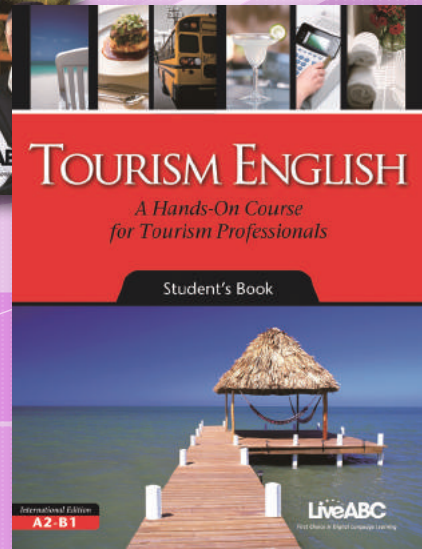
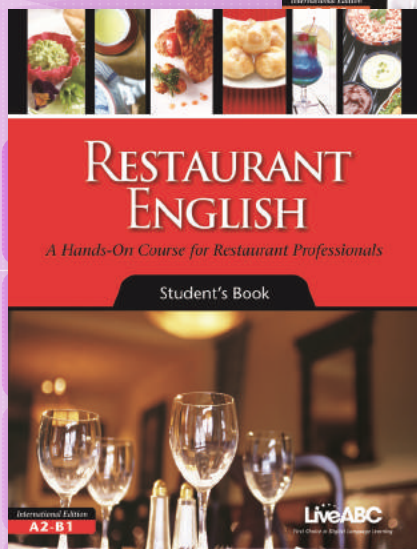
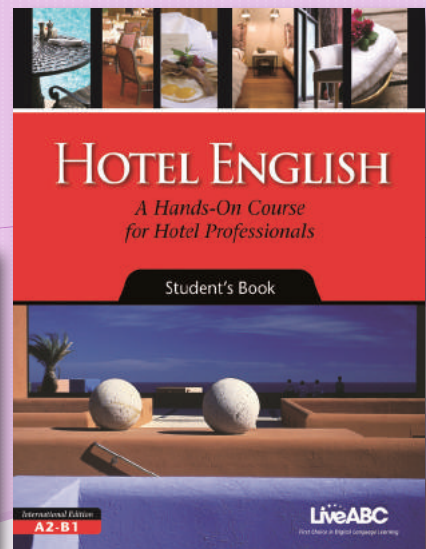
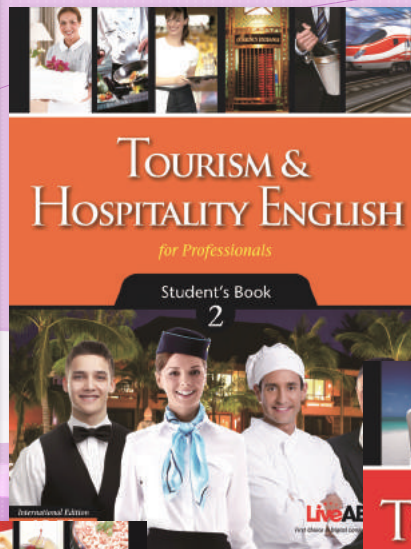
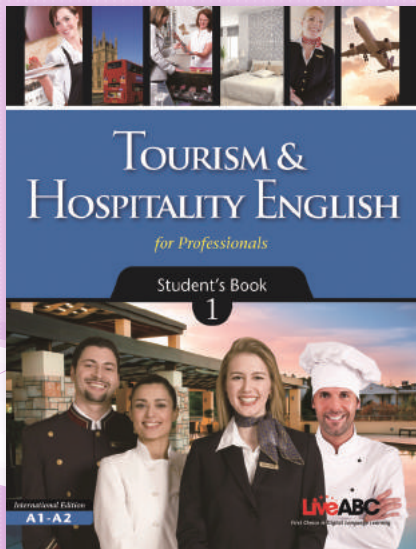


