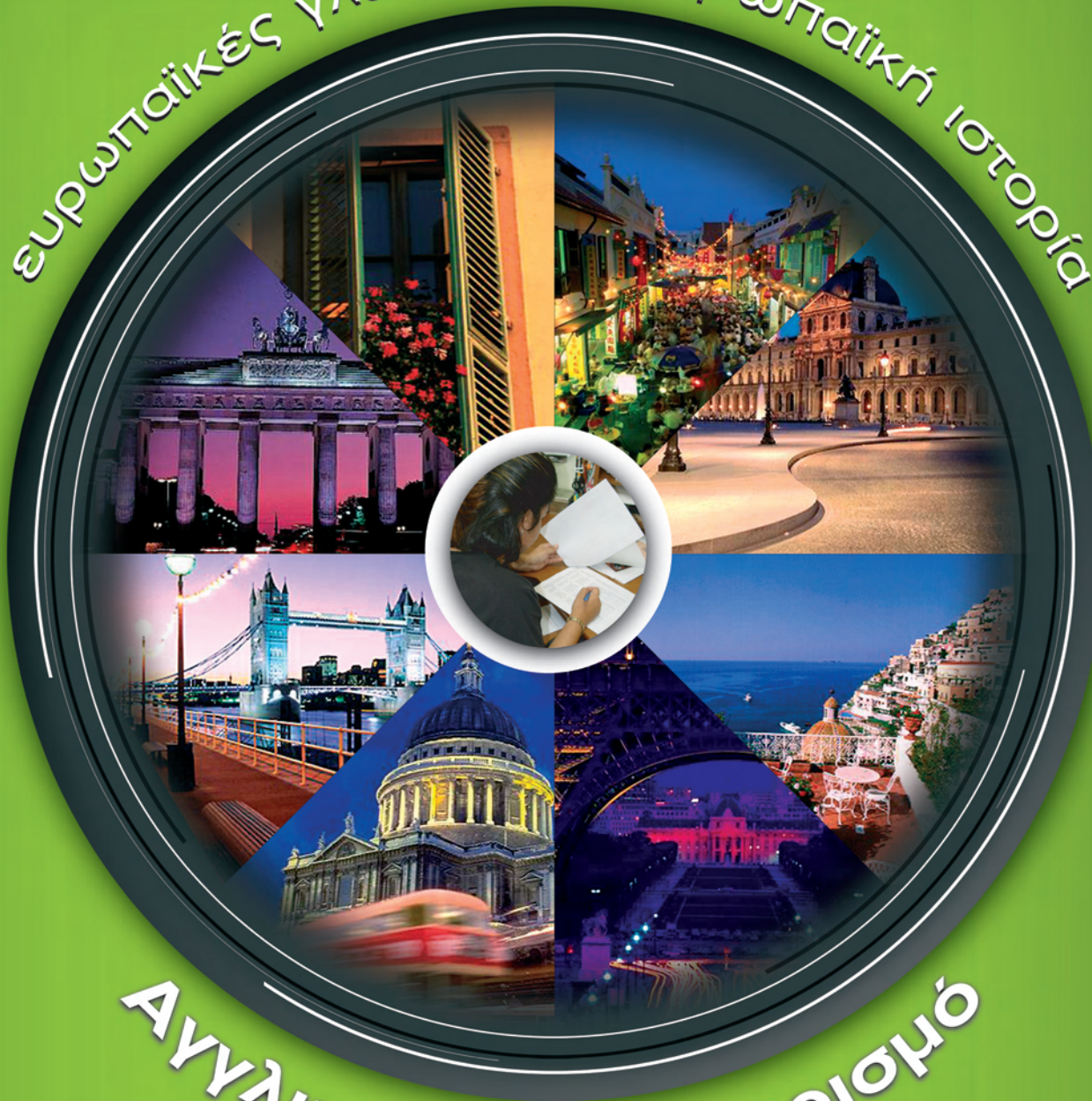


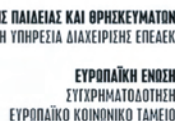
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Ευρωπαϊκές γλώσσες - Ευρωπαϊκή Ιστορία



Αγγλικά στον Τουρισμό

ΚΕΝΤΡΑ ΕΚΠΑΙΔΕΥΣΗΣ ΕΝΗΛΙΚΩΝ



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ΕΥΡΩΠΑΪΚΟ ΚΟΙΝΩΝΙΚΟ ΤΑΜΕΙΟ



Η ΠΑΙΔΕΙΑ ΣΤΗΝ ΚΟΡΥΦΗ
Επιχειρησιακό Πρόγραμμα
Εκπαίδευσης και Αρχικής
Επαγγελματικής Κατάρτισης

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PLACEMENT TEST – VERSION 1



ΓΡΑΠΤΕΣ ΚΑΤΑΤΑΚΤΗΡΙΕΣ ΕΞΕΤΑΣΕΙΣ ΣΤΑ ΑΓΓΛΙΚΑ

ΟΝΟΜΑΤΕΠΩΝΥΜΟ _____

ΤΜΗΜΑ _____

ΕΙΣΗΓΗΣΗ _____

ΕΠΙΤΗΡΗΣΗ _____

ΧΡΟΝΟΣ ΕΞΕΤΑΣΗΣ _____

ΗΜΕΡΟΜΗΝΙΑ _____ ΒΑΘΜΟΣ _____

ΘΕΜΑΤΑ

ONE

Write questions to which the words in bold are the answers:

Dad cooks lunch every Sunday.

Who cooks lunch every Sunday?

1. Paul has got **two cars** which are both black.

2. He paid **ten thousand euros** for a watch!

3. This house is **Mary's**.

4. We visit our grandmother **once a week**.

5. Anthony is happy **because he managed to meet Mary!**

TWO

Underline the wrong word. Correct the sentences:

You must to try to study harder.

You must try to study harder.

1. Peter is a mechanic. He can to fix a car.

2. They looked for the bag, but they mightn't find it anywhere.

3. We needn't call Helen. No one of us has spoken to her for a long time.

4. I have a terrible headache. Shall you bring me a painkiller, please?

5. You ought to having visited your dentist.

THREE

Fill in the gaps with the suitable preposition:

The tour guide was standing at the entrance to the ancient theatre.

1. On hot days people are playing _____ the beach.
2. There is a floor lamp _____ the two beds.
3. The dog is lying _____ the table.
4. The plane has just arrived. The passengers are getting _____ the plane.
5. The travel agency is _____ the bank.

FOUR

Underline the correct word:

The hotel was quiet / quietly.

1. It was so late / lately that the guests started feeling anxious / anxiously.
2. He lives near / nearly to the super market.
3. It was the most horrible / horribly experience.
4. Don't talk so loud / loudly.
5. Hotel employees always smile polite / politely.

FIVE

Give the correct tense of the verbs in brackets:

Mum is cooking (cook) right now.

1. The Madisons _____ (just move) to the country.
2. I _____ (study) English for three years.
3. The secretary _____ (work) in this office for five years by the end of this month.
4. I _____ (listen) to the news on TV at eight every day.
5. If you _____ (come) to the party, you _____ (meet) Mary.

SIX

Choose the correct word:

Have you got any sisters?

Yes, three. all of them are very beautiful.

- a. all b. both c. either
- 1. I'll buy _____ the red car _____ the black one.
a. either / neither b. neither / or c. either / or
- 2. _____ of us was invited to attend the meeting.
a. or b. none c. all
- 3. _____ Sandra _____ Sabina are Polish.
a. Both / and b. Or / or c. Either / nor
- 4. _____ the boss _____ his driver drinks coffee.
a. Either / and b. Neither / nor c. Either / both
- 5. You can stay at the Sun Hotel or the bay Hotel. _____ place is alright with me.
a. Both b. All c. Either

SEVEN

COMPOSITION: <Myself>

Write some information about yourself in not more than 80 words.

GOOD LUCK

PLACEMENT TEST – VERSION 2



ΓΡΑΠΤΕΣ ΚΑΤΑΤΑΚΤΗΡΙΕΣ ΕΞΕΤΑΣΕΙΣ ΣΤΑ ΑΓΓΛΙΚΑ

ΟΝΟΜΑΤΕΠΩΝΥΜΟ _____

ΤΜΗΜΑ _____

ΕΙΣΗΓΗΣΗ _____

ΕΠΙΤΗΡΗΣΗ _____

ΧΡΟΝΟΣ ΕΞΕΤΑΣΗΣ _____

ΗΜΕΡΟΜΗΝΙΑ _____ ΒΑΘΜΟΣ _____

ΘΕΜΑΤΑ

ONE

Underline the right word:

Mary takes the bus to work every day.

Who/Whose takes the bus to work every day?

1. Paul has got **two cars** which are both **black**.
What colour/How colour are Paul's cars?
2. He paid ten thousand euros **for a watch!**
What/Whom did he pay ten thousand euros for?
3. **The red house** is mine.
Which/How house is yours?
4. We visit **our cousins** once a month.
Who/When do you visit once a month?
5. They were angry **because Anna was late again**.
When/Why were they angry?

TWO

Underline the correct word:

You **mustn't/don't** park your car in this area.

1. **Could/Must** I have a look at those documents?
2. What **shall/have to** we do tonight? We **can/must** watch DVD.
3. They **didn't need to/couldn't** to call again. It wasn't necessary.
4. **Might/Need** I use your bathroom?
5. You **should/will** be more careful. She is not a kind person.

THREE

Choose the right preposition:

Put the luggage on the floor.

- a. in b. on c. at
1. The film starts _____ seven.
a. in b. up c. at
 2. The super market is _____ the corner.
a. over b. round c. behind
 3. The bed is _____ the armchair and the bedside table.
a. between b. among c. behind
 4. I go to school _____ bus.
a. on b. by c. off
 5. Angelo works _____ eight to three o'clock.
a. until b. from c. of

FOUR

Underline the right answer:

Speak **slow/slowly**.

1. This bag is very **heavy/heavily**.
2. The dog is very **noisy/noisily**.
3. He solved the problem very **quick/quickly**.
4. The bus stop is **near/nearly** my house.
5. Behave yourself **proper/properly**.

FIVE

Circle the correct answer:

He is coming right now.

- a. comes b. is coming c. come
1. Let's _____ that mountain.
a. climb b. climbing c. to climb
 2. Angela _____ to Helena when I saw her.
a. talks b. was talking c. is talking
 3. We _____ to Switzerland last Christmas.
a. go b. have gone c. went
 4. She _____ since eight o'clock
a. has been sleeping b. has sleeping c. has sleep

5. If he _____ early, I _____ him.
a. came/would meet b. coming/would meeting c. comes/met

SIX

Choose the correct answer:

It's so nice to hear all your news.

- a. both b. all c. none
1. Angelo isn't right and you aren't _____, Paul.
a. neither b. either c. or
2. Sorry, but Eleanor won't come to the party and Tommy won't _____.
a. either b. neither c. both
3. She stays _____ at the Carlton hotel _____ at the Dorian hotel.
a. nor/or b. or/both c. either/or
4. She can't play chess and _____ can her brother.
a. both b. nor c. neither
5. Shall we have eggs or sandwiches for breakfast? We can have _____.
a. both b. either c. neither

SEVEN

Underline the wrong words:

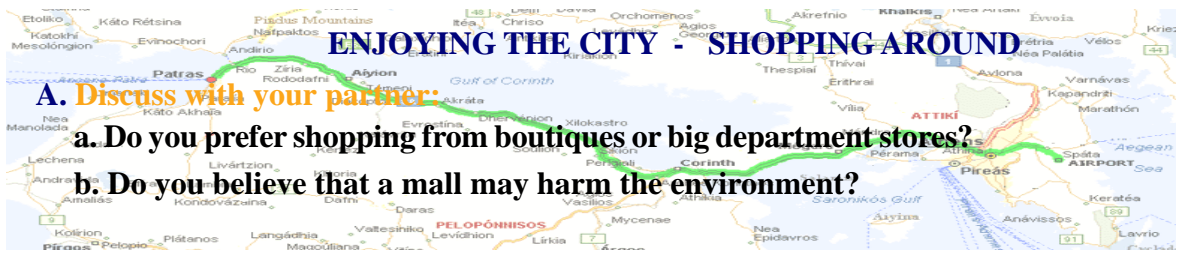
Yesterday it is a nice day.

I are a student. I goes to school every morning in eight o'clock. I want to be a hotel client so I study English, French, and Germany. In the meantime, I work in the evenings because I need many money for my studies. I come from Cyclades but I having lived in Athens for six year. When I finishes school I will to go to Italy to get a degree in Italians, too. I have a cousin there. He name is Domenico. He work for a big company and he telled me that I can work to if I wants to.

It isn't a bad ideas!

GOOD LUCK

UNIT 1



B.



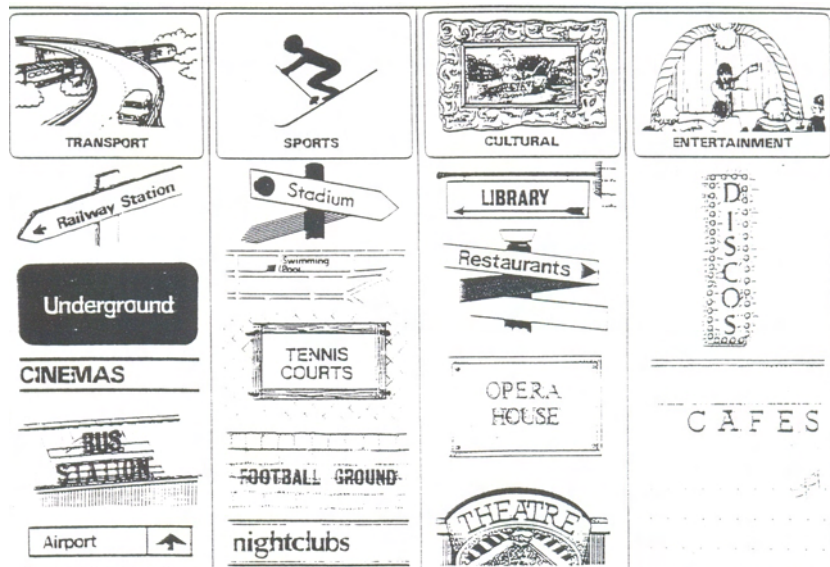
1. Read the text about Patras and facilities the city offers. Look carefully at the signs below, and say which of these facilities the visitor can find in Patras.

PATRAS TODAY

Patras is considered one of the most beautiful towns in Greece. It offers its residents a lot of facilities such as shopping centres, picturesque cafés, pubs, discos, restaurants as well as educational and cultural facilities such as schools, colleges, a university, a library, two theatres and some galleries and cinemas. Two state-funded hospitals exist in the city. Saint



Andreas, the oldest of the two is named after the city's patron saint and it resides on the south side of the city. The University Hospital of Rio is a university hospital, where med-students inter and specialize in their major. It resides on the north-eastern part of the city, inside the city's University Park.



2. Write a short description of your town and its facilities. You can use the text about Patras as a model. Try to link some of your sentences with *as well as* and *except for*:

C. OVER TO YOU

LET'S SHOP IN PATRAS

It's a bargain!



1. Act out a conversation as in the example:



salesperson : Good morning. Can I help you?
customer : Yes, thank you. I'm interested in those black shoes. Could I try them on, please?
salesperson : Sure. What size are you?
customer : it's 8
salesperson : Well, here you are.
customer : Good. I like them. How much are they?
salesperson : Hm, for this pair, it's worth 50 but I'll let you have it for 30.
customer : I'll take it !



You can act out similar dialogues by working in pairs with your partner. Imagine you are in:

a second-hand shop where you can pick up a bargain.

a car boot sales where you can have a nice time bringing things you don't need and trading with others for something else, in a large area during weekends or holidays.

a charity shop where people donate things which are sold and the money goes to people in need.

Shopping in the mall



2. Read this dialogue. Do the same with a camera, a computer, etc.

Angelo : Can you show me a scanner, please?
Salesperson : Certainly, sir . . . this one is updated and very good, of course.
Angelo : It is actually . . . How much is it?
Salesperson : 164, sir.
Angelo : Oh, it's very expensive.
Salesperson : Hm, I see... that one isn't expensive, sir.
Angelo : What make is it?
Salesperson : It's a Canon... it's 100.
Angelo : Will you please show it to me?

At the coffee bar



3. With your partner read the following dialogues and then roleplay with: ice cream, orange juice, sandwich, potatoes and sausages.

Useful Vocabulary



Drinks, beverages, dishes, snacks, cashier, bill, cash desk, dessert, snack bar, cafeteria, coffee bar, tearoom, coffee.

Waitress : Yes, please?
Customer : Coffee, please.
(The waitress is bringing coffee, and bill.)
Customer : Thank you.
Waitress : Thank you.
(The customer is paying the bill at the cash desk when leaving.)



Waitress : Yes, love.
Customer : A coke and a sandwich, please. And a cheese cake.
Waitress : Here you are.
Customer : Can I have the bill, please?
Waitress : Certainly, it's 8 please.
Customer : Thank you.





4. Shopping therapy: Listen to this dialogue and complete the missing phrases.

Customer : Excuse me, **how much is this dress?**

Assistant : It's 100. And there's this one which costs 80.

Customer : Which _____
_____?

Assistant : It's hard to say, actually. Of course this one is cheaper **but** it's very good quality .It depends on which colour you prefer.

Customer : Have _____?

Assistant : That's the largest size, I'm afraid. But we might have some more in a couple of days.

Customer : But I'm leaving _____, I _____

Assistant : Tomorrow? Are you? I didn't realize you were Italian. How about buying a skirt instead. How _____?

Customer : Yes, I like the colour. Can _____?

Assistant : Sure. The changing room is over there.



5.

Step 1

Study this phrase from the previous dialogue:

Customer: Can I try it on?

Discuss with your partners and your teacher. What do we call verbs like *try on*? How can we form these verbs?

Step 2

Now choose the right particle from this list and complete these sentences.

on, up, away, forward, out, back, with, out, on, up

1. Can I try _____ this blouse before I decide to buy it?
2. Do you think this pullover goes _____ my suit?
3. There's nothing left in the fridge let's go _____ to your mum's.
4. If the stereo does not work correctly, take it _____ to the shop.
5. I'm taking my girlfriend _____ to lunch this week.
6. If you clear the kitchen table, I'll wash _____.
7. Try to cut down _____ sweets, if you want to lose weight.
8. You can go out when you have eaten _____ all your food.
9. I'm looking _____ to having a blue coat.
10. We decided to eat at home so we ordered a take _____.

6. Use a word from the list below and complete the following phrases:

bar, bottle, box, bunch, can, carton, jar, packet, sachet, tin, tub, tube.

1. a _____ of milk or apple juice
2. a _____ of coke or beer
3. a _____ of soap or chocolate
4. a _____ of yoghurt or butter
5. a _____ of toothpaste or glue
6. a _____ of shampoo or moisturizer
7. a _____ of beans or paint
8. a _____ of chocolates or tissues
9. a _____ of biscuits or cigarettes
10. a _____ of flowers or grapes
11. a _____ of mineral water or bubble bath
12. a _____ of pickles or jam

7. Work with your partner, ask and answer as in the following example:

A. I'm going to the supermarket. Do you want anything?

B. Oh, yes. Could you get me some coffee, please?

A. Yes, sure. Do you want anything else?

B. Yes. Could you get me some _____, too?



YOU

like potatoes and apples

want a newspaper

have a bad cold

would like some sweets

are thirsty

YOUR PARTNER

is going to the greengrocer's

is going to the newsagent's

is going to the chemist's

is going to the sweetshop

is going to the kitchen

UNIT 2

EATING IN AND OUT

A. Discuss with your partner:

- Do you frequently eat out?
- When you eat out, do you always order your favourite food?



OLD FRIENDS MEET AND DECIDE TO HAVE LUNCH AT A RESTAURANT...
(what a brilliant idea ..!)

B. 1. Read carefully and complete the food spidergram with words from the dialogue.



In the restaurant

Joanna and Timothy are talking and talking and they haven't realized that they have been waiting for the waitress to come for a quite a long time!

Waiting to be served...

The waitress arrives with menus, knives, forks, spoons, pepper, salt, bread, and butter.
He gives one menu to Joanna and one to Timothy.

Joanna : What are you going to have, Timothy?

Timothy : I think I'll have soup and fish.

Waitress : Would you like anything to drink, sir?

Timothy : A bottle of beer, please.

Waitress : And you, madam?

Joanna : What's the roast beef like today?

Waitress : Very nice, madam. The food is always good in this restaurant.

Joanna : Then I'll have soup, roast beef, and vegetables, and a soft drink. A lemonade.

Waitress : What vegetables, madam?

Joanna : Potatoes and peas, I think.

Waitress : Very good, madam. Anything else?

Timothy : Yes, please. Let's have a salad.

Twenty minutes later

Joanna : I think the waitress has forgotten about us. We ordered the meal more than half an hour ago, and we are still waiting. The service is very slow, isn't it?

Timothy : Those people at the next table came in after we did and the waitress served them immediately. They are having some kind of meat. It's steak, I think.

Joanna : Yes, it looks good and it smells delicious. It probably tastes good, too. My lemonade tastes sour.

Timothy : You like sweet things, don't you?

Joanna : Sometimes, but what I want now is some food. I'm starving.

Timothy : So am I. Waitress!

Waitress : Yes, sir.

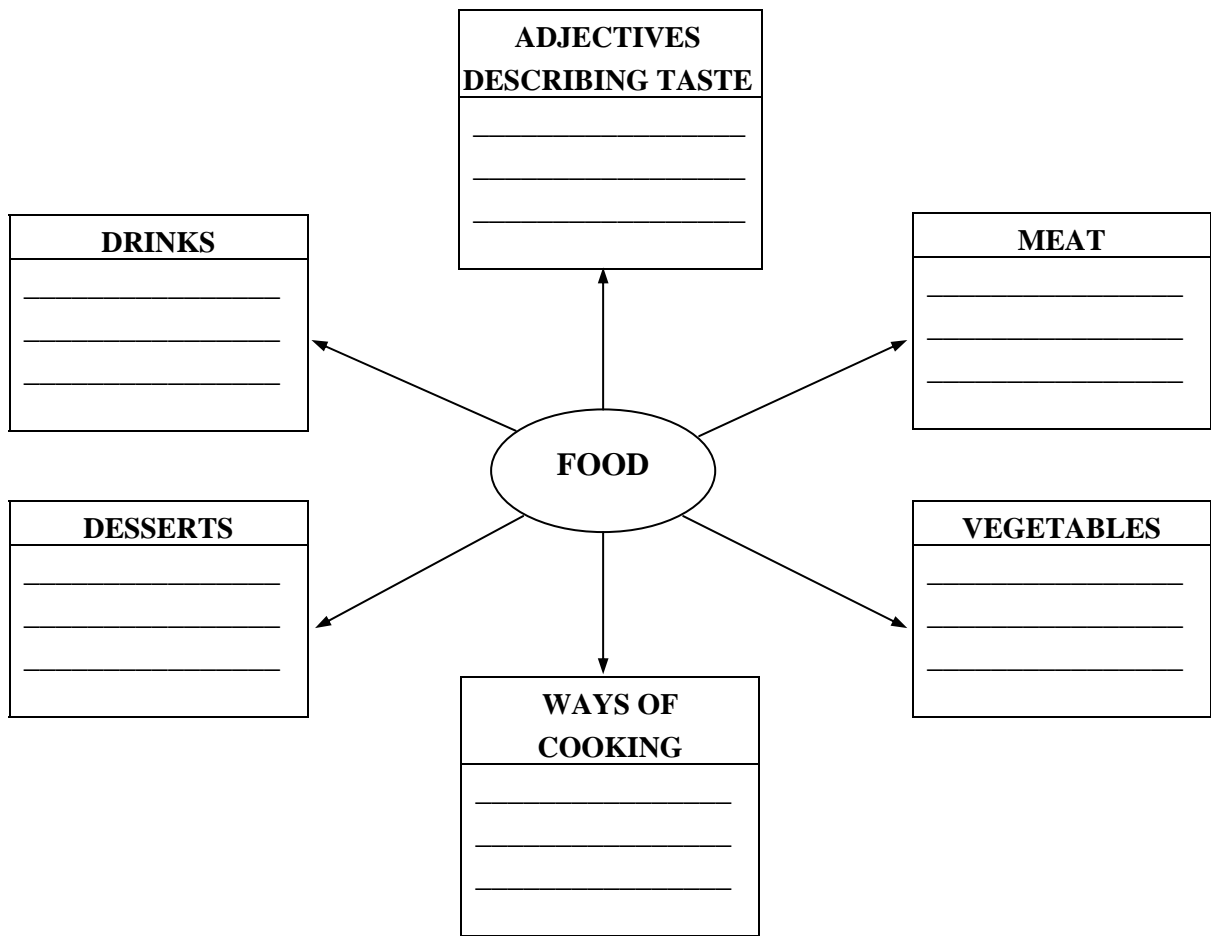
Timothy : We've been waiting for over half an hour. What's happened to our lunch!

Waitress : I'm sorry, sir. The roast beef was not quite ready, but I'll bring it in now.

Joanna : Make sure it's well cooked. I don't like raw meat.

Waitress : It'll only be a few more minutes. I'm very sorry.

Timothy : The next time we'll have a sandwich. It's cheaper than a proper meal, and we are both trying to save.



2. Work in groups. Brainstorm more words to fill in your spidergram. Compare your spidergrams and complete with new words. Use your dictionary.

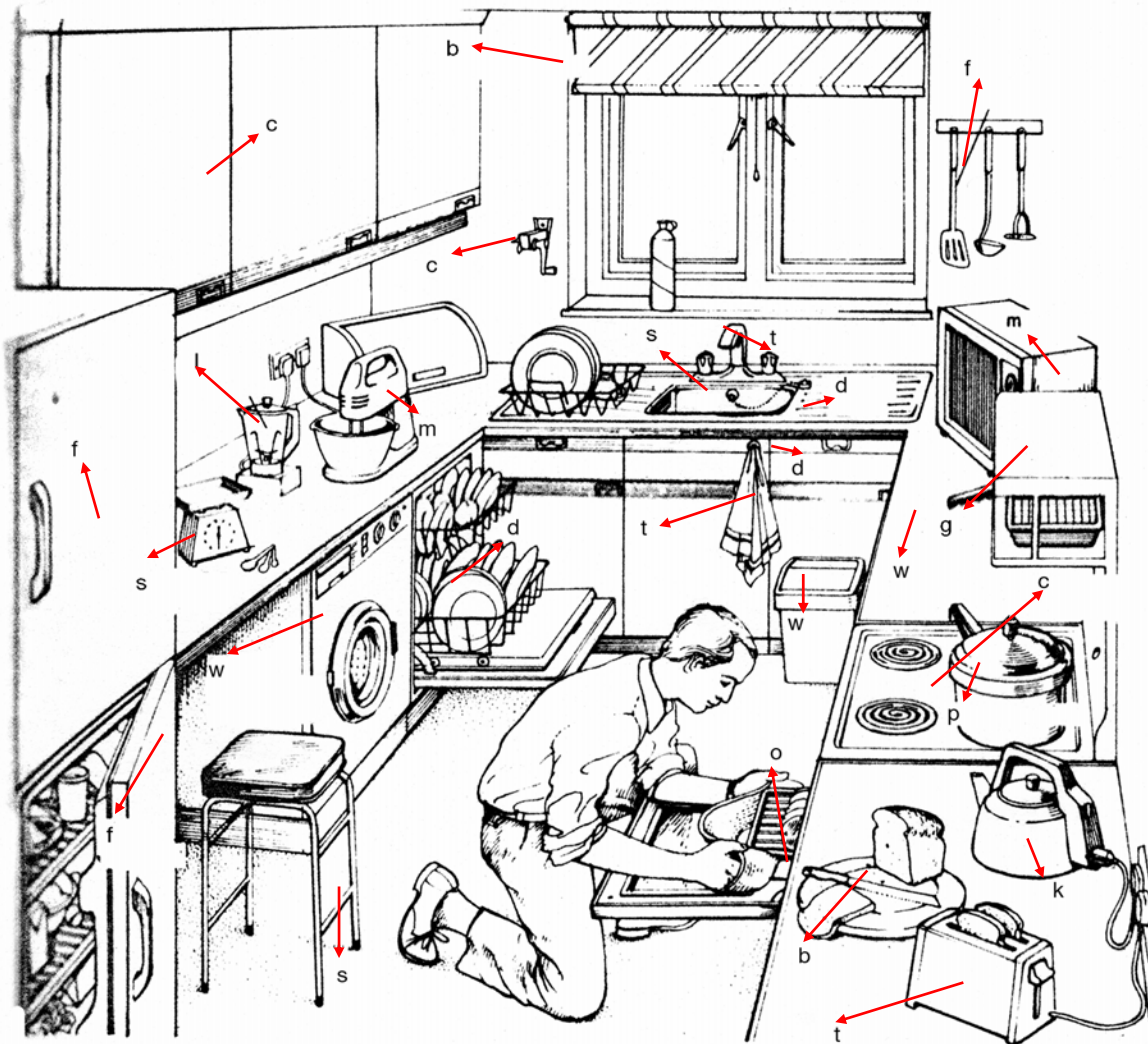
C. BUILD UP YOUR VOCABULARY

1. BE A CHEF FOR YOURSELF ...

Look at the picture of the kitchen, and label all the kitchenware, machines etc., taking the words from the list below. After, give the equivalent word in your language. You are given the first letter of the word.

note: BrE = British English - AmE = American English

blind(BrE)/window shade(AmE), bread-board, can opener/tin opener, cooker/stove, cupboard, dish washer, draining board, drawer, electric mixer, fish slice/slotted spatula, freezer, fridge/refrigerator, grill, kettle, liquidizer/blender, microwave (oven), oven, pressure cooker, scales/scale, sink, stool, tap/faucet, teatowel/dish towel, toaster, washine machine/washer, waste bin, work-top.



2. ENJOYING YOUR MEAL AT A RESTAURANT

Fill in the blanks with the right word from the box. You are given the first letter of the missing word.

bill, booked, chops, course, credit, dessert, menu, service, starter, tip

Last night, we went to club “BEYOND” and it was perfect. I’m glad we b_____ because the club was full. I asked the waiter to bring us a wine m_____ so that we could decide what to drink.

