

Different jobs, different destinations

UNIT 1



Aims

At the end of this unit you will...

- be able to give and ask for personal and professional information.
- be able to make small talk with strangers.
- be able to talk about jobs.
- be able to talk about tourism and travelling.
- know how to communicate in an airport.
- be able to refer to continents, countries and capitals worldwide.
- be able to describe weather conditions.
- be able to greet people.
- know how to express gratitude and apologies according to the communicative context.
- be able to congratulate others and respond to their congratulations in writing.
- be able to make and respond to complaints in formal contexts.
- be able to express basic everyday mathematical concepts.
- be able to express relations between entities, mainly through prepositions.
- realise the importance of English as an international language.
- learn about the UK and the Commonwealth.
- have improved your pronunciation and become familiar with native and foreign accents.
- be able to identify and use major intonation patterns.



Warm up

Look at the picture on the previous page:

- What is it?
- What can you do there?
- Have you ever been to a place like this?

Tell us about it!



Contents

Topics	Oral interaction, oral mediation	Listening comprehension, oral production	Communicative functions	Vocabulary	Grammar review	Reading comprehension	Writing	Culture	Project
Professional communication. The work environment. Meeting people. Travelling.	Making small talk with a stranger. Giving and asking for personal and professional information.	Meeting new people. Native and foreign accents. Prosody and intonation patterns. Long and short vowels.	Greeting. Congratulating, thanking, complaining and apologizing.	Jobs (male and female distinctions). Continents, countries and capitals. The weather. Travels. Mathematical functions.	Structural relations: main types of prepositions	Main types of tourism. Airports.	Formal correspondence. Congratulating and complaining in writing (and replying to both).	The importance of the English language and learning it. The United Kingdom and the Commonwealth.	Undertaking a survey.



Listening comprehension

1. Listen to the following dialogue between Ben Johnson and Petra Alboa (TRACK 1):

Petra: Excuse me. Is this seat taken?

Ben: No, it's free. Go ahead! Sit down.

Petra: Thank you. I've never seen the lounge as crowded as it is today.

Ben: It's because of the weather. With the snow and the wind most flights have been delayed. My flight was scheduled to take off at 10, but I've never been waiting for three hours and nobody knows anything.

Petra: Where are you travelling to?

Ben: I'm going back home, to Boston. I've been here for business for a couple of days.

Petra: I see. I'm sorry about your delay. I live here, in Madrid, and I'm travelling to Barcelona. If I knew that the planes weren't going to fly soon, I would take the train. There is a high speed train which takes only 4 hours to get there.

Ben: Why didn't you take it in the first place?

Petra: I'd already booked the flight as it only takes 45 minutes. Yesterday the weather was fine here. I couldn't have imagined that this snow storm would paralyse the city in only a few hours. What kind of business are you in?

Ben: I'm a human resources manager. I work for GHE, one of the largest American banks. I'm responsible for more than 3,000 people. I'm in charge of recruiting new employees, providing training, supervising payrolls, firing people... What about you? What do you do?



Petra: I'm a TV presenter. I've got a nightly show on Channel 9.
Ben: How interesting! If I weren't so shy, I would have tried to work in the media. So you are famous here.
Petra: Well... yes, I'm quite well-known, but I don't have lots of journalists following me around.
Ben: By the way, let me introduce myself. I'm Ben Johnson.
Petra: Nice to meet you, Petra Alboa.
Ben: Here's my business card. If you ever go to Boston, give me a call and I'll show you around.
Petra: Thank you. I don't have any cards with me now, but I'll write my e-mail and telephone number on this piece of paper: 0293838477, palboa@met.com.*
Ben: Wow! Thank you. I'll tell my wife I've met a Spanish celebrity here. She is a journalist, so she will be very interested. If the plane is still delayed, I'll watch your show tonight.
Petra: That's if I'm in Barcelona before 7 p.m... if not, I don't know what are we going to do.
Ben: Is that woman over there a celebrity too? It looks like she has two bodyguards with her.
Petra: No, she is a politician. In fact, she is the vice-president of the government. She reports to the president.
Ben: What's her name?
Petra: Maria Luisa López. It's funny, she's so important, but even they can't find a seat here. I wonder why they didn't go to the authorities' lounge.
Ben: I'm going to get something to drink. Could you keep an eye on my bags, please?
Petra: Sure, go ahead. They'll be safe here.
Ben: Thanks. Ah! And can you keep my seat, please?
Petra: Of course!

* To be read: *pialboa (all in one word) at met dot com.*

2. Answer the following questions from the previous dialogue:

- Where are the protagonists?
- Are there many people there?
- Why?
- What does Ben do for a living?
- Where is he from?
- Why are they there?
- Do they appear to get on with each other?
- Do they have anything in common?



Oral mediation

3. Imagine you go to a company party with Spiros Papafritous, a friend from Greece who doesn't speak English well and there you meet Bjork Andersen, a Swedish colleague. Help him to overcome the misunderstandings by whispering an alternative explanation (TRACK 2):

You: Hello Bjork, how are you?
Bjork: Fine, thanks, and you?
You: Very well, thank you. **Let me introduce you to Spiros** Papafritous.
Bjork: How do you do?
Spiros: How do I do what?
You (whispering): You don't need to answer. She's just greeting you.
Bjork: Please take a seat.
Spiros: Why? Are we going somewhere?
You (whispering): No, she is just asking you to sit down.
Spiros: Oh! No, thank you. **I prefer to stand.** Look, the waiter is bringing some glasses of champagne.



Bjork: Well, Mr. Papafritous, tell me about yourself. What do you do?

Spiros: Call me Spiros... I'm here talking to you!

You (*whispering*): No, she means...

Spiros: Oh, yes. I'm a sales manager. I'm in charge of the Athens region.

Bjork: And **how are things going?**

You (*whispering*): She is asking you...

Spiros: Ah, this year has been very tough, because of the global crisis.

Bjork: I see. So your branch couldn't make much profit?

Spiros: Yes, **we made the most of our time by** taking some training courses on customer care.

You (*whispering*): She wants to know if...

Spiros: Oh! Sorry. Yes, we had some losses. Business went down by 20%.

[...]

How would you rephrase Bjork's words?



Communicative functions

4. Ways of greeting. Saying hello and goodbye:

shaking hands
hugging

bowing
waving hello

kissing
giving a 'high five'

Look at the pictures and write below what they are doing:



a) _____



b) _____



c) _____



d) _____



e) _____



f) _____

Tick the acceptable gestures in a standard formal business situation.



Oral interaction

5. Fill in the missing lines of this dialogue with your own sentences. You have come to pick another person, Jon Ron, at the airport. Say the missing part while you listen to it. Then compare your version with the transcription given and listen to the full version (TRACKS 3 and 4):

John: Hello, I'm Ron, John Ron.

You: _____

John: Nice to meet you too.

You: _____?

John: Awful! We had an 8-hour delay, because of the snow. All the runways were closed.

You: _____

John: It seems they weren't able to. It's incredible, being Madrid the capital of Spain.

You: _____

John: It's true, but it is much nicer living here.

You: _____

John: Yes, I am. Hungry and thirsty.

You: _____

John: I love Japanese food.

You: _____

John: It's lost. They told me they will send it to my hotel tomorrow.

You: _____

John: Maybe a clean shirt and a shaver.

You: _____

John: In that case I would appreciate it if you could lend me one of yours, and I'll give you back a new shirt. The airline will pay for it anyway.

You: _____

John: Thank you very much.



6. Read the previous dialogue aloud with a partner. Afterwards swap roles. Then simulate the situation trying not to read the text in the book.



Oral production

7. Native and non-native accents. Read the following text and the implications contained there in:

It is generally accepted nowadays that English does not belong to any of the countries where it is the official native tongue; quite the contrary, it is firmly consolidated as the global *lingua franca*. The influence of the British Empire is probably the main reason for the initial spread of this language beyond the British Isles. Following World War II, the growing economic and cultural influence of the United States has significantly accelerated the spread of the language in all the continents. The hegemony of the English language is widespread, including entertainment and tourism, international politics, law, trade, finance, communications, diplomacy, science, business,

aviation, and work relations in general English is used as the second language in almost all multilingual texts with foreign readers, and also one of the official languages of international organizations like the United Nations. Because a working knowledge of English is required in so many fields and professions, according to the British Council, speakers of English as a foreign language outnumber those who use it in the 75 countries where it is the first language (approximately 750 million people in the world are believed to speak English as a second language). It consequently follows that English is above all the vehicular language for communication between non-natives and, as is well known, the influence of a language depends more on the number of people who use it as a second language than on the number of native speakers.

