

Pre-intermediate Students' Book

# 朗文旅游英语

初级 · 学生用书

## English for International Tourism



Iwonna Dubicka Margaret O'Keeffe



南开大学出版社

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# English for International Tourism Pre-intermediate

In the hotel and tourism industries English language skills are both a daily requirement and essential for career advancement. In order to function professionally in English, students need not only an understanding of the language system but also an awareness of how to implement it effectively and appropriately. To this end, *English for International Tourism* is a skills-based course supported by a comprehensive language syllabus.

## Skills

We have provided lots of tips and guidance to help students develop the essential skills to work in tourism. The hotel and tourism industries are very customer-focused so effective listening and speaking skills are of the utmost importance. Therefore we have provided a wide range of communicative practice, from simple customer service encounters such as hiring a car to preparing and giving mini-presentations. Pronunciation activities not only help students with sounds that are difficult for pre-intermediate learners but also develop professional skills such as showing enthusiasm and politeness.

We have carefully chosen a wide variety of industry-specific contexts and speakers for listening practice: tour guides, travel agents, receptionists, housekeepers and cruise staff, in addition to a variety of native and foreign speakers of English.

Reading and writing activities concentrate on essential tasks such as confirming changes to reservations, describing conference facilities and writing letters of apology. The writing bank at the back of the book gives models and guidelines for writing letters, faxes, emails and CVs.

## Language focus

We realise that the basis for speaking a foreign language with confidence is an understanding of its structural system. Therefore we have integrated a comprehensive language syllabus specific to the communicative needs of your students. Grammar is always presented in context and extensively practised. Functional language is also presented in context and then highlighted in professional practice boxes that provide useful frameworks for key customer service encounters such as telephone bookings, giving advice and dealing with problems.

As the book is designed for vocational students, we felt it especially important to develop industry-related vocabulary, ranging from hotel duties and facilities to cruise ships and ecotourism. We have also recycled and extended this vocabulary in the consolidation units and workbook.

## Authentic materials

We have created realistic tasks based on a variety of authentic texts to give students first-hand experience of webpages, job advertisements, hotel bills, customer service questionnaires, menus and entertainment programmes. We have also integrated extracts from Dorling Kindersley's *Eyewitness Travel Guides* because they are visually attractive, relevant and motivating for learners. These sections typify the key information travel guides offer such as maps, sightseeing tips, getting around, accommodation and cultural advice so that your students are given an insight into different countries and cultures.

## Internet

As the hotel and tourism industries are at the forefront of the e-commerce and e-business revolution we felt the internet should be an integral part of any tourism course. The web tasks we suggest will encourage your students to engage with tourism-related websites and can be done either in class or as self-study. You can also use these web tasks as a basis for project work.

## Revision and consolidation

The three coursebook consolidation units help learners review language and specific vocabulary as well as offering extra skills practice. Furthermore, there is also a workbook and teacher's book to accompany the coursebook.

The self-study workbook provides extra skills, grammar and vocabulary practice. In the teacher's book you will find lesson plans, extra teaching ideas, photocopiable materials and tourism information about the countries and cities featured in the coursebook.

We hope you enjoy using *English for International Tourism*.

Iwonna Dubicka  
Margaret O'Keeffe



# English for International Tourism Pre-intermediate

Unit	Language focus	Vocabulary	Professional practice
<b>1 All in a day's work</b>  <b>6</b>	Adverbs of frequency Present simple	Hotel jobs Daily duties Nationalities Pronunciation: The /h/ sound The /s/, /z/ and /ɪz/ sounds	Exchange personal details Complete a register
<b>2 Fly-drive holidays</b>  <b>12</b>	Present continuous	Car hire Pronunciation: Politeness	Take a booking Deal with a telephone enquiry Hire a car Plan a holiday
<b>3 Table for two</b>  <b>18</b>	Countable and uncountable nouns Some and any Much, many, a lot (of)	Types of food Recording vocabulary Describing food Complaining about food Pronunciation: Word stress	Deal with a complaint Describe a traditional dish
<b>4 City tours</b>  <b>24</b>	Past simple	Question words Giving directions Pronunciation: -ed endings	Give a guided tour Describe a building
<b>5 Water cities</b>  <b>30</b>	Comparatives and superlatives	Hotel facilities Describing hotels Dealing with new words	Write an email describing a hotel
<b>Consolidation 1</b>  <b>36</b>	Grammar review		Translate a letter Write a letter of apology Deal with a complaint
<b>6 Cruise ships</b>  <b>40</b>	Present perfect	Cruises Cabin facilities Pronunciation: Contractions	Write a CV Write a covering letter Apply for a job Interview for a job
<b>7 Service and safety</b>  <b>46</b>	Modal verbs (Requests and offers)	Health and safety On safari Pronunciation: Sounding polite	Check in a guest Give health and safety advice Write a letter of apology
<b>8 East meets West</b>  <b>52</b>	Predictions and intentions	Change words Pronunciation: Connected speech	Exchange holiday plans Describe traditional gifts Create a tourism development plan Give a presentation (1)
<b>9 Window seat or aisle?</b>  <b>58</b>	Modal verbs (obligation)	Air travel Check-in	Produce an information leaflet Sell on-board duty-free goods



