

UNIT 1

GETTING TO KNOW YOU

1 PRESENTATION. VIDEO INTRODUCTION

Learn how to get to know other people and present yourself. Complete the missing words.

HOME AND FAMILY

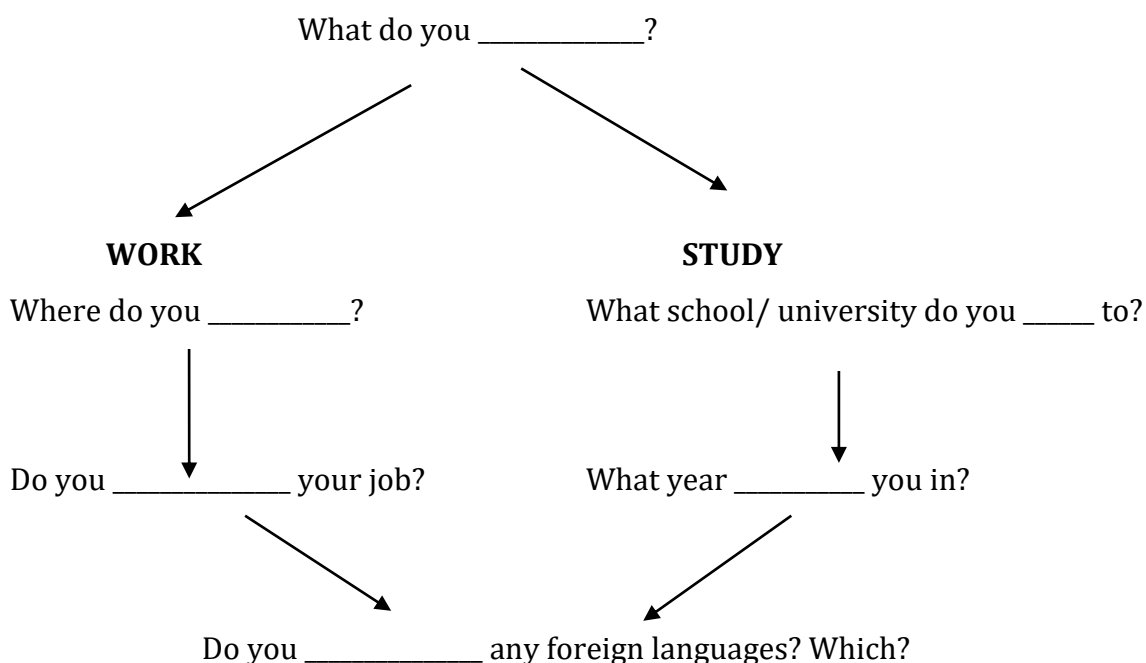
Where _____ you from?

Where _____ you live?

Do you _____ any brothers and sisters?

What _____ they look like?

JOB/STUDIES



FREE TIME

What kind of music do you _____ to?

Do you _____ a musical instrument? Which?

Do you _____ any sports or exercise? What?

What books or magazines do you _____?

FUTURE

Where _____ after the class?

What are you going to _____ this weekend?

PAST

Where _____ you born?

Where did you _____ English before?

What did you _____ last summer?

2 OVER TO YOU - SPEAKING: Work with a partner and find out about him or her. Introduce them to other class members.

3 READING AND WRITING - DESCRIBING YOURSELF



Read the email about Polina and correct the underlined mistakes.

from: polina@geo.rs

to: steve@norwich.uk

subject: Hello from Serbia

Hi Steve,

My name is Polina. It's a ruasian name because my parents are from Russia, but i am from Novi Sad. I live with my parents near the river Danube. I have an older brother who live in Belgrade. I have 19 years old, and I'm at university. I'm studing tourism, I am in my first year and I like it.

I'm going to tell you something about myself. As you can see from my foto, I have long hair, it's quite fair, and greens eyes. I sometimes wear glasses.

I think I am a positive person. I am outgoing and frendly. My mother says I am quite talkative – I think she mean I talk too much!

In my free time I love reading and going the cinema. I love travelling but I dont have much time becouse I need to study for my exams. I also go to spanish classes on saturday evenings.

Please write soon and tell me about you and your life.

Best wishes

Polina

Practice 1: PERSONALITY ADJECTIVES

ADJECTIVES	OPPOSITE	TRANSLATION
boring		
friendly		
funny		
generous		
lazy		
modern		
noisy		
outgoing		
polite		
shy		
talkative		

Practice 2: What are the nationalities? Complete the table.

Austria	Belgium	Brazil	Britain	Bulgaria	Canada
China	Croatia	Denmark	Egypt	France	Germany
Greece	Holland	Hungary	Iraq	Ireland	Israel
Italy	Japan	New Zealand	Macedonia	Montenegro	
Poland	Portugal	Romania	Scotland	Serbia	Slovenia
Spain	Sweden	Switzerland	Turkey	USA	Wales

-(ia)n	-ish	-ese	OTHER

4 GRAMMAR POINT: THE VERB 'TO BE' IS USED FOR:

PRESENTING YOURSELF AND OTHERS (SAYING WHO YOU ARE, HOW OLD YOU ARE, WHERE YOU ARE FROM):

- **I'm** Peter and this **is** my friend Sarah. **I am** twenty and **she is** nineteen. **We're** from England.
- **I'm** John and **these are** my colleagues. **This is** Mark and **he is** a receptionist. Mark **is** from the south of France. **This is** David and **he is** a waiter. David **is** in Ireland at the moment.

TALKING ABOUT THE WEATHER

- **It's** cold/hot today.
- **It's** a lovely/beautiful day.
- **It isn't** a very warm today.
- **It is** usually freezing here.

TALKING ABOUT THE TIME

- **It's** five o'clock.
- **It's** half past two.
- **You are** late for work.

Practice 1: Complete the sentences with the verb BE and a PROUNOUN if needed.

1. My sister lives in Slovenia. _____ a hotel manager.
2. London _____ in America. _____ in England.
3. Sophia _____ from Poland. _____ Polish.
4. My best friend is a painter. _____ twenty-two.
5. _____ eight o'clock! _____ am late for work!
6. Look at the time! John and Paul _____ late again.

5 OVER TO YOU: Write a similar email about you. Write four paragraphs by following the notes:

1. name, nationality, age, family, work/study
2. physical appearance
3. personality
4. hobbies and interests

Check the email for mistakes (grammar, punctuation, spelling)

6 VIDEO: AT THE AIRPORT (New English File Elementary)

Part 1: Listen to the story about Mark and Allie and answer the questions.

1. Where are Mark and Allie from?
2. What company do they work for?
3. Where did they meet?
4. What did they do?
5. Did they get on well?
6. What's Mark doing now?

Part 2: Complete YOU HEAR phrases.

YOU HEAR	YOU SAY
Good evening, ma'am,	Good evening.
_____ you arriving from?	From London.
_____ the purpose of your visit?	Business. I'm here for a conference.
_____ you staying in the US?	A week.
_____ you staying?	In San Francisco. At the Pacific View Hotel.
_____ you know anybody here?	Yes, Mark Ryder.
_____ he a family or a friend?	He is a colleague – and a friend.
_____ you have his phone number?	Yes, his mobile is 405 655 7182
_____ your first visit to the US?	Yes, it is.
Enjoy your stay in San Francisco.	Thank you.

Part 3: Social English - Listen and answer the questions:

How long was Allie's flight?

Why couldn't she sleep?

What time is it... in San Francisco/ in London?

Where is Mark going to take her?

Where's Mark car?

USEFUL PHRASES:

You look g_____!

How was the f _____?

You must be really t _____.

I'm so p _____ you came!

It's great to see you a _____.

7 GRAMMAR POINT: WORD ORDER IN QUESTIONS

Questions with *do/does/did* in Present Simple and Past Simple

QUESTION WORD	AUXILIARY	SUBJECT	INFINITIVE (verb)
Where	do	you	live?
What food	does	Jenny	like?
What	did	Peter	buy?

Questions with *is/are/; was/were* in Present Simple and Past Simple

QUESTION WORD	AUXILIARY	SUBJECT	ADJECTIVE; NOUN; PREPOSITION; adverbial
/	Are	you	a student?
Where	is	he	from?
	Was	he	tall?
Where	was	the restaurant?	/
Where	were	you	yesterday?

Questions with *is/are + Verb-ING* in Present Continuous

QUESTION WORD	AUXILIARY	SUBJECT	VERB-ING
What	are	you	studying?
Where	is	he	travelling to?
Where	was	the restaurant?	/
Where	were	you	yesterday?

Practice 1. How would you ask a direct question in order to complete a reservation form of the Sunny Hotel.

