
|      | hot water jug              |   |
|      | sugar bowl                 |   |
| e.g. | coffee pot                 | V |
|      | table spoon                |   |
|      | side plate                 |   |
|      | fork                       |   |
|      | salt-pepper                |   |
|      | vase with season's flowers |   |
|      | tea-pot                    |   |

**B.** Which of the following items, do you think, will be on a tea trolley? Tick appropriately. Use your dictionary, if necessary.

e.g.

|                 |   |
|-----------------|---|
| tea cakes       |   |
| tea bag         | V |
| tea cosy        |   |
| tea cup         |   |
| tea pot         |   |
| tea spoon       |   |
| tea kettle      |   |
| tea strainer    |   |
| tea caddy       |   |
| tea cloth       |   |
| tea leaves      |   |
| slices of lemon |   |
| lumps of sugar  |   |
| lemon juice     |   |
| sugar tongs     |   |
| cold water jug  |   |



*Time for breakfast*





**EXERCISE 3** \_\_\_\_\_

Arrange the items the guest ordered under these headings:

**Dairy products**

**Beverages**

**Bread**

**Breakfast accompaniments**

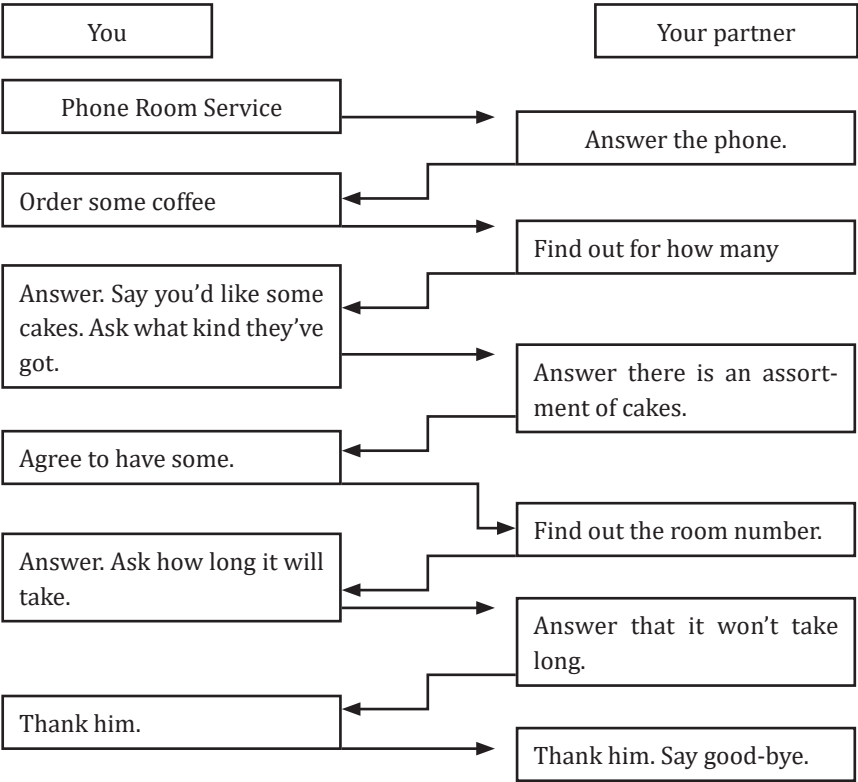
**Cakes and biscuits**

Also add under each heading any other items you can think of.

**EXERCISE 4** \_\_\_\_\_

**Guided dialogue**

Follow the instructions and act out the dialogue.



**EXERCISE 5** \_\_\_\_\_

**A.** Which adjectives collocate with the following nouns?

| NOUS   | ADJECTIVES    |             |
|--------|---------------|-------------|
| bread  | black         | mouldy      |
| coffee | brown         | stale       |
| tea    | corn          | strong      |
|        | decaffeinated | scented     |
|        | fresh         | weak        |
|        | herbal        | white       |
|        | iced          | whole wheat |
|        | instant       |             |

**B.** Choose nouns from the table below which combine with the verbs **bake**, and **make**.

|          |          |
|----------|----------|
| bread    | jam      |
| biscuits | omelette |
| cake     | tea      |
| coffee   | toast    |
| rolls    |          |



*How do you like your egg?*



## Dialogue 2

### At the restaurant Ordering a three-course lunch at a fixed price

Guest: I'll have the set lunch. Could you explain to me what there's for each course, please?  
I see that a lot of the menu is in French.

Waiter: For starters, there's a vegetable soup or tuna salad. For the main course, there's steak with chips and beans or roast chicken with roast potatoes, peas and carrots. And for dessert, there's fruit salad or lemon pie; or you can have an assortment of cheeses.

Guest: Okay. I'll have soup to start with and then for the main course I'd like the steak with beans but no chips. Will you make it well-done, please? For dessert, I'd like a lemon pie.

Waiter: Very good, madam. Would you like something to drink?

Guest: A large bottle of beer. See it is well chilled, please.

### EXERCISE 1

---

A. Which words in the second dialogue mean the same as the following?

e.g. 1. With a single fixed dish for each course and at a fixed price.

answer: set

2. a list of dishes in a meal
3. the first part of the meal
4. cooked for quite a long time
5. sweet food served at the end of the meal
6. main part of a meal
7. various kinds of the same thing
8. cold

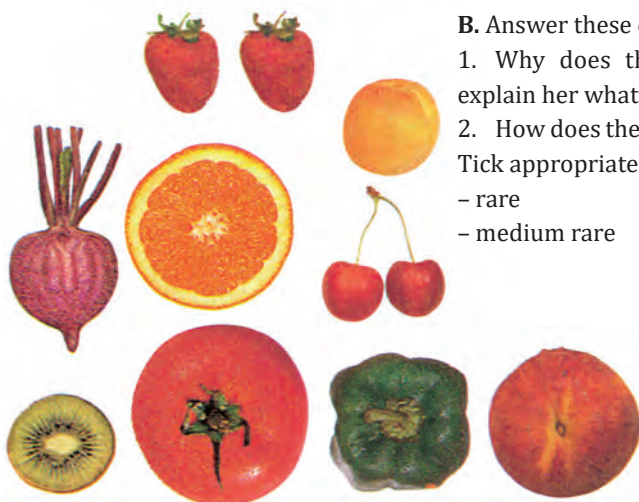
B. Answer these questions.

1. Why does the guest ask the waiter to explain her what there is on the menu?

2. How does the guest want the steak cooked?

Tick appropriately.

- |               |             |
|---------------|-------------|
| - rare        | - medium    |
| - medium rare | - well-done |



**EXERCISE 2** \_\_\_\_\_

Read the dialogue and complete this menu.

***Lucullus Restaurant***  
Table d'hôte Menu  
(Three courses)

Price per person 9 €  
e.g. vegetable soup  
.....  
.....

**EXERCISE 3** \_\_\_\_\_

Arrange the items the guest ordered into categories and give each category a title. Refer to the glossary section, if necessary.

e.g.

|                |  |  |  |
|----------------|--|--|--|
| Soups          |  |  |  |
| vegetable soup |  |  |  |

**EXERCISE 4** \_\_\_\_\_

Arrange under the headings **Meat, Fish, Vegetables, Fruit** the following words. Refer to the glossary section, if necessary.

|                                                                     |                                                                |                                                                 |                                                                   |
|---------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------|
| mackerel<br>celery<br>lamb<br>pineapple<br>veal<br>cucumber<br>pear | spinach<br>anchovy<br>plum<br>duck<br>tuna<br>peas<br>radishes | pork<br>peach<br>grapes<br>beef<br>sausage<br>salmon<br>cabbage | mullet<br>avocado<br>turkey<br>sardines<br>beans<br>date<br>trout |
|---------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------|

| Meat    | Vegetable | Fruit     | Fish     |
|---------|-----------|-----------|----------|
| sausage | celery    | pineapple | mackerel |

## EXERCISE 5 \_\_\_\_\_

Make a table d'hôte three-course-menu. Include the following items:

Shellfish cocktail  
 Fruit salad  
 Chicken curry  
 Black forest  
 Grilled mackerel  
 Mushroom soup  
 Pâté de foie gras  
 Veal roasted with vegetables

### Dialogue 3

#### At the bar Ordering drinks

John: It's my turn to get the drinks this time. What will you have, Alice?

Alice: Nothing alcoholic. I'll have a coke with a slice of lemon in it.

John: What are you having, Paul?

Paul: A cold bottle of beer, please.

Barman: Would you prefer any particular kind, sir?

Paul: So long as it's cold, any brand will do.

John: What about you, Peter?

Peter: I'd like a dry martini with plenty of ice, please.

John: What would you like Simon?

Simon: A whisky for me, please.

Barman: Would you like anything with it, sir?

Simon: No, just straight.

John: Make mine on the rocks.

Barman: All right. Thank you. Anything else?

John: No, thank you. Charge this to my room, please.

## EXERCISE 1 \_\_\_\_\_

Read the dialogue and then repeat the guests' orders without looking at it.

## EXERCISE 2 \_\_\_\_\_

A. Find words in the dialogue that mean the same as the following:

1. thin flat piece (cut from something)
2. provided that; on condition that
3. a class of goods which is the product of a particular company
4. without ice or water or other liquid; neat
5. with ice but no water

**B.** Complete the blanks in the following sentences with the words you found in the first part of this exercise.

1. Just a \_\_\_\_\_ of bread for me, please.
2. I always drink my whisky \_\_\_\_\_ but Mary likes it \_\_\_\_\_.
3. What is your favourite \_\_\_\_\_ of coffee?
4. \_\_\_\_\_ it's tender, any meat will do.

### EXERCISE 3

Match the terms in list A with their definitions in list B.

| List A                    | List B                                                                                                          |
|---------------------------|-----------------------------------------------------------------------------------------------------------------|
| 1. Wine                   | a. Strong alcoholic beverages where the alcohol content is increased by distillation.                           |
| 2. Fortified Wines        | b. Drinks of two or more spirits mixed together.                                                                |
| 3. Liqueur                | c. Non-alcoholic beverages that are mixed with alcoholic drinks.                                                |
| 4. Spirits or hard liquor | d. Alcoholic beverages to which additional alcohol has been added.                                              |
| 5. Mixers                 | e. A beverage fermented from grain containing alcohol of about 5%.                                              |
| 6. Cocktails              | f. A strong sweet alcoholic beverage usually served after dinner.                                               |
| 7. Beer                   | g. A beverage made from grapes containing alcohol, sugar and other substances that give it bouquet and flavour. |

e.g. 1.g.

### EXERCISE 4

From your own experience, choose the right heading and put it over each list of drinks below.

TABLE WINES

MIXERS

LIQUEURS

COCKTAILS

SPIRITS

WINES FORTIFIED

(hard liquor)

Whisky  
Gin  
Brandy  
Rum  
Cognac  
Vodka  
Ouzo

Vermouth  
Sherry  
Port  
Madeira

Bordeau  
Burgundy  
Beaujolais  
Chablis  
Retsina

Soda  
Tonic  
Ginger ale  
Coke

Tia Maria  
Grand Marnier  
Cointreau  
Cherry Marascino  
Amaretto

Bloody Mary  
Manhattan  
Sangria  
Martini  
Tequila

## EXERCISE 5 \_\_\_\_\_

### Pair work

| Student A         | Student B                                        |
|-------------------|--------------------------------------------------|
| Give these orders | Respond to these orders using the following cues |

|                           |                                 |
|---------------------------|---------------------------------|
| – beer                    | – bottled or draught?           |
| – can of lemonade         | – still or fizzy?               |
| – brandy                  | – some ginger?                  |
| – coke                    | – some lemon?                   |
| – glass of the house wine | – sweet or dry?                 |
| – gin                     | – particular brand? some tonic? |
| – bottle of beer          | – small or large?               |

e.g. –I would like a beer, please.  
–Would you like bottled or draught?

### Dialogue 4 At the Coffee bar Ordering snacks

Waiter: As you can see, there's a wide choice of sandwiches and snacks and soft drinks.



### *Light refreshments*

What can I get for you and the kids?

Mrs Taylor: A cheese and ham sandwich for me, please, for my daughter a tuna and salad sandwich and for the boys two hamburgers with French fries and two side salads. We'll also have two seven ups and three cokes and for afters a banana milk shake and two chocolate ice-creams.

Waiter: Right. Thank you, madam.

Mrs Taylor: Oh, could you also bring a bit of mustard and some tomato ketchup with the hamburgers?

Waiter: Certainly, madam.





**EXERCISE 1** \_\_\_\_\_

Arrange the items Mrs Taylor ordered under these headings:

| Non-alcoholic beverages | Cold snacks | Hot snacks |
|-------------------------|-------------|------------|
|                         |             |            |

| Side dishes | Spices | Sauces | Desserts |
|-------------|--------|--------|----------|
|             |        |        |          |

**EXERCISE 2** \_\_\_\_\_

Which words in the dialogue mean the same as the following?

- 1. amount of food smaller than a meal
- 2. containing no alcohol, usually sweet and served cool or iced
- 3. long thin pieces of potato cooked in deep fat; chips
- 4. the part of the meal that comes after the main dish

**EXERCISE 3** \_\_\_\_\_

Correct the following menu by giving each column the right title.

ATHENIAN HOTEL  
ROOM SERVICE MENU

| English Breakfast                                                                           |
|---------------------------------------------------------------------------------------------|
| Orange or grapefruit juice<br>Toast and rolls<br>Butter and honey (or jam)<br>Tea or coffee |

| Continental Breakfast                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------|
| Cereals<br>Orange or grapefruit juice<br>Eggs, bacon, sausage and beans<br>Toast<br>Butter and marmalade<br>Tea or coffee |

| Cold snacks                                               |
|-----------------------------------------------------------|
| Cheeseburger<br>Beefburger<br>Toasted sandwiches<br>Pizza |

| Hot snacks                                        |
|---------------------------------------------------|
| Sandwiches<br>Assortment of cakes<br>and biscuits |

| Spirits                                   |
|-------------------------------------------|
| Hot chocolate<br>Milk shakes<br>Coca cola |

| Non-alcoholic beverages   |
|---------------------------|
| Brandy<br>Vodka<br>Scotch |

## EXERCISE 4 \_\_\_\_\_

### Pair work

Make short conversations using the cues below. First study this example:

- coffee, black or white  
–How would you like your coffee? Black or white?  
–I'd like it white, please.

Now continue.

- whisky, soda or straight
- salad, Greek dressing or mayonnaise
- egg, hard boiled or lightly done
- chicken, rice or beans
- steak, creamed potatoes or chips
- apple tart, whipped cream or plain
- steak, rare or well-done

## EXERCISE 5 \_\_\_\_\_

Choose from the following lists the words that best describe the nouns:

### MEAT FISH DRINK

|                                                             |                                                                   |                                                                     |
|-------------------------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------|
| mixed<br>fatty<br>fresh<br>iced<br>lean<br>saltwater<br>raw | tropical<br>tender<br>smoked<br>white<br>tough<br>stiff<br>minced | a fillet<br>soft<br>freshwater<br>frozen<br>strong<br>still<br>weak |
|-------------------------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------|

e.g. Meat: smoked, tough,...

## LANGUAGE PRACTICE

### A. Polite requests

|                                                                                                                 |                 |
|-----------------------------------------------------------------------------------------------------------------|-----------------|
| Can I / you...?<br>Could I / you...?<br>May I...? (very formal)<br>I'd like..., please<br>I'll have..., please. | } when we order |
|-----------------------------------------------------------------------------------------------------------------|-----------------|

Examples: **Can/ could I** have some bread, please?

**May I** have your name?

**I'd like** a beer, **please**.

**Could you, please**, sign here?

### EXERCISE 1

---

- a. Ask guests politely to give you:
  - their room number
  - their passport
- b. Ask guests politely to:
  - sign the bill
  - spell their name
  - taste the wine
- c. Ask employees to do the following:
  - prepare the bill for you
  - help you lift your suitcase
  - tell you when the next train is
  - charge the bill to your room
  - lend you his/her pencil
- d. Order the following items:
  - gin and tonic
  - beer
  - glass of wine
  - soda with your scotch
  - mint sauce with the pork chop
- e. Ask the waiter or the chambermaid to bring you the following:
  - soup spoon
  - side dish
  - bath towel
  - clothes hanger
  - pillow case

## B. Expressing offers politely

Will you...?  
Won't you...?  
Would you like...?  
Would you like me to...?  
Would you care for...?  
Shall I...?  
What can I get you, sir?  
What would you like?  
What will you have?

Examples: **Will you** have some more wine?  
**Would you like** another glass of wine?  
**Would you care for** some more wine?  
**Would you like to** order now?  
**Would you like me to** bring you something else?

### EXERCISE 2

---

Offer to do the following:

- e.g. –show the table to the guest  
–Would you like to follow me, please? or  
–Would you like to come with me?
- help a guest whose suitcase is heavy
  - get a taxi
  - get an aspirin for a guest
  - seat the guest near the window
  - turn down the air conditioning
  - take an order for a drink
  - give a guest a table at 9.00
  - open the window

### EXERCISE 3

---

Say in a polite way the following:

- e.g. –I want you to charge the bill to my room.  
–Could you, please, charge the bill to my room? or  
–I would like you to charge the bill to my room.
- I want some spinach.  
–I want you to help me carry this suitcase.  
–Where do you want to sit?  
–I want you to sign here.

- I want the wine list.
- I want to have breakfast in my room.
- Do you want some chips?
- What do you want to have?
- I want some tea.
- Do you want anything else?
- Do you want salad with the sole?
- I want to reserve a table for two.
- Do you want an apple tart?

## LISTENING ACTIVITY

### EXERCISE 1

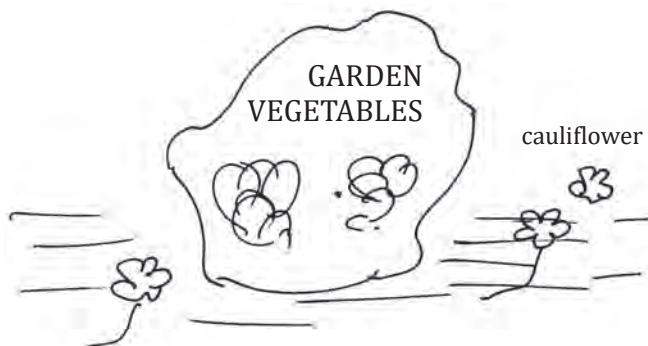
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Listen to some people ordering drinks and food and complete their orders.

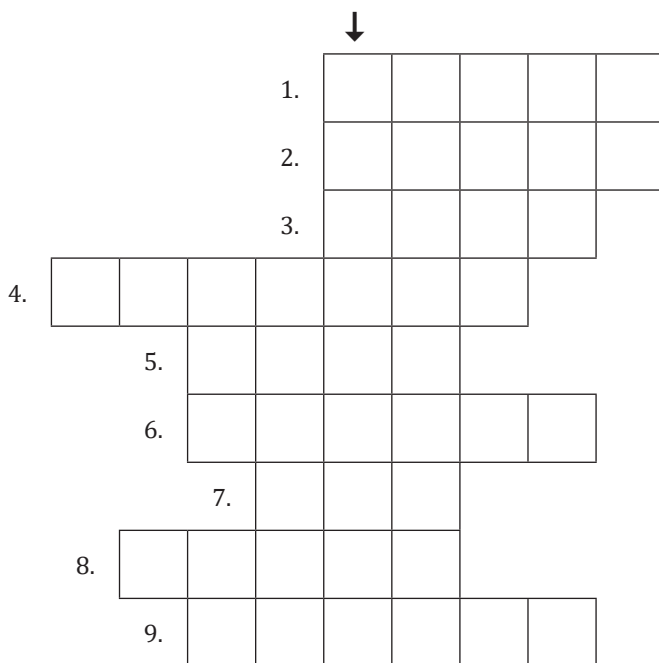
- Whisky and... and...
- ... cheeseburger...
- A... martini...
- ... and... pears.
- ... milk shakes and... with whipped cream.
- A... with my coffee.
- ... and... side salads.
- A gin and tonic...
- ... in the coke
- ... wine with the...

### Fun Time

**A.** Complete this diagram with words related to vegetables. Then check with your partner to see if you have thought of the same words.



**B.** Can you find the hidden word?



1. Some people prefer whole wheat \_\_\_\_\_.
2. Small round loaves of bread for one person.
3. Hens lay \_\_\_\_\_.
4. Breakfast dish made from grain.
5. His mother made a birthday \_\_\_\_\_ for him.
6. A brown drink usually drunk in the morning.
7. Fruit boiled in sugar and spread on bread.
8. Bread browned at heat.
9. Fat made from milk.





## UNIT 10

# AT THE RESTAURANT (1)

### Dialogue 1

#### Taking a reservation and seating the guest

Employee: Good morning. Lucullus Restaurant. May I help you?

Caller: I'd like to reserve a table for this evening at 9.00.

Employee: Certainly. How many for?

Caller: For four people. I'd like to mention that two of them are vegetarians.

Employee: Oh, that's no problem. We serve plenty of non-meat dishes. What name is it?

Caller: Mason.

Employee: All right. A table for four for this evening at 9.00 for Mr Mason. Thank you.

.....

Mr Mason: Good evening. A table for four, please.

Waiter: Good evening. Have you got a reservation?

Mr Mason: Yes, the name's Mason.

Waiter: Ah, yes. Could you come this way, please?

Will this table by the window be all right?

Mr Mason: It's fine. Thank you.

### EXERCISE 1

A. Read the dialogue and complete the notes the employee took down.

#### Lucullus Restaurant

Day: Tuesday, 2nd April

Number of people: \_\_\_\_\_

Time: \_\_\_\_\_

Name: \_\_\_\_\_

*Time for a greek coffee*

**B.** When an employee in a restaurant takes a reservation over the phone, what questions does he ask to find out what the caller wants?

**C.** Which words in the text mean the same as the following?

1. helping to sit
2. a person who eats only vegetables, grains, fruit, eggs etc, but no meat or fish
3. enough or more than enough

## EXERCISE 2 \_\_\_\_\_

Complete this dialogue. Act it in pairs.

Employee: \_\_\_\_\_?

Caller: I'd like to reserve a table for this evening.

Employee: \_\_\_\_\_?

Caller: Three.

Employee: \_\_\_\_\_?

Caller: Around 8.00.

Employee: \_\_\_\_\_?

Caller: Cliff.

Employee: All right. \_\_\_\_\_.

Thank you, \_\_\_\_\_

Caller: Thank you. Goodbye.

## EXERCISE 3 \_\_\_\_\_

### Role play

Read these instructions and act the role play in pairs.

Student A

You call the restaurant to make a reservation for Sunday. Your name's Winkler. You want to know what time the restaurant opens. You want a table for five at 8.00. You are given one at 9.00. You accept the offer.

Student B

You answer the phone. The restaurant's hours are 7.00 pm to midnight. Find out what the caller wants. Apologize because there are not tables left for 8.00. Give one at 9.00.

## EXERCISE 4 \_\_\_\_\_

### Role play

Take the roles of the customer and the employee and act this dialogue.

Student A

Your name's Bugster. You come in the restaurant. You've got a reservation. You are offered a table near the doorway. You are not pleased (it's draughty). You are offered one in the corner. You accept it.

Student B

Show the guest to the table. Ask if he likes it. As he does not like it, ask him if he'd rather sit in the corner. Say that you'll bring him the menu.

## EXERCISE 5

---

What do you say in the following situations?

e.g. . You give the client information about the restaurant's hours.

answer: We open/ close at... We're closed on...

2. You refuse a reservation.
3. You welcome a guest and help him sit.
4. You ask if he's pleased with the table offered.
5. You apologize because the table where the guest prefers to sit is reserved.
6. You want to find out if he prefers to sit near the window or further back.

### Dialogue 2

#### Ordering aperitifs

Waiter: Good evening. Would you like to have the table d'hôte or the à la carte menu?

Guest 1: We'd rather order à la carte. I fancy having a good meal tonight.

Waiter: Very good, sir. Here are your menu and the wine list. Would you like an aperitif before you order?

Guest 1: Yes, I'll have a gin and tonic please.

Guest 2: A vermouth for me with a dash of soda, please.

Waiter: Very good. Thank you. ....

Here we are. A vermouth and a gin and tonic.

## EXERCISE 1

---

A. Read the dialogue and answer this question.

What did the guests want added to their drinks?

B. Find which words in the dialogue mean the same as the following:

e.g. 1. before dinner alcoholic drinks that stimulate the appetite before dinner

answer: aperitifs

2. a meal (of several prearranged courses) served to all guests at a fixed price
3. according to a menu in which each item is priced separately
4. like; desire

5. a menu of the wines served in a restaurant
6. a small amount of something added to food

## EXERCISE 2

Choose words referring to wine from the list to complete the following sentences.

cork  
corkscrew  
ice buckets  
room temperature  
wine glass  
bouquet

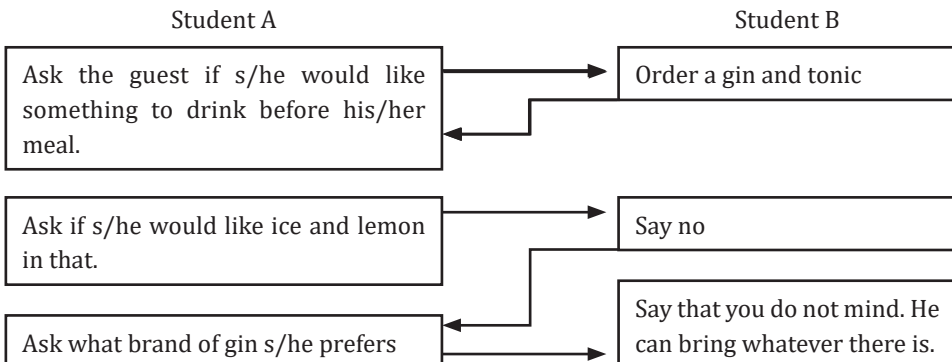
e.g. 1. The sweet and pleasant smell of wine is called **bouquet**.

2. Red wine is served at \_\_\_\_\_.
3. A \_\_\_\_\_ is often bowl-shaped and becomes narrower at the top to hold the \_\_\_\_\_ of the wine.
4. A \_\_\_\_\_ is fixed into the neck of a bottle to close it tightly.
5. A \_\_\_\_\_ is an apparatus of twisted metal for pulling corks out of bottles.
6. We put the bottles of white wine in \_\_\_\_\_ to keep them cold.
7. We fill the wine glass only two thirds full to keep room for the \_\_\_\_\_.

## EXERCISE 3

### Guided dialogue

Follow the instructions. Take the roles of the waiter and the guest and act out the dialogue in pairs.







*Good morning!*

#### EXERCISE 4

A. Match the words in list B with the quantities in list A.

| List A              | List B    |
|---------------------|-----------|
| a dash of           | garlic    |
| a dozen of          | soda      |
| a kilo of           | salt      |
| a pinch of          | butter    |
| a chunk of          | bread     |
| a litre bottle of   | oranges   |
| a loaf of           | milk      |
| 10 grams of         | meat      |
| a spoonful of       | eggs      |
| a bar of            | chocolate |
| a slice of          | sugar     |
| a clove of          |           |
| a lump of           |           |
| e.g. a dash of soda |           |



**B. Which of the words below collocate with the nouns **WINE, WATER.****

|          |           |           |
|----------|-----------|-----------|
| dry      | drinkable | sparkling |
| boiling  | iced      | mineral   |
| house    | rose      | table     |
| clear    | fresh     | running   |
| drinking | white     | imported  |
| sweet    | hot       | chilled   |

e.g. dry wine

**EXERCISE 5**

Arrange the words in the following lists into categories and give each category a title.

|                                            |                            |
|--------------------------------------------|----------------------------|
| -Fried cod with garlic sauce               | -Lime juice                |
| -Lasagne                                   | -Ravioli                   |
| -Fried fillets of plaice with tartar sauce | -Pork chop with mint sauce |
| -Feta                                      | -Profiterole               |
| -Avocado with shrimps                      | -Brandy                    |
| -Veal ragout                               | -Shellfish cocktail        |
| -Brie                                      | -Lamb kebabs               |
| -Spaghetti napolitana                      | -Sherry                    |
| -Courgettes                                | -Egg mayonnaise            |
| -Cheese cake                               | -Bitter lemon              |
| -Vermouth                                  | -Artichokes                |

e.g. Starters

Avocado with shrimps

**Dialogue 3**

**Ordering starters and fish**

Waiter: Would you like to order now, sir? Have you chosen what you'd like to start with?

Guest 1: Yes, I'll have the stuffed vine leaves followed by the grilled trout in vinegar sauce.

Guest 2: The mixed hors d'oeuvres for me. Then... Can you tell me what the sole à la grecque is exactly?

Waiter: It's fillets of sole lightly fried in olive oil and sprinkled with lemon juice and herbs.

Guest 2: That sounds good. That's what I'll have.

Guest 3: I think I'll have the prawn cocktail.

Waiter: Right. So that's one stuffed vine leaves, one grilled trout, one mixed hors d'oeuvres, one sole à la grecque and one prawn cocktail, thank you.



*The famous Greek  
peasant salad*



*Fried whitebait*

## EXERCISE 1

---

**A.** Read the dialogue and answer these questions.

1. What did each guest order as a starter?
2. What fish did they order?
3. Refer to some methods of cooking you know.

**B.** Find words in the dialogue which mean the same as the following:

e.g. 1. the first course of a meal

answer: starters

2. climbing plant that produces grapes
3. cooked over or under direct heat
4. river fish related to salmon
5. liquid made from sour wine for putting on food
6. any of various savoury foods served (as appetizers) in small amounts at the beginning of a meal
7. flat fish used as food
8. small plants used to improve the taste of food
9. shellfish (used for food) like a large shrimp



*Fresh vegetables*

**EXERCISE 2** \_\_\_\_\_

A. Arrange these items under the headings **Shellfish**, **Salt water fish**, **Fresh water fish**. Refer to the glossary section, if necessary.

|             |         |           |            |
|-------------|---------|-----------|------------|
| mussels     | lobster | tuna      | shrimp     |
| trout       | haddock | prawn     | salmon     |
| anchovy     | crab    | mullet    | oysters    |
| white bream | perch   | sea perch | sword fish |
| dentex      |         |           |            |

| Shellfish    | Salt water fish | Fresh water fish |
|--------------|-----------------|------------------|
| e.g. Mussels |                 |                  |

B. Arrange the items below under the headings **Herbs**, **Spices**. Refer to the glossary section, if necessary.

|         |          |
|---------|----------|
| pepper  | cinnamon |
| paprika | rosemary |
| parsley | clove    |
| chilli  | oregano  |
| thyme   | nutmeg   |

| Herbs | Spices      |
|-------|-------------|
|       | e.g. pepper |

**EXERCISE 3** \_\_\_\_\_

Use all these words to complete the menu below.

|                                                                                                                                                         |                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Vegetable cream soup<br>Marinated red mullet<br>Broccoli<br>Cocktails<br>Seafood appetizers<br>Plaice in wine sauce<br>Water melon<br>Plain white rolls | Lamb chops<br>Orange sauced carrots<br>Beer<br>Grilled trout<br>Liqueurs<br>Peach<br>Strawberries and cream<br>Veal cutlets |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|

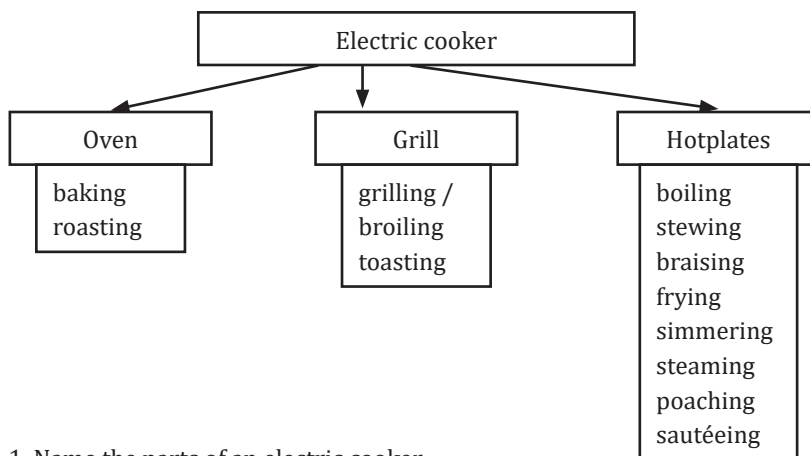
## Menu (à la carte)

| Starters                 | Salads               | Fish               | Charcoal<br>grilled meat                      |
|--------------------------|----------------------|--------------------|-----------------------------------------------|
| -Mixed hors<br>d'oeuvres | -Hot potato<br>salad | -Sole in<br>butter | -Beef steaks                                  |
| Fruit                    | Desserts             | Drinks             | Bread                                         |
| -Tangerines              | -Chocolate<br>mousse | -Wines             | -Whole meal<br>rolls<br>-Plain white<br>rolls |

### Distinguishing methods of cooking

#### EXERCISE 4 \_\_\_\_\_

A. Look at this diagram and answer the questions that follow it.



1. Name the parts of an electric cooker.
2. What is each part used for?

B. Complete the following definitions with the verbs referring to cooking: **boil, grill, fry, stew, and poach.**

e.g. 1. **stew**: cook food slowly in closed vessel with liquid

2. \_\_\_\_\_: cook in liquid at temperature at which the liquid turns to vapour
3. \_\_\_\_\_: cook food in very hot oil or fat
4. \_\_\_\_\_: cook food quickly on a metal shelf put under or over a flame or electric heat
5. \_\_\_\_\_: cook (fish, eggs) in small amount of liquid, gently boiling

C. Match the verbs referring to cooking in list A with their definitions in list B.

| List A    | List B                                                                                                 |
|-----------|--------------------------------------------------------------------------------------------------------|
| 1. steam  | a. cook over a fire or in an oven                                                                      |
| 2. braise | b. cook quickly or fry in a small amount of hot oil or fat                                             |
| 3. roast  | c. cook food in a container put in a vessel of boiling water so that the water does not touch the food |
| 4. simmer | d. cook slowly in a covered pot with fat and a little water; stew                                      |
| 5. bake   | e. boil slowly and gently                                                                              |
| 6. sauté  | f. cook by dry heat in the oven                                                                        |

e.g. 1. c.

### EXERCISE 5

Distinguish the various cooking methods by completing this table.

|        | dry | in liquid<br>(fat /<br>water) | in the<br>oven | on the hot<br>plates | fast<br>cooking | slow<br>cooking |
|--------|-----|-------------------------------|----------------|----------------------|-----------------|-----------------|
| grill  | V   |                               | V              |                      | V               |                 |
| simmer |     |                               |                |                      |                 |                 |
| roast  |     |                               |                |                      |                 |                 |
| bake   |     |                               |                |                      |                 |                 |
| fry    |     |                               |                |                      |                 |                 |
| poach  |     |                               |                |                      |                 |                 |
| stew   |     |                               |                |                      |                 |                 |
| braise |     |                               |                |                      |                 |                 |
| sauté  |     |                               |                |                      |                 |                 |



## LANGUAGE PRACTICE

### A. Expressing preference

To express preference, the following expressions are used:

I prefer } to + infinitive  
          } something (**to** something else)

I'd prefer to + inf (more polite than prefer)

I'd rather + inf without to

Would you rather...?

Would you prefer...?

(more polite than "Do you prefer?")

Examples: **I prefer** coffee **to** tea.

**I prefer to** drink tea with my meals.

**Would you** { **rather have**  
                  } **prefer** } tea or coffee?

Coffee, please.

**I'd rather have** beer than wine.

Would you like to order now? **I'd rather** order a bit later.

### EXERCISE 1

a. Practise in pairs using the following cues.

First study this example:

orange/ apple

-Would you like an orange?

-I'd rather have an apple.

banana/strawberries

boiled egg/fried egg

milk/hot chocolate

bottled wine/a glass of the house wine

hot dog/hamburger

sit near the window/over there in the corner

pay in cash/pay by credit card

starter/order straight away

b. Notice the example and practise in pairs using the following cues:

cheese/dessert

-Would you rather have cheese or dessert?

-Cheese, please.

orange juice/grapefruit

fried potatoes/creamed potatoes  
ice cream/cheesecake  
tomato salad/lettuce salad  
Irish coffee/Greek coffee  
apple tart/fruit salad chateaubriand/fillet mignon

## B. Countable and uncountable nouns

All nouns can be countable or uncountable.

**Countable** nouns can be counted.

e.g. three apples

Before them we can use **a/ an, some, many**, etc.

e.g. an egg, some artichokes etc.

**Uncountable** nouns cannot be counted. They have no plural (news is singular) and we cannot use **a/ an** before them. We can use **some, the, much** etc.

e.g. salt, some honey, an extra portion

However, many nouns can be used as countable or as uncountable nouns but there is a difference in meaning. For example, when we order, we say **three soups** meaning **three bowls of soup**, **three vermouths**, meaning **three glasses of vermouth**, etc. We can also see on a menu **cheeses, beers, wines**, meaning that there are several kinds of cheese, beer, wine.

## EXERCISE 2

a. Write **a, an** or **some** before these nouns:

soap, idea, jam, sugar, luggage, dish, orange, money, milk, tea, news, jar of honey, loaf of bread, meal, wine.

e.g. some soap

b. Arrange the following nouns under the categories **COUNTABLE, UNCOUNTABLE**:  
portion, work, pepper, butter, cauliflower, job, glass of milk, carrot, meat, steak, baggage.

| COUNTABLE | UNCOUNTABLE |
|-----------|-------------|
|           | e.g. work   |

c. Are the nouns in bold print in the following sentences countable or uncountable?  
Tick appropriately.

|                                                    | Count. | Uncount. |
|----------------------------------------------------|--------|----------|
| 1. I lose customers in bad <b>weather</b> .        |        | V        |
| 2. The <b>traffic</b> is very heavy at peak hours. |        |          |
| 3. I'd like a second <b>helping</b> .              |        |          |

|                                                          | Count. | Uncount. |
|----------------------------------------------------------|--------|----------|
| 4. I do a tiring <b>job</b> .                            |        |          |
| 5. What picturesque <b>scenery</b> !                     |        |          |
| 6. I found a <b>hair</b> in my soup.                     |        |          |
| 7. Is <b>money</b> everything?                           |        |          |
| 8. What a beautiful <b>view</b> !                        |        |          |
| 9. They never do any <b>work</b> .                       |        |          |
| 10. I need some <b>information</b> .                     |        |          |
| 11. I have a business that arranges <b>travel</b> .      |        |          |
| 12. Can you give me some <b>advice</b> ?                 |        |          |
| 13. The travel agent arranged our <b>accommodation</b> . |        |          |
| 14. Is there any <b>fruit</b> in the cupboard?           |        |          |

### C. A/ an - The

**A/ an** is used when we do not know which thing we mean.

**The** is used when it is clear which thing or person we mean.

examples: Is **the** hotel very far from **the** centre of **the** town?

When we were in Spetses, we stayed at **a** small hotel.

### EXERCISE 3

Complete the following sentences with **a/ an**, or **the**.

e.g. 1. Here are the menus and the wine list.

- Would you like to order \_\_\_\_\_ aperitif or \_\_\_\_\_ starter?
- Remember to buy \_\_\_\_\_ loaf of bread.
- I'd like \_\_\_\_\_ avocado pear, please.
- I'll have \_\_\_\_\_ mushroom soup.
- Have you tried \_\_\_\_\_ house white?
- Where's \_\_\_\_\_ flour I bought?
- They ordered fruit and cheese but they didn't eat \_\_\_\_\_ fruit.
- Would you like \_\_\_\_\_ glass of wine?
- I'd like \_\_\_\_\_ coke, \_\_\_\_\_ tonic and \_\_\_\_\_ orange juice.

### LISTENING ACTIVITY

### EXERCISE 1

Listen to some guests ordering a meal and drinks in a restaurant and complete their orders.

- \_\_\_\_\_ cocktail  
\_\_\_\_\_ chop with \_\_\_\_\_ and \_\_\_\_\_  
\_\_\_\_\_ on draught

2. \_\_\_\_\_ and \_\_\_\_\_  
 \_\_\_\_\_ and a \_\_\_\_\_ orangeade
3. \_\_\_\_\_ soups  
 \_\_\_\_\_  
 \_\_\_\_\_ salad  
 \_\_\_\_\_ ice-cream
4. \_\_\_\_\_ sandwiches on \_\_\_\_\_ bread  
 \_\_\_\_\_ sandwich on \_\_\_\_\_ bread  
 \_\_\_\_\_ sandwiches on \_\_\_\_\_ bread  
 \_\_\_\_\_ of beer  
 \_\_\_\_\_
5. \_\_\_\_\_  
 \_\_\_\_\_ steak \_\_\_\_\_  
 \_\_\_\_\_ salad  
 biscuits and \_\_\_\_\_
6. \_\_\_\_\_ chicken with \_\_\_\_\_ and \_\_\_\_\_  
 \_\_\_\_\_ of rose  
 \_\_\_\_\_ salad  
 \_\_\_\_\_
7. \_\_\_\_\_ juices  
 \_\_\_\_\_ mackerel  
 roast \_\_\_\_\_  
 2 \_\_\_\_\_ salads, \_\_\_\_\_ dressing

### Fun Time

A. Here are 5 groups of words. Which word is the odd one out in each group?

1. 

|         |
|---------|
| chicken |
| pork    |
| duck    |
| goose   |
| turkey  |
2. 

|            |
|------------|
| cucumber   |
| aubergine  |
| grapefruit |
| radishes   |
| peppers    |
3. 

