

# 5

## Going places

### 1 SNAPSHOT

#### what people like to do on vacation

##### Discover something new

- take language, cooking, or sailing lessons
- join an archaeological dig



##### Enjoy nature

- go camping, hiking, or fishing
- relax at the beach



##### Take an exciting trip

- visit a foreign country
- travel through their own country by car or train



##### Stay home

- catch up on reading
- fix up or redecorate the house

Based on information from *U.S. News and World Report* and *American Demographics*

#### Complete these tasks.

Which of the activities above do you like to do on vacation? Check (✓) the activities. Make a list of other activities you like to do on vacation. Then compare with a partner.

### 2 CONVERSATION

#### A Listen and practice

Julia: I'm so excited! We have two weeks off!  
What are you going to do?

Nancy: I'm not sure. I guess I'll just stay home.  
Maybe I'll catch up on my reading.  
What about you? Any plans?

Julia: Well, my parents have rented a condominium  
in Florida. I'm going to take long walks along  
the beach every day and do lots of swimming.

Nancy: Sounds great!

Julia: Say, why don't you come with us?  
We have plenty of room.

Nancy: Do you mean it? I'd love to!



**B Class activity** Have you ever taken a vacation at the beach? What kinds of things can you do there?

### 3 GRAMMAR FOCUS

#### Future with *be going to* and *will*

Use *be going to + verb* to talk about plans you've decided on. Use *will + verb* with *maybe*, *probably*, *I guess*, or *I think* to talk about possible plans before you've made a decision.

Where are you going to go? I'm going to go to the beach. I'm not sure. Maybe I'll catch up on my reading.  
I'm not going to take a vacation. I probably won't take a vacation this year.

What are you going to do? I'm going to do lots of swimming. I guess I'll just stay home.  
I don't know. I think I'll go camping.

**A** Complete the conversation with appropriate forms of *be going to* or *will*. Then compare with a partner.

- A: Have you made any vacation plans?  
B: Well, I've decided on one thing – I ..... go camping.  
A: That's great! For how long?  
B: I ..... be away for a week. I only have five days of vacation.  
A: So, when are you leaving?  
B: I'm not sure. I ..... probably leave around the end of May.  
A: And where ..... you ..... go?  
B: I haven't thought about that yet. I guess I ..... go to one of the national parks.  
A: That sounds like fun.  
B: Yeah. Maybe I ..... go hiking and do some fishing.  
A: ..... you ..... rent a camper?  
B: I'm not sure. Actually, I probably ..... rent a camper – it's too expensive.  
A: ..... you ..... go with anyone?  
B: No. I need some time alone. I ..... travel by myself.



**B** Have you thought about your next vacation? Write answers to these questions. (If you already have plans, use *be going to*. If you don't have fixed plans, use *will*.)

- How are you going to spend your next vacation?  
Are you going to go anywhere?
- When are you going to take your vacation?
- How long are you going to be on vacation?
- What are you going to do?
- Is anyone going to travel with you?

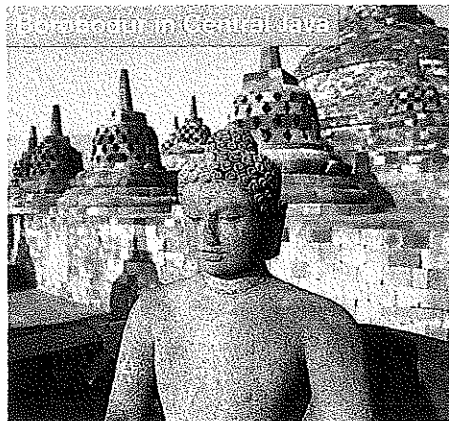
I'm going to take my next vacation . . . .
OR
I'm not sure. Maybe I'll . . . .

**C Group work** Take turns telling the group about your vacation plans. Use the information you wrote in part B.

## 4 WRITING Itineraries

Write about the trip you planned in Exercise 3 or another trip you are going to take.

*Next summer, I'm going to travel to Indonesia with my family. We're going to visit Borobudur in Central Java. It's one of the biggest temples in the world. And we'll probably visit several other temples nearby. . . .*



## 5 LISTENING

**A** Listen to Judy, Paul, and Brenda describe their summer plans. Check (✓) the correct piece of information about each person's plans.

Who ... ?	1. Judy	2. Paul	3. Brenda
is going to learn about a different culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
will probably visit several different countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
probably won't take a vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
is going to lie on the beach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
is going to do something exciting and a little dangerous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B** Listen again. What is the main reason for each person's choice?

## 6 WORD POWER Travel


**A** Complete the chart. Then add one more word to each category.

- backpack
- first-aid kit
- overnight bag
- shorts
- vaccination
- cash
- hiking boots
- passport
- suitcase
- visa
- credit card
- medication
- plane ticket
- traveler's checks
- windbreaker

Clothing	Money	Health	Travel documents	Luggage
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....

**B Pair work** What are the five most important items you need for these vacations: a trip to a foreign country? a rafting trip? a mountain-climbing expedition?

## 7 CONVERSATION

**A**  Listen and practice.

Lucy: Hey, Mom. I want to backpack around Europe this summer. What do you think?

Mom: Backpack around Europe? That sounds dangerous! You shouldn't go by yourself. You ought to go with someone.

Lucy: Yes, I've thought of that.

Mom: And you'd better talk to your father first.

Lucy: I already did. He thinks it's a great idea. He wants to come with me!



**B Class activity** Would you like to backpack around Europe? Which countries would you like to visit? Why?

## 8 GRAMMAR FOCUS

### Modals for necessity and suggestion

#### Describing necessity

You **have to** get a passport.

You **must** get a visa for some countries.

You **need to** take money.

For some countries, you **don't have to** get any vaccinations.

#### Giving suggestions

You'd **better** talk to your father.

You **ought to** go with someone.

You **should** take warm clothes.

You **shouldn't** go by yourself.

