ΤΕΕ 2ΟΣ ΚΥΚΛΟΣ

ΥΠΟΥΡΓΕΙΟ ΕΘΝΙΚΗΣ ΠΑΙΔΕΙΑΣ
ΚΑΙ ΘΡΗΣΚΕΥΜΑΤΩΝ
ΠΑΙΔΑΓΩΓΙΚΟ ΙΝΣΤΙΤΟΥΤΟ
ΤΜΗΜΑ Τ Ε Ε



ΟΡΓΑΝΙΣΜΟΣ
ΕΚΔΟΣΕΩΣ
ΔΙΔΑΚΤΙΚΩΝ
ΒΙΒΛΙΩΝ
ΑΘΗΝΑ

VOCATIONAL
LANGUAGE LEARNING

ENGLISH FOR THE HOTEL AND TOURIST TRADE

TEACHER'S BOOK

ENGLISH
FOR THE
HOTEL AND TOURIST TRADE

Με απόφαση της ελληνικής κυβερνήσεως τα διδακτικά βιβλία του Δημοτικού, του Γυμνασίου και του Λυκείου τυπώνονται από τον Οργανισμό Εκδόσεως Διδακτικών Βιβλίων και διανέμονται δωρεάν.

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ENGLISH FOR THE HOTEL AND TOURIST TRADE

TEACHER'S BOOK
NOTES AND KEY

ΤΕΕ 2ος Κύκλος
Τομέας
Οικονομίας &
Διοίκησης

Τμήμα Ξενοδοχειακών
Επιχειρήσεων

ΟΡΓΑΝΙΣΜΟΣ ΕΚΔΟΣΕΩΣ ΔΙΔΑΚΤΙΚΩΝ ΒΙΒΛΙΩΝ
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ΟΜΑΔΑ ΕΡΓΑΣΙΑΣ
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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.

Με απόφαση της Ελληνικής κυβερνήσεως τα διδακτικά βιβλία του Δημοτικού, του Γυμνασίου και του Λυκείου τυπώνονται από τον Οργανισμό Εκδόσεως Διδακτικών Βιβλίων και διανέμονται δωρεάν.

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1	Making enquiries	Making enquiries Replying to enquiries and requests for information Polite requests Greetings and introductions	 Can I/ you...? Could I/ you ...? May I ...?	29
2	Making reservations	Using telephone language Polite requests Replying to requests Checking information Making reservations in writing Confirming reservations in writing	Nouns used as adjectives: a three-day holiday Will you...? Would you...? Can you...? Could you...? question tags	36
3	Checking in	Filling in a registration form Recognizing words referring to nations, nationalities, languages and foreign currencies Responding	 Word formation: Switzerland, Swiss, Swiss Franc, etc.	44

		appropriately to different situations Expressing good wishes Refusing a reservation and offering an alternative Reporting the actual words Expressing future actions	Reported speech	
4	Hotel facilities (1)	Making comparisons	Comparative: adj +er + than more + three or more syllable adj + + than Superlative: the + adj +est the most + three or more syllable adj Irregular adj Parallel increase: the + comparative ... the + comparative Contrastive markers: whereas, while, but, however etc.	54
		Providing information about hotels (location, facilities, services, rates) Advertising a hotel in writing	present tense	

5	Hotel facilities (2)	Asking for and giving information about hotels Responding appropriately to different situations Inviting, accepting, declining invitations Making arrangements Offering suggestions and advice Advertising a hotel in writing Describing conference facilities	wh- questions Would you like ...? Yes, I'd love to I'm afraid I ... 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 ...	62
6	Dealing with complaints	Apologizing Promising to take action Complaining to guests Expressing an action or duty which was not performed in the past Arranging for someone else to take action Complaining and responding to complaints in writing	Future tense: will + infinitive should + perfect infinitive causative form: have + object + past participle	73

7	Giving directions and information	Asking the way Giving directions in the hotel and in the street Requesting information Providing requested information Giving unpleasant (negative) information Reporting messages	wh- questions prepositions of place: along, opposite, behind etc. I'm afraid that ... I'm sorry ..., Reported speech	8I
8	Checking out and methods of payment	Asking for the rates of exchange Working out the rates of exchange Presenting the bill and explaining the items the guest does not understand Dealing with methods of payment Accepting or refusing payment by credit card	How much/ many...? It is _____ to _____. Prepositions: on, off, up, down	9I

SECTION B: Food and Beverage Service

9	Taking orders	Ordering breakfast		IOI

		Understanding the items needed when preparing a. breakfast b. tea Ordering a three-course lunch at a fixed price Ordering drinks Ordering snacks Making polite requests Expressing offers	Can I/ you...? Could I/you..? May I ...? I'd like ..., please. I'll have ..., Will you...? Won't you...? Would you like to...? 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?	
10	~~At~~ the restaurant (1)	Taking a reservation and seating the guests when they arrive Ordering aperitifs Ordering starters and fish Helping guests order Distinguishing		III

		methods of cooking Expressing preference	I prefer to + infinitive I prefer sth to sth else I'd prefer to + infinitive I'd rather + infinitive Would you rather...? Would you prefer...?	
		Identifying countable and uncountable words Using articles correctly	Countable and uncountable nouns A/ an - The	
11	At the restaurant (2)	Ordering the main course Helping guests order Understanding the items needed when laying the table Ordering wine with the meal Talking about wines Finding out the right wine for a type of food Using similar words with different meaning Ordering dessert and coffee Suggesting an	A glass of wine or a wine glass?	I22

		alternative when you do not have the kind of food the guest wants Dealing with guests' requests Asking for the bill and signing for it Recognizing language functions Recommending food and drinks	I can/ could recommend the... Perhaps you'd like... I'd suggest/ recommend... May I suggest the...? Why don't you try the/ a/ some...?	
		Describing dishes and drinks	It consists of... It contains... It is made from/ with/ by + ing	
		Making comparisons	Comparative degree Superlative degree	
12	Responding to complaints	Understanding complaints about the food and service and apologizing Giving explanation Promising to	I'm sorry I apologize Future tense:	I33

		take action about the food and service Identifying language functions Dealing with guests' requests for information and service Using different words with similar meaning	will + infinitive some - any quite- rather enough - too	
13	Understanding and giving instructions (1)	Understanding and giving instructions for food preparation Understanding ingredients Describing the process of making a particular type of food Recognizing utensils Formulating grammar rules Expressing quantities	imperative much, many, a lot of, plenty (of), (a) little, a bit, (a) few	
14	Understanding and giving instructions (2)	Understanding and giving instructions for food preparation Understanding ingredients Describing the process of	imperative	I46

		making a particular type of food Recognizing utensils Writing the process of making tea	Linking devices: First, then, next, finally etc.	
15	Revision			

SECTION C: Tourist services

16	Package tours	Asking questions Replying to questions Taking reservation on a flight Writing a text from prompts given Dealing with telephone enquiries	question words (objects) + aux + subject + inf. of the main verb question words (subjects) + verb ...? Passive voice: be + past participle Simple present tense Linking words	I52
17	Accommodation and catering	Asking questions Understanding what people are saying and giving appropri-	wh- questions What is it like?	I59

		ate answers Comparing Writing a paragraph from prompts given Completing the missing information in a card	Parallel increase: the + comparative... the + comparative	
18	Tourist information	Studying information about a place (location, transportation, weather, etc.) Describing a place using descriptive adjectives, broad outlines and fine details Preparing and giving a talk on a place from notes given Providing requested information Talking and writing about a place with the aim of attracting people to visit it Replacing Greek words inserted in an English text, with their English equivalents Translating a	Prepositions of place	I64

		paragraph from Greek into English		
19	Itineraries and tours	Preparing and writing itineraries Recommending tours and providing information about them Understanding what people are saying and responding appropriately Asking and answering questions about planned programmes and tours Joining sentences when planning an itinerary. Telling the time using the 12-hour and 24-hour clock Providing information about trains and train times	Simple present tense (referring to future events) Prepositions of time and place after/ before + gerund or noun then + clause on arrival...	I69
20	Revision			

SECTION D: Jobs in the hotel and restaurant business and business correspondence				
21	Hotel and restaurant personnel	Finding about people working in the hotel and restaurant business Talking about their activities, skills and qualities Defining and explaining jobs and duties Responding appropriately to different situations Writing a paragraph presenting the job of a receptionist Building a dialogue between an interviewee and and interviewer from given prompts	Simple Present Tense Male/ female pairs of nouns	I76
22	Applying for a job	Reading and understanding job advertisements and letters of application Understanding and completing a curriculum vitae Forming word derivatives	Layout of an application letter verb-noun-adjective	I85

		Replying to a job advertisement and an invitation for an interview in writing Giving an (un)favourable answer to an application letter Understanding abbreviated forms in advertisements Giving advice Replacing Greek words, inserted in an English text, with their English equivalents	You should/ ought to It would be a good idea etc.	
23	Letter writing	Understanding the layout of business letters Reading and writing business letters, telexes and faxes Providing appropriate expressions used in various types of business letters		I92

SECTION E: Tourism

24	The impact of tourism on a country	Understanding the elements involved in tourism and the impact of tourism on economy, environment, culture etc. Providing requested information about a place using notes given		I98
		Expressing purpose	so that + clause so as to/ in order to/ to + infinitive	
		Completing the missing information		

To the teacher

English for the Hotel and Tourist Trade is designed for the students of Technical and Vocational Lycea taking hotel and tourist 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.

This book takes into account their needs and interests and gives them the English they need to communicate effectively within their career areas.

It is divided into 22 units plus 2 revision units, organised in 5 thematic sections, containing approximately 90 hours of teaching material.

Each of the twenty two units is designed to be completed in four to five lessons. The revision units highlight the language functions covered in the units.

It includes:

-a variety of reading texts
-lively and natural dialogues geared to the average educated speech register
-questions to assist comprehension
-activities which encourage the acquisition of new vocabulary
-exercises involving individual and pair work and promoting accuracy
-oral work exercises and role play activities that practise oral skills, increase fluency and give students the opportunity to use what they have learnt in "real" situations
-puzzles which help students to practise their vocabulary while having fun at the same time
-a glossary of words and professional terms
-teacher's key which contains answers to all the questions and scripts of the listening activities as well as suggestions for functional language to use in the role plays.

Overall aims

The adopted syllabus has been designed to:

a. develop reading skills necessary to understand texts pertaining to tourism (travel documentation, schedules, advertisements, brochures, itineraries, tourist information, etc.).

b. help students communicate and perform competently in their studies and work or profession, when they need to use English.

c. teach the vocabulary of the English used in tourism and

d. review grammar functions and structures used to communicate effectively with an international clientele, e.g. to supply information, answer guests' queries etc.

Hints about ESP

ESP is not a particular kind of methodology and does not consist of a particular type of teaching material. It is an approach to language learning based on learner's needs and should be considered in the broader context of ELT.

The principles applied on ESP methodology are identical with those employed in ELT methodology. The classroom strategies adopted in general English teaching can be successfully used in the ESP classroom. Sometimes, however, lack of specialist knowledge might generate insecurity to teachers when they have to teach specialized texts. In this case, the teachers might ask for the subject specialists' help; nevertheless, with or without their cooperation, the teachers' task is to teach **language.**

Teaching procedure

The units can be exploited in different ways, depending on the type of class (number of students, level, motivation etc.). There are various

approaches of exploitation, since there is no standard lesson or formula. Teachers might wish to approach the material according to their own teaching style, sometimes having to balance their wish to cover a large amount of material with the need for its full exploitation. A sample teaching unit might consist of four stages:

a. lead-in (warm-up)
b. presentation
c. practice
d. production (follow-up)

a. **Lead-in**

Before presenting the text, the teacher might introduce and discuss the title of the text. In this stage, students are expected to predict what is included in the text, as prediction gives them an interesting and motivating purpose for reading. If necessary, teachers might decide to preteach key-words, having in mind that the students should not understand every single word in the reading text, since language comprehension does not depend on how well students understand every word. To get learners to understand every word and sentence may be a negative factor to the learning process as it makes the learner overdependent on words and sentences rather than meaning.

b. **Presentation**

In this stage, students might read the text silently at their own speed, or the teacher might read it, so that the students may listen to the pronunciation of the new material. Or, alternatively, some students might read it aloud to the rest of the class.

The text plays an essential role in the language learning process as it is often closely integrated with other elements, such as vocabulary and grammar development. Many students find that the text-based work helps them learn the language.

c. **Practice**

This phase contains transfer exercises with the relevant information extracted from the text. These exercises focus the learner's attention:

a. on vocabulary (technical or sub-technical) with the aim to recycle it, as most of the texts are designed to contextualize a lexical set.

b. on exercises, which give language practice on functions and structures, with the aim to link form and function, and to enable students to use their existing knowledge and skills.

In this stage all the activities are fully controlled or semi-controlled.

Types of exercises referring to vocabulary are:

-word building (verb, adj., noun)
-word formation (prefixes, suffixes)
-cloze procedure exercises
-filling in blanks
-matching terms with definitions
-completing or labelling diagrams
-phrasal verbs
-combining sentences to produce a series of ideas connected with the text
-Word combinations (exercises that show which words go together -lexical collocations- e.g. which verbs are used with which nouns or with which prepositions and which adjectives are used with which nouns). This helps students master the use of word combinations such as **light wine**, **soft drink**, **mild taste**, etc.

Types of exercises referring to language practice are:

-conditionals
-linking sentences to detect coherence
-active/ passive voice
-expressing usefulness
-giving instructions
-giving definitions
-asking questions

The reader's purpose in coming to a text must be defined, so that they will adopt the skills needed for successful comprehension. To stimulate the student's involvement in the reading process, various exercises have been included, so that they may practise their skimming, scanning, inferring abilities, reference skills as well as improve their word guessing strategies. Pre-questions are sometimes suggested before reading passages, which could be selected from the comprehension exercises. Here is a list of exercise types included in this stage:

-comprehension questions
-true/ false exercises
-finding and correcting the mistakes
-locating phrases in the text with the same meaning as those given
-labelling diagrams according to information in the text
-completing a grid getting information from the text
-finding backward/ forward reference items such as **this**, **that**, **it**, **its** etc.
-finding words that mean the same as words given
-finding antonyms
-rearranging the jumbled steps involved in a process.
-giving titles to paragraphs
-reconstructing the text from prompts and cues given

As far as the comprehension and true/ false exercises are concerned, students have to justify their answers, by referring to that part of the text from where they extracted the information. This way activates the learner's thinking faculties as the process of reasoning is more important than reporting the results.

Students can work individually, in pairs or in groups.

-asking for information
-complaining
-apologizing
-making polite requests
-responding to complaints, requests
-making offers
-making suggestions
-asking for repetition/ clarification
-giving explanations
-describing
-asking about preferences
-expressing preference
-starting and holding a telephone conversation
-responding to compliments
-giving advice
-telling someone how to do something
-persuading
-expressing purpose
-making comparisons
-making a promise
-thanking someone
-answering someone who thanks you
-combining items of information in longer sentences using linking words etc.

All these exercises give the students practice in using grammatical patterns accurately under controlled conditions.

d. **Production**

In this stage, special emphasis has been placed on giving students fluency practice and confidence in speaking and in writing.

Through oral work exercises and roleplay, students are encouraged to use English for a communicative purpose. The level of language is carefully controlled and students usually work in pairs to minimise self-consciousness and encourage maximum language practice.

e. **Listening**

The listening material includes narrative texts

and dialogues followed by task-based exercises which train students to understand what guests are saying and to respond appropriately. Teachers should cover as many texts as possible, selecting the exercises which they consider most appropriate.

The range of topics that the texts cover were chosen in order to arouse the interest of the students and encourage them to participate in the ESP classroom.

The following list contains methodology books to which the teachers could refer:

1. The practice of English Language Teaching, by Jeremy Harmer, Longman, 1984.
2. Teaching English Through English, by Jane Willis, Longman, 1983.
3. Developing Reading Skills, by Francoise Grelle, C.U.P., 1984.
4. Reading in the language classroom, by Eddie Williams, Macmillan, 1984.
5. English for Specific Purposes, by Chris Kennedy and Rod Bolitho, Macmillan, 1984.
6. English for Specific Purposes, by Tom Hutchinson and Alan Waters, Cambridge University Press, 1987.
7. Οδηγό διδασκαλίας, Βασιλική Δενδρινού, ΟΕΔΒ, 1985.
8. Teacher's Manual for Experimental Material, ΟΕΔΒ, 1986.
9. ESP (English for spesific purposes) by Pauline Robinson, Pergamon Institute of English, 1980.
10. English for specific purposes, by R. Mackay and A. Mountford, Longman, 1983.
11. Episodes in ESP, by J. Swales, Pergamon, 1983.
12. Communicative Methodology in Language Teaching, by C. Brumfit, Cambridge University Press, 1984.
13. Fundamental Concepts of Language Teaching, by H. H. Stern, Oxford University Press, 1983.
14. Making the most of your textbook, by Neville Grant, Longman, 1987.
15. Teaching English Writing, by Anita Pincas, Macmillan, 1982.

16. Writing, by Tricia Hedge, Oxford English, 1991.
17. Vocabulary, by Michael Mc Carthy OUP, 1990.
18. The Communicative Teaching of English, translated by Christopher N. Candlin, Longman, 1983.

SECTION A

HOTEL SERVICES

U N I T 1

MAKING ENQUIRIES

Exercise 1:

1. He phoned Diana Travel Agency to make enquiries about a holiday trip.
2. They prefer to spend their holidays in Athens.
3. The package trip recommended by the travel agent includes airfare, hotel and tours. Breakfast is also included in the price.
4. He advises him to choose the trip packaged by Cosmos Airways.
5. He tries to convince him by saying that the package trip is an excellent value.
6. He suggests an early booking because this package trip is very popular.
7. He can get more information by reading a brochure he asks the travel agent to send him.
8. He offers to post him a brochure and full details of dates and prices. He also offers to give him any help and advice, if necessary.

Exercise 2:

1. False. He phoned the travel agency to make enquiries about a holiday trip.
2. True.
3. True.
4. False. ... make an early booking.
5. False. Breakfast is included.
6. False. Mr Benson asks for it.
7. True.
8. True.

Exercise 3:

1. example
2. sights

3. in that case
4. recommend
5. includes
6. bear in mind
7. excellent value
8. details

Exercise 4:

1. example	4. h	7. d
2. e	5. b	8. i
3. a	6. c	9. f

Exercise 5:

1. example
2. enquiries
3. package
4. brochure
5. airfares
6. charter
7. rates
8. tour, travel agent

Exercise 6:

make an enquiry	take a trip
make a reservation	take a holiday
go sightseeing	give information
go on a business trip	give advice
go on holidays	give details

Exercise 7:

Can/ could you post the brochure as soon as possible?
Can/ could you phone Diana Travel Agency, please?
Can/ could you put the correspondence into the

filing cabinet?
Can/ could you please confirm the reservation?
Can/ could you deal with the complaints?

Exercise 8:

Suggested answers:
1. example
2. A. Can I change some traveller's cheques?
   B. Certainly. How much would you like to change?
3. A. May I have your name please?
   B. Wismith. John Wismith.
   A. Could you spell it?
   B. W-i-s-m-i-t-h.
4. A. Could you tell me the code for Sitia, Crete, please?
   B. Of course. Please hold on ... It's 0843.
5. A. Can I leave a message for Mr ... in room 105?
   B. Yes, of course.
6. A. Could you speak up, please?
   B. Can you hear me better now?
7. A. Can I have some red wine please?
   B. Certainly! May I recommend ...
8. A. May I have your passport, please?
   B. Certainly. Here you are.

COMMUNICATION PRACTICE

Exercise 9:

A. 1. example
2. Informal greetings
3. Introducing yourself formally
4. Introducing wourself informally
5. Giving information about yourself and the company.
6. Introducing someone else formally
7. Introducing someone else informally

B. ROLE PLAY

Students study the situations and respond

appropriately choosing the most suitable phrases from the communication practice section.

Exercise 10:

208 Surrenden Park
Brighton

15th April, 1995

Diana Travel Agency
80 Hythe Road
Brighton

Dear Sir,

With reference to your advertisement in the "Tourism" magazine of the spring issue, I am interested in a two-week trip to Athens.
I would like to receive an illustrated brochure and details of dates and prices.

Yours faithfully,

Thomas Benson

Exercise 11:

Diana TRAVEL AGENCY
80 Hythe Road,
Brighton

20th April, 1995

Mr Thomas Benson
208 Surrender Park
Brighton

Dear Mr Benson,

With reference to your enquiry of 15th April, we are pleased to send you our "Holidays in Athens"

brochure. This provides full details of dates and prices.

If you require any further information, please do not hesitate to contact us.

We look forward to making reservation for you.

Yours sincerely,

M. Spencer
Sales Department

LISTENING ACTIVITY

Exercise 12:

1. A. Here's your bill, sir.
   B. How can I pay?
   A. In cash, traveller's cheque or credit card.
2. A. Welcome to our hotel, sir.
   Did you have a pleasant journey?
   B. Yes, not too bad, thank you.
3. A. Good evening. Can I help you?
   B. Yes, I'd like a single room with a shower for two nights.
   A. I'm sorry. We are fully booked for this week.
4. A. Do you wish to order now, sir?
   B. Yes, please, I'd like the mushroom soup to start with, and roast beef to follow.
   A. Thank you, sir. And would you like something to drink with your meal?
   B. Yes, a pint of beer, please.
5. A. Er ... Mary ... I'm sorry to have to mention this but can you try to be earlier in the mornings?
   B. Oh, I'm awfully sorry, sir. From now on I'll try to catch an earlier train.
6. A. Could you tell me the way to the station, please?
   B. It's at the second corner straight ahead.

7. A. May I help you?
   B. Yes, I'm looking for a raincoat.
   A. What size are you? These raincoats are on sale.
8. A. Good morning! Can I help you?
   B. Hello! I'd like some traveller's cheques, please. I need three hundred euros in fifteen euro cheques.
   A. Here they are. Could you sign your name on each one, please?

1. a. restaurant/ hotel/ shop
   b. Waiter/ sales person/ receptionist/ cashier-customer
   c. paying out a bill
2. a. hotel
   b. receptionist - guest
   c. welcoming a guest arriving at a hotel
3. a. hotel
   b. receptionist - guest
   c. looking for a room in a hotel
4. a. restaurant
   b. waiter - customer
   c. ordering food and drink
5. a. office/ shop etc.
   b. employer - employee
   c. reprimanding and apologising
6. a. street
   b. two people
   c. asking for and giving directions
7. a. shop
   b. salesperson - customer
   c. buying clothes
8. a. bank
   b. cashier - client
   c. buying traveller's cheques

FUN TIME

1. I
2. I N
3. F E W
4. T O U R
5. A G E N T
6. F L I G H T
7. P A C K A G E
8. B R O C H U R E
9. B R E A K F A S T
10. I N T E R E S T E D
11. S I G H T S E E I N G
12. R E S E R V A T I O N S
13. P O S S I B I L I T Y
14. A D V E R T I S E D
15. E N Q U I R I E S
16. O R G A N I S E
17. C H A R T E R
18. T R A V E L
19. H O T E L
20. R A T E
21. H O W
22. O N
23. A

U N I T 2

MAKING RESERVATIONS

Exercise 1:

1. "I'll put you through".
2. This is John Palmer from Diana Travel.
3. I'd like to make a reservation.
4. He requires two connecting front rooms, a double room and a twin bedded room with telephone and private bathroom.
5. Hold on a moment, please.
6. By sending a deposit of 300 pounds.
7. When he receives a receipt for the deposit.