Tourism English

International Edition



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







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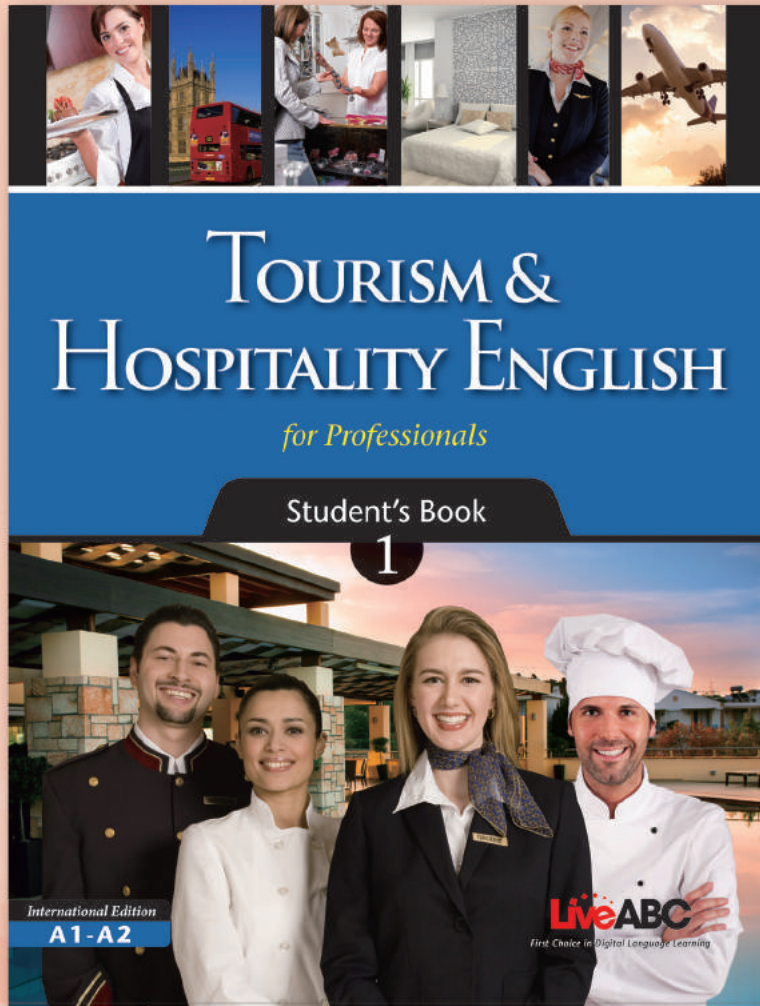
Titles with Components

Category	Title	CEFR	for Students			for Teachers	
			 Student's Book	 CD-ROM/MP3	 AR App	 Teacher's Guide	 PPT
• Tourism English	Hotel English	A2-B1	√	√	√	√	√
	Restaurant English	A2-B1	√	√	√	√	√
	Tourism English	A2-B1	√	√	√	√	√
	Tourism & Hospitality English (Book: 1, 2) 	Book1: A1-A2 Book2: A2-B1	√	√	√	√	√



TOURISM & HOSPITALITY ENGLISH

for Professionals



KEY FEATURES

- Warm-Up Discussion Questions for Each Unit
- Picture Dictionary Sections Focusing on Essential Vocabulary
- Useful Dialogues for People Working in Tourism and Hospitality Related Industries
- Contextual Vocabulary Reinforcement
- Common Expressions and Useful Sentence Patterns
- Interactive Learning through Situational Role Plays
- Tourism and Hospitality Workplace Videos

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Unit 1

Taking Reservations



Checklist

In this lesson, you will learn about . . .

-  Taking phone reservations
-  Responding to inquiries
-  Handling special requests

Warm-Up

1. How would you answer the phone at a restaurant?
2. Do you think restaurants should have minimum charges?
3. What kinds of foods could be on a vegetarian menu?

Places to Eat



buffet [bʌˈfeɪ]



cafeteria [ˌkæfəˈtɪriə]



food court [fuːd] [kɔːrt]



fast food restaurant
[fæst] [fuːd] [ˈrɛstərənt]



café [kəˈfeɪ]



pub [pʌb]



snack bar
[snæk] [bɑː]



food truck
[fuːd] [trʌk]



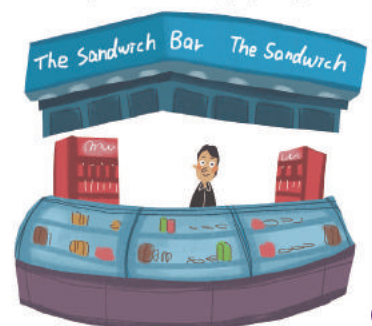
diner [ˈdaɪnə]

pizzeria [ˌpɪtsəˈriə]



steakhouse [ˈstɛkhaʊs]

sandwich bar
[ˈsændwɪtʃ] [bɑː]



A. Words in Use

Practice saying the sentences below.

Fast food restaurants	serve	burgers and fries.
Pizzerias		pizzas.
Food trucks		lunch boxes and sandwiches.

The food at	this	snack bar	is	delicious.
	that	cafeteria		great.
	the	diner		wonderful.
				terrible.
				awful.
				disgusting.

B. Listen Up MP3 Track 006

Listen to the audio and fill in the blanks with the words you hear.