8. The implication of the previous paragraph is that nowadays it is considered to be important that your pronunciation is sufficiently clear to make yourself understood. However, it is not considered to be so important (as it used to be) that you lose your native accent. Now listen to a number of recordings of the following text that you can find at <http://atlas.uned.es/Audio/AccentExamples>:

Please call Stella. Ask her to bring these things with her from the store: six spoons of fresh snow peas, five thick slabs of blue cheese, and maybe a snack for her brother Bob. We also need a small plastic snake and a big toy frog for the kids. She can scoop these things into three red bags, and we will go meet her Wednesday at the train station.

Then, state the nationality of the characters (judging by their accent, etc.). The nationalities appear in the following list:

Mexican	Russian	Canadian	German	Indian	Norwegian	French
Chinese	Italian	Americian	Spanish	French	Canadian	

9. Prosody.

Most non-natives of English find the English language rather difficult to understand. That is due to a number of factors: firstly, English speakers talk rather quietly in comparison to other languages; secondly, they articulate very little when they talk; thirdly, the language is very rich in vocalic and consonantal sounds, so the corresponding distinctions are hard to make for those who do not have them in their corresponding mother tongues. Additionally, it could also be argued that they do not assist their speech with facial or body gestures that might scaffold the listener. In order to become proficient in English it is not only necessary to understand them as they speak naturally at their own volume and speed, but also to reproduce the language in similar terms, so that your speech is not taken to be offensive, rude, or tiring. Everything in the English language is related to prudence and economy, particularly in formal contexts.

10. Listen to the following sentences and tag those which you consider that have been uttered by English natives (TRACK 5):

- a) (at the counter) Hello, sir, how can I help you?
- b) (joining a queue) Who's last, please?
- c) (attending a queue) Who's next, please?
- d) (concerned) Are you alright?
- e) Can I ask you a question?
- f) (upset) I'm sorry, but we need to talk.
- g) (breaking news) I've got great news for you!
- h) (breaking news) I'm afraid I have some bad news for you.
- i) (angry) You can't be serious! I'm not that naive, you know?
- j) (after some good news) I don't believe it!
- k) (after some bad news) I don't believe it!



11. Intonation patterns.

Intonation is very important in communication. Intonation patterns vary according to the communicative intent and other factors. Therefore, there are different patterns for asking, requesting, stating, denying, refusing, complaining, showing surprise, emotion, etc., and these patterns change if you are kind or in a bad mood. Listen to the intonation of the sentences below and repeat them as closely as possible. Then, identify the sentences uttered angrily. Subsequently, classify them by the context, i.e., whether they are likely to have been said: a) in an airport, b) on a train, c) on a liner, and if they are uttered by the staff (S) or the passenger (P) (TRACK 6):

a) Can I have your ticket, please?			
b) I would like to have a double exterior cabin.			
c) Attention please, next stop: Cambridge.			
d) What's on the thirteenth deck?			
e) Are there any sleeping cars free?			
f) All aboard!			
g) Would you prefer a window or an aisle seat?			
h) What time do we arrive?			
i) Those passengers who are getting off should take all their belongings.			
j) Have you got any luggage?			
k) Where is the dining car, please?			
l) Sorry, the flight has been overbooked. I'll put you on the next one, at 7.00.			
m) Sorry sir, there is no smoking allowed.			
n) Do you have a frequent-flyer card?			
o) We've got grand duplex, penthouses, and apartments.			
p) On the thirteenth deck you've got the Sirena bar, the sports centre, a whirlpool, a splash pool and a sun-deck.			
q) I'm travelling with two colleagues. Could we, please, sit together?			
r) Here is your boarding pass. Boarding will be at 6 o'clock.			
s) I would like to order a vegetarian meal, please.			
t) Your suitcase is too heavy. I'm afraid you'll have to pay an extra \$69.			
u) Is the gratuity included in the fare?			
v) Fares are per person, based on double occupancy, and are in US dollars.			
w) Do I have to change planes and get a connecting flight?			
x) How long does the journey take?			



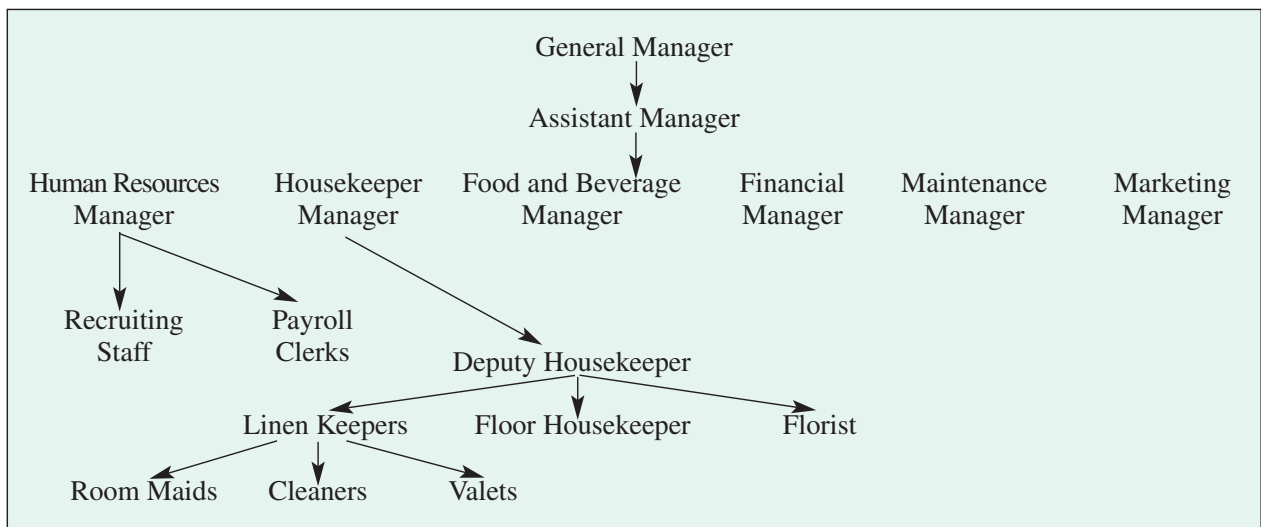
Vocabulary

12. Jobs.

The following box contains some typical expressions used when talking about jobs.

What do you do for a living?	I'm an engineer.
Who do you work for?	I work for IBM.
What are your duties?	I'm in charge of... I'm responsible for...

Organization chart (hotel):



13. Complete the previous organization chart with the words in the box below and find out the rest by working with two more course mates to find out more positions in the organization of the hotel:

worker	waiter	head-waiter	chef-de-partie	cook	accountant	sommelier
chef	head receptionist	commis waiter	concierge	cashier	barman	prep cook
night-auditor	butler	bell-boy	doorman	clerk	cloak-room	attendant

14. Can you draw a similar chart for other types of companies?

15. Sex differences.



a) What does she do? _____



b) What does he do? _____



c) What does she do? _____



d) What does he do? _____



e) Is he a blue collar worker or a white collar worker? _____

- Most job titles in English are the same for men and women:

She is a _____ teacher / an architect. He is a _____ teacher / an architect.