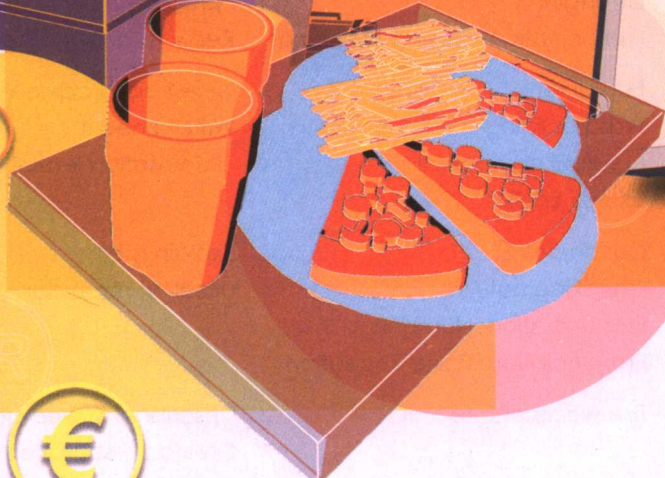
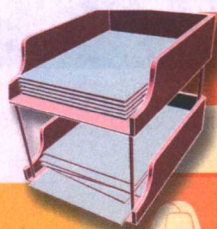
Unit	Language focus	Vocabulary	Professional practice
<b>10 Business or pleasure?</b> <b>64</b>	Modal verbs <i>Can, could</i> and <i>might</i>	Hotel facilities Conference equipment	Reply to an enquiry Recommend places to visit Write a fax
Consolidation 2 <b>70</b>	Grammar review		Plan a tour Apply for a job Attend a job interview Translate interview questions
<b>11 The great outdoors</b> <b>74</b>	Present tenses as future	Geographical features Excursions Pronunciation: Numbers and letters	Sell tours Exchange information on excursions Change a booking Write a fax of confirmation
<b>12 Winter holidays</b> <b>80</b>	Giving instructions The passive	Ski equipment Ski resort jobs Giving directions Entertainment Pronunciation: /θ/ and /ð/ sounds	Give directions Sell optional extras Plan an entertainment programme Reply to an email enquiry
<b>13 Land of smiles</b> <b>86</b>	Relative pronouns	Ecotourism Word-building Medical equipment UK / US English	Give health advice Write a health information leaflet
<b>14 Enjoy your stay</b> <b>92</b>	Conditional 1	Currencies Checking out / in Pronunciation: Numbers Pronunciation: Polite intonation	Explain a bill Upsell at reception
<b>15 Winds of change</b> <b>98</b>	Present and past forms Future forms	The weather forecast	Describe the weather Give a presentation (2) Prepare a tourism development plan
Consolidation 3 <b>104</b>	Grammar review		Translate a webpage Holiday rep game
Writing bank <b>108</b>			CV and covering letter Formal letter Fax and email
Pairwork files <b>113</b>			
Grammar reference <b>125</b>			
Tapescripts <b>132</b>			



1



# All in a day's work



speaking

**1** Look at the picture. What are the advantages and disadvantages of working in a hotel? Compare your answers with your partner's.

reading

**2** Where do you think the article on the opposite page is taken from?

- a) a newspaper
- b) a careers guide
- c) a hotel brochure

**3** Read the article again and answer these questions.

- 1 Find five jobs or areas of work that are mentioned in the text.
- 2 Why is the hospitality industry not always hospitable?
- 3 What responsibilities does a hotel manager have in a small hotel?
- 4 In what ways is the hospitality industry different from other industries?
- 5 Find three adjectives that describe a career in the hospitality industry.

