

Welcome!

English for the travel and
tourism industry

Student's Book

Leo Jones



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Welcome!

Who is this course for?

Welcome! is for people in the travel and tourism industries who need (or will need) to use English when talking to clients: tourists, guests, visitors, customers or passengers.

Welcome! covers a wide range of different travel and tourism jobs and situations:

*hotels • restaurants • cafés and bars • travel agencies
tour operators • information offices • airlines
cruise liners and ferries • rail and road transport
• leisure facilities.*

If you have to talk English to foreign visitors in your work, then **Welcome!** is for you!

How is the book organised?

There are 10 Modules in **Welcome!** and each contains 4 or 5 Lessons. Each Module is based on a different theme, and each Lesson covers a different aspect of the theme. Each lesson is divided into shorter sections containing different exercises and activities.

The Modules on more specialised themes (such as *Accommodation* or *Food and Drink*) are relevant for everyone, not only for people who are going to work in that particular area.

What does **Welcome!** contain?

The main focus of **Welcome!** is on speaking and listening, because these are the skills that are most important when dealing with clients. But you'll also have a chance to improve your reading and writing skills in some lessons. There are also lots of vocabulary exercises and some grammar review exercises.

Speaking In many of the speaking activities you'll be working in pairs or in groups. These activities give you a chance to practise using English in discussions and in role plays where you can practise talking to clients. These activities help you to become more confident in speaking English.

Some role plays are 'Communication Activities', where each person looks at a different Activity. The

Activities are printed on different pages at the end of the book (pages 108–126). This means that you can't read each other's information, and a natural conversation develops between you.

It's important to use English all the time when you're working with partners – because the only way to improve your spoken English is by *speaking* it!

Before some role plays there's an exercise where you have to complete one side of a dialogue in writing before trying it yourself. There are pronunciation exercises to help you to speak in a clear, polite and friendly way.

Listening The recordings for **Welcome!** include many different voices speaking at their natural speed. This will help you to understand different people when they speak to you in English. The questions in the book will help you to understand the main points the speakers make.

Vocabulary **Welcome!** will help you to enrich your vocabulary. When you come across a useful new word or expression in the book, you should highlight it (using a fluorescent highlighter). This will help you to remember the new words you meet, so that you can use them yourself.

Reading **Welcome!** includes reading texts from different sources, with questions to help you to understand them. There are also letters and faxes from clients for you to read and act upon.

Writing **Welcome!** includes Writing tasks which help you to improve your writing skills, so that you can write letters and faxes to clients.

Welcome! includes advice on how to deal with clients.

Thank you for reading this introduction.
Enjoy using **Welcome!**

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10 International travel

Organising a trip

A1 *Work in groups* Read this fax from your client, Ms Mary Rivers. She is an American businessperson who is based in Madrid. What does she want you to do?

I've made a list of the places I have to go to and the people I have to meet. Unfortunately, most of the people are only available on certain days. Can you please arrange an itinerary for me? As each meeting is likely to take all day, I want to have one meeting or one flight every day, but not both.

There may be a couple of free weekends. If so, I'd prefer to relax or do some sightseeing at one of the places of interest I have listed below, rather than spend the time alone in a city-centre hotel. I don't mind an evening flight on a Friday, by the way!

As you know, my outward flight from Madrid to Bangkok on 30 April has already been booked.

City	Airport	Name	Availability
Bangkok	BKK	Ms Junsook Mr Kasmeri	only on Tuesdays
Singapore	SIN	Mrs Chan Mrs Tan	Mondays and Fridays
Osaka	OSA	Mr Kuriyama Mr Saito	on holiday from May 16
Kuala Lumpur	KUL	Mr Majid Mr Al-Rahman	on holiday till May 10
Jakarta	CGK	Ms Ramly Mr Thayeb	only on Fridays
Denpasar-Bali	DPS	relaxation and sightseeing: beaches and temples	
Phuket	HKT	relaxation: beaches	
Kyoto (near Osaka)	OSA	sightseeing: temples	
Penang	PEN	relaxation: beaches	

2 Use the information opposite to help you to plan her trip. Complete the itinerary below with the details of the trip. Include the days she will have meetings and with whom.

ITINERARY FOR:
MS MARY RIVERS
PLEASE CHECK IN AT MADRID BARAJAS BY 10.40 ON SUNDAY APRIL 30

DATE	FROM	TO	FLIGHT	DEP	ARR	DATE
30 APRIL	MADRID	BANGKOK	TG943	12:40	08:30	1 MAY
<i>2 May Meeting with Ms Junsook in Bangkok</i>						

3 *Join another group* Compare your itineraries. Which one seems better? Why?

B Writing

Write the letter you'll send to Ms Rivers to accompany the itinerary, explaining the reasons for the routes you've chosen.

BKK → CGK	CGK → BKK
1135 1630	0800 1130
1800 2130	1740 2235
BKK → DPS	DPS → BKK
1030 1535	1700 2000
BKK → KUL	KUL → BKK
1140 1440	1000 1100
1910 2210	1510 1610
BKK → HKT	HKT → BKK
1000 1120	1050 1215
1800 1920	1510 1635
2100 2220	1910 2035
BKK → MAD	MAD → BKK
2359 1010	1240 0830
BKK → OSA	OSA → BKK
0915 1635	1145 1530
2359 0730	1925 2300
BKK → SIN	SIN → BKK
1030 1245	1015 1215
1915 2115	1820 2020
CGK → DPS	DPS → CGK
0900 1000	1100 1200
1830 2030	1910 2020
KUL → CGK	CGK → KUL
1230 1305	1130 1400
2000 2035	1800 2030

KUL → OSA	OSA → KUL
1000 1715	0945 1430
2330 0615	1805 2300
KUL → PEN	PEN → KUL
1100 1130	0800 0830
2000 2030	2100 2130
SIN → CGK	CGK → SIN
0900 0935	0930 1200
1300 1330	1330 1600
1800 1830	1730 2000
SIN → DPS	DPS → SIN
0910 1135	1745 2005
1640 1905	2005 2225
SIN → MAD	MAD → SIN
1030 0900	2120 0715
1735 1655	2230 0830
SIN → HKT	HKT → SIN
0920 1005	1850 2135
SIN → KUL	KUL → SIN
every half hour from 0600 to 2000 flight time one hour	
SIN → OSA	OSA → SIN
1100 1935	1010 1550
2355 0645	1200 1740
SIN → PEN	PEN → SIN
1020 1130	1015 1130
1910 2020	1925 2040

MAY

Su	M	Tu	W	Th	F	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