RESERVATION FORM ENTRY	YOUR QUESTION
NAME OF GUEST(S)	What?
ADDRESS	Where?
PLACE OF BIRTH	Where?
DATE OF BIRTH	When?
NUMBER OF NIGHTS	How many?
ARRIVAL DATE	When?
DEPARTURE DATE	When?

Practice 2: Translate into English using the verb BE + an ADJECTIVE:

1. On je žedan. *e.g. He is thirsty.*
2. Oni su gladni. _____
3. Toplo mu je. _____
4. Hladno joj je. _____
5. Ona je srećna. _____
6. On je uplašen. _____
7. Dosadno im je. _____
8. Umorna je. _____
9. On je tužan. _____

UNIT 2

JOBS IN TOURISM



1 VOCABULARY. Read the definitions or explanations for different jobs in tourism and guess the job - first letters are given to help you.

1. flight attendant; helps passengers on a plane a... h...
2. prepares and sells alcoholic drinks behind the bar b...
3. cleans hotel guestrooms ch... / r... a...
4. a professional cook who is also the main cook in a restaurant ch...
5. works at the reception, helping guests with their luggage, travel arrangements, tickets for concerts and other events, etc. c...
6. supervises the work of cleaners and chambermaids h.. h...
7. head waiter, supervises the work of all other waiters in a restaurant m...
8. takes care of the pool and the pool area p... a...
9. sells holiday packages and travel tickets to travellers t... a...
10. parks the cars of people arriving at a hotel v...
11. brings food and drinks to people in a restaurant w....
12. checks in and checks out the guests in a hotel, answers the telephone, handles bookings, takes messages for guests r...
13. guides tourists and interprets cultural and other sites t... g...

2 LISTENING: DAILY DUTIES OF THE ASSISTANT HOUSEKEEPER

I Listen and answer the questions:

- What are SOs?
- What are COs?

II Listen again and tick the phrases you hear:

- | | |
|----------------------|-----------------------|
| a) change the sheets | e) clean the bathroom |
| b) use the computer | f) make the bed |
| c) check the soap | g) tidy the bedroom |
| d) change the towels | h) use air freshener |

III Assistant Housekeeper is talking about her working hours. Listen and answer the questions:

- a) How many days a week does she work?
- b) How often does she work at the weekend?
- c) When does she have some free time?
- d) What hours does she sometimes work on Mondays?

3 TALKING ABOUT DUTIES AND RESPONSIBILITIES – USEFUL EXPRESSION

Read the sentences in English and translate them into your own language.

- a) I **oversee** the running of the hotel.

- b) How many people do you have **under you**?

- c) Head chef **runs** the kitchen.

- d) Front office staff **work under** the concierge.

- e) Valets **look after** particular guests.

- f) The head housekeeper **is in charge of** cleaners, chambermaids and the laundry service.

g) The cleaners **are responsible for** public areas.

h) Another area **under the control of** the head housekeeper is the laundry service.

i) **The job of** the dishwasher **is to** wash the dishes.

4 OVER TO YOU – SPEAKING: EXCHANGING PERSONAL DETAILS: Introduce yourself to a person next to you and find out about their job and duties (JOB CARDS).

What's your job? / What do you do?

What's your name? / What's her/his name? /Can you spell your name.

What's her/his job? What does he/she do?

5 VIDEO: WILDLIFE CAREERS

Watch the video and choose the right job to complete the sentences below

A Aquatic Biologist

B Conservation Biologist

C District Wildlife Manager

D Fish Hatchery Technician

E License Services

F Terrestrial Biologist

People in the video talk about why they chose a career with Wildlife Division.

For me, it's...

➤ working behind the scenes, knowing that I am making the difference

➤ patrolling the backcountry, protecting our wildlife _____

➤ looking over my shoulder _____

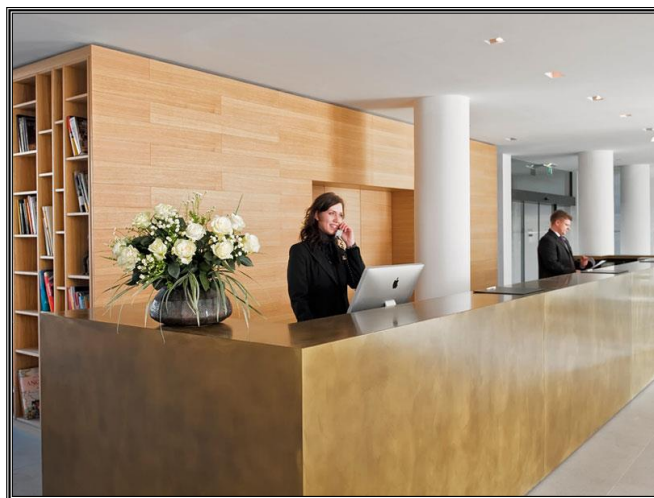
➤ ensuring the health of our local fish communities

➤ working with fish; it is rewarding to me...to see fishermen catch something that we produce_____

- a fulfilling career protecting the Colorado natural resources

- something I've always wanted, I'm very fortunate to live and work in such a beautiful place _____

6 READING: WORKING AT THE RECEPTION



I am a head receptionist. I usually **work** from 7 am to 3 pm but occasionally I work at night. There are three people working **under my supervision** and one of them is Assistant Head Receptionist. He **is in charge of** running a reception when I **attend** meetings of **senior staff**. My **main duty** is to **oversee** the running of the reception but when we have large groups coming to the hotel I do all the activities at the reception.

During the **day shift**, the arrival of new guests or groups is **under the control** of the entire reception staff. Receptionists **check in** new guests, **prepare bills** for the guests who **check out**, send emails **confirming bookings**, **answer telephone calls** and **put calls through** to other departments.

When large groups are coming we receive a **running list** of all the guests' names from the booking agents and we need to check the list against the names of guests who **checked in**. Sometimes we need to phone the agency to **confirm** group names.

Concierges are also part of the reception and they **run** one part of the **front desk** **dealing with** special requests. They **look after** particular guests. For example, they

organize **transfer** to and from the airport, **make reservations** in restaurants or **provide** concert or theatre tickets for guests, etc.

During the **night shift**, receptionists **are responsible for** the so-called 'close of the day'. We **check guest records** to see which rooms are **occupied**, which are **unoccupied**, which are closed for maintenance and which need cleaning.

COMPREHENSION:

a) What is the main job of a head receptionist?

b) Name three daily duties of a receptionist.

c) What does a concierge do?

d) What is a running list?

e) What are the duties at the reception during the night?

7 GRAMMAR POINT: Present Simple and Present Continuous

Describing **DAILY ROUTINES**. Anne is from Brighton but she has got a job in a hotel in Rome this summer. This is a letter to her brother Tom. Tick the correct form (✓) or cross out incorrect forms and write in the correct ones.

Dear Tom,

I **live** 1 _____ in a large flat in Rome with two other girls. All three of us **are** **having** 2 _____ separate rooms but we **share** 3 _____ a living room, a bathroom and a kitchen. Every morning we **are getting up** 4 _____ at six o'clock because we **must be** 5 _____ in the hotel by 6.30. We **are often having** 6 _____ breakfast at the hotel and **have** 7 _____ a staff meeting at the same time. After work, we **sometimes go out** 8 _____ for a drink but tonight **we go** 9 _____

_____ to the Opera! I'm so excited! Sometimes **I watch** 10 _____ Italian films, but **I'm not understanding** 11 _____ some of the words. How **are** 12 _____ things at home? I **hope** 13 _____ everyone **is being** 14 _____ fine! Please write soon.
Best wishes
Anne

Practice 1.

a) Which two tenses are used in Anne's letter?

b) Underline the verbs in the sentences below and answer the questions:

1. My shift usually finishes at 3 pm, but today I'm working until 6 pm because a large group from Japan is arriving at the hotel.
2. We don't have so many guests in July, but this summer a large festival is taking place so a lot of young people are coming this weekend.

a) Which tense is used for describing a habit or a regular activity?

b) Which tense is used for describing a temporary activity or an arrangement?

GRAMMAR SUMMARY – PRESENT SIMPLE

Positive Form:

I **cook** every day.

He/ She **cooks** every day.

You/We/They **cook** every day.

3RD person singular -(E)S:

cook - cooks

come - comes/make - makes

try - **tries**/ play - **plays**

watch - **watches**/ wash - **washes**/ kiss - **kisses**/ box - **boxes**

go - **goes**/ do - **does**

Negative: do/ does + not + verb

I/you/we/they **do not (don't) cook** every day.

He **does not (doesn't) cook** every day.

Questions:

Do/ does + subject + verb?

Do you **cook** every day?

Does she **cook** every day?

