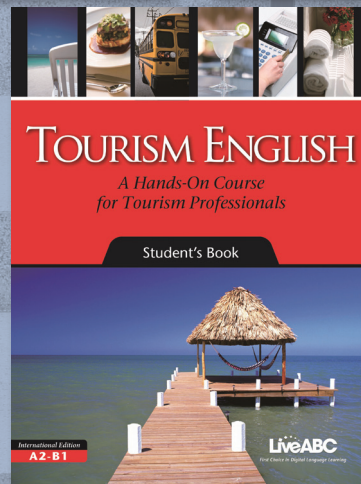
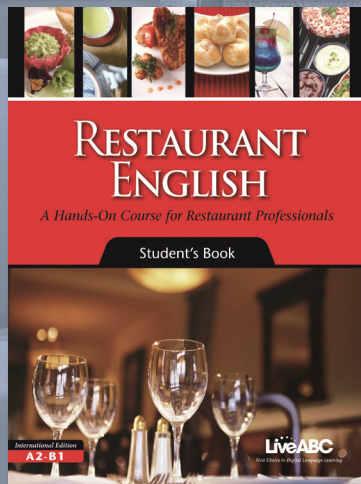
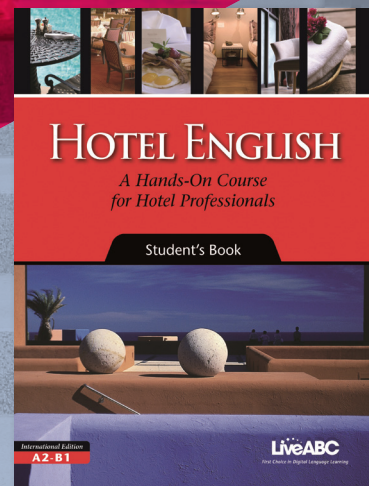
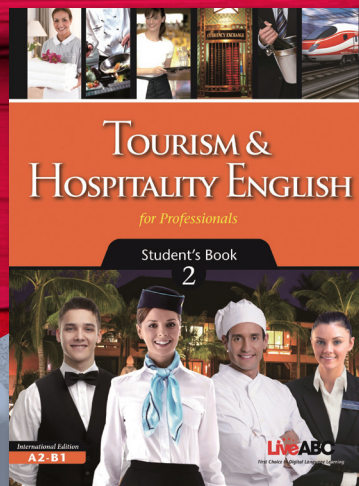
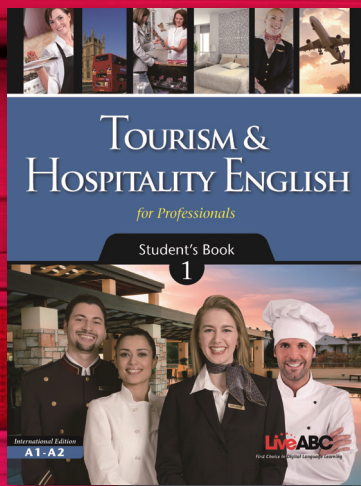


Tourism English

International Edition



Mission

Dear Teachers,

LiveABC Interactive English Group is a worldwide organization based in Taiwan. We employ over four hundred people and partner with a multitude of organizations across the island and around the world. Producing quality publications is a lifelong endeavor, and we are dedicated to the development of English, as well as other foreign language learning materials in both print and digital formats. Thank you for your interest in LiveABC's books and systems. If you require any further information, please do not hesitate to contact us.

Best regards,
Founder CEO
Chun Chi Chen



LiveABC Representative in Latin America
CEO of Learning Ark
Shengping Wu



Learning Is Very Easy
with LiveABC

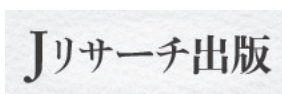
The Leading brand in digital English learning, LiveABC is dedicated to developing and distributing language-learning solutions that are effective and enjoyable to use. By combining the advantages of technology and publishing, LiveABC provides innovative educational resources. Learning Is Very Easy with LiveABC.

Global Markets



LiveABC is the largest producer of multimedia language learning materials in Taiwan. It owns multiple sales channels and has several strategic partners.

