

# CONTENT CHART

Unit	Topic	Learning Goals	Vocabulary	Useful Expressions	Pages
<b>Restaurant English—Getting Ready</b>					<b>09-10</b>
<b>1</b>	Receiving and Attending to Guests	<ul style="list-style-type: none"> <li>Greeting VIPs and repeat guests</li> <li>Explaining the restaurant's specials</li> <li>Handling large groups</li> </ul>	Cooking Methods	<ul style="list-style-type: none"> <li>It's wonderful to see you again, Mr./Ms./Mrs. (last name).</li> <li>Will there be any extra guests?</li> <li>The chef has prepared something really special.</li> <li>(Number of people) will be dining with us this evening. Is that correct?</li> </ul>	11-20
<b>2</b>	At an Asian Restaurant	<ul style="list-style-type: none"> <li>Introducing cuisine</li> <li>Talking about the atmosphere</li> <li>Choosing condiments</li> </ul>	Chinese/Taiwanese Food	<ul style="list-style-type: none"> <li>It's mixed/served/topped with . . .</li> <li>It's a little / kind of greasy/spicy/chewy.</li> <li>Would you prefer a hot or mild sauce?</li> <li>Any of these spices can be put into that sauce, and then you can dip your food into the mixture.</li> </ul>	21-30
<b>3</b>	Taking Beverage Orders	<ul style="list-style-type: none"> <li>Getting beverage orders</li> <li>Providing information about beverages</li> <li>Pairing beverages with dishes</li> </ul>	Beverages & Alcoholic Drinks	<ul style="list-style-type: none"> <li>The bar has everything from . . . to . . .</li> <li>We have several international beers on tap.</li> <li>We offer a wide selection of . . .</li> <li>A red wine would complement your steak perfectly.</li> </ul>	31-40
<b>4</b>	Dealing with Situations and Bills	<ul style="list-style-type: none"> <li>Taking care of complaints</li> <li>Improving guests' satisfaction</li> <li>Presenting the bill</li> </ul>	At the Cashier	<ul style="list-style-type: none"> <li>We're dreadfully sorry about the mix-up with your order.</li> <li>We're terribly sorry (that) . . .</li> <li>How is everything so far?</li> <li>I'm really sorry for keeping you waiting.</li> <li>The total comes to . . .</li> </ul>	41-50
<b>Hotel English—Getting Ready</b>					<b>51-52</b>
<b>5</b>	Amenities	<ul style="list-style-type: none"> <li>Fulfilling room requests</li> <li>Introducing room amenities</li> <li>Connecting to the Internet</li> </ul>	Room Amenities	<ul style="list-style-type: none"> <li>I've put you in a room on the non-smoking floor, as you requested.</li> <li>I'd be happy to upgrade you to a suite.</li> <li>The safe is in the closet.</li> <li>The bedside console enables you to control the lights from your bed.</li> <li>To make an outside call, please press "9" and then the number.</li> <li>The Wi-Fi code is written on your keycard.</li> </ul>	53-62
<b>6</b>	Event Planning	<ul style="list-style-type: none"> <li>Hosting wedding banquets</li> <li>Providing meeting space</li> <li>Arranging company events</li> </ul>	Conference Room Equipment	<ul style="list-style-type: none"> <li>How many guests are you expecting?</li> <li>Our boardroom can hold up to 60 people.</li> <li>How many people will be attending the conference?</li> <li>The conference room has room/space for 80 people.</li> </ul>	63-72
<b>7</b>	Handling Complaints and Emergencies	<ul style="list-style-type: none"> <li>Resolving amenity and facility complaints</li> <li>Aiding sick or injured guests</li> <li>Taking charge in emergency situations</li> </ul>	First-Aid Kit	<ul style="list-style-type: none"> <li>Do you need an ice pack?</li> <li>Thank you for bringing that to my attention.</li> <li>Let's put a Band-Aid on that scrape.</li> <li>You should apply some iodine to that cut.</li> <li>I still need to put some adhesive tape over the gauze.</li> </ul>	73-82
<b>8</b>	Checking Out	<ul style="list-style-type: none"> <li>Checking guests out</li> <li>Setting up bellhop and shuttle services</li> <li>Explaining a bill</li> </ul>	Hotel Bill	<ul style="list-style-type: none"> <li>How are you going to pay/settle your bill?</li> <li>The schedule is posted by the front entrance.</li> <li>We accept all major credit cards and traveler's checks.</li> </ul>	83-92