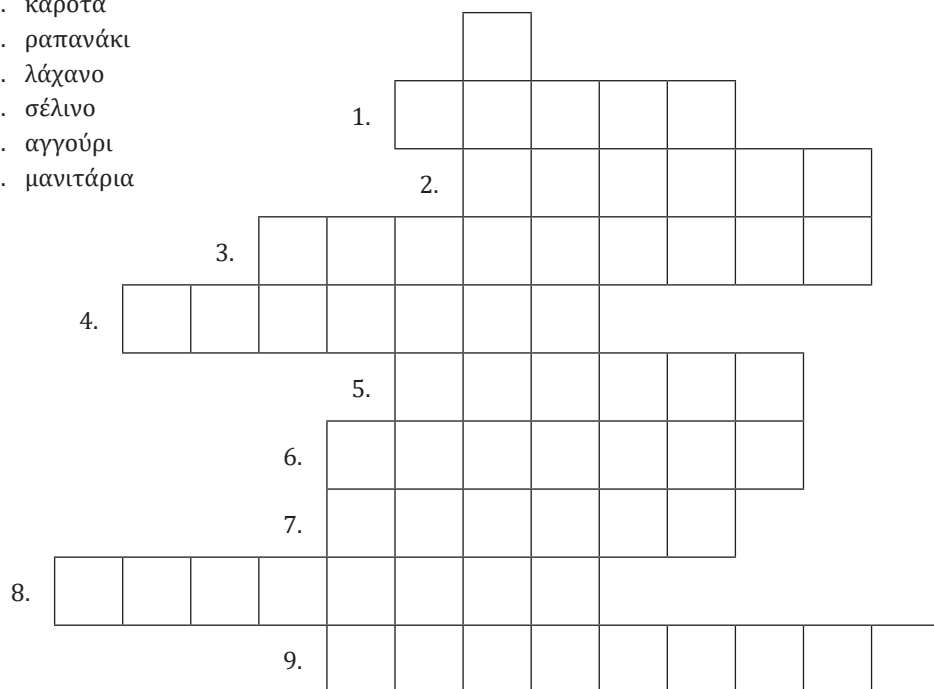
|                |
|----------------|
| waiter         |
| maître d'hôtel |
| wine waiter    |
| chambermaid    |
| head waiter    |
4. 

|         |
|---------|
| trout   |
| tuna    |
| salmon  |
| mullet  |
| lobster |
5. 

|          |
|----------|
| teaspoon |
| dish     |
| bowl     |
| plate    |
| jug      |

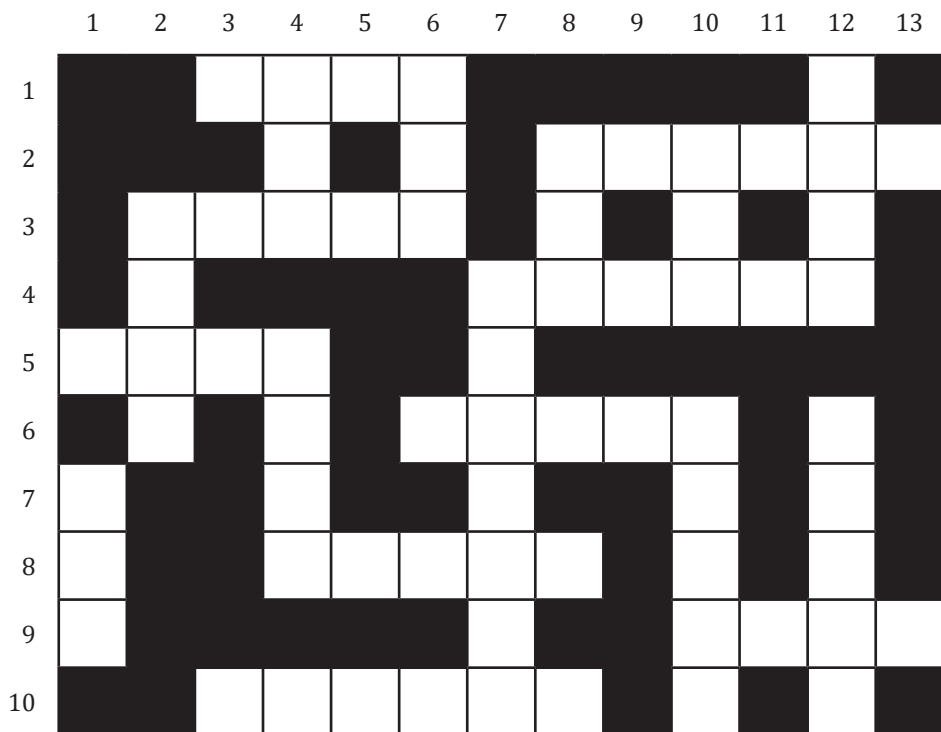
**B. Solve the puzzle.**

1. φασόλια
2. σκόρδο
3. μελιτζάνα
4. καρότα
5. ραπανάκι
6. λάχανο
7. σέλινο
8. αγγούρι
9. μανιτάρια



**C.**

| Across          | Down                    |
|-----------------|-------------------------|
| 1. λεπτή φέτα   | 1. χοιρινό              |
| 2. γαλοπούλα    | 2. μοσχάρι (κρέας)      |
| 3. βότκα        | 4. είχα, βοδινό (κρέας) |
| 4. σολομός      | 6. αρακάς, μπιζέλι      |
| 5. αρνί (κρέας) | 7. σαρδέλα              |
| 6. πέστροφα     | 8. τσάι                 |
| 8. φρούτα       | 10. ρούμι, φρυγανιά     |
| 9. αλάτι        | 12. φασόλι, μήλο        |
| 10. κέφαλος     |                         |





# To Your Health!

It's time we stopped at a tavern and sat down in the shade of its grape arbor or pine trees.

Why not sample some good Greek cooking – it tastes of the country's earth and waters.

A charcoal grilled fish, wild greens, olives, fried potatoes, cheese, wine from aromatic, sun - blessed grapes and... to your health.

The Greeks say that a glass of wine delights all the senses. First the eye with its colour and sparkle, then the nose with its perfume, and the taste buds with its flavor.

And when it's time to clink glasses in a toast, the noise the glasses make as they come together sounds a note of gaiety, of joy and good company: To your health!

When the ancient Greeks used to meet or write to each other, they used to greeting "Erroso", which means "Be strong, be well".

Today, as you can see, we're just continuing the tradition.

So, To your health!

May you always be well!



## UNIT 11

# *AT THE RESTAURANT (2)*

### Dialogue 1 Ordering the main course

Waiter: Can I take your order now?

Husband: I don't think I'll bother with starters.

What would you recommend for the main course?

Waiter: Why don't you try the roast duckling curry?

Husband: Er... no. It must be a bit spicy for me. I'd rather have a steak. Rare, please. And I'd like a baked potato to go with it.

Waiter: Fine, sir. Thank you.

Husband: Have you decided what you'll have dear?

Wife: Em, no. I'm still looking at the menu. I don't think I'll have a first course. What local speciality would you suggest?

Waiter: I'd suggest moussaka. It consists of layers of minced meat, aubergines and courgettes topped with béchamel.

Wife: That sounds nice. I'll have this on your recommendation.

Waiter: Very good. Thank you. Would you like a salad?

Husband: I think I'll have a mixed Greek village salad.

Wife: Just lettuce for me, please. I'd rather you didn't put any dressing on it. I prefer it plain.

Waiter: Very good, madam. Thank you.

### EXERCISE 1

---

Read the dialogue and answer the following questions.

- 1 a. How does the waiter ask the guest if he's ready to order?  
b. What else could he say?
2. How does he recommend a dish to guests?
3. How does he explain what moussaka is?

4. How does he ask the guest if he wants to order a salad?
5. Repeat their orders without looking at the dialogue.

## EXERCISE 2

---

Read the dialogue and find words that mean the same as the following:

e.g. 1. cooked with various spices (usually served with rice)

answer: curry

2. containing spices
3. is made up of
4. cut into very small pieces
5. white sauce made with milk, butter, eggs and flour, flavoured with herbs
6. sauce for adding to a salad
7. without anything added

## EXERCISE 3

---

### Laying a table

With the help of your teacher, find where the following items are placed on the table.

1. plate
  2. napkin
  3. joint knife and fork
  4. fish knife and fork
  5. soup spoon
  6. dessert spoon and fork
  7. side plate
  8. side knife
  9. wine glass
  10. salt, pepper, vase with flowers, ashtray
- e.g. 1. The plate is placed in front of the guest.  
2. The napkin is in the plate nicely folded.  
3....



*Mousaka*

## EXERCISE 4

There are some mistakes in this à la carte menu. Correct them and rewrite the menu.

| <b>A la carte menu</b><br><b>All prices inclusive of service and VAT.</b> |                                          |
|---------------------------------------------------------------------------|------------------------------------------|
| <b>Starters</b>                                                           | <b>Main courses</b>                      |
| Pasticcio                                                                 | Smoked salmon                            |
| Spirits                                                                   | Kebabs                                   |
| Liqueurs                                                                  | Hare stewed with small onions and spices |
| Plain boiled rice                                                         | Sautéed mushrooms                        |
| Tomato salad                                                              | Beef with noodles                        |
| <b>Side dishes</b>                                                        | <b>Drinks</b>                            |
| Consommé                                                                  | Roquefort                                |
| Lamb on the spit                                                          | Danish blue                              |
| Stuffed cabbage leaves                                                    | Table wines                              |
| Stuffed tomatoes and peppers                                              |                                          |
| Croquette potatoes                                                        |                                          |
| <b>Desserts</b>                                                           | <b>Cheeses</b>                           |
| Vanilla pudding                                                           | Prosciutto                               |
| Spinach pie                                                               | Cheddar                                  |
| Chocolate pastry                                                          | Cocktails                                |
| Veal escalope                                                             |                                          |
| Mozzarella                                                                |                                          |

## EXERCISE 5

A. Which of these adjectives collocate with the nouns **smell** and **taste**?

sweet

bad

nice

bitter

(un) pleasant

mild

sour

strong

e.g. sweet taste

**B.** Match the cooking processes in list A with the items in list B.

| List A | List B     |
|--------|------------|
| toast  | meat       |
| roast  | fish       |
| grill  | eggs       |
| fry    | bread      |
| poach  | vegetables |
| bake   |            |
| braise |            |
| steam  |            |

e.g. toast bread

**Dialogue 2**  
**Ordering wine with the meal**

Wine waiter: Would you like something to drink?  
Mr Rolland: I think we'll have white wine to start with. What do you suggest? Something not very dry.  
Wine waiter: "Greek Cava" would do nicely. It's fruity and medium dry.  
Mr Rolland: Okay, then. A half bottle of the Cava, please. See that it's well chilled. And for the main course, a full-bodied red, definitely.  
Wine waiter: In that case, may I suggest the house wine? It's very good.  
Mr Rolland: Fine. Will you bring us a carafe of the house red? Oh, and can we also have some iced mineral water; the still kind, not fizzy.  
Waiter: Certainly, sir.  
.....  
Wine waiter: Was the wine to your liking, sir?  
Mr Rolland: It was very nice, thank you.

**EXERCISE 1** \_\_\_\_\_

- Read the dialogue and answer these questions:
1. Refer to the adjectives the waiter uses to describe the wine.
  2. What kind of wine did Mr Rolland order?
  3. How does he want the white wine served?
  4. Do you know how the red wine is best served? (warm - cold - at room temperature)
  5. What kind of water did they ask for?

**EXERCISE 2** \_\_\_\_\_

Find words or phrases in the dialogue which mean the same as the following:

e.g. 1. having the flavour of fruit

answer: fruity

2. having a rich and full flavour
3. glass bottle with a wide neck used to serve wine (or water) at table
4. a wine selected by the management
5. that comes from a natural spring
6. not containing bubbles of gas, non carbonated
7. containing bubbles of gas, carbonated
8. did you like it?

### EXERCISE 3

What kind of wine do you think each item of food goes with? Tick appropriately.

|                 | Aperitifs | White wine | Rosé wine | Red* |   | Dessert wine (sweet) | Liqueur |
|-----------------|-----------|------------|-----------|------|---|----------------------|---------|
|                 |           |            |           | 1    | 2 |                      |         |
| Hors d' oeuvres | V         |            |           |      |   |                      |         |
| Pork            |           |            |           |      |   |                      |         |
| Fish            |           |            |           |      |   |                      |         |
| Chicken         |           |            |           |      |   |                      |         |
| Veal            |           |            |           |      |   |                      |         |
| Beef            |           |            |           |      |   |                      |         |
| Lamb            |           |            |           |      |   |                      |         |
| Dessert         |           |            |           |      |   |                      |         |
| Coffee          |           |            |           |      |   |                      |         |
| Cheese          |           |            |           |      |   |                      |         |

\*: 1: Light red 2: Full-bodied

### EXERCISE 4

A glass of wine or a wine glass?

e.g. I'd like a **glass of wine**.

Can you bring some **wine glasses**?

**A glass of wine** is empty while a **wine glass** has wine in it.

Correct the sentences that are wrong.

e.g. 1. I'll wash up the jug of milk. Wrong.

answer: I'll wash up the milk jug.





2. I'm going to the grocer's to buy some tins of biscuits and a can of oil.
3. I have invited six people for dinner and I don't know if there are enough glasses of wine for the guests. I'd better get some.
4. Shall I stand you a bottle of beer?
5. I gave my friend as a present a bottle of perfume and a chocolate box.
6. He is collecting match boxes.
7. Could you give me a bowl of sugar to put some sugar in it?
8. I'd like a wine glass with my fish.
9. I need an empty pot of coffee.
10. I'd like some butter and honey, but I can't find the jar of honey.

## EXERCISE 5

A. Which of the adjectives below combine best with the nouns **drink, wine, flavour**.

|           |             |            |
|-----------|-------------|------------|
| dry       | weak        | strong     |
| stiff     | pleasant    | light      |
| fizzy     | natural     | rich       |
| fortified | full-bodied | artificial |
|           | sparkling   | mixed      |
| soft      | white       | still      |

B. Choose verbs from the table below that combine best with the nouns **drink, water, wine**.

|       |         |
|-------|---------|
| drink | pour    |
| fix   | produce |
| make  | spill   |
| mix   |         |

## Dialogue 3

### Ordering dessert and coffee

Waiter: Is everything all right?

Man: It's delicious.

Waiter: I'm glad you've enjoyed it. Would you like some cheese now? We've got a choice of Camembert, Roquefort, Gruyère...

Man: No, thank you. I think I'll have some dessert. What are you having, dear?

Woman: Oh, no cheese or dessert for me. I've already had too much. Just coffee and a cherry brandy.

Waiter: How would you like your coffee, madam. Black or white?

Woman: I prefer black, but not very strong, please.

Waiter: Certainly, madam. Thank you. What would you have for dessert, sir?

Man: A strawberry tart with whipped cream, please.

Waiter: I'm afraid we haven't got any left.

Man: Okay, I'll have a crème caramel instead, and I'd like an espresso to finish with.  
Waiter: Very good, sir. Thank you.

### EXERCISE 1

---

Read the dialogue and answer these questions:

1. What does the waiter say to find out if the meal is satisfactory?
2. What does the guest say to compliment the waiter?
3. How does the waiter respond to the compliment?
4. How does the waiter ask if the guests want cheese?
5. Why doesn't the woman want cheese or dessert?
6. How does the waiter tell the guest that he can't have a strawberry tart?
7. How does the woman like her coffee?
8. What dessert will the man have?
9. What will the man have to finish his meal with?

### EXERCISE 2

---

Which words in the dialogue mean the same as the following?

e.g. 1. having pleasant taste or smell

answer: delicious

2. a soft French cheese that is greyish-white outside and pale yellow inside
3. a strong French cheese with blue lines in it made from sheep's milk
4. hard yellow Swiss cheese with smaller holes and a fuller flavour than Emmenthal
5. pie containing a sweet filling
6. dessert made with eggs and cream and topped with caramelized sugar
7. coffee made by forcing steam through crushed coffee beans

### EXERCISE 3

---

Study the example and suggest alternatives using the cues below:

e.g. 1. salmon/ trout

answer: I'm afraid we haven't got any salmon but the trout is very good.

2. mayonnaise/ wine sauce
3. shrimps/ calamari
4. fillet steak/ pork
5. cutlets/ escalopes
6. melon/ water melon
7. bottled beer/ draught beer
8. fresh juice/ canned or frozen
9. apple pie/ lemon pie

### EXERCISE 4

---

Find the opposite of the words in bold print in the following sentences and complete them.

- e.g. 1. **Red** wine should be drunk **warm**, but **white** wine should be drunk **cool**.
2. Irish coffee is **weak** but espresso coffee is \_\_\_\_\_.
3. The service at lunchtimes is **slow** but in the evening it is \_\_\_\_\_.
4. This bottled wine is **full-bodied** red but the house wine is \_\_\_\_\_ red.
5. These peaches are **sweet** but these oranges are \_\_\_\_\_.
6. The fillet steak was really **tender** but the pork chop was \_\_\_\_\_.
7. The lamb cutlets were **underdone** and the veal escalope was \_\_\_\_\_.
8. The plain white rolls are **fresh** but the wholemeal rolls are \_\_\_\_\_.
9. These strawberries are **unripe** but the cherries are \_\_\_\_\_.
10. I do not like **cooked** vegetables, I like \_\_\_\_\_ vegetables.
11. This beer is **strong**. I'd like a \_\_\_\_\_ one.
12. I never have **alcoholic** drinks. I always have \_\_\_\_\_ drinks.
13. The food today was **tasty** but yesterday it was \_\_\_\_\_.

## EXERCISE 5

Match the questions on the left with the responses on the right.

- |                                           |                                                                   |
|-------------------------------------------|-------------------------------------------------------------------|
| 1. Could I have an extra fork?            | a. It opens at 11.00 and goes on till midnight.                   |
| 2. Can I have some dressing?              | b. Lunch is available from 11.30 until 2.00 p.m.                  |
| 3. When is the restaurant open for lunch? | c. It's light red. It's very good                                 |
| 4. We're short of a knife                 | d. Yes, I'll bring some, madam.                                   |
| 5. What's the house wine like?            | e. How many for?                                                  |
| 6. Can I have the bill?                   | f. Yes, sir. I'll be right back.                                  |
| 7. Can I book a table for Sunday?         | g. I'll get one, sir.                                             |
| 8. What are the hours of the bar?         | h. I'm sorry, madam, I'll get one.                                |
| 9. What's in that?                        | j. it contains lettuce, tomatoes and olives in a garlic dressing. |

e.g. 1. g.

## Dialogue 4

### Asking for the bill and signing for it

Guest 1: Shall we go halves in the bill?

Guest 2: No, no. I'll pay this time. Waiter, will you bring me the bill, please?



Waiter: Yes, sir. I'll be with you in one moment.

.....

Guest 2: What's this for?

Waiter: That's for the beer.

Guest 2: Oh, I see. I'd like you to charge the bill to room 508, Bates. And add 10% for service, if it's not included in it.

Waiter: Thank you, sir. Would you sign here, please?

## EXERCISE 1

---

Read the dialogue and answer these questions:

1. How does the waiter respond to the guest's request for the bill?
2. How does the waiter explain an item on the bill?
3. How does he ask for the guest's signature?
4. Does the guest want to leave a tip for the waiter?

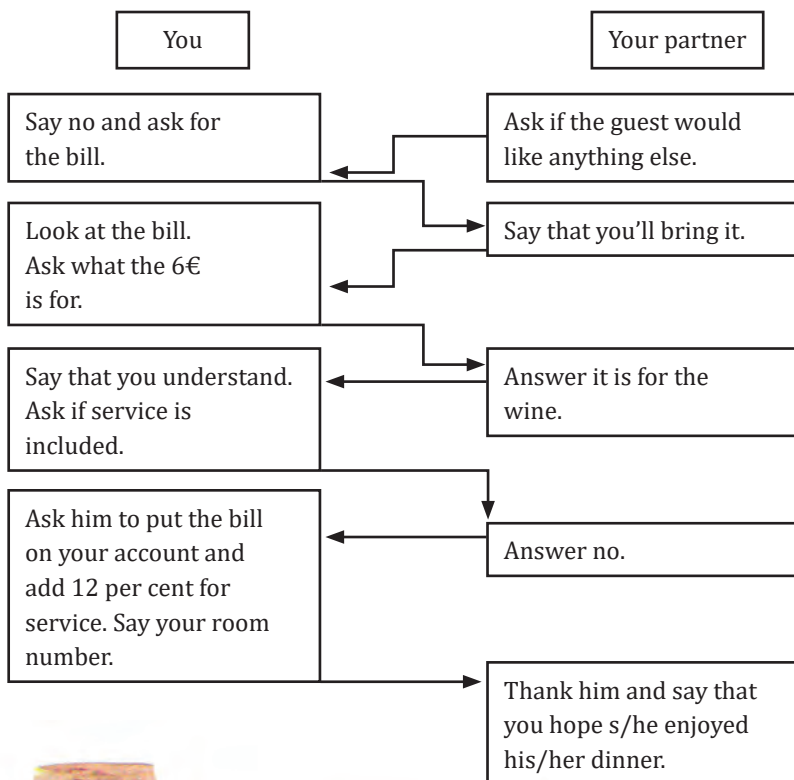


5. Which phrase in the text means:  
shall we go fifty-fifty in the expenses?

## EXERCISE 2

### Pair work

Take the roles of the waiter and guest. Follow the instructions below and act out the dialogue.



*Courgettes in egg and  
lemon sauce*



### EXERCISE 3

#### Language functions

Choose words from the list that best describe the meaning of these sentences.

|            |            |
|------------|------------|
| promise    | suggestion |
| certainty  | compliment |
| request    | doubt      |
| comparison | reminder   |
| preference | like       |

e.g. 1. -I'm not sure if there is. I'll ask in the kitchen.

answer: It expresses doubt.

2. -My favourite dish is lasagna with plenty of grated cheese.
3. -Would you rather have mayonnaise or French dressing?
4. -Bottled beer is more expensive than draught beer.
5. -Could I have a table up in front?
6. -Why don't you have the roast lamb?
7. -Well done. Everything was delicious.
8. -Yes, I'm sure. There's a set menu at lunchtime.
9. -Make sure you bring the nuts with our drinks.
10. -It won't take too long.

### EXERCISE 4

Complete this dialogue and then act it out in pairs.

Waiter: \_\_\_\_\_ menu. \_\_\_\_\_ an  
aperitif?

Guest: Yes, I'll have a dry martini.

Waiter: \_\_\_\_\_.

.....

\_\_\_\_\_ to order now?

Guest: Yes, I'd like to start with the shrimp cocktail.

Waiter: \_\_\_\_\_ to follow?

Guest: I think I'll have a steak.

Waiter: \_\_\_\_\_?

Guest: Well done, please.

Waiter: \_\_\_\_\_ with your steak?

Guest: Chips and peas, please.

Waiter: \_\_\_\_\_ to drink  
with your meal?

Guest: I'd like a bottle of dry white wine. What do you suggest?

Waiter: \_\_\_\_\_ the Golden Cava.

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

Guest: Okay, I'll have this. Oh, could you bring some water, please?

Waiter: \_\_\_\_\_, sir.

.....

\_\_\_\_\_ you enjoy your meal, sir?

Guest: That was very nice, thank you.

Waiter: \_\_\_\_\_ you liked it. \_\_\_\_\_  
\_\_\_\_\_?

Guest: I'll have an apple pie with whipped cream, please, and I'd like black coffee to follow.

Waiter: \_\_\_\_\_

.....

Guest: Can I have the bill, please?

Waiter: \_\_\_\_\_

.....

\_\_\_\_\_

Guest: I would like it charged to my room, number 402.

Waiter: \_\_\_\_\_ sign \_\_\_\_\_?

## LANGUAGE PRACTICE

### **A. Recommending food and drinks to guests**

I can/ could recommend the...

Perhaps, you'd like...

I'd suggest/ recommend/ the/ a/ some...

May I suggest the...?

Why don't you try the/ a/ some...?

Example: -I can't decide. What do you recommend?

-Perhaps, you'd like some plaice, lightly fried in butter. It's served with fresh asparagus.

### **EXERCISE 1** \_\_\_\_\_

Recommend the following items to guests. Support your recommendations.

e.g. 1. Golden Cava with the chicken

answer: May I suggest the Golden Cava with the chicken? It's medium dry and fruity.

2. smoked salmon

3. soufflé

4. house wine

5. chef's salad

6. roast leg of lamb with sautéed beens and carrots

7. crème caramel

## B. Describing dishes and drinks

To describe a dish or drink, we use these expressions:

|          |                              |
|----------|------------------------------|
|          | It consists of...            |
|          | It contains...               |
|          | made of/ from/ with/ by +ing |
|          | cooked with/ stewed with     |
|          | grilled over charcoal        |
|          | mixed with                   |
|          | flavoured with (herbs)       |
|          | browned in (or with)         |
| It is... | thickened with (flour)       |
|          | covered with/ coated with    |
|          | layered with (cheese)        |
|          | served with (or in)          |
|          | garnished with               |
|          | stuffed with                 |

### Examples:

This dish is made of sautéed aubergines layered with grated cheese.

French dressing is made of oil and vinegar.

This sauce is made from oil, vinegar and herbs.

This cocktail is gin mixed with Vermouth and served with an olive.

That's fillets of sole fried and served in vinegar sauce.

Chicken Corfu consists of chicken legs served with a creamy sauce and garnished with mushrooms and tiny potatoes.

This sauce contains tomatoes, green peppers and onions.

It is a kind of stew made from beef cooked with carrots and onions and served in a wine sauce with boiled potatoes or rice.

## EXERCISE 2

Match the items of food on the left with their descriptions on the right.

- |                          |                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------|
| 1. kebab                 | a. dish of flat noodles layered with spiced mincemeat                                                 |
| 2. cauliflower au gratin | b. The juice which comes out of meat as it cooks thickened with flour                                 |
| 3. lasagne               | c. dish of rice cooked in oil and stock with onions and cheese often served with meat fish or poultry |
| 4. risotto               | d. white sauce made with stock with added cream and egg yolk                                          |

- |                     |                                                                                                    |
|---------------------|----------------------------------------------------------------------------------------------------|
| 5. stock            | e. liquid made by boiling meat, bones, fish or vegetables used as a basis for soup, gravy or sauce |
| 6. gravy            | f. cauliflower browned with bread-crumbs or grated cheese and butter                               |
| 7. velouté<br>sauce | g. a light dish made from eggs, flour, milk, cheese etc., baked to be eaten at once                |
| 8. soufflé          | h. chunks of meat on a skewer grilled over charcoal                                                |
- e. g. 1. h.

### EXERCISE 3

Describe the following dishes and drinks using the cues.

e.g. 1. Salade niçoise: contain/lettuce/tomatoes/olives/boiled eggs/anchovies/garlic dressing

answer: It contains lettuce, tomatoes ... and anchovies in a garlic dressing.

2. Tzatziki: make from/cucumber/garlic/yoghurt/oil/vinegar/salt
3. Dolmas: vine leaves or cabbage leaves/stuff/rice/(mincemeat)/onions/spices
4. Stifado: hare or veal/stew/small onions/spices
5. Souvlakia: skewers of meat/vegetable chunks/grill/charcoal
6. Fricassee: pieces of lamb/lettuce/cook together/stock/butter/ serve/ thick white sauce
7. Stew: consist/meat/vegetables/cook together/liquid
8. Béchamel: white sauce/make with/milk/butter/flour/flavour/herbs
9. Sangria: Spanish cold drink/made from/red wine/fruit juice/water
10. Manhattan: cocktail/consist of/vermouth/whisky/dash of bitters
11. Irish coffee: mix/sugar/whisky/cream/serve/dinner
12. Doner kebab: thin lamb slices/flavour/garlic/herbs/cut from a revolving spit
13. Caesar salad: contain/garlic/cheese/croutons/lemon juice/oil dressing
14. Croquettes: dish/small rounded pieces/minced meat/fish/potatoes/cover/egg/breadcrumbs/cook/deep fat

### C. Making comparisons

|                          |                              |
|--------------------------|------------------------------|
| one syllable adjectives: | adj <b>-er than</b>          |
| two syllable adjectives: | <b>the adj -est</b>          |
|                          | adj <b>-er than</b> or       |
|                          | <b>more/less + adj than</b>  |
|                          | <b>the adj -est</b> or       |
| Longer adjectives:       | the most/least + adj         |
|                          | <b>more/ less + adj than</b> |
|                          | <b>the most/least + adj</b>  |
| as (so) adj as           |                              |

### Irregular adjectives

|            |                 |                   |
|------------|-----------------|-------------------|
| good       | better          | best              |
| bad        | worse           | worst             |
| much/ many | more            | most              |
| little     | less            | least             |
| far        | farther/further | farthest/furthest |

#### Examples:

Draught beer is cheaper than bottled beer.

Table wine is not as expensive as champagne.

This wine is not as full-bodied as that one.

This is our most expensive dish.

Ouzo is less strong than raki.

They stayed at the most luxurious hotel in the town.

### EXERCISE 4 \_\_\_\_\_

#### A. Make comparisons.

1. fillet steak - sirloin steak (tender)
2. Greek Champagne - French Champagne (expensive)
3. Smoked salmon - Grilled salmon (tasty)
4. French food - Indian food (spicy)

#### B. Put the correct form of the adjectives in parentheses using any other necessary words.

1. The service in Lucullus is (quick) in town.
2. This brand of beer is (popular) beer we serve.
3. Fillet steak is (tough) than sirloin steak.
4. This fish is (good) I've tasted.
5. We are (busy) during the week than at the weekend.
6. It is (good) restaurant in town.
7. It was (delicious) meal I've ever had.
8. It is (comfortable) room in the hotel.
9. He is (polite) barman I've ever met.
10. The fish is not (salty) the soup.
11. The sole is (fresh) than the plaice.
12. Is your soup (cold) mine?

## LISTENING ACTIVITY

Listen to three dialogues, where people order food and drinks, and take down their orders.

Dialogue 1:

Dialogue 2:

Dialogue 3:

*Cyclades. Tinos*



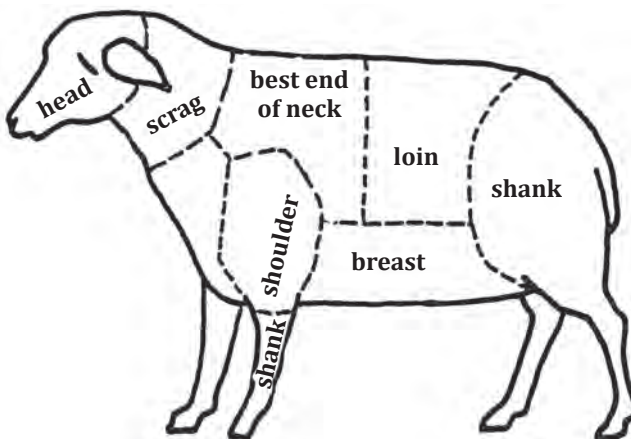


## Fun Time

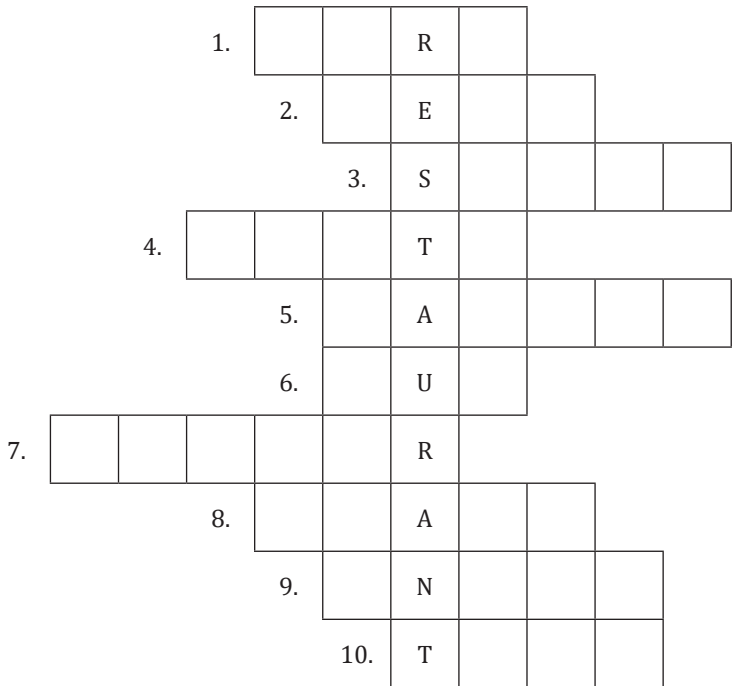
A. Solve the puzzle.

|    |  |    |    |   |  |  |
|----|--|----|----|---|--|--|
| 1. |  |    |    | T |  |  |
|    |  | 2. |    | A |  |  |
|    |  |    | 3. | V |  |  |
|    |  |    | 4. | E |  |  |
|    |  | 5. |    | R |  |  |
|    |  | 6. |    | N |  |  |

1. The flesh of sheep.
2. The flesh of the lamb.
3. The flesh of the calf.
4. The flesh of the ox.
5. The flesh of the pig is ham or \_\_\_\_\_
6. The flesh of the deer.



**B.** Solve the puzzle and find out all the items you can find on a table.



1. You need a spoon and a \_\_\_\_\_ to eat your spaghetti.
2. You look at the \_\_\_\_\_ in order to decide what to eat.
3. Soup is eaten with a \_\_\_\_\_
4. Food is eaten from a \_\_\_\_\_
5. A piece of cloth or paper to clean your hands during a meal.
6. Tea is served in a \_\_\_\_\_
7. A small plate used for putting a cup on.
8. He ordered a \_\_\_\_\_ of wine.
9. You can cut meat or bread with it.
10. The waiter brings your food on a \_\_\_\_\_



## UNIT 12

### *RESPONDING TO COMPLAINTS*

Waiter: May I have your order now, please?

Thomas: Yes, I'll have the lamb cutlets with...

Waiter: I'm afraid the lamb cutlets are all gone.

Thomas: Well..., I'll have the pork with celery in egg and lemon sauce instead. And a country Greek salad, please.

Jonathan: And I'll have the sirloin steak and a salad of raw vegetables.

Waiter: How would you like it cooked?

Jonathan: Rare, please.

Waiter: All right. Thank you.

.....

Jonathan: How much longer are we going to have to wait for our dinner? We ordered it half an hour ago!

Waiter: I'm sorry, sir, but grilled meat takes some time to cook. I'll see about your order.

.....

Jonathan: This steak is overdone. I asked for it rare. Ugh! And it's very tough and stringy.

Thomas: Why don't you send it back?

Jonathan: Yes, I will, although I don't want to make a fuss.

.....

Waiter!

Waiter: Yes, sir.

Jonathan: I don't like to complain, but I'm not at all happy with my steak.

Waiter: I'm sorry, sir. Can you tell me what the problem is?

Jonathan: Yes. This steak is uneatable.

Waiter: I'm sorry. What's wrong with it exactly, sir?

Jonathan: Well, to start with, it's overcooked and then it's stringy and as tough as leather.

*A tavern in Mytilini*

Waiter: I'm very sorry about this, sir. I'll change it for you.  
 Jonathan: Good. Oh, and another thing. This glass has a grease spot on it.  
 Waiter: I apologize, sir. I'll get you another one.  
 .....  
 Jonathan: Waiter! If you don't bring the bill now, we'll have to leave without paying.  
 Waiter: I'm very sorry, sir. We're short of help tonight. I'll be along in a moment.  
 .....  
 Jonathan: Excuse me but you've made a mistake in the bill. This figure isn't right. It must be 1,2 €. We only had one coffee.  
 Waiter: Oh ... Yes, I see. You're right. My apologies, sir. I'll correct the amount.

**EXERCISE 1** \_\_\_\_\_

Read the dialogue and complete this grid.

| Causes of complaint | Phrases of apology                |
|---------------------|-----------------------------------|
| Explanation given   | Promise that action will be taken |
|                     |                                   |
|                     |                                   |
|                     |                                   |
|                     |                                   |
|                     |                                   |
|                     |                                   |
|                     |                                   |
|                     |                                   |
|                     |                                   |

**EXERCISE 2** \_\_\_\_\_

Refer back to the dialogue and answer the following questions.

- How does the waiter say that the guest can't have the lamb cutlets?
- What did Thomas order?
- How long did they wait for their dinner before they complained?
- Why does Jonathan say that his steak is uneatable?
- Why does Jonathan hesitate to send his steak back?
- What's wrong with Jonathan's glass?
- What threat does Jonathan use to make the waiter bring the bill?
- Why wasn't the figure in the bill right?
- Does the waiter admit his mistake?  
What does he say?



**EXERCISE 3**

Match the items in list A with the problems they may have in list B.

| List A            | List B        |
|-------------------|---------------|
| vegetables        | slow          |
| napkin            | stale         |
| steak             | cracked       |
| knife             | flat          |
| yoghurt           | uneatable     |
| plate             | overripe      |
| buns and biscuits | badly stained |
| beer              | blunt         |
| bananas           | burnt         |
| oranges           | undrinkable   |
| service           | underdone     |
|                   | sour          |

e.g. vegetables: burnt, uneatable, underdone

**Communication Practice**

**Responding to complaints**

| Expressions used when you deal with complaints |                                           |
|------------------------------------------------|-------------------------------------------|
| I'm                                            | terribly<br>very<br>so } sorry, sir/madam |
| I apologize<br>My apologies                    |                                           |





| Action to be taken about the food and service |                                                                                                                                                                       |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Can I                                         | { get<br>bring } you something else?                                                                                                                                  |
| I'll                                          | { get<br>bring } you another one/ some/ a new one.                                                                                                                    |
| I'll                                          | { tell them to<br>have them } prepare another one.                                                                                                                    |
| I'll                                          | { take it back to the kitchen.<br>have it replaced.<br>change it for you.<br>speak to the chef/ wine waiter.<br>see what the chef/ I can do.<br>see about your order. |
| Would you like it cooked a little more?       |                                                                                                                                                                       |
| I'll be                                       | { right back.<br>with you in a moment.                                                                                                                                |

| Explanation given                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>I'm afraid it takes quite a while to prepare</p> <p>I'm afraid that well done grilled meat tends to be tougher.</p> <p>Please, excuse us { we're short of help<br/>we're short-staffed } tonight</p> |

#### EXERCISE 4

#### Role play

| Student A                                     |
|-----------------------------------------------|
| Make complaints using the instructions below. |

| Student B                                                                        |
|----------------------------------------------------------------------------------|
| Correspond to the complaints using the expressions provided in the tables above. |

e.g. 1. -You have almost finished lunch and you still don't have a drinking glass.  
answer:

Student A: I've already finished lunch and I still don't have a drinking glass.

Student B: I'm sorry, sir/ madam. I'll get you one immediately.

2. -Your plate is cracked
3. -There's not enough whipped cream on your apple tart
4. -You've been waiting half an hour for the bill
5. -You want your cup replaced as there's lipstick on it
6. -The spoon you have isn't big enough for eating your soup
7. -You have been charged with two beers although you didn't have any

8. -The service is slow. It took over half an hour for the wine waiter to come to take your order
9. -Your steak is rare although you wanted it well done
10. -You are not happy with your coffee. It is too strong.

## EXERCISE 5

### Pair work

Take turns reading the following complaints and responding appropriately.

e.g. 1. -This napkin is stained.

answer: -I'm sorry, sir. I didn't notice that. I'll bring you a clean one at once.

2. -I didn't enjoy this fish. It was rather spicy.
3. -This yoghurt is very sour. I think it's off.
4. -I just can't eat these peas. They are nearly raw.
5. -This soup is too salty. I can't eat it.
6. -I ordered breakfast from Room Service half an hour ago and it's not here yet.
7. -There isn't enough mayonnaise on the fish.
8. -We've almost finished our meal and you've not brought the wine yet.

## EXERCISE 6

### Language functions

Match the sentences in list A with the words that best describe them in list B.

| List A                                                                       | List B    |
|------------------------------------------------------------------------------|-----------|
| 1. - It's rather tough.                                                      | warning   |
| 2. - You should have the marinated red mullet                                | opinion   |
| 3. - Look out! It's steaming hot.                                            | gratitude |
| 4. - Why don't you turn down the air-conditioning?<br>I'm freezing.          | apology   |
| 5. - I think that there are plenty of vegetarian dishes                      | dislike   |
| 6. - I don't like it. It's almost raw.                                       | complaint |
| 7. - I hope you enjoyed it.                                                  | threat    |
| 8. - Thank you. You were very helpful.                                       | advice    |
| 9. - I'm sorry to say this, but the service is very slow                     | hope      |
| 10. - I'm so sorry.                                                          | criticism |
| 11. - If you don't bring the bill now, we'll have to leave<br>without paying |           |

e.g. 1: criticism or complaint



*Enjoying  
the Greek retsina*

## EXERCISE 7

---

### Role play

Both students (A and B) look at the menu below. Then take the roles of the guest and the waiter, follow the instructions and act out the dialogue.

Guest: Attract the waiter's attention and ask for an aperitif.



Waiter: Bring the drink and ask if he is ready to order.

Guest: Order a starter.

Waiter: Bring the starter and ask what he would like next.

Guest: Choose one main dish from the menu and ask the waiter to describe it.

Waiter: Describe it.

Guest: Ask the waiter what he recommends for the main course.

Waiter: Recommend a dish and describe it.

Guest: Order this and a salad.



Waiter: Ask him what he'd like to drink. Name the brands and recommend the house wine.

Guest: Choose and also order some iced mineral water.

.....

Call the waiter and complain about something.

Waiter: Respond appropriately.

.....

Ask if everything was all right.

Guest: Compliment the waiter.

Waiter: Respond appropriately. Ask if he wants anything else.

Guest: Choose a dessert and coffee.

Waiter: Bring them.

Guest: Ask for the bill. Spot a mistake.

Waiter: Apologize and offer to correct it.

Guest: Ask if service is included.

Waiter: Give positive answer. Take money. Return with the receipt and change.

## MENU

| <b>Appetizers</b>                                                                                                                                                                                                                                     | <b>Salads</b>                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Giant beans with sausages "Island style".<br>Mussels (cooked with garlic and parsley in olive oil).<br>Octopus in wine sauce.<br>Kidney and liver, flavoured with herbs and spices,<br>cut from a revolving spit.<br>Lamb's liver in oil and oregano. | White cabbage, carrot and<br>olive salad.<br>Aubergine (egg plant) salad<br>Beetroot salad<br>Broccoli salad                                                                                                                                                                                                                                                            |
| <b>Pasta – Rice</b>                                                                                                                                                                                                                                   | <b>Meats</b>                                                                                                                                                                                                                                                                                                                                                            |
| Spaghetti with pepper and mushroom<br>sauce<br>Noodles in a spicy sauce<br>Lasagne in the oven<br>Rice with green peas and mushrooms                                                                                                                  | Pork chops in wine sauce garnished<br>with green beans.<br>"Country style" lamb (pieces of lamb,<br>vegetables and cheese wrapped in<br>layers of pastry)<br>Stewed lamb with potatoes<br>Lamb fricassee with lettuce<br>Hare ragout (hare cooked with vinegar,<br>tomatoes, garlic, herbs and spices in<br>olive oil)<br>Wild duck with oranges<br>Rabbit with raisins |

| Minced meat                                                                                                                                                         | Fish                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Tomatoes stuffed with minced meat and rice<br>Stuffed aubergines                                                                                                    | Shrimps with spinach and feta cheese.<br>Salted cod croquettes<br>Squid with rice and red peppers                        |
| Sauces                                                                                                                                                              | Desserts                                                                                                                 |
| Brown sauce with herbs (onions, carrots, bacon, tomatoes, garlic, dill cooked in beef stock and wine)<br>Marinated sauce<br>Garlic sauce<br>Yoghurt sauce with dill | Baked apples stuffed with walnuts and raisins<br>Honey puffs<br>Thin layers of pastry containing chopped nuts and honey. |

*Enjoying a meal under the sun*





## LANGUAGE PRACTICE

### A. SOME – ANY

**Some** (someone, somebody, something, somewhere) is used in positive sentences and **any** (anyone, anybody, anything, anywhere) in negative and interrogative sentences.

e.g. I've made **some** tea.

I saw **somebody** following her

He didn't say **anything**.

We haven't got **any** cheese.

However, in questions, we use **some** when we expect the answer "yes" or when we offer or ask for things.

e.g. Would you like **some** coffee?

Can I have **some** of these pears?

**Any** (anyone, anybody, anything, anywhere) can also mean: it doesn't matter which (who, what, where).

e.g. You can catch **any** of these trains.

You can sit **anywhere** you like.

**Any** (anybody, etc.) are often used after if.

e.g. If **any** guests arrive tonight, I'll register them.

### EXERCISE 8

Complete the following sentences with: some, someone, somebody, somewhere, any, anyone, anybody, anything, anywhere.

e.g. 1. If **anyone** has **any** complaints, the manager will be pleased to deal with them.

