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Tourism
ENGLISH

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Tourism

ENGLISH



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INTRO TO TOURISM ENGLISH 1

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Hak Cipta sebagaimana dimaksud dalam Pasal 3 huruf a merupakan hak eksklusif yang terdiri atas hak moral dan hak ekonomi.

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INTRO TO TOURISM ENGLISH 1

NI LUH SUPARTINI



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Ni Luh Supartini

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PREFACE

This book is presented as a module for "Introducing Tourism English for students at beginner level". It aims at providing the language skills through elaborate contextual readings, dialogues and exercises needed by students of tourism in further education as well as by professionals working in the tourism industry. It is designed to acquire specialized terminology and to build confidence in professional skills needed in the tourism industry. This will help students and professionals working in tourism to develop their English language skills more easily and effectively.

Intro to Tourism English 1:

This book contains eight main units. Each unit contains a variety of language tasks developed around topics related to the travel industry and the provision of hotel accommodation. Each unit contains a language focus section followed by exercises, vocabulary development, pronunciation practice and a speaking section which is designed to bring the language previously studied into active use. Reading and writing skills also feature prominently as the professional practice boxes which provide language and skills that are necessary when performing work-related tasks.

Language focus aims to teach grammar using a functional approach where the goal is to help the learner become aware of the way in which grammatical choices convey the meaning. The grammatical and vocabulary sections arise out of the communicative needs of professional person in tourism and hospitality. For example, the pair work or group work are explicitly designed to give further context of use for the language introduced.

Teaches English inductively and in a fun way—the basic structures are introduced in context through readings and dialogues. Students use structure in talking about situations and re-acting the dialogues.

These will enable the students to make reliable and useful generalization about the language that can develop their competencies in English.

My deepest gratitude to the authors and publishers of the books or articles from which I have quoted some materials for this book. I would be very pleased to hear any advice, suggestions or even criticism from the readers who are willing to share their thought and knowledge to improve the academic value of this book.

Denpasar, February 2021
Ni Luh Supartini

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Chapter 1

At the Airport

Reading: Information on Airline Ticket



At the airport

Please make sure you are at the airport in time and remember to carry proof of identity and your e-ticket with you as security may wish to see them.

Baggage

If travelling without bags then beat the gate 20 minutes before the flight departs. If you've got bag(s) to check, be at a bag tag counter no later than 30 minutes before departure. The first two bags are free. On board you're allowed one bag per person (maximum 7kg).

Changes/restrictions

Changes permitted at any time. You may have to pay the difference between the original fare and the new fare if higher. Service fee applies unless change online.



Cancellation

Up to the day of departure, fully refundable. After the day of departure refunds will incur fund fee per person per one-way journey.

1. From the information, what do you think the following expressions mean?

- 1 proof of identity : _____
- 2 e-ticket : _____
- 3 to check : _____
- 4 tag : _____
- 5 original : _____
- 6 fee : _____
- 7 online : _____
- 8 fully refundable : _____

2. Read the information and answer these questions:

1. Can a passenger change a ticket?

2. How many bags can a passenger take on board?

3. If I change my ticket on the internet do I have to pay an extra charge?

Vocabulary: Arriving and Departing



3. Insert the correct word from the box into the gaps.

customs officer	departure lounge	carry-on bag
check in	immigration officer	baggage
collection	baggage allowance	queue
travel documents	immigration	visa

1. When you arrive in a country from overseas the _____ checks your passport. In some countries you must have a _____ before you can enter. Then you proceed to the _____ area to pick up

your bags and then to the _____ who may, (but not always) check your baggage.

2. When you leave a country, you must first _____ with the airline to get your boarding pass. If there are a lot of people you must _____ Then you go through _____, where they check your travel documents and then to the _____ to wait for your flight.
3. On most international flights you have a _____ of 20 kilograms per person. Many airlines allow you to take one bag on to the aircraft usually a maximum weight of 7 kg. This is called a _____

Language Focus: 'Should/Shouldn't

Should is modal verb. It is used to give advice and to make recommendations. Should is not as strong as must. Both should and must are always used before another verb; that other verb must be in infinitive.

Example:

- You **should** speak to the manager
(It's a good idea)

- You **must** speak to the manager
(There is no alternative)
- You **shouldn't** use your mobile phone when driving
(polite advice)
- You **mustn't** use your mobile phone when driving
(prohibition)

4. Complete the sentences with should or shouldn't

1. It looks like rain. You _____ take an umbrella.
2. It is too far to walk. I think we _____ take a taxi to the beach.
3. We are lost. I think we _____ ask someone for directions.
4. Who _____ we ask about the cost of a room?
5. To find out whether there is a vacancy, you _____ ask the hotel receptionist.



5. Match sentences 1-5 with sentence a-e

1. What should I do when I start work?	a. We shouldn't guess.
2. You shouldn't use a harmer.	b. You should sign in
3. We should read the instruction first.	c. You should use a screwdriver
4. You shouldn't forget your helmet.	d. We should meet at the bank
5. Where should I meet you?	e. You should protect yourself

6. Write five sentences giving advices to a tourist visiting Bali.

- a. You should _____
- b. You shouldn't _____
- c. You should _____



Speaking: At the airport (2 pm)

7. Complete the dialogue by inserting the correct tense. Look for time phrases first. Practice the dialogue with a friend.

Bill : Hi, Ben where(go)?

Ben : Hi Bill, I..... (fly) to China later this afternoon.

Bill : (go) for business or pleasure?

Ben : Business, I..... (meet) some engineers tomorrow in Shanghai.