In addition to securing the local market, LiveABC is developing overseas markets, with partners in mainland China, Hong Kong, Macau, Korea, Japan, Thailand, Vietnam, Indonesia, the USA, Mexico, and ten more countries in Latin America.



Education



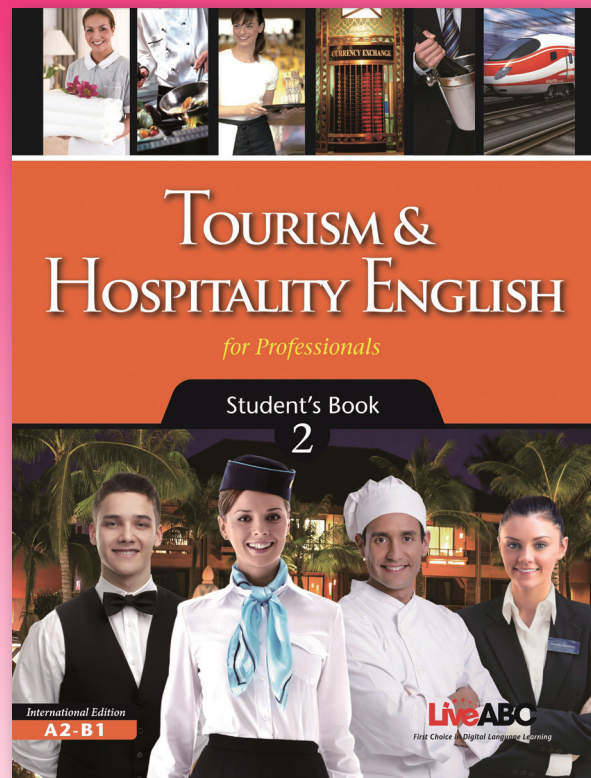
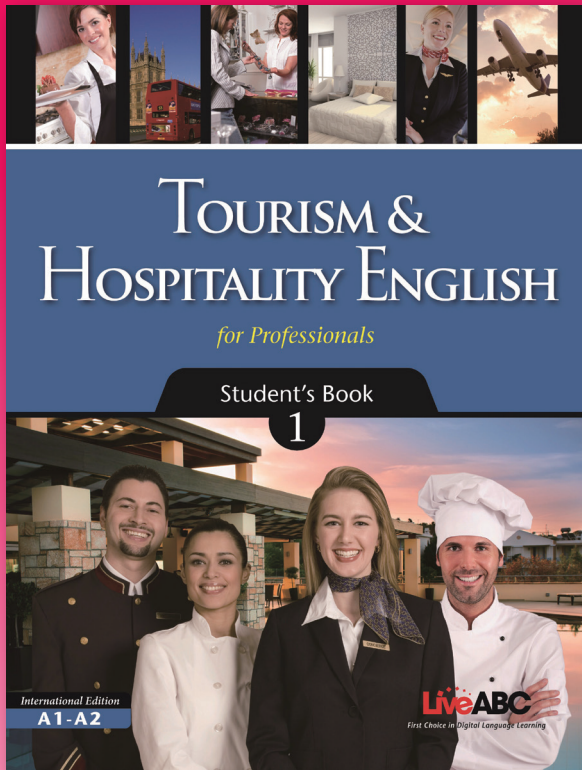
Titles with Components

Category	Title	CEFR	for Students				for Teachers			
			Textbook Student's Book	Workbook	e-learning	AR AR App	Teacher's Book Teacher's Guide	PPT	e-learning	AR AR App
• Tourism English	Tourism English	A2-B1	✓	-	✓	✓	Answer Key	✓	✓	✓
	Hotel English	A2-B1	✓	-	✓	✓	Answer Key	✓	✓	✓
	Restaurant English	A2-B1	✓	-	✓	✓	Answer Key	✓	✓	✓
	Tourism & Hospitality English (Book: 1,2)	Book1: A1-A2 Book2: A2-B1	✓	-	✓	✓	Answer Key	✓	✓	✓





