

CONTENT CHART

Unit	Topic	Learning Goals	Vocabulary	Useful Expressions	Pages
Restaurant English—Getting Ready					09-10
1	Taking Reservations	<ul style="list-style-type: none"> Taking phone reservations Responding to inquiries Handling special requests 	Places to Eat	<ul style="list-style-type: none"> How many people are there in your party? What time can we expect you? We do offer a vegetarian menu. 	11-20
2	Welcoming and Seating Guests	<ul style="list-style-type: none"> Receiving guests with reservations Receiving guests without reservations Introducing a menu 	Table Settings	<ul style="list-style-type: none"> Do you have a reservation for this evening? You've booked a table for a party of five, right? I'm afraid you'll have to wait for about fifteen minutes. 	21-30
3	Taking Orders	<ul style="list-style-type: none"> Recommending dishes Taking food orders Getting dessert orders 	Western Menu Sample	<ul style="list-style-type: none"> May I take your order? Our signature dish is . . . Would you like any dessert? 	31-40
4	Serving the Meal	<ul style="list-style-type: none"> Serving food Checking on guest satisfaction Responding to requests 	Steak Cuts	<ul style="list-style-type: none"> Here you are. How's your . . . ? May I get you a refill? 	41-50
Hotel English—Getting Ready					51-52
5	Inquiries	<ul style="list-style-type: none"> Giving location information Explaining room types and rates Taking phone reservations 	Room Types	<ul style="list-style-type: none"> Our hotel is located right in the heart of the city. The rates vary depending on the season. May I ask who the booking is for? 	53-62
6	Reception	<ul style="list-style-type: none"> Checking guests in Introducing facilities Introducing services 	Hotel Facilities	<ul style="list-style-type: none"> May I see your ID and the credit card you used to make the booking? We have an indoor swimming pool. A continental breakfast is provided every morning free of charge. 	63-72
7	Requests for Services	<ul style="list-style-type: none"> Handling calls for housekeeping Responding to requests Receiving orders for room service 	Bathroom Supplies	<ul style="list-style-type: none"> I'm sorry that your room isn't satisfactory. There is a laundry form and a bag in your closet. Would you like to charge it to your room? 	73-82
8	Nearby Attractions	<ul style="list-style-type: none"> Giving directions Suggesting places to visit Explaining how to get around an area 	Directions	<ul style="list-style-type: none"> Go past the swimming pool and turn right. There's a festival going on in the park just down the street. The hotel's within walking distance of . . . 	83-92

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Tourism English—Getting Ready					93-94
9	Making Travel Arrangements	<ul style="list-style-type: none"> Giving group tour recommendations Arranging a self-led tour Booking a vacation package 	Travel Brochure	<ul style="list-style-type: none"> What's your budget? We have several tour packages to the US. The package includes airfare and four-star hotel accommodations. 	95-104
10	Reminders before the Trip	<ul style="list-style-type: none"> Suggesting items to pack Recommending ways to pay Introducing local customs 	Things to Pack	<ul style="list-style-type: none"> Remember to bring along some sunscreen. You should be able to use your ATM card in that country. It's considered quite rude to stand too close to other people there. 	105-114
11	Planning the Tour	<ul style="list-style-type: none"> Visiting tourist attractions Making tour arrangements Renting a car 	Common Tourist Attractions	<ul style="list-style-type: none"> That historical site is visited by over a million people a year. Would you prefer a walking tour or bus tour? Do you have a driver's license? 	115-124
12	Shopping	<ul style="list-style-type: none"> Shopping in duty-free stores Picking up souvenirs Looking for traditional items 	<ul style="list-style-type: none"> Souvenirs Duty-Free Items 	<ul style="list-style-type: none"> Give this to the clerks when you're ready to pay. Key chains and postcards are popular choices for souvenirs. These items are all handmade by local artists. 	125-134
Airline & Transport English—Getting Ready					135-136
13	Booking Airline Tickets	<ul style="list-style-type: none"> Discussing departure and arrival dates Fulfilling seat requests Handling special requests 	<ul style="list-style-type: none"> E-ticket Airplane Areas and Signs 	<ul style="list-style-type: none"> Do you want to fly in first, business, or economy class? I'm afraid the exit row seats have already been assigned. You will receive a meal shortly after takeoff on each leg of your trip. 	137-146
14	Departure	<ul style="list-style-type: none"> Checking passengers in for a flight Sending passengers through security Calling passengers to board an aircraft 	At the Check-In Counter	<ul style="list-style-type: none"> Place the luggage you'd like to check on the scale, please. Did you pack your own bags? Have they been with you since you packed them? Please line up and have your passport and boarding pass ready. 	147-156
15	On the Airplane	<ul style="list-style-type: none"> Getting passengers settled Providing in-flight services Preparing for landing 	In the Cabin	<ul style="list-style-type: none"> Seat 34G is located on this side of the aircraft. Can I put your bag in the overhead compartment for you? Please put your seats and trays in the upright position. 	157-166
16	Arrival	<ul style="list-style-type: none"> Giving reminders to passengers Explaining immigration procedures Collecting baggage 	Airport Arrival Hall	<ul style="list-style-type: none"> Be aware that items may have shifted in the overhead compartment during the flight. Go down the escalators to the left of the gate to reach immigration. Many bags look alike, so make sure you have the right one. 	167-176