

Pre-intermediate Workbook

# 朗文旅游英语

初级·练习册

## English for International Tourism



Iwonna Dubicka Margaret O'Keeffe



南开大学出版社

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# All in a day's work

## reading My job

**1 Read the text on the opposite page and answer the questions.**

- 1 Eustasio usually works
  - A day shifts.
  - B night shifts.
  - C only at weekends.
  - D in the afternoons.
- 2 When he works at night, he
  - A helps the manager.
  - B meets a lot of guests.
  - C checks the hotel records.
  - D sends faxes confirming bookings.
- 3 During the night, he also works as the hotel's
  - A telephonist.
  - B housekeeper.
  - C concierge.
  - D manager.
- 4 When there is a group booking, he checks the names on the running list
  - A when the group check in.
  - B immediately after they check in.
  - C the next day.
  - D when they check out.
- 5 The main topic of this text is
  - A what Eustasio does during the day shift.
  - B the difficulties of being a receptionist.
  - C what Eustasio likes most about his job.
  - D Eustasio's duties as a receptionist.

# My job

Eustasio Gavilán, receptionist at Darkwood Beach Hotel, Jamaica

I'm a hotel receptionist. I usually work from 7 am to 3 pm but occasionally I work nights. I prefer working during the day because I meet more guests. When I'm on night shift I'm responsible for the 'close of day'. I check both the manual records and the computer records to see which rooms are occupied, which are unoccupied, which are closed for maintenance and which need cleaning. The manager is not on duty at night or at the weekends so I'm responsible for everything at these times.

During the day shift I send faxes and emails confirming bookings,

check in new guests and prepare bills for the guests checking out. I also answer the telephone calls, deal with enquires, take reservations and put calls through to other departments.

Before a large group checks in, we receive a running list of all the names from the booking agents. I check people in as fast as possible because they have usually travelled a long way and I know they are tired. After that, I check the running list against the names of guests who checked in. There are often differences so I phone the agency to confirm the group names.

## vocabulary Duties

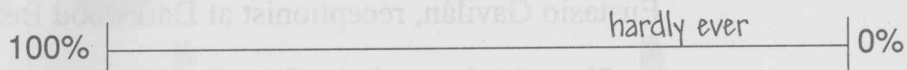
2 Match the verbs with the nouns to show some of Eustasio's duties.

- |               |                     |
|---------------|---------------------|
| 1 check       | a) guests           |
| 2 send        | b) records          |
| 3 confirm     | c) calls            |
| 4 check in    | d) enquiries        |
| 5 prepare     | e) the telephone    |
| 6 answer      | f) bookings         |
| 7 deal with   | g) reservations     |
| 8 take        | h) bills            |
| 9 put through | i) faxes and emails |

## language focus Adverbs of frequency

3 Put these adverbs in the correct order from most to least frequent.

hardly ever    often    never    always  
sometimes    usually    occasionally



## Prepositions of time

4 Put the words in the box in the correct groups.

Monday    the weekend    the morning    7 o'clock    February    11.30 pm  
summer    the autumn    night    midday    2001    8 December

on	in	at
Monday		

## Present simple

5 What are the *he / she / it* endings for these verbs in the present simple? Put them in the correct groups.

arrive    wash    stay    carry    finish    go    make    do  
clean    fly    change    watch    check    tidy    take

-s	-es	-ies
arrives		

6 Complete the sentences with the correct form of the verb in brackets.

- Darina (not / work) ..... doesn't work ..... on Mondays.
- The housekeeper (change) ..... the towels every day.
- The hotel (not / offer) ..... room service after 11 pm.
- We (not / serve) ..... dinner before 9 pm.
- Guests often (ask) ..... for an alarm call.
- A waiter (not / finish) ..... work until late at night.