2. Would you like \_\_\_\_\_ to drink?

3. The German guests haven't arrived yet, but we are expecting them at \_\_\_\_\_ moment.

4. Would you like \_\_\_\_\_ more wine?

5. Can you give me \_\_\_\_\_ information about sightseeing tours?

6. With this special ticket, you can go \_\_\_\_\_ you like in the town.

7. \_\_\_\_\_ bank can cash traveller's cheques.

8. If you need \_\_\_\_\_, call the reception.

9. Put the suitcase down \_\_\_\_\_.

10. I was looking for \_\_\_\_\_ cheaper.
11. If there's no water melon we'll have \_\_\_\_\_ else.
12. I've just made some tea. Would you like \_\_\_\_\_?
13. Can you give me \_\_\_\_\_ idea of the cost?
14. There wasn't \_\_\_\_\_ at the information desk.
15. Come \_\_\_\_\_ day you like.

## B. QUITE - RATHER

### Quite

**quite + adj** such as right, sure, certain, full, empty etc.: completely

e.g. I'm **quite** sure.

I'm not **quite** ready to order.

**quite + favourable (positive) adjectives or  
adverbs:** a little more

e.g. It's **quite** easy to get to his house.

I'm getting on **quite** well with my boss.

### Rather

**rather + unfavourable (negative) adjectives or  
adverbs:** quite

e.g. The weather is **rather** cold.

He's driving **rather** fast

**rather + favourable (positive) adjectives or  
adverbs:** surprisingly/ nicer than expected

e.g. This film was **rather** interesting.

I'm feeling **rather** better

**rather + positive or negative adjectives or  
adverbs of comparative degree**

e.g. It is **rather** more comfortable than that one.

## EXERCISE 9 \_\_\_\_\_

Complete the following sentences using **quite** or **rather**.

e.g. 1. Are you **quite** sure that he has checked out?

2. I can't buy it. It's \_\_\_\_\_ expensive.
3. The first three questions were \_\_\_\_\_ difficult but the rest were \_\_\_\_\_ easy.
4. He seems \_\_\_\_\_ younger than his sister.
5. The weather is \_\_\_\_\_ windy today.
6. These bungalows are \_\_\_\_\_ near the beach.
7. It's \_\_\_\_\_ difficult to find the right kind of accommodation at this time of the year.
8. I can't buy it. It's \_\_\_\_\_ expensive.
9. I don't like him. He's \_\_\_\_\_ rude.
10. I don't like him. He's \_\_\_\_\_ lazy.
11. He was \_\_\_\_\_ pleased with the hotel.
12. Mary is \_\_\_\_\_ more attractive than her sister.

### C. ENOUGH - TOO

#### Enough

**Enough:** as much/ many as is necessary

Adjectives and adverbs + enough

e.g. Can you turn up the radio? It isn't **loud enough** for me.

He doesn't work **hard enough** to get a promotion.

Enough + noun

e.g. I haven't got **enough money** to stay at this hotel.

Is there **enough dressing** on your salad?

Enough without a noun

e.g. I've had **enough**. I wouldn't like anything else

## EXERCISE 10 \_\_\_\_\_

**A.** Join the two sentences into one.

e.g. 1. He cannot go to the beach. It isn't warm enough.

answer: It isn't warm enough for him to go to the beach.

2. He can't serve the vegetables. This spoon isn't big enough.
3. I can't stay at this hotel. I haven't got enough money.
4. We couldn't swim in the pool. The water wasn't clean enough.
5. He can't make tea for everyone. There aren't enough cups.
6. Four people can't stay in this room. It is not big enough.
7. I'll get the drinks this time. I've got enough money.
8. I can't work today. I don't feel well enough.
9. I can carry the luggage. I'm strong enough.
10. I can stay at the Savoy. I'm rich enough.



*Spring in Greece*



**Too much/many:** more than is good

e.g. I don't feel well. I had **too much**

**Too + adjectives:** more than is wanted/right/necessary

e.g. This soup is **too** salty (for me) to eat.

I'm **too** tired to go out.

**B.** Make one sentence from the two sentences given using **too**.

e.g. 1. We can't eat the meat. It is very tough.

answer: The meat is **too tough** (for us) to eat.

2. I can't drink this coffee. It is very strong.
3. This spoon is very small. I can't eat my soup.
4. I can't eat these peas. They are raw.
5. It's very cold. We can't sit in the garden.
6. He can't drink the coffee. It's very sweet.
7. He can't drink his tea. This cup is very small.
8. I can't sit on this chair. It's very uncomfortable.
9. He is very busy. He can't answer all these questions.
10. The coffee you made is very weak. It can't keep me awake.

**C.** Complete the following sentences with **too** or **enough**.

e.g. 1. -Would you like some more wine?

-No, thank you. I've had **enough**.

2. Could you please turn the radio down? It is \_\_\_\_\_ loud.
3. It's \_\_\_\_\_ early to go to sleep.
4. I haven't got \_\_\_\_\_ money to pay the bill.
5. I'm \_\_\_\_\_ busy to watch TV now.
6. I couldn't ask everybody to stay for lunch. There weren't \_\_\_\_\_ plates.
7. I wonder if I've got \_\_\_\_\_ qualifications to apply for this job.
8. He's \_\_\_\_\_ lazy to be a good waiter.
9. It's \_\_\_\_\_ late to walk home.
10. She does not speak \_\_\_\_\_ Greek to make herself understood.

## LISTENING ACTIVITY

### EXERCISE 11

---

Listen to what some guests are saying and give appropriate responses.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

### Fun Time

What kinds of fruit can you find in the grid?

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





## UNIT 13

### ***UNDERSTANDING AND GIVING INSTRUCTIONS (1)***

#### ***Stuffed Vine Leaves***

***5-6 servings***

- 1/2 kilo long grain rice, washed and strained***
- 1/2 kilo fresh or preserved vine leaves***
- 2/3 spring (fresh) onions, finely sliced***
- 2 tablespoons parsley, finely chopped***
- 2 tablespoons dill, finely chopped***
- 1 teaspoon mint***
- 300 grams olive oil***
- juice of one lemon***
- salt-pepper***

Wash the vine leaves well, scald them with boiling water and place them on a platter. Prepare the stuffing as follows:

Sauté the onions in the olive oil lightly. Add the washed and strained rice, the chopped parsley and dill, the mint, a small amount of water, salt and pepper and let these ingredients cook for about 10 minutes.

Remove from heat and let the mixture cool. Place a teaspoon of the stuffing near the base of the leaf (at the stem end) and fold the stem and both edges of the leaf over the stuffing. Line the bottom of a saucepan with vine leaves and lay the stuffed leaves in circles and in layers. Add some water and lemon juice and cover the last layer of stuffed leaves with an inverted plate to prevent the leaves from coming apart. Cook on medium heat for an hour and a half. Serve cold.

**EXERCISE 1** \_\_\_\_\_

**A.** Read the ingredients used and the instructions given for making stuffed vine leaves and find words that mean the same as the following:

e.g. 1. separated (a liquid and solid) by pouring them into a container with very small holes  
answer: strained

- 2. treated in such a way that they can be kept a long time
- 3. cut into thin flat pieces
- 4. cut into small pieces
- 5. burn with hot water
- 6. large flat dish
- 7. any of the things that are formed into a mixture when making something
- 8. take to another place
- 9. part of a plant which supports a leaf
- 10. cover
- 11. put
- 12. put in the opposite position; upside down

**B.** Answer the following questions.

- 1. Which herbs do we put in the stuffing?
- 2. How long should the stuffing be cooked?
- 3. How long and on how much heat should the stuffed vine leaves be cooked?

**EXERCISE 2** \_\_\_\_\_

Read the recipe for making stuffed vine leaves and match the verbs on the left with the nouns on the right.

| VERBS  | NOUNS                |
|--------|----------------------|
| boil   | the rice             |
| scald  | the onions           |
| chop   | the leaf             |
| strain | water                |
| slice  | the leaves           |
| remove | the parsley and dill |
| fold   | the mixture          |
| sauté  |                      |

e.g. boil water



### EXERCISE 3

---

Put the following sentences in the proper order to describe the process of making stuffed vine leaves.

- Put a teaspoon of the stuffing near the stem of the leaf
- Cook the mixture for 10 minutes
- Cover the last layer of stuffed leaves with an inverted plate
- Slice the onions
- Add to the onions the rice, herbs, a small amount of water, salt and pepper
- Boil water
- Line the bottom of a pot with vine leaves
- Put the leaves on a dish
- Chop the parsley and dill
- Scald the vine leaves
- Sauté the onions
- Wash and strain the rice
- Fold the leaf over the stuffing
- Add some water and lemon juice
- Place layers of the stuffed leaves in the saucepan
- Serve cold
- Cook for an hour and a half
- Remove the mixture from heat

e.g. 1. Boil water



*Stuffed vine leaves*

**EXERCISE 4** \_\_\_\_\_

Choose verbs from the list to complete the following recipe:

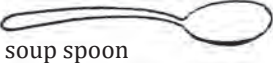
***Lamb Fricassee with field vegetables***

***1.5 kilos lamb***

- ***3-4 spring onions, finely chopped***
- ***1 kilo field vegetables***
- ***1 teacup olive oil***
- ***2 eggs***
- ***2 tablespoons ground dill***
- ***The juice of two lemons***
- ***2 tablespoons cornflour***
- ***Salt-pepper***

1. **Heat** the oil in a pot and 2. \_\_\_\_\_  
\_\_\_\_\_ the onions over a medium  
fire. Add the lamb which has been cut into  
small servings and 3. \_\_\_\_\_  
with salt and pepper. Pour in an amount of  
water and let the lamb 4. \_\_\_\_\_ for  
about an hour and a half.  
5. \_\_\_\_\_ the vegetables  
very well. 6. \_\_\_\_\_ them  
on one side of the pot with the lamb.  
7. \_\_\_\_\_ over with the dill  
and allow everything to boil for another  
20-25 min. 8. \_\_\_\_\_ the pot from  
the fire and 9. \_\_\_\_\_ the  
egg and lemon sauce as follows:  
10. \_\_\_\_\_ the egg whites  
in a bowl, then, gradually 11. \_\_\_\_\_  
\_\_\_\_\_ the egg yolks, the cornflour, the  
lemon juice and, finally, enough broth from  
the meat beating all the time.  
12. \_\_\_\_\_ the egg and lemon  
sauce over the food rotating the pot a few  
times. 13. \_\_\_\_\_ hot.  
Note: Be careful not to reheat the pot after  
the egg and lemon sauce has been added,  
because the sauce will curdle.

place  
remove  
sprinkle  
add  
pour  
beat  
heat  
prepare  
sauté  
boil  
wash  
serve  
season



## EXERCISE 5

---

Put the following sentences in the right order to show the correct way to make spaghetti with cream.

- Drop the spaghetti into the pot and stir with a wooden spoon.
- Add the spaghetti. Be careful not to overcook it.
- Melt the butter in a pot over a medium fire.
- Serve hot.
- Then, add the grated cheese and the cream which has been lightly beaten.
- Boil plenty of salted water in a large saucepan.
- Add the ham and the olives and sauté for five minutes.
- When the spaghetti is done, cool it down with fresh water and drain.

e.g. Boil plenty of salted water in a large saucepan.



*Selling fruit and vegetables in  
the lanes of a Greek island*



**EXERCISE 6**

---

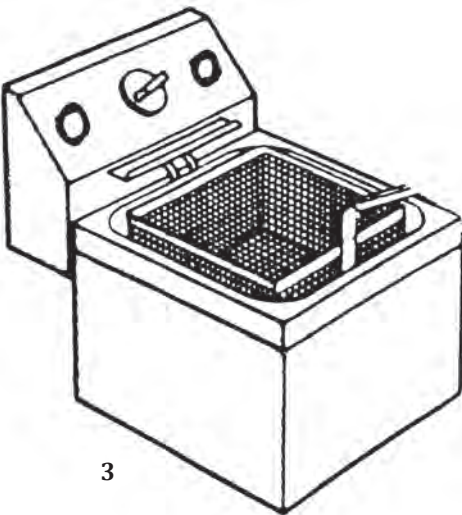
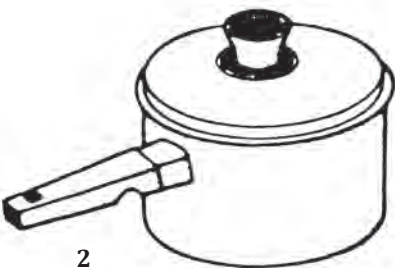
**Kitchen Utensils**

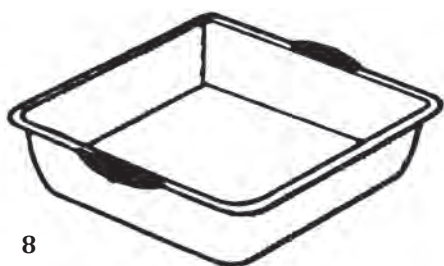
Which picture does each of the following words go with?

Frying pan, kettle, baking tin, stockpot, soufflé dish, deep frier, tart dish, casserole and saucepan



stockpot





8



9

## EXERCISE 7

Which of the words in the previous exercise do the following sentences define?

1. deep covered dish in which food can be cooked and served
2. flat round metal container with a long handle used for frying food
3. deep pan for frying food completely under the surface of oil or fat
4. deep round metal cooking pot with a handle and a lid
5. container used for boiling meat, bones etc to make stock
6. round container with low sides used for baking tarts
7. round or square container used for baking food
8. round container with high sides used for baking soufflés
9. a metal container with a lid, a handle and a spout used for heating and boiling water

e.g. 1. casserole

## EXERCISE 8

Match the verbs referring to food preparation with their descriptions on the right.  
Refer to the glossary section, if necessary.

|         |                                                                                       |
|---------|---------------------------------------------------------------------------------------|
| parboil | – put soft fat (melted butter) on                                                     |
| strain  | – cut into thin flat pieces                                                           |
| slice   | – move liquid around and mix something into it with a spoon                           |
| beat    | – give special taste to food by adding salt, pepper, spices                           |
| stir    | – boil until partly cooked                                                            |
| carve   | – cut food into small square pieces                                                   |
| grease  | – separate a liquid from solid by pouring them into a container with very small holes |
| brown   | – mix with regular movements of a spoon, fork etc.                                    |
| dice    | – make brown                                                                          |
| shell   | – place finely cut-up food inside a chicken, piece of meat etc, before cooking        |
| season  | – cut cooked meat into pieces or cut pieces from a cooked meat                        |
| stuff   | – remove from a shell or similar natural covering (eggs, prawns, peas)                |

e.g. parboil: boil until partly cooked

## EXERCISE 9

---

Complete the following sentences with the verbs of the previous exercise.

e.g. 1. **Season** with salt and pepper.

2. \_\_\_\_\_ the vegetables and serve at once.
3. Could you please \_\_\_\_\_ the cucumber?
4. \_\_\_\_\_ the egg whites until they become stiff.
5. \_\_\_\_\_ the sugar in your tea.
6. Shall I \_\_\_\_\_ you another slice of turkey?
7. The carrots should be finely \_\_\_\_\_.
8. He was busy \_\_\_\_\_ peas.
9. \_\_\_\_\_ the baking tin with butter before pouring the dough.
10. \_\_\_\_\_ the chicken with onion and dill.
11. First \_\_\_\_\_ the chicken legs in hot fat.

*Stuffed tomatoes*



## LANGUAGE PRACTICE

### Expressing quantities

| Quantities                                                                   | Countable nouns | Uncountable nouns | Affirmative sentences                      | Negative Interrogative sentences |
|------------------------------------------------------------------------------|-----------------|-------------------|--------------------------------------------|----------------------------------|
| <b>much</b><br>(meaning a large amount of)                                   |                 | V                 | V as subject of a verb<br>too/so/as + much | V                                |
| <b>many</b><br>(meaning a large number of)                                   | V               |                   | V as subject of a verb<br>too/so as+ many  | V                                |
| <b>a lot of/lots of/ plenty (of)</b><br>(meaning a great quantity or number) | V               | V                 | V                                          | V<br>(not very usual)            |
| <b>a little, a bit</b><br>(meaning some but not much, a small amount)        |                 | V                 | V                                          |                                  |
| <b>a few</b><br>(meaning some but not many, a small number)                  | V               |                   | V                                          |                                  |
| <b>little</b><br>(meaning not enough, nearly nothing)                        |                 | V                 | V                                          |                                  |
| <b>few</b><br>(meaning not enough, nearly no)                                | V               |                   | V                                          |                                  |

Examples: You've put **too much** sugar in your coffee.

**Many** say that it is the most expensive restaurant.

I've got **few** eggs. I must buy some.

There isn't **much** wine left in the bottle.

There's **a lot of** salt in my soup.

## EXERCISE 10

---

**A.** Look at the diagram and formulate the rules with the help of your teacher.

e.g. We can use **much** with uncountable nouns mainly in negative and interrogative sentences. However, it can be used in affirmative sentences if it is the subject of a verb.

We also use **too much**, **so much** and **as much** in affirmative sentences.

**B.** Complete the following sentences with **plenty (of)**, **many** or **much**.

e.g. 1. I can't make an omelette for lunch, I haven't got **many** eggs.

2. I never get bored. There are always \_\_\_\_\_ things to do.
3. There are \_\_\_\_\_ hotels. We'll find somewhere to stay.
4. In this quiet town, there isn't \_\_\_\_\_ to do.
5. It didn't cost me \_\_\_\_\_ money to furnish this room.
6. Don't be in a hurry. We've got \_\_\_\_\_ of time.
7. He has got so \_\_\_\_\_ money, that he always thinks what to do with it.
8. We're looking for a petrol station. We haven't got \_\_\_\_\_ petrol.
9. Make sure there is \_\_\_\_\_ butter in the fridge.
10. Come in. There is \_\_\_\_\_ room for everyone.
11. Do you drink \_\_\_\_\_ milk?
12. She doesn't like reading. She hasn't got \_\_\_\_\_ books.
13. He didn't ask me \_\_\_\_\_ questions.
14. -Would you like some more cake?  
-No, thank you. I've had \_\_\_\_\_.

**C.** Complete the following sentences with **(a) little**, **(a) few**, **a lot of**.

e.g. 1. She's very popular. She's got **a lot of** friends.

2. I can't buy it. I've got very \_\_\_\_\_ money.
3. She's a nasty girl. That's why she's got \_\_\_\_\_ friends.
4. I saw Mary \_\_\_\_\_ days ago.
5. It is such a lively town that \_\_\_\_\_ tourists come here.
6. I'm very poor. I have \_\_\_\_\_ money.
7. -Would you like some more wine?  
-Yes, please but only \_\_\_\_\_.
8. My car is very expensive. It uses \_\_\_\_\_ petrol.
9. The theatre was almost empty. There were very \_\_\_\_\_ people there.
10. She is not a good waitress. She's got \_\_\_\_\_ patience with the guests.
11. She is on a strict diet. She eats very \_\_\_\_\_.
12. Her French is very good. She makes \_\_\_\_\_ mistakes.
13. The soup is very salty. You've put \_\_\_\_\_ salt in it.
14. There is nothing to do in this town. So \_\_\_\_\_ tourists come here.

## LISTENING ACTIVITY

### EXERCISE 11

Listen to a chef giving trainees instructions for making crêpes suzettes.

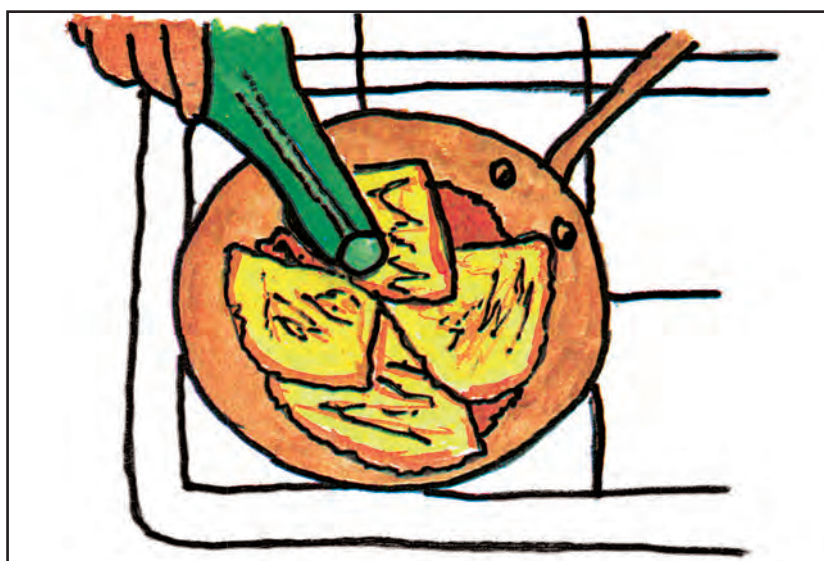
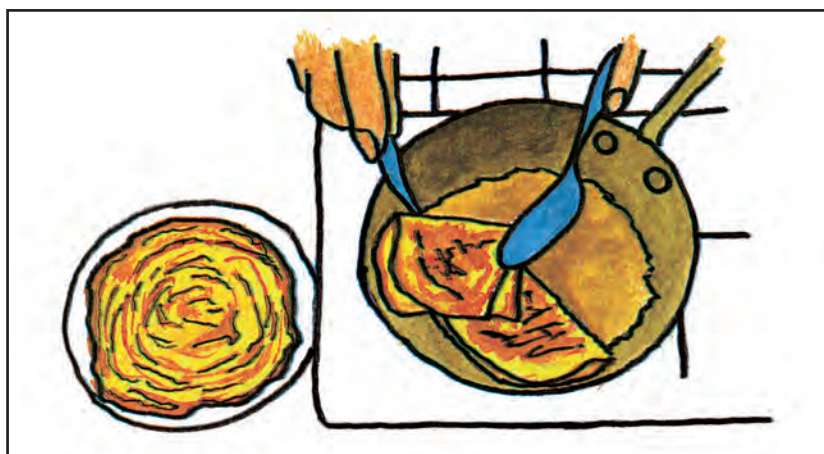
A. Write the ingredients and the utensils used.

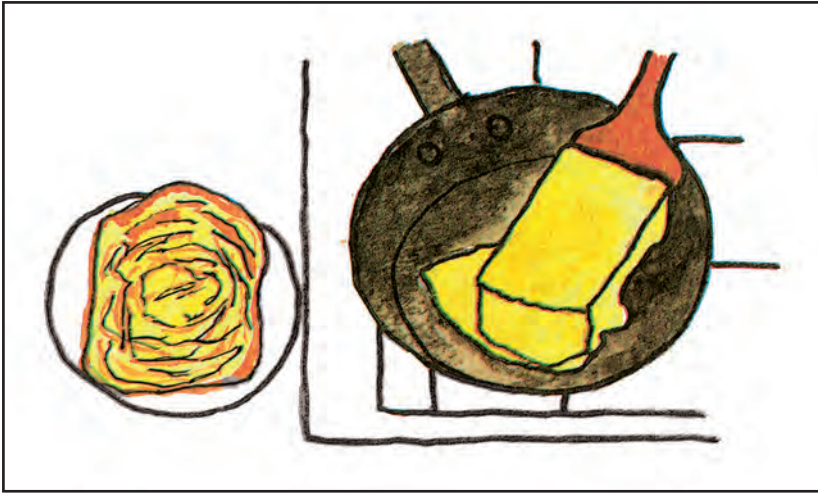
| Ingredients | Utensils |
|-------------|----------|
|             |          |

B. Arrange the pictures according to the instructions given by putting numbers on each picture.







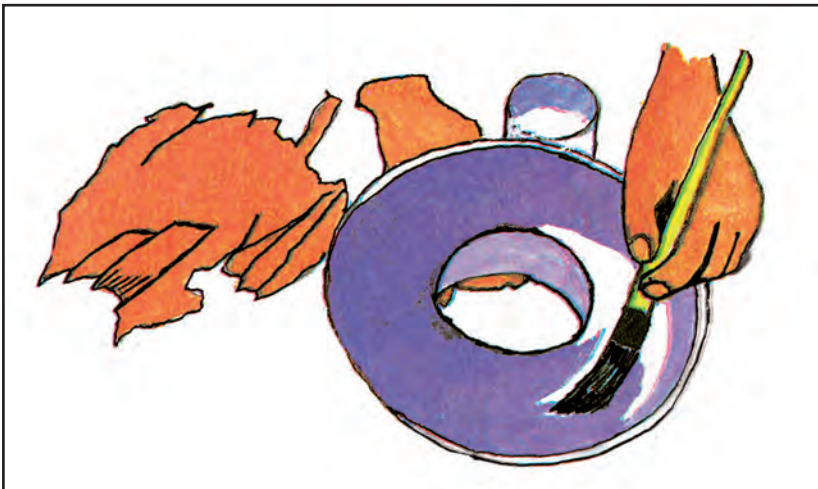


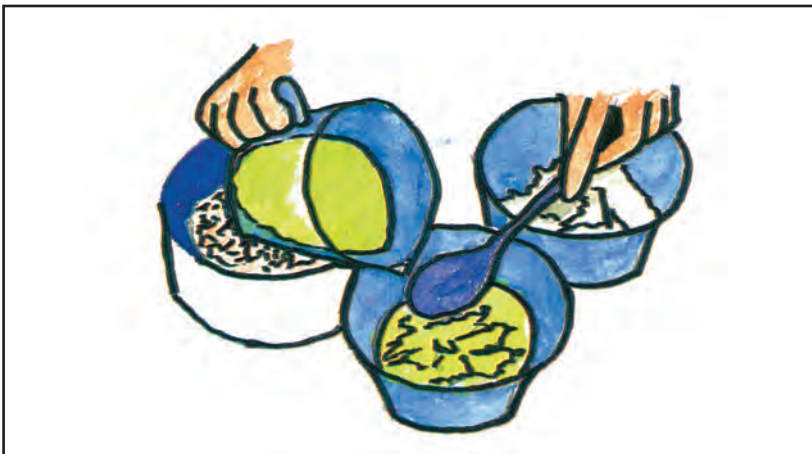
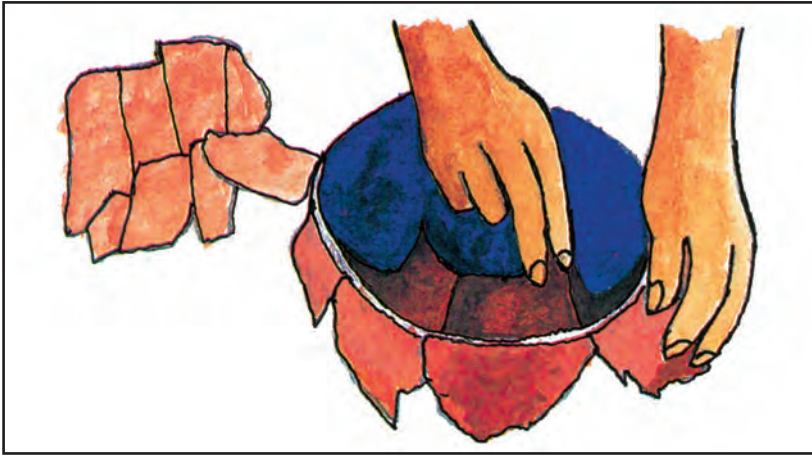
### Fun time

Write these instructions under the right picture.

- Separate haddock and cod and add sauce. Mix prawns with remaining sauce.
- Layer the three fish mixtures into the mould, finishing with the haddock.
- Cut out a circle of greaseproof paper and place in a lightly greased ring mould.
- Smooth the surface of the mixture, then carefully fold the smoked salmon over.
- Dissolve the gelatine in hot water, then stir 2 tbsp into each separate mixture.
- Line the lightly greased mould with overlapping thin slices of smoked salmon.

### Fish terrine











## UNIT 14

# *UNDERSTANDING AND GIVING INSTRUCTIONS (2)*

### *TEA CAKES*

*450g strong plain white flour*

*pinch of salt*

*50g butter or margarine*

*2 teasp easy-blend dried yeast*

*25g caster sugar*

*50g chopped mixed peel*

*100g currants*

*300ml semi-skimmed milk*

*1 tbsp milk to glaze*

Preheat the oven to 200° C. 15 mins before baking tea cakes. Lightly oil 2 baking tins. Sieve the flour and pinch of salt into a large mixing bowl, then add the butter or margarine and rub into flour until mixture resembles fine breadcrumbs.

Sprinkle in the easy-blend dried yeast, then add the caster sugar, chopped mixed peel and currants.

Warm the milk, pour into the mixing bowl and mix to a soft, but not sticky dough. Turn out on to a lightly floured surface and knead for about 5-10 mins, or until smooth. Transfer the dough to a

clean, lightly oiled bowl, cover then leave in a warm place for 1 hr, or until doubled in size. (Do not leave the dough in a draught, or it won't rise).

When the dough has risen, turn out on a lightly floured surface. Using your 20 knuckles, knead the dough well until smooth and elastic. (The more you knead, the lighter your tea cakes will be).

Shape the dough into a 41 cm long roll, then carefully cut into 8 equally sized pieces.



Using your hands, lightly dusted with flour, revolve each piece between your hands to form perfect round.

Place 4 rounds on to each oiled baking tin, then flatten lightly with the palm of 30 your hand. Cover, then leave again in a warm place for 20-30 mins, or until doubled in size. (The dough should spring back when lightly touched with a clean finger).

Brush the tops of the tea cakes with

a little milk, then bake in the oven for 20 mins, or until golden brown and cooked.

To test if the tea cakes are cooked lightly tap the base of each – it should sound 40 hollow. Leave the tea cakes to cool.

To serve, split cooled tea cakes in half, toast lightly, then spread them with butter. Serve with home-made strawberry jam. Handy tip: For a change, add to sieved flour, either 1 teasp. ground cinnamon, 1 teasp mixed spice or the grated rind of 1 lemon.

## EXERCISE 1

---

Read the recipe and put the following instructions in the right order.

- Lightly dust hands with flour, shape dough into rounds, then place on baking tins.
- Shape the dough into a long roll, then cut into equally-sized portions.
- Add the caster sugar, chopped mixed peel and currants to the mixture in the bowl.
- Turn the dough out on a lightly floured surface. Knead well, using your knuckles.
- Warm the milk, then pour into a mixing bowl and mix to a soft, but not sticky, dough.
- Sieve flour and salt into a bowl, then add fat and rub into flour. Sprinkle in yeast.

e.g. Sieve flour and salt into a bowl...

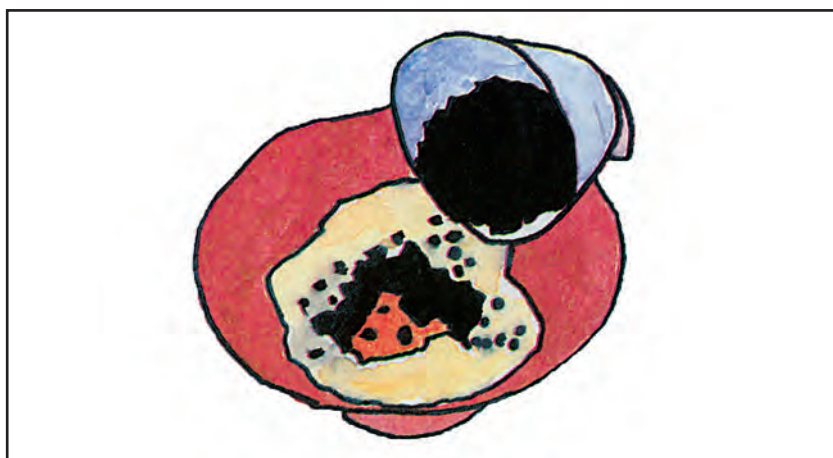
## EXERCISE 2

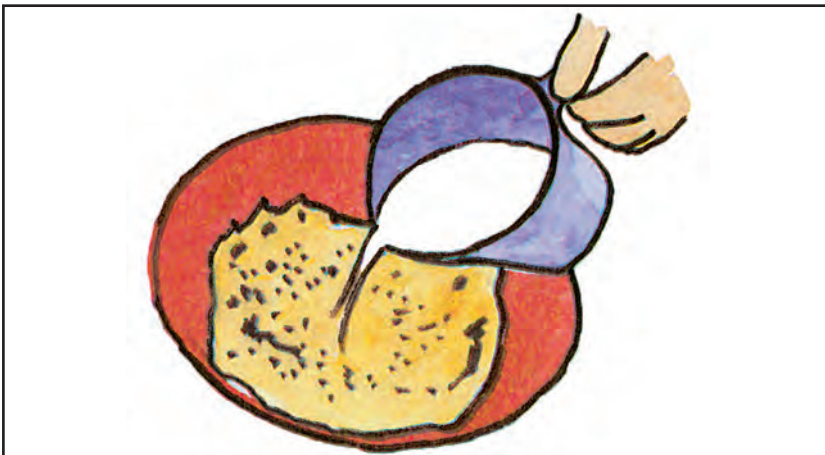
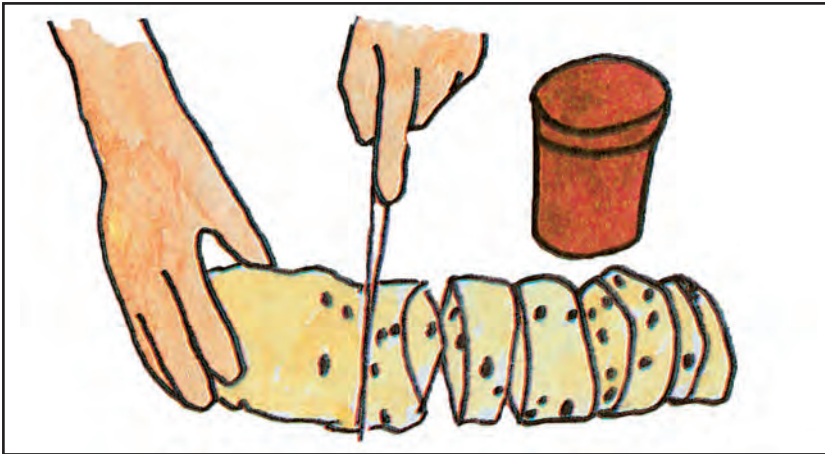
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Put the instructions under the right picture and arrange the pictures in the order they should be.

e.g. First picture: Lightly dust hands with flour... This picture should be last.







### EXERCISE 3

Look at the ingredients used for making tea cakes and find words which mean the same as the following:

e.g. 1. an amount that can be picked between the thumb and a finger

answer: pinch

2. mix thoroughly
3. substance used for making bread rise
4. very fine sugar
5. cut into small pieces
6. outer covering of certain fruits
7. milk from which the cream has been partially removed
8. give a shiny surface

## EXERCISE 4

---

Read the instructions for preparing tea cakes and find words which mean the same as the following:

- e.g. 1. put through a container made of (line 3)  
a wire or plastic net to separate large and small solid bits  
answer: sieve
2. staying fixed to anything it touches (line 11)
  3. empty (the contents) (line 12)
  4. finger joints which join the fingers to the hand (line 21)
  5. a loaf (line 24)
  6. covered (line 26)
  7. turn round and round (line 27)
  8. make them not very thick or high (line 30)
  9. move suddenly and quickly (line 33)
  10. being empty inside (line 41)
  11. helpful piece of advice (line 45)

## EXERCISE 5

---

Match the words found in the recipe on the left with their definitions on the right

- |               |                                                            |
|---------------|------------------------------------------------------------|
| ground        | – move from one place to another                           |
| dough         | – divide in two parts                                      |
| rind          | – give a particular from                                   |
| split in half | – hit lightly                                              |
| knead         | – press dough firmly and repeatedly with the hands         |
| shape         | – flour mixed with water ready for baking                  |
| smooth        | – without lumps (masses of sth solid); evenly thick        |
| tap           | – crushed (broken) into very small pieces or powder        |
| transfer      | – the thick, rather hard, outer covering of certain fruits |

## EXERCISE 6

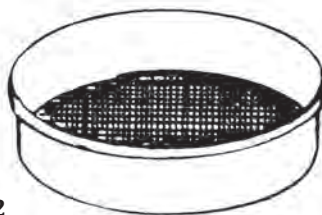
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Which picture does each of the following words go with?

Colander, grater, ladle, whisk, wooden spoon, sieve, rolling pin, chopping board and kitchen knife.



1. whisk



2



3



4



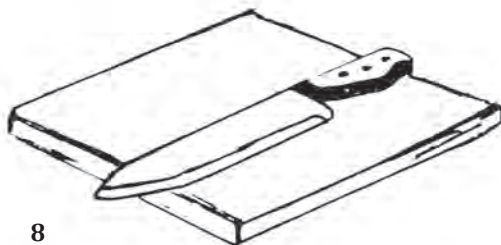
5



7



6



8

## EXERCISE 7

---

Which of the words in the previous exercise correspond to the following definitions?

1. Instrument for rubbing things in small pieces. It consists of a metal rough or sharp surface.
2. Large deep spoon with a long handle used for lifting liquids out of a container.
3. Small hand-held apparatus for heating eggs, whipping cream etc.
4. Long piece of wood for spreading pastry out flat and thin.
5. Container made of wire or plastic net used for separating large and small solid bits or solids from liquids.
6. A metal or plastic bowl with many small holes used for separating liquid from food.
7. A long thin flat piece of cut wood for chopping food.

e.g. 1. grater

## EXERCISE 8

---

Match the verbs referring to food preparation on the left with their descriptions on the right. Refer to the glossary section, if necessary.

- |                 |                                                                                       |
|-----------------|---------------------------------------------------------------------------------------|
| coat            | – crush into powder or into very small pieces                                         |
| blend           | – mix together thoroughly so that the different parts can no longer be separated      |
| chop            | – cut into very small pieces                                                          |
| sieve           | – rub food against a rough surface so as to break it into small pieces                |
| knead           | – cause (liquid) to flow off gradually or completely                                  |
| roll            | – press a flour and water mixture firmly and repeatedly with the hands                |
| grind           | – remove the outer covering from a fruit and vegetable                                |
| (ground/ground) |                                                                                       |
| grate           | – make flat by pressing with a rolling pin or turn over and over or from side to side |
| drain           | – spread a covering (e.g. chocolate) over a surface                                   |
| peel            | – put through a sieve                                                                 |

e.g. coat: spread a covering (e.g. chocolate) over a surface

## EXERCISE 9

---

Complete the following sentences with the verbs of the previous exercise.

e.g. 1. These biscuits are **coated** with chocolate.

2. She is busy \_\_\_\_\_ potatoes
3. First \_\_\_\_\_ the sugar, flour, eggs together.
4. Boil the cauliflower for twenty minutes. Then \_\_\_\_\_ off the water.
5. After peeling \_\_\_\_\_ the onions and dry them in the oil.
6. Finally, add the \_\_\_\_\_ cheese.



7. He \_\_\_\_\_ the pastry as flat as he could.
8. \_\_\_\_\_ the dough until smooth.
9. Don't \_\_\_\_\_ the sauce. There are no lumps in it.

## EXERCISE 10

Arrange the following items under the headings SPICES, HERBS. Refer to the glossary section, if necessary.

parsley  
cinnamon  
sage  
dill  
nutmeg  
marjoram

clove  
bay leaf  
chilli pepper  
rosemary  
paprika

| Spices | Herbs   |
|--------|---------|
|        | parsley |

## EXERCISE 11

A. Match the phrasal verbs on the left with their definitions on the right.

- |               |                                                                                                    |
|---------------|----------------------------------------------------------------------------------------------------|
| 1. Fold in    | a. Put in order                                                                                    |
| 2. Clear away | b. Wash the dishes, plates etc.                                                                    |
| 3. Tidy up    | c. Put something to the place where it is usually kept                                             |
| 4. Put away   | d. Mix something eatable into a mixture, that is to be cooked, by turning over gently with a spoon |
| 5. Wash up    | e. Remove (dishes) from a place (table)                                                            |

e.g. 1. d.

B. Complete the following sentences with the phrasal verbs of the exercise above.

1. We will **wash up** after the meal.
2. Could you \_\_\_\_\_ the room \_\_\_\_\_ ?
3. \_\_\_\_\_ the sheets \_\_\_\_\_ in the cupboard.
4. Will you \_\_\_\_\_ the dinner plates \_\_\_\_\_ ?
5. \_\_\_\_\_ two eggs and then cook gently for five minutes.



*Kourambiedes, traditional Christmas biscuits*



*Sweet desserts*



## EXERCISE 12

A. Put the following sentences in the right order and find out the correct way to make tea.

- pour water into teapot
- water boils
- add sugar/ milk/ lemon juice/ rum
- fill kettle with water
- put kettle on fire
- pour into cups
- cover teapot with a tea-cosy (while tea infuses or draws)
- put teabags into teapot

B. Knowing the right order how to make tea, write a paragraph about tea-making.

You can start like this.

Tea making is an art. First of all...

Then... Next,... After a few minutes...

Finally,...

## LISTENING ACTIVITY

## EXERCISE 13

A. Listen to a chef explaining to trainees how to prepare lamb with lemon sauce, and complete this table.

| Vegetables | Herbs | Spices | Fats | Utensils | Time needed |
|------------|-------|--------|------|----------|-------------|
|            |       |        |      |          |             |

B. Listen to a chef dictating a recipe to trainees and complete it with verbs referring to food preparation.

### Pork chops in wine

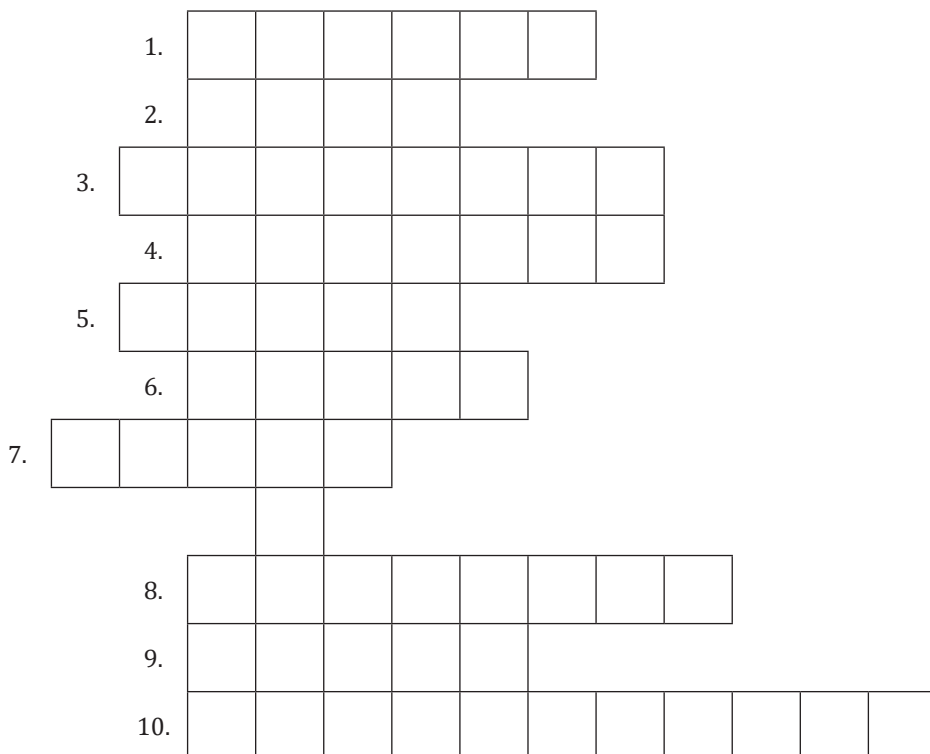
1. \_\_\_\_\_ and 2. \_\_\_\_\_ the pork chops.  
3. \_\_\_\_\_ them with salt, pepper and oregano. 4. \_\_\_\_\_  
\_\_\_\_\_ the oil in a frying pan. 5. \_\_\_\_\_ the pork chops over  
a medium heat 10 minutes on each side. Add the wine to the pork chops and prepare the  
vegetables as follows. 6. \_\_\_\_\_ off the edge of the green beans  
and 7. \_\_\_\_\_ the carrots. Then 8. \_\_\_\_\_  
both the carrots and the beans in small sticks and 9. \_\_\_\_\_ them  
well. 10. \_\_\_\_\_ them in water, 11. \_\_\_\_\_

them and 12. \_\_\_\_\_ them in butter seasoning to taste.  
 13. \_\_\_\_\_ the potatoes and either 14. \_\_\_\_\_  
 \_\_\_\_ them or 15. \_\_\_\_\_ them in the oven. 16. \_\_\_\_\_  
 \_\_\_\_\_ the pork chops with the vegetables and potatoes and serve them warm as a  
 second course.

