

PRE-INTERMEDIATE WORKBOOK

ENGLISH FOR INTERNATIONAL  
**TOURISM**



IWONNA DUBICKA • MARGARET O'KEEFFE

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# 1

# WORLD TOURISM

## UNIT MENU

- Grammar:** present simple question forms
- Vocabulary:** tourism statistics
- Professional skills:** checking and confirming details
- Case study:** make the right booking



- 1 These are the top eight destinations for international tourism. What are the nationalities of people from these countries? Write the words in the correct group.

Australia Britain China France Germany  
Italy Spain USA

-n	-ian	-ish	-ese	other
Australian				

### PRONUNCIATION

- 2 **))) 1.1** Listen to the countries and nationalities. Underline the main word stress. Practise the pronunciation.  
*Australia: Australia*
- 3 **))) 1.2** Add the nationalities from these countries to the table above. Listen and check the pronunciation.

Brazil Canada Greece Ireland India Japan  
Kenya Korea Mexico Norway Poland Portugal  
Russia Thailand The Netherlands Turkey

- 4 Read this article about Chinese travellers and decide if the statements are true (T) or false (F). Correct the false statements.

- |  |       |
|--|-------|
| 1 The majority of outbound trips are to Asian destinations.        | T / F |
| 2 Half of outbound trips are to Europe and the USA.                | T / F |
| 3 Germany, France and Italy are the top destinations in Europe.    | T / F |
| 4 Chinese tourists generally like to spend money on luxury hotels. | T / F |
| 5 Chinese tourists prefer independent travel.                      | T / F |



### Chinese travellers

China, with the biggest population in the world, is an important emerging market for international tourism. There are now more than 57 million outbound trips every year.

Most Chinese tourists, over 70 percent, go to Hong Kong and Macau. Of the rest, more than half stay in Asia – Japan, South Korea, and Thailand are among the other top destinations. Fewer than 10 percent go to Europe – particularly Germany, France and Italy – and the USA.

Many surveys conducted in these countries show that Chinese tourists' favourite activity is shopping, especially for luxury brands. Chinese tourists also spend more on tax-free shopping than visitors from other countries. In response to this demand, department stores in central Paris now have signs and services dedicated to Chinese shoppers. Surveys also show that the Chinese typically travel in large tour groups of 30–40 people and they prefer to save money on food and accommodation in order to spend more in the shops.

Visiting historic monuments is the second favourite activity. The French attractions of the Louvre, the Eiffel Tower and Versailles Palace are the most popular with Chinese travellers.



**5 One word or phrase in each group is not part of the tourism sector. Which sector does it belong to?**

- 1 Accommodation: campsite, art gallery, bed and breakfast, motel \_\_\_\_\_
- 2 Transportation: airline, taxi, golf, tram \_\_\_\_\_
- 3 Attractions: museum, zoo, business convention, theme park \_\_\_\_\_
- 4 Food and beverage: car hire, café, restaurant, pizzeria \_\_\_\_\_
- 5 Recreation and entertainment: skiing, trekking, cycling, bistro \_\_\_\_\_
- 6 Events and conferences: Olympic Games, tennis tournament, hostel, music festival \_\_\_\_\_

**6 Put the questions (1–6) in the correct order. Then match the questions and answers (a–f).**



- |  |   |
|--|---|
| 1 museum / the / Louvre / is / where<br>_____ ?                        | a It contains more than 380,000 objects and exhibits 35,000 works of art from prehistory to the 19th century. |
| 2 visitors / does / how / museum / get / many / the<br>_____ ?         | b <i>Mona Lisa</i> by Leonardo da Vinci.  |
| 3 big / Louvre's / collection / how / the / is<br>_____ ?              | c The introductory tour lasts 90 minutes and it is available in English.                                      |
| 4 attraction / the / is / what / top<br>_____ ?                        | d It's in the centre of Paris, France on the right bank of the river Seine.                                   |
| 5 does / visit / how / to / it / cost / the / museum / much<br>_____ ? | e Entry is 10 euros for the permanent collection. It is free to visitors under 18.                            |
| 6 long / tour / guided / is / how / the<br>_____ ?                     | f There are over 8 million visitors a year. It is the most visited art museum in the world.                   |

**7 Françoise Martin works at the Louvre. Complete the interview questions with one to three words.**

- 1 \_\_\_\_\_ your job?  
I'm a Visitor Service Officer at the Louvre.
- 2 \_\_\_\_\_ staff \_\_\_\_\_ the museum have?  
It employs 2,000 people. Over half are security officers.
- 3 \_\_\_\_\_ some of the typical questions visitors ask you?  
'Where's the Mona Lisa?' 'Is the museum open yet?' 'Where are the toilets?'
- 4 \_\_\_\_\_ a good time to visit?  
Early in the week in the morning – the museum opens at 9 a.m. but it's closed on Tuesdays.
- 5 \_\_\_\_\_ you work at the weekends?  
Quite a lot. Usually twice a month.
- 6 \_\_\_\_\_ like most about your job?  
Smiles and thank-yous from satisfied visitors.

PRONUNCIATION

1 ))) 1.3 Put the other letters of the alphabet in the correct column. Listen and check.