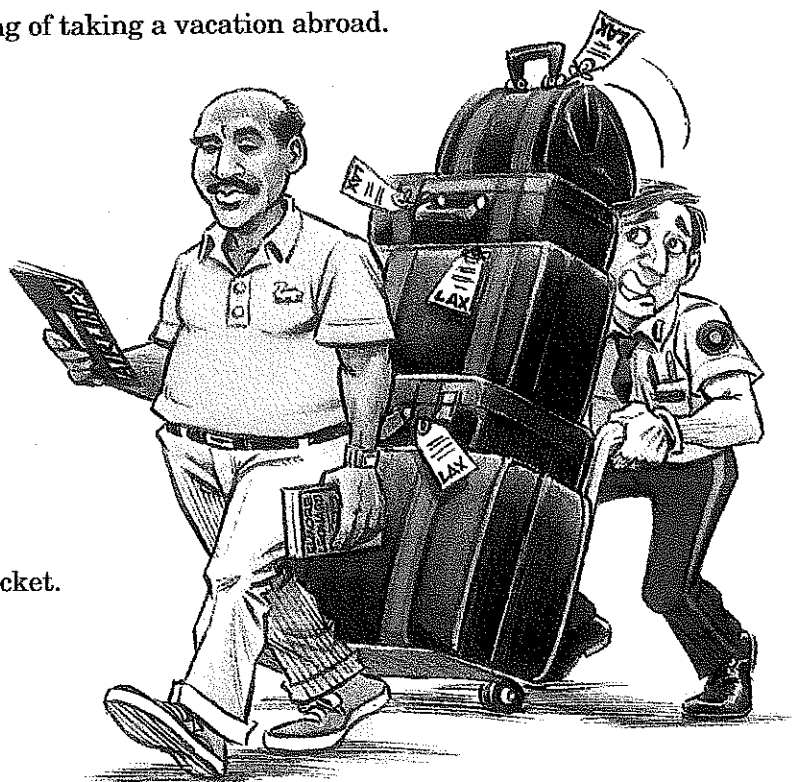
**A** Give advice to someone who is thinking of taking a vacation abroad. Then compare with a partner.

"You must get a passport."

"You shouldn't pack too many clothes."

1. ... get a passport.
2. ... pack too many clothes.
3. ... buy a round-trip plane ticket.
4. ... make hotel reservations.
5. ... get a vaccination.
6. ... check the weather.
7. ... carry lots of cash.
8. ... get traveler's checks.
9. ... take a lot of luggage.
10. ... check on visas.
11. ... carry your wallet in your back pocket.
12. ... take identification with you.

**B Group work** Give four more pieces of advice.



**9 PRONUNCIATION** Ought to and have to

**A** Listen and practice. Notice the pronunciation of **ought to** and **have to** in these sentences.

You **ought to** take a credit card.      You **have to** get a passport.  
 You **ought to** go in June.                You **have to** get a visa.

**B Pair work** Write two sentences using *ought to* and two sentences using *have to*. Then practice them with a partner. Pay attention to pronunciation.

**10 DREAM VACATION**

**A Pair work** You won some money in a lottery. Plan an interesting trip around the world. Discuss these questions and others of your own. Make notes.

- Where are we going to start from?
- What time of the year should we travel?
- How are we going to travel?
- What countries and cities should we visit?
- How long should we spend in each place?
- Where are we going to stay?
- What are we planning to do and see there?
- How much money do we have to take?
- What do we need to take with us?

**B Group work** Compare your plans. Which trip sounds the most exciting?



**11 LISTENING** Tourist tips

**A** A spokesperson from the New York City Visitors and Convention Bureau is giving advice to visitors. What are four things people should do to make their visit to New York City safe and pleasant?

Advice
1. ....
2. ....
3. ....
4. ....

*interchange 5*

**Fun vacations**

Decide between two vacations. Student A turns to page IC-6. Student B turns to page IC-8.



## 12 READING

## Getting more for less when you travel

Do you know how to get inexpensive airline and train tickets? hotel accommodations?

On a recent flight, Laura was chatting happily with the woman in the next seat -- until the conversation turned to fares. The woman, who bought her ticket two months in advance, paid \$109. Laura paid the full fare of \$457. She decided that next time she would find out how to travel for less.

Here are some ways to travel for less:

**Cheap airplane tickets.** To fly for less money, you can buy non-refundable plane tickets two or three months before your trip. The cheapest way to fly is as a courier. In return for delivering a package for a courier company, you get a plane ticket that costs as little as one-quarter of the regular fare -- or even less if the company needs someone at the last minute. Recently, a courier flew round trip from Los Angeles to Tokyo for \$100; a regular ticket cost around \$1,800.

**Train passes.** If you're going to do a lot of traveling by train, a train pass will save you money. Buying a single pass gives you unlimited travel for a period of time. Train passes can be especially useful in India, which has the world's largest rail system; in Japan, where trains are fast and convenient; and in Europe, where trains go to over 30,000 cities.

**Hostels.** Hostels used to provide cheap accommodations -- in dormitories -- for people under the age of 25. Nowadays, hostels don't have any age requirements. They're not only cheap (\$8-\$17 a night) but a great way to meet people. Hostels are often in interesting places -- a castle in Germany, a lighthouse in California, a one-room schoolhouse in the wilderness of Australia. And sometimes hostels have luxuries like swimming pools.



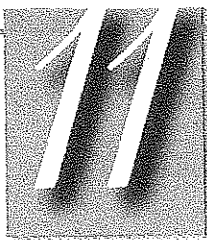
**A** In your own words, restate some of the information from the article using the phrases below.

1. 25% of the normal fare
2. \$100 instead of \$1,800
3. more than 30,000 cities
4. younger than 25
5. \$17 or less

*"Fly as a courier. You can buy your plane ticket for one-quarter of the normal fare."*

**B** *Pair work* Talk about these questions. Give reasons for your answers.

1. Would you want to travel as an air courier? take a long train trip? stay in a hostel?
2. What advice would you give someone who wants to travel for less in your country? Which hotels, restaurants, means of transportation, and stores would you recommend?