Bill : How long.....(stay) there?

Ben : I.....(stay) for three weeks and then I.....(fly) to Korea I..... (stay) in Korea until the end of the year and then(come) back.

Bill :(be) this your first overseas trip?

Ben : No, I.....(go) to Indonesia last year and the year before that I.....(travel)to India.

Bill : Anyway, why.....(be)you here?

Ben : I.....(pick up) some visitors from America. They (come) from Darwin but the plane (be) 30 minutes late so instead of arriving at 2 o'clock they.....(now, arrive) at 2.30 pm. Americans (be) always late. They..... (be) never 'on time'.

Bill : I (hope) your listening skills are good because Americans (be) difficult to understand. They (have) a strong accent and they(speak) very loudly.

Ben : I (hope) they understand me.
I..... (practice) my pronunciation every night in front of the mirror.

Bill : (not, forget) 'practice makes perfect'.

Writing: Describing Airport

- 8.** Work in pairs. Find out important parts of airport (*such as international flights, transit lounge, domestic flight, information desk, etc.*). Imagine you are going to spend your holiday in another country. Think about the steps in entering the airport until you ready to flight. You can have different plans with others.



Chapter 2

Travel Document



Reading: Boarding Pass

Can you name this document?



1. Answer these questions with full sentences.

- a. When do passengers receive a boarding pass?
- b. What is boarding pass used for?
- c. Is a passage a man or a woman? How do you know?
- d. Where is the passenger going?
- e. What is the flight number?
- f. What is the passenger's seat number?
- g. What time does the passenger have to be in the departure lounge ready to board?

Vocabulary: Countries, nationalities and food

When we talk about countries, nationalities and food, we must use the correct part of speech.

- The country name is noun.
- For the people, food, language and nationality, use the adjective form. For example:

Australia	Australian
Thailand	Thai
China	Chinese
India	Indian
Indonesia	Indonesian
Japan	Japanese

- I come from Japan and I speak Japanese
- My sister lives in Australia and she has married an Australian.
- Excuse me I am looking for a French restaurant.
- In our hotel we have three Korean tourist and five tourists from Canada.

2. Delete the incorrect word and write in the correct word.

1. My brother has gone to study _____ (Chinese/China) in _____ (Chinese/China).
2. My motorcycle was made in _____ (Japan/Japanese).
3. The instructions have been written in _____ (France/French).
4. A tour school we have three students from _____ (Chinese/China) five from _____ (English/England)

and ten from _____(Australia/Australian). They all like to eat _____(Japan/ Japanese) food.

5. Most of the visitors in our hotel come from _____((America/American).
6. My favorite place to eat is the _____(Chinese/China) restaurant next to the _____(Chinese/China) Embassy.
7. We have a new guest staying in the hotel. She is traveling on a _____(Europe/ European) passport but she has a strong _____(American/America) accent.

Language Focus : Verbs

Express an action, condition, or state of being.

Types:

- Action verbs: may be physical or mental (knocked/wanted)
- Linking verbs: do not express an action-they link sentence parts together
 - Forms of to be: was, were, am, are, is, be, been, being (these stand alone)
 - Express condition: look, smell, feel, taste, grow, appear

- Some verbs can be action or linking.

Action

We felt the seat cushions

We tasted the popcorn

Linking

They felt dry

I tasted salty

3. Identifying action and linking verbs.

Circle the noun and underline the verb in each sentence. Write A if it is an action verb or L if it is linking verb. Remember some sentences might have more than one verb.

Example:

The alarm sounded in the hallways. (A)

The music sounded good. (L)

- 1) The man paused before climbing the mountain.
- 2) The whole Yuko appeared white.
- 3) The man was cold
- 4) The temperature dipped to fifty degrees below zero.
- 5) Still, the man began his journey.

- 6) He felt hungry and thought lunch all day.
- 7) The moisture on his mustache appeared disgusting!
- 8) After he rubbed his hands along his nose, it became numb again.
- 9) The dog floundered.
- 10) The man's hands grew numb, as the coldness grew and grew.



Speaking: Airport arrival board

4. The check –in and information desk. Work in pairs.

Student A: Clerk

Student B: Passengers

- A. You are a passenger. Ask the check-in clerk about departures and seat availability.



Passenger 1

Flight: UA900 to Frankfurt

Preferred seat: window

Luggage: two bags as hand luggage

Passenger 2

Flight: KL605 to Amsterdam

Preferred seat: window

Luggage: very large suitcase

Passenger 3

Flight: DL 85999 to Paris

Preferred seat: no preference but two together

Luggage: one to check and one hand luggage each

Passenger4

Flight: BA284

Preferred seat: no preference

Luggage: hand luggage only (in hurry to get to appointment in London)

- B. Now changes roles. You are the information clerk. Look at the arrivals board and answer Student A's questions.

Time now 14.

Flight	From	Sched.	Actual	Gate	Remarks
nz008	AUCKLAND	12.20	13.45	G	in customs
ua955	LONDON	12.35	12.50	G	in customs/ cleared
cx872	HONGKONG	13.35	13.20	A	in customs
ua324	NEW YORK	13.50	14.20	A	landed
vs019	LONDON	14.00	15.30	G	delayed

5. *Writing: Dream Trip*

You have fourteen days and \$350 (or the same amount in another country). Plan a journey in a country of your choice. Use guidebooks or Internet to get timetables and information. Tell the class about your trip. (Remember to mention the documents you have to prepare for your trip).