### Fun Time

Solve the puzzle to find the hidden word.

1. Τρίφτης
2. Κούπα
3. Τρυπητό
4. Πιατέλα
5. Χτυπητήρι
6. Ζυμώνω
7. Ζύμη
8. Ραντίζω, σκορπίζω
9. Κόσκινο
10. Τα υλικά ενός φαγητού







## UNIT 15

# REVISION OF LANGUAGE FUNCTIONS

(Units 9 - 14)

| <i>Language functions</i>        | <i>Expressions</i>                                                                                                            |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Answering the telephone politely | Good evening.<br>Can I help you?                                                                                              |
| Asking for the guest's name      | May I have your name, please?<br>Who's calling, please?                                                                       |
| Taking a reservation             | Who's the reservation for?<br>For how many?<br>For what time?                                                                 |
| Answering questions about time   | We close at...<br>We stay open from... until...                                                                               |
| Refusing a reservation.          | I'm sorry, we don't have any tables left for this evening.<br>I'm sorry, the restaurant is full.                              |
| Seating guests when they arrive. | I'll show you to your table.<br>Would you like to follow me?<br>Where would you like to sit?<br>Will this table be all right? |



|                                                                                   |                                                                                                                                       |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Offering the menu and the wine list.<br>Asking guests if they are ready to order. | Here's the menu and the wine list.<br>Are you ready to order now?<br>Would you like to order now?<br>Have you chosen what you'd like? |
| Asking for and Taking guests' orders.                                             | What can I get you?<br>What would you like?<br>Would you like a starter/some wine?<br>What would you like to drink/have?              |
| Helping guests order.                                                             | Our specialities are...<br>Today we've got a choice of...<br>You can have...                                                          |
| Asking guests how they would like their food cooked                               | How would you like your steak cooked?                                                                                                 |
| Describing a dish or drink                                                        | It's veal cooked with onions and...<br>This sauce is made from eggs...<br>This cocktail consists of wine, fruit juice and water       |
| Saying that you don't have a kind of food and offering an alternative.            | I'm afraid we haven't any_____,<br>but we have some_____.                                                                             |
| Asking guest about their preferences.<br>Expressing preference.                   | Would you rather have...?<br>Would you prefer a table near the window or in the middle of the room?<br>I'd rather...<br>I prefer...   |
| Recommending food and drinks                                                      | Why don't you try...?<br>I'd recommend...<br>Perhaps you'd like...?<br>May I suggest...?                                              |
| Giving information about the wine.                                                | It's red wine from Cefalonia.<br>It's fruity and full-bodied.<br>It's quite dry.                                                      |
| Responding to guests' requests and promising to take action.                      | Certainly, sir/madam.<br>I'll bring some right away                                                                                   |

|                                                                     |                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Asking if everything is all right.<br>Making an offer.              | Is everything all right/satisfactory?<br>Would you like anything else?<br>Shall I charge the bill to your room?<br>Would you like me to get you something else?                                                                                                                                   |
| Making polite requests.                                             | Could I have your credit card?<br>Could you give me your room number?<br>Would you sign here, please?                                                                                                                                                                                             |
| Responding to complaints about food/service and giving explanations | I'm terribly sorry. The brand we serve is indeed a bit more sour than others.<br>Would you like me to replace it?<br>I'm sorry we're short of help.<br>I'll see about your order.<br>I'm afraid it takes quite a while to prepare.<br>I'm afraid that well-done grilled meat tends to be tougher. |
| Responding to a praise/compliment.                                  | I'm glad you've enjoyed it.                                                                                                                                                                                                                                                                       |
| Making comparisons.                                                 | The house wine is drier/lighter than...<br>It's service is the quickest in town.                                                                                                                                                                                                                  |
| Identifying equipment.                                              | That's a tart dish, a baking tin...                                                                                                                                                                                                                                                               |
| Talking about cooking methods.                                      | Brown the chicken legs in hot oil.<br>Sauté the onions. Grill... Fry... Bake...                                                                                                                                                                                                                   |
| Talking about food preparation.                                     | Shell the prawns.<br>Peel the potatoes.                                                                                                                                                                                                                                                           |
| Giving and understanding instructions.                              | Pour in two measures of gin<br>Sieve the flour.<br>Slice the pears.                                                                                                                                                                                                                               |



**SECTION C**



**TOURIST SERVICES**



## UNIT 16

# *PACKAGE TOURS*

**Travel agents** deal in all aspects of travel, such as sale of tickets and land arrangements. In travel agencies, customers ask for advice on matters relating to travel and **purchase** a wide range of tickets and holidays. Travel agents work on **commission** for the business they offer; that is, they get a percentage of the price of a sale which is usually around 10% and keeps the business running.

Some of the services the travel agencies offer are **domestic** and **international** tickets, **accommodation**, **cruises**, **car hire** and **package holidays**. The latter are also known as **package tours**. Here, various elements are included; such as **transportation**, accommodation, meals, entertainment and the services of a **guide** to help with any advice on **sightseeing tours or excursions**.

10

All the above services and facilities are organised by **tour operators**. Both travel agents and tour operators supply free attractive illustrated **brochures** or **leaflets** which contain details of these holidays. Customers study them to find out about the **resorts**, times, dates and prices.

Tour operators make arrangements for hotel rooms and aircraft seats in advance and **in bulk**. Therefore, they are able to get much lower prices than an individual person would have to pay. When they sell package holidays, they often **charter** flights which only operate for large groups of people with the same **destination** and similar interests.

The cost of a **charter flight** is usually less than that of a **scheduled flight**. A charter flight can be easily **cancelled**, if enough seats are not sold, while the scheduled flight, no matter how many seats are booked, must remain on its **schedule** and **route** fixed in advance.

20

Most advertisements are for package tours. This is because they always remain one of the best tourism values. The lower prices, which packaging makes possible, offer the opportunity to people from all classes of society to benefit from travelling.



## EXERCISE 1

---

Read the text and answer the following questions.

1. What services do travel agencies sell to the public?
2. What profit do travel agents get from their work?
3. What is a package tour?
4. What is the tour operator's job?
5. Mention some of the facilities the tour operators provide to the public.
6. What do travel agents use brochures and leaflets for?
7. How are tour operators able to give holiday makers special rates?
8. What is the difference between a charter flight and a scheduled flight?
9. Explain why the cost of air transportation on a package tour is much lower than the fares of a scheduled flight.
10. Why do package tours make it possible for many people to travel around?

## EXERCISE 2

---

Refer back to the text and find words that mean the same as the following:

- e.g. 1. of one's own country (line 6)  
answer: domestic
2. the last of three or more things (line 7)  
just mentioned
3. short trips for pleasure (line 10)
4. give, provide (line 12)
5. with pictures (line 12)
6. work (line 17)
7. timetable for trains, buses, planes (line 21)  
etc
8. way planned from one place to another (line 21)

## EXERCISE 3

---

A. Find which words in the text mean the same as the following:

- e.g. 1. buying  
answer: purchase
2. money got in proportion to the amount sold
3. coaches, trains, air services, hotels, etc.
4. pieces of printed paper advertising sth
5. a holiday place
6. in large amounts
7. a place which is the end of a journey

8. profit
9. before in time
10. say or decide that something won't happen

**B.** Use the words you found in part A to complete the following sentences.

e.g. 1. They told her that they couldn't deliver her **purchases**.

2. The flight had to be \_\_\_\_\_ owing to bad weather conditions.
3. She sent out the \_\_\_\_\_ with details of the new railfares.
4. We buy materials at the lowest possible price since we buy everything \_\_\_\_\_.
5. The cyclists met a lot of difficulties before they arrived at their \_\_\_\_\_.
6. They decided to spend the weekend at a seaside \_\_\_\_\_.
7. Except for her salary, she gets a 15% \_\_\_\_\_ on everything she sells.
8. He has certainly \_\_\_\_\_ from travelling a year in Europe.
9. The tour operator usually visits places of interest to see what \_\_\_\_\_.
10. Travel agents reserve transportation months \_\_\_\_\_ for tours.

#### EXERCISE 4 \_\_\_\_\_

Refer back to the text and find where the words in bold print refer to.

e.g. 1.... that is, **they** get a percentage... (line 4)

answer: travel agents

2. The **latter** are also known... (line 7)
3. **Here**, various elements... (line 8)
4. All the **above** services... (line 11)
5. ... details of **these** holidays... (line 13)
6. ... **they** often charter... (line 17)
7. ... less than **that** of a... (line 19)
8. ... remain on **its** schedule (line 21)
9. **This** is because... (line 23)
10. ... because **they** always remain (line 23)

#### EXERCISE 5 \_\_\_\_\_

Decide whether the following sentences are true or false. Correct the false ones.

1. Charter flights operate regularly as stated on the timetable.



*Rethimno*

*Hania*







*The Pentozali, a Cretan dance*



2. Travel agents get commission on all items included in the packages.
3. Guides are in charge of arranging specific tours.
4. Scheduled flights operate according to demand or need for service.
5. Travel is packaged in the form of package holidays.
6. Nowadays travel is only for the very wealthy people.
7. Scheduled flights have fewer empty places on them than charter flights.
8. One of the main things travel agencies sell is guidance, knowledge and convenience.
9. Since tour operators buy in bulk, they get better deals from the companies.
10. When companies make reservations for many people at the same time, they get higher prices.

## EXERCISE 6

Match the verbs in list A with the nouns in list B to make the best possible combinations.

| List A   | List B           |
|----------|------------------|
| organize | a flight         |
| cancel   | a timetable      |
| follow   | a purchase       |
| make     | a business       |
| plan     | facilities       |
| run      | an appointment   |
| arrive   | a commission     |
| pay      | a tour           |
| charter  | a schedule       |
| provide  | at a destination |

## LANGUAGE PRACTICE

### Asking questions

|                                              |                            |             |                                                                     |
|----------------------------------------------|----------------------------|-------------|---------------------------------------------------------------------|
| who<br>when<br>why<br>what<br>which<br>where | }<br>}<br>}<br>}<br>}<br>} | as objects  | auxiliary + subject +<br>infinitive of the main verb (without "to") |
| who<br>what<br>which                         | }<br>}<br>}                | as subjects | + verb?                                                             |

Examples: What time is it?  
Where did you go?

When do they arrive?  
How are you?  
Who telephoned Mary?  
What happened?  
Who lives in that house?  
Who did you meet yesterday?

## EXERCISE 7

---

### Pair work

- A.** Imagine that you are a travel agent. A customer replies to your questions. Work out the dialogue with your partner, and act it out in the class.

Ask:

e.g. 1. when he would like to go

T.A.: When would you like to go?

Customer: In July. / At Easter. / In two months.

2. if he is interested in visiting the capitals of Europe
3. how long he plans to stay in the city
4. what sorts of things he enjoys doing
5. how many days he can afford away from work
6. how much he is able to pay
7. if he is prepared to pay a deposit
8. how he would like to travel
9. if he wishes to make an early booking
10. when he will confirm the dates

- B.** Imagine you are a customer interested in visiting France by coach. A travel agent replies to your questions. Work out the dialogue with your partner and act it out in the class.

Ask:

e.g. 1. if he can arrange a coach tour to France

C. Can you arrange a coach tour to France?

T.A. Yes. Anything you like. / Certainly. I can do that for you.

2. how long the tour lasts
3. how much it costs
4. if he has to share a room in the hotel
5. if he happens to know if the hotels provide clean and comfortable rooms
6. if they have to travel by night
7. if he has to pay a deposit
8. if he could give him a brochure to study the itinerary and schedule for the tours



**EXERCISE 8** \_\_\_\_\_

The following dialogue is between a travel agent and a student. Complete the missing parts using the correct question words.

- e. g. S. What do travel agents do?  
T.A. They give advice on matters relating to travel and sell a wide range of tickets and holidays.  
S. \_\_\_\_\_?  
T.A. Travel agents offer domestic and international tickets, accommodation and package holidays.  
S. \_\_\_\_\_?  
T.A. Sightseeing tours are usually organised by tour operators.  
S. \_\_\_\_\_?  
T.A. By sending them colour brochures or leaflets.  
S. \_\_\_\_\_?  
T.A. By buying tickets in bulk and in advance.  
S. \_\_\_\_\_?  
T.A. They charter flights for people with the same destination and interests.  
S. \_\_\_\_\_?  
T.A. A scheduled flight is more expensive than a charter flight.  
S. \_\_\_\_\_?  
T.A. The most important reasons for choosing a place to go for a holiday are the scenery, the weather and the facilities provided.

**B. Passive Voice**

|                 |
|-----------------|
| Be + participle |
|-----------------|

| Subject  | Verb     | Object      |               |
|----------|----------|-------------|---------------|
| Airlines | sell     | seats       | ACTIVE VOICE  |
| Subject  | Verb     | Agent       |               |
| Seats    | are sold | by airlines | PASSIVE VOICE |

The passive is used to emphasize the action rather than the agent.

- examples: Package holidays **are known as** package tours.  
All the above services and facilities **are organised by** tour operators.  
A charter flight **can be** easily **cancelled** if enough seats **are not sold**.  
No matter how many seats **are booked...**

**EXERCISE 9** \_\_\_\_\_

Change the following sentences from active into passive voice.

1. Travel agencies make sales to retailers.
2. Tour operators use several buses to take tourists on trips to interesting places.
3. The travel agent can confirm the reservations when he sells the tickets.
4. The tour operator has to make arrangements and schedules for the tour bus.
5. He set up special accommodation for our group last summer.
6. Travel agencies have supplied free attractive brochures.
7. He paid the balance of the payment when he collected the ticket.
8. The café serves lunch from 12.00 to 15.00.
9. The receptionist will deliver the message.
10. They made French dressing from olive oil and vinegar.

## EXERCISE 10

---

### BUYING AN AIR TICKET

Useful expressions

Two singles/ returns to...  
Two halves to...  
First/ economy class  
Departure/ arrival time  
Non-smoker  
Fare/ Ticket

### Guided dialogue

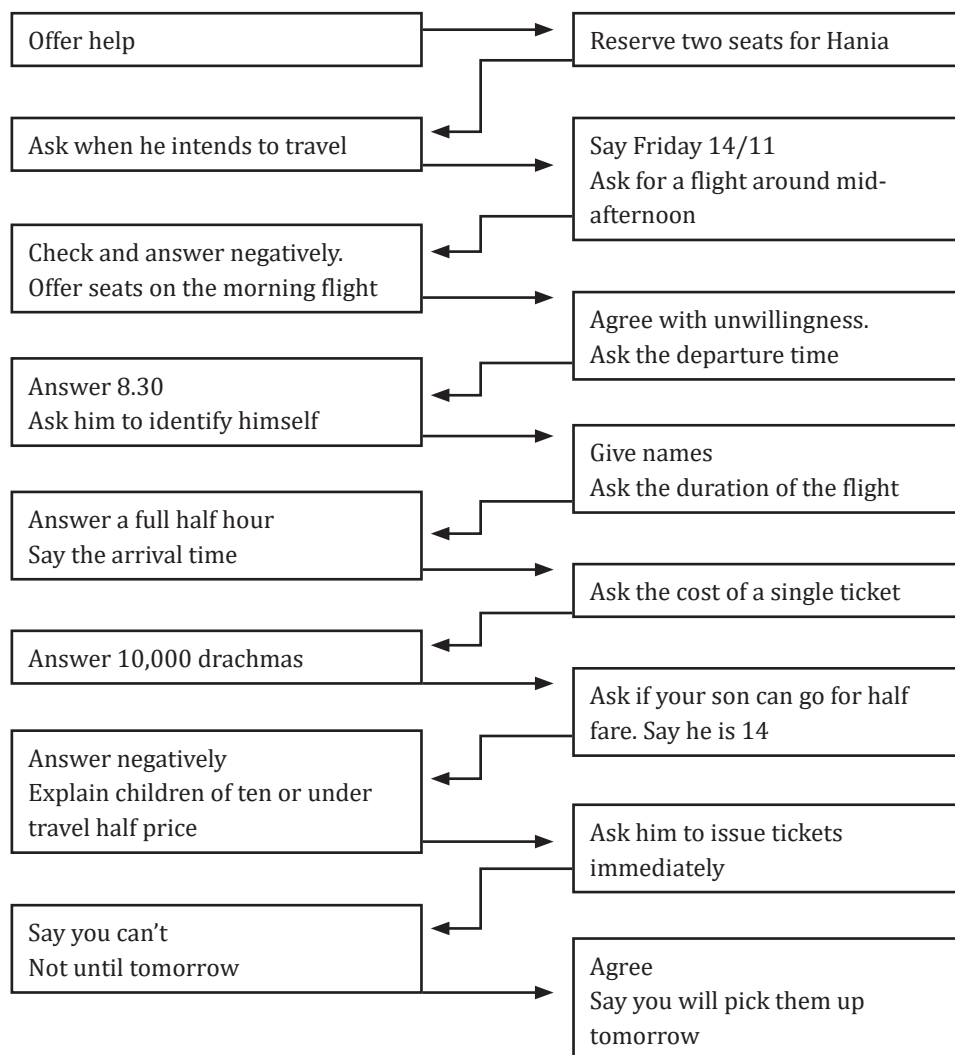
A customer wants to make a reservation on a domestic flight. Follow the instructions and act out the dialogue with your partner.

*A fresco from Knossos*



## TRAVEL AGENT

## CUSTOMER



## WRITING ACTIVITY

### EXERCISE 11 \_\_\_\_\_

Discuss and then write a paragraph about 80 words in length on the following subject:  
"How do people benefit from travelling"?

The following ideas might help you:

– see beautiful scenery and historic places



*A cruise in the Aegean Sea*

- meet new people
- make new friends
- get acquainted with new cultures
- relax in pleasant resorts
- escape troubles, tensions, pressures of life
- expand education
- get away from work
- experience a change
- pursue hobbies such as skiing and sailing
- enjoy attractions, museums, theatre, gourmet restaurants, sports activities
- opportunity to remove from a ringing telephone

Use words to link your ideas such as: in addition, furthermore, moreover, etc.

## LISTENING ACTIVITY

### EXERCISE 12 \_\_\_\_\_

**A.** Listen to a man making a collect call to a number in a town. While you listen, write down:

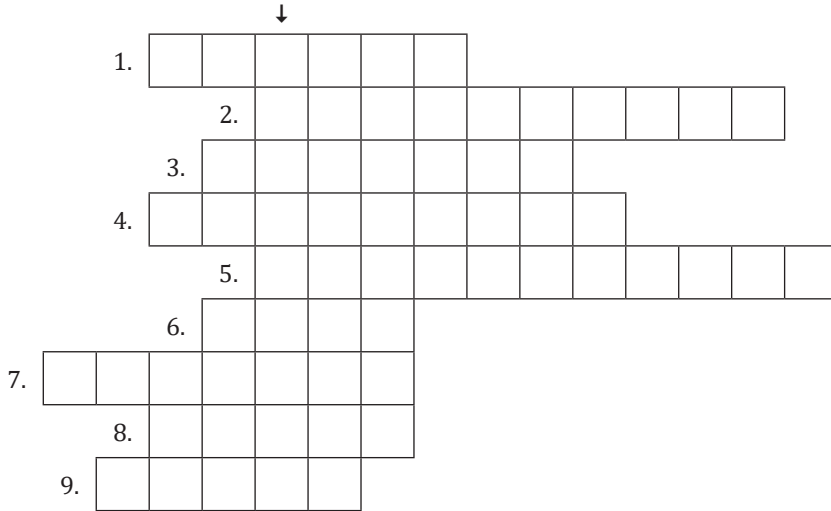
the caller's number: \_\_\_\_\_  
 the caller's name: \_\_\_\_\_  
 the number he is calling: \_\_\_\_\_  
 the person he is calling: \_\_\_\_\_  
 the town: \_\_\_\_\_

**B.** Listen to a man making a phone call to a number in a city. While you listen, write down:

the caller's name: \_\_\_\_\_  
 the number he is calling: \_\_\_\_\_  
 the person he is calling: \_\_\_\_\_  
 the city: \_\_\_\_\_

## Fun Time

Can you find the hidden word?



1. a holiday place
2. a travel agent's \_\_\_\_\_ is usually around 10%
3. not a scheduled flight
4. tour \_\_\_\_\_ organise tours
5. charter flights are rented to go to a particular \_\_\_\_\_
6. travel agents buy air tickets in \_\_\_\_\_
7. a paper used for advertising purposes
8. he offers advice on travel and sells tickets
9. he shows interesting sights to tourists.





## UNIT 17

# ACCOMMODATION AND CATERING

**Accommodation** and **catering** are two important elements involved in the **tourism** industry.

When tourists arrive at their destination, they expect to find somewhere to stay, eat and drink. Accommodation is characterised as **serviced** accommodation or **self-catering** accommodation. Their main difference is whether or not meals and **housekeeping** are included with the accommodation. When housekeeping is provided, the guests' rooms are cleaned, beds are made and towels are changed. Serviced accommodation can supply:

- a. breakfast
- b. breakfast plus one main meal, known as **half board**
- c. breakfast plus two main meals, known as **full board**.

Generally hotels provide overnight **furnished** and serviced accommodation.

Hotels have changed considerably in recent years. Nowadays, they do not simply offer a place to eat and sleep while on holiday. They have become luxurious providing a whole range of facilities such as restaurants, sports centres, shops, night clubs, discos, and all kinds of entertainment.

According to the facilities the hotels offer, they are grouped into **classes**, so the more facilities the hotel offers, the higher its class.

The simplest way to obtain self-catering accommodation is by renting a room or an apartment.

Tourists who choose self-catering accommodation usually pay less, because less is provided in the way of services.

The catering, which tourists receive on holiday, is very important, because one of the questions people ask to find out if their friends had a nice holiday is: "What was the food like?" The catering establishments range from luxury to basic to suit the taste, needs and **budget** of each tourist.

**Restaurants, fast food** restaurants, **cafés, cafeterias and bars**, serve food that ranges from simple **snacks** to elaborate **meals**.

The standard of facilities provided in any accommodation or catering establishment is very important to make the guests' stay both enjoyable and memorable.

## EXERCISE 1 \_\_\_\_\_

**A.** Read the text and answer the following questions.

1. Why are accomodation and catering considered to be important in the tourism industry?
2. Distinguish between serviced accommodation and self-catering accommodation.
3. What do we mean by the expressions half board and full board?
4. How have the hotels changed in recent years?
5. How can we classify hotels?
6. Refer to catering establishments.

**B.** Ask the appropriate questions for the answers given below:

1. What kind...?  
Food that ranges from simple snacks to elaborate meals.
2. What...?  
By renting a room or an apartment.
3. How ...?  
According to the facilities the hotels offer.
4. What...?  
It means providing breakfast plus one main meal.
5. What...?  
Accommodation and catering.

## EXERCISE 2 \_\_\_\_\_

**A.** Refer back to the text and find words which mean the same as the following:

- |                                 |           |
|---------------------------------|-----------|
| e.g. 1. associated with         | (line 1)  |
| answer: involved in             |           |
| 2. look for as likely to happen | (line 3)  |
| 3. much, a lot                  | (line 12) |
| 4. places run as businesses     | (line 24) |
| 5. vary                         | (line 24) |
| 6. amount of money available    | (line 25) |
| 7. light meals                  | (line 27) |
| 8. worthy to be remembered      | (line 29) |

**B.** Now use the words you found to fill in the blanks in the following sentences:

- e.g. 1. A lot of work **is involved** in running a hotel.
2. The amount of leisure time available to an individual has \_\_\_\_\_ increased.



3. The new restaurant is a well-run \_\_\_\_\_.
4. The hotel's advertising \_\_\_\_\_ for 1992 has been considerably reduced.
5. In this bar, only \_\_\_\_\_ and drinks are served.
6. The hotel manager \_\_\_\_\_ to meet the guests' requirements.
7. This travel agent specialises in organising \_\_\_\_\_ trips abroad.
8. Hotel prices \_\_\_\_\_ according to the season.

### EXERCISE 3 \_\_\_\_\_

Replace the words in bold print in the following sentences with those of the same meaning in the text. Rewrite the sentences in the space provided.

e.g. 1. They have rented a flat **with furniture already in it**.

answer: They have rented a **furnished** flat.

2. They made **carefully worked out** preparations for the reception.
3. Further information can be **got** from the head office.
4. They usually have to do the **cleaning, tidying up, cooking and washing up for themselves**.
5. When on holiday, she always stays in **very fine, comfortable and expensive** hotels.
6. They had to **pick out carefully from** between staying in a hotel or renting a room.
7. In our hotel, the sheets and the **pieces of cloth used for drying wet skin** are changed everyday.
8. **People staying in a hotel** are requested not to make noise when they arrive late at the hotel.
9. Their journey **during the night** tired them out.

### EXERCISE 4 \_\_\_\_\_

Read the text and decide whether the following statements are true or false. Correct the false ones.

1. They need accommodation means that they need a roof over their head.
2. Luxury hotels provide the most basic facilities.
3. They need catering means that they need food and drink.
4. Serviced accommodation provides meals and housekeeping.
5. In serviced accommodation, guests are responsible for making their own meals.
6. The standard of facilities provided by hotels vary widely.
7. There is no way for tourists to ensure the standards of facilities they can expect in a hotel.
8. The less facilities a hotel offers, the higher its class.

9. Serviced accommodation provides facilities and service to match the requirements of tourists.
10. All tourists are expected and prepared to pay for serviced accommodation.

### Communication Practice

#### EXERCISE 5

A. Match the phrases in list A with the responses in list B. Work in pairs.

| List A                                    | List B                                          |
|-------------------------------------------|-------------------------------------------------|
| 1. Don't forget to take your money        | a. Yes, I will.                                 |
| 2. Shall I help you with your cases?      | b. How do you do?                               |
| 3. Make sure you lock the door            | c. Certainly. Here it is.                       |
| 4. Will you wait a moment, please?        | d. No, I won't.                                 |
| 5. How do you do?                         | e. Certainly. May I have a pen?                 |
| 6. How are you?                           | f. No, thank you. It's all right. I can manage. |
| 7. Could I have my key?                   | g. Very well, thank you. And you?               |
| 8. Could you, please, fill out this card? | h. Unfortunately, I haven't time.               |



*A restaurant at Plaka*

**B.** What do you say when you hear the following? Write your answers in the space provided.

| You hear                                        | You say |
|-------------------------------------------------|---------|
| - Good morning, this is AB Company.             |         |
| - I'm afraid he is not available at the moment. |         |
| - I'm afraid the line's engaged.                |         |
| - Will you wait a moment, please?               |         |
| - What's your opinion of the workers' action?   |         |
| - Would you like to have dinner with us?        |         |
| - That's very nice of you. Thank you.           |         |
| - Can I use your pen?                           |         |
| - That was a lovely party.                      |         |

### LANGUAGE PRACTICE

A.

What is... like?

This question asks for a description of someone's personality, of a thing, city, trip, day, the weather, etc.

e.g. -What **is** Athens **like**?

-It's the most interesting city I've ever been to.

### **EXERCISE 6** \_\_\_\_\_

#### **Pair work**

Take turns with your partner to ask and answer about the following items.

- holiday
- weather
- trip
- stay
- hotel
- beach
- sea
- staff
- film



- e.g. A. What was the caravan holiday like?  
B. A disaster. It rained all the time.

## B. Parallel increase

|                                        |
|----------------------------------------|
| the + comparative... the + comparative |
|----------------------------------------|

Examples: The more facilities the hotel offers, the higher its class.  
The larger the hotel, the more facilities are provided.  
The cheaper you pay, the less luxuries you get.

## EXERCISE 7

---

Use the following cues and make meaningful statements according to the examples given above.

e.g. 1. many staff employed - fast service

answer: The more staff employed, the faster the service.

2. high standard/ facilities - much luxurious accommodation/ guests/ receive
3. little facilities/ hotel/ offer - low/ class
4. Early/ you arrive - fast service/ get
5. High price - dear cabin/ book
6. Many circulars/ agents/ send - many customers/ be attracted/ offers
7. Much stock/ places/ agent/ book - high commission/ get
8. Much comfort/ guests/ find - much enjoyable/ stay/ be
9. Friendly/ reception staff - much/ feel/ home
10. Little/ prepare/ pay - low/ standard/ facilities/ service
11. Large establishment - much employed
12. Many seats/ group/ book - low/ price

## WRITING ACTIVITY

## EXERCISE 8

---

Discuss and write a paragraph of 80 words on the topic: "Why does self-catering accommodation remain a popular form of accommodation?"

The following prompts might help you:

- independent
- have more control over their holiday finances
- more control over what they eat and when
- feel more at home
- prefer to live in a home similar to those of the inhabitants of the resort they are visiting
- experience a little of the life of people living at their holiday destination.
- more opportunities to mix with the locals

You can begin like this:

Although tourists who choose self-catering accommodation have to do their own housekeeping...

## EXERCISE 9

The following sentences refer to what people said when they were asked what they like eating at fast food restaurants. However, some of the words or letters have been omitted. Work in pairs and guess what the missing words are.

- e.g. 1. I do not want to be hungry, but I do not like to spend a lot of time at a dining table.
2. I \_\_\_\_\_ not need m \_\_\_\_\_ food, but I need \_\_\_\_\_ fast.
3. I'm \_\_\_\_\_ just buying f \_\_\_\_\_, I'm also b \_\_\_\_\_ time.
4. Fast \_\_\_\_\_ places \_\_\_\_\_ not employ wait \_\_\_\_\_, so \_\_\_\_\_ prices can \_\_\_\_\_ low \_\_\_\_\_.
5. They \_\_\_\_\_ op \_\_\_\_\_ all day.
6. A fast food r \_\_\_\_\_ knows most people's wants b \_\_\_\_\_ they arrive. They c \_\_\_\_\_ your food before \_\_\_\_\_ get there.
7. The kitchen isn't in the back of the buil \_\_\_\_\_. It \_\_\_\_\_ in front \_\_\_\_\_ and you can w \_\_\_\_\_ the cooks \_\_\_\_\_ work.
8. I' \_\_\_\_\_ happ \_\_\_\_\_ when I see a cl \_\_\_\_\_ kitchen.

*A dining room*



*A coffee bar*



9. I g\_\_\_\_\_ my money when I get my food, so I \_\_\_\_\_ not have to come back \_\_\_\_\_ second time. I take all of m \_\_\_\_\_ m \_\_\_\_\_ at o \_\_\_\_\_ time. So wh \_\_\_\_\_ I've eaten one thing, I can eat the next with \_\_\_\_\_ a long wait.
10. I d \_\_\_\_\_ have to put \_\_\_\_\_ my best cl \_\_\_\_\_ as when I \_\_\_\_\_ into \_\_\_\_\_ restaurant.
11. I don't have to talk in low v \_\_\_\_\_ all the time.

## EXERCISE 10

### Odd-man out

Which word does not belong in the category it is included in?

- |                                                                                                       |                                                                                         |
|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <p><b>A.</b> wardrobe<br/>bedside table<br/>armchair<br/>caravan<br/>bed</p>                          | <p><b>B.</b> swimming pools<br/>parks<br/>lakes<br/>mountains<br/>rivers</p>            |
| <p><b>C.</b> golf courses<br/>zoos<br/>tennis courts<br/>leisure centres<br/>ski slopes</p>           | <p><b>D.</b> cinemas<br/>fairgrounds<br/>discos<br/>beaches and sea<br/>night clubs</p> |
| <p><b>E.</b> hypermarkets<br/>bazaars<br/>shopping complexes<br/>festivals<br/>duty-free shopping</p> | <p><b>F.</b> gondolas<br/>coaches<br/>race course<br/>railway<br/>horse rides</p>       |

## LISTENING ACTIVITY

### EXERCISE 11

Listen to the dialogue and complete the card:

|                        |
|------------------------|
| NAME .....             |
| DATE OF BIRTH.....     |
| MARITAL STATUS.....    |
| ADDRESS.....           |
| TELEPHONE.....         |
| OCCUPATION .....       |
| PURPOSE OF VISIT ..... |

## Fun Time

How many words can you find in the grid?

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

*The interior of a guest house in Epirus*







## UNIT 18

### ***TOURIST INFORMATION***

Some customers, interested in visiting Macedonia, contacted Diana Travel for information. These are extracts from the brochure they were given.

#### ***Macedonia***

4,000 years of Greek History and Civilization

#### ***Thessaloniki – Halkidiki***

The traveller who decides to visit this lovely part of Macedonia will be amazed by the wealth and variety of sights, landscapes and lifestyles. The charms of Greece's second city, Thessaloniki (Salonica), combined with the exceptional beauty of the Halkidiki peninsula, make such an impact on first acquaintance, that visitors will surely wish to broaden and deepen their knowledge of the region. Its thousands of years of history have left 10 many traces. Explore this part of Greece, too; get to know it, get to love it.

#### ***Thessaloniki***

The capital of Macedonia and the second largest city in Greece, named after the sister of Alexander the Great, possesses all the features of a large and modern coastal city which respectfully preserves the remains of a noteworthy past.

#### ***Modern Thessaloniki***

Today Thessaloniki with its University, International Trade Fair grounds, cultural and artistic life and myriad amusements is a lively modern city with many amenities and points of interest for the visitor. Beautiful green parks with tall trees are scattered throughout the city, offering strollers places to relax and enjoy the surroundings, especially during this midday or afternoon hours.

In the shopping district, in the heart of the town, a wide variety of goods are on sale

*Thessaloniki*



at very attractive prices: jewellery, leatherware, furs, bronzes and hundreds of gift ideas, along with sweets and all kinds of things to eat.

The visitor should also make a point of seeing some of Thessaloniki's old mansions, archaeological sites, churches and museums, monuments and, of course, the famous White Tower.

20

**Events:** Every year in September, the International Trade Fair is held in Thessaloniki, exhibiting Greek and foreign products of every description. After the Fair is over, the Greek Film Festival takes place, showing feature and documentary films.

Throughout the year, trade fairs for special interest groups such as Textilia, Agrotica, etc. are organized by the Thessaloniki International Trade Fair administration.

October is the month for the Dimitria, the artistic and cultural events held in honour of the city's patron saint Demetrius, as well as the Greek Song Festival.

### Halkidiki

The Halkidiki Peninsula, where the sun, vegetation and the sea reign jointly and in harmony, is set south east of Thessaloniki, in Northern Greece. In the cave of Petralona in Halkidiki, traces of the first people to inhabit Greece were discovered. With their only tool a stone, they lived there for tens of thousands of years.

The Aegean Sea, which laps upon the shores of all three prongs which extend out of Halkidiki (Kassandra, Sithonia and Mount Athos) sends its spray and sea breezes across the geranium-filled courtyards, the stairways and wooden corridors, the streets and churches.

Halkidiki is remarkable for its extensive sandy beaches, small villages, picturesque small harbours, peaceful hamlets and well wooded expanses.

In these surroundings and in hotels providing a high standard of comfort and service, the visitor has a unique opportunity to appreciate the beauty of nature as its best.



*Halkidiki*

**EXERCISE 1**

Refer back to the text and answer the following questions.

- 1. Why should one decide to visit Thessaloniki - Halkidiki?
- 2. What impact does the first visit to the region have on travellers?
- 3. What are the features of Thessaloniki?
- 4. What can travellers enjoy in the modern city?
- 5. Why would the visitor find hard to resist the temptation to buy something?
- 6. What should the visitor plan to see in Thessaloniki?
- 7. Refer shortly to the events held in Thessaloniki every year.
- 8. Where is the Halkidiki Peninsula situated?
- 9. Which cave in Macedonia is very important, from the point of view of paleological interest and why?
- 10. Why should one visit the Halkidiki Peninsula?

**EXERCISE 2**

Refer back to the text and find words which mean the same as the following:

- e.g. 1. surprised (line 6)  
answer: amazed
- 2. impression, effect (line 9)
- 3. increase, widen (line 10)
- 4. indications of existence (line 11)
- 5. spread (line 19)
- 6. takes place (line 28)
- 7. exist (line 35)
- 8. together (line 35)
- 9. live in (line 38)

**EXERCISE 3**

A. Match the words in list A with their explanations in list B.

e.g. 1. e.

| List A       | List B                                              |
|--------------|-----------------------------------------------------|
| 1. landscape | a. pointed projections                              |
| 2. peninsula | b. small villages                                   |
| 3. amenities | c. large grand houses                               |
| 4. mansions  | d. hit softly with little waves                     |
| 5. prongs    | e. country scenery                                  |
| 6. breeze    | f. agreeable features (parks, gardens, hotels etc.) |
| 7. hamlets   | g. persons who walk slowly for pleasure             |
| 8. lap       | h. light gentle wind off sea during day             |
| 9. strollers | i. a piece of land surrounded by sea.               |

**B.** Use words from list A to complete the following paragraph:

He was amazed by the old 1. \_\_\_\_\_ and local 2. \_\_\_\_\_  
\_\_\_\_\_ of Thessaloniki. He was also impressed by the middle  
3. \_\_\_\_\_ of the Halkidiki 4. \_\_\_\_\_ which  
offers natural beauty in its countryside with picturesque villages and peaceful fishermen's  
5. \_\_\_\_\_ where 6. \_\_\_\_\_ can enjoy the  
morning 7. \_\_\_\_\_. The 8. \_\_\_\_\_ creates an  
atmosphere of unmatched peace and quiet and the variety of coastline make it  
possible for bathers to enjoy a great number of different places to swim, all of them  
9. \_\_\_\_\_ by crystal-clear water.

**EXERCISE 4** \_\_\_\_\_

Make the best combinations. Use each word once.

e.g. geranium-filled gardens

|           |             |            |
|-----------|-------------|------------|
| geranium  | woven       | mountains  |
| well      | located     | beaches    |
| hand      | traditional | fabrics    |
| perfectly | filled      | churches   |
| ideally   | sandy       | hotel      |
| typically | wooded      | ski-centre |
| fine      | decorated   | gardens    |
| richly    | organised   | villages   |

**EXERCISE 5** \_\_\_\_\_

Write as many adjectives as you can, beside these nouns to describe them in the most appealing way. The lists of adjectives below might help you.

| Nouns      | Adjectives         |               |
|------------|--------------------|---------------|
| atmosphere | sandy/pebbly       | traditional   |
| scenery    | excellent/splendid | cosmopolitan  |
| buildings  | peaceful/uncrowded | friendly      |
| view       | lovely/attractive  | majestic      |
| beach      | ideal/perfect      | picturesque   |
| sea        | moderate/mild/warm | breathtaking  |
| climate    | superb/magnificent | historical    |
| city/town  | beautiful/charming | pleasant      |
| people     | easy going/relaxed | crystal-clear |
|            | world famous       | hospitable    |
|            |                    | exciting      |

e.g. cosmopolitan/ relaxed/ friendly/ easy-going/  
peaceful/ exciting/ pleasant atmosphere

## COMMUNICATION PRACTICE

### EXERCISE 6

A. Study these notes to prepare a talk on Rhodes. Then present it to the class.

|                                            |                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Location:</b>                           | In the southeastern Aegean Sea, between Crete and Asia Minor.                                                                                                                                                                                                                                                                                                                        |
| <b>How to get there:</b>                   | By boat from Piraeus.<br>By air from Athens and other international airports.                                                                                                                                                                                                                                                                                                        |
| <b>Weather:</b>                            | Sun shines all the year long, summer extends into other seasons.                                                                                                                                                                                                                                                                                                                     |
| <b>Features of the new city:</b>           | Wide streets, beautiful buildings, glamorous hotels and shops full of characteristic items of Rhodian folk art.                                                                                                                                                                                                                                                                      |
| <b>Features of the old town:</b>           | Narrow lanes, stone mansions, churches, castles.                                                                                                                                                                                                                                                                                                                                     |
| <b>Places to see</b><br>(in the old town): | The Knights' Castle, completed in the 14th century and today reminds us of Crusaders.<br>The Knights' Hospital, a building of the 12th century, houses the Archaeological Museum and its rich collection.<br>Folk Art Museum (items of traditional local art).<br>The Palace of the Great Magisters, houses a brilliant collection of western-type, 16th and 17th century furniture. |
| <b>Other interesting areas:</b>            | The Valley of the Butterflies.<br>Philerimos with its dense pine forest.<br>Kallithea and Lindos.<br>The Acropolis of Ancient Lindos (ruins of a Temple of Apollo and the School of Music).                                                                                                                                                                                          |
| <b>Cultural Events:</b>                    | Sound and Light performances in the palace of the Great Magisters (April-October).<br>Folk dances in the theatre of the old town (June - October).                                                                                                                                                                                                                                   |
| <b>Transportation:</b>                     | Buses connect the town to the rest of the island.<br>Travel agencies daily organise visits to archaeological sites and other sights in the locality.                                                                                                                                                                                                                                 |
| <b>Amenities:</b>                          | Superb beaches, parks, hotels providing a full range of conveniences.                                                                                                                                                                                                                                                                                                                |

B. Make notes of your region and write a short text about it with the aim of attracting people to visit it.

### EXERCISE 7

A.

#### Role play

|                                                                                                    |
|----------------------------------------------------------------------------------------------------|
| A visitor wants to find out what there is to see in Rhodes, where he is going to spend two nights. |
|----------------------------------------------------------------------------------------------------|





1. Aristotelous Square
2. The archaeological site of Dion
3. Agia Sofia
4. Edessa
5. Platamonas
6. A golden wreath from Vergina
7. Detail from a mosaic. Agia Sofia

8. Stagira. The statue of Aristotle
9. Halkidiki
10. Part of the city walls
11. Tower of the Greek Telecommunications Organisation
12. Mount Athos







3



4



5



7



12





**B.**

An inhabitant provides the information requested, trying to persuade him/ her to stay a little longer to see the island properly.

Before you take a role each, think of the words they would use.

## LANGUAGE PRACTICE

### Prepositions of place

Study these examples:

|                  |                                                                                                   |
|------------------|---------------------------------------------------------------------------------------------------|
| <b>in</b>        | <b>in</b> the area/ Athens/ England<br><b>in</b> the garden/ park<br><b>in</b> the museum/ church |
| <b>on</b>        | <b>on</b> the island/ the south coast<br><b>on</b> the river<br><b>on</b> the wall                |
| <b>to</b>        | <b>to</b> the east/ west                                                                          |
| <b>from...to</b> | <b>from</b> Greece <b>to</b> France                                                               |
| <b>at</b>        | <b>at</b> the entrance<br><b>at</b> the end/ edge<br><b>at</b> the bus-stop                       |
| <b>between</b>   | <b>between</b> two hotels                                                                         |

e.g. Central Greece lies **in** the heart of the mainland.