Underline or highlight the part of the text where you found your answers.



# Not always hospitable

**Hospitality may be one of the most exciting industries to work in but as Asha Khan reports, it isn't an easy life.**

**T**he hospitality industry is one of the fastest-growing industries in the world. It offers some exciting careers and a lot of job satisfaction. But it isn't easy working in a hotel – the peak holiday season is hard work, with employees often working long hours and sometimes seven days a week.

## Teamwork

Every member of staff, from the housekeeper to the hotel manager, is responsible for the hotel. In smaller hotels and motels one manager is usually responsible for rooms, the food and beverage service, registration and

general management. There is a wide variety of jobs in larger hotels, including administration jobs such as accountant and marketing executive.

## Benefits

Hotel employees get paid sick leave and holidays, as well as other benefits like free food and, occasionally, free holidays! Many hotels also offer free or cheap live-in accommodation and have resident managers and concierges.

## People

The hospitality industry is different from other

industries. Hospitality is people dealing with people, from the porter to the hotel manager. If you don't like people, this isn't the career for you.

## vocabulary Hotel jobs

**4 Match the jobs with the duties. Use a dictionary to help you.**

- |                     |  |
|---------------------|--|
| 1 chambermaid       | a) carries guests' bags to their rooms |
| 2 hotel manager     | b) cleans guestrooms                   |
| 3 bartender         | c) serves guests in the restaurant     |
| 4 accountant        | d) manages all the hotel staff         |
| 5 concierge         | e) serves guests at the bar            |
| 6 porter            | f) finds business for the hotel        |
| 7 waiter            | g) gives information and helps guests  |
| 8 marketing manager | h) does the hotel's finances           |

## pronunciation The /h/ sound

**5 Which word does not have the /h/ sound? Practise saying the words.**

hotel    hospitality    holiday    hours    housekeeper    happy    help

**speaking 6 Work in pairs. What do you like about the hospitality industry? Write down five things and then compare your ideas with your partner's.**





## listening Daily duties

**7** Darina Farrell is the Assistant Housekeeper in the Bahama Beach Hotel in the Caribbean.

Listen and answer the questions.

- 1 What are SOs?
- 2 What are COs?

**8** What do the housekeepers usually do if they have an SO? Listen again and tick (✓) the phrases you hear.

- |                        |                       |
|------------------------|-----------------------|
| a) change the sheets ✓ | e) clean the bathroom |
| b) use the computer    | f) make the bed       |
| c) check the soap      | g) tidy the bedroom   |
| d) change the towels   | h) use air freshener  |

**9** Darina talks about her working hours. Listen and answer the questions.

- 1 How many days a week does she work?
- 2 How often does she work at the weekend?
- 3 When does she have some free time?
- 4 What hours does she sometimes work on Mondays?

## Language focus Adverbs of frequency

Look at the examples and underline the correct option below.

Darina **always** works on Saturdays and Sundays.

She **usually** works from nine to one.

The hotel isn't **often** busy on Tuesdays.

They **sometimes** work until three in the afternoon.

Darina **hardly ever** finishes early on Mondays.

She is **never** late for work.

We put the adverbs *always, usually, often, sometimes, hardly ever* and *never* before / after the verb *be* and before / after other verbs.

► For more information turn to page 125.

**speaking 10** Work in pairs. Write six sentences about your partner, using *always, usually, often, sometimes, hardly ever* and *never*.



# listening 11 Listen to Darina and complete the notes.

- 1 She's responsible for ..... six ..... to ..... chambermaids.
- 2 One of her main duties is to ..... new staff.
- 3 She has a bleeper so that people ..... her.
- 4 After the chambermaids have cleaned the rooms, she ..... that everything is OK.

## Language focus Present simple

- We use the present simple for regular activities and situations.
- We make negative sentences and questions with *do / does*.