- The man went to a _____ last night.
- The _____ by the man's house was closed yesterday.
- The _____ by the man's work was too crowded yesterday.
- The food the man had last night was better than the food from his favorite _____.
- The woman ate at the _____ at the mall last night.
- The woman wanted to eat at a _____, but her sister didn't want to.

C. Small Talk

Practice the conversation with a partner. Try replacing the underlined words with other new words you've learned.

Student A ▶ Would you like to go to lunch with me?

Student B ▶ Sure. Where do you want to go?

Student A ▶ Do you want to eat at a pizzeria?

Student B ▶ No, that doesn't sound good to me. How about a fast food restaurant?

Student A ▶ Yeah. Great idea!



A Party of Nine

Carrie calls Archie's Steakhouse to make a **reservation**¹.

H: Hostess **C:** Carrie

H: Good afternoon. Thank you for calling Archie's Steakhouse. How may I help you?

C: Hello. I'd like to make a dinner reservation for August 15th.

H: How many people will there be in your **party**²?

C: There will be nine of us.

H: OK. Can you please **hold**³ for a moment? I need to let the store manager know before taking any reservations for parties larger than six.

C: Sure. No problem.

(Carrie holds.)

H: Thank you for holding. The manager has **approved**⁴ your reservation. What time can we **expect**⁵ you on the 15th?

C: Would seven o'clock be OK?

H: Yes, that's fine. May I have your name, please?

C: It's Carrie Reynolds.

H: All right, Ms. Reynolds. Your reservation is set. Please call again if you have any questions.

C: Thank you very much for your **assistance**⁶.

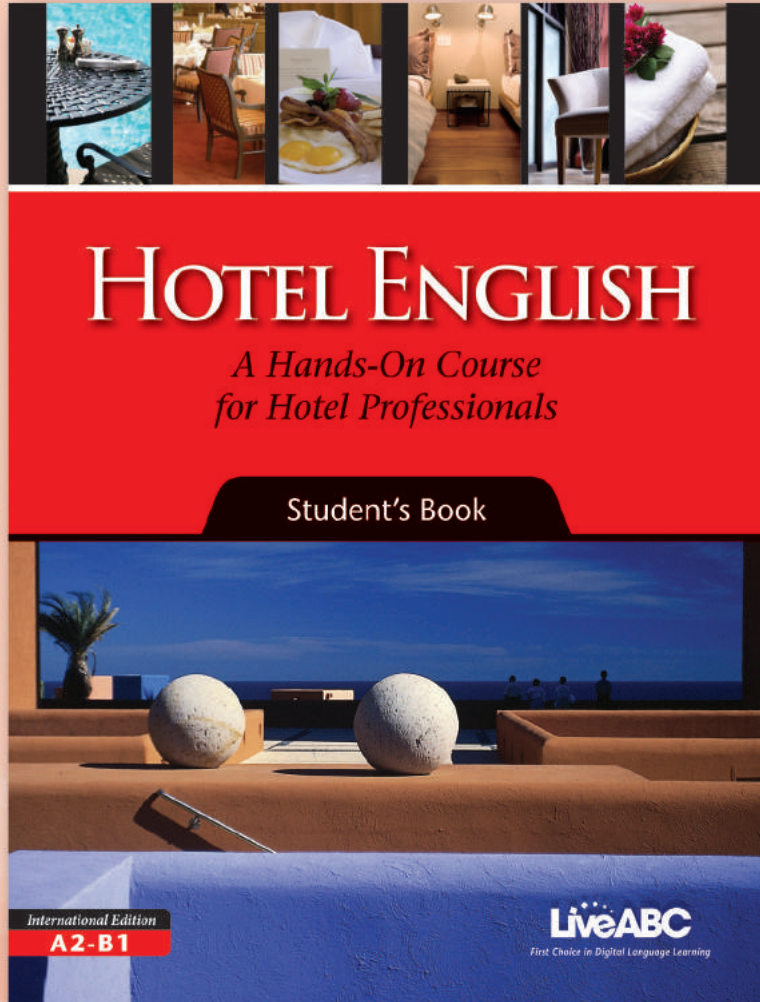
Key Words

MP3 Track 008

- reservation** [ˌrɛzəˈveɪʃən] *n.*
Renée forgot to make a reservation, and the restaurant was full.
- party** [ˈpɑːrtɪ] *n.*
The hostess said she could seat a party of two now, but larger groups would have to wait.
- hold** [hold] *v.*
Ned was upset when the receptionist told him to hold.
- approve** [əˈpruːv] *v.*
Gina's boss wouldn't approve her plan.
- expect** [ɪkˈspekt] *v.*
The teacher expected all of her students to pass the test.
- assistance** [əˈsɪstəns] *n.*
That government office gives assistance to people looking for work.