Exercise 2:

1. example
2. on behalf of
3. require
4. twin bedded
5. available
6. look on to
7. settle
8. balance due
9. receipt
10. confirm

Exercise 3:

1. False. ... he needs more than one room.
2. True.
3. False. ... he requires front rooms.
4. False. ... breakfast is included in the price.
5. False. ... view of the Acropolis.
6. True.
7. False. ... he'll settle the balance due two weeks before their arrival.
8. True.

A. Guided dialogue

A.: Joy hotel, good morning.
B.: Good morning. This is G. Andreou calling from Patras. I'd like to speak to Mrs Panou, please.
A.: Oh, just a moment.
I'll put you through ...
I'm afraid the line's engaged. Will you hold on?
B.: Yes, I will.
...
A.: Mr Andreou, I'm afraid Mrs Panou is out just now. Could you give me your number and I'll ask her to call you back?
B.: Yes, certainly. It's ...
A.: Thank you. Goodbye.
B.: Goodbye.

B. Role play

Students use the appropriate expressions and act out the dialogue.

Exercise 4:

1. example
2. engaged
3. directory
4. reverse-charge call/ collect (phone) call
5. long-distance
6. receiver
7. direct, area/ dialling code
8. dial
9. telephone box
10. person to person call

Exercise 5:

A. 1. example
2. c, 3. a, 4. g, 5. b, 6. d, 7. f.

B. 1. example

2. call back
3. ring up
4. hung up
5. hold on
6. cut off
7. put through

Exercise 6:

1. example
2. area code/ dialling code
3. directory
4. put me through
5. hold on, dialed/dialled
6. engaged
7. got through
8. call back
9. hang up
10. rang her up
11. receiver
12. were cut off

Exercise 7:

1. example
2. a twelve-year-old boy
3. a two-day journey
4. a five-minute walk
5. a four-day tour
6. a three-part machine
7. a seven-hour flight
8. one and a half euro
9. a ten-person group
10. a two-week seminar
11. 200-room hotel
12. five-litre bottles

Exercise 8:

A. Suggested answers:

1. Will you lend me 5 pounds?
2. Would you wait half an hour, please?
3. Would you show me the way to the station?
4. Would you sign here, please?
5. Would you settle the balance due as soon as possible?
6. Would you, please, reserve a double room?
7. Will you switch off the T.V., please?

8. Will you pass the salt, please?
9. Will you wait a minute, please?

B: 1. A: Would you change the hour of our meeting for tomorrow?
B: Yes, that's no problem.
or
A: Would you change the hour of our meeting for tomorrow?
B: I'm sorry but I'm terribly busy tomorrow.

2. A: Could you help me fill out this card, please?
B: Certainly. What's giving you trouble?

3. A: Would you recommend the tours outside the city?
B: Certainly. They are well-run tours.

4. A: Would/ Could you send up two more towels for room 208?
B: Certainly. Is there anything else you would like?
or
A: May I have two extra towels, please?
B: Yes, of course.

5. A: Would you show Mrs Smith round the city?
B: With pleasure/ Certainly ...

6. A: Could you give me/ let me have change for one hundred euros?
B: I'm sorry but I don't have any.

7. Would/ Could you deal with the enquiries before tomorrow morning?
B: I'm sorry but I'm terribly busy/ All right I'll do my best.

Exercise 9:

A. 1. I am right ... aren't I?
It was 8.30, wasn't it?
It finishes ... doesn't it?
2. Yes, that's right.
3. No. 9.30. Two thirty, actually.
He could say: "I'm afraid you've made a mistake ..." That's not quite right ..."

4. He says. "I beg your pardon?". He could also say "Pardon", or "Sorry", or "Could you repeat that, please?".
5. Quite sure, Yes, definitely. Yes, that's correct.
6. Sorry,/ I'm sorry,/ afraid, I've no idea. I'm not sure.
7. Sure: rising intonation
   Unsure: falling intonation

B. 1. example
2. didn't he
3. do they
4. do they
5. will they
6. is it
7. aren't I
8. couldn't he
9. wasn't it
10. haven't you

C. Pair work

Students formulate short dialogues according to the examples and the expressions taught.

D. Pair work

A. Bill works hard, doesn't he?
B. Yes, he does.

A. Helen doesn't look very well tonight, does she?
B. No, I'm afraid not.

A. You don't know where your sister is, do you?
B. Sorry, I've no idea.

A. The film wasn't interesting, was it?
B. No, it wasn't.

A. You don't mind if I come early, do you?
B. No, I don't.

A. He should pass his exams, shouldn't he?
B. Yes, he should.

A. She doesn't like us, does she?
B. No, she doesn't.

A. You can type, can't you?
B. Yes, I can.

A. You are happy, aren't you?
B. Yes, I am.

Exercise 10:

Miss L. Antoniades,
Reception manager,
Athenian Hotel

2nd May, 1995

27 Karyatidon st
Athens

Dear Miss Antoniades,

I write/ am writing to enquire if I could book a double room and a twin-bedded room from 7th June to 17th June for Mr Benson.

I would like both rooms to have telephone and shower and be on the same floor and on/ at the front.

I enclose a deposit of 300 pounds and look forward to receiving your receipt and confirmation of the reservation.

Yours sincerely,

George Palmer

Exercise 11:

Athenian Hotel
27 Karyatidon st,

George Palmer,
Diana Travel Agency,
80 Hythe Road,
Brighton

8th May, 1995

Dear Mr Palmer,

Thank you for your letter of 2nd May making reservations for Mr Benson from 7th June to 17th June. We confirm that these reservations have been made.

We enclose the receipt for your deposit of 300 pounds. We look forward to receiving the balance due of 700 pounds.

Yours sincerely,

L. Antoniades
Reception Manager

LISTENING ACTIVITY

Exercise 12:

1. Man: Could you tell me the area code for Loutraki in Corinthos, please?
   Operator: Loutraki? Just a minute, sir. It's oh, seven, four, one.
   Man: Thank you.
2. Operator: Can I help you?
   Woman: Yes, could you give me the dialling code for Saronis in Attiki?
   Operator: Yes, one moment. It's oh, two, double nine.
3. Operator: Directory enquiries.
   Woman: Hello, can you tell me the dialling code for Xylocastro?
   Operator: Yes, hold on, please. It's oh, seven, four, three.
4. Operator: International service.
   Man: Could you give me the code for Barcelona, Spain?
   Operator: O.K. Just one moment. It's double oh, three, four, three.
   Man: Thank you.

5. Operator: Can I help you?
   Woman: Yes, can I have the code for Oslo in Norway?
   Operator: It's double oh, four, seven, two.
6. Woman: Hello, could you tell me the code for Geneva in Switzerland?
   Operator: Hold on a minute, please. It's double oh, four, one, double two.

1. X
2. X
3. 0741
4. 0299
5. X
6. 0743
7. X
8. 00472
9. 004122
10. 00343
11. X
12. X

Fun Time

The hidden word is: accommodation

1. charge
2. charter
3. reception
4. deposit
5. confirm
6. book
7. holidays
8. travel
9. settle
10. single
11. double
12. enquire

U N I T 3

CHECKING - IN

Exercise 1:

A. Family name: Benson
First name: Thomas
Nationality: British
Address: 208 Surrenden Park, Brighton
Room no: 408, 420
No of persons: 4
Date of arrival: 7th June
No of nights: 10
Departure date: 17th June

B. Suggested answers:
What's your family name? How do you spell that?
What's your address? What's your nationality?
When were you born?
Where are you from? or Where do you come from?
Where was your passport issued?
What's the date of issue? etc

Exercise 2:

1. Because he wants his 13-year old children to be near him.
2. He replaced room 315.
3. It is vacant, at the back and on the same floor as room 408.
4. He wanted to know if there was a laundry service.
5. They included information about the hotel services and the use of the telephone.
6. He wished him to have a most enjoyable stay.
7. The porter will show the rooms to them.

Exercise 3:

1. False. ... he had made a reservation through Diana travel.
2. False. He found another room on the same floor.
3. False. Mr Benson filled in ...
4. False. They didn't refer to the price at all.
5. False. Mr Benson didn't ask for it.
6. False. ... for the next ten nights.
7. False. He didn't have any difficulty.
8. False. They should be on the same floor.

Exercise 4:

1. example
2. checked in
3. specifically
4. vacant
5. will do
6. fill in
7. leaflets
8. registered

Exercise 5:

A. 1. example
2. g.u
3. b.t
4. c.m
5. a.n
6. k.r
7. i.q
8. e.l
9. f.s
10. h.o
11. d.p

B. 1. example
2. Switzerland
3. Mexico, Cuba, etc
4. Sweden
5. Bulgaria
6. Yugoslavia, Algeria, Maroco, etc
7. USSR

C.

	Countries	Citizens	Adjectives	Language
1.	Switzerland	Swiss	Swiss	Swiss
2.	Norway	Norwegian	Norwegian	Norwegian
3.	Sweden	Swede	Swedish	Swedish
4.	Scotland	Scot	Scottish/ Scotch	Scottish
5.	Finland	Finn	Finnish	Finnish

6. China	Chinese	Chinese	Chinese
7. Canada	Canadian	Canadian	English/ French
8. Denmark	Dane	Danish	Danish
9. Hungary	Hungarian	Hungarian	Hungarian
10. Wales	Welsman	Welsh	Welsh
11. Ireland	Irishman	Irish	Irish
12. Cyprus	Cypriot	Cyprian	Greek

D. 1. example
2. g
3. e
4. b
5. a
6. m
7. l
8. h
9. c
10. f
11. j
12. k
13. i

Exercise 6:

1. example
2. Good luck./ All the best./ I wish you every success.
3. Have a nice trip/ time/ holiday/ flight.
   Enjoy yourself/ yourselves.
4. Merry/ Happy Christmas.
5. Happy New Year.
6. Have a nice Easter.
7. Many happy returns (of the day).
8. Happy birthday.
9. Cheers!/ To your very good health.

Exercise 7:

1. example
2. What was the weather like when you left _____?
   What's the weather been like in _____?
3. How long are you planning to stay/ to be here?
4. Is this your first visit to _____?
   Have you been to _____ before?
5. I hope everything is okay at the hotel.
6. Which part of _____ are you from?

Exercise 8:

Suggested answers:

1. example
2. -Could you give me your name, please?
   -Who's the reservation for?
   -Have you got any means of identification?
3. -What kind of room would you like?
   -Would you like breakfast?
   -Would you like a room with bath or shower?
4. -How long/ how many nights will you be staying?
   -How long do you plan to stay?
   -Is it just for tonight?
5. -We can confirm a room for the/ on the (date)..
   -I can book you a room ...
6. -Unfortunately, we're fully booked for ... but we can get you on a waiting list or we can ...
7. -The (total) cost would be ...
   -For _____ night(s), the price would be ...
   -We have to charge you (price) extra.
   -The price includes ...
   -There's a % reduction for ... .
8. -How will you be paying the bill?
   -Yes, we accept ...
   -You'll have to send us a deposit.
   -One night would cost ...
9. -What time will you be arriving?
10. -That's fine.
    -Very good.

Exercise 9:

Guided dialogue

You	Your partner
I'd like to make a booking for January 5th	What kind of room would you like?
I'd like to book, if	I'm sorry. We haven't got

possible, a four room suite	a four room suite, but we've got two connecting double rooms.
That will do nicely or That's okay.	How long will you be staying?
We don't know how long we'll be staying. It could be anything from 3-7 days.	I can confirm the rooms for the 5th, 6th and 7th, but I won't be able to guarantee them after 7th.
And what if we can't have the rooms then?	We can find you rooms in another hotel or put you on a waiting list.
That's all right. What will the price be?	For 3 nights the total cost would be _____ including (continental) breakfast. Tax and services are also included. Would that be suitable?
Yes, that would be suitable.	Can you give me your name, please?
(Name)	Do you know what time you'll be arriving?*
Probably, early in the morning.	O.K. I've reserved rooms _____ and _____ for you. I look forward to seeing you.

*Future continuous is used instead of present continuous when we ask about peoples' arrangements politely.
e.g. Will you be joining our tour tomorrow?

Exercise 10:

Suggested dialogue:

B. Reservations, can I help you?
A. My husband and I would like to book a double room with bath for the weekend of January 25th, 26th and 27th.
B. Just a moment, please.
I'm afraid, we're fully booked until January 31st.
A. What about the weekend of February 6th to the 8th?
B. Yes, I can confirm a double room with bath from February 6th to 8th.
A. How much would it cost?
B. We' ve got a special weekend plan for couples and families. The price for you would be 300€ for three nights. That includes breakfast, lunch and dinner and of course, the room. Tax and services are also included.
A. That sounds reasonable. By the way, do you accept dogs?
B. Yes, we do, but there is a small charge of 3€ a day extra.
A. Yes, I understand. Have you got an indoor swimming pool?
B. We haven't got one here, but there is one in the sports centre in the village.
A. That's fine.
B. Can you give me your name,please?
A. Yes, it's Mary Kyne, with K-y.
B. Right Mrs Kyne. Could you send me a deposit of 120€ to confirm your reservation?

Exercise 11:

A.

1. example
2. She explained that she wanted to speak to the manager but the line was engaged.
3. I asked her what her nationality was.
4. He asked them what country they were from.

5. He enquired when they/ s/he would confirm the dates.
6. He admitted that they didn't have a double room from the second to the fourth of August.
7. They pointed out that they had found that room very convenient and would like to book it again.
8. She said she wasn't getting any reply and asked if she could take a message.
9. She told me to hold the line.
10. He told them to take the escalator to the second floor for the disco.

B.

1. example
2. "Will the guest require transport to the airport tomorrow?"
3. "How much service charge is included in the prices?
4. "You have to pay 5 pounds extra."
5. "Children stay free if they are in the same room with their parents."
6. "I'm sorry but you can't extend your stay."
7. "Has anyone arrived today?"
8. "When are the guests due to arrive?"
9. "Is it possible to make a long distance call?"
10. "Could you inform me/ Please inform me of the rates for a double room with a shower?"
11. "We enjoyed our stay at the hotel last year."
12. "I'm sorry, I was late."

Exercise 12:

A. 1. In Rome you stay ...
2. I'm staying ...
3. He's going to ...
4. a. Then I'll stay there.
   b. They'll stay for three days.
5. a. We'll be staying in the same hotel.
   b. We'll be staying in the ...
   c. How long will you be ...
   d. This time next month, I'll be staying.

B. 1. The plane arrives at 7:00 a.m.
2. I'm visiting the Trade Fair in Thessaloniki.
3. I'm going to have an early night.
4. When will the report be ready?
5. I'll telephone Mary in the morning.
6. I'll be seeing John.
7. What time will you be leaving on Sunday ...?
8. This time tomorrow, we'll be watching the match.
9. They will be taking their exams next month.

C. 1. I'll wear ...
2. I'm going to listen ...
3. Are you getting married ...
4. ... I'll be staying ...
5. ... does the play begin?
6. I'll be seeing her.
7. It'll break.
8. What is she going to do?
9. He's playing squash.

D. 1. Are you going to ...
2. I'm seeing ...
3. I'll shut ...
4. What time does the Shopin concert start?
5. Will you be joining ...
6. At the same time tomorrow I'll be attending a conference, etc.

LISTENING ACTIVITY

R: Receptionist C: Client

R. Good morning. Can I help yo?
C. Yes, I have a booking for two nights. The name is Marlay. M-a-r-l-a-y.
R. Just a moment, please ...
Yes, that's a single room with bath.
C. Yes, that's right.
R. Would you like to register, please?
...
C. Can you help me with this form?
I can't find my glasses.

R. Yes, of course, sir. ... let's see. What's your first name?
C. It's er ... Thomas.
R. Thomas. Thomas Marlay, thank you ... and your nationality?
C. I come from Canada.
R. Canada ... right ... and your home address?
C. My address is 28 Playton Road, Ottawa.
R. O.K. Could I see your passport, please? I need some details. Thanks, ... ah here is the number. J. three, two, six, zero, zero, eight ... and it was issued on 3rd May in Ontario ... and ... I'm just looking for the place of birth. Ah here we are. Toronto ... in 1955. Could you please sign here?
Thank you. Your room number is 108. How are you going to pay, sir? In cash or by credit card?
C. In cash.
R. That's all right. That' ll be 75€. Could you step over to the cashier's desk, please? He' ll take care of you.
C. Thank you.
R. Thank you. I hope you enjoy your stay.

Exercise 13:

Registration Form

Family name: Marlay First name: Thomas
Address: 28 Playton Road Place of birth: Toronto
Ottawa
Signature: _____ Date of birth: 23-4-1955
Passport No: J. 326008 Nationality: Canadian
Date of issue: 3rd May Place of issue: Ontario

Room No	No of persons	Date of arrival	No of nights	Departure date
108	1	12-1-1995	2	14-1-1995

Fun Time

A.

Swede	Cuban	Pole
Greek	Syrian	Finn
Cypriot	Ethiopian	Frenchman
Indian	Maltese	Egyptian
Nigerian	Iraqi	American
Norwegian	Turk	

B.

1. tablecloth is not room equipment
2. keycard is not a telephone word
3. motel is not a room type
4. briefcase does not refer to payment
5. lamp is not bed equipment
6. mt is not a title

U N I T 4

HOTEL FACILITIES (1)

Exercise 1:

Hotel type	deluxe
Location	opposite the Acropolis, near Plaka
Number of rooms	77
Room types	70 singles or doubles 7 two-bedroom suites
Facilities	private bath or shower radio, telephone, colour TV, minibar, hairdrier, facilities for conferences and social events
Services	24-hour room service, hair-dressing salon, sauna, laundry, photography services, news stand, drycleaning travel consultant and foreign currency exchange service
Restaurants	The Balcony Restaurant The Neptune Restaurant Bar
Other features	Offers a unique view of the city. Multi lingual, well trained, polite staff. Variety of typical Greek cuisine/ local wine. International dishes and wine. Soundproofed. Air conditioning.

Exercise 2:

Suggested questions:

1. Where is the hotel situated?
   How many rooms are there?
   What kinds/ types of rooms are there?
   What kinds of facilities are there?
   What services are provided?/ Are there any special services?
   What kinds of restaurant facilities are there?
   What facilities are there to arrange a conference in the hotel?
   Are there any other features?
   What else can they offer?
2. S/he would like to know about the following:
   -hotel name/ hotel classification
   -hotel location
   -telephone number/ fax/ telex/ area code
   -the names of people running different departments
   -number of rooms
   -room types
   -room rates
   -room furnishings and equipment
   -check in/ out time
   -hotel facilities
   -hotel services
   -transport connections

Exercise 3:

True: 4, 7, 8.

False: 1, 2, 3, 5, 6.

Exercise 4:

1. deluxe
2. situated
3. hospitality
4. stylish
5. surroundings
10. exclusive
11. sparkling
12. superb
13. distinguished
14. feature

6. soundproofed
7. exquisitely
8. boasts
9. appealing
15. cosy
16. multifunctional
17. courtesy
18. multilingual

Exercise 5:

1. 5-star
2. 1-star
3. 4-star
4. 2-star
5. 3-star

Exercise 6:

A. 1. c
2. e
3. g
4. b
5. d
6. f
7. a

B. 1. e, f
2. c, d
3. g
4. b
5. a

Exercise 7:

A. 1. compete, competition
2. offer, offer/ offering
3. accommodate, accommodation, accommodating
4. situate, situation
5. luxurious
6. choice
7. cater
8. facilitate
9. service, service
10. entertainment/ entertainer, entertaining
11. surround, surrounding

B. 1. situated
2. surroundings
3. offers

4. accommodation
5. luxurious
6. (self-) catering
7. choice
8. facilities
9. service
10. entertainments
11. competitions

Exercise 8:

Students use the information provided to compare the hotels

Exercise 9:

1. example
2. The more stars a hotel gets, the more luxurious services it offers.
3. The larger the hotel, the more staff it employs.
4. The higher the class, the higher the price.
5. The wider the range of tourist attractions, the more tourists (are) tempted.
6. The more experienced the employees are, the better the service.
7. The greater the number of tourists, the less generous the attitude of the host population.
8. The more multi-lingual the staff is, the easier communication is made.

Exercise 10:

R: Your partner Y: You

R: Athenian Hotel. Good morning.
Y: Good morning. I would like to book a single room for July 9th.
R: What's your name, please?/ Could you tell me what your name is?/ May I have your name?
Y: (student's name)

R: How long do you intend/ plan to stay?
Y: Ten days. From July 9th to July 18th.
R: What accommodation do you require?
Y: I'd like a single room with a shower. If possible, I'd like it to be in a part of the hotel which does not get the noise of traffic.
R: Just a moment, please ... Yes, I can offer you a room on the second floor. It's a quiet room away /far from the noise of the traffic.
Y: That's all right. How much will the charge be per night?
R: ...
Y: Does the price include breakfast?/ Is breakfast included in the price?
R: No. Breakfast is charged separately.
Y: Is a deposit required?/ Do you need a deposit?
R: Yes, a deposit equivalent of two nights' stay is necessary/ required.
Y: OK. I' ll send it in due time.
R: Thank you. Upon receipt of the deposit we'll confirm the reservation.
Y: Thank you. Good bye.
R: Good bye.

WRITING ACTIVITY

Exercise 11:

Suggested answers:

A. The hotel I am working at is a large modern hotel offering very good standards and comforts. It is situated in a quiet residential district of the city and faces a tree-lined square. It is preferred by both tourists and businessmen.

The rooms are spacious and soundproofed. All have radio, TV, wall to wall carpeting and minibar.

The restaurant serves delicious specialities matched with sparkling local wines. The roof garden bar offers a panoramic view of the city. There is entertainment every evening including a disco and a night club. The hotel has a health centre with gymnasium, sauna and jacuzzi.

Convention facilities are also available. Its

spacious congress hall can accommodate up to 200 people and offers facilities for conferences and social functions. Our hotel provides the maximum facilities at reasonable rates.

Suggested answer:

B. Due to its privileged location on the top of rocky cliffs, the Plaza hotel has an outstanding view of the bay, the white sailing boats and the sparkling blue sea.

As a five-star hotel, the Plaza offers spacious and comfortable bedrooms with full room service. And for the customers who really want to feel at home, the Plaza Hotel recommends the fully furnished and equipped self-catering bungalows. Residents of the hotel and bungalows have access to all of the hotel's facilities which include several tennis courts, windsurfing, sailing and water skiing opportunities, two restaurants, indoor and outdoor- with exquisite international dishes and carefully selected wines and a spacious cafeteria/ snack bar on the sunny terrace.