For my s_____ I chose French rolls, and for my main c_____ I ordered pork c_____, vegetables, and white wine. For d_____ I had coffee cake with ice-cream. I asked the waiter to bring the b_____ and I had to pay cash because they wouldn’t take c_____ cards. I left the waiter a large t_____ as the s_____ was excellent.

D. OVER TO YOU

1. COOKING WITH FRIENDS

You have invited your friend to watch the match and fix a light dinner, together.

You have decided to make the easiest, quickest green salad.

In your fridge you have the following ingredients:

lettuce	oranges
some garlic	tuna fish
spinach	

The ingredients needed are:

lemon juice	tomato juice
celery	salmon or tuna
lettuce	garlic
spinach	oranges
endive	dressing
apples	cucumber

So, now work in pairs and make one list each.

You have **the list of the food you have already got at home**, and your friend will make **the list of the food you will need to buy** in order to prepare the salad. Follow the steps.

Step 1

Act out a dialogue like this:

A

Have we got any lettuce?
Have we got any apples?
Well, let's get some apples then.

B

Yes, we have.
No, we haven't.

Step 2

Now you have to make a list of all the things you need to buy, as in the example:

We need some _____, a _____, some _____, and some _____

2. WHAT TO DO TO ENJOY YOUR SALAD AND YOUR MATCH!

Step 1

Look carefully at the pictures and decide with your friend which picture shows the following directions: (Number them).

1. For a faint whisper of garlic flavor, rub chilled bowl with garlic bud.
2. Break up in bowl crisp, dry, cold salad greens (lettuce, endive, spinach, etc.)
3. Add attractive sized pieces (to retain identity) of fruits, sea foods, vegetables, etc.
4. Just before serving, add dressing... only enough to make leaves of greens glisten.
5. Gently toss ingredients so that every piece is coated with dressing.
6. Add juice tomato sections at the last.
7. Serve in large bowl or in individual bowls or on individual salad plates.

Make yourself comfortable!



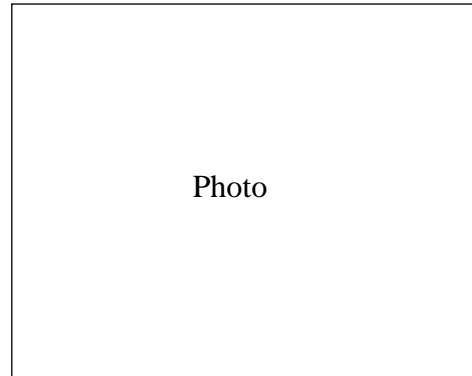


3. WRITING

Step 1

What's your favourite food?

Stick a photo or draw your favourite dish.



Step 2

Now write the ingredients you're going to use to *make* your dish. What steps will you follow?

a. Ingredients

b. steps

Step 3

Ask and answer. Work with your partner.

What is the name of the food you like?

Where does it come from?

Do you eat it frequently?

Do you order it in restaurants?

Who prepares it?

Can you cook?

Who cooks for you?



UNIT 3

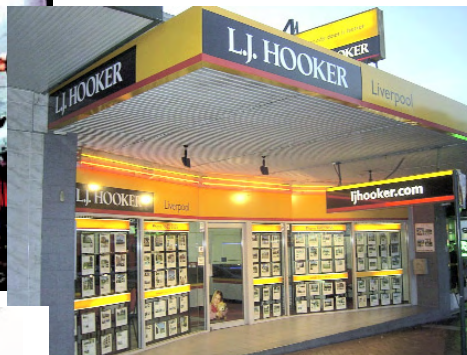
HOW TO MAKE A BROCHURE - ADVERTISEMENT

A. Discuss with your partner:

- Do you think it is necessary to advertise hotel facilities?
- What is the most important in tourist brochures?

Rate the following in order of importance:

- a. giving facts and information
- b. using emotive language
- c. giving information about prices
- d. photos and colours
- e. other



There are advertisements which use an analyzed and informative language. This is the **factual advertisement**.

The one which uses a language tending to arouse emotion is called **emotional advertisement**.

B. Read the two styles of the same advertisement and decide which gives more facts and which sounds more exciting. Underline words or phrases to justify your choice.

ADVERTISEMENT one

FRANCE

Holidays in France, Greece, Hungary, and Egypt

This year is the time to choose **Baytours**. Because this year **Baytours** offer four countries, twelve holidays, five different types of service and value for money.

We now arrange different holidays in three new countries. There will be sea and sun, lakes, and mountains, lonely islands, coach tours and cruises.

We have experts and we give you individual attention. We have a choice of five flights, and eight holiday resorts. We have inspected all the hotels. None costs more than 45 per night for a single room breakfast included. We try very hard to keep to our arrangements with you.

If you write to us, we will send you our brochure.

ADVERTISEMENT two

FRANCE - **and more!**

HOLIDAYS IN FRANCE AND NOW GREECE HUNGARY- EGYPT

Isn't it about time to choose **Baytours**? This year more than ever? Because this year **Baytours** offer more places, more holidays, more service, and more value than ever before.

Now we can offer and arrange a variety of exciting holidays in three more countries, each with its own special fascination. Sea and sun holidays, lake, and mountain holidays, away from it all islands, coach tours and cruises.

We do more for you!

It's **Baytours** expertise and special individual attention that makes a good holiday perfect. We offer the best choice of flights. The greatest selection of resorts. Hotels which are hand picked to suit every taste and pocket. And above all, we offer reliability it's the best value around.

Send for your **Baytours** brochure now and make your next holiday more of a holiday than ever.

BAYTOURS

More countries and more
seaside lake and mountain holidays,
coach tours, and cruises than ever before

C. BUILD UP YOUR VOCABULARY

- 1) How many times does the word **more** appear in advertisement **one**? Does it appear in advertisement **two**?

- 2) Do the same with the words **exciting, special fascination, expertise, special, individual attention, perfect, greatest, hand-picked,** in advertisement one.
Do these expressions give the reader more **facts** than in advertisement **two**? What do they add to the advertisement **one**?

- 3) **Read the advertisement that follows, choose words from the list, and replace the underlined words.** Write out the whole advertisement again. You can use any other exciting words you think will make the advertisement more exciting and attractive:

a huge range of, all this under one roof, an enormous number of, delights, exotic, fantastic, many more, offer, paradise, promise more than, promise you more, the best possible.

FLY TO ASIA OR AUSTRALIA WITH *HI-TOURS*.

Are you planning a holiday or a trip home to Asia or Australia this year? *Hi-Tours* can **make many different arrangements with you.**

We can **arrange** 13 airlines, including Malaysian Airline System, Qantas, Thai International, and **10 others**, with **40 possible** destinations and **56** departure dates.

If you like staying overnight in **non-Western** cities like Singapore, Bangkok or Kuala Lumpur for sun, shopping, sight-seeing or other Asian **activities**, we can **arrange a useful** Reduced Stopover Package that is **very cheap.**

Write or come to see us at 32 Queen Street, Avon S. E. 6.

D. OVER TO YOU

1. Look at the advertisements which follow and discuss these questions with your partners:

1. What is each advertising?
2. Which advertisement gives facts?
3. In what way does the advertisement - which does not give facts become more persuasive? (the picture, strong words?)



SAMSUNG SPECIAL OFFERS

Buy 1 Fridge and get 1 DVD player free

29,500/=
U.S. \$ 23,999

FREE!!

Best prices in town!!!

HOMELEX LIMITED Kimathi St. Harare. Harare Golf Fir. Tel: 224408/253285
Fax: 222619 Email: homelex@gmail.co.ke



TRY NEW SUPER MARIO BROS. Macaroni & Cheese from RAF

NEW! **RAF Macaroni & Cheese DINNER SUPER MARIO**

An Adventure In Every Bowl



2006 GX470
MSRP \$50,193

Lease for **\$499** x 45 mos.* -OR- Buy for only **\$45,671** plus tax & dmV fees.

DORSCHEL LEXUS

3817 West Henrietta Road
toll free 1-877-945-3662 • dorschel.com

*With \$2999 cap reduction plus acquisition fee, 1st payment, taxes and DMV fees due at lease signing. 12,000 miles per year, 20¢ per mile thereafter. Must take delivery by 08/31/2006.

Dealer not responsible for errors or omissions in this ad.



2. Make your own advertisement for the above products, with your partner.

3. Advertise your country!



Step 1

Work in groups.

Read the text below and keep notes in English to inform your American friend who does not speak Greek, what he/she can enjoy visiting the island of Andros.

Παραλίες της Ανδρου



Στην περιοχή της **Χώρας** υπάρχει η οργανωμένη παραλία του Νημποριού και η υπέροχη και απόμερη παραλία στα Αχλα, όπου μπορείτε να πάτε και με καΐκι. Επίσης μπορείτε να πάτε και στις παραλίες στο Παραπόρτι, στα Γιάλια και τα Πίσω Γιάλια.

Στο **Μπατσι** μπορείτε να διαλέξετε ανάμεσα στη «Χρυσή Ακτή», τη μεγάλη οργανωμένη παραλία του χωριού ή επισκεφτείτε όρμους εκπληκτικής ομορφιάς, όπως το Στιβάρι, η Αγία Μαρίνα και ο Άγιος Κυπριανός.

Στην περιοχή του **Γαυρίου** και στα βόρεια του νησιού μπορείτε να διαλέξετε μια από τις δεκάδες παραλίες, άλλες ερημικές και άλλες πολύβουες. Ο Φελλός, σε κοντινή απόσταση από το Γαύριο, η παραλία του Ζόρκου, του Βιταλίου και στο Ατένι είναι μερικές μόνο από τις παραλίες που σας περιμένουν.

Στα νότια του νησιού, στην περιοχή του **Κορθίου**, υπάρχει η μεγάλη παραλία του χωριού, το Καντούνι, και οι μικρότερες Βίντζι και Αγία Αικατερίνη, καθώς και οι πιο απόμερες Καλαμονάρι, Μπουρός, Αη Γιάννης στις Κρεμμύδες. Αξέχαστη εμπειρία θα σας μείνει η εξόρμηση το «**Πήδημα της Γριάς**», μια εντυπωσιακή παραλία σε κοντινή απόσταση από τον Όρμο.

Στην Παλαιόπολη κολυμπήστε στην όμορφη παραλία του όρμου, όπου θα φτάσετε με ολιγόλεπτο περπάτημα.

Ξεφεύγοντας από τα χωριά, ανακαλύψτε παραλίες απόμερες, αμμουδερές ή βραχώδεις. Σε πολλές θα φτάσετε οδικώς, σε άλλες όμως θα περπατήσετε στα παλιά μονοπάτια ή θα πάτε με καΐκι.

UNIT 4

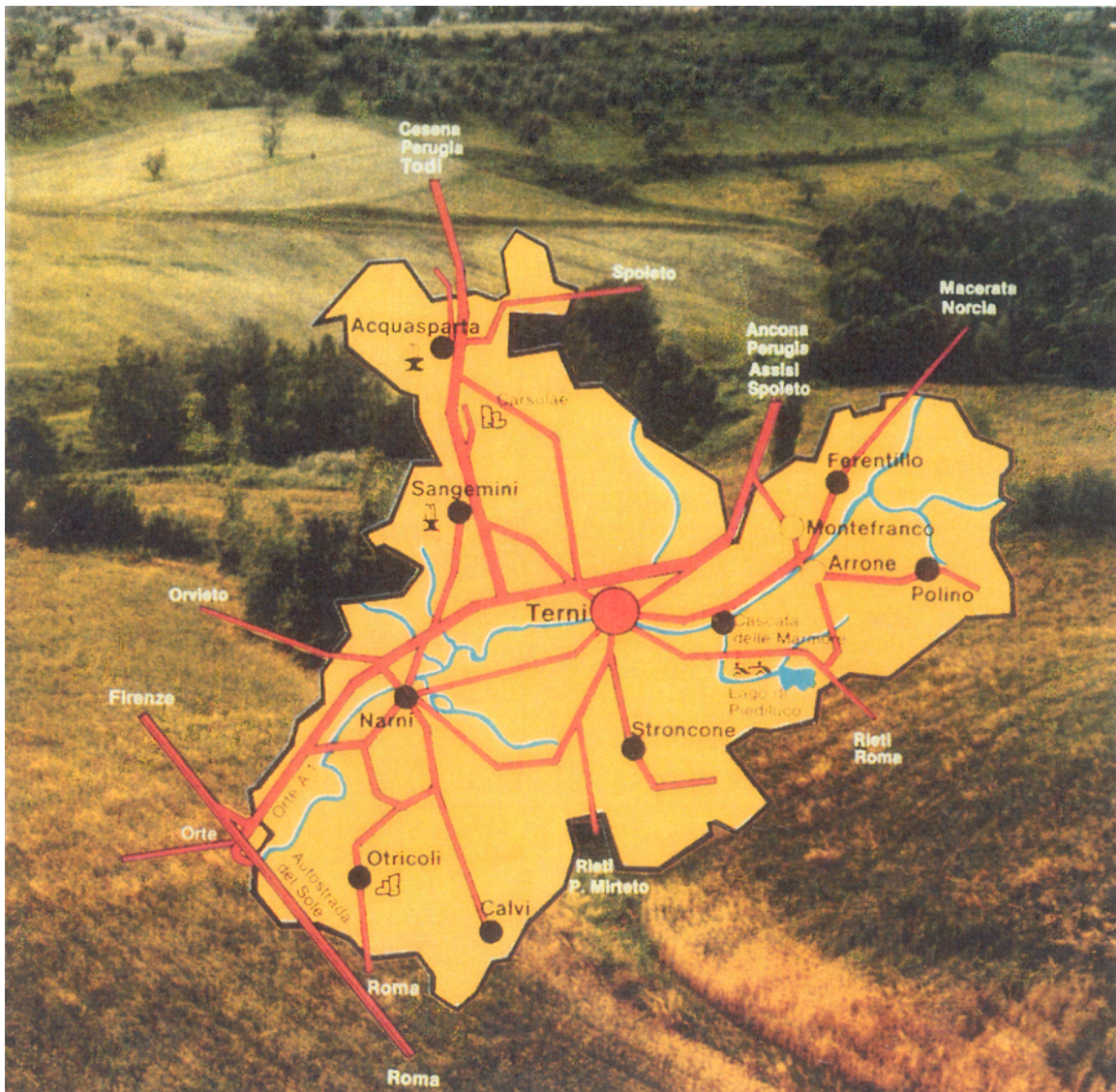
SIGHTSEEING

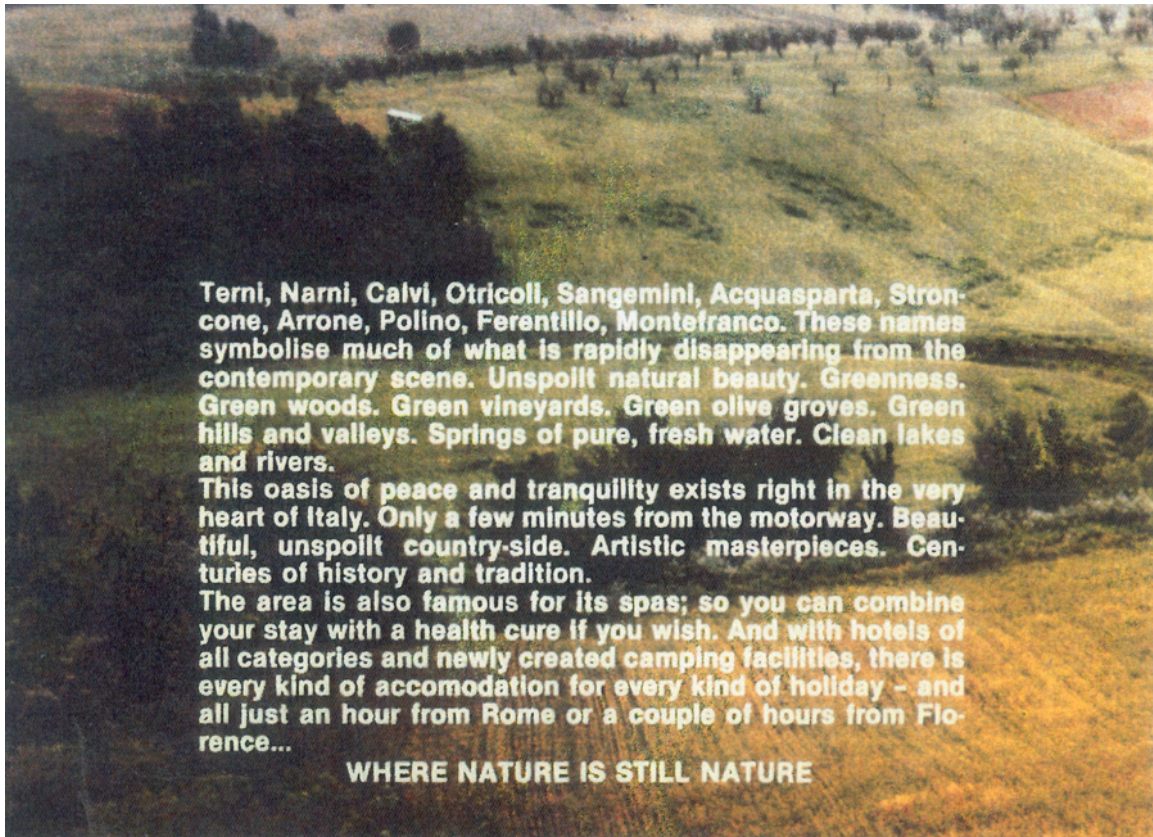
MAKING CONTACT WITH PLACES AND PEOPLE

A. Discuss with your partner:

1. Where do you think this passage comes from?
2. Who is it aimed at?

B. Look at the map, read the text and answer the questions that follow:





How much <Italian> are you?

1. Find Acquasparta on the map. Which place is closest to it?
 - a. Ferentillo
 - b. Sangemini
 - c. Orvieto
 - d. Todi

2. Make a list of characteristics that this Italian area has:
 - a.
 - b.
 - c.
 - d.

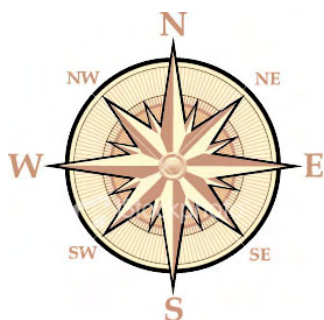
3. If you happen to visit Terni in winter, what can you do?

4. Imagine that you work for an Italian tourist office. What do you say to attract tourists to Terni area?

5. Looking at the map, direct someone to go from Rome to Terni.

C. BUILD UP YOUR VOCABULARY

1. Look at the compass and the globe. Study the examples regarding the direction *north* and then write similar examples with the directions *east, south, west*.



This house faces **northeast**.

The restaurant is about one hundred meters **north of here**.

It's **due north** (= exactly to the north).

She went up north to study medicine.

They travelled **north/northward/northwards**.

The countries of **North Europe**.

All **northbound** traffic will be delayed.

She lives in the **northern part** of Athens.

The plane flew a **northerly/northward** direction.



D. OVER TO YOU

1. With the help of the timetable and the text which follows, act out a role play as in the example:

Castelli Romani			
		Arr.	Dep.
T	TERMINAL Termini		14,30
1	CASTEL GANDOLFO	15,20	15,50
2	GROTTAFERRATA	16,35	17,05
3	FRASCATI	17,10	17,40
T	TERMINAL Termini	18,30	

CSF

Albano-Ariccia-Genzano

Nemi-Rocca di Papa

Grottaferrata

Frascati Lire 20,000

= yes = no Days: MO TU WE TH FR SA SU

* Termini is located at approx. N° 60, Piazza dei Cinquecento (the large square in front of Termini Station)

In the region of the Colli Albani, a mountainous area of volcanic origin, during the Middle Ages some villages were transformed into castles (castelli) to protect the Roman nobles from rivals' attacks. Villas have been built in the course of centuries by emperors, nobles and refined patricians.

CASTEL GANDOLFO, on the rim of a crater dominating Lake Albano. Panorama, Popes' Summer Residence (not open to public)

ALBANO - ARICCIA - GENZANO - NEMI (panorama of the lake)

VIA DEI LAGHI - ROCCA DI PAPA (alt 750 m.)

GROTTAFERRATA (Abbey founded in 1004 AD by Greek monks).

FRASCATI (magnificent villas, also famous for its typical white wine). Daily, all year.

STUDENT A:

You work at the “Stop ’n’ go” City Tours office in Rome. A tourist is interested in visiting Cerveteri and Tarquinia. Answer his /her questions.

STUDENT B:

You want to know about the cost of the ticket, frequency of transport, arrival and departure times, spots of interest

Here’s the example:

STUDENT A: Good morning. May I help you?

STUDENT B: Good morning. I’d like to know how to go to Cerveteri and Tarquinia. What’s _____?

2.

**WRITING - Giving directions**

Using the following letter as a model, write to a friend of yours, who is staying at the **DOWNTOWN Hotel**, to invite him/her to come and stay for the weekend with you. Give directions on how to get to your house.

Dear Caterina,

It will make me happy if you can come and stay with me next Weekend. This is how you can get to my place from the bus station. It’s about a quarter on foot. You turn left outside the station and walk down Saint Nicolas Road. Cross over Rodos Street, and then turn left into Pellas Street. It’s the third house on the one with the brown door.

If you feel tired and you can’t walk, take the bus no 182 outside the station and get off at the corner of Pellas Street. It’s only two stops from the station.

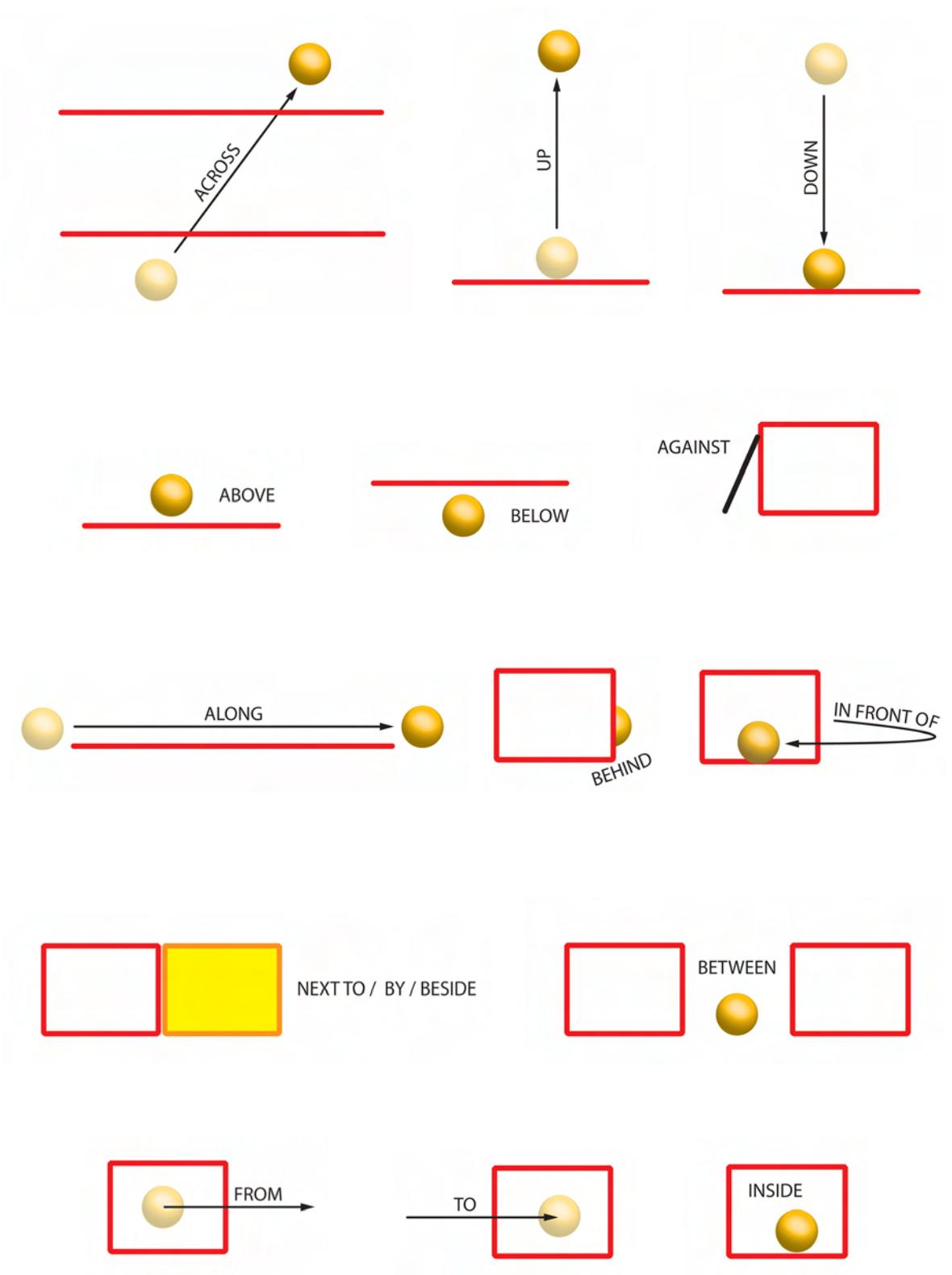
I’ll be waiting for you outside my house if you call me when you get on the bus.

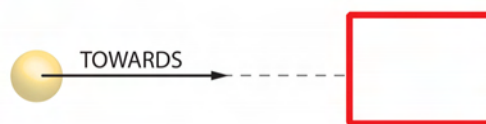
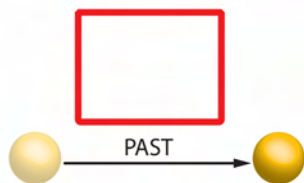
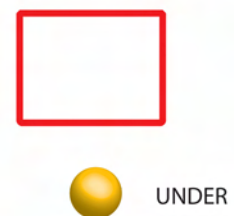
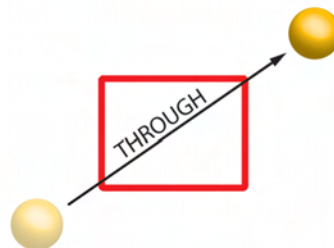
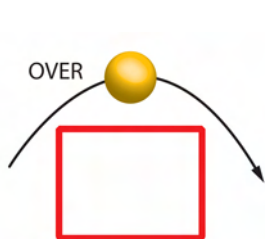
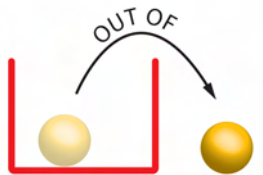
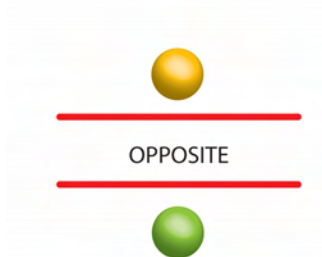
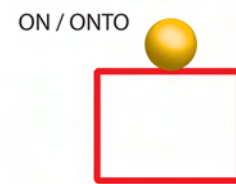
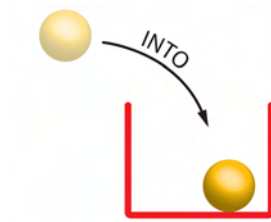
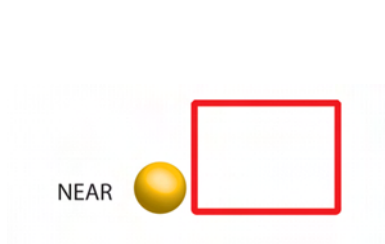
See you, love,

Matina

Talking about directions - words and phrases to help you, along with the drawings.

Turn right, turn left, round the corner, at the corner, near here, walk down as far as the traffic lights, at the beginning, at the end of the street, on the corner of the street, half way down, between, cross over, get on, get off, railway or underground station.





3. LISTENING

What happened on a rainy day?

Listen to Leda and then circle the right preposition:

1. It was raining so Leda got
 - a. into the taxi.
 - b. out of the taxi.
 - c. onto the taxi.

2. She couldn't pass
 - a. along the street.
 - b. by the street.
 - c. across the street.

3. The woman was
 - a. between her.
 - b. near her.
 - c. next to her.

4. The woman had put up her umbrella.
 - a. She was beside the umbrella.
 - b. She was behind the umbrella.
 - c. She was under the umbrella.

5. Leda was standing in
 - a. front of the phone box.
 - b. to the phone box.
 - c. against the phone box.

6. She stepped
 - a. down it.
 - b. inside it.
 - c. onto it.

7. Jerry put her
 - a. through her boss.
 - b. to her boss.
 - c. from her boss.

UNIT 5

MORE SIGHTSEEING

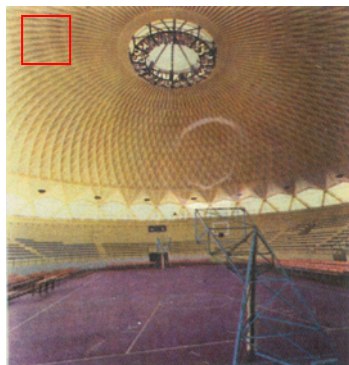
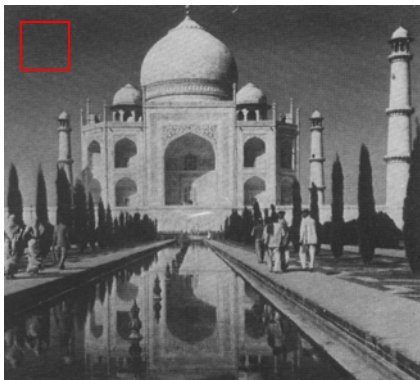
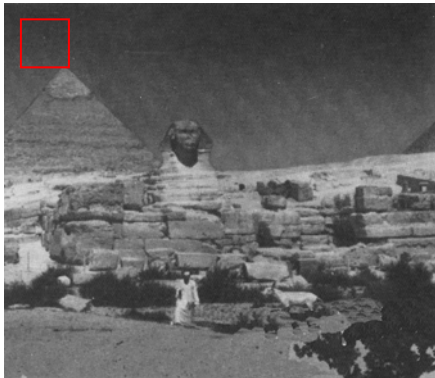
MATCH DESCRIPTIONS WITH PHOTOS AND HAVE A NICE TRIP

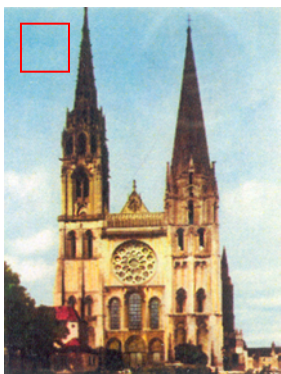
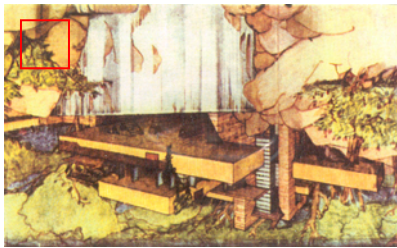
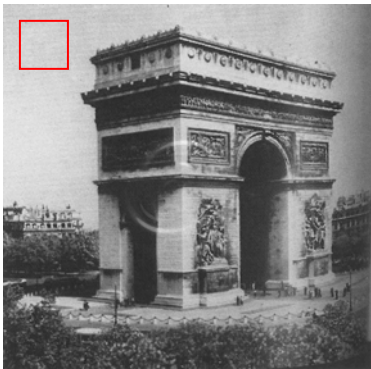
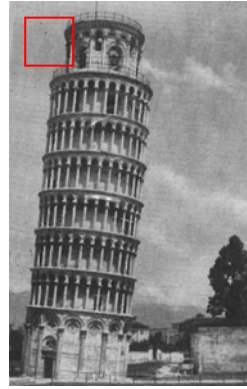
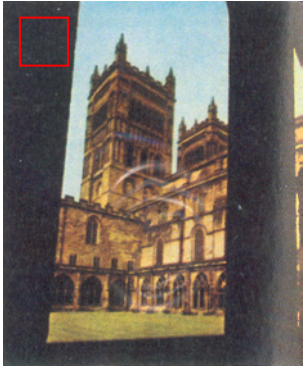
A. Discuss with your partner:

- Do you like visiting museums and monuments?
- What monument represents Greece?