Chapter 3

At the Hotel

Reading: Choosing Hotel

The LANCASTER

Right next to the Champ-Elysees, the Lancaster remains one of the most private and exclusive luxury hotels in Paris. Since its complete refurbishment in

1996 it has retained the atmosphere of a 19th century town house where discretion and privacy combine with luxury and originality. Its unique hospitality and the beauty of its decor are reserved for resident guests. Few are those –



– Marlene Dietrich was one – who can enjoy its luxurious antiques and works of art, Baccart chandeliers and old masters, and the peace of its pastoral indoor garden patio.

PICCOLO MONDO

Located in the heart of Bucharest residential district, 5 minutes to Piata Victoriei, 5 minutes from RomExpo, 10 minutes from downtown and less than 20 minutes to Otopeni International Airport. As the name suggests, you will find here a small world of good taste and pleasure. Our highly professional team assures your complete comfort and satisfaction.



Step in and enjoy all the things we offer you. There are 18 special rooms and 3 suites and no room looks the same by its architecture and the interior design. All rooms are provided with internet access, cable TV, air conditioning, minibar, international phone, 24-hour room service. The hotel also provides a parking area.

PLAZA ATHENEE

Plaza Athenee symbolizes good living, luxury and Parisian sophistication. The 188 rooms and suites are furnished in the greatest classical 18th century tradition, except for the top two floors which successfully experiment with an Art Deco style. The Plaza Athenee is of course very famous for its courtyard garden, the Gobelins gallery and the bar du Plaza Athenee, where the Paris smart set regularly meet.



Connoisseurs have long recognized the "Regence" gastronomic restaurant as one of the finest tables in Paris, while at the

"Relais Plaza", fashion celebrities and business people enjoy traditional French cuisine. This figurehead of Parisian palatial residences was entirely renovated in 1999 and cleverly combines resolutely modern amenities with its legendary style.

DALIN HOTEL



is located downtown Bucharest, 900 m from „kilometer 0”, two minutes away from the Chamber of Commerce and Industry, two minutes from „Casa poporului” (the

House of the People), or twenty minutes from Otopeni Airport.

The hotel is built on 5 floors with rooms furnished in fashionable style, provided with travelling up to date appliances and equipment meant to offer all necessary conveniences to the tourists and the business people that are travelling through Bucharest. The hotel's restaurant has a capacity of 60 seats and proposes international cuisine. The bar is open 24 hours a day.

INTERCONTINENTAL PARIS

In this luxury hotel with its illustrious past, faithful to the best Paris hotel traditions, you are exceptionally situated at the heart of Paris between the Louvre and the Champs-Elysees, with the Places Vendome and Concorde for neighbours.

All rooms and suites have been decorated in keeping with original architecture, and naturally equipped with all modern conveniences. The sumptuous reception rooms are some of the finest in Paris. From spring to autumn the indoor garden houses the „La Terrasse Fleurie" Restaurant.



1. Answer the following questions:

- a. What famous person was a guest of the “Lancaster Hotel”?
- b. What is the name “Piccolo Mondo” suggestive for?
- c. What does the “Plaza Athenee” symbolize?
- d. What type of cuisine does the “Dalin” hotel propose?
- e. What did you find out about “La Terrasse Fleurie” when reading the text ?
- f. If you were to choose one of the places the texts present, which of them would you choose? Why?

2. Answer by true (T) or false (F):

- a. The “Lancaster” is one of the most private and exclusive luxury hotels in Paris.
- b. The “Piccolo Mondo” is situated in Brasov.
- c. The “Plaza Athenee” has 188 rooms.
- d. The “Dalin” hotel is built on 10 floors.
- e. In the “Intercontinental Paris” all rooms and suites have original architecture.

Vocabulary: Hotel Types

There are many different types of hotel properties, from small places to major international chains which may vary according to number of stars from 5-7 star hotels to 1 star hotel.

A hotel primary mission is to offer a comfortable room to sleep and usually to offer other services such as meals and recreation.

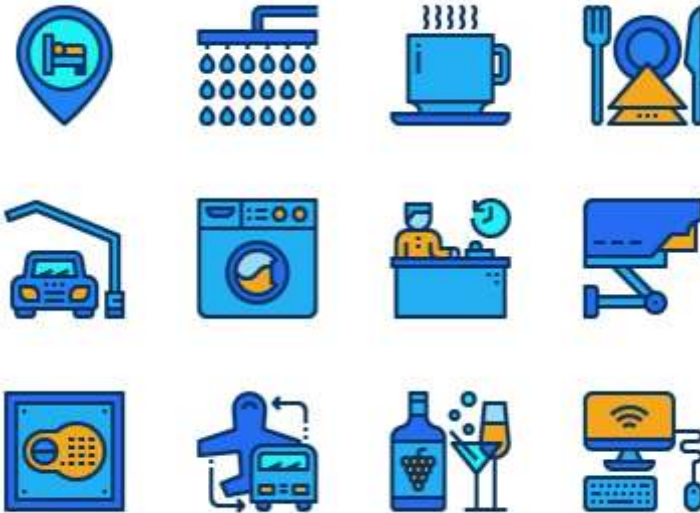
3. There are various types of classifying hotels. Here you have two of these classifications and match it.

- | | |
|-------------------------------------|--------------|
| 1. airport hotel | a. luxury |
| 2. all suites hotel | b. upscale |
| 3. conference /
convention hotel | c. mid-range |
| 4. motel | d. budget |
| 5. resort hotel | e. economy |
| 6. spa hotel | |

- 4. Look at the list of hotel services below. Make a guess about what type of hotel it fits.**

SERVICES

Hotel	Room
swimming pool	tv
games room	dial telephone
mini-gym	hairdryer
sauna/solarium	electric trousers press
good restaurants	bathrobes
ironing facilities	mini-bar
car park	private bathroom
24-hour laundry service	24-hour room service
wi-fi	air condition



5. Hotel services have international codes. Here is a list of such codes. Look at it, then match the plans mentioned below with their description.