- However, there are some differences; for example, female *-ess*:

Steward / Stewardess

Duke / Duchess

Host / Hostess

Prince / Princess

Waiter / Waitress

Landlord / Landlady

- Apart from the nobility titles (“duchess”, “princess”), *-ess* names have become part of the *politically correct debate* and are being used less and less. Airlines now usually refer to “cabin crew”, “member of the cabin crew” and “air steward” to cover both sexes. Similarly, the term “manageress” is not used as often as before (“manager” is preferred for both). Interestingly, the Hollywood establishment prefers “actor” for both sexes. Accordingly, most textbooks now use only “actor”.
- If the gender distinction is important, the words male / female can precede the job title:

Male doctor

Female judge

16. Find at least five more examples.



Oral production

17. Long vs. short vowels.

Pay attention to the difference, as in Spanish we just have the sound of the letter “i” which is pronounced like the English /i:/. However, /i/ is shorter and is pronounced between a Spanish /e/ and /i/ (try to say /i/ while your mouth is prepared to say /e/):

feel	Phil
sea	see
leap	lip
seat	sit
meal	mill
ease	is
mean	min

A similar short-long distinction can be made with other vowels. Very often the lengthening of the vowel is due to the presence of letter “r” immediately after it, which is mute in many English variants. It is rather important, since many words can be differentiated just because of this sound:

am	arm	full	fool
ham	harm	pull	pool
gem	germ	skull	school
stoke	stork	soot	suit
con	corn	wood	wooded
sot	sort	could	cooed

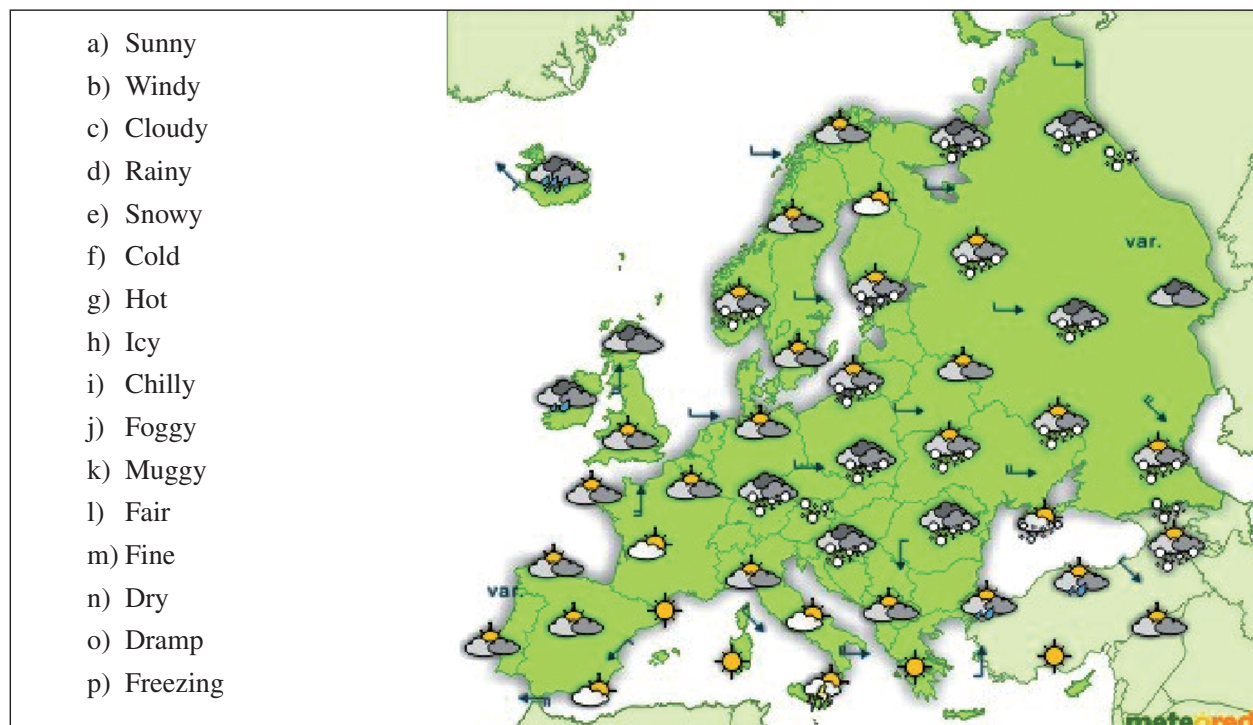
Listen to TRACK 7 now (note that most words are minimal pairs, i.e., identical but for one sound).



Vocabulary

18. Weather conditions.

The weather is a very common topic of conversation throughout the world, whether to praise it or complain about it. This is particularly noticeable in countries with very changing weather (like the UK!). You should therefore have a wide repertoire of expressions: Nice and warm! Nasty and cold! A bit chilly! Cloudy and rainy! Foggy! Misty! Showery! Thundery and stormy!



19. What's the weather like in... today?

- a) Rome?
- b) Athens?
- c) Lisbon?
- d) Reykjavik?
- e) Almeria?

How many European capitals do you know in English? Try to list them all! (you may help yourself by using the blank atlas at the end of the book).

20. Relate the following words to a weather symbol:

shower	flurry	drizzle	frost	hail	deluge	sleet	rain
blizzard	snow	slush	fog	lightning	hailstones	mist	dew
downpour	thunder	haze	tornado	heat wave	hot spell		



Reading comprehension

21. Read the following text (TRACK 8):

On the first page of this unit you can see the Iberia VIP lounge located in terminal 4 at Madrid Barajas Airport.

Major airlines have VIP lounges at the disposal of their first class and business clients. Some companies also issue special VIP cards to passengers who fly in economy class but who want to enjoy the advantages of these lounges. They have to pay a yearly fee (no more than \$80) to be able to use the lounges. Also some airline card holders (for example, of gold and platinum cards) are usually allowed into the lounges, even if they are flying tourist class.

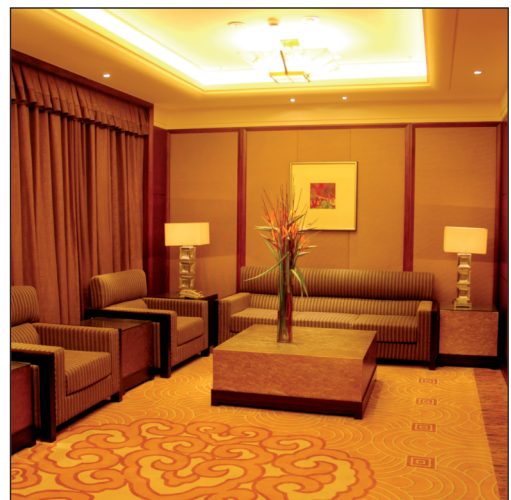
In the VIP lounges passengers can wait for their flight in comfort. Personalised catering is on offer, with hot and cold drinks, spirits, wine, champagne, and a variety of snacks and pastries. Passengers can work as there are plenty of computers with Internet connection, printers, scanners, phones and fax machines, as well as meeting rooms. Travellers can also have a rest as many of the lounges have some beds to sleep in, in case of long delays. The bathrooms too are very well equipped with all kinds of amenities. Some even have showers.

While passengers wait to board, they can read international newspapers or magazines, or watch TV until they hear the announcement with the boarding information for their flight.

There are some extremely luxurious lounges, such as the Emirates one, which offers massages, a spa, full meals, a gym and a swimming pool.

22. Answer these questions on the text:

- a) Who can use the VIP lounges?
- b) What can you find in the lounges?
- c) Are they all similar?
- d) What can you find in an airport apart from VIP lounges?
- e) What does one typically do there?



23. Match the type of tourism in the box below with the definitions and examples found in section 24:

Educational
Ecotourism

Adventure
Incentive

Cultural
Health

Sport
Research

24. Read the text below and the definitions therein (TRACK 9):



We understand by “tourism” both the service industry related to transportation, accommodation and related fields, as well as the activity of individuals going to places for leisure or other reasons.

The World Tourism Organization (WTO) states that “Tourism comprises the activities of people travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the visited place”.

There are many other definitions of tourism which can be found in dictionaries, books and on the Internet, but they all have some common characteristics such as physical movement, free choice, duration and intention.

With regard to free choice, we understand that touristic activities are carried out as a result of voluntary choices made by individuals. Tourists are not paid for their travelling (unless they have won a raffle, prize or competition for which the prize is a trip with spending money). Depending on the interests of the people, there are many types of tourism, such as:

- a) For people who are interested in visiting historical landmarks and monuments, as well as enjoying the different aspects of the local way of life: for example, cuisine, monuments, theatres, architecture, history, etc.
- b) For people who are interested in learning or taking part in a training course: for example, languages, local arts and crafts, medicine, etc.
- c) For people who are looking for exciting and sometimes risky activities, such as heli-skiing, sky-driving, bungee-jumping, rafting, climbing, caving, etc.
- d) For people who receive rewards from their employers for duties performed in their place of work: for example, the most successful salesperson of the year is awarded with a free trip to Brazil.
- e) For people who seek relaxation, improving their physical and spiritual well-being: spas, meditation or fitness centres, etc.
- f) For people who want to travel without causing a negative impact on the land or the place they visit, often including activities in close contact with nature and avoiding crowds: for example, a trip to the Brazilian rainforests or a photo safari in South Africa.
- g) For people who want to investigate specific aspects related to their profession or studies, like an archaeologist travelling to Egypt or a psychiatrist to New York.
- h) For people who travel to places where they can play their favourite sports that they might or might not be able to do in their place of residence: golf, skiing, cycling, tennis, surfing, etc.