B. CULTURE– SHOCKED? OF COURSE NOT... So, match the pictures with the descriptions of the sights that follow.





1. The Neoclassical façade of the British Museum in London (built 1825-1827).
2. The Eiffel Tower in Paris, a metal construction erected by Alexandre-Gustave Eiffel for the 1889 exhibition.
3. Built above a waterfall, Fallingwater (1936), at Bear Run, Pennsylvania, is a famous house design by Frank Lloyd Wright.
4. The chapel of Notre Dame du Haut at Ronchamp, France (built 1950-1954), the work of Le Corbusier.
5. The Palazzetto dello Sport at Rome (1958) by Annibale Vitellozzi and Pierluigi Nervi.
6. The clock tower containing the famous bell “Big Ben” seen from Parliament Square, London.
7. The Sphinx and Pyramids at Giza, Egypt.
8. The entrance to the Acropolis, Athens.
9. The campanile of the cathedral at Pisa. The tower leans 15 ft. out of Perpendicular
10. The Taj Mahal in Agra, India.
11. The Arc de Triomphe in Paris.
12. New Yorkers call her “The Lady”. She is a symbol of freedom and was a present to the American people from the people of France in 1884. If you take a boat-ride on the Staten Island Ferry, you can have a superb view of the Statue of Liberty and New York harbor.
13. The thirteenth century Castel del Monte in Apulia, on an octagonal plan.
14. The tower of Durham Cathedral, started in the eleventh century.
15. Chartres Cathedral, built 1194 to about 1200, is a masterpiece of French Gothic architecture.
16. The Cathedral of Santa Maria del Fiore at Florence, started in 1296 by Arnolfo di Cambio and completed in the fifteenth century by Brunelleschi’s dome.
17. Dome of St. Paul’s Cathedral, London, designed by Sir Christopher Wren after the Great Fire of 1666.
18. The American church in South Audley Street, London, an example of the New England colonial style of building.
19. The choir in the sanctuary at Wies in the former duchy of Swabia, an Eighteenth century example of decorative baroque.

C. OVER TO YOU

1. BUYING A BUS TICKET

In city buses the passenger normally pays the conductor/conductress when he or she comes to collect the passenger's fare, and not on entering the bus.



Listen to a dialogue between the bus conductor/conductress (cond.) and a passenger (pass.). Then act out similar dialogues with your partner. Explain to him/her, how the bus ticketing system works in Greece.



- Cond. : Fares please! (any more fares?) *-the conductor/ress wants to collect the passenger's money-*
- Pass. : Ten, please *-giving the conductor/ress the fare-*
- Cond. : Thank you *-handing out the ticket-*
- Pass. : Thank you.
- Pass. : Piccadilly Circus, please
- Cond. : 25p
- Pass. : Thank you *-receiving the ticket-*
- Cond. : Thank you.

2. BUYING A RAIL TICKET

One normally has to buy a ticket before boarding the train and the ticket must be shown going on to the platform, during the journey and leaving the platform.

A ticket maybe **single**, **return**, **day return**, **weekend return** (between Friday and Monday) and **monthly return** (for return travel within one month). Mask the dialogues.



Listen to a dialogue between the Railway Clerk and a passenger. Then act out similar dialogues for the metro boarding, and going to Thessaloniki by Intercity train, using different types of tickets.

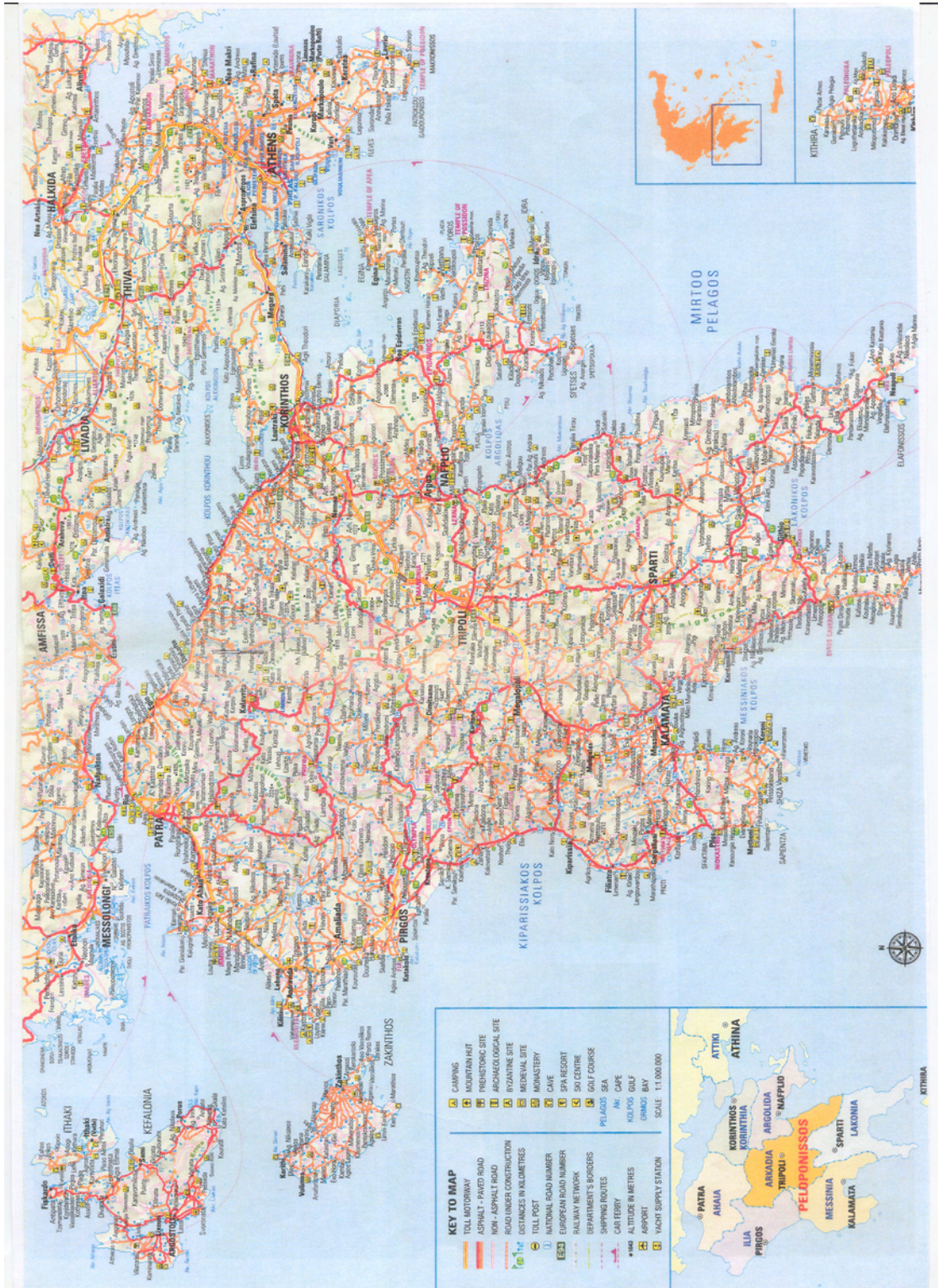


- Pass. : Return to Cambridge, please.
- Clerk : 11.20 please.
- Pass. : Thanks *-handing over money and receiving ticket-*
- Clerk : Thank you.
- Pass. : Two singles to Heathrow, please
- Clerk : 7.30, please
- Pass. : Thank you.

3. LET'S MAP

Look at the map of Peloponnese and with the help of the key to it help your friend who speaks English only to visit Nafplio. You are in Athens. The following prompts will help you to formulate the dialogue:

- How to go there.
- Which way to take.
- What places to visit.
- Why it is worth seeing.
- When to go there.



4. AT YOUR LEISURE..!

When referring to tourist attractions in a country, consider the following points: natural beauty/scenery, sea and beaches, historical/archaeological sites, museums and galleries, cathedrals, monuments, sports centres, food and drink, night life.



You are the bartender of the “SYNTAGMA” bar. A tourist who is having a drink at your bar is asking questions about your city, *which attractions you have in your city, what places you think are the best to visit, how to go there, what to do.* Take roles with your partner.

PLACES TO VISIT IN ATHENS

- The National Gardens
- The National Gallery
- The Megaron of Music
- The village cinemas
- The Acropolis
- The Roman Agora
- Plaka – Monastiraki
- A daytrip to Egina
- A street market
- Kolonaki area

UNIT 6

APPLYING FOR A JOB

A. Discuss with your partner:

- Have you ever applied for a job abroad?
- Do you like attending job interviews?

B. Fill in the following application form:

UNCOVER YOURSELF AND GIVE YOUR PERSONAL DETAILS



First name / Christian name _____

Surname / Family name _____

Sex: male female

Age _____

Nationality _____

Occupation/Profession/Job _____

Address _____

Birthday/date of birth _____

Usual clothes _____

Favourite TV programme _____

Hobbies _____

Studies (certificates, degrees, languages) _____

Previous experience _____

Future plans _____

First language _____

Home town _____

Home country _____

Favourite music _____

Favourite singer / actor / actress _____

Favourite food _____

Favourite holiday place _____

What else would you like to add ? _____



C. OVER TO YOU

1. Work with your partner.

- What you would like to do.
- What jobs you have had so far.

2. Apart from experience and knowledge what other qualities does one need to get a job?

3. Read the following information about employees' behaviour, attitude, and style. In your opinion, which are the three most important qualities one should have in order to be successful in his / her job?

- a. The first impression of yourself makes things easier to deal with people.
- b. Greet people with a friendly, warm smile.
- c. Call people by their name clearly, and correctly. They feel very happy.
- d. If you act friendly, they will be friendly, too.
- e. Make them realize that you feel pleased to help.
- f. Be able to get on with different kinds of people.
- g. Consider people's feelings. They will appreciate it.

4. Talk about your choice with class. Look at the following questions and answers. Number the answers in order of importance (1 - 4) and give reasons. Add your own answer for each question.

- a. Why do you like getting in touch with people ?
- Meeting new people is pleasant.
 - I find it interesting.
 - Everyone is different.
 - People are often very friendly.
 - _____ (your answer).
- b. What annoys you most when dealing with customers ?
- I can't be smiling and helpful all the time.
 - People can't wait. They get impatient.
 - People don't always show appreciation.
 - Some people are not understanding.
 - _____ (your answer).

5. Read and think!



D. LISTENING

George has decided to leave college in order to find an interesting job. He has telephoned about two advertisements:

1.

TRAVEL AGENTS WANTED
FOR BIG TRAVEL COMPANY
IN ITALY.
TEL: 030-236-0055

2.

OSLO: TOURIST GUIDES
WITH GOOD
NORWEGIAN WANTED
TEL: 030 - 535 - 9664



Listen to the two telephone conversations your teacher is going to read. Fill in the following forms, while you're listening.

a. first form

JOB:
SALARY:
QUALIFICATIONS OR
SKILLS REQUIRED:

b. second form

JOB:
SALARY:
QUALIFICATIONS OR
SKILLS REQUIRED:

c. Can George apply for these jobs? If he can't, say:

No, because he hasn't got...

No, because he can't...



E. WRITING

Before you write, have a look at some useful vocabulary and expressions on how to write an application letter:

Step 1

First is the layout:

- a. We write the sender's address (which is our address) and the date on the top right of the page.
- b. Below that, on the left we write the receiver's name or title and the address.
- c. We form clear paragraphs.
- d. We write the closing of the letter on the right of the page.

Second comes the body:

It consists of three parts:

a. REFERENCE

We refer to the advertisement we are interested in and then we explain the reason why we are writing it.

Examples:

I wish to / I would like to apply for the position of...

I read your advertisement in...

With reference to your advertisement in...

b. INFORMATION

We give more detailed information about our studies, qualifications, experience. After we mention the purpose of our letter.

c. CONCLUSION

We close the letter using a polite statement.

Examples:

I am looking forward to hearing from you soon.

I would appreciate an early reply.

Looking forward to your reply, I remain.

If we begin with "Dear Mr/Mrs...", we close with "Yours sincerely".

If we begin with "Dear Sir/Madam", we close with "Yours faithfully".

UNIT 7

RUNNING A TRAVEL AGENCY - LOOKING FOR THE RIGHT PARTNER

A. Discuss with your partner:

- a. Does the idea of an interview make you feel comfortable or nervous?
- b. Name two qualities an interviewee should have.



B. Read the conversation and answer the questions which follow:



1. Jenny and Brian run the “Cosmos Tour Company” and they are about to meet Helena Williams and see if she is the right partner for their company.

Jenny: Helena, thanks for coming. Perhaps we should start by telling you what we are looking for, and then you can tell us what you think, ok?

Helena: Fine.

Brian: Yes, what we are looking for, mainly, is an agent in Britain to **represent** us. Someone to help us with marketing ...

Jenny: Yeah, and dealing with any **queries** from customers ...

Brian: Taking customer orders, **dealing with** any problems ...

Jenny: Once they get on the plane, we look after them ...

Brian: Yes. Really, someone to deal with everything here in Britain.

Helena: I see, OK.

Comprehension check

1. What does an agent have to do ?
 - a. Help someone on the plane.
 - b. Take customers' orders and deal with customers' questions.
 - c. Take customers' money.
 - d. Only marketing.
2. Where do “Cosmos Travel Company” need an agent ?
 - a. In Europe.
 - b. In South America.
 - c. In Britain.
 - d. In South - East Asia.

2.

(dialogue continued)

Helena: Fine, I see no problem with that. We represent other companies in exactly the same way.

Brian: Well, perhaps now we should discuss **payment, commission**, how do you normally work?

Helena: Well, normally, we work on a commission of around 14 percent for each holiday booked.

Jenny: Oh, I think our boss usually pays around 8 %. Is that right, Brian?

Brian: I think so, but in this case it's a bit different.

Helena: You are talking about quite a lot of marketing, dealing with customers and so on.

Jenny: Yeah, I can see that. But we'd have to discuss it with **head office** first.

Brian: Yes, we could phone them this afternoon, to discuss it with our boss?

Helena: Fine, and perhaps we can meet again to discuss it tomorrow?

Jenny: Fine. Good idea.

Comprehension check (continued)

1. Can Helena see any problems working with Jenny's company?
 - a. Yes, her company has no experience in this area.
 - b. No, but she does not want to take customers orders.
 - c. Yes, she does not want to deal with customer problems.
 - d. No, her company has similar agreements with other companies.
2. How much commission does "Cosmos Tour Company" usually pay?
 - a. Between 8 and 12 %.
 - b. Around 14 % .
 - c. Around 8 %.
 - d. 18 % for each holiday booked.
3. Do Brian and Jenny agree on a suitable commission with Helena ?
 - a. Yes. They agreed on 14 % for each holiday booked.
 - b. No, they refused to negotiate.
 - c. No, they have to discuss the problem over dinner.
 - d. No, they have to talk with their boss first.
4. When are Brian and Jenny meeting Helena again ?
 - a. Sometime tomorrow.
 - b. Sometime next week.
 - c. The day after tomorrow.
 - d. Tonight at the hotel.

C. BUILD UP YOUR VOCABULARY

1. Fill in the gaps with words from the text:

represent / queries / dealing with / look after / payment / commission / head office.

1. The accountant of our company can answer all your _____ about your travel expenses.
2. Harry is a talented travel agent and gets _____ on top of his basic salary every month.
3. This is a department of our organization. It's the _____ that takes the decisions.
4. I worked hard this month. I expect a good _____.
5. Ms Denisson _____ our bank in Paris.
6. Our department is _____ customers' complaints.
7. The airhostess _____ passengers during the flight.

2. Helena is going to be a travel agent's representative. She is going to deal with customers.

What kind of services can she offer them?

Step 1

Look at the words in the box and brainstorm some ideas.

example: She can give them information about *package tours*.

*abroad, brochures, guidebook, package tours,
transportation, fares, credit card, accommodation, currency,
visa, passport, **agency**, border, cash, checks.*

Step 2

Now use the *above* words to fill in the gaps in the following sentences.

You go to a travel **agency** and look through colourful _____ to get ideas. You can also go to a bookshop and get a _____ for more details about the places of your interest.

Your travel agent can advise you about _____ and _____. When you have decided, the agent can also arrange your _____, and _____.

If you are travelling across a _____, you will probably need a _____ and, for some places, a _____. And what about money? It is better not to carry too much _____ as it can be lost or stolen. Smart travellers use traveller's _____ or a _____. If you are travelling _____ you'll also want to get some foreign _____ before you leave.

3. Brian is an experienced travel agent. He usually interviews young people who want to work in the travel business.

Read what he says:

“Before the interview I have a good look at the candidates’ **resumé** and **application forms**. I take notes on their **education**, and **qualifications**. I also read their **references**. During the **interview** what I check is their **self confidence** and previous **experience**.”

Now match the above words in bold with the definitions below:

- | | |
|--------------|---|
| a. education | learning develops our character and powers of the brain. |
| b. _____ | someone asks you questions to find out if you are suitable for a certain job. |
| c. _____ | you can trust somebody or yourself. |
| d. _____ | a few things about your personality and experience. |
| e. _____ | qualities and skills. |
| f. _____ | you complete this form when you want to get a job. |
| g. _____ | it is about past events, knowledge, feelings. |
| h. _____ | someone who knows you writes a letter to describe your character and abilities. |

D. OVER TO YOU

1. Taking an interview?

Step 1

Look at the picture of the three people. The man and the woman are the interviewers / friends. The other woman is the interviewee / their friend.



Discuss: What is the situation in this picture ?

- a. a friendly talk
- b. an interview

What three questions will the interviewers ask?

What will the interviewee answer?

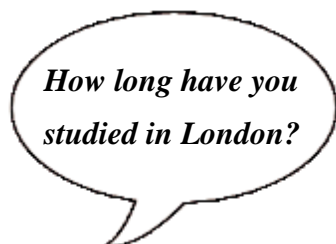
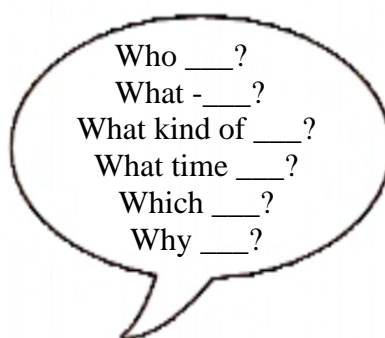
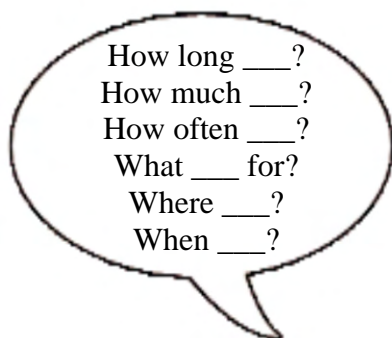
You can use the information from Helena’s interview and answer the questions.

Step 2

With the help of your teacher, practise the above questions and answers, taking the roles of the INTERVIEWEE and the TRAVEL AGENT. Make sure you sound as polite as possible.



2. Imagine that your partner is a tourist from another country. You want to know about his / her country. Ask questions using the words and phrases in the speech balloon.



YOU



THE TOURIST

UNIT 8

HOTEL BUSINESS

A. Discuss with your partner:

- a. Would you like to work in a hotel?
- b. What's the most suitable job for you in the Tourism Business? Why?

B. How to run a hotel

Hotels employ many people from chefs and receptionists, to porters, maids and managers. Here we are going to meet a person who is responsible for most of what a hotel does. He works at the GLOBE hotel in Paris, as an Operations Manager, and his name is Noah Wallas. Let's find out what he does.

1. Listen to Mr Noah Wallas presenting himself and focus on three words: *porterage*, *valet* and *revenue*. Mask the text.
What do you think they mean?



My name is Noah Wallas and I'm the Operations Manager of the Globe hotel in Paris, which is a five star hotel under the brand of GLOBAL TIME ENTERPRISES. I'm responsible for the day to day running of the hotel. So all the department managers of each department, for example, the restaurant or conference and banqueting or house-keeping, report to me. It's my role to set them objectives which they all carry out in their departments which basically all refer to the hotel objectives.

Since we are part of a brand, there are certain standards we have to follow. We have to provide certain services, such as 24 hour room service, and we have to have 24 hour **porterage**, and we have to have 24 hour **valet** as well. It's my role to ensure these standards are maintained at all times.

Also, as Operations Manager, I have direct responsibility for the reservations department in the hotel which is the most, in terms of profit and **revenue**, important department in the hotel. It's where we make sixty per cent of our revenue in the hotel.

QUESTION

Did you find out what these words mean? Circle the answer which you think is correct, and then talk about it with your partner.

Porterage

- a. A selection of wines from Portugal.
- b. The carrying of guest's bags.

Valet

- a. The cleaning of guests' clothing.
- b. The top chef in a hotel.

Revenue

- a. Hotel entertainment
- b. Money a hotel receives from people.

2. Discuss these questions with your partner.

- a. What does an Operations manager do?
- b. Would you like to do such a responsible job?

3. Now read again the text you've just listened to and work in pairs to:

1. Find out **how many hotel departments** are mentioned in the text.
2. Write **the names** of these departments and group the following words under each department:

Revenue, sous - chef, waiter / waitress, receptionist, laundress, manager, business associate, typist, maid, member of staff, chef, translator, commissionaire, accountant, chamber maid / room attendant, manageress, kitchen assistant, secretary, porter, operator, attendant, bar person.

Example: BANQUETING > manager, ...



4. Discuss with your partners. Which of the above jobs is / isn't suitable for someone who:

- a. Has a poor knowledge of foreign languages
- b. Has studied cooking at a professional level
- c. Has only finished High School
- d. Is polite and always ready to help

- e. Knows a lot about drinks and cocktails
- f. Can take care of housekeeping
- g. Has studied finance
- h. Never smiles
- i. Can operate the computer

C. BUILD UP YOUR VOCABULARY

1. Match hotel jobs with definitions and find out what these employees do in a hotel.

1. Barperson / Bartender / Barkeeper
2. Maid / Chamber maid / Room attendant
3. Commissionaire
4. Kitchen assistant
5. Management trainee
6. Porter
7. Receptionist / Guest Service Agent / Front Desk
8. Sous - chef
9. Waiter - Waitress

- a. A uniformed attendant at the entrance to the hotel.
- b. The person who serves drinks in a bar.
- c. The person who is trained to be in control or charge of the hotel affairs.
- d. This person serves food at the tables in a restaurant.
- e. A person who helps in the preparation and cooking of the food.
- f. The person who welcomes or deals with people arriving in a hotel.
- g. A female / male servant who cleans and tidies bedrooms in the hotel.
- h. The assistant cook.
- i. The person who carries luggage in a hotel, or the person who is in charge of the entrance of the hotel - the doorman or the attendant.

All Services!

2. A hotel can offer a guest a series of services. Look at the list of services below and find which of them these two hotels offer. Tick the boxes.

PANORAMA



SKALA



	PANORAMA	SKALA
AIRLINES	<input type="checkbox"/>	<input type="checkbox"/>
LUGGAGE	<input type="checkbox"/>	<input type="checkbox"/>
BABY – MEALS	<input type="checkbox"/>	<input type="checkbox"/>
DOCTOR – PHARMACIES	<input type="checkbox"/>	<input type="checkbox"/>
SAFETY PROCEDURES	<input type="checkbox"/>	<input type="checkbox"/>
BANQUETS	<input type="checkbox"/>	<input type="checkbox"/>
CHURCH SERVICES	<input type="checkbox"/>	<input type="checkbox"/>
CAR RENTAL	<input type="checkbox"/>	<input type="checkbox"/>
CONFERENCE EQUIPMENT	<input type="checkbox"/>	<input type="checkbox"/>
BABY SITTING	<input type="checkbox"/>	<input type="checkbox"/>
BUSINESS SERVICE	<input type="checkbox"/>	<input type="checkbox"/>
RESTAURANT	<input type="checkbox"/>	<input type="checkbox"/>
KEYS	<input type="checkbox"/>	<input type="checkbox"/>

	PANORAMA	SKALA
RESERVATIONS	<input type="checkbox"/>	<input type="checkbox"/>
LAUNDRY & DRY CLEANING	<input type="checkbox"/>	<input type="checkbox"/>
CURRENCY EXCHANGE	<input type="checkbox"/>	<input type="checkbox"/>
MAINTENANCE	<input type="checkbox"/>	<input type="checkbox"/>
TELEPHONE INFORMATION	<input type="checkbox"/>	<input type="checkbox"/>
SALES DEPARTMENT	<input type="checkbox"/>	<input type="checkbox"/>
HEALTH - FITNESS	<input type="checkbox"/>	<input type="checkbox"/>
EXPRESS PRESSING	<input type="checkbox"/>	<input type="checkbox"/>
LOST AND FOUND	<input type="checkbox"/>	<input type="checkbox"/>
WAKE UP CALL	<input type="checkbox"/>	<input type="checkbox"/>
ROOM SERVICE	<input type="checkbox"/>	<input type="checkbox"/>
TAXI SERVICE	<input type="checkbox"/>	<input type="checkbox"/>
HOUSEKEEPING	<input type="checkbox"/>	<input type="checkbox"/>

3. Match situations with services

SITUATIONS

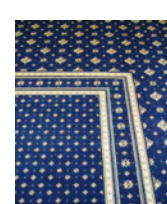
- a. I need my suit pressed. I'm in a hurry
- b. Where are the slides?
- c. I ordered a salad not beans
- d. I'm leaving at six in the morning
- e. The TV is not working
- f. I'll have lunch in the room
- g. Help me with my suitcases
- h. I've got a headache
- i. I want to get a sauna
- j. I need to leave for a while. The baby is sleeping
- k. I'd like to change €1.000 to dollars
- l. How much could a formal dinner for 20 people cost?
- m. I'll pay for two souvenirs only
- n. Will you book me a taxi, please?
- o. My red beauty case is missing.

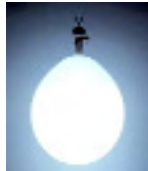
SERVICES

1. babysitting
2. pharmacy
3. luggage
4. banquets
5. health - fitness
6. restaurant
7. room service
8. currency exchange
9. conference equipment
10. wake up call
11. lost and found
12. taxi service
13. room service
14. maintenance
15. sales department

4. Use the words from the box and name the pictures which follow.

Posters, dressing table, desk, sofa, armchair, radiator, twin bed, floor lamp, wardrobe, cooker, refrigerator, bed, bedside table lamp, chest of drawers, bookcase, plants, curtains, cushions, television, video -DVD, carpet, radio, coffee table, pouffe, light, stereo, mirror, night- dress, pyjamas, folding bed





D. OVER TO YOU

1. Hotel Equipment

- Look at the following types of hotel rooms and types of tourists. Which room would you choose for them? Justify your choice.
- Which room would you choose for yourself? Why?
- What piece of furniture wouldn't you like having in your room?





2. Work with your partner. Ask and answer where the above pieces of furniture are, as in the example:

Where is the radiator? (picture 3)

It is under the window.

Use: *between, over, on, next to, behind, in the middle of, in front of, opposite, near, in the corner of*

1. The TV is _____ the picture (picture 1).
2. The sofa is _____ the beds (picture 1).
3. The flowerpot is _____ the table (picture 2).
4. The wardrobe is _____ the bed (picture 4).
5. The pillows are _____ both beds (picture 2).
6. The pouffe is _____ the sofa (picture 4).
7. The picture is _____ the bed (picture 4).
8. The radiator is _____ the armchair (picture 3).
9. The fireplace is _____ the windows (picture 3).
10. The round table is _____ the sofa (picture 4).

UNIT 9

WELCOME YOUR GUEST

A. Feel Comfortable

1. Look at the photos of the two hotels. Work with your partner, ask and answer these questions:

- Which of the two hotels would you choose to stay at? Why?
- What in your opinion are the advantages and disadvantages of each one?
- What three adjectives would you choose to advertise these hotels?



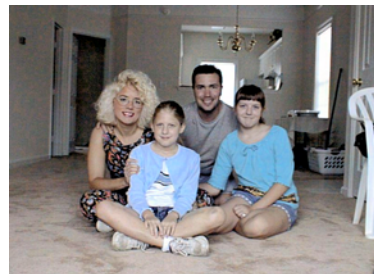
2. Here are different types of tourists.

Which of these two hotels would they like to stay? Why?



Rick is 30 years old.
He loves swimming and making friends.

Steve is the father aged 40 years old,
Shirley is the mother (38) and the two
daughters, Conny (15), Anny (10).



They like sports and table games.

Gino - Stella

Paul - Stacey

45 - 40

They love nightlife, sunbathing.