*New chambermaids **don't work** alone.*

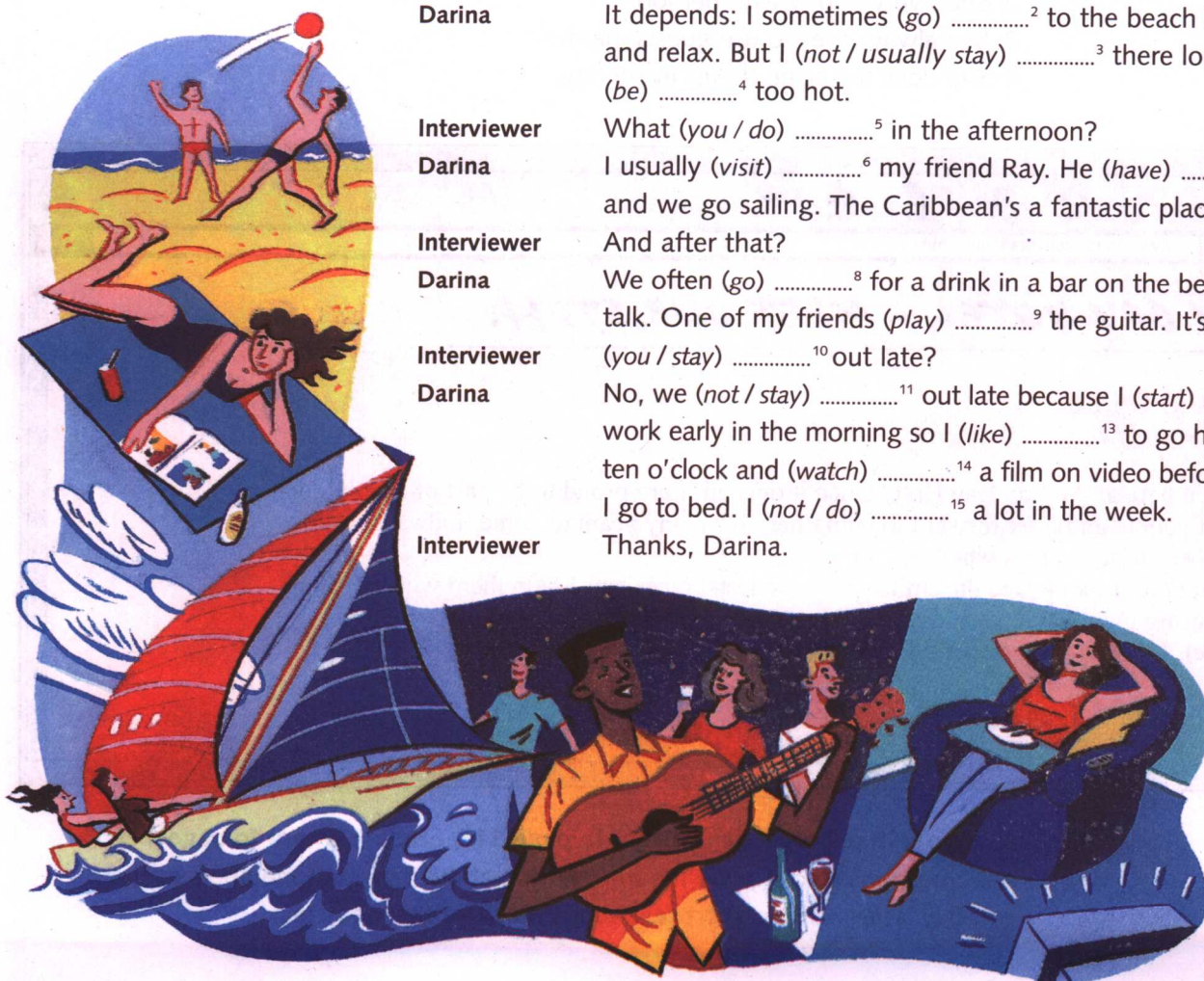
*Why **does** she **carry** a bleeper?*

- With *she, he, it* we put *-s* at the end of verbs.  
*cleans, trains, likes, plays, goes, flies*

► For more information turn to page 125.

