

**ВИЩИЙ НАВЧАЛЬНИЙ ПРИВАТНИЙ ЗАКЛАД  
«ДНІПРОВСЬКИЙ ГУМАНІТАРНИЙ УНІВЕРСИТЕТ»**

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**ІНОЗЕМНА МОВА ПРОФЕСІЙНОГО  
СПРЯМУВАННЯ (АНГЛІЙСЬКА)**

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Рекомендовано для підготовки здобувачів вищої освіти, викладачів та усіх бажаючих удосконалити іноземну мову.

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## ПЕРЕДМОВА

Знання іноземних мов у сучасному світі є запорукою успішної професійної діяльності майбутніх фахівців. Стрімкий розвиток сучасного суспільства вимагає від здобувачів вищої освіти швидкого засвоєння й розуміння навчального матеріалу, особливо з англійської мови.

Мета навчального посібника – розвиток мовних та мовленнєвих навичок, удосконалення вмінь у сфері усного мовлення, вміння вести комунікацію у сфері професійної діяльності, навчання здобувачів вищої освіти I курсу (бакалаврський рівень) спеціальності 242 «Туризм» навичкам читання, мовлення, перекладу, оволодіння та засвоєння базових лексичних одиниць і мовних зразків. Навчальний посібник призначений для аудиторної та самостійної роботи здобувачів вищої освіти I курсу денної та заочної форм навчання, а також для здобувачів вищої освіти, які навчаються за індивідуальним графіком.

Здобувачі вищої освіти мають приділити увагу структурі навчального посібника (практикуму) за темою «Туризм», які складаються з 12 тем. Кількість запропонованих вправ до різних тем неоднакова, що обумовлено специфікою мовного матеріалу або складністю його для засвоєння. Вони сприяють відновленню, поглибленню та систематизації знань здобувачів вищої освіти з англійської мови.

Посібник складено відповідно до вимог програми з іноземних мов для нефілологічних навчальних закладів з урахуванням структури навчальної дисципліни. Навчальний посібник має логічну структуру, будується на актуальному текстовому матеріалі.

Загалом практикум допоможе викладачеві сформувати у студентів інтерес до вивчення мови, розвивати їх мислення й творчі здібності, використовуючи можливості мовного контенту у професійній діяльності.

## ТЕМА 1. ЖИТТЯ: РОБОТА ТА ДОЗВІЛЛЯ

### Getting acquainted

**Ex. 1. Match the greetings with the most likely responses.**

#### Greeting

How do you do?

Good morning.

Good afternoon.

Good evening.

Hello, there.

Hi!

Glad to meet you.

#### Response

Hello.

Good morning.

Hi!

Glad to meet you, too.

How do you do?

Good evening.

Good afternoon.

Hello.

Good morning.

Hi!

Glad to meet you, too.

How do you do.



**Ex. 2. Joan Robertson is a Personnel Department manager at Travel With Us tour agency. She is introducing Pamela to her new co-workers. Pay attention to the phrases in bold which are used to introduce and welcome new people.**

Conversation A

*Joan:* Pamela, **I want you to meet** Steven Brown. He's the Sales Manager.  
Steven, **this is** Pamela, who's in charge of excursions.

*Steven:* **How do you do**, Pamela.

*Pamela:* **How do you do**.

*Steven:* Oh, so you're British.

*Pamela:* That's right.

*Steven:* Well, **it's good to meet you**, Pamela.

*Pamela:* And you, Steven.

*Steven:* Everyone calls me Steve.

*Pamela:* OK ...Steve.

Conversation B

*Joan:* And **this is** Brittany Rowling. Brittany works in your department. She's a tour guide.

*Pamela:* **Pleased to meet you**, Brittany. I'm Pamela Campbell.

*Brittany:* **Pleased to meet you, too**, Pamela.

*Pamela:* I'm looking forward to working together.

*Brittany:* Me too.

Conversation C

*Joan:* Mr Anderson? **May I introduce** Pamela Campbell, our new Excursions Manager?

*Anderson:* **I'm glad to meet you**, Ms Campbell.

*Pamela:* And **I'm glad to meet you**, Mr Anderson.

*Anderson:* Well, I hope you enjoy working with us.

*Pamela:* Thank you, sir.

**Look at Conversations A to C. Pamela meets three people. One has a similar job, one is her superior, and one has a junior job. Answer the questions:**

1. What is Pamela's job?
2. Who has a similar job?
3. Who has a junior job?
4. Who is Pamela's superior?
5. Does it change the introductions?
6. When do they use first names?

**Underline the expressions that are about working together in the future.**

**Ex. 3. How do you introduce / greet friends / business people in your country and in other countries?**

Do you ...

...shake hands?

...bow?

...exchange business cards?

...hug them?

...kiss them on the cheek / hand?

**Saying goodbye**

**Ex. 4. Study the following conversations. Pay attention to the phrases in bold people use to say goodbye and thank you.**

1.

*Pamela:* Well, **goodbye**, Bob. And **thanks for everything**.

*Bob:* **Goodbye. It was nice meeting you.**

*Pamela:* Don't forget. You have my address. Call me next time you're in London.

*Bob:* I will. And call me if you're ever in Vancouver.

*Pamela:* OK. Goodbye, then.

*Bob:* Goodbye. **Take care.**

2.

*Ryan:* Well, goodbye, Barbara. **I've enjoyed working with you.**

*Barbara:* **I've enjoyed my visit.** You've been very helpful.

*Ryan:* It was a pleasure. **Give my regards to James.**

*Barbara:* I will. And thank Susan again for the wonderful meal.

*Ryan:* I will. She loved the flowers.

*Barbara:* And **I hope to see you again** next year.

*Ryan:* I'll look forward to it. **Have a safe trip.**

*Barbara:* Thank you. **Take care. And keep in touch.**

**Ex 5. Remember useful expressions to say goodbye.**

***Thanks before goodbyes:***

Thanks.

Thank you.

Thank you very much.

I want to thank you / I'd like to thank you for everything / (all) your help, (all) your hard work, (all) your kindness, (all) your assistance.

### ***Goodbyes:***

Bye. / Goodbye.

It was nice to meet / meeting you.

Hope to see you again soon.

I enjoyed getting to know you.

See you again!

See you soon!

See you later!

See you tomorrow!

So long.

### ***Adding something after goodbye:***

Have a nice day. (answer *You, too* back)

Take care.

Look after yourself.

Keep in contact.

Keep in touch.

Enjoy (the job).

Call me.

Give my regards to your mum.

### **Ex. 6. Match the situations with the sentences.**

<b>Situations</b>	<b>Sentences</b>
<b>You're saying goodbye to...</b>	a. Don't forget! Call me every day! I'll miss you!
1. A child going to visit relatives	b. It's been a pleasure having you here.
2. A husband, wife, girlfriend or boyfriend	c. Have a really great time! Send me a postcard.
3. A new business acquaintance	d. Be good. And do what Grandma tells you!
4. An old friend	e. Bye.
5. A guest	f. It's been good meeting you.
6. Someone you met two minutes ago	

### **Ex. 7. Now say goodbye to each other. Use the phrases in ex.6 above.**



**Ex. 8. Remember how to say ‘thank you’ and how to respond to thanks in English.**

Gratitude	Response
Thanks. Thank you. Thank you very much. Thank you so much. I appreciate your help. I appreciate it. I’m so grateful to you.	You are welcome. I’m glad I could help. Don’t mention it. It was nothing. Think nothing of it. Not at all. Anytime. My pleasure. The pleasure was all mine.

**Tell me about yourself**

**Ex. 9. Alice and Steve meet each other for the first time at their friend’s birthday party. Read their conversation and fill in the missing phrases given above the dialogue.**

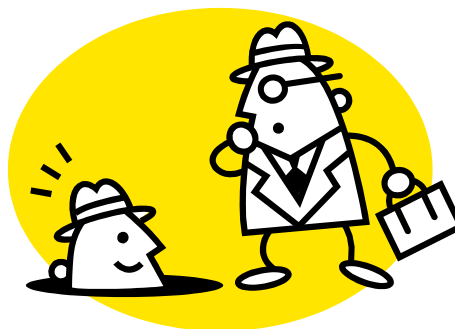
*Nice to meet you, too.*                      *How old are you?*                      *What’s your job?*  
*Where are you from?*                      *I’m a student.*                      *What’s your name?*

A: Nice party, isn’t it?  
 S: Yes, it’s great.  
 A: I’m Alison, by the way. **1)**..... ?  
 S: I’m Steve, Steve Blair. Nice to meet you.  
 A: **2)**.....? . **3)**.....?  
 S: I’m from Scotland.  
 A: Where exactly?  
 S: Glasgow. What about you?  
 A: I’m from Birmingham. **4)**.....?  
 S: I’m a doctor. And you?  
 A: **5)**.....?  
 S: Really? **6)**.....?  
 A: I’m twenty-two. And you?  
 S: Well, I’m thirty-five.  
 A: Thirty-five! Are you really?  
 S: Yeah!!!

**Ex. 10. Match the questions with the answers below.**

1. Where are your friends from?
2. What's your nationality?
3. How old is she?
4. Are you a doctor?
5. What's your favourite colour?
6. Do you speak Hindi?
7. What's your favourite band?
8. What's your phone number?
9. Where is Warsaw?
10. Can you spell it, please?
11. What's your mother's job?
12. When is your birthday?
13. What's your hobby?
14. Who do you work for?

- a. 33570098.
- b. She's 19.
- c. Yes, of course. B-I-L-L...M-I-R-K.
- d. She's a manager of UkrNafta.
- e. I'm Italian.
- f. No, I'm not.
- g. Gardening.
- h. 27<sup>th</sup> December.
- i. In Poland.
- j. British Petroleum.
- k. They are from Germany.
- l. Yes, I do.
- m. The Spice Girls
- n. Red



**Ex.11. Read and translate the article from a magazine for workers in tourism. Then answer the questions at the end of the text.**

**BUSINESS OR LEISURE?**

Get to know different types of travellers.

People travel for places on many reasons. Some guests go to places **on business**. They are **business travelers**. They go to conferences or meetings. Business travelers are very busy during their trip. Other people travel for leisure. They are **holidaymakers** or **vacationers**. During their holidays they like to relax.

They glad like to see new places. Sometimes people travel **to celebrate**. For example, some **couples** travel after they get married. This kind of trip is called a honeymoon. People on their honeymoon are **honeymooners**. They like romantic places. What are other reasons that people travel? What do they do on holiday?

**Ex. 12 Choose the correct answers.**

1. What is the main idea of passage?
  - a. how to plan a honeymoon
  - b. places for business conferences
  - c. why people go on honeymoons
  - d. reasons that people travel
2. After getting married a couple goes ...
  - a. on business
  - b. on a honeymoon
  - c. to a conference
  - d. for leisure
3. Ms. Song travels to go to a sales conference. What is probably true about her?
  - a. She got married recently.
  - b. She wants to relax during the trip.
  - c. She is a business traveler.
  - d. She enjoys romantic places.

**Ex. 13 Complete the sentences. Fill in the blanks with the correct words from the word bank.**

*celebrate leisure relax honeymoon romantic trip  
holiday business traveler*

1. The couple had a \_\_\_\_\_ dinner at an ocean-front restaurant.
2. Ms. Ray isn't in the office, she is on a business \_\_\_\_\_ .
3. The office threw a party to \_\_\_\_\_ Jack's birthday.

4. Rosa is on \_\_\_\_\_ at the beach.
5. After getting married, Jerry and Mia went to Barcelona for their \_\_\_\_\_ .
6. The \_\_\_\_\_ attended several meetings during the trip.
7. Mr. Black does not want to think about work he only wants to \_\_\_\_\_ .
8. Nick travelled to \_\_\_\_\_ and relaxed on his holiday.

**Ex. 14 Choose the answer that has the same meaning as the underlined word.**

1. holidaymaker
  - a. trip
  - b. vacationer
  - c. leisure
2. conference
  - a. meeting
  - b. honeymooner
  - c. trip
3. vacation
  - a. meeting
  - b. holiday
  - c. business traveller

**Ex. 15 Read the dialogue between a guest and a hotel worker at at the Luxe Hotel.**

*Worker:* Good evening, madam. Welcome to the Luxe Hotel.

*Guest:* Hello.

*Worker:* Is this your first time in Berlin?

*Guest:* Yes, I'm very happy to be here.

*Worker:* Where are you visiting from?

*Guest:* I'm from the United States.

*Worker:* I see. And what brings you to Germany?

*Guest:* I'm here on business. I'm going to a conference.

**Then answer the questions.**

1. What is the woman's home country?
  - a. Germany
  - b. America
  - c. England
  - d. Spain
2. The woman is in Berlin \_\_\_\_\_.
  - a. for her honeymoon
  - b. on business
  - c. to celebrate
  - d. on holiday

**Ex. 16. Role-play «Asking about purpose». Make your own dialogue.**

A	B
Greet B and welcome him/her to the hotel.	Respond.
Ask B if this is the first time he/she has visited the country.	Respond.
Ask B where he/she is from.	Respond.
Ask B the purpose of his/her trip.	Respond.

**Ex. 17 Read and translate the text.**

People travel for lots of reasons. They make journeys to and from school or work every day; visit friends and family; take day trips shopping or to football matches; go out for evening entertainment such as the cinema; and they go away on business or study trips. So when does travel become tourism? When people travel to and stay in a place which is not where they live. For example there is recreational tourism if you want to relax and have fun, maybe at the beach. There's cultural tourism: sightseeing or visiting museums to learn about history, art and people's lifestyles. With adventure tourism you explore distant places or do extreme activities. Ecotourism is about ethical and responsible trips to natural environments such as rainforests. Winter tourism is usually holidays in resorts where there is snow and people go skiing or snowboarding. Sport tourism is to play or watch different sporting events like the Olympics. Educational tourism is to learn something, possibly a foreign language, abroad. Nowadays there is also health tourism to look after your body and mind by visiting places like spa resorts; religious tourism to celebrate religious events or visit important religious places such as Mecca for Muslims; and gap-year tourism when young people go backpacking or do voluntary work between school and university.

**Ex. 18 Read the text again. Match the type of tourism with its definition and an example.**

Type of tourism	Definition	Example
Adventure tourism	holidays to resorts where there is snow	a foreign language
Cultural tourism	to celebrate religious event or visit important	any of the other kinds of tourism

	religious places	
Ecotourism	to explore distant places or do extreme activities	Mecca for Muslims
Educational tourism	to learn about history, art and people's lifestyles	monuments or museums
Gap year tourism	to learn something	rainforests
Health tourism	to look after your body and mind	skiing or snowboarding
Recreational tourism	to play or watch different sporting events	spa resorts
Religious tourism	to take ethical and responsible trips to natural environments	the beach
Sport tourism	to relax and have fun	the Olympic Games
Winter tourism	when young people go backpacking or do voluntary work between school and university	trekking

*Example:* Adventure tourism → to explore distant places or do extreme activities  
→ trekking

## ТЕМА 2. СПІЛКУВАННЯ ПО ТЕЛЕФОНУ

### Making telephone calls

#### Ex.1. Work in groups. Find out your partners' opinions.

1. Do you find it easy to remember telephone numbers? How many do you know by memory?
2. How many telephone calls do you usually make in a week?
3. How many of them are private calls? How many of them are local calls?
4. How many of them are long distance calls?
5. Do you usually make quick calls or long ones?
6. Have you ever received very unpleasant calls?
7. Do you always want to speak to people who call you?

8. Do you always tell the truth to callers? (e.g. Do you ask someone else to say you're out when actually you're in?)
9. Could you live without a phone? Why?

Many people are not very confident about using the telephone in English. However, good preparation can make telephoning much easier and more effective. Then, once the call begins, speak slowly and clearly, be polite, sound friendly and use simple language. Check that you understand what has been said. Repeat the most important information, look for confirmation. Ask for repetition if you think it is necessary.

It is also important to learn key vocabulary used when telephoning. Telephone conversations use a number of standard phrases that are specifically used only when telephoning in English.

**Ex.2. Look at the chart below for key language and phrases used in telephone English and learn them by heart.**

### **Incoming calls (when you receive a call)**

#### ***Identifying your company (from the switchboard)***

Compact Systems. Good morning/afternoon. – Компакт Системз. Добрий ранок/день.

#### ***Identifying yourself when you pick up the phone***

Bob Brown. / Bob Brown speaking. – Говорить Боб Браун.

#### ***Helping the caller***

(How) Can I help you? – Чим я можу Вам допомогти?

Who would you like to speak to? – З ким Ви хотіли би поговорити?

Which department is she / he in? – В якому відділі він працює?

#### ***Asking who is on the telephone***

Can I have your name, please? – Можу я дізнатися Ваше ім'я, будь ласка?

(Can I ask) who is calling, please? – (Чи можу я запитати) хто телефонує, будь ласка?

Am I speaking to Bob? / Hello. Is that Bob? – Я розмовляю з Бобом? Привіт, це Боб?

#### ***Asking about the reason of the call***

What's it in connection with? – По якому питанню дзвоните?

What's the reason of your call? – Яка причина Вашого дзвінка?

### ***Asking the caller to wait***

Just a second/minute/moment, please. – Хвилиночку, будь ласка.

Hang on a second. / Hold on. / Hold the line, please. / Just bear with me a second.

– Зачекайте секунду. / Зачекайте. / Не кладіть слухавку, будь ласка.

Do you want to hold? / Would you like to hold? – Бажаєте почекати?

Can you hold on for a moment? – Можете зачекати хвилинку?

Sorry to keep you waiting. – Вибачте, що довелось почекати.

### ***Connecting the caller***

I'll put you through. / I'll connect you. / I'll transfer you (to Bob). – Я Вас з'єднаю. I'm putting you through now. – Я Вас з'єдную.

### ***Explaining that someone is not available***

I'm afraid Jack is not available at the moment. – На жаль, Джек зараз недоступний.

The line is busy / engaged. Do you want to hold? – Лінія зайнята. Бажаєте почекати?

Mr Jackson isn't in. – Мистера Джексона зараз немає.

Mr Jackson is out at the moment. – Містер Джексон зараз відсутній.

I'm sorry, but Jack is on the other line. – Вибачте, але Джек на іншій лінії.

### ***Alternative actions***

Could you ring/call/phone back later? – Чи не могли б ви подзвонити/зателефонувати/передзвонити пізніше?

Can I take a message? – Можу я передати повідомлення?

Would you like to leave a message? – Ви бажаєте залишити повідомлення?