TOURISM & HOSPITALITY ENGLISH



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



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 [bəˈfe]



cafeteria [ˌkæfəˈtɪriə]



food court [fud] [kɔrt]



fast-food restaurant
[ˈfæst.fud] [ˈrɛstərənt]



café [kəˈfe]



pub [pʌb]



snack bar
[snæk] [bɑr]

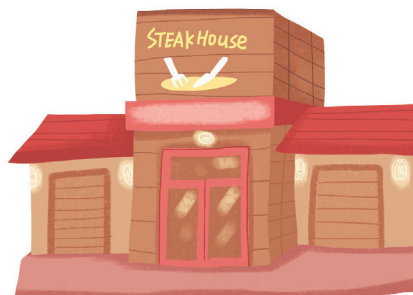


food truck [fud] [trʌk]



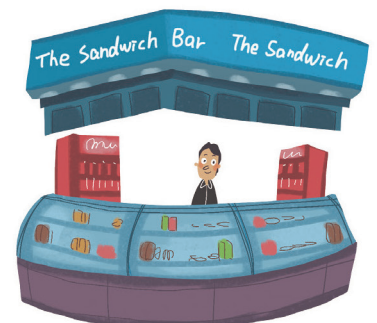
diner [ˈdaɪnə]

pizzeria [ˌpɪtsəˈriə]



steak house [stek] [haus]

sandwich bar
[ˈsændwɪtʃ] [bɑr]



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. Filling in the Blanks MP3 Track 006

Listen to the audio. Use the words you hear to complete the sentences.

- The man went to a(n) _____ 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(n) _____, but her sister didn't want to.

C. Role Play

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 Steak House to make a **reservation**¹.

H: Hostess C: Carrie

H: Good afternoon. Thank you for calling Archie's Steak House. 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.

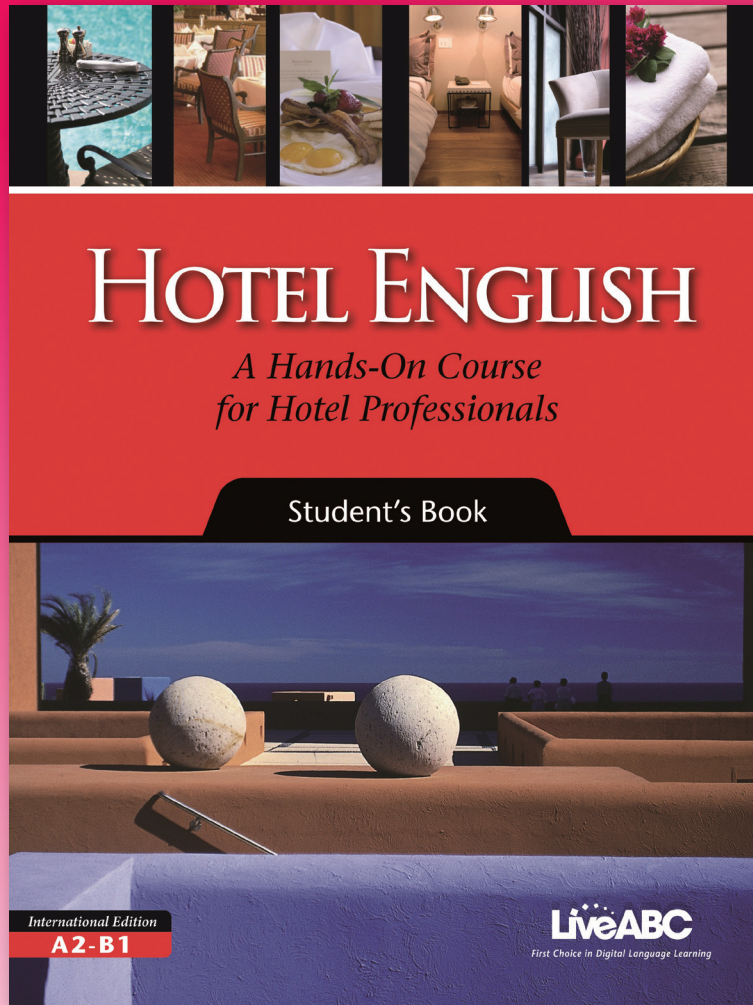
Key Words

MP3 Track 008

- reservation** [ˌrezəˈveɪʃən] *n.*
Renée forgot to make a reservation, and the restaurant was full.
- party** [ˈpɑːrti] *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



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

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 in your country?