HOTEL ENGLISH

*A Hands-On Course
for Hotel Professionals*



KEY FEATURES

- Everyday Dialogues between Hotel Staff and Guests
- Picture Dictionary Sections Focusing on Key Vocabulary
- Common Expressions and Useful Sentence Patterns
- Interactive Learning through Real-Life Role Plays
- Step-by-Step Grammar Practice and Listening Reinforcement
- Situational Hotel Videos

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Unit 1

Phone Inquiries

In this unit, students will learn how to handle phone inquiries.

Unit Preview

- Introducing different kinds of accommodation and facilities
- Describing locations
- Taking phone reservations



Before We Start

1. When was the last time you stayed in a hotel?
2. What kind of room did you have?
3. Do you normally stay in expensive hotels or do you prefer cheaper ones?
4. What services and facilities do most five-star hotels offer?
5. What are some of the differences between a five-star hotel and a four-star hotel?
6. How do you prefer to travel?

Hotel Facilities



1. **swimming pool** [ˈswɪmɪŋ] [pʊl]
2. **restaurant** [ˈrestərənt]
3. **bar** [bɑː]
4. **café** [kəˈfe] (coffee shop)
5. **business center** [ˈbɪznɪs] [ˈsɛntə]

6. **fitness center**
[ˈfɪtnɪs] [ˈsɛntə]
7. **sauna** [ˈsaʊnə]
8. **spa** [spɑː]



9. **golf course**
[gɒlf] [kɔːrs]
10. **tennis court**
[ˈtɛnɪs] [kɔːrt]
11. **conference room**
[ˈkɒnfərəns] [rʊm]



12. **boutique** [buːˈtɪk]
13. **drugstore** [ˈdrʌg, stɔː]
14. **beauty salon**
[ˈbjʊti] [səˈlɒn]
15. **gift shop** [gɪft] [ʃɒp]
16. **florist shop**
[ˈflɔːrɪst] [ʃɒp]



Tell Me about the Hotel



The front desk clerk answers the telephone.

F: Front Desk Clerk **C:** Caller

F: Hello. KHC Hotel. How may I help you?

C: I'd like some information about your hotel.

F: What would you like to know?

C: First, how much are your **single**¹ rooms?

F: The **rates**² **vary**³ depending upon the season and type of single. They can **range**⁴ from \$120 to \$180.

C: **I see**.^{*} Does that price **include**⁵ breakfast?

F: Usually. There are some **special offers**^{*} that don't though.

C: Could you tell me about your facilities?

F: We have a 30-meter pool, with eight **lanes**.⁶ We also have a health center and spa.

C: Great! And what kinds of restaurants do you have?

F: We have a Chinese restaurant, a Japanese restaurant, and a **buffet**⁷ with both Eastern and Western food.

C: When are they open?

F: The Chinese and Japanese restaurants are open for lunch and dinner. The buffet serves three meals a day.

C: **One more thing**.^{*} Do you have a shuttle bus to the **High Speed Rail**?^{*}

F: Yes. It runs every hour from six a.m. to ten p.m.

C: Alright. Thank you.

F: You're welcome. If you need more information, please visit our Web site at www.khchotel.com. It's very **comprehensive**.⁸

C: **I've got it**.^{*} Good-bye.

F: Good-bye.