Mr. and Mrs. Hochman, both 70.

They love walking, sightseeing,
nice company.



B. Checking - in



1. Read the following conversation between Mr Walkman who's just checking - in and the receptionist. Underline any phrases/expressions that sound polite.

Receptionist: Good evening Sir, good evening Madame.

Mr. Walkman: Good evening, we have a reservation, the name's Walkman.

Receptionist: Could you spell that please?

Mr. Walkman: W - A - L - K - M - A - N

Receptionist: Let me see. Yes ...that's a standard double with breakfast from 20th to 23rd.

Mr. Walkman: That's right.

Receptionist: Could you sign here, please?

Mr. Walkman: Sure.

Receptionist: Thank you Sir, here's your key. It's on the 5th floor, room 512. I'll call a porter to show you to your rooms.

Mr. Walkman: Thank you.

Receptionist: Thank you too. Have a nice stay.

2. A note for useful expressions

Could you spell...? Could you sign...?

Questions like the above sound more polite, especially when the question is personal or somehow difficult, bothering.

Work with your partner and complete the following questions:

GUEST

- a. I'm leaving this week.
- b. I can't find my room key.
- c. I'm going to stay in Athens.
- d. What's your name?
- e. I want to see the manager.

EMPLOYEE

- Could you tell me which day you are leaving?
- Could you tell me when...?
- Could you tell me how long...?
- Could you tell me...?
- Could you tell me why...?

C. WHAT'S MY JOB?

You are going to listen to a person working in the hotel industry describing her job.



A. Before you listen:

- Name some hotel jobs.
- Find out what the speaker's job is.

B. Now listen and complete the sentences

- In my job I have to _____
- It's the porter's job to _____
- Generally I like my job because _____
- It's important in this job to be _____
- To get a job like this you need _____
- There are quite good prospects in the job: I could _____ or _____



D. OVER TO YOU



1. Work with your partner and role play a telephone conversation as in the example:

Receptionist: Hello, can I help you?

Guest: Oh, that's reception, isn't it? Well, I've forgot my cosmetics. Could I have a lipstick and a daycream please?

Receptionist: Yes, dial please 222 to contact housekeeping and they will be able to provide you with all the items you wish.

Guest: You said 222, didn't you?

Receptionist: Yes, that's right.

Guest: OK. Thank you.

Receptionist: Most welcome.

2. Now, you are the guest. You have lost a calculator. You can't find it. Your partner is the receptionist. Ask him / her to send you one up to your room.

GUEST

(Do the same with a calculator you have lost. You can't find it. You ask the receptionist to send one up to your room.)

RECEPTIONIST

(Tell him/her politely to have a look everywhere, in the room, in the luggage.)

GUEST

(Say that you have done it already.)

RECEPTIONIST

(Say that you are sorry, that you will see to it immediately, and ask for his room number.)

GUEST

(Say the room number, and thank the receptionist.)

3. Taking a message



Read the following conversation and complete the message below. Tick the appropriate squares:

Christine, the operator: Hello, Riverside Hotel, can I help you?

Caller: Yes, good morning, will you please put me through to Mrs Evans?

Christine: What room please?

Caller: Oh sorry, room number 305.

Christine: I'm afraid the line is busy, could you please hold?

Caller: OK, I will.

.....

Christine: It's still busy, I'm afraid.

Caller: Well, I'll leave a message. Tell Mrs Evans that Dr Newman called, and I want to see her and have lunch together at Marthas' at 2 o'clock. I will call again.

Christine: Certainly Sir.

From Mr / Mrs / Ms _____ Date _____

Phone No _____

CONTACT MESSAGE

For Mr / Mrs / Ms _____ room _____

Telephoned?

please ring?

Called to see you?

will ring again?

Wants to see you ?

urgent?

Message _____

Operator _____

E. BUILD UP YOUR SKILLS

ON THE SAFE SIDE

1. Read the text and find out what kind of things tourists usually do in the wrong way.

Enjoying Holiday under the sun?

Lovely! Be careful though!

Read the text and advise...

Paolo owns a hotel in Piediluco. This is what he says.

“Tourists! Sometimes they don’t know what they are doing! They go straight to the beach on their first day and lie in the sun for hours. Then, they have to lie in bed for a week! It is better to sunbathe for just a quarter the first day:

Moreover, they go to the beach in the middle of the day, when the sun is burning down! The morning is better - or late afternoon. And why do people swim immediately after a heavy meal? This can be dangerous. It is better to wait for two hours at least.

Another thing - people often take all their money and valuable things with them on the beach. This is nonsense. Unfortunately, there are lots of thieves about. It is better to have traveller’s cheques. It is also dangerous to carry documents (passports, tickets, on you. Much better to lock them in your hotel room.

Of course, all this is common sense at home when they go on holiday.”

2. Now make a list of instructions for tourists abroad, as in the example:

Don't lie in the sun for hours on your first day

Sunbathe for 1.50

Don't go to 000*878 07000*

Go in the 000*878 07000*

Don't 000*878 07000*

3. Read the following leaflet which ‘Panorama’ Hotels, give out to tourists.

Step 1

Before you read:

- When you stay out late at night, what are you afraid of?
- Why?
- What would you advise tourists to do when moving around a foreign city?

Save your Documents. I warn you!

Do

- carry your passport, your personal documents, your money and Travel Cheques in a safe place not just into a beach bag, or all in one pocket or **wallet**.
- check **rates of exchange** when you **cash** your cheques - a shopkeeper or hotelier may lower the rate a little make sure it is only a little!
- fill in the **detachable slip** you will find in your Travel Cheque book and keep your cheque numbers in a safe and separate place.

Don't

- sign unless the person who gives value for the cheque is present.
- ever put yourself in the **awful** position of finding yourself abroad and broke.
- carry a large amount of cash with you. You will not be able to take it back, if it is stolen or lost. Carry only enough cash to meet your day - to - day expenses. If you are staying in a hotel, hand any large sum of cash to the manager for safekeeping and ask for a **receipt**.

Do

- always carry your ID or passport when cashing Travel Cheques. These should be in small **banknotes** of €5 and €10 to make things easier for your daily needs. Keep a note of the serial numbers in case of loss.
- keep some Travel Cheques or notes in case you need some.

Don't

- carry your wallet in your back trouser pocket. Always carry it in an inside pocket. If you **take off** your jacket put your wallet in your trouser pocket.
- leave your handbag, your hand luggage, or your **briefcase unattended** on railway platforms, waiting rooms, luggage **racks** or anywhere else. Carry your camera, radio, portable computer with you and keep a note of the serial number.

Step 2

Work out the meaning of these words from the text and circle the correct answer.

A. Wallet

- a. A leather or plastic case to keep banknotes and credit cards.
- b. A paper or plastic bag to put things in it
- c. A small bag to carry money

B. Rates of exchange

- a. Value, cost, speed
- b. The money of one country is charged for money of another
- c. Business of payment

C. Cash

- a. Exchange of cheques
- b. Coins, notes
- c. Credit cards

D. Detachable

- a. It can be next to another
- b. It can be connected
- c. It can be separated from something else that it is connected to

E. Slip

- a. A leaflet
- b. A small piece of paper
- c. A sheet of paper

F. Awful

- a. Wonderful
- b. Terrific
- c. Terrible

G. Receipt

- a. A piece of paper you get in a shop when you buy something
- b. A letter you receive from abroad
- c. Money you give to the reception

H. Banknotes

- a. Paper money
- b. Bank of a country
- c. Notes from a bank

I. Take off

- a. Go away
- b. Put on
- c. Remove

J. Briefcase

- a. Travel bag
- b. Suit case
- c. A case for carrying documents

K. Unattended

- a. Alone
- b. Attention
- c. Unattractive

L. Racks

- a. Shelves
- b. Bookcases c. Rackets

M. Serial number

- a. Number of identification
- b. Serial on TV
- c. Serious numbers



4. Work in pairs. Using language from this unit make some instructions for tourists on holiday in your country. Read your work aloud and discuss: What are the three most important instructions? Why?



5. Work again with your partner and discuss:

1. What areas of the city you live in would you advise a tourist to avoid at night? What would you say to him / her exactly?
2. A tourist in your country wants to know why he / she shouldn't carry large sums of cash with them. What do you say to him / her?

UNIT 10

HOTELS AND TECHNOLOGY

A. Discuss with your partner:

- a. Name two ways of booking a room in a hotel
- b. Do you time your holidays? Yes? Why?
No? Why?

B. PART ONE – BOOKING



1. Read carefully and underline words related to 'money'. Discuss their meaning and use.

People can book hotel reservations in a number of ways, including, obviously now the most recently, the internet, which is becoming more and more important for hotel bookings. I wouldn't say it is going to increase our bookings, we have to know it, because it's a different method of the way guests can book.

So, we have to make sure we are offering the right rates, the right time and in simple English, so that everyone around the world can understand, as now it is not just travel agents using the hotel information, it's somebody sitting at home.



Four top tips on booking hotel rooms

1. When making a booking from experience the most important thing to remember, if you are a leisure traveller, is to book as early as possible because then you can get the best possible discount or promotional offers.
2. When you make the reservation, if you are making it by phone or the internet, always ask for or write down the confirmation number. And they will then be able to easily find your booking, even if they have spelt your name wrong or something has gone wrong.
3. If you have any preferences for rooms, such as you'd like a room which is quiet, or at the front of the hotel, or it's not near a lift or it is near a lift, then again I would recommend that you make these at the time of booking. Because, if you do it on the day of checking - in, they might not be free.
4. To guarantee your room, hotels will ask for a credit card or a confirmation which will guarantee that your room is booked, basically all night or for late arrival. Most hotels, if the room is not guaranteed by a credit card, or some form of payment, will release this room between 2 and 4 pm now.

2. Circle the answer which you think is correct.

Include

- a. contact
- b. contain
- c. contract

obviously

- a. evidently
- b. secretly
- c. normally

spelt

- a. written letter by letter
- b. spent
- c. sell

recently

- a. lately
- b. last year
- c. lastly

Increase

- a. rise
- b. size
- c. side

release

- a. set free
- b. set down
- c. set into

leisure

- a. free
- b. funny
- c. failure

confirmation

- a. confusion
- b. agreement
- c. congratulation

recommend

- a. advise
- b. advertise
- c. administer

Tips on booking

3. Complete the following sentences using words from the text:

1. Book as _____ as possible.
2. You get _____ offers when you book in good time.
3. You can make _____ by the internet, too.
4. It is important to know your _____ number
5. Say what your _____ for rooms, are at the _____ of _____.
6. _____ your room by a _____ card, of _____.

C. OVER TO YOU

1. People can book a hotel room by the internet, by the phone, by the fax, by the travel agency, in person.

Discuss with your partner:

- a. Which of the above ways of booking do you like using? Why?
- b. Which one do you dislike?
- c. What can go wrong when using different kinds of phone (Mobile phone, payphone, cordless phone)?
- d. Why or why not, is it easier to communicate face - to - face than over the phone?



2. Complete the following sentences by choosing the words from the list below. Then listen to the dialogue and check your work.

NOTE: VAT means Value Added Tax. The greek abbreviation is Φ.Π.Α. It is the tax which is added to the price of goods or services.

could, card, you, address, standard, with, room, extra, included, double, extra, date, forward, spell, need, thank, by, on, take, can, do, book, per, rates, what's, ones, say, superior, to, right, VAT, pay, name, price, are, information, room, until, have, hotel, bed, double, standard, do, need.

- Employee : Good morning. Riverbank _____.
- Guest : Good morning. I want some _____ on room _____.
- Employee : Certainly, Sir. We can _____ that for you.
- Guest : _____ the price of a double _____ please?
- Employee : The standard _____ rooms are €440 and the superior _____ are €500.
- Guest : I see. Let me _____ that again please. Well, the _____ double is €440 and the _____ one is €500.
- Employee : That's _____.
- Guest : _____ VAT and breakfast included in the price?
- Employee : Well, _____ and service are _____ in the _____ but not breakfast. This is €25 _____ person.
- Guest : I see. _____ I get an _____ bed if I _____ one?
- Employee : Of course you can. In case you need an extra _____, you will have to _____ €70 more.
- Guest : €70. OK, I'll _____ then the standard _____ without the _____ bed, for this weekend, with breakfast.
- Employee : Very well. What's your _____ please?
- Guest : Mr. Walkman.
- Employee : How do you _____ it, please?
- Guest : W-A-L-K-M-A-N
- Employee : Right. So, we _____ a _____ double room _____ breakfast, from the 20th _____ the 23rd April. _____ you please, Mr. Walkman confirm that _____ fax or e-mail? We'll _____ a credit _____ number and expiry _____, please.
- Guest : Of course. I'll do that.
- Employee : So, we'll hold the _____ _____ 6 pm. Oh, before we finish. Do you _____ our e- mail _____?
- Guest : Yes, I _____. Thank you.
- Employee : We look _____ to seeing _____, _____ the 20th.
- Guest : _____ you. Goodbye.



3. Act out a similar dialogue with your partner.

a. Before you role play remember:

People can also book a hotel room according to their needs.

Rooms can be **singles** or **doubles** which, depend on price, are characterized in **standard**, **superior** or **deluxe**. There are **twin rooms**, **double rooms - one bed**, **double rooms - twin beds**.

With **extra bed**, with **bath**, with **shower**. The **suites** can be: **one - bed suite**, **junior**, **executive**, **deluxe**, **presidential**.

b. Look at the following example.

EMPLOYEE

When an employee answers a phone call, he/she says:

“Good morning / Good evening / Hello / Hi Hotel de Paris. Can I help you?”

When the telephone conversation finishes, they say:

“Good bye. Thank you for calling“

CUSTOMER or CLIENT or GUEST

When somebody wants to book a room he / she says:

“Good morning / Good evening / Hello / Hi, I want to book a room

c. Now role-play with your partner and book a room. Use the instructions that follow:

- Employee: (you greet)
Guest: (You greet and ask for a single room)
Employee: (You ask for how many days)
Guest: (You answer from _____ to _____)
Employee: (You apologize you say you have no more for these days, but you have a double)
Guest: (You answer, you call back)

D. PART TWO – CHECKING OUT - SAYING GOODBYE

When a guest is checking out, you tell him / her what to pay and how they would like to pay.

They usually pay by: account, cheque, credit card, traveller's cheques, in cash, with voucher (from a travel agency)

NOTE: in lieu of gratuities means instead of tip



1. Roleplay with your partner and act out the following conversation putting the sentences in correct order. Then listen to the dialogue and check your work.



EMPLOYEE

1. That's fine. And here is your receipt.
2. We'll need some identification.
3. Good morning madam.
4. That's the 11% service charge in lieu of gratuities.
5. That's the flowers you ordered to send to that address.
6. Oh, yes, it isn't printed out clearly...it's the two phone calls overseas you've made. You can check times and dates...
7. Sure. Here it is. How would you like to pay?
8. Very well. It comes to €876, about ...
9. Thank you. We hope to see you again. Goodbye.
10. Yes, of course, Madam. Oh, ... well... your card expired last week.
11. That's very kind of you. Sign here please.

GUEST

- a. Ah, I didn't remember that. And the 11% charge here?
- b. You're right. Well, here you are. I'm leaving a tip for the staff.
- c. Oh, I'm sorry. I didn't know that. I'll pay by cash then.
- d. Good morning, I'd like to check out, please. Is my bill ready?
- e. OK, thank you.
- f. Can I pay by credit card?
- g. Goodbye
- h. Ah, I see. But could you explain it, here? I can't make out this part...
- i. Sure. Is my passport OK?
- j. €916? What's the €40?
- k. Ah, I don't think I have that much. I'd better pay by cheque.

E. PART THREE – SHOW ME THE MONEY

Before you match:

- a. What is the plastic money?
- b. Do you use it? Why YES, why NO?



What is a card?

1. Match cards and definitions and find out!

1. Smart card

2. Gold card

3. Cheque card

4. Bank card

5. Cash card

6. Payment card

7. Charge card

8. Credit card

- a. Also called Cheque Guarantee card. You show it when you pay for something by cheque or when you cash a cheque at another bank.
- b. Bank customers can get money out of a cash dispenser.
- c. It's like a credit card but it takes the money directly from your bank account.
- d. It's a kind of credit card which you obtain from a shop to buy goods there. They charge the cost to your account and you pay later.
- e. It's a special type of credit card that gives you extra benefits such as a higher spending limit.
- f. You can get money from your bank account using a cash machine, also called ATM card in English.
- g. It's a plastic card which we use to buy goods on credit.
- h. It looks like a credit card and can store and process computer data. It can make payments.

And some other cards to match:

1. Business card

2. Calling card

3. Identity card

4. Index card

5. Place card

- a. It is a card with your name, photo, birth date, religion and other information on it.
- b. When you prepare a formal meal at you hotel you put this card on the table, with the person's name on it, in order to know where to sit.
- c. You write information on it. You keep all these cards in a box, arranged in order.
- d. You give it to other people with your name, job, company.
- e. You give it to people when you go to visit them, with your name and address on.

2. WAYS OF PAYING

NOTE: Apart from paying by card, people usually pay by account, cheque, traveller's cheques, a personal cheque or Eurocheque (you pay from your own bank account in most European countries), voucher from a travel agency, in cash, in another currency.

1. a. Do you remember which way the guest finally paid the bill by?

b. What other ways of payment are mentioned in the text? What do you know about each one of them?

2. Twelve countries which are members of the Euro zone use the same currency: Euro. Unscramble the following words and find out.



k. reeceg-

l. litay

m. myrenga

n. renfac

o. direlan

p. pisan

q. glumebi

r. dallhon

s. strauia

t. galportu

u. alfinnd

v. gumburlex

Greece

3. Work with your partner and match currencies to the countries.

- | | |
|--------------------|-------------|
| 1. Albania | a. Pound |
| 2. Armenia | b. Peso |
| 3. Australia | c. Lek |
| 4. Bangladesh | d. N. Krone |
| 5. Brazil | e. Złoty |
| 6. Egypt | f. Dollars |
| 7. Mauritius | g. Dram |
| 8. Norway | h. M.rupee |
| 9. The Philippines | i. Cruzeiro |
| 10. Poland | j. Taka |

1c, 2__, 3__, 4__, 5__, 6__, 7__, 8__, 9__, 10__.

UNIT 11

PLANNING A CONFERENCE

A. Discuss with your partner.

- a. A conference is
 - i. A formal meeting
 - ii. An interview
 - iii. The news on TV

- b. In your opinion, what makes a conference successful?

B. Read the following text. Check the words in bold. Answer the vocabulary questions that follow.

1. Anybody running a company knows that a well planned conference can greatly **improve** the **performance** of that business. The **main** reason for this is that it takes your employees away from the daily work place and offers them somewhere fresh for a short time. **However**, if the conference is not thought out well will not have the best results and you will have **wasted** a great deal of money.
2. The first step is to find the right place. Can your employees easily reach the conference centre? Is it near a railway station? Is it close to a fast road? Has it plenty of **suitable** parking space? If you are going to choose a hotel, then perhaps the hotel has cheaper rates at weekends or, if it is a popular tourist area, **midweek** rates maybe cheaper.
3. Another important **requirement** is food and drink. Breakfast is a time where people can relax before the day's work begins, but you may not want a long break for lunch in the middle of the day. Buffet lunches are very popular for this reason. Then there is dinner, which most employees **consider** a **reward** for a day's hard work!
4. Whatever your needs, it is **essential** to think ahead if you want a successful conference.

1. Circle the answer which you think is correct.

• **Improve**

- a. Get better
- b. Get on
- c. Get in

• **Main**

- a. Mean
- b. Important
- c. Base

• **Waste**

- a. Save
- b. Spend
- c. Warn

• **midweek**

- a. in the middle of the week
- b. on Monday
- c. a mild week

• **consider**

- a. step aside
- b. conserve
- c. think carefully

• **essential**

- a. careful
- b. useful
- c. necessary

• **Performance**

- a. A successful presentation
- b. Speaking in front of people
- c. Acceptance

• **However**

- a. somewhere
- b. but
- c. somehow

• **Suitable**

- a. proper
- b. suitcases
- c. available

• **requirement**

- a. appointment
- b. qualification
- c. condition

• **reward**

- a. price
- b. prize
- c. prime

2. Work with your partner and with the help of your dictionary write definitions for the words below. Follow the example.

- Conference: a place where people meet and talk about business
- Conference pack:
- Delegate:
- Exhibition:
- Registration fee:

3. Study again the text and working in pairs decide on your answers to these questions.

a. What can improve the performance of a business most?

b. Which steps must one follow to plan a successful conference?

C. BUILD UP YOUR VOCABULARY

Conference facilities

1. Look at the following conference facilities and match illustrations with items.

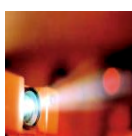
- | | | |
|-------------------------|--------------------------------|-----------------------|
| _____ flipcharts | _____ loud speakers | _____ slides |
| _____ floral decoration | _____ overhead projector | _____ sound equipment |
| _____ large screen | _____ secretarial services | _____ VCR equipment |
| | _____ simultaneous translators | |



a



b



c



d



e



f



g



h



i



j

2. Choose any seven of these conference items. Which ones are necessary for a good conference centre? Discuss your choices in groups.

3.

Step 1

Before the conference: You want to attend a conference at a hotel. How can you book for it? Act out a suitable conversation in pairs.

Step 2

Imagine that you have booked a hotel room for ten days in order to attend a conference.

a. Read the following story, choose the suitable word or phrase, and complete it.

“When I arrived at the hotel I entered the (1)_____ and immediately I walked up to the (2)_____. I spoke to the (3)_____ and I asked her to see if I had a (4)_____. I wanted a single room with a/an (5)_____. The receptionist asked me “Are you (6)_____ the VISIT AN ISLAND conference?” Then I (7)_____ and I signed a (8)_____.

- (1) lobby / hotel / room
- (2) reservation / reception desk / lobby
- (3) hotel reservation / wallet / receptionist
- (4) reservation / hotel / friend
- (5) next door bathroom / ensuite bathroom / nearby bathroom
- (6) want to attend / attend / due to attend
- (7) checked in / went away / paid the bill
- (8) blank cheque / money / credit card voucher

b. Now choose the correct answer and act out a conversation with the hotel receptionist. You can work with your partner.

1. Good evening, can I help you?

- a. Yes, I'd like a single room.
- b. Yes, I'd like two single rooms with ensuite bathrooms.
- c. Yes, I'd like a single room with ensuite bathroom.
- d. Yes, I'd like two double rooms with shower.

2. Do you have a reservation?

- a. Yes, I booked a month ago in the name of “Welcome Holidays”.
- b. I want a reservation.
- c. Yes, I booked a month ago in the name of “Welcome Holidays”. No, I don't want a room.
- d. No, I want to go to the conference.

3. How long will you be staying?

- a. Two friends.
- b. By cheque please.
- c. Ten days.
- d. Tomorrow.

4. How do you intend to pay?

- a. After ten days.
- b. By company credit card.
- c. Immediately.
- d. Fifty Euros per night.

5. Here are your keys. Have a good evening

- a. I want a shower.
- b. Cheers.
- c. Where can I have breakfast?
- d. Thank you. You too.



4. Julia Rockwall and Peter Garner are checking for the same conference. But what is happening? Listen carefully to their conversation with your partners and find out. After that, answer the questions that follow by choosing the correct answer.



QUESTIONS

1. What do Peter and Julia want? They want:

- a. A double room.
- b. A single room.
- c. Two double rooms.
- d. Two single rooms with ensuite bathrooms.

2. What is the first problem?

- a. The receptionist cannot find their reservation.
- b. The rooms are too cold.
- c. They are too late.
- d. They are full.

3. What is the problem with the rooms?

- a. They are small and noisy.
- b. They are too expensive.
- c. The rooms are too cold.
- d. There are no beds.

4. What Peter has lost? He has lost:

- a. His briefcase.
- b. His money.
- c. His wallet.
- d. His taxi.

5. What does Peter drop on the floor? He drops on the floor:

- a. His money.
- b. His credit card.
- c. His briefcase and his papers.
- d. His wallet.

UNIT 12

RENT A CAR? ON FOOT? BY BIKE?

RENT A CAR

- A. The conference ended and Julia with Peter decide to rent a car and go sightseeing. They are in a car rental office and the car rental person, Jimmy, is asking some questions. Tick the question which in your opinion is the most appropriate, and announce it in class.**



1. a. What type of car are you looking for?
b. What car do you want?
c. Which car is for you Sir?
2. a. Would you like a model?
b. Have a model!
c. Which model would you like?
3. a. How much do you want?
b. How long do you need it?
c. How long is it?
4. a. Are you the first driver?
b. Are you one driver?
c. Are you the only driver?
5. a. Do you need security?
b. Do you need insurance?
c. Do you need to be sure?
6. a. Can I see your driving book?
b. Let me see a driving booklet
c. Can I see your driving license?
7. a. Do you have any identification?
b. Do you have some identities?
c. Do you have an identity?
8. a. Can you get it back at 7.30?
b. Could you return it at 7.30?
c. Can you bring it at 7.30?



B. Working in a vehicle hire or rental company.



1. Before you listen:

- Who needs to rent a car?
- What does a car rental person do?

2. You are going to listen to a man working for a car rental company. While you are listening try to understand what the following words and phrases mean.



Rentable order

Working under me

Automatic

3. Question:

Did you find out what these words and phrases mean? Circle the answer which you think is correct and then talk about it with your partner.

Rentable order

- in a good working condition.
- in bad, working condition.

Working under me

- Someone who works on a different floor in the building.
- Someone who works for you.

Automatic

- a car that changes gears for you.
- a car that drives itself.

4. Before you read:

- Would you choose a “rent a car” holiday?
- What are the risks?

5. Now read the text you just listened to and decide with your partner what these words mean.

My name is Jimmy Bendley. I work for Car and Van rental company. I'm the manager of Terni branch in Rome.

What I do is renting vehicles to customers, arranging the daily paperwork for the whole branch, checking the **rentable order** of cars and training the staff. I have seven staff members **working under me**.



We answer every question that a customer has **about** car rental. When a customer comes into the office the first thing we make sure is where they want to go, what type of vehicle they can drive.

We have a problem here because a lot of tourists cannot drive manual vehicles and they don't understand that we basically have and rent **manual** cars. We have very few **automatic** vehicles on **fleet**. Then, we explain the **procedure** for renting a car, exactly what they need to rent a car.

...more words to find out.

• **Manual**

- i. Changing gear manually in the car, driving manually.
- ii. It is a man's job.

• **Fleet**

- i. A number of group of cars under one control.
- ii. A woolly coat.

• **Procedure**

- i. Method, necessary actions for doing something.
- ii. Driving fast.

6. Test your knowledge.

a. How do you say that Julia and Peter had a free day?

- They had a day away.
- They had a day off.

b. Where do you rent a car?

- At a car rental company.
- At a car rental shop.

c. Which grammar type is correct?

- Capri is famous for its sandy beach.
- Capri is famous of its sandy beach.

d. Julia and Peter went by car. Which is correct?

- They drove to the city.
- They drived to the city.

e. The man says: "Is a Renault _____ Sir?"

- Alright
- All right

f. What does Peter say when he agrees?

- I suggest it'll be good.
- I suppose it'll do.

g. What does Julia ask? "How long it _____ to get there"

- takes
- cost

h. Choose the correct one

- We phoned the car company.
- We phone to the car company.

i. Which is better?

- Everything seemed to go wrong
- Everything looked to go wrong

j. Peter forgot his driving license. He wants to use his passport.

- Will my passport do?
- Will my passport go?



C. BUILD UP YOUR SKILLS

1. Look again at the text.

Check how Jimmy describes his job and write a paragraph to present yourself, your job, and communication with your boss, colleagues, customers.

2. Let's remember: What is...?

Match the two parts and find out.

A	B
1. settle the account	a. a small bag for men to keep money in
2. wallet	b. out of order
3. a mess	c. the service which brings food and drinks to your room
4. check out	d. a small amount of money you give to say «thank you» to someone for good service
5. credit card voucher	e. pay the bill
6. ensuite bathroom	f. the entrance of the hotel
7. lobby	g. a bathroom connected to a bedroom
8. room service	h. to leave the hotel and pay
9. tip	i. a piece of paper with your credit card information on it, to pay for something

3. Complete your own unpleasant experience. Choose one word to complete the story.

1. The taxi driver didn't know the ____ (1) to the hotel.
2. When I finally arrived, there was no one at the _____ (2) desk.
3. Suddenly the _____ (3) appeared and told me that my room
4. had been _____ (4)
5. After some talking I filled _____ (5) a new registration form.
6. But then I found out that I had _____ (6) my passport in the taxi.
7. The porter carried my bag to my room, but I didn't have any _____ (7) to tip.
8. Finally, I decided to order a sandwich but the _____ (8) was closed.

- (1) way, route, direction
- (2) reception, reservation, booking hall
- (3) receptionist, travel agent, innkeeper
- (4) double booked, twice booked, fully booked
- (5) at, on, in
- (6) missed, forgot, left
- (7) change, coins, moneys
- (8) delivery service, room service, fast food service.

ON FOOT...



Walking in the mountains is a riskier business than many people think. Here's the experience of a sightseer. Read it carefully and fill in the blanks with the words and phrases which follow.

Land, last, make a trip, protect, rescue, run out of, survive, raise the alarm, turn into, wave

NOTE:

- The past simple tense is generally used with the ending **-d** or **-ed** for the regular verbs.
- Give the suitable tense and form of the verbs.
- You don't have to use all the words.
- Check the meaning of words and phrases in your dictionary, as well as the irregular verbs.

Last spring I decided to _____ to a small village in the mountains for a holiday. My trip started well enough, but it soon _____ a nightmare. I got completely lost and I _____ gas in the middle of nowhere. So I decided to take a short cut by continuing on foot across the mountains, but I fell and hurt my leg. I _____ at some people on the road below, but they didn't take any notice, and then it started snowing. I _____ myself from the cold by making a shelter from branches. I lit a fire and waited for someone to _____ me. Luckily some hunters saw the smoke and _____. A few hours later a helicopter _____ nearby and I was taken to hospital.

1. Fill in the blanks. The first letter of each missing word has been given.

When we plan a h_____ we must first decide what our destination is. After, we have to decide where we're going to s_____ and how we're going to travel - b_____ plane, car, train, or boat. We may need to visit a travel a_____ who will organize our tickets. If we wish to travel a_____ it's best to b_____ in advance to make sure we get the f_____ we want and a good h_____. Remember to arrange to have some foreign c_____ and to have enough t_____.