Hotel Facilities



1. **swimming pool** [ˈswɪmɪŋ] [puːl] *n.*
2. **restaurant** [ˈrɛstərənt] *n.*
3. **bar** [bɑː] *n.*
4. **café** [kæˈfeɪ] *n.*
(coffee shop)
5. **business center** [ˈbɪznɪs] [ˈsɛntə] *n.*

6. **fitness center**
[ˈfɪtnɪs] [ˈsɛntə] *n.*
7. **sauna** [ˈsəʊnə] *n.*
8. **spa** [spa] *n.*



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



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

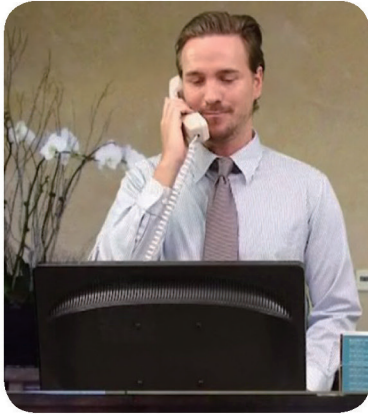


Hotel Services



1. **room service** [rum] [ˈsɜːvɪs] *n.*
2. **massage** [məˈsɑːʒ] *n.*
3. **facial** [ˈfeɪəl] *n.*
4. **babysitting** [ˈbeɪ.bɪ.sɪtɪŋ] *n.*
5. **car rentals** [kɑː] [ˈrentlɪz] *n.*
6. **tour information** [tʊr] [ˌɪnfəˈmeɪʃən] *n.*
7. **wireless Internet access** [ˈwaɪr.lɪs] [ˈɪntəˌnet] [ˈæksɛs] *n.*
8. **laundry and dry-cleaning** [ˈləʊndrɪ] [ænd] [ˈdraɪ.kliːnɪŋ] *n.*
9. **currency exchange** [ˈkʌrən.sɪ] [ɪksˈtʃeɪndʒ] *n.*
10. **safe-deposit box** [seɪfɪˈpəzɪt] [bɒks] *n.*
(safety-deposit box)
11. **baggage storage** [ˈbæɡɪdʒ] [ˈstɔːrɪdʒ] *n.*
12. **postal / parcel services** [ˈpɒstl̩] / [ˈpɑːsɪl̩] [ˈsɜːvɪsɪz] *n.*
13. **secretarial services** [ˌsek.rəˈtɛrɪəl] [ˈsɜːvɪsɪz] *n.*
14. **translation services** [trænsˈleɪʃən] [ˈsɜːvɪsɪz] *n.*
15. **first aid** [fɜːst] [ed] *n.*
16. **airport shuttle bus** [ˈeɪ.pɔːrt] [ˈʃʌtl̩] [bʌs] *n.*

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 €90 to €150.

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, an Italian restaurant, and a **buffet**⁷ with both Eastern and Western food.

C: When are they open?

F: The Chinese and Italian 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: All right. Thank you.

F: You're welcome. If you need any 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