A coach will take you **from** the hotel **to** the theatre.

### EXERCISE 8 \_\_\_\_\_

Complete the blanks with the appropriate prepositions.

- You can find Athens' smile everywhere. \_\_\_\_\_ an ancient theatre, \_\_\_\_\_ a modern exhibition hall, \_\_\_\_\_ a sports event, down by the sea, high \_\_\_\_\_ a mountain top, \_\_\_\_\_ a concert, around the table \_\_\_\_\_ a tavernaki, \_\_\_\_\_ a spacious square or near an ancient sculpture.
- Ferry-boats sail \_\_\_\_\_ Piraeus \_\_\_\_\_ all the Greek islands.
- The ski training centres which are to be found mainly \_\_\_\_\_ Vouliagmeni and \_\_\_\_\_ certain hotel complexes provide all that is required for this fairly popular sport.
- Camping \_\_\_\_\_ the open is not permitted.
- Itea lies \_\_\_\_\_ the edge of the Valley of Delphi.

6. Karpenisi is located \_\_\_\_\_ the foothills of Mt Timfristos, \_\_\_\_\_ an altitude of 960 metres.
7. Kammaena Vourla, \_\_\_\_\_ the north, is a popular spa-resort.
8. Livadia is built \_\_\_\_\_ two hills \_\_\_\_\_ the sides of a gorge.
9. \_\_\_\_\_ the entrance to town the Lion of Chaironia stands \_\_\_\_\_ top of the soldiers' tomb.
10. You can go fishing \_\_\_\_\_ the river or take a swim \_\_\_\_\_ the beach.



*Rhodes. The Castle of the Knights*

## EXERCISE 9

A. Lots of Greek words have been inserted in the following English text. Replace each of them with the English equivalent.

Corfu town. 1. βρίσκεται on the east. 2. ακτή of the island. 3. Υπάρχουν wide 4. λεωφόροι and large 5. πλατείες among them the Esplanade, which is 6. η μεγαλύτερη και η πιο ωραία in all Greece. There are Byzantine. 7. εκκλησίες and fortresses, Venetian steps and 8. μνημεία. There are also 9. σύγχρονα hotels 10. τα οποία provide visitors with every modern amenity.

Paleokastritsa, 26 km from Corfu town, is a holiday paradise for those 11. που αγαπούν τα κρυστάλλινα νερά, 12. το ψάρεμα και το καλό φαγητό. Its small tavernas 13. σερβίρουν lobsters which 14. οι πελάτες pick out from special tanks 15. όπου they are kept 16. ζωντανοί. Whoever 17. επιθυμεί to enjoy a 18. μοναδική θέα has only to climb up as far as the "Bella Vista", a 19. φυσικό μπαλκόνι 20. που έχει θέα προς the blue expanse of the sea below. From it one can admire a 21. έξοχο ηλιοβασίλεμα.

B. Translate the following paragraph into English:

Τα Ιωάννινα είναι η πιο μεγάλη πόλη στην Ήπειρο και η πρωτεύουσα της περιοχής.

Η πόλη βρίσκεται κατά μήκος των ακτών μιας λίμνης και είναι φημισμένη για την ομορφιά των φυσικών της περιχώρων. Έχει ένα σύγχρονο αρχαιολογικό μουσείο που εκθέτει ευρήματα από όλη την Ήπειρο.

Notes: κατά μήκος των ακτών = along the shores

είναι φημισμένη = is renowned for/ is famous for

εκθέτει: exhibits

## LISTENING ACTIVITY

### EXERCISE 10

A. Listen to a guide describing six towns in Macedonia and tick the features of each one.

| Features                 | Edessa | Naoussa | Katerini | Serres | Drama | Kavala |
|--------------------------|--------|---------|----------|--------|-------|--------|
| Traditional architecture |        |         |          |        |       |        |
| Cataracts                |        |         |          |        |       |        |
| Flowers and Gardens      |        |         |          |        |       |        |
| Commercial life          |        |         |          |        |       |        |
| Mountains and Hills      |        |         |          |        |       |        |
| Beaches                  |        |         |          |        |       |        |
| Castles                  |        |         |          |        |       |        |

**B.** Write other features you listened to and are not included in the table.

### **Fun Time**

Are you good at Geography?

1. What is the capital of Scotland?
2. Where is the Aswan Dam?
3. What is the longest river in South America?
4. In which country are the Ural mountains?
5. Which is the capital of Finland?
6. In which country is Hawaii?
7. What is the river in London called?
8. Which exotic, tropical country in the heart of Southeast Asia was once known as Siam?
9. Which river flows through Germany, Austria, Hungary, Yugoslavia, Bulgaria and Romania before emptying into the Black Sea?
10. Which palace near Paris did Louis XIV and his nobility live in?
11. What are these?  
John F. Kennedy in New York.  
Leonardo da Vinci in Rome.  
Heathrow in London.  
Marco Polo in Venice.
12. Which capital in South America is renowned for its Carnival festivities?

**Score:** 10 - 12 Excellent!

8 - 10 Very Good.

7 - 8 Good.

5 - 6 Fairly Good.

0 - 4 Poor.





## UNIT 19

### *ITINERARIES AND TOURS*

A young couple who stay in Thessaloniki went to a travel agency to ask how they could get to the renowned site of Vergina.

T. A.: Good morning. Can I help you?

Woman: I'm here with my husband on holiday. We're impressed by the unique finds from Vergina in the Archaeological Museum of Thessaloniki and we'd like to visit the place. Do you have excursions going to Vergina?

T. A.: Yes, of course, madam. It would be a pleasure. The best way to see Vergina is to join our special full day tour of Central Macedonia.

Woman: Where does this tour go?

T. A.: Well, I'll explain, in detail. We leave Thessaloniki at exactly 8.30 a.m. On arrival in Pella after one hour and a half, we visit the Archaeological museum and then have lunch at a local taverna.

At about one o'clock, we leave for Vergina where we stay from half past two to four. There's a guided tour to the ruins of the ancient palace and the royal tombs. Then we drive to Veria where we stay for two hours, from half past four to half past six. You are free to stroll around the town, set at the foothills of mountain Vermion, or have dinner and relax.

This is the last stop of our tour. We return to Thessaloniki, arriving at eight o'clock, approximately.

Woman: What's included in the tour?

T. A.: The coach fare, the admission fees to the museum and the archaeological site. Lunch is included too, but not the dinner in Veria.

Woman: Where can we pick up the coach?

T. A.: Right in front of our agency.

*Nafplion. (Nauplia) Bourtzi*



**EXERCISE 1** \_\_\_\_\_

Complete the missing information of the itinerary the travel agent recommended.

|       |        |                         |             |
|-------|--------|-------------------------|-------------|
| 8.30  | Depart | Thessaloniki            |             |
| _____ | Arrive | _____                   | _____ Lunch |
| 13.00 | _____  | _____                   | _____       |
| _____ | Arrive | _____                   | _____       |
| _____ | Depart | _____                   | _____       |
| _____ | _____  | Veria Dinner (optional) | _____       |
| _____ | _____  | _____                   | _____       |
| _____ | Arrive | _____                   | _____       |

**EXERCISE 2** \_\_\_\_\_

Find words in the text which can replace the underlined ones in the following sentences:

e.g. They arranged to go on a short trip for pleasure.

answer: an excursion

1. The train will arrive in about 25 minutes.
2. They walked slowly around the park for two hours.
3. He guided us to all the places where something of special interest happened.
4. We'll arrange to get you at the hotel.
5. Our hotel is placed back from the road.
6. We visited the places in the ground where dead persons are buried.
7. The entrance fees to the museums are not included in the price.
8. We visited the remains of the old temple.
9. Patras is well known for its wine and carnival festivities.
10. The tour operator made a list of the routes for the tour.

**WRITING ACTIVITY**

**EXERCISE 3** \_\_\_\_\_

The Bensons want to go to Delphi on a one-day tour. They would like to visit the Delphi Museum, the Sanctuary of Apollo, and the picturesque town of Arachova. They would like to be back at the hotel around 7 o'clock. Make an itinerary for them, bearing in mind that the museum closes at 2.00 p.m.

The following notes will help you:

Via the National Highway:

Thebes → Livadia → Arachova → Delphi

Arachova: attractive hand woven carpets, wine, roast lamb.

Delphi: Museum (Charioteer, statue of Antinoos).

## COMMUNICATION PRACTICE

### EXERCISE 4

#### Role play

##### Booking a tour of Athens

What would these people say to each other? Think of the words they would use and take a role each (in pairs).

| Customer                                                    | Hall porter                                                                                                                                                                                                                                            |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| asks:<br>– for advice about things to do in Athens          | – suggests they go up Lycabettus Hill first (panoramic view, restaurant, pastry shop), access by funicular (railway).                                                                                                                                  |
| – what amenities there are in the city                      | – provides information about amenities (the Acropolis, National Archaeological, Benaki museums etc., art galleries and so on) recommends a half day guided tour to the sights of Athens and the Acropolis as the best way of getting to know the city. |
| – how much the tour recommended by the hall porter lasts    | – departure from the hotel: 09.00<br>– Arrival: 16.00 (Half-day tour)                                                                                                                                                                                  |
| – if there is a stop for lunch                              | – stop for lunch, 1 hour.                                                                                                                                                                                                                              |
| – how much the tour costs                                   | – Price: 18 € per person. No additional charge                                                                                                                                                                                                         |
| – if the hall porter could get him two tickets for tomorrow | – asks when he would like to go                                                                                                                                                                                                                        |
|                                                             | – tells him to pick up the tickets at his desk tomorrow morning<br>– offers a brochure of the tour                                                                                                                                                     |

### EXERCISE 5 \_\_\_\_\_

**A.** Choose the best answer.

- [illegible]

answer: b

- |                                                  |                                |
|--------------------------------------------------|--------------------------------|
| 2. What's the food like?                         | a. Yes, I do.                  |
|                                                  | b. Appetizing                  |
| 3. Please, give me a ring tomorrow               | a. Yes, I will.                |
|                                                  | b. Yes, I do                   |
| 4. See you later.                                | a. Goodbye!                    |
|                                                  | b. Hello!                      |
| 5. It's the fifth of December today              | a. Yes, it is. It's the sixth. |
|                                                  | b. That's right.               |
| 6. Is everything all right?                      | a. Fine, thank you.            |
|                                                  | b. Yes, everything.            |
| 7. Don't forget to wake me up<br>in the morning. | a. Yes, I will.                |
|                                                  | b. No, I won't.                |
| 8. What was the weather like?                    | a. Beautiful, clear days.      |
|                                                  | b. They didn't like it.        |

**B. What language would you use when you do the following?**

|                                                               |  |
|---------------------------------------------------------------|--|
| 1. Advise a colleague to visit the National Gallery.          |  |
| 2. Agree with someone.                                        |  |
| 3. Ask your friend what s/he is worried about.                |  |
| 4. Answer someone who thanks you.                             |  |
| 5. Express sympathy when you hear something unpleasant.       |  |
| 6. Ask about something you don't understand.                  |  |
| 7. Answer the telephone politely and ask who is on the phone. |  |

|                                                                      |  |
|----------------------------------------------------------------------|--|
| 8. Tell the caller to wait on the phone and that you'll connect him. |  |
| 9. Invite your boss to dinner.                                       |  |
| 10. Accept or refuse an invitation made by a friend.                 |  |
| 11. Reply to a request positively or negatively.                     |  |
| 12. Accept an apology.                                               |  |
| 13. Reassure a friend who is worried.                                |  |

## LANGUAGE PRACTICE

### **A. Prepositions of time**

|           |                                   |
|-----------|-----------------------------------|
|           | at the moment/ at present         |
|           | at night/ midnight/ lunchtime     |
| <b>at</b> | at six o'clock                    |
|           | at Christmas/ Easter/ weekends    |
|           | at the age of                     |
|           | on Monday                         |
|           | on 13th May                       |
| <b>on</b> | on Sunday morning/ night/ evening |
|           | on Christmas Day                  |
|           | in September                      |
|           | in 1992/ in the 16th century      |
| <b>in</b> | in the morning                    |
|           | in the winter                     |
|           | in a month/ week                  |

e.g. He'll be back in a week.

The concert starts at 7.30 in the evening.



*The Charioteer*



*Arahova*

*The theatre of Epidavros*



## EXERCISE 6

A. Complete the following sentences with the prepositions of time: at, on, in.

1. We arrived \_\_\_\_\_ 6 o'clock \_\_\_\_\_ the morning.
2. The conference will take place \_\_\_\_\_ 14 October.
3. I relax only \_\_\_\_\_ weekends.
4. The hotel was built \_\_\_\_\_ 1985.
5. I'm busy \_\_\_\_\_ the moment.
6. The castle was built \_\_\_\_\_ the 14th century.
7. I'll meet you \_\_\_\_\_ 3 hours.
8. He has arranged a business meeting in Milan \_\_\_\_\_ 19 December  
\_\_\_\_\_ exactly 10.00 a.m.
9. They arrive \_\_\_\_\_ Tuesday, \_\_\_\_\_ May 13th.
10. We depart \_\_\_\_\_ the morning of July 2nd.

B. Complete the blanks in the following paragraph with the prepositions of time and place at, in, on, to, along and through.

We leave Athens 1. \_\_\_\_\_ 9.15 2. \_\_\_\_\_ the morning  
3. \_\_\_\_\_ June 2nd for a wonderful drive 4. \_\_\_\_\_ a very pleasant  
coastal road. Passing 5. \_\_\_\_\_ some of Athens most beautiful suburbs (Glyfada,  
Vouliagmeni, Varkiza), we proceed 6. \_\_\_\_\_ the resort village of Saronida for  
swimming and lunch. Continuing our tour, we arrive 7. \_\_\_\_\_ Cape Sounion  
8. \_\_\_\_\_ half an hour, where we visit the 5th century B.C. Temple of Poseidon  
overlooking the Aegean Sea. Lavrio is the next stop 9. \_\_\_\_\_ the tour. Leaving  
Lavrio, one can retrace the route 10. \_\_\_\_\_ the coast or travel overland  
11. \_\_\_\_\_ Mesogeia.

### B. Simple Present Tense with a future meaning

The Simple Present refers to future events which are part of a fixed timetable.

e.g. -The next train for Thebes leaves at 9 o'clock.

-What time does the tour bus depart?

## EXERCISE 7

### Pair work

Work in pairs. One is a sightseeing tour agent and the other is a tourist. Take turns to ask questions about this one-day island cruise and answer them.

8.00 Coach departs from Hotel.

8.15 Transfer to Marina Terminal, Palaio Faliro

(Trokadero Harbour)

8.30 Ship sails.



9.40 Arrival in Aegina (the first capital of Modern Greece)

Visit the temple of Aphaia, a site of particular archaeological interest (optional)

12.20 Arrival in Poros.

Visit Lemonodassos, a picturesque spot where lemon groves grow amidst water-mills.  
(Lunch at a picturesque taverna)

Time is allowed for lunch not included in the price.

14.30 Arrival in Hydra, a picturesque island with characteristic traditional architecture and local colour. Visit the amphitheatrical town.

Shop for gold and ceramics.

Relax on a splendid beach known as Miramare.

17.00 Ship sails back to Palaio Faliro.

Dinner on board. Relax in one of the comfortable lounges where folklore entertainment is provided.

20.00 Arrival. Transfer by coach to Hotel.

e.g. –Where does the boat depart from?

–What time does the boat sail?

–How much time do we spend in Hydra?

–How long do we stay in Poros?

### C. Joining sentences in itineraries

The following words are used to join sentences when you present an itinerary.

*Aegina*



*Poros*

*Hydra*



after + gerund or noun  
 before  
 then + clause  
 on arrival...

e.g. Before visiting the theatre the following morning, we stay overnight in Nafplio.  
 We see the tombs. Then we visit the museum. After visiting the castle, we spend the rest of the day on the beach.  
 On arrival, we visit the Temple.

## EXERCISE 8

Join the sentences in the following itinerary using the above words.

1st day:

Drive to Corinth. Visit the archaeological site. Proceed to Mycenae. Visit the Lion Gate and the Tomb of Agamemnon. Continuation of the drive to Nafplio. Transfer to hotel. Visit the fortified islet Bourtzi. Lunch. Afternoon at leisure for strolling. Dinner - Overnight.

2nd day:

Set off for Epidavros. Visit the theatre famous for its remarkable acoustics. Start the drive back to Athens.

### D. Telling the time

04.00: Oh four hundred hours

5.00: five o'clock or five a.m.

7.05: five past seven or seven oh five

9.45: a quarter to ten or nine forty five

10.35: twenty five to eleven or ten thirty five

12.00: twelve o'clock or twelve hundred hours / midday / noon

15.30: half past three or fifteen thirty

22.05: five minutes past ten or twenty two oh five

24.00: midnight or twenty four hundred hours

## EXERCISE 9

Write the following times using the above ways.

8.00    12.30    14.20    18.40    07.00

17.15    20.20    15.05    22.55

16.45    19.00    22.50    23.00

### LISTENING ACTIVITY

## EXERCISE 10

A. Listen to two short dialogues between a caller and the information clerk at the train station.

Pay attention on the times of trains to Thebes and Livadia from Athens and complete the following train timetable:

Athens dep. \_\_\_\_\_  
 Thebes arr. 8.58 10.20 14.25 16.58  
 Thebes dep. \_\_\_\_\_  
 Livadia arr. \_\_\_\_\_

**B.** Janet, who lives in Paris, has travelled by car to London. She is telling her friend which route she took and how long it took her to drive from Paris to London. Listen to the dialogue and complete the missing information.

The drive from \_\_\_\_\_ to Calais took \_\_\_\_\_ hours.  
 She waited at \_\_\_\_\_ for \_\_\_\_\_ hours.  
 The crossing from Calais to \_\_\_\_\_ took \_\_\_\_\_ hours.  
 The drive from Dover to \_\_\_\_\_ took \_\_\_\_\_ hours.  
 Total \_\_\_\_\_ hours.

### Fun Time Greek Geography Quiz

1. Which island is the sponge-fishers' island?
2. Which is the largest island of the Dodecanese?
3. Which is the capital of Viotia?
4. Which town is built up the slopes of Mt. Parnassos?
5. Name a port on the south coast of Crete, on the shores of the Libyan Sea, facing Africa.
6. Name two of the Sporades islands.
7. Name the capital of the Peloponnese.
8. Kassandra, Sithonia and Athos, make one of the loveliest districts in Macedonia.
9. An area which became the centre of the Hellenic world, because of the games that were held there.
10. This island lies in the small bay opposite Piraeus, Elefsina and Megara.
11. Name the capital of Epirus.
12. Which island faces the north west coast of Epirus and almost opposite the Albanian frontiers?
13. Mytilene is also known as \_\_\_\_\_
14. The cultivation of the mastic gum tree is a source of considerable wealth for the island.
15. Which island lies at the entrance to the Bay of Argos?
16. Which is the capital of the prefecture of Magnesia?
17. Name a mountain range in Epirus.
18. The capital of Cephalonia.

Each answer gets one point.

How many correct answers did you have?

### Score

- 16 -18: Excellent. You know your Geography very well.  
14 - 15: Good. You are not supposed to know everything.  
10 - 13: You should study more.  
7 - 9: Don't compete with others in Geography, unless you buy an atlas.  
0 - 6: No comments!



*An outdoor café at Patras*





## UNIT 20

# *REVISION OF LANGUAGE FUNCTIONS*

(Units 1 - 8, 16 - 19)

| <i>Language functions</i>                                                                      | <i>Expressions</i>                                                                                                           |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Greetings and introductions                                                                    | How do you do? Pleased to meet you.                                                                                          |
| Taking a reservation                                                                           | We can book you a room for _____ nights from _____ to _____                                                                  |
| Confirming a reservation                                                                       | I've reserved the room for you from _____ to _____.                                                                          |
| Refusing a reservation, apologizing and offering an alternative.                               | I'm sorry. We don't have a room from the _____ to the _____ but we've got the same type of room from the _____ to the _____. |
| Getting information from the guest about the type of room, length of stay and time of arrival. | Would you like a room with bath?<br>How long / for how many nights do you intend to stay?<br>What time will you be arriving? |
| Checking information                                                                           | The seminar starts on Thursday, doesn't it?                                                                                  |



|                                                                     |                                                                                                                                                                                                                |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Giving information about the hotel and its facilities               | <p>It is well located...</p> <p>It is situated in a quiet residential district.</p> <p>It faces a tree - lined square.</p> <p>It provides facilities for sports.</p> <p>All rooms have air-conditioning...</p> |
| Describing room types                                               | <p>There are 70 doubles, 30 singles and 4 suites...</p>                                                                                                                                                        |
| Making enquiries and replying to them.                              | <p>Can I ask you a question?</p> <p>Could you tell me...?</p> <p>When do they arrive?</p> <p>Who telephoned?</p>                                                                                               |
| Providing requested information about a place / trip / weather etc. | <p>It is in the Aegean Sea.</p> <p>You can get there by boat.</p> <p>It rained all the time.</p>                                                                                                               |
| Describing a place                                                  | <p>There is a sandy beach</p> <p>The town is picturesque</p>                                                                                                                                                   |
| Providing information about trains and times                        | <p>It leaves / departs at...</p> <p>It arrives at...</p>                                                                                                                                                       |
| Taking a reservation on a flight                                    | <p>There is a flight in the morning</p> <p>The single ticket costs...</p> <p>I can issue the tickets...</p>                                                                                                    |
| Registering guests                                                  | <p>Would you like to register?</p> <p>Could you fill in this form?</p> <p>Could you sign here, please?</p> <p>May I have your name / passport?</p>                                                             |
| Asking guests questions to fill in forms                            | <p>What's your nationality?</p> <p>How do you spell your surname?</p> <p>When / Where was your passport issued?</p>                                                                                            |
| Making polite requests                                              | <p>Can / Could you give me your telephone number?</p> <p>Would / Could you check in before noon?</p>                                                                                                           |
| Replying to guests' requests positively or negatively.              | <p>Certainly.</p> <p>All right.</p> <p>I'm sorry, but...</p>                                                                                                                                                   |

|                                                 |                                                                                                                                                             |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                 | I'm afraid this is not possible<br>Unfortunately,...                                                                                                        |
| Giving information about prices                 | The price / cost would be...<br>The price includes...<br>The hotel charges... for a double room.                                                            |
| Dealing with payments                           | I'll get you your bill.<br>How would you like to pay?<br>What kind of credit card have you got?<br>Could I see it?                                          |
| Accepting a credit card                         | That'll do nicely.                                                                                                                                          |
| Presenting the bill                             | Here's your bill<br>It comes to / amounts to / totals...<br>The total amount is...<br>Would you like to check the bill?                                     |
| Explaining items in the bill                    | That's for the drinks you ordered<br>from room service.<br>It's for a long-distance call.                                                                   |
| Giving information about the rates of exchange. | It's 400 dr to the pound.                                                                                                                                   |
| Giving unwelcome (unpleasant) information       | I'm sorry, we're fully booked.<br>I'm afraid that the only rooms<br>available are those at the back.<br>I'm afraid your credit card expired<br>a month ago. |
| Asking the way                                  | Where is the...?<br>How can I get to...?<br>Can you direct me to...?                                                                                        |
| Giving directions around the hotel              | Go downstairs, turn left at the end of<br>the corridor.<br>Take the lift to the fourth floor.                                                               |
| Giving directions around the city               | Just turn left/right.<br>Go straight on until...<br>The post office is opposite / next to / near...                                                         |

|                                                  |                                                                                                                                 |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Inviting, accepting / declining invitations      | Are you doing anything tomorrow morning?<br>I was wondering if you'd like to...<br>I'd love to (but...)                         |
| Making arrangements                              | Shall we say 8.00 outside the Odeon, if that's all right with you?                                                              |
| Asking about and expressing preferences          | I prefer... / Would you prefer...?<br>I'd rather... / Would you rather...?                                                      |
| Talking and writing about tours and itineraries. | We leave at (time) after spending the night at (place).                                                                         |
| Complaining to guests                            | I'm afraid we have the right to...<br>I'm sorry, but our regulations don't permit...<br>I'm sorry, but you aren't allowed to... |
| Dealing with guests' complaints                  | Can I be of any assistance?<br>I'm sorry. I'll see to it / it doesn't happen again.                                             |
| Dealing with guests' problems                    | I'll call a doctor for you.<br>I think I'd better call an ambulance to take you to the nearest hospital.                        |
| Making an apology                                | I'm terribly sorry.<br>I apologize for...                                                                                       |
| Accepting an apology                             | That's all right. It doesn't matter.                                                                                            |
| Promising to take action                         | I'll send the porter up right away.<br>I'll bring some immediately.<br>I'll bring one right away.<br>I'll send it up for you.   |
| Making suggestions                               | I suggest you...<br>You should...<br>Perhaps you'd like to...                                                                   |
| Giving advice                                    | You ought to see a doctor.<br>You should visit the...<br>You'd better not go there                                              |
| Making an offer                                  | Let me help you / May I help you?<br>Shall I carry this bag?<br>Would you like me to...?                                        |

|                                                                    |                                                                                                         |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Getting someone else to do something for the guest                 | I'll have it sent up immediately.                                                                       |
| Expressing an action or a duty which was not performed in the past | You should have delivered the mail                                                                      |
| Expressing future actions                                          | What time will you be arriving, sir?<br>I'm staying in Rome for a week.<br>They'll stay for three days. |
| Reporting a message                                                | Mr X called to say that...                                                                              |
| Making comparisons                                                 | Our hotel is less expensive than Queen Palace.                                                          |
| Asking a guest what the matter is                                  | What's wrong?<br>What's the matter?<br>What seems to be the problem?                                    |
| Reassuring a guest who is worried.                                 | Don't worry. It's all right.                                                                            |
| Answering someone who thanks you                                   | That's all right/OK<br>It's pleasure<br>Don't mention it.<br>You're welcome.                            |
| Making good wishes                                                 | Merry Christmas.<br>Have a good time.<br>Have a pleasant stay.<br>Enjoy yourself.                       |
| Expressing sympathy                                                | I was sorry to hear about this.                                                                         |
| Asking about something you don't understand / hear.                | I'm sorry / afraid I don't (quite) understand / didn't catch / hear what you said.                      |
| Asking for clarification or repetition                             | Pardon?<br>I didn't follow that. Could you repeat it, please?<br>Would you mind saying that again?      |
| Saying that you understand.                                        | Oh, I see.                                                                                              |

|                          |                                                                                                                                           |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Expressing agreement     | Very good. That's fine. That's right.                                                                                                     |
| Welcoming guests         | Welcome to our hotel.<br>We've looking forward to seeing you.                                                                             |
| Saying goodbye to guests | Goodbye.<br>Have a good trip / flight (The guest is checking out)<br>I hope you enjoyed your stay<br>Good night. (At the end of the day). |

### ***ON THE PHONE***

|                                                   |                                                                        |
|---------------------------------------------------|------------------------------------------------------------------------|
| Answering the telephone politely                  | Good morning / afternoon / evening.<br>(Name of Hotel) Can I help you? |
| Asking who is on the phone                        | Who's calling, please?                                                 |
| Telling the caller to wait on the phone           | One moment, please.<br>Hold on, please. The line's busy / engaged.     |
| Telling the caller that you'll connect him        | I'll put you through.                                                  |
| Telling the caller that the person doesn't answer | I'm sorry there's no answer.                                           |
| Asking for repetition                             | Could you repeat that, please?                                         |
| Offering to take a message                        | Would you like to leave a message?                                     |
|                                                   |                                                                        |

## **SECTION D**



### **JOBS IN THE HOTEL AND RESTAURANT BUSINESS AND BUSINESS CORRESPONDENCE**





## UNIT 21

# ***HOTEL AND RESTAURANT PERSONNEL***

Many people are employed in serviced accommodation. Some of them come into direct contact with the guests to provide them with the services they need. Others work behind the scenes.

The first member of the staff tourists meet inside the hotel is the **hotel receptionist** at the **reception desk**. Hotel receptionists welcome guests, register them, check the reservation, and assign them their rooms. They are also responsible for delivering the guests' messages and mail, which are kept in **pigeonholes** together with the keys.

Other employees, who are important during the reception process, are the **doorman** and the **porter, (bellboy)**, supervised by the **hall porter, (head porter)**.

The doorman greets the guests at the entrance of the hotel and assists them in and out of cars and taxis and gets transportation for them. 10

The porters help guests with their luggage, show them to their rooms and usually run errands. Of course, both of them expect **tips**.

**Chambermaids** are responsible for cleaning and tidying up the guests' rooms. They use **master** keys to have access to the rooms.

In hotel restaurants, the first employee tourists meet is the **head waiter** or **maitre d'hotel** or **hostess**, who greets guests, shows them to their tables and takes their orders. The **waiter** and the **waiter's assistant (busboy)** are also members of the catering staff.

Meals are planned by the **head chef** who also supervises the kitchen staff and especially the **cooks** who do the actual cooking. 20

In large hotels, guests can order food and **beverages** to be delivered to their rooms through **room service**.

There are also other jobs that are carried out by the staff who are behind the scenes.

The hotel's finances are looked after by **accountants**. Nowadays, through the use of

new technology, the accounting process is sped up, since accounting payroll, stock control and personnel records are stored in the computer memory.

Computers also facilitate the registration process as it is possible to store all the customers' details.

In addition, the cost of the room, restaurant bills, phone calls made, room service, etc are stored in the computer and printed out as a bill. 30

The staff employed in the **laundry** and **valet** services are responsible for washing clothes and dry-cleaning respectively.

The **maintenance** staff is responsible for the upkeep of the hotel, which involves plumbing, engineering, painting, fixing damages, gardening, etc.

All these employees, whose task is to keep the hotel running smoothly, are recruited by the **personnel staff**.

In very small business, where the staff is limited, workload is shared. However, it is not the number of employers itself which ensures the guests' pleasant stay, but also their friendly attitude, as well as their skills.

## EXERCISE 1 \_\_\_\_\_

Read the text and answer the following questions.

1. Refer to the personnel who come into direct contact with the guests and to the personnel who work behind the scenes.
2. What duties are involved in a receptionist's job?
3. What are the doorman and the porter responsible for?
4. What are master keys used for?
5. What does a head chef do?
6. What does room service provide?
7. How has the efficiency of hotel operations been improved through the use of new technology?
8. What does the upkeep of the hotel involve?
9. What might be hard about working in a hotel?
10. What is the most important aspect of a hotel according to the text? Do you agree?
11. Would you rather have a boring well-paid job or an interesting but poorly-paid job?

### Discussion

## EXERCISE 2 \_\_\_\_\_

Which of these qualities and skills should a person have to work as a receptionist, cook and head chef? Put numbers in the order of importance to you.

## Qualities

ambitious  
punctual  
efficient  
conscientious  
polite  
confident  
calm  
hardworking  
friendly  
reliable  
patient  
careful  
charming  
pleasant  
responsible  
willing to learn

| Rec. | Cook | H.chef |
|------|------|--------|
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |

## Skills - Abilities

deal with problems  
look after people  
speak foreign languages  
not panic  
be talented  
get on well with colleagues  
have a good telephone personality  
talk to people  
have a good memory  
have a sense of humour  
take the initiative  
be well trained  
have imagination  
manage the employees  
provide smooth service to  
a large number of people  
be creative

| Rec. | Cook | H.chef |
|------|------|--------|
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
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|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |



What do you think is most important to you in these jobs?

|                                 | Rec. | Cook | H.chef |
|---------------------------------|------|------|--------|
| flexible working hours          |      |      |        |
| long holidays                   |      |      |        |
| contact with interesting people |      |      |        |
| attractive work space           |      |      |        |
| chance to travel                |      |      |        |
| a good salary                   |      |      |        |
| a good pension                  |      |      |        |
| job satisfaction                |      |      |        |
| good conditions of work         |      |      |        |
| responsibility                  |      |      |        |
| security                        |      |      |        |
| opportunities for creative work |      |      |        |
| prospects of promotion          |      |      |        |

### EXERCISE 3

Decide whether the following sentences are true or false. Correct the false ones.

- Through the use of new technology, the hotels improve the efficiency of their operations.
- Accountants have direct contact with the guests visiting the hotel.
- You can register the guest and allocate a room by using the computer.
- A customer arriving at the hotel is first greeted by the porter.
- The friendliness of the staff affects the guests' experience.
- Entering the hotel restaurant, you are first greeted by the waiter's assistant.
- You call the laundry service, if you want your clothes dry-cleaned.
- Engineering deals with all the mechanical operations of the hotel.
- Hotels require plumbing repairs.
- The chambermaid is part of the kitchen help.
- The receptionist contributes to the upkeep of the hotel.

### EXERCISE 4

A. Find words in the text which mean the same as the following:

- e.g 1. record their names (line 5)  
 answer: register
- give (line 6)
  - tasks (line 13)
  - right of using (line 15)
  - watches and directs (line 19)
  - soft drinks (line 21)
  - the list of employees and the amount of wages each one is to be paid (line 25)

- |                                      |           |
|--------------------------------------|-----------|
| 8. make easy                         | (line 27) |
| 9. in the order mentioned            | (line 32) |
| 10. keeping in good order and repair | (line 33) |
| 11. employed                         | (line 35) |

**B.** Use the words you found to complete the following sentences:

1. We usually meet difficulties to \_\_\_\_\_ well-qualified staff.
2. We spend a lot of money on the \_\_\_\_\_ of the hotel.
3. The chambermaids and the porters will get a rise of 7% and 10% \_\_\_\_\_.
4. The cleaning and electric equipment \_\_\_\_\_ the chambermaid's work.
5. The only means of \_\_\_\_\_ to the hotel is along the highway.
6. I'm very busy. I've got to run an \_\_\_\_\_ for my boss.
7. The food and \_\_\_\_\_ manager is the key member of the staff.
8. In large hotels, the staff's \_\_\_\_\_ is done by computerized accounting machines.
9. The cook \_\_\_\_\_ the kitchen helpers who peel potatoes, cut up vegetables etc.
10. The front desk is used to sign in or \_\_\_\_\_ the guests of the hotel.

## EXERCISE 5

Replace the expressions in bold print in the following sentences with the ones from the table.

|            |                   |
|------------|-------------------|
| keep up    | store in          |
| speed up   | tidy up           |
| look after | carry out         |
| call for   | come into contact |

e.g. 1. He **asked for** a taxi.

He called for a taxi.

2. They were asked to **put** the rooms **in order** before the guest's departure.
3. They had the opportunity to **meet and exchange ideas with** foreigners.
4. The new system will cause the registration process **to happen faster**.
5. The computer **keeps** the mass of data in the memory **while not in use**.
6. They were **taken good care** during their stay in the hotel.
7. They are **making** urgent repairs.
8. How do you **keep** this large hotel **in good condition**?





*Thassos. Panagia*

## EXERCISE 6

Combine the verbs in list A with the nouns in list B.

| List A   | List B       |
|----------|--------------|
| run      | a building   |
| issue    | a bill       |
| deliver  | an errand    |
| recruit  | workload     |
| repair   | access       |
| have     | damages      |
| share    | a message    |
| settle   | a ticket     |
| maintain | an assistant |

e.g. issue a ticket

## EXERCISE 7

Complete the missing words in the passage below:

No matter how many e.g. 1. **employees** are, their friendly 2. \_\_\_\_\_ and skills can ensure the guests' pleasant 3. \_\_\_\_\_. The 4. \_\_\_\_\_ opens the door for you or calls for a taxi if you want to go out.

The receptionist will give you any 5. \_\_\_\_\_ that may come for you. On the way to the restaurant for 6. \_\_\_\_\_, you meet the chambermaid who 7. \_\_\_\_\_ you "good morning" while she pushes her cart

containing all 8. \_\_\_\_\_ equipment and supplies to prepare the rooms.

Of course, in hotels, the 9. \_\_\_\_\_ can call 10. \_\_\_\_\_ if they want to have a meal in their rooms.

**LANGUAGE PRACTICE**

**Defining or Explaining**

A. To define a job, you refer to the person and explain his/ her duties.

| Person                       | Definition or explanation         |
|------------------------------|-----------------------------------|
| A chambermaid                | cleans the rooms                  |
| A secretary                  | deals with office correspondence  |
| A travel agent               | makes travel arrangements         |
| The laundry service          | washes clothes                    |
| A telephone operator         | works a telephone switchboard     |
| A gardener                   | maintains lawns and gardens       |
| A busboy/ waiter's assistant | cleans the tables and pours water |

B. To define or explain a term, we refer to the group it belongs to and to its special characteristics.



*Porto Lagos.  
The monastery of Ai Nikolas*

| Term               | Group                      | Characteristics                                                                                                                                                            |
|--------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Room service       | is the hotel service       | that delivers food and beverages to rooms which one can use abroad to get foreign money that is used for advertising purposes that is paid to travel agents for every sale |
| Traveller's cheque | is the cheque              |                                                                                                                                                                            |
| A brochure         | is a booklet               |                                                                                                                                                                            |
| Commission         | is a percentage of a price |                                                                                                                                                                            |

## EXERCISE 8 \_\_\_\_\_

Define and explain the following terms:

|                   |                        |
|-------------------|------------------------|
| a receptionist    | the pigeonholes        |
| a porter          | a tip                  |
| a doorman         | a master key           |
| a cook            | a package tour         |
| a head chef       | the registration desk  |
| the valet service | maintenance department |

## EXERCISE 9 \_\_\_\_\_

Complete the male or female equivalent in the pairs below:

| M A L E   | F E M A L E    |
|-----------|----------------|
| husband   | wife           |
|           | air stewardess |
| host      |                |
|           | aunt           |
| waiter    |                |
|           | landlady       |
| manager   |                |
| policeman |                |
| barman    |                |
|           | actress        |
| nephew    |                |

## **COMMUNICATION PRACTICE**

---

### **EXERCISE 10**

---

Can you communicate in English?

Read the following instructions and:

- a. write your statements in the space provided
- b. report them to your partner
- c. find what responses your partner makes to these statements

e.g. 1. Say goodbye at the end of the day.

– Well, I have to go. Good night.

2. Express a good wish for a trip
3. Say who you are and who you are calling.
4. Ask for information about the morning flight to Rhodes.
5. Offer to help by getting a taxi.
6. Ask about preferences.
7. Ask someone what the matter is.
8. Ask about the food during someone's holidays.
9. Make a good wish for success.
10. Say that you don't hear/ understand what someone says. Ask for repetition or clarification.
11. Express sympathy

## **WRITING ACTIVITY**

---

### **EXERCISE 11**

---

Write a paragraph (80-100 words) giving all necessary information concerning the job of a receptionist. Think about the following before you start writing:

- duties involved
- personal qualities
- skills and qualifications
- advantages of job
- disadvantages of job

### **EXERCISE 12**

---

Work with your partner and make all necessary changes and additions to produce a complete dialogue. Then act it out with your partner.

I: interviewer

C: candidate

I. Why/ want/ leave/ present job.

C. Company/ not pay/ good salaries./ Like languages



*Kastoria. The lake*



*Prespes*



*Kilini*

- but/ with/ company/ not get/ chance/ practise.
- I. If/ get/ job/ how long/ expect/ work here?
- C. If/ work/ be/ interesting/ salary/ be/ good/ like/ stay. / Know company/ grow/ there/ be/ opportunities/ promotion.
- I. How/ hear/ company?
- C. Well/ see/ advertisements/ TV/ papers.
- I. What/ languages/ speak?
- C. Speak/ English/ Spanish/ fluently.
- I. What/ find interesting/ job?
- C. Enjoy/ meet people and talk/ them.
- I. What/ think/ be/ best professional quality?
- C. Not show/ be/ anxious/ when/ something/ go/ wrong/ also/ be/ polite/ difficult customers.

### LISTENING ACTIVITY

#### EXERCISE 13

Listen to four people talking about their jobs and complete the missing information.

|                    | A | B | C | D |
|--------------------|---|---|---|---|
| Job                |   |   |   |   |
| Requirements       |   |   |   |   |
| Personal Qualities |   |   |   |   |
| Duties             |   |   |   |   |
| Salary             |   |   |   |   |
| Working hours      |   |   |   |   |

#### Fun time

**A.** Find the proverbs which are in jumbled order and refer to work.

e.g. 1. of Jack trades all none of master

answer: Jack of all trades, master of none.

2. want a if you well thing done it yourself do
3. hands light make many work
4. better practice makes
5. work no play all and jack a dull makes boy



**B. Write the Greek or the English equivalent expressions.**

e.g. δουλειά / επάγγελμα job

..... to lose my job

βρίσκω δουλειά .....

ψάχνω δουλειά .....

..... to do a job

κάνω αίτηση για δουλειά .....

..... to quit my job

παραιτούμαι από τη δουλειά μου .....

δεν έχω δουλειά .....

..... full-time job

..... part-time job

έχω δουλειά/ .....

είμαι απασχολημένος .....

κοιτάω τη δουλειά μου .....

τι δουλειά κάνεις; .....

με απολύουν από τη δουλειά .....







## UNIT 22

### ***APPLYING FOR A JOB***

Read carefully the advertisement below, and answer the following questions.

1. Refer to the name of the firm which offers the position.
2. Indicate the kind of the job offered.
3. What personal qualities should a successful candidate have?
4. What procedures must be followed for contacting the firm?

#### **RECEPTIONIST**

The exclusive, luxurious 150-bedroomed Venus Hotel, situated in the heart of Athens, requires a conscientious, self-motivated, enthusiastic receptionist to carry out all reception duties.

The successful candidate should be formally qualified, experienced in all reception duties and possess excellent communication and organisational skills. Basic word processing knowledge is required and native level fluency in an another language is a distinct advantage.

In return, we offer excellent salary and conditions, together with opportunities for career development. If you feel that you qualify and have a sincere interest, please apply in writing with curriculum vitae complete with recent photograph and reference papers to:

Venus Hotel  
20 Areos st.,  
Athens 13540



*Piraeus. Zea Marina*

*Piraeus*

68 Praxitelous st.,  
Athens 10415  
10th May, 1995

Venus Hotel,  
20 Areos st.,  
Athens 13540

Dear Sirs,

With reference to your advertisement in "The News" of 8th May, 1995 for a receptionist in your establishment, I would like to apply for the post.

As you can see from the enclosed curriculum vitae, I have more than seven years' experience in all phases of reception duties. I have also gained wide experience of computerized front office administration. I have a proficient knowledge of the English language and I can speak German and Italian but I cannot write them very well.

If you require further information, I shall be happy to provide it. I can also provide references from my present employer. I am available for an interview at any time convenient to you but would need to have a short notice beforehand.