Key Vocabulary

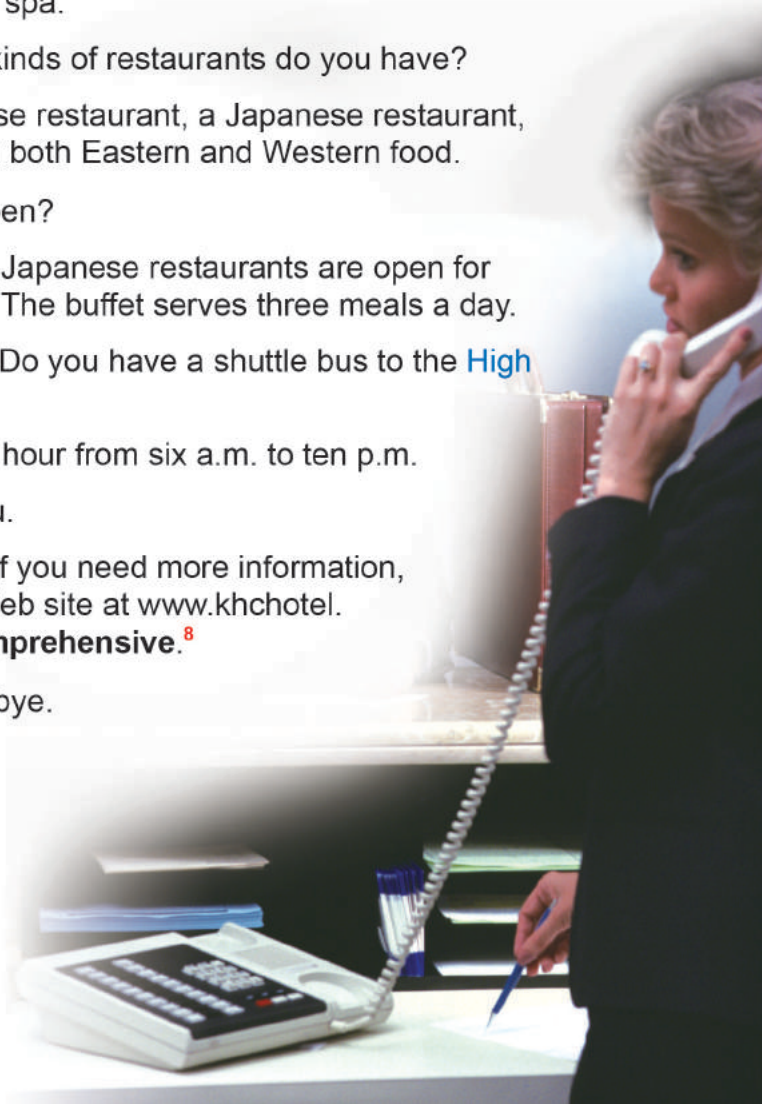
1. **single** [ˈsɪŋɡl] *adj.*
2. **rate** [reɪt] *n.*
3. **vary** [ˈvɛəri] *v.*
4. **range** [rɛndʒ] *v.*
5. **include** [ɪnˈklud] *v.*
6. **lane** [leɪn] *n.*
7. **buffet** [bʌˈfeɪ] *n.*
8. **comprehensive** [ˌkɒmpriˈhensɪv] *adj.*

Additional Words

- ◆ special offer
- ◆ High Speed Rail

Phrases

- * I see. / I've got it.
- * One more thing.



Sentence Patterns

A N. + rates vary depending upon / on + N.

Room rates vary depending upon / on

- the time of the year.
- the room type / amenities.
- the check-in / checkout dates.
- the number of people booked.

Useful Expressions

B Talking about Hotel Facilities

- We have an indoor swimming pool.
- All of our restaurants offer lunch buffets.
- There is a sauna in the fitness center.
- Our conference room is state-of-the-art.
- The tennis courts open at 6:00 a.m.
- Our banquet room seats 40 people.
- The hotel offers a variety of boutiques.



Talking about the Shuttle Service

C: Caller F: Front Desk Clerk

C: How often does the shuttle bus run / come?

F: It runs / comes every thirty minutes.

C: When does the shuttle start running?

F: At 6:00 a.m.

C: What time does the last shuttle bus leave?

F: The last shuttle bus leaves at midnight.

C: Does the shuttle bus go to the airport and the train station?

F: I'm sorry, but it only goes to the airport.



Role Play

C Read the information below. Then practice asking about hotel facilities.



Student A

You're the front desk clerk at the Royal Hotel. Answer the caller's questions about the hotel.



Student B

You're interested in staying at this hotel. Find out about the facilities.

Royal Hotel

Facilities:

Business center, gym, spa, swimming pool, tennis courts, restaurants (lounges, cafés, buffets ...)

Airport Shuttle Service:

Every half an hour, from 6:30 a.m. to 11:00 p.m.