In the morning you can bask lazily in the sun by the swimming pools or on our private sandy beach, but participation in the evening dancing competitions at the hotel's disco is a must for everyone! It doesn't matter if you're not an excellent dancer. Just have all the fun you can.

LISTENING ACTIVITY

Exercise 12:

So, I'll tell you some things you should know about the Crown Hotel.

Our 3-star hotel, built in 1982, is situated 8 kilometres south of Preston village. Its address is 105 Palmer street, Lankshire NWL2.

The telephone number is 520469 and the area code is 0322.

We can accommodate about 180 guests in 80 rooms. The daily rate, including taxes and service,

but no breakfast, is 40 pounds for the singles, 55 pounds for the doubles; for the suites it ranges from 80 to 100 pounds.

Guests can keep their room on the departure day until 12 noon. We offer 24-hour room service and laundry and valet service from 9 am to 4 pm.

Hotel name: Crown Hotel ***
Built in: 1982 General Manager: P. W. Yates
Location: 8 kilometres south of Preston
Address: 105 Palmer street, Lankshire NWL2
Telephone No: 520469 Area code: 0322
No of rooms: 80
Singles: 40 pounds | including taxes and
Doubles: 55 pounds | service
Suites: 80 - 100 pounds | no breakfast
Check-out: 12 noon
Room service: 24 hours
Laundry and valet service: 9 am to 4 pm

Fun Time

A.
1. Playing fields
2. Beauty parlour
3. Baby sitting
4. Basketball
5. Table tennis
6. Playground
7. Live Music
8. Dancing
9. Tennis courts
10. Sauna/ Solarium
11. First Aid
12. Restaurant
13. Self-service shop
14. Boating
15. Paddling pool
16. Golf courses
17. Laundry
18. Fast food
19. Trampoline
20. Outdoor Pool

B. Puzzle:

1. blanket
2. sheets
3. drawer
4. mattress
5. pillow

6. wardrobe
7. lamp

C. Puzzle:

1. bath
2. tap
3. toilet
4. washbasin
5. cistern
6. towel
7. shower
8. mirror

U N I T 5

HOTEL FACILITIES (2)

Exercise 1:

Suggested questions:

Where do you live?
Which airline are you travelling with?
Is it the first time you come to Greece?
Have you been to ... before?
Do you prefer waitress service or self-service restaurant?
Are you interested in luxurious living?
Have you made up your mind how long you will stay?
Do the rates and the style of accommodation suit you?
Have you got a great amount of money to spend on your holiday? etc.

Exercise 2:

A. 1. frequent
   2. a couple
   3. consultant
   4. keen on
   5. reasonably priced

B. catch a bus/ one's attention/ fire/ sight of/ one's eye/ the evening news/ a cold/ one's breath

Exercise 3:

1. False. Too small for the six members of the family.
2. False. ... a couple of nights.
3. True.
4. False. A hotel with conference facilities would suit her.

5. True.
6. False. ... interested in a reasonably priced hotel.

Exercise 4:

Mr Stevens ----- Hermes Hotel
Mrs Spyrou ----- Hermes Hotel
The Furmstons ----- Halkidiki Holiday Centre
Stella and John ----- Electra's Hotel

Exercise 5:

Suggested answers:

Mrs S. Yes, I am.
T. A. I think the Hermes hotel is what you're looking for. It's ideal for travelling businessmen and right in the centre of the city.
T. A. Oh, you needn't worry about that, sir. All the rooms are completely soundproofed.
T. A. Well, apart from other facilities, there is a sauna, a jacuzzi and an excellent restaurant with international dishes.
T. A. There is a dancing club and a piano bar.
T. A. Of course, all rooms at the Hermes have a private bathroom and a satellite colour TV.
T. A. Certainly. There is a 24-hour room service.
T. A. 100€ a night including breakfast.

Exercise 6:

Suggested dialogues:

John: Hello, my wife and I are visiting Thessaloniki and we are looking for a hotel. Hm er ... something not too expeensive.
T. A. Do you want to stay in the city or in the outskirts?

John: Um ... I suppose it would be more quiet and relaxing in the outskirts.

T. A. Well, Electra's Hotel is only 5 miles away from the centre.

John: Well, that's quite convenient, isn't it? And it wouldn't be very expensive, would it?

T. A. Oh no, their prices are very modest you know.

John: Can you get your meals there?

T. A. Certainly. Yannis and Electra, the owners, are both excellent cooks, and very hospitable people, too. I am sure you'll get very fond of them.

John: My wife and I are looking forward to meeting other travellers. Do you know if there is any social area at Electra's where we could meet other guests?

T. A. Yes, there is a cosy living-room with a fireplace and colour TV.

John: Oh, good. Could you book a double room for me then, please, for four nights? How much do you charge a double room with shower?

T. A. 50€ a night, including continental breakfast.

T. A. Can I help you madam?

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

T. A. Are you travelling alone?

Mrs F. Oh, no, my husband and I have four children.

T. A. Well, the Halkidiki Holiday Centre is ideal for families. But I'm afraid it only offers bungalows.

Mrs F. That's alright, as long as they provide a daily cleaning service.

T. A. There's a 24-hour first-class service, madam.

Mrs F. And what sports facilities are there? My two sons are very keen on sports.

T. A. There are two swimming pools, 10 tennis courts, a golf course and stables with horse-riding instructors.

Mrs F. Quite a variety, I must say. One more thing, quite important, actually. Is there a day-

care centre or something ...' My twin daughters are only four years old and my husband and I would like to have some time for ourselves.

T. A. You needn't worry about that, madam. The playrooms, the paddling pool, the adventure playground and the trampolines are all supervised by specially trained members of the staff (from nine to seven daily).

Mrs F. Well, that should keep them busy, I suppose. I'll speak to my husband and come back later. Thank you for the information.

Exercise 7:

A. Suggested answers:

1. example
2. Hello! Are you there?
3. Who's speaking? or Who am I speaking to, please?
4. Oh, I am very sorry to hear about that.
5. That's right.
6. That's all right. or It's a pleasure. or Not at all. or Don't mention it. or You're welcome.
7. I wish it would stop raining.
8. Good Heavens? or Really? Well, that is a surprise.
9. Oh, really? That's interesting.
10. Remember me to (name). or Regards to (name).
11. Good morning. Welcome to the hotel, I'm (name).
12. It's very nice to meet you again.

B. 1. g, 2. d, 3. b, 4. e, 5. c, 6. a, 7. f.

a.

Inviting	Accepting invitations
-I was wondering if you'd like to come to the cinema with me? -Mr Kouros asked me to phone you to see if you'd like to have dinner with him this evening after the meeting	-Yes, I'd love to. Thank you
Declining invitations	**Making arrangements**
-Sorry, I can't tomorrow. -I've already arranged something else -That's very nice of him and I'd love to but it's impossible, I'm afraid. I'm already having dinner with Mr Finos.	-When shall we meet? -By what time would you like me to be there? -Couldn't we meet on Friday instead? -How about 9.30 outside the Town Hall? -Yes ... Friday seems to be all right. -May I suggest 5.00, if that's not too early for you?

Suggested answers

Inviting	Accepting invitations
-Do you feel like/ fancy coming ...? -Would it interest you to ...? -I'd be delighted if you'd like to come to the concert with me tonight. -Would you like to play a game of tennis with me on Sunday?	-That's very kind of you I'd be delighted to come -That would be very nice. I look forward to it. -It would be a pleasure. -Thank you for inviting me. I'd be delighted to come. -That's a good idea. -Yes, that sounds fun. Thank you.

informa

Declining invitations	Making arrangements
-Thank you, but I'm afraid I've already made arrangements for tonight. -Thank you for inviting me but I'm afraid I can't. I'm busy on Monday. -It's (very) kind of you to invite me but I've already made arrangements for tonight. -Thank you very much but unfortunately, I won't be here tomorrow.	-Is there any particular time you'd like us to meet? -Shall we say 8.00 outside the Odeon, if that's all right with you? -Yes, that's fine. I look forward to it.

b. Students using the given cues and expressions make and accept invitations. Then they make arrangements when and where to meet.

Role play

Exercise 8:

Students study the information provided and act their roles.
Suggested questions:

Where is the hotel situated?
How far is it from the nearest town?
How can I get there?
What kind of rooms are there?
How many rooms are there?
What kind of facilities are there?
Are there any special services?
When can you get room service?
Is there any opportunity for outdoor activities?
What kind of restaurants have you got?
Is the coffee shop just the place for a quick cup of coffee?
Are there any conference facilities?

Are there any recreational facilities?
Do you book theatre tickets for your guests?
How long can you keep your room on the departure day?
What kind of evening entertainment do you have?
Is there any dancing?
Is it possible to hire boats?
How can you keep the children busy? etc.

Exercise 9:

Pair work

Students using the expressions given, make meaningful sentences.

1. H	3. C	5. G	7. D
2. E	4. A	6. F	8. B

Exercise 10:

Students make meaningful sentences using contrastive markers.

WRITING ACTIVITY

Exercise 11:

A. A modern B class hotel built for business or tourism.

Ideally situated in the centre of Athens facing the National Archaeological Museum. Rooms with private facilities, telephone and air conditioning.

High quality restaurant with banquet capacity of 300.

Luxurious lounges, conference rooms.

Roof garden bar with a panoramic view of the city. Superb entertainment every night with music, dancing, bands, small groups. Conventions entitled to discount rates.

Happy days at the Aegean Hotel

Situated alongside (on) a golden sandy beach 85 kilometres from Athens.

All water sports available, two tennis courts, voleyball, ping pong, mini golf.

All rooms with private bath or shower, music and a view over the sea. Regular dancing in the evening. Saturday is guest star evening.

Excellent service, competent staff, efficient management, in a cosmopolitan atmosphere, offer an unforgetable holiday.

Good deals for families and retired people.

B.

HOTEL HERMES,
135 Nikis Avenue,
THESSALONIKI,
Greece

5th May 1995,

G. Stevens
128 Horton st,
Oxford OX5

Dear Mr Stevens,

We regret that we are unable to offer you a single room with bath from 3rd to 5th June. However, we we can offer the type of room requested but from 5th to 7th June.

We would be most grateful if you could let us know whether this would be acceptable to you.

We enclose a brochure giving full details of our summer rates.

We look forward to hearing from you.

Yours sincerely,

Karras

G. Karras
Reception Manager

LISTENING ACTIVITY

Exercise 12:

Mrs Spyrou: Er ... so the conference will be held from the seventh to the sixteenth of June, for about 70 participants. I'll need a large room for the seminar and a smaller room for a book exhibition.

Manager: OK. We have an auditorium that seats 120 people. Each seat is equipped with a movable writing table, a loud-speaker and microphone for use during debates. There's also a hall of 35 square metres with no seats, at the back of the auditorium. It would be suitable for your book exhibition.

Mrs Spyrou: Fine. What about the electrical equipment?

Manager: We can supply an overhead projector, tape-recorders, a video recorder, a slide-projector, loudspeakers, a photocopier and microphones.

Mrs Spyrou: Is there interpreting equipment available?

Manager: Certainly. Simultaneous interpretation is available for up to four languages.

Mrs Spyrou: Does the auditorium have good acoustics?

Manager: Indeed it does. You can hear every word perfectly, even at the back of the room.

Mrs Spyrou: Is a technician available to operate the technical equipment?

Manager: Of course, and we can also provide cordless microphones, if needed. Do you think you'll need secretarial assistance? Our specially trained staff might be of help.

Mrs Spyrou: No, I don't need it, but we'll certainly need refreshment facilities during breaks.

Manager: Yes, we can provide coffee, snacks and soft drinks.

Mrs Spyrou: How much do you charge the premises and conference equipment?

Manager: There is no charge for the hire of the auditorium and the hall since the participants stay at the hotel. For all the other facilities, we charge 300€ a day.

A. They don't refer to the following:

room rates
use of TV equipment
hotel activities
hotel location
number of conference rooms

B. Students should not tick:

film projector

printer
projection screen
air conditioning
word processor
television

C. 1. It will be held from the 7th to the 16th of June.
2. 120 people
3. He suggests that the book exhibition be held at a hall (35 square metres) at the back of the auditorium.
4. She doesn't need any secretarial assistance.
5. They'll need refreshments.

Fun Time

A.

Across	Down
1. courts	1. continental
2. single	3. tea
3. trained	5. staff
4. meals	8. star
5. suite	9. board
6. location	10. facility
7. food	11. twin

B.

1. Self-locking doors
2. Vacating rooms
3. Talephone calls
4. Laundry/ Dry cleaning
5. Cheques
6. Restaurant/ Breakfast
7. Enquiries
8. Fire alarm
9. The company cannot ...

U N I T 6

DEALING WITH COMPLAINTS

Exercise 1:

People making complaints	Mr Benson	Mrs Bell
Cause of annoyance	The couple in the next room are noisy. They argue late at night.	It's very hot in the room. The TV set isn't working properly; the picture isn't clear. There's not even a bar of soap. There are not enough coat hangers.
Phrases of apology	I'm terribly sorry.	I'm so sorry to hear that. I apologize for this. I'm very sorry about this.
Promise to take action	I'll have a word with them.	I'll send someone up to the room to adjust the TV. I'll ask the chamber-maid to bring up some soap. I'll have some sent up to your room at once.

Exercise 2:

1. Mr Benson suggests that the manager ask the young couple to be more considerate.
2. Could you please stop talking so loudly late at night? or Would you mind not talking so loudly late at night? We like to give our guests a chance of getting enough sleep.
3. Mr and Mrs Benson lie awake all night.

4. No, it isn't. It's just off. Mrs Bell will have just to turn on the unit.
5. No, he doesn't. He arranges for some other person to check the rooms for him.
6. No, he doesn't. He promises to send someone else to bring the coat hangers to the room.

Exercise 3:

1. arguing
2. considerate to
3. aspects
4. blurred
5. adjust
6. bar
7. thoroughly
8. at once

Exercise 4:

Pair work

Suggested answers:

1. example
2. Oh, I'm so sorry, sir, but you see we're short of staff in the kitchen at this time of day. I'll see that breakfast is sent up to your room right away.
3. I'm terribly sorry about this. I'll send someone to adjust the shower and repair the toilet-roll holder.
4. I really must apologize. I'll have a word with the receptionist and ensure it doesn't happen again.
5. I'm sorry, sir/ madam.
   I'll get one of the housekeeping staff to fix the faucet and I'll make sure some coffee is sent up to you immediately.
6. I'm extremely sorry to hear that. I'll make enquiries about it.
7. I'm sorry, sir, but you see it's normal for the chambermaid to come in around this time unless a do-not-disturb sign is hung on the door handle.
8. I'm terribly sorry. I'll send someone up to your room at once.
9. Oh, I'm so sorry. I do apologize. I'll report

it to the maintenance engineer now and he'll fix it as soon as possible.

10. I'm very sorry about this. I'll attend to it right away.

Exercise 5:

Suggested answers:

1. example
2. Could we ask you to turn the volume down while listening to music at night? We're responsible to our guests for getting a good night's sleep.
3. I'm sorry sir, but you aren't allowed in the night club, unless you're wearing a dinner jacket.
4. I'm afraid I'll have to ask you to pay for the replacement of the broken window. (Otherwise, we have the right to retain guests' belongings when they owe money to the hotel.)
5. The regulations here don't permit guests to take friends, who aren't registered at the hotel, into their rooms. or No visitors are permitted in the rooms of registered guests after 20.00.
6. I'm sorry, madam, but I have to follow the rules. Guests are not allowed to bring dogs into their rooms.
7. I'm sorry but I must ask you to extinguish your cigarette, as you're in a non smoking area. We have to consider the non smokers, you see.
8. I'm afraid we'll have to ask you to settle your bill here.
9. We'll have to ask you to leave the hotel. I'm sure you understand the reasons why we can't let you stay any longer.
10. Could we ask you (Do you think it might be possible to ask you) to keep the noise down? (to be a little quieter?) We've had complaints about the noise from your neighbours across the corridor.
11. I'm afraid our regulations don't permit guests

to enter the public areas when they wear bathing suits.

Exercise 6:

1. example
2. They should have changed the sheets and towels.
3. They should have made the bed
4. They should have cleaned the bath.
5. They should have emptied the ashtray and the wastepaper basket.
6. They should have wiped the mirror.
7. They should have brought up some toilet paper, some soap and the room service menu.
8. They should have vacuumed the carpet.
9. They should have dusted the desk and table.
10. They should have replaced the broken bulb and the torn telephone directory.
11. They should have watered the plants.
12. They should have fixed the faucet which was dripping.

Exercise 7:

1. example
2. The manager will have the dirty curtain cleaned.
3. He will have the floor vacuumed.
4. He will have the wastepaper basket emptied.
5. He will have some coat hangers brought up for the guest.
6. He will have the sheets changed.
7. He will have the missing ashtray replaced.
8. He will have the plants watered.
9. He will have the table top dusted and polished.
10. He will have some towels sent up to room 301.

Exercise 8:

Role play 1:

R.: Receptionist C.: Customer

R.: Good afternoon, madam.
C.: Good afternoon. I booked a single room here for tonight.
R.: Can I have your name?
C.: Miss Moor. Clare Moor.
R.: I'm terribly sorry, Miss Moor, we have no reservation in your name. When was it made?
C.: My secretary made the booking two weeks ago.
R.: Have you got a telex or letter confirming your booking?
C.: No, I haven't.
R.: Well, I'm awfully sorry, madam, but there must have been a misunderstanding. Unfortunately, there are no other rooms available. You see, this is our busiest month.
C.: What do you mean, there are no rooms? I've got to sleep somewhere!
R.: Would you like me to get you a room in a nearby hotel of similar standard and price? We'll arrange the transfer.
C.: Well, go ahead.
R.: Perhaps, you'd like a drink, compliments of the house, while I take care of the matter? (I look into this?)
C.: Thank you.

Exercise 9:

Role play 2:
R.: Receptionist C.: Customer

R.: Good evening. Can I help you?
C.: Good evening. I have booked a single room for tonight and tomorrow night. My name's Peterson.
R.: I'm sorry Mr Peterson but we've let the room to another guest and there are no vacancies at the moment. You see, we've been busy with a large conference.
C.: That's not fair! I booked the room a month ago.
R.: I'm sorry, sir, but guests are requested to

check in before 5 o'clock. You were aware of this regulation as it was in the letter of confirmation. You should have informed us.

C.: It's not my fault that my plane was delayed by fog.

R.: I'm sorry, sir, but we're not responsible if a flight arrives late. I'll see that you're transferred to another hotel nearby and that you find a room at the same rates. In the meantime, why don't you sit in the loange and have a drink compliments of the hotel? I'll send a waiter to take your order.

Writing Activity

Exercise 10:

Pair work

Suggested letters:

Student A:

.....

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

I must also complain about the considerable increase of the prices.

.....

Student B

.....

I'm extremely sorry that you didn't find the services provided by our hotel satisfactory/ up to our usual standard. I apologize for this and I would like to explain that we ... take on temporary staff which is not well trained. I believe that our prices are normal for a hotel of this standard.

.....

Listening Activity

Exercise 11:

1. Look, I've pushed all the buttons but I can't get a good picture. That's in room 508.
2. Room number 935. Shall I wait all day for you to send someone to clear away the empty glasses and bottles?
3. Listen. I'm in 818. I've been waiting over half an hour for someone to bring my breakfast.
4. I'm in 331. It's annoying! That disc jockey in the night club is playing the records at full blast.
5. It's absurd that you don't accept anything but cash. I'll pay in cash then for room 717.
6. Could you have a word with the chambermaid? I have had the same towels for a whole week. I'm staying in room 552.
7. Listen, I can't get my hairdrier to work. It's the socket, I'm in room 313.
8. Could you send someone up to room 605? The water in the bath tub isn't running away.

Causes of annoyance	Room number
faulty socket	313
the towels have not been changed	552
slow room service	818
waste pipes blocked	605
sth is wrong with the TV	508
credid cards not acceptable	717
room littered with empty trays	935
very loud music is played	331

Fun Time

A. 1. R E P **A** I R
2. E M **P** T Y
3. S **O** C K E T
4. C O M P **L** A I N
5. P **O** L I S H
6. A **G** R E E

7. P A Y M E N T

B. **C**onsiderate
Offered
Mention
Polite
Loudly
Assistance
Instant
Nerves
Terrible

U N I T 7

GIVING DIRECTIONS AND INFORMATION

Exercise 1:

Suggested answers:

A.	Information or service requested	Information or service provided
Guest 1:	the way to the nearest post office	outside the hotel turn right, second turning left
Guest 2:	make a direct long distance call	negative answer, ordered through the switchboard operator
Guest 3:	the way to the Terrace lounge	lift top floor, left, end of corridor
Guest 4:	a. how to get to East Terminal b. wake-up call 5.30	courtesy coach, leaves 7.00 am, a quarter of an hour to Airport, hall porter call taxi any time
Guest 5:	sprain ankle need doctor	offer to call a taxi take to casualty
Guest 6:	book tickets on sightseeing tours at the hotel	positive answer, ground floor, bookings for all tours

B. Students look at their notes and reconstruct the dialogues.

Exercise 2:

1. example
2. stumbled, sprained
3. move with the times
4. call
5. casualty
6. swell
7. miss
8. lounge
9. ankles

Exercise 3:

Students practise enquiring about and giving directions using the phrases provided.

e.g. Suggested questions:
Where's the ...?
Which way is the ...?
Can you direct me to ...?
Am I going the right way for ...?
Can you tell me the way to ...?
Is this the right way for ...?
I wonder if you could tell me where the... is.

Suggested answers: Take the lift to the first floor. When you come out of the lift, turn left and it's at the end of the corridor, etc.

Exercise 4:

1. True.
2. False. The souvenir shop is next to the news-stand.
3. False. ... turn right.
4. True.
5. True.
6. False. ... on the left.
7. False. ... on your left.
8. True.
9. True.
10. False. ... on your left.
11. True.

12. False. ... next to ...

Exercise 5:

Suggested answers:
Nightclub: over there, to the right of the coffee-bar.
Coffee bar: behind you on the left.
Restaurant: Through the lounge on your right, past the lifts and stairs.
Telephone box: facing the lounge along to your left.
Bank: along to your right at the end of the corridor or go straight down at the end of the corridor.
TV lounge: behind the reception desk, through this door here.
Taxi rank: on your right as you go outside the main entrance.
Swimming pool: behind the hotel.

Exercise 6:

Pair work

Suggested answers:

Library: take the first turning on the left. Then go straight as far as the traffic lights. Turn right at the traffic lights, and you 'll see it on the left.
Commercial bank: Take the first on your left. Go straight on till you come to the second traffic lights. Turn right and it's on your left opposite the French Embassy.
ABC Disco: Go down Areos street till you come to the second traffic lights. Turn right, take the first (turning) on the left and you go on until you come to the French Institute. Turn right and it's just a little way along the street on the right.