EUROPE	USA	Code
Room only	European plan (no	EP
Bed & breakfast	Continental plan (room and continental breakfast)	B&BCP
Room and English / American breakfast	Bermuda plan (room and continental	BP

Demi-pension, Half board	Modified American plan	MAP
En pension, full board	American plan (room and full board)	AP

6. Match the name and description below!

Plan	Description
1.American plan	a. bed only
2.Demi –pension	b. bed and breakfast
3.European plan	c. bed, breakfast and lunch/dinner
4.Continental plan	d. bed, breakfast, lunch and dinner

Language Focus: Describing job skills!

Look at the sentences for describing job skills and abilities.

+infinitive

I can make people relax

I know how to use computer

I am willing to work long hours

I am able to do more than one thing at the same time

+ ing or noun

I enjoy meeting a new people

I like working independently

I am good at languages

I feel confident about dealing with money

Job Titles in the Hospitality Industry



Hotel Management	Event Planning	Food Operations	Front-Of-The-House
<ul style="list-style-type: none"> ▶ Hotel General Manager ▶ Group Sales ▶ Spa Manager 	<ul style="list-style-type: none"> ▶ Event Planner ▶ Wedding Coordinator ▶ Event Manager 	<ul style="list-style-type: none"> ▶ Executive Chef ▶ Cook ▶ Beverage Manager 	<ul style="list-style-type: none"> ▶ Front Desk ▶ Concierge ▶ Bellhop

 the balance

Complete the paragraph. Choose from the words in the list

be/being

understand/ understanding

smile/smiling

use/using

speak/speaking

work/working

So, do you want to work in hotel?

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

In most hotel jobs, you must enjoy _____ with people- not just the customers but your colleagues as well. You have to be able to _____ as part of a team. You have to know how to _____ even if you are having a bad day. It is also important to be able to _____ clearly on the phone in many jobs you need to be a good at _____ people with different languages and cultures and you need to be confident about _____ languages that you know. Sometimes, especially if you work in office, you have to know how to _____ computers. It is also important to be flexible and you often have to be willing to _____ long or unusual hours. But most of all you have to like _____ with people.

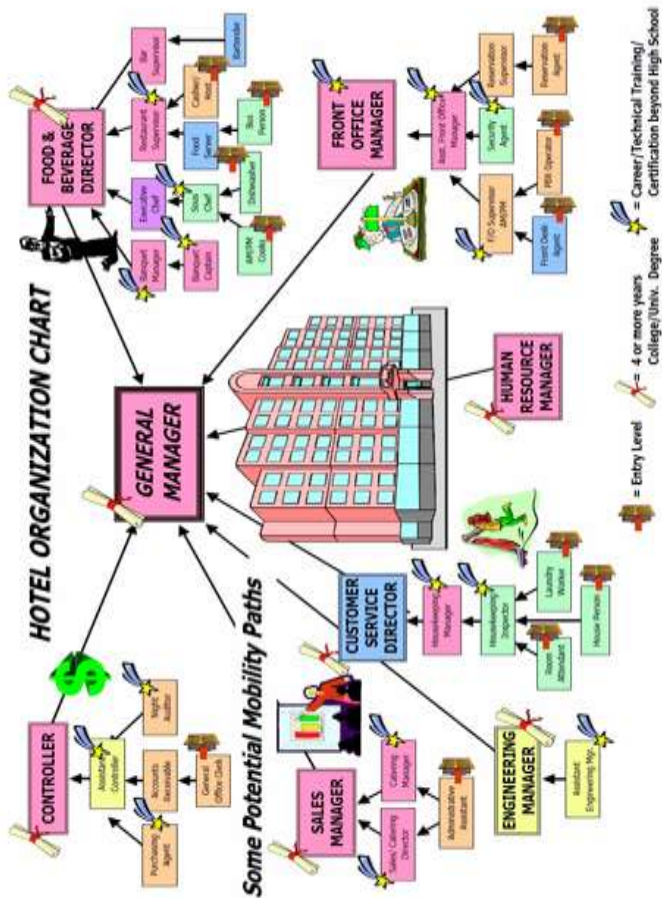
Speaking: Job description

7. Have you ever been trained or work in a hotel? Can you explain your responsibilities during your duty? Ask your friends about their experiences.



Writing: Hotel Management

8. Work in group. Find out the structure of hotel management in your favorite hotel. Explain the job for it parts clearly in order to know the position in hotel structure.



Chapter 4

Hotel Guest

Reading : Hotel Brochure

1. Read the information about three different hotels from a guidebook. Answer the questions.

a.

Hotel Heart ***

A family run, traditional hotel in a stunning mountain location, with views of the Alps and the town of Gstaad. Indoor swimming pool, large garden, tennis, games room, babysitting service. Delicious local food, 35 comfortable, spacious bedrooms. Mid-priced. D, B&B, TV, minibar, wheelchair access.

b.

Hotel Metro *

Centrally-located budget hotel with friendly staff. Close to Latin Quarter and Sorbone-clean, but quite noisy. Basic double and triple rooms-many are small and cramped. Cheap dormitory beds also available. Baggage lockers. Internet café. Room only or B&B.

c.