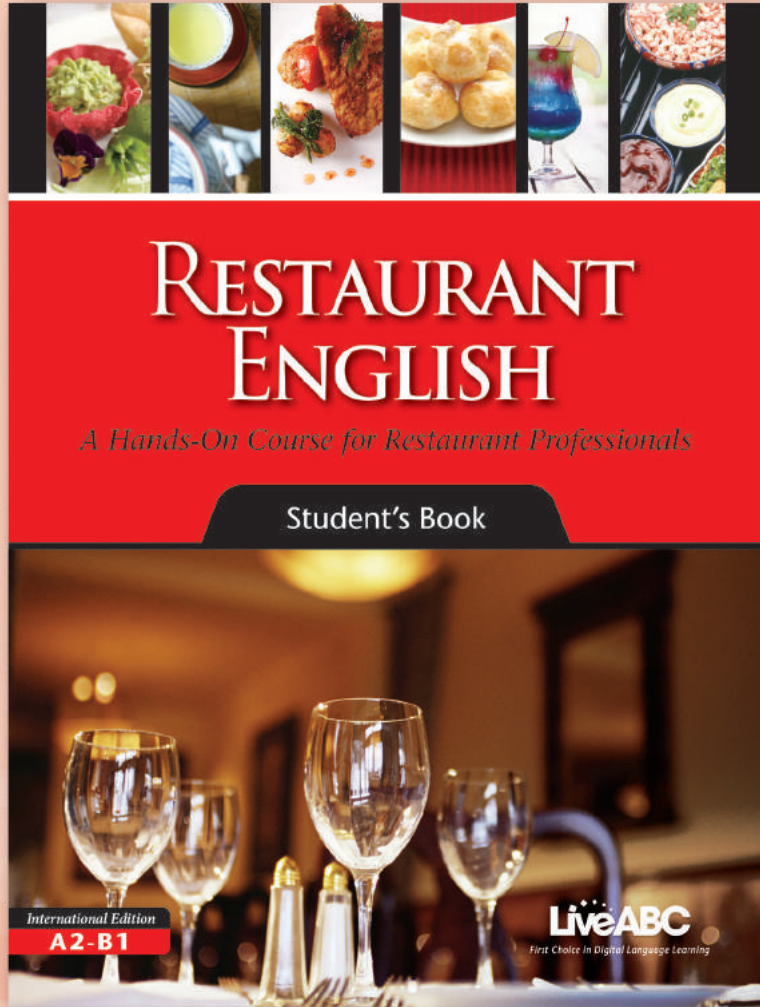
Suite:

US\$250 per night (includes a daily breakfast and a morning newspaper)

RESTAURANT ENGLISH



A Hands-On Course for Restaurant Professionals



KEY FEATURES

- Original Warm-Up Activities
- Practical Picture Dictionary Sections
- Useful Dialogues between Waitstaff and Customers
- Grammar Tips and Everyday Sentence Patterns
- Engaging Conversation Exercises
- Helpful Review Segments and Listening Reinforcement
- Situational Restaurant Videos



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Unit One

Looking around a Restaurant



Usually, we can find different types of restaurants in an international hotel. These might include a Western restaurant, a Chinese restaurant, a buffet, a coffee shop, and a bar. We will learn more about their differences.

In this unit, we will focus on . . .



- ☞ Showing new waitstaff around a restaurant

- ☞ Introducing restaurant facilities



- ☞ Setting a table



Where Would You Like to Eat?

A. THE FONTAINEBLEAU



- ▶ French restaurant
- ▶ open for lunch and dinner
- ▶ live string music in the evening

B. MING GARDENS



- ▶ Chinese restaurant
- ▶ private dining rooms
- ▶ lunch buffet

C. THE RIVIERA CAFÉ



- ▶ buffet / coffee shop
- ▶ international dishes
- ▶ à la carte menu all day

D. CHEERS BAR



- ▶ small bar
- ▶ drinks and snacks

E. UNCLE SAM'S GRILL



- ▶ party trays
- ▶ children's menu

Match the sentences with the pictures (A — E).

- 1. I'm in the mood for rice and stir-fried vegetables.
- 2. Why don't we go somewhere where we can try different foreign dishes?
- 3. I feel like eating something like ribs or steak.
- 4. Let's dine at a fancy restaurant. How about something European?
- 5. We could have dinner at that place. They have a kids' menu.
- 6. Tomorrow is Dave's birthday. Maybe we can order some takeout, like pasta and salad.
- 7. My wife wants to go to a place where we can listen to live music.
- 8. Would you like to get a beer after work?



How to Set the Table



- ① **butter knife**
[ˈbʌtəː] [naɪf]
- ② **bread plate**
[brɛd] [plɛt]
- ③ **small / salad fork**
[smɔl] / [ˈsæləd] [fɔrk]
- ④ **dinner fork**
[ˈdɪnəː] [fɔrk]
- ⑤ **dessert spoon**
[dɪˈzɜːt] [spun]
- ⑥ **dessert fork**
[dɪˈzɜːt] [fɔrk]
- ⑦ **show plate**
[ʃoʊ] [plɛt]
- ⑧ **napkin**
[ˈnæpkɪn]
- ⑨ **water goblet**
[ˈwɔtəː] [ˈgɒblɪt]
- ⑩ **red wine glass**
[rɛd] [waɪn] [glæs]
- ⑪ **white wine glass**
[hwaɪt] [waɪn] [glæs]
- ⑫ **dinner knife**
[ˈdɪnəː] [naɪf]
- ⑬ **soup spoon**
[sup] [spun]
- ⑭ **small / salad knife**
[smɔl] / [ˈsæləd] [naɪf]