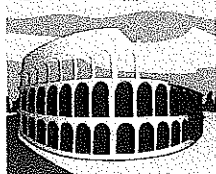
# It's really worth seeing!

## 1 SNAPSHOT

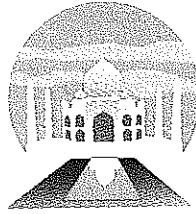


The Great Wall of China was begun in 214 B.C. It is the largest structure ever built.

## Famous Landmarks



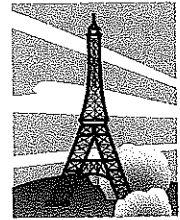
The Colosseum in Rome was opened in 80 A.D. It was sometimes filled with water for ship battles.



The Taj Mahal in India was built between 1630 and 1652. It is a tomb for the wife of an Indian prince.



The Statue of Liberty in New York was opened in 1886. It was a gift to Americans from the people of France.



The Eiffel Tower in Paris was completed in 1889. It was built for the 100th anniversary of the French Revolution.

Source: World Book Encyclopedia

### Talk about these questions.

Have you ever seen any of these landmarks? Do you know anyone who has?

What else do you know about these places?

What are the three most famous landmarks in your country?

## 2 CONVERSATION Sightseeing

**A** Listen and practice.

Guide: We are now approaching the famous Statue of Liberty, which has welcomed visitors to New York Harbor since 1886.

Andrew: Wow! Look at it.

James: Incredible, isn't it?

Guide: The statue was given to the United States by the people of France. It was designed by the French sculptor Bartholdi.

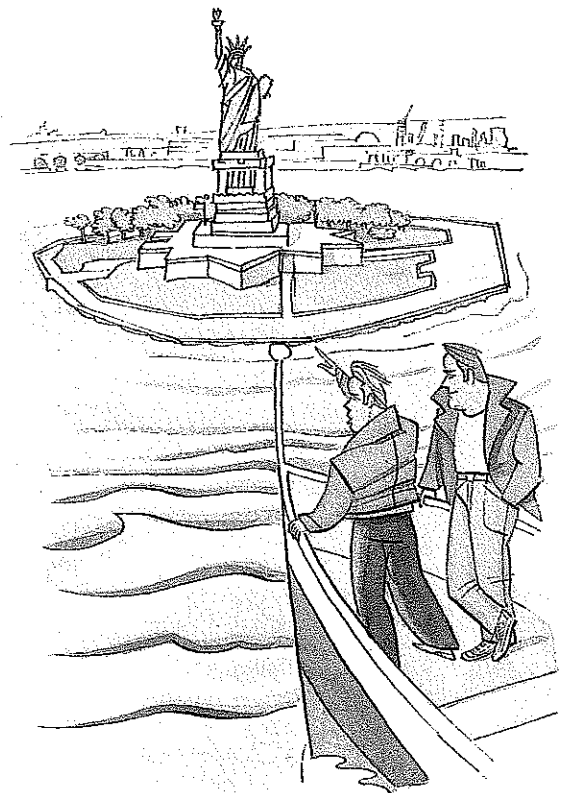
Andrew: It's really huge. Do we get to go inside?

James: Of course. We can climb the stairs all the way up to the crown.

Andrew: Stairs? There's no elevator?

James: Not to the top. But it's just 142 steps!

**B** Listen to what else the guide says. What is the Statue of Liberty made of? How many people visit the statue every year?



### 3 GRAMMAR FOCUS

#### Passive with by (simple past)

The passive changes the focus of a sentence. For the simple past, use the past of be + past participle.

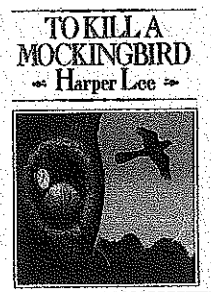
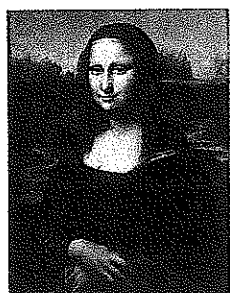
**Active**

Bartholdi **designed** the Statue of Liberty.  
The French **gave** the statue to the U.S. in 1886.

**Passive**

The Statue of Liberty **was designed by** Bartholdi.  
The statue **was given to** the U.S. **by** the French in 1886.

**A** Do you know who created these popular works? Match the phrases in column A with the appropriate information from column B. Then compare with a partner.



**A**

1. The *Mona Lisa* .....
2. The opera *La Bohème* .....
3. The novel *To Kill a Mockingbird* .....
4. The film *E.T. - The Extra-Terrestrial* .....
5. The album *Thriller* .....

**B**

- a. was directed by Steven Spielberg.
- b. was written by Harper Lee.
- c. was recorded by Michael Jackson.
- d. was composed by Giacomo Puccini.
- e. was painted by Leonardo da Vinci.

**B Pair work** Change these sentences into passive sentences with *by*. Then take turns reading them aloud.

1. Thomas Edison invented the phonograph in 1877.
2. Marie Curie discovered radium in 1898.
3. Gabriel García Márquez wrote *One Hundred Years of Solitude* in 1971.
4. Tim Berners-Lee developed the World Wide Web in 1989.
5. Woo Paik produced the first digital HDTV (high-definition television) in 1991.

### 4 TRUE OR FALSE?

**A Pair work** Write five statements like the ones in part A of Exercise 3. Three statements should be true and two should be false.

**B Class activity** Read your statements to the class. Your classmates say if they are true or false. They should give the correct information for the false statements.

- A: The cartoon character Mickey Mouse was created by Steven Spielberg.  
B: False. Mickey Mouse was created by Walt Disney.



## 5 PRONUNCIATION *Linked sounds*

**A** Listen and practice. Final consonant sounds are often linked to the vowel sounds that follow them.

The Colosseum in Rome was opened in 80 A.D.