2. Complete the following phrases with the appropriate preposition and use them to talk about travelling in the city / country.

- Get - a taxi or a car
- Get - a bus, train, plane, bicycle, motorbike
- Travel - car, bus, coach, train, boat, plane, motorbike, lorry, helicopter
- Go - foot
- Pay - cheque
- Spend money - something

Go - foot

Example: As buses are always crowded in the morning, I go to school on foot.

COMMUTING BY BIKE

Read the following text and do the matching task that follows.

Bicycling can be a fun, free **mode** of transportation. Bicycling also burns about 500 calories an hour, so you can **commute** and stay fit at the same time. Once you **discover** the freedom, **convenience** and fitness **benefits** of biking to work, why don't you start riding? But what if my work place is too far for bike? You may ask. In this case, ride to **transit stations** or Park and Ride lots. Enjoy the ride!

What do the words in bold mean? Match and find out.

- | | |
|--------------------|--------------------------------|
| 1. mode | a. comfort |
| 2. commute | b. find out |
| 3. discover | c. way |
| 4. convenience | d. a special area |
| 5. benefits | e. changing places |
| 6. transit station | f. travelling to work everyday |
| 7. lots | g. profits |

A. A customer chooses to have a biking holiday tour in Peloponnese.



Step 1

Listen carefully to this text and find out the answers to the questions which follow.

1. What route will I take?
2. How expensive is biking?
3. What is the proper equipment?



Step 2

Work in pairs. Based on your notes roleplay the conversation with your partner.

B. EXTRA! SAYING IT DIFFERENTLY!

Use the word given to complete the second sentence so that it is as similar in meaning as possible to the first one, without changing this word.

- a. I think the excursions were the best thing about school.
Going
What I liked most about _____
- b. I'd like to see the sights before we find somewhere to stay.
Sightseeing
I'd like _____
- c. As soon as the plane has arrived, I'll phone you.
Landed
As soon as _____
- d. If you want a good room, you should reserve it in advance.
Reservation
If you want a good room, you should _____
- e. I usually go to work by bus but yesterday I went by train.
Take
I usually _____
- f. Why don't you fly to Rome instead?
Flight
Why don't you _____
- g. Make sure you have enough petrol if you're driving in the mountains.
Run
Make sure you _____
- h. The train from Thionville arrives at ten o'clock.
Get
The train from _____

UNIT 13

MEANS OF TRANSPORT



A. In full business!

Every year millions of people travel everywhere using all means of transport. They visit countries they know or places they don't.

Discuss with your partner.

- a. How can people get information about their travelling?
- b. What kind of information do people, who are going to travel, ask?

B. Read the following text and try to find out what the words and phrases in bold mean:

My name's Barbara Paterson. I work at the Italian Enterprises Centre as a senior information officer. Here we offer a tourist information service to customers from all over the world, and we can make arrangements for half a million of visitors about to the office every year. We have two information teams and I am the supervisor of one of them. Every information team has about ten officers who give information to tourists directly **over the counter** to visitors. We speak 12 languages altogether and we also help people plan **itineraries**. This means that when they leave our office, they will know where they can go, where they can stay, what they can do, all about means of transport. We can prepare, for example, a **daytrip** from Rome to any part of the city in every detail. What road to take, what to visit, where to eat and entertain.

1. Tick the right answer.

• **Over the counter**

- i. When you have to pay for information
- ii. When you get information immediately

• **Itineraries**

- i. A list of things that you want to do
- ii. A list of things that you have to pay for

• **Daytrip**

- i. A journey to a tourist area that takes a whole day to get there
- ii. A journey to a tourist area and home again in one day

2. Answer these questions.

- a. How is the organization of Barbara's office?
- b. What qualifications should one have to work in an office like this?
- c. Would you like to work in this office?

C. BUILD UP YOUR SKILLS

A TRAVELLING PLAN

A journey by: *Bus, car, train/rail, coach, plane, metro, boat, hovercraft.*
Cycling, riding a motorcycle, rambling, trekking, on foot.

1. Before you read:

- a. Label the pictures with the phrases from the box.
- b. Discuss: What's the most popular way of travelling, in your opinion?



2. Read this text and follow the steps.

Paul and Emily Wilkins intend to travel to Paris for a few days in spring. They have written to "Round - The - World" Travel Agency in London, asking about ways of going there in the cheapest way. This is what the travel Agency replied:

Dear Mr. and Mrs. Wilkins,

Regarding your plans about cheap fares from London to Paris, here are two possible ways of going there:

One plan is to cross the Channel from Dover to Calais, by ferry, and then get a train to go to Paris. It will take about ten hours and a ticket costs £50. However, you'll have to travel either on Friday or on Sunday.

Another option is to go all the way by coach. The coach leaves from Victoria Station to Paris, it takes about fourteen hours, and a ticket costs £35. In this case, you will be able to travel either on Thursday, or Friday, or Sunday.

We hope to hear from you soon, and arrange a comfortable and enjoyable travelling for you.

Yours Sincerely

R-t- W

Step 1

Fill in the following table with the information given by the Travel Agency.

LONDON - PARIS

	A Coach, ferry, train	B By coach
Travelling Time		
Days of week		
Single fare		

Step 2

A few days later, the travel agent found a third way of travelling, and wrote to Paul and Emily again. Use the information in the table below to complete the letter.

«Round - the - World»

21, Mortimer Street
London W C 1

23 March 2006

Dear Mr. and Mrs. Wilkins,

I wonder if you have made any decisions about your trip to Paris. I sent you details of two ways of travelling which would both be very pleasant.

Table:

LONDON - PARIS

Coach, Hovercraft and Train

Travel Time	7 hours
Days of week	any
Single fare	£45

Step 3

Work in pairs and ask each other.

1. Where you want to travel to, how you want to travel.
2. How much time you can spend.
3. How much money you can spend.

Step 4

You can get information about ways of travelling from a travel agency, or you can invent details. Plan an itinerary for your partner and write it in a paragraph.



3. 'The sky's the limit'

You are going to listen to some people's comments on safety of air travel.

Step 1

Before you listen ask and answer about the following.

- a. Are the skies as safe as possible?
- b. Is enough money invested in maintaining aircraft?
- c. Are flight crews getting enough rest between flights?

Step 2



Listen to these people's comments and choose your answer to the questions which follow.

QUESTIONS

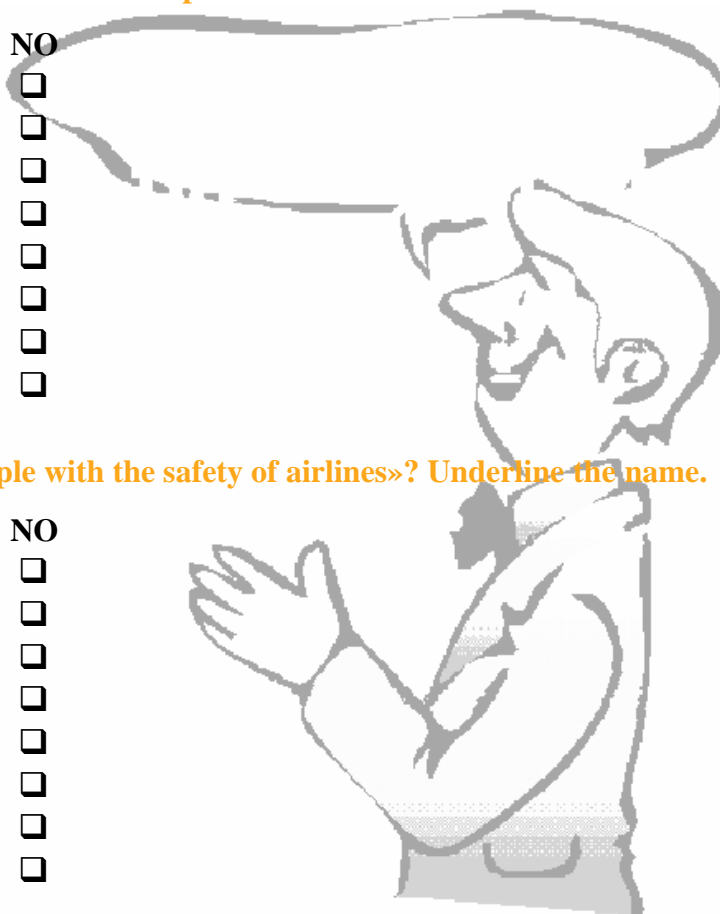
Answer the following questions. Then work in pairs and make your comments.

a. «Air travel is the safest means of transport.»

	YES	NO
Kelly	<input type="checkbox"/>	<input type="checkbox"/>
Thomas	<input type="checkbox"/>	<input type="checkbox"/>
Jenny	<input type="checkbox"/>	<input type="checkbox"/>
Halil	<input type="checkbox"/>	<input type="checkbox"/>
Maria	<input type="checkbox"/>	<input type="checkbox"/>
Kate	<input type="checkbox"/>	<input type="checkbox"/>
Patrick	<input type="checkbox"/>	<input type="checkbox"/>
You	<input type="checkbox"/>	<input type="checkbox"/>

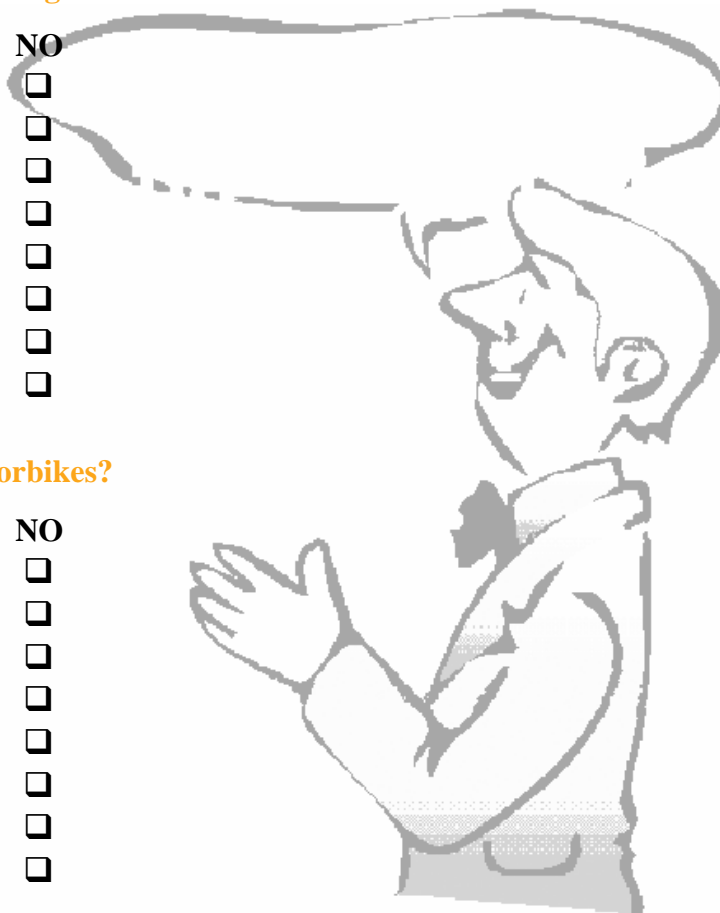
b. Who says «media scare people with the safety of airlines»? Underline the name.

	YES	NO
Kelly	<input type="checkbox"/>	<input type="checkbox"/>
Thomas	<input type="checkbox"/>	<input type="checkbox"/>
Jenny	<input type="checkbox"/>	<input type="checkbox"/>
Halil	<input type="checkbox"/>	<input type="checkbox"/>
Maria	<input type="checkbox"/>	<input type="checkbox"/>
Kate	<input type="checkbox"/>	<input type="checkbox"/>
Patrick	<input type="checkbox"/>	<input type="checkbox"/>
You	<input type="checkbox"/>	<input type="checkbox"/>



c. Is technology enough to safeguard life?

	YES	NO
Kelly	<input type="checkbox"/>	<input type="checkbox"/>
Thomas	<input type="checkbox"/>	<input type="checkbox"/>
Jenny	<input type="checkbox"/>	<input type="checkbox"/>
Halil	<input type="checkbox"/>	<input type="checkbox"/>
Maria	<input type="checkbox"/>	<input type="checkbox"/>
Kate	<input type="checkbox"/>	<input type="checkbox"/>
Patrick	<input type="checkbox"/>	<input type="checkbox"/>
You	<input type="checkbox"/>	<input type="checkbox"/>



d. Who rides and likes motorbikes?

	YES	NO
Kelly	<input type="checkbox"/>	<input type="checkbox"/>
Thomas	<input type="checkbox"/>	<input type="checkbox"/>
Jenny	<input type="checkbox"/>	<input type="checkbox"/>
Halil	<input type="checkbox"/>	<input type="checkbox"/>
Maria	<input type="checkbox"/>	<input type="checkbox"/>
Kate	<input type="checkbox"/>	<input type="checkbox"/>
Patrick	<input type="checkbox"/>	<input type="checkbox"/>
You	<input type="checkbox"/>	<input type="checkbox"/>

Step 3

These are some words the people making comments used. Discuss their meaning and use, and circle the right answer.

1. accuse

- a. blame
- b. judge
- c. charge somebody who did something wrong

2. argument

- a. disagreement
- b. difference
- c. information

3. skilled

- a. experienced
- b. extreme
- c. tired

4. inspect

- a. insist
- b. examine
- c. enter

5. strictly

- a. severely
- b. exactly
- c. honestly

6. rare

- a. usual
- b. not often
- c. normal

7. fatal

- a. tragic
- b. serious
- c. cultural

8. tremendous

- a. huge
- b. best
- c. proper

4 If you were a flight attendant what would you advise a passenger who is afraid of flying? The notes below will help you to make full sentences.

*Not be afraid / sleep well before travel / time to pack / time to go
- airport - before take - off / relax - not drink / breathe deeply -
when on plane / get exercise.*

- a. Don't be afraid
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____

UNIT 14

TOMORROW IS A HOLIDAY!



A. Answer this questionnaire and discuss your choices with your partner's.

What type of vacationer are you?

Circle the answer you think suits you and find out!

1. What's your favourite means of transport?

- a. The car - I stop wherever I like, I talk to local people.
- b. The plane - It's the fastest and the most comfortable way of travelling.
- c. The train - I enjoy the countryside. I relax.

2. You are hiking in the mountain and you lose your backpack/rucksack with all your clothes and personal things in it. What do you do?

- a. I go on hiking - what I really need is the water and some fruit I carry with me in my pockets.
- b. I don't feel enthusiastic any more. I end hiking.
- c. I return to town to buy all I need to continue hiking.

3. What is the right place for you to stay?

- a. Camping in a tent.
- b. A large pleasant hotel with all the amenities / comforts.
- c. In the village with my grandparents.

4. You are travelling abroad. What restaurant do you choose to eat?

- a. A restaurant with local tastes.
- b. A fast food restaurant.
- c. A restaurant where all tourists go because the food, the tastes are familiar.

5. What places would you like to visit?

- a. Places for extreme sports.
- b. Places with tourist attractions.
- c. Remote, unusual places.

What's my score?

10 points? **a**

5 points? **b**

1 point? **c**

Is your score 5-13?

You like sightseeing holidays! However, you avoid risks when you are in a foreign country. As safe as home...

Is your score 14-35?

You like leisure holidays! You enjoy quick and comfortable travelling. Getting suntan by the pool...

Is your score 36-50?

You like adventure holidays! You enjoy new and exciting experiences - not comforts, and everyday new sheets...

B. TRAVELLING YOUR OWN WAY...

Read the text and expand the vocabulary which follows.

It is very easy for young people to travel abroad **nowadays**. If you talk to a travel agent you can find a lot of travelling ways. Young people who are about 20 years old can **obtain** two travel cards, Eurorail and Interail which offer **unlimited** travelling in Europe, mostly by train.

Of course, the earlier you plan your journey the better.

Young people prefer to stay on **campsites** or in youth hostels

because of their cheap **price**. Charter flights are also cheap and you can make last minute booking check - in two hours before **take off**, if you travel abroad. Avoid cash. It's better to carry traveller's cheques and put them in a **money belt** around your waist.



Vocabulary

Look at the words in bold and complete the following sentences to explain their meaning.

1. An aircraft _____ when it leaves the ground at the beginning of the flight.
2. A _____ is an area with shops, showers and tents for your holiday.
3. In the past, we used to listen to the radio a lot, but _____ we mostly watch television.
4. It's safe to keep your money in your _____.
5. When we buy something we pay a _____.
6. He _____ his ticket using the internet.
7. The _____ behaviour is not proper.

C. BUILD UP YOUR VOCABULARY

1. Types of holidays



Look at the above spidergram and choose a type of holiday for the following types of holiday makers. Give reasons for your choice.

1. Leisure customers
2. Business customers
3. Independent travellers
4. Package holidaymakers
5. Age - specific groups

2. What are these people doing?

Choose the correct activity and write a full sentence under the relevant picture.

Skiing, sunbathing, sightseeing, sailing, fishing, swimming, caravanning, hiking, camping, walking, climbing, investigating, exploring



Example

They are camping

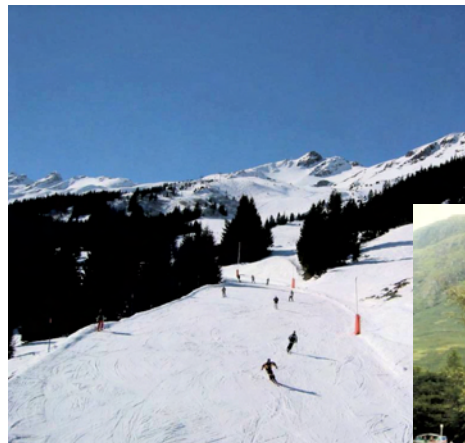


D. OVER TO YOU

1. Make your choice!

a. Number the photos using the list with the types of holidays.

1. - Pleasure
2. - Cultural
3. - Adventure
4. - Sailing
5. - Skiing
6. - Sightseeing
7. - Religious



b. Now talk with your partner about these types of holiday using the following questions.

Which of these places would you like to visit? Would you like to spend a week there? Why? What will you do there?

The expressions below will help you:



c. Who says what?

What type of holiday do these people like?

1. «I like visiting museums and ancient theatres». (cultural)
2. «I can sit and watch the birds for hours. It's my favourite sport».
3. «I never lose the motorcycle race in Serres».
4. «I am very interested in attending the fur exhibition in Kastoria. It is not only a commercial event but a cultural as well».
5. «Holyland always fascinates me. It's the birthplace of divine messages, miracles and prophets».
6. «My children and I enjoy watching the stars lying outside our tent».
7. «The Hora of Andros is the most attractive town with neo - classical mansions side - by - side with Cycladic houses».

2. Make your decision!

a. Which of the types of holiday above is the most enjoyable / boring / tiring / exciting / relaxing / adventurous / luxurious / interesting / spectacular / comfortable?

b. Talk about the types of holiday as in the example:

Sightseeing is boring but camping holiday is the most boring.

3. Be descriptive!



a. Listen to six descriptions of holidays and match them with the pictures. Before you listen discuss with your partners what type of holiday each picture presents and think of relevant words to describe it.



A



B



C



D



E



F

b. Now turn to APPENDIX III and find the listening script for Unit 14. Read the descriptions and check your answers. Use a dictionary for help with new words.

4. FACE YOUR CUSTOMER!

Before you read the following paragraph, decide who the speaker is.

a. A _____ describes what questions a customer should answer before starting his / her journey.

- a. A travel guide
- b. A travel agent
- c. A hotel manager

What does he say? Read and check if your answer is correct.

«Customers come to see me at my agency, saying only that they'd like to go somewhere... I don't want to spend time and energy so I ask three questions: Where? When? How? Usually, it's the work or the employer who decides the holiday period, so there isn't much choice. If, however, there are no limits, what I consider for the holiday period is the climate or the temperature of the country the customer is visiting. For example, India in August is extremely hot!»

b. Now, the travel agent is asking:

«What will your trip be like?»

What other questions is he asking?

Put the following words in order to find out. Use your dictionary.

1. What/you/want/from/its/country/do/unknown/and/an/inhabitants?

2. You/do/like/another/culture/to/know?

3. Do/you/meet/people/to/like?

4. Do/need/some/you/relaxation?

5. You/are/to/planning/sports/some/play?

6. Do/something/really/thrilling/to/you/like/do?

UNIT 15

PLANNING YOUR PROJECT

A. Discuss with your partner:

- a. What are your personal travel interests?
- b. Can you plan a travelling project?

B. According to the answers that a customer is giving, group operators, agencies, customers themselves using the web, can organize any type of holiday.

Read what the travel agent says about trip types and label them with the definitions below.

business trips, group travel, cruises, visiting a specific location (island, beach, mountain, etc.), sport travel, other types of travel, individual discovery travel, adventure travel.

1. You would like to go and visit a country and be completely on your own. Everything can be planned before leaving or a good part can be left up to you, just rely on our impulses.

2. Depending on your interests, there are types of trips you can take. It could be a religious pilgrimage, a trip together with member of your family. Genealogical research, cooking class in Paris or just a remake of your honeymoon.

3. You can go and take photos in Nepal, a safari in Africa, meet some forgotten tribe in the Amazon, go on a cruise while following ancient paths. You can travel to Australia just to meet the aborigines. On a trip like this you can do things you thought impossible, so why not?

4. You need to be in a specific place on a given date? Then just select the travel method that will cover speed, comfort, connections, price, transfers, accommodation etc.

5. Sail from one port to another, get off and visit really exotic places, have some strong fun for one or two weeks. Anyone can do that, there's a price convenient for everyone.

6. You maybe passionate about squash. You wish very much to go diving. Your dream is to run all over South Africa. Why not? You can choose whatever you want.

7. You'd like to go and visit a country but you don't want to be alone. There are a great number of agencies and tour operators offering a lot of destinations, at any prices. On this type of trip with other people, everything will be planned, reserved and organized in advance.

8. You want to spend some weeks just resting, relaxing, with no reason except to enjoy some sun and freedom. You can arrange this type of travelling with a group or alone.

C. BUILD UP YOUR SKILLS

1. Enjoying Greece!

A group of Italian students are interested in visiting Greece in late August. They call the Tourist Information Centre where you work as an assistant, asking for information.

Use your dictionary, work with your partner, make your research and complete the following plan in order to make things easier for you and for the Italian group:

COUNTRY

GENERAL INFORMATION

- Average temperature in August: _____
- Rainy months are: _____
- Best season to go there: _____
- Geographical characteristics: _____



BRIEF DESCRIPTION OF COUNTRY

- Political Structure: _____
- Capital: _____
- Language: _____
- Currency: _____
- Exchange rate: _____
- Passport: _____
- Visa: _____
- Vaccines: _____
- Water: _____
- Power, Electricity: _____
- Clothing: _____

AVAILABLE ACCOMMODATION

- Hotels (national or international chains): _____
- Independent hotels: _____
- Bungalows: _____
- Youth hostels: _____
- Bed and Breakfasts: _____
- Cottages: _____
- Camping areas: _____
- Guest houses (small hotels): _____
- House swapping: _____
- Other possibilities: _____

TRANSPORTATION

- To go from home to the country you're to visit: _____
- Transport within the country: _____
- Train: _____
- Bus: _____
- Car rentals: _____
- Recreational vehicles: _____

SPORTS ACTIVITIES

- Interesting activities: _____

ATTRACTIONS

- Interesting sights: _____

2. Enjoying the world!

Before you read:

You are planning a trip to Afghanistan and another one to the Netherlands. Choose from the list below what three things you will ask the travel agent about each destination and explain your choice.

Medicine, credit cards, water, vaccines, national holidays, concerts, festivals, useful phones, special clothes, local customs.

TEXT

Travel agents make reservations, prepare trips and give useful information. However, there are some things which are checked as well, before making an agreement with the customer. This of course depends on the country one is visiting. The preparations will be different and more detailed if one is travelling to Afghanistan for example than travelling to the Netherlands.

The political situation of the country we are visiting is also an important matter. Another point that a travel agent should take into consideration is to supply customers with information for local people, addresses, phone of local embassy.

MORE ADVICE: If a traveller needs medication, then he/she should take as much as they think it will be enough for the period of their staying in the foreign country.

3. WHAT? WHAT IF? WHAT ABOUT?

- a. You are a customer interested in travelling to Zimbabwe. How do you ask your travel agent about the political situation, about the possibility to lose your passport, about the medicine you have to take? Use *what, what if, what about*.
- b. How do you ask about diseases, vaccines, sanitary conditions, medical care? Ask if there is any risk of infection. Look at the example:

Ask if there is any risk of infection.

Is there any risk of infection?

- a. Ask about a risk of epidemic.

- b. Ask which vaccines are required.

- c. Ask which are recommended.

- d. Ask if toilets are easy to find.

- e. Ask if you can eat all the fruit and vegetables.

- f. Ask if the tap water is drinkable or you should drink bottled water.

- g. Ask where you would go if you got sick.

- h. Ask if there are any doctors available as well as private clinics.



4. One of the duties that a travel agent has, is giving health and safety information about travel and resort.

A customer who loves culture holidays is travelling to India. Work in pairs, use the notes and advise Ketty (your customer) about her trip. Continue the dialogue.

a. The notes:

Before Ketty leaves

Vaccinations - accommodation - tickets - visa - passport - valid.

While in India

Tap water(x), food, tour guide, bottled water, places to visit.

Useful expressions to give advice (you can use any of them)

You should - you shouldn't...

If I were you, I would...

Make certain that...

Try to...

You must never...

It's always a good idea to...



b. The dialogue

Travel Agent : Yes, can I help you?

Ketty : I'd like to visit India, but I don't know what I need to do before I leave.
Can you give me any good advice?

Travel Agent : Well, it's always a good idea to make your plan before you travel. But,
first, what kind of holiday do you want?

Ketty : Well, I want to know the cultural part of India. Temples, monuments,
dances...

Travel Agent :

Ketty :

5. Look at the following box and choose six words only that you will take with you if you have to stay on a desert island for a month. Which ones do you choose? Explain why. Work in pairs and use your dictionary for help.

Cultural, comfortable, comfort, romantic, countryside, diving, sight- seeing, fishing, leisure, sport, horse riding, local history, trekking, hacking, sailing, suntan, swimming, tent, vacation, museums, pic nic, holiday inn, clubbing, surfboard, holiday maker, rucksacking.

Example: I'll take surf board because I like surfing and I'll spend my time having fun and exercise.



6. LOOK – LISTEN

a. TEST YOUR EYE!

Read the following groups of words, and circle the word which you think doesn't belong to the group. Then announce to class.

1. Fantastic, alcoholic, romantic, magic, poetic.
2. Hotel, hostel, inn, pub, cave.
3. Skyscraper, landscape, cathedral, arrival, monument.
4. Boarding card, backpack, baggage, bag, suitcase.
5. Airport, train station, bus stop, book, harbor.
6. Excursion, departure, trip, flight, journey.

b. TEST YOUR EAR!



Now you are going to listen to some sentences. Try to find out which of the following words you are listening to, belongs to the sentence. Underline the one you hear. You listen to it once.

1. Pin-bin
2. Pleasure-leisure
3. Pool-cool
4. Plan-plane
5. Better-letter
6. Pill-bill



7. NOW WRITE ABOUT IT!

What is the best holiday you have ever had?
Describe your holiday. The questions below will help you.

Which place did you visit?

What means of transport did you choose?

Did you go with your family, friends or alone? Why did you go there? What did you do?

Why did you like it so much? What impressed you most?

FILE OF ACTIVITIES FOR PEOPLE INVOLVED IN TRAVELLING

A. PREPARE AN ITINERARY

1. A customer who lives in New York, in the United States, wants to spend two weeks in England. The travel agent arranges a plan by car. He thinks that if the customer uses the car he will be free and relaxed. He won't waste time by taking planes, taxis, transport, arrivals, departures, bags to pack and unpack. The car will enable him to get around and be more independent. This is what the travel agent planned:

No	Date	Itinerary	Transport	Lodging
01	June 15	New York - London	Plane	
02	June 16	London-Leeds Pick up car at Leeds airport Leeds airport - Sheffield	Plane Car	B and B
03	June 17	Sheffield		
04	June 18	Sheffield-Manchester-Liverpool	Car	B & B
05	June 19	Liverpool	Car	
06	June 20	Liverpool-Chester-Derby	Car	B & B
07	June 21	Derby		
08	June 22	Derby - Stafford - Derby	Car	
09	June 23	Derby-Leicester- Cambridge	Car	B and B
10	June 24	Cambridge-Luton-Oxford	Car	B & B
11	June 25	Oxford-Winchester- London	Car	B & B
12	June 26	London		
13	June 27	London-Dover		B & B
14	June 28	Dover		
15	June 29	Dover-London-New York Return car to Heathrow Airport	plane	

With this itinerary, one can see a lot more places. The car lets you more freedom. You don't waste time. It's easy to make reservations. The traveller can reserve a hotel or a studio instead of a Bed and Breakfast room.

2. Using the above example, prepare an itinerary for two friends, a man and a woman who come from Italy and want to visit Athens and Peloponnese. Find the proper means of transport for them, using the information about the different means of transport you have studied so far, as well as a map of Greece.

B. LET'S FIND

You are a tour guide and one member of your group lost his luggage at the Heathrow airport. Help him to complete the following form giving detailed description of the bag and its contents:

1.

LOST AND FOUND SERVICE LOST PROPERTY REPORT FORM

Item lost: _____
Description: _____
Colour: _____
Make: _____
Type of fabric: _____
Model: _____
Contents: _____
Others: _____
Date lost: _____
Where item left / lost: _____
Contact name: _____
Address: _____
Telephone no: _____
E - Mail: _____
Signature

2. How to complete an official form:

What happened to Tina Carlton?

Practice with the following.

Tina Carlton flew to Japan for a holiday. Unfortunately, she lost one suitcase, so she had to fill out a claim form for her insurance company. As there was little space in the form, she gave the necessary information, in brief.

Example: *1 pair of shoes* instead of writing *I lost one pair of shoes.*

3. Now write full sentences, and use the past tense of the verbs in brackets.

Brown	The shoes _____ (be)
€50	The shoes _____ (cost)
Size 8	The shoes _____ (be)
High - heeled	The shoes _____ (be)
Party	The shoes _____ (wear to)

We can also join these sentences into one:

Example: I lost one pair of size 8, brown, high - heeled party shoes, costing €50.