### ***Responding to thanks***

Not at all. – Немає за що.

Don't mention it. – Нічого. Пусте.

You're welcome. – Будь ласка.

My pleasure. – Дуже приємно.

### ***Ending the call***

(Is there) anything else? – (Чи є) Ще щось?

Thanks for calling. – Дякую, що зателефонували.

Bye for now. – До побачення.





## **Outgoing calls (when you make a call)**

### ***Introducing yourself***

This is Helen. – Це Олена.

### ***Asking for someone***

Can I have extension 321, please? – З'єднайте мене, будь ласка, із внутрішнім номером 321.

I'd like to speak to ... / Could I speak to..., please? – Можу я поговорити з... ?

Could you put me through to ..., please? – З'єднайте мене, будь ласка, з ...?

Is Jack in / available? – Джек в офісі?

### ***Explaining the purpose of your call***

It's in connection with.../ It's about ... – Це у зв'язку з... / Це про...

The reason I'm calling is.../ I'm phoning (calling) about... / I'm phoning to tell you about... – Причина, з якої я дзвоню, полягає в тому, що... / Я телефоную з приводу... / Я телефоную, щоб розповісти вам про...

### ***Showing understanding***

I see / understand. – Я бачу / розумію.

### ***Leaving a message***

Could you give Bob a message? – Можете передати Бобу повідомлення?

Can you call me back? – Можеш мені передзвонити?

Could you ask him to call me back? / Please ask him to call me back. – Ви не могли б попросити його передзвонити мені? / Будь ласка, попросіть його передзвонити мені.

Please say I called. / Could you tell him that I rang. – Скажіть, що я телефонувала. / Передайте йому, що я телефонувала.

### ***Thanking***

Well, thank you very much for your help. – Щиро дякуємо Вам за допомогу.

Well, thanks for the information. – Що ж, дякуємо за інформацію.

I'm very grateful for your assistance. – Я дуже вдячний за Вашу допомогу.

I'm much obliged to you. – Я Вам дуже зобов'язаний.

### ***Ending the call***

I think we've covered everything. – Гадаю, ми все обговорили.

I think that's everything. – Думаю, це все.

Speak to you soon. – Скоро побачимося.

Bye for now. – Бувайте.

### **Ex. 3. Study some other useful expressions and remember them:**

There's a telephone call for you. – Вас до телефону. Вам телефонують.

I'll call you back. – Я перетелефоную.

Please dial again. – Будь ласка, наберіть ще раз.

You have got the wrong number. – Ви помилилися номером.

What number are you calling? – На який номер Ви телефонуєте?

My office number is... – Мій робочий телефон ...

My home number is... – Мій домашній номер...

to speak to somebody over the telephone – поговорити з кимось по телефону

I'm returning your morning call. – Я перетелефоную Вам вранці.

Thanks for calling back. – Спасибі, що перетелефонували.

Sorry to disturb you at home. – Вибачте, що турбую Вас вдома.

Is this a good moment? / Am I interrupting anything? – Це вдалий момент? / Я не заважаю?

Are you busy right now? / Do you have a second? – Ви зараз зайняті? / Маєте хвилинку?

### ***Greetings***

Nice to hear from you again! – Приємно чути Вас знову!

I didn't recognize your voice! – Я не впізнав твій голос!

It's ages since we spoke. – Сто років не розмовляли.

### ***Bad line***

This is a very bad line. – Це дуже неякісна лінія.

I'm afraid the line is bad. Could you speak a bit louder? / Speak up, please. Боюся, що тут неякісний зв'язок. Ви не могли б говорити трохи голосніше?

You're breaking up. – Ви зникаєте. Погано чути.

Sorry, I can't hear you (not very well). – Вибачте, я вас погано чую (дуже погано).

### ***Asking the caller to speak slower / Making sure you understand***

*If you do not hear or understand the other person, say:*

I'm sorry?

I'm sorry, I don't understand, could you repeat that, please? – Вибачте, я не зрозумів, не могли б ви повторити, будь ласка?

Sorry, did you say ...? – Вибачте, ви сказали...?

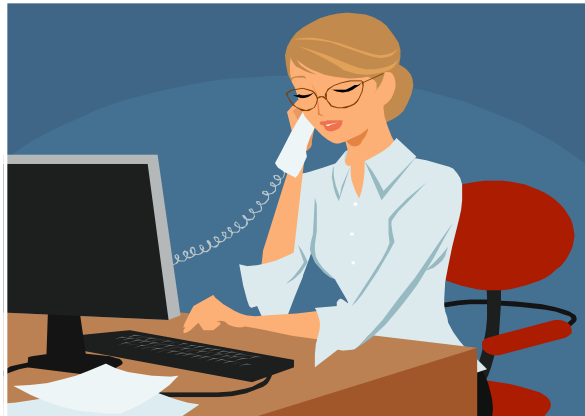
Could you say that again, please? – Повторіть, будь ласка, ще раз.  
 Could you speak more slowly? – Ви не могли б говорити повільніше?  
 Sorry, I didn't (quite) catch that. – Вибачте, я (не зовсім) зрозумів.  
 Sorry, I didn't quite understand that. – Вибачте, я не зовсім зрозумів.  
 Sorry, I didn't quite understand what you said about ... – Вибачте, я не зовсім зрозумів, що Ви сказали про ...

**NB:** It is not polite to say: *Please repeat?*

**Ex.4. Study the following example of Business Telephone Conversation.**

<i>Receptionist:</i>	Hello, Frank and Brothers. How can I help you?	Вітаю, це фірма «Френк енд Бразерс». Чим я можу допомогти?
<i>Peter:</i>	This is Peter Jackson. Can I have extension 342?	Це Питер Джексон. З'єднайте мене, будь ласка, із внутрішнім номером 342.
<i>Receptionist:</i>	Certainly, hold on a minute, I'll put you through...	Звичайно, зачекайте хвилинку, я Вас з'єднаю...
<i>Frank:</i>	Bob Peterson's office, Frank speaking.	Офіс Боба Питерсона, говорить Френк.
<i>Peter:</i>	This is Peter Jackson calling, is Bob in?	Це Питер Джексон. Боб у себе?
<i>Frank:</i>	I'm afraid he's out at the moment. Can I take a message?	Боюся, його зараз немає. Щось передати?
<i>Peter:</i>	Yes. Could you ask him to call me on 212 456-8965. I need to talk to him about the Nuevo line. It's urgent.	Так. Ви не могли б попросити його зателефонувати мені за номером 212 456-8965? Мені треба поговорити з ним про лінію «Нуево». Це терміново.
<i>Frank:</i>	Could you repeat the number, please?	Повторіть номер, будь ласка.
<i>Peter:</i>	Yes, that's 212 456-8965, and this is Peter Jackson.	212 456-8965 і це Питер Джексон.

<i>Frank:</i>	Thank you Mr Jackson, I'll make sure Bob gets this asap (as soon as possible).	Дякую, мистер Джексон. Я простежу, щоб Боб отримав це якнайшвидше (якомога швидше).
<i>Peter:</i>	Thanks, bye.	Дякую, до побачення.
<i>Frank:</i>	Bye.	До побачення.



**Step 1. Role-play the dialogue using the cards below.**

Student A (Receptionist; Frank)

Receptionist	Hello, Frank and Brothers. How can I help you?
Caller	
Receptionist	Certainly, hold on a minute, I'll put you through...
Frank	Bob Peterson's office. Frank speaking.
Caller	
Frank	I'm afraid he's out at the moment. Can I take a message?
Caller	
Frank	Could you repeat the number, please?
Caller	
Frank	Thank you Mr Jackson, I'll make sure Bob gets this asap (as soon as possible).
Caller	
Frank	Bye.

Student B (Caller)

Receptionist	
Caller	This is Peter Jackson. Can I have extension 342?
Receptionist	
Frank	
Caller	This is Peter Jackson calling, is Bob in?
Frank	
Caller	Yes. Could you ask him to call me on 212 456-8965. I need to talk

	to him about the Nuevo line. It's urgent.
Frank	
Caller	Yes, that's 212 456-8965, and this is Peter Jackson.
Frank	
Caller	Thanks, bye.
Frank	

**Step 2. Translate the following into English and role-play the conversation.**

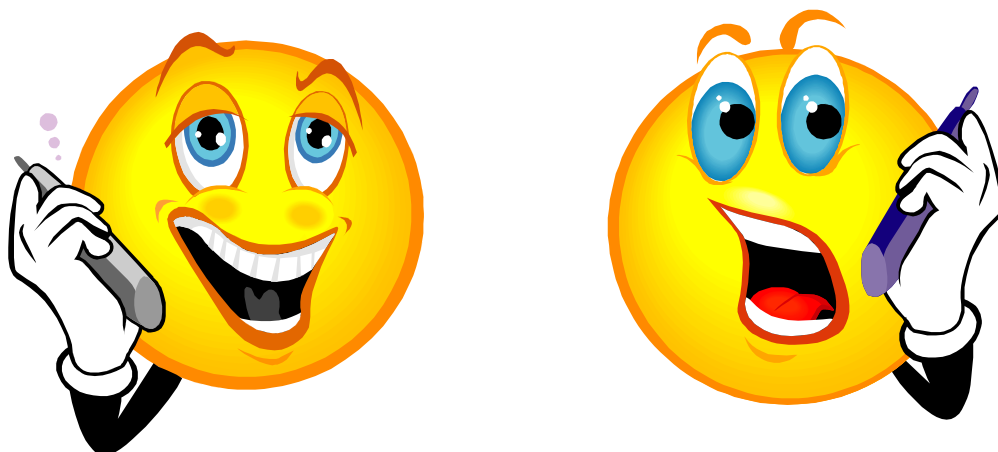
Student A (Receptionist; Frank)

Receptionist	Добрий день, це фірма «Френк енд Бразерс». Чим можу допомогти?
Caller	
Receptionist	Звичайно, хвилинку. Я Вас з'єдную...
Frank	Офіс Боба Питерсона, говорить Френк.
Caller	
Frank	Боюся, що його немає зараз. Передати повідомлення?
Caller	
Frank	Повторіть номер, будь ласка.
Caller	
Frank	Дякую Вам, мистер Джексон. Я простежу, щоб Боб отримав це якнайшвидше (якомога швидше).
Caller	
Frank	До побачення.

Student B (Caller)

Receptionist	
Caller	Це Питер Джексон. З'єднайте мене, будь ласка, із внутрішнім номером 342.
Receptionist	
Frank	
Caller	Це Питер Джексон. Боб у себе?
Frank	
Caller	Так. Ви не могли б попросити його зателефонувати мені за номером 212 456-8965? Мені треба поговорити з ним про лінію «Нуево». Це терміново.
Frank	
Caller	212 456-8965 Це Питер Джексон.
Frank	

Caller	Дякую, до побачення.
Frank	



**Ex. 5. Study the phone conversation.**

*Putting Someone Through*

**Receptionist:** Jonson Wine Importers. Good Morning. How can I help you?

**Caller:** Could I speak to Mr Rowling, please?

**Receptionist:** Who's calling, please?

**Caller:** This is Jack Brown from Lookout Vineyards.

**Receptionist:** Sorry, I didn't get your name.

**Caller:** Jack Brown. That's B- R- O- W- N.

**Receptionist:** Thank you. And where are you calling from?

**Caller:** Lookout Vineyards.

**Receptionist:** OK Mr Brown. I'll try and put you through.

**Caller:** Thank you.

**Receptionist:** You're welcome.

**Now translate the following into English and role-play the dialogue.**

Student A (Receptionist)

Receptionist	Джонсон Уайн Импортерс. Доброго ранку. Чим я можу допомогти?
Caller	
Receptionist	Можу я дізнатися Ваше ім'я, будь ласка.
Caller	
Receptionist	Вибачте, я не почув Ваше ім'я.
Caller	
Receptionist	Дякую. Звідки ви телефонуєте?
Caller	
Receptionist	Добре пан Браун, я спробую Вас з'єднати.
Caller	
Receptionist	Телефонуйте ще.

Student B (Caller)

Receptionist	
Caller	Чи я можу поговорити з паном Роулінгом?
Receptionist	
Caller	Це Джек Браун из Лукаут Вайнярдз.
Receptionist	
Caller	Джек Браун. Б-Р-А-У-Н.
Receptionist	
Caller	Лукаут Вайнярдз.
Receptionist	
Caller	Дякую.
Receptionist	

**Ex. 6. Study the dialogue, translate it and answer the questions below.**

**Ms Nikson** (*Jewels and Things* sales representative): ring ring ... ring ring ... ring...

**Secretary:** Hello, Diamonds Galore, this is Maria speaking. How may I be of help to you today?

**Ms Nikson:** Yes, this is Ms Janice Anderson calling. May I speak to Mr Franks, please?

**Secretary:** I'm afraid Mr Franks is out of the office at the moment. Would you like me to take a message?

**Ms Nikson:** Uhm... actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr Franks mentioned. Did he leave any information with you?

**Secretary:** As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions.

**Ms Nikson:** Great, I'd love to see this problem resolved as quickly as possible.

**Secretary:** Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.

**Ms Nikson:** Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.

**Secretary:** Excellent, I'm sure Mr Franks will be pleased to hear that.

**Ms Nikson:** Yes, the shipment was delayed from France. We weren't able to send along your shipment until this morning.

**Secretary:** I see. Mr Franks also wanted to schedule a meeting with you later this week.

**Ms Nikson:** Certainly, what is he doing on Thursday afternoon?

**Secretary:** I'm afraid he's meeting with some clients out of town. How about Thursday morning?

**Ms Nikson:** Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?

**Secretary:** No, it looks like he's free then.

**Ms Nikson:** Great, should I come by at 9?

**Secretary:** Well, he usually holds a staff meeting at nine. It only lasts a half an hour or so. How about 10?

**Ms Nikson:** Yes, 10 would be great.

**Secretary:** OK, I'll schedule that. Ms Anderson at 10, Friday Morning... Is there anything else I can help you with?

**Ms Nikson:** No, I think that's everything. Thank you for your help... Goodbye.

**Secretary:** Goodbye.

*Notes:*

How may I be of help? – *This is a formal phrase used to show politeness. It means 'Can I help you?'*

delivery – постачання, доставка

delivery department – відділ доставки

to mention – згадувати

as a matter of fact – власне кажучи, насправді

to resolve – вирішити (проблему)

shipment – відвантаження, партія товару

to assure – запевнити

to delay – затримати

to schedule a meeting – призначити зустріч

to look like – виглядати як

unfortunately – на жаль

to hold a staff meeting – провести збори персоналу

to last – тривати

1. Is Mr Franks available?
2. What information did Mr Franks leave for Ms Nikson?
3. What problems are there between the partners?
4. Is there a solution to the problem? What is it?
5. What are Mr Franks' plans for Thursday afternoon?
6. Does Thursday morning meeting suit Ms Nikson? Why?
7. Mr Franks and Ms Nikson are meeting at 9, aren't they?
8. How long does a staff meeting last?



**Ex. 7. Rewrite the following conversation to make it sound more polite.**

*Galaxy Computers:* Galaxy Computers. What do you want?  
\_\_\_\_\_

*Michael Jones:* I want to speak to Harris.  
\_\_\_\_\_

*Galaxy Computers:* Who are you?  
\_\_\_\_\_

*Michael Jones:* Jones. ABS Industries.  
\_\_\_\_\_

*Galaxy Computers:* Who? What's your name again?  
\_\_\_\_\_

*Michael Jones:* Michael Jones.

*Galaxy Computers:* He's speaking with someone on his line. Want to wait?  
\_\_\_\_\_

*Michael Jones:* No. Tell him I called, right?  
\_\_\_\_\_

*Galaxy Computers:* No problem. Bye.  
\_\_\_\_\_

**Ex. 8. Complete the conversation using the words and phrases in the box.**

bad line	call me	Can I take a message?	Could I speak to
dialled the wrong number	hold	put me through	this is
	you're through	engaged	

Receptionist	Sales Department. Can I help you?
Caller	Oh! I must have (a)_____. Can you (b)_____ to Customer Service, please?
Receptionist	I'm sorry, it's a (c) _____. Did you say Customer Service?

Caller	Yes, that's right.
Receptionist	Just one moment. I'm sorry, but the line is (d) _____. Do you want to (e) _____?
Caller	All right.
Receptionist	(f) _____ now.
Caller	Hello. (g) _____ the department manager, please?
Receptionist	I'm afraid he's not in the office this morning. (h) _____?
Caller	Yes, please. (i) _____ George Smith. Could you ask him to (j) _____?
Receptionist	Yes, of course. Goodbye.
Caller	Bye.

**Ex 9. Now translate the following into English and role-play the dialogue.**

Student A (Receptionist)

Receptionist	Відділ продажу. Чим я можу допомогти?
Caller	
Receptionist	Вибачте, неякісний зв'язок. Ви сказали: «служба підтримки споживачів»?
Caller	
Receptionist	Хвилиночку. Вибачте, але лінія зараз зайнята. Ви почекаєте, поки лінія звільниться? (= Ви хочете почекати?)
Caller	
Receptionist	. з'єдную
Caller	
Receptionist	(Боюся) його немає в офісі сьогодні вранці. Мені передати йому повідомлення?
Caller	
Receptionist	Так, звісно. До побачення.
Caller	

Student B (Caller)

Receptionist	
Caller	Ой! Я, мабуть, помилився номером. Не могли б Ви з'єднати мене зі службою підтримки споживачів?
Receptionist	
Caller	Так, усе правильно.
Receptionist	
Caller	Добре
Receptionist	
Caller	Доброго дня. Можу я поговорити з менеджером відділу?
Receptionist	
Caller	Так, будь ласка. Це Джордж Сміт. Не могли б Ви попросити його перетелефонувати мені?
Receptionist	
Caller	До побачення.

**Ex.10. A few common expressions are enough for most telephone conversations. Practise these telephone expressions by completing the following dialogue using the words listed below.**

*Switchboard:* Continental Equipment. Can I help you?

*You:* Could I \_\_\_\_\_ Mr Wilson, please?

*Switchboard:* Putting you \_\_\_\_\_.

*Secretary:* Hello, Mr Wilson's secretary. \_\_\_\_\_ I help you?

*You:* \_\_\_\_\_, can you hear me? It's a \_\_\_\_\_ line. Could you \_\_\_\_\_ up, please?

*Secretary:* IS THAT BETTER? Who's \_\_\_\_\_, please?

*You:* This is Bob Brown from TST Systems.

*Secretary:* Oh, hello. How nice to hear from you again. We haven't seen you for ages. How are you?

