

**CAREER
PATHS**

Tourism

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Express Publishing

Published by Express Publishing

Liberty House, Greenham Business Park, Newbury,
Berkshire RG19 6HW

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Fax: (0044) 1635 817 463

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<http://www.expresspublishing.co.uk>

© Express Publishing, 2011

Design and Illustration © Express Publishing, 2011

Color Illustrations: Victor © Express Publishing, 2011

First published 2011

Made in EU

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ISBN 978-0-85777-558-0

Acknowledgements

Authors' Acknowledgements

We would like to thank all the staff at Express Publishing who have contributed their skills to producing this book. Thanks for their support and patience are due in particular to: Alex Newton (Editor in Chief); Sean Todd (senior editor); Steve Miller (editorial assistant); Richard White (senior production controller); the Express design team; Sweetspot (recording producers). We would also like to thank those institutions and teachers who piloted the manuscript, and whose comments and feedback were invaluable in the production of the book.

Photograph Acknowledgements

Book 1

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Book

1

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1 About your guest

Tourism Today Vol. 43, No. 1

Business or Leisure?

Get to Know Three Different Types of Travelers

People travel for many reasons. Some guests go to places on business.

They are **business travelers**. They go to **conferences** or meetings. Business travelers are very busy during their **trip**. Other people travel for **leisure**.

They are **holidaymakers** or **vacationers**. During their holiday, they like to relax.

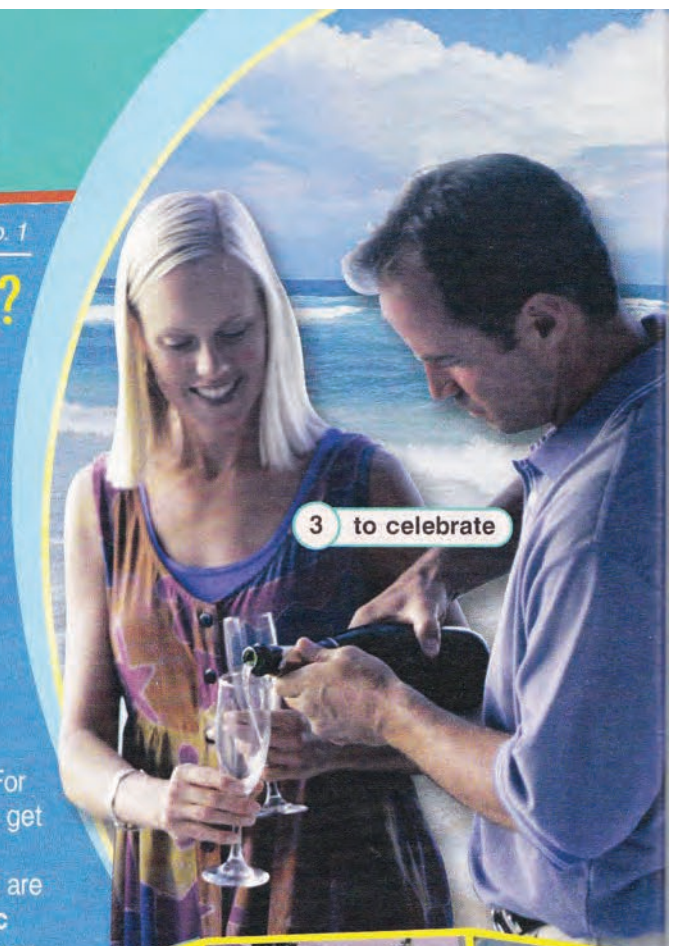
They also like to see new places. Sometimes people travel to **celebrate**. For example, some couples travel after they get married. This kind of trip is called a **honeymoon**. People on their honeymoon are **honeymooners**. They like **romantic** places. What are other reasons that people travel?



1 for a conference



2 on business



3 to celebrate



4 to relax



5 for one's honeymoon



6 for leisure

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do people travel?
- 2 What do they do on holiday?

Reading

2 Listen and read the article from a magazine for workers in tourism, and then choose the correct answers.

- 1 What is the main idea of the passage?
 - A how to plan a honeymoon
 - B places for business conferences
 - C why people go on honeymoons
 - D reasons that people travel
- 2 After getting married, a couple goes _____.
 - A on business
 - B on a honeymoon
 - C to a conference
 - D for leisure
- 3 Ms. Jong travels to go to a sales conference. What is probably true about her?
 - A She got married recently.
 - B She wants to relax during the trip.
 - C She is a business traveler.
 - D She enjoys romantic places.