Sports centre: Go down Areos street. Take the first on your left and you'll see it on your right.

Travel agency: Second on the right and it's on the left near the coach station.

Folk Art Museum: Go straight on past the church as far as the police station. Turn left and it's on your right hand side.

Theatre: Go down as far as the supermarket, then turn right and it's on the right, opposite the shopping centre.

Book shop: Go along this road, take the second turning on the left. And it's on your left opposite the Folk Art Museum.

Railway station: Keep straight on until you get to the end of this road. Turn right and it's on the left.

Antique shop: Go straight down the road in front of you past the first and second traffic lights till you come to the Tube station. Turn right and it's on your right, opposite the railway station.

Town Hall: Take the first (turning) on the left. Keep going along the road until you come to some traffic lights near a bus station. Turn right. Go straight on past the Library and the Town Hall is on the left, on the corner.

Exercise 7:

Suggested answers:

1. Go down Heyden street. (You have the Gallery on your right-hand side.) Turn left into Tinou road. Go straight along until you come to Lemnou street. The Department store is straight in front of you. Its entrance is in Tinou road.
2. Go along Thiras street with the post office on your left. Turn left into Tinou road. Go straight along until you come to Lemnou street. Turn left into Lemnou street. The War Museum is

on your left opposite the Music Centre.

3. As you go on your left, go down this street and then turn left into Samou street. Go along Samou street until you come to Heyden street. It's on the corner, on the right.
4. Walk down Heyden street (with the museum on your right). First left. That's Tinou road. Cross the road and it's a little way down on your right opposite the Embassy.
5. Turn right outside the Art Gallery and go down Heyden street. First right into Tinou road. Then right again. That's Thiras street. And it's a little further down on your right, opposite the Coach station.
6. Cross the road. Walk along until you come to Samou street. Turn left. Go down Samou street until you get to Lemnou street. The hotel is straight in front of you. You can't miss it.
7. Outside the railway station turn right and walk down Thiras street past the Coach station as far as Tinou road. Turn left and the bank is on your right.
8. Turn right outside the supermarket and go up Heyden street. Take the first (turning) on the left. That's Tinou road. Go along Tinou road and then take the first on the right. That's Thiras street. The Coach station is on your left you can't miss it.

Exercise 8:

A. 1. e
2. d
3. a
4. c
5. b
6. h
7. f
8. g

B. Pair work

Suggested answers:

1. I'm afraid we haven't any rooms left that weekend.
2. I'm sorry he's not in. Can I take a message?
3. I'm sorry, sir, but I haven't got any record of that, when did you make the reservation?
4. I'm afraid that the only rooms available are those at the back.

5. I'm sorry the hotel is full tonight. Would you like me to get you a room in another hotel?
6. No, I'm afraid not. or I'm sorry, we don't accept personal cheques. It's the policy of the hotel.
7. I'm sorry, the restaurant's full now but we can seat you in about half an hour.
8. I'm sorry. The kitchen's closed now. We open at 12.00. or I'm sorry we don't begin serving until 12.00. Could you call back later?
9. I'm afraid we don't, sir/ madam. The health regulations here don't permit guests to bring animals into hotel rooms.
10. I'm afraid you can't. If the hotel wasn't/ weren't so full, we would let you stay in the room free of charge. We'll keep your luggage if you like.
11. I'm afraid not but we can install a colour one in your room for an extra charge of ... per day.

Exercise 9:

Suggested answers:

1. Example.
2. Your sister said that she would wait for you in the lobby at 5.30 pm.
3. Mr Bell, Mrs Rocca asked you to phone her at 7.00 pm.
4. Mr Bates, in room 301, said that he needed an extra pillow.
5. Mr Red, Mrs Conrad phoned to say that she was leaving very early tomorrow and she wouldn't be able to see you in the evening.
6. Mr Simoneti, Mrs Mauget said that she would be waiting for you in the Terrace cafe./ Mr Simoneti, Mrs Mauget is waiting for you in the Terrace cafe.
7. Your husband said that he was going to the National Museum and he wouldn't be back until after four.
8. Mrs Lant said she wanted you to call her a taxi at 6.00 am tomorrow.

9. Mrs Wagner asked if she could leave her jewellery for safe keeping.
10. Mr Piaget said that he wanted you to prepare his bill and asked if he could pay by personal cheque.
11. Mrs Bauer said that her husband would like you to call him at 7.30 tomorrow morning.

Exercise 10:

Suggested answers:

A. Pair work

1. example
2. -Have you got any information about the sightseeing tours this week?
   -You'll find a poster on the hotel notice board giving details of all our tours for the next two weeks.
3. -I've heard there is a tennis court in the sports complex. Would it be possible to use it?
   -Certainly, sir. But you are advised to book early in the day; you see it's very popular.
4. -Have you seen a brown leather bag? I must have left it in the lounge.
   -I'm afraid, sir, nothing has been handed in yet.
5. -Can I speak to the manager please?
   -I'm sorry but he is out at the moment. Would you like to leave a message?
6. -Can I have my car washed?
   -Certainly. If you give your keys to the hall porter, he'll attend to it. or If you give your keys to the hall porter, he'll have it attended to.
7. -Is there a doctor in the hotel? It's urgent.
   -No, I'm afraid there isn't, but we can call a doctor quickly in case of emergency.
8. -Can I cash some traveller's cheques here?
   -Certainly. They can be changed at the cashier's desk.
9. -Is it safe to leave my bracelet and earings in my room?
   -I'm afraid it isn't, sir. Guests/ you should deposit their valuables in the safe at the Reception desk.

Otherwise, we cannot accept responsibility.

10.-Could someone go to the Chemist's and bring me the medicine the doctor prescribed for my migraine?

-I'll send the porter up to your room to collect the prescription right away.

Suggested dialogue:

B. Guided Dialogue

A. I'd like to get a meal. Is your restaurant open at this time of night?

B. I'm afraid it's closed now, sir. It's open until 11 o'clock. But you can get a light meal at our cafeteria that stays open until 1 o'clock in the morning.

A. Okay. Can you tell me the way to the cafeteria?

B. Go up these stairs and follow the corridor along to your left. You can't miss it.

Writing Activity

Exercise 11:

.....

When you get off at Victoria tube station, you'll see a square. That's Victoria Square. Cross the square, turn left into Aristotelous street and take the first turning on the right. That's Pheron street. The hotel is a little further down the street on your left.

I'm looking forward to welcoming you in our hotel.

Listening Activity

Exercise 12:

A. The manager's room is up the stairs straight to the end of the corridor.

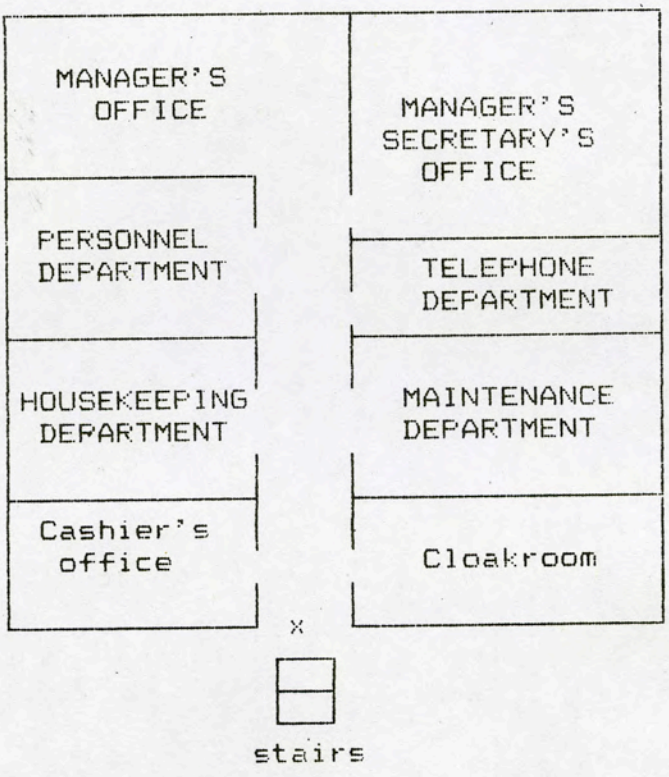
His secretary's room is straight up the stairs, along to the end of the corridor, on the right.

The cashier's room is up the stairs along the corridor, the first door on the left.

Between the cashier's office and the Personnel department is the Housekeeping Department.

Opposite the Housekeeping Department is the Maintenance Department. Between this and the Manager's Secretary's office is the Telephone Department.

B.



Fun Time

1. Z E B **R** A
2. A C R **O** S S
3. J **U** N C T I O N
4. G R O U **N** D
5. C O R R I **D** O R
6. J **A** M S
7. T U **B** E
8. M O T **O** R W A Y
9. C **U** R R E N C Y
10. S W I **T** C H B O A R D

U N I T 8

CHECKING OUT AND METHODS OF PAYMENT

Exercise 1:

A.	1st dialogue	2nd dialogue
Guest's name	Maria Wagner	Feliciani
Room number	313	401
Method payment	Traveller's check	personal check without a banker's card (unacceptable) in cash, in French francs
Items included in the bill	basic room rate x3, 3 breakfasts a long distance call, dinner for two, VAT and service charge	

B. 1. You must check the expiry date.
You must ask for some identification.
You must compare signatures.
You must call the bank to check if the credit card is valid and if there's credit left in the bank.

2. You must always ask for a cheque card or a banker's card. Otherwise, you must telephone the guest's bank and ask them to guarantee the cheque for the guest.
A cheque (banker's) card, is a card through which the bank promises that they will pay out the money written on the cheque up to a certain amount.

3. It stands for **V**alued **A**dded **T**ax.

Exercise 2:

1. example
2. settle
3. the total
4. right
5. go through
6. multiplied by three
7. quite
8. receipt
9. cheque card
10. unless
11. work out
12. exchange rate

Exercise 3:

A.
1. example
2. amount to
3. fill in
4. hand in
5. came off
6. go through
7. worked out
8. check out

B. cash traveller's cheques
change foreign currency
settle an account
work out the exchange rate
do calculations
write out a receipt
make an addition
pay cash
accept a cheque

Exercise 4:

A.
1. example
2. d
3. f
4. b
5. c
6. a

B. fifteen thousand two hundred and ninety six
thirty five point two oh one
twelve point three oh two
two hundred thousand, three hundred and seventy seven
two thirds
four point oh eight

half
twelve point five oh six
seven hundred and twenty eight thousand, four hundred and eighty nine
one hundred and thirty nine point oh five
five million, seven hundred, three hundred and eighteen
five sixths
seven eighths
three and a half
eleven per cent

C. one hundred and fifty plus 32 minus ninety five equals eighty seven
six and a half multiplied by three equals nineteen and a half
three fifths plus six thirds equals thirty nine fifteenths
eight hundred and twenty divided by two minus sixty five is equal to three hundred and forty five

Exercise 5:

Students refer to the rates of exchange and the useful language and ask and answer questions about the rates of exchange.

Exercise 6:

1. check out
2. the cashier
3. total amount
4. have a look
5. of the items
6. this charge
7. hotel services
8. laundry service
9. right
10. long distance call
11. operator
12. the other day
13. to pay
14. accept
15. have
16. expired
17. in cash
18. do nicely
19. receipt
20. 've enjoyed

Exercise 7:

1. The guest wants to settle the bill and leave the hotel.
2. The receptionist promises to prepare the guest's bill.
3. The guest points to items in the bill and asks about them.
4. The receptionist explains any points the guest doesn't understand.
5. The receptionist asks about the method of payment.
6. The guest wants to know if credit cards are acceptable.
7. The receptionist checks the validity of the credit card and points out that it is out of date.
8. The guest offers to pay (in) cash.
9. The receptionist accepts payment and hands in a receipt.
10. The guest and the receptionist say "thank you" to each other and end their conversation with goodbyes and expressions of goodwill.

Exercise 8:

Suggested answers:

1. -Here you are. The total amount is ... Would you like to check it?
2. -How would you like to pay? /How are you paying?
3. -What's this for?/ What's this charge?/ What does this mean?
4. -That's for a long distance call./ It's a service charge.
5. -That's fine./ That'll do nicely.
6. -I'm sorry but this credit card expired two months ago.
7. -If you wait a second./ If you'd like to wait a moment, I'll write out/ give you a receipt.
8. -I won't keep you one moment.

9. -I'm afraid hotels have to add a charge for providing this service.
10. -I'm sorry for keeping you wait so long/ you had to wait so long. We're rather busy at the moment.
11. -We hope you've enjoyed staying with us.

Exercise 9:

Suggested answers:
1. example
2. -That's fine.
3. -Would you like me to explain any points items that surprise you?
   -Shall I go through it item by item with you and explain it all?
4. -Yes, of course. May I have the card, please? If I could just have your card a moment.
5. -That's ten per cent service charge.
6. -Just a moment, please. I'll get the manager.
7. -That's for the phone calls.
8. -Yes, sir/ madam. I'll send the porter to get your luggage.
9. -Yes, ... that'll do nicely.
10. -You're welcome. Very pleased to be of assistance.
11. -No, it's not necessary./ Yes, please.

Exercise 10:

Role play

Suggested dialogue:

Recept: Good morning. May I help you?
Guest : I'd like to check out, please. Can you prepare my bill?
Recept: Certainly, sir. What's your room number, please?
Guest : 402. The name's Santsez.
Recept: Just a moment, please, Mr Santsez.
.....
Here you are. That's two nights with

breakfast included in the room rate, plus dinner for three, at the hotel restaurant, plus a direct long distance call and room service. That's the total payable at the bottom, here. Would you like to check it?

Guest : Um ... Can you explain what this item/ charge here is?

Recept: That's fifteen per cent service charge.

Guest : Ah, yes. Oh, well, I see it's right. I'm short of cash. Can I pay by credit card?

Recept: Yes, of course. May I have the card. please?

Guest : Here you are ...

Recept: That'll do nicely ... Could you sign here, please? ...
Thank you. One moment and I'll give you a receipt.

Exercise 11:

Guided dialogue:

Guest : I'd like to change some English pounds. Where's the nearest bank?

Recept: I'm afraid the banks are closed at this time of day.

Guest : Oh. What a nuisance! You see, I'm short of cash.

Recept: No problem. You can change foreign currency here. You want to buy drachmas, don't you?

Guest : Right. What rate are you giving?

Recept: Let me see. it's 400 drachmas to the pound.

Guest : How much commission do you charge?

Recept: 2 per cent on each transaction.

Guest : You know, I got a better rate for my pounds at the bank the other day.

Recept: I'm sorry, but we have to add a charge for providing this service.

Guest : I see. I'd like to change 200 pounds.

Recept: Just a moment. Er ... it comes to 81,600 drachmas, in total.

Exercise 12:

A. 1. example
2. on
3. on
4. on
5. off
6. off
7. on
8. on
9. off
10. on
11. off

B. 1. example
2. down
3. down
4. up
5. down
6. down
7. down
8. up
9. up
10. down

Listening Activity

Exercise 13:

A. Crete with an area of 8,261 sq. km, is the largest Greek island. The island has a total population of 512,165 inhabitants, that is 62.1 inhabitants per sq. km. The largest towns are Heraklion with 115,958 inhabitants and Chania with 62,980.
Crete does not have any noteworthy plains. The three highest mountains are Idi 2,456 m, the White Mountains, which rise to 2,452 m, and Dicti 2,148 m. The annual rainfall varies with the altitude. In mountainous areas, it rains more than on the coast, where the annual rainfall ranges between 550 and 700 mm.
The warm climate of Crete, with a mean annual temperature of 18 °C, makes it possible for vegetables to ripen very early in the spring. The economy of Crete has been based on agriculture. The main products are olive oil, sultanas, wine etc.

A. Area: 8,261 sq. km

Population: 512,165 inhabitants
62.1 inhabitants per square km

Largest towns: Heraclion: 115,958 inhabitants
Chania: 62,980

Highest mountains: Idi: 2,456 m
White Mountains: 2,452 m
Dicti: 2,148 m

Annual rainfall in mountainous areas: 550–700 mm

Weather: warm
Temperature: 18 °C
Main products: olive oil, sultanas, wine etc.

B. Tourist arrivals in 1985 by nationality:

British:	1,329,259
German:	1,050,078
American:	466,155
French:	441,141
Italian:	364,177
Austrian:	282,468
Dutch:	280,309
Swedish:	223,956
Swiss:	205,662

Fun Time

1. $100 + 15 = 115$

$$\begin{matrix} 115 & 100 \\ 241{,}500 & x \end{matrix}$$

$$x = 100 \cdot \frac{241{,}500}{115}, \quad \boxed{x = 210{,}000}$$

2. $100 + 12 = 112$

$$13{,}500 \cdot \frac{112}{100} = 15{,}120$$

100 . 250 = 25,000
25,000 − 15,120 = **9,880**

3. 100 − 10 = 90

$$175{,}000 \cdot \frac{90}{100} = 157{,}500$$

600 . 400 = 240,000
240,000 − 157,500 = **82,500**

4. 100 − 2 = 98

$$2{,}300 \cdot \frac{98}{100} = 2{,}254$$

2,254 . 35 = **78,890**

SECTION B

FOOD AND BEVERAGE SERVICE

U N I T 9

TAKING ORDERS

Dialogue 1

Exercise 1:

1. I would like or I'd like.
   Would you like?
2. She likes her egg soft-boiled.
3. Free answer.
4. The waiter will bring her breakfast in twenty minutes.
5. She will spread butter and jam.
6. Strawberry, raspberry, prune, cherry etc.
7. a. I'd rather
   b. skip
   c. hang on

Exercise 2:

A. All except: wine glass, fork, tea bag, hot water jug, and tea pot.

B. All except: tea kettle, tea strainer, tea leaves, tea caddy, lemon juice and cold water jug.

Exercise 3:

Dairy products	Beverages	Bread	Breakfast accompa-niments	Cakes and biscuits
butter cream egg	orange-juice coffee	toast rolls	jam	croissant
cheese	tea	whole meal-	honey	short-

milk	chocolate grape- fruit juice	rolls white rolls crispbread currant buns	marmelade	bread scones buns petits- fours tarts sponge- cake

Exercise 4:

Employee: Room service. May I help you?
Caller: I'd like some coffee, please.
Employee: For how many?
Caller: For _____. I'd like some cakes, too. What kind have you got?
Employee: There's an assortment of cakes.
Caller: All right. I'll have some.
Employee: May I have your room number, please?
Caller: _____. How long will it take?
Employee: It won't take (too) long. or (The waiter will be up in a few minutes/ right away/ as soon as possible.)
Caller: Okay. Thank you. Goodbye.

Exercise 5:

A. bread: black, brown, corn, fresh, mouldy, stale, white, whole wheat
coffee: strong, black, white, fresh, instant, decaffeinated
tea: strong, weak, decaffeinated, herbal, scented, iced

B. bake: bread, rolls, cake, biscuits
make: coffee, tea, toast, omelette, jam

Dialoge 2

Exercise 1:

A.
1. example
2. menu
3. starter
4. well-done
5. dessert
6. main course
7. assortment
8. chilled

B.
1. Because a lot of the menu was in French and she couldn't understand.
2. The guest wants the steak well done.

Exercise 2:

Vegetable soup
Tuna salad

Steak with chips and beans
Roast chicken with roast potatoes, peas and carrots

Fruit salad
Lemon pie
An assortment of cheeses

Exercise 3:

Soups	Salads and side dishes	Meat	Desserts and cheeses	Drinks
vegetable soup	tuna salad beans peas carrots chips roast potatoes	steak chicken	fruit salad lemon pie assortment of cheeses	beer

Exercise 4:

MEAT	VEGETABLES	FRUIT	FISH
sausage	celery	pineapple	tuna
turkey	peas	peach	mackerel
veal	cabbage	pear	mullet
lamb	spinach	grapes	trout
pork	cucumber	avocado	salmon
beef	beans	date	sardines
duck	radishes	plum	anchovy

Exercise 5:

Table d'hôte Menu

Mushroom soup
Shellfish cocktail 26€ per person
Pâté de foie

Veal roasted with vegetables
Roast chicken
Grilled mackerel

Black Forest
Fruit salad

Dialogue 3

Exercise 1:

Students try to remember what each guest ordered.

Exercise 2:

A. 1. slice
2. so (as) long as
3. brand
4. straight
5. on the rocks

B. 1. slice
2. straight, on the rocks
3. brand
4. so long as

Exercise 3:

1. example, 2. d, 3. f, 4. a, 5. c, 6. b, 7. e

Exercise 4:

Spirits or hard liquor
whisky gin brandy rum cognac vodka ouzo

Wines fortified
vermouth sherry port Madeira

Table wines
Bordeau Burgundy Beaujolais Chablis Retsina

Mixers
Soda Tonic Ginger ale Coke

Liqueurs
Tia Maria Grand Marnier Cointreau Martini Cherry Marascino Amaretto

Cocktails
Bloody Mary Manhattan Sangria Tequila

Exercise 5:

Pair work

Suggested answers:

1. Example
2. -I would like a beer.
   -Would you like bottled or draught, sir?
3. -Could I have a can of lemonade?
   -Yes, madam. Would you like still or fizzy?
4. -Can I have a brandy, please?
   -Certainly, sir. Would you like some ginger with your brandy?
5. -I'd like a coke please.
   -Would you like some lemon in it?
6. -Could I have a glass of the house wine?
   -Would you like sweet or dry, sir?
7. -I'd like a gin, please.
   -Certainly, sir.
   -Would you like (prefer) any particular brand? Would you like some tonic with it?
8. -Could I have a bottle of beer?
   -Would you like a small or a large one?

Dialogue 4

Exercise 1:

Non-alcoholic beverages	Cold snacks	Hot snacks
seven ups cokes	cheese and ham sandwich tuna and salad sandwich	hamburgers

Side dishes	Sauces	Spices	Desserts
French fries side salads	tomato ketchup	mustard	banana milk shake chocolate ice-creams

Exercise 2:

1. snack(s)
2. soft (drinks)
3. French fries
4. afters

Exercise 3:

Continental breakfast
Orange or grapefruit juice etc.

English breakfast
Cereals Orange or grapefruit juice

Hot snacks
Cheeseburger etc.

Cold snacks
Sandwiches etc.

Spirits
Brandy etc.

Non-alcoholic beverages
Hot chocolate etc.

Exercise 4:

Pair work

The students study the example and then do the exercise.

Exercise 5:

MEAT	FISH	DRINK
fatty	fresh water	stiff
fresh	salt water	strong
lean	tropical	still
raw	smoked	weak
tender	frozen	mixed
tough	a fillet	soft
white	fresh	iced
minced		
a fillet		
smoked		
frozen		

Language Practice

Exercise 1:

Students using the expressions provided, make polite requests.

Exercise 2:

Students study the expressions and the examples provided and express offers.