Vocabulary

25. Complete the following chart with the main action undertaken in each of the following areas of an airport. You must necessarily use all the words provided. They are common to many other forms of travelling, so they are very useful to learn:

Airport area	Action undertaken there
Departures area	airport terminal/ see them off/ airport car park/ check-in points/ airline desks/ cash dispensers/ currency conversion services/ places of worship
Check in desk	stand in line/ one-way or return flight reservation/ identity document/ boarding card/ carry-on luggage/ automatic check in machine/ boarding pass/ boarding and take off time/ boarding gate
Passport control	x-ray machine/ international flight regulations/ metal detector/ electronic arch/ see you off and security check
Cafeteria board	check-in process/ something to eat or drink/ boarding your flight/ food and beverages/ on board
Airline desks	representations of the airlines/ transfer times/ domestic or international ticket/ missed your flight/ check up on flight status/ delay
Airport Duty-free shops	exempt from local taxes and duties/ taking them out of the country
VIP lounge	special waiting areas/ first class ticket/ frequent fliers/ points on their airline fidelity cards/ Wi-Fi
Boarding gate	code/ announced on the tannoy/ crew/ row number/ aisle/ get seated/ stow carry-on luggage under their seats or in the overhead lockers
Baggage collection	arriving at your destination/ getting off the airplane/ monitor/ baggage carrier belt/ be retrieved
Transit lounge	connecting flight/ ready for you to board/ temporary waiting areas/ make your stay pleasant
Arrivals area	means of transport/ final destinations/ pick you up / "nothing to declare" door/ meeting point



Grammar review

26. Expressing relations.

We usually indicate relations between entities by using prepositions (e.g., the girl *from* Manchester, the fish *in* the pond, etc. → to indicate origin or location), but many other times the preposition is not necessary because the relationship is very common and obvious (e.g., the table leg, the stone church, etc.). It is very hard for non-natives to know in advance if two words require a preposition to appear together (and what that preposition should be). However, the general rule is **that the more frequently two words appear together, the less chance there is of finding a preposition between them**. Juxtaposition is common when you talk generically (e.g., sea water, sentence structure, student profile, etc.). Let us try to do an activity on this topic by juxtaposing the following entities or linking them through a preposition:

- a) league / football
- b) page / book
- c) branch / tree
- d) leg / horse
- e) department / company
- f) cork / bottle
- g) mouse / computer
- h) top / pen



27. Expressing a relation of belonging.

What was said in the previous section applies to relations of belonging (where a person or animal owns something). In these cases there are three possibilities: preposition *of*, the Saxon genitive or juxtaposition (putting both words right next to each other with no linking elements in between). The Saxon genitive is always used when the relationship of belonging is real, authentic. By extension, there are a few other cases where “s” is used:

- children’s clothes (a standard classification criterion for that object).
- the soldier’s courage (when a personal noun can be rephrased with a verb of possession: the soldier *has* courage).
- the bank’s earnings (when it can be rephrased by transforming the second noun into a verb: the bank *earns*).
- today’s newspaper (time).
- London’s Trafalgar Square (place).
- five dollars’ worth of sweets (money), etc. (cf. a sonnet of Byron’s to indicate authorship; a friend of Henry’s).

In order to practise this point, do the following linking exercise, selecting between the three possibilities:

- a) women / toilet
- b) men / shoes
- c) dog / bone
- d) user / profile
- e) dolly / arm
- f) Mary / mother
- g) pupils / hair
- h) sentence / words (non-generic use)
- i) river / water (non-generic use)
- j) father / pride



Remember the orthographic rule about placing the apostrophe after a word ending in “s” (*Dickens’ novel, students’ complaints, etc.*)!

Also, as usual in English, allow for plenty of exceptions (which you should get used to and learn by heart)!

28. Review of the main prepositions of time.

At:

- with exact hours: at 5 o’clock / at midnight.
- periods of time in the year: at Christmas / at the weekend / at weekends / at Easter.
- some expressions: at the moment / at the age of... / at the same time / at present.

In:

- seasons of the year: in summer.
- years: in 2013 / in the 80s.
- months: in April.
- centuries: in the 19th century.
- periods of time: in eight hours the plane will be taking off / I have to go in a few minutes / I’ll take the exam in three months’ time (Note the apostrophe).
- parts of the day: in the morning / afternoon / evening (exception: at night).
- in the short term, in the long run.
- in time = before the deadline.

On:

- with certain expressions related to tourism: on / upon arrival, on the weekend (Am. Eng.).
- days of the week: on Monday.
- dates: on 4th July / on my birthday / on Christmas Eve.
- on vacation / on holiday.
- on time = at the exact time.

Complete these lists with other cases you encounter.

Fill in the blanks with the right time preposition:

- a) Columbus discovered America _____ 12th October 1492.
- b) Columbus discovered America _____ 1492.
- c) Columbus discovered America _____ the 15th century.
- d) Columbus discovered America _____ 4 p.m.
- e) Columbus discovered America _____ the afternoon.
- f) Columbus discovered America _____ October.
- g) Columbus discovered America _____ 12th.



29. Review of the main prepositions of location.

At:

- It is used for location where two points meet: Shall we meet at the restaurant?
- It is used to show the location of persons who go for short periods of time to a certain place (exception: *at home*): Where is Peter? He is at the hospital (he is visiting someone) / Where is Susan? She is in hospital (she might be sick and hospitalised for some months).
- When people go to a place and come back regularly we also use this preposition: Where is your father? He's at the office (he works there, and goes there every day).

In:

- We use this preposition to show location inside a place: The pilot is in the cabin / Let's meet in the restaurant (not outside, but inside, sat at the table).
- In countries or cities: Where is John? In Paris / In France.
- With some expressions: In the street.

On:

- It indicates physical contact with a surface: The key is on the bedside table / The picture is on the wall / The business centre is on the first floor (exceptions: *in a mirror / in a photograph / in a picture*).
- With *left / right*: on the left / on the right / on the right-hand side.
- With *floor*: on the first floor / on the third floor.
- Where a place is: Lisbon is on the coast / Madrid is on the river Manzanares.
- For transportation, we usually use *on* instead of *in*: The passengers are on the plane / bus / ship (exceptions: *in the car, in the taxi*).

Complete this list with other cases you know.

Fill in the blanks with the right preposition:

- a) Where is your suitcase? _____ home.
- b) Where is your suitcase? _____ the car roof.
- c) Where is your suitcase? _____ the living-room.
- d) Where is your suitcase? _____ the car.
- e) Where is your suitcase? _____ London.
- f) Where is your suitcase? _____ the petrol station.
- g) Where is your suitcase? _____ the lost property.
- h) Where is your suitcase? _____ Weston-super-Mare.



30. Review of the main prepositions of movement.

- *Go / come / fly / return / travel / walk / drive / be sent / be taken / have been to... to a place.*

Mary goes to London.
We went to the beach.
The queen is travelling to Australia.
Come to Spain soon.

- *By... car / plane / bus / boat / ship / bicycle / road / air / sea / underground.*

I usually go to work by car.

- *In... (my) car / taxi.*

I usually go to work in my car. When I arrive, I get out of it.

- *On... foot / bus / bicycle / public transport.*

Peter normally goes home on foot.
Get on this train now! No, get off!
I always go shopping on my bike.

Fill in the blanks with the right preposition:

- Have you ever been ___ Paris ___ coach?
- How did you go ___ London? ___ plane.
- Why don't you fly ___ Lisbon? I'm terrified ___ flying.
- Jim Mata is going to be sent ___ prison ___ life.
- We could travel together ___ my new van or catch ___ the train.



Writing

31. Formal letter writing (partly from: <http://www.libraryonline.com/default.asp?plD=46>).

Not all social and business letters feature the exact conventional structured format as outlined below. A social letter, for example, is likely not to include an address heading, an inside address or a subject line. An informal business letter may not include a subject line, a postscript or a notation. A letter written in good taste strikes a balance between the conventional format and the writer's own personal style. While it is convenient for the reader to read a letter structured in the conventional format, as outlined below, slight adaptations are accepted.