Yours faithfully,



Maria Kontou

#### CURRICULUM VITAE

NAME: Maria Kontou  
ADDRESS: 68 Praxitelous st,  
Athens, 10415  
TELEPHONE NUMBER: 8899100

#### PERSONAL INFORMATION

BIRTH DATE: 26 August 1965  
PLACE OF BIRTH: Kalamata  
MARITAL STATUS: Single  
NATIONALITY: Greek

#### PREVIOUS EXPERIENCE

January 1984 to March 1985: Telephonist  
April 1985 to present: Receptionist  
Alpha Hotel  
Microlimano  
Piraeus

**EDUCATION:**

State Technical/ Vocational School (1980-1983)

**QUALIFICATIONS:** Hotel Reception Technical School Diploma

Word processing Certificate (by evening classes)

**LANGUAGES:** English (fluently spoken and written)

German, Italian (fluently spoken)

**REFERENCES:** Constantine Anagnostou

Personnel Manager

Alpha Hotel

5 Nikis st,

Piraeus 10432

**INTERESTS:** Swimming, photography

**The layout of an application letter**

|                                                                                                                                                  |  |                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------|
| <div>Receiver's address<br/>or<br/>inside address</div>                                                                                          |  | <div>Sender's address</div> |
|                                                                                                                                                  |  | <div>Date</div>             |
| <div>Salutation</div>                                                                                                                            |  |                             |
| <div>1st Paragraph: applying for the position<br/>Body: 2nd Paragraph: education-qualifications<br/>3rd Paragraph: asking for an interview</div> |  |                             |
| <div>Complimentary close</div>                                                                                                                   |  |                             |
| <div>Signature a. handwritten<br/>b. typed</div>                                                                                                 |  |                             |

**Useful expressions**

Salutation: Dear Sir, Madam (if you do not know the name of the person you are writing to).

Dear Mr Smith, Dear Ms Smith (addressed to a person whose name is included in the receiver's address).

Dear Sirs, (addressed to the company as a whole).



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                 |                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <b>1st paragraph: Applying for the position</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| <p>I would like to apply for the position of (job title) advertised in this month's edition of (magazine).</p> <p>I am writing (to you) concerning your advertisement on (date) in (newspaper) for a (job title) to work in your maintenance department.</p> <p>I am answering your advertisement for the post of (job title) which appeared in yesterday's (newspaper).</p> <p>With reference to your advertisement in (newspaper) of (date) for a (job title) in your firm, I should like to be considered an applicant for the position.</p> <p>I have seen your advertisement in this week's (magazine), and I am interested in (applying for) the post of (job title).</p> |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| <b>2nd paragraph: Indicating interest in the job</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| I am interested in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | all aspects of guest care/ hotel operations and                                                                                                                                                                                                                                 | I wish to get a similar post with better prospects/ a post similar to the one you are advertising |
| My main interest is in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| The position sounds                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | - very interesting/ motivating/ challenging<br>- just like the kind of work I have been looking for                                                                                                                                                                             |                                                                                                   |
| My reason for looking for this post with you is                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | - to improve my prospects<br>- that my present position does not offer opportunity for, advancement / a chance-to use my skills or specialized knowledge of computers/ an opportunity to gain more experience in...<br>- that my present position has started to become routine |                                                                                                   |
| <b>3rd paragraph: Convincing the reader of the applicant's qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| Explaining the educational preparation that qualifies the applicant for the job<br>Listing the schools attended or courses taken.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| As the enclosed CV indicates, I have wide experience in...<br>I attended/ graduated from the (name)/ School/ College/ University...<br>I have received/ obtained a degree in...<br>I possess a certificate in...                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| b. Showing the specific things the applicant can do that make him/ her especially fitted for the position.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |                                                                                                   |
| My work was in the reception desk / house keeping department with some experience in...<br>My first position was with (name of the Company).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                 |                                                                                                   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>I began work with (name of firm) as (job title).</p> <p>I took up a position as receptionist / switchboard operator / waiter etc.</p> <p>I have a good/ excellent knowledge of English.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>At (name of company) my duties included (description).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>4th paragraph: Asking for an interview and showing willingness to provide references.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>- I would welcome the opportunity to have a personal interview.</li> <li>- I would be grateful if you could send me further information and application forms.</li> <li>- References concerning my character and abilities can be obtained from my former employer.</li> <li>- Please do not hesitate to phone/ let me know/ contact me if you need/ require/ would like more details, I would be glad to supply them.</li> <li>- I hope you will be able to give my application your favourable consideration.</li> <li>- I trust/ hope you will consider my application favourably and grant me an interview.</li> <li>- I am looking/ look forward to hearing from you (in due course).</li> </ul> |

Complimentary close: \_\_\_\_\_

Yours faithfully, (if you addressed the correspondents as Dear Sir, Dear Madam, Dear Sirs).

Sincerely yours, (if you have begun the letter with the name of the person, e.g. Dear Mr Smith, Dear Ms Smith).

Yours truly, Very truly yours, (common ending of a business letter).



*Hadrian's arch*



*The Acropolis*

## APPLICATION FOR EMPLOYMENT

(Please print)

(If more space is needed please use a separate sheet)

Date \_\_\_\_\_

Position desired \_\_\_\_\_

Name in full \_\_\_\_\_  
First Middle Last

Present address \_\_\_\_\_

Bldg Street

City Country Phone

Place and date of birth \_\_\_\_\_ Age \_\_\_\_\_

Height \_\_\_\_\_ Weight \_\_\_\_\_ Sex \_\_\_\_\_

Citizenship \_\_\_\_\_ Identity card N. \_\_\_\_\_ Passport N. \_\_\_\_\_

Religion \_\_\_\_\_ Social Security N. \_\_\_\_\_

Please check \_\_\_\_\_ Single ☐ \_\_\_\_\_ Married ☐ \_\_\_\_\_ Divorced ☐ \_\_\_\_\_ Widow (er) ☐ \_\_\_\_\_

N. of children \_\_\_\_\_ N. of other dependents \_\_\_\_\_

Do you own a car \_\_\_\_\_

How soon can you start work \_\_\_\_\_

Expected monthly salary \_\_\_\_\_

Who referred you to ESR \_\_\_\_\_

In case of emergency notify :

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Photo

**EDUCATION**  
**SCHOOLING : PRIMARY, SECONDARY, TECHNICAL, UNIVERSITY**

| From | To | Name | City | Specialization | Degrees or diplomas |
|------|----|------|------|----------------|---------------------|
|      |    |      |      |                |                     |
|      |    |      |      |                |                     |
|      |    |      |      |                |                     |
|      |    |      |      |                |                     |
|      |    |      |      |                |                     |

**POST GRADUATE WORK**

| From | To | Name | Course<br>correp. | Course<br>Night | Seminar | Subject | Diplomas |
|------|----|------|-------------------|-----------------|---------|---------|----------|
|      |    |      |                   |                 |         |         |          |
|      |    |      |                   |                 |         |         |          |
|      |    |      |                   |                 |         |         |          |

**LANGUAGES**

|  | Spoken       |      |      | Written      |      |      | Read         |      |      |
|--|--------------|------|------|--------------|------|------|--------------|------|------|
|  | Very<br>good | Fair | Poor | Very<br>good | Fair | Poor | Very<br>good | Fair | Poor |
|  |              |      |      |              |      |      |              |      |      |
|  |              |      |      |              |      |      |              |      |      |
|  |              |      |      |              |      |      |              |      |      |
|  |              |      |      |              |      |      |              |      |      |

**WORK AND EXPERIENCE**

| From | To | Employer or<br>enterprise | Address | Position | Salary   |      | Reason for leaving |
|------|----|---------------------------|---------|----------|----------|------|--------------------|
|      |    |                           |         |          | Starting | Last |                    |
|      |    |                           |         |          |          |      |                    |
|      |    |                           |         |          |          |      |                    |
|      |    |                           |         |          |          |      |                    |
|      |    |                           |         |          |          |      |                    |
|      |    |                           |         |          |          |      |                    |

State briefly, the type of your work as it was during your last job

---

---

---

REFERENCES

| Name | Occupation | Address | Phone | ok if contacted |
|------|------------|---------|-------|-----------------|
|      |            |         |       |                 |
|      |            |         |       |                 |
|      |            |         |       |                 |

INDICATE BRIEFLY IF YOU HAD ANY PHYSICAL PROBLEMS

| Date | Physical handicaps | Operations | Accidents | Illness | Time lost |
|------|--------------------|------------|-----------|---------|-----------|
|      |                    |            |           |         |           |
|      |                    |            |           |         |           |

Date of last physical examination \_\_\_\_\_

For what purpose ? \_\_\_\_\_ Did you pass ? \_\_\_\_\_

Have you ever applied for and received disability benefits from an insurance company or employer ? \_\_\_\_\_

If yes explain \_\_\_\_\_

---

Are you affiliated with any other company that requires work of you ? \_\_\_\_\_ If yes explain \_\_\_\_\_

---

In what business, professional or scientific associations do you hold membership ? \_\_\_\_\_

---

What professional licenses do you hold ? \_\_\_\_\_

Are you now, or have you ever been a member of a political party ? \_\_\_\_\_ if yes explain \_\_\_\_\_

---

do you have any hobby ? \_\_\_\_\_

In what civic activities have you participated ? \_\_\_\_\_

How do you spend your spare time ? \_\_\_\_\_

---

Have you ever been arrested ? indicted ? a defendant in any criminal proceeding ? if any of the above answers is «yes», furnish the following :

Date \_\_\_\_\_ Place \_\_\_\_\_ Offense \_\_\_\_\_

Disposition of the case \_\_\_\_\_

FOR THOSE WHO HAVE ATTENDED COLLEGE

What honors for scholarship were you awarded ? \_\_\_\_\_

List honor societies ? \_\_\_\_\_

List names of principal college instructors \_\_\_\_\_

Subject of theses \_\_\_\_\_

In what extra curricular activities did you participate ? \_\_\_\_\_

I hereby affirm that my answers to the foregoing questions are true and correct and I understand that misrepresentation /omission of facts called for in this application may be cause for immediate dismissal without notice if subsequently employed. I authorize inquiry with regard to my character, ability and habits of any and all persons and agree hold such persons harmless with respect to any information they may give.

DATE

Applicant's signature

Leave this space empty

Interviewed for employment by : \_\_\_\_\_

For position of: \_\_\_\_\_

Remarks : \_\_\_\_\_

Applicant fits for position of: \_\_\_\_\_

DATE \_\_\_\_\_

Interviewer's signature



## EXERCISE 1

Match the terms in column A with the definitions in column B.

| A                   | B                                                                |
|---------------------|------------------------------------------------------------------|
| 1. applicant        | a. the person someone works for                                  |
| 2. classified ad    | b. written information about a person's character, ability, etc. |
| 3. curriculum vitae | c. information concerning marriage                               |
| 4. employer         | d. a position which is not yet filled                            |
| 5. experience       | e. regular monthly pay for a job                                 |
| 6. interview        | f. a small advertisement in a newspaper                          |
| 7. marital status   | g. knowledge, skill from practice                                |
| 8. qualifications   | h. someone requesting a job                                      |
| 9. references       | i. ability and quality that make a person suitable for a job     |
| 10. salary          | j. a meeting to decide whether someone fits for a post           |
| 11. vacancy         | k. data sheet, résumé of one's education and past employment     |

e.g. 1. h.

## EXERCISE 2

Complete these sentences by filling in the blanks with the correct word from the list below:

|               |                |             |
|---------------|----------------|-------------|
| C.V.          | references     | applicant   |
| advertisement | qualifications | experience  |
| salary        | vacancy        | employer    |
| interview     | position       | application |

- e.g. 1. Some letters are written to firms where no vacancy exists, but where the **applicant** would like to be employed.
- The organization offers a competitive \_\_\_\_\_ and excellent career prospects.
  - The \_\_\_\_\_ gained from my previous positions will enable me to do the work required in your company.
  - I hope that you will give me an \_\_\_\_\_ at some time convenient to you during that week.
  - An applicant for a position should provide \_\_\_\_\_ from whom the prospective \_\_\_\_\_ can get information about his/her abilities and character.
  - Job seekers should possess the necessary \_\_\_\_\_ for filling the position for which they are applying.

7. I have been told by an acquaintance of mine that there is a \_\_\_\_\_ in the Aegean Hotel.
8. In order to advance to a better \_\_\_\_\_, I need to receive training in business administration.
9. A letter of \_\_\_\_\_ should present those specific qualifications the applicant has.
10. With reference to the above \_\_\_\_\_, I would like to apply for the job.
11. The \_\_\_\_\_ included in a letter of application, contains information about your experience, qualifications and background.

### EXERCISE 3 \_\_\_\_\_

A. Complete the following table:

| VERB      | NOUN (action) | NOUN (person)      | ADJECTIVE   |
|-----------|---------------|--------------------|-------------|
|           |               |                    | supervisory |
|           |               | trainer<br>trainee |             |
|           | employment    |                    |             |
| interview |               |                    |             |

B. Use words from the table above to fill in the blanks.

e.g. 1. Tourism **employees** need to have good customer relations skills.

2. The work was done under the \_\_\_\_\_ of the hotel manager.
3. There are only two new \_\_\_\_\_ in the kitchen.
4. In a large hotel there may be a whole team of managers to \_\_\_\_\_ the work of all members of the staff.
5. The wages and salaries of the people \_\_\_\_\_ in tourism can also benefit other industries.
6. If you feel nervous on the day of the \_\_\_\_\_ try various relaxation exercises.
7. If your prospective \_\_\_\_\_ place great emphasis on research development, you should stress your academic or \_\_\_\_\_ skills.
8. It took him two years of \_\_\_\_\_ to become an efficient cook.
9. Good \_\_\_\_\_ are practised at finding the weaknesses in a candidate, therefore \_\_\_\_\_ should be prepared to give positive and rational answers.
10. Tourism benefits the economy of a country because of its capacity to create \_\_\_\_\_ for large numbers of people.
11. Many businesses are prepared to \_\_\_\_\_ employees to use a word processor.
12. Many locals are \_\_\_\_\_ by hotels during the high season.

## WRITING ACTIVITY

### EXERCISE 4

If you addressed a letter to the following persons, write what should be used in the salutation and the complimentary close of the letter.

| Person addressed                                                                                                                 | Salutation     | Complimentary close |
|----------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------|
| The Manager<br>T. Brown<br>Messrs Finn and Jones<br>Minos Hotel<br>The Secretary<br>The Personnel Manager<br>Ms Elizabeth Wilson | e.g. Dear Sir, |                     |

### EXERCISE 5

The letter below is a letter requesting references, but is not written in the form it should appear. Work with your partner to write it out again correctly. Take special care of the layout, punctuation and paragraphing.

Venus hotel 20 areos street 13540 athens 20th may 1995 Constantine anagnostou personnel manager alpha hotel 5 nikis st piraeus 10432 dear mr anagnostou ms kontou who has ap-plied to our hotel for the post of receptionist has given your name as a reference we shall be thankful for any information you can offer such information will be reviewed in full confidence thanking you for your assistance in this matter yours sincerely alexandros fotiadis personnel manager.

### EXERCISE 6

Mr Alexandros Fotiadis, Personnel Manager to Venus Hotel, is writing a letter to Ms M. Kontou to ask her to attend an interview.

Use the prompts below to built up the complete letter. Take special care of its layout. Thank you/ letter/ apply/ position/ receptionist/ hotel. We/ pleased/ attend/ interview/ Monday/ 12th June/ 9 a.m. Please/ telephone/ 3632584/ let me know/ whether or not/ you free/ attend/ interview/ this time.

### EXERCISE 7

When M. Kontou received the letter inviting her for interview she sent another letter, both out of courtesy and as a confirmation of the arrangements. Read the letter she wrote and try to find and correct the mistakes.

Venus Hotel  
20 Areos st.  
13540 Athens

Maria Kontou  
68 Praxitelous st.,  
Athens 10415

5th June, 1995

Dear sir,

Thank you very much of your letter of 1st June. As I stated in the telephone, I shall be happy to come in an interview in 12th June on 9 a.m.

I look forward for meeting you.

All the best  
M. Kontou

## EXERCISE 8

---

Look at the following advertisements in a paper. Write a suitable letter in reply to the one you are interested in and enclose your curriculum vitae.

### RECEPTIONIST

Efficient and reliable receptionist required to carry out all reception duties including the operation of our computer, switchboard and Telex.

An excellent grasp of English and German is essential, as are a keen eye for detail and an ability to deal tactfully with people.

Applicants should apply in writing enclosing a detailed CV and quoting reference to: Avra Hotel, Naoussa, 74401 Paros.

### RESERVATIONS CLERK

required for busy, dynamic Sounion based hotel.

Excellent organisational skills, efficiency and friendly telephone manner are essential as is an interest in all aspects of guest care and selling.

PC and WP familiarity will be an advantage. Good salary paid.

Apply in writing with current CV to:

Sounion Hotel  
151 21 Sounion

### HEAD CHEF

A busy, with varied conference facilities, centrally located deluxe hotel urgently requires an experienced and talented head chef to prepare a broad range of Greek and French dishes.

Excellent remuneration package for the right applicant.

Please write or fax with comprehensive CV to:

Delta Hotel, Syntagma square, Athens

WAITERS and  
ASSISTANT WAITERS

To work in the most prestigious “Nectar” restaurant. The ideal candidates will be at least 24 years of age, have a sound basic training in all restaurant operations and have a minimum of four years experience in luxury hotels or restaurants.

Apply in writing to: “Nectar” restaurant,  
Box 385,  
Glyfada 185 00

## EXERCISE 9

---

Read the letters below and answer the following questions:

1. What does each letter aim at?
2. What is the addressee of letter B instructed to do?
3. What is the reason for turning down the application?
4. If you were the addressee of letter A, would you still hope?
5. What expressions could be used to give an unfavourable or favourable answer?

HOTEL ERATO  
25 Pindou street  
104 39 Anixi  
Greece

19 May 1995

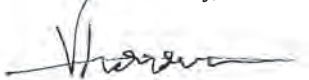
Mr A. Alexiou,  
20 Pherron street,  
104 37 Athens

Dear Mr Alexiou,

Thank you for your application for the post of maître d’hotel in the catering department in our hotel.

We regret to inform you that the vacancy has already been filled. However, we shall keep your application in our files and contact you when the need arises.

Yours sincerely,



Vera Liakou  
Secretary to the Personnel Manager

HOTEL ALEXANDROS  
55 Delou street  
107 54 Thebes

23 February 1995

Ms A. Vassiliou,  
25 Martiou street,  
551 21 Aghios Stefanos

Dear Ms Vassiliou,

Thank you for your application of February 18 for the post of Personal Assistant to Mr Manou, our Managing Director.

Mr Manou has asked me to write to you inviting you for an interview at 12.00 on Friday, 28th February.

Will you please come to the reception on the ground floor and ask to be shown to my office? Please, remember to bring with you any certificates or references you have. Meanwhile, would you phone me on Extension 532 to confirm that you will be able to attend the interview?

I look forward to meeting you.

Yours sincerely,



M. Panayiotou (Miss)  
pp Marios Manou  
Managing Director

## EXERCISE 10

Join phrases from lists A and B and write a letter giving a favourable or unfavourable answer to an application letter. Add suitable openings and endings. Imagine names.

| A                                                                 | B                                                                                            |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Unfortunately, we cannot take your application into consideration | However, we have filed your application and shall contact you, if there is a future opening. |
| We are pleased to inform you                                      | that your application seems to meet our requirements.                                        |
| You are invited to call for an interview                          | that you were not successful in your application. We hope                                    |



|                                                                 |                                                           |
|-----------------------------------------------------------------|-----------------------------------------------------------|
|                                                                 | you will soon find the position you are looking for.      |
| We regret to tell you that there are no vacancies at the moment | that your application has been accepted.                  |
| We are glad to let you know                                     | due to the great number of applications we have received. |
| We are sorry to tell you                                        | on Friday morning, 12th May at half past nine.            |

## EXERCISE 11

A. Match the abbreviated forms in list A with the words they stand for in list B.

| List A    | List B           |
|-----------|------------------|
| co        | vacations        |
| ads       | assistant        |
| usl bnfts | manufacturing    |
| clk       | accounts         |
| mngr      | enclose          |
| asst      | curriculum vitae |
| accnts    | advertisements   |
| vacs      | company          |
| enc       | secretary        |
| C.V.      | usual benefits   |
| sec.      | clerk            |
| mnfg      | manager          |

B. Rewrite the following advertisement without being cautious about its length.

Wntd sec full-time fr smll co. Gd slry. 5-day week, hrs 08.00-16.00 usl bnfts

e.g. Wanted...

## LANGUAGE PRACTICE

### Giving Advice

The following expressions are used to give advice.

You should/ ought to...  
I (don't) think you should...  
I think you ought to...  
It would be { wise  
a good idea } to  
advisable  
Make sure you...  
Don't...  
Be careful (not) to...

#### Examples

- Be sure of the appearance of your letter.
- It would be wise to become familiar with the nature of the position that you can fill in the company.
- A business letter should not be so short as to omit important facts nor be so abrupt that it appears rude.

### EXERCISE 12

Advise a friend what to bear in mind when:

- a) s/he writes an application letter,
- b) a CV and
- c) gives an interview with the personnel director of a job.

The following hints might be of help.

#### a. When writing an application letter.

- Be brief.
- Include all the things essential to a good letter of application.
- Mention any promotion or advancement you had.
- Include your address.
- Arouse the reader's interest by telling him/her how you learnt about the job.
- Refer to the references you can produce from school, or former/ present employers.
- Never base your appeal on sympathy.

#### b. When completing a CV.

- Be so arranged that the information is easy to read and understand.
- Give precise information about your experience and education.
- Include personal information.
- Give the full name and address of the people who are willing to serve as references.

**c. When giving an interview.**

- Avoid discussing any personal grievances.
- Never tell the interviewer how lucky they would be to get you.
- Emphasize any experience you think is relevant to the new job you are looking for.
- Try to get a conversation going.  
Don't just answer Yes or No.
- Try to relax and be yourself.
- Never discuss salary unless you want to stress the fact that it is a secondary consideration.
- Never talk about dissatisfaction with your present job. Instead say that you didn't think you could make full use of your true abilities.
- Don't just answer questions. Ask a few yourself.
- At the end, thank the interviewer for seeing you.

**EXERCISE 13** \_\_\_\_\_

**A.** What questions should an interviewer ask a potential candidate?

**B.** What questions can an interviewee ask during the interview?

**EXERCISE 14** \_\_\_\_\_

Replace the Greek words in the following passage with their English equivalents.

If you are 1. άνεργος, the best way to find a 2. δουλειά is to look at the 3. μικρές αγγελίες in a newspaper. If you spot any that seems 4. καλοπληρωμένη you can 5. κάνεις αίτηση για the job. You fill in 6. μια αίτηση and enclose your 7. βιογραφικό σημείωμα. First, in the letter you try to convince your prospective 8. εργοδότη of your 9. προσόντα. Then you should stress your 10. σπουδές, any extra 11. εκπαίδευση you had and your previous 12. πείρα. Finally, you ask for an 13. συνέντευξη at their convenience and, if possible, you may enclose a 14. συστατική επιστολή from your present employer.

**Fun Time**

**Memory Game**

Write as many words as you can remember related to the word job.







## UNIT 23

# LETTER WRITING

### EXERCISE 1

#### Discussion

- A. Why do people who deal with tourism write business letters?  
e.g. to make reservations
- B. What characteristics do you think a good business letter should have?

### EXERCISE 2

|                    |                                                                               |   |
|--------------------|-------------------------------------------------------------------------------|---|
|                    |                                                                               | 1 |
|                    |                                                                               | 2 |
| 3                  |                                                                               |   |
| 4                  |                                                                               |   |
| 5                  | 1st paragraph: purpose<br>2nd paragraph: main content<br>3rd paragraph: final |   |
| 6                  |                                                                               |   |
| 7 Name<br>Position |                                                                               |   |



**A.** Which of the following elements does each number correspond to?

- salutation
- main body
- date
- sender's address
- receiver's address
- signature
- complimentary close

**B.** Which part of the letter does each of the following phrases or sentences belong to?

1. - I'm looking forward to hearing from you.
2. - Sincerely yours,
3. -Dear Sir,
4. -I've seen your advertisement and I'm interested in your daily cruises.
5. -We confirm the reservation of a double room with shower for two nights.
6. -We shall be happy to provide any further information.
7. - I am writing to complain about the slow service in the restaurant.
8. -Thank you for your letter of 25th March asking for our illustrated brochure.
9. - He always seemed busy and reluctant to answer my questions.
10. - I would be grateful for a refund.

### EXERCISE 3

---

#### The address

**A.** Study this address and put the elements of the address in the right order.

28 Park Road  
Brighton  
Sussex BN1 6XA  
England

the name of the street

the name of the town/ city

the number of the street

the name of the county/ province

the name of the country

the postcode

**B.** Write the elements of the following addresses in the right order.

1. England  
Essex CM 20 2JE  
Harlow 28 Burnt Mill
2. 30003  
West Melbourne

- 51 Church street  
Australia Victoria
3. California  
Huntington Beach  
15 Westport drive  
USA  
96028
4. Grenoble  
53 rue Mallifaud  
France  
75008
5. Kent  
3 Malkin road  
CT 27 NS  
Canterbury  
England

#### EXERCISE 4

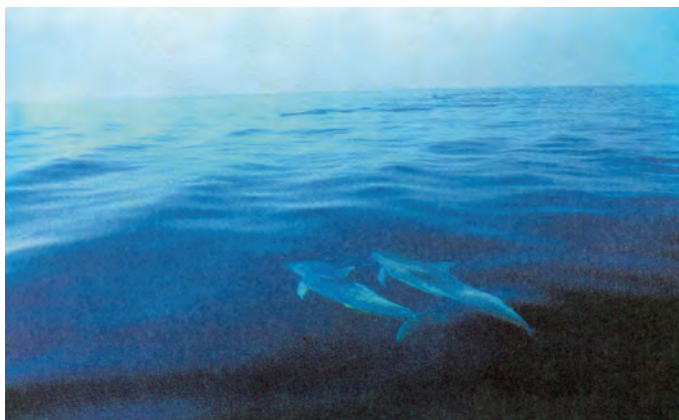
---

##### The date

The date can be written in various forms. Write the following dates as they should appear in a formal business letter.

e.g. 1. 28/10/ 92: 28th October, 1992 or 28th October 1992  
28 October 1992 or October 28, 1992 or October 28th, 1992

2. 5/ 6/ 85
3. 23/ 4/ 90
4. 1/ 2/ 92
5. 2/ 8/ 87
6. 8/ 3/ 90
7. 31/ 12/ 88
8. 11/ 5/ 89



## **WRITING ACTIVITY**

### **A. Sending a letter**

#### **EXERCISE 5**

---

The sentences in the main body of the following letter are in jumbled order. Put them in the right order and correct any other mistakes in the layout of the letter.

Peoniou st, 104  
Athens 10516  
Greece  
24/ 5/ 1992

Beauty Hotel  
The Manager  
Kent CT 27 NS  
Canterbury  
England

Dear Mr Manager,

I would like to book the same type of room from 21st to 23rd June. I reserved last week a double room with a bath for three nights, from 4th to 6th June. I would appreciate if you could let me know if this will be acceptable to you. I am writing to ask you if I could change the dates of my booking in your hotel, owing to illness.

Yours sincerely,  
Mr P. Lambrou

### **B. Sending a telex**

A telex is a desirable and practical means of communication across long distances, because it is rapid and not very expensive.

Since telexes are charged according to length of time of transmission, certain abbreviations are used. However, if you believe that they'll prevent the reader from understanding, you can use the full form of the words.



*Paxi*

**EXERCISE 6** \_\_\_\_\_

Match the abbreviations in list A with their explanation in list B.

| List A     | List B                                |
|------------|---------------------------------------|
| 1. +       | a. confirm                            |
| 2. ASAP    | b. per person                         |
| 3. CFM     | c. single room without bath or shower |
| 4. DBLB    | d. end of message                     |
| 5. FB      | e. with reference to your telex       |
| 6. ARA     | f. arrival                            |
| 7. REYT    | g. double room with bath              |
| 8. PP      | h. full board                         |
| 9. PLS     | i. as soon as possible                |
| 10. NR     | j. please                             |
| 11. REGDS  | k. number                             |
| 12. SGLN   | l. regards                            |
| e.g. 1. d. |                                       |

**EXERCISE 7** \_\_\_\_\_

What do you think these abbreviations stand for? Write the full form of the words.

- e.g. 1. AP: American Plan
- 2. DBLS
  - 3. GRP
  - 4. TRPB
  - 5. YR
  - 6. DBLB
  - 7. HB
  - 8. SUIT
  - 9. TLX
  - 10. DEP
  - 11. HV
  - 12. APPROX
  - 13. THKS
  - 14. JAN



*Alonisos*

## EXERCISE 8

---

A. Study the telex below and answer the questions.

832473 DN TR  
80281 ATN HTL

Brighton 28/ 01 12.15

ATTN Costas Petrou  
RE: MR/S MATTHEWS/ 1 DBLB/ 03-12 MAR

COULD YOU PLS RESERVE FOR MR/S MATTHEWS  
1 SNGLB (10 NIGHTS) IN 03 MAR OUT 10 MAR  
PLS CFM ASAP  
THKS. P. W. BATES (SALES MANAGER)

1. Who is the sender and what is his telex number?
2. When was the telex sent?
3. Who should deal with the telex?
4. Why did Mr Bates send the telex?
5. What does Mr Bates ask the Athenian Hotel to do?

B. Write the message of the telex in full form.

## EXERCISE 9

---

P.W. Bates, the sales manager of DIANA TRAVEL (tlx 832473 DN TR) has sent or received the following telex messages. Write a suitable telex.

1. On 13/06/92 Diana Travel has requested Ms Agnes Spyrou, the sales manager of Alpha Hotel (tlx 203227 ALP HT), to confirm the reservation of 2 single rooms with shower and 1 double room with bath, half board for Johnes, his wife and children for 3 nights (18-20 August). They've also requested for their rates.
2. Alpha Hotel has replied to confirm the reservation for Mr and Mrs Johnes. The room rate is 50 pounds for the double and 35 pounds for the single.
3. Diana Travel asks Alpha Hotel if they can provide 15 singles, 8 triples and 10 doubles all with private and conference facilities for the seminar of ESP teachers which will take place in September (20-30) and confirm the soonest possible.



### C. Sending a fax

#### EXERCISE 10

Read the fax and answer the questions.

FINN AND JONES ADVERTISEMENT LTD  
28 Michalakopoulou st,  
Athens 135 80

FAX TRANSMISSION

FAX NO 4536408

ATTENTION: Spyros Alexiou

COMPANY: Avra Hotel, Naoussa, Paros

FROM: Petros Paridis

DATE: 5 Dec 1995

TIME MESSAGE SENT: 10 a.m.

NO OF PAGES: 8

Dear Spyros,

Here are our proposals of the new advertising campaign of your establishment. If you need any further details, don't hesitate to be in touch.



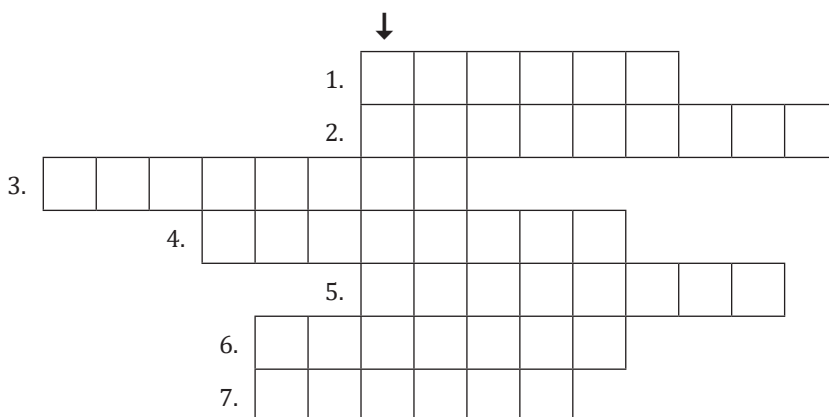
P. Paridis

1. Who is the fax for;
2. When was the fax sent?
3. Why was the fax sent?

#### FUN TIME

Complete the sentences to solve the puzzle, and find the hidden word.

1. I \_\_\_\_\_ if you could give me some information about your 3-day tours.
2. With \_\_\_\_\_ to your advertisement I am writing to apply for the post.
3. I am writing to \_\_\_\_\_ about the slow service.
4. I would be \_\_\_\_\_ for a refund.
5. Thank you for your \_\_\_\_\_ in our tours.
6. Please \_\_\_\_\_ receipt of my deposit.
7. We \_\_\_\_\_ that we are unable to offer you a double room next week.



### Useful language used in business letters

|                                                       |                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Asking for information                             | <p>I wonder if you could give me some information about...</p> <p>I'm interested in your daily tours, cruises...</p> <p>Would you please send me your illustrated brochure and full details of prices?</p> <p>Would you please send me full details of your tours at your earliest convenience?</p> |
| 2. Replying to requests                               | <p>With reference to your letter of...</p> <p>We have pleasure in sending / we are now pleased to send you...</p>                                                                                                                                                                                   |
| 3. Booking hotel accommodation                        | <p>I would be { grateful<br/>glad } if you could reserve two single rooms for me and ..... from .... to....</p> <p>Could you, please, reserve accommodation for three couples from...</p>                                                                                                           |
| 4. Asking for confirmation of booking                 | <p>Would you confirm the booking and inform us of your terms?</p>                                                                                                                                                                                                                                   |
| 5. Confirming reservations                            | <p>Thank you for your letter of... { we are pleased to confirm that the reservation has been made.</p> <p>With reference to your letter of...</p>                                                                                                                                                   |
| 6. Refusing a reservation and offering an alternative | <p>We regret that we are unable to offer you a (single) room from... to...</p> <p>However, we can offer .....</p>                                                                                                                                                                                   |

|                      |                                                                                                              |
|----------------------|--------------------------------------------------------------------------------------------------------------|
| 7. Cancelling a room | I'm writing to ask you if you could change the dates of my booking/ cancel my reservation for 1st June.      |
| 8. Making complaints | I'm writing to complain about...                                                                             |
| 9. Apologizing       | <div> <div>I must</div> <div>I'd like to</div> <div>}</div> </div> apologize for<br>We really regret that... |
|                      |                                                                                                              |

**SECTION E**



**TOURISM**





# *THE IMPACT OF TOURISM ON A COUNTRY*

Tourism is not a phenomenon of recent times in the world; it has been called the largest growth industry since the end of World War II.

The growth of technological developments in air-transport and the new economical ways of packaging travel and accommodation brought prices down and made travel possible for a greater number of people.

For most people the word ***tourism*** involves travelling, holidays and sightseeing. ***Tourists*** are persons who are away from their own home for more than 24 hours, and are travelling for leisure or business purposes. In this way, they are distinguished from ***excursionists*** or ***day-trippers*** who are away from home on a temporary and very short term visit.

10

Tourism can be broken down into two parts: ***domestic*** and ***international tourism***. Domestic tourism means that the country of ***origin*** and the country of ***destination*** are the same, whereas international tourism refers to tourists who travel between one country and another.

International tourism has far-reaching political and economical implications. Governments welcome tourism because tourist receipts and expenditures have an important effect on a country's national economy. The foreign exchange which tourism brings in has a beneficial impact on the country's prosperity and balance of payments.

Therefore, governments and tourism developers should invest in tourism in the form of building or improving the ***infrastructure*** and should prepare themselves for tourists long 20 before they arrive. They should also try to keep the ***leakage*** from tourism to an absolute minimum so that the profits do not leak away to other countries to pay for workers, goods or materials imported from them.

***Tourism promotion*** is mainly concerned with making potential visitors aware of a particular destination and persuading them to choose it in preference to any other.



Therefore, publications which stress the country's attractions are distributed in foreign countries and advertising campaigns are conducted.

It is not usually enough for a country to have beautiful scenery, mild climate, fascinating cities or low prices. A country must pay strict attention to the development of its own tourist facilities (travel and transportation, accommodation and catering, etc.) so that it can attract tourists on a large scale. 30

The business and organisations, which provide these facilities and offer different services to the traveller, make up what is known as the ***tourism industry***.

Furthermore, as a service industry, tourism has the capacity to create job opportunities for a large number of people of different skills and levels of ability in tourist-related industries. However ***seasonality*** is a basic characteristic of the working population in tourism, which most countries try to combat.

The environment is a very important factor to tourism since the attractive environment is usually the only thing which tourists look for in a destination. People should take care to ensure that it is properly cared for and preserved, since the impact of tourism on natural environment can be quite harmful. However, the negative effects of tourism on the environment can be minimized through intelligent planning for tourism development and through sensible management of tourists and tourist facilities. 40

Finally, tourism brings together people who have very little in common. The host population of a region has its own language, customs and traditions and rules and standards of behaviour. Although many claim that the impact of large numbers of tourists arriving at an area can be quite harmful, there are others who believe that tourism can help bridge the gaps the promote understanding between nations and maintain world peace.

Recent tourism trends indicate that the increase in leisure in the form of longer paid holidays and the availability of more disposable income should encourage travel and this should, in turn, open up areas currently excluded from the established tourist routes. 50

## EXERCISE 1

---

Which paragraphs correspond to the following titles?

- Types of tourism
- Future tourism trends
- The impact of tourism on employment
- Tourism promotion
- The impact of tourism on the economy
- Tourism and communication between people
- Tourism
- Investing in tourism
- The impact of tourism on the environment
- The tourism industry

## EXERCISE 2

Read the text and complete the following table:

| Elements involved in "tourism" | Beneficial results from tourism | Negative results from tourism | Action that governments should take |
|--------------------------------|---------------------------------|-------------------------------|-------------------------------------|
| -travelling                    |                                 |                               |                                     |

## EXERCISE 3

Read the text and answer the following questions.

1. Which factors made travel possible for a greater number of people?
2. What should we take into consideration to think of someone as a tourist?
3. Distinguish between a tourist and an excursionist.
4. What categories is tourism divided into? Refer to them separately.
5. Why do governments encourage tourism?
6. What techniques do governments use to promote tourism?
7. What should governments do to profit from tourism?
8. What does the tourism industry deal with?
9. What is the effect of tourism on employment?
10. What do you think "seasonality" means?
11. In what way, do you think, tourism can harm the environment? How can we control the effects of tourism on the environment?
12. What, do you think, are the main attractions for tourists?
13. How can tourists badly affect the host population of an area?
14. What are the benefits of tourism?
15. What impact will the increase in leisure and income have on tourism?

## EXERCISE 4

Refer back to the text and find words that mean the same as the following:

- e.g. 1. free time (line 8)  
answer: leisure
2. lasting only for a limited time (line 9)  
3. divided into (line 11)  
4. having a wide influence (line 15)  
5. effects (line 15)  
6. expenses (line 16)  
7. favourable (line 18)  
8. effect (line 18)  
9. wealth (line 18)



1

2





3

1 Corfu  
2 - 5 Cephalonia



4

5



|                                                                |           |
|----------------------------------------------------------------|-----------|
| 10. get away                                                   | (line 22) |
| 11. possible                                                   | (line 24) |
| 12. set of actions designed to achieve<br>a particular purpose | (line 27) |
| 13. carried out                                                | (line 27) |
| 14. warm, not cold                                             | (line 28) |
| 15. fight                                                      | (line 37) |
| 16. reduced                                                    | (line 42) |
| 17. encourage                                                  | (line 48) |
| 18. keep                                                       | (line 48) |
| 19. tendencies                                                 | (line 49) |
| 20. that can be freely used                                    | (line 50) |

**EXERCISE 5** \_\_\_\_\_

Match the terms in list A with their definitions in list B.

e.g. 1. f.

| List A               | List B                                                                                              |
|----------------------|-----------------------------------------------------------------------------------------------------|
| 1. origin            | a. the facilities (roads, water, sewage etc.)<br>that are necessary before tourists arrive          |
| 2. destination       | b. a person away from home for less than<br>24 hours                                                |
| 3. infrastructure    | c. travelling within the same country                                                               |
| 4. leakage           | d. a person who travels for leisure or<br>business                                                  |
| 5. excursionist      | e. the businesses and organisations that<br>provide certain facilities and services for<br>tourists |
| 6. tourist           | f. the place a tourist comes from                                                                   |
| 7. tourism           | g. advertising to attract tourists                                                                  |
| 8. domestic tourism  | h. money from tourism that gets away from a<br>country because of imports                           |
| 9. tourism promotion | i. travelling for a short time for particular<br>purposes                                           |
| 10. tourism industry | j. the place a tourist is going to visit                                                            |

**EXERCISE 6** \_\_\_\_\_

Decide whether the following sentences are true or false. Correct the false ones.

1. The attractive environment is the only thing which tourists look for in a destination.



2. Governments are actively engaged in promoting tourism to their countries with advertising.
3. The tourism industry consists of different kinds of businesses that offer different services to tourists.
4. All the jobs in tourism require the same kinds of skills.
5. Throughout history, people have travelled all over the world for a variety of reasons.
6. Tourism brings in foreign exchange and jobs with it.
7. All people travel entirely for the purpose of pleasure.
8. Tourists are away from their usual residence for less than 24 hours.
9. The term "domestic tourism" is used to describe people who travel between one country and another.
10. The modern means of rapid and inexpensive transportation played an important role in the growth of tourism.
11. Governments should invest in the development of tourist facilities when tourists arrive.
12. Very little advertising is carried out by governments to attract visitors
13. Tourism broadens the mind and breaks down national barriers.
14. Tourism encourages government investment in transport, new roads, water and power supply and construction.

## EXERCISE 7

Study the following table and decide whether the following people are travelling for leisure or for business. Put a tick where appropriate.

|                                                                              | Leisure | Business |
|------------------------------------------------------------------------------|---------|----------|
| 1. a Greek Orthodox visiting the island of Tinos                             | V       |          |
| 2. a couple's two-week holiday in the sun                                    |         |          |
| 3. a manufacturer's travel to exhibit his products                           |         |          |
| 4. a German student spending a month in Crete to study the palace of Knossos |         |          |
| 5. a politician attending a 3-day conference                                 |         |          |
| 6. an elderly woman spending a fortnight in Loutraki for the spa waters      |         |          |
| 7. a family visiting their relatives in their home town                      |         |          |
| 8. a day out in another town to watch a football match                       |         |          |



**EXERCISE 8** \_\_\_\_\_

Match the adjectives on the left with the nouns on the right.

| Adjectives    | Nouns        |
|---------------|--------------|
| economical    | planning     |
| advertising   | tourism      |
| intelligent   | exchange     |
| sensible      | impact       |
| domestic      | campaign     |
| negative      | developments |
| technological | implications |
| potential     | visitors     |
| national      | management   |
| foreign       | economy      |

e.g. economical implications

**EXERCISE 9** \_\_\_\_\_

Match the verbs on the left with the nouns on the right.

| Verbs      | Nouns             |
|------------|-------------------|
| provide    | an effort         |
| bring down | understanding     |
| have       | facilities        |
| make       | the environment   |
| encourage  | job opportunities |
| create     | prices            |
| promote    | a campaign        |
| bridge     | the gap           |
| maintain   | an impact         |
| conduct    | world peace       |
| offer      | travel            |
| preserve   | services          |

e.g. provide facilities

**EXERCISE 10** \_\_\_\_\_

**Role play**

What would A and B say to each other in the following situation? In pairs, take a role each and work out the dialogue.

**A.**

You are interested in visiting Cefalonia in September. You don't want to spend much money, so you telephone your travel agent and ask for more information. You want to know:

- how to get there from Athens and how long it will take you
- where you can stay
- what you can see
- what sports facilities are provided

**B.**

You are a travel agent. Taking all the necessary information from the table below, answer the tourist's questions.