Suggested answers:
-Would you like some help with your luggage? or
Would you like me to help you with your luggage?
-Shall I call a taxi, sir? or
Would you like me to call a taxi for you?
-Shall I get you an aspirin?
-Would you like to sit near the window, sir?
-Would you like me to turn down the air conditioning?
or Shall I turn down the air conditioning?
-Would you like something to drink? etc.

Exercise 3:

Suggested answers:
-Could I have some spinach, please?
I'd like some spinach, please.
-Could you, please, help me carry this suitcase?
-Where would you like to sit? etc.

Listening Activity

Exercise 1:

-Okay, barman. I'll have my usual. Whisky and soda. Can you bring me some nuts with it?
-Can I have a cheeseburger with French fries?
-I'll have a dry martini with plenty of ice.
-For dessert we'll have two oranges and two pears.
-Two chocolate milk shakes and two strawberry tarts with whipped cream, please.
-I'd like a liqueur with my coffee.
-Two fillet steaks and two side salads, please.
-A gin and tonic for me, with lemon and ice, please.
-I'd like some lemon in the coke.
-I'd rather have white wine with the fish.

Fun Time

A.

aubergine	onion
mushrooms	garlic
tomato	lettuce
pepper	cabbage
radishes	beans
carrot	cucumber
Brussels sprouts	celery
potato	avocado (pear)
asparagus	courgette BrE
peas	(zucchini AmE)

B.

1. bread
2. rolls
3. eggs
4. cereals
5. cake
6. coffee
7. jam
8. toast
9. butter

The hidden word is BREAKFAST.

U N I T 10

AT THE RESTAURANT (1)

Dialogue 1
Taking a reservation and seating the guest

Exercise 1:

A. Number of people 4.
Time 9.00 pm
Name: Mason

B. He asks: What time would you like your table?
For how many?
May I have your name?/ Who's the reservation for?

C. 1. seating
2. vegetarian
3. plenty

Exercise 2:

Employee: _____Restaurant. May I help you?
Caller: I'd like to reserve a table for this evening?
Employee: For how many, please?
Caller: Three.
Employee: For what time?
Caller: Around 8.00.
Employee: What's your name, please?
Caller: Cliff.
Employee: All right. A table for three for this evening at 8.00 for Mr Cliff. Thank you, sir.
Caller: Thank you. Goodbye.

Exercise 3:

Role play

Suggested answers:

B: _____Restaurant. May I help you?
A: I'd like to make a reservation ,for Sunday. What time do you open?
B: We open at 7.00 and we close at midnight.
A: Okay. Can I book a table for eight o'clock?
B: I'm sorry, there aren't any free tables till 8.00, but we can give you one at 9.00.
A: All right.
B: For how many, please?
A: For five.
B: May I have your name, please?
A: Winlker.
B: A table for five on Sunday at 9.00 for Mr Winkler. Thank you, sir.
A: Thank you. Goodbye.

Exercise 4:

Role play

Suggested answers:

Waiter: Good evening. Have you got a reservation?
Bugster: Yes, the name's Bugster.
Waiter: Could you follow me, please? Will this table be all right?
Bugster: No, it's near the doorway and it's rather draughty.
Waiter: Would you like to/ would you rather sit over there in the corner?
Bugster: All right. Thank you.
Waiter: I'll bring you the menu.

Exercise 5:

1. We open at ...
   We close at ...
   We are open from ... to .... We're closed on Sundays.
2. I'm sorry there are not any free tables left for 8.00.

I'm afraid the restaurant's full this evening.

3. Good afternoon/ evening. Would you like to/ could you follow me/ come this way, please?
4. Will this table be all right?
5. I'm sorry, this table is already reserved.
6. Would you rather sit near the window or further back?

Dialogue 2
Ordering aperitifs

Exercise 1:

A. Guest 1 wanted tonic added to gin and guest 2 wanted a dash of soda added to his vermouth.

B.
1. example
2. table d'hôte
3. à la carte
4. fancy
5. wine list
6. a dash

Exercise 2:

1. example
2. room temperature
3. wine glass, bouquet
4. cork
5. corkscrew
6. ice-buckets
7. bouquet

Exercise 3:

Waiter: Would you like something to drink before your meal, sir/ madam?
Guest: I'd like/ I'll have a gin and tonic, please.
Waiter: Would you like ice and lemon in it?
Guest: No, thank you.
Waiter: What brand of gin would you prefer?
Guest: It doesn't matter. Whatever there is/ you have.

Exercise 4:

A. a dozen of eggs
a kilo of oranges
a pinch of salt
a litre bottle of milk

a loaf of bread
10 grams of butter
a spoonful of sugar/ butter
a bar of chocolate
a slice of cake/ bread/ meat
a clove of garlic
a lump of sugar/ butter
a chunk of meat

B.

Wine	Water
dry	boiling
sweet	clear
rose	drinking
white	drinkable
sparkling	fresh
table	hot
imported	mineral
house	running
chilled	iced

Exercise 5:

Starters
Avocado with shrimps
Shellfish cocktail
Egg mayonnaise

Meat
Pork chop
Veal ragout
Lamb kebabs

Fish
Fried fillets of plaice
Fried cod with garlic sauce

Pasta
Lasagne
Spaghetti Napolitana
Ravioli

Sauces	**Vegetables**	**Cheeses**	**Dessert**	**Spirits**
Tartar	Courgettes	Feta	Cheesecake	Brandy
Mint	Artichokes	Brie	Profiterole	

Fortified wines
Vermouth
Sherry

Soft drinks
Lime juice
Bitter Lemon

Dialogue 3
Ordering starters and fish

Exercise 1:

A. 1. Guest 1: stuffed vine leaves
Guest 2: mixed hors d'oeuvres
Guest 3: prawn cocktail
2. They ordered trout and sole.
3. bake, poach, fry, grill, broil (AmE), roast, stew, steam

B. 1. example
2. vine
3. grilled
4. trout
5. vinegar
6. hors d'oeuvres
7. sole
8. herbs
9. prawn

Exercise 2:

A. Shellfish	**Salt water fish**	**Fresh water fish**
Mussels	Anchovy	Trout
Lobster	Haddoc	Salmon
Crab	Tuna	Perch
Prawn	Mullet	
Shrimp	Sea perch	
Oysters	Sword fish	
	White bream	
	Dentex	

B. Herbs	**Spices**
parsley	pepper
thyme	paprica
rosemary	chilli
oregano	cinnamon
	clove
	nutmeg

Exercise 3:

MENU (A la carte)

Starters
Mixed hors d'oeuvres
Seafood appetizers
Vegetable cream soup

Salads
Hot potato salad
Broccoli
Orange sauced carrots

Fish
Sole in butter
Marinated red mullet
Grilled trout
Plaice in wine sauce

Charcoal grilled (broiled) **Meat**
Beef steaks
Veal cutlets
Lamb chops

Drinks
Wines
Beer
Liqueurs
Cocktails

Bread
Wholemeal rolls
Plain white rolls

Fruit
Tangerines
Water melon
Peach

Desserts
Chocolate mousse
Strawberries and cream

Exercise 4:

A. An electric cooker has three parts. The oven, the grill and the burners or hot plates

The oven is used for baking (bread, cakes) or roasting (meat).

The grill (an apparatus for cooking by direct heat) is used for grilling (broiling, AME) or toasting (bread).

The hot plates are used for boiling, simmering, stewing, frying, braising, steaming, poaching and sautéeing.

B. 1. example
2. boil
3. fry
4. grill
5. poach

C. 1. example
2. d
3. a
4. e
5. f
6. b

Exercise 5:

	dry	in liquid (fat/ water)	in the oven	on the hot plates	fast cooking	slow cooking
grill	V		V		V	
simmer		V		V		V
roast	V		V			V
bake	V		V			V
fry		V		V	V	
poach		V		V		V
stew		V		V		V
braise		V		V		V
sauté		V		V	V	

LANGUAGE PRACTICE

Exercise 1:

Students study the examples and do the exercises in pairs.

Exercise 2:

A. an idea, a jar of honey, a loaf of bread, an orange, a dish, a meal

some soap, jam, sugar, luggage, money, milk, tea, news, wine.

B. Countable	**Uncountable**
cauliflower	work
job	pepper
grass of milk	butter
carrot	meat
steak	baggage
portion	

C. Countable	**Uncountable**
helping	weather
job	traffic
hair	scenery
view	money
	work
	information
	travel
	advice
	fruit
	accommodation *

* Note: In AmE the word accommodation is countable.
e.g. I spent most of my first day in Paris looking for accommodations.

Exercise 3:

1. example
2. an, a
3. a
4. an
5. the
6. the
7. the
8. the
9. a
10. a, a, an

LISTENING ACTIVITY

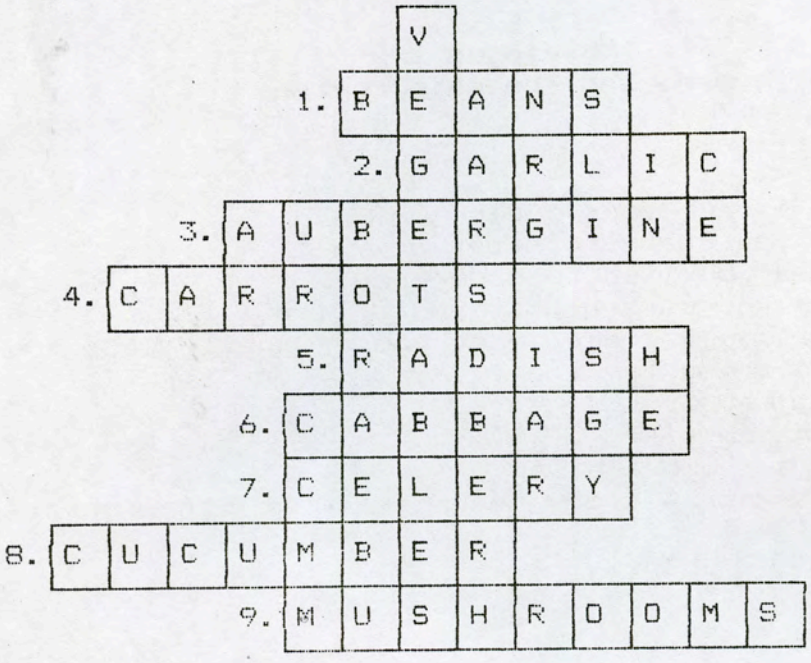
Exercise 1:

1. I'll have the prawn cocktail to begin with. After that I'll have the pork chop with chips and some beans. And I'd like some beer. Do you serve beer on draught?
2. We'd like two gin and tonics, three pepsis and a fizzy orangeade.
3. Can we have two mushroom soups? After that we'll have two fillet steaks. Then we'll finish with a fruit salad and a chocolate ice-cream.
4. Could you get us some sandwiches, please? Two cheese sandwiches on brown bread, one ham sandwich and two chicken sandwiches on white bread. And we'll have two large bottles of beer and two seven ups.
5. I'll have the smoked salmon to start with and then the pepper steak to follow. Medium, please. And a green salad. And can I have biscuits and cheese after?
6. No starters for me. Just the roast chicken with rice and carrots. And a bottle of rose with it. For dessert I'll have the fresh fruit salad. Oh, and an espresso to finish up with.
7. Can we have two tomato juices followed by the grilled mackerel and the roast duck? Oh, and two cabbage salads without any dressing.

Fun Time

1. pork: is type of meat, not type of poultry	2. grapefruit: is fruit not vegetable
4. lobster: is a shell-fish	3. chambermaid: does not belong to restaurant staff
5. teaspoon: is a cutlery item, not a crockery one	

B.



C.

Across	Down
1. chip	1. ham
2. turkey	2. veal
3. vodka	4. had, beef
4. salmon	6. pea
5. lamb	7. sardine
6. trout	8. tea
8. fruit	10. rum, toast
9. salt	12. bean, apple
10. mullet	

U N I T 11

AT THE RESTAURANT (2)

Dialogue 1
Ordering the main course

Exercise 1:

1. a. Can I take your order now?
   b. Are you ready to order now?
      Would you like to order now?
      Have you chosen what you'd like?
      Have you decided/ what you'd like?
2. Why don't you try the ...?
   I'd suggest ...
3. Moussaka consists of ...
4. Would you like a salad?
5. Students try to remember what the guests ordered.

Exercise 2:

1. example
2. spicy
3. consists of
4. minced
5. béchamel
6. dressing
7. plain

Exercise 3:

1., 2., examples
3. The joint knife and fork are right and left of the plate.
4. The fish knife and fork are outside the joint knife and fork.
5. The soup spoon is to the right of the fish knife.

6. The dessert spoon and fork are above the plate.
7. The side plate is to the left.
8. The side knife is on the side plate.
9. The wine glass is above the soup spoon.
10. Salt, pepper, a vase with flowers and an ashtray are placed in the middle of the table.

6

Exercise 4:

Starters
Consomme
Spinach pie

Prosciutto
Smoked salmon

Main courses
Stuffed cabbage leaves
Stuffed tomatoes and peppers (or starter)
Pasticcio
Beef with noodles
Lamb on the spit
Kebabs
Veal escalope
Hare stewed with small onions and spices

Side dishes
Tomato salad
Plain boiled rice
Sautéed mushrooms
Croquette potatoes

Desserts
Vanilla pudding
Chocolate pastry

Cheeses
Cheddar
Roquefort
Mozzarella
Danish blue

Drinks
Table wines
Spirits
Liqueurs
Cocktails

Exercise 5:

A.

Smell	Taste
bad	sweet
nice	bad
un/ pleasant	nice
strong	bitter

un/ pleasant
mild
sour
strong

B. roast meat
grill meat/ fish
fry fish/ eggs/ meat
poach fish/ eggs
bake bread
braise meat
braise vegetables
steam vegetables

Dialogue 2
Ordering wine with meal

Exercise 1:

1. white
   not very dry
   fruity
   medium dry
   full-bodied red
   very good
2. He ordered a half bottle of Greek white wine and a carafe of the house red.
3. He wants the white wine served well chilled.
4. Red wine is best served at room temperature.
5. They asked for iced, mineral, still water.

Exercise 2:

1. example
2. full-bodied
3. carafe
4. house wine
5. mineral
6. still
7. fizzy
8. Was the wine to your liking?

Exercise 3:

*: 1: Light red 2. Full-bodied

	Aperi-tifs	White wine	Rosé wine	Red *		Dess ert wine (sweet)	Liqueur
				1	2		
hors d' oeuvres	V						
Pork		V dry white	V	V			
Fish		V					

	Aperi-tifs	White wine	Rosé wine	Red		Desssert wine (sweet)	Liqueur
				1	2		
Chicken		V	V				
Veal		V dry white	V	V			
Beef					V		
Lamb				V			
Dessert						V	
Coffee							V
Cheese				V	V		

Exercise 4:

1. example
2. right
3. wine glasses
4. right
5. a box of chocolates
6. right
7. sugar bowl
8. a glass of wine
9. coffee pot
10. right

Exercise 5:

A.

Drink	**Wine**	**Flavour**
stiff	dry	full-rich
strong	sparkling	pleasant
soft	white	natural
mixed	fortified	artificial
weak	full-bodied	
still	light	
fizzy		

B. fix/ make/ mix/ pour/ spill a drink
drink/ pour/ spill water
make/ produce/ drink/ spill/ mix/ pour wine

Dialogue 3
Ordering dessert and coffee

Exercise 1:

1. Is everything all right?
2. It's delicious.
3. I'm glad you enjoyed it.
4. Would you like some cheese now?
5. She has had plenty.
6. I'm afraid we haven't any left.
7. She likes it black, but not very strong.
8. He'll have a creme caramel.
9. He'll have an espresso to finish with.

Exercise 2:

1. example
2. Camembert
3. Roquefort
4. Gruyère
5. tart
6. crème caramel
7. espresso

Exercise 3:

Students study the example and do the exercise.

Exercise 4:

1. example
2. strong
3. quick
4. light
5. sour
6. tough
7. overdone
8. stale
9. (over)ripe
10. raw
11. light
12. soft
13. tasteless or without flavour

Exercise 5:

1. example, 2. d, 3. b, 4. h, 5. c, 6. f, 7. e, 8. a, 9. i.

Dialogue 4
Asking for the bill and signing for it

Exercise 1:

1. Yes, sir. I'll be with you in one moment.
2. That's for the ...
3. Would you sign here, please?
4. Yes, he wants to leave 10 per cent for service.
5. Shall we go halves in the bill?

Exercise 2:

Pair work

Suggested answers:

Waiter: Would you like anything else?
Guest: No, thank you. Could I have the bill?
Waiter: Yes, sir. I'll be along in a moment or I'll be right back.
Guest: What is the 2,000 drachmas for?
Waiter: That's for the wine.
Guest: Oh, I see. Is service included?
Waiter: No, it is not. or I'm afraid it isn't.
Guest: Can you put the bill on my account and add 12 per cent for service? My room number's 202.
Waiter: Thank you, sir. I hope you enjoyed your dinner.

Exercise 3:

1. example
2. like
3. preference
4. comparison
5. request
6. suggestion
7. compliment
8. certainty
9. reminder
10. promise

Exercise 4:

Suggested dialogue:

W. Here's the menu. Would you like to order an aperitif?
M. Yes, I'll have a dry martini.
W. Very good, sir./ Thank you.

.....

Would you like .../ Are you ready to order now?
M. Yes. I'd like to start with the shrimp cocktail.
W. What would you like to follow?
M. I think I'll have a steak.
W. How would you like it cooked?
M. Well done, please.
W. What would you like to go with your steak?
M. Chips and peas, please.
W. Would you like something to drink with your meal?
M. I'd like a bottle of dry white wine. What do you suggest?
W. I can recommend the Golden Cava. It's very good.
M. OK, I'll have this. Oh, could you bring some water, please?
W. Certainly, sir.

.....

W. Did you enjoy the meal, sir?
M. That was very nice, thank you.
W. I'm glad you liked it. Would you like a sweet?
M. I'll have an apple pie with cream, please and I'd like black coffee to follow.
W. Certainly, sir./ Very good, sir.

.....

Guest: Can I have the bill, please?
Waiter: Yes, sir ..., I'll be right back. Here we are, sir.
Guest: I would like it charged to my room, no 402.
Waiter: Yes, sir. Could you sign here, please?/ Could you sign for it, please?

LANGUAGE PRACTICE

A. Exercise 1:

Using the expressions provided, students recommend food and drinks and support their recommendations.

B. Exercise 2:

1. example
2. f
3. a
4. c
5. e
6. b
7. d
8. g

Exercise 3:

1. example
2. It's a Greek dish made from cucumber, garlic and yoghurt with added oil, vinegar and salt.
3. It's vine leaves (or cabbage leaves) stuffed with ...
4. It's hare or veal stewed with ...
5. It's skewers of meat with vegetable chunks, grilled over charcoal.
6. It's a dish of pieces of lamb and lettuce cooked together in stock and butter and served in a thick white sauce.
7. It consists of meat and vegetables cooked together in liquid.
8. It's a white sauce made with milk, butter and flour flavoured with herbs.
9. It's a Spanish cold drink made from red wine, fruit juice and water.
10. It is a cocktail consisting of vermouth, whisky and a dash of bitters.
11. It is mixed with sugar, whisky and cream and is served after dinner.
12. It is thin lamb slices flavoured with garlic and herbs cut from a revolving spit.
13. It contains garlic, cheese and croutons in lemon juice and oil dressing.

14. It is a dish of small rounded pieces of minced meat, fish, or potatoes covered with egg and breadcrumbs and cooked in deep fat.

C. Exercise 4:

a. 1. more tender
   2. less expensive
   3. tastier
   4. not as spicy as Indian food

b. 1. the quickest
   2. the most popular
   3. less tough
   4. the best
   5. less busy
   6. the best
   7. the most delicious
   8. the most comfortable
   9. the most polite
   10. as salty as the soup
   11. fresher
   12. as cold as

LISTENING ACTIVITY

Dialogue 1

Waiter: Are you ready to order now?
Guest: Yes, my wife would like to begin with the vegetable cream soup. Then she'd like the lemon roasted chicken with peas and carrots.
Waiter: What about you, sir?
Guest: For a starter, I'll take the seafood appetizers. Then the lamb stew and some French fried potatoes.
Waiter: Anything to drink?
Guest: Yes, two beers, please.

Dialogue 2

-Would you like to order now?

-Yes, I'd like to order a souffle, a pepper steak, well done, and a lettuce salad with French dressing.
-I think I'll have the same.
-Would you like something to drink?
-A carafe of the house wine, please.

Dialogue 3

-What's the chef's speciality today?
-Meat balls in wine sauce.
-That's what I'll have, with potato crisps. For dessert, I'd like an apple pie and I'll finish with a cup of tea with lemon.

Fun Time

A.
1. mutton
2. lamb
3. veal
4. beef
5. pork
6. venison

B.
1. fork
2. menu
3. spoon
4. plate
5. napkin
6. cup
7. saucer
8. glass
9. knife
10. tray

U N I T 12

RESPONDING TO COMPLAINTS

Exercise 1:

Causes of complaint	Phrases of apology
1. They have been waiting for their dinner for half an hour. 2. Unhappy with his steak. It was overdone. He asked for it rare. It was also stringy and tough. 3. The glass has a grease spot on it. 4. The waiter takes a long time to bring the bill. 5. There is a mistake in the bill.	1. I'm sorry, sir. 2. I'm very sorry about this. 3. I apologize, sir. 4. I'm very sorry, sir. 5. My apologies, sir.

Explanation given	Promise that action will be taken
1. Grilled meat takes some time to cook. 2. ----- 3. ----- 4. We're short of help tonight. 5. -----	1. I'll see about your order. 2. I'll change it. 3. I'll get you another one. 4. I'll be along in a moment. 5. I'll correct the amount.

Exercise 2:

1. I'm afraid the lamb cutlets are all gone.
2. He ordered pork with celery in egg and lemon sauce and a Greek country salad.

3. They waited for half an hour.
4. He says (that) it is uneatable because it is tough, stringy and overdone, although he asked for it rare.
5. He doesn't want to make a fuss.
6. There's a grease spot on it.
7. He says that he will leave without paying.
8. He didn't charge only one coffee.
9. Yes, he does. He says, "Yes, I see. You're right" and he offers his apologies.

Exercise 3:

napkin: badly stained
steak: burnt, uneatable, underdone
knife: blunt
yoghurt: sour
plate: cracked
buns and biscuits: stale
beer: flat, undrinkable
bananas: overripe
oranges: sour
service: slow

Exercise 4:

Role play

Suggested answers:

1. example
2. -Could you replace this plate? It's cracked.
   -I'm terribly sorry. I'll get you another one right away.
3. -That's not nearly enough whipped cream on my apple tart.
   -I'm sorry. I'll get you some more.
4. -Can you get my bill quickly? I've been waiting half an hour for it.
   -I'm very sorry. We're short staffed tonight. I'll be right back./ I'm bringing it right away.
5. -Would you replace this cup? There's lipstick on it.

-I apologize. I'll get you a new one.