The light bulb was invented by Thomas Edison.

**B** Mark the linked sounds in these sentences. Listen and check. Then practice the sentences.

The Eiffel Tower was an important advance in engineering.

The Taj Mahal is a tomb for the wife of an Indian prince.

## 6 LISTENING *Ancient monuments*

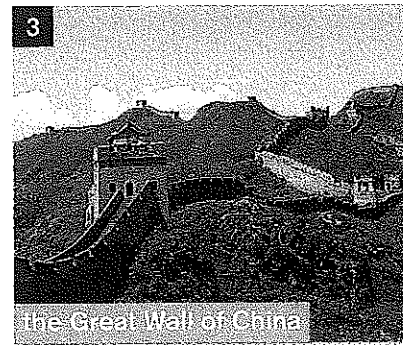
Listen to three tour guides describe some very old monuments. Take notes to answer the questions below. Then compare with a partner.



Who built them?  
Why were they built?



When was it begun?  
When was it discovered?



Why was it built?  
How long is it?

## 7 WORD POWER *Features of countries*

**A** Complete the chart with words from the list.


beef                      dollar  
Buddhists              electronics  
mining                    tourism  
peso                        cheese  
Christians                pound  
Muslims                    wheat

Currencies	Religious groups	Industries	Agricultural products
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

**B** *Pair work* Think of a country for each of the items listed above.

“There are many Muslims in Indonesia.”      “France produces cheese.”

## 8 CONVERSATION

**A**  Listen and practice.

Linda: Hello?

John: Oh, hello. I need some information.  
What currency is used in Japan?

Linda: Where?

John: In Japan.

Linda: I'm not sure. Isn't it the yen?

John: Oh, yes. And do they drive on the left or the right?

Linda: I think the left, but I'm not sure.

John: Oh. Well, is English spoken much there?

Linda: I really have no idea.

John: Huh? Well, what about credit cards? Are American Express cards accepted there?

Linda: How would I know?

John: Well, you're a travel agent, aren't you?

Linda: What? A travel agent? This is Linda's Hair Salon.

John: Oh, sorry. Wrong number!



**B** *Pair work* Act out the conversation again, asking and answering about a country other than Japan.

## 9 GRAMMAR FOCUS

### Passive without by (simple present)

**Active**

They **use** the yen in Japan.

They **speak** both Spanish and Portuguese in Latin America.

They **grow** a lot of coffee in Brazil.

**Passive**

The yen **is used** in Japan.

Both Spanish and Portuguese **are spoken** in Latin America.

A lot of coffee **is grown** in Brazil.

**A** Complete the sentences. Use the passive of these verbs.

eat    grow    make up    manufacture    speak    teach    use    wear

1. Both French and English ..... in Canada.
2. English ..... in elementary school in Singapore.
3. A great deal of wheat ..... in Russia.
4. Both cars and computers ..... in South Korea.
5. Mexico ..... of 31 states and a federal district.
6. Kimonos ..... sometimes ..... in Japan.
7. The baht is the currency that ..... in Thailand.
8. A lot of beef ..... in Argentina.

**B** Use the passive of the verbs in part A to write sentences about your country. Then compare with a partner.

# 10 WHAT DO YOU KNOW?

**A Pair work** How many of these questions can you answer?  
See the appendix for the answers.

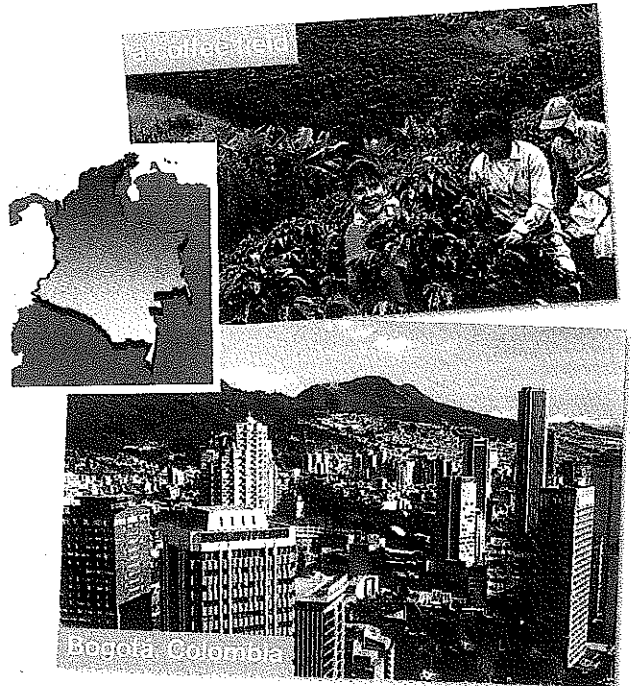
1. Where is Ecuador located?
2. What languages are spoken in Singapore?
3. Where is most of the world's wheat produced?
4. How many countries can you name where English is spoken as a second language?
5. Can you name four countries where French is spoken?
6. Can you name three countries that are governed by a prime minister?

**B Class activity** Write three more world-knowledge questions like the ones in part A. Then ask them around the class.

# 11 LISTENING

Listen to a short talk about Colombia.  
Complete the chart.

Facts about Colombia	
Location	.....
Population	.....
Language	.....
Religion	.....
Industries	.....
Agricultural products	.....



# 12 WRITING

**A** Make an information chart like the one in Exercise 11 about a country you know. Then write a short composition about it, but don't include the country's name.

*This small country is located in Asia. It has a population of around 3,000,000. English, Malay, Chinese, and Tamil are spoken. The population is made up of Buddhists, Muslims, Taoists, Christians, and Hindus...*

**B Group work** Exchange compositions. Guess the names of the countries.

## 13 READING

Seven Modern Wonders  
of the World

Do you recognize any of the sites in the pictures?

