

GRAMMAR: CONDITIONAL: Complete the sentences with appropriate forms of the verbs in brackets:

1. Alice _____ (not meet) her husband if she _____ (go) to Exeter University. Fortunately, she went to Oxford University and met him there.
2. If I still _____ (feel) sick, I _____ (not go) on holiday next weekend.
3. You make such delicious chocolate cakes! If you _____ (sell) them, you _____ (make) a fortune.
4. Mary is allergic to cheese. If she _____ (eat) cheese, she _____ (get) an awful rash.
5. What _____ you _____ (do) if you _____ (see) a ghost?

VOCABULARY: Complete the explanations with the correct word from the box:

croissant, n.	disease, n.	price, n.	snack, n.	tranquility, n.
				a crescent-shaped bread roll
				a light quick meal eaten between main meals
				calm, harmony, silence
				illness
				the amount of money needed to purchase something

Choose the best combination of adjectives and nouns. Choose the adjectives from the box.

retail	information	winding	thatched	steep
deep	designated	pristine	traditional	compelling
				leisurely

- | | |
|-----------------------|-------------------|
| _____ alley | _____ board |
| _____ canal cruise | _____ canyon |
| _____ car park | _____ cottage |
| _____ environment | _____ facility |
| _____ incline | _____ pilgrimages |
| _____ real-life story | |

VOCABULARY/ WRITING: Complete the letter of apology with the words of your choice, according to the task situation:

Situation: Mr Patrick Jordan stayed at your hotel during a Hospitality Trade Fair which you organized last May. He was not completely satisfied about the event and wrote a letter of complaint to you. Before the conference he had some problems with the online registration. Furthermore, he had to wait for a long time to get his meal in your restaurant. Finally, he was really uncomfortable without electricity which lasted for five hours on the last day of the conference. Since you value your guests very much, you decided to write a letter of apology explaining the circumstances and offer some compensation.

Dear Mr Jordan,

I am writing to _____ 1 my deepest apology for the inconveniences you had at the Hospitality Trade Fair organized in our hotel last May. We _____ 2 our customer experience very much so I would like to explain the _____ 3 for the problems that _____ 4. Unfortunately, some of the circumstances were beyond our control.

In your _____ 5, you say that on-line registration facility was not working properly and that you _____ 6 your valuable time with it. I am _____ 7 to hear about it, but we have not received any similar _____ 8 from other guests. _____ 9 check your internet provider and see if there was the problem?

Secondly, you complained about the _____ 10 service in our restaurant during the fair. I certainly _____ 11 for that because we regard our guests highly. Unfortunately, we had hired a lot of new members of _____ 12 prior to the start of the summer season and we had to train them at the time of the fair.

Finally, there was a major power outage in the whole area and we were left without electricity for five hours during the trade fair. This situation was completely beyond our control. However, we did _____ 13 the fair for one more day in order to compensate for that.

I would like to apologize to you once again and to offer you a _____ 14 for a weekend stay for two people in our hotel in June or July.

I look forward to hearing from you soon.

Yours _____ 15,

Peter Swan, Customer Care Manager

VOCABULARY REVISION:

V TRANSLATION: FIND APPROPRIATE ENGLISH EXPRESSION FOR THE FOLLOWING SERBIAN ONES:

Antikvarnica	
Autentično okruženje	
Banjski turizam	
Blaga padina	
Čuvena znamenitost	
Dobro očuvane ruševine	
Drago kamenje	
Hotelske pogodnosti	
Informativne table	
Jednokrevetna soba	
Krivudavi pasaži	
Lokalni običaji	
Maloprodajni objekti	
Muzejski obilazak	
Neobični zaplet (priče, drame)	
Obični turista	
Obilazak sa vodičem	
Obimna kolekcija	
Obnovljena seoska kuća	
Ogroman, nepregledan park	
Osnovna infrastruktura	
Ploveća, plutajuća cvetna pijaca	
Potresna priča	
Poznati lunapark	
Prirodno nasleđe, baština	
Pun pansion	
Reservat divljači	
Šarena fasada	
Široki travnjak	
Smeštajni objekti	
Stanični peron	
Svež ulov	
Toplo gostoprimstvo	
Trščara	
Ugostiteljski objekti	
Ukusni obroci	
Uske ulice	
Užurbani gradovi	
Zanatska radnja	
Živopisna sela	