

Cambridge University Press
978-0-521-60660-8 - Welcome!: English for the Travel and Tourism Industry: Second Edition
Leo Jones
Frontmatter
More information

Welcome!

English for the travel and tourism industry

Second Edition

Teacher's Book

Leo Jones





Cambridge University Press 978-0-521-60660-8 - Welcome!: English for the Travel and Tourism Industry: Second Edition Leo Jones Frontmatter More information

> CAMBRIDGE UNIVERSITY PRESS Cambridge, New York, Melbourne, Madrid, Cape Town, Singapore, São Paulo, Delhi, Mexico City

Cambridge University Press
The Edinburgh Building, Cambridge CB2 8RU, UK

Published in the United States of America by Cambridge University Press, New York

www.cambridge.org
Information on this title: www.cambridge.org/9780521606608

© Cambridge University Press 2005

This book is in copyright, which normally means that no reproduction of any part may take place without the written permission of Cambridge University Press. The copying of certain parts of it by individual teachers for use within their classrooms, however, is permitted without such formality. To aid identification, pages which are copiable by the teacher without further permission are identified by a separate copyright notice: *PHOTOCOPIABLE* © Cambridge University Press.

First published 1998 Second edition 2005 7th printing 2012

A catalogue record for this publication is available from the British Library

ISBN 978-0-521-60660-8 Teacher's Book ISBN 978-0-521-60659-2 Student's Book ISBN 978-0-521-60662-2 Audio Cassettes (2) ISBN 978-0-521-60661-5 Audio CDs (2)

ISBN 978-0-521-60660-8 Paperback

Cambridge University Press has no responsibility for the persistence or accuracy of URLs for external or third-party internet websites referred to in this publication, and does not guarantee that any content on such websites is, or will remain, accurate or appropriate. Information regarding prices, travel timetables, and other factual information given in this work is correct at the time of first printing but Cambridge University Press does not guarantee the accuracy of such information thereafter.



Cambridge University Press 978-0-521-60660-8 - Welcome!: English for the Travel and Tourism Industry: Second Edition Leo Jones Frontmatter More information

Contents

| Intr | oduction | 5 | |
|----------------|-------------------------------|----|--|
| Dif | ferent 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 | |
| Inte | ernational 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 | |
| Pho | one 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 | | 42 | |
| 18 | Drinks, snacks and desserts | 44 | |
| 19 | Eating habits | 46 | |
| 20 | Welcome to our restaurant! | 47 | |
| Cor | respondence | | |
| 21 | Responding to enquiries | 49 | |
| | Confirming reservations | | |
| 23 | Avoiding mistakes | 2 | |
| ••••• | We are very sorry | 54 | |
| | | | |

| Acc | commodation | |
|---|--------------------------------------|-----|
| 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 |
| Mo | ney | |
| 31 | How would you like to pay? | 68 |
| 32 | Changing money | 70 |
| 33 | Explaining the bill | 72 |
| 34 | Is service included? | 73 |
| Tra | velling 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 |
| Pro | blems | |
| 41 | Is there anything I can do? | 85 |
| 42 | Dealing with complaints | 87 |
| 43 | Better safe than sorry | 89 |
| 44 | Difficult customers? | 90 |
| Δttı | actions and activities | |
| 45 | Seeing the sights | 93 |
| | Making suggestions and giving advice | 95 |
| | Sun, sea and sand? | 96 |
| • | History and folklore | 98 |
| • | A nice day out | 99 |
| • | The future of tourism | 101 |
| Voc | abulary puzzles | 103 |



Cambridge University Press 978-0-521-60660-8 - Welcome!: English for the Travel and Tourism Industry: Second Edition Leo Jones

Frontmatter More information

Thanks

I'd like to thank everyone whose hard work, fresh ideas, helpful comments and criticisms have enhanced this book immensely.

The following teachers tried out the pilot lessons and reported on their experiences using them with their students:

Núria Cáceres in Sabadell, Spain; Jennyfer Chai-Chang in Valencia, Spain; Rose Cheung in Hong Kong; Suzanna Harwood in Athens, Greece; Patrick Lawlor in London; Mary Mumford de De Santiago in Guadalajara, Mexico; Bill Pellowe and Jayne Feldart in Fukuoka, Japan; Robin Walker in Oviedo, Spain; Nursel Yalçin in Aydin, Turkey

The following teachers reported on the pilot lessons:

Maud Dunkeld in the UK; Josette Hober-Ondersuhu in Grenoble, France; Antoinette Meehan in Tokyo, Japan; Inge Spaughton in Stuttgart, Germany; Gabriella Tavella in San Martin de los Andes, Argentina Will Capel inititated the project and guided it through its many stages

Tony Garside edited the book and guided the project efficiently and sympathetically through to publication

Tim Douglass produced and edited the recordings
Stephanie White designed the Second Edition at Kamae design
And thanks to the people who took part in the interviews:

Sally Garside; Jane Sparkes; Janine Cording at AOSSA Travel in Brighton; Fiona Bowers and Sam Wilkinson at Dig in the Ribs in Brighton; Rob Allan, Emma Bray, Mark Fancy, Lisa Thomas and Emma Whiting at the Grand Hotel, Brighton.

Tony Robinson and Annemarie Young edited the Second Edition. Thanks to them both!

Acknowledgement

TourismConcern, London, for the 'The Himalayan Tourist Code', page 101.