Ambassador *****

Luxurious, modern hotel with discreet and professional staff. Central, yet quiet, close to the financial district. Top floor suites have spectacular views of Manhattan. Internet access in all rooms, two pools, gym, sauna. Laundry/valet service. Extensive breakfast and dinner menu. Three bars. 24-hour room service. Limousine service to and from airport. D, B&B, satellite T V, mini bar, wheelchair access.

Vocabulary: Adjectives

2.

luxurious	modern	cramped
traditional	basic	comfortable
friendly	centrally-located	spectacular
quiet	noisy	spacious

- a. Which adjective can be used to describe a-c below? Some adjectives can be used to describe more than one thing.
- a hotel
 - a room
 - the service

b. Which adjective can be used to describe a view?



3. Match the expressions on the left with their meaning on the right.

budget accommodation

superior room

in the heart of the city

on the fore shore

reservation

en-suite

serviced

internet booking

near the sea

a booking

bedroom includes bathroom

in the centre of the city

online reservation

good quality of accommodation

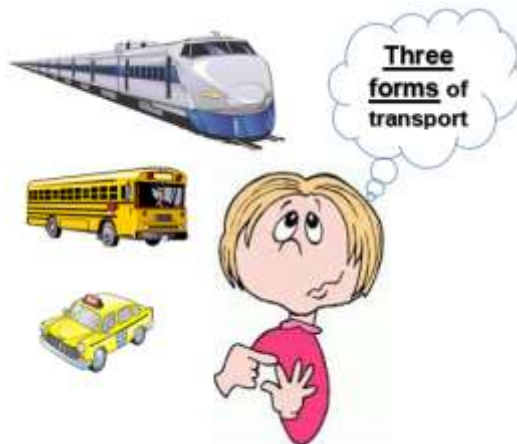
cheap rooms

rooms are cleaned regularly

Language Focus: Countable and Uncountable Nouns

4. Are these nouns countable and Countable Nouns? Tick the correct column.

NOUN	COUNTABLE	UNCOUNTABLE
food		
information		
beer		
milk		
computer		
passport		
airplane		
furniture		



5. Complete these sentences by writing the correct determiner in the space.

1. I haven't done _____ (much/many) work today because the computer isn't working.
2. There are not _____ (much/many weeks left to the end of the training course.
3. There's too _____ (much/many) traffic on the roads in the morning and too _____ (many/much) bad drivers.
4. How _____ (much/many) people have registered for the conference?
5. We don't have _____ (much/many) time for finish the project.
6. How _____ (many/much) days are these in February?
7. There are too _____ (many/much) cars on the road.
8. We didn't have _____ (many/much) lessons last week because it was the week before the examinations.
9. The road were flooded because there was too _____ (much/many) rain.
10. There are too _____ (many/much) plastic bottle thrown away.

Speaking: Hotel Suggestion

6. Work in pairs. Discuss what kind of hotel would be most suitable for the following guests. State your reasons.



- a. A couple and three young children who want a cheap holiday.
- b. A retired couple who have a lot of money.
- c. A group of people from a computer company at a conference, one of whom is disabled.

Writing: Promoting a Hotel

7. Choose one of hotels from part 6. Write a description of the hotel for a guidebook or internet and try to promote it.

HOTEL MILANDOR



Milandor Hotel is a modern, elegant hotel overlooking the sea, in the enchanting setting of the Ionian Sea.

The rooms at the Milandor Hotel are new, well-lit and inviting. Our reception staff will be happy to help you during your stay.



PRIVATE BATHROOMS

- ✓ always fresh towels
- ✓ shower gel & shampoo
- ✓ hot water 24/7



SUPERIOR ROOMS

- ✓ stylish & fresh interior
- ✓ child & pet friendly
- ✓ quite neighborhood

Address: B547 Dovetail Estates, New York | Phone: +1 225-575-989
www.milandor.net | mail@email.com

Chapter 5

Holiday Package

Look at the pictures!



Reading: Dialogue about holiday Package

- a. What is package holiday?
- b. What do you think the price includes?

1. Read the following dialogue

A travel agent (A) is talking to a customer (C) about package holidays. Read the conversation and check your ideas for question above.



- C : So, what does from \$599 all-inclusive mean?
- A : You pay one price for everything.
- C : Everything? Really?
- A : The price includes flights, transfers, and accommodation at the resort

C : What about meals?

A : Let me explain. You can choose from different packages: room only, bed and breakfast, half board, or full board. Room only is the cheapest package, at \$599, but you have to buy your meals separately in hotel restaurants. This option also includes some self-catering apartments with their own kitchen, but they are more expensive.

C : So, bed and breakfast is only breakfast?

A : That's right. Half board means breakfast and dinner are included; full board included all meals. You pay a higher price for full board but it usually works out cheaper overall. You can eat at any of the resort restaurants.

C : OK, and what else is not included in the \$599 charges?

A : Optional excursions, and there's a small charge for some facilities. For example, a port massage costs \$10,

C : I see, and are there any additional charges?

A : Well, the price is based on two adults sharing a room. There's a single supplement for one person occupying a double room. That's around \$200, It depends on the

room rate

C : And what about discounts?

A : Well, there's 15% reduction for a third adult sharing a standard room. And there's a reduced rate of 25% for children under ten

C : And is this the price per person?

A : Yes, that's right. Would you like to take one of our brochures? Then you can think about it.

Vocabulary

2. Complete the sentences by putting the correct word from the box into the blank.

negotiate	meter	book in advance
peak	peak –off	no vacancies
balcony	travel agent	flight
bill		

1. Taxi in Bali do not have a _____ You must _____ the price with the driver.
2. We are leaving today. Could you please prepare the _____?

