

SPECIALIZED ENGLISH FOR TOURISM

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MP3

NTV

Công ty TNHH
Nhân Trí Việt



NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH



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PART 1 BEFORE THE TRIP

1 Planning Your Trip

001

Key Terms

book (v.)

round-trip

return (v.)

frequent (a.)

mile (n.)

flight (n.)

preference (n.)

high season

tax (n.)

cancel (v.)



Travel Agent



Amanda Wang

002



▶ Good morning, Aloha Travel. How may I help you?



▶ Good morning. I'd like to **book** a **round-trip** ticket to Auckland, please.



▶ Sure, when would you like to fly?



▶ I'd like to leave on June 25th and **return** on July 3rd.



▶ OK. Do you belong to a **frequent** flyer program?



▶ Yes, I earn **miles** when I fly with Eva Air.



▶ Well, Eva Air has two **flights** leaving for Auckland on June 25th: one at 10:40 a.m. and the other at 11:45 p.m. Do you have a **preference**?



▶ The morning flight, please.



▶ OK, and your last name, please?



▶ My last name is Wang. W-A-N-G. And my first name is Amanda.



▶ OK, Ms. Wang. Your flight is all booked, but your ticket is only good for one month. Also, since you are traveling during **high season**, the ticket price is a little higher than it would be otherwise: \$1,100 including **tax**. And please make sure you pay by June 11th, or your ticket will be **canceled**.



▶ OK, I understand.

-  ▶ Great. Now may I please have a contact number?
-  ▶ Sure. My home phone number is 2255-5519.
-  ▶ Thank you, Ms. Wang. I'll give you a call prior to your flight to remind you of the details. Have a great day.
-  ▶ Thank you. Bye.



In-Depth Travel

First things first: book your ticket. Try to reserve your ticket well in advance. That way it'll be cheaper than if you book it at the last minute! Traveling in low season rather than high season will also greatly reduce the cost of your trip. And direct flights are usually more expensive than ones that require you to transfer. You can book your ticket online or through a travel agent. Booking online is quick and easy, and it may offer the cheapest ticket options. A travel agent, on the other hand, will usually be able to find you good deals on travel packages that include tickets and accommodations.

If you don't travel often, booking a package tour might be a good idea. Flight tickets, accommodation, and transportation are often all included in the price of the tour. Travel insurance may or may not be included in the tour package, but it's always better to arrange your own insurance anyway. That way you can choose the insurance package that best suits your needs. Ask your travel agent to recommend a good travel insurance company. One very important thing to remember before you travel is to prepare your visa. For many countries, you won't need a visa for a short holiday. In

recent years, most European countries have greatly relaxed their visa rules, as has the United States. However, you should always make sure beforehand because these rules are often subject to change. Besides, you might still need to show other documents, such as your return flight ticket or travel itinerary. Therefore, be prepared, and bon voyage!



Useful Expressions 004

A Booking a Ticket

- 1 **A:** How may I help you?
B: I'd like to book a one-way/round-trip ticket.
- 2 **A:** When would you like to leave/return?
B: ① I'd like to leave on March 10th.
② I'm not sure about the return date.
③ Is it possible to book an open return ticket?
- 3 **A:** Would you prefer a morning or an evening flight?
B: I'd like a morning flight, please.



- 4 **A:** Is that a direct flight to Paris?
B: Yes. It's a direct flight.
- 5 **A:** Will I need to take a connecting flight?
B: You'll need to transfer in Amsterdam.
- 6 **A:** Would it be possible to fly with a different company?
B: There are no available seats with any other companies.
- 7 **A:** Your ticket has been booked.
B: Thank you for your help.

B Participating in a Tour Group

- 1 **A:** Hello, I'm interested in joining one of your group tours.
B: Which tour are you interested in?
- 2 **A:** Does the price cover accommodation?
B: Accommodation is included in the price.
- 3 **A:** Does the tour fee include insurance?
B: You'll have to arrange your own insurance.



C Booking a Hotel Room

1 **A:** I would like to reserve a double room for three nights starting on February 5th.

B: ① We still have one room available for those dates.

② I'm afraid there are no vacancies during that period.

2 **A:** Is breakfast included in the price of the room?

B: Breakfast costs an extra 10 euros per person.