1. Address heading:

This is the writer's full address. Business letters usually have preprinted, letterhead stationary which contains this information. An address heading is optional for informal letters.

2. Date:

This is the month, day and year that the letter is written on.

3. Inside address:

The recipient's full name and address. Generally, informal letters do not include an inside address.

4. Attention:

With formal letters, the “Attention: [full name of recipient]” is placed two spaces below the inside address.

5. Greeting:

Also known as the “salutation,” this is the introductory phrase, “Dear [name of recipient]”. Either a comma or a colon can be used at the end of this phrase. Today, a comma is more extensively used, with the exception of the use of a title only, not a proper name. (i.e., “Dear Member:”). In this case, the use of a colon would be more appropriate.

6. Subject:

A word or phrase to indicate the main subject of the letter, which is preceded by the word “Subject:” or “Re:” (Latin for “matter”). Subject lines may be emphasized by underlining, using bold font, or all capital letters. They can be alternatively located directly after the “inside address,” before the “greeting.” Informal or social letters rarely include a subject line.

7. Body:

The complete text of the letter; the subject matter content.

8. Closing:

This is the farewell phrase or word that precedes the signature and is followed by a comma. Closing should reflect a type of farewell or goodbye as writer signs off. Examples: “Yours truly,” “Yours sincerely,” “Regards,” etc. The most common expression when you do not know your addressee’s name is “Yours faithfully”.

9. Signature:

The signed name of the writer. Formal or business letters include the full name of the writer printed below, the signed name and most often include the writer’s title and/or professional designations.

10. Postscript:

This is a brief sentence or paragraph introduced by the initials, “P.S.” (“postscriptus”, Latin for “after having been written”). It implies that the writer, having completed and signed the letter, had an after-thought. Although this is still commonly used in informal letters, it is not widely accepted in formal or business letters.

Apart from these conventions which correspond strictly to the written modality, remember that **the expressions, vocabulary, grammar, etc. used in writing are very similar to those used in formal oral situations!**

32. Congratulations.

The following is an example of a congratulations letter:

Madrid, 20 January 2012

Dear Tim,

I was very pleased to hear that you have been offered a position at Brown & Gardner. You have my heartfelt congratulations on your new position.

These are exciting changes, and I’m sure you will meet the challenges they bring with your usual optimism and capability.

I wish you all the best as you move forward in your new career.

With kindest regards,

Alexandra

It is of utmost importance that a letter is well structured. **English writing is generally top-down, that is, you state the purpose of your writing right at the beginning and then you develop the arguments as you go along.** Sentences 2 and 3 in the letter above are about praising the other person and wishing him good luck for the future.

Now try to write a congratulations letter of your own invention on some personal/ professional success.

33. Complaints.

Many times in your life you are in a situation where you have to make a complaint. It can be because your flight is delayed, the food in the restaurant is cold or salty or bad, or there are problems with your hotel room or with the goods you have purchased. If this is the case, you will have to fill out a complaint form or write a complaint letter or email.

In all cases, you must clearly state:

- The name (with code or reference if possible) of the goods or services you are complaining about.
- Your personal details (name, address, contact number).
- The date, the time and the place where the incident happened or the goods were purchased.

Also:

- Clearly explain the incident that was the cause of your complaint. Mention any documents, witnesses, etc. you may have.
- Ask for compensation, giving several alternatives if possible.
- Explain what you will do if you don't get compensation.
- Be polite but assertive, concise and factual.

[Your address]

[Date, place]

Dear Sir / Madam / [Mr./Ms. Name],

On 23 February 2012 I had to fly from Madrid to Vigo with your company returning the following day. The departure was scheduled for 9 am from Terminal 4. I was there one hour before. I had checked in and had my boarding pass ready when I heard an announcement that the flight was delayed by two hours. I waited for two hours until a new announcement told us that the flight was again delayed until 5 pm. I went to the airline counter to ask for more information or to find a solution as I had a wedding in Vigo starting at 5 pm. However, the staff did not know the reason for the delay and they weren't even sure if the plane could take off at 5. I asked for a refund so I could purchase another ticket with a different airline or even go by car or bus if the first option wasn't possible, but the supervisor told me that this was not possible.

To cut a long story short, we boarded the plane at 7 pm, without any explanations or complementary services, such as drinks or meals. When I arrived at Vigo, the wedding **was almost over** as I had to take a taxi and go to my hotel first to get properly dressed. As the reason for the 10 hour delay wasn't the weather conditions, **I think I have the right to compensation which goes further than the price of the ticket, as** I had taken one day off for that wedding and **the moral harm of not being there cannot be financially compensated.** Of course, I hope at least to get back the price of the ticket I paid. Anyway, I am also open to other alternative solutions you might consider.

If I do not get an answer in the next couple of weeks, I'll pass this matter on to my lawyer, so she takes the necessary legal measures to sort things out.

Yours faithfully,

[Your signature]

[Your name]

34. Now it's your turn: imagine a problem or a faulty product. Work in pairs. Write a complaint letter to a coursemate. Subsequently, s/he will write a letter to you offering a solution to the problem.

35. Responding to congratulations and expressing gratitude.

Read the following response to a congratulations letter paying attention to the kind of gentle remarks made. These letters typically have a very polite and charming tone (Important: try not to abuse self-deprecation, which is not so expected in English communities and may be misinterpreted with false modesty, weakness, etc.):

Dear Rebecca,

I have just received your congratulations letter. **It is very nice of you to** congratulate me on the occasion of my promotion to the position Regional Manager. Unexpectedly, the company has considered that I am a suitable person to occupy this post. With the love and support of friends like you, I will do my best to carry out my new responsibilities to the best of my abilities.

As you state your expectations in your letter, I will do all that is possible to take my company forward and **try not to deceive you.**

With love,

Danny

36. Responding to complaints and apologizing.

In your professional life you will have to answer to many complaint letters, mails, telephone calls, etc. Even if the person who complains is very angry, you have to be friendly and positive, yet assertive. Try to put yourself in the other person's shoes and understand the problem, while protecting the image of your company. Express your sympathy and apologize. If s/he is right, offer a reasonable and adequate solution to the problem.

[Reference, code, name, etc.]

Dear [Name],

First of all, I would like to say **I am very sorry for** the inconvenience we caused you on 23rd February 2012.

I have found out that your plane was delayed due to technical problems the pilots discovered in Rome. The employees at the airport did not know how long the problem would take to repair; therefore, they could not give an accurate answer to you or the rest of the passengers. However, you should have been offered a free lunch and drinks to help you endure the long wait. I must apologize for that too.

In the light of this, we have decided to give you our gold card which allows you to use our VIP lounges and free parking, together with 50,000 free air miles which are equivalent to 2 international flights within Europe, 1 to Asia or America, or 5 domestic flights. We hope this will be acceptable to you and that you will continue to place your trust in us and consider us your favourite airline.

Please let me know if this solution meets with your approval.

Yours sincerely,

[Name]



Communicative functions

37. Expressing gratitude.

There are many ways to express your gratitude. The main things you need to take into consideration, as usual, are the formality of the context and the emphasis you want to put (how grateful you want to sound). For example, in writing or formal speeches you might say things like the following:

- I would like to express my gratitude to X for...
- My deepest thanks go to X for...
- I'm indebted to X for...

Remember that if you use a verb afterwards, it must be in the "ing" form.

The following are very common expressions of gratitude used in conversation:

- | | | |
|---------------------|--------------------------------|---------------------------------------|
| • Cheers. (British) | • I appreciate it. | • Thank you ever so much. |
| • Ta'. | • If it weren't for you I'd... | • I'm truly/really... grateful for... |
| • Thanks. | | |

Notice that the verb *appreciate* can be followed by different structures:

- I appreciate you lending me your chain saw.
- I appreciate your lending me your motorbike.

There are a number of verbs that allow both a personal pronoun and a possessive determiner as subject of the subordinate clause, e.g., Did you mind me/my saying it? The only difference between these structures is that the personal pronoun puts the emphasis on the person doing the action and the possessive determiner on the action itself (described in the *-ing* clause).