Vocabulary

3 Complete the sentences. Fill in the blanks with the correct words from the word bank.

Word BANK

celebrate leisure relax honeymoon romantic trip holiday business traveler

- 1 The couple had a _____ dinner at an ocean-front restaurant.
- 2 Ms. Hays isn't in the office; she is on a business _____.
- 3 The office threw a party to _____ Jack's birthday.
- 4 Rosa is on _____ at the beach.
- 5 After getting married, Jerry and Mila went to Barcelona for their _____.
- 6 The _____ attended several meetings during his trip.
- 7 Mr. Quail does not want to think about work; he only wants to _____.
- 8 Gregory traveled for _____ and relaxed on his holiday.

4 Choose the answer that has the same meaning as the underlined word.

- 1 holidaymaker
 A trip B vacationer C leisure
- 2 conference
 A meeting B honeymoon C trip
- 3 vacation
 A meeting B holiday
 C business traveler

5 Listen and read the article again. What three types of travelers are there?

Listening

6 Listen to a conversation between a guest and a hotel worker at the Luxe Hotel. Then answer the questions.

- 1 What is the woman's home country?
 A Germany C England
 B America D Spain
- 2 The woman is in Berlin _____.
 A for her honeymoon
 B on business
 C to celebrate
 D on holiday

7 Listen again. Fill in the blanks.

Worker: Good evening, ma'am. 1 _____ to the Luxe Hotel.

Guest: Hello.

Worker: Is this your 2 _____ in Berlin?

Guest: Yes. I'm very happy to be here.

Worker: 3 _____ are you visiting from?

Guest: I'm from the 4 _____.

Worker: I see. And what 5 _____ you to Germany?

Guest: I'm here 6 _____. I'm going to a conference.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Where are you visiting from?
Where are you from?
What brings you to this country?

Student A: You are the worker at the Luxe Hotel. Ask Student B questions to find out:

- home country
- hometown
- reasons for travel

Student B: You are a guest at the Luxe Hotel. Answer Student A's questions. Create personal information about yourself.

Writing

9 Use the dialogue in Task 8 to fill in the information about your partner.



Guest Book

Guest Name: Phillip Gregor

Home country: Sydney

Hometown: Australia

Reasons for Travel: I am traveling for leisure.

Guest Name: _____

Home country: _____

Hometown: _____

Reasons for Travel: _____

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why does a business need a telephone service?
- 2 Name the duties of a telephone operator.

1 operator

2 PBX



Now Hiring: PBX Operators

Are you **professional** and **courteous**? Do you want to help people? Then join the team at the Luxe Hotel. We want to hire **PBX operators**.

Operators have the following duties:

- answer and greet **incoming** callers
- **direct** and **transfer** calls
- ask callers to **hold** on the **line**
- **connect** callers with different departments

Every day, PBX operators help many callers. Operators help callers book rooms or get in contact with guests. You do not need experience for this job. We train you to use the PBX system. For more information, please call Janie Kemp at 891-2321.



3 on hold



4 direct



5 professional

Reading

2 Listen and read an advertisement in the job section of a newspaper, and then choose the correct answers.

- 1 What is the advertisement about?
 - A A new hotel in town
 - B An available job
 - C A telephone operator
 - D A new telephone system
- 2 Which of the following is NOT a duty of a PBX operator?
 - A Answer calls
 - B Put callers on hold
 - C Tell callers about the job
 - D Connect callers with guests
- 3 What is probably true about people who get the job?
 - A They use many different computers at work.
 - B The hotel teaches them to use the PBX.
 - C They work from home sometimes.
 - D They work for Janie Kemp.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

- | | |
|-----------------|--------------------|
| 1 ___ operator | 5 ___ connect |
| 2 ___ transfer | 6 ___ professional |
| 3 ___ line | 7 ___ incoming |
| 4 ___ courteous | |

- A being skilled and talented
- B a telephone connection
- C being polite and nice
- D to let a caller communicate with someone else
- E to move a call to another telephone
- F a telephone worker
- G a phone call that comes into a place from somewhere else

4 Check (✓) the response that answers the question.

- Are you familiar with PBX systems?
A — Yes, I'll take a message.
B — I use it at work. I am an operator.
- Please hold while I try to contact Mr. Peters.
A — OK. I don't mind waiting.
B — I'll place it on the shelf.
- How may I direct your call?
A — Yes, it was very interesting.
B — May I speak to Mr. Johnson, please.

5 Listen and read the text. How many duties do operators have?

Listening

6 Listen to a conversation between a guest and a PBX operator. Then answer the questions.

- What does Rhonda do for the caller?
A She gives him directions to the hotel.
B She holds on the line for him.
C She transfers him to Ms. Kemp's office.
D She tells him about the operator job.
- What is probably true about the caller?
A He wants the operator job.
B He works as an operator, too.
C He does not read the newspaper.
D He is a guest in the hotel.

7 Listen again. Fill in the blanks.

PBX Operator: Thank you for calling the Luxe Hotel. This is Rhonda. How may I 1 _____?

Caller: Good 2 _____. I'm calling about an ad in the newspaper.

PBX Operator: Do you want to know about the operator job?