Types of Hotel Rooms

single room



double room



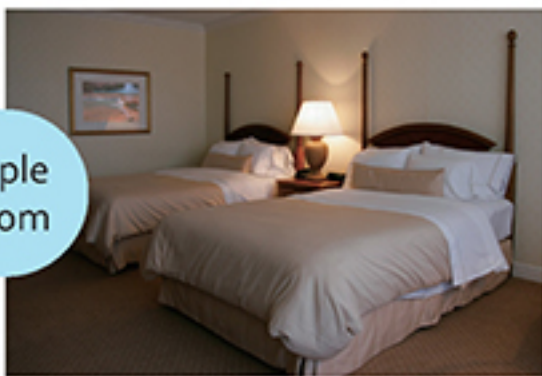
twin room



suite



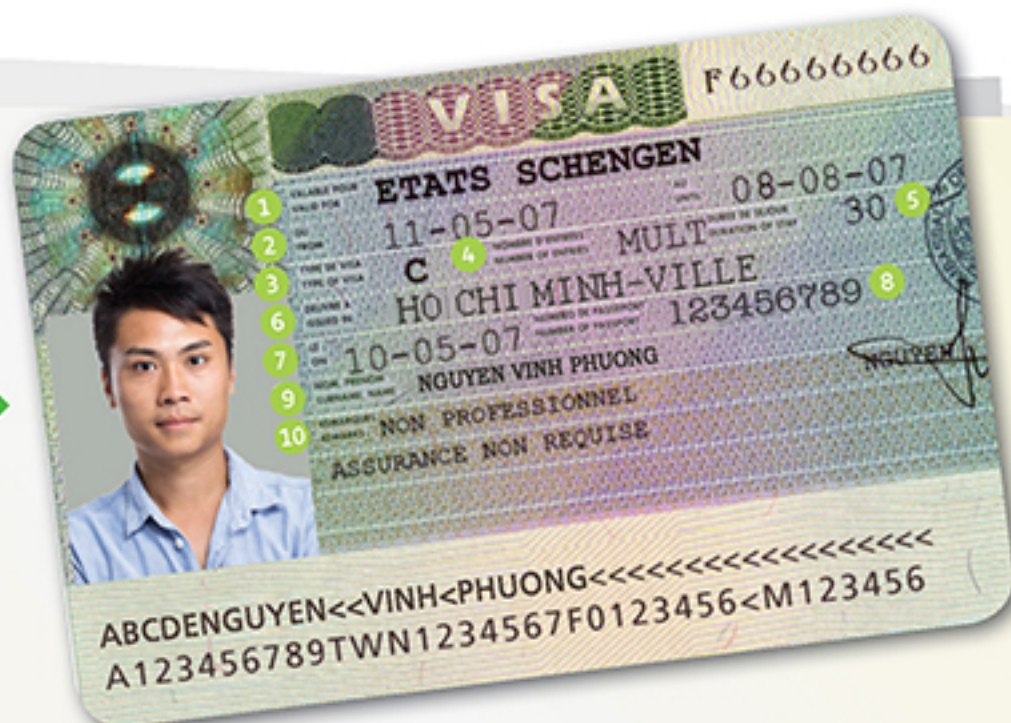
triple room



family room



Schengen Visa



- 1 Valid for
- 2 From . . . Until . . .
- 3 Type of Visa
- 4 Number of Entries
- 5 Duration of Stay
- 6 Issued In
- 7 On
- 8 Number of Passport
- 9 Surname, Name
- 10 Remarks

Exercises



1 Listen and complete the sentences.

- 1 This is not a _____ flight. You'll need to _____ in Hong Kong.
- 2 There are still some seats _____. Would you like to book this flight?
- 3 Would it be possible to fly with a different _____?
- 4 In which hotel will we be _____?
- 5 How much do you charge _____ night?
- 6 Is breakfast _____?
- 7 Do I need a _____ to travel to Switzerland?
- 8 Do I have to sit for an interview in order to _____ a visa?



Please read the email reservation. Then, use the vocabulary words provided to complete the confirmation email.

To

Grace Hotel

Subject

Reservation for a family room for 5 nights starting on 10/10

Dear Sir or Madam:

We are a family of four (two adults and two children) who are planning a trip to Boston next month. Does your hotel have a family room available for 5 nights starting on 10/10?

Also, I would appreciate it if you could let me know what your room rates are, which payment methods your hotel accepts, and whether there is a reservation deposit.

Thank you in advance for your reply and for any other helpful information about your establishment.

Sincerely,

Mr. Jamie Corden

To

Mr. Jamie Corden

Subject

Re: Reservation for a family room for 5 nights starting on 10/10

Dear Mr. Corden:

Thank you very much for your ① _____. Yes, we do have a family room ② _____ for 5 nights starting on 10/10. The ③ _____ is \$80 per night, tax not included. To reserve the room, you'll need to pay a one-night room ④ _____. This is payable with a Visa card or MasterCard.