**CEFALONIA**

| How to get to Cefalonia                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                    |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|  |                                                                                                                                                                                                                                                                                                                                                    |  |
| Athens                                                                            | Patras-Sami (4 hours)<br>Killini-Poros (2 hours)<br>Astakos-Ag Efimios<br>(via Ithaca 4 hours)                                                                                                                                                                                                                                                                                                                                      | Athens<br>(Via Patras)                                                             |
| Number of beds                                                                    |  2,557                                                                                                                                                                                                                                                                                                                                           |                                                                                    |
| Hotel Types                                                                       |      |                                                                                    |
| Museums                                                                           | Archaeological Museum<br>Greek Folk Art Museum                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                    |
| Events                                                                            | Carnival<br>International choral<br>Festival (in September)                                                                                                                                                                                                                                                                                                                                                                         |                                                                                    |

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                        |                                                                                          |                                                                                          |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| What to see        | The cave of Drogorati<br>The lake of Melissani<br>Mount Ainos                                                                                                                                                                                                                                                                                                                                                             |                                                                                        |                                                                                          |                                                                                          |
| Sport              |      |                                                                                        |                                                                                          |                                                                                          |
| Useful information |  22.346                                                                                                                                                                                                                                                                                                                                  |  0645 |  22.336 |  22.355 |



Hotel



Bungalows



Pension



Rooms in  
private  
homes



Furnished  
apartments



Camping-  
Site

## LANGUAGE PRACTICE

### Expressing Purpose

The following expressions are used to indicate purpose.

so that + clause  
so as to  
in order to + infinitive  
to

|                                                 |                         |                |                           |
|-------------------------------------------------|-------------------------|----------------|---------------------------|
| A country should develop its tourist facilities | so that                 | it can attract | tourists on a large scale |
|                                                 | so as to<br>in order to | attract        |                           |

### EXERCISE 11 \_\_\_\_\_

Use the expressions indicating purpose and the cues given, to make meaningful sentences.

|                                                               | What is the purpose? |
|---------------------------------------------------------------|----------------------|
| 1. Many people/ travel                                        | educate themselves   |
| 2. Certain important facilities/services/tourists/ must exist | cater/their needs    |

|                                                                        |                                                    |
|------------------------------------------------------------------------|----------------------------------------------------|
| 3. Many existing hotels/ be rebuilt                                    | provide more luxurious accommodation/ guests       |
| 4. Computers/ be used/ hotel staff                                     | speed up/ registration process                     |
| 5. Guests/ can speak/ hall porter                                      | order/ ticket/ theatre                             |
| 6. Visitors/ must be/ manage/                                          | minimise/ impact/ have/ tourist attractions        |
| 7. Countries/ need/ foreign exchange                                   | import/ goods/ materials/services /other countries |
| 8. Country/ must decide/ a campaign of external and internal promotion | develop/ tourism industry                          |
| 9. Tourism employees/ should have/good customer relations skills       | make/ visitors/ feel welcome                       |
| 10. People travel/meet/each other                                      | discuss/business/some kind                         |

### LISTENING ACTIVITY

#### EXERCISE 12

Listen to Mr G. Alexiou talking about Greek tourism infrastructure, and complete this missing information.

1. Tourists visit Greece to:

---

---

---

---

---

2. The area with the highest number of beds is:

---

3. The area with the lowest number of beds is:

---

4. The most highly- developed area is:

---

5. The most organised camping sites are in:

---

6. Accommodation in Greece is provided in:

---

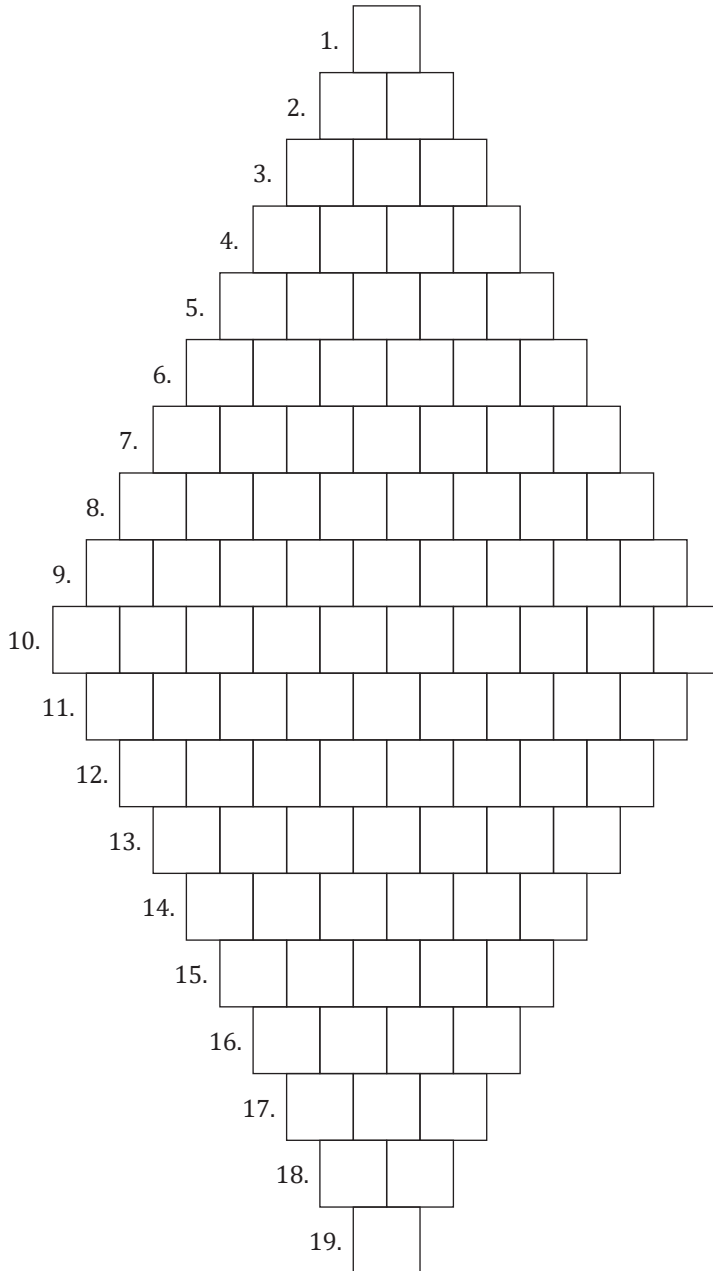
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# Fun Time

Solve the rhombus:



1. Hotel (abbreviated).
2. Street (abbreviated).
3. You can open your room with it.
4. To reserve.
5. Tourists usually stay in it.
6. A place for holidays.
7. Travelling for leisure or business purposes.
8. Providing food and drinks.
9. Some travel agents \_\_\_\_\_ holidays in exotic places.
10. You can have your meals in it.
11. Governments are interested in tourism \_\_\_\_\_ to attract tourists.
12. A woman who serves food.
13. A person who travels for leisure or business.
14. To go from one country to another for leisure or business purposes.
15. A hotel specially built for motorists.
16. The place you stay in a hotel.
17. Porters usually expect it.
18. Mountain (abbreviated).
19. Information (abbreviated).



*A girl from Karpathos*





# **G L O S S A R Y**



# A

**a bit of** (n): λιγάκι

**a few:** μερικοί

**a glass of wine:** ένα ποτήρι κρασί

**à la carte:** μενού στο οποίο πληρώνεις ξεχωριστά για κάθε πιάτο

**a little:** μερικός

**a lot of:** πολύ

**a wine glass:** ένα ποτήρι του κρασιού

**abroad** (n): εξωτερικό

**abrupt** (adj): απότομος

**absent-minded** (adj): αφηρημένος

**absolute** (adj): πλήρης

**abundant** (adj): άφθονος

**access** (n): πρόσβαση

**accommodation** (n): κατάλυμα, δωμάτιο σε ξενοδοχείο, διαμονή

**accompaniment** (n): συνοδεία

**accompaniments** (n): συνοδευτικά

**account** (n): λογαριασμός

**accountant** (n): λογιστής

**acoustics** (n): ακουστική

**acquaintance** (n): γνωριμία

**acquire** (v): αποκτώ

**active** (adj): δραστήριος, ενεργός

**actor** (n): ηθοποιός

**actual** (adj): πραγματικός

**add** (v): προσθέτω

**addition** (n): πρόσθεση

**addressee** (n): παραλήπτης επιστολής

**adjoining** (rooms) (adj): συνεχόμενα (δωμάτια)

**adjust** (v): ρυθμίζω

**administration** (n): διοίκηση

**admission** (n): είσοδος

**adorn** (v): στολίζω

**advance booking** (n): κράτηση δωματίου εκ των προτέρων

**advancement** (n): προαγωγή, πρόοδος

**advertisement** (n): διαφήμιση, αγγελία

**advice** (n): συμβουλές

**affect** (v): επηρεάζω

**after:** ό,τι ακολουθεί το κύριο γεύμα

**agreeable** (adj): ευχάριστος

**air-conditioned** (adj): κλιματιζόμενος

**airfare** (n): αεροπορικό εισιτήριο

**air-hostess** (n): αεροσυνοδός  
**air-steward** (n): αεροσυνοδός  
**alcoholic** (adj): αλκοολικός, οινοπνευματώδης  
**alarm** (n): συναγερμός  
**allocate** (v): κατανέμω  
**allow** (v): επιτρέπω  
**along** (adv): κατά μήκος  
**alternative** (adj): εναλλακτικός  
**alternative** (n): επιλογή, εκλογή, εναλλακτική λύση,  
**although** (conj): αν και  
**altitude** (n): υψόμετρο  
**amaze** (v): καταπλήσσω  
**ambition** (n): φιλοδοξία  
**ambitious** (adj): φιλόδοξος  
**amenities** (n): πράγματα που κάνουν τη ζωή ευχάριστη (μουσεία, πάρκα, θέατρα κλπ.)  
**American plan**: σύστημα με το οποίο πληρώνεις για το δωμάτιο, πρωινό και δύο γεύματα  
**amidst** (prep): μεταξύ  
**amount to** (v): ισούμαι, ισοδυναμώ, ανέρχομαι  
**amusement** (n): διασκέδαση  
**amusing** (adj): διασκεδαστικός  
**anchovy** (n): αντσούγια  
**ancient** (adj): αρχαίος  
**ankle** (n): αστράγαλος  
**annoyance** (n): δυσφορία, στενοχώρια, ενόχληση  
**annual** (adj): ετήσιος  
**anxious** (adj): ανήσυχος  
**any**: κανείς, καθόλου, οποιοσδήποτε, οτιδήποτε  
**anybody**: κανείς  
**apologize** (v): ζητώ συγγνώμη  
**apology** (n): συγγνώμη  
**apparatus** (n): συσκευή  
**appealing** (adj): συγκινητικός, ελκυστικός  
**appetizer** (n): ορεκτικό  
**appetizing** (adj): ορεκτικός  
**applicant** (n): αιτών, υποψήφιος  
**application** (n): αίτηση  
**appreciate** (v): εκτιμώ  
**approve** (v): εγκρίνω  
**approximately** (adv): περίπου  
**apricot** (n): βερύκοκκο  
**arcade** (n): στοά με μαγαζιά  
**area code** (n): κώδικας περιοχής (χρησιμοποιείται πριν από τον αριθμό τηλεφώνου)

**argue** (v): συζητώ (διαφωνώντας), φιλονικώ  
**armchair** (n): πολυθρόνα  
**arrange** (v): τακτοποιώ  
**arrival** (n): άφιξη  
**art** (n): τέχνη  
**art gallery** (n): πινακοθήκη  
**artichoke** (n): αγγινάρα  
**articles** (n): εμπορεύματα, είδη  
**artificial** (adj): τεχνητός  
**artistic** (adj): καλλιτεχνικός  
**ashtray** (n): τασάκι  
**Asia Minor**: Μικρά Ασία  
**asparagus** (n): σπαράγγι  
**aspect** (n): άποψη  
**assign** (v): αναθέτω, δίνω  
**assist** (v): βοηθώ  
**assistance** (n): βοήθεια  
**assistant** (n): βοηθός  
**associate with** (v): συνδέω  
**assortment** (n): ποικιλία, συλλογή  
**assure** (v): διαβεβαιώ  
**at once** (adv): αμέσως  
**at full blast** (n): εν πλήρει δράσει, δυνατά  
**attend** (v): παρακολουθώ, προσέχω  
**attentive** (adj): προσεχτικός, περιποιητικός  
**attitude** (n): στάση  
**attract** (v): προσελκύω  
**attractive** (adj): ελκυστικός  
**aubergine** (n): μελιτζάνα  
**auditorium** (n): αίθουσα (θεάτρου, συναυλιών, διαλέξεων)  
**authentic** (adj): αυθεντικός  
**available** (adj): διαθέσιμος  
**avenue** (n): λεωφόρος  
**aware** (adj): ενήμερος

## B

**back** (adv): πίσω  
**baggage** (n): αποσκευές  
**bake** (v): ψήνω (ψωμί, γλυκά)  
**baking tin** (n): ταψί  
**balance due** (n): χρεωστικό υπόλοιπο  
**balance of payments**: ισοζύγιο πληρωμών



**banquet** (n): συμπόσιο  
**bar** (n): πλάκα (σαπουνιού), μπαρ  
**barman/ barmaid** (n): μπάρμαν/ μπαργούμαν  
**barrier** (n): εμπόδιο  
**bath** (n): μπανιέρα  
**bathe** (v): λούομαι  
**bather** (n): λουσιμένος  
**bay** (n): κόλπος, δάφνη  
**bazaar** (n): παζάρι  
**(be/ get) acquainted with** (v): γνωρίζω  
**be along** (v): είμαι μαζί  
**be in touch with** (v): έχω επαφή με  
**be keen on** (v): μου αρέσει, λαχταρώ  
**be short of** (money) (v): δεν έχω αρκετά (χρήματα)  
**beach** (n): παραλία  
**bean** (n): φασόλι  
**beat** (v): χτυπώ  
**beauty** (n): ομορφιά  
**beauty parlour**: σαλόνι ομορφιάς  
**bedspread** (n): κάλυμμα κρεβατιού  
**beef** (n): βοδινό κρέας  
**beer** (n): μπύρα  
**beetroot** (n): παντζάρι  
**beforehand** (adv): εκ των προτέρων  
**bellboy** (n): θυρωρός  
**beneficial** (adj): ευεργετικός  
**benefit** (v, n): ωφελομαι, όφελος, ευεργέτημα  
**between** (adv): μεταξύ  
**beverage** (n): ποτό, ρόφημα  
**bill** (n): λογαριασμός  
**birth** (n): γέννηση  
**biscuit** (n): μπισκότο  
**bit** (n): κομματάκι  
**bitter** (adj): πικρός  
**bitterly** (adv): πικρά, με δριμύτητα  
**black forest**: τούρτα σοκολάτας  
**blanket** (n): κουβέρτα  
**blast, at full blast**: εν πλήρει δράσει  
**blend** (v): συνδυάζομαι, ταιριάζω, αναμιγνύω  
**bless** (v): ευλογώ  
**blunt** (adj): αμβλύς  
**blurred** (adj): θαμπός  
**boast** (v): καυχώμαι, υπερηφανεύομαι  
**boil** (v): βράζω

**boiled** (adj): βρασμένος  
**bold print** (adj, n): με έντονα τυπογραφικά στοιχεία  
**bone** (n): κόκκαλο  
**book** (v): κλείνω (θέση/ δωμάτιο)  
**booking** (n): κλείσιμο (θέσης/ δωματίου)  
**boring** (adj): ανιαρός, πληκτικός  
**bother** (v): ενοχλώ  
**bottle** (n): μπουκάλι  
**bottom** (n): πυθμένας, πάτος  
**bouquet** (n): άρωμα (κρασιού)  
**bowl** (n): μπωλ, κούπα  
**braise** (v): ψήνω κρέας στην κατσαρόλα  
**brand** (n): μάρκα  
**brandy** (n): κονιάκ  
**bread** (n): ψωμί  
**breadcrumb** (n): ψίχουλο  
**break down** (v): χαλώ  
**brehtaking** (adj): συναρπαστικός, καταπληκτικός  
**breeze** (n): αύρα, αεράκι,  
    **sea breeze** (n): πελαγία αύρα  
**brie** (n): τύπος Γαλλικού τυριού  
**brief** (adj): σύντομος  
**briefcase** (n): χαρτοφύλακας  
**brilliant** (adj): λαμπερός  
**broaden** (v): διευρύνω  
**brochure** (n): μπροσούρα, φυλλάδιο  
**broil** (v): ψήνω στη σχάρα  
**broken** (adj): σπασμένος  
**bronze** (n): μπρούτζος, μπρούτζινο  
**broth** (n): ζωμός κρέατος  
**brown** (adj, v): σκούρος, καστανός, ροδίζω  
**brush** (n): βούρτσα  
**Brussels sprouts** (n): λαχανάκια Βρυξελλών  
**budget** (n): προϋπολογισμός,  
**bulb** (n): λαμπτήρας, βολβός  
**bun** (n): κουλουράκι, τσουρέκι  
**burn** (v): καίω  
**busboy** (n): βοηθός σερβιτόρου  
**butter** (n): βούτυρο  
**butterfly** (n): πεταλούδα

# C

- cabbage** (n): λάχανο  
**cake** (n): κέικ, γλύκισμα  
**calamari** (n): καλαμάρι  
**calculate** (v): υπολογίζω  
**calculation** (n): υπολογισμός  
**call** (v): καλώ, ξυπνώ, τηλεφωνώ  
**caller** (n): επισκέπτης  
**calm** (adj): ήρεμος  
**camembert**: τύπος μαλακού Γαλλικού τυριού  
**campaign** (n): εκστρατεία  
**can** (n): δοχείο, κουτί κονσέρβας  
**cancel** (v): ακυρώνω  
**candidate** (n): υποψήφιος  
**capacity** (n): χωρητικότητα, ικανότητα  
**cape** (n): ακρωτήριο  
**capital** (n): πρωτεύουσα  
**carafe** (n): καράφα  
**caravan** (n): τροχόσπιτο  
**careful** (adj): προσεκτικός  
**carrot** (n): καρότο  
**cash** (n): μετρητά  
**cashier** (n): ταμίας  
**casserole** (n): κατσαρόλα  
**caster sugar** (n): ζάχαρη άχνη  
**castle** (n): κάστρο  
**casualty**: Νοσοκομείο ατυχημάτων  
**cataract** (n): καταρράκτης  
**catch a bus**: προλαβαίνω το λεωφορείο  
     **a cold**: κρυώνω  
     **fire**: πιάνω φωτιά  
     **one's attention**: τραβώ την προσοχή  
     **one's breath**: μου κόβεται η ανάσα, παίρνω ανάσα  
     **sight of**: παίρνει (κάποιον, κάτι) το μάτι μου  
**caterer** (n): τροφοδότης, υπεύθυνος προμηθειών  
**catering** (n): τροφοδοσία  
**cauliflower** (n): κουνουπίδι  
**cave** (n): σπήλαιο  
**celery** (n): σέλινο  
**cellar** (n): κελλάρι, κάβα  
**ceramics** (n): είδη κεραμικής  
**cereal** (n): δημητριακά, σιτηρά

**certainty** (n): βεβαιότητα  
**chambermaid** (n): καμαριέρα  
**chance** (n): ευκαιρία, πιθανότητα  
**channel** (n): κανάλι  
**change** (n, v): ρέστα, αλλάζω  
**characterise** (v): χαρακτηρίζω  
**charcoal** (n): κάρβουνο  
**charge** (n): επιβάρυνση, δαπάνη  
**charge** (v): χρεώνω, επιβαρύνω  
**charioteer** (n): ηνίοχος  
**charm** (n): γοητεία  
**charming** (adj): χαριτωμένος, γοητευτικός  
**charter** (v): ναυλώνω  
**charter flight** (n): ναυλωμένη πτήση  
**cheap** (adj): φτηνός  
**check in** (v): υπογράφω κατά την άφιξη  
**check out** (v): πληρώνω το λογαριασμό και αναχωρώ  
**cheddar** (n): τυρί Αγγλικό τσένταρ  
**cheerful** (adj): χαρούμενος  
**cheese** (n): τυρί  
**cheeseburger** (n): τυροκεφτές  
**cheesecake** (n): κέικ τυριού  
**chicken** (n): κοτόπουλο  
**chill** (v): παγώνω  
**chilled** (adj): παγωμένος  
**chilli** (n): ξερή κόκκινη πιπεριά  
**chip** (n): τσιπ, λεπτή φέτα  
**chips** (BE): πατάτες τηγανιτές  
**chocolate pastry** (n): γλυκό σοκολάτας  
**choice** (n): επιλογή  
**choose** (v): διαλέγω  
**chop** (n, v): μπριζόλα, κοτολέττα, κομματιάζω, κόβω  
**chopping board** (n): ξύλινη σανίδα κοπής λαχανικών, ψωμιού, κλπ.  
**chunk** (n): μεγάλο κομμάτι  
**cinnamon** (n): κανέλλα  
**circle** (n): κύκλος  
**cistern** (n): καζανάκι  
**city** (n): μεγαλούπολη  
**classified advertisements** (n): μικρές αγγελίες  
**classify** (v): ταξινομώ, κατατάσσω  
**clean** (adj): καθαρός  
**clear away** (v): παίρνω, καθαρίζω, σηκώνω το τραπέζι  
**clear up** (v): τακτοποιώ  
**client** (n): πελάτης

**cloudy** (adj): συννεφιασμένος  
**clove** (n): σκελίδα σκόρδου, γαρύφαλλο (μπαχαρικό)  
**coach** (n): πούλμαν  
**coast** (n): ακτή, παραλία  
**coastline** (n): παραλία  
**coastal** (adj): παραλιακός, παράκτιος  
**coat** (v): επιστρώνω  
**coat-hanger** (n): κρεμάστρα ρούχων  
**cocktail** (n): κοκτέιλ  
**cod** (n): μουρούνα, μπακαλιάρος  
**coffee pot** (n): καφετιέρα  
**cognac** (n): κονιάκ  
**coke** (n): κόκα κόλα  
**colander** (n): σουρωτήρι  
**collect phone call** (n): τηλεφώνημα για το οποίο χρεώνεται ο καλούμενος  
**collection** (n): συλλογή  
**combat** (v): μάχομαι, αγωνίζομαι  
**come away from** (v): ξεκολλώ  
**come off** (v): ξεκολλώ, βγαίνω  
**comfort** (n): άνεση  
**commercial** (adj): εμπορικός  
**commission** (n): προμήθεια  
**comparison** (n): σύγκριση  
**competition** (n): συναγωνισμός, αγώνας  
**competitive** (adj): ανταγωνιστικός  
**complain** (v): παραπονιέμαι  
**complaint** (n): παράπονο  
**complex** (n): συγκρότημα, σύμπλεγμα  
**compliment** (n, v): συγχαίρω, επαινώ, φιλοφρόνηση, κομπλιμέντο  
**comprehensive** (adj): περιεκτικός, ευρύς  
**concerning**: όσον αφορά  
**condition** (n): κατάσταση  
**conditions** (n): συνθήκες  
**conduct** (v): διεξάγω  
**conference** (n): διάσκεψη  
**confidence** (n): εμπιστοσύνη  
**confident** (adj): έμπιστος  
**confirm** (v): επικυρώνω  
**connect** (v): συνδέω  
**connecting room** (adj): συνεχόμενο δωμάτιο  
**conscientious** (adj): ευσυνείδητος  
**consider** (v): θεωρώ  
**considerable** (adj): σημαντικός  
**considerably** (adv): σημαντικά, πολύ

**considerate** (adj): διακριτικός  
**consideration** (n): εξέταση  
**consist of** (v): αποτελούμαι  
**console** (n): κονσόλα  
**consommé**: κονσομέ, σούπα από ζωμό κρέατος και λαχανικά  
**construction** (n): κατασκευή  
**consultant** (n): σύμβουλος, εμπειρογνώμων  
**contact** (n, v): επαφή, έρχομαι σε επαφή με  
**contain** (v): περιέχω  
**container** (n): δοχείο  
**contemporary** (adj): σύγχρονος  
**Continental breakfast**: Ευρωπαϊκό πρωινό (καφές, τσάι, βούτυρο, μαρμελάδα...)  
**Continental plan**: σύστημα με το οποίο πληρώνεις για το δωμάτιο και το πρωινό  
**contribute** (v): συντελώ  
**convenience** (n): άνεση  
**convenient** (adj): κατάλληλος, βολικός  
**convention** (n): συνέδριο  
**convince** (v): πείθω  
**cook** (n, v): μάγειρας, μαγειρεύω  
**cordless** (adj): χωρίς καλώδιο, ασύρματο  
**cork** (n): φελλός  
**corkscrew** (n): ανοιχτήρι  
**corn** (n): δημητριακά, καλαμπόκι  
**correspondence** (n): αλληλογραφία  
**correspondent** (n): επιστολογράφος  
**corridor** (n): διάδρομος  
**cosy** (adj): άνετος, ζεστός  
**county** (n): κομητεία  
**countryside** (n): (περιοχές στην) ύπαιθρο  
**courgette** (n): κολοκυθάκι  
**course** (n): φαγητό, γήπεδο (γκολφ)  
**court** (n): γήπεδο (π.χ. τέννις)  
**courtesy** (n): ευγένεια, τιμή ένεκεν  
**courtyard** (n): προαύλιο  
**cover** (v): καλύπτω  
**crab** (n): καβούρι  
**cracked** (adj): ραγισμένος  
**creamed potatoes**: πουρές  
**creative** (adj): δημιουργικός  
**crêpes** (n): κρέπες  
**crêpe suzette** (n): κρέπα με σάλτσα από βούτυρο και πορτοκάλι που περιχύνουμε με λικέρ και τη σερβίρουμε φλεγόμενη  
**crisp** (adj): τραγανός  
**criticism** (n): κριτική



**croissant** (n): κρουασάν  
**croquette** (n): κροκέττα  
**cross** (v): διασχίζω  
**crossing** (n): διάπλους  
**crotons** (n): κρουτόν (ψωμάκια σε κύβους τηγανισμένα και σερβιρισμένα με σούπα ή για γαρνίρισμα)  
**crusader** (n): σταυροφόρος  
**crush** (v): λιώνω  
**crushed** (adj): λιωμένος  
**crystal-clear** (adj): κρυστάλλινος  
**cucumber** (n): αγγούρι  
**cultivation** (n): καλλιέργεια  
**cup** (n): φλυτζάνι  
**curdle** (v): σβωλιάζω  
**currency** (n): νόμισμα  
**curriculum vitae** : βιογραφικό σημείωμα  
**curry** (n): τύπος φαγητού που αποτελείται από κρέας, κοτόπουλο κλπ. μαγειρευμένο με διάφορα καρυκεύματα (συνήθως σερβίρεται με ρύζι)  
**curve** (v): κόβω, τεμαχίζω  
**currant** (n): σταφίδα  
**custody** (n): φύλαξη  
**customer** (n): πελάτης

## D

**dairy** (n): γαλακτοπωλείο, γαλακτοκομείο  
**dam** (n): φράγμα  
**damage** (n): ζημιά  
**Danish blue**: τύπος Δανέζικου τυριού  
**dash** (n): πρέζα, στάλα  
**date** (n): ημερομηνία, χουρμάς  
**day-tripper** (n): εκδρομέας  
**deal with** (v): αντιμετωπίζω, ασχολούμαι  
**dear** (adj): ακριβός  
**decaffeinated** (adj): χωρίς καφεΐνη  
**decorate** (v): στολίζω  
**deep frier**: φριτέζα  
**deepen** (v): εμβαθύνω  
**deer** (n): ελάφι  
**degree** (n): πτυχίο  
**delicious** (adj): νοστιμώτατος  
**delightful** (adj): γοητευτικός, ευχάριστος  
**deliver** (v): παραδίδω

**deluxe** (adj): πολυτελής  
**demi-pension**: χρέωση για το δωμάτιο, το πρωινό και ένα γεύμα  
**denote** (v): δηλώνω  
**dense** (adj): πυκνός  
**dentex** (n): συναγρίδα  
**department** (n): τμήμα  
**department store** (n): πολυκατάστημα, μεγάλο κατάστημα  
**departure** (n): αναχώρηση  
**deposit** (n): προκαταβολή  
**dessert** (n): επιδόρπιο  
**destination** (n): προορισμός  
**detached** (adj): απομονωμένος  
**detail** (n): λεπτομέρεια  
**development** (n): ανάπτυξη  
**dial** (n): καντράν, ταμπλώ  
**dial** (v): παίρνω αριθμό τηλεφώνου  
**dialling code** (n): κωδικός αριθμός  
**dice** (v): κόβω σε κύβους  
**dictate** (v): υπαγορεύω  
**dill** (n): άνηθος  
**direction** (n): διεύθυνση  
**disaster** (n): καταστροφή  
**discount** (n): έκπτωση  
**discover** (v): ανακαλύπτω  
**dish** (-es) (n): φαγητό, πιάτο  
**dislike** (n): αντιπάθεια  
**disposable** (adj): διαθέσιμος  
**dissatisfaction** (n): δυσαρέσκεια  
**dissolve** (v): διαλύω  
**distillation** (n): απόσταξη  
**distinguish** (v): διακρίνω  
**distinguished** (adj): διακεκριμένος, λαμπρός  
**district** (n): περιοχή  
**disturb** (v): ενοχλώ  
**divide** (v): διαιρώ  
**domestic** (adj): εσωτερικός  
**domestic tourism**: εσωτερικός τουρισμός  
**doorman** (n): θυρωρός με στολή  
**double** (v): διπλασιάζω  
**double room** (n): διπλό δωμάτιο  
**dough** (n): ζύμη  
**dozen** (n): δωδεκάδα  
**drain** (v): στραγγίζω

**draught** (n): χύμα, από βαρέλι, ρεύμα  
**draughty** (adj): με πολλά ρεύματα  
**drenched** (adj): λουσμένος, βρεγμένος  
**dressing** (n): σάλτσα  
**dried yeast** (n): ξερή μαγιά  
**drinking** (n): ποτό  
**drip** (v): στάζω  
**drop** (v): ρίχνω  
**dry** (adj): ξηρός, στεγνός  
**dry cleaning** (n): στεγνό καθάρισμα  
**duck** (n): πάπια  
**duckling** (n): παπάκι  
**during** (prep): κατά τη διάρκεια  
**dust** (v): ξεσκονίζω  
**duty** (n): καθήκον, δασμός  
**duty-free** (adj): αφορολόγητος

## E

**East** (n): ανατολή  
**East Air Terminal** (n): ανατολικός αερολιμένας  
**eastern** (adj): ανατολικός  
**easy going** (adj): ξένοιαστος, ανέμελος, βολικός  
**economical** (adj): οικονομικός  
**edge** (n): άκρη  
**efficiency** (n): ικανότητα  
**efficient** (adj): ικανός  
**egg cup** (n): αυγοθήκη  
**elaborate** (adj): λεπτομερής, περίτεχνος, περίπλοκος  
**electric cooker**: ηλεκτρική κουζίνα  
**elegant** (adj): κομψός  
**elevator** (n) (AmE): ανελκυστήρας  
**employ** (v): προσλαμβάνω  
**employee** (n): εργαζόμενος  
**employer** (n): εργοδότης  
**empty** (adj, v): άδειος, κενός, αδειάζω  
**enclose** (v): εσωκλείω  
**energy** (n): ενεργητικότητα  
**engaged** (adj): κατειλημμένος  
**engineering** (n): μηχανική  
**enjoyable** (adj): ευχάριστος  
**enormous** (adj): πελώριος  
**en pension**: χρέωση για το δωμάτιο και πλήρη διατροφή  
**enquire** (v): ζητώ να μάθω

**ensure** (v): εξασφαλίζω, εγγυώμαι  
**entertainment** (n): διασκέδαση  
**entire** (adj): ολόκληρος  
**entirely** (adv): τελείως, εξ ολοκλήρου  
**entitled** (adj), **be entitled to**: δικαιούμαι  
**entrance** (n): είσοδος  
**epidiascope** (n): επιδιασκόπιο  
**equal to** (adj, v): ίσος, ίδιος, ισούμαι  
**equipment** (n): εξοπλισμός  
**equipped** (adj): εξοπλισμένος  
**errand** (n): θέλημα  
**escalope** (n): εσκαλόπ  
**especially** (adv): ιδιαίτέρως  
**essential** (adj): ουσιώδης, απαραίτητος  
**establishment** (n): εγκατάσταση  
**European plan**: σύστημα με το οποίο πληρώνεις μόνο για το δωμάτιο  
**event** (v): γεγονός  
**exceptional** (adj): εξαιρετικός  
**exchange rate** (n): τιμή συναλλάγματος  
**exhibit** (v): εκθέτω  
**exciting** (adj): συναρπαστικός  
**exclude** (v): αποκλείω  
**exclusive** (adj): αποκλειστικός, εκλεκτός  
**excursionist** (n): εκδρομέας  
**exhibit** (v): εκθέτω  
**exhibition** (n): έκθεση  
**expanse** (n): έκταση  
**expect** (v): προσδοκώ  
**expensive** (adj): ακριβός  
**experience** (n): πείρα  
**expire** (v): λήγω, εκπνέω  
**expiry** (n): λήξη  
**explanation** (n): εξήγηση  
**expression** (n): έκφραση  
**extend** (v): επεκτείνω, εκτείνομαι  
**extensive** (adj): εκτεταμένος  
**extract** (n): απόσπασμα

## F

**fabric** (n): ύφασμα, πανί  
**fabulous** (adj): μυθώδης, υπέροχος, θαυμάσιος  
**face** (v): είμαι απέναντι

**facilitate** (v): διευκολύνω  
**facility** (n): άνεση, ευκολία  
**factor** (n): παράγοντας  
**fair** (n): έκθεση, εμποροπανήγυρης  
**fairground** (n): υπαίθριος χώρος πανήγυρης  
**fairly** (adv): αρκετά, εντελώς  
**fame** (n): φήμη  
**familiar** (adj): οικείος, γνωστός  
**fan** (n): φανατικός οπαδός  
**fancy** (adj): φανταχτερός, πολυτελείας  
**far-reaching** (adj): μεγάλης σημασίας  
**fashionable** (adj): μοντέρνος, της μόδας  
**fast** (adj): γρήγορος  
**fat** (n): λίπος  
**faucet** (n): βρύση  
**faulty** (adj): ελαττωματικός  
**favourable** (adj): ευνοϊκός  
**feature** (n): χαρακτηριστικό γνώρισμα  
**feature film** (n): ταινία μεγάλου μήκους  
**ferment** (v): παθαίνω ζύμωση  
**festivities** (n): εορταστικές εκδηλώσεις  
**festivity** (n): πανήγυρις, γιορτή  
**few**: λίγοι  
**fig** (n): σύκο  
**figure** (in the bill) (n): αριθμός  
**fill in** (v): συμπληρώνω  
**fillet** (n): φιλέτο  
**filling** (n): γέμιση  
**finances** (n): τα οικονομικά  
**find** (n): εύρημα  
**fine** (adj): ωραίος  
**finely** (adv): λεπτά, ψιλά  
**firmly** (adv): σταθερά  
**first aid**: πρώτες βοήθειες  
**fix** (v): στερεώνω, φτιάχνω  
**fixed** (adj): σταθερός  
**fizzy** (adj): με ανθρακικό  
**flair** (n): φυσική κλίση, ικανότητα  
**flat** (adj): ανούσιος, ξεθυμασμένος  
**flatten** (v): ισιώνω  
**flavour** (n, v): αρωματίζω, άρωμα  
**flesh** (n): σάρκα  
**flexible** (adj): εύλικτος  
**floor show**: θέαμα πίστας

**flour** (n): αλεύρι  
**flow** (v): ρέω, κυλώ, χύνομαι  
**fluency** (n): ευχέρεια  
**fog** (n): ομίχλη  
**foggy** (adj): ομιχλώδης  
**fold** (v): διπλώνω, τυλίγω  
**folklore** (n, adj): λαϊκές παραδόσεις, παραδοσιακός  
**foothills** (n): λόφοι στους πρόποδες βουνού  
**foreign currency exchange service**: υπηρεσία συναλλάγματος  
**forest** (n): δάσος  
**fork** (n): πιρούνι  
**formally** (adv): τυπικά  
**former** (adj): πρώην, προηγούμενος  
**fortified wine**: κρασί στο οποίο έχει προστεθεί πολύ αλκοόλ  
**fortnight** (n): δεκαπενθήμερο  
**fortress** (n): κάστρο  
**found** (v): ιδρύω  
**French dressing** (n): σάλτσα από λάδι ξύδι και μπαχαρικά  
**French fries** (AmE): πατάτες τηγανιτές  
**frequent** (adj): συχνός, τακτικός  
**friendliness** (n): φιλικότητα  
**friendly** (adj): φιλικός  
**front** (adj): μπροστινός  
**frontier** (n): σύνορο  
**fruit** (n): φρούτο  
**fruity** (adj): με γεύση φρούτου  
**fry** (v): τηγανίζω  
**frying pan** (n): τηγάνι  
**full board** (n): πλήρης διατροφή, πληρώνεις για το δωμάτιο και όλα τα γεύματα  
**full-bodied wine**: κρασί με πλούσια και δυνατή γεύση  
**funicular** (railway) (n): τελεφερίκ  
**furnished** (adj): επιπλωμένο  
**further** (adj): μακρύτερα, περισσότερο

## G

**gap** (n): χάσμα  
**gardening** (n): κηπουρική  
**garlic** (n): σκόρδο  
**garnish** (n, v): γαρνιτούρα, γαρνίρω  
**generous** (adj): γενναιόδωρος, πλούσιος, άφθονος



**gently** (adv): απαλά  
**giant beans** (n): φασόλια γίγαντες  
**gin** (n): τζιν  
**ginger ale** (n): τζιτζιμπύρα (αεριούχο ποτό)  
**glamorous** (adj): μυθικός, σαγηνευτικός  
**glass** (n): ποτήρι  
**glaze** (v): γκλασσάρω, γυαλίζω  
**gloomy** (adj): σκοτεινός, μελαγχολικός  
**go fifty-fifty** (v): πληρώνω μισά-μισά  
**go halves in the bill** (v): πληρώνω μισά-μισά  
**go through** (v): εξετάζω  
**golf course** (n): γήπεδο γκολφ  
**gondola** (n): γόνδολα  
**good heavens** (n): Θεέ μου  
**goose** (n): χήνα  
**gorge** (n): φαράγγι  
**gourmet** (n): γνώστης του καλού φαγητού και ποτού  
**graciously** (adv): πρόσχαρα  
**graduate** (n, v): πτυχιούχος, απόφοιτος, αποφοιτώ  
**grain** (n): δημητριακά, σπυρί ρυζιού  
**grape** (n): σταφύλι  
**grapefruit** (n): γκρέιπ-φρουτ  
**grasp** (n): γνώση  
**grate** (v): τρίβω  
**grater** (n): τρίφτης  
**gratitude** (n): ευγνωμοσύνη  
**gravy** (n): σάλτσα από ζωμό κρέατος  
**grease** (n, v): λίπος, λαδώνω  
**greaseproof paper** (n): λαδόχαρτο  
**greet** (v): χαιρετώ  
**greyish** (adj): γκριζωπός  
**grievance** (n): παράπονο  
**grill** (n, v): σχάρα, ψητό σχάρας, ψήνω στη σχάρα  
**grind** (ground, ground) (v): αλέθω  
**ground** (n): έδαφος, γήπεδο  
**group** (n, v): ομάδα, κατατάσσω σε ομάδες  
**grove** (n): δάσος  
**growth** (n): ανάπτυξη  
**guarantee** (v, n): εγγυώμαι, εγγύηση  
**guidance** (n): καθοδήγηση  
**guide** (n, v): ξεναγός, ξεναγώ  
**guy** (n): άντρας (λαϊκή)

# H

- haddock** (n): μπακαλιάρος  
**hairdressing salon**: κομμωτήριο  
**hairdrier** (n): πιστολάκι για στέγνωμα μαλλιών  
**half** (adj): μισός  
**half board** (n): ημιδιατροφή, πληρώνεις για το δωμάτιο, το πρωινό και ένα γεύμα  
**hall porter** (n): θυρωρός  
**ham** (n): χοιρομέρι, χοιρινό, ζαμπόν  
**hamburger** (n): μπιφτέκι από κιμά  
**hamlet** (n): χωριουδάκι  
**hand-hold** (n): λαβή  
**hand in** (v): δίνω, παραδίνω  
**handle** (v): χειρίζομαι  
**handy** (adj): εύχρηστος, χρήσιμος  
**hang on** (v): περίμενε!  
**hang up** (v): κλείνω το τηλέφωνο  
**hard boiled egg**: αυγό σφιχτό  
**hardworking** (adj): εργατικός  
**hare** (n): λαγός  
**harmful** (adj): βλαβερός  
**have access to** (v): έχω πρόσβαση  
**head chef** (n): αρχιμάγειρας  
**head waiter** (n): αρχισερβιτόρος  
**heading** (n): επικεφαλίδα  
**heated** (adj): θερμαινόμενος  
**helpful** (adj): εξυπηρετικός  
**helping** (n): μερίδα  
**herb** (n): βότανο  
**herbal** (adj): από βότανα  
**highway** (n): εθνική οδός  
**hint** (n): υπόδειξη, υπαινιγμός  
**hold** (v): κάνω, οργανώνω  
**hold on** (v): περιμένω στο τηλέφωνο  
**hollow** (adj): κοίλος  
**home made** (adj): σπιτικός  
**honey** (n): μέλι  
**honey puffs**: λουκουμάδες  
**honour** (n): τιμή  
**hope** (n): ελπίδα  
**hors d'oeuvres**: ορεκτικά  
**horse ride** (n): ιππασία  
**horse-ride instructor** (n): δάσκαλος ιππασίας

**hospitable** (adj): φιλόξενος  
**hospitality** (n): φιλοξενία  
**host** (n): οικοδεσπότης, ξεναγός  
**hostess** (n): οικοδέσποινα  
**house** (v): στεγάζω  
**house wine** (n): σπιτικό κρασί  
**housekeeping** (n): φροντίδα σπιτιού  
**hungry** (adj): πεινασμένος

## I

**ice** (n, v): πάγος, παγώνω, γκλασάρω  
**ice-cream** (n): παγωτό  
**iced** (adj): παγωμένος  
**icing** (n): γκλασάρισμα  
**identify** (v): αναγνωρίζω, προσδιορίζω την ταυτότητα  
**ignite** (v): ανάβω  
**immediately** (adv): αμέσως  
**impact** (n): επίδραση, αντίκτυπο  
**implication** (n): συνέπεια, επίπτωση  
**import** (v): εισάγω  
**imported** (adj): εισαγόμενος  
**impress** (v): εντυπωσιάζω  
**impression** (n): εντύπωση  
**(in) advance**: εκ των προτέρων  
**(in) bulk**: χονδρικώς  
**in due course**: στην ώρα του  
**inconvenience** (n): ενόχληση  
**include** (v): περιλαμβάνω  
**incur** (v): προκαλώ, υφίσταμαι  
**independent** (adj): ανεξάρτητος  
**indication** (n): ένδειξη  
**industry** (n): βιομηχανία  
**infrastructure** (n): υποδομή  
**infuse** (v): ζεματίζω φύλλα τσαγιού, ενσταλάζω  
**ingredient** (n): συστατικό  
**inhabit** (v): κατοικώ  
**initiative** (n): πρωτοβουλία  
**inquire** (v): ζητώ να μάθω  
**insist** (v): επιμένω  
**install** (v): εγκαθιστώ, τοποθετώ  
**instant** (adj): στιγμιαίος  
**instead** (adv): στη θέση, αντί γι' αυτό