**7 Write an appropriate present simple question for each answer.**

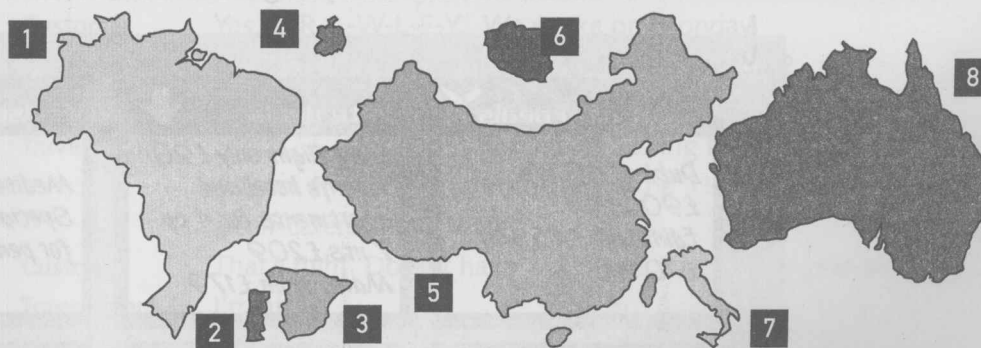
- 1 .....  
I'm a hotel receptionist.
- 2 .....  
In a small hotel near the city centre.
- 3 .....  
I usually start at 8 o'clock in the morning.
- 4 .....  
By bus.
- 5 .....  
About forty hours a week.
- 6 .....  
No, I hardly ever work on Sundays.

**vocabulary**

**Nationalities**

**8 Match the countries in the box with the outlines.**

Italy Ireland Portugal Australia Spain Brazil Poland China



**9 What are the nationalities from these countries? Put them in the correct group below.**

Italy Ireland Portugal Australia Spain Brazil Poland  
China Canada Hungary Japan Kenya  
South Africa Sweden Turkey

-n	-ian	-ish	-ese
	Italian		

**pronunciation**

**Word stress**

**10 Now mark the stressed syllable in each country and nationality.**

China - Chinese

# Fly-drive holidays

## reading Holiday advertisements

1 Which of the advertisements below will these people be interested in?

- 1 Kashmir and Anita want to go away for a weekend.
- 2 Trudy is a student who wants to visit some friends on the Greek islands.
- 3 John and Silvia like all kinds of sports and outdoor activities.
- 4 James and Mary want to organise a holiday with a large group of retired friends from their club.
- 5 Simon, Jane and their young son love the United States.

**Flight only deals** ✈️

Dublin £60 o/w  
£90 Rtn  
Edinburgh £45 o/w  
£70 rtn

**Late deals** ↓

Crete flight only £90  
Tenerife hotel and  
apartments for 4 pp  
7 nts £209  
Malta from £179

**Cruises** 🚢

Mediterranean cruises  
Special rates  
for pensioners

**City breaks** 🏠

Amsterdam  
2 nts, flights,  
transfers, hotel, B&B  
£135 incl. airport taxes

**Special offers** ✨

US fly-drive holidays  
See Disney World  
Florida, 7 nts and  
14 nts from £609

**Snow holidays** ⚡

Skiing in Andorra  
s/c apartments  
Optional HB  
7 nts from £215

## vocabulary Abbreviations

2 Match the abbreviations with the correct word or phrase.

- |         |                      |
|---------|----------------------|
| 1 s/c   | → a) return flight   |
| 2 pp    | → b) self-catering   |
| 3 nts   | c) half board        |
| 4 HB    | d) nights            |
| 5 o/w   | e) people            |
| 6 rtn   | f) bed and breakfast |
| 7 B&B   | g) one-way flight    |
| 8 incl. | h) inclusive price   |

## 3 Look at these city break holiday adverts in a newspaper. Which one offers:

- 1 the best deal?    2 the most expensive deal?    3 the most meals?