If you would like to go ahead and ⑤ _____ the room, or if you have any further questions, please do not ⑥ _____ to contact me.

All the best,

Jack Watts, Customer Care Manager

deposit

inquiry

book

rate

hesitate

available



Label the pictures with the words given.

credit card

flight timetable

boarding pass

passport

visa

Time	To	Flight	Gate	Remarks
0110	Frankfurt	QF 5	C24	
2320	London-Heathw	BA 16	C18	Gate Closed
2325	Tokyo-Narita	NH 902	D35	Gate Closed
2325	London-Heathw	QF 9	C13	Gate Closing
2330	Paris-CDG	DL 8377	C22	Gate Closed
2330	Tokyo-Narita	AA 5832	D44	Gate Closed
2355	Osaka/Kansai	JL 722	D40	Gate Closing
0130	London-Heathw	QF 31	C26	
0015	Beijing	CA 970	D30	Boarding
0050	Moscow-Domod	UN 516	C23	Gate Open

Gates close 10 mins before departure No boarding calls will be made 01 Mar 2008, 23:44



PART 1

BEFORE THE TRIP



Planning Your Trip

Air Company

Have a nice flight

Name of passenger
JOHN DOE

From
Zürich

To
Punta Cana

Gate
05

Boarding till
06:40

Flight
IAF123

Date
12 DEC 14

Time
07:15

Seat
15A

Name of passenger
JOHN DOE

From
Zürich

To
Punta Cana

Flight
IAF123

Date
12 DEC 14

Time
07:15

Gate
05

Boarding till
06:40

Seat
15A



PART 1 BEFORE THE TRIP

2 Confirming Your Flight

006

Key Terms

airline (n.)

last name

first name

schedule (v.)

reservation (n.)

check (v.)

available (a.)

confirm (v.)

check-in

terminal (n.)



Ground Staff



Vanessa Lee

007

On the telephone

- China **Airlines**. How may I help you?
- Yes, I would like to change my return flight from Hong Kong to Taipei, please.
- OK. May I have your name, please?
- Sure. My **last name** is Lee, and my **first name** is Vanessa.
- OK, Ms. Lee. Now, what would you like to change?
- Well, right now, I'm **scheduled** to return to Taipei on January 9th. I'd like to change my **reservation** so that I can fly back on the 10th instead.
- Just one second while I **check** your reservation, Ms. Lee. OK, there doesn't seem to be any problem with changing your flight to January 10th. Would you prefer to fly in the morning or the afternoon?
- In the afternoon, please.
- I see that, we have **available** seats on one flight leaving at 3 p.m. and another leaving at 5:30 p.m.
- You don't have any later flights?
- I'm afraid that all our other flights are fully booked.



-  ▶ Then I'd like to take the 5:30 flight, please.
-  ▶ OK, Ms. Lee. Your flight is **confirmed**. **Check-in** begins at 3:30.
-  ▶ And which **terminal** is China Airlines in?
-  ▶ We're located in Terminal 1. Should you have any questions, please feel free to contact us again. Thank you for choosing China Airlines.
-  ▶ Thank you. Goodbye.



In-Depth Travel

008

So you're all packed, you've got your visa, and you've made a hotel reservation. But wait! Have you confirmed your booking? Some airlines require passengers to confirm their bookings a few days before departure. This practice is, however, becoming less and less common. Check with your airline whether it's necessary, just in case.

It's now more common for passengers to check in online. With some airlines this is optional, but if you do check in online, then you can choose your own seat and print out your own boarding pass. This means you'll spend less time at the check-in desk at the airport. Some budget airlines, however, require checking in online, so check with your airline to see if this is the case.



If you want to cancel your flight, then you should call the airline well in advance. The earlier you call, the more chance you'll have of getting a refund. Similarly, call the airline if you want to change your date of departure or return. If the flights are full, you might be put on a waiting list. By informing the airline early, you're more likely to get a seat if one opens up.

Also, be sure to get to the airport on time—at least two hours before departure. Many airports have shuttle bus services that take passengers directly from the city to the airport. Leave for the airport early. You definitely don't want to miss your flight!



Useful Expressions

A Confirming a Flight

- 1 **A:** I'd like to reconfirm my flight, please.
B: What's your flight number?
A: My flight number is BA 518.
B: Your return flight has been confirmed.
- 2 **A:** When does check-in begin?
B: The check-in desk will open three hours before departure.
- 3 **A:** How long before departure should I check in?
B: You should check in at least two hours before departure.