3. Your room has a _____ so you can look out over the sea every morning.
4. What time is your _____ to Singapore tomorrow?
5. If you want to change your travel plans. There is a _____ across the road.
6. December to March is _____ time and the hotel is expensive. May to August is _____ and the hotel is a little cheaper.
7. I'm sorry the Guest House is full. There are _____
8. If you want to get 'the best deal' you should _____

Language Focus: Giving reasons

There are several ways of giving a reason for something such as because, because of, to, for, in case.

Example:

- *I'm in London **because** I am going to a university reunion.*
(because + subject + verb)

- *The flight was delayed **because of** fog.*
(because of + noun)
- We went to Bali **for** my friend's wedding.
(for + noun)
- *They are in New York **to** attend a conference.*
(to + infinitive)
- In case refers to a reason that might happen.
*We are leaving early **in case** there are delays.*
(because there might delays)



These expressions are often used in response to the following types of questions.

Why are you travelling to Bali?

What is the reason for the delay?

What is the purpose of the supplement?

3. *Link these sentences with to, for, because, because of, or in case.*

- 1) We are doing a passenger survey_____ help with tourism planning.
- 2) I have got an open return _____ they ask me to stay on.
- 3) We had to fly to Madrid _____ there are no direct flight available.
- 4) We are going to London _____ a study tour for four weeks.
- 5) We are here _____ we want to know about the culture, and not only _____ the famous sight.

Speaking: Dialogue in Hotel

4. For you to understand better what you should do for a reservation, we'll imagine a telephone conversation between a client and a receptionist. Fill in the gaps with suitable phrases from the box below:

Receptionist : Good morning _____(1)?

Guest : Yes, I'd like _____(2)

Receptionist : When exactly _____(3)?

Guest : From Tuesday the 15th to Friday, the 18th _____ (4)
on Friday morning.

Receptionist : All right. We have a few double rooms available
between those dates.

Guest : _____(5) in the room?

Receptionist : Certainly, we have satellite TV and telephone in every
room. And of course, we offer a room service.

Guest : What other facilities does the hotel provide?

Receptionist : we have a restaurant and bar, beauty services, new
stand and shops.

Guest : That sounds fine. Then, how do I book?

Receptionist : Just _____ (6), and we'll keep your reservation until
10 p.m. on Tuesday.

Guest : May name is Bill Howard

Receptionist : Very well, Mr Howard, we will _____ (7)

Guest : Ok, Thank you. Good bye.

Receptionist : Good bye Mr Howard.

- *to book a double room for 3 nights next week*
- *do our best to make you feel comfortable*
- *the Plaza Athenee reception. May I help you*
- *I'll be leaving*
- *is there a television*
- *give me your name, sir*
- *do you wish to stay*
- *we'll be waiting for you on Tuesday*

Writing: Holiday Package Brochure

5. Work in groups. Each group imagine you represent the staff of a travel. Choose a name for your travel. Design an offer so as to attract tourists to stay at your hotel in a package. Next class, present it in front of your class.



Chapter 6

Reservation

Think about the picture below. Can you mention what is the picture about?



Reading : Computer Reservation System

A computer reservation system or CRS is a computerized system used to store and retrieve information and conduct transactions related to travel. Originally designed and operated by airlines, they were later extended to travel agents as a sales channel. Major CRS operations are also known as Global Distribution System (GDS). Many systems are now accessible to consumer throughout internet gateways for hotel, rental cars, and others services as well as airline tickets.

Today each system allows an operator to locate and reserve inventory (for instance, an airline seat on a particular route at a particular time), find and process fares/ prices applicable to the inventory, generate tickets and travel documents, and generate reports on the transactions for accounting or marketing purposes.

1. Look at the definitions of CRS and GDS above. Write True (T) or F (False) to statements below.

- 1) Airlines were the first users of CRS.
- 2) A GDS is a larger version of a CRS.
- 3) **Only airlines and travel agents can have access to GDSs.**

- 4) It is now possible to book a car or a hotel room through a GDS.
- 5) GDs give ticket information but cannot produce the valid ticket.
- 6) GDSs can tell the travel agents how many tickets they have sold.

Vocabulary:

2. Complete the definition (1-4) with these words.

- 1) A _____ is a lower amount of money.
- 2) ____ means you buy and cook your own food.
- 3) A ____ is an information magazine.
- 4) ____ means you can choose to do this or not.

optional

brochure

discount

self-catering

3. Complete the second part of the dialogue below with the words in the box.

*confirmed * credit card * expiry date *name
--

- Receptionist : Can I have your _____, please?
- Guest : Yes, it's Dowling, Anita Dowling.
- Receptionist : Sorry, can you spell that, please?
- Guest : Yes, it's A-N-I-T-A, Dowling, D-O-W-L-I-N-G
- Receptionist : Can I take your ___ details?
- Guest : It's visa card, number 4838 1876 3324 0089
- Receptionist : Let me just check...4838 1867 3324 0089
- Guest : That's right.
- Receptionist : And what is the _____?
- Guest : it's 09/05- September 2005
- Receptionist : OK, that's all _____ for you, Ms Dowling. We'll
look forward to seeing you on 24th June.
- Guest : thank you very much. Good bye

Language Focus: Business Letter

Writing a basic business letter. The following phrases usually found in a standard business letter.

Starting the letter

- a. Dear Sir/ Madam (use if you don't know who you are writing to)
- b. Dear Mr. Smith (use title and sure name if you know the name of the person you are writing to and have a formal relationship with them. Common titles are Dr, Mr. Mrs., Miss and Ms. For women use Ms. unless you are asked to use Mrs. (for married women), Ms. ((for single women).
- c. Dear Frank (use a first name is the person is a close business contact friend).