*You:* Fine, thanks. Could you \_\_\_\_\_ me \_\_\_\_\_ to Mr Wilson, please?

*Secretary:* \_\_\_\_\_ the line a moment. I'll see if he's in. I'm so sorry, I'm afraid he isn't in the \_\_\_\_\_ at the \_\_\_\_\_. Could you give me your \_\_\_\_\_, and I'll ask him to \_\_\_\_\_ you \_\_\_\_\_?

*You:* I'm \_\_\_\_\_ 495 3840. That's London.

*Secretary:* Would you like to leave a \_\_\_\_\_ for him?

*You:* No, thanks. Just tell him I \_\_\_\_\_.

*Secretary:* Certainly. Nice to hear from you again.

*You:* I'll expect him to \_\_\_\_\_ me this afternoon, then. Thanks.

*Secretary:* You're welcome. \_\_\_\_\_.

number

speak

bad

office

hold

good bye

rang  
speak to  
call back  
hello

message  
ring  
speaking  
moment

can  
on  
put through  
through

**Ex. 11. Put the sentences below in the correct order. Some numbers have already been given to help you follow the line of the conversation. Role-play the situation.**

9	I'm afraid there's no answer. Would you like to leave a message?
	OK. It's Wright, spelt W-R-I-G-H-T. And the first name's Adel. That's A-D-E-L.
	OK, Miss Wright.
	Compact Systems. Good morning.
	Good morning. Could I speak to Hillary Green?
11	If you give me your name, I'll tell her you're going to call.
	Thank you. One moment, please. I'm putting you through now.
	No, thank you. I'll ring back later. What time do you think she'll be in her office?
	OK. I'll call back after 2, then. Thank you.
	It's Mrs Wright, actually.
	Goodbye.
	OK, Mrs Wright.
	Who's calling, please?
	The secretarial job advertised in last night's paper.
16	So, what time should I call back?
	Thank you.
5	Thank you. And what's it in connection with?
	My name is Adel Wright.
	Goodbye.
	She'll definitely be in after lunch, at 2.



## Ex.12. Read and translate.

### Telephone Etiquette

1. Know the right number before making a call. When in doubt consult a directory, your personal number list, or the information operator.
2. Allow time to answer. Give the person you are calling enough time to reach his telephone. A little patience they save you a second call.
3. .Speak distinctly and in a normal tone of voice. Your lips should be about an inch away from the mouthpiece.
4. Answer promptly. Try to answer your telephone on the first ring. Otherwise the caller may hang up and you might miss an important message.
5. Identify yourself when you answer the telephone. Do not merely say "Hallo". Give your name, your phone number, or the name of your firm.
6. Take messages for people who are not there. Write down the name and telephone number of the person calling. Place the message where it can be seen.
7. Hang up gently. Slamming the receiver down is discourteous. Be sure the receiver is always replaced properly. Otherwise no calls can come through to you.

### ТЕМА 3. ТИИИ ПЕСТОПАИВ

#### Ex.1. Before you read the passage, talk about these questions.

1. What type of restaurant do you the most?
2. What type of cuisine do you like?

#### Ex.2. Read and translate the article from a restaurant guide for holidaymakers. Pay attention to the phrases and words in bold. How many types of restaurants does it mention?

### Choosing a Restaurant

Most cities have hundreds of restaurants, so travelers have many options. **Fast food** restaurants are good for people who don't have a lot of time. These restaurants make your food very quickly and some even have **drive-through** service. A **family restaurant** usually has **table service**. Here the waitstaff takes your order and brings your food to you. a **steakhouse** is another type of restaurant. It offers many **cuts** of meat. Restaurants serve different types of **cuisines**. For example, Indian cuisine has a lot of **vegetarian** dishes. Before you choose a restaurant, look at a guide that contains ratings. A restaurant with better food and service receives more stars.

**Ex. 3. Mark the following statements as true (T) or false (F).**

1. Fast food restaurants offer food for people who don't eat meat.
2. A restaurant with a high rating has good service and food.
3. Steakhouses often have drive-through service.

**Ex. 4. Read the paraphrase of the passage. Fill in the blanks using words from the word bank.**

**vegetarian      rating      table service      fast food**

There are many different types of restaurants. One type is a \_\_\_\_\_ restaurant.

It usually offers drive-through service. A family restaurant is another type. It has \_\_\_\_\_. Restaurants have different cuisines. Indian cuisine has \_\_\_\_\_ dishes. Restaurant guides give restaurants \_\_\_\_\_. A very good restaurant gets a high rating.

**Ex. 5. Match the words (1-6) with the definitions (A-F).**

- |                      |                   |
|----------------------|-------------------|
| 1. family restaurant | 4. drive- through |
| 2. steakhouse        | 5. cuts           |
| 3. waitstall         | 6. cuisine        |

- a. a restaurant that serves different types of meat
- b. a restaurant that welcomes children and adults.
- c. different types of meat.
- d. restaurant workers who serve customers
- e. a type of restaurant service in which customers receive their food in their car
- f. the style of food from a place.

**Ex. 6. Read and act the conversation between two holidaymakers.**

Holidaymaker 1 (H): Let's get something to eat. I'm starving!

H. 2: Me too. Where do you want to eat?

H 1: There's fast food place across the street. It's called IT's Burger Place. What rating does the guide give it?

H. 2: It only got one star. How about Grandma's Family Kitchen? It's a family restaurant.

H. 1: That sounds good. But does it serve vegetarian food? What does the guide say?

H. 2: It does, and it's got a four-star rating. Do you want to go?

H. 1: Yes. We can get fast food at home. I want to try something different.

H. 2: Wonderful! Let's try the local cuisine.

**Then answer the questions. Choose the answer.**

1. What are the speakers talking about?

a. where are the speakers talking about?

b. a guide to rating a restaurant.

c. a description at the local cuisine.

d. when the best eating time is.

2. The man does not want to go to the fast-food restaurant because it ...

a. has poor service.

b. has a low rating.

c. doesn't serve vegetarian food.

d. is not nearby.

**Ex. 7. Use the dialogue. Fill in the information about your partner.**

*JT's Burger Place*

Stars \_\_\_\_\_

Restaurant Type \_\_\_\_\_

Service \_\_\_\_\_

*Grandma's Family Kitchen*

Stars \_\_\_\_\_

Restaurant Type \_\_\_\_\_

Service \_\_\_\_\_

**Ex. 8. Read and translate the text.**

### **Types of restaurants**

There are eight different types of places where people can eat and drink. They are very luxurious restaurants, formal luxury restaurants, informal restaurants, serving national dishes, coffee-shops, snack-bars, fast-food restaurants, bars and night clubs.

At the very luxurious restaurants dinner is à la carte. Such restaurants are usually famous for their haute cuisine. They have a sophisticated atmosphere. Their service is impeccable.

At the formal luxury restaurants the surroundings are elegant and cuisine is superb. They are appropriate for business lunches and romantic dinners.

The informal restaurants serve typical local dishes. They offer a lot of home-made dishes. They make bread and pasta themselves. These restaurants have two sorts of dinner menu: à la carte and a three-course fixed price menu. The atmosphere is cozy and relaxed and the meals are reasonably priced there.

At the coffee-shops the surroundings are modest and the atmosphere is friendly. The customers can have quick snack with drinks there. These places serve sandwiches, salads, cakes and beverages. They may offer table service, as a rule. The customers can have some snack with their drink.

The fast-food restaurants offer a very quick counter service. The choice of food and drinks is fixed but limited. Such places provide a drive-in and take-out service.

The bars offer different kinds of drinks, mixed drinks, beer, juices, soda. They can also serve nuts and chips biscuits to go with the drinks.

At the night clubs the customers can have excellent wine and delicious dishes and dance to a band. Such places have a floor show. The customers can gamble if they like. They are very expensive but provide overnight catering and entertainment until 4 a.m. as a rule.

**Ex. 9. Answer the questions.**

1. How many kinds of restaurants do you know?
2. Do the informal restaurant serve typical local dishes?
3. What restaurants offer a very quick counter service?
4. What can the bars offer?
5. What atmosphere is at the coffee-shops?
6. What restaurants are famous for their haute cuisine?
7. Where is a three-course fixed price menu?
8. Where do they make bread and pasta themselves?
9. Where can the customer have excellent wine and delicious dishes and dance to a band?
10. Where can the customers gamble if they like?

**Ex. 10. Choose the correct answer.**

1. A new restaurant has opened here which specializes in French ....



- a. cook
  - b. feeding
  - c. cuisine
  - d. kitchen
- 2. The .... At that new restaurant is excellent.**
- a. attention
  - b. attending
  - c. care
  - d. service
- 3. I really don't like the way meals are .... Here.**
- a. dished
  - b. eaten
  - c. served
  - d. helped
- 4. I enjoy eating here because the staff are so .... .**
- a. angry
  - b. helpful
  - c. subservient
  - d. waiting
- 5. He wanted to complain to the waiter but was afraid of making a(an) .... .**
- a. act
  - b. drama
  - c. play
  - d. scene
- 6. The management is not .... Loss or damage to customers' property.**
- a. in charge of
  - b. liable to
  - c. responsible for
  - d. worrying for
- 7. At many restaurants a service .... Is included in the bill.**
- a. charge
  - b. gratuity
  - c. tax
  - d. tip
- 8. Let me .... The bill before we leave this restaurant.**
- a. arrange
  - b. conclude
  - c. pay up
  - d. settle

9. **By the time we got to the town, all the restaurants had ....**
- a. close
  - b. over
  - c. shut
  - d. stopped
10. **All the food in this little restaurant is ....**
- a. handmade
  - b. home-based
  - c. home-made
  - d. self-made

#### ТЕМА 4. ВАРІАНТИ РОЗМІЩЕННЯ ТУРИСТІВ

**Ex.1. Before you read the passage, talk about these questions.**

1. Where do tourists stay during trips?
2. Think of a place that you stayed at during a trip. Why did you stay there?

**Ex. 2. Read a brochure from the city tourism board. How many types of building does it mention? Pay attention to the phrases and words in bold.**

##### **Lodging in Belleview**

There are many activities for visitors to Belleview, including shopping, sightseeing and fishing. But where do visitors sleep?

Some visitors enjoy the outdoors. They **pitch tents** and go **camping** at a **campsite**. Or they stay in lakeside **cabins**. Tourists on a budget stay in our **youth hostel**. We also offer **budget hotels** and **motels**. Both have very high **star ratings**. The local **bed and breakfast** is comfortable and cosy. It's perfect by a romantic **getaway**. Some holidaymakers want to relax. They like to stay at our **resort**. a nature hardly **eco-resort** is also available.

**Ex. 3. Choose the correct answers.**

1. What is the passage mostly about?
  - a. the difference between resorts and eco-resorts
  - b. where to stay on a budget
  - c. different places for visitors to stay.
  - d. a description of a resort.
2. According to the passage, where can tourists on a budget stay?
  - a. a lakeside cabin

- b. a bed and breakfast
- c. an eco-resort
- d. a youth hostel

3. What is probably true about a man who rents a cabin?

- a. He wants to be around other people.
- b. He enjoys the outdoors.
- c. He has never stayed at a resort.
- d. He is on as romantic getaway.

**Ex. 4 Write a word that is similar in meaning to the underlined part.**

1. The family visits the mountains and rents a log house. \_ \_ b \_ n
2. The French Riviera has many places for resting and relaxing. \_ e \_ o \_ \_ e
3. Elizabeth is on a budget. She rents a room in a roadside hotel. m \_ \_ e \_
4. Many vacationers stay at nature friendly places. \_ c \_ -r \_ \_ \_ r \_ s
5. Frank likes nature. He stays at a place to put up a tent c \_ \_ p \_ \_ t \_

**Ex.5 Read and translate the text.**

Nowadays, the choice of tourist accommodation to suit your taste, budget and destination is endless. At the high end of market there are hotels, offering rooms and meals. Motels are similar, except they are for motorists. So they are generally on major roads and always provide parking, but not always meals, B&Bs, or guesthouses, differ from hotels as they are usually small, less expensive, owner-occupied, family-run businesses without staff on call 24/7. Alternatively, holiday villages are popular with families who may be travelling on a budget. They offer a choice of self-catering accommodation from small wooden cabins or chalets to studio apartments to large holiday villas, all in modern resorts with many leisure and recreational services available on site.

Private holiday rental offers a wide variety of accommodation. Then there are timeshares, where several people own accommodation they can use at specific periods each year. To avoid getting bered with the same destination, how about doing a house swap, where people holiday in each others' houses?

Hostels provide a low-coat, self-catering alternative to hotels, and appeal to young travelers, as the shared dormitories make it easy to meet people, increasingly, universities offer campus accommodation in students' halls of residence during the holidays. This is the type of accommodation you often find on study holidays, but it can also be a cheap and sociable way to take a city break.

If you're looking for an adventure on a budget, campsites are perfect. You can take your own tent, or even stay in a traditional round Mongolian yurt or a tall Native American teepee. For more comfort, there are also caravans and campervans, which enable you to enjoy a holiday on the move. Finally, if you like to combine transport and accommodation, why not try a barge, a long flat boat which travels on rivers and canals, or a yacht if you prefer the sea.

**Ex.6. Choose the correct answer.**

1. Hotels are accommodation at the  
a. budget and of the market    b. high end of the market    c. low end of the market.
2. Guesthouses and B&Bs are different from hotels because they are generally run by  
a. families.    b. one person    c. staff 24/7
3. You can visit a timeshare  
a. all year round    b. at a specific time each year    c. only in the summer
4. House swapping helps you to  
a. avoid boredom    b. avoid cooking    c. make friends
5. Hostels appeal to  
a. couples    b. families    c. young people
6. Campus accommodation is available for tourists to rent during  
a. the holidays and term time    b. the holidays    term time
7. For comfortable and mobile campsite holidays try  
a. campervans    b. tents    c. teepees
8. Which of these isn't a kind of boat?  
a. barge    b. yacht    c. yurt

## **TEMA 5. В АЕРОПОРТУ**

**Ex.1. Before you read the passage, talk about these questions.**

1. What are some different places in the airport?
2. What do people do while they wait at the airport?

**Ex. 2. Read the article from a travel guide. Pay attention to the phrases and words in bold.**

### **Finding your way in an airport**

An airport is a confusing place. Many people **fly in** from other cities and they enter through the **arrivals** terminal. Then, they pick up their bags at the **baggage claim**.

Other **passengers** use the **departures terminal** to fly out from the airport. First, check in. Then, they pass a security screening. Sometimes, a **security screening** takes a long time.

Some people get hungry at the airport, so they eat at the **food court**. Others buy presents at the **duty-free shop**.

Each plane departs from a specific **gate**. All passengers check their **boarding passes** for the gate number. Some people arrive early at the gate. It is before the **boarding time** and they relax in the **departure lounge**.

**Mark the following statements as true (T) or false (F).**

1. A passenger is hungry so he buys food at the baggage claim.
2. Passengers always pass through the security screening quickly.
3. The boarding pass shows the gate number.

**Ex. 3 Check (✓) the sentence that uses the underlined parts correctly.**

1. – **A.** A man wants to buy food so he goes to the arrivals terminal.  
- **B.** The passenger at the departure lounge are relaxing.
2. – **A.** To leave a city, a man uses the departure terminal  
- **B.** A couple buys gifts. They are checking in.
3. – **A.** Alison take to another passenger on the plane  
- **B.** Andrew picks up his baggage at the gate.

**Ex. 4 Complete the sentences. Fill to the blanks with the correct words from the word bank.**

*food court   baggage claim   security screening*  
*boarding time   gate duty   free shop*

1. Lisa buys a gift for her mother at the \_\_\_\_\_.
2. Henry and John look for their bags at the \_\_\_\_\_.
3. Samantha's plane leaves from \_\_\_\_\_ twenty-seven.
4. Michael is hungry so he buys food at the \_\_\_\_\_ .
5. Lily goes to her gate because it is almost \_\_\_\_\_ .
6. Meredith waits at the arrivals terminal when her mother \_\_\_\_\_ from Berlin.
7. Mary and Chris take a long time to pass through the \_\_\_\_\_ .

**Ex. 5 Read the dialogue.**

**Traveller (T):** Excuse me. Do you work here?

**Airport Employer (A.E.):** Yes. How can I help you?

**T.:** I have a flight to Barcelona today. But I'm not sure what to do.

**A.E.:** Well, first. You have to check in. Then, you have to go through the security screening.

**T.:** Does the screening take a long time?

**A.E.:** Sometimes. The airport workers check all of the passengers. They don't want to let anything dangerous on the plane.

**T.:** Then where do I go?

**A.E.:** On your boarding pass, there's a gate number. Your plane leaves from that departure gate. Get there before the boarding time.

### **Answer the questions.**

1. Why does the security screening take a long time?

- a. some passengers need to check –in
- b. airport workers want to keep everyone safe
- c. passengers need to eat before the screening
- d. airport workers are not sure what to do.

2. What does the passenger probably do next?

- a. go to the gate
- b. go to the food court
- c. check-in
- d. board the plane

## **BUYING AIR TICKETS**

### **Ex 1. Remember the following words and expressions.**

- 1. to travel by air – подорожувати літаком
- 2. adult's fare – вартість проїзду для дорослого (дорослий тариф)
- 3. child's fare – вартість проїзду для дитини (дитячий тариф)
- 4. a single ticket (BE) / a one-way ticket (AmE) – квиток в один кінець
- 5. a return ticket (BE) / a round trip ticket (AmE) – квиток туди й назад
- 6. an open return ticket / a fixed return date ticket – зворотний квиток із відкритою / фіксованою датою
- 7. a flight to (London) – рейс до (Лондона)
- 8. a direct / non-stop flight – безпересадковий рейс
- 9. transfer flight / connecting flight – рейс із пересадкою
- 10. to make a stop-over – зробити пересадку
- 11. destination – місце призначення
- 12. domestic flight – внутрішній рейс

13. international flight – міжнародний рейс
14. first / business / economy (class) seat – місце в першому /бізнес /економ класі
15. non-smoking / smoking section – місця для некурців / курців
16. window / middle / aisle seat – місце біля вікна / в середині / біля проходу
17. to cancel / to confirm a reservation – скасувати / підтвердити резервування квитка
18. confirmation number – код броні
19. to book a ticket – купити (заздалегідь) квиток
20. booking office – квиткова каса
21. available seats – вільні (наявні) місця
22. Do you have a seating preference? / Where do you prefer to seat? / What seat do you prefer? – Де вважаєте за краще сидіти? (про місце в літаку)
23. to board (a train, a plane, a ship) – сісти (на поїзд, літак, корабель)
24. departure / arrival time – час вильоту / прильоту
25. check-in – реєстрація (на рейс в аеропорту)
26. take-off – виліт літака
27. to keep on schedule – іти за розкладом (про транспорт)
28. to be behind schedule – спізнюватися (про транспорт)
29. London via New York – до Лондона через Нью-Йорк
30. What time is the flight due to depart? – Який час відправлення літака?
31. The flight is cancelled / delayed. – Рейс скасовано / затримується.