**T**he ancient Greeks spoke of the Seven Wonders of the World. Recently, some engineers came up with this list of the seven wonders of our modern world:

The **Panama Canal**, begun in the 1880s, wasn't finished until 1914. It joins the Atlantic and Pacific oceans. Engineers describe the canal as a victory of humans over geography: Workers dug huge amounts of land and tamed rivers.

For 40 years after it was completed in 1931, the **Empire State Building**, in New York City, was the tallest building in the world. Amazingly, this 102-story building was constructed in just 410 days.

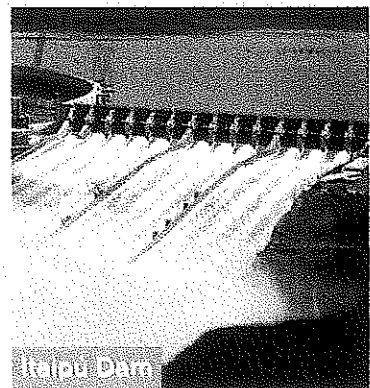
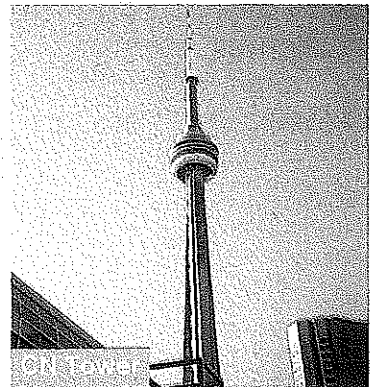
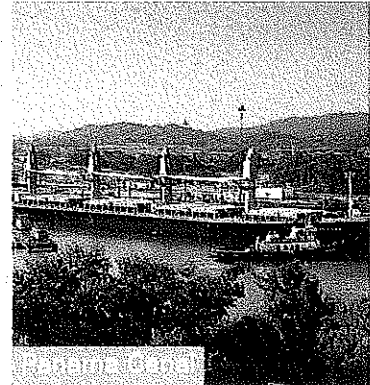
The **Netherlands North Sea Protection Works** is another victory over geography. The Netherlands, which is below sea level, was often flooded by the North Sea and by rivers. Then, between 1927 and 1932, a dam was built to shut out the sea. Twenty years later, dams and canals were built to control the rivers.

The **Golden Gate Bridge**, completed in 1937, was also a challenge for workers: San Francisco Bay has very strong winds and rough waves. The Golden Gate is still the world's tallest bridge. It has enough steel to wrap around the world three times.

At 1,815 feet, the **CN Tower**, in Toronto, Canada, is one of the world's tallest free-standing buildings. Completed in 1976, the tower is used for TV and radio broadcasting.

The **Itaipú Dam**, completed in 1984, goes across the Paraná River at the Brazil-Paraguay border. It is the world's largest hydroelectric plant.

Completed in 1994, the **Channel Tunnel** joins France and England. The "Chunnel" is a remarkable convenience: Cars, buses, and trucks are all carried through the tunnel by train.

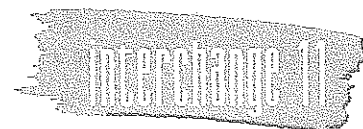


**A** Read the article. Then cover it and try to name . . .

1. a structure that is the tallest of its kind.
2. two great victories over geography.
3. a structure that joins two bodies of water.
4. two structures that join two separate areas of land.
5. a structure constructed very quickly.
6. two structures that are in Europe.

**B** *Pair work* Talk about these questions.

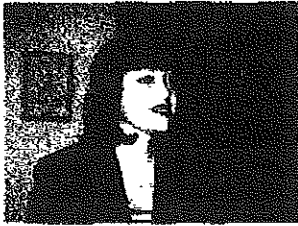
1. Which of these wonders would you most like to see? Why?
2. What other kinds of things could be described as "modern wonders"?



### Traveler's profile

What kind of traveler are you? Turn to page IC-15.

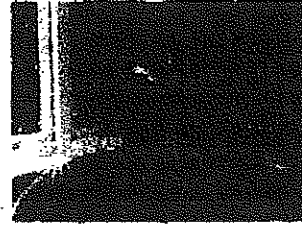
# Working in travel and tourism



JANINE .....



FIONA .....



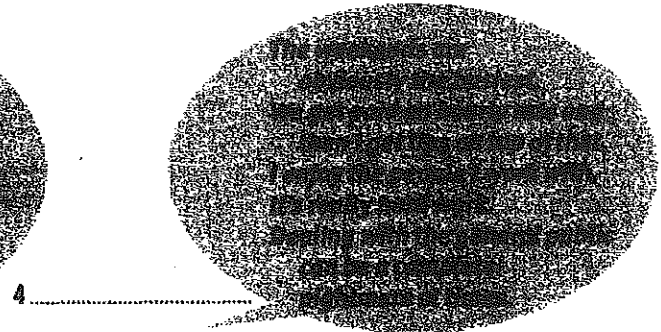
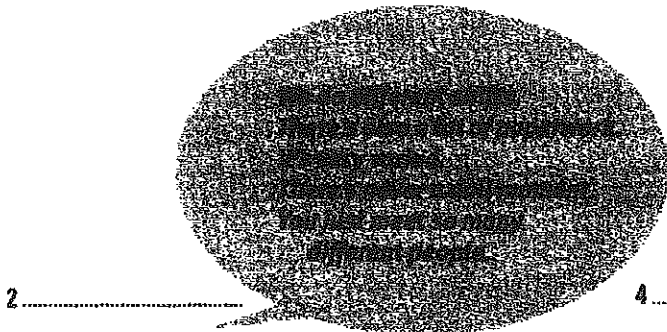
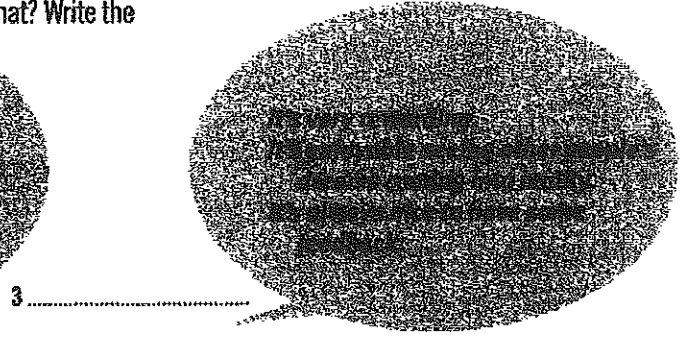
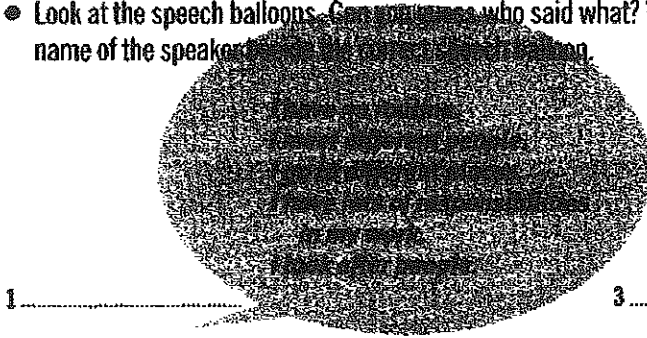
JANE .....