4. Use the information below to write seven sentences about the things that Tina lost.

a. Coat	red	€60	velvet	new
b. Jeans	blue	€70	size 12	
c. T-shirt	red	€15	cotton	
d. Dress	Indian	€50	size 12	
e. Towel	red/white	€10	large	striped beach
f. Shoes	white	€80	size 8	leather running
g. Bag	brown	€38	strong	

5. Label the following items.





C. HELP MR. MINDS TO ASK FOR INFORMATION

1. Look at the cartoons and complete the dialogue between Mr Minds and the Lost Property Officer. Work in pairs and act out the dialogue.

- _____ morning! I have _____ umbrella.
- _____ this _____?
- Yes, _____
- _____ please sign _____?
- Certainly. Here _____.
- Thank _____

Write your conclusion here:

Mr Minds _____ umbrella, but he _____ Bag!



2.

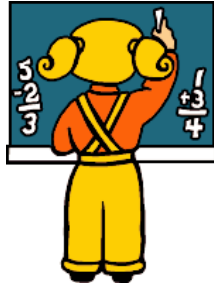
CARRY ON!

a. Label the pieces of luggage in the picture choosing one word from the list below.

- a. Luggage label (Br) / luggage tag (Am)
- b. Combination lock
- c. Suitbag / garment bay
- d. Strap
- e. Suitcase
- f. Rucksack / backpack
- g. Hold all



b. What is their name in your language? Use your dictionary.



GRAMMAR TIPS

AND

PRACTICE

A. BRUSH UP YOUR ENGLISH



I. LET'S NATIONALIZE

With the help of your teacher and classmates write the name of the Country of each flag and after add the nationality of every one as in the example.

Afghanistan, Albania, Cambodia, China, Cuba, France, Iceland, Iraq, Ireland, Israel, Japan, Lebanon, Netherlands, Norway, Pakistan, Philippines, Poland, Portugal, Thailand, Turkey.











Albania
Albanian



Afghanistan
Afghan





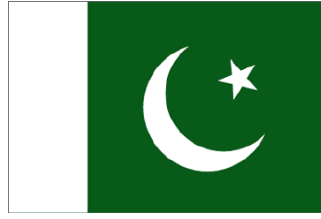
























II. DATES AND NUMBERS



You remember, don't you?

The days of the week are:

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday.

The months of the year are:

January, February, March, April, May, June, July, August, September, October, November and December.

The four seasons are:

Spring, summer, autumn (fall) and winter.

PRACTICE

Write the word necessary to complete the meaning of the sentence.

1. The first month of the year is January.
2. The second month of the year is _____.
3. The third month of the year is _____.
4. The last month of the year is _____.
5. The month of June comes before the month of _____.
6. The month of September comes before the month of _____.
7. The month of May comes after the month of _____.
8. The month of August comes after the month of _____.
9. In the United States, elections take place during the month of _____.
10. In Greece, the weather during the months of _____ and _____ is generally very hot.
11. The first day of the week is _____.
12. The second day of the week is _____.
13. The last day of the week is _____.
14. Monday comes before _____.
15. Thursday comes before _____.
16. Wednesday comes after _____.
17. Saturday comes after _____.
18. The four seasons of the year are spring, _____, autumn, and _____.
19. Christmas occurs in the month of _____.
20. Easter is celebrated during _____. (season)

III. YOU ARE MY NUMBER ONE...



Ordinal numbers:

One, two, three, four, five, six, seven, eight, nine, ten, eleven, twelve, thirteen, fourteen, fifteen.

Cardinal numbers:

First, second, third, fourth, fifth, sixth, seventh, eighth, ninth, tenth, eleventh, twelfth, thirteenth, fourteenth, fifteenth.

More numbers...

Twenty, thirty, forty, fifty, sixty, seventy, eighty, ninety, a/one hundred, a/one thousand.

Look at the example and continue.

Twentieth, thirtieth, ...

Fill in the blanks.

1. I live on the (4) _____ floor.
2. Angelo is (23) _____ years old.
3. Grandma is (55) _____ years old.
4. Marco Polo was born in the (13) _____ century, and died (70) _____ years after.
5. Helena got (89) _____ in the test.
6. Alan's birthday is on October (1) _____.
7. Ten times five is (55) _____.
8. 35th, 42nd, 68th are _____ numbers.
9. (14) _____ minus (4) _____ is (9) _____.

NUMBERLESS...

Complete the sentences below:

1. The (6) _____ day of the week is Friday.
2. The (3) _____ month of the year is March.
3. The _____ letter of the alphabet is K.
4. The (21) _____ letter of the alphabet is _____.
5. The _____ day of the week is Wednesday.
6. The _____ century is from 1700 - 1800.
7. The day today is _____.

Write the missing numbers:

- | | | |
|-----|-------|----------------|
| 1. | 1st | first |
| 2. | _____ | _____ |
| 3. | 3rd | _____ |
| 4. | _____ | _____ |
| 5. | _____ | _____ |
| 6. | _____ | _____ |
| 7. | _____ | _____ |
| 8. | _____ | _____ |
| 9. | _____ | _____ |
| 10. | _____ | _____ |
| 11. | _____ | eleventh |
| 12. | _____ | _____ |
| 13. | _____ | _____ |
| 14. | _____ | _____ |
| 15. | _____ | _____ |
| 16. | _____ | sixteenth |
| 17. | _____ | _____ |
| 18. | _____ | _____ |
| 19. | _____ | _____ |
| 20. | _____ | _____ |
| 21. | _____ | _____ |
| 22. | _____ | _____ |
| 23. | _____ | twenty - third |
| 24. | _____ | _____ |
| 25. | _____ | _____ |
| 26. | _____ | _____ |
| 27. | _____ | _____ |
| 28. | _____ | _____ |
| 29. | _____ | _____ |
| 30. | _____ | thirtieth |

Do you know?

The expression for help «Mayday, Mayday» comes from the French phrase «m'aidez» which means «help me».

Just Remember!



IV. WHAT TIME IS IT?



Three o'clock	3.00	
Five past three	3.05	(three five)
Ten past three	3.10	(three ten)
A quarter past three	3.15	(three fifteen)
Twenty past three	3.20	(three twenty)
Twenty-five past three	3.25	(three twenty - five)
Half past three	3.30	(three thirty)
Twenty-five to four	3.35	(three forty)
A quarter to four	3.45	(three forty - five)
Ten to four	3.50	(or three fifty)
Five to four	3.55	(three fifty - five)
Four o'clock		

Killing time...

Write what time the clocks show...



17:25



12:40



20:40



08:10



06:30



07:55



10:45



11:15

B. NOUNS - PLURALS



1. The nouns can be **countable** (one book, two books, three books... etc.) and they have plural number. They can also be **uncountable**, and in this case they **do not** have plural number.
2. The **plural** of the nouns is formed, generally, by adding an **-s** to the singular:
car – cars,
lake – lakes

Other plural forms

- Nouns ending in **o, ch, sh, ss, x** form the plural by adding **-es**:

Potato – potatoes

Brush – brushes

Fox – foxes

Church – churches

Glass – glasses

But: photo – photos, ox – oxen

- Nouns ending in **y** form their plural by dropping the **y** and adding **ies** if there is a consonant before the **y**

Cherry – cherries

Country – countries

Ferry – ferries

Lady – ladies

If there is a vowel before the **y** these nouns follow the general rule

Bay – bays

Boy – boys

Day – days

- Nouns ending in **f** or **fe** form their plural by dropping the **f** or **fe** and adding **ves**

Calf – calves

Knife – knives

Leaf – leaves

Life – lives

Loaf- - loaves

Self – selves

Shelf – shelves

Thief – thieves

Wife – wives

Wolf – wolves

But

Scarf – scarfs/scarves

Wharf – wharfs/wharves

Cliff – cliffs

Handkerchief – handkerchiefs

Safe – safes

Irregular Plurals

Aircraft – aircraft

Craft – craft

Child – children

Foot – feet

Man – men

Tooth – teeth

Deer – deer

Goose – geese

Mouse – mice

Woman – women

Fish – fish/fishes

Louse – lice

Sheep – sheep

- **Collective** nouns such as crew, family, jury, mathematics, team etc. are followed by a singular or plural verb.

Example: Our family is big.

Our family come from Minor Asia.

- **Certain** nouns are always in plural. They are followed by a plural verb. Here are some of them:

Acoustics, arms (guns), athletics, binoculars, clothes, damages (compensation), earnings, glasses, goods, grounds (of coffee etc.), outskirts, pains (trouble), pants, police, premises (of business), pyjamas, riches, savings, scales, scissors, spectacles, spirits, stairs, surroundings, trousers, valuables.

But billiards, dominoes, mumps (disease), news **is**

- The **compound nouns** form plural as follows:

Travel agent – travel agents

Summer holiday – summer holidays

Bus driver – bus drivers **but** man driver – men drivers

Sitting room – sitting rooms

Mother-in-law – mothers-in-law

Passer-by – passers-by

3. The **uncountable** nouns are always in singular, they don't take **a / an** unless they have a particular meaning.

Example: I need some coffee and sugar.

“Two coffees please”.

Uncountable nouns are the ones which have to do with:

Foodstuffs (bread, cream, jam, milk...)

Material (cloth, glass, soap, wood...)

Abstract nouns (advice, beauty, experience, help...)

These nouns can form plural with the help of a countable noun.

Example: I want two bottles of milk.

This is a **glass** of water **but** this box is made of **glass**.

Every day we buy **two loaves of bread**.

The teacher gave **two pieces of advice** to the children.

PRACTICE

1. a. Find out which of the following words are countable [C] and which are uncountable [U].

Luggage, information, chop, keyboard, pilot, television, steak, journal, civil servant, gate, movie, mincemeat, accountant, crew, craft, wastepaper basket, radio, chicken, equipment, sausage

- b. Now, write down all the words in the correct group according to their meaning.

FOOD	AIRPORT	MEDIA	OFFICE

2. Circle the most suitable expression from the words in bold.

- a. He was worrying because he had no **information/informations**
- b. The money for the hotel expenses **is/are** in my luggage under the bed
- c. Oh! I like your hair. **They are/It is** lovely!
- d. I asked for **a/an/some** advice from my travel agent
- e. I don't like this room. **There's/there are** a lot of furniture.
- f. The staff on board **was/were** very kind

3. Match the two columns as in the example.

- | | | |
|----------------|-------------------------------------|----------|
| a. a pair of | <input checked="" type="checkbox"/> | 1. water |
| b. a glass of | <input type="checkbox"/> | 2. chalk |
| c. a loaf of | <input type="checkbox"/> | 3. milk |
| d. a carton of | <input type="checkbox"/> | 4. wine |
| e. a bar of | <input type="checkbox"/> | 5. jeans |
| f. a bottle of | <input type="checkbox"/> | 6. soap |
| g. a piece of | <input type="checkbox"/> | 7. bread |

C. VERBS



I. Verb: "to be"

A. George is from Greece. He is writing about himself. Complete the blanks with the verb *to be*.

I am a student from Greece. My name _____ George. My father _____ a seaman. He _____ at home now. My mother _____ a housewife. She _____ - not greek. She _____ English. My brother _____ a seaman too. He _____ at work. My sister _____ a pupil. She _____ not very well today. We _____ a happy family.

B. Put the words in the correct order and write questions.

1. Happy - you - are. Are you happy?
2. Where - your - is - father. _____
3. Your - American - is - mother. _____
4. She - at - home - is. _____
5. How- he - is - old. _____
6. They - from - Paris - are. _____
7. How - you - are. _____

C. Give the negative form of the verb *to be* as in the example.

1. Mary/English. Mary isn't English.
2. She/at school today. _____
3. He / a doctor. _____
4. They/from England. _____
5. We/twenty years old. _____
6. I/late at work today. _____
7. You/Italian. _____

D. Give short answers. Follow the example.

1. Are you a student? Yes, I am / No, I'm not
2. Are they your parents? _____
3. Is this a good job? _____
4. Is she a tour operator? _____
5. Is he in London? _____
6. Are you and your brother teachers? _____
7. Are we Spanish? _____

II. Verb: “(to) have got”



A. Use *have got* or *has got* and write affirmative, negative sentences or questions. Follow the example.

- | | |
|---|-----------------------------|
| a. She/not/green car. | She hasn't got a green car. |
| b. I/not/black/hair. | _____ |
| c. You/a job? | _____ |
| d. They/lunch at a restaurant every Friday? | _____ |
| e. We/a call from Germany? | _____ |
| f. George/not/a driving license. | _____ |
| g. He/a certificate in Italian. | _____ |

B1. Fill in the gaps with *have* or *has*.

His name is **Nick Vans**. He is a lawyer and _____ got an office at the centre of the city. His wife **Eleanor**, _____ got a bookshop at Bridge Street. Nick and Eleanor _____ got two children, a son and a daughter. They are twins. They both _____ got brown hair and blue eyes. They also _____ got two pets, a dog and a cat.

B2. Answer the questions about Nick Vans.

- | | |
|--|---------------|
| a. Is he a doctor? | No, he isn't. |
| b. Is he married? | _____ |
| c. Has he got an office? | _____ |
| d. Has his wife got a record shop? | _____ |
| e. Have Nick and Eleanor got two sons? | _____ |
| f. Have the children got the same age? | _____ |
| g. Have the children got black hair? | _____ |
| h. Have they got blue eyes? | _____ |
| i. Have Nick and Eleanor got two cats? | _____ |

III. Verb: “can”



A. Complete the following blanks with can, can't, as in the example.

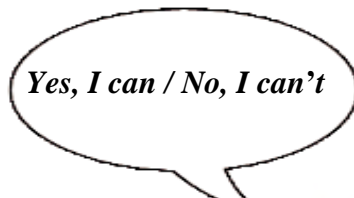
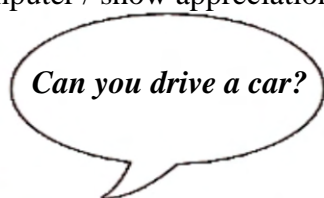
- i. What **can** you see from your window?
- ii. I _____ see the Acropolis
- iii. _____ Gino send an e-mail?
- iv. Yes, he _____.
- v. Timothy _____ speak German, but he _____ speak Italian
- vi. _____ she send this fax for me?
- vii. No, she _____.

B. Make full sentences according to the example. Use can, can't.

- i. My blue suitcases/heavy - carry them?
My blue suitcases are very heavy. – Can you carry them?
- ii. I lost/way/Plaka - show me the way?
- iii. This tourist/want/go/Thessaloniki - buy a ticket?
- iv. It/urgent! - we use your phone?
- v. I need/job - you speak foreign languages?
- vi. The van / new - you drive?
- vii. Secretary/left/London - you type fast?

C. Find out who in your class can do these things.

drive / speak Norwegian.
work long hours / greet people and smile.
get on with different kinds of people.
be helpful / speak languages
operate the computer / show appreciation
be patient.



YOU



YOUR PARTNER

IV. IMPERATIVE



Come here, don't go out.
Stay here. Don't sit there.
Turn left. Turn right. Go straight ahead.
Help me with my suitcase, please. Have some coffee.
Let's don't go out tonight.

Practise with the following

Don't forget, Don't be late, Pass, Turn left, Wait, Let's don't, Listen, Have, Pick up, Add, Don't run, Don't write, Take, Switch on, Tell me, Make yourself.

1. _____ your pen!
2. _____ for me, please.
3. _____ at the end of the road.
4. _____ to me carefully.
5. _____ on your desk.
6. _____ a coat. It's cold today.
7. _____ me the salt, please.
8. _____ a nice trip.
9. _____ the lights.
10. _____ the truth.
11. _____ the bus is leaving.
12. _____ comfortable.
13. _____ to pay the bill.
14. _____ the chocolate to the ice cream.
15. _____ fast. It's dangerous.
16. _____ invite him. Perhaps some other time.

Look at the pictures and match the words to make imperatives as in the example.



Come in





Come	right
Have	out!
Pass	me!
Turn	an orange juice
Help	your bag
Don't	in
Don't forget	to me!
Listen	the milk, please
Look	touch it!

You are a *tourist guide*. Your group of tourists has arrived at their destination, and you have to give the following instructions and information in order to enjoy their tour with no problems. Do it in a quiet, and polite way.

Expressions like: *please, kindly, please be sure, let's not, it would be wise, will you, would you, why don't, how about, could, would, could you please, I would like to inform you, could you possibly,*

will help you to manage the situation successfully. Make full sentences:

- Remove all valuables from coach.
- Note number on front coach (WT 278) – to be recognized in coach park.
- Stay with own guide in group – not wander off – site very large – people easily lost.
- Photographs – only taken in certain parts – obey guide's instructions.
- Coach leaving park at 20.00. Be on time.

V. PRESENT TENSES



A. What do they usually do?

Here's what these people usually do at work.

- Gianni - a porter: I carry people's luggage to their rooms.
- Brenda - a chamber maid: I change bed sheets and pillows every morning.
- Marina - a receptionist: I answer phone calls.
- Jennifer - a florist: I sell flowers.
- George - a sous-chef: I prepare meals.
- Ted - a valet: I clean guests' clothing.

Put these sentences into interrogative, negative forms. Ask questions as in the example:

Porter: *Does he carry luggage? Yes, he does.*

Does he change bed sheets and pillows? No he doesn't.

- Chamber maid: change bed sheets and pillows / answer phone calls
- Receptionist: Answer phone calls / sell flowers
- Florist: Sell flowers / Prepare meals
- Sous - chef: prepare meals / clean guest's clothing
- Valet: Clean guest's clothing / serve drinks

B. What are they doing?



- He / talk / on the phone
He is talking on the phone.



- She / serve / drinks



- They / swim / pool



- They / prepare / meal



- She / make / the beds



- He / carry / bags

Ask questions as in the example. Use *you, he, she, we, they*.

1. make the beds / serve drinks

Is she making the beds? No, she isn't. She's serving drinks.

2. talk on the phone / carry bags

3. clean the carpets / talk on the phone

4. swim in the pool / prepare meal

5. lie under the sun / swim in the pool

6. serve drinks / operate the computer

C.

1. Read the rules in the boxes about present tenses and tick the correct one.

- We use the Simple Present to:
 - a. Describe habits
 - b. Talk about a coming event
 - c. Express a temporary activity

- We use the Present Continuous to
 - d. Describe a general truth
 - e. Talk about an event in the past
 - f. Express an activity in progress

2. Fill in the blanks with the present simple and the present continuous of the verbs in brackets.

- a. Tom often _____ people to lunch. (**invite**)
- b. They _____ in a hotel these days. (**stay**)
- c. Look! It _____ again! (**snow**)
- d. Helena _____ a lot. (**travel**)
- e. He _____ meals every Sunday. (**serve**)
- f. The manager is busy at the moment. He _____ a special guest. (**call**)

3. Put the verbs in brackets in the correct present (simple or continuous).

- b. Paul usually _____ (learn) languages fast, but he _____ (find) difficulty with Chinese.
- c. Betty never _____ (work) on Sundays, but this year she _____ (do) because she _____ (save up) to buy a car.
- d. We always _____ (spend) our Christmas holidays in London because we _____ (have) a house there.
- e. At the moment she _____ (make coffee).
- f. _____ (you travel) abroad?
- g. What _____ (you think) about?

4. Put the adverbs of frequency into the correct place in the sentence.

- a. Is he on time for work? (always)

- b. Maria has cereal for breakfast. (sometimes)

- c. Paul doesn't listen to music in the evening. (usually)

- d. The children help with the housework. (rarely)

- e. Stella can park her car properly. (never)

- f. She answers to rude people. (seldom)

5. Make true sentences as in the example.

A	B	C
Do, Does	you	stop at the airport?
	the mall	start here?
	The museum	change tourists' money?
	The sightseeing tour	finish before eleven?
	The Opera	sell souvenirs?
	The restaurants	sell maps of the city?
	The metro	have a swimming pool?

Do you sell maps of the city?

PRESENT PERFECT SIMPLE



A. Read the following conversation:

Stella has sent an application to a travel agency in Athens to ask for a job. Now, she is in the agent's office.

Agent : Well, Stella. **Have you ever worked** in a travel agency before?

Stella : No, I haven't. However, **I have worked** as a part-timer at the Town Office of the Star Airlines, for one year.

Agent : Good. **Have you had** the chance to talk to travellers? **Have you booked** any flights?

Stella : Actually, **I haven't finished** my English studies yet, and **I haven't taken** my certificate in Computing so far, but I can speak Italian and I can operate the computer, quite well.

Agent : Mmm, Stella give your CV to my secretary and we'll get in touch with you, the soonest possible.

Stella : Thank you madam. I'll be waiting for your call.

B. Read the following comments and then underline the Present Perfect Simple of the above conversation.

THE FORM

The **present perfect simple** is formed with the auxiliary verb **have** and **the past participle of the main verb** of the sentence.

Affirmative form

I/you **have written** (**I've, you've written**),

he/she/it **has written** (**he's, she's, it's written**),

we/you/they **have written** (**we've, you've, they've have written**).

Negative form

I/you **have not (haven't) written**,

he/she/it **has not (hasn't) written**,

we/you/they **have not (haven't) written**.

Question

Have I/you written?,

has he/she/it written?,

have we/you/they written?

THE USE

It is used for an action which:

1. happened in the past and it is continued in the present.

key words : always, for, how long, since.

example : How long has she studied English?
She has studied English for five years.
(She's still a student.)

2. finished recently.

key words : already, just, yet.

example : He has just arrived.

3. happened several times in the past.

key words : many times, this month, this morning, this week, this year, today.

example : I have called her three times, today.

NOTE:

A) More key words:

ever (in questions only), never, lately, recently, so far,

this is the best/worst...,

this is the first/the second/the only time...

B) Have been, have gone:

Marilyn **has gone** to London.

(She hasn't come back yet, she's still there.)

Marilyn **has been** to London.

(She was there but now she has come back.)

C) PRESENT PERFECT versus SIMPLE PAST

1. The **simple past** is used when we know **when** something happened. But if we do not know **when** something happened or we are not interested, then we use **present perfect**.

I **went** to France **in 2004**.

(when? in 2004)

I **have seen** this film.

(when? we don't know)

2. When something happened **in the past and it is still continued**, we use **present perfect**. However, if something **happened in the past but not now**, then we use **simple past**.

Mr Elliot **has been** a pilot for 20 years.

Mr Robinson **was** a bookseller for eight years.

REMEMBER:

Key-words for the past tense:
yesterday, last week/month/year, an hour/a week/two days ago, in 1998, in July, in spring

PRACTICE

1. Use the simple present perfect as in the example (regular verbs).

- a. **Have** you **posted** those letters for me, Jimmy? (post)
b. I _____ just _____ the washing up. (finish)
c. He _____ _____ golf before. (not play)
d. We _____ never _____ Italy. (visit)
e. They _____ _____ all their suitcases yet. (not carry)
f. _____ you ever _____ in a hotel? (stay)
g. Tony _____ already _____ his room. (tidy)

2. Write out the sentences in the Simple Present Perfect and then form the negative and the question.

- a. The driver/help/all the passengers.
The driver has helped all the passengers.
The driver hasn't helped all the passengers. Has the driver helped all the passengers?

- b. Sue/call/two customers/so far.

- c. Paul/make/new friends/at work.

- d. The porter/break/his arm.

- e. Jane and Anthony/lose/their suitcase.

3. Rewrite the sentences using yet.

- a. Sonia and Tom are going to have lunch.

They haven't had it yet.

- b. Mr and Mrs Boris are going to visit Buckingham Palace.

- c. Angelo is going to hire a car.

- d. Alan and I are going to fly to London.

- e. The manager is going to give me a new position.

More Practice ...

1. One sentence has a mistake. Choose the correct sentence.

- A. a) I saw the hairdresser yesterday.
b) I've seen the hairdresser yesterday.

- B. a) Did you ever eat Indian food?
b) Have you ever eaten Indian food?

- C. a) Evelyn won 6.000 last month.
b) Evelyn has won 6.000 last month.

- D. a) I,ve never drank champagne.
b) I've never drunk champagne.

- E. a) Jerome has ever been to America.
b) Jerome has never been to America.

- F. a) Did they live in Barcelona twenty years ago?
b) Did they left in Barcelona twenty years ago?

2. Choose one of the adverbs in brackets and put it in the correct place in the sentence.

- a. We went to a restaurant. (ever/yesterday)
- b. I saw Jane ten days. (ago/ever)
- c. Have you tried Japanese food? (last year/ever)
- d. Have you finished writing your book? (yet/ever)
- e. I have seen anyone who eats more than you. (ever/never)
- f. Are there any letters? I've seen the postman. (ago/just)

3. Use *been* or *gone* into the gaps.

- a. Nick is not here. He has _____ to work.
- b. The office is empty. Everybody has _____ home.
- c. It's good to see you again. Where have you _____?
- d. My sister has _____ to America four times.
- e. Sorry, you can't speak to Mary. She has _____ to a party.
- f. Tina's hair looks nice. She has just _____ to the hairdresser's.

PRESENT PERFECT CONTINUOUS



A. Read this announcement.

“Travel agents **have been worrying** lately because Aircontinental **has been offering** poorer and poorer service. Passengers **have been complaining** a lot and they **have been threatening** to stop using this carrier. Is the airline going to take action immediately?”

B. Read the following comments and then underline the Present Perfect Continuous of that announcement.

THE FORM

The present perfect continuous is formed with the present perfect of the verb **to be** (have been) and the present participle (-ing) of the main verb of the sentence.

Affirmative form

I/you **have been writing**

he/she/it **has been writing**

we /you/they **have been writing.**

Negative form

I/you **have not been writing**

he/she/it **has not been writing**

we/you/they **have not been writing.**

Question

Have I/you been writing?

has/he/she/it been writing?

have we/you/they been writing?

THE USE

It is used for an action which:

1. started in the past and it is continued in the present.

key words : the same with the present perfect simple.

example : How long **has she been studying** English?

She has been studying English for five years.

(She's still a student.)

2. happened in the past and the results can be seen

because the results can be seen in the present.

key words : as above.

example : – You look tired!
– I have been preparing my bags all night.

3. shows anger, annoyance, explanation, surprise.

key words : as above.

example : What have you been banging on?
(surprise)
I ‘ve been trying to open the door!
(explanation).

PRESENT PERFECT SIMPLE versus PRESENT PERFECT CONTINUOUS

The students have written all their homework this afternoon.

(they’ve completed it)

The students have been writing all their homework all afternoon.

(they haven’t completed it yet, they’re still working on it).

PRESENT PERFECT SIMPLE versus PAST SIMPLE

Paul has bought a nice raincoat.

(some time in the past)

Paul bought a nice overcoat yesterday.

(we know when)

PRESENT CONTINUOUS versus PRESENT PERFECT SIMPLE/CONTINUOUS

Angelo and Christi are eating.

(NOW)

Angelo and Christi have eaten.

(We don’t know when, but they have finished their food).

Angelo and Christi have been eating since 1 o’clock.

(and they haven’t finished)

PRACTICE

1. Fill in the gaps with the Present Perfect Continuous or the past simple of the verbs in brackets.

- How long _____ you _____ English? (learn)
- When _____ you _____ school? (start)
- When _____ you last _____ to a Chinese restaurant? (go)
- How long _____ you _____? (sleep)
- What _____ you _____ all these days? (do)
- When _____ you _____? (arrive)

2. Use the word as it is given and rewrite the sentences without changing their meaning.

- Do you know to play chess? **ever**
Have _____ before?
- I last saw my friend Nico before he finished college. **since**
I _____ he finished college.
- They have been writing the letter for half an hour. **started**
They _____ half an hour ago.
- Mr Ford has been a porter since he left his village. **working**
Mr Ford _____ as a porter since he left his village.
- Mary moved downtown last spring. **living**
Mary _____ since last spring.
- Simon, how long have you been staying at the hotel? **when**
Simon, when _____ arrive at the hotel?

3. Match the two columns and make sentences using the present perfect continuous of the verbs, as in the example.

- | | |
|--|---|
| 1. Mr and Mrs Prince (walk) | a. but they haven't finished yet. |
| 2. How long | b. all this time? |
| 3. Tony and John (clean) the office all morning. | c. in the same restaurant, for two years. |
| 4. People (travel) | d. the guests (wait)? |
| 5. The assistants (train) hard | e. all day to buy souvenirs. |
| 6. What you (do) | f. by plane, a lot. |
| 7. He (eat) | g. for two months now. |

1. e Mr and Mrs Prince have been walking all day to buy souvenirs.

VI. PAST TENSES



A. What did they do?

2. Complete the dialogues by using the simple past tense

- (Change) When did you change the bed sheets?
I **changed** them this morning.
- (Can/will) _____ you explain these items to me?
Certainly, what _____ you like to know?
- (make/think) _____ I really _____ four phonecalls overseas?
I _____ it was three
- (order/do) What about this car? I don't remember I _____ a car.
Yes, you _____.
- (book/forget) _____ you _____ the hotel for me?
Oh, sorry, I _____.

Use simple past tense to complete the sentences below.

1. Julia and Peter **attended** the VISIT AN ISLAND conference and exhibition.
2. First they _____ (have) to register.
3. After that they _____ (fill out) their registration forms.
4. But the assistant _____ (be) busy, so they _____ (queue) for some time.
5. Then, the conference development director _____ (give) them the conference pack.
6. After that they _____ (set up) their stand.
7. They also _____ (prepare) their stand with brochures and order forms.
8. Finally they _____ (decide) to have a cup of coffee.

B. What were they doing?

Ask and answer questions as in the example.



The receptionist / carry the bags. / She answers the phone.

Was the receptionist carrying the bags?

No, she wasn't. She was answering the phone.