**Ex. 2. Study the dialogue, then cover the English variant and practise translating it from Ukrainian into English.**

-Good morning. What can I do for you?	- Доброго ранку. Чим я можу бути Вам корисний?
-I want to fly to London. Are there any seats available on Wednesday next week?	- Я збираюся летіти в Лондон. Чи є у Вас вільні місця на середу наступного тижня?
-Are you flying alone, sir?	- Ви летите один?
-Yes.	- Так.
-What class?	- Яким класом?
-Economy.	- Економ.
-Just a moment, sir... I'll check... yeah ... there are a few seats left.	- Одну хвилину, сер... я перевірю ... так ... кілька місць залишилося.
-Fine.	- Чудово.
-What's your name, sir?	- Назвіть, будь ласка, своє прізвище.

<p>-Ivan Petrov. -As a rule, we sell Ukrainian citizens return tickets. You can buy an open return.</p> <p>-O.K. How much is it? -It's £ 405, including airport taxes.</p> <p>-Can I pay in cash? -Certainly, sir. Here you are. Flight PS50L.</p> <p>-What time is the flight due to depart? -It leaves at 8.55 a.m., but you must check in one hour prior to departure, sir.</p> <p>-And what time does it arrive in London? -10.30 local time. There's two hours time difference, you know.</p> <p>-Thank you very much.</p>	<p>- Іван Петров. - Як правило, ми продаємо громадянам України квитки в обидва кінці. На зворотний рейс Ви можете купити квиток з відкритою датою.</p> <p>- Добре. Скільки це коштуватиме? - 405 фунтів, включно зі зборами в аеропорту.</p> <p>- Можна заплатити готівкою? - Звичайно, сер. Ось Ваші квитки. Рейс номер PS50L.</p> <p>- Який час відправлення літака? - 8:55 ранку. Але Ви маєте зареєструватися в аеропорту за годину до відправлення.</p> <p>- А коли літак прибуває до Лондона? - О 10:30 за місцевим часом. Ви напевно знаєте, що різниця в часі дві години.</p> <p>- Дуже дякую.</p>
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**Ex.3. Read the dialogue and fill in the missing sentences.**

1. How long are they staying?
2. Are there any seats available?
3. When will the tickets come?
4. When do they plan to leave?
5. What are the options?
6. Are there any British Airways flights about that time?

**Susan.** Grand Tour Agency. Susan Sharp speaking.

**Hans.** Hello, Susan. This is Hans Bradly. I need to send two of our sales managers to Rome next week. \_\_\_\_\_?

**Susan.** OK. \_\_\_\_\_?

**Hans.** Monday October 14<sup>th</sup>.

**Susan.** And if you want to book a return flight I must ask you: \_\_\_\_\_?

**Hans.** Four days. They would like to come back on the night of the 17<sup>th</sup>.  
\_\_\_\_\_?

**Susan.** Let me have a look. There is a flight at 8.50 p.m. with British Airways.



**Hans.** \_\_\_\_\_?

**Susan.** Fortunately, there are. I've just called it up on the screen. Shall I reserve you two right now?

**Hans.** Yes, please. And make it Business Class, OK? \_\_\_\_\_?

**Susan.** In three or four days. I'll send them to you as soon as they arrive.

**Ex 4. Study the dialogue below and answer the questions that follow it.**

Part A

**Agent:** All Canada Airlines. Can I help you?

**Jack:** Yes. I need a flight from Vancouver to *Phoenix* on Friday. Do you have any seats?

**Agent:** Let me see. Yes, I have one on the 5:30 flight.

**Jack:** Five thirty! What's the check-in time?

**Agent:** One hour Economy. Thirty minutes Business Class. Will you take that?

**Jack:** No. I won't get to the airport in time. When will the next flight leave?

**Agent:** There won't be another direct flight on Friday. There'll be one on Saturday at the same time.

**Jack:** Fine. I'll take it.

**Agent:** Just let me check. Oh, I'm sorry, that flight's full.

Part B

**Jack:** OK, forget direct flights. Can I transfer through another airport?

**Agent:** Yes... you can go via Denver. That flight won't leave Vancouver until six fifty-five.

**Jack:** When's the last check-in for Economy Class?

**Agent:** Six o'clock will be OK.

**Jack:** When will it get to Denver?

**Agent:** Nine twenty *Mountain Time*. It's an hour ahead of Vancouver.

**Jack:** And when will the Phoenix flight leave?

**Agent:** Five after ten. But don't worry, you'll make it.

**Jack:** So, what time will I get to Phoenix?

**Agent:** By the time you get to Phoenix, it'll be ten after midnight. Do you want to take the flight?

**Jack:** OK... Sure, that's fine.

Notes:

*Phoenix* is the state capital of Arizona, the USA

*Mountain Time* is the standard time in a zone including parts of Canada and the US in or near the Rocky Mountains

Questions to part A

1. Are there any seats available on the 5:30 flight on Friday?
2. There are two direct flights from Vancouver to Phoenix on Friday, aren't there?
3. How many seats are left on a Saturday direct flight?

Questions to part B

1. When will the flight leave Vancouver?
2. What will the last check-in time be?
3. Where will it stop?
4. What time will it arrive in Denver?
5. When will the next flight for Phoenix leave?
6. What time will it arrive in Phoenix?



**Ex 5. Put the sentences below in the correct order to make a dialogue.**

Business. A window seat, please.
Is there a flight on Wednesday evening?
Fine. Would you check in one hour before departure, please? Here is your ticket, have a good flight!
Yes, sure.
Yes sir. When would you like to travel?
Good morning! I want to book a flight from London to Paris.
Thank you very much. Goodbye!
Yes, that's fine!
And what class do you prefer – business or economy?
Well, there is a flight leaving at half past eight next Wednesday, is it all right for you?
Could you wait a minute while I check availability?
Good morning! Can I help you?

**Ex 6. You are in London and you want to buy a ticket for Rome. Complete the dialogue.**

*Travel agent:* Good afternoon. Can I help you?

*You:* (Привітайтеся. Запитайте, чи можна купити один квиток до Рима на середу, 9 грудня)

.....  
.....

*Travel agent:* Let me see... I am very sorry, sir. There are no seats left for Rome on Wednesday.

*You:* (Запитайте, чи залишилися квитки на той самий рейс на п'ятницю.)

.....

*Travel agent:* .....

*You:* Just a minute, sir... Yes. There are some seats left for Friday. (Скажіть, що п'ятниця Вас влаштовує. Запитайте, скільки коштує квиток і чи включено у вартість квитка збори в аеропорту).....

.....  
.....

*Travel agent:* .....

*You:* It's 165 pounds, sir, including airport taxes. Here you are. (Дізнайтеся в агента номер рейсу, запитайте, коли прибуває до Риму.).....

.....

*Travel agent:* .....

*You:* Your flight is BA123. Arrival in Rome is at 3.45 p.m. (Подякуйте агенту.)

.....

**Ex 7. Study the following conversation and make your own dialogue.**

A: I'd like to book a direct flight from Miami to Chicago on the 28th of August, please.

B: Business or economy class, single or return?

A: Return ticket, economy class, please.



B: I'm sorry but there are no direct flights available, you'll have to make a stop-over in New York. Departure from Miami at 7.35 a.m., arrival in New York 9.45 a.m., connecting flight to Chicago at 11.05 a.m., arrival in Chicago 12.30 p.m.

A: OK. I'll take that flight then. Could you reserve an aisle seat, please?

B: I'll give you seat number 17c. Your confirmation number is TG01K8 and your tickets will be available at the airline information desk. Check-in will be 2 hours before take-off.

A: Thanks.

B: You're welcome, goodbye.

**Ex 8. Read the dialogue and fill in the missing words.**

ticket	arrival	departure	check-in time
	flight	boarding time	reservation

**At Air Line Travel Office:**

- Good morning sir, how may I help you?
- I'd like to make a \_\_\_\_\_ for a \_\_\_\_\_ to Paris on the 1st of July, please.
- Yes, do you want a single or return ticket?
- A single \_\_\_\_\_ please, but I was wondering whether I could get a really low fare.
- I have got a discount ticket for Paris, but, \_\_\_\_\_ is June 30 at six in the morning, \_\_\_\_\_ in Paris at eight-thirty.
- Well, that's OK, but I was wondering whether I could change the departure date if necessary.
- I'm afraid that's impossible madam and the \_\_\_\_\_ rate will be 280 €.
- Never mind, I'll take it.
- Here is your ticket, \_\_\_\_\_ will be five at five-thirty, the latest \_\_\_\_\_ at o'clock. Enjoy your stay over there madam.



**Ex 9. Study the dialogue below and answer the questions that follow it.**

*Nancy Lee is reserving an airline ticket from Los Angeles to Hong Kong. She has to make a lot of choices.*

**Travel Agent:** Good morning. Can I help you?

**Nancy:** Yes, I'd like to reserve a seat for a flight to Hong Kong.

**Agent:** Hong Kong? Would that be a round-trip ticket or one-way?

**Nancy:** Round-trip, please.

**Agent:** And for what date?

**Nancy:** The eighteenth of this month, if possible,  
**Agent:** Friday, the eighteenth? What about the return date? Do you have a fixed date in mind, or do you want an open ticket?  
**Nancy:** I have to return on the 30th. Fixed.  
**Agent:** Non-stop? There are some cheaper flights via Canada, Japan or Korea.  
**Nancy:** Definitely non-stop.  
**Agent:** What class?  
**Nancy:** Economy. I can't afford the others!  
**Agent:** OK. What time of day do you want to depart?  
**Nancy:** What's available?  
**Agent:** Well, both Cathay Pacific flights are late departures, 11:45 p.m. and 1:40 a.m., so you could sleep. It's a fifteen-hour flight. United leaves in the morning at 11:30 a.m. and it's a daytime flight.  
**Nancy:** Mm, I have a United frequent flyer card, but I'll take the Cathay Pacific 11:45 one.  
**Agent:** OK. Now let me check availability. Yes, that's fine. Do you have a seating preference?  
**Nancy:** Window. How much is that going to be?  
**Agent:** Two thousand, three hundred and forty-two dollars, please.

**Now answer the questions using the information from the dialogue above.**

1. What ticket does Nancy need?
2. When does Nancy want to leave for Hong Kong?
3. Nancy needs an open ticket, doesn't she?
4. Nancy needs a first class transfer ticket, doesn't she?
5. How long does a Cathay Pacific flight take?
6. What kind of flight is United?
7. Nancy takes the United 11:30 because there are no seats available on the Cathay Pacific 11:45, doesn't she?
8. What is Nancy's seating preference?
9. How much does Nancy's ticket cost?

**Ex10. Look at the Categories and Options box. Then role-play the conversation using different options. Use ex.9 as a model.**

Category	Options
<b>Flight</b>	single / one-way or return / round-trip ticket
<b>Restrictions</b>	fixed return date or open ticket

<b>Departure time</b>	morning, afternoon, evening
<b>Flying time</b>	overnight or daytime
<b>Stops</b>	connecting/transfer flight or non-stop
<b>Class</b>	first, business or economy
<b>Seating preference</b>	aisle, middle, window

**Ex 11. Communication activity.**

**Situation 1.**

**Student A.**

You are a traveller in Vancouver. Student B is a travel agent. You want to get to Kiev on Thursday morning. You can be at the airport only at 12:00 the earliest. Ask for direct flights, if there aren't any take a transfer flight. Ask about departure / arrival time, check-in time, price, discount. Tell the travel agent your seating preference.

**Student B.**

You are a travel agent. Student A is asking you about flights from Vancouver to Kiev. You have this information:

<p><b>UFA: WEDNESDAY</b></p> <p>Direct flight: Delta, 11:45 No other direct flights</p> <p>Evening: Ukrainian Airlines to Kiev DEPART: Vancouver, 18:15 ARRIVE: Moscow International Airport, 23:30</p> <p>Transfer to: Taiga Airlines to Ufa DEPART: Moscow International Airport, 5:05 ARRIVE: Ufa, 7:15 (local time)</p>
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**Situation 2.**

**Student A.**

You are a travel agent. Student B is asking you about flights from Vancouver to Dnipro. You have this information:

<p><b>TO DNIPRO: THURSDAY</b></p> <p>Direct flight: Ukrainian Airlines, 8:30 No other direct flights</p>
--------------------------------------------------------------------------------------------------------------

Evening: Air Canada to Kyiv  
DEPART: Vancouver, 16:30  
ARRIVE: Kyiv International Airport, 20:00

Transfer to: Ukrainian Airlines to Dnipro  
DEPART: Kyiv International Airport, 21:15  
ARRIVE: DNIPRO, 23:30 (local time)

### **Student B.**

You are a traveller in Vancouver. Student A is a travel agent. You want to get to Dnipro on Thursday night. You can be at the airport only at 9:00 the earliest. Ask for direct flights, if there aren't any take a transfer flight. Ask about departure / arrival time, check-in time, price, discount. Tell the travel agent your seating preference.

### **Ex. 12. Ask your partner these questions:**

1. What's your favorite airline? Why?
2. Do you belong to a frequent flyer programme?
3. Do you collect air miles on a programme?
4. Do you choose an airline because of air miles?
5. Have you ever travelled in business class?
6. Has an airline ever upgraded you to a better seat?
7. Where do you prefer to sit?

### **Telephone talk: Is the flight delayed?**

#### **Ex 13. Study the dialogue below.**

**A:** InterAir, can I help you?

**B:** Yes, please. I'd like some information about a flight arriving from Munich.

**A:** Yes. Do you know what the flight number is?

**B:** The flight number? I'm not sure. I know it leaves Munich at 17:30.

**A:** Oh, yes, that's IA 345.

**B:** Yes, that's it. Could you tell me what time it gets in?

**A:** Yes, the arrival time is 19:10.

**B:** 19:10. Do you know if there's any delay?

**A:** No, the flight is on time.

**B:** Right, thank you very much.

**A:** You're welcome. Goodbye.

**Look at the prompts below and practice the conversation with your partner.**

**A:** InterAir / help?

**B:** Yes, please / like / information / flight / Munich

**A:** Yes / know / flight number?

**B:** The flight number? / not sure / know /  
leaves Munich / 17:30

**A:** Yes / IA 345

**B:** Yes / tell / time / gets in?

**A:** Arrival / 19:10

**B:** 19:10 / know/delay?

**A:** No / flight / on time

**B:** Right / thank / much



### **At the airport**

**Ex 1. Remember the following words and expressions.**

1. departure lounge / arrivals lounge – зал вильоту / зал прильоту
2. information desk – довідкове бюро
3. check-in desk – стійка реєстрації
4. Excuse me, where is the American Airlines check-in desk? – Вибачте, де проходить реєстрація на рейс Американ Ейрлайнз?
5. carry – on luggage / hand luggage / cabin luggage – ручний багаж
6. oversized / overweight luggage – великогабаритний/ багаж, що перевищує допустиму вагу
7. You have overweight. – У Вашого багажу зайва вага.
8. to pay an excess luggage charge/fee. – платити за надмірну вагу багажа
9. to charge for excess weight – стягувати додаткову плату за надмірну вагу
10. to check one's luggage – здати речі в багаж
11. Please mark this bag as 'fragile'. – Будь ласка, позначте цю сумку етикеткою 'крихке'.
12. luggage receipt – багажна квитанція
13. suitcase – валіза
14. left-luggage office – камера зберігання, схову
15. lost property office – бюро знахідок
16. fellow-passenger – попутчик
17. boarding pass / boarding card – посадковий талон
18. the estimated arrival time – очікуваний час прильоту
19. the estimated time of take off – передбачуваний час вильоту
20. Is my flight on time? – Мій рейс вирушає вчасно?