# practice 12 Complete the interview with the correct form of the verbs in brackets.

- Interviewer So what (*you / do*) ..... do you do .....<sup>1</sup> in your free time, Darina?
- Darina It depends: I sometimes (*go*) .....<sup>2</sup> to the beach in the morning and relax. But I (*not / usually stay*) .....<sup>3</sup> there long because it (*be*) .....<sup>4</sup> too hot.
- Interviewer What (*you / do*) .....<sup>5</sup> in the afternoon?
- Darina I usually (*visit*) .....<sup>6</sup> my friend Ray. He (*have*) .....<sup>7</sup> a boat and we go sailing. The Caribbean's a fantastic place for sailing.
- Interviewer And after that?
- Darina We often (*go*) .....<sup>8</sup> for a drink in a bar on the beach and just talk. One of my friends (*play*) .....<sup>9</sup> the guitar. It's great fun.
- Interviewer (*you / stay*) .....<sup>10</sup> out late?
- Darina No, we (*not / stay*) .....<sup>11</sup> out late because I (*start*) .....<sup>12</sup> work early in the morning so I (*like*) .....<sup>13</sup> to go home around ten o'clock and (*watch*) .....<sup>14</sup> a film on video before I go to bed. I (*not / do*) .....<sup>15</sup> a lot in the week.
- Interviewer Thanks, Darina.





**speaking 13** Work in groups of three. Discuss these topics and complete the sentences below.

family free time travel study work favourite holiday destinations

All of us ... Two of us ... One of us ... None of us ...

**pronunciation The /s/, /z/ and /ɪz/ sounds**

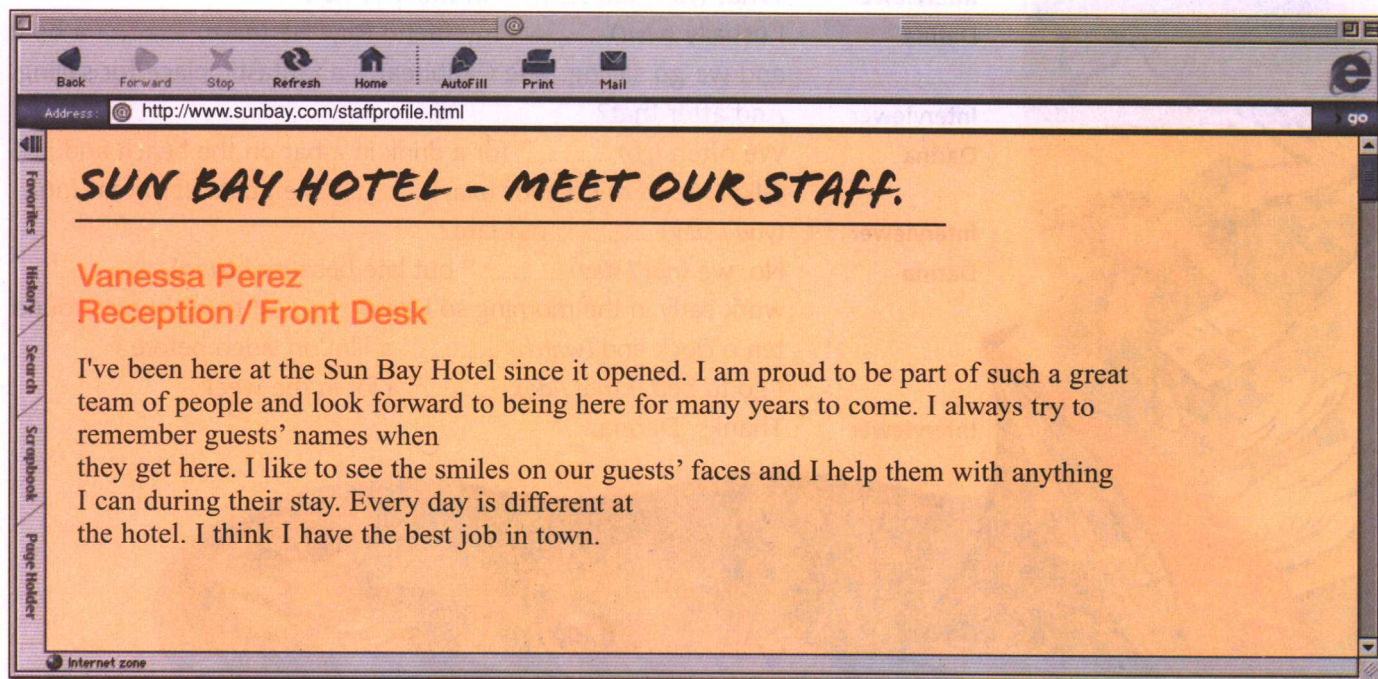
**14** What is the pronunciation of the letter *s* at the end of these words? Put them in the correct groups.

goes watches flies starts washes wants finishes arrives

/s/	/z/	/ɪz/
likes	plays	changes

**reading 15** Read the webpage below. Are these statements true or false? Correct any false statements.

- 1 Vanessa hasn't worked at the hotel for very long.
- 2 She's very happy with her job.
- 3 She always tries to use guests' names.
- 4 She does the same things every day.



