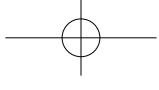


CONTENT CHART

Unit	Topic	Learning Goals	Vocabulary	Useful Expressions	Pages
Tourism English – Getting Ready Tour Guide Interviews & Introducing Places					09-10
1	Making Travel Arrangements 	- Giving group tour recommendations - Arranging a self-led tour - Booking a vacation package	Travel Brochure	- What's your budget? - We have several tour packages to the US. - The package includes airfare and 4-star hotel accommodation.	11-20
2	Booking Airline Tickets 	- Discussing departure and arrival dates - Fulfilling seat requests - Handling special requests	- E-ticket - Airplane Areas and Seats	- Do you want to fly 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.	21-30
3	Departure 	- Checking in passengers for a flight - Sending passengers through security - Calling passengers to board an aircraft	At the Check-in Counter	- Place your baggage on the scale, please. - Did you pack your own bags? Have you left your bags unattended since that time? - Please line up, and have your passport and boarding pass ready.	31-40
4	On the Airplane 	- Getting passengers settled - Providing in-flight services - Preparing for landing	In a Cabin	- Seat 34G is located on this side of the aircraft. - Please take your seat and fasten your seat belt. - Can I put your bag in the overhead compartment for you? - Please put your seats and trays in the upright position.	41-50
5	Arrival 	- Giving reminders to passengers - Explaining immigration procedures - Collecting baggage	Airport Arrival Hall	- Go down the escalators to the left of the gate to reach the baggage hall/immigration. - Many bags look alike, so make sure you have the right one.	51-60
6	In a Hotel 	- Helping guests check in - Providing hotel information - Handling problems with the room	- Types of Hotel - Room Preferences	- Do you have a preference/requests for your room? - The massage costs extra, but everything else is included with the room. - We offer complimentary breakfast every morning. - How else can we be of service?	61-70



Unit	Topic	Learning Goals	Vocabulary	Useful Expressions	Pages
7	Eating in a Restaurant 	- Greeting customers and recommending dishes - Explaining the specialty of the day - Getting feedback from customers	Cooking Methods	- How many are in your party? - Will you need any high chairs? - The chef has prepared something really special. - The special comes with... - How was your meal today?	71-80
8	Planning the Tour 	- Visiting tourist attractions - Making tour arrangements - Renting a car	Common Tourist Attractions	- That historical building is visited by over a million people a year. - Would you prefer the walking tour or bus tour? - Do you have a driver's license?	81-90
9	Sightseeing 	- Arranging a local tour - Providing information to tourists - Answering questions at the information counter	Types of Tour	- The tour is offered in multiple languages. The one given in English leaves in 30 minutes. - Which area of the country are you interested in seeing?	91-100
10	Tourist Attractions in Taiwan 	- Spending time in northern Taiwan - Traveling in central Taiwan - Exploring southern Taiwan	Famous Scenic Spots in Taiwan	- The small villages outside of Miaoli are noted for their wood crafts. - The most charming parts of Lugang are its historic alleys and temples. - Surfing in Kenting is highly recommended.	101-110
11	Public Transportation 	- Helping tourists ride the subway/train - Checking passengers on a train - Introducing the high-speed rail	MRT Station	- Hold your pass on the ticket sensor and go through the gate. - Only certain stations allow bicycles. - Check the subway route map so you'll know where to get off. - Stand behind the waiting line. - Be careful of the automatic doors.	111-120
12	Shopping 	- Shopping in duty-free stores - Picking up souvenirs - Looking for traditional items	- Souvenirs - Duty-free Items	- Give this to the clerk when you're ready to pay. - Key chains and postcards are popular souvenirs. - These items are all handmade by local artists.	121-130