Caller: That's right. I want that 3 _____. Who can I speak to about that?

PBX Operator: You need to talk to Janie Kemp. She's the 4 _____ of the department.

Caller: Okay. Could you please 5 _____ me to Ms. Kemp's office?

PBX Operator: Certainly. Please 6 _____.

Caller: Thank you. You are very helpful.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

How may I direct your call?

I'm calling about...

Could you please transfer me to ...?

Student A: You are the operator. You get a phone call from Student B.

- Answer the call
- Greet the caller
- Direct Student B's call

Student B: You are the caller. Tell Student A

- what the call is about
- who you want to speak to

Writing

9 Use the dialogue in Task 8 to write the information in the hotel's call log.

PBX Department Call Log

Call Time: 9:52 AM About: PBX job

Action Taken: I put the caller on hold and then I transferred the call.

Call Time: _____ About: _____

Action Taken: _____

Call Time: _____ About: _____

Action Taken: _____



3

Types of restaurants



1 vegetarian



2 drive-through service



3 fast food

Choosing a Restaurant

Most cities have hundreds of restaurants, so travelers have many options. **Fast food** restaurants are good for people who don't have a lot of time. These restaurants make your food very quickly and some even have **drive-through** service. A **family restaurant** usually has **table service**. Here the waitstaff takes your order and brings your food to you. A **steakhouse** is another type of restaurant. It offers many **cuts** of meat. Restaurants serve different types of **cuisines**. For example, Indian cuisine has a lot of **vegetarian** dishes. Before you choose a restaurant, look at a guide that contains **ratings**. A restaurant with better food and service receives more stars.



Eat Well Restaurant 10



4 family restaurant



6 steakhouse



5 table service

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What type of restaurant do you like most?
- 2 What type of cuisine do you like?

Reading

2 a) Listen and read this article from a restaurant guide for holidaymakers. How many types of restaurants does it mention?

b) Read and mark the following statements as true (T) or false (F).

- 1 ___ Fast food restaurants offer food for people who don't eat meat.
- 2 ___ A restaurant with a high rating has good service and food.
- 3 ___ Steakhouses often have drive-through service.

Vocabulary

3 Read the paraphrase of the passage. Fill in the blanks using words from the word bank.

Word BANK

vegetarian ratings table service fast food

There are many different types of restaurants. One type is a _____ restaurant. It usually offers drive-through service. A family restaurant is another type. It has _____. Restaurants have different cuisines. Indian cuisine has _____ dishes. Restaurant guides give restaurants _____. A very good restaurant gets a high rating.

4 Match the words (1-6) with the definitions (A-F).

- | | |
|-------------------------|---------------------|
| 1 ___ family restaurant | 4 ___ drive-through |
| 2 ___ steakhouse | 5 ___ cuts |
| 3 ___ waitstaff | 6 ___ cuisine |

- A a restaurant that serves different types of meat
- B a restaurant that welcomes children and adults
- C different types of meat
- D restaurant workers who serve customers
- E a type of restaurant service in which customers receive their food in their car
- F the style of food from a place

Listening

5 Listen to a conversation between two holidaymakers. Then answer the questions.

- 1 What are the speakers talking about?
A where to eat a meal
B a guide to rating a restaurant
C a description of the local cuisine
D when the best eating time is
- 2 The man does not want to go to the fast-food restaurant because it ...
A has poor service.
B has a low rating.
C doesn't serve vegetarian food.
D is not nearby.

6 Listen again. Fill in the blanks.

Holidaymaker 1: Let's get something to eat. I'm
1 _____.

Holidaymaker 2: Me, too. Where do you want to eat?

Holidaymaker 1: There's a 2 _____
_____ across the street. It's called JT's Burger Place. What rating does the guide give it?

Holidaymaker 2: It only got one 3 _____. How about Grandma's Family Kitchen? It's a family restaurant.

Holidaymaker 1: That sounds good. But does it serve 4 _____ food? What does the guide say?

Holidaymaker 2: It does, and it got a four-star 5 _____. Do you want to go?

Holidaymaker 1: Yes. We can get fast food at 6 _____. I want to try something different.

Holidaymaker 2: Wonderful! Let's try the 7 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Where do you want to eat?

What rating does the guide give it?

What does the guide say?

Student A: You are a hungry holidaymaker.

Ask Student B questions to find out:

- what type of restaurant he or she likes
- what type of cuisine he or she wants
- what rating the restaurant received

Student B: You are a hungry holidaymaker.

Answer Student A's questions.

Writing

8 Use the dialogue in Task 7 to fill in the information about your partner.

Eat Well Restaurant Guide 12

Restaurants in Livingston



JT's Burger Place

Stars: _____

Restaurant Type: _____

Service: _____

Grandma's Family Kitchen

Stars: _____

Restaurant Type: _____

Service: _____