1. The secretary / prepare the meal / prepare the conference

2. The tourist / wait outside the cinema / wait outside the hotel

3. The manager / book a room / work on the computer

4. The two girls / swim in the pool / water ski

5. The boy / drive a car / cycle in the country

6. The DJ / have dinner / play music.

C

1. Read the rules about past tenses and tick the correct one.

1. We use the simple past to show an action that

- a. was permanent
- b. happened in the past
- c. is temporary

2. We use the past continuous to show an action that

- a. is complete
- b. describes a situation
- c. was in progress in the past

2. Fill in the blanks with the past simple and the past continuous of the verbs in brackets.

1. She **was ironing** when her daughter **came in** (iron, come in)
2. While she _____ photocopies, the lights _____ out (make, go)
3. He _____ when I _____ him last night (study, phone)
4. They _____ at the conference (meet)
5. It _____ and the wind _____ (rain, blow)
6. As we _____ we _____ Kelly. (shop, see)
7. The guest _____ straight into the hotel while the receptionist _____ some information to tourists (rush, give)

3. Study the example and write the past tense of the following verbs.

EMPLOYEE: That's the flowers you **ordered**

GUEST: Oh, I **didn't remember** that

EMPLOYEE: Your card **expired** last week

GUEST: Oh, I **didn't know** that.

Be _____
Pay _____
Drink _____
Have _____
Fly _____
Book _____
Arrive _____
Make _____

PAST PERFECT SIMPLE



A. Read the following story.

Mr Reeders remembered his holidays up the snowy mountains and smiled happily. He **had skied**, he **had met** old friends, he **had relaxed** a lot. The next day, when he went to his office he was still smiling. He couldn't realize what he was going to experience. When he entered the Buena Vista hotel where he **had worked** as a manager for 25 years, he got a real shock!

His secretary **had quitted** with no reason. Someone **had taken** his expensive computer from his desk. Even his friend Gino, the chef cook who he **had known** for over ten years didn't talk to him. What **had happened**?

B. Read the following comments and then underline the Past Perfect Simple of the above story

THE FORM

The past **perfect simple** is formed with the past of the auxiliary verb have, **had** and the **past participle of the main verb** of the sentence.

Affirmative form

I/you **had written** (I'd, you'd written)

he/she/it **had written** (he'd, she'd, it'd written), we/you/they **had written** (we'd, you'd, they'd written)

Negative form

I/you had not (hadn't) written, he/she/it had not (hadn't written, we/you/they had not (hadn't) written.

Question

Had I/you/he/she/it/we/you/they written?

THE USE

It is used for an action which:

1. happened in the past before (past perfect) something else happened (past simple)

Example: After Paul **had finished** his job, he saw a film on TV.

2. happened in the past but it had consequences at the time we are talking about

Example: Angelo didn't listen to the teacher, because he **hadn't slept** all night.

3. started in the past and continued at the time we are talking about in the past

Example: When the telephone rang, Helena **had been** in the kitchen for one hour.

4. happened or was still the case in a period of time up to the time we are talking about

Example: Before Mary got in charge of the hotel management, it **had not been** very successful.

Key words: when, before, after, by, never often...

PRACTICE

Use the Past Perfect Simple as in the example.

- They **had eaten** before we arrived. (eat)
- Helena _____ by the time we arrived. (leave)
- I saw that we _____ the wrong road. (take)
- I was sure that I _____ that man before. (see)
- He said he _____ everywhere for the list. (look)
- He knew that he _____ a serious mistake. (make)
- He _____ to many countries before he came here. (be)

2. Use the Simple Past and then the Past Perfect Simple of the verbs in brackets.

- Before the programme **started**, I **had finished** my homework. (start, finish)
- By the time he _____ at the house, we _____ (arrive, leave)
- When you _____ back, _____ they _____ out? (come, go)
- Sandra _____ that she _____ them before. (not know, meet).
- _____ they _____ home after they _____ to the party? (go, be)
- Erica _____ already _____ to watch TV when Paul _____ . (decide, call)

3. Circle the correct answer.

- Gina took the job because she _____ for months.
 - practiced
 - was practicing
 - had practised
- _____ before the Steward managed to speak to him?
 - Was the captain going
 - Had the captain gone
 - Did the captain go

- c. Philip hadn't been well so his parents _____ him on holiday.
- i. took
 - ii. had taken
 - iii. had been taking
- d. After the guests _____ Mykonos, they took a ferry to Santorini.
- i. had visited
 - ii. have visited
 - iii. had been visiting
- e. _____ the CD before I gave it to you?
- i. Had you heard
 - ii. Have you heard
 - iii. Did you hear?
- f. It was the first time we _____ to the old man.
- i. have spoken
 - ii. have been speaking
 - iii. had spoken

PAST PERFECT CONTINUOUS



A. Read the following text.

Tina, the waitress **had been cleaning** the dining rooms all morning. She **had been setting** the table clothes and she **had been trying** to finish the soonest possible because she was about to drop from exhaustion, when the head waiter called all the personnel to announce that the hotel they **had been working** in since they were very young was about to close due to poor clientele. It was then, when Tina fainted...

B. Read the following comments and then underline the Past Perfect Simple of the above text.

THE FORM

The **past perfect continuous** is formed with the past tense of have (had, 'd) + **been** and the **ing** form of the main verb of the sentence.

Affirmative form

I/you/he/she/it/we/you/they had('d) been writing

Negative form

I/you/he/she/it/we/you/they had ('d) been writing

Question

Had I/you/he/she/it/we/you/they been writing?

THE USE

It is used for an action which:

- 1. happened in the past and was still happening when another action began**
example: Paul had been driving for two hours when the police stopped him.
- 2. began and finished in the past but we can still see the result**
example: she had been washing all day and the clothes were all wet.
- 3. shows how long something had been happening in the past before another action happened**
example: They didn't visit us because it had been snowing all day.

Key words: already, just, since, for

PAST PERFECT CONTINUOUS versus PAST PERFECT SIMPLE

The bus had already left when I arrived at the bus station.

(It's a simple action in the past)

The two friends had been talking for hours.

(It's a long time before a time in the past)

PRACTICE

Use the past perfect continuous.

1. The garden was white because it _____ all night. (snow)
2. The house was very clean, because they _____ it all morning. (clean)
3. They _____ here for ten years before they move to England. (live)
4. He _____ for two hours by the time we arrived. (type)
5. When she arrived, her father _____ (wait) for her outside the door.
6. He could smell coffee and cake – someone _____ breakfast. (prepare)

Use past perfect simple or continuous.

1. She was tired. She _____ all night (walk).
2. How long _____ that way? (you feel)
3. Mrs Elliot needed some cash but the bank _____ (already close).
4. _____ Tina _____ for many years? (work)
5. He _____ at that restaurant for one year when he left abroad.
6. By the time he was 20, he _____ to a lot of places. (travel)

Use Past Perfect Simple/continuous and Past Simple.

1. He _____ to be a singer. (always dream)
2. She said she _____ him before. (see)
3. _____ they _____ him the job? (offer)
4. Sheila _____ all night (travel) when she _____ (realize) that she _____ (take) the wrong bus.

VII. EXPRESSING FUTURE



1. Future simple (will)

You will receive an important call (prediction).

I will have a shower (for on - the - spot decisions). Stop shouting otherwise I will leave at once. (threat)

2. Be going to (future plans, intentions, predictions based on what we see or already know)

He is going to buy a car tomorrow.

He is going to call. He told me so.

3. Present continuous or progressive (definite arrangements in the near future)

I'm flying to London tonight.

4. Present simple (impersonal definite arrangement in the future)

The boys start school on Monday. (It's a plan not necessarily made by the boys)

I promise I keep your secret (promise).

5. Future continuous (something starts before a certain time and continues after it)

You will be working here (only a statement) BUT
you will work in this office (command).

6. Future perfect simple and future perfect continuous

By the end of the month he will have been here for ten years.

(something will have just finished.)

By the end of this year he will have been living for ten years.

NOTE: Both tenses (future perfect simple and continuous) have no difference in meaning. The first person singular and first person plural of future are formed with **shall / will**, the other persons with **will**.

PRACTICE

A. Fill in the blanks with *will / won't*

- i. I'm going to the cinema. **Will** you come with me?
- ii. Tomorrow will be fine. It _____ rain.
- iii. I can't meet you now but later in the evening I _____ be free.
- iv. When _____ you return?
- v. Kate is ill. She _____ come to the theatre.

B. Fill in the blanks with the simple future of the verbs in brackets.

- i. **Will** you **have** coffee or tea? (have)
- ii. _____ we _____ at the hotel? (meet)
- iii. Helen _____ here tonight (not be).
- iv. _____ you _____ me please? (call)
- v. I'm sure you _____ the new manager (not like).

C. Fill in the blanks with the 'be going to' form of the verbs in brackets.

- i. Take an umbrella. **It's going** to rain.
- ii. _____ Marion _____ her home? (paint)
- iii. When _____ they _____ their new pub? (open)
- iv. The waiter _____ the bill. (not give)
- v. He missed the bus. He _____ late (be).

D. Match questions to answers.

- | | |
|------------------------------------|---------------------------|
| 1. What are you going to do? | A. Yes, of course |
| 2. Where shall we go? | B. No, thank you |
| 3. Will you please close the door? | C. Let's go to John's |
| 4. Shall I carry your bag? | D. I'm going to stay home |
| 5. Is he going to call her? | E. No, he isn't |

E. Choose the correct word or phrase.

- i. I can't call you now but I **will** call you at night.
 1. will
 2. am going to
 3. won't

- ii. _____ go for a walk?
 1. shall we
 2. are we
 3. will we

- iii. She _____ arrange the matter tomorrow.
 1. shall
 2. is
 3. is going to

iv. What _____ do tonight?

1. will you
2. are you going to
3. you are going to

v. _____ stop shouting please?

1. do you
2. are you going to
3. will you

FUTURE PERFECT SIMPLE



A. What is Angelo saying about his plans.

By June I **will have finished** college, I **will have moved** house and I **will have been preparing** for my trip to London, to continue my studies. This time next year, I **will have been taking** my master.

B. Read the following comments and then underline the Future Perfect Simple or Continuous of the above text.

THE FORM

The **future perfect simple** is formed with the future of the verb **to have** (will have) and the past participle of the main verb of the sentence.

Affirmative form

I/you/he/she/it/we/you/they will have written

Negative form

I/you/he/she/it/we/you/they will not (won't) have written

Question

Will I/you/he/she/it/we/you/they have written?

THE USE

It is used for an action which will have been completed before a certain time or another event in the future.

Key words: Before, by, by the time

Example: Paul won't have come by the time you arrive home.

PRACTICE

1. Use the following words to make questions and then answer them as in the example.

a. Waitress/serve/dinner/before 7:00?

Will the waitress have served dinner by 6:00? Yes, she will.

b. Porter/carry/suitcases/by 10:00?

c. The guests/arrive/before the performance?

d. The receptionist/arrange/all the appointments by noon?

e. The travelers/visit/the four museums/before/leave?

f. The passengers/catch/plane/on time?

FUTURE PERFECT CONTINUOUS



THE FORM

The future perfect continuous is formed with the future perfect of the verb to be (will have been) and the main verb of the sentence with the ending **-ing**.

Affirmative form

I/you/he/she/it/we/you/they will have been writing

Negative form

I/you/he/she/it/we/you/they won't have been writing

Question

Will I/you/he/she/it/we/you/they have been writing?

THE USE

It is used for an action which will be happening continually until a certain time in future. Both future perfects have slight differences. **Key word:** by

Example: He will have been working for ten hours by the end of the day.

PRACTICE

1. Ask your partner what he/she will have been doing in future time. Give any answers.

Example: What/you/do/tomorrow?

i. What will you have been doing by tomorrow?

I will have been finishing my test.

ii. How many years/you/study/English/end of next month?

_____?

I _____ 20 years.

iii. Who/wait/airport/for you/when/plane/land?

_____.

My sister.

iv. Why/you/shop/so many hours?

_____.

Because I _____

v. You/write/exam/four o'clock?

_____?

Oh, I _____

vi. You/wear/your glasses/your wedding day?

_____?

No, I _____

2. Circle the correct future tense.

- i. They _____ for one year by Easter.
 1. will have been married
 2. will have been marrying

- ii. I can't leave because I _____ an important call from my manager, by seven o'clock.
 1. will have expected
 2. will have been expecting

- iii. Before the end of the year Carry _____ a lot on shoes.
 1. will have been spending
 2. will have spent

- iv. By the time Mary arrives in New York, she _____ for seven hours.
 1. will have been traveling
 2. will have traveled

- v. _____ the report by Tuesday?
 1. will you have been finishing
 2. will you have finished

- vi. By the end of 2006, Mr Jones _____ for 15 years.
 1. will have been teaching
 2. will have taught

3. Use the Simple Future Perfect Tense.

- i. We will have arrived by noon (arrive)
- ii. They _____ all the work by the end of the day (do)
- iii. She _____ before noon (not come)
- iv. Max _____ by the end of this hour (finish)
- v. My mother _____ dinner by the time my father returns (cook)

4 Use the Future Perfect Continuous Tense.

- i. He will have been reading for two hours by ten o' clock
- ii. She _____ for one hour by six o' clock (write)
- iii. They _____ here for twenty years by the end of this month (live)
- iv. George _____ four hours by four o' clock (drive)
- v. I _____ nine hours by the end of the day. (study)

D. ADJECTIVES AND ADVERBS



Mr. and Mrs. Angus Everret are planning to travel to Austria but they don't know how to arrange it. Today, they are in a travel agency and they are asking for information.

Travel Agent: Good morning. What can I do for you?

Mrs. Everret: Good morning. We are planning to visit Austria at the end of the month and we'd like some information

Travel Agent: Well, you can go there, by coach, by plane or by train.

Mrs. Everret: What do you think, Angus? Well, I think coach is **good**.

Travel Agent: OK. Coach is **good**, it isn't **expensive**, it's **the least expensive** of all, but it isn't **as fast as** the train, or the plane.

Mrs. Everret: Oh, I see. What about plane?

Travel Agent: Look. The plane is **the fastest** and **easiest** way to travel but don't forget that it's **the most expensive** way at the same time.

Mrs. Everret: Angus? Then, will you tell us a few things about travelling by train?

Travel Agent: Sure. The train is **cheaper** than the plane, of course, it takes **much longer** than the plane.

Mrs. Everret: I see. I think we'll take the train. Yes, Angus? We have one month free, so there's plenty of time to enjoy travelling.

Travel Agent: Then, the train is **the best choice** for you.

Mrs. Everret: That's right. We'll come back later to pay and take the tickets. OK Angus?

Mr. Everret: ...

Let's remember:

Part A

It's the fastest and the most comfortable way of travelling.

«It's the least expensive»

«A large pleasant hotel»

«It's better to travel by plane to arrive fast»

A. Comparison of adjectives

For one or two - syllable adjectives we add **-er** or **-est** after consonants:

Positive degree	Comparative degree	Superlative degree
Small	Smaller than	the smallest

For the adjectives which end in **-e**, we add **-r** or **-st**:

Positive degree	Comparative degree	Superlative degree
Large	larger than	the largest

For the adjectives which end in **-vowel and consonant**, we double the final consonant and then we add **-er** or **-est**

Positive degree	Comparative degree	Superlative degree
Big	bigger than	the biggest

For the adjectives which end in **-y** we change **-y** to **-i** and then we add **-r** or **-st**.

Positive degree	Comparative degree	Superlative degree
Pretty	prettier than	the prettiest

For the adjectives more than two syllables we use **more / less** for the comparative and **the most / the least** for the superlative

Positive degree	Comparative degree	Superlative degree
Expensive	more expensive	the most expensive

Irregular adjectives

Positive degree	Comparative degree	Superlative degree
Good	better than	the best
Bad	worse than	the worst
Much	more than	the most
Many	more than	the most
Little	less than	the least

PRACTICE

A. Look at the pictures and use the comparative degree as in the example. Use more, most, less, least if necessary.

Example: The Grand Hotel is bigger than the Alice.
 The Alice Hotel is smaller than the Grand Hotel.
 The Grand Hotel is more expensive than the Alice.
 The Alice Hotel is cheaper than the Alice.

1



2



3



4



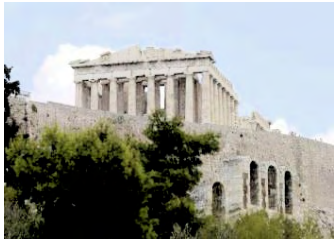
5



6



7



B. Use the superlative degree of the adjectives in parenthesis.

1. Which is the (tall) building in your town? The town hall or the high school?
The town hall is the tallest of all.

2. Which holiday is the (tiring)? Climbing or caravanning?

3. Which is the (deep)? The pool or the sea?

4. Which is the (high)? The mountain or the rock?

5. Which trip is the (boring)? By plane or by train?

6. Which trip type is the (safe)? Group travel or Individual discovery travel?

7. Which is the (quick) means of the two? The tube or the taxi?

C. a. Match an adjective in A with its opposite in B.

A	B
Fast	Cheap
Small	Slow
Clean	Bad
Safe	Unhealthy
Quiet	Unfriendly
Old	Dirty
Healthy	Noisy
Friendly	Modern
Interesting	Dangerous
Expensive	Boring
good	Big

b. Complete the conversations as in the example.

*Life in the country is **slower than** city life (**slow**)*

*Yes, the city is much **faster***

1. «The country is _____ the city» (**quiet**)
«Yes, that's true. The city is much _____»
2. «New York is _____ London» (**safe**)
«No, it isn't. New York is much _____»
3. «The streets of New York are _____ the streets of Paris» (**clean**)
«No they aren't. They're much _____»
4. «Paris is _____ Madrid» (**big**)
«No, it isn't. It's much _____»
5. «Madrid is _____ Rome» (**expensive**)
«No, it isn't. Madrid is much _____»
6. «The buildings in Rome are _____ the buildings in New York» (**modern**)
«No, they aren't. They're much _____»
7. «The underground in London is _____ the metro in Paris» (**good**)
«No, it isn't. The Underground is much _____»

Part B

Comparison of equality Affirmative sentences: **as...as** Negative sentences: **not so / as**
The coach isn't **as fast as** the train.

Use **as...as** or **not so / as...as**. Add any words if necessary.

1. *I / not find / English / difficult / German*

I don't find English as difficult as German

2. Caravanning / not be / popular / camping

3. Villages / not be / crowded / cities

4. Local people / not prefer / coaches / much / vacationers

5. Europeans / think / Indian food / tasty / Italian food

6. Travelling by plane / be / popular / travelling by coach

7. Pilots / not be / independent / taxi drivers

Part C

Read the following letter and find the suitable degree for each adjective. Use also **as...as, more, less, if necessary**.

Dear Tina,

I'm on vacation in Italy and I'm staying on an island. It's great! I'm having the _____ (**good**) holiday of my life. This is the _____ (**sunny**) place I've ever visited. The seaside couldn't be _____ (**beautiful**), the sea is much (**nice**) than I had imagined and the people here are much _____ (**friendly**) and _____ (**kind**) than people I've met in other places. However, it's much _____ (**hot**) I thought. Right now I'm staying at a youth hostel, but next week I'm going caravanning. It's not going to be _____ (**comfortable**) the youth hostel, but caravanning is adventure, excitement, freedom and of course it's _____ (**expensive**) too.

That's all for now.

Bye – Bye

Stella

B. Comparison of adverbs

1. The adverbs are formed if we add *by* to the adjective. They follow the same rules as the adjectives, in comparison.

<i>examples:</i>	pretty – prettily	(more prettily than,	most prettily)
	easy – easily	(less easily than,	least easily)
	fast (never fastly)	faster than	fastest
	hard (never hardly)	harder than	hardest
	well	better than	best
	badly	worse than	worst

2. Adverbs irregular in meaning.

adjective	adverb
fair = just, light (not dark)	fairly = quite or rather
hard = tough, difficult	hardly = scarcely
near = close	nearly = almost
real = true	really = very

PRACTICE

1. Write the comparative or the superlative form of the adverbs in brackets. Add any words if necessary.
- Mr Evans left the hotel _____ Mrs Evans. (**late**)
 - If they try _____ they'll do _____. (**hard, well**)
 - She spoke _____ of all the other speakers. (**politely**)
 - Certain passengers sat _____ of some others. (**comfortably**)
 - Italians visit Greece _____ any other tourists. (**frequently**)
 - She drives _____ of all her friends. (**fast**)

E. COMPLEX SENTENCE STRUCTURES



I. WH - QUESTIONS

They begin with a question word: who, what, where, when, why, how, which, whose.

They also begin with a phrase: how long, how often, how much, how many, how far.

A. Imagine you are at a job interview. Make questions by using the instructions.

1. Ask about the kind of work you are going to do.
What kind of work am I going to do ?
2. Ask about the hours they want you to work.
What hours _____?
3. Ask about the salary you are going to get.
How much _____?
4. Ask about the advantages the company offers.
What advantages _____?
5. Ask about how often your manager will have to evaluate you, (how good or bad you are).
How often _____?
6. Ask about who your colleagues will be.
Who _____?

B: Here are some questions a travel agent usually asks. Write the questions to the answers on the right.

- | | |
|--|--|
| 1. What time do I have to be at the airport? | a. Your check-in time is 12:15 and departure time is 13:15. Do you want me to book a taxi? |
| 2. Does the train _____ to Terni? | b. No, you have to change trains in Orte. Is that OK? |
| 3. Does the _____ enroute? | c. No, it's a non-stop flight. |
| 4. _____ people _____ in your group? | d. There are four of us including me. |
| 5. _____ your full name ? | e. Mary Patricia Edmonds. |
| 6. _____ room _____? | f. I'd like a double room with balcony. |
| 7. _____ | g. I am leaving on Sunday noon. |
| _____? | |
| 8. _____ | h. I'm going to pay by visa. |
| _____? | |
| 9. _____ | i. I'd like a call at 9 am please. |
| _____? | |

C: Circle the letter of the right answer.

1. What do you usually do at weekends?
 - a. I'm going to the theatre.
 - b. I go to the theatre.
 - c. I used to go to the theatre.
 - d. I am usually to the theatre.

2. Why don't you use the fax?
 - a. I don't know how used.
 - b. I don't know how it uses.
 - c. I don't know how to use.
 - d. I don't know how to use it.

3. Who interviews the hotel stuff?
 - a. The hotel porter does.
 - b. The hotel trainer does.
 - c. The hotel manager does.
 - d. The hotel agent does.

4. When do you enjoy most your job?
 - a. When I have dealing people.
 - b. When I have to deal with people.
 - c. When I have people deals.
 - d. When I have people dealers.

5. Where do you stay when you travel abroad?
 - a. I stay by a hotel.
 - b. I stay in a hotel.
 - c. I stay over a hotel.
 - d. I stay about a hotel.

6. What do people prefer when they are on holiday?
 - a. Going swimming.
 - b. To swim.
 - c. Gone swimming.
 - d. Going to swim.

QUESTION TAGS



- ▶ The question tag is the short question which follows a sentence in order to emphasize the content of this sentence.
- ▶ It is formed with the auxiliary verb of the sentence (**be, have, can, must, will, should etc.**) and the subject pronoun (I, you, he, she, it, we, you, they).
She's beautiful, isn't she?
Paul can go surfing, can't he?
He has arrived late, hasn't he?
He mustn't speak now, must he?
- ▶ When there is no auxiliary verb in the sentence, we use **do/does** if the verb of the sentence is in the **present simple**, and **did** if the verb is in the **past simple**.
She went to the dentist's, didn't she?
He came late, didn't he?
- ▶ When the verb of the sentence is negative, then the question tag is simply **interrogative**.
The children didn't open the door, did they?
But when the verb of the sentence is **affirmative**, then the question tag is **negative-interrogative**.
They visited the Akropolis, didn't they?
NOTE: When we have a sentence with **there is, there are, there was, there were, there will be ...**, the question tag is formed with **there** and not **the personal pronoun**.
There were a lot of people at the party, weren't there?
I am a kind person, aren't I?
- ▶ When the verb of the sentence is an **affirmative** or **negative imperative**, the question tag is "will you?"
Be quiet, will you?
Don't behave rudely, will you?
- ▶ When the verb **have** is the main verb of the sentence, in phrases such as **have lunch/dinner/a shower etc.**, the question tag is formed with **do/does** or **did** for **had**.
You had lunch with Terry, didn't you?
He has a shower every morning, doesn't he?

PRACTICE

1. Choose the correct question tag.

- a. Paul and Angelo can speak English, _____ they? (can, can't)
- b. I am good at sports, _____ I? (aren't, are)
- c. She never arrives on time, _____ she? (doesn't, does)
- d. Go now, _____ you? (do, will)
- e. She will type the letter, _____ she? (will, won't)
- f. They have been to Rome before, _____ they? (don't, haven't)

2. Write the question tag for the following sentences.

- a. That was an interesting film, _____?
- b. She is going out tonight, _____?
- c. Mary must come early, _____?
- d. Paola can operate the computer, _____?
- e. She will come to the party, _____?
- f. It's hot in here, _____?

3. Give the question tag of the sentences below.

- a. My friends weren't at home, _____?
- b. She couldn't reveal her plans, _____?
- c. Helena wouldn't like this dress, _____?
- d. They didn't have drinks, _____?
- e. She hasn't been out, _____?
- f. Alex doesn't want any wine, _____?

II. CONDITIONAL TYPES



If you come, call me / the "zero" conditional

Practise with the following.

If she (be) late, (tell) her

If you (say) so, then it (be) true

(invite) me, if your parents (agree)

If someone (work) hard, he / she (succeed) in everything.

If they have time, they will go to the cinema / the 1st conditional

Practise with the following.

If you (manage) to come, I (be) happy to show you round

If he (win) the lottery, he (quit) his job

(You visit) London, if you (have) time?

They (not buy) a new car, if they (not earn) much money.

If you checked your work more carefully, you would not make any mistakes / the 2nd conditional.

Practise with the following.

If Ted (wake up) early, he (catch) the train

If I (not have) so much to do, I (be) glad to come with you

If he (be) careful, he (not lose) his case

If Mary (obtain) the certificate in the English language, she (find) a job easily

If you had come to the club with us, you would have enjoyed a great night / the 3rd conditional.

Practise with the following.

If you (book) the flight on time, we (already leave). They (buy) that great car, if they (afford) it

If she (run) fast, she (come) first.

If he (not be) interested in the film, he (not go) to the cinema.

NOTE:

- We can also use **unless = if not** with the 1st conditional, providing/provided, supposing/supposes, **in case of** instead of **if**.
- **Had better – should/ought to.** We give advice.
Would rather – would prefer to.
They both take bare infinitive
- We don't use **if+will, would, should**. We do it only when we express polite request or insistence and after the expressions: **I doubt, I wonder...**

III. MODALS



MUST, HAVE TO, CAN, COULD, MAY, MIGHT, SHOULD, NEED, OUGHT TO

Examples: Can I open the window? Sorry, you can't
 We may go to the cinema tomorrow
 You must not talk on the phone while you are driving

A. Are you a museum type?

a. Use: must, mustn't, have to, don't have to, can, can't, and make sentences about visiting a museum.

- Take photos
- Be silent
- Buy a ticket to enter
- Enter restricted areas
- Touch the exhibits
- Visit all the exhibitions
- Buy postcards here

b. You answer.

- i. We mustn't **or** can't take photos
- ii. _____
- iii. _____
- iv. _____
- v. _____
- vi. _____
- vii. _____

B. Remember and match columns A and B.

A	B
We ask for permission with	Must/have to
Refusal of permission with	Don't have to
Prohibition with	Can
Necessity with	Mustn't
Duty	Have to (necessary to do something)
Lack of necessity	need (necessary to)
obligation	Can't
	Should/ought to

C. Practice

Complete the following sentences and give instructions to students. Use any of the following: *must, have to, can, could, may, might, should.*

1. **You must** do your homework
2. **You must not** come to school late
3. _____ talk altogether
4. _____ come to school on Saturday
5. _____ ask me to help you any time you like
6. _____ go outside to play during your breaks
7. _____ eat and drink during the lesson
8. _____ eat and drink during your breaks
9. _____ come to school if you have a good excuse.

D. Speak or write

YOU ARE AT HOME: What must you do?

YOU ARE AT SCHOOL: What must you do?

YOU ARE AT WORK: What must you do?

Example: I must tidy my room
I don't have to go to work on Sunday.

E. Use the prompts to say what you *must* or *mustn't* do when on a plane.

- a. Have more than one piece of hand luggage
- b. Carry sharp/dangerous objects
- c. Wear seat-belt for take-off and landing
- d. Smoke
- e. Use mobile phones
- f. Read safety instructions

YOU MUST	YOU MUSTN'T
a.	
b.	
c.	
d.	
e.	
f.	

NOTE:

- Instead of **couldn't** we can also use **wasn't/weren't able to**.
- **I used to, did I use to, I didn't use to**, which means something we did in the past.

But: **I use** has a different meaning

I am used to +ing

IV. PASSIVE VOICE



A. Read the following text.

After the Greek War of Independence, Athens **was made** the capital of Greece in 1833. During the next decades the city **was rebuilt** into a modern city applying mainly to the Neoclassic style. Now, the ancient site of the city **is centered** on the rocky hill of the Acropolis, and the port of Piraeus (modern name Pireas) **has been absorbed** into greater Athens. From the point of view of tourism, the area around the Acropolis **has been remodeled**, and a great pedestrian area from the Temple of Olympian. Zeus to Plaka, Monastiraki and the Psirri square **has been constructed**.

B. Read the following comments and then identify the passive tenses of the above text.

THE FORM

The passive voice is formed with the verb **to be** in the appropriate tense/am, is, are, was, were, will be, have/had been, am/was being, ...) and the past participle of the main verb.

1. The Simple Tenses

Simple Present

} Am, is, are helped
Am not, is not, are not helped
Am I, is he, are we helped?

Simple Past

} Was, were helped
Was not, were not helped
Was I/he helped? Were we helped?

Simple Future

} Will be helped
Will not (won't) be helped
Will I/he/we be helped?

Simple Present Perfect

} Have been helped, has been helped
Have not been helped, has not been helped
Have I been helped? Has he been helped?
Have we been helped?

Simple Past Perfect

} Had been helped
Had not been helped
Had I/he/we been helped?

Simple Future Perfect

} Will have been helped
Will not have been helped
Will I/he/we have been helped?

2. The Continuous Tenses

Present continuous

} Am, is, are being helped
Am not, is not, are not being helped
Am I, is he, are we being helped?

Past Continuous

} Was, were being helped
Was not, were not being helped
Was I/he being helped?

Future Continuous

} Will be being helped
Will not (won't) be being helped
Will I/he/we be being helped?

NOTE: We reverse a sentence from **active voice** to **passive voice** as follows:

a. The maid cleans the empty rooms at twelve every day.