**Barcelona**, rtn  
flights, 2 nts,  
3 star hotel, B&B  
£215 + airport

**Paris**, rtn flights,  
3 nts, 3 star hotel,  
B&B £189 incl.

**Rome**, rtn flights,  
2 nts, 2 star hotel,  
B&B £189, weekend  
supplement £15

**Copenhagen**, rtn  
flights, 2 nts,  
3 star hotel, HB  
£215 incl. taxes

## 4 Complete the dialogue with the phrases in the box.

just let me confirm the details    could you spell your surname  
there's an additional charge    can I have your name    can I help you



▲ Ocean Drive Miami Beach

- Travel agent** Sunny Planet Holidays. ....<sup>1</sup>?
- Customer** Hi, I'd like to confirm a holiday booking.
- Travel agent** Certainly. ....<sup>2</sup>, please?
- Customer** Yes, it's David, David Crawley.
- Travel agent** Sorry, ....<sup>3</sup>?
- Customer** Yes, C-R-A-W-L-E-Y. We spoke on Monday.
- Travel agent** Ah yes, the fly-drive holiday to Florida for four?
- Customer** That's right. For the last fortnight in August.
- Travel agent** ....<sup>4</sup>. So, you're leaving London Gatwick the 17 August and returning from Tampa the 31st. And you're staying in a self-catering apartment?
- Customer** That's right. Does it have a cot? We have a one-year-old baby ...
- Travel agent** I'm afraid ....<sup>5</sup>, sir.

## 5 Now complete the form for David Crawley's booking.

Sunny Planet Holidays		Reservations
Name of customer:	David Crawley	1
Type of holiday:		2
Location:		3
Type of accomodation:		4
Number of nights:		5
Out date:		6
Departure airport:		7
Return date:		8
Departure airport:		9
Number of persons:		10
Number of children (under two):		11
Special requests:		12

## language focus Present continuous

6 Complete David's email to his secretary with the correct form of the present continuous.

Untitled - Message

Send Save ABC Insert File... Priority Options...

from: David

To... Lesley

Cc...

Subject: travel arrangements

Arial 10 B I U

Hi Lesley

I hope everything (go) ..... is going .....<sup>1</sup> well in the office. I (write) .....<sup>2</sup> this email to let you know that we (have) .....<sup>3</sup> a great time in Florida but we've had to change our holiday plans. We (not/fly) .....<sup>4</sup> on Sunday night as planned. We've decided to fly back on Monday and I (not/return) .....<sup>5</sup> to the office until Tuesday. I (travel) .....<sup>6</sup> to Cambridge on Wednesday for a meeting but I'll phone to confirm when I'm back in the country. Could you also please check that a taxi (come) .....<sup>7</sup> to pick us up from Gatwick Airport at 17.00 hrs on Monday?

Thanks for everything.

Best regards,  
David

7 Change David's diary according to his new travel plans.

Diary
Saturday -
Sunday - Tampa - London Gatwick Arrive: 17.00
Monday - office!
Tuesday -
Wednesday - meeting in Cambridge office
Thursday -
Friday -



## Present continuous and present simple

### 8 Underline the correct option in these sentences.

- 1 David *is looking* / *looks* at the offers in the window at the moment.
- 2 He *is trying* / *tries* to decide which is the best holiday for his family.
- 3 They *are having* / *have* a fly-drive offer to Florida.
- 4 The travel agent *is asking* / *asks* him when he wants to travel.
- 5 How *are you spelling* / *do you spell* your surname?
- 6 We *are accepting* / *accept* Visa and MasterCard.

## vocabulary

### Car hire

### 9 Complete the sentences with a word from the box.

#### Language tip

gasoline = US English  
petrol = UK English

vehicle economy models Collision Damage Waiver third party insurance  
additional air conditioning taxi driver's licence minimum age

## Driving in Florida



**D**RIVING IN FLORIDA is a delight. Most highways are uncrowded, and Floridians are considerate drivers. Gasoline is inexpensive and car rental rates are the lowest in the United States.