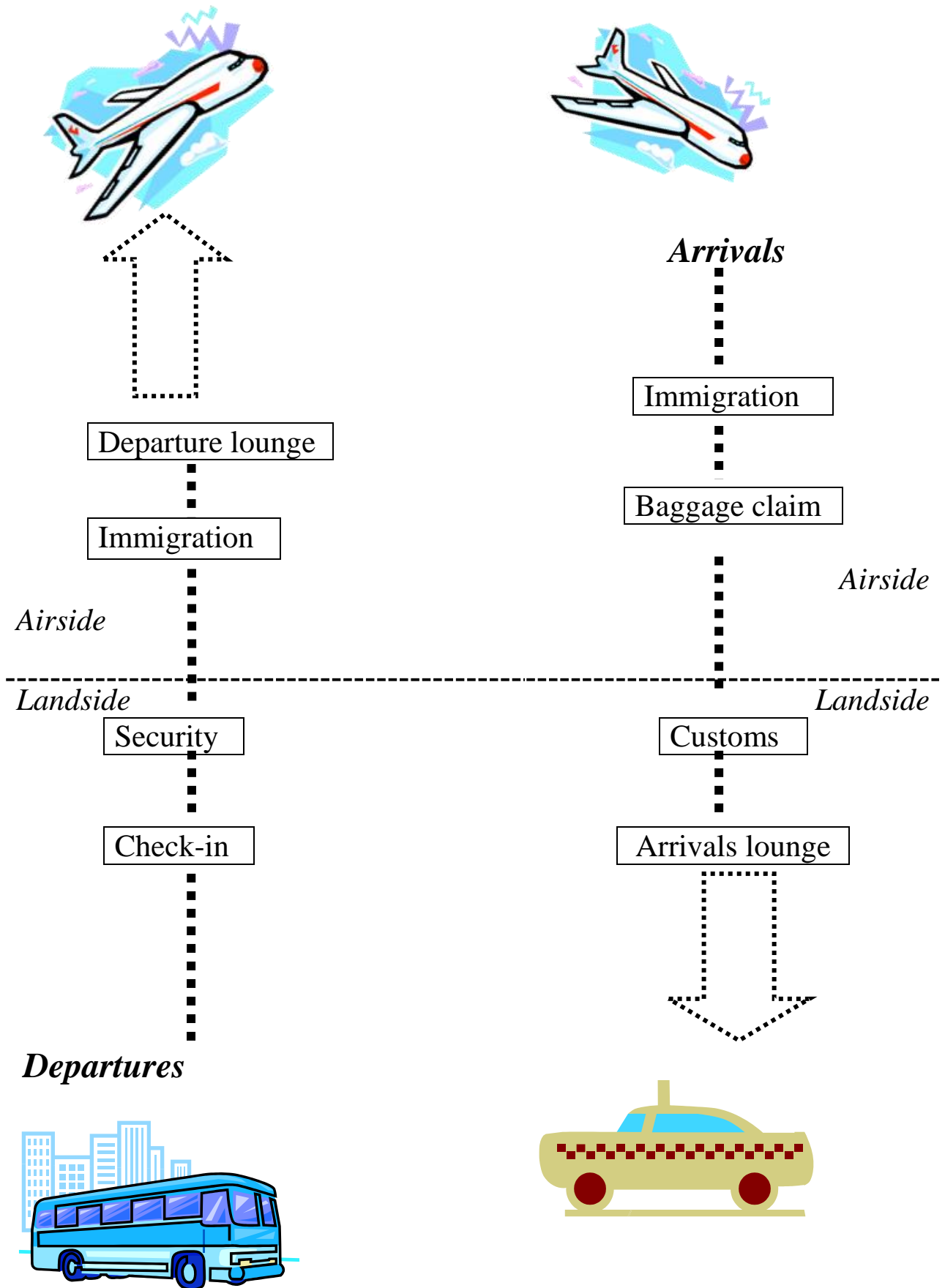


21. Your flight is 20 minutes delayed. – Ваш рейс затримується на 20 хвилин.
22. What's the flying time? – Яка тривалість польоту?
23. The flight hasn't been announced yet. – Посадка ще не оголошена.
24. Flight ... to ... is boarding. – Проводиться посадка на рейс... до ...
25. Please proceed to gate number 5. – Пройдіть, будь ласка, на посадку до виходу номер 5.
26. The flight is boarding at gate number 5. – Посадка на цей рейс проводиться біля виходу номер 5.
27. Where is the flight boarding? – Де відбувається посадка на цей рейс?
28. Fasten your seat belts, please. – Пристебніть ремені безпеки.
29. Remain seated (remain in your seats), please. – Залишайтеся на своїх місцях.
30. Refrain from smoking. – Утримайтеся від куріння.
31. We are taking off. – Ми здійснюємо зліт.
32. We are landing. – Ми йдемо на посадку.

**Ex 2. Match the SIGNS you can see at the airport with their Ukrainian equivalents and remember them.**

SIGN	meaning
1. ARRIVALS	магазин безмитної торгівлі
2. DEPARTURES	бюро знахідок
3. BAGGAGE CLAIM	до себе
4. CHECK-IN	вхід
5. CUSTOMS	від себе
6. FOREIGN EXCHANGE	наземний транспорт
7. GATE	відправлення, вирушення
8. GROUND TRANSPORTATION	ворота, вихід
9. LOST & FOUND	прибуття
10. PASSPORT CONTROL	регістрація
11. SMOKE-FREE AIRPORT	отримання багажу
12. EXIT	вихід
13. ENTRANCE	куріння в аеропорту заборонено
14. ELEVATOR	обмін валюти
15. PUSH	митний контроль
16. PULL	паспортний контроль
17. DUTY-FREE SHOP	ліфт

Ex 3. Look at this diagram indicating basic airport procedure and layout.



1. What happens at each point?

2. What other facilities and services do you find in an airport?



**Ex 4. Read the leaflet ‘Mackenzie Airport Welcomes First-Time Fliers’. It describes the procedure for passengers at an airport. Fill in the gaps with words or phrases from the list below.**

Paragraphs 1 and 2	Paragraph 3	Paragraph 4	Paragraph 5
boarding pass check-in desks conveyor belt economy excess luggage hand luggage terminal building trolleys	departure lounge duty-free immigration officer passport control security check	announcement boarding departure gate departures board flight attendant	baggage conveyor belt customs escalators green channel immigration control import duty

### **Mackenzie Airport Welcomes First-Time Fliers!**

Welcome to Mackenzie Airport, designed to get your journey off to the right start. Whether you’re flying first class, business class, or (1) \_\_\_\_\_ class, we aim to give you efficiency and comfort. For first-time flyers, we’ve prepared this leaflet to help you on your way.

When you arrive at the (2) \_\_\_\_\_ you’ll find plenty of (3) \_\_\_\_\_ for your luggage. Once inside the spacious departure lounge there are over fifty (4) \_\_\_\_\_ where your ticket will be checked and

you'll be given a (5)\_\_\_\_\_. Your luggage will be weighed and put on a (6)\_\_\_\_\_ which takes it to the plane. Please note there is a weight limit and any (7)\_\_\_\_\_ will have to be paid for. You can keep one small bag with you and take it onto the plane as (8)\_\_\_\_\_.

You should then go through a (9)\_\_\_\_\_ to make sure you are not carrying any dangerous or illegal items and (10)\_\_\_\_\_, where an (11)\_\_\_\_\_ will look at your passport. Now you'll find yourself in the comfort of our modern air-conditioned (12)\_\_\_\_\_. While you're waiting for your flight to be called, why buy some cheap (13)\_\_\_\_\_ goods - alcoholic drinks, perfume, electrical goods, or souvenirs?

Soon you'll hear an (14)\_\_\_\_\_ or see (15)\_\_\_\_\_ that your flight is (16)\_\_\_\_\_. It will also tell you which (17)\_\_\_\_\_ to go to. Here you'll be helped by a ground steward and on the plane a (18)\_\_\_\_\_ will direct you to your seat. Bon voyage!

On your return to Mackenzie Airport we try to offer the same efficient service. After you've passed through (19)\_\_\_\_\_, your luggage will be waiting on the moving (20)\_\_\_\_\_ in the (21)\_\_\_\_\_ hall. Then pass through (22)\_\_\_\_\_ where you should take either the (23)\_\_\_\_\_, if you have nothing to declare, or the red channel, if you have to pay (24)\_\_\_\_\_. Once inside the arrivals lounge, lifts and (25)\_\_\_\_\_ will take you to all major transport services.

On behalf of everyone at Mackenzie Airport, I wish you a very pleasant journey.

Neil Thomson

Neil Thomson, Director of Mackenzie Airport

Welcome to Mackenzie Airport!

(From *Going International: English for Tourism*)

**Ex 5. Imagine you are flying from Europe to the USA. Number the following events in a logical order.**

- a) Check in at least 45 minutes before your flight.
- b) Fasten your seat belt and take off.
- c) Land at JFK airport and get off the plane.
- d) Show your boarding pass at the boarding gate and get on the plane.
- e) Book your flight over the Internet or by phoning the airline.
- f) Go through customs.
- g) Take a taxi to your hotel.
- h) Go through the metal detector and wait for you flight to be announced.
- i) Go through passport control and pick up your baggage at a baggage claim hall.

**Ex 6. Choose the correct answer.**

1. You meet someone at the (*customs/ arrivals/ departures*) section.
2. You leave via the (*departure/ customs/ arrivals*) gate.

3. At the (*customs/ boarding gate/ arrivals*) section, an officer may check your bags.
4. At the (*customs/ boarding gate/ immigration*) section, an officer may check your passport.
5. When you get onto the plane, you (*board/ mount/ hop*) it.
6. The place where you wait to get on the plane is the (*customs/ check-in/ boarding*) area.
7. When you first arrive at the airport, you need to (*check in/ check out/ check*).
8. When you check in, you exchange your ticket for (*luggage/ a boarding pass/ money*).
9. The plane has to (*fly up/ take off/ take out*) to leave the ground.
10. The plane has to (*land/ fall down/ drop in*) when you reach your destination.

### Check – in

**Ex.7. Read the dialogue and fill in the missing words.**

boarding pass	weight	delayed	terminal	window
	departures	flight	ticket	fly
				gate

- Hello sir. May I have your (1)\_\_\_\_\_ and passport, please?
- Sure, here they are. By the way, what is the (2)\_\_\_\_\_ allowance?
- 25 kilograms, sir. Oh, I see you are going to Paris! I'm sorry, but the flight has been (3)\_\_\_\_\_. It will depart at 10 p.m. instead of 8 p.m.
- Really? How come? I specifically (4)\_\_\_\_\_ Air Special because you're always on time!
- I know, sir, but the problem is with the airport. There is a security issue in (5)\_\_\_\_\_ B, so we had to move everything here.
- OK, I understand. What (6)\_\_\_\_\_ do I have to go to now?
- Number 50. It is at the very end on your left, after the security check. You'll see the arrivals and (7)\_\_\_\_\_ screens right in front of it.
- All right. By the way, could I please have a (8)\_\_\_\_\_ seat? I like looking at the sky and the clouds.
- Sure, here we are. Here is your passport, and here is your (9)\_\_\_\_\_.
- Thank you! I hope the (10)\_\_\_\_\_ will be as pleasant as you are. ;)

**Ex.8. Study the dialogue then role-play it.**

### At the Check-In Desk

**Agent:** Good afternoon! Where are you flying to today?

**You:** Los Angeles.

**Agent:** May I have your passport, please?

**You:** Here you go.

**Agent:** Are you checking any bags?

**You:** Just this one.

**Agent:** OK, please place your bag on the scale.

**You:** I have a stopover in Chicago – do I need to pick up my luggage there?

**Agent:** No, it'll go straight through to Los Angeles. Here is your boarding pass – your flight leaves from gate 15 and it'll begin boarding at 3:20. Your seat number is 26E.

**You:** Thanks.

### Ex.9. Communication activity.

Now you are at the airport. Use the cards below to role-play the situation.

#### Student A (you - Traveller)

You	Вибачте, де проходить реєстрація на рейс Рашен Еірлайнз?
Information desk	
You	Дякую.
Check-in clerk	
You	Ось, будь ласка.
Check-in clerk	
You	Гаразд. І позначте мою сумку етикеткою «крижке», будь ласка.
Check-in clerk	
You	Біля вікна. А мій рейс вилітає вчасно?
Check-in clerk	
You	Дякую. А біля якого виходу проводиться посадка на мій рейс?
Check-in clerk	

#### Student B (Information desk / Check-in clerk)

You	
Information desk	Стійка реєстрації номер 5.
You	
Check-in clerk	Доброго дня. Можу я подивитися ваші паспорт і квиток?
You	
Check-in clerk	Поставте багаж на ваги... У вас перевага. Вам доведеться заплатити за перевагу.
You	

Check-in clerk	Ага... де вважаєте за краще сидіти: біля вікна чи проходу?
You	
Check-in clerk	На жаль, ваш рейс затримується на 20 хвилин. Ось ваш посадковий талон. Ваше місце 34 біля вікна.
You	
Check-in clerk	Вихід 15. Щасливої дороги.

**Ex.10. Study the following information:**

**Extra questions in the U.S.**

On flights going to or inside the U.S., you will probably be asked some extra security questions before or during check-in. Here are some sample questions and the correct responses:

**Agent:** Did you pack your bags yourself?

**You:** Yes.

**Agent:** Are you carrying any firearms or flammable materials?

**You:** No.

**Agent:** Has your luggage been in your possession at all times?

**You:** Yes.

**Agent:** Has anyone given you anything to carry on the flight?

**You:** No.

**Agent:** Are you aware of the regulations regarding liquids in your carry-on, which must 3.4 ounces or less and placed inside a single quart-sized transparent plastic bag?

**You:** Yes.

**Ex.11. Look at three boarding passes. Complete the table. Then role-play conversations at check-in using the information.**

<b>Airline</b>	<i>German Airlines</i>	<i>British Airways</i>	<i>Air Canada</i>
From			
To			
Flight number			
Seat number			
Departure time			
Gate number			
Smoking or non-smoking			

**BOARDING PASS / EINSTEIGEKARTE**

PASSENGER NAME **DBM3KK**

**STN**  **STR**  
LONDON STANSTED STUTTGART

**9A**  
SEAT

**BOARDING 07:30**

**4U2377** **39**  
FLIGHT NUMBER GATE

005

**BOARDING 0730** **9A**  
GATE SEAT

**39 4U2377 DBM3KK**



**BRITISH AIRWAYS**

**GATE D34** **GATE CLOSURES 2005** **SEAT 29B**

Subject to conditions of carriage, copies of which may be obtained on request.  
Please see important notices on the back of this document.

NAME OF PASSENGER  
**Barbara Simpleton**

FROM **Edinburgh**

TO **Geneva**

CARRIER / FLIGHT **BA 102** CLASS / DATE **M** TIME **2035**

**GATE D34** **GATE CLOSURES 2005** **SEAT 29B** **SMOKE XX**

PCS. OK. WT. UNCK. WT. SEQ. NO.  
**2 0 0 100**

**BOARDING PASS**  
Carte d'accès à bord/Boardkarte/Tarjeta de embarque/Carta d'imbarco

**BRITISH AIRWAYS**

**PASSENGER TICKET AND BAGGAGE CHECK**  
**3L ETKT**

**AIR CANADA**  **ECONOMY CLASS (EC) BOARDING PASS**



164/Y/34B/YVR/ET  
AIRLINE USE: AC-2456-290Y

PASSENGER: **JACQUE, PIERRE-JEAN**

NOVEMBER 09, 2010

TO **AMS AMSTERDAM-SCHIPHOL**

DEPARTURE TIME: **21:15 PST**

FROM **YVR VANCOUVER**

FLIGHT	GATE	ZONE	BN	BOARDING TIME	SEAT
<b>AC568</b>	<b>A16</b>	<b>2</b>	<b>48</b>	<b>20:45</b>	<b>34B E</b>

Please be at the boarding gate before the boarding time. Otherwise you will not be accepted for travel. BOARDING PASS ONLY

**JACQUE, PIERRE-JEAN**

November 09, 2010

FLIGHT  
**AC568**

SEAT  
**34B E**

DEPARTURE TIME  
**21:15**

FROM  
**YVR Vancouver**

TO  
**AMS Amsterdam-Schiphol**

**AIR CANADA** 

A STAR ALLIANCE MEMBER 

**Going through security**



**Ex.12. How do you feel about airport security? Choose the answer that suits you best.**

1. When you are at the airport, what do you prefer?
  - Some security checks
  - Very careful security checks
  - No security checks
2. Do you mind opening you carry-on luggage?
  - No, I don't mind.
  - Yes, I feel embarrassed.
3. Do you mind when security ask you questions?
  - Not at all.
  - Not if they are polite.
  - Yes.
4. Are you embarrassed when they search you after you have walked through the scanner?
  - No.
  - Yes.
5. How do you feel about airport security staff?
  - They're doing a difficult but important job. I wouldn't like to do it.
  - Why do they always stop me?
  - I think they could be more polite.

**Ex.13. Study the following dialogue.**

**Agent:** Please lay your bags flat on the conveyor belt, and use the bins for small objects.

**You:** Do I need to take my laptop out of the bag?

**Agent:** Yes, you do. Take off your hat and your shoes, too.

*(you walk through the metal detector)*

*[BEEP BEEP BEEP BEEP]*

**Agent:** Please step back. Do you have anything in your pockets – keys, cell phone, loose change?

**You:** I don't think so. Let me try taking off my belt.

**Agent:** Okay, come on through.

*(you go through the metal detector again)*

**Agent:** You're all set! Have a nice flight.



## At the gate

Airports are divided into **terminals** (the major sections of the airport) and each terminal has many **gates**. The **gate** is the door you go through to enter the airplane.

**Ex.14. Here are a few announcements you might hear while you are at the gate, waiting for the plane to board. Study and translate them.**

- 1. «Attention passengers of United Airlines flight 880. There has been a gate change. United Airlines flight 880 will now be leaving from gate 12.»**
- 2. «United Airlines flight 880 to Miami is now boarding».** (this means it's time for passengers to enter the plane)
- 3. «We would like to invite our first- and business-class passengers, Star Club Premium members, and passengers requiring special assistance to board at gate 12».** (this means that passengers who are «special» (first class, business class, or in the Star Club) or passengers who are elderly (old), disabled, pregnant, or with small children can go into the airplane first.)
- 4. «We would now like to invite all passengers seated in Zone 2 – that's rows 16-35 – to begin boarding United Airlines flight 880 at gate 12».** (look at your boarding pass to know your «zone number» and what «row» your seat number is)
- 5. «We would now like to invite all passengers to board United Airlines flight 880 to Miami at gate 12».** (this means everyone can enter the plane)
- 6. «This is the last call for United Airlines flight 880 to Miami, now boarding at gate number 12».** (this means it is the FINAL OPPORTUNITY to enter the plane before they close the doors)
- 7. «Passenger John Smith. Passenger John Smith, please proceed to the United Airlines desk at gate 12».** (sometimes the announcement will call a specific passenger by name. The word «proceed» in this context is a formal way to say «go»)

## On board

**Ex 1. You are on the plane. You may have the following conversation:**

### Conversation A

**Flight attendant:** Good morning, ma'am. What's your seat number?

**You:** Uh, 34D.

**Flight attendant:** That's on the right side of the airplane. It's by the aisle.

**You:** Thank you.

## Conversation B

*You are near your seat.*

**You:** Excuse me. You're in my seat.

**Man:** Sorry?

**You:** That's my seat 34D.

**Man:** This is 35D.

**You:** No, it isn't.

**Man:** Well, where is 35D?

**You:** That's 35D here.

**Man:** Oh, yes. It is. Sorry.



## Conversation C

*You are near your seat.*

**You:** Excuse me. You're in my seat.

**Man:** I don't think so.

**You:** That's my seat 34D.

**Man:** This is 33D. Look here!

**You:** Oh, yes. It is. Sorry.

**Man:** No problem.

## In-flight meals

**Ex.2. Here's a conversation you might have on the plane:**

**Flight attendant:** Fish, chicken or vegetarian?

**You:** What's the fish?

**Flight attendant:** It's tuna.

**You:** Chicken, please.

**Flight attendant:** Anything to drink?

**You:** Yes. Water, please.

**Flight attendant:** Still or sparkling?

**You:** Still, please.

**Flight attendant:** Here you go. Enjoy your meal.

**You:** Thanks.

**Now make your own dialogue.**



**Ex.3. Below there are two announcements you can hear while you are on the plane. Study them and fill in the missing words from the boxes.**

delay

time

crew

height

taking off

speed

*Pilot:* Good morning ladies and gentlemen. On behalf of Captain Andrew and his \_\_\_\_\_, welcome on board this British Airways Boeing 737. I apologize for the \_\_\_\_\_, but we will be \_\_\_\_\_ very shortly. Some information about the flight: our flight \_\_\_\_\_ to London will be two hours and twenty-five minutes. We will be flying at the \_\_\_\_\_ of 30,000 feet, and our \_\_\_\_\_ will be 500 miles per hour. We hope you have a pleasant flight.