**instructor** (n): δάσκαλος  
**instrument** (n): εργαλείο  
**intact** (adj): άθικτος  
**interest** (n): ενδιαφέρον  
**interpreting equipment** (n): εξοπλισμός διερμηνείας  
**interrogative** (adj): ερωτηματικός  
**interview** (n): συνέντευξη  
**introduce** (v): συστήνω  
**invert** (v): αναποδογυρίζω  
**invest** (v): επενδύω  
**involve** (v): συνεπάγομαι, περιλαμβάνω  
**island** (n): νησί  
**islet** (n): νησάκι  
**issue** (n): έκδοση  
**issue** (v): μοιράζω, διανέμω, εκδίδω  
**item** (n): πράγμα, σημείο (σε κατάλογο)  
**itinerary** (n): δρομολόγιο, οδοιπορικό

## J

**jag** (n): προεξοχή  
**jam** (n): μαρμελάδα  
**jewel** (n): κόσμημα  
**jewellery** (n): κοσμήματα  
**job** (n): δουλειά  
**joint** (adj): συνδυασμένος  
**journey** (n): ταξίδι  
**jug** (n): κανάτα  
**juice** (n): χυμός  
**junction** (n): διασταύρωση δρόμων

## K

**kebab** (n): κεμπάμπ, κρέας σουβλάκι  
**keep sth. up** (v): συντηρώ  
**kettle** (n): τσαγερό, χύτρα  
**kidney** (n): νεφρό  
**kind** (n): είδος  
**knead** (v): ζυμώνω  
**knight** (n): ιππότης  
**knob** (n): στρογγυλό κομμάτι (βούτυρο κλπ.)  
**knock** (v): χτυπώ  
**knowledge** (n): γνώση  
**knuckle** (n): κόμπος, άρθρωση δακτύλων

# L

**ladle** (n): κουτάλα

**lake** (n): λίμνη

**lamb** (n): αρνί, αρνίσιο κρέας

**lamb kebab**: αρνίσιο κεμπάμπ

**lamb on the spit**: αρνί στη σούβλα

**landlord/ landlady** (n): σπιτονοικοκύρης / -ρά

**landscape** (n): τοπίο

**lane** (n): δρομίσκος (σε πόλη), μονοπάτι (στην εξοχή)

**lap** (v): παφλάζω (τα κύματα)

**lasagne** (n): λαζάνια

**latter**: τελευταίος

**laundry** (n): πλυντήριο

**lawn** (n): γρασίδι, παρτέρι

**layer** (v): στρώνω

**layer** (n): στρώμα

**leaf** (n): φύλλο

**leaflet** (n): φυλλάδιο

**leakage** (n): διαρροή, διαφυγή

**leather** (n): δέρμα

**leatherware** (n): δερμάτινα είδη

**leisure** (n): ελεύθερος χρόνος

**leisure centre** (n): χώρος ανάπαυσης

**lemon** (n): λεμόνι

**lemon grove** (n): λεμονοδάσος

**lemon pie** (n): λεμονόπιττα

**lengthwise** (adv): κατά μήκος, στο μήκος

**let** (v): ενοικιάζω, εκμισθώνω

**lie** (v): βρίσκομαι

**lift** (n): ανελκυστήρας

**lightly** (adv): ελαφρά

**lightly** (adv): ελαφρά

**lightly done egg**: αυγό μελάτο

**like** (n): προτίμηση

**lime juice** (n): χυμός γλυκολέμονου

**limited** (adj): περιορισμένος

**line** (v): πλαισιώνω

**lipstick** (n): κραγιόν

**liqueur** (n): λικέρ

**liquor** (n): οινοπνευματώδες ποτό

**litre** (n): λίτρο

**litter** (n, v): σκουπίδια, απορρίματα, προκαλώ ακαταστασία

**little**: λίγος

**live music:** ζωντανή μουσική  
**liver** (n): συκώτι  
**loaf** (n): καρβέλι  
**lobster** (n): αστακός  
**local** (adj): τοπικός  
**locality** (n): περιοχή  
**located** (be): βρίσκομαι  
**lock** (n, v): κλειδώνω, κλειδαριά  
**look on to** (v): έχουν θέα προς  
**look forward to** (+gerund) (v): προσμένω, ανυπομονώ  
**lose** (v): χάνω  
**loss** (n): απώλεια  
**loudspeaker** (n): μεγάφωνο  
**lounge** (n): αίθουσα ξενοδοχείου, σαλόνι  
**lovely** (adj): θαυμάσιος  
**low** (adj): χαμηλός  
**(luggage) porter** (n): αχθοφόρος  
**lump** (of sugar) (n): κομμάτι (ζάχαρης), σβώλος  
**luxurious** (adj): πολυτελής  
**luxury** (n): πολυτέλεια, χλιδή

## M

**mackerel** (n): σκουμπρί, κολιός  
**Madeira:** μαδέρα, άσπρο κρασί  
**magister** (n): μάγιστρος  
**magnificent** (adj): έξοχος, μεγαλοπρεπής  
**mail** (n, v): αλληλογραφία, ταχυδρομώ  
**main** (adj): κύριος, κεντρικός  
**main course** (n): κυρίως πιάτο στο τραπέζι  
**maintain** (v): διατηρώ  
**maintenance** (n): συντήρηση  
**maître d'hotel** (n): αρχισερβιτόρος  
**majestic** (adj): μεγαλοπρεπής  
**make enquiries** (v): παίρνω πληροφορίες  
**make reservations** (v): κάνω κρατήσεις  
**make up of** (v): συγκροτώ, αποτελώ  
**manage** (v): καταφέρνω  
**management** (n): διαχείριση, διεύθυνση  
**manager/ ress** (n): διευθυντής/ -τρία  
**manner** (n): τρόπος  
**mansion** (n): αρχοντικό  
**manufacturer** (n): κατασκευαστής, βιομήχανος



**many:** πολλοί

**marinate** or **marinade** (v): βάζω σε μαρινάδα (μίγμα από λάδι, ξύδι ή κρασί, μπαχαρικά και αρωματικά φυτά)

**marital status:** οικογενειακή κατάσταση

**marjoram** (n): ματζουράνα

**mark** (v): μαρκάρω, σημειώνω

**marmalade** (n): μαρμελάδα

**martini** (n): μαρτίνι

**master key** (n): γενικό αντικλείδι

**mastic gum** (n): μαστίχα

**match** (with) (v): ταιριάζω

**material** (n): υλικό

**matter** (n): ζήτημα, θέμα

**it doesn't matter:** δεν πειράζει

**what's the matter?:** τι συμβαίνει;

**mattress** (n): στρώμα

**mayonnaise** (n): μαγιονέζα

**meal** (n): γεύμα

**means** (n): μέσα

**meatball** (n): κεφτές

**medium** (adj): μέτριος

**melon** (n): πεπόνι

**melt** (v): λιώνω

**member** (n): μέλος

**memorable** (adj): αξέχαστος

**memory** (n): μνήμη

**menu** (n): μενού

**mess** (n): ακαταστασία

**message** (n): μήνυμα

**midday** (n): μεσημέρι

**mild** (adj): ήπιος, γλυκός

**milk shake** (n): ρόφημα από γάλα, φρούτα ή βανίλια και παγωτό καλά χτυπημένο

**minced meat** (BrE) / **mincemeat** (AmE): κιμάς

**mineral water:** μεταλλικό νερό

**minimum** (n): ελάχιστο

**mint** (n): μαϊντανός, μέντα, δυόσμος

**minus** (n): μείον

**mirror** (n): καθρέπτης

**miss** (v): χάνω

**missing** (adj): παραλειπόμενος, που λείπει

**misunderstanding** (n): παρεξήγηση

**mix** (v): αναμιγνύω

**mixers** (n): μη αλκοολούχα ποτά που ανακατεύονται με οينوπνευματώδη ποτά

**mixture** (n): μίγμα  
**moderate** (adj): μέτριος  
**modified American plan**: πληρώνεις για το δωμάτιο, το πρωινό και ένα γεύμα  
**monument** (n): μνημείο  
**motivate** (v): παρακινώ  
**motorway** (n): αυτοκινητόδρομος  
**mould** (n): μούχλα  
**mouldy** (adj): μουχλιασμένος  
**mountain** (n): βουνό  
**mountain range** (n): οροσειρά  
**mountainous** (adj): ορεινός  
**mozzarella** (n): μοτσαρέλλα (Ιταλικό τυρί)  
**much**: πολύς, πολλή, πολύ  
**mullet** (n): κέφαλος (ψάρι)  
**multi-functional** (adj): για πολλές χρήσεις  
**multi-lingual** (adj): πολύγλωσσος  
**multiply** (v): πολλαπλασιάζω  
**multi-purpose** (adj): που χρησιμοποιείται για πολλούς σκοπούς  
**mushroom** (n):μανιτάρι  
**mussel** (n): μύδι  
**mustard** (n): μουστάρδα

## N

**napkin** (n): πετσέτα  
**narrow** (adj): στενός  
**nationality** (n): εθνικότητα  
**natural** (adj): φυσικός  
**neat** (adj): σκέτος  
**negative** (adj): αρνητικός  
**nephew/ niece** (n): ανηψιός/ ανηψιά  
**net** (n): δίχτυ  
**news stand**: περίπτερο εφημερίδων  
**non coated** (adj): χωρίς επίστρωμα  
**non stick** (adj): που δεν κολλάει  
**noodles** (n): χυλοπίτες, λαζάνια  
**north** (n): βορράς  
**northern** (adj): βόρειος  
**noteworthy** (adj): αξιοσημείωτος  
**nowadays** (adv): στην εποχή μας, σήμερα  
**nuisance** (n): ενόχληση, μπελάς  
**nut** (n): καρύδι  
**nutmeg** (n): μοσχοκάρυδο

# O

- obtain** (v): κατέχω, αποκτώ  
**off** (adv): μπαγιάτικος (ψάρι, κρέας)  
**olive** (n): ελιά  
**olive oil** (n): ελαιόλαδο  
**omelette** (n): ομελέττα  
**omit** (v): παραλείπω  
**on behalf of**: εκ μέρους  
**on board** (n): είμαι σε πλοίο ή αεροπλάνο  
**on condition that**: υπό τον όρο ότι  
**on request**: κατόπιν αιτήσεως  
**on the rocks** (whisky): ούσκι με πάγο  
**onion** (n): κρεμμύδι  
**spring onions**: φρέσκα κρεμμυδάκια  
**operate** (v): λειτουργώ, εργάζομαι  
**operation** (n): λειτουργία  
**opinion** (n): γνώμη  
**opportunity** (n): ευκαιρία  
**opposite to**: απέναντι  
**optional** (adj): προαιρετικός  
**orange** (n): πορτοκάλι  
**order** (v): παραγγέλλω  
**oregano** (n): ρίγανη  
**origin** (n): προέλευση  
**otherwise** (adv): διαφορετικά  
**outskirts** (n): περίχωρα  
**ouzo** (n): ούζο  
**oven** (n): φούρνος  
**overcooked** (adj): παραψημένος  
**overhang** (v): προεξέχω, κρέμομαι  
**overhead projector** (n): ανακλαστικός προβολέας  
**overland** (adv): διά ξηράς  
**overlap** (v): σκεπάζω εν μέρει  
**overnight** (adj): ολονύκτιος, κατά τη διάρκεια της νύχτας  
**overripe** (adj): πολύ ώριμος  
**overtime** (n): υπερωρία  
**ox** (n): βόδι  
**oyster** (n): στρείδι

# P

**package trip/ tour** (n): οργανωμένο ταξίδι (στην τιμή του οποίου περιλαμβάνονται όλα τα έξοδα)

**paddling pool**: λιμνούλα σε πάρκο για τα μικρά παιδιά

**painting** (n): μπογιάτισμα

**palm** (n): παλάμη, φοίνικας

**pancake** (n): τηγανίτα, κρέπα

**paprika** (n): κόκκινο πιπέρι

**parboil** (v): μισοβράζω

**parsley** (n): μαϊντανός

**participant** (n): συμμετέχων

**participate** (v): συμμετέχω

**particular** (adj): συγκεκριμένος, ιδιαίτερος

**passport** (n): διαβατήριο

**pasticcio** (n): παστίτσιο

**pastime** (n): διασκέδαση, ευχάριστη απασχόληση

**pastry** (n): ζύμη

**pastry shop** (n): ζαχαροπλαστείο

**pâte de foie gras**: πατέ από συκώτι χήνας

**patient** (adj): υπομονετικός

**patio** (n): πλακόστρωτη αυλή

**patron** (n): προστάτης

**patron saint** (n): πολιούχος Άγιος

**payment** (n): πληρωμή

**payroll** (n): μισθοδοτική κατάσταση

**pea** (n): μπιζέλι, αρακάς

**peace** (n): ειρήνη

**peaceful** (adj): ειρηνικός

**peach** (n): ροδάκινο

**pear** (n): αχλάδι

**pebble** (n): βότσαλο

**pebbly** (adj): με βοτσαλάκια

**peel** (n, v): φλούδα, ξεφλουδίζω

**peninsula** (n): χερσόνησος

**pension** (n): σύνταξη, πανσιόν

**pepper** (n): πιπέρι

**percentage** (n): % ποσοστό, αναλογία

**perch** (n): πέρκα

**perform** (v): εκτελώ

**perfume** (n): άρωμα

**permit** (v): επιτρέπω

**personality** (n): προσωπικότητα

**personally** (adv): προσωπικά  
**personnel** (n): προσωπικό  
**personnel records** (n): αρχεία, φάκελλοι προσωπικού  
**persuade** (v): πείθω  
**petits fours** (n): μικρά γλυκίσματα με φρούτα  
**piazza** (n): πλατεία  
**pick somebody up** (v): παίρνω κάποιον (με αυτοκίνητο)  
**pick something up** (v): παίρνω (κάτι από κάτω)  
**picturesque** (adj): γραφικός  
**pigeonhole** (n): θυρίδα  
**pillow** (n): μαξιλάρι  
**pinch** (n): πρέζα, ελάχιστη ποσότητα  
**pine** (n): πεύκο  
**pineapple** (n): ανανάς  
**pint** (n): μονάδα μέτρησης υγρών (568 γραμμάρια)  
**plaice** (n): γλώσσα (ψάρι)  
**plain** (adj): απλός, σκέτος  
**plan** (v): σχεδιάζω  
**planning** (n): σχεδιασμός  
**platter** (n): πιατέλλα  
**pleasant** (adj): ευχάριστος  
**plenty of** (adj): άφθονος, πλήθος  
**plum** (n): δαμάσκηνο  
**plumbing** (n): υδραυλικά (κτιρίου)  
**plus** (n): συν  
**poach** (v): φτιάχνω αυγά ποσέ, σιγοβράζω  
**poached** (adj): ποσέ  
**point** (n): σημείο  
    **make a point** (v): έχω ως αρχή  
**pointed** (adj): αιχμηρός  
**polish** (v): γυαλίζω  
**polite** (adj): ευγενής  
**population** (n): πληθυσμός  
**pork** (n): χοιρινό κρέας  
**port** (n): λιμάνι, πορτό (κρασί)  
**porter** (n): θυρωρός  
**portion** (n): μερίδα  
**position** (n): θέση  
**positive** (adj): θετικός  
**possess** (v): κατέχω  
**post** (n): θέση  
**potable** (adj): πόσιμος  
**potato** (n): πατάτα  
**potential** (adj): ενδεχόμενος, δυνατός

**poultry** (n): πουλερικά  
**pour** (v): χύνω, σερβίρω (ποτό)  
**prawn** (n): καραβίδα  
**precaution** (n): προφύλαξη  
**precise** (adj): ακριβής  
**prefecture** (n): νομός  
**prefer** (v): προτιμώ  
**preference** (n): προτίμηση  
**preheat** (v): προθερμαίνω  
**preparation** (n): προετοιμασία  
**preserve** (v): διατηρώ, διασώζω, συντηρώ  
**prescribe** (v): δίνω συνταγή  
**prescription** (n): συνταγή  
**pressure** (n): πίεση  
**prestige** (n): γόητρο, κύρος  
**prestigious** (adj) : περίβλεπτος, που προσδίδει γόητρο  
**prevent** (v): εμποδίζω  
**print** (v): εκτυπώνω  
**printer** (n): εκτυπωτής  
**prior** (adj): προηγούμενος  
**privacy** (n): μοναξιά, ησυχία, μυστικότητα  
**proceed** (v): προχωρώ, συνεχίζω  
**process** (n): διαδικασία  
**product** (n): προϊόν  
**profession** (n): επάγγελμα  
**professional** (adj): επαγγελματικός, επαγγελματίας  
**proficient** (adj): γνώστης ικανός  
**profit** (n): κέρδος  
**profiterole** (n): προφιτερόλ  
**projection** (n): προεξοχή  
**projection screen** (n): οθόνη προβολής  
**promise** (n, v): υπόσχομαι, υπόσχεση  
**promote** (v): προάγω  
**promotion** (n): προαγωγή, προβολή  
**prong** (n): προεξοχή, the three prongs of Halkidiki: τα τρία πόδια της Χαλκιδικής  
**proportion** (n): αναλογία  
**prosciutto** (n): καπνιστό Ιταλικό ζαμπόν με μπαχαρικά  
**prospect** (n): προοπτική  
**prosperity** (n): ευημερία  
**protest** (v): διαμαρτύρομαι  
**proud** (adj): υπερήφανος  
**provide** (v): προμηθεύω, εφοδιάζω  
**provided that**: υπό τον όρο ότι



**province** (n): επαρχία  
**public** (n): κοινό  
**pudding** (n): πουτίγκα  
**punctual** (adj): ακριβής  
**purchase** (n, v): αγορά, αγοράζω  
**pursue** (v): εκδίδω  
**put away** (v): βάζω στη θέση του  
**put through** (v): συνδέω  
**put up with** (v): ανέχομαι, υποφέρω  
**puzzled** (adj): αμήχανος, προβληματισμένος

## Q

**qualification** (n): προσόν  
**quite** (adv): μάλλον, εντελώς, απολύτως

## R

**race course** (n): ιπποδρόμιο  
**rack** (n): ράφι  
**radish** (n): ραπανάκι  
**rail** (n): βέργα, κρεμάστρα  
**railway** (n): σιδηρόδρομος  
**rainfall** (n): βροχόπτωση  
**rainy** (adj): βροχερός  
**raisin** (n): σταφίδα  
**range** (n): κλίμακα, ποικιλία  
**range** (v): ποικίλω, κυμαίνομαι  
**rank** (taxi) (n): πιάτσα  
**rare** (adj): μισοψημένος (με το αίμα του)  
**rate** (n): τιμή  
**rather** (adv): μάλλον  
**would rather**: προτιμώ  
**raw** (adj): ωμός, άψητος  
**receipt** (n): απόδειξη  
**receive** (v): λαμβάνω  
**recent** (adj): τελευταίος, πρόσφατος  
**reception** (n): υποδοχή  
**reception desk** (n): ρεσεψιόν, γραφείο υποδοχής  
**receptionist** (n): ρεσεψιονίστας  
**recipe** (n): συνταγή  
**recommend** (v): συνιστώ, συστήνω, προτείνω  
**recommendation** (n): υπόδειξη

**record** (n, v): κατάλογος, αρχείο, καταγραφή, καταγράφω  
**recreational facilities** (n): ψυχαγωγικά μέσα  
**recruit** (v): προσλαμβάνω  
**red handed** (adv): επ' αυτοφώρω  
**reduce** (v): μειώνω  
**reference letter**: συστατική επιστολή  
**refuge** (n): καταφύγιο  
**region** (n): περιοχή  
**register** (v): εγγράφω (σε κατάλογο), καταγράφω  
**registration card** (n): κάρτα καταγραφής πελατών  
**regret** (v): λυπάμαι  
**regular** (adj): τακτικός  
**regulation** (n): κανονισμός  
**regulator** (n): ρυθμιστής  
**reheat** (v): ξαναζεσταίνω  
**reign** (v): βασιλεύω  
**relax** (v): χαλαρώνω, ηρεμώ  
**relevant** (adj): σχετικός  
**reliable** (adj): αξιόπιστος  
**remain** (v): παραμένω  
**remains** (n): ερείπια, λείψανα  
**remark** (n): παρατήρηση  
**remarkable** (adj): αξιόλογος, αξιοσημείωτος  
**reminder** (n): υπόμνηση  
**remnants** (n): υπολείμματα  
**remove** (v): απομακρύνω, αφαιρώ  
**renowned** (adj): ξακουστός, διάσημος  
**repair** (n, v): επισκευή, επισκευάζω  
**repeatedly** (adv): επανειλημμένα  
**replace** (v): αντικαθιστώ  
**reply** (v): απαντώ  
**reputation** (n): υπόληψη, φήμη, όνομα  
**request** (n): παράκληση  
**require** (v): χρειάζομαι, απαιτώ  
**requirement** (n): απαίτηση, ανάγκη  
**resemble** (v): μοιάζω  
**reservation** (n): κράτηση  
**reservation list** (n): κατάλογος κρατήσεων  
**residence** (n): διαμονή  
**residential** (adj): κατοικημένος  
**resist** (v): ανθίσταμαι, αντιστέκομαι  
**resort** (n): θέρετρο, τόπος διακοπών  
**respect** (n): άποψη, σεβασμός  
**respectfully** (adv): με σεβασμό

**respectively** (adv): αντίστοιχα  
**respond** (v): απαντώ  
**response** (n): απάντηση, ανταπόκριση  
**responsible** (adj): υπεύθυνος  
**rest** (n): υπόλοιπο  
**retain** (v): διατηρώ  
**retire** (v): αποσύρομαι, παραιτούμαι  
**retrace** (v): ξαναγυρίζω πίσω από τον ίδιο δρόμο  
**return ticket** (n): εισιτήριο μετ' επιστροφής  
**reverse-change call** (n): τηλεφώνημα που χρεώνεται ο καλούμενος  
**review** (v): εξετάζω, ανασκοπώ  
**revolve** (v): περιστρέφω  
**revolving spit**: περιστρεφόμενη σούβλα  
**reward** (n, v): αμοιβή, αμείβω  
**ride** (n): διαδρομή  
**rind** (n): φλούδα (τυριού, μπέικον, καρπουζιού)  
**ring mould**: φόρμα στρογγυλή  
**rise** (v): υψώνομαι, ανεβαίνω  
**river** (n): ποταμός  
**roast** (adj, v): ψητός, ψημένος, ψήνω  
**roll** (n): φρατζολάκι, κύλινδρος, στριφογύρισμα  
**roll** (v): στρώνω, απλώνω, στριφογυρίζω  
**rolling pin** (n): πλάστης  
**roof** (n): στέγη  
**roof-garden** (n): κήπος σε ταράτσα  
**room rate** (n): τιμή δωματίου  
**room temperature** (n): θερμοκρασία δωματίου  
**roquefort** (n): τυρί ροκφόρ  
**rosé**: ροζέ (κρασί)  
**rosemary** (n): δενδρολίβανο  
**rotate** (v): περιστρέφω  
**rough** (sea) (adj): φουρτουνιασμένος (θάλασσα), σκληρός, τραχύς  
**round** (n): γύρος, στρογγυλό αντικείμενο  
**roundabout** (n): κυκλική διασταύρωση δρόμων  
**route** (n): πορεία, διαδρομή  
**row** (n): σειρά  
**royal** (adj): βασιλικός  
**rub** (v): τρίβω  
**ruin** (n): ερείπιο  
**rule** (n): κανόνας  
**rum** (n): ρούμι  
**run** (v): διευθύνω, λειτουργώ  
**running**: τρεχούμενος

# S

**sage** (n): φασκόμηλο

**salary** (n): μισθός

**sale** (n): πώληση

**on sale**: που πωλείται, σε τιμή ευκαιρίας

**salesperson** (n): πωλητής, πωλήτρια

**salmon** (n): σολομός

**salt** (n): αλάτι

**salutation** (n): χαιρετισμός

**sample** (n): δείγμα

**sanctuary** (n): ναός, ιερό

**sandwich** (n): σάντουιτς

**sandy** (adj): με άμμο, αμμώδης

**sardine** (n): σαρδέλα

**satellite** (n): δορυφόρος

**satisfaction** (n): ικανοποίηση

**satisfactory** (adj): ικανοποιητικός

**saucepan** (n): κατσαρόλα με χέρι

**saucer** (n): πιατάκι

**sauna** (n): σάουνα

**sausage** (n): λουκάνικο

**sauté** (v): σωτάρω, σωτέ

**savoury** (adj. n): νόστιμος, πικάντικος, μεζές

**scald** (v): ζεματίζω, πλένω με καυτό νερό

**scatter** (v): σκορπίζω

**scene** (n): σκηνή, τόπος

**scenery** (n): τοπίο, θέα

**scented** (adj): μυρωδάτος

**schedule** (v, n): προγραμματίζω, πρόγραμμα

**scone** (n): μικρό κέικ

**scrambled egg** (n): αυγό σφουγγάτο, χτυπημένο αυγό

**sculpture** (n): γλυπτική

**sea perch** (n): σφυρίδα

**seafood** (n): θαλασσινά

**season** (n, v): εποχή, ψήνω, καρυκεύω

**seasonality** (n): εποχικότητα

**seat** (n, v): θέση, καθίζω

**secretarial** (adj): (καθήκοντα) γραμματέως

**section** (n): τμήμα

**secure** (v): εξασφαλίζω

**security** (n): ασφάλεια

**seed** (n): σπόρος

**select** (v): επιλέγω

**self** (n): εαυτός  
**semi skimmed** (adj): ημίπαχος  
**separate** (adj): χωριστός  
**service** (v): εξυπηρετώ  
**set lunch** (n): καθορισμένο φαγητό  
**set off** (v): ξεκινώ  
**set up** (v): οργανώνω  
**settle** (v): πληρώνω, εξοφλώ  
**settle a bill** (v): πληρώνω λογαριασμό  
**sewage** (n): αποχέτευση  
**shape** (v): πλάθω, δίνω σχήμα  
**share** (v): μοιράζομαι  
**sharp** (adj): κοφτερός, πικάντικος  
**sheet** (n): σεντόνι  
**shelf** (n): ράφι  
**shell** (v): ξεφλουδίζω  
**shellfish** (n): θαλασσινά, οστρακοειδή (στρείδια, μύδια, καβούρια κλπ.)  
**sherry** (n): σέρυ  
**shift** (n): βάρδια  
**shine** (v): λάμπω  
**shingle** (n): βότσαλο  
**shopping** (n): ψώνια  
**shore** (n): ακτή, όχθη  
**short of** (adj): ελλιπής  
**short staffed**: έλλειψη προσωπικού  
**shortbread** (n): μπισκότο που τριβεται εύκολα  
**show** (v): δείχνω, συνοδεύω  
**shower** (n): ντους  
**shuttle bus** (n): λεωφορείο που κάνει κοντινά δρομολόγια  
**side** (n): πλευρά  
**side knife** (n): μαχαίρι βουτύρου  
**side plate** (n): πιάτο ψωμιού  
**sieve** (n, v): κόσκινο, κοσκινίζω  
**sights** (n): αξιοθέατα  
**sightseeing** (n): επίσκεψη των αξιοθέατων  
**sign** (v): υπογράφω  
**similar** (adj): όμοιος  
**simmer** (v): σιγοβράζω  
**simultaneous** (adj): ταυτόχρονος  
**single room** (n): μονό δωμάτιο  
**sirloin steak** (n): κόντρα φιλέτο  
**site** (n): τοποθεσία  
**situated** (be): βρίσκομαι  
**size** (n, v): μέγεθος, ταξινομώ κατά μέγεθος

**skewer** (n): σουβλάκι (για το κρέας)  
**skill** (n): δεξιότητα  
**skin** (n): δέρμα  
**skip** (v): πηδών, παραλείπω  
**slice** (n): κομμάτι, φέτα  
**slice** (v): κόβω σε φέτες, τεμαχίζω  
**slide projector** (n): προβολέας για διαφάνειες  
**slope** (n): πλαγιά  
**smooth** (adj, v): στρωτός, ομαλός, λείος, στρώνω  
**snack** (n): μεζές, φαγητό στο πόδι  
**so long as**: εφόσον, υπό την προϋπόθεση  
**social** (adj): κοινωνικός  
**socket** (n): πρίζα  
**soda** (n): σόδα  
**soft** (adj): απαλός, μαλακός  
**solarium** (n): ηλιόλουτρο  
**sole** (n): ψάρι γλώσσα  
**solid** (adj, n): συμπαγής, στερεός, στερεό σώμα  
**some**: μερικός, -οί  
**somebody**: κάποιος  
**someone**: κάποιος  
**something**: κάτι  
**somewhere**: κάπου  
**soufflé dish**: σκεύος για σουφλέ  
**soundproofed** (adj): με ηχομόνωση  
**sour** (adj): ξινός  
**sound** (adj, n, v): γερός, βάσιμος, ήχος, ηχώ  
**south** (n): νότος  
**spa** (n): ιαματική πηγή  
**space** (n): χώρος  
**spacious** (adj): ευρύχωρος  
**sparkling** (adj): αφρώδης (κρασί)  
**spatula** (n): σπάτουλα  
**specialise** (v): εξειδικεύω, εξειδικεύομαι  
**speciality** (n): σπεσιαλιτέ  
**specifically** (adv): ειδικά  
**specify** (v): αναφέρω με λεπτομέρεια  
**spicy** (adj): πικάντικος, με καρυκεύματα  
**spill** (v): χύνω  
**spinach** (n): σπανάκι  
**spinach pie** (n): σπανακόπιττα  
**spirit** (n): οινόπνευμα, οινοπνευματώδες ποτό  
**spit** (n): σούβλα  
**splendid** (adj): έξοχος, υπέροχος



**split** (v): μοιράζω  
**sponge** (n): σφουγγάρι  
**spoon** (n): κουτάλι  
**spot** (v): διακρίνω, ξεχωρίζω  
**spout** (n): στόμιο  
**spray** (n): αφρός  
**sprain** (v): στραμπουλώ  
**spread** (v): αλείφω, απλώνω, σκορπίζω  
**spring back** (v): εκτινάσσομαι  
**sprinkle** (v): ραντίζω, καταβρέχω  
**squid** (n): καλαμαράκι  
**staff** (n): προσωπικό  
**stain** (n): λεκές  
**stained**: λεκιασμένος  
**stairway** (n): σκάλα  
**stale** (adj): μπαγιάτικος  
**stand** (v): κερνάω  
**standard** (n): στάθμη, επίπεδο, (adj): σταθερός  
**starter** (n): πρώτο πιάτο στο τραπέζι  
**steak** (n): μπριζόλα, φιλέτο  
**steam** (n, v): ψήνω στον ατμό, ατμός  
**steaming hot**: καυτός  
**stem** (n): μίσχος  
**stew** (v): σιγοβράζω, σιγοψήνω  
**stick** (n): κομματάκι σε σχήμα βέργας, μπαστούνι  
**stick** (v): κολλώ  
**sticky** (adj): κολλώδης  
**stiff** (adj): δυνατός (για ποτό)  
**still** (adj): χωρίς ανθρακικό  
**stimulate** (v): ερεθίζω, παρακινώ  
**stir** (v): ανακατεύω  
**stock** (n, v): στοκ, απόθεμα, ζωμός, κονσομέ, γεμίζω  
**stock control** (n): έλεγχος αποθεματικού  
**stockpot** (n): κατσαρόλα σούπας  
**stone** (n): πέτρα  
**store** (v): αποθηκεύω  
**storey** (n), **eight storeyed**: όροφος, οκταόροφος  
**straight** (adv): ίσια, κατευθείαν, σκέτος  
**strain** (v): σουρώνω, στραγγίζω  
**strawberry** (n): φράουλα  
**stringy** (adj): ινώδης  
**stroll** (v): κάνω βόλτα  
**stroller** (n): περιπατητής

**stuff** (v): παραγεμίζω  
**stuffed cabbage leaves**: λαχανοντολμάδες  
**stuffed tomatoes and peppers**: γεμιστές ντομάτες και πιπεριές  
**stuffed vine leaves**: ντολμαδάκια  
**stuffing** (n): γέμιση  
**stumble** (v): σκοντάφτω  
**stylish** (adj): σικ, κομψός  
**substance** (n): ουσία  
**suburb** (n): προάστειο  
**sugar** (n): ζάχαρη  
**suggest** (v): προτείνω  
**suite** (n): σουίτα  
**en suite**: στη σειρά  
**superb** (adj): έξοχος, θαυμάσιος  
**supervise** (v): επιβλέπω  
**supervision** (n): επίβλεψη  
**supervisory** (adj): εποπτικός  
**supply** (v): προμηθεύω  
**surcharge** (n, v): επιπλέον χρέωση, χρεώνω επιπλέον  
**surface** (n): επιφάνεια  
**surgery** (n): χειρουργική  
**surprise** (n): έκπληξη  
**surroundings** (n): περίχωρα  
**sweet** (adj, n): γλυκός, γλυκό  
**swell** (v): πρήζομαι  
**swelter** (v): λειώνω από ζέστη  
**swimming pool** (n): πισίνα  
**switch** (n): διακόπτης  
**switchboard** (n): πίνακας, ταμπλώ (τηλεφ.)  
**switch on** (v): ανάβω  
**switch off** (v): σβήνω  
**sword fish** (n): ξιφίας

## T

**tabasco**: καυτερή κόκκινη σάλτσα  
**table d'hôte** (n): γεύμα σε καθορισμένη τιμή  
**tablespoon** (n): κουτάλι σερβιρίσματος  
**table-tennis** (n): πινγκ-πογκ  
**tactfully** (adv): διακριτικά, με τακτ  
**take down** (v): σημειώνω, γράφω  
**tall** (adj): ψηλός  
**tangerine** (n): μανταρίνι

**tap** (n): βρύση  
**tape recorder** (n): μαγνητόφωνο  
**tart** (n): τάρτα  
**tart dish**: σκεύος για τάρτα  
**tartar** (n): σάλτσα με μαγιονέζα, κρεμμυδάκια, τουρσί και μαϊντανό  
**taste** (n): γεύση  
**tasteless** (adj): άνοστος  
**tasty** (adj): εύγευστος, νόστιμος  
**tea bag** (n): ατομικό φακελάκι με τσάι  
**tea caddy** (n): κουτί τσαγιού  
**tea cake** (n): βούτημα  
**tea cloth** (n): τραπεζομάντηλο  
**tea cosy** (n): κάλυμα τσαγιέρας  
**tea cup** (n): φλυτζάνι τσαγιού  
**tea kettle** (n): κατσαρόλα που βράζει τσάι  
**tea leaf** (n): φύλλο τσαγιού  
**tea pot** (n): τσαγιέρα  
**tea-spoon** (n): κουταλάκι τσαγιού  
**tea strainer** (n): σουρωτήρι  
**tea trolley** (n): τραπεζάκι με ρόδες  
**tear** (v): σχίζω  
**technological** (adj): τεχνολογικός  
**temperature** (n): θερμοκρασία  
**temporary** (adj): προσωρινός  
**temptation** (n): πειρασμός  
**tender** (adj): τρυφερός  
**tennis court** (n): γήπεδο τέννις  
**tension** (n): ένταση  
**terrific** (n): πήλινο μαγειρικό σκεύος  
**thicken** (v): πυκνώνω  
**thoroughly** (adv): ολοκληρωτικά, διεξοδικά  
**thoughtful** (adj): σκεπτικός  
**threat** (n): απειλή  
**through** (prep): δια μέσου  
**thyme** (n): θυμάρι  
**tidy up** (v): συγυρίζω, τακτοποιώ  
**timetable** (n): ωρολόγιο πρόγραμμα, χρονοδιάγραμμα  
**tip** (n): φιλοδώρημα, άκρη  
**tiring** (adj): κουραστικός  
**toast** (n, v): φρυγανιά, φρυγανίζω, ζεσταίνω  
**tobacco** (n): καπνός  
**toilet** (n): τουαλέτα  
**tomato ketchup** (n): σάλτσα ντομάτας  
**tomb** (n): τάφος

**tongs** (n): τσιμπίδα  
**tonic** (n): τονωτικό, δυναμωτικό  
**too**: πάρα πολύ, περισσότερο από το κανονικό  
**top** (n): σκεπάζω την κορυφή  
**topic** (n): θέμα  
**total** (v, n): ανέρχομαι, σύνολο  
**tour** (n): ταξίδι, περιοδεία, περιήγηση  
**town** (n): πόλη  
**towel** (n): πετσέτα  
**trace** (n): ίχνος  
**traditional** (adj): παραδοσιακός  
**traffic jam** (n): κυκλοφοριακή συμφόρηση  
**traffic lights** (n): φωτεινός σηματοδότης  
**train** (v): εκπαιδεύω (πρακτικά)  
**trainee** (n): ασκούμενος  
**trainer** (n): εκπαιδευτής  
**transaction** (n): συναλλαγή  
**transfer** (v): μεταφέρω, μεταφέρομαι  
**translate** (v): μεταφράζω  
**transmission** (n): μετάδοση  
**transportation** (n): μεταφορά  
**travel agency** (n): ταξιδιωτικό γραφείο  
**travel agent** (n): ταξιδιωτικός πράκτορας  
**traveller's cheque** (n): ταξιδιωτική επιταγή  
**trend** (n): τάση  
**trout** (n): πέστροφα  
**try** (v): δοκιμάζω  
**tube** (n): υπόγειος σιδηρόδρομος  
**tuft** (n): φούντα, ματσάκι  
**tuna** (n): τόνος  
**turkey** (n): γαλοπούλα  
**turn on/ off** (v): ανάβω, σβήνω  
**turn out** (v): γυρίζω προς τα έξω, αδειάζω, σβήνω  
**turn up/ down** (v): θυμώνω, χαμηλώνω (την ένταση)  
**twin** (adj): δίδυμος  
**twin bedded room** (n): δωμάτιο με δυο ίδια μονά κρεβάτια

## U

**uncertainty** (n): αβεβαιότητα  
**uncle/ aunt** (n): θείος, θεία  
**uncountable** (adj): μη μετρήσιμος  
**underdone** (adj): όχι καλά ψημένος  
**undercooked** (adj): όχι καλά ψημένος  
**understanding** (n): κατανόηση

**undrinkable** (adj): που δεν πίνεται  
**uneatable** (adj): που δεν τρώγεται  
**unique** (adj): μοναδικός  
**unless** (conj): εκτός εάν  
**unmatched** (adj): απαράμιλλος  
**unripe** (adj): άγουρος  
**unserviced** (adj): χωρίς εξυπηρέτηση  
**unwanted** (adj): ανεπιθύμητος  
**upkeep** (n): συντήρηση  
**upside down**: ανάποδα, άνω-κάτω  
**urgent** (adj): επείγων  
**urgently** (adv): επειγόντως  
**utensil** (n): σκεύος

## V

**vacancy** (n): κενό δωμάτιο  
**vacant** (adj): άδειος, κενός  
**vacate** (v): εκκενώ, αδειάζω  
**vacation** (n): διακοπές  
**valet** (n): θαλαμηπόλος  
**validity** (n): εγκυρότητα  
**valley** (n): κοιλάδα  
**value** (n): αξία  
**variety** (n): ποικιλία  
**vary** (v): ποικίλω  
**vase** (n): βάζο, δοχείο  
**VAT**: Φόρος Προστιθέμενης Αξίας  
**veal** (n): μοσχάρι, κρέας  
**veal ragout**: μοσχάρι ραγού  
**vegetable soup** (n): χορτόσουπα  
**vegetarian** (n): χορτοφάγος  
**vegetation** (n): βλάστηση  
**vehicle** (n): όχημα  
**velouté sauce**: σάλτσα βελουτέ, άσπρη σάλτσα που γίνεται με ζωμό κότας, μοσχαριού ή ψαριού  
**venison** (n): κρέας από ελάφι  
**vermouth** (n): βερμούτ  
**versatile** (adj): πολλαπλός, χρήσιμος  
**version** (n): ερμηνεία, εκδοχή  
**vine** (n): κληματαριά  
**vine leaves**: αμπελόφυλλα  
**vinegar** (n): ξύδι  
**vocation** (n): επάγγελμα

**vocational** (adj): επαγγελματικός

**vodka** (n): βότκα

**volume** (n): ένταση

**voucher** (n): κουπόνι

## W

**wake** (v): ξυπνώ

**wall to wall carpeting** (n): με χαλί από τοίχο σε τοίχο

**walnut** (n): καρύδι

**want** (n): επιθυμία

**wardrobe** (n): ντουλάπα

**warning**: προειδοποίηση

**wash up** (v): πλένω (τα πιάτα)

**washbasin** (n): νιπτήρας

**waste pipe** (n): σωλήνας λυμάτων, σωλήνας υπερχειλίσεως

**wastepaper basket** (n): καλάθι ακρήστων

**waterfall** (n): καταρράκτης

**water melon** (n): καρπούζι

**watermill** (n): νερόμυλος

**weak** (adj): αδύνατο, ελαφρύ (ποτό)

**wealth** (n): πλούτη

**weave** (v): υφαίνω

**weed** (n): ζιζάνιο

**well done** (adj): καλοψημένος

**west** (n): δύση

**wet** (adj): υγρός

**wheat** (n): σιτάρι

**whip** (v): χτυπώ (κρέμα, αυγά)

**whipping cream** (n): χτυπημένη κρέμα

**whisk** (n): χτυπητήρι (αυγών)

**whisky** (n): ουίσκι

**white bream** (n): σαργός

**wholemeal** (adj): από ακοσκίνιστο, μαύρο σιτάρι

**whole wheat** (adj): από ακοσκίνιστο, μαύρο σιτάρι

**wide** (adj): ευρύς, πλατύς, φαρδύς

**willing** (adj): πρόθυμος

**windy** (adj): με αέρα

**wine** (n): κρασί

**wines fortified**: ενισχυμένα, δυνατά κρασιά

**with reference to** ...: σχετικά με ...

**wood** (n): ξύλο, δάσος

**wooded** (adj): με δάση, δασώδης



**wooden spoon** (n): ξύλινο κουτάλι  
**word processor** (n): επεξεργαστής κειμένου  
**work out** (v): βρίσκω, υπολογίζω  
**workload** (n): φόρτος εργασίας  
**world** (n, adj): κόσμος, παγκόσμιος  
**worry** (v): ανησυχώ  
**worshipper** (n): λάτρης  
**wrap** (v): τυλίγω  
**wrong** (adj): όχι ορθός, εσφαλμένος, χαλασμένος  
**what's wrong?**: τι συμβαίνει;

## Y

**yolk** (n): κρόκος αυγού

## Z

**zebra crossing** (n): διάβαση πεζών  
**zoo** (n): ζωολογικός κήπος  
**zucchini** (AmE) (n): κολοκυθάκι



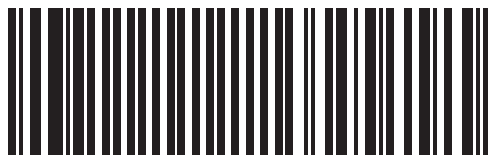




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