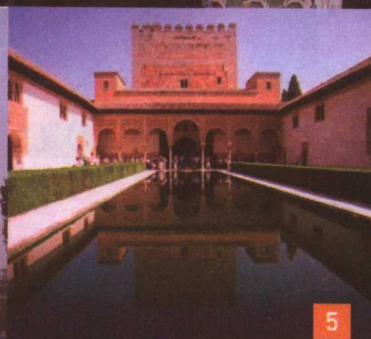
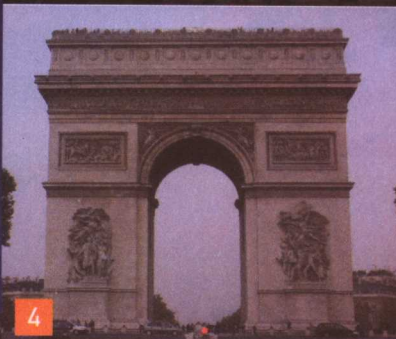
**speaking 16** Work in pairs. Student A turn to page 113. Student B turn to page 117. Ask questions to complete the information about two staff members at the Sun Bay. Then write a short text about them for the website.



## vocabulary Nationalities

17 Match the countries with the pictures. Then write the nationality for each country.

USA | France | Spain | Italy | Russia | Germany



speaking 18 Work in pairs. Student A turn to page 114. Student B look at the information below and ask your partner questions to complete the Sun Bay Hotel register.

What's the name of the guest in room 212? Can you spell that for me?  
Where's he/she from? What's his/her passport number?

Room number	Name	Nationality	Passport
211	Mrs. Brandy	Russian	4915564GA
212	.....	.....	.....
308	Ms Winger	American	B591247900
319	.....	.....	.....
415	Mr Cervantes	Spanish	X167162IV
417	.....	.....	.....
502	Mr Xiao	Chinese	Q709867403
507	.....	.....	.....

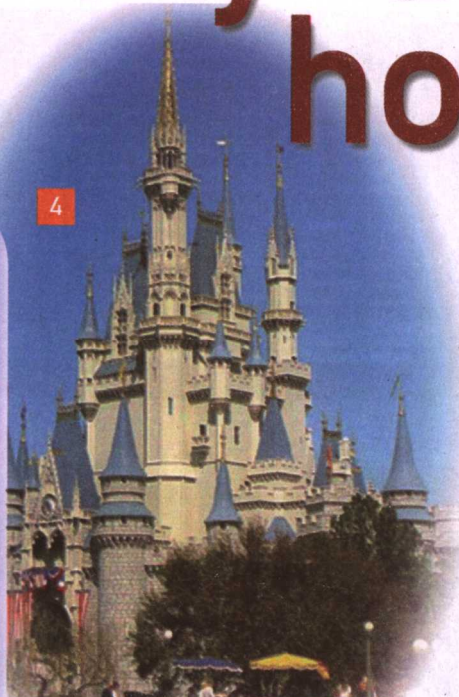


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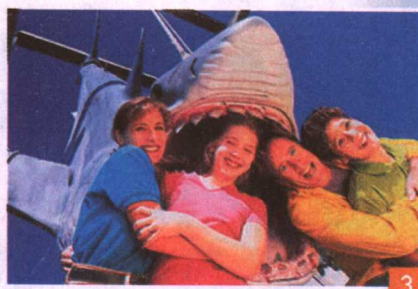


# Fly-drive holidays

4



2



**speaking** 1 Match the pictures with the places in the box.

Disney World Theme Park 4 Kennedy Space Center  
Universal Studios Daytona Beach

**listening** 2 A travel agent deals with a telephone enquiry about Florida. In what order do you think the following will be mentioned? Listen and check your answers.

- ☐ a) total price of the holiday
- ☐ b) dates of the flights
- ☐ c) names of the people travelling
- ☐ d) type of accommodation
- ☐ e) method of payment
- ☒ f) destination

3 Listen again and answer these questions.

- 1 What three things are included in a fly-drive holiday?
- 2 What types of accommodation are available?
- 3 When does the guest want to travel?
- 4 What do the numbers 14 and 543 refer to?
- 5 How often are the flights to Florida?
- 6 Which airport do the flights to Florida go from?