6. -This spoon is too small to eat my soup.
   -I'm sorry. I'll get you a bigger one.
7. -What's this? Two beers? Why have you charged us for that? We didn't have any!
   -My apologies, sir. I'll correct the amount at once.
8. -I'd like to complain about your slow service. It took over half an hour for the wine waiter to come to take our order.
   -I'm so sorry, sir. I'll speak to the wine waiter immediately./ I'll see about your order.
9. -I'm not happy with my steak. It's rare. I asked for it well done.
   -I'm very sorry, sir. Would you like me to take it back to the kitchen and have them cook it a little more?/ Would you like me to send it back?/ Would you like it cooked a little more?
10. -I can't drink this coffee. It's too strong.
    -I'm very sorry, sir. I'll get you another one.

Exercise 5:

Pair work

Suggested answers:

1. example
2. I'm sorry you didn't enjoy it.
3. I'm sorry you don't like it. The brand we serve is indeed a bit more sour than others. Would you like me to replace it/ take it back and bring you another one/ something else?
4. I'm sorry, sir/ madam. I'll take them back. Can I get you/ bring you anything else?
5. I'm sorry, sir/ madam. I'll take it back to the kitchen. Would you like to order something else?
6. I'm very sorry about this. I'll see that it is sent up to your room immediately.
7. I'm sorry. I'll get some more for you.
8. I'm sorry. I'm bringing it right away.

Exercise 6:

1. example
2. advice
3. warning
4. complaint
5. opinion
6. dislike/ complaint
7. hope
8. gratitude
9. complaint
10. apology
11. threat

Exercise 7:

Role play

Suggested dialogue:
G: Guest W: Waiter

G: Waiter! Could I have a dry martini, please?
W: Certainly, sir/ madam!
.....
Here you are. Are you ready to order now?
G: Yes, I'd like to start with _____
W: Very good, sir/ madam.
.....
W: What would you like to follow?
G: What's the Country style lamb exactly?
W: It's a mixture of pieces of lamb, vegetables and cheese wrapped in layers of pastry.
G: Mm, what do you recommend?
W: Perhaps you'd like the Hare ragout. It's hare cooked with vinegar, tomatoes, garlic, herbs and spices in olive oil.
G: Okay. I'll have this on your recommendation. And a _____ salad.
W: Would you like something to drink with your meal? We have Greek wines, French wines, ... The house wine is also very good.
G: We'll have a carafe of the house red.
W: Thank you, sir. Will that be all?
.....
G: Oh, bring a bottle of iced mineral water.
W: Certainly, sir.
.....
G: Waiter! Would you replace this wine glass? There's lipstick on it.

W: I'm very sorry, sir. I'll bring you another one immediately.

.....

Was everything all right?

G: Yes, it was delicious.

W: Good. I'm glad you've enjoyed it. Would you like anything else?

G: Yes, I'll have some dessert now, ... and a _____ coffee to finish with.

W: Here you are.

.....

G: Waiter! Can I have the bill now?

W: Yes, I'll be along in a moment/ be right back.

G: But what's this? Why have you charged me for that? I didn't have any cheese.

W: I apologize, sir. I'll correct it at once.

G: Is service included?

W: Yes, sir. (Taking the money.) Thank you.

.....

Here's your receipt and change. Thank you.

G: Thank you.

LANGUAGE PRACTICE

Exercise 8:

1. example
2. something
3. any
4. some
5. some
6. anywhere
7. Any
8. anything
9. anywhere
10. somewhere
11. something
12. some
13. some
14. anyone
15. any

Exercise 9:

1. example
2. rather
3. rather, quite
4. rather
7. rather
8. rather
9. rather
10. rather

5. rather
6. quite
11. quite
12. rather

Exercise 10:

A. 1. example
2. This spoon isn't big enough (for him) to serve the vegetables.
3. I haven't got enough money to stay at this hotel.
4. The water wasn't clean enough (for us) to swim in the pool.
5. There aren't enough cups for him to make tea for everyone.
6. This room is not big enough for four people to stay in.
7. I've got enough money to get the drinks this time.
8. I don't feel well enough to work today.
9. I am strong enough to carry the luggage.
10. I'm rich enough to stay at the Savoy.

B. 1. example
2. This coffee is too strong (for me) to drink.
3. This spoon is too small to eat my soup.
4. These peas are too raw to eat.
5. It's too cold for us to sit in the garden.
6. The coffee is too sweet for him to drink.
7. This cup is too small for him to drink his tea.
8. This chair is too uncomfortable to sit in.
9. He is too busy to answer all these questions.
10. The coffee you made is too weak to keep me awake.

C. 1. example
2. too
3. too
4. enough
5. too
6. enough
7. enough
8. too
9. too
10. enough

LISTENING ACTIVITY

Exercise 11:

1. -I don't much like that Scotch you serve. Have you got a different brand?
2. -The stew is really very nice.
3. -Can you tell me the times when the restaurant is open?
4. -Could we have an extra plate?
5. -We can't see the singers from here. Can you get us a table up in front?
6. -I'd like to make a reservation for tomorrow at 8.30.
7. -When is breakfast served here?
8. -I'd like a beer.
9. -Can you get me a whisky?
10. -I'll have a steak.
11. -This fish isn't so fresh as you advertised.
12. -There's not enough sauce in the sauce boat.
13. -Can you bring some nuts and ice with our drinks?
14. -I haven't got a fork!

Suggested responses:

1. -I'm not sure. I'll check
2. -I'm glad you're enjoying it, sir/ madam.
3. -Certainly. It opens around 11.30 in the morning and stays open/ goes on until midnight.
4. -Yes, sir. I'll get one.
5. -I'm afraid all the tables in front are reserved. I'll let you know as soon as one is free.
6. -For how many?
7. -From 8.00 till 10.00.
8. -Any particular kind?
9. -Would you like anything with it?
10. -How would you like your steak cooked?
11. -I can assure you that it was caught this morning.

12. -I'll get some more for you.
13. -Certainly, sir.
14. -I'm sorry. I'll get you one at once.

Fun Time

PEAR	PEACH	STRAWBERRY
LEMON	BERRY	ORANGES
GRAPES	FIGS	BANANAS
CHERRY	PLUM	PINEAPPLE

U N I T 13

UNDERSTANDING AND GIVING INSTRUCTIONS (1)

Exercise 1:

A.
1. example
2. preserved
3. sliced
4. chopped
5. scald
6. platter
7. ingredients
8. remove
9. stem
10. line
11. lay
12. inverted

B.
1. Parsley, dill, mint.
2. The stuffing should be cooked for 10 minutes.
3. The stuffed leaves should be cooked for an hour and a half, on medium heat.

Exercise 2:

scald the leaves
chop the parsley and dill
slice the onions
strain the rice
fold the leaf
sauté the onions
remove the mixture

Exercise 3:

-Boil water
-Scald the vine leaves
-Put the leaves on a dish

-Slice the onions
-Wash and strain the rice
-Chop the parsley

} any order

-Sauté the onions

-Add to the onions the rice, herbs, a small amount of water, salt and pepper
-Cook the mixture for 10 minutes
-Remove the mixture from heat
-Put a teaspoon of the stuffing near the stem of the leaf
-Fold the leaf (stem and edges) over the stuffing
-Line the bottom of the pot with vine leaves
-Place layers of the stuffed leaves in a saucepan
-Add some water and lemon juice
-Cover the last layer of stuffed leaves with an inverted plate
-Cook for an hour and a half
-Serve cold

Exercise 4:

1. example
2. saute'
3. season
4. boil
5. wash
6. place
7. sprinkle
8. remove
9. prepare
10. beat
11. add
12. pour
13. serve

Exercise 5:

Boil plenty of salted ...
Add the spaghetti ...
When it is done ...
Melt the butter ...
Add the ham ...
Drop the spaghetti ...
Then add the grated cheese ...
Serve hot.

Exercise 6:

1. example
2. saucepan

3. deep frier
4. frying pan
5. tart dish
6. soufflé dish
7. casserole
8. baking tin
9. kettle

Exercise 7:

1. example
2. frying pan
3. deep frier
4. saucepan
5. stockpot
6. tart dish
7. baking tin
8. soufflé dish
9. kettle

Exercise 8:

strain: separate a liquid from solid by pouring them into a container with very small holes
slice: cut into thin, flat pieces
beat: mix with regular movements of a fork etc.
stir: move liquid around and mix something into it with a spoon
carve: cut cooked meat into pieces or cut pieces from a cooked meat
grease: put soft fat (melted butter) on
brown: make brown
dice: cut food into small square pieces
shell: remove from a shell or similar natural covering (prawns, eggs, peas)
season: give special taste to food by adding salt, pepper, spices
stuff: place finely cut-up food inside a chicken, piece of meat, etc, before cooking

Exercise 9:

1. example
2. strain
3. slice
4. Beat
5. Stir
6. carve
7. diced
8. shelling
9. Grease
10. Stuff
11. brown

LANGUAGE PRACTICE

Exercise 10:

A. Students look at the diagram and formulate the rules.

B.
1. example
2. plenty of
3. plenty of
4. much
5. much
6. plenty of
7. much
8. much
9. plenty of
10. plenty of
11. much
12. many
13. many
14. plenty

C.
1. example
2. little
3. few
4. a few
5. a lot of
6. little
7. a little
8. a lot of
9. few
10. little
11. little
12. few
13. a lot of
14. few

LISTENING ACTIVITY

Exercise 11:

1. Sieve the flour and salt into a mixing bowl, break in the eggs, then whisk. Add the milk and continue whisking.
2. Cream the butter and icing sugar together, beat in the lemon and orange rind. Add 1 tablespoon

orange juice.

3. After beating in the orange juice, add the Cointreau and beat until well mixed.
4. Heat a small knob of butter or 1 teaspoon oil in a non-stick crêpepan or small frying pan. Cook the crêpes until set, then, using a spatula turn the pancake over.
5. When you are ready to serve, fold 4 crêpes into quarters. Melt the orange butter in a non-coated pan and add the crêpes. Heat through spooning butter over.
6. After heating the crêpes through, add brandy, remove from heat and ignite.

A. Ingredients	Utensils
flour salt eggs milk icing sugar butter orange juice liqueur brandy lemon and orange rind	sieve whisk spatula mixing bowl non-stick crepe pan or frying pan non-coated pan

B. The right order of pictures: 1, 3, 5, 6, 2, 4.

Fun Time

Separate haddock and ...: picture 3
Layer the three fish ...: picture 5
Cut out a circle of ...: picture 1
Smooth the surface ...: picture 6
Dissolve the gelatine ...: picture 4
Line the lightly greased ...: picture 2

U N I T 14

UNDERSTANDING AND GIVING INSTRUCTIONS (2)

Exercise 1:

1. Sieve flour and salt into a bowl, then add fat and rub into flour. Sprinkle in yeast.
2. Add the caster sugar, chopped mixed peel and currants to the mixture in the bowl.
3. Warm the milk, then pour into a mixing bowl to a soft, but not sticky, dough.
4. Turn the dough out on a lightly floured surface. Knead well, using your knuckles.
5. Shape the dough into a long roll, then cut into equally sized portions.
6. Lightly dust hands with flour, shape into rounds, then place on baking tins.

Exercise 2:

First picture: Lightly dust ... should be sixth
Second picture: Add the caster sugar ... should be second
Third picture: Turn the dough out...should be fourth
Fourth picture: Sieve flour and salt ... should be first
Fifth picture: Shape the dough ... should be fifth
Sixth picture: Warm the milk ... should be third

Exercise 3:

1. example
2. blend
3. yeast
4. caster sugar
5. chopped
6. peel
7. semi skimmed
8. glaze

Exercise 4:

1. example
2. sticky
7. revolve

3. turn out
4. knuckles
5. a roll
6. dusted
8. flatten
9. spring
10. hollow
11. tip

Exercise 5

ground: crushed (broken) into very small pieces or powder
dough: flour mixed with water ready for baking
rind: the thick rather hard outer covering of certain fruits
split in half: divide in two parts
knead: press dough firmly and repeatedly with the hands
shape: give a particular form
smooth: without lumps (masses of sth solid); evenly thick
tap: hit lightly
transfer: move from one place to another

Exercise 6:

1. example
2. sieve
3. ladle
4. grater
5. rolling pin
6. wooden spoon
7. colander
8. chopping board and kitchen knife

Exercise 7:

1. example
2. ladle
3. whisk
4. rolling pin
5. sieve
6. colander
7. chopping board

Exercise 8

coat: example
blend: mix together thoroughly so that the

different parts can no longer be separated

chop: cut into very small pieces

sieve: put through a sieve

knead: press a flour and water mixture firmly and repeatedly with the hands

roll: make flat by pressing with a rolling pin or turn over and over or from side to side

grind: crush into powder or into very small pieces

grate: rub food against a rough surface so as to break it into small pieces

drain: cause liquid to flow off gradually or completely

peel: remove the outer covering from a fruit and/ vegetable

Exercise 9

1. example
2. peeling
3. blend
4. drain
5. chop
6. grated
7. rolled
8. knead
9. sieve

Exercise 10:

Spices	Herbs
cinnamon	parsley
nutmeg	sage
chilli pepper	marjoram
paprika	bay leaf
clove	rosemary
	dill

Exercise 11:

A. 1. example, 2. e, 3. a, 4. c, 5. b.

B. 1. example
2. tidy up
3. put away
4. clear away
5. fold in

Exercise 12:

A. 1. fill kettle with water
2. put kettle on fire
3. water boils
4. put water into teapot
5. put teabags into teapot
6. cover teapot with tea-cosy
7. pour into cups
8. add sugar/ milk/ lemon juice/ rum

B. Tea making is an art. First of all you fill the kettle with water and put it on the fire. When the water boils, put it into the teapot. Then you add some teabags into the teapot. Next, you cover it with a tea-cosy while the tea infuses or draws. After a few minutes you pour the tea into cups. Finally, you can add sugar or milk or lemon juice or rum.

LISTENING ACTIVITY

Exercise 13:

A. Wash and strain the lamb. Heat the oil in a frying pan and sauté the onions over a medium fire.

Add the meat cut into serving portions and sprinkled with salt, pepper and oregano, and an amount of water.

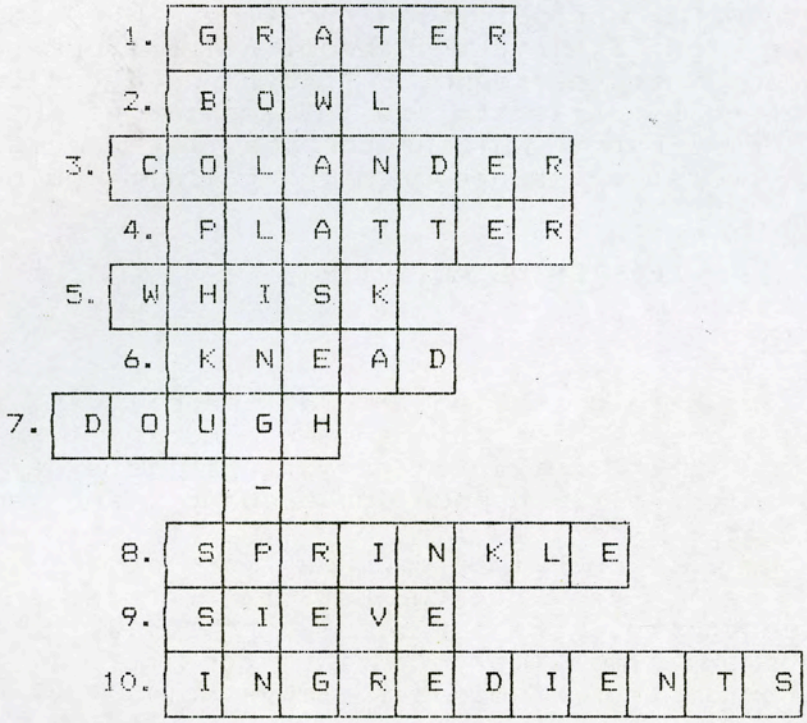
Let the lamb cook in a saucepan for about an hour and a half. Then add the carrots, peeled and sliced lengthwise, the potatoes, the dill, the lemon juice and the butter. Continue cooking over a low fire for another 45 minutes. Serve hot.

Vegetables	Herbs	Spices	Fats	Utensils	Time needed
carrots potatoes	dill oregano	salt pepper	oil butter	frying pan saucepan	1 1/2 hour + 45 min

B.

1. wash
2. strain
3. sprinkle
4. Heat
5. Fry
6. Cut
7. peel
8. cut
9. wash
10. Boil
11. drain
12. saute
13. peel
14. fry
15. bake
16. Garnish

Fun Time



SECTION C

TOURIST SERVICES

U N I T 16

PACKAGE TOURS

Exercise 1:

1. Travel agencies sell travel to the public. They sell a wide range of tickets and holidays and give advice on similar matters.
2. They get a commission, that is a percentage of the price of a sale which is usually around 10%.
3. A package tour is the tour which includes the cost of hotels and sightseeing as well as the cost of transportation and meals. Sometimes, there are also included the services of a guide.
4. He provides services and facilities for special travel arrangements for tourists.
5. They provide transportation, accommodation and entertainment facilities.
6. They are used for advertising purposes. Customers can find information about resorts, times, dates and prices.
7. By making arrangements for hotel rooms and aircraft seats in advance and in bulk.
8. A scheduled flight operates on fixed routes and at fixed times according to a timetable, while a charter flight is rented for large groups of people with the same destination and similar interests.
9. The cost of air transportation on a package tour is lower, because charter flights have fewer empty places on them and, if enough seats on a particular flight are not sold, the flight can be cancelled. On the contrary, the scheduled flight, no matter how many seats are booked, remains on its schedule and route fixed in advance.
10. Package tours make it possible for many people to travel around, because they offer lower prices.

Exercise 2:

1. example
2. latter
3. excursions
4. supply
5. illustrated
6. operate
7. schedule
8. route

Exercise 3:

A.
1. example
2. commission
3. facilities
4. leaflets
5. resort
6. in bulk
7. destination
8. benefit
9. in advance
10. cancel

B.
1. example
2. cancelled
3. leaflets
4. in bulk
5. destination
6. resort
7. commission
8. benefited
9. facilities
10. in advance

Exercise 4:

1. example
2. package holidays
3. in package tours
4. transportation, accomodation, meals, entertainment and the services of a guide
5. package
6. tour operators
7. the cost
8. of the scheduled flight
9. the fact that most advertisements are for package tours
10. package tours

Exercise 5:

1. False. Scheduled flights ...

2. True.
3. False. Tour operators ...
4. False. Charter flights ...
5. True.
6. False. ... for people from all classes of society.
7. False. ... more empty places.
8. True.
9. True.
10. False. ... lower prices ...

Exercise 6:

organise a tour
cancel an appointment
follow a timetable
make a purchase
run a business
pay a commission
charter a flight
provide facilities
plan a schedule
arrive at a destination

Exercise 7:

Pair work

A. 1. example
2. Are you interested in visiting the capitals of Europe?
3. How long do you plan to stay in the city?
4. What sorts of things do you enjoy doing?
5. How many days can you afford away from work?
6. How much are you able to pay?
7. Are you prepared to pay a deposit?
8. How would you like to travel?
9. Do you wish to make an early booking?
10. When will you confirm the dates?

All appropriate answers are accepted.

B. 1. example

2. How long does the tour last?
3. How much does the tour cost?
4. Do I have to share a room?
5. Do you happen to know if the hotels provide clean and comfortable rooms?
6. Do we have to travel by night?
7. Do I have to pay a deposit?
8. Could you give me a brochure to study the itinerary and schedule for the tours?

All appropriate answers are accepted.

Exercise 8:

S. What services do travel agents offer?
S. Who are sightseing tours organised by?
S. How do tour operators inform their customers about a package?
S. How are tour operators/ agents able to get much lower prices?
S. Who do tour operators charter flights for?
S. Which flight is more expensive?
a scheduled flight or a charter flight?
S. What are the most important reasons for choosing a place to go for a holiday?

Exercise 9:

1. Sales are made to retailers.
2. Several buses are used to take tourists ...
3. The reservations can be confirmed when the tickets are sold.
4. Arrangements and schedules have to be made for the tour bus.
5. Special accommodation was set up for our group last summer.
6. Free attractive brochures have been supplied by travel agencies.
7. The balance of the payment was paid when the ticket was collected.

8. Lunch is served from 12.00 to 15.00.
9. The message will be delivered by the receptionist.
10. French dressing was made from olive oil and vinegar.

Exercise 10:

Suggested answers:

T.A. Can I help you?
C. I'd like to reserve two seats for Hania.
T.A. When do you intend to travel?
C. On Friday. That's the 14th of November. Is there a flight sometime around mid-afternoon?
T.A. Let me check one moment.
Well, not in the afternoon, I'm afraid.
We have two seats available on the morning flight.
C. Oh, O.K.," then. What time does it depart/ leave?
T.A. It leaves/ departs at 8.30. May I have your name?
C. Papadakis Minos and Vassilis Papadakis. How long does it take?
T.A. It takes a full half hour. The arrival time's 9.00.
C. How much is the single ticket/ does the single ticket cost?
T.A. It's 10,000 drachmas.
C. Can my son go for half fare? He is 14 years old.
T.A. I'm afraid. he can't, sir. Only children of 10 or under travel at half price.
C. Can you issue the tickets immediately?
T.A. I'm afraid not. Not until tomorrow.
C. All right. I'll pick up the tickets tomorrow.

LISTENING ACTIVITY

Exercise 12:

Operator: Hello, operator.
Man: Oh, hello, er..., I'm trying to get a collect call to Mrs Vassiliou in Patra.
Operator: Yes, er, can you give me your number, please?
Man: Yes, my number is eight, oh, four, two, double six, nine.
Operator: And your name?
Man: My name's Andersen.
Operator: Fine. And what's the number in Patra you want to call?
Man: Six, three, double seven, oh, one.
Operator: Would you hold on, please?

Operator: Operator.
Man: Er, I'd like to make a call to a number in Paris.
Operator: Could I have the number, please?
Man: Yes, it's three, oh, five, double four, nine, eight.
Operator: Could I have the name of the person you are calling?
Man: It's Mr Connery.
Operator: Fine, and could you tell me what your name is?
Man: Yes, it's Thomkin.
Operator: T-o?
Man: No, T-h-o-m-k-i-n.

A. the man's number: 8042669
the man's name: Mr Andersen
the number he is calling: 637701
the person he is calling: Mrs Vassiliou
the town: Patra

B. the man's name: Thomkin
the number he is calling: 3054498
the person he is calling: Mr Connery
the city: Paris

Fun Time

The hidden word is: scheduled

1. resort
2. commission
3. charter
4. operators
5. destination
6. bulk
7. leaflet
8. agent
9. guide

U N I T 17

ACCOMMODATION AND CATERING

Exercise 1:

A. 1. Accommodation and catering are considered to be important in the tourism industry, because they are essential factors which make the guests' stay enjoyable and memorable, since tourists expect to find somewhere to stay, eat and drink.
2. In serviced accommodation, meals and housekeeping are provided, while in self-catering accommodation, guests have to buy their food, clean their rooms etc.
3. Half board means that breakfast and one main meal are provided.
Full board means that breakfast and two main meals are provided.
4. They have become luxurious providing a whole range of facilities (restaurants, shops, sports centres etc.).
5. Hotels can be classified according to the facilities they offer.
6. Catering establishments are restaurants, fast food restaurants, cafés, cafeterias, bars.