Referring to the letter of advertisement you are applying to:

- Thank you for your letter of 5 March.
- With reference to your advertisement in the
- In reply to your letter of 23 March.
- With reference to your phone call today,

Giving reason for writing

- I am writing enquire about.....
- I would like to apologize for.....
- I am writing to confirm.....

Requesting something

- Could you possibly?
- I would be very grateful if you could.....

Agreeing to a request

- I would be delighted to present the speech at your graduation ceremony.
- I would be pleased to assist you in your research.
- I would be happy to provide the information that you require.

Enclosing documents

- I am enclosing the information you asked for.
- Please find enclosed the information you wanted.
- Enclosed you will find the information you requested.
- Attached is/are the document(s).

Closing

- Thank you for your help. Please contact us again if we can help in any way.
- Please feel free to contact us if there are any problems.
- Should you have any questions, please feel free to contact us.

Referring to future contact:

- I look forward to hearing from you soon
- I look forward to meeting you next Tuesday.

Signing off:

- Yours faithfully (use this if you started the letter with Sir/Madam)
- Yours sincerely (use this if you know the name of the person you're writing to)
- Best wishes/Best regards, you can use this if the person is a close business contact or friend

Then sign your name, and write it in full.

Example of Business Letter

ABC Corporation
2435 West Elm Street
Small Town, USA 11223
888-987-6543

June 19, 2019 ← Date

James Smith
XYZ Corporation
Big Town, USA 21212 ← Address

Dear Jim: ← Salutation

I am writing today to further explore a vendor relationship with XYZ Corporation. ← Introduction

We understand that XYZ Corporation can provide tools for 10% less than other competitors. And, that the focus on service after the sale is amongst the best in the industry. ← Body

Please call me at your earliest convenience to discuss a vendor relationship and to explore if we can come to a mutually beneficial relationship. ← Closing

I look forward to speaking with you soon.

Sincerely,

Jack Jones
Jack Jones
ABC Corporation ← Signature

Speaking : Reservation form

4. Work in pairs. Read the reservation form and role play a dialogue between a guest and a receptionist.

Hotel Bondares	Customer Reservation
Arrival date	16 March
Departure date	18 March
Room type	Single , non smoking
Guest's name	Tony Jamieson
Telephone no.	(0044) 0202 8769 7883
Email address	tdjamieson@gmail.com
Room rate	Single 125 Double 150
Credit card details	
Types of card (Visa, Amex,etc)	Mastercard
Cardholder's name	Mr T Jamieson
Card Number	5432 6172 2351 9864

Writing

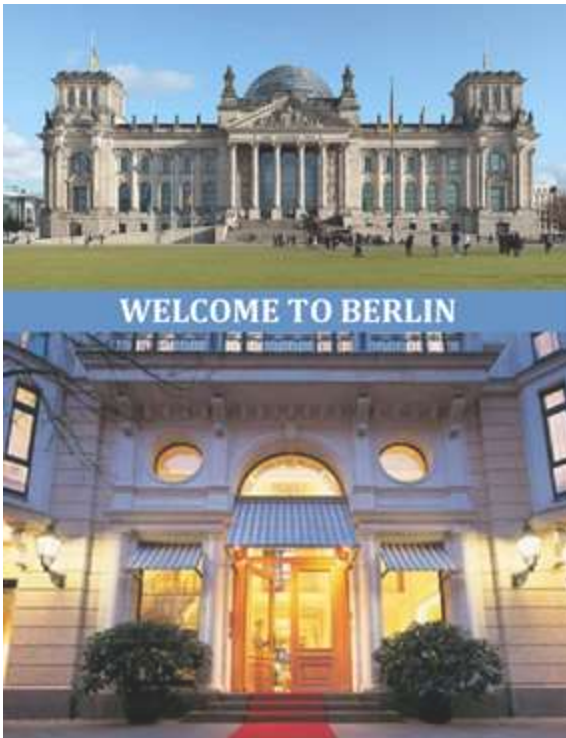
5. Work in pairs again. Use the information above to send email to your partner confirming the details of the booking. Suppose your partner is your customer. Remember some points underlined for writing an email.



Chapter 7

Hotel Facilities

Reading: Where to Stay in Berlin



Hotel Pension Wittelsbach

The bedrooms here are huge and some are ornately decorated. This hotel is recommended for families. There are plenty of toys and the nursery rooms are done up in the style of a palace and the “Wild West”.

Comfort Hotel Frühling am Zoo

This is a mid-range hotel situated in a nineteenth century building on the Kurfurstendam. It doesn't have a restaurant, and the hotel is located over a row of shops and the windows in the bedrooms overlook a busy street. Although the windows have been soundproofed, there is no air conditioning so in summer the noise may affect light sleepers. The hotel also offers apartments with small kitchens.

Hotel Seehof Berlin

This is an amazing hotel situated in the town centre. It is only ten minutes on foot from the Messegelände (the complex of trade fair halls) but at the same time it overlooks a picturesque lake. The modern structure of this hotel does not reveal the stylish interiors. If you like large rooms with mahogany furniture and a lakeside view, you will love this place. Its restaurant, the Restaurant Au Lac, is one of the best in Berlin.

Die Fabrik

Die Fabrik is a type of youth hostel set in an old factory building. Its simple furnishings are made from pale wood and there are shared bathrooms along the corridors. However, its easy-going atmosphere appeals not only to young people. Apart from single and double rooms, it also offers rooms for three or four people and even larger group rooms where the price of a bed is very cheap.