Signal expressions:

every day/ every month.../every morning

on Sundays.../ **in** the morning.../ **at** the weekend.../ **at** 7 o'clock

never/ sometimes/usually/often/always

GRAMMAR SUMMARY - PRESENT CONTINUOUS

Positive Form:

am/ is / are + verb-**ing**

I **am cooking** for my friends today.

She/ He **is cooking** for his friends today.

You/We/They **are cooking** for friends today.

-ING:

cook - **cooking**/ watch - **watching**/ go- **going**

come - **coming**/ make - **making**

try - **trying**/ play - **playing**

run - **running**/ **swimming**/ **jogging**/ **shopping**

Negative Form:

am/ is/ are + **not** + verb-**ing**

I **am not (I'm not) cooking** today.

She/ He **is not (isn't) cooking** today.

You/We/They **are not (aren't) cooking** today.

Questions:

am/is/are + subject + verb-ing?

Are you cooking for your friends today?

Is she cooking for her friends today?

Signal expressions:

now/ at the moment

today/ this morning/ this month

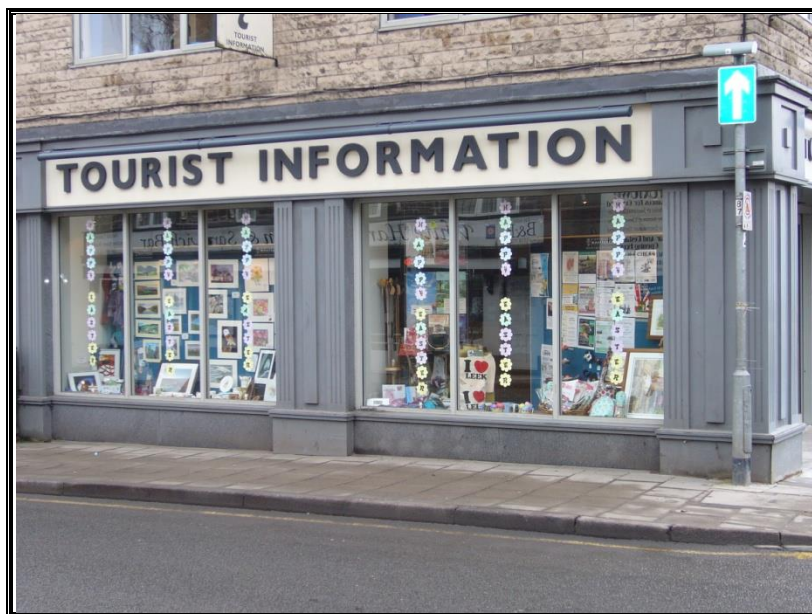
in this picture/as you can see

Practice 2: Put the verbs in brackets into the correct form of Present Simple or Present Continuous.

1. Every Monday, Sally _____ (drive) her kids to football practice.
2. I usually _____ (work) as a bar tender in a beach bar, but this summer I _____ (study) French at a language school in Paris.
3. Shhhhh! Be quiet! John _____ (sleep).
4. Don't forget to take your umbrella. It _____ (rain).
5. I hate living in Seattle because it always _____ (rain).
6. I'm sorry I can't hear what you _____ (say) because everybody _____ (talk) so loudly.
7. Peter is a travel agent. He _____ (work) in a travel agency and _____ (sell) holiday packages for students and young people.
8. Jane _____ currently _____ (write) a book about her adventures in Tibet. I hope she can find a good publisher when she is finished.
9. Sarah: Do you want to come over for dinner tonight?
Sue: Oh, I'm sorry, I can't. I _____ (go) to the cinema tonight with some friends.
10. Our brochures _____ (be) normally printed by 'Sunny Days' company. They always _____ (give) us a discount.

UNIT 3 TOURIST INFORMATION CENTRE

1 INTRODUCTION: What sort of information can tourists get from a tourist information centre?



If you work in a tourist information centre, what do you need to know? Complete the table with key words:

a mountain	B&B	a museum/ a gallery/ a castle
café	hostel	fishing on the lake/ the river
campsite	pub	hiking in the wood/ the National Park
hotel	restaurant	in the theme park/ the Zoo
	cabin	in the wine cellar/ the winery
		the beach/ the swimming pool

Where to stay?	Where to eat/ have a drink?	What to see or do?
		climb go go go to have fun taste wine visit

2 VIDEO: CAREER IN HOSPITALITY. Watch and answer the following questions:

a) How does your typical day look like?

b) Why did you choose a career in hospitality?

c) How did you start?

d) What are your qualifications?

e) What are key skills needed for working in hospitality?

f) What are the highlights of your career?

g) Are there any downsides?

h) What is your advice for young professionals?

2 READING: BRITAIN'S BEST KEPT SECRET

Introduction: What are the Channel Islands?



The island of Jersey is just off the north-west coast of France and is one of Britain's best-kept secrets. It belongs to a group of five islands known as the Channel Islands which depend on the British Crown but are not part of the UK. English is the official language, but a dialect of Norman-French is still spoken by many islanders.

Tourist attractions range from 12th-century castles, wildlife parks and interactive museums. For the more energetic tourists, Jersey also offers plenty of activities, such as surfing, diving and sea kayaking. An ideal way for touring the island is cycling or if you are more adventurous, you can even rent a Harley-Davidson bike!

In the evening, you should visit one of many excellent eateries on this beautiful island. They offer delicious specialities from grilled fish, barbecue steaks with vegetables to fresh oysters and prawns mixed with crispy squid in a creamy crab sauce.

Practice 1. Find the adjectives in the text that describe services, facilities and food on offer and translate them into your own language.

ADJECTIVE (ENGLISH)	TRANSLATION

Practice 2. Write down three sentences describing YOUR favourite holiday place. Include a different adjective from the table in each sentence.

3 GRAMMAR POINT: MODAL VERBS FOR ADVICE AND RECOMMENDATIONS

SHOULD/SHOULDN'T + INFINITIVE

- It is used for polite advice, when something is a good idea or is recommended by an authority:

You **should drink** plenty of water in the desert.

You **shouldn't go** alone at night.

MUST/MUSTN'T + INFINITIVE

- It is used for strong advice, when there is no alternative for a situation.

You **must see** the doctor.

You **mustn't drink** alcohol when you drive a car.

Practice 1. Complete the sentences with *should* or *shouldn't*.

1. It's really hot outside. You _____ put on some sun cream and _____ stay out for more than an hour.
2. The centre of the city is too far away. We _____ walk. I think we _____ rent bicycles to go there.
3. Who _____ we talk to in order to get vegetarian meals for dinner?
4. I'm not sure how to get to the museum. I think we _____ ask someone for directions.

Practice 2. Think of some advice for an international tourist visiting Serbia. What are the things they should or should not do?

4 VIDEO DIRECTIONS: Lost in San Francisco

Part 1: Listen to Allie talking to the hotel receptionist. Order the directions 1-5.

It's the third street on the left. ____

Go straight ahead, down Sutter Street. ____

Go out of the hotel and turn left. ____

Union Square will be right in front of you. ____

Turn left at Stockton. ____

Part 2: Complete the YOU HEAR phrases. Listen and check.

YOU SAY	YOU HEAR
Can you recommend a good museum?	Well, SFMOMA is fantastic.
Sorry? Where did you say?	SFMOMA. The San Francisco _____ of Modern Art.
Where is it?	On _____ Street.
How far is Union Square?	Not far. It's just a _____ of blocks.
Can I walk from there?	Sure. It'll _____ you ten minutes.
Can you show me on the map?	Yes, Union Square is here, and the museum is here. From Union Square you go _____ Geary to the _____ and turn right. That's Third Street. Go down Third and you'll see SFMOMA on the _____.
What time does it open?	It opens at _____.
Thanks very much.	Have a good day. I'm sure you'll love it!

5 GRAMMAR POINT: PREPOSITIONS

I live **IN** Oak Street/ Paris/ Serbia.

This is the longest river **IN** the World.

I read it **IN** the newspaper/ the book/ his report.

He is studying **IN** the library/ his room.

I can't talk right now I'm **IN** the car.

The picture is **ON** the wall.

The keys are **ON** the table.

His office is **ON** the second floor.

My house is the third one **ON** the left.

I read it **ON** the internet.

I heard it **ON** the radio.

I can't talk right now I'm **ON** the plane/ the bus/ the train.

I will meet you **AT** the door.
I made a lot of new contacts **AT** the conference.
I had a long day **AT** work.

I went **TO** the office early.
I am going **TO** the conference tomorrow.

We are travelling **BY** bus/ car/ train/ plane.

I got **OUT OF** the hotel at 7.30.
I got **INTO** the office building at 9 o'clock.

We couldn't go **OVER/ ACROSS** the bridge because of the flooding.

He travels **FROM** Novi Sad **TO** Belgrade every day.
I've got a present **FROM** a friend/ **FROM** Germany.