*Flight attendant:* Fasten your seatbelts, please. The pilot is preparing for take off. Once we are in the air, we will be serving a light snack and something to drink.

fastened	landing	folded	upright
----------	---------	--------	---------

*Flight attendant:* In a moment we will be \_\_\_\_\_ at London Heathrow where the weather is fine and sunny. Please make sure that your seatbelt is \_\_\_\_\_, your seat is in the \_\_\_\_\_ position and your table is \_\_\_\_\_ away.

**Ex.4. The following is a list of signs you can see in an airplane. Match the SIGNS with their Ukrainian equivalents and remember them.**

SIGN	meaning
1 FASTEN SEATBELTS	a. сміття
2 RETURN TO YOUR SEAT	b. вийшов з ладу
3 FLOTATION DEVICE UNDER YOUR SEAT	c. пристебніть ремені безпеки
4 LAVATORY OCCUPIED	d. туалет вільний
5 LAVATORY VACANT	e. гаряча вода
6 HOT	f. рятувальний жилет під вашим сидінням
7 COLD	g. холодна вода
8 FLUSH	h. спустіть воду
9 TRASH	I. туалет зайнятий
10 EMERGENCY EXIT	j. запасний вихід
11 OUT OF ORDER	k. поверніться на своє місце

## Passport control & customs

### *Ex.1. Answer the questions.*

1. Is it important to have customs at international borders? Why / why not?
2. What kind of items do people try to smuggle?
3. Could more be done to stop smugglers?

### *Ex.2. Remember the following words and expressions.*

1. entry /exit /tourist(travel) /student visa – в'їзна /виїзна /туристична /студентська віза
2. to extend /renew /grant /deny (refuse) a visa – продлить /возобновить /предоставить /отказать в визе
3. to put a visa on a passport – проставити візу в паспорті
4. to enter a country on a visa – в'їхати в країну за візою
5. customs house – митниця
6. customs officer – митник
7. customs tariffs / fees – митні тарифи / збори
8. customs clearing – митний огляд, контроль
9. to go through the customs – пройти митний огляд
10. You must be cleared by the customs. – Ви маєте пройти митний огляд.
11. customs declaration – митна декларація
12. to fill in a customs declaration – заповнити митну декларацію
13. to be liable to duty / duty free – підлягати / не підлягати обкладенню митом
14. Are these items /things liable to duty? – Ці речі обкладаються митом?
15. Do I have to pay a duty on this item? – Чи треба мені платити мито на цей товар?
16. free of charge / free – безкоштовно
17. prohibited items (articles) – заборонені для ввезення та вивезення товари
18. duty-free quota list – список предметів, дозволених до безмитного провозу
19. duty-free – що не підлягає обкладенню митом
20. to fall under restrictions – потрапляти під обмеження
21. the normal allowance – дозволені предмети
22. personal belongings – особисті речі
23. to stay at a hotel – зупинитися в готелі
24. to go through the red / green channel – йти через червоний / зелений коридор

25. How long are you going to stay in the country? – Як довго ви збираєтеся залишатися в країні?

26. Do you have anything to declare? – У вас є речі, які підлягають декларуванню?

27. What's the nature / the purpose of your visit? – Яка мета вашого візиту?

**Ex 3. Study the dialogue.**

**At Passport Control**

*Immigration officer:* Good evening. Where have you come from?  
*Traveller:* Odessa, Ukraine.  
*Immigration officer:* May I have your passport and form I-94, please?  
*Traveller:* Here you are.  
*Immigration officer:* What's the nature of your visit? Business or pleasure?  
*Traveller:* Pleasure. I'm visiting my relatives.  
*Immigration officer:* How long are you going to stay in the United States?  
*Traveller:* Three weeks.  
*Immigration officer:* Have you ever been to the United States?  
*Traveller:* No, it's my first visit.  
*Immigration officer:* What is your occupation?  
*Traveller:* I work as an accountant for a Ukrainian chemical firm.  
*Immigration officer:* Do you have a return ticket?  
*Traveller:* Yes, here it is.  
*Immigration officer:* That's fine. Thanks. Enjoy your trip.  
*Traveller:* Thank you.



**Ex.4. Role-play the conversation 'At Passport Control' using the prompts below.**

- Beijing, China / holiday / three days / a sales manager for a petrochemical company
- Paris, France / to study English / 3 months / a student at college
- Osaka, Japan / business conference / 2 weeks / CEO, Buy&Sell Co.
- Warsaw, Poland / to visit relatives / a month / a sales representative
- Athens, Greece / business trip / 2 months / a lawyer
- Ottawa, Canada / to visit a business partner / 5 days / a production manager
- Rome, Italy / business trip / 2 weeks / a driller in a gas company

- Deli, India / to study English / 5 weeks / a technician in a big oil company
- Barcelona, Spain / business trip / 24 hours / an operator at a refinery

**Ex.5. Study the conversation.**

**At Customs**

- Customs officer:* May I look at your passport and customs declaration form, sir?
- Traveller:* Certainly. Here you are.
- Customs officer:* Do you have anything to declare?
- Traveller:* No, nothing. Just the normal allowance.
- Customs officer:* What do you have in this suitcase?
- Traveller:* Books, clothes, personal belongings and a bottle of wine.
- Customs officer:* Okay, do you have anything else besides these?
- Traveller:* No, I don't.
- Customs officer:* How much money do you have on you?
- Traveller:* I have four thousand US dollars and eight hundred euros.
- Customs officer:* That's fine, thank you. You can proceed. Have a nice stay in the United States.
- Traveller:* Thank you. I'm sure I will.

**Ex.6. Role-play the conversation 'At Customs' using the prompts below.**

**Student A** is a customs officer.

**Student B** is a traveller. You have:

- normal allowance; clothes, personal belongings; 250\$, 300€
- items to declare: 12000€
- normal allowance; books, personal belongings and a bottle of wine; 500€
- items to declare: 15000\$
- normal allowance; personal belongings and a bottle of whisky; 400€, 300\$
- items to declare: 2 plants (a gift for my aunt)
- normal allowance; personal belongings and some perfume; 450€, 200\$
- items to declare: an ivory souvenir (a gift for my business partner)



Customs Declaration

19 CFR 122.27, 148.12, 148.13, 148.110, 148.111, 1498; 31 CFR 5316

FORM APPROVED OMB NO. 1651-0009

Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required):

- 1. Family Name
2. Birth date
3. Number of Family members
4. (a) U.S. Street Address
(b) City (c) State
5. Passport issued by
6. Passport number
7. Country of Residence
8. Countries visited
9. Airline/Flight No. or Vessel Name
10. The primary purpose of this trip is business:
11. I am (We are) bringing
12. I have (We have) been in close proximity of livestock:
13. I am (We are) carrying currency or monetary instruments
14. I have (We have) commercial merchandise:
15. Residents — the total value of all goods, including commercial merchandise
Visitors — the total value of all articles that will remain in the U.S., including commercial merchandise

Read the instructions on the back of this form. Space is provided to list all the items you must declare.

I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION.

X

(Signature)

Date (day/month/year)

ТЕМА 6. КРУЏНИ КОРАБЛИ

Ex.1. Before you read the passage, talk about these question:

- 1. Why do people take cruises?
2. You win free tickets for a cruise. Where do you go? Why?



**Ex.2. Read a part of a brochure for a cruise ship. Where can you make new friends?**

### **Big boat big fun**

Do you want a mix of **relaxation** and **adventure**? Then Posseidon Cruises is perfect for you! At **embarkation** show your boarding pass and we'll do the rest. Our **porters** take your luggage right to your **cabin**. And cruise directors tell you about activities on the ship. Do you want to relax? Then spend time on your private balcony or visit the pool. Do you want to have fun? Make new friends on the upper deck. We also offer many shore excursions. Passengers disembark at several **ports of call**. How do you get to land? We take you to land on **tenders**. Call us today to learn more.

**Ex.3. Choose the correct answers.**

1. What does the brochure mainly talk about?  
A. how to buy a cruise ship ticket.  
B. the types of rooms available on a ship  
C. the fun parts of travelling on a cruise ship  
D. why cruise ships are good for families
2. One of the porter's duties is to ...  
A. pack your luggage  
B. put your bags in your room  
C. inform about activities on the ship  
D. help passengers get on tenders.
3. According to the passage, what does a person do on the upper deck?  
A. visit the pool  
B. get on a tender  
C. have lunch  
D. meet people

**Ex.4. Read the sentence pairs. Choose where the words best fit in the blanks.**

1 relaxation/adventure

Mick does not want a lot of activity. He wants \_\_\_\_\_ during his holiday.

Rita climbs a mountain because she enjoys the \_\_\_\_\_ .

2 embarkation/ shore excursion

Penny visits a new city. She is on a(n) \_\_\_\_\_ .

Oscar shows his ticket at \_\_\_\_\_ .

3 porter/ cruise director

Ulysses is a \_\_\_\_\_ . He handles the passenger's luggage.

Miranda is a \_\_\_\_\_ . She tells passengers about activities.

**Ex.5. Match the words (1-6) with the definitions (A-F).**

1.cabin 2.balcony 3.upper deck 4.disembark 5.port of call 6.tenders

A to get off of a ship

B is a place where ships stop

C the top part of a ship

D a room on a ship where passengers sleep

E small boats that take passengers from the cruise ship to land

F a small outdoor area that is attached to cabins

**Ex. 6. Read a dialogue, where a cruise director make an announcement.**

**Cruise Director (M):**

Hello, ladies and gentlemen. Welcome to the Grande Dame. This is your cruise director. There are many activities on the Grande Dame today. At 10 a.m., join us on the upper deck for games. Then we have lunch at noon. At 2 p.m., watch a movie at the ship theatre. The theatre is on Deck 5. Finally, dinner is at 6 p.m. The dining room is on Deck 10. Have a wonderful day on our cruise ship!

**Then answer the questions.**

1. What does the cruise director talk about?

A a stop at a port of call

B a shore excursion

C things to do on the ship

D problems with the dining area

2. According to the announcement what actively takes place at 10 a.m.?

A games on the upper deck

B lunch in the dining room

C passengers watch a movie

D a play in the theater

**Control paper**

**Read the text.**

**LUXURY CRUISE**

Have you ever wanted to go on a luxury cruise? The cruise of a lifetime set sail from London on Sunday. It could set the Guinness World Record for the longest cruise ever. It is called the Ultimate World Cruise. The 245-day voyage will visit 51 countries on six continents. The cruise ship Viking Sun will dock at 111 ports as it sails all the way around the world.

The chairman of Viking said: «For more than 20 years we have been committed to connecting travelers to...experiences that allow them to explore the

world in comfort. Our Ultimate World Cruise is the most extensive itinerary available in the industry... I am pleased to offer such a unique experience for our guests».

The luxury cruise isn't cheap. The 930 passengers have paid a minimum of \$81,000 each to sail around the world. Even at this price, all tickets have been sold. Guests will be able to live in luxury while on the high seas. The ship has eight restaurants that offer 245 different menus – a different menu for every day of the cruise. Guest chefs will create special menus to reflect the destination. A Viking spokesman said: «There is more food than you can ever imagine. But we also have a wellness theme throughout the cruise, so you can look after your nutrition». The ship also has two swimming pools, a Nordic spa, and a snow grotto where snowflakes fall from the ceiling.

**1. Read the headline. Guess if a-h below are true (T) or false (F).**

- a. A luxury cruise will set sail from London next Sunday. **T / F**
- b. The cruise is set to be the longest cruise ever. **T / F**
- c. The cruise ship will stop at 111 ports on its 245-day voyage. **T / F**
- d. The cruise company has been helping travelers for over 20 years. **T / F**
- e. The most expensive ticket on the cruise is \$81,000. **T / F**
- f. Guests will enjoy a different menu every day for the whole voyage. **T / F**
- g. A spokesman said there might not be enough food at the end. **T / F**
- h. The cruise ship has eight swimming pools. **T / F**

**2. Vocabulary matching**

**Paragraph 1**

- |              |                                                                                                                       |
|--------------|-----------------------------------------------------------------------------------------------------------------------|
| 1. lifetime  | a. Any of the world's main areas of land (Africa, Antarctica, Asia, Australia, Europe, North America, South America). |
| 2. set sail  | b. Being the only one of its kind; unlike anything else.                                                              |
| 3. ultimate  | c. The length of a person's life.                                                                                     |
| 4. continent | d. The best.                                                                                                          |
| 5. dock      | e. Start a journey on a sea, river, lake, etc.                                                                        |
| 6. explore   | f. Stop a ship or boat in a port.                                                                                     |
| 7. unique    | g. Travel in or through an unfamiliar country or area to learn about it.                                              |

**Paragraph 2**

- |            |                                                   |
|------------|---------------------------------------------------|
| 8. minimum | h. Gave something to someone to say yes or no to. |
|------------|---------------------------------------------------|

9. offer i. A person paying to stay at a hotel or on a ship.
10. guest j. The subject of a talk, a piece of writing, a person's thoughts, or an exhibition; a topic.
11. destination k. The least or smallest amount or quantity possible.
12. imagine l. The process of providing or obtaining the food necessary for health and growth.
13. theme m. Make a mental image of something.
14. nutrition n. The place to which someone or something is going or being sent.

### 3. Synonym match:

1. set sail	a. health club
2. ultimate	b. devoted
3. voyage	c. journey's end
4. committed	d. best
5. itinerary	e. give
6. minimum	f. travel plan
7. offer	g. leave port
8. destination	h. topic
9. theme	i. journey
10. spa	j. lower limit

### 4. Phrase match: (Sometimes more than one choice is possible.)

1. The cruise of a
  2. The 245-day voyage will
  3. connecting
  4. allow them to explore
  5. I am pleased to offer such a unique
  6. The 930 passengers have paid a
  7. Even at this price, all tickets
  8. a different menu for
  9. There is more food than you
  10. snowflakes fall
- a. minimum of \$81,000
- b. experience

- c. can ever imagine
- d. visit 51 countries
- e. every day of the cruise
- f. lifetime
- g. from the ceiling
- h. travelers
- i. have been sold
- j. the world in comfort

**5. Put the words in the right order.**

1. a lifetime The of cruise set sail .
2. 245-day will countries . visit voyage 51 The
3. sails world . the way It all the around
4. to that world. allow Experiences explore the them
5. experience a for our Offer guests . unique such
6. to in will luxury . able live Guests be
7. of menu every for A the cruise . day
8. create menus destination. Chefs special to reflect the
9. is There you food can than more imagine.
10. where grotto ceiling. snowflakes fall the A from

**6. Comprehension questions.**

1. What city did the cruise set sail from?
2. What is the name of the cruise?
3. How many ports will the cruise ship dock at?
4. For how many years has the cruise ship country helped travelers?
5. What kind of experience did the chairman call the cruise?
6. What is the price of the cheapest ticket on the cruise?
7. How many tickets for the cruise have been unsold?
8. How many restaurants does the ship have?
9. What will passengers be able to enjoy every day in the restaurants?
10. What will fall from the ceiling in a part of the ship?

## **ТЕМА 7. ПОДОРОЖІ ПОТЯГОМ**

**Ex.1. Before you read the passage, talk about these questions.**

1. What are some different ways to travel?
2. Name different places in the train station.

**Ex.2. Read and translate the article from a magazine about train travel. Pay attention to the phrases and words in bold.**

### **The Convenience of Trains**

Imagine you are a traveller. You watch the beautiful **scenery** as you travel. At night, you sleep on a comfortable **berth**. The following day, you arrive at your destination rested and relaxed. What type of transportation offers this experience? Train travel! It is a popular way to get around.

Just follow these simple steps to travel by rail. First, you go to the train station and you find a **ticket kiosk**. Next, **an attendant** helps you check the **timetable**. The timetable shows when trains depart. Third, you choose a **one-way** or **round-trip** ticket. Is your destination far away? Then take **an overnight train**. Next, you buy your ticket. Now you are ready **to catch the train!**

**Choose the correct answers.**

1. What is the passage mostly about?  
A the advantages of overnight train  
B the instructions for buying a train ticket  
C the duties of a kiosk attendant  
D the costs of train travel
2. According to the passage, which is **not** true about train travel?  
A it is difficult to buy a train ticket  
B it lets passengers enjoy the scenery  
C Timetables have information about trains  
D Overnight trains are expensive.
3. One job of a kiosk attendant is to \_\_\_\_  
A keep the train station safe  
B carry a traveller's luggage  
C help traveler's find train departure times  
D make sure the beds are nearby for passengers.

**Ex.3. Match the words (1-6) with the definitions (A-F).**

1 attendant    2 round-trip    3 timetable    4 station    5 berth    6 ticket kiosk

- A train come and go from here
- B a type of bed that is on trains
- C a train station worker
- D the place to purchase rail tickets
- E a det that shows train departures and destinations
- F a type of ticket that lets a traveler take a train to and from a destination.

**Ex.4 Complete the sentences. Fill in the blanks with the correct word from the word bank.**

*overnight train   one-way   try rail   catch the train   scenery*

1. I go to the train station and buy a ticket. I am ready to \_\_\_\_\_ .
2. Hilary buys a ticket to Paris. It is a (an) \_\_\_\_\_ ticket.
3. We look out the window. We see the pretty \_\_\_\_\_ .
4. Peter sleeps on the train during the night. He rides a (an) \_\_\_\_\_ .
5. Roger likes to travel \_\_\_\_\_ . He thinks it is fun.

**Ex.5. Read a conversation between a traveler and a kiosk attendant. Then answer the questions.**

**Kiosk attendant (K.A.):** Good evening, How may help you?

**Traveller (T):** I want to catch the next train to Berlin.

**K.A.:** OK. Let's check the timetable. The next train is an overnight train.

**T.:** Are there any tickets left?

**K.:** We only have seats left. There are no more berths available.

**T.:** That's fine. When does it depart?

**K.A.:** It leaves at 9 o'clock.

**T.:** OK. Can I please have a one-way ticket.

**Then answer the questions.**

1. Why ones the man talk to the woman?
  - A He wants to know the time.
  - B. He has a problem with his seat.
  - C. He needs to purchase a ticket.
  - D. He wants to change to a berth.
2. Which of the following is true according to the dialogue?
  - A The next to Berlin leaves in the morning.
  - B. The passenger sleeps on a berth.
  - C. There are no overnight yickets available
  - D. the passenger boys a one-way ticket.