**C**ar rental costs in Florida are quite cheap and you can save money by booking and paying before you leave home. Fly-drive deals can be 50 percent cheaper, but be careful of 'free' car rental. Extras like state tax<sup>1</sup> and insurance are not included in these offers.



**I**f you rent when you arrive, it is usually cheaper to rent a<sup>2</sup> at the airport than in town. All you need to rent a car is your<sup>3</sup> passport and a credit card. The<sup>4</sup>

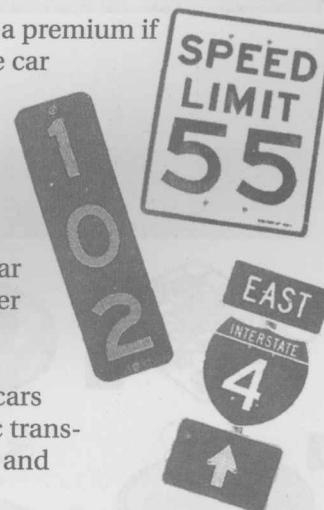
for car rental is twenty-one, but drivers under twenty-five sometimes pay extra.

**M**ake sure your car rental agreement includes<sup>5</sup> (CDW) – also known as Loss Damage Waiver (LDW) – or you will be responsible for any damage to the car. Rental agreements include<sup>6</sup>, but it is best to buy<sup>7</sup> or supplementary Liability Insurance.



**S**ome companies add a premium if you want to leave the car in another city and all charge a lot for gas. Make sure you leave the car with the same amount of gas.

**M**ost international car rental agencies offer a range of vehicles from<sup>8</sup> to convertibles. All rental cars come with an automatic transmission, power steering and<sup>9</sup>



# Table for two

## reading The Benihana restaurant

1 Read the article about the Benihana restaurant on the opposite page and answer the questions.

- 1 What type of restaurant is the Benihana?
  - A Chinese
  - B Indian
  - C English
  - D Japanese
- 2 How much does an evening meal chosen from the menu usually cost?
  - A £8.50
  - B £12
  - C £14
  - D £30
- 3 Which of these groups cannot reserve the private dining room?
  - A a family group of eight
  - B ten people having a business lunch
  - C an office party of twenty people
  - D six people celebrating a friend's birthday
- 4 How many people can sit together at the hibachi table?
  - A eight
  - B ten
  - C twelve
  - D sixteen
- 5 The food is prepared and cooked in the
  - A dining room and served by the waiters.
  - B dining room and served by the chefs.
  - C kitchen and served by waiters.
  - D kitchen and served by the chefs.
- 6 When is the children's special available?
  - A every lunchtime
  - B all day Sunday
  - C Sunday lunchtime
  - D all weekend
- 7 Which of these children cannot have the kids' menu?
  - A Rachel, aged ten
  - B her brother John, aged six
  - C their cousin Tim, aged eight
  - D their cousin Helen, aged nine

@
taste
@

Back
Forward
Stop
Refresh
Home
AutoFill
Print
Mail
e

Address: http://www.taste.co.uk
go

@ Products for Mac
@ Microsoft Internet Explorer
@ Microsoft Outlook Express
@ Microsoft Office
»

Favorites  
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# BENIHANA

average cost: £30 per head  
 set lunch from: £8.50  
 set dinner from: £14  
 house wine (bottle): £12

six vegetarian dishes  
 wheelchair access  
 private room available (max 12 people)  
 kids' menu Sunday lunch only from £4.75  
 highchairs available

Freshly cooked Japanese food and the theatrical performances by the chefs make this establishment very entertaining. Watch the way your meat, fish and vegetables are chopped, thrown around and chargrilled by the chefs. Take your kids to see this spectacle. Adults will have fun too.

The menu is made up of mainly teppanyaki-style complete meals. Diners sit around a hotplate (hibachi) table for eight. Each table's chef brings in the ingredients and theatrically prepares the food. He then serves it, freshly cooked and steaming hot.

