## Tourism English A Hands-On Course for Tourism Professionals Tole of Contents

Chapter	Topic	Learning Goals	Picture Dictionary / Useful Expressions
1	Departure & Arrival	<ul><li>Checking in at the airport</li><li>Passing through customs</li><li>Airplane English</li><li>Dealing with lost luggage</li></ul>	■ At the Airport
2	In a Hotel	<ul><li>Helping guests check in and out</li><li>Handling customer service</li><li>Finding solutions to guest complaints</li></ul>	■ In the Lobby
3	Eating in a Restaurant	<ul><li>Ordering food</li><li>Making and taking reservations</li><li>Greeting customers</li><li>Paying the bill</li></ul>	■ In a Restaurant
4	Transportation	<ul><li>Taking a taxi</li><li>Riding on a train</li><li>Renting a car</li><li>Understanding transportation</li></ul>	■ Things that Go
5	Asking for Directions	<ul><li>Learning common place names</li><li>Giving directions to a place</li><li>Directing someone on the subway</li></ul>	■ On the Road
6	Emergencies	<ul><li>Vehicle emergencies</li><li>Navigation troubles</li><li>Lost items</li><li>Hotel accidents</li></ul>	<ul><li>Roadside Emergencies</li><li>First Aid Kit</li><li>During a Fire</li></ul>
7	Shopping	<ul><li>Shopping in duty-free stores</li><li>Getting the best deal</li><li>Picking up souvenirs</li><li>Looking for traditional items</li></ul>	<ul><li>At a Clothing Store</li><li>Materials</li><li>Washing Symbols &amp; Instructions</li></ul>
8	Sightseeing	<ul> <li>Arranging tours for guests</li> <li>Introducing Taiwanese tourist attractions</li> <li>Providing tourist information</li> <li>Talking about local snacks</li> </ul>	■ Tourist Attractions in Taiwan



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