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<b>Tourism English—Getting Ready</b>					<b>93-94</b>
<b>9</b>	Sightseeing	<ul style="list-style-type: none"> <li>Arranging a local tour</li> <li>Providing information to tourists</li> <li>Answering questions at an information counter</li> </ul>	Types of Tours	<ul style="list-style-type: none"> <li>The tour is offered in multiple languages. The one given in English leaves in 30 minutes.</li> <li>Which area of the country are you interested in seeing?</li> <li>There are several ways to get around the city.</li> <li>The best place for an authentic meal is . . .</li> </ul>	95-104
<b>10</b>	Tourist Attractions in Taiwan	<ul style="list-style-type: none"> <li>Spending time in northern Taiwan</li> <li>Traveling in central Taiwan</li> <li>Exploring southern Taiwan</li> </ul>	Famous Scenic Spots in Taiwan	<ul style="list-style-type: none"> <li>The small villages outside of Miaoli are noted for their wood crafts.</li> <li>The most charming parts of Lugang are its historic alleys and temples.</li> <li>Surfing in Kenting is highly recommended.</li> </ul>	105-114
<b>11</b>	On the Go	<ul style="list-style-type: none"> <li>Introducing taxi services</li> <li>Helping travelers get the right bus</li> <li>Renting a car to foreign visitors</li> </ul>	Traffic Signs	<ul style="list-style-type: none"> <li>The minimum fare is . . .</li> <li>The seats in the front are reserved for the elderly and disabled.</li> <li>Would you prefer a compact or a sedan?</li> </ul>	115-124
<b>12</b>	Emergencies	<ul style="list-style-type: none"> <li>Responding to vehicle emergencies</li> <li>Helping a lost tourist</li> <li>Reporting a lost or stolen item</li> </ul>	Car Accidents	<ul style="list-style-type: none"> <li>Wait by your car until the police arrive.</li> <li>That place is on the other side of town.</li> <li>If you don't have GPS on your phone, you should buy a street map.</li> <li>Did you get a good look at the person who took it?</li> <li>Where was the last place you remember having it?</li> </ul>	125-134
<b>Airline &amp; Transport English—Getting Ready</b>					<b>135-136</b>
<b>13</b>	At the Airport	<ul style="list-style-type: none"> <li>Exchanging currency</li> <li>Transiting and transferring</li> <li>Locating lost baggage</li> </ul>	Different Currencies	<ul style="list-style-type: none"> <li>Two hundred dollars can be exchanged for (amount) in (currency) at the current rate.</li> <li>I can only accept bills that are in good condition.</li> <li>Please consult the departure and arrival board to see which gate you need to go to.</li> <li>Do you have your baggage claim ticket?</li> </ul>	137-146
<b>14</b>	Public Transportation	<ul style="list-style-type: none"> <li>Helping tourists ride the subway/train</li> <li>Checking on passengers on a train</li> <li>Introducing the high-speed rail</li> </ul>	Subway Station	<ul style="list-style-type: none"> <li>You just pass it in front of the ticket sensor and go.</li> <li>Only certain stations allow bicycles.</li> <li>Check the subway route map so you'll know where to get off.</li> <li>Stand behind the waiting line.</li> <li>Be careful of the automatic doors.</li> </ul>	147-156
<b>15</b>	Ticketing	<ul style="list-style-type: none"> <li>Upgrading a ticket</li> <li>Changing dates</li> <li>Refunding a purchase</li> </ul>	Online Refund Application	<ul style="list-style-type: none"> <li>If you would like to upgrade to business class, you will need to pay a fee of (amount).</li> <li>It is not possible to make changes to this itinerary.</li> <li>Since the issue was our fault, we will refund your full purchase price.</li> </ul>	157-166
<b>16</b>	Air Cargo / Airfreight	<ul style="list-style-type: none"> <li>Shipping cargo</li> <li>Giving rates and logistical support</li> <li>Tracking shipments</li> </ul>	Air Cargo Claim Form	<ul style="list-style-type: none"> <li>We charge based on weight and size of the container.</li> <li>You must complete these customs declaration forms to send your shipment overseas.</li> <li>Once you have a tracking number, you can view your shipment's progress online.</li> </ul>	167-176