Prices aren't cheap but then meals such as the tuna fillet steak, the Benihana Regal, which includes king prawns and hibachi steak with mushrooms, offer good value for money.

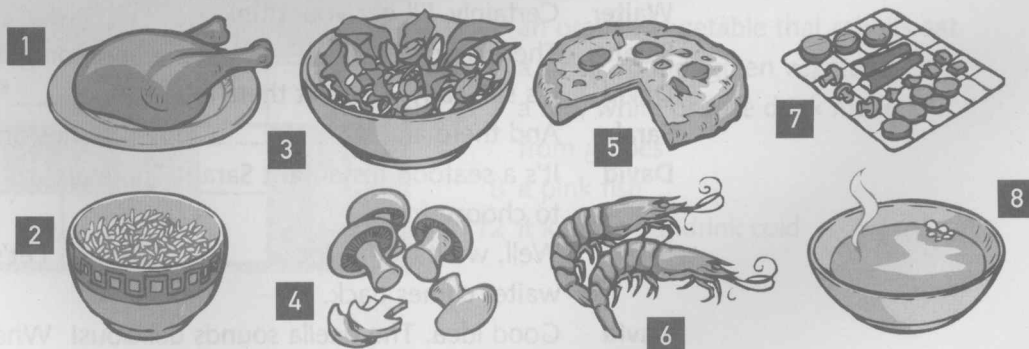
The clientele consists mainly of families and noisy parties. On Sunday lunchtimes under-tens get their own menu which includes a selection from chicken, steak and pasta meals.

Return to main page

## vocabulary Dishes

2 Match the pictures with the dishes in the box.

chicken   salad   pizza   grilled vegetables   onion soup  
 steamed rice   mushrooms   king prawns



**3 Complete the text with the correct options.**

# eating out in style

The restaurant that we went to last night was excellent. Before we ordered the meal, we had two dry *martini* (*martinis*). For starters we both had a simple seafood *salad* / *salads*<sup>2</sup> made with fresh *prawn* / *prawns*<sup>3</sup>. For the main course, I had grilled *salmon* / *salmons*<sup>4</sup> served with wild *mushroom* / *mushrooms*<sup>5</sup> and

David had *chicken* / *chickens*<sup>6</sup> with brown rice and *vegetable* / *vegetables*<sup>7</sup>. We also had a side order of roast *potato* / *potatoes*<sup>8</sup>. The waitress recommended a delicious, light white *wine* / *wines*<sup>9</sup> to accompany the *meal* / *meals*<sup>10</sup>. My favourite part of the meal is always the dessert but it is difficult to find a restaurant

that makes good *dessert* / *desserts*<sup>11</sup>. This place offers a white chocolate *mousse* / *mousses*<sup>12</sup> which is the best I've ever tasted. After the meal, I had decaffeinated *coffee* / *coffees*<sup>13</sup> and David had some herbal *tea* / *teas*<sup>14</sup>.

**4 Complete the sentences with a, an, some or any.**

- 1 Would you like ..... *some* ..... more wine, sir?
- 2 Would you like ..... glass of wine?
- 3 Could I have ..... salt, please?
- 4 Can I have ..... fried egg and ..... bacon for breakfast?
- 5 We've got ..... orange juice in the fridge but we haven't got ..... tomato juice.
- 6 She doesn't like ..... kind of cheese.
- 7 It was ..... excellent chocolate mousse.
- 8 Are there ..... tables free?