Have you seen the receptionist **NEXT TO/ BESIDE/ BY** the coffee machine?

BELOW our office is a language school **ON** the third floor.
Paper basket is **UNDER** the table.
The Petrovaradin Fortress was built **ABOVE** the river Danube.

Practice 1: Complete the information with the correct preposition:

1. ____ your right you can see the City Hall.
2. Our next stop _____ Belgrade is Knez Mihajlova Street which goes _____ ahead all the way to Kalemegdan Park. Belgrade Zoo is also _____ here.
3. When you get _____ the bus in Belgrade, the city centre is further _____ the hill.
4. In Novi Sad, the City Hall is _____ Liberty Square just _____ the Cathedral.
5. If you want to visit the Petrovaradin Fortress, you need to go _____ the bridge, it stands _____ the river Danube.
6. You can't swim _____ Lake Palic.
7. You should turn right _____ the traffic lights.

6 VIDEO DIRECTIONS: Watch the video and complete the directions.

Where is the nearest petrol station?

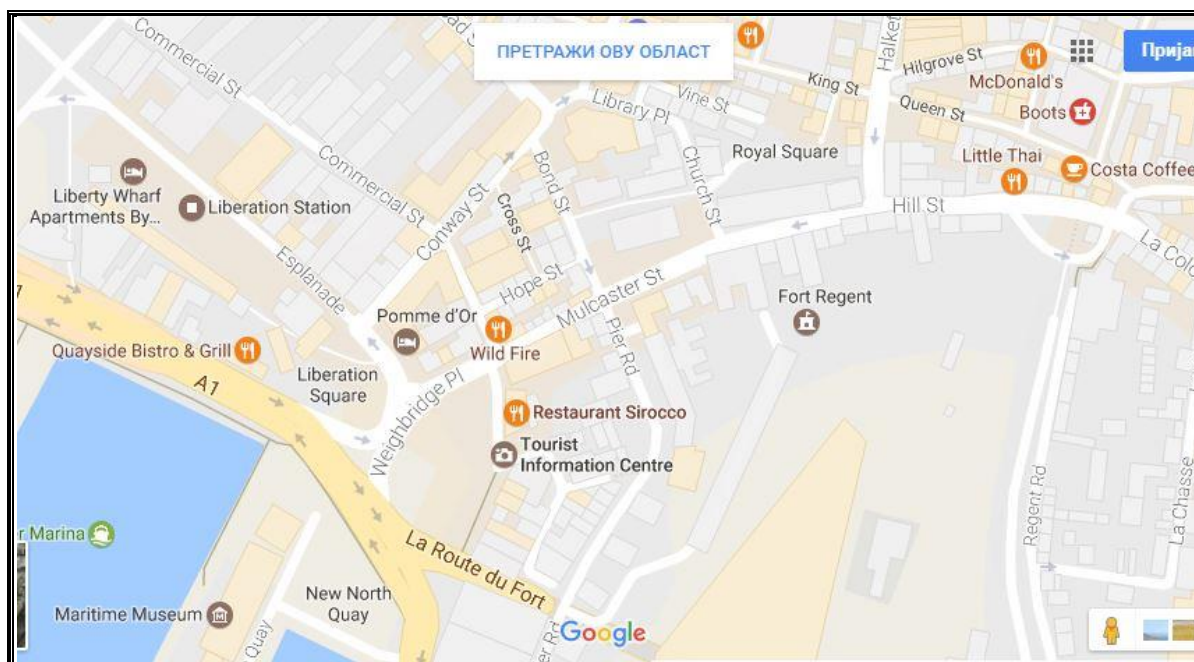
Petrol station. Yes sir...Come out of the hotel car park and turn _____. Go to the end of this avenue (it's very beautiful at the moment) and then turn _____ and then left _____. You will come to crossroads. Turn _____ and there is a petrol station about _____ on the left.

Can you tell me how to get to the post office, please?

Certainly, madam. Come out of the hotel. Go down the road and turn _____. You will see the supermarket _____ on your left. _____ you will then see a large railway bridge ahead of you. There's a roundabout there. Take the _____ exit of the roundabout. Go straight ahead for about _____. The post office is on the _____.

7 OVER TO YOU: GIVING DIRECTIONS. You work at the Tourist Information Centre on the island of Jersey. Use the map and answer to the following questions:

1. Is there a restaurant near here?
2. I would like to have a cup of coffee, can you recommend the place and give me directions.
3. How do I get from McDonalds to Liberation Station?
4. Is there a fortress near here? Can you give me walking directions?
5. Where is the Restaurant Sirocco?
6. Where is the Little Thai restaurant.



DIRECTIONS - USEFUL EXPRESSIONS:

Get **out of** the hotel/ office and...

Go/ Walk **straight on/ straight ahead**.

Turn left/ right into Bayside Street.

Go/ Walk **past** the Town Hall.

Take the second turn left.

Go/ Walk **down/up** Sunny Street.

You will see **just in front of you/ ahead**

It's **just across** the street.

It's **opposite** the restaurant.

It's **on** Liberation Square.

It's **in** Hill Street.

It's **at the corner of** Bay Street and Sunny Street.

It's **between** the flower shop **and** the supermarket.

.... **and there you are!**

UNIT 4

HOLIDAY PACKAGES

1 INTRODUCTION: What do holiday packages usually include? E.g. transport...

Look at the advertisement for THAILAND TOURS. Put the words from the box back into the text:

accommodation	all-inclusive	detailed	entrance	explore
flight	menu	option	packages	

Experience Thailand! Discover ancient culture, great food and beautiful beaches. Travel _____ offer fun and activities on any budget.

Our luxurious _____ *Thailand Five-Star Tour* package offers:

- all tours and transfers
- a round trip _____ from London to Bangkok
- five-star _____ for the length of your stay
- all _____ fees to parks and museums
- all meals from the set _____

Our *Thailand Budget Tour* package includes:

- a _____ itinerary
- an _____ of half board or full board
- a choice of tours you can go on or _____ Thailand on your own.

2 LISTENING: BOOKING A TOUR TO FLORIDA

Task 1: In what order do you think the following will be mentioned. Listen and check.

- a) a total price of the holiday
- b) dates of the flights
- c) names of people travelling
- d) type of accommodation

- e) method of payment
- f) destination

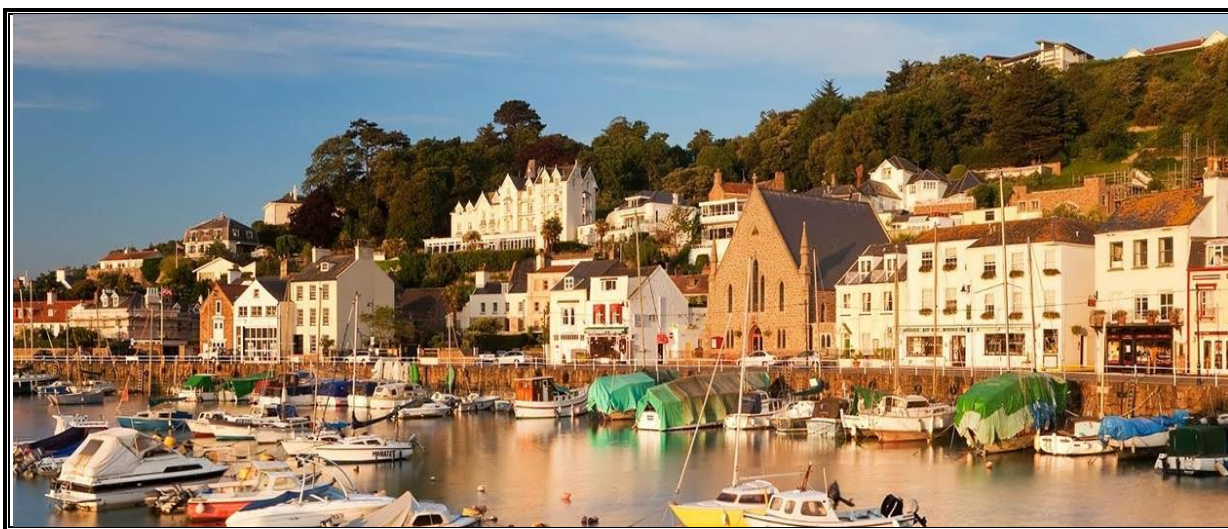
Task 2: Listen again and answer the questions.

- a) What three things are included in a fly-drive holiday?
- b) What types of accommodation are available?
- c) When does a guest want to travel?
- d) What do numbers 14 and 543 refer to?
- e) How often are the flights to Florida?
- f) Which airport do the flights to Florida go from?