B Changing a Flight

- 1 **A:** I'd like to change my flight, please.
B: Which flight would you like to take instead?
A: I would like to change to an afternoon flight.
B: I'm afraid all of our afternoon flights are fully booked.
A: Which flight still has available seats?
B: There's a seat available on the 10:30 p.m. flight.
- 2 **A:** Would you like me to put you on the waiting list?
B: Yes. Please put me on the waiting list.



C When a Flight is Canceled

- 1 **A:** All flights have been canceled due to weather conditions.
B: ① Oh, no! What can I do?
 ② Is there another flight I can take?
- 2 **A:** We're arranging another flight for you.
B: When will that flight be?
- 3 **A:** There are some seats available on an earlier flight.
 Would you like to take that one?
B: Yes. I'd like to take that flight, if possible.



D Going to the Airport

- 1 **A:** How can I get to the airport?
B: You can take the shuttle bus. It picks up passengers right in front of the hotel.
- 2 **A:** How long does it take to get to the airport?
B: It takes about an hour to get there.
- 3 **A:** I'm flying on United Airlines.
 Which terminal should I go to?
B: Terminal 2.
- 4 **A:** I'm in the wrong terminal.
 How can I get to Terminal 2 from here?
B: You can take the airport shuttle.



Airline Ticket

PASSENGER TICKET AND BAGGAGE CHECK

ISSUED BY: IATA-BSP
 DATE OF ISSUE: 27FEB06
 CARRIER ID: 7906
 FLIGHT COUPON: 1 OF 3
 PLACE OF ISSUE: DE
 NAME OF PASSENGER: SEBULKE/BUALONG MRS
 FROM: MUC TO: BKK
 CLASS: 0925
 DATE: 30MAR
 TIME: 2110
 RES: 30MAR
 INVALID BEFORE/INVALID AFTER: 30MAR

FARE BASIS: 30K
 TOUR CODE: 30K
 FARE CALCULATION: MUC TO BKK//UTH TO BKK TO MUC H/IT END XT6.00DE1.07T5
 FARE: EUR 99.69YQ
 TAX/FEE/CHARGE: EUR 14.92RA
 TOTAL: EUR 7.07XT
 EQUIV. FARE PAID: EUR 14.92RA
 FORM OF PAYMENT: INV
 ALLOW: 30K
 DOCUMENT NUMBER: 1 217 4851913640 3

RESTRICTIONS/ENDORSEMENTS: NON-ENDORSABLE, NON-REROUTABLE, NON-REFUNDABLE, VALID ON... ONLY, EMBARGO PERIOD

- | | |
|---|------------------------------|
| 1 ISSUED BY | 16 RESTRICTIONS/ENDORSEMENTS |
| 2 DATE OF ISSUE | NON-ENDORSABLE |
| 3 CARRIER ID | NON-REROUTABLE |
| 4 PLACE OF ISSUE | NON-REFUNDABLE |
| 5 NAME OF PASSENGER
(NOT TRANSFERABLE) | VALID ON... ONLY |
| 6 FARE BASIS | EMBARGO PERIOD |
| 7 TOUR CODE | 17 PNR CODE |
| 8 FROM... TO... | 18 CONJ. TKT. NO. |
| 9 CARRIER | 19 FARE CALCULATION |
| 10 FLIGHT | 20 FARE |
| 11 CLASS | 21 TAX/FEE/CHARGE |
| 12 DATE | 22 TOTAL |
| 13 TIME | 23 EQUIV. FARE PAID |
| 14 RES | 24 FORM OF PAYMENT |
| 15 INVALID BEFORE/INVALID AFTER | 25 ALLOW |
| | 26 DOCUMENT NUMBER |

Exercises

1 Listen and complete the sentences.



- 1 I would like to _____ my flight to one leaving tomorrow.
- 2 I would like to _____ my return flight, please.
- 3 When is the latest that I can _____?
- 4 Would you like to be _____ on standby?
- 5 Please put me on the _____.
- 6 Your flight has been _____.

2 Match each word or phrase with its definition.



- | | | |
|----------------|---|--|
| 1 confirm | • | • a the departure or arrival section of an airport |
| 2 airline | • | • b a list of people who are waiting for something not immediately available |
| 3 terminal | • | • c to make certain |
| 4 available | • | • d able to be used or obtained |
| 5 waiting list | • | • e a company that transports passengers by aircraft |