**5 Complete the dialogue with some, any, much, many or lots of.**

- Waiter** Would you like ..... *some* .....<sup>1</sup> drinks before you order your meal?
- Sarah** Yes please. I'll have a tonic water with .....<sup>2</sup> ice, please. I really feel like a cold drink.
- David** A dry martini for me please, but I don't want .....<sup>3</sup> olives.
- Waiter** Certainly, I'll get your drinks.
- Sarah** There aren't .....<sup>4</sup> people here tonight.
- David** It's still early. I expect there'll be .....<sup>5</sup> people later.
- Sarah** And there aren't .....<sup>6</sup> meat dishes on the menu.
- David** It's a seafood restaurant Sarah! There are .....<sup>7</sup> fish dishes to choose from.
- Sarah** Well, we haven't got .....<sup>8</sup> time. Let's order when the waiter comes back.
- David** Good idea. The paella sounds delicious! What do you think?



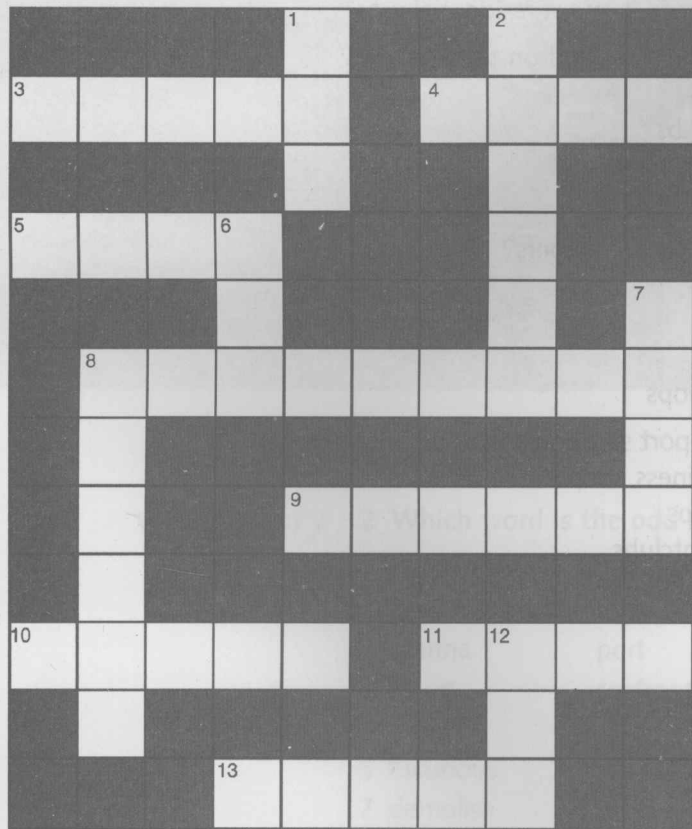
## vocabulary Table service

## 6 Complete the dialogue with these sentences.

- a) I'm very sorry. We're very busy this afternoon.  
 b) Yes, madam. How can I help you?  
 c) I'll be right back with your drinks and appetisers.  
 d) Would you like some appetisers with your drinks?  
 e) I do apologise. Would you like to order your drinks while you're waiting?

**Customer** Excuse me!  
**Waitress** ..... 1  
**Customer** We've been waiting to order for twenty minutes!  
**Waitress** ..... 2  
**Customer** Well, this is terrible service.  
**Waitress** ..... 3  
**Customer** Yes, we'd like a bottle of house red and some sparkling water, please.  
**Waitress** ..... 4  
**Customer** Yes, please. Some garlic bread and olives would be nice.  
**Waitress** ..... 5  
**Customer** Thank you.

## 7 Use the clues to complete this food crossword.



## → Across:

- 3 it makes food sweet  
 4 ratatouille is \_\_\_\_\_ with peppers, aubergines and courgettes  
 5 a hot starter  
 8 a popular Italian food  
 9 it's made from cow, goat and sheep's milk  
 10 a common method of cooking meat  
 11 the waiter brings you this at the end of a meal  
 13 a drink made from fruit, typically oranges

## ↓ Down

- 1 cook food in oil on a stove  
 2 an orange vegetable that rabbits eat  
 6 a small, round, green vegetable  
 7 a red, white or rosé drink made from grapes  
 8 a pink fish  
 12 it keeps your drink cold