Additional Words

- **butter dish** [ˈbʌtəː] [dɪʃ]
- **soup bowl** [sup] [boʊl]
- **teaspoon** [ˈtiːspun]
- **saucer** [ˈsɔsəː]
- **tablecloth** [ˈteɪbl̩, klɒθ]
- **salt / pepper shaker** [sɔlt] / [ˈpeɪpəː] [ˈʃeɪkəː]



SCENE I

Learning the Ropes



Albert Williams: **Maître d'** * Wanda Liu: New **Waitstaff** *
Albert shows Wanda the ropes at the Fontainebleau.

Albert: OK, Wanda, let me show you around the place.

Wanda: Thanks, Mr. Williams. I really **appreciate**¹ it.

Albert: The Fontainebleau is a very large restaurant. Though it's not as big as the Riviera Café, it's still one of the most **spacious**² Western restaurants in the city.

Wanda: Yes, I can see that. How many people does the restaurant **hold**?³

Albert: It has a seating **capacity**⁴ of around 80. As you can see, the **coatroom*** is here, and the **waiter's station*** is on your right.

Wanda: It looks like some of the tables are smaller than others.

Albert: Yeah, the smaller ones seat two, and the larger ones seat four.

Wanda: I noticed that the smaller tables are next to the windows and in corners, but the larger tables are grouped in the middle.

Albert: That's very **observant**⁵ of you! We like to give couples the choice of either **privacy**⁶ or a romantic view of the city. **Quite a few**⁷ **marriage proposals**⁷ have been made here.

Wanda: Cool. Is that a small stage over there?

Albert: Yes, we provide music in the evening, mostly string music.

Wanda: I think I'm going to really enjoy working here!



WORD BANK

1. **appreciate** [əˈpriːʃi,et] v.
2. **spacious** [ˈspeɪʃəs] adj.
3. **hold** [hold] v.
4. **capacity** [kəˈpæsəti] n.
5. **observant** [əbˈzɜ:vənt] adj.
6. **privacy** [ˈpraɪvəsi] n.
(private adj.)
7. **marriage proposal**
[ˈmæriɪdʒ] [prəˈpɒz!] n.

RESTAURANT SPECIFIC

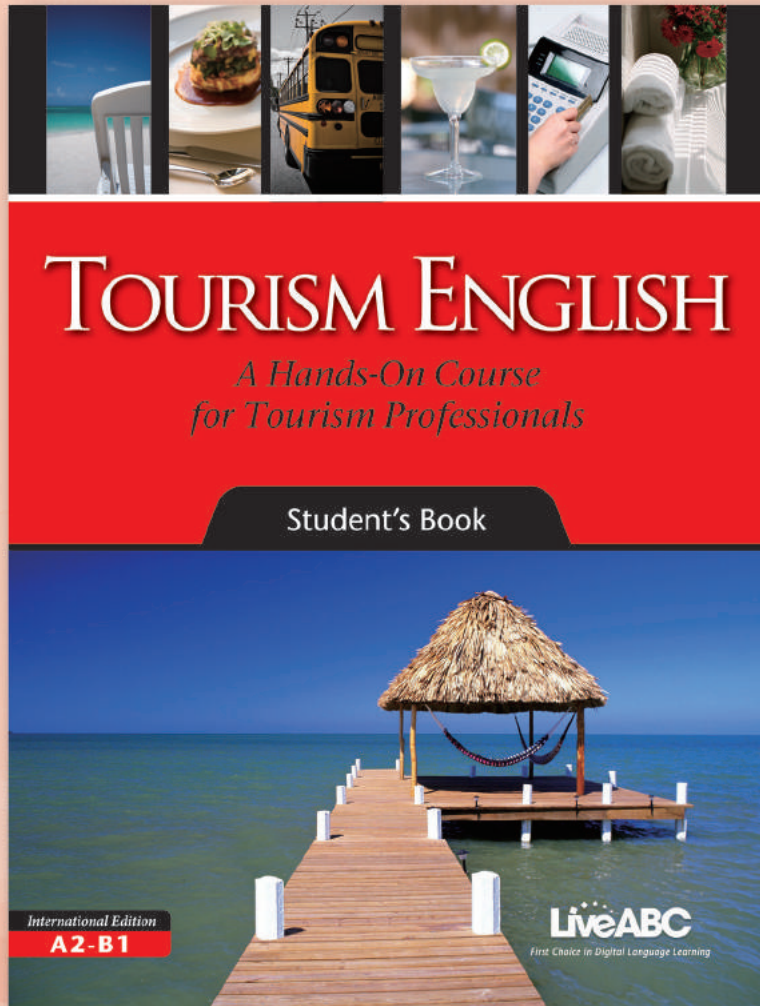
- ★ **maître d'** [ˌmetrəˈdi] n.
- ★ **waitstaff** [ˈwet, stæf] n.
- ★ **coatroom** [ˈkəʊt, rum] n.
(cloakroom)
- ★ **waiter's station**
[ˈwetəz] [ˈsteɪʃən] n.