38. Apologizing. How did the author of the letter above apologize? Think of other ways to express your apologies (the examples are roughly ordered from more to less formal and more to less emphatic):

- | |
|--|
| • I'd like to express my apologies for the inconvenience. / Please accept my apologies... / I'd like to apologize... / My apologies (for the inconvenience). |
| • I regret to have to inform you that you have not being accepted for the post. |
| • Would you forgive me...? / Please forgive me for the inconvenience. |
| • I'm awfully sorry for the inconvenience. / I'm ever so sorry.... / Sorry for the inconvenience. |
| • Sorry. Sorry, I didn't mean to. Sorry, it was an accident. Sorry, I didn't do it on purpose. |

The most common prepositions in these sentences are *for* and *about*. The former is used in more precise sentences (e.g., I'm sorry for throwing coffee on your computer); the latter is preferred in general apologies (e.g., Sorry about the mess). Which prepositions would you use in the following sentences?:

Sometimes there are fixed expressions of apology according to the communicative situation. Look at the following examples:

- (typically in a crowded place, like the High Street or a shop) To indicate that the other person needs to move so that you can pass through → *Excuse me, please.*
- To indicate the same but after touching or gently pushing that person by accident → *Sorry.*
- To indicate that the other person needs to repeat what s/he's just said because you didn't quite understand it → *Pardon?*

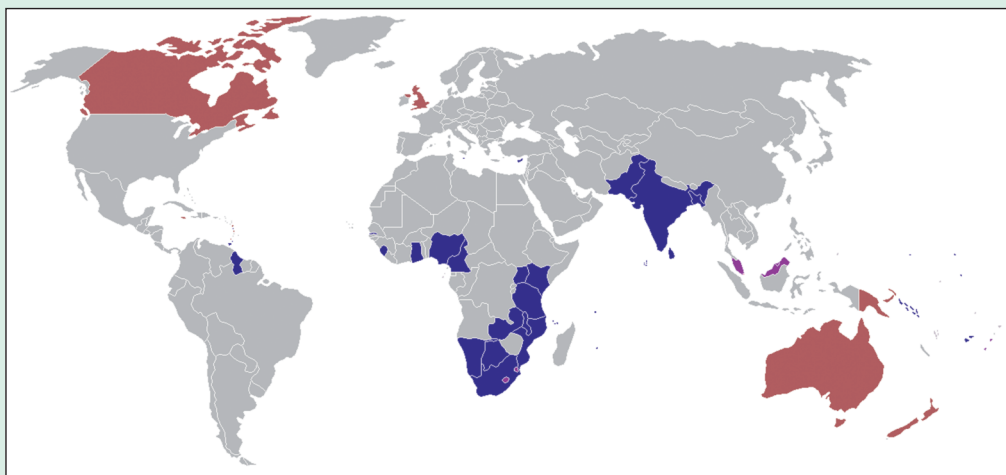
Fill out the following apologies with appropriate word(s):

- a) I'm sorry... having lost my nerves.
- b) I'm sorry... I lost my nerves.
- c) I'm sorry... the delay.
- d) Sorry... that.
- e) I'm ever so sorry... leaving you out of the project.
- f) Please accept my apologies... having had to leave.
- g) Please forgive me... ignorance.
- h) Please forgive ignorance.



39. Why is English important? Talk with your coursemates about it. Then read the text:

The World Map of the English Language



In this century when global communication is a fact thanks to the Internet and the affordable means of international transportation, people use English as the *lingua franca*.

Major newspapers and TV channels as well as music and film industries use English as their major language. But not only the communication and entertainment industries are “English speaking”. The scientific world presents its findings in articles written in English in prestigious magazines, such as *Science* or *Nature*. Financial transactions all over the world are also made in English.

English is “fashionable” and in many countries English names can be found in many businesses and other places (*Pepe's Pub*, *Accessorize*, *Stop*, etc.). English is no longer only a subject to be learnt at school anymore, but a “must” in modern society.

If you ask people in which countries English is the official language, the majority will mention the United Kingdom and the United States; some others will also think of Ireland, Canada, Australia and New Zealand; but many will forget Caribbean countries which were former British colonies, such as: Antigua Barbuda, the Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Jamaica, St. Kitts & Nevis, St. Lucia, St. Vincent & Grenadines, and Trinidad & Tobago. Though the seislans are small, they are culturally and linguistically tied to the UK. Also some islands such as the Cayman Islands, the Virgin Islands, etc.

In Africa there are many English speaking countries: Botswana, Cameroon, Gambia, Ghana, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mauritius, Namibia, Nigeria, Sierra Leone, Seychelles, South Africa, Sudan, Swaziland, Tanzania, Rwanda, Zambia and Zimbabwe.

In Asia, there are the old British colonies of Singapore and Hong Kong (belonging to China since 1997), Pakistan and India.

Even in Europe there are places like Gibraltar, Malta, and the Channel Islands where English is the official language.

Write the names (in English) of the countries in the world where Spanish, French, German, Italian and Dutch are spoken (you may use the blank atlas at the end of the book). How many of their capitals do you know?

40. **The UK and the Commonwealth of Nations. Read the text and learn the regions that make up the UK.**



The United Kingdom of Great Britain and Northern Ireland (commonly known as the United Kingdom, the UK, and *Britain*) is a state located off the north western coast of Europe. It is part of an archipelago including Great Britain, the north eastern part of the island of Ireland, and many small islands. Northern Ireland is the only part of the UK with a land border, which it shares with the Republic of Ireland. Other borders are the Atlantic Ocean, the North Sea, the English Channel and the Irish Sea. Great Britain is linked to France by the Channel Tunnel.

The United Kingdom is a constitutional monarchy and unitary state consisting of four countries: England, Northern Ireland, Scotland and Wales. It is governed by a parliamentary system and the

parliament is located in London, the capital. The other three cities with varying powers are Belfast, Cardiff and Edinburgh, the capitals of Northern Ireland, Wales and Scotland respectively. The UK has several overseas territories that are remnants of the British Empire, which at its height in 1922 occupied almost a quarter of the world's land surface.

The UK is a highly developed country, with the world's sixth largest economy. It was the world's first industrialised country and the international foremost power during the 19th and early 20th centuries, but the economic and social cost of two world wars and the decline of its empire in the latter half of the 20th century diminished its leading role in global affairs. The UK nevertheless remains a great power with strong economic, cultural, military, scientific and political influence. British influence can still be observed in the language, culture and legal systems of many of its former colonies and by extension in the rest of the world. It is a recognised nuclear weapons state and its military expenditure ranks third or

fourth in the world. It is a member state of the European Union, the United Nations Security Council, the Commonwealth of Nations, G8, G20, and NATO, among other international organizations.

The **Commonwealth of Nations**, normally referred to as the Commonwealth and formerly known as the British Commonwealth, is an intergovernmental organisation of fifty-four independent member states. All but two of these countries (Mozambique and Rwanda) were formerly part of the British Empire, out of which it developed. The member states cooperate within a framework of common values and goals, which include: the promotion of democracy, human rights, good governance, the rule of law, individual liberty, egalitarianism, free trade, multilateralism, and world peace. The Commonwealth is not a political union, but an intergovernmental organisation through which countries with diverse social, political, and economic backgrounds are regarded as equal in status.

Activities of the Commonwealth are carried out through the permanent Commonwealth Secretariat, and biennial meetings between Commonwealth Heads of Government. The symbol of their free association is the Head of the Commonwealth. This position is currently held by Queen Elizabeth II, who is also monarch, separately and independently, of sixteen Commonwealth members. The Commonwealth is a forum for a number of non-governmental organisations. These strengthen the shared culture of the Commonwealth, which extends through common sports, literary heritage, and political and legal practices. Due to this, Commonwealth countries are not considered to be “foreign” to one another.

Can you name at least ten of the fifty-four countries that belong to the Commonwealth? (you may use the blank atlas at the end of the book).



Tasks and projects

41. **Work in small groups. Introduce yourselves, ask and give personal and professional details, and talk about your favourite type of tourism. Then write a document organising and synthesizing all the information. If you present your results to the class you may want to use PowerPoint, draw charts with percentages, etc. If you decide to use PowerPoint, you are advised to read the extra activity of unit 2 first (see also the “To know more” section below).**

Here are some terms from mathematical English that may come in useful here:

ADDITIONS: $1 + 1 = 2$ (to be read: one plus one equals two).

SUBTRACTIONS: $2 - 1 = 1$ (to be read: two take away one equals).

MULTIPLICATIONS: $2 \times 2 = 4$ (to be read: two times two equals four).

DIVISIONS: $6/2 = 3$ (to be read: six divided by two equals three).