3 READING AND SPEAKING: THE BEST PACKAGE DEAL FOR VISITING JERSEY

Look at the holiday advertisements for Jersey and find the best deal for:

- a young couple looking for a honeymoon weekend package
- a family with three children ages 3, 6 and 8
- a group of four retired friends
- a group of 10 tourism students



<i>A) Special offer</i>	<i>B) Luxury on the budget</i>	<i>C) Fun and sun</i>	<i>D) B&B</i>
flights from London, rtn, transfers, incl. airport tax, 2 nts, 3 star hotel, double room, HB £ 300 pppn, Sat-Sun	flights from Paris, rtn, 4 nts, 5 star hotel, FB, one day spa pass, special rates for pensioners from £ 600 pppn	ferry from St Malo, s/c apartments on the beach, optional HB in local restaurants, 5 nts, from £ 250 pppn, special rates for groups of 6 pax or more	s/c apartments with breakfast incl, 3 star guest house, large rooms, close to the local Waterland Park, parking space, 4 day minimum stay from £ 80 per room

Compare the adverts:

Which one is the best deal? _____

Which offers the most meals? _____

Which is the cheapest deal? _____

ABBREVIATIONS: What do these abbreviations stand for?

s/c _____

nts _____

B&B _____

pax _____

HB _____

rtn _____

FB _____

o/w _____

ALL _____

A/C _____

pp _____

incl. _____

pp/pn _____

4 GRAMMAR POINT: THE COMPARISON OF ADJECTIVES

There are three forms of comparison: positive, comparative, superlative.

POSITIVE:

Our hotel is as luxurious as Hotel Central.

Their restaurant is not as expensive as John's restaurant.

COMPARATIVE:

The rooms must be much cleaner than they are now.

SUPERLATIVE:

This is the cheapest offer we can find for you.

This is the best hotel I have ever stayed at.

Comparison with -ER/-EST: CLEAN – CLEANER - (THE) CLEANEST***Adjectives with one syllable***

POSITIVE	COMPARATIVE	SUPERLATIVE
clean	cleaner	cleanest
fast	faster	fastest
nice	nicer	nicest
hot	hotter	hottest
big	bigger	biggest
dry	drier	driest
shy*	shyer*	shyest*

Adjectives with two syllables, ending in -y; -er; -le; -ow

POSITIVE	COMPARATIVE	SUPERLATIVE
happy	happier	happiest
dirty	dirtier	dirtiest

simple	simpler	simplest
clever	cleverer	cleverest
narrow	narrower	narrowest

Comparison with ***more - (the) most***: all adjectives with more than one syllable with exception of some two-syllable adjectives given above.

POSITIVE	COMPARATIVE	SUPERLATIVE
interesting	more interesting	most interesting
excited	more excited	most excited
beautiful	more beautiful	most beautiful
useless	more useless	most useless
practical	more practical	most practical
expensive	more expensive	most expensive

Irregular adjectives

POSITIVE	COMPARATIVE	SUPERLATIVE
good	better	best
bad	worse	worst
much/ many	more	most
little	less	least
far	further	furthest

Note: Some adjectives (such as *clever, simple, likely, pleasant, polite, quiet...*) have **two** possible **forms** of comparison.

Practice 1. Complete the sentences with the correct forms of adjectives.

1. This is _____ (big) room I **have ever been to**.
2. The post office is **a bit/ much** _____ (far) down the street.
3. The staff should be _____ (good/well) trained **than** they are now.
4. Our hotel is not **as** _____ **as** (expensive) yours.

5. The _____ (tall) building in France is an office building called *Tour First*, but it is still _____ (low) **than** the *Eiffel Tower*.
6. This is _____ (good) hotel **she has ever been to**.
7. Their service could be _____ (efficient) and _____ (fast) **than** it is now.
8. Our room is not **as** _____ **as** (spacious) yours.
9. The _____ (long) bridge in India is *Rajiv Ghandi Sea Link* in Mumbai.
10. *Midžor* is **one of the** _____ peaks in Serbia.

5 OVER TO YOU - SPEAKING: BOOKING A HOLIDAY

Task 1. Complete the dialogue between a travel agent (TA) and a client (C).

TA: Good _____, Sunny Tours. Jenny _____ (speak). How _____ help _____?

C: Hello, I _____ (see) your advertisement in the papers yesterday and I _____ (like) to book a weekend in Rome?

TA: Certainly, sir. _____ (kind/accommodation/you/ like)?

C: _____ (prefer/ hotel)

TA: That's fine. Have you got any definite _____?

C: Yes, we _____ like to arrive on July 20th and _____ on July 25th.

TA: That can be arranged. And _____ (like/ book/ excursions)?

C: I'm not sure. How much _____?

TA: It depends. Bus _____ tours are not very expensive.

_____ (you/ do/ later/ when/ arrive).

C: I'll do that.

TA: All right, sir . Let me _____ the reservation form for you...

Task 2. Choose a partner and make a similar dialogue for the following advert.

VENICE TOUR PACKAGE INCLUDES:

- rtn flights from London in July and August



Our *famous* Flora Luxury Hotel option includes:

- *quality*, *large* rooms with *new* private bathrooms
- *great* views of the Grand Canal
- a beautiful dining area in the courtyard
- option of B&B or HB
- boat service
- private beach
- optional excursions and museum visits

Venice Hostel option includes:

- *economy* stay in *nice* frescoed rooms for 4-6 people with private bathrooms
- s/c or B&B
- shared kitchen and dining area
- optional boat service

Extra task. Replace the words in italic with the following: *budget; charming; excellent; high-class; modern; spacious; well-known.*

6 USEFUL EXPRESSIONS: BOOKING A HOLIDAY

Greetings:

Hello/ Good morning/ Good afternoon/ Good night

Questions:

How can I help you?

When would you like to go?/ When are you thinking of going?

Could I have the names of people travelling, please?

How old is .../ are...?

Could you spell your name?

How do you wish to pay?/ How would you like to pay?

How does that sound?

Does that mean that you get.../ Does the price include...?

What kind of accommodation is it?

How much will it cost for...?

Could I book it now?

Do you accept credit cards?

Statements

I saw your advertisement for...

I'd like to...

We'd prefer....

That sounds good.

I'm not sure....What about....

OK, thank you.

That all depends on....

We have a great offer at the moment....

Let me see,...

Just let me confirm the details....

Let me complete/ fill in the reservation form for you.

You can have.../ You can spend....

There are (two) options.

That's right sir/ madam.

Certainly, sir/madam.

That can be arranged.

7 READING: DESCRIBING A PLACE WHERE YOU LIVE

Pre-task VIDEO: Visit Edinburgh, Scotland: Watch the video and note down things to do or to see in Edinburgh:

Task 1. Read the text below and match the questions with the paragraphs.

What is the weather like? _____

Where do you live? Where is it? How many people live there? _____

Why do tourists come to the city? _____

Why do you like it? _____

Describe your home town. _____

Task 2. VOCABULARY. Complete the text with the following words.

atmosphere	beach	birthplace	children	museum
outdoor	population	streets	tourists	weather

- A) I live in **Figueres**, which is situated in the north-east corner of Catalonia, 140 km from Barcelona, and 50 km from Gerona-Costa Brava Airport. It has a _____ of 45, 500 people and it is famous as the _____ of world-known Spanish artist Salvador Dalí.
- B) It's a beautiful city and not very large so you can see the best parts by walking around. It has a lot of old, narrow _____ and it is full of churches and markets. At the weekend, people enjoy the sun in _____ bars and restaurants. In the evening, people go to wine bars or clubs. My favourite place in Figueres is *Wine Palace*.
- C) The _____ here is similar to the area of Costa Brava. The summers are wonderful – hot and sunny, great for going to the mountains or just lying on the _____ which is just one-hour drive away.
- D) Many important Spanish artists were born in Figueres. The most popular place for tourists is the *Teatre-Museu Gala Salvador Dalí*, a _____ and theatre designed by Salvador Dalí. The artist was buried here under the theatre stage. This area is popular with the locals and _____ who come here to enjoy the works of the great artist. Other popular things are monasteries and churches. If you are coming with _____ don't miss *Toy Museum Of Catalonia*, or visiting *Planeta Magica*, which is an indoor games park.
- E) The best thing about my hometown is friendly and peaceful _____. It has a real sense of history, which is the main reason why I like living here. It is also a working city, not very far from the city of Barcelona and the beach of Costa Brava.

Task 3. What's the weather like today? What will the weather be like tomorrow?



Write down useful expressions:

It's sunny... _____

It's warm ... _____

The weather is great! _____

8 GRAMMAR POINT: PAST SIMPLE

Positive Form:

I **cooked** yesterday.

He/ She **cooked** yesterday.

You/We/They **cooked** yesterday.

I **bought** a new car last week.