Forum Hotel

Modern and functional, all rooms offer either a bath or shower en suite, direct dial telephone, satellite and pay TV, minibar and hairdryer. Unfortunately, the rooms tend to be small and without air conditioning so any rooms that catch the sun can get hot in summer. However, rooms on the upper floors are equipped with extras such as air conditioning, some business facilities like a large work station, modem connection and safe and provide magnificent views over the city.

Read the text above, answer the question below!

- a) Which of the hotels is the most suitable for a couple with two children?
- b) Where is Comfort Hotel Frühling am Zoo situated?
- c) What kind of furniture is there in Hotel Seeh of Berlin?
- d) Where could a group of students stay during sightseeing Berlin?
- e) Where can you cook your own meals?
- f) What facilities does the Forum Hotel have?
- g) What is the name of one of the best Berlin's restaurants?
- h) Which of the hotels has the best location for visitors of trade fairs?
- i) What is the atmosphere like in Die Fabrik?
- j) Which hotels have the best views?

1. Vocabulary : Hotel Facilities



<i>Manicure</i>	<i>Swimming pool</i>	<i>Car park</i>	<i>Laundry service</i>
<i>Rental car</i>	<i>Free WIFI</i>	<i>Sauna</i>	<i>Newspaper</i>
<i>Satellite TV</i>	<i>Bar</i>	<i>Air conditioning</i>	<i>Restaurant</i>
<i>Room service</i>	<i>Safe</i>	<i>Tennis courts</i>	<i>Mini bar</i>
<i>Gym</i>	<i>Shuttle bus</i>	<i>Lifts</i>	<i>Meeting room</i>

Language Focus: Describing Service Provision

We can use several tenses and verb forms to describe the services that are available to customers.

Present Simple

Verbs such as offer and provide are a better choice than have, while boast is often used in persuasive styles of text.

- *New York **offers** a wide range of attractions to suit all tastes*
- *Costa Rica **boasts** fantastic wildlife.*

Can

You can+infinitive describes a range of possibilities.

- *You can learn about the any religion and see the last unspoilt place in the world.*

Present Simple Passive

We can use verbs such as present, provide and offer in this form

- *Many opportunities **are provided** to learn about the important ecological work in the area.*

Imperative

This is another structure that is often used in persuasive texts, as it addressed the reader directly.

- ***Book** now for the thrill of a lifetime.*

2. Complete the description using the phrases in the list.

book is held offers
provides you can

The tour of Seven Holy Cities of India

_____ (1) the chance to rediscovery your spiritual energy. _____ (2) learn about the Hindu religion. _____ (3)visit the sacred town of Haridwar. The spectacular Kumba Mela religious festival_____ (4) every twelve years. _____ (5) early to avoid disappointment.

Speaking: Explaining Hotel Facilities

Work in pairs. Use this information to role play a dialogue between a customer and front office staff.

Sunara Resort

Prices per person for 7 nights from;

\$54 (room only)

\$56 (B&B)

\$58 (half board)

\$59 (full board)

Price includes flights and full use of facilities

Single supplement \$12

25% reduction for children under 8 years

Self-catering apartments from \$65

Writing: Designing Hotel

Work in pairs. Design your own hotel. Decode where it is, what facilities it has, what the rooms are like, and how much it costs to stay there.



Chapter 8

Dealing Complaints



Language Focus: Expression of Dealing Complaints

5 Ways for Apologizing

- I'm sorry that... [ex. I was so rude yesterday]
- It's my fault. (= I am taking responsibility for the problem)
- Oops, sorry (for very small problems)
- I should have... [ex. called you and told you I'd be late]
- **(formal)** I apologize for... [ex. the delay]

5 Ways to Respond to an Apology

- That's OK.
- It happens.
- No problem.
- Don't worry about it.
- I forgive you. (for serious problems)

Expression of Making a Complaint: Getting your attention:

- Excuse me, I'm afraid there is something wrong with my ...
- I'm sorry, but I have a problem with ...
- Could I have a moment please?
- I'm sorry to bother you but

HOTEL COMPLAINTS



Expression of Making a Complaint: Stating the problem:

- I'm afraid that ...
- I have a problem with ...
- I need to talk to you about ...
- There is something wrong with ...
- I don't know if you noticed that ...
- I don't mind-ing ... but ...
- Do you think you could help me with ...
- I wonder if you could help me with ...

Expression of Making a Complaint: Solving the problem:

- What can be done to solve this problem?
- Do you think you can help me (by ...-ing)?
- Is there a way you could?
- Will you be able to fix this ?
- May I have instead?
- Will I get a refund?
- May I ask you to?
- If you don't mind, I would rather have ...

Speaking: Role Play Hotel Reception Desk

Work in pairs, role play the following situation at a hotel reception desk, taking it in turns to play each part.



Guest. You booked a double room, with a private bathroom and a sea view. You are in the single room with no bathroom and a view of a motorway.

Receptionist. The hotel is very full and you are very busy. However, you have just had a cancellation by e-mail. A double room with bathroom and sea view is now free. Apologize and say you'll move the guest.

Writing: Responding Complaints

Discuss what you would say to the customers in these situations.

- 1) An aggressive male customer at a busy hotel reception desk, complaining loudly about the slow service.
- 2) A female guest travelling with three children complaining about the size of her hotel room.
- 3) A group of young men, all drunk, is complaining because the hotel bar is closed.

Then choose one of the situations above, and write the dialogue.



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