/eɪ/	/i:/	/e/	/aɪ/	/əʊ/	/u:/	/ɑ:/
say	please	sent	l	phone	do	card
A	B C	— —	—	—	—	—
—	— —	— —	—	—	—	—
—	— —	— —	—	—	—	—
—	— —	—	—	—	—	—

2 ))) 1.4 Listen to a customer booking train tickets and complete the information.

Outward date: 1 \_\_\_\_\_

Departure time	From	To	Arr	Duration
2 _____	London Euston	Manchester Piccadilly	3 _____	2.07

Return date: 4 \_\_\_\_\_

Departure time	From	To	Arr	Duration
5 _____	Manchester Piccadilly	London Euston	6 _____	2.12

Price 1x Adult: 7 \_\_\_\_\_

Quantity: 2

Total price: 8 \_\_\_\_\_

3 ))) Listen again and complete what the booking agent says. Use one or two words in each space. Practise saying the phrases using polite intonation.

- \_\_\_\_\_ or return?
- Do you want to travel \_\_\_\_\_ or return to London?
- \_\_\_\_\_ you want to travel?
- \_\_\_\_\_ two return tickets from London Euston to Manchester Piccadilly.
- The cheapest \_\_\_\_\_ is eighty pounds twenty return.
- Would you like a \_\_\_\_\_ ?
- 6 a.m. or \_\_\_\_\_ ?
- \_\_\_\_\_ you like to pay for that?

5 Complete these expressions for checking and confirming with one word. Listen again if necessary to check your answers.

- Can I \_\_\_\_\_ your name, please?
- Could you \_\_\_\_\_ your name for me?
- Can I have your credit card \_\_\_\_\_ ?
- I'll just read that \_\_\_\_\_ to you.
- Sorry, sorry, I \_\_\_\_\_ 9-1-8-7.
- Can you \_\_\_\_\_ that, please?

4 ))) 1.5 Listen to the tourist in Exercise 2 making a telephone call. Complete the booking details.



**Matchday VIP package**

Watch the match from excellent seats near to the Directors' Box. Enjoy this legendary team's entertaining football. Offer includes: match tickets, hot and cold snacks, match programme, free gift.

**Match: Manchester United vs Arsenal**

Date and time:	1 _____
VIP package per person	2 _____
VIP name(s):	3 _____
Credit card details:	4 _____
Email:	5 _____
Contact our hospitality team on:	6 _____

- 1 Look at these advertisements for holiday packages in the USA and answer the questions. Write OR for Orlando and AL for Alaska, or OR / AL for both. Which holiday package(s) ...

- 1 include(s) transport at the destinations? \_\_\_\_\_
- 2 include(s) some meals? \_\_\_\_\_
- 3 doesn't include accommodation? \_\_\_\_\_
- 4 is only available in summer months? \_\_\_\_\_
- 5 include(s) flights? \_\_\_\_\_



### US Fly-drive Holidays\*

Gives you the freedom and flexibility to go where you want, when you want.  
Call our experts on 0266 7797 2000 and we'll design your perfect holiday.

#### Orlando

Home to the best theme parks in the world. 7, 10 and 14-night fly-drives from just £499 (adult prices).  
Buy Orlando One-Pass from us before you go. The One-Pass gives you 14 days unlimited admission to all the top theme parks and attractions.



#### Alaska Tour

Enjoy this 12-night fly-drive tour: glaciers, national parks, wildlife and beautiful towns and villages. Tour departs daily from 21 May–04 September. Included: hotel accommodation, breakfast, road maps.

Not included: excursions and entrance tickets to national park.

\* All of our fly-drive holidays include return flights and car hire for the duration of your stay.

- 2 ))) 1.6 Listen to a customer booking her holiday and complete the form.

#### Reservation

Type of holiday: Orlando Fly-Drive

Departing from: London Gatwick

Returning from: Orlando Sanford

Number of nights: <sup>1</sup> \_\_\_\_\_

Out Date: <sup>2</sup> \_\_\_\_\_

Return Date: <sup>3</sup> \_\_\_\_\_

Price: <sup>4</sup> \_\_\_\_\_ adult fare

<sup>5</sup> \_\_\_\_\_ child fare

Number of Adults: 2

Name(s): <sup>6</sup> \_\_\_\_\_

Number of Children:

Name(s): <sup>7</sup> \_\_\_\_\_

Note: Email client information about <sup>8</sup> \_\_\_\_\_

- 3 ))) 1.7 Listen to a later phone call with the customer and correct the email confirming the changes to the booking. There are six changes to the booking.

From: Yolanda@wgtravel.com

To: Odonnell@omail.com

Subject: Reservation Orlando fly-drive

Dear Mrs O'Donnell

Thank you for booking with WG Travel. I am writing to confirm your reservation. Here are the details we discussed on the telephone today:

Flights: London Gatwick (LGW) to Orlando Sanford (SFB)

Departure date: Saturday 4th August at 09.10

Return date: Tuesday 14th August at 05.30

Total duration: 10 nights

Fly-drive only – no accommodation

Not included: Car insurance

Total price: £4,133

Payment made by credit card. Thank you.

Please find attached more details about the flights, car hire and villa.

We wish you and your family a wonderful holiday.

Best regards

Yolanda Squires