-(E)D:

cook – **cooked**/ happen – **happened**/ wait – **waited**

phone – **phoned**/ like – **liked**/ arrive – **arrived**

stop – **stopped**/ jog – **jogged**/ shop – **shopped**

try - **tried**/ play - **played**

IRREGULAR FORMS

come - **came**/make - **made**

swim - **swam**/ run - **ran**

buy - **bought**/ think - **thought**

go - **went**/ do - **did**/ have - **had**

Negative: did + not + verb (base form)

I/you/we/they **did not (didn't) cook** yesterday.

He **did not (didn't) buy** a car last weekend.

Questions:

Did + subject + verb (base form) ...?

Did you **cook** yesterday?

Did she **buy** a new car last week?

Signal expressions:

yesterday; yesterday evening/ yesterday morning/ yesterday afternoon

last night/ last week/ month/ year;

in 1987; On October 25th ; last June

five days ago;

...when I was a child;

Practice 1: Put the verbs in brackets in the correct form of Past Simple.

1. I _____ (do) all my project work yesterday so I _____ (go) out in the evening and that's when I _____ (see) Peter in the bar.
2. A: _____ John _____ (go) to France by train?
B: No, he _____ (fly), because it's quicker and more comfortable.
3. Peter _____ (stay) at a farm two weeks ago. They _____ (eat) cheese from the farm and _____ (drink) fresh milk.

4. He _____ (not be) at home last weekend and _____ (not help) me with the housework.
5. Jenna's children _____ (come) last weekend to visit her.
6. _____ you _____ (know) that Picasso _____ (live) in Paris?
7. They _____ (be) together in college, that's how they first _____ (meet).
8. She _____ (not want) to visit Picasso Museum.
9. _____ you _____ (understand) anything he _____ (say)?
10. I _____ (buy) a lot of souvenirs when I _____ (spend) my holiday in Spain.
11. She _____ (take) off her coat because it _____ (be) very hot.

Task 2. Tick (✓) the verbs in the correct form of Past Simple or write the correct form.

cooked_____	gave_____	winned_____
flew_____	sended_____	payed_____
applied_____	swum_____	stoped _____

7 OVER TO YOU: Write a short description of a place where you live or which you visited including information on its geography, attractions, activities, food and culture and why you like(d) it. Use the text in the 7 READING /Task 2 as a model.



UNIT 5

CRUISE HOLIDAYS

1 READING: WORKING ON BOARD A CRUISE LINE

Read the text and find the best heading for each paragraph:

How to apply?

What's it like to live and work on board a cruise ship?

Who are the crew members?

Why do people go on cruises?

Working for the cruise line - Who is it for?

1 _____

It is an easy and more **convenient** way to visit several places. You do not have to think about changing planes and the cost of it. It is so exciting to just simply wake up in a different place in the morning. For example, our 6-day Oasis Cruise takes you from Genoa via Marseille, Barcelona, Casablanca, Malaga and back to Genoa. Unpack once and experience the best of the region you are visiting. The cruise **fare** includes accommodation, dining, entertainment and various activities.

2 _____

As part of our Luxury Cruise Line you'll gain **valuable** cruise ship career experience. We offer opportunities for students, retired people, career changers and anyone who likes working with people. We always look for people who are friendly, **competent** and with positive attitudes. We hire people with experience in tourism and hospitality, teaching, fitness, health and beauty, customer relations, sales and finance.

3 _____

We offer exciting cruise career opportunities in a variety of onboard departments. Our employees come from 80 different countries and create an international and welcoming environment. They all have special skills and talents and love working with guests on board.

4 _____

Luxury Cruise Line cooperates with a world-wide network of **recruiting** agencies to select only the most qualified crew. First you should choose a specific department on the

ship and find out about the qualifications needed. Then choose a specific job and get yourself familiar with duties and responsibilities. Prepare your CV with a description of **relevant** experience and education. You will also see if you need to add something to your CV. For example, you can learn a foreign language because cruise passengers come from all over the world.

5 _____

We are very passionate about the **welfare** of our employees. You spend months away from home and we try to provide all the necessary comforts for our crew members, such as crew swimming pool, crew gym, crew cafeteria and crew shops where you can buy drinks and snacks with a discount. A career at sea takes you to exotic locations which you can also visit if you have a permission to leave the ship. When the ship is in port and guests are on shore excursions, you can rent a bicycle and explore the place on your own.

VOCABULARY. Look for the words in the text that mean the following:

- a) appropriate; important _____
- b) employment _____
- c) important; precious _____
- d) skilled; knowledgeable _____
- e) suitable _____
- f) ticket; price _____
- g) well being; safety _____

2 OVER TO YOU: Discuss the advantages and disadvantage of working on a cruise ship with a partner.

3 LISTENING: As you listen to announcements and conversations, decide where the people are on the boat and what the situation is about.

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

4 VOCABULARY: CABIN FACILITIES

CABIN 1



CABIN 2



Look at the pictures of Cabin 1 and Cabin 2 and find the following:

armchair	balcony	coffee table	curtains
cushions	double bed	drawers	ladder
porthole	Pullman berth	shelves	sofa

Compare the key words used on board a ship with their equivalents in a hotel:

HOTEL	SHIP
	berth
	cabin
	captain
	crew
	galley
	lido deck
	porthole
	purser

4 GRAMMAR POINT: PRESENT PERFECT

Positive Form: HAVE, HAS + PAST PARTICIPLE (VERB-ED/IRREGULAR FORM)

I/ We/ You/ They **have never lived** in another country.

He/ She **has flown** by plane several times.

-(E)D:

cook – **cooked**/ happen – **happened**/ wait – **waited**

phone – **phoned**/ like – **liked**/ arrive – **arrived**

stop – **stopped**/ jog – **jogged**/ shop – **shopped**

try – **tried**/ play – **played**

IRREGULAR FORMS FOR PAST PARTICIPLE (EXAMPLES)

come - **come**/make - **made**

swim - **swum**/ run - **run**

buy - **bought**/ think - **thought**

go - **gone**/ do - **did**/ have - **had**

Negative: have/has + not + Past Participle

I/you/we/they **have not (haven't) cooked** anything in their life.

He **has not (hasn't) been** to France.

Questions: Have/ Has + subject + Past Participle ...?

Have you **finished** cleaning the rooms?

Has she ever **flown** by plane?

Signal expressions:

ever/ never

just/ already/ yet

since (+ point of time) / for (+ period of time)

Practice 1: Put the verbs in brackets in the correct form of Present Perfect.

1. _____ you _____ (check) in all the new guests?
- Yes, I have.
2. _____ she _____ (talk) to the manager about her duties?
- No, I'm afraid she _____ (not meet) with the manager yet.
3. How long _____ you _____ (be) here?
- I _____ (be) here since November.
4. Sarah wants to be a flight attendant. _____ she ever _____ (fly) by plane?
5. _____ you already _____ (send) the reservation forms to the hotel?
- Yes, and I _____ (log) in new passport numbers in the computer.

Practice 2. Tick (✓) the verbs in the correct form of Past Participle or write the correct form.

brought _____ come _____ won _____
booked _____ said _____ caught _____
was _____ swum _____ ran _____

Practice 3. Put the verbs into Present Perfect or Past Simple

Alex: Hi Lisa...Nice to see you again.

Lisa: Oh, hello, Alex! Lovely to see you, too.

Alex: Where _____ you _____ (be) **for** the past five years?

Lisa: I _____ (live) in San Francisco **for** the past five years, and I am still living there. I _____ **just** _____ (pass) my English exam . How about you?

Alex: Well, after graduation I _____ (join) my father's law practice last year, and I _____ (work) there ever since.

Lisa: And... _____ (you/miss) me?

Alex: Yes, I have. And you?

Lisa: I never _____ (forget) the school dance in our last year – you _____ (ask) me to dance but I _____ (not say) yes, because I _____ (be) too shy. Why don't you ask me again now?

Practice 4. Put the verbs into Present Perfect or Past Simple

1. I _____ (buy) a new house last year.
2. They _____ (sell) their house yet.
3. He _____ (break) his leg in a skiing accident last year.
4. When _____ you _____ (get) married?
5. She _____ (have) six different jobs since she left school.
6. She _____ (be) strange ever since he _____ (have) the accident two months ago.
7. How long _____ you _____ (live) in Paris?
- I've been here for ten years.

UNIT 6**BUSINESS OR PLEASURE?****1 READING: REASONS FOR TRAVELLING**

Why do people travel?

What do they do on holiday?

People travel for many reasons. Some travellers go to places on business, so they are business travellers. They usually travel for a conference or go to meetings. Business tourists are always very busy during their trip.

Other people travel for leisure. They are holidaymakers or vacationers. During their holiday, they like to relax. They also like to see new places.