## Special offers




*US fly-drive holidays  
Florida 7 nts and  
14 nts from £399  
Tel. World Breaks  
020 7946 0004*



**SELLING A HOLIDAY**

- Be informative.
- Imagine it is your holiday.
- Be friendly.
- Sound enthusiastic.

**4 Listen again and complete the reservation form below.**

 <b>World Breaks</b>		Reservations
Type of holiday:	US fly-drive	
Resort name:	Orlando	
Type of accommodation:		1
Number of nights:		2
Out date:		3
Departure airport:	LHR	
Return date:		4
Departure airport:	ORL	
Number of adults:		5
Name(s):		6
Number of children:		7
Name(s):		8

**Professional practice Telephone enquiries**

The following phrases are useful when answering the telephone.

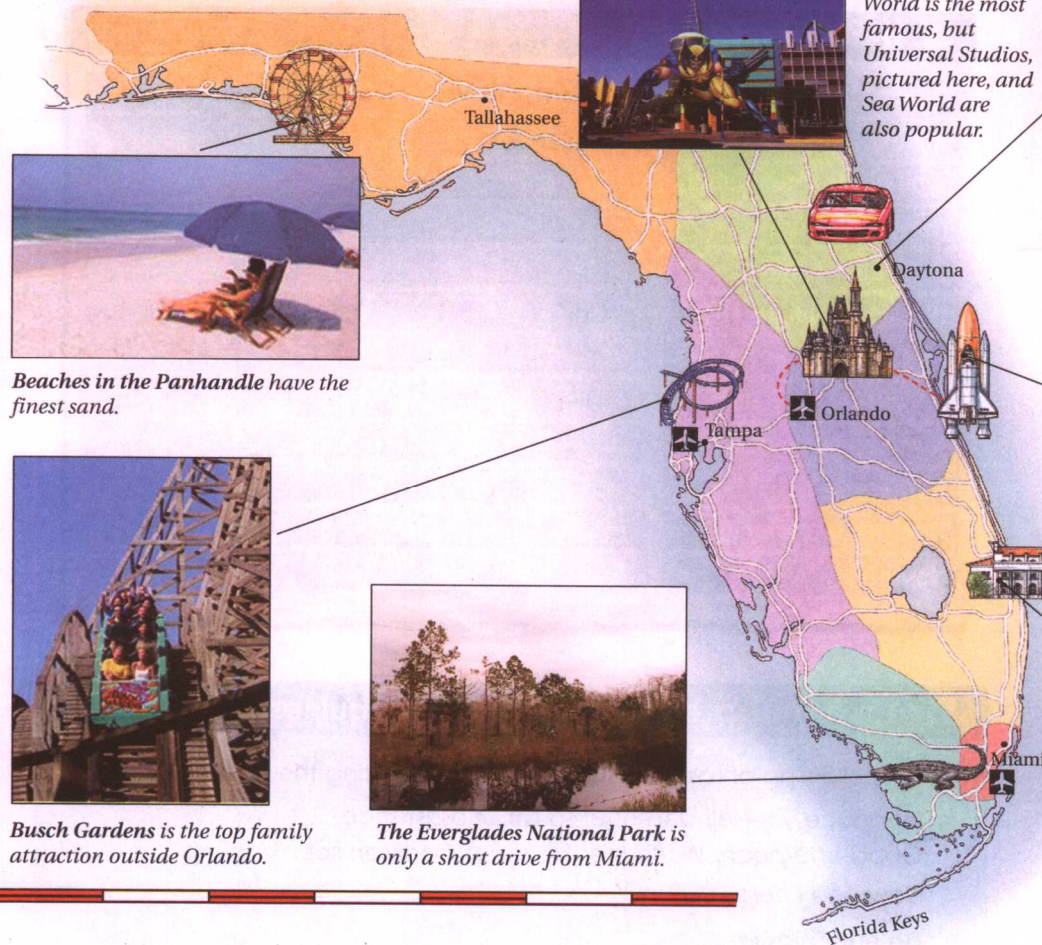
- introduce yourself and offer to be of assistance  
*Good afternoon, World Breaks, Janet Cookson speaking.*  
*How can I help you?*
- be enthusiastic  
*That's a very good time to go.*  
*We have a great offer at the moment.*
- make sure you get all the necessary information  
*Can I have the names of the people travelling, please?*  
*Could you spell your surname for me, please?*
- check the information  
*Just let me confirm the details.*  
*Is that correct?*

**speaking** **5** Work in pairs. Student A turn to page 113. You are a travel agent. Student B, you saw an advertisement for the fly-drive deals to Tuscany. Phone the travel agent and ask about dates, accommodation and price.



