## Contents

**Introduction** 5

**Different kinds of people**
1. Working in travel and tourism 14
2. Being friendly and helpful 17
3. When in Rome . . . 19
4. Dealing with enquiries 20

**International travel**
5. Different ways of travelling 23
6. Asking questions 24
7. Taking a booking 26
8. The best way to get there 27
9. Around the world 29
10. Organising a trip 30

**Phone calls**
11. Using the phone 32
12. How may I help you? 34
13. Answering enquiries 35
14. Taking messages 37

**Food and drink**
15. Good morning! 39
16. Explaining dishes 40
17. May I take your order? 42
18. Drinks, snacks and desserts 44
19. Eating habits 46
20. Welcome to our restaurant! 47

**Correspondence**
21. Responding to enquiries 49
22. Confirming reservations 51
23. Avoiding mistakes 53
24. We are very sorry . . . 54

**Accommodation**
25. Reservations 57
26. Checking in 59
27. Facilities: Enjoy your stay! 61
28. Giving information 63
29. The best hotel for you . . . 65
30. The perfect hotel . . . 66

**Money**
31. How would you like to pay? 68
32. Changing money 70
33. Explaining the bill 72
34. Is service included? 73

**Travelling around**
35. To and from the airport 75
36. Local knowledge 76
37. Offering and requesting 78
38. Car rental 79
39. Motoring 81
40. The best way to get there 83

**Problems**
41. Is there anything I can do? 85
42. Dealing with complaints 87
43. Better safe than sorry 89
44. Difficult customers? 90

**Attractions and activities**
45. Seeing the sights 93
46. Making suggestions and giving advice 95
47. Sun, sea and sand? 96
48. History and folklore 98
49. A nice day out 99
50. The future of tourism 101

**Vocabulary puzzles** 103

© in this web service Cambridge University Press

www.cambridge.org