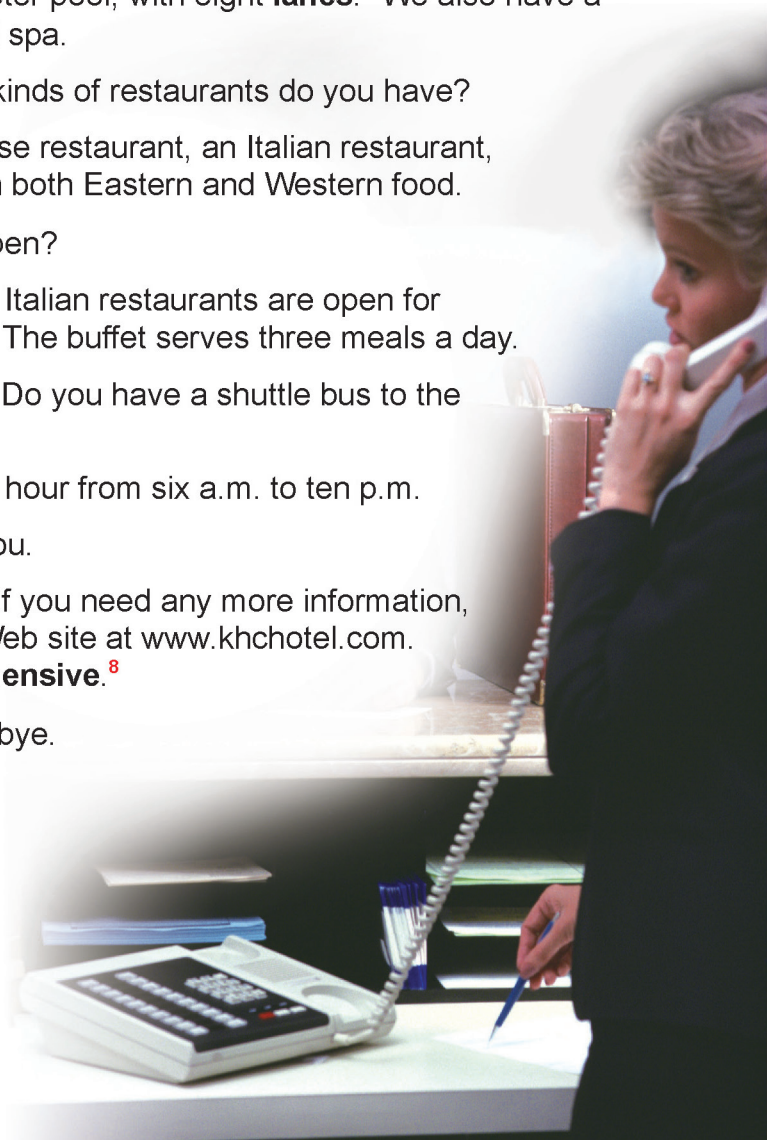
1. **single** [ˈsɪŋɡl] *adj.*
2. **rate** [reɪt] *n.*
3. **vary** [ˈvɛəri] *v.*
4. **range** [rɛndʒ] *v.*
5. **include** [ɪnˈklud] *v.*
6. **lane** [leɪn] *n.*
7. **buffet** [bʌˈfeɪ] *n.*
8. **comprehensive** [ˌkɒmpriˈhɛnsɪv] *adj.*