## At the train station

### Vocabulary

A ticket inspector	Контролер квитків
A train engine.	Двигун поїзда
A train track	Коля поїзда
A ticket	Квиток
A ticket office	Каса
Left luggage	Камера схову багажу
A ticket machine	Квитковий автомат
A sleeping car	Спальний вагон
An aisle	Прохід
Information screen	Інформаційний екран
Seat Carriage	Вагон з сидіннями
A monthly pass	Абонемент на місяць
An overhead luggage rack	Накладні витрати полиця для багажу
Electronic barrier	Електронний шлагбаум
A waiting room	Зал очікування
A compartment	купе



**Useful expressions. Translate from English into Ukrainian.**

### What you say

Where can I buy a ticket?

Where can I make a reservation?

I'd like a single to London, please.

I'd like a return to Birmingham, please.

I'd like to reserve a **berth** in the sleeper to Edinburgh, please.



I'd like a monthly **season ticket**, please.  
Is this train direct?  
Do I have to change trains?  
Which **platform** is it for the 14:45 to Manchester, please?  
How long does it take?  
What time does it arrive in London?  
Where do I have to change?  
Is this the train for Bath?  
Is there a **left-luggage office**?  
The **ticket machine** wasn't working properly.  
When's the next train to Brighton?  
Is there a waiting room here?  
Is there a lost-luggage office?  
Where's the information desk, please?  
I'd like a **cheap day return** to London, please.  
Is this seat taken?  
I think this is my seat.  
I'd like an **off-peak ticket**, please.

### What you hear

I'm sorry but the train is **delayed**.  
The next train arriving on platform 6 is the 13:48 to Brighton.  
You are in carriage number 10.  
This is a non-smoking train.  
Tickets, please.  
You'll have to pay a surcharge. / You'll have to pay an excess fare.

### Glossary

**a berth** *n* a bed in a compartment in a train

**a season ticket** *n* a train ticket you can use for a fixed period  
of time: three months / six months / one year, etc

**a platform** *n* the area in the train station where you stand or sit and wait for the train to come

**the left-luggage office** *n* a place where you can leave bags in lockers

**a ticket machine** *n* a machine that gives you a ticket

**a cheap day return** *n* a ticket that is lower in price, and that allows you to travel to a place and return in the same day, but not during rush hour (the busy times)

**an off-peak ticket** *exp* a cheap ticket for a train at a quiet time - not at the time when people are travelling to work or going home

**delayed** *adj* if a train is "delayed", it will come later than planned

**Ex. 6. Complete the dialogue. Fill in the missing words.**

*change train screen return platform advance sign ticket*

Customer: Hi, I'd like a ticket to Southampton for tomorrow, please.

Vendor: Single or (1) \_\_\_\_\_?

Customer: A single, please.

Vendor: When did you want to leave?

Customer: What time is the first (2) \_\_\_\_\_ ?

Vendor: 7:35.

Customer: OK, a single for the 7:35, please.

Vendor: That'll be J42, please.

Customer: J42! That's a bit expensive.

Vendor: If you buy it online in (3) \_\_\_\_\_ , you can get a much better price, or you can get an off-peak (4) \_\_\_\_\_ for just J22, but you'd have to get the 11:22 train.

Customer: OK, then I'll have the off-peak ticket for the train at 11:22. Is it direct?

Vendor: No, you have to (5) \_\_\_\_\_ at Barking.

Customer: OK. Can I pay by credit card?

Vendor: Of course.

Customer: Here you are.

Vendor: Thank you. Just (6) \_\_\_\_\_ here, please.

Customer: Thanks. Which (7) \_\_\_\_\_ does it leave from?

Vendor: You'll have to check it on the information (8) \_\_\_\_\_. It usually goes from platform 16, but you'll have to check.

Customer: OK.

Vendor: Have a nice journey.

Customer: Thanks.

**Ex. 7. Choose the correct answer.**

**1. Be careful when you ... a train.**

- a.climb
- b.enter
- c.board
- d.get on

**2. A place where a train stops so people can get on or off. It's ... .**

- a.train stop
- b.railway station
- c.airport
- d.parking

**3. Most people prefer ... trains and compartment carriages.**

- a.high-speed
- b.express
- c.quick
- d.super

**4. If you are afraid of height, it is better for you to choose a lower ... .**

- a.bed
- b.bunk
- c.cradle
- d.birth

**5. Long distance tourist trains are ... mainline passenger trains or intercity.**

- a.call
- b.calls
- c.called
- d.calling

**6. Beautiful sightseeing is another ... of train journey.**

- a.benefit
- b.joy
- c.preference
- d.prize

**7. One can ... new friends with travelling passengers on the train easily.**

- a.do
- b.make
- c.have
- d.get

**8. You can go to the ... or order meal when the attendant comes along.**

- a.café
- b.canteen
- c.dining-car
- d.travelling restaurant

**9. How can we call a person who travels using any kind of transport?**

- a.an airhostess
- b.a passer-by
- c.a cashier
- d.a passenger

**10. Make sure the train has stopped completely before you ... .**

- a.get down
- b.get off
- c.get away
- d.get into

## ТЕМА 8. ПОДОРОЖІ АВТОБУСОМ

### On the Bus

#### Vocabulary

coins	МОНЕТИ
bus lane	автобусна смуга
double-decker (bus)	двоповерховий автобус
notes	банкноти
bus station	автовокзал
bus stop	автобусна зупинка
ticket machine	квитковий автомат
bus driver	водій автобуса
timetable	розклад
seat	сидіння
empty seat	вільне місце
hand-rail	поручень
bus ticket machine	автобусний квитковий автомат



**Useful expressions. Translate from English into Ukrainian.**

**What you say**

Which is the bus for London?

Where is the bus stop?

What time is the next bus to Birmingham?

What's the best way to get to Halifax by bus?

What time does the last bus for Liverpool leave?

Where can I get the number 34 bus?

Where do I get off for the Science museum?

How long does it **take**?

Where do I have to **get off**?

How long do I have to wait?

Do you know when the next bus is coming?

Have we passed Oxford Street?

Do you have a bus **timetable**?

Which bus do I need?

Do I have to change buses?

Where do I have to get off?

Where does the bus leave from?

Can you tell me where to get off?

Do I have to get off here?

Could you tell me when we get to Hyde Park, please?

You must have the **exact change**.

You have to press the button to stop the bus.

This ticket hasn't been **stamped**.

You're on the wrong bus. You need to take the number 3.

This seat is for the **elderly** only.

Would you like a **single** or a **return**?  
It's the third **stop** after this one.  
You aren't allowed to bring bikes on the bus.  
Where are you getting off?

### Glossary

**to get off** *phr vb* to leave a bus or train

**to take** *vb* to last a period of time

**a timetable** *n* a list of the times when something happens

**exact change** *n* money that corresponds exactly to the price

**to stamp** *vb* if a ticket is "stamped", it is marked to show that it has been checked

**the elderly** *n* old people

**a single** *n* a ticket that permits you to travel to a place (but not to return)

**a return** *n* a ticket that permits you to travel to a place and to return to your original destination

**a stop** *n* a place where a bus stops and allows passengers on or off

### Ex. 1. Complete the dialogue. Fill in the missing words.

*street change single off direct ticket stop*



### Dialogue

Sam has just got on the bus.

**Sam:** Is this the right bus for Trafalgar Square.

**Bus driver:** Yes.

**Sam:** A (1) \_\_\_\_\_, please. (*Sam gives the driver a ten-pound note.*)

**Bus driver:** You need to give the exact (2) \_\_\_\_\_ .

**Sam:** Oh, sorry. Here you are. (*Sam hands over the right change.*)

**Bus driver:** Don't forget your (3) \_\_\_\_\_.

**Sam:** Does this bus (4) \_\_\_\_\_ at Oxford Street?

**Bus driver:** No, you need the 34 for that.

**Sam:** Where can I get the 34?

**Bus driver:** It's the bus stop over the (5) \_\_\_\_\_. That one just over there. (*He points at the bus stop.*)

**Sam:** Do I have to change buses?

**Bus driver:** No, it's (6) \_\_\_\_\_.

But this one's going to Trafalgar Square, and you can walk to Oxford Street from there. It isn't far.

**Sam:** Oh, OK. I'll stay on this one then. Could you tell me where to get (7) -----, please?

**Bus driver:** Yes, all right.

**Sam:** OK. Thanks.

**Bus driver:** Hey, you've forgotten your ticket.

**Sam:** Oh, right.

**Ex.2 . Choose the correct answer.**

**1. Hurry up, or we'll ... the bus!**

- a. avoid
- b. miss
- c. drop
- d. lose

**2. Can you tell me where I can ... the number 8 bus, please?**

- a. catch
- b. have
- c. sit
- d. take off

**3. I hate travelling during the ... . I had to stand all the way home again last night.**

- a. break
- b. rush-hour
- c. noon
- d. dinner

**4. A small piece of paper that shows you have paid to go somewhere is a ... .**

- a. bill
- b. cheque
- c. card
- d. ticket

**5. Why do you want to go there ... bus?**

- a. on
- b. by
- c. in
- d. at

**6. There was such a long .... at the ticket office that I nearly missed my bus.**

- a. queue
- b. line
- c. serpentine
- d. way

**7. I waited at the .... for hours but all the buses were full.**

- a. bus station
- b. bus stop
- c. railway station
- d. airport

**8. This is like a bus, but it' for long distance. What's this?**

- a. a coach
- b. a bicycle
- c. a taxi
- d. a helicopter

**9. Excuse me, where is the bus ....?**

- a. park
- b. station
- c. space
- d. stay

**10. The person who checks tickets on a bus is called ticket .... .**

- a. controller
- b. conductor
- c. boss
- d. guard



## ТЕМА 9. ОРЕНДА АВТОМОБІЛІЯ

**Ex. 1. Before you read the passage, talk about these questions.**

1. When do travelers rent cars?
2. What kinds of cars do they rent?

**Ex. 2. Read and translate this brochure from a car rental agency. Pay attention to the phrases and words in bold.**

### Car rental 'Best Choice'

Car rental offers several types of cars All come standard aith a GPS.

*Economy.* Our economy car is a basic **model**. It is the latest model, but it is very comfortable.

*Compact.* The compact car is quite small. It is the preferred car for urban driving.

*Luxury.* Our luxury car id a **full-size** model. The **trunk** has plenty of room for your luggage.

*Requirements to Rent.* To rent a car from Best Choice Car Rental, you must have a **driver's license** and a major credit card. Before you rent, you must also purchase **insurance**. You must pay for the **mileage** that you use when you return your car.

**Choose the correct answers:**

1. What is the brochure mostly about?

- A the advantages of an economy car
- B the different types of rental cars
- C the rental agency's location
- D the size of the luxury cars

2. What feature comes with every car at Best Choice Car Rebtal?

- A GPS
- B insurance
- C petrol
- D luggage

3. According to the passage, a good car for city drivind is a (an) \_\_\_\_\_ model.

- A economy
- B luxury
- C full size
- D compact

**Ex 3. Match the words (1-7) with the definitions (A- G).**

1 economy 2 mileage 3 insurance 4 compact 5 standard 6 GPS 7 model

- A the least expensive item available
- B the distance that one travels
- C a device that show maps and directions
- D comes with every purchase
- E a type of car available to rent
- F you pay money to a company and the company and the company pays for damage in an accident
- G being small

**Ex 4. Write a word that is similar in meaning to the underlined part.**

1. Sara rents a large car. It has a lot of space. c - - - - -
2. George has a lot of money and rents the very expensive car. - - x - - -
3. Shella's bags don't fit in the car's place for storing luggage. t - - - -

**Ex 5. Read a conversation between a customer and a a rental agent.**

Rental Agent (R A): Good afternoon. How can I help you?  
 Customer (C): Hello. I want to rent a car. Can you help me?  
 R A.: Certainly. We rent several different models.  
 C: Well, I'm looking for something inexpensive.  
 R.A.: Take a look at our economy model. It's a great choice for budget travelers. But the trunk is rather small.  
 C.: That's okay. I don't have much luggage. Can you tell me about your rental requirements?  
 R A: Sure. You need a driver's license and a major credit card.

**Mark the following statements as true (T) or false (F).**

- 1 The rental company only rents one model of car.
- 2 The agent tells the customer to rent the economy model.
- 3 The customer has a lot of luggage.

**Ex. 6. Choose the correct answer.**

**1. The rental rate includes a certain travel distance .... .**

- a. a day
- b. in a day
- c. per day
- d. during a day

**2. If another person will also be driving the rented car the renter has to .... an additional-driver charge.**

- a. buy
- b. give
- c. take
- d. pay

**3. What is the car .... number?**

- a. directory
- b. registration
- c. written
- d. identification

**4. Can I .... the car in another city?**

- a. throw
- b. stay
- c. stand
- d. leave

**5. The roads were crowded and I was stuck in a .... jam for hours.**

- a. orange
- b. awful
- c. traffic
- d. usual

**6. Car rental provides flexible means of transport: tourists can drive .... when they want to and where they want to.**

- a. myself
- b. yourselves
- c. themselves
- d. ourselves

**7. Not anybody can rent a vehicle: the renter must have a valid .... and be above a certain age.**

- a. passport
- b. visa
- c. secret document
- d. driver's licence

**8. Car rental rates differ .... one company to another and depend on various factors such as type of car and distance travelled.**

- a. to
- b. from
- c. for
- d. on

**9. Some rental companies offer special rates over weekends to .... leisure tourists to rent.**

- a. make
- b. encourage
- c. insist
- d. push

**10. Rental vehicles vary .... size and transmission type (automatic or manual).**

- a. in
- b. on
- c. of
- d. with

### Renting a car

#### Vocabulary

Driver's licence	посвідчення водія
bodywork	кузовні роботи
credit card	кредитна карта
number plate / registration plate («license plate» in US English)	номерний знак / номерний знак («номерний знак» англійською мовою США)
keys	ключі
parking bay	стоянка
ignition	запалювання
boot	завантаження
car park	паркування

<b>Types of car</b>	Види автомобіля
Saloon (car) («sedan» in US English)	Седан (автомобіль) («седан» англійською мовою США)
Estate (car) («station wagon» in US English)	Універсал (автомобіль) («універсал» англійською мовою США)

Minivan / people carrier	Мінівен / перевізник
SUV (sports utility vehicle) / 4X4	Позашляховик / 4X4
Convertible	Кабріолет
Truck/lorry	Вантажівка
Pick-up truck	Пікап
Coupe	Купе
Van	Фургон

**Useful expressions. Translate from English into Ukrainian.**

**What you say**

I'd like to **rent** a car, please. How much is it per hour? How much is it per day?

How much is it per kilometre?

How much is the **insurance**?

Do you need to see my **driver's licence**?

Can I leave the car in another city?

Is it petrol or diesel? Does it take petrol or diesel?

There appears to be a **dent** in the bodywork.

There's a **scratch** at the back.

Where is the car?

What's the car **registration number**?

Where do I have to leave it when I've finished?

What do I do with the keys?

Is it manual («stickshift» US) or automatic?

Sorry, but I put diesel in the petrol **tank**.

I'm sorry but I crashed the car.

I'm sorry but I've **written the car off**. I've **totalled** the car (US)

The car is a **write off**. Can you give me another one?

**What you hear**

It comes with a full tank of petrol.

Please return it with a full tank.

The keys are here.

The car is parked in the car park, in **bay 24, parking space B23**.

Just phone this number if you have any difficulties.

The registration number is PY2 4TZ.

Just fill out this form, please

May I see your driving licence, please?

I'll just take down your details.

It's got **unlimited mileage**.

I need to **swipe** your credit card.

You will be liable for the **excess**, which is 200 pounds.

### **Glossary** Renting a car

**to rent/hire** *vb* to pay money to use something for a limited period of time

**insurance** *n* if you pay for “insurance”, you receive money/compensation if you have an accident

**a driver’s licence** *n* a formal document that shows you have permission to drive

**a dent** *n* a hole in the surface

**a scratch** *n* a small cut on the surface of something

**a registration number** *n* the numbers and letters at the back and front of a car that identify a car

**a tank** *n* the object in a car in which you put petrol/ gas/diesel

**to write a car off** *exp* to destroy a car completely

**to total a car** *exp US* to destroy a car completely

**a write-off** *n* if a car is a «write-off», it is completely destroyed

**a bay** *n* an enclosed area in a building that is used for a specific purpose

**a parking space** *n* an area in a car park where you can park a car

**unlimited mileage** *n* if the car has «unlimited mileage», you can travel as far as you like without being charged for it

**to swipe** *vb* if they «swipe» your card, they put your card into a little machine in order to register it

**the excess** *n* a limited amount of money you must pay for repairs if you have an accident

### **Ex. 7 . Complete the dialogue. Fill in the missing words.**

*excess space day per accident door form mileage*

**Sales:** Good morning. How may I help you?

**Sally:** Good morning. I’d like to rent a car for the (1) \_\_\_\_\_.

**Sales:** OK. Any car in mind?

**Sally:** Just an ordinary four-(2) \_\_\_\_\_ car.

**Sales:** We’ve got a Peugeot 206 if you like.

**Sally:** Yes, that would be fine. How much is it (3) \_\_\_\_\_ day?

**Sales:** It’s 80 pounds per day with unlimited (4) \_\_\_\_\_ , and that includes insurance.

**Sally:** That sounds all right.

**Sales:** And the (5) \_\_\_\_\_ is 200 pounds.

**Sally:** What does that mean?

**Sales:** Well, if you have an **(6)** \_\_\_\_\_, you have to pay the first 200 pounds.

**Sally:** OK. I'm not really planning on having an accident.

**Sales:** Very wise. So, just fill in this **(7)** \_\_\_\_\_, please. And I need to see your driving licence, and I'll have to swipe your credit card.

**Sally:** OK. Here you are.

**Sales:** Very good. Here are the keys. The car is in bay 62, in parking **(8)** \_\_\_\_\_ 91. It's a blue Peugeot 206 station wagon.