Sometimes people travel to visit relatives or to celebrate. For example, some couples travel after they get married. This kind of trip is called a honeymoon. People on their honeymoon are honeymooners. They usually go to exotic or romantic places.

Practice 1. Complete the sentences with the words from the box.

business traveller

celebrate

holiday

honeymoon

leisure

relax

romantic

trip

1. The couple had a _____ dinner at an ocean-front restaurant.
2. Ms. Brown isn't in the office; she is on a business _____.
3. John's friends threw a party to _____ his birthday.
4. Rosa is on _____ at the beach.
5. After getting married, Sandra and Peter flew to Paris for their _____.
6. The _____ attended several meetings during his trip.
7. Mr. Jones does not want to think about work; he only wants to _____.
8. Gregory travelled for _____ and relaxed on his holiday.

2 LISTENING: RESERVATIONS. Complete the reservation details for the callers:

CALLER 1 _____

CALLER 2 _____

3 WRITING: JIGSAW EMAIL - CONFIRMING THE BOOKING

A	B
Dear Mrs Bradley,	Room rate: 35 EUR per night
Kind regards,	Thank you for your email of ...
Arrival date: Aug 5 th	your new reservation as follows:
Departure date: Aug 10 th	to welcoming you on the 5 th August
We are pleased to confirm...	We look forward...
Confirmation: AUG2DB456	May 20 th .
Room type: double with shower	Peter Crawley, Reservations Manager

Rewrite the email putting parts of sentences from column A together with those in column B and write them in the correct order:

4 READING TASK: Visiting Denmark: Frequently Asked Questions:

1. When is the best time to visit Denmark?
2. What different holidays can I have in Denmark?
3. What is the best way to get to Denmark?
4. Is it a good place for a family holiday?
5. Is it a good place to hold a business conference?
6. What language is spoken in Denmark?
7. What is there to see in the capital city?
8. What is the food like in Denmark?
9. Is there any typical Danish accommodation to stay in?
10. What is the night-life like in Denmark?

The capital city Copenhagen has a lot to offer with amazing palaces and castles, such as the Amalienborg Palace where the Royal Family live. But, the most famous image of the city is the statue of 'the Little Mermaid'! Another 'must-see' place to visit in Copenhagen is the wonderful Tivoli Gardens, a traditional amusement park.

The Danish are famous for their hospitality, and they are very friendly and easy-going people. You can find a lot of interesting attractions that suit all the family. For example, Legoland is a 'must-see' attraction for children and adults alike. The park boasts models of famous cities and sights, built from 33 million Lego bricks. There are also rides and other attractions. Another place worth visiting is the Hans Christian Andersen Museum, dedicated to the famous writer of fairy-tales and children's stories.

You can come to Denmark throughout the year. Every season is interesting here, so you can visit beaches and seaside resorts in the summer, and go on city tours in the winter. However, please note that the winter can be cold and wet, and some outdoor attractions are not open all the year.

Denmark has a variety of eating places from top-quality restaurants to cosy family cafes. You shouldn't miss the Danish speciality, smorrebrod – delicious open sandwiches – served around lunchtime, together with the famous Danish beer.

Copenhagen Airport is linked to many major cities, or you can come by ferry or boat via an international seaport at Esbjerg. Denmark is also well-connected by road and rail to the rest of Europe. You could always hire a car on arrival at the airport.

4a VIDEO: Denmark

5 GRAMMAR POINT: NOUN PLURALS

REGULAR PLURAL FORM : NOUN + -(E)S

book – books

box - boxes

toy – toys

party – parties

tomato – tomatoes

IRREGULAR PLURAL FORMS:

SINGULAR	PLURAL
man	men
woman	women
child	children
mouse	mice
goose	geese
ox	oxen
foot	feet
tooth	teeth
wife	wives
calf	calves
wolf	wolves
chief	chiefs

Some nouns are only used in singular.

She bought new *furniture* last week.

She bought *two new pieces of furniture* last week.

Would you like *some fruit*?

Would you like *a fresh piece of fruit*?

I need **some advice** about my new job.

Let me give you **a perfect piece of advice**.

OTHER NOUNS: information; accommodation; jewelry; homework; work; damage

Some nouns end in – S but take a singular verb.

No **news** is good news.

Physics was my favourite subject in school.

The United States is a country with 50 federal states.

OTHER NOUNS: athletics, billiards, crossroads, darts, economics, gymnastics, maths, mumps, politics, series

Some nouns are only used in plural forms:

Where are my **jeans**?

Would you like to buy **a new pair of jeans**?

She bought new **sunglasses**?

Where is my **new pair of glasses**?

These **scissors** don't cut very well.

Can I borrow your **pair of scissors**?

OTHER NOUNS: binoculars, headphones, pyjamas, scales, shorts, tights, trousers

Some nouns for people are in singular form but can take plural verbs.

Two **people** have asked for you this morning.

Hotel **staff** are very friendly.

Don't worry! The **police** are coming. (police = policemen or policewomen)

The **French** are very dynamic and passionate .

They can also go with the verb in singular if we take look at it as a whole.

The **family is** on vacation.

Team B is much better than Team A.

OTHER NOUNS: army, band, choir, class, club, crew, company, firm, gang, government, orchestra,

FOREIGN PLURALS (EXAMPLES):

SINGULAR	PLURAL
thesis	theses
analysis	analyses
basis	bases
oasis	oases
criterion	criteria
phenomenon	phenomena

Practice 1. Noun plurals (circle the correct form of the noun or verb):

1. He gave me the best advice/advices.
2. I have 15 staff/staffs in my hotel.
3. Let me give you some interesting information/informations.
4. Our hotels offers all types of accommodation/accommodations.
5. The furniture in the room is/are modern and comfortable.
6. The latest piece of information confirms/ confirm what we know.
7. The room has only basic furniture/furnitures.
8. There are a lot of childs/children on this cruise.
9. They observed a lot of strange phenomenon/ phenomena on the Pic de Bugarach in France.
10. We bought new toys/ toyes for the games room.

Practice 2. What is the correct plural form of these nouns:

axis	bus	chief	day
deer	fish	index	ox
party	photo	potato	wife

APPENDIX: KEY WORDS LISTS

ACCOMMODATION:

single room
double/ twin room
triple room
quadruple room (with bunk beds)
suite

BOARD (meal plan):

self-catering
bed and breakfast (B&B)
half board
full board
all inclusive
room only(no meals)

HOTEL FACILITIES/SERVICES (some examples):

24-hour room service
bar
casino
dry cleaning
international cuisine
laundry
lounge area
porter
quality service
spa
swimming pool

ROOM FACILITIES (examples):

direct dial telephone
en suite bathroom
fruit basket
hair dryer
mini-bar
satellite TV
tea and coffee making facilities
toiletries

RESORT ATTRACTIONS (examples):

beach
cafe
cathedral
castle
city centre
clubs
fortress
gallery
gardens
lake
museum
park
palace
port
pubs
restaurants
river
statue
theatre
theme park

DESCRIPTIVE ADJECTIVES (EXAMPLES)

ENGLISH	SERBIAN
attractive	privlačan
charming	očaravajući
comfortable	udoban
excellent	odličan
exceptional	izuzetan
famous	čuven, slavan
historic	istorijski
impeccable	savršen, bez mane
international	međunarodni
large	velik
luxurious	luksuzan
magnificent	veličanstven
modern	moderan
nice	lep
perfect	savršen
renowned	poznat
simple	jednostavan
small	mali
spacious	prostran
well-equipped	dobro opremljen
well-known	poznat

BRITISH OR AMERICAN ENGLISH

BRITISH ENGLISH	AMERICAN ENGLISH
accelerator	gas pedal
bill (in the restaurant)	check (in the restaurant)
biscuit	cookie
cheque (payment method)	check
chips (fish and chips)	French fries
crisps	chips
cupboard, wardrobe	closet
curtains	drapes
lift	elevator
motorway	highway
note (paper money)	bill (paper money)
number plate	license plate
petrol	gas
post	mail
pub	bar
reception	front desk, front office
rubbish, litter	garbage, trash
lorry	truck
underground	subway

LIST OF COMMON IRREGULAR VERBS (ELEMENTARY)