LISA .....

## A Work in pairs Discuss these questions:

- What do you think are the jobs of the people in the photos?
- Look at the speech balloons. Can you guess who said what? Write the name of the speaker in the space provided.



## B1



You'll hear the people in the photos describing their work. Listen and find out if you guessed right about who said what. Write their jobs beside their names under the photos.

## 2



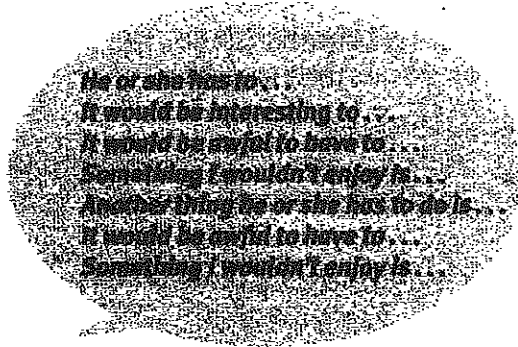
Listen again and decide if these statements are true (✓) or false (X). You do *not* need to understand every word the people say, only the main point they make.

- Jane likes not knowing what she'll be doing next week.
- Her main responsibility is serving food and drink.
- Lisa does the same work whichever shift she's working.
- She often gets the duty manager to help people who have complaints.
- Janine doesn't sell package tours, only flights.
- She doesn't often hear from her customers after their holiday.
- Fiona depends on tips to supplement her basic pay.
- She enjoys meeting her colleagues after work.

C1

**Work in pairs** Look at the advertisement and discuss these questions:

- What does a local rep have to do?
- What are *three* things you might enjoy about the work?
- What are *three* things you would not enjoy about the work?



## Utopia HOLIDAYS

### LOCAL RESORT REPRESENTATIVES

*Utopia Holidays are looking for representatives in your region*

The reps' duties will include:

- meeting clients at the airport and escorting them to their hotels
- holding welcome parties for each group on the day after their arrival
- organising and escorting coach excursions to local places of interest
- answering clients' questions and dealing with their problems
- assisting clients who cannot speak the local language
- escorting clients from their hotels to the airport at the end of their holiday
- being on call 24 hours a day to deal with emergencies

Please apply in writing, enclosing your CV, to  
Alice Watson, Utopia Holidays, Utopia House, Skyway Drive, Crawley, RH12 4PJ

2 **Join another pair** Compare your ideas.

### 3 Writing

Write about 50 words about the work you do (or will do).  
Begin like this:

In my job I have to . . . or  
In my job I'll probably have  
to . . .



★  
If you give clients the impression that you enjoy your work — and enjoy dealing with them — it will make it much easier for clients to feel comfortable with you. And it will make it easier for you to establish a good relationship with them. If you look bored or uninterested, your clients may start feeling the same. If you smile, other people will smile back!



# 2

## Being friendly and helpful

**A** *Work in groups* Find out about the last time your partners went to a restaurant, a café and a shop. Discuss these questions:

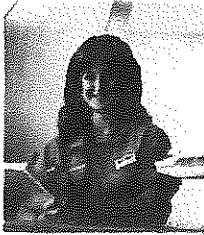
- How helpful and friendly were the staff?
- What did the staff do to make you feel welcome? What did they say to you?
- Would you recommend each place to a friend? Why/Why not?

*The staff were really friendly but the food wasn't very good.*

*The staff were rather unhelpful but the food was excellent.*

**B1**

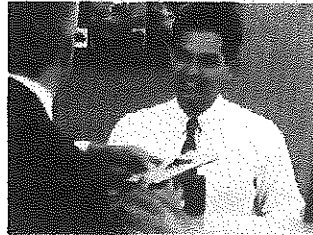
You'll hear three conversations. Listen and decide which of the people in the photos sounds unfriendly and unhelpful.



A



B



C

**2**

Listen again. Match the problems 1–3 and the places a–c to the conversations.



- |   |                       |
|---|-----------------------|
| 1 The client is nervous.                | a at a reception desk |
| 2 The guest hasn't had her order taken. | b at a check-in desk  |
| 3 The reservation hasn't been made.     | c in a restaurant     |

	Problem	Place
Conversation 1	.....	.....
Conversation 2	.....	.....
Conversation 3	.....	.....

**C1**

*Work in pairs* Cross out the phrases that might sound unfriendly or impolite.

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| Could you tell me your name please? | <del>Who are you?</del>             |
| What do you want?                   | May I help you?                     |
| It's a pleasure.                    | It's no trouble.                    |
| Certainly.                          | Obviously.                          |
| Do you want something?              | Is there anything I can do for you? |

**2**

**Pronunciation**



*Work in pairs* Listen to three model dialogues. Then practise them, taking it in turns to play the roles of the CLIENT and a friendly, helpful MEMBER OF STAFF.