B. 1. What kind of food do catering establishments serve?
2. What is the simplest way to obtain self-catering accommodation?
3. How are hotels grouped into classes?
4. What does half-board mean?
5. What are the two most important elements involved in the tourism industry?

Exercise 2:

A. 1. example
2. expect

B. 1. example
2. considerably

3. considerably
4. establishments
5. range
6. budget
7. snacks
8. memorable

3. establishment
4. budget
5. snacks
6. expects
7. memorable
8. range

Exercise 3:

1. example
2. elaborate
3. obtained
4. housekeeping
5. luxurious
6. choose
7. towels
8. guests
9. overnight journey

Exercise 4:

1. True.
2. False. ... a high standard of facilities.
3. True.
4. True.
5. False. In self-catering accommodation ...
6. True.
7. False. Hotels are grouped into classes.
8. False. ... the lower its class.
9. True.
10. False. Not all tourists choose serviced accommodation.

Exercise 5:

A.

1. d	3. a	5. b	7. c
2. f	4. h	6. g	8. e

B. Suggested answers:

-Could I speak to Mr ...?/
-Could you put me through to Mr ...?

-Could I leave a message?
-Can you ask him to call me back, please?

-I'll try again later.

-I'm afraid I haven't time.

-I don't think they should be on strike.

-Yes, that'd be nice, thank you./

-Well, that's very kind of you, but I won't be here on Tuesday.

-It's a pleasure. Don't mention it.

-I'm sorry. I'm using it myself at the moment.

-I'm glad you enjoyed it.

Exercise 6:

Pair work

Suggested answers:

A. What was the weather like?
B. fine/ pleasant/ gloomy/ rainy/ cloudy/ foggy/ wet/ windy
A. What was the trip like?
B. tiring/ pleasant
A. What was your stay like?
B. memorable/ enjoyable
A. What was the hotel like?
B. luxurious/ comfortable
A. What was the beach like?
B. sandy/ pebbly
A. What was the sea like?
B. calm/ rough
A. What was the staff like?
B. friendly/ polite/ hard working
A. What was the film like?
B. amusing/ interesting

Exercise 7:

1. example
2. The higher the standard of facilities, the more luxurious accommodation guests receive.
3. The less facilities a hotel offers, the lower its class.
4. The earlier you arrive, the faster service you get.
5. The higher the price, the dearer cabin you book.
6. The more circulars agents send, the more customers are attracted by their offers.
7. The more stock of places the agent books, the higher commission s/he gets.
8. The more comfort guests find, the more enjoyable their stay will be.
9. The friendlier the reception staff, the more you feel at home.
10. The less you are prepared to pay, the lower the standard of facilities and service.
11. The larger the establishment, the more (people) are employed.
12. The more seats the group books, the lower the price.

Exercise 9:

1. I don't want to be hungry, but I don't like to spend a lot of time at a dining table.
2. I don't need much food but I need it fast.
3. I'm not just buying food, I'm also buying time.
4. Fast food places don't employ waiters, so the prices can be lower.
5. They are open all day.
6. A fast food restaurant knows most people's wants before they arrive. They cook your food before you get there.
7. The kitchen isn't in the back of the building. It's in front of you and you can watch the cooks at work.
8. I'm happier when I see a clean kitchen.

9. I give my money when I get my food, so I don't have to come back a second time. I take all of my meals at one time. So when I've eaten one thing, I can eat the next without a long wait.
10. I don't have to put on my best clothes as when I go into a restaurant.
11. I don't have to talk in low voices all the time.

Exercise 10:

A. caravan: It is not a piece of furniture.
B. swimming pool: It is not a natural feature.
C. zoos: It is not a sport facility.
D. beaches and sea: It is a natural feature. It is not a place of entertainment.
E. festivals: It does not refer to shopping.
F. race course: It is not a means of transport.

Exercise 11:

A: Could I have your name, please?
B: Peter Allen. With an "e".
A: A-L-L-E-N?
B: Yes.
A: Date of birth?
B: August 23, 1970.
A: Are you married?
B: No, single.
A: What is your address?
B: 3 Burton Gardens.
A: 3 ... what?
B: Burton Gardens. B-U-R-T-O-N.
A: Have you got a telephone number?
B: 485-0122.
A. 485-0122.
B: Right.
A: What do you do, Mr Allen?
B: I'm a doctor.
A: Why are you visiting England?
B: I'm attending the Third International Surgery Seminar.
A: Thank you, Mr Allen.

U N I T 18

TOURIST INFORMATION

Exercise 1:

1. One should decide to visit this part of Northern Greece because of its wealth and variety of sights, landscapes and lifestyles.
2. It makes them wish to broaden and deepen their knowledge of the region, because its thousands of years of history have left many traces.
3. It is the largest city in Macedonia/ Northern Greece. It's a modern, coastal city, preserving the remains of a noteworthy past.
4. They can enjoy cultural and artistic life, myriads of amusements, amenities, points of interest and pleasant surroundings.
5. Because of the wide variety of goods which are on sale at very attractive prices.
6. They should see the city's old mansions, archaeological sites, churches, museums and monuments and, of course, the White Tower.
7. The International Trade Fair, the Greek Film Festival, Trade Fairs for special interest groups, the Dimitria etc.
8. The Halkidiki Peninsula with its three prongs is set south of Thessaloniki.
9. The cave of Petralona in Halkidiki is very important from the point of view of paleological interest, because traces of the first people to inhabit Greece were discovered there. (In 1960 a famous Neanderthal skull was discovered there, along with other finds such as 34 species of animals.)
10. One should visit the Halkidiki Peninsula for its extensive sandy beaches, small villages, etc. where he can appreciate the beauty of nature at its best.

Exercise 2:

1. example
2. impact
3. broaden
4. traces
5. scattered
6. is held
7. reign
8. jointly
9. inhabit

Exercise 3:

A.
1. example
2. i
3. f
4. c
5. a
6. h
7. b
8. d
9. g

B.
1. mansions
2. amenities
3. prong
4. peninsula
5. hamlets
6. strollers
7. breeze
8. landscape
9. lapped

Exercise 4:

well	wooded	mountains
hand	woven	fabrics
perfectly	organised	ski-centre
ideally	located	hotel
typically	traditional	villages
fine	sandy	beaches
richly	decorated	churches

Exercise 5:

scenery: beautiful, majestic, peaceful, picturesque, breathtaking etc.

buildings: historical, majestic, superb, world famous, traditional etc.

view: beautiful, magnificent, breathtaking, splendid, etc.

beach: cosmopolitan, uncrowded, sandy, pebbly, lovely, superb, etc.

sea:	crystal clear, beautiful, warm, lovely, etc.
climate:	pleasant, warm, moderate, mild, etc.
city/ town:	cosmopolitan, beautiful, picturesque, world famous, peaceful, exciting, ideal, lovely, traditional, etc.
people:	charming, easy going, friendly, lovely, pleasant, attractive, hospitable, etc.

Exercise 6:

A. The teacher could help the student start his/ her talk like this:

The largest island of the Dodecanese presents two faces, each with its own beauty: the old town and the new city (which extends beyond the walls of the old town).

Then the student proceeds having in mind the notes.

Exercise 7:

Role play

The students act out their roles consulting the information provided.

Exercise 8:

1. in, in, at, on, at, in, in
2. from, to
3. in, at
4. in
5. at
6. at, at
7. to
8. between, on
9. at, on
10. in, on

Exercise 9:

A.

1. is situated
2. coast
3. There are
4. avenues
5. squares
6. the largest and the most beautiful
7. churches
8. monuments
9. modern
10. which
11. who love crystal clear waters
12. fishing and good food
13. serve
14. customers
15. where
16. alive
17. wishes
18. unique view
19. natural balcony
20. overlooking/ which overlooks/ with a view of (over)
21. magnificent sunset

B. Joannina is the largest town in Epirus and the capital of the area. The town is situated/ located along the shores of a lake and is famous for/ renowned for the beauty of its natural surroundings. It has a modern archaeological museum which exhibits finds from all over Epirus.

Exercise 10:

Edessa, one of the most beautiful towns in Macedonia, is renowned for its cataracts and its cherries. It is adorned with trees and flower gardens.

Naoussa, famous for its waterfalls and wine festivities, is a pretty town with an active commercial life. Its houses have retained their traditional architecture.

Katerini is known for its delightful mountains and splendid beaches lined with trees and sparkling water. Further south is Platamonas with its enormous beach and its 13th century castle overlooking the sea.

Serres, founded in the 12th century B.C.. is a pretty lovely town with wide streets and open piazzas.

In the northern section on a pine covered hill, stand the remnants of the ancient acropolis and a Byzantine castle.

Drama sits at the foot of Mt. Falakro, which possesses ski slopes for winter sports fans and four well equipped refuges. The town covered with greenery and flowers and blessed with abundant water, stands detached from the valley filled with tobacco fields that spread out at its feet.

Kavala is a modern commercial city that has managed to preserve intact many features of its old appearance.

Its spacious squares and contemporary buildings blend graciously with the old traditional houses, the overhanging balconies and flower gardens.

Of particular charm is the port, the Byzantine castle which overlooks the city. Other sights are the old city walls and the lovely beaches for sun and sea worshippers.

Traditional architecture: Naoussa, Kavala
Cataracts: Edessa, Naoussa
Flowers and Gardens: Edessa, Drama, Kavala
Commercial life: Naoussa, Kavala
Mountains and Hills: Katerini, Serres, Drama
Beaches: Katerini, Kavala
Castles: Katerini, Serres, Kavala

Fun Time

1. Edinburgh
2. In Egypt
3. the Amazon
4. in Russia
5. Helsinki
6. in the U.S.A.
7. The Thames
8. Thailand
9. The Danube
10. Versailles
11. They are airports
12. Rio de Janeiro

U N I T 19

ITINERARIES AND TOURS

Exercise 1:

8.30: Depart Thessaloniki
10.00: Arrive Pella. Visit - Lunch
13.00: Depart Pella
14.30: Arrive Vergina. Visit
16.00: Depart Vergina
16.30: Arrive Veria. Dinner
18.30: Depart Veria
20.00: Arrive Thessaloniki

Exercise 2:

1. approximately
2. strolled
3. sites
4. pick you up
5. set
6. tombs
7. admission
8. ruins
9. renowned
10. an itinerary

Exercise 3:

Suggested itinerary:

8.30: Departure.
We leave Athens for Delphi.
We drive along the National highway passing near Thebes.

10.30: Livadia.
We arrive in Livadia. We make a short stop.

11.30: Delphi.
We arrive at Delphi. We visit the Museum. with its spectacular finds, including the Charioteer and the statue of Antinoos and the Ancient Sanctuary of Apollo.

14.00: Departure.
We leave Delphi for Arachova.

14.30: Arachova.
We arrive in Arachova. We have lunch in one

of the town's many tavernas trying the local specialities. Shopping.

16.30: Departure.
We return to Athens at approximately 19.00.

Exercise 4:

Role play

Suggested dialogue: H.P.: Hall porter C.: Customer

H.P.: Good morning. Can I help you?
C.: Yes, we're staying in Athens for a few days. Could you give us some advice about things to do here? or Could you advise us what to do here?
H.P.: With pleasure.
C.: Thank you.
H.P.: You'd like to go sightseeing first, I expect. Why not go up Lycabettus hill before you do anything else? The hill provides a fine panoramic view over the entire city. There is a restaurant and pastry shop on the top. You can get there by funicular (railway).
C.: What about other amenities?
H.P.: Oh, there is the Acropolis Museum, the National Archaeological Museum, the Benaki Museum and so on, very good art galleries ... But the best way of getting to know the city is to take a guided tour. Our travel agent organises guided tours to the sights of Athens and the Acropolis.
C.: How much does the tour last?
H.P.: About 7 hours. It's a half-day tour. There's a coach leaving the hotel at 9.00 a.m. and gets back here at 16.00 p.m.
C.: Do we stop for lunch?
H.P.: Yes, sir. For an hour at a restaurant serving greek cuisine.
C.: How much does the tour cost?
H.P.: 6,000 drachmas per person without any additional charge.
C.: That sounds good. Could you get us two tickets?

H.P.: Certainly. When would you like to go?
C.: Tomorrow if possible.
H.P.: O.K. You can pick up your tickets here tomorrow morning. Here's a brochure of the tour. You'll find all the information you need.
C.: Thank you very much.

Exercise 5:

A. 1. example 3. a 5. b 7. b
2. b 4. a 6. a 8. a

B. 1. You should visit the National Gallery.
Why don't you visit ...?
You'd better visit ...

2. Very good. That's fine.
That's OK.
That's right.

3. What's the matter?
What's wrong/ up?

4. It's a pleasure.
You're welcome. That's all right/ OK.
Don't mention it.

5. I'm sorry to hear about this.

6. Pardon?
I'm sorry/ afraid I don't understand.
I didn't follow that.
Could you repeat it/ that, please?

7. Hello!/, Good morning, ... etc.
Who is calling, please?

8. Hold on, please.
I'll put you through.
9. Would you like to have dinner ...?
I wonder if you could come ...

10. I'm sorry, but I'm afraid I can't come ...
    That's a great idea, but ...

11. Certainly. All right.
    I'm afraid this is not possible.

12. That's all right. It doesn't matter.

13. Don't worry. Things will improve in the end.

Exercise 6:

A. 1. at, in
   2. on
   3. at
   4. in
   5. at
   6. in
   7. in
   8. on, at
   9. on, on
   10. on

B. 1. at
   2. in
   3. on
   4. along
   5. through
   6. to
   7. at
   8. in
   9. along
   10. along
   11. through

Exercise 7:

Pair work

Students consult the information provided to ask and answer questions about the one-day island cruise.

Exercise 8:

Suggested answers:

On arrival in Corinth, we visit the archaeological site. Then we proceed to Mycenae. After visiting the Lion Gate and the tomb of Agamemnon there, we continue the drive to Nafplio. On arrival, we transfer to the hotel. Before lunch we visit the fortified islet, Bourtzi.

Before dinner, you are free to stroll through the picturesque streets.

Before setting off for Epidavros the following day, we stay overnight in Nafplio. After visiting the theatre, we start the drive back to Athens.

Exercise 9:

eight o'clock/ eight a.m.
seventeen fifteen/ a quarter past five
sixteen forty five/ a quarter to five
twelve thirty/ half past twelve
twenty twenty/ twenty past eight
nineteen hours/ seven o'clock/ seven p.m.
fourteen twenty/ twenty past two
fifteen oh five/ five past three
twenty fifty/ ten to eleven
eighteen forty/ twenty to seven
twenty two fifty five/ five to eleven
twenty three hundred hours/ eleven o'clock
oh seven hundred hours

Listening Activity

Exercise 10:

1st dialogue

A. Customer: Can you tell me the times of trains to Livadia from Athens for tomorrow please?

Clerk: Yes, there are four trains leaving at eight oh five, nine thirty, thirteen thirty and sixteen oh five.

Customer: And could you also tell me the times they arrive in Livadia?

Clerk: Well, they arrive at nine fifty five, eleven eighteen, fifteen twenty five and eighteen oh eight.

Customer: Thank you very much.
Clerk: You're welcome.

2nd dialogue

Customer: Can you tell me the times of trains to Livadia from Thebes for next Friday, please?

Clerk: Yes, there are four trains leaving at nine oh eight, ten thirty, fourteen thirty five and seventeen ten.
Customer: Thank you.

Athens	dep.	8.05	9.30	13.30	16.05
Thebes	arr.	8.58	10.20	14.25	16.58
Thebes	dep.	9.08	10.30	14.35	17.10
Livadia	arr.	9.55	11.18	15.25	18.08

B. Mary: I'm going to London by car next week and I'm making plans. Can you tell me which route you took and how long it took you to drive there?
Janet: Well, I drove from Paris to Calais; that took about four and a half hours. I had to wait at Calais about an hour and a half before the ferry left. That's six. The crossing took two hours, the sea was quite rough, and from Dover to London it took about two hours; ten hours altogether, from Paris to London, as far as I can remember.

The drive from Paris to Calais took	4.5	hours.
She waited at Calais for	1.5	hours.
The crossing from Calais to Dover took	2	hours.
The drive from Dover to London took	2	hours.
Total	10	hours.

Fun Time

1. Kalymnos
2. Rhodes
3. Livadia
4. Arahova
5. Ierapetra
6. Skiathos - Scopelos
7. Patras
8. Halkidiki
9. Olympia
10. Salamina
11. Joannina
12. Corfu
13. Lesbos
14. Chios
15. Spetses
16. Volos
17. Pindus
18. Argostoli

S E C T I O N D

JOBS IN THE HOTEL AND RESTAURANT BUSINESS

AND BUSINESS CORRESPONDENCE

U N I T 21

HOTEL AND RESTAURANT PERSONNEL

Execrise 1:

1. Personnel coming into direct contact with guests: hotel receptionist, doorman, porter, chambermaids, head waiter or maître d'hôtel, waiters, room service staff, etc.
   Personnel behind the scenes: cooks, accountants, staff employed in the laundry and valet services, maintenance staff, personnel staff etc.
2. A hotel receptionist welcomes guests, registers them, checks the reservation and assigns them their rooms, delivers the guests' messages together with their keys.
3. The doorman greets the guests, assists them in and out of cars and taxis and gets transportation for them. The porter helps guests with their luggage, shows them to their rooms and usually runs errands.
4. Master keys are used to enable chambermaids to have access to the rooms.
5. The head chef supervises the kitchen staff and the cooks.
6. It provides the delivery of food and beverages to guests' rooms.
7. Hotel operations have been improved through the use of computers, bècause all data concerning guests are stored in the computer memory and, therefore, the processes of registering and, printing out the bill are sped up. In addition the accounting process is facilitated since accounting payroll, stock control and personnel records are stored in the computer.
8. It involves plumbing, engineering, painting, fixing damages, gardening, etc.
9. Answers can vary. Suggested answers:
   -deal with problems
   -work long hours at night
   -get holidays at other times of the year

-treat difficult guests in a polite and friendly manner
-the work itself is a routine
-no chances of promotion
etc.

10. The most important aspect of a hotel, according to the text, is the attitudes and skills of the staff.
Yes, because the staff who is helpful and skilled might give you efficient service and make you feel relaxed during your stay.
11. Free answer.

Exercise 2:

Free answers.

Exercise 3:

1. True.
2. False. ... they work behind the scenes.
3. True.
4. False. ... by the doorman.
5. True.
6. False. ...by the head waiter or maître d'hôtel.
7. False. ... call the valet...
8. True.
9. True.
10. False. ..., part of housekeeping.
11. False. The maintenance staff ...

Exercise 4:

A. 1. example
2. assign
3. errands
4. access to
5. supervises
6. beverages
7. payroll
8. facilitate
9. respectively
10. upkeep
11. recruited

B. 1. recruit
2. upkeep
3. respectively
4. facilitates
5. access
6. errand
7. beverage
8. payroll
9. supervises
10. register

Exercise 5:

1. example
2. ... tidy the rooms up before ...
3. ... come into contact with foreigners.
4. ... speed up the registration process.
5. ... stores the mass of data in the memory.
6. ... well looked after during ...
7. ... carrying out urgent repairs.
8. ... keep this large hotel up?

Exercise 6:

run an errand
deliver a message
recruit an assistant
repair damages
have access
share workload
settle a bill
maintain a building

Exercise 7:

1. example
2. attitude
3. stay
4. doorman
5. messages
6. breakfast
7. wishes
8. cleaning
9. guests
10. room service

Exercise 8:

-A receptionist registers guests, etc.

-A porter carries guests' baggage (... is the person who carries guests' baggage).
-A doorman assists hotel guests in and out of cars and taxis.
-A cook cooks meals.
-A head chef plans meals and supervises the kitchen staff.
-The valet service is the service that dry cleans and presses clothes.
-The pigeonholes are racks/ small boxes/ shelves with bars, where messages, keys and mail are kept.
-A tip is money given for a service performed.
-A master key is a key that opens several different locks.
-A package tour is the tour that includes the cost of the hotels, transportation and sightseeing.
-The registration desk is the area where guests check in.
-The maintenance department is the department responsible for the upkeep of the hotel.

Exercise 9:

airsteward
hostess
uncle
waitress
landlord
manageress
policewoman/ police officer
barmaid
actor
niece

Exercise 10:

Suggested answers:
1. example
2. A. Enjoy yourself or have a good trip.
   B. Thank you.

3. A. Hello. This is (name). Can I speak to (name)? or
(Name) speaking. Is (name) there please?
B. I'm afraid (name) 'll be out all morning.
4. A. Could you tell me what time the morning flight to Rhodes is?
B. It's at 7.30.
5. A. Let me get you a taxi. or
Would you like me to get you a taxi?
B. Yes, please. That's very kind of you.
6. A. Do you prefer tea or coffee? /or
Would you prefer/ rather ...?
B. Tea, please.
7. A. What's the matter? What's wrong?
B. There's nothing the matter.
8. A. What was the food like?
B. Delicious/ tasty/ terrible/ too spicy.
9. A. All the best. Good luck.
B. Thank you.
10. A. Pardon? Could you repeat that, please?
B. Certainly. or
A. I'm sorry but I didn't quite catch what you said/ follow that.
B. I'll repeat.
11. A. I was sorry to hear about this.

Exercise 11:

Suggested answers:

-A receptionist is responsible for welcoming guests, registering them, delivering keys, messages and mail to guests, etc.

-S/he has to be polite, calm, quick thinking, reliable, patient, charming etc.

-S/he needs to know how to deal with problems in a professional manner, look after people, speak foreign languages.
S/he also has to be good at talking on the phone, talking to people etc.

-S/he's got to have common sense, energy, sense of humour, a good memory, be brief and not cause the guest any inconvenience.

-S/he must be a Lykeion graduate, have on the job training.

-S/he meets new people, works in an attractive space, has a good salary etc.
-S/he works long hours at night, has to treat difficult customers in a polite and friendly manner, the work itself becomes a routine, there are no chances of promotion etc.

Exercise 12:

I. Why do you want to leave your present job?
C. The company does not pay good salaries. . I like languages, but with this company I don't get any chance to practise.
I. If you get the job, how long do you expect to work here?
C. If the work is interesting and the salary is good, I'd like to stay. I know the company is growing and there will be many/ a lot of opportunities for promotion.
I. How have you heard about the company?
C. Well, I have seen advertisements on T.V. and in the papers.
I. What languages can you/ do you speak?
C. I can speak English and Spanish fluently.
I. What do you find interesting about the job?
C. I enjoy meeting people and talking to them.
I. What do you think is your best professional quality?
C. I don't show that I'm anxious when something goes wrong, and I'm also polite with difficult customers.