## Florida at a glance

Part from Walt Disney, Florida is famous for its beaches and natural landscapes.



Daytona Beach is one of the few in Florida where cars are allowed on the sand. Nearby is the Daytona International Speedway race track.



Kennedy Space Center is the home of NASA and the Space Shuttle, which regularly lifts off into space.



The Gold Coast is full of luxurious homes.

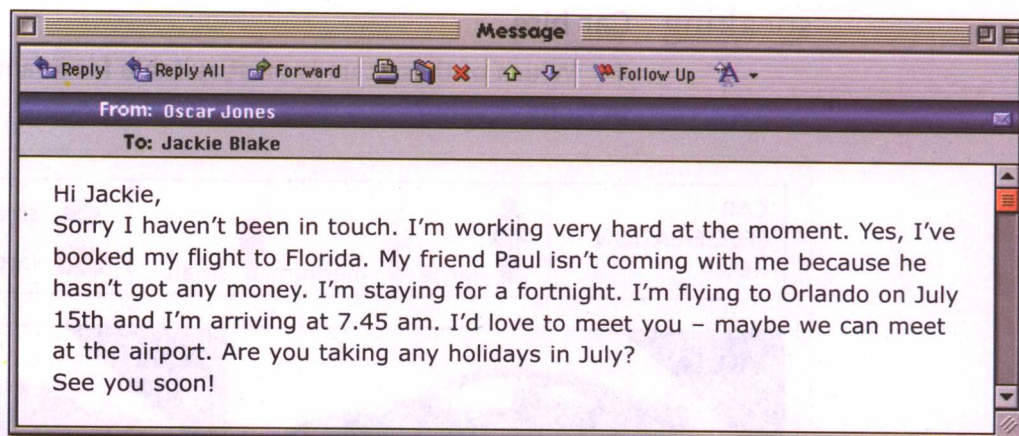
**reading 6** Look at the map and photos of Florida and answer these questions.

- 1 Name four theme parks in Florida.
- 2 Where are Florida's best beaches?
- 3 Where is the space museum?
- 4 Where can you see motor racing?
- 5 Where can you see areas of natural beauty?
- 6 In which part of Florida do a lot of rich people live?
- 7 Where can you see movie stars?

**7** Oscar is going on holiday to Florida. Look at the email to his friend Jackie on the opposite page and answer these questions.

- 1 How long is Oscar staying in Florida?
- 2 Where is he flying to?
- 3 When is he arriving in Florida?
- 4 What time is he arriving?
- 5 Where would he like to meet Jackie?





## listening

**8 Listen to Oscar phone Jackie. Draw the rest of his itinerary on the map of Florida and then answer these questions.**

- 1 Why does Jackie sound tired?
- 2 How is Oscar travelling around Florida?
- 3 Why can't Jackie go to Disney World with Oscar?
- 4 What is Oscar doing the first weekend of his holiday?
- 5 What is he doing at the end of the holiday?
- 6 Is he meeting Jackie?

## Language focus Present continuous

- We use the present continuous for current or temporary activities.  
*I'm working very hard at the moment.*
  - We also use the present continuous for future arrangements.  
*Are you taking any holidays in July?*  
*My friend Paul isn't coming with me.*
  - Some verbs are not used in the present continuous.  
*Jane knows a good travel agent.*  
*Mr Craig wants to go to Miami.*
- For more information turn to pages 125 and 131.

## speaking

**9 Plan a holiday from the information below. Then ask other students about their holiday plans. Who might you meet in Florida and where?**

## Dates

28 June – 12 July  
12 July – 26 July  
26 July – 9 August

## Airport

Miami  
Orlando  
Tampa

## Sights

Orlando's Theme Parks  
Kennedy Space Center  
Everglades National Park

## webtask

**10 Find information about Florida on the internet or in travel guides and plan a one-week holiday for yourself and friends.**