- |   |   |
|---|---|
| <p><i>Good evening.</i><br/>         — Good evening, sir. Can I help you?<br/>         Yes, I'd like to send a fax, please.<br/>         — Certainly, sir, would you like it sent right away?</p> | <p><i>Good morning.</i><br/>         — Good morning, sir. Can I help you?<br/>         Yes, I'd like some information, please.<br/>         — Certainly, sir.</p> |
|---|---|

- Good afternoon.*  
 — Good afternoon, madam.  
 How may I help you?  
 I'd like to book a table for this evening, please.  
 — Certainly, madam, what time would you like it for?

D1

**Work in pairs** This document is a reminder to staff at a major hotel. Which are the *three* most important pieces of advice, do you think?

**SPEAK TO PEOPLE:** there is nothing as nice as a cheerful word of greeting.

**SMILE TO PEOPLE:** it takes seventy-two muscles to frown, only fourteen to smile.

**CALL PEOPLE BY NAME:** the sweetest music to anyone's ears is the sound of their own name.

**BE FRIENDLY:** you can make friends by being friendly.

**BE HELPFUL:** act as if everything is a genuine pleasure.

**BE INTERESTED IN PEOPLE:** you can like everyone if you try.

**CONSIDER THE FEELINGS OF OTHERS:** it will be appreciated.

**2** **Join another pair** Compare your ideas for D1. Then look at the answers to the questions below. Number the statements in order of importance (1–4) and explain why. Then add another answer for each question.

● Why do you enjoy dealing with people?

- I like meeting new people.*
- People are usually very friendly.*
- I find it challenging.*
- Every person you meet is different.*

● What do you find most difficult about dealing with clients?

- It's hard to be friendly and helpful all the time.*
- People aren't always appreciative.*
- Some people are difficult.*
- People get impatient when they have to wait.*

★

If you give people a favourable first impression of yourself, you'll find them much easier to deal with. A welcoming smile and a friendly greeting puts people at their ease, even if they have had a bad journey or if they are feeling tired, worried or cross.

Remember: You never get a second chance to make a first impression!

# 3 When in Rome ...

**A1** Read this description of how westerners should behave at a Japanese *ryokan* (traditional inn). Match the pictures A–F to the paragraphs 1–6.

## GETTING ACQUAINTED WITH THE JAPANESE STYLE

1 Guests have to remove their shoes at the entrance of any Japanese-style accommodation. Slippers are worn inside, except on the *tatami* matting, so bring thick socks if the weather is cold.

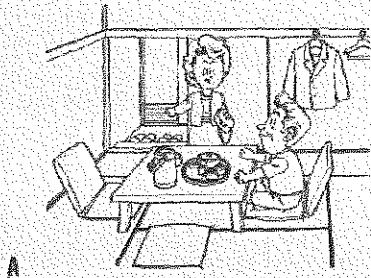
2 Seating in the room is on cushions called *zabuton* arranged around the low table. In the winter season, there may be a blanket around the table. You slip your feet under the blanket for the warmth of a *kotatsu* electrical heating unit.

3 The *futon* bedding is laid out on the floor. It ordinarily consists of a mattress, sheets, a thick cover, and extra blankets if needed. A thin *yukata* robe is provided. In cold weather it is supplemented by a *tanzen* gown worn over it.

The toilet is usually Japanese-style. You don't sit on it but squat over it, facing the hooded end. Special slippers are usually provided for use only in the toilet cubicle.

Before going into the communal bath, you undress in an anteroom, placing your robe and underclothing in a basket or shelf compartment. The inn gives you a hand-towel to drape over your midriff in the bathroom and this towel is also used for scrubbing and drying yourself.

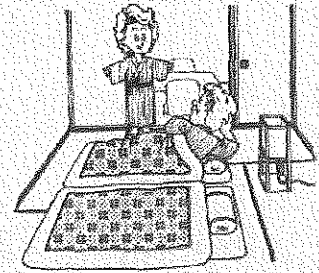
To take a bath, first sit on a low stool in front of a pair of hot/cold water faucets. Fill a bath pan with water, and pour it over your body to get soaking wet all over. If there are no faucets, use a bath pan to scoop water from the bath. If there is a shower, use this while seated on the stool, never standing up. Soap and rinse off thoroughly. Only then do you get into the bath for a good soak.



A



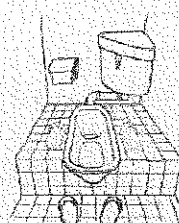
B



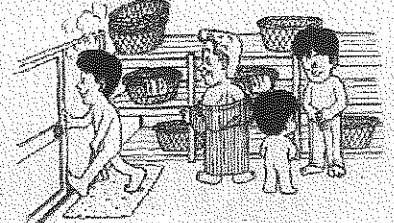
C



D



E



F

2 What do you think are the *three* most surprising or strange things for someone who has never visited Japan? Highlight them or note them down.

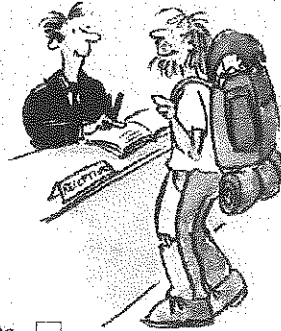
3 Join a partner Compare your ideas. Then discuss these questions:

- What do you think are the two most important things for a western visitor to remember in Japanese-style accommodation?
- What would you enjoy most about spending a night at a *ryokan*? What would you not enjoy?
- Where do you recommend that a visitor to your country should stay to get the best impression of everyday life there?
- What do you recommend to a first-time visitor to your country? Make a list of DOs and DON'Ts.

**B1** *Work in pairs* Discuss each of these questions. Then tick (✓) what you think is the *best* answer to each question.