↓ ↓ ↓
subject **verb** **object**

- b. The **object** of the active sentence (the empty rooms) becomes **subject** of the passive sentence.
- c. The **active verb** (cleans) becomes **passive** (are cleaned). In this case if the passive subject is plural, then the passive verb becomes plural too.
- d. The **subject** of the active sentence becomes the **agent** (ποιητικό αίτιο) with the preposition **by** before it.
- e. The other words (at twelve every day) remain as they are.

So, let's revise:

Active

The maid cleans the empty rooms at twelve every day.

Passive

The empty rooms are cleaned by the maid at twelve every day.

Examples

Active

- Paul reads two books in summer
Does Paul read two books in summer?
- Paul read two books in summer
Paul didn't read two books in summer
- Paul will read two books in summer
Paul won't read two books in summer
- Paul has read two books in summer
Has Paul read two books in summer?
- Paul had read two books in summer
Paul hadn't read two books in summer
- Paul will have read two books in summer
Will Paul have read two books in summer?
Paul won't have read two books in summer
- Stella is operating the computer
- Stella was operating the computer
- He will carry the baggage

Passive

- Two books are read by Paul in summer
Are two books read by Paul in summer?
- Two books were read by Paul in summer
Two books weren't read by Paul in summer
- Two books will be read by Paul in summer
Two books won't be read by Paul in summer?
- Two books have been read by Paul in summer
Have two books been read by Paul in summer?
- Two books had been read by Paul in summer
Two books hadn't been read by Paul in summer
- Two books will have been read by Paul in summer
Will two books have been read by Paul in summer?
Two books won't have been read by Paul in summer
- The computer is being operated by Stella
- The computer was being operated by Stella
- The baggage will be carried ~~by him~~

NOTE: Personal pronouns, someone, somebody, people... are not used in passive forms as agents. They are omitted.

3. Modals, be going to

Active

Can, must, will, may, ought to

Passive

Can be, must be, will be, may be, ought to be

Example

- She ought to iron the curtains.
The curtains ought to be ironed
- They are going to follow him.
He is going to be followed

4. Imperative

Active

Send the message

Passive

The message must be sent

5. Sentence with two objects

Active

Angelo offered Chryssa a diamond ring.

Passive

Chryssa was offered a diamond ring by Angelo.

A diamond ring was offered to Chryssa by Angelo.

6. It is said... / prepositions

Active

They say he is very rich and strange.

Passive

It is said that he is very rich and strange **or**

He is said to be very rich and strange.

Active

They are always taking care of their dog.

Passive

Their dog is always being taken care of.

THE USE

The **passive voice** is used when:

1. We don't know who did something.

There is no agent

example: This block of flats was built in 1982

2. We are interested in the action itself and not the person .

All documents will be examined soon.

PRACTICE

1. Write the sentences as in the example.

a. They/can/help/at the police station

They can be helped at the police station

b. The company/must sell/by the end of the month

c. All the souvenirs/have to/buy/now

d. It/say/be/the most wealthy person in town. (both ways)

e. The results/will discuss/the committee tonight

f. Had/the hotel/paint/before the new management?

2. Change into the passive.

a. The manager gave a speech at the conference.

b. They ban smoking in this area.

c. Somebody will meet me at the airport.

d. We should organize the party before Christmas.

e. Who stole the money?

f. The stewardess won't serve dinner.

3. Choose the correct word to complete the sentences.

a. The plans _____ brought in the afternoon.

- a. had b. were c. would

b. The lift was _____ repaired when we arrived.

- a. b. c.

c. She was _____ a promotion after that.

- a. offered b. offer c. offering

d. This play _____ written by Shakespeare.

- a. will b. were c. was

e. All meals will have _____ prepared by noon.

- a. be b. being c. been

f. His painting _____ been sold yet.

- a. haven't b. hasn't c. is having

V. THE CAUSATIVE FORM (ΑΝΑΘΕΤΙΚΗ ΣΥΝΤΑΞΗ)



A. Read the following story.

Helena is getting married next month so she is busy with a lot of different preparations. This week she is going to be occupied with herself. First, she **will have her hair styled** and she **will have it changed** a lot of times in order to decide what style will be best for her. Second, she will visit her plastic surgeon **to have her nose checked** as she **had it remodeled** two weeks ago. Today, **she is having her wedding dress made** shorter. She **has already had her shoes chosen**, but she is not sure... She is sure of her future husband though. At least, for the time being...

B. Read the following comments and then underline the causative form of the verbs of the above story.

- It is used: when we want to talk about an action which someone else **does, did, will do ...** for us.
- It is formed: with **have/get** in the proper tense – object – the past participle of the verb to form the causative.
Example: I **had/got** my clothes **cleaned** yesterday.
(I didn't clean them, myself, but I told someone else to clean them for me.)

CHANGES IN THE CAUSATIVE FORM

ACTIVE VOICE

CAUSATIVE FORM

PRESENT SIMPLE TENSE

He **washes** the car

He **has** the car **washed**

PRESENT CONTINUOUS TENSE

He **is washing** the car

He **is having** the car **washed**

PAST SIMPLE TENSE

He **washed** the car

He **had** the car **washed**

PAST CONTINUOUS TENSE

He **was washing** the car

He **was having** the car **washed**

FUTURE SIMPLE TENSE

He **will wash** the car

He **will have** the car **washed**

FUTURE CONTINUOUS TENSE

He **will be washing** the car

He **will be having** the car **washed**

PRESENT PERFECT SIMPLE TENSE

He **has washed** the car

He **has had** the car **washed**

PRESENT PERFECT CONTINUOUS TENSE

He **has been washing** the car

He **has been having** the car **washed**

PAST PERFECT SIMPLE TENSE

He **had washed** the car

He **had had** the car **washed**

PAST PERFECT CONTINUOUS TENSE

He **had been washing** the car

He **had been having** the car **washed**

MODAL + INFINITIVE

He **must wash** the car

He **must have** the car **washed**

PRACTICE

1. Rewrite the following sentences using the causative form, as in the example.

a. He **is filling** his tooth at the moment.

He **is having** his tooth **filled** at the moment.

b. I polish my shoes every morning.

c. Paul hasn't upgraded his computer so far.

d. I will paint my room next week.

e. Mr Jones repaired his computer.

f. She was cutting her hair at the hairdresser's when I saw her.

g. He couldn't redecorate his room. The decorator was on leave.

2. Complete the dialogue using the causative form. Use the words in brackets.

Stella : My dress is dirty.

Clelia : Why don't you _____? (it / dry-clean)

Stella : Because I have to stay at home. The cooker doesn't work. I'm going to _____ (it / repair).

Clelia : Where is your husband?

Stella : He _____ (service / his car / right now).

Clelia : Oh, I see. I _____ (service / mine / yesterday).

Stella : Good. What are you going to do this evening?

Clelia : I have an appointment with my dentist. I _____ (will / check / my teeth).

Stella : Oh! I _____ (must / check / them / as well). I don't know ...

3. Find the mistakes. Tick the correct ones.

- a. I'm getting the grass cutting tomorrow.
I'm getting the grass cut tomorrow.
- b. Helen will build a house.
Helen will have a house built.
- c. She made up her face for the wedding.
She had her face made up for the wedding.
- d. He had parked his car by the porter.
He had his car parked by the porter
- e. He may have X – ray examinations taken.
He may take X – ray examinations.
- f. How often do you have your fitted carpets changed?
How often have you your fitted carpets changed?

VI. DIRECT /REPORTED SPEECH



A. Read these two dialogues.

1. What did Mr Benefish say to Mrs Benefish?
– Oh my God! Marion look! There's a fly in my soup!
What did Mrs Benefish say to her husband?
– Don't be afraid. It's dead...

2. Little Jean says to her mother:
– Mommy, Mommy I bought you a scarf for present, for your birthday next week.
Mother says to little Jean:
– You are a very sweet girl but I would prefer to see that you get better grades at school.
What did little Jean say to her mother?
– Oh sorry it's very late for this. I've already bought the scarf...

B. Read the following comments and announce the two jokes above, using reported speech.

Direct Speech

- The postman said: “There's a letter for you.”

Reported Speech

- The postman said that there was a letter for me.

In **direct speech**, generally speaking, we use the verb **say** (with **to** or **that**) or **tell** to introduce a sentence.

examples:

She said: “He's out.”

She **said** (that) he was out.

She **said to me**: “He's out.”

She **said to me** (that) he was out.

They **told me**: “We're leaving.”

They **told me** (**that**) they were leaving.

CHANGES IN REPORTED SPEECH

A. VERBS

DIRECT SPEECH

Present simple

“I **tidy** the rooms”

Present continuous

“She **is learning** English”

Past simple/Present

“She **left** for Scotland”

“She **has finished** school.”

REPORTED SPEECH

Past simple

She said (that) she **tidied** the rooms.

Past Continuous

He said (that) **she was learning** English.

Perfect Past perfect

Tommy said (that) she **had left** for Scotland.

He said (that) she **had finished** school.

MODALS

DIRECT SPEECH

Must, will/shall, can, may, shall/should.

“I **will** call you at three”

“**Can** you call me a taxi?”

“You **must** be careful.”

“I **may** visit you.”

“You **should** see a doctor”

“What **shall** I answer her?”

REPORTED SPEECH

Must/had to, would, could, might, should

He said (that) he **would** call me at three.

She asked if I **could** call her a taxi.

The teacher said (that) we **must** be careful.

She said (that) she **might** visit me.

Mary told her (that) she **should** see a doctor.

She asked me what she **should** answer him.
(asking for advice)

B. WORDS AND PHRASES

now	then, immediately, at that time
today, tonight	that day, that night
yesterday	the day before, the previous day
tomorrow	the next day, the following day, the day after
this, these	that, those (in time expressions only)
last week	the week before, the previous week
next week	the following week, the week after
ago	before
here	there
come	go
bring	take

C. QUESTIONS AND ORDERS IN REPORTED SPEECH

- a. The question words remain in the reported question:
“**Where** is the metro station?” The guest asked me **where** the metro station was.
- b. The reported question is introduced with **if** or **whether** when the direct question starts with **be, do, have, can, may, etc.**
“Do you know her?” He asked me **if/whether** I knew her.”
- c. “**Open the window.**” He told him **to open** the window.
“**Don’t** wait for me.” She told him **not to** wait for her.

PRACTICE

1. Read this conversation and then report to class what Niko and the Tourist talked about.

Niko : Do you like Greece?
Tourist : Yes, a lot.
Niko : How long have you been here, in Athens?
Tourist : One week.
Niko : Where are you staying?
Tourist : I’m staying at the “Olympia Hotel.”
Niko : What are you doing here?
Tourist : I’m on business. I sell computers.
Niko : Will you visit the Akropolis?
Tourist : Oh, Yes! This afternoon.
Niko : Can you speak Greek?
Tourist : No, sorry! Can you help me?
Niko : Sure!

Now begin like this:

Niko asked the Tourist if he liked Greece, and the Tourist answered that he did. Then Niko wanted to know how long she _____

2. Turn the following sentences into Reported Speech, as in the example.

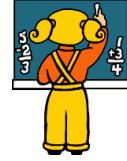
- a. "This **is** the Parthenon." the tourist guide said to the group.
The tourist guide said to the group that this **was** the Parthenon.
- b. "People in tourism work hard in summer."
He said _____
- c. "Give me your bags, sir."
The porter said _____
- d. "Can you lend her thirty euros?"
Brand asked _____
- e. "Will you buy Helen a gift?"
Angelo wanted to know _____
- f. "I'm afraid there are no sandwiches left."
The waitress said _____
- g. "Don't go there. It's dangerous."
The guard shouted _____

3. Find the mistakes. Tick the correct ones.

- a. The manager told to us to meet at the reception desk.
The manager told us to meet at the reception desk.
- b. "This hotel must be very expensive", Debbie told me.
Debbie told me that the hotel had to be very expensive.
Debbie told me that the hotel must be very expensive.
- c. "Where did you stay in Athens?",
Marilyn asked me. Marilyn asked me where had I stayed in Athens.
Marilyn asked me where I had stayed in Athens.
- d. "This is not correct", her sister said.
Her sister said that that was not correct.
Her sister said that it was not correct.
- e. The housekeeper said that the room was ready.
The housekeeper said that the room is ready.
- f. The accountant said that he had paid all the bills last month.
The accountant said that he had paid the bills the month before/the previous month.

APPENDIX I

IRREGULAR VERBS



The following irregular verbs, according to their formation are separated in three categories. Study them carefully and give the Greek equivalent meaning, with the help of your dictionary.

1st category – no change

INFINITIVE	PAST	PAST PARTICIPLE	MEANING
cost	cost	cost	κοστίζω
cut	cut	cut	_____
hit	hit	hit	_____
hurt	hurt	hurt	_____
let	let	let	_____
put	put	put	_____
read	read	read	_____
shut	shut	shut	_____

2nd category – one change

INFINITIVE	PAST	PAST PARTICIPLE	MEANING
bring	brought	brought	φέρνω
build	built	built	_____
burn	(burnt) burned	(burnt) burned	_____
buy	bought	bought	_____
catch	caught	caught	_____
feed	fed	fed	_____
feel	felt	felt	_____
find	found	found	_____
get	got	got	_____
have	had	had	_____
hear	heard	heard	_____
hold	held	held	_____
keep	kept	kept	_____
learn	(learnt) learned	(learnt) learned	_____
leave	left	left	_____
lose	lost	lost	_____
make	made	made	_____
mean	meant	meant	_____
meet	met	met	_____
pay	paid	paid	_____
say	said	said	_____
sell	sold	sold	_____
send	sent	sent	_____
sit	sat	sat	_____
sleep	slept	slept	_____
spend	spent	spent	_____
stand	stood	stood	_____
teach	taught	taught	_____
tell	told	told	_____
think	thought	thought	_____
understand	understood	understood	_____
win	won	won	_____

3rd category – two changes

INFINITIVE	PAST	PAST PARTICIPLE	MEANING
be	was/were	been	είμαι
become	became	become	_____
begin	began	begun	_____
bite	bit	bitten	_____
break	broke	broken	_____
come	came	come	_____
do	did	done	_____
drink	drank	drunk	_____
drive	drove	driven	_____
eat	ate	eaten	_____
fall	fell	fallen	_____
fly	flew	flown	_____
forget	forgot	forgot, forgotten	_____
give	gave	given	_____
go	went	gone	_____
grow	grew	grown	_____
hide	hid	hidden	_____
know	knew	known	_____
ring	rang	rung	_____
run	ran	run	_____
see	saw	seen	_____
show	showed	shown	_____
sing	sang	sung	_____
speak	spoke	spoken	_____
swim	swam	swum	_____
take	took	taken	_____
wake	woke	woken	_____
wear	wore	worn	_____
write	wrote	written	_____

PLACEMENT TEST – VERSION 1



ΓΡΑΠΤΕΣ ΚΑΤΑΤΑΚΤΗΡΙΕΣ ΕΞΕΤΑΣΕΙΣ ΣΤΑ ΑΓΓΛΙΚΑ

ΟΝΟΜΑΤΕΠΩΝΥΜΟ _____

ΤΜΗΜΑ _____

ΕΙΣΗΓΗΣΗ _____

ΕΠΙΤΗΡΗΣΗ _____

ΧΡΟΝΟΣ ΕΞΕΤΑΣΗΣ _____

ΗΜΕΡΟΜΗΝΙΑ _____ ΒΑΘΜΟΣ _____

ΘΕΜΑΤΑ

ONE

Write questions to which the words in bold are the answers:

Dad cooks lunch every Sunday.

Who cooks lunch every Sunday?

1. Paul has got **two cars** which are both black.

2. He paid **ten thousand euros** for a watch!

3. This house is **Mary's**.

4. We visit our grandmother **once a week**.

5. Anthony is happy **because he managed to meet Mary!**

TWO

Underline the wrong word. Correct the sentences:

You must to try to study harder.

You must try to study harder.

1. Peter is a mechanic. He can to fix a car.

2. They looked for the bag, but they mightn't find it anywhere.

3. We needn't call Helen. No one of us has spoken to her for a long time.

4. I have a terrible headache. Shall you bring me a painkiller, please?

5. You ought to having visited your dentist.

THREE

Fill in the gaps with the suitable preposition:

The tour guide was standing at the entrance to the ancient theatre.

1. On hot days people are playing _____ the beach.

2. There is a floor lamp _____ the two beds.

3. The dog is lying _____ the table.

4. The plane has just arrived. The passengers are getting _____ the plane.

5. The travel agency is _____ the bank.

FOUR

Underline the correct word:

The hotel was quiet / quietly.

1. It was so late / lately that the guests started feeling anxious / anxiously.

2. He lives near / nearly to the super market.

3. It was the most horrible / horribly experience.

4. Don't talk so loud / loudly.

5. Hotel employees always smile polite / politely.

FIVE

Give the correct tense of the verbs in brackets:

Mum is cooking (cook) right now.

1. The Madisons _____ (just move) to the country.

2. I _____ (study) English for three years.

3. The secretary _____ (work) in this office for five years by the end of this month.

4. I _____ (listen) to the news on TV at eight every day.

5. If you _____ (come) to the party, you _____ (meet) Mary.

SIX

Choose the correct word:

Have you got any sisters?

Yes, three. all of them are very beautiful.

- a. all b. both c. either
- 1. I'll buy _____ the red car _____ the black one.
a. either / neither b. neither / or c. either / or
- 2. _____ of us was invited to attend the meeting.
a. or b. none c. all
- 3. _____ Sandra _____ Sabina are Polish.
a. Both / and b. Or / or c. Either / nor
- 4. _____ the boss _____ his driver drinks coffee.
a. Either / and b. Neither / nor c. Either / both
- 5. You can stay at the Sun Hotel or the bay Hotel. _____ place is alright with me.
a. Both b. All c. Either

SEVEN

COMPOSITION: <Myself>

Write some information about yourself in not more than 80 words.

GOOD LUCK

PLACEMENT TEST – VERSION 2



ΓΡΑΠΤΕΣ ΚΑΤΑΤΑΚΤΗΡΙΕΣ ΕΞΕΤΑΣΕΙΣ ΣΤΑ ΑΓΓΛΙΚΑ

ΟΝΟΜΑΤΕΠΩΝΥΜΟ _____

ΤΜΗΜΑ _____

ΕΙΣΗΓΗΣΗ _____

ΕΠΙΤΗΡΗΣΗ _____

ΧΡΟΝΟΣ ΕΞΕΤΑΣΗΣ _____

ΗΜΕΡΟΜΗΝΙΑ _____ ΒΑΘΜΟΣ _____

ΘΕΜΑΤΑ

ONE

Underline the right word:

Mary takes the bus to work every day.

Who/Whose takes the bus to work every day?

1. Paul has got **two cars** which are both **black**.
What colour/How colour are Paul's cars?
2. He paid ten thousand euros **for a watch!**
What/Whom did he pay ten thousand euros for?
3. **The red house** is mine.
Which/How house is yours?
4. We visit **our cousins** once a month.
Who/When do you visit once a month?
5. They were angry **because Anna was late again**.
When/Why were they angry?

TWO

Underline the correct word:

You **mustn't/don't** park your car in this area.

1. **Could/Must** I have a look at those documents?
2. What **shall/have to** we do tonight? We **can/must** watch DVD.
3. They **didn't need to/couldn't** to call again. It wasn't necessary.
4. **Might/Need** I use your bathroom?
5. You **should/will** be more careful. She is not a kind person.

THREE

Choose the right preposition:

Put the luggage on the floor.

- a. in b. on c. at
1. The film starts _____ seven.
a. in b. up c. at
 2. The super market is _____ the corner.
a. over b. round c. behind
 3. The bed is _____ the armchair and the bedside table.
a. between b. among c. behind
 4. I go to school _____ bus.
a. on b. by c. off
 5. Angelo works _____ eight to three o'clock.
a. until b. from c. of

FOUR

Underline the right answer:

Speak **slow/slowly**.

1. This bag is very **heavy/heavily**.
2. The dog is very **noisy/noisily**.
3. He solved the problem very **quick/quickly**.
4. The bus stop is **near/nearly** my house.
5. Behave yourself **proper/properly**.

FIVE

Circle the correct answer:

He is coming right now.

- a. comes b. is coming c. come
1. Let's _____ that mountain.
a. climb b. climbing c. to climb
 2. Angela _____ to Helena when I saw her.
a. talks b. was talking c. is talking
 3. We _____ to Switzerland last Christmas.
a. go b. have gone c. went
 4. She _____ since eight o'clock
a. has been sleeping b. has sleeping c. has sleep

5. If he _____ early, I _____ him.
a. came/would meet b. coming/would meeting c. comes/met

SIX

Choose the correct answer:

It's so nice to hear all your news.

- a. both b. all c. none
1. Angelo isn't right and you aren't _____, Paul.
a. neither b. either c. or
2. Sorry, but Eleanor won't come to the party and Tommy won't _____.
a. either b. neither c. both
3. She stays _____ at the Carlton hotel _____ at the Dorian hotel.
a. nor/or b. or/both c. either/or
4. She can't play chess and _____ can her brother.
a. both b. nor c. neither
5. Shall we have eggs or sandwiches for breakfast? We can have _____.
a. both b. either c. neither

SEVEN

Underline the wrong words:

Yesterday it is a nice day.

I are a student. I goes to school every morning in eight o'clock. I want to be a hotel client so I study English, French, and Germany. In the meantime, I work in the evenings because I need many money for my studies. I come from Cyclades but I having lived in Athens for six year. When I finishes school I will to go to Italy to get a degree in Italians, too. I have a cousin there. He name is Domenico. He work for a big company and he telled me that I can work to if I wants to.

It isn't a bad ideas!

GOOD LUCK

APPENDIX III

LISTENING SCRIPTS



UNIT 4

(p. 34)

D. OVER TO YOU

3. LISTENING

What happened on a rainy day?

When I **got out** of the taxi the other day, it was raining so hard that I couldn't **pass across** the street. A woman **next to** me who was waiting for the bus to come was offered to protect me **under** her umbrella. I thanked her but as I was standing **in front of** the telephone box I stepped **inside** it and I called my colleague Jerry to put me **through** my boss.

I was late again...

UNIT 6

(p. 47)

D. Listening

ADVERTISEMENT ONE

George: Good morning. I'm calling about your advertisement for travel agents. Can you tell something about the job?

Operator: Yes, we're looking for people to work in the office in Italy this summer.

George: Where exactly?

Operator: In Terni and Perugia. The salary is € 2.000 a month. We're looking for people who can speak Italian and who've got experience and qualifications in hotel booking and ticketing.

George: Oh, I've worked in the town office of an airline, but I haven't got a certificate.

Operator: Well, I'm sorry, but a certificate is necessary.

George: I see. Well, thank you, anyway.

Operator: Not at all. Good bye.

ADVERTISEMENT TWO

George: I'd like to apply for a job as a tourist guide in Oslo.

Secretary: Yes, I see. Do you speak Norwegian?

George: Of course. I speak German, too.

Secretary: Good. Our guides must be at least 21.
George: Yes, I'm exactly 21. What is the salary, please?
Secretary: It's between € 50 and € 60 a day. It depends on how hard you work. And you'll also need a car.
George: Oh, it didn't say that in the advertisement. I haven't got a driving licence.
Secretary: I'm sorry. Thank you for calling.

UNIT 9

(p. 67)

C. WHAT'S MY JOB?

I enjoy my job, although it is difficult enough, and I have a lot of different duties. Well, I welcome the guests, and try to make them feel at home, but I don't actually show them to their rooms as this is the porter's job. I also answer their questions and give them information about railway timetables, about sightseeing or general information about tourism. When I have to do nights for a week, once a month, then it's the worst part of my job. It isn't that there is a lot of work to do, but I hate doing it. Another thing I don't like is certain guests who are complaining or are a bit rude. I try to be polite but it is difficult, sometimes. However, generally speaking, it's an interesting job. The other day, I finished a training course in hotel management, and if I do well in the job, it's possible for me to become a manager one day. Or, who knows... I may have my own hotel!

UNIT 11

(p. 85)

C. BUILD UP YOUR VOCABULARY

4. Receptionist: Good morning. Can I help you?
Peter: Good morning. We booked two single rooms with ensuite bathrooms a month ago. The names are Julia Rockwall and Peter Garner.
Receptionist: Just a minute... Well, Sir... I'm afraid there's nothing booked. The only rooms I have are two small rooms at the front of the hotel. They will be a bit noisy, I'm afraid, as there is a club opposite.
Peter: What? That's impossible! How did that happen? Julia, what do you think? Would you like to search some- where else?
Julia: Well, unfortunately we have no choice really. It's too late to find another hotel now. We have to take them.
Receptionist: Fine. I'm very sorry about that. So now, we need you to sign a credit card voucher in advance. But when you check out, you can settle the account by card or cash, or cheque, as you wish.
Peter: OK. No problem. Oh! No, I can't find my card. And where's my wallet?
Julia: Did you leave it somewhere? In the taxi maybe?

Peter: Oh! No! I think I did, I left my wallet in the taxi. I put it on the seat when we got in. Oh! What a disaster!

Receptionist: Careful Sir, your briefcase!

Peter: Aaagh! All over the floor! All my papers...

Receptionist: Not to worry Sir. We'll soon get them together. Would you like me to call the porter to help you with your baggage?

Peter: No, not yet. Oh! Julia I'm so sorry. Oh! What a mess! I'll have to phone the taxi company first to see if they found my wallet. Em, by the way can you lend me some change for the phone?

Julia: OK. Here you are.

UNIT 12

(p. 88)

My name is Jimmy Bendley. I work for Car and Van rental company. I'm the manager of Terni branch in Rome.

What I do is renting vehicles to customers, arranging the daily paperwork for the whole branch, checking the **rentable order** of cars and training the staff. I have seven staff members **working under me**.

We answer every question that a customer has **about** car rental. When a customer comes into the office the first thing we make sure is where they want to go, what type of vehicle they can drive.

We have a problem here because a lot of tourists cannot drive manual vehicles and they don't understand that we basically have and rent **manual** cars. We have very few **automatic** vehicles on **fleet**. Then, we explain the **procedure** for renting a car, exactly what they need to rent a car.

UNIT 12

(p. 93)

- a. You can buy a bike from a bicycle dealer who will provide you with the suitable bicycle fully - equipped which won't cost much. An expensive bicycle can always be a target for bike thieves.
- b. You will need a helmet, biking gloves and a strong U - shaped lock. Consider a rear - view mirror, biking gloves, repair kit, a water bottle, bicycling shoes, and wet weather gear if you plan to ride in the rain. You need a head light if you ride at night. Tail lights will make motorists see you from behind.
- c. Use a map to plan a route that avoids freeways and steep hills. Drive your bicycle as you would drive a car. Obey all traffic laws. Explore the area for other routes, to use lockers and parking areas. For maximum safety, take your right place in traffic. Plan your route to avoid heavy traffic and risks. When you arrive in a town ask where to store your bike.

C. BUILD UP YOUR SKILLS

3. 'The sky's the limit'

«If we don't have the flight data and the analysis from the voice recorders we cannot **accuse** and decide who and what was wrong».

Kelly S. Rabal

«The statistics say that air travel is the safest way - no **arguments**. The pilots are highly trained and **skilled**, the planes are **inspected** very very carefully and **strictly** and the personnel do a fantastic job. Of course there are tragic moments in flights but if we compare them to road accidents, these are **rare**. Pilots have saved lots of planes by their quick thinking and experience - I trust them with my safety in the air.»

Thomas, New York

«The Airbus is not safe. The Europeans are talking nonsense when they say it is 99% safe. It is the high time that the Americans and the Europeans stops taking the rest of the world as fools. Time has to change because the rest of the world is now waking up too.»

Jenny Welewaa, Kenya

«Well, it all depends on what you mean by safe. Nothing is 100% safe. Of course, I don't agree with those who believe that travel by air is **fatal**. It is my opinion that governments must try hard to make the skies safer, in Africa and around the world».

Halil, Ethiopia

«My understanding is that air travel is the safest form of transport because accident statistics count the miles that passengers make and not their journeys. If you agree with this, then air travel becomes less dangerous than riding a motorcycle. Personally, I hate flying and will try hard to avoid it. (Not to forget - I ride a motor- bike)»

Maria, Rome

«The investment in air safety is greater than in any other human mode of travelling. It is a hard reality we all face. Technology cannot safeguard life. We take **tremendous** knowledge but fate remains hard».

Kate, Scotland

«Compared to the amount of accidents that happen on roads alone, the amount of air accidents still make it the safest way to travel. I believe that media just tries to scare the general public regarding the safety of today's airlines. Do you see every car accident on the front page of the newspapers?»

Patrick, Ireland

UNIT 14

(p. 108)

D. OVER TO YOU

3. Be descriptive!

1. Action, fun and extreme sports are available in the National Park of Olympus, the divine mountain. For the lovers of organized sports tennis courts, mini football, basketball and beach volley grounds are here to enjoy them.
2. The Automotive and Motorcycle Club of Serres offer to racers the chance to compete and satisfy their needs from all over Greece. It hosts 8 races per year for kart champion ships, endure bikes, and car skills - driving.
3. The particular economic growth of the region during the mid - Byzantine period and the period of the Turkish domination is represented by the unique samples of the church architecture and temple hagiography that are still rescued.
4. The organized beaches with the "Blue Flag", Makrighalos and Ancient Pydna, as well as the beaches of Koutsouro, Agianis and Methoni with the clear water and the golden sand, promise peaceful vacations, rest and fun.
5. The Wetland of Aliakmonas River Delta, fascinates the visitor with the Flora and Fauna and the immigrating birds. In New Agathoupoli the Reception Centre, the thematic Pavilion and the Bird Observatory offer organized guiding to the visitor
6. The Natural touring stone park "Askos" provides visitors the chance to meet with nature and the local animals of Zakynthos. Many species of wild hawks and mammals, many species of birds amphibians, insects and local animals live free in their natural habitat.

UNIT 15

(p. 116)

C. BUILD UP YOUR SKILLS

6. LOOK – LISTEN

a. TEST YOUR EYE!

key: alcoholic, care, arrival, boarding card, book, departure

b. TEST YOUR EAR!

key:

1. The **bin** is in the corner
2. In summer, during **leisure** time, I lie under the sun.
3. They swam in the **cool** waters.
4. Finally, we didn't take the **plane**.
5. We saw her **better** when he put the lights on.
6. The **bill** was very big.

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