LISTENING ACTIVITY

Exercise 13:

A. I'm interested in nature. I keep young plants free of weeds.

I have received on the job training. I'm now specialising in roses and indoor plants.

I usually work long hours from 8 a.m. to 5.30

p.m.

I earn about 740€ a month.

I'm strong, hardworking, reliable and able to operate various kinds of lawn and ground keeping equipment.

B. My job's very satisfactory!

I create delicious dishes with care and flair. I'm imaginative, creative, neat and clean. I have received vocational training. My skills help to bring fame and reputation to hotels.

My salary is 435€ a week but I work about 35 hours a week.

C. Erm ..., I perform some of the heavy duties in a hotel. During arrivals and departures, I cheerfully carry on. As I'm strong, I rarely use a cart when moving heavy luggage. After receiving the room key, I accompany the guests in the elevator and show them to their rooms, I earn about 7.300€ a year inclusive tips. I get big tips because I' m always helpful and cheerful.

I work on day or night shifts about 8 hours a day.

D. Well, my duties vary depending on the place I work. I help guests with menu selections, check on their comfort and needs throughout the meal, make out bills and take payments.

I'm calm during rush hours. I have a neat appearance and pleasant manners.

I usually work from 6 p.m. to 3 a.m.

My salary ranges from 730€ to 880€ a month.

	A	B
Job	Gardener	Head chef or cook
Require-ments	On-the-job training	Vocational training
Personal qualities	strong, hard working, reliable, able to use tools	imaginative, creative, neat and clean

Duties	keeps plants free of weeds, specialises in roses and indoor plants	creates delicious dishes
Salary	740€ a month	435€ a week
Working hours	8 am to 5.30 pm	35 hours a week

	C	D
Job	Porter	Waiter
Qualifications	_____	_____
Personal qualities	strong, helpful, cheerful	calm, neat, pleasant manners
Duties	carries luggage	helps guests with menu selections checks on their comfort needs, makes out bills, takes payments
Salary	7.300€ a year	730€ to 880€ a month
Working hours	8 hours a day	6 pm to 3 am

Fun time

1. example

2. If you want a thing well done, do it yourself.
3. Many hands make light work.
4. Practice makes better.
5. All work and no play makes Jack a dull boy.

III. δουλειά/ επάγγελμα: job
χάνω τη δουλειά μου: to lose my job
βρίσκω δουλειά: to get a job
ψάχνω για δουλειά: to look for/ seek a job
κάνω μια δουλειά: to do a job
κάνω αίτηση για δουλειά: to apply for a job
εγκαταλείπω τη δουλειά μου: to quit my job
παραιτούμαι από τη δουλειά μου: to give up my job/ resign
δεν έχω δουλειά: to be unemployed/ jobless/ out of work
πλήρης απασχόληση: full-time job
μερική απασχόληση: part-time job
έχω δουλειά: to be busy/ engaged
κοιτάω τη δουλειά μου: to mind my own business
τι δουλειά κάνεις;: what do you do?
what's your job?
what do you do for a living?
με απολύουν από τη δουλειά: to be fired/ sacked/ dismissed/ to be given the sack

U N I T 22

APPLYING FOR A JOB

1. The name of the firm is Venus Hotel.
2. Receptionist.
3. The successful candidate ...advantage.
4. Applying in writing ... to Venus Hotel.

Exercise 1:

1. example
2. f
3. k
4. a
5. g
6. j
7. c
8. i
9. b
10. e
11. d

Exercise 2:

1. example
2. salary
3. experience
4. interview
5. references, employer
6. qualifications
7. vacancy
8. position
9. application
10. advertisement
11. curriculum vitae

Exercise 3:

A.

VERB	NOUN	NOUN	ADJECTIVE
supervise	supervision	supervisor	supervisory
train	training	trainer trainee	trained
employ	employment	employer employee	employed
interview	interview	interviewer interviewee	———

B.

1. employees
2. supervision
3. trainees
4. supervise
7. employers, supervisory
8. training
9. interviewers, interviewees
10. employment

5. employed
6. interview
11. train
12. trained

Exercise 4:

Person addressed	Salutation	Complimentary close
The Manager	Dear Sir,	Yours faithfully,
T. Brown	Dear Mr Brown,	Yours sincerely,
Messrs Finn and Jones	Dear Sirs,	Yours faithfully,
Minos Hotel	Dear Sirs,	Yours faithfully,
The Secretary	Dear Madam,	Yours faithfully,
The Personnel Manager	Dear Sir,	Yours faithfully,
Ms Elizabeth Wilson	Dear Ms Wilson	Yours sincerely,

Exercise 5:

Venus Hotel,
20 Areos st,
Athens 13540,
20th May, 1995,

Constantine Anagnostou,
Personnel Manager,
Alpha Hotel,
5 Nikis st,
Piraeus 10432

Dear Mr Anagnostou,

Ms Kontou, who has applied 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,

A Fotiadis

Alexandros Fotiadis
Personnel Manager

Exercise 6:

Venus Hotel,
20 Areos st,
Athens 13540,
1st June, 1995

Ms M. Kontou,
68 Praxitelou st.
Athens 10415

Dear Ms Kontou,

Thank you for the letter applying for the position of receptionist with this hotel.

We shall be pleased if you will attend an interview on Monday 12th June at 9 a.m.

Will you, please, telephone me at 36 32 584 and let me know whether or not you are free to attend the interview at this time.

Yours sincerely,

A Fotiadis

Alexandros Fotiadis
Personnel Manager

Exercise 7:

68 Praxitelous st,
Athens 10415
5th June, 1995

A Fotiadis,
Personnel Manager,
Venus Hotel,
20 Areos st,
Athens 13540

Dear Mr Fotiadis,

Thank you very much for your letter of 1st June. As I stated on the telephone, I shall be happy to come for an interview on 12 June at 9 a.m.

I look forward to meeting you.

Yours sincerely,

M. Kontou

Exercise 8:

The students selecting appropriate expressions from the listed ones, combine them in a logical sequence to write an application letter in reference to the advertisement they are interested in.

Exercise 9:

1. A aims at turning down the applicant
   B aims at inviting the applicant to attend an interview
2. He is instructed a) to attend an interview at 12.00 on Friday in 28 February.
   b) to go to the reception on the ground floor and ask to be shown to her office
   c) to bring any certificates and references
   d) to confirm the appointment by telephone

3. The vacancy has already been filled
4. All answers are accepted (Yes, because his application is kept in their files/ No, because they just use a polite way to say that he has been refused/ they do say this out of courtesy)
5. "We regret to inform/ say/ tell ..." and "We are sorry to tell/ say/ inform ..." are used to give an unfavourable answer.
"We are glad/ pleased/ happy/ delighted to ..." are used to give a favourable answer.

Exercise 10:

Unfortunately, we cannot ... due to the great number of ...
We are pleased to inform you that your application has been accepted/ seems to meet our requirements.
You are invited to call ... on Friday morning ...
We regret to tell you ... However, we have filed...
We are glad to let you know that your application seems to meet our requirements/ has been accepted.
We are sorry to tell you that you were not successful ...

Exercise 11:

A.

A	B
co.	company
ads	advertisements
usl bnfts	usual benefits
clk	clerk
mngr	manager
asst	assistant
accnts	accounts
vacs	vacations
enc	enclose
C.V.	curriculum vitae
sec.	secretary
mnfg	manufacturing

B. Wanted secretary for full-time employment for small company.Good salary, five days a week, hours of work from 08.00 to 16.00, and the usual benefits.

Exercise 12:

The students, combining the cues with the appropriate expressions given, advise applicants what to take into account when they apply for a job or are interviewed for it.

Exercise 13:

Suggested answers:

A. Why do you want to leave your present job?
Have you taken any courses in ...?
Have you got any diplomas or certificates?
What positions have you held so far?
What experience have you had ...?
When could you start?
How do you see your career developing?
What's your ambition?
What foreign languages can you speak?
Where were you born?
Are you married?
What did you like least about your last job?
Why did you choose to do hotel work?
What makes you work for our hotel?
Why did you apply for this job?
How do you spend your free time? etc.

B. Does the hotel plan to expand in the near future?
How many guests does the hotel usually host during peak season?
What is the scope for promotion?/ Will there be opportunities for/ good chances of promotion/ training?
Do I have to work night shifts?

Exercise 14:

1. unemployed
2. job
3. small ads
4. well paid
5. apply for
6. an application form
7. curriculum vitae
8. employer
9. qualifications
10. studies
11. training
12. experience
13. interview
14. reference

Fun Time

The students write words related to the word **job** e.g. application form, promotion, career, interview, experience, salary etc.

U N I T 23

LETTER WRITING

Exercise 1:

A. People who deal with tourism write business letters for the following reasons:

to: make a reservation
confirm a reservation
cancel a reservation
ask for information/ make enquiries/ requests
provide information (positive/ negative)
make an offer
complain
deal with complaints
apologise
give advice
etc.

B. A good business letter should be characterised by accuracy, brevity, clarity.

Exercise 2:

A.
1. sender's address
2. date
3. receiver's address
4. salutation
5. main body
6. complimentary close
7. signature

B.
1. body (final paragraph)
2. complimentary close
3. salutation
4. body (purpose)
5. body (main content)
6. body (final)
7. body (purpose)
8. body (purpose)
9. body (main content)
10. body (final)

Exercise 3:

A.
1. The number of the street
2. The name of the street
3. The name of the town/ city

4. The name of the county/ province
5. The post code
6. The name of the country

B. 1. 28 Burnt Mill,
Harlow,
Essex,
CM20 2JE.
ENGLAND

2. 51 Church street,
West Melbourne,
Victoria 3003.
AUSTRALIA

3. 15 Westport Drive,
Huntington Beach,
California 96028
U S A

4. 53 Rue Mallifaud,
Grenoble 75008.
FRANCE

5. 3 Malkin Road,
Canterbury,
Kent CT27 NS.
U.K.

Exercise 4:

Students write the dates in a variety of ways according to the example.

Exercise 5:

104 Peoniou st,
Athens 10516,
Greece

May 24th, 1992

The Manager,
Beauty Hotel,
Canterbury,
Kent CT27 NS,
England

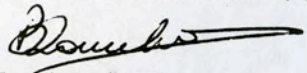
Dear Sir,

I'm writing to ask you if I could change the dates of my booking in your hotel, owing to illness.

Last week I reserved a double room with a bath for three nights, from 4th to 6th June. I would like to book the same type of room from 21st to 23rd June.

I would appreciate if you could let me know if this will be acceptable to you.

Yours faithfully,



P. Lambrou

Exercise 6:

1. example
2. i
3. a
4. g
5. h
6. f
7. e
8. b
9. j
10. k
11. l
12. c

Exercise 7:

1. example
2. Double room with shower
3. Group
4. Triple with bath
5. Your
6. Double room with bath
7. Half Board
8. Suite
9. Telex
10. Departure
11. Have
12. Approximately
13. Thanks
14. January

Exercise 8:

A. 1. Diana Travel is the sender and 832473 is the telex number.
2. It was sent on January 28th at 12.15.
3. Mr Costas Petrou.
4. He sent the telex to reserve a room for Mr and Mrs Matthews.

5. He asks the Athenian Hotel to confirm the reservation as soon as possible.

B. Could you please reserve for Mr and Mrs Matthews a single room with a bath for 10 nights. They arrive on March 3rd and depart on March 10th. Please, confirm as soon as possible.

Exercise 9:

1. 832473 DN TR
   203227 ALP HT

   Brighton 13/ 06 (time ...)

   ATTN: A. Spyrou
   RE: MR/S JOHNES/ 2 SNGLS, 1 DBLB/ 18-20 AUG

   PLS CFM RESERVATION MR/S JOHNES
   2 SNGLS, 1 DBLB HB IN 18 OUT 20 AUG (3 nights)
   PLS ADD YR RATES
   THKSP.W. BATES

2. 203227 ALP HT
   832473 DN TR

   Athens 13/ 06 (time ...)

   ATTN: P.W. BATES
   RE: CFM MR/S JOHNES/ 18-20 AUG

   REYT 13/06/92 WE CFM RESERVATION MR/S JOHNES IN 18 OUT 20 AUG. RATE POUNDS 50 DBLB POUNDS 35 SNGLS
   REGDS A. SPYROU

3. 832473 DN TR
   203227 ALP HT

   Brighton ...date, ...time

   ATTN: A. SPYROU
   RE: GRP/ 15 SNGLB, TRPB, 10 DBLB/ 20-30 SEP
   CAN YOU PROVIDE 15 SNGLB, 8 TRPB, 10 DBLB AND CONFERENCE FACILITIES FOR ESP TEACHERS SEMINAR IN 20 OUT 30 SEP? PLS CFM ASAP
   THKS P.W. BATES

Exercise 10:

1. The fax is for Mr Spyros Alexiou.
2. It was sent on 5th December 1992 at 10 a.m.
3. The fax was sent so that Mr Alexiou could read the new proposals of the new advertising campaign for his hotel.

FUN TIME

The hidden word is WRITING.

1. wonder
2. reference
3. complain
4. grateful
5. interest
6. confirm
7. regret

SECTION E

TOURISM

U N I T 24

THE IMPACT OF TOURISM ON A COUNTRY

Exercise 1:

-Tourism:

Tourism is not a phenomenon .... short term visit.

-Types of tourism:

Tourism can be broken down ... and another.

-The impact of tourism on the economy:

International tourism is... and balance of payment.

-Investing in tourism:

Therefore, governments ... imported from them.

-Tourism promotion:

Tourism promotion is ... conducted.

-The tourism industry:

It is not usually ... tourism industry.

-The impact of tourism on employment:

Furthermore, as a service industry...try to combat.

-The impact of tourism on the environment:

The environment is a very important ... tourist facilities.

-Tourism amd communication between people:

Tourism brings together people ... world peace.

-Future tourism trends:

Recent tourism trends ... tourist routes.

Exercise 2:

Elements involved in "tourism"	Beneficial results from tourism
-travelling -holidays -sightseeing	-country's prosperity -creation of job opportunities -promotion of understanding -world peace maintainance

Negative results from tourism	Action that government should take
-damage to environment -break with traditions -bad influence on languages, customs, standards of behaviour	-invest in tourism -improve the infrastructure -keep the leakage to a minimum -conduct campaigns -develop facilities through long-term planning and sensible management

Exercise 3:

1. The growth of technological developments in ... number of people.
2. We should take into consideration if s/he is away:
   a. from home b. for more than 24 hours and
   c. for leisure or business purposes.
3. An excursionist or day tripper is away from home on a temporary and very short term visit

while a tourist is away from home on a temporary visit and for more than 24 hours.

4. Tourism is divided into domestic and international tourism. Domestic tourism means ... the same, whereas international tourism ... another.
5. Governments encourage tourism because tourist receipts ... economy.
6. Governments promote tourism by distributing publications which stress the country's attractions and by conducting advertising campaigns.
7. Governments should try to keep the leakage ... imported from them.
8. The tourism industry deals with the businesses and organisations which provide ... to the traveller.
9. It creates job opportunities ... tourist related industries.
10. Seasonality means that the working population increases during the high season and shrinks back during the low season, because tourist facilities close down.
11. Suggested answers:
    -The natural environment (coasts, forests, vegetation, flora and fauna, etc.) can be damaged by large numbers of tourists.
    -The building of tourist facilities affects badly the environment. Sewage is pumped to the sea.
    -The danger of forest fires increases.

    We can control the effects of tourism on the environment through sensible management ... facilities.
12. The main attractions for tourists are:
    beautiful scenery, mild climate, fascinating cities, low prices, tourist facilities, etc.
13. The tendency of the host population to imitate tourists may affect their ambitions and values, traditions, language, customs, behaviour and culture.

14. Tourism can help bridge the gaps, promote understanding and maintain world peace.
15. It will encourage travel and open up areas ... routes.

Exercise 4:

1. example
2. temporary
3. broken down
4. far reaching
5. implications
6. expenditures
7. beneficial
8. impact
9. prosperity
10. leak away
11. potential
12. campaigns
13. conducted
14. mild
15. combat
16. minimized
17. promote
18. maintain
19. trends
20. disposable

Exercise 5:

1. example	3. a	5. b	7. i	9. g
2. j	4. h	6. d	8. c	10. e

Exercise 6:

1. False. They also look for tourist facilities and different services.
2. True.
3. True.
4. False. ... different kinds of skills and levels of ability.
5. True.
6. True.
7. False. They also travel for business.
8. False. ... more than 24 hours.
9. False. ... within their own country.
10. True.
11. False. ... before tourists arrive.
12. False. Publications are distributed and advertising campaigns are conducted.

13. True.
14. True.

Exercise 7:

3, 5: business
1, 2, 4, 6, 7, 8: leisure

Exercise 8:

1. example
2. advertising campaign
3. intelligent planning
4. sensible management
5. domestic tourism
6. negative impact
7. technological developments
8. potential visitors
9. national economy
10. foreign exchange

Exercise 9:

1. example
2. bring prices down
3. have an impact
4. make an effort
5. encourage travel
6. create job opportunities
7. promote understanding
8. bridge the gap
9. maintain world peace
10. conduct a campaign
11. offer services
12. preserve the environment

Exercise 10:

Students act out the dialogue following the

instructions.

LANGUAGE PRACTICE

Exercise 11:

1. Many people travel in order to/ to educate themselves.
2. Certain important facilities and services for tourists must exist to/ in order to cater for their needs.
3. Many existing hotels are being rebuilt to/ so as to/ so that they/ provide more luxurious accommodation for guests.
4. Computers are used by hotel staff to/ in order to facilitate the registration process.
5. Guests can speak to the hall porter to/ in order to order a ticket for the theatre.
6. Visitors must be managed in order to/ to/ so as to minimise the impact they have on tourist attractions.
7. Countries need foreign exchange to/ in order to import goods, materials and services from other countries.
8. A country must decide on a campaign of external and internal promotion in order to/ to/ so as to develop its tourism industry.
9. Tourism employees should have good customer relations skills in order to/ to/ so as to make visitors feel welcome.
10. People travel to meet each other in order to/ to discuss business of some kind.

LISTENING ACTIVITY

Exercise 12:

... Well, tourists began to visit Greece at the end of the 19th century to educate themselves, since they came mainly to see the archaeological sites.

After World War II, the character of Greek tourism changed. Besides the archaeological sites and museums, the deep blue Greek sea became a second attraction for tourists.

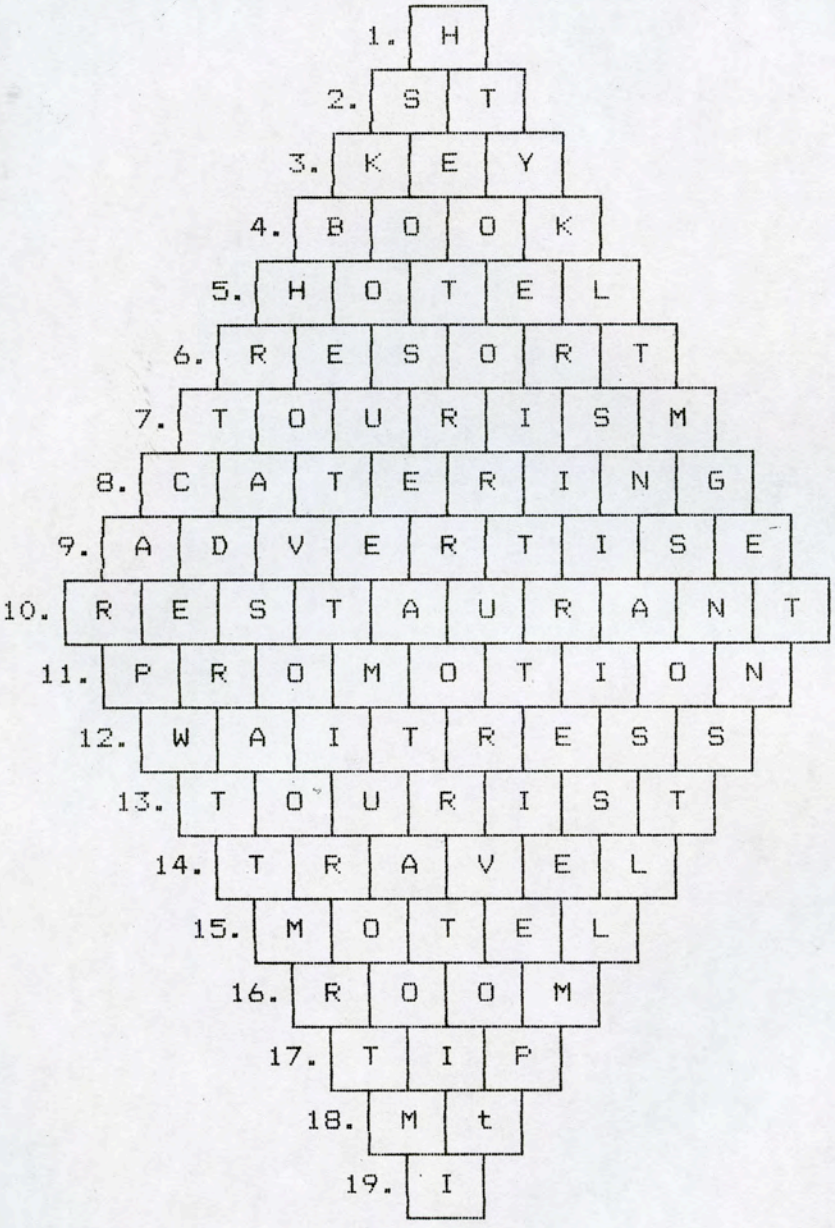
Greece has a total of about 6,000 hotels of all types and of all classes. Rooms for rent in private houses throughout the country are also available. ... The area with the highest number of beds is the Aegean Islands, except Crete, whereas Thrace has the lowest index of tourist infrastructure. Er ... the most highly-developed area is Attica followed by Corfu; the Aegean islands and Crete. Um ... of course there are also more than 200 organised camping sites. In this respect, the Ionian islands are in the lead. Recently, winter tourism has rapidly developed and foreign tourists are beginning to discover the winter sports in Greece.

Going on a cruise is another way of spending a holiday in Greece. One should have in mind that Greek cruise ships sail beyond Greek waters, in the Carribean and the Pacific. Since 1980, the number of persons who visit Greece ...

1. see archaeological sites
   visit the museums
   enjoy the sea
   go on a cruise
   enjoy winter sports
2. the Aegean islands (except Crete)
3. Thrace
4. Attica
5. The Ionian islands
6. all types of hotels
   rooms in private houses
   camping sites

Fun Time

R H O M B U S


1. H
2. S T
3. K E Y
4. B O O K
5. H O T E L
6. R E S O R T
7. T O U R I S M
8. C A T E R I N G
9. A D V E R T I S E
10. R E S T A U R A N T
11. P R O M O T I O N
12. W A I T R E S S
13. T O U R I S T
14. T R A V E L
15. M O T E L
16. R O O M
17. T I P
18. M t
19. I

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