Additional Words

- ◆ special offer
- ◆ high-speed rail

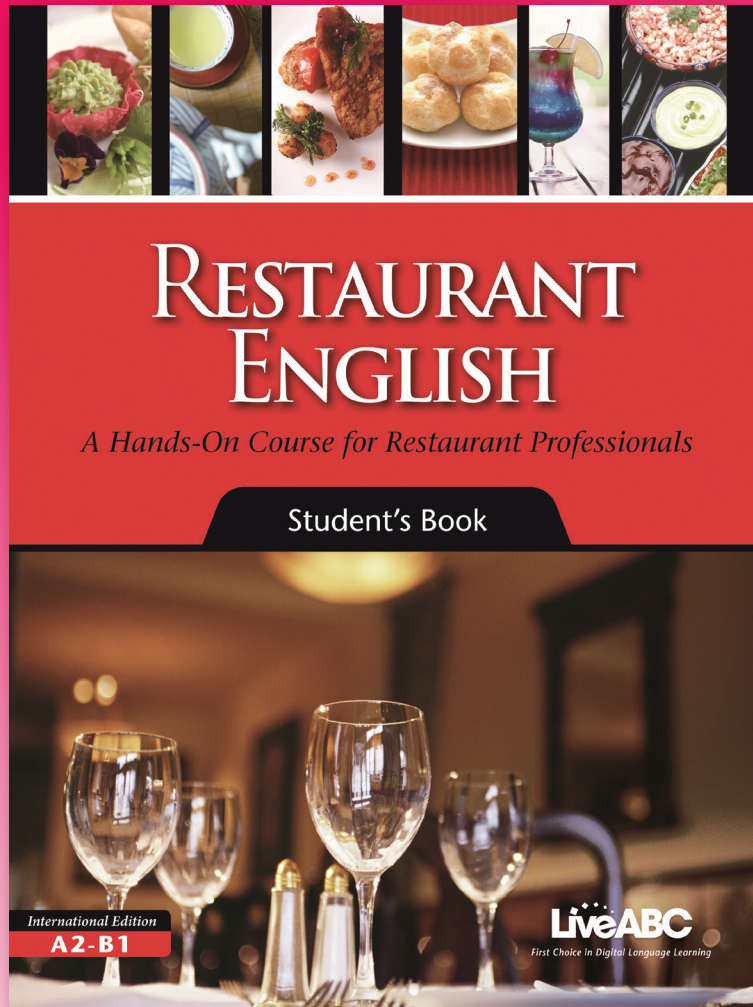
Phrases

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





RESTAURANT ENGLISH



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



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** [ˈbʌtə] [naɪf] *n.*
- ② **bread plate** [brɛd] [plɛt] *n.*
- ③ **small / salad fork** [smɔl] / [ˈsæləd] [fɔrk] *n.*
- ④ **dinner fork** [ˈdɪnə] [fɔrk] *n.*
- ⑤ **dessert spoon** [dɪˈzɜt] [spun] *n.*
- ⑥ **dessert fork** [dɪˈzɜt] [fɔrk] *n.*
- ⑦ **show plate** [ʃo] [plɛt] *n.*
- ⑧ **napkin** [ˈnæpkɪn] *n.*
- ⑨ **water goblet** [ˈwɔtə] [ˈgɒblɪt] *n.*
- ⑩ **red wine glass** [rɛd] [waɪn] [glæs] *n.*
- ⑪ **white wine glass** [hwaɪt] [waɪn] [glæs] *n.*
- ⑫ **dinner knife** [ˈdɪnə] [naɪf] *n.*
- ⑬ **soup spoon** [sup] [spun] *n.*
- ⑭ **small / salad knife** [smɔl] / [ˈsæləd] [naɪf] *n.*

Additional Words

- **butter dish** [ˈbʌtə] [dɪʃ] *n.*
- **soup bowl** [sup] [boʊl] *n.*
- **teaspoon** [ˈtiːspun] *n.*
- **saucer** [ˈsɔsə] *n.*
- **tablecloth** [ˈteɪbəl.klɒθ] *n.*
- **salt / pepper shaker** [sɔlt] / [ˈpeɪpə] [ˈʃeɪkə] *n.*



SCENE I

Learning the Ropes



Albert Williams: **Maître d'** * Wanda: 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*** **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.ət] v.
2. **spacious** [ˈspeɪʃəs] adj.
3. **hold** [hold] v.
4. **capacity** [kəˈpæsəti] n.
5. **observant** [əbˈzɜːvənt] adj.
6. **privacy** [ˈpraɪvəsi] n.
(private adj.)
7. **marriage proposal**
[ˈmæriɪdʒ] [prəˈpɒzəl] n.