PERCENTAGES: $5\% \text{ } 100 = 20$ (to be read: five per cent of a hundred is twenty).

Now write down one operation of each type and pass it on to a coursemate for him/her to solve... out loud.



My portfolio

42. Up to now, how have you practised your English? (✓):

✓	Watching English movies
	Reading the text of your book aloud
	Reviewing grammar books
	Listening to English radio programs
	Watching satellite TV in English
	Looking up for words in a dictionary
	Looking up for words in electronic dictionaries
	Listening to songs
	Chatting with foreigners in the Internet
	Comparing British and American English (and/or other English variants)
	Looking for more information about Anglo-Saxon traditions
	Listening to audiobooks
	Reading fiction, press and/or magazines
	Doing translations
	(Other)

43. In what situations do you currently use English in your daily life? (✓):

✓	Writing letters
	Writing emails and messages in forums
	Writing reports, contracts and other documents at work
	Writing poems and short stories, songs
	Talking to distributors
	Talking to clients / customers
	Talking to friends
	Looking for information on the Internet
	Reading fiction (novels, short stories, etc.)
	Reading letters, journals, press, magazines
	Reading emails, messages
	Listening to music
	Watching TV
	Seeing movies
	In class
	Travelling
	Working

Think of other uses of English which you could easily incorporate into your daily life that you find helpful.

- How do you learn English? (by listening to audiotapes / looking up the words in the dictionary / etc.).

- What do you find most difficult to do in this language?



Self-assessment

44. After working on this unit check your own learning. Complete the following chart after giving it some thought:

I'm now capable of... (✓):

	Not very well	A bit	Well	Very well
Giving and asking for personal and professional information about myself and others.				
Talking about airports and how to communicate in such contexts.				
Making small talk with strangers.				
Talking about jobs.				
Talking about tourism and travelling.				
Referring to continents, countries and capitals worldwide.				
Describing weather conditions.				
Greeting, thanking and apologizing.				
Congratulating and responding to congratulations in writing and formal oral contexts.				
Making and responding to complaints in writing and formal oral contexts.				
Expressing relations between entities, mainly through the use of prepositions.				
Talking about the English language and Anglophone countries.				
Talking about the UK and the Commonwealth.				
Speaking with better pronunciation.				
Distinguishing different native and foreign accents.				
Identifying and using major intonation patterns.				



To know more

45. Now expand your knowledge about the topics covered in this unit. A few interesting links and texts are provided below but there are many more that you can explore!

Study tips:

<http://www.ego4u.com/en/cram-up/learning>

Jobs in Spanish/English – English/Spanish:

<http://www.lingolex.com/job.htm>

Types of tourism:

http://en.wikipedia.org/wiki/Category:Types_of_tourism

Listening to dialogues (travelling situations):

<http://www.focusenglish.com/dialogues/traveling/travelingindex.html>



VIP lounges:

http://travel.yahoo.com/p-travelguide-12845231-v_i_p_lounge_dubai-i

Exercises on weather vocabulary:

<http://esl.about.com/library/beginner/blweathervocabulary.htm>

Exercises on conditionals:

<http://www.ego4u.com/en/cram-up/grammar/conditional-sentences/type-1/exercises>

Exercises on prepositions at / in / on (time):

http://esl.about.com/library/quiz/blqrquiz_prep3.htm

Writing formal letters:

<http://www.libraryonline.com/default.asp?pID=63>

Global English (book):

Crystal, D. (2003). *Global English*. Cambridge: Cambridge University Press.

http://www.sprachshop.com/sixcms/media.php/811/English_as_a_grobal_lang_sample_ch.pdf

Free English dictionary:

<http://www.babylon.com/affiliates/landing/index.php?id=CD5137&textlink=esgn13886>



EXTRA ACTIVITY ON LEXICAL COMPETENCE

One of the many competences that a speaker must develop in the foreign language is linguistic competence, which is about the most formal and organizational aspects of the language (morphology, syntax, orthography, punctuation, etc.). Even if they are nowadays considered to be subservient to the functional, communicative aspects of the language, they must be mastered, not only in order to be intelligible and, therefore, understood by the interlocutor, but in order to sound cultured and knowledgeable, which is valuable in most professional contexts.

With regards to the field of travelling vocabulary, there is something that you must know about one of the most complicated areas: travelling tickets. There is, of course, one-way tickets (for one journey to a specific destination), return tickets (for a particular journey and back to the starting point), all-day/weekly/monthly/season tickets (for free travelling during a specific period of time), infant/child/senior tickets (for travellers of a certain age), etc.

There are lots of taxonomies for tickets according to the country and the means of transport. Have a look, for example, at the following list of types of tickets from British National Railway:

- Advance – Buy in advance, sold in limited numbers and subject to availability. These tickets are only valid on the date/train specified.
- Off-Peak – Buy any time, travel off-peak.
- Anytime – Buy any time, travel any time.
- Season – Unlimited travel between two stations for a specified period.
- Rovers and Rangers – Unlimited travel within a specified area. There may be a few time restrictions on when you can travel.

PASSENGER TICKET AND BAGGAGE CHECK
SUBJECT TO CONDITIONS OF CONTRACT

ISSUED BY: **American Airlines** (logo)
ISS: 504 / LRP
DATE OF ISSUE: 19NOV05
ISSUING OFFICE CODE: 881
ISO: US

NAME OF PASSENGER: **WENDELL/ROGER**
XO: FROM **LOS ANGELES** TO **DENVER**
FARE BASIS: **AA 678 Y 19NOV305P**

BOARDING PASS
GROUP 6
SEAT 8D

STOCK CONTROL NUMBER TX: 00108671215840
ELECTRONIC
3 081 2444688766 6

American Airlines BOARDING PASS
NAME OF PASSENGER: **WENDELL/ROGER**
XO: FROM **LOS ANGELES** TO **DENVER**
CARRIER: **AA** FLIGHT: **678** CLASS: **Y** DATE: **19NOV305P**
GATE: **40** BOARDING TIME: **235P** SEAT: **8D** SMOKE: **NO**
ADDITIONAL SEAT INFORMATION: **GROUP 6**
COUPON: **504 / LRP** FORM SERIAL NO.: **SSSS**

In this activity you must match a number of terms related to travelling (extracted from: <http://www.ddtvl.com/glossary/glossary.htm>) to the definitions below.

Example:

A la carte referring to meals, an indication that each dish is priced separately; also that a choice of meals may be available, such as on a tour.

A la carte	Circle trip	Leg	Option date	Soft adventure
Add-on	Coach	Leisure travel	Outbound	Student visa
Advance purchase requirement	Couchette	Lido deck	Outside sales person	Suite
Air mile	Debar	Limited service hotel	Override	Supplier
Airport access fee	Deck plan	Load factor	Passenger facility charge (PFC)	Theme cruise
Airport transfer	Dine-around-plan	Lowest available fare	Point-to-point	Tourist card
B & B	Direct flight	Low season	Port	Unrestricted fare
Berth	Domestic fare	Luxury class	Porter	Value Added Tax (VAT)
Blackout dates	Duty-free	Minimum connect time	Porthole	Value season
Blocked space	Embark	Nautical mile	Prix fixe	Visa
Boarding pass	En suite	Non-refundable	Published fare	Wet bar
Cabin	Full service hotel	Non-transferable	Quad	
Cabin steward	Galley	Non-stop	Quid	
Cancellation penalty	Gateway city	Ocean view cabin	Rollaway	
Carrier	Greenwich Mean Time (GMT)	Open return	Round trip	
Change of equipment	King room	Operator	Single supplement	

- an indication that each dish is priced separately; also that a choice of meals may be available, such as on a tour.
- a distance of approx. 6076 feet.
- a transport service to/from an airport to hotel, etc., normally prepaid as part of a package tour, but available separately as well.
- bed & breakfast; usually a quaint, country-style accommodation with a small number of rooms, that includes breakfast each morning.
- the bed in a ship's cabin; also the space at which a ship is docked.
- a date or series of dates on which travel is not available. Can refer to airline, hotel or car rental arrangements.
- a fee paid by the car rental companies to the airport authority, for the use of shuttle vehicles, etc. – usually passed on to the consumer.
- an airfare that must be purchased a certain number of days ahead of departure, usually 7, 14, or 21 days, for the best fare.
- seats, rooms, and/or cabins held on airlines, in hotels, or aboard ships. Usually held speculatively and made available at reduced rates.
- a receipt with a seat number, now issued only at check-in at the airport. A ticket is not valid unless a boarding pass has been issued!
- the passenger area on an aircraft; the stateroom aboard a cruise ship.
- the person responsible for maintaining/cleaning the cabins aboard ship.
- an option, usually at extra cost, added to travel arrangements.
- the monetary penalty due when travel plans are cancelled, usually after final payment has been made.
- any company that transports passengers and/or freight.