Base Form	Past Simple	Past Participle
be	was/were	been
begin	began	begun
bite	bit	bitten
blow	blew	blown
break	broke	broken
bring	brought	brought
build	built	built
buy	bought	bought
catch	caught	caught
choose	chose	chosen
come	came	come
cost	cost	cost
cut	cut	cut
do	did	done
drink	drank	drunk
drive	drove	driven
eat	ate	eaten
fall	fell	fallen
feed	fed	fed
feel	felt	felt
fight	fought	fought
find	found	found
fly	flew	flown
forget	forgot	forgotten

forgive	forgave	forgiven
freeze	froze	frozen
get	got	gotten
give	gave	given
go	went	gone
grow	grew	grown
have	had	had
hear	heard	heard
hide	hid	hidden
hit	hit	hit
hold	held	held
hurt	hurt	hurt
keep	kept	kept
know	knew	known
leave	left	left
let	let	let
lose	lost	lost
make	made	made
mean	meant	meant
meet	met	met
pay	paid	paid
put	put	put
quit	quit	quit
read	read	read
ride	rode	ridden
ring	rang	rung

rise	rose	risen
run	ran	run
say	said	said
see	saw	seen
sell	sold	sold
send	sent	sent
set	set	set
shoot	shot	shot
show	showed	shown
sing	sang	sung
sink	sank	sunk
sit	sat	sat
sleep	slept	slept
speak	spoke	spoken
spend	spent	spent
stand	stood	stood
steal	stole	stolen
swim	swam	swum
take	took	taken
teach	taught	taught
tear	tore	torn
tell	told	told
think	thought	thought
wear	wore	worn
win	won	won
write	wrote	written

ENGLESKI JEZIK U TURIZMU A1 - PRIMER KOLOKVIJUMA

I Put the verbs in brackets in the correct tense and form (Present Simple or Present Continuous)

1. He never _____ (drink) tea in the morning.
2. Peter _____ (eat) his lunch now.
3. What _____ (you, do) this weekend?
4. Tom _____ (not have) a car. He always walks.
5. When _____ (you, usually, get) up in the morning?
6. We _____ (not watch) the match at the moment.

II Write the correct Past Simple AND Past Participle forms of the verbs:

blow _____

hit _____

ride _____

write _____

III Put the verbs in brackets in the correct form (Past Simple)

1. Susan _____ (not be) in Paris last week.
2. Where _____ (you, lose) his plane ticket?
3. I _____ (see) him last night.

IV Put the verbs in brackets in the correct form (Present Perfect)

1. Susan _____ (never, be) to Berlin.
2. _____ (you, ever, try) bungee jumping?
3. She _____ (not see) a celebrity in her hotel yet.

V NOUN PLURALS (complete the gap with the correct form of the noun or verb):

1. There are three _____ (*criterion*) that are applied.
2. Two _____ (*boy*) were cleaning _____ (*shelf*) in the dormitory.
3. Last week's news _____ (*be*) so horrible!
4. All hotel furniture _____ (*be*) made of wood and natural materials.
5. Could you please send me some _____ (*information*) about discounts?

VI PREPOSITIONS: Insert the correct prepositions in the text:

above	along	for	in	of	on	over	up	with
-------	-------	-----	----	----	----	------	----	------

_____ 1 your left you can see the Petrovaradin Fortress _____ 2 a unique clock tower. The Petrovaradin Fortress is _____ 3 Novi Sad which lies _____ 4 the River Danube. You can walk _____ 5 the bridge and climb _____ 6 the stairs to enjoy a beautiful view _____ 7 Novi Sad. If you go _____ 8 a walk _____ 9 Dunavska Street you can enjoy the beautiful architecture.

VII ADJECTIVES: Use the correct form of the adjective (positive, comparative or superlative)

1. My uncle is much _____ (heavy) than my father.
2. The test in geography was as _____ (easy) as the test in biology.
3. Florida is sunny. Do you think it is the _____ (good) place in the USA?
4. My teacher's voice is much _____ (soft) than mine.
5. Amy has a beautiful baby, but my daughter has the _____ (lovely) face on earth.
6. Peter is not as _____ (clever) as John, but he is much _____ (clever) than Paul.
7. Have you visited the old castle? It was the _____ (impressive) castle we visited during our holidays.

VIII ABBREVIATIONS: What do these abbreviations stand for?

s/c _____	nts _____
B&B _____	pax _____
HB _____	rtn _____

ENGLESKI U TURIZMU A1 – PRIMER PISMENOG ISPITA

I DUTIES AND RESPONSIBILITIES: Here is a text about typical duties of a receptionist. Complete the text with the words from the box:

check in	check out	confirm	deal with	duty
head	off	put through	responsible	send
shift	sometimes	take	work	

I am a hotel receptionist. I usually _____ 1 from 6 am to 16 pm, but _____ 2 I work a night _____ 3 as well. When I work nights, I am _____ 4 for all reception staff because the _____ 5 receptionist is not on _____ 6 at night. Then I have two days _____ 7. During the day, I _____ 8 faxes or emails, _____ 9 or cancel bookings, _____ 10 inquiries, _____ 11 reservations and _____ the calls _____ 12 to other departments. When the guests arrive, I need to _____ them _____ 13. I also _____ 14 the guests when they leave the hotel.

II VOCABULARY: Write down at least five items to complete the following:

Room facilities

Resort attractions

Hotel facilities

III Translate the following sentences into English :

Hotel nudi jednokrevetne i dvokrevetne sobe.

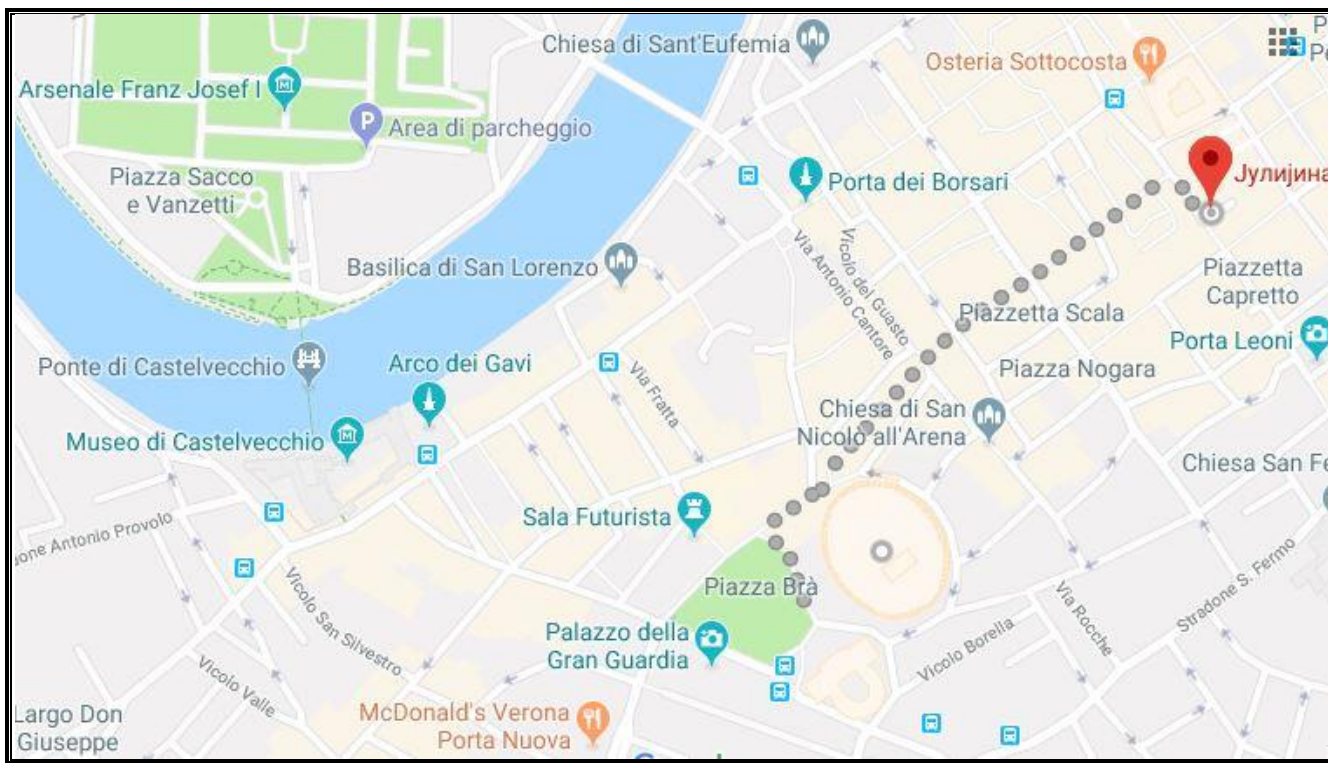
Treba da posetite katedralu u centru grada.

Mozete rezervisati noćenje sa doručkom.

IV VOCABULARY: Complete the table comparing the words used on board a ship with their equivalents in a hotel:

HOTEL	SHIP
	captain
swimming pool area	
	galley
window	

WRITING A MESSAGE: DIRECTIONS



Your client Mr Rogers in room 507 in Hotel Sol wants to know how to get from Juliette's House to Arena di Verona, and then he wants to go to Museo di Castelvecchio. He has asked you to leave him a written message with walking directions at the reception desk.

To: _____ Room No. : _____

From: _____ Date: _____