PHRASES

- learn the ropes
- quite a few

TOURISM ENGLISH

*A Hands-On Course
for Tourism Professionals*

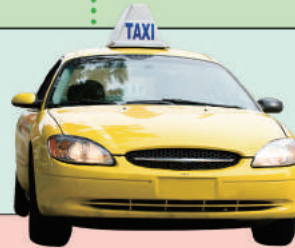


KEY FEATURES

- Helpful Breaking-the-Ice Discussion Topics
- Brilliantly Animated Picture Dictionaries
- Engaging and Relevant Dialogues
- Contextual and Easy-to-Use Word Focus Segments
- Practical Usage and Sentence Pattern Tips
- Interactive and Fun Activities
- Review and Language Reinforcement
- Situational Tourism Videos

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Departure & Arrival



Chapter Preview

- Checking in at the airport
- Passing through customs
- Airplane English
- Dealing with lost luggage

Breaking the Ice

1. How often do you travel by air?
2. Are you afraid of flying?
3. Has an airline ever lost your luggage?
4. What are some of the things a flight attendant will ask you to do during takeoff and landing?

At the Airport



01 runway [ˈrʌn.weɪ] *n.*

02 shuttle bus [ˈʃʌtəl] [ˈbʌs] *n.*

03 control tower [kənˈtrɒl] [ˈtaʊə] *n.*

04 luggage cart [ˈlʌɡɪdʒ] [ˈkɑːt] *n.*

05 immigration officer [ˌɪmɪˈɡreɪʃən] [ˈɒfɪsə] *n.*

06 luggage [ˈlʌɡɪdʒ] *n.*

07 luggage tag [ˈlʌɡɪdʒ] [tæɡ] *n.*

08 immigration [ˌɪmɪˈɡreɪʃən] *n.*

09 passenger [ˈpæsɪdʒə] *n.*

10 passport [ˈpæs.pɔːt] *n.*



11 **carry-on bag** [ˈkæri.ɒn] [bæg] *n.*

12 **waiting room** [ˈweɪtɪŋ] [rum] *n.*

13 **boarding gate** [ˈbɔːdɪŋ] [get] *n.*

14 **boarding card** [ˈbɔːdɪŋ] [kɑːd] *n.*
(boarding pass)

15 **service counter** [ˈsɜːvɪs] [ˈkaʊntə] *n.*

16 **metal detector** [ˈmetl] [dɪˈtektə] *n.*

17 **flight attendant** [flaɪt] [əˈtendənt] *n.*

18 **pilot** [ˈpaɪlət] *n.*

19 **X-ray machine** [ˈɛks.rɛ] [məˈʃɪn] *n.*

20 **monitor** [ˈmɒnətə] *n.*

Airport Check-In

Nick and Lisa are going to Paris to study French. They have just arrived at the airport.



L: Lisa N: Nick A: Airline Clerk

- L:** Let's find the **check-in counter**¹. We're flying Pan World Airlines.
- N:** I think it's at this end of the **terminal**². Yes, I see the **sign**³ over there. Are you sure you don't want to go by boat?
- L:** Come on, Nick! Here's the **economy-class**⁴ check-in counter. *(To the clerk)* Hi, we want to check in.
- A:** May I have your tickets and passports, please?
- L:** Yes, here you are. And we'd like a window and an **aisle**⁵ seat, if possible.
- A:** Let's see . . . OK. How many bags will you be checking in today?
- L:** Um, four. Two each.
- A:** Please put them on the **scale**⁶. Good. Uh-oh, your bags are too heavy. I'm afraid there will be an **overweight**⁷ **luggage** charge of \$30.
- N:** Oh no! I told you not to pack so many things.
- L:** I'll pay the overweight charge.
- A:** Here are your boarding cards. You can board at gate nine at seven thirty.
- N:** We could drive to Paris. There are no weight **limits**⁸ for luggage when you drive.
- L:** Drive to Paris? There are no roads from Liveville to Paris, Nick!

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