- when a flight, with a single flight number, lands and changes the type of airplane used before continuing on to its destination.
- any trip that involves more than a single destination, but which returns to the initial point of departure.
- the “economy” section of an aircraft, which may have literally scores of different fares for the same flight.
- the sleeping compartment of a train that can contain up to 6 beds.
- to get off an airplane or passenger ship.
- the drawing representing the location of the decks, public rooms, cabins, etc. of a cruise ship.
- a meal plan, usually prepaid, that allows one to dine at various restaurants in an area.
- a flight to another city that stops at least once en route, but does not involve a change of equipment.
- a fare charged for travel within a country.
- being exempt from any import tax.
- to board a plane or cruise ship.
- in the hotel industry, indicates that a certain feature(s) is directly in the room, or adjacent to that room.
- a hotel with restaurant facilities.
- the kitchen on a ship.
- a city that operates as an arrival or departure point for international flights.
- solar based time in Greenwich, England, from which time in all other time zones in the world is based.
- a hotel room with a king sized bed.
- a segment of a journey, normally referring to an air itinerary, such as the “outbound leg” or the “return leg”.
- travel for pleasure as opposed to business.
- usually the deck on a cruise ship that surrounds the pool area.
- a hotel property without a restaurant.
- the percentage of available space on an aircraft or other form of transportation that has been sold to date.
- the current, lowest airfare available for purchase right then –may or may not change within minutes/hours/days!
- the period when a destination experiences its lowest prices and the fewest number of guests.
- the most expensive, high-class accommodations or category of fare.
- the minimum time necessary between connecting flights –30 minutes domestically, usually–ideally, at least an hour!
- air/sea distance measurement of approx. 1.1 statute miles.
- a fare that cannot be refunded either in cash or via a credit card credit; very seldom is there an exception.
- an air ticket that cannot be used by anyone else (all tickets are such nowadays).
- an air flight that does not stop enroute to its first destination, that is, a single flight segment with no intermediate stops.
- a cabin aboard a cruise ship with a window, such as a porthole or picture-window, and perhaps a balcony/verandah.
- an air ticket with no return date specified. Rarely done these days, usually quite expensive and not allowed on most discounted fares.
- a company providing transportation or travel related services (airline, cruise line, railway, hotel, car rental company, etc.).
- drop dead date on which a reservation must be paid or cancellation will result.
- the departure leg of a journey.
- job description of an travel agency employee who sells travel but is not based primarily in the agency location most of the time.
- extra commission that travel agents sometimes get, usually for selling a certain amount of a supplier’s product.
- a fee for the use of many airports, added in to the cost of an air ticket –another name for an additional tax on travelers.
- the fares between two cities; the service between two cities without additional segments or any continuation.

- the place where a ship docks; a place visited by cruise ship; the left side of a vessel.
- a baggage handler also referred to as a “skycap”.
- a round, sealed window in a shipboard stateroom.
- meals offered at a fixed price, usually fairly low, consisting of several courses with no substitutions allowed.
- an airfare that is listed in the carrier’s tariff.
- a room suitable for four people.
- a monetary term for a British pound sterling.
- a cot or other bedding that can be added to a hotel room to accommodate another guest. There is often an extra charge for this.
- a flight to a single destination and return.
- an additional charge when purchasing a cruise or tour whose pricing is based on double-occupancy.
- an outdoor travel experience that is not especially physically demanding, such as a canyon horseback trail ride or a hot-air balloon flight.
- permission to enter a country, issued to a student, normally for the purpose of attending school in that country.
- a hotel accommodation with more than one room, or sometimes a single room with distinct sleeping and living areas and often a kitchenette.
- any company that supplies travel and/or related services to the traveling public.
- a cruise devoted to a specific interest, such as big bands, country western, Star Trek, exercise and weight-loss, cooking and cuisine, and many more. There is usually a theme cruise to suit just about any interest.
- a card issued to a visitor in lieu of a visa, usually for a short duration visit. Countries such as Mexico require these.
- an airfare that has no special advance purchase, Saturday stay or certain days to travel requirements, and is usually refundable. Many full coach and most first-class fares are unrestricted.
- a tax on goods in Europe, which under certain circumstances can be refunded.
- shoulder or low season, when pricing is lower.
- a stamp in a passport allowing entry into a country for a specific purpose and a finite amount of time.
- the area of a hotel room that has a bar or other counter space with running water, used for the preparation of drinks.

REVIEW TEST FOR UNIT 1

Mark the *most natural* answer and time yourself when you do this test. Not only should you get at least 70% right; ideally you should be able to do the whole test within half an hour... on your own and without looking for help anywhere!

On revising your answers, however, you should go back to unit 1 to look for help before checking them.

Off you go! You can do it!

1. What would you say if you wanted to take the seat next to somebody?
 - a) I want to sit here, please.
 - b) Is this seat sat upon, please?
 - c) Is this seat taken, please?

2. How do you express that the flights are running behind schedule?
 - a) The flights have been delayed.
 - b) The flights are on strike.
 - c) The flights are late.
3. At what time is your flight?
 - a) It takes off in half an hour.
 - b) It leaves in half an hour.
 - c) It departures in half an hour.
 - d) It is due to start in half an hour.
4. How do you ask about the duration of a journey?
 - a) How much time does it need to get to Barcelona?
 - b) How long does it take to get to Barcelona?
 - c) For how long does it travel to Barcelona?
5. How is the following symbol “@” read in English as part of an email address?
 - a) Monkey’s tale.
 - b) A.
 - c) At.
6. Which of the following sentences is correct?
 - a) High-speeded trains can get there in 6 hours.
 - b) High speed trains take 6 hours to get there.
 - c) Trains of high speed travel there in a period of 6 hours.
7. How many people do you work with?
 - a) I have 300 people under my command.
 - b) I charge 300 people.
 - c) I’m responsible for 300 people.
8. You get up to go to the bar because you are thirsty. What would you say?
 - a) I’m going to drink.
 - b) I want to have something down my throat.
 - c) I’m going to get something to drink.
9. Which of the following structures is grammatically correct?
 - a) She stopped being a cleaner because of him.
 - b) She stopped being a cleaner seeing that him.
 - c) She stopped being a cleaner since him.
10. How would you call a woman who is an astronaut?
 - a) She-astronaut.
 - b) Astronautess.
 - c) Female astronaut.

11. _____ so many delayed flights, I suspect ours will be late too.
- a) Since
 - b) With
 - c) Seeing that
12. What do you typically say on a warm spring morning?
- a) It's nice and sunny.
 - b) It's dry and hot.
 - c) It's fine and fair.
13. How would you describe an oppressively humid day?
- a) Damp.
 - b) Muggy.
 - c) Flurry.
14. What cannot be done in a VIP lounge in an airport?
- a) Work in a meeting room.
 - b) Have a swim in the pool.
 - c) Travel.
15. What is incentive tourism about?
- a) Visiting historical landmarks.
 - b) Taking part in a training course.
 - c) Being awarded a trip for duties well performed at work.
16. Which of the following structures is correct?
- a) If there were a heat wave, the population would have to evacuate.
 - b) If there would be a heat wave, the population'd have to evacuate.
 - c) If there had been a heat wave, the population would have to evacuate.
17. William Shakespeare died _____ April 23rd 1616.
- a) at
 - b) on
 - c) in
18. What sentence would not be appropriate in a complaint letter?
- a) If I don't get a reply, I'll pass this matter to my lawyer.
 - b) I think I have the right to a compensation.
 - c) I want to refund you generously at once.
19. What would not be a conciliatory sentence in a reply letter to a client's complaint?
- a) I hope this solution compensates your mood and understandable bad manners.
 - b) Please let me know if this solution meets with your approval.
 - c) We think that you'll find these measurements to be reasonable and satisfying.

20. In which of the following countries is English not the official language?

- a) Lesotho.
- b) Guyana.
- c) Chad.