## When in Rome, do as the Romans do

1 A man with a beard, wearing dirty jeans and carrying a rucksack comes into the 5-star hotel where you're working. What do you do?



- a Ask him what he wants.
  - b Ignore him.
  - c Ask him politely to leave.
  - d Treat him like any other guest.
- 2 You know Ms Brown, an American client, very well. When she arrives do you ...
- a shake her hand?
  - b smile and say *Hello*?
  - c kiss her on the cheek?
  - d say *Good evening* and bow?

3 Mr Manuel Fernandez Garcia doesn't reply when you say "*Good morning, Mr Garcia*" to him. This is probably because ...

- a he didn't hear you.
- b you didn't look at him when you spoke.
- c he's rudely ignoring you.
- d you've called him by the wrong name.

4 A German is talking to a Brazilian. The German keeps taking a step backwards each time the Brazilian steps forward. This is probably because ...

- a the Brazilian wants to be too friendly.
- b they're both trying to be friendly.
- c the German is being unfriendly.
- d they don't like each other.

5 You are talking to a visitor from Britain. Which of these questions do you ask him or her?

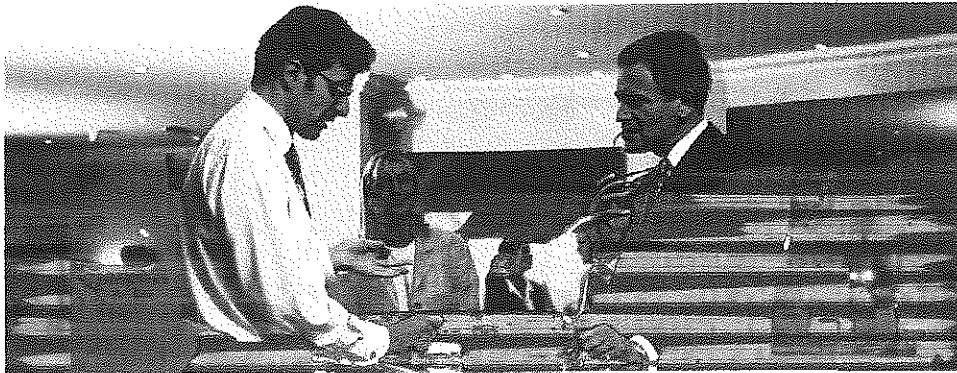
- a *How old are you?*
- b *How much do you earn?*
- c *Are you married?*
- d *What part of Britain do you come from?*

2 *Join another pair* Compare your answers. Can you think of any more examples of misunderstandings that might arise when dealing with people from other countries?

★  
Just because a person comes from a particular country, don't assume they'll behave like a 'typical' person from that country — whatever you imagine that to be! Treat each person as an individual.

Unless you know a foreign client really well, don't treat them too informally as they might think you're being over-familiar or even insincere. Different nationalities have different customs when it comes to formality and informality

# 4 Dealing with enquiries



**A1**  


You'll hear three short conversations in which clients are asking for information. The first time you listen, tick (✓) the boxes to show the right answers. The second time you listen, fill the blanks in the sentences.

- 1a The first guest wants to know about ...  
 a room for himself.  a room for someone else.
- 1b He is told that Room ..... is free.
- 2a The second guest wants to know how long it takes to get to the airport ...  
 by bus.  by taxi.
- 2b She is told that she has to check in at least ..... minutes before her flight.
- 3a The third guest wants to know what time ...  
 breakfast service begins.  breakfast service finishes.
- 3b He is told that breakfast is served from ..... to ..... on weekdays  
 and from ..... to ..... at weekends.

**2**  


Listen again and tick (✓) the boxes to show which phrases in the speech balloons are used by the receptionist.

*Good evening. How can I help you?*

*How nice to see you again!*

*Hello again, Mr Grey! How are you today?*

*It's really nice to see you again!*

*Welcome back!*

*I hope you enjoy your stay with us!*

*Good morning.*

*What can I do for you?*

*Is there anything else I can do for you?*

*Have an enjoyable day!*

*Have a good day!*

*You're welcome!*

*You're very welcome.*

*It's a pleasure.*

**Work in pairs** When would you say the phrases in the first balloon? When would you say the ones in the second balloon?

**B1**

**Work in pairs** Complete this dialogue with suitable words. You may be able to use some of the phrases in the speech balloons opposite.

RECEPTIONIST: *Good afternoon, Mr Johnson. How nice to see you again!*

GUEST: Thank you, it's very nice to be here again. How are you?

RECEPTIONIST: .....

GUEST: Good. Now, I asked for my usual room when I made the booking. Is it available?

RECEPTIONIST: .....

GUEST: Oh, well, never mind. Room 101 does overlook the garden too, doesn't it?

RECEPTIONIST: .....

GUEST: Oh, until Friday I expect. But is it all right if I let you know for sure tomorrow morning?

RECEPTIONIST: .....

GUEST: Good. Thanks very much. Don't worry about a porter. I've only got this small overnight bag.

RECEPTIONIST: .....

**2****Pronunciation**

Listen to the model version of the dialogue. Then practise it, taking it in turns to play the roles of the RECEPTIONIST and the GUEST. Make sure you sound as friendly and helpful as possible.

**C****Role play**

Work in groups of three (or four). One of you should look at Activity 1 on page 108, one at Activity 17 on page 116 and the other(s) at Activity 33 on page 124

This activity consists of six short role plays. In each role play there are two roles: GUEST or MEMBER OF STAFF. There is also an OBSERVER, who listens to the role play and then gives the others feedback on how polite and friendly they sounded.

You can make people feel welcome and help them to feel at home by using their names instead of addressing them impersonally as Sir or Madam. Look for clues on credit cards, forms, luggage labels etc. Make sure they know your name too, and show them that you remember their names when you meet them again.

A sincere smile shows people that you want to be friendly. Good eye contact shows that you're interested in them. Try to treat every client in the same way that you'd like to be treated yourself—or even better!