RESTAURANT SPECIFIC

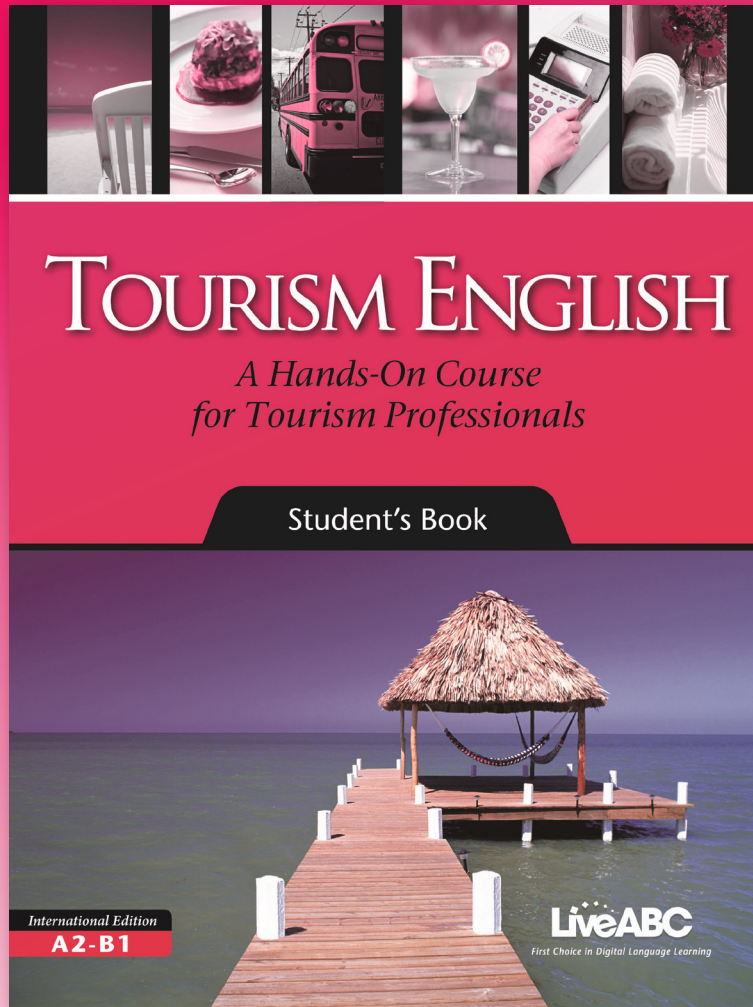
- ★ **maître d'** [ˌmetrəˈdi] n.
- ★ **waitstaff** [ˈwet.stæf] n.
- ★ **coatroom** [ˈkɒt.rum] n.
(cloakroom)
- ★ **waiter's station** [ˈwetəz] [ˈsteɪʃən] n.

PHRASES

- ✦ **learn the ropes**
- ✦ **quite a few**



TOURISM ENGLISH



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

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 [ˈʃʌt.l̩] [bʌs] *n.*

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

04 luggage cart [ˈlʌɡɪdʒ] [kɑːt] *n.*

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

06 luggage [ˈlʌɡɪdʒ] *n.*

07 luggage tag [ˈlʌɡɪdʒ] [tæɡ] *n.*

08 immigration [ˌɪməˈɡreɪʃən] *n.*

09 passenger [ˈpæsɪdʒə] *n.*

10 passport [ˈpæs.pɔːt] *n.*



① carry-on bag [ˈkæri.ɒn] [bæg] *n.*

② waiting room [ˈwetɪŋ] [rum] *n.*

③ boarding gate [ˈbɔːdɪŋ] [get] *n.*

④ boarding card [ˈbɔːdɪŋ] [kɑːd] *n.* (= boarding pass)

⑤ service counter [ˈsɜːvɪs] [kaʊntə] *n.*

⑥ metal detector [ˈmetl] [dɪˈtektə] *n.*

⑦ flight attendant [flaɪt] [əˈtendənt] *n.*

⑧ pilot [ˈpaɪlət] *n.*

⑨ X-ray machine [ˈɛks.rɛ] [məˈʃɪn] *n.*

⑩ monitor [ˈmɒnɪtə] *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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LiveABC

SINCE 1997

First magazine in co-partnership with CNN



2000

2001



Live magazine



ABC magazine

2002

2004

First annual compilation of all the magazines



biz magazine business oriented partnership



2008

2014



HOW IT WORKS magazine



ESP series, more than 10 books were launched

2016

2017

Come to Live primary series



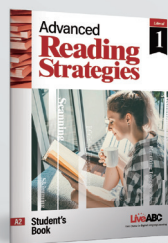
Live Escalate series



2020

2021

Outstanding! Series



Advanced Reading Strategies

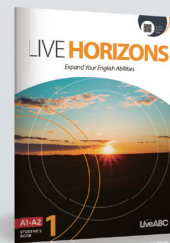


Taking Off series

2023

2024

Live Horizons series



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