**Sally:** Great.

**Sales:** Drive safely.

**Sally:** Thanks. Bye.

**Sales:** Bye.

## ТЕМА 10. ФОРМИ ОПЛАТИ ПОСЛУГ

**Ex. 1. Before you read the passage, talk about these questions.**

1. What forms of payment do holidaymakers use?
2. What things should you always take on holiday with you?

**Ex.2. Read the pamphlet from the local tourism board. Pay attention to the phrases and words in bold.**

### Money Matters

#### Shopping in the Wonderful Town of Preston

Welcome to Preston! Visitors to our town love to shop until they drop. We have many stores that offer great goods and services. But before you go shopping, learn about the different **methods of payment** our businesses accept. Most shops accept **charge cards** or **credit cards**. And many shops accept **traveller's checks**. Many also accept **debit cards** or **personal checks**. These use money from your **checking account**. Be sure to bring a photo ID with you. This is a kind of **identification** with your photograph on it. Many shops ask for it before completing any **transaction**. It is always a good idea to bring cash when you travel. That's because some transactions are cash-only.

**Mark the following statements as true (T) or false (F). How many methods of payment does it mention?**

1. Charge cards withdraw money from your checking account.
2. Businesses ask to see ID when you pay with a personal check.
3. Some shops only accept cash.

**Ex.3. Write the different methods of payment.**

- 1 t \_ \_ e \_ e \_ 's \_ h e \_ \_ \_
- 2 \_ \_ t s \_ n \_ \_ \_ h e \_ \_
- 3 c \_ \_ \_ \_ e c \_ \_ \_
- 4 \_ \_ b \_ \_ \_ a \_ d
- 5 \_ r \_ d \_ t c \_ \_ \_

**Ex.4. Complete the sentences. Fill in the blanks with the correct word from the word bank.**

*transaction    cash only    checking account    identification*

1. Gerald pays with a clerk and shows the clerk his \_\_\_\_\_ .
2. Jimmy pays for the item and the \_\_\_\_\_ is complete.
3. Ashley opens a \_\_\_\_\_ and now she can use a personal check or debit card.
4. A \_\_\_\_\_ business only accepts cash for payment.

**Ex.5. Read a conversation between a store clerk and a customer.**

**Clerk:** Good afternoon. Is this going to be all for you?

**Customer:** Yes, thank you. How much is it?

**Clerk:** It comes to 12 euros. How would you like to pay?

**Customer:** Do you take traveller's checks?

**Clerk:** No, I'm sorry. We don't accept traveller's checks.

**Customer:** What other methods of payment do you accept?

**Clerk:** We take charge cards. And we also accept cash.

**Customer:** Okey. I have some cash. Here you go.

**Answer the questions.**

1. The customer can pay with a \_\_\_\_\_ or cash.  
A. traveller's check  
B. personal check  
C. charge card  
D. debit card
2. The customer pays with cash because ... .  
F. traveller's check  
G. she lost her charge card.  
H. The shop doesn't accept traveler's checks.  
I. The shop is cash-only.



**Ex.6. With a partner, act out the roles below, based on the dialogue from Ex.5. Decide who Student A and Student B are.**

e.g. Is this going to be all for you?

How much is it?

What methods of payment do you accept?

<b>Student A</b>	<b>Student B</b>
<p>You are clerk at a gift store. Answer Student B's questions. Create personal information about yourself.</p>	<p>You are a customer at Preston Gifts. Create personal information about yourself and an item to purchase. Ask Student B questions about:</p> <ul style="list-style-type: none"> <li>- the cost of the item</li> <li>- accepted methods of payment</li> </ul>

## ТЕМА 11. ЯК ОТРИМАТИ ГРОШІ ЗА КОРДОНОМ

**Ex. 1. Before you read the passage, talk about these questions.**

1. How do travelers get cash while on holiday?
2. How can you get cash from your bank?

**Ex.2. Read this article from a travel guide. Pay attention to the phrases and words in bold.**

### Need Some Cash?

*You arrive in Tulum and you don't have any money.*

Don't worry! There are many places to get cash. First, go to the **bank**. Most major banks have **branches** in Tulum. **Business hours** are usually between 9 a.m. and 6 p.m. Did you arrive late at night? **Withdraw** money from an ATM. Just put your card into the machine and enter your PIN into the **keypad**. Remember, each bank has its own ATM. Try to use your bank's ATM. If not, there is often a **service charge**, or **service fee**. Finally, you can use a wire **transfer**. Someone at home sends you money **electronically** and you pick it up at a bank.

**Choose the correct answers.**

1. What was the main idea of the passage?
  - A how to find a bank in Tulum
  - B the best places to shop in Tulum
  - C where to get cash in Tulum
  - D ways to send money electronically

2. Traveller's use their bank's ATMs because ...

- A ATMs are easy to locate in new towns.
- B ATMs are open during business hours.
- C travelers don't have to pay a service fee.
- D travelers want transfer money to another place.

3. According to the article, what is NOT true about wire transfers?

- A They involve sending money electronically.
- B They require someone to send money from somewhere else.
- C Traveller's pick up transferred money from the bank.
- D Traveller's must arrange them before leaving home.

**Ex.3. Read the sentence pairs Choose where the words best fit in the blanks.**

1. PIN/ bank

The \_\_\_\_\_ is closed so the traveler uses an ATM.

Kate forgets her \_\_\_\_\_ so she cannot use the ATM.

2. ATM / branch

Debra uses another bank's \_\_\_\_\_ and pays a service fee.

Janie visits her bank's local \_\_\_\_\_ .

3. Key pad / wire transfer

I use the \_\_\_\_\_ to enter my PIN.

Pauline's brother sends her money by \_\_\_\_\_ .

**Ex.4. Check (✓) the sentence that uses the underlined part correctly.**

1. A Only Jack knows the PIN for his debt card.

B Ursula sends a letter to her friend by mail because it's faster to send messages electronically.

2. A Sara uses another bank's ATM and the bank pays her in a service fee.

B The bank is closed because it is after its business hours.

3. A A keypad is not a safe place to keep money.

B George withdraws money from his account.

**Ex.5. Read the conversation between an airport worker and a traveller.**

**Traveller (T):** Excuse me, I'm looking for a bank. Can you tell me if there's one nearby?

**Worker (W):** National Bank has a branch here.

**T:** Perfect. That's the bank. I use at home. Where are their offices?

**W:** They are in Terminal 2. But they're closed for the day. They are only open until 6 p.m.

**T:** Oh no! Where else can I get cash?

**W:** There's an ATM over there.

**T:** Great! Is it a National Bank ATM?

**W:** No. It's another bank's ATM. So you need to pay a service charge to use it.

**Mark the following statements as true (T) or false (F).**

1. The traveler pays a fee to withdraw money from the ATM.
2. The traveler cannot visit National Bank because he doesn't know his PIN.
3. The traveler arrives during the bank's business hours.

**Ex.6. With a partner, act out the roles below, based on the dialogue from Ex5.**

**Decide who Student A and Student B are.**

e.g. I'm looking for a bank.

Where else can I get cash?

There's an ATM over there.

<b>Student A</b>	<b>Student B</b>
You are clerk at an airport. And you need cash. Ask Student B questions to find out	You are a worker at an airport. Answer Student A's questions.
<b>M</b> - Where the nearest bank is	
<b>A</b> - The bank's business hour	
<b>1</b> - Where the ATM is.	

## ТЕМА 12. ПОКУПКИ

### Shopping

#### Vocabulary

Aisle	Прохід
(Shopping) trolley	(Покупковий) візок
Notes / banknotes	Купюри / банкноти
Toilets / bathroom	Туалети / ванна кімната
Escalator	ескалатор
(Shop/store) manager	(Магазин/магазин) менеджер
Shelf	Полиця
Credit/debit card	кредитна/дебетова картка
Receipt	Квитанція, чек
Plastic bag / carrier bag	Пластиковий пакет / сумка-переноска
Checkout till / cash till	Касові виписки / каса готівкою
(Shopping) basket	(Корзина для покупок
Self-checkout /	Самовіїзд /
self-service checkout	каса самообслуговування
Scales	Ваги
Coins	Монети
Sales assistant /	Помічник продажів /
shop assistant	Продавець
Exit	Вихід
Checkout assistant	Помічник каси

#### Useful expressions. Translate from English into Ukrainian.

##### What you say

Department store – a very large shop with different sections: toys, food, etc.

Shopping centre – a large building with many separate shops. («**Shopping mall**» in US English)

Floor – a level in a shop: ground floor, first floor, second floor, etc.

Menswear/womenswear department – the place in the shop where there are clothes for men/women.

Changing rooms – a little room where you can try on clothes.

Cafeteria – a restaurant where you can buy a coffee / a sandwich, etc.

Store card – a card that gives you points every time you buy something.

Refund – if you get a “refund”, you return an item you bought and the shop returns your money.

Discount – if there's a «discount», a product costs less than normal.  
Coupon – a little piece of paper with a discount on a particular product.

Where's the sports department, please?  
I'd like to return this skirt, please.  
Is the café on the second floor?  
Where can I get toothpaste, please?  
What time do you close, please?  
Are you open on Sundays?  
Is there somewhere I can try this on, please?  
Do you have this in a larger/smaller size, please?  
Have you got a store card?  
Shall I wrap it for you?  
Will you be paying by cash or credit card?  
We're open from 9am till 6pm, all through the week.  
The changing rooms are just over there.  
You can bring it back and get a refund if you keep the receipt.

**Ex. 1 . Complete the dialogue. Fill in the missing words.**

*boxes      Sundays      aisles      thing      toilets      menswear*  
*department      escalator      vegetable      cafeteria*

Bob is in a department store. He needs some help so he's speaking to a shop assistant.

**C=Customer A=Assistant F=Frank**

**C:** Excuse me, do you know where the cereal is, please?  
**A:** Yes, it's down there on the right – three (1) \_\_\_\_\_ down.  
**C:** Oh, and do you know where the (2) \_\_\_\_\_ are, please?  
**A:** They're on the third floor.  
**C:** And the fruit and (3) \_\_\_\_\_ section?  
**A:** It's at the back of the supermarket – just over there.  
**C:** Oh, and where's the sports (4) \_\_\_\_\_ ?  
**A:** It's on the 2nd floor.  
**C:** And the (5) \_\_\_\_\_ ?  
**A:** It's on the 6th floor.  
**C:** Great. Sorry, but where's the (6) \_\_\_\_\_ ?  
**A:** It's just over there.  
**C:** Are you open on (7) \_\_\_\_\_ ?

A: Yes, we are.

C: Oh, I wanted to try this shirt on. Do you know where the changing rooms are?

A: You'll have to go back to the (8) \_\_\_\_\_ department on the 4th floor and try it on there. This is the supermarket – there aren't any changing rooms here.

C: OK. Great. Thanks a lot.

A: My pleasure.

C: Oh, and just one other (9) \_\_\_\_\_ ...

A: Excuse me. [to a colleague] Frank! Frank!

F: Yeah, what?

A: Could you deal with this gentleman, please? [to the customer] I'm sorry, but there's been an emergency and I've got to go and stack some (10) \_\_\_\_\_ .

C: Oh, right, well, then, erm, Frank, I was just wondering whether you could tell me... [fades out]

**Ex. 2. Before you read the passage, talk about these questions.**

1. How do people remember their vacations?
2. What are some items people commonly buy while on holiday?

**Ex.3. Read this coupon from a gift shop. Where do you pay for your gifts?**

**Murtz's Gift Shop**

Let's face it – most gift shops are expensive, especially during the high-season. Then where can you go for great prices year-round? Go to Murtz's Gift Shop!

Everything in the store is on sale. Look at the price tags, and then take 40 percent off the price. Bring in this coupon and get free gift wrapping or a free collectible souvenir.

We have a large selection of beautiful mementos. Our friendly staff will help you pick out the perfect gift. When you're ready to buy something take your gift to the cash register. Start saving money today.

Don't shop anywhere but Murtz's!

**Ex.4. Complete the sentences. Fill in the blanks with the correct word from the word bank.**

*friendly    on sale    souvenir    40 percent*

Murtz's Gift Shop is a good place to shop because it has many items 1 \_\_\_\_\_ . A customer gets 2 \_\_\_\_\_ off the price on the price tag. Customers can also use the coupon and get free gift wrapping or a collectible. 3 \_\_\_\_\_. The 4 \_\_\_\_\_ staff at Murtz's gift shop will help customers pick out the perfect gift.

**Ex.5. Check (✓) the sentence that uses the underlined parts correctly.**

- 1 A The staff at the store will help the customer find a gift.  
B The man buys a souvenir before he saves for his trip.
- 2 A The gift shop is usually empty during the high season.  
B Gemma pays for the item at the cash register.
- 3 A Sally wants to remember her holiday so she buys a momento.  
B John uses a coupon and now the gift costs more.
- 4 A The coin is collectible so Mary throws it away.  
B There are many items in the store. You pick out one and buy it.

**Ex. 6. Look at the word pairs. Write the correct word in each blank.**

1 cost / on sale

The postcard does not \_\_\_\_\_ a lot of money. Frederick buys a gift because it is \_\_\_\_\_.

2 price tag/ gift wrapping

The shop offers free \_\_\_\_\_ for customers.

The \_\_\_\_\_ shows the cost of an item.

3 selection / gift shop

Linda finds many gifts at the store because it has a large \_\_\_\_\_ .

Jason buys souvenirs at a(n) \_\_\_\_\_ .

**Ex 7. Read the conversation between a customer and a gift shop clerk.**

**Customer:** Excuse me. How much does it cost? It doesn't have a price tag.

**Clerk:**The glass memento is 16 euro. It's on sale.

**Customer:** How about this postcard?

**Clerk:** It's only 3 euros.

**Customer:** Oh my! That's too much for a postcard!

**Clerk:**Well, you can use a coupon. Then the price is only 2 euros.

**Customer:** I'll take the postcard. But I don't want the glass memento.

**Clerk:** Okey. How would you like to pay for that?

**Customer:** I'll pay with cash.

**Then answer the questions.**

1. What are the speakers talking about?

- A the prices of some gift
- B the recent price increase
- C the accepted payment methods
- D the types of gifts on sale

2. What item does the customer purchase?

A a collectible

B a postcard

C a momento

D a glass

**Ex 8. Discuss the questions below with your partner.**

1. When was the last time you went shopping? What did you buy? Why?

2. Where is your favorite place to go shopping for groceries? Why do you like it?

3. Is it a good idea for stores to open 24 hours a day, 7 days a week? Why? / Why not?

4. What is the worst thing you ever bought? Why was it so bad?

5. Why do many people enjoy window shopping?

6. Would you like to work in a store? Why? / Why not?

**Ex 9. Translate the following expressions into Ukrainian.**

advertise

advertisement

aisle

bar

code

bargain

brand name

browse

buy

cash

cashier

change

credit card

customer

debit card

department store

on package

price

price tag

discount

exchange

expensive

fitting room

market

on sale

pay

package

pound

price

price reduction

product

purchase

receipt

return

sale

sales

tax

save

sell

shop

shoplift shopper

shopping basket

shopping cart

shopping mall

store hours

special offer

spend

store hours/

/working hours

supermarket

try on

weight – to weigh

window shop

warranty

wrong colour

wrong size

**Ex. 10. Buying and selling. Complete the sentences with the words below.**

*cash, cashier, customers, fitting room, medium, on sale, open, pay, price, receipt, sales tax, shopping cart, store hours, try on, window shop*



1. How much does this sweater cost? What's the \_\_\_\_\_?
2. Should I buy a size small, \_\_\_\_\_, or large jacket. I don't know what size he wears.
3. Would you like to pay by \_\_\_\_\_ or by credit card?
4. Is the store \_\_\_\_\_ or closed?  
(A) Where can I \_\_\_\_\_ this shirt?  
(B) You can try it on in the \_\_\_\_\_.
5. If you want to bring back that jacket and exchange it for a new one, you must have a \_\_\_\_\_.
6. I'm going to buy a lot of things, so I don't want a shopping basket. I need a \_\_\_\_\_.
7. That television is very expensive, so I'm going to wait for it to go \_\_\_\_\_.
8. There are too many people standing in line at that \_\_\_\_\_. Let's go to another one.
9. The table costs \$59, but don't forget that you also have to pay \_\_\_\_\_. That's an extra 10%.
10. That store is very popular. There are always very many \_\_\_\_\_ buying things.
11. Oh no! I almost walked out of the store and almost forgot to \_\_\_\_\_ for my things!
12. The \_\_\_\_\_ are from 9 am to 9 pm.
13. I don't have much money, but I still like to go to shopping malls and \_\_\_\_\_.

**Ex. 11. Complete the sentences with the words bellow.**

*broken, change colour, doesn't work, exchange, expensive, hole, missing, receipt, refund, repair, return, shrink, warranty, wrong colour, wrong size*

**How to return goods?**

1. I'm really angry. I bought a new computer yesterday but it \_\_\_\_\_.
2. This sweater should have five buttons but there are only four. One button is \_\_\_\_\_.
3. Don't wash your new clothes in hot water, David. They might \_\_\_\_\_ and become too small.
4. Look! There is a \_\_\_\_\_ in this shirt.

5. Can I \_\_\_\_\_ this radio to your store? –Yes, bring it back. We’ll \_\_\_\_\_ your money.
6. If you want to bring back that jacket and exchange it for a new one, you must have a \_\_\_\_\_.
7. I bought this lamp yesterday, but there's a problem with it. Can I \_\_\_\_\_ it for a new one?
8. These shoes don’t fit me. They’re too small. They’re the \_\_\_\_\_.
9. That TV comes with a two-year \_\_\_\_\_.
10. The store will pay to fix any problems during that time.
11. The picture on the box shows blue shoes, but inside the shoes are red. They’re the \_\_\_\_\_.
12. The TV I bought last year doesn’t work now but the store said it will pay to \_\_\_\_\_ it.
13. Don’t wash your new blue T-shirt with your white shirts. They might \_\_\_\_\_.
14. That pen costs \$15.99. It’s too \_\_\_\_\_.
15. Did you break a dish on the way back home? One of them is \_\_\_\_\_.

**Ex. 12. Answer these fourteen questions to score your vocabulary knowledge.**

**1. Which of the following things can an ‘advertisement’ do?**

- a. put things in a bag for you
- b. tell you how much something costs
- c. spend a lot of money
- d. all of the above

**2. Which of the following things do you do when you ‘purchase’ something?**

- a. you return it
- b. you advertise it
- c. you sell it
- d. you buy it

**3. If something you bought was a ‘bargain’, it wasn’t ....**

- a. expensive
- b. on sale
- c. big
- d. bought with cash

**4. When do people usually get a 'receipt'?**

- a. before they buy a used car
- b. before they check out
- c. when they get a shopping basket
- d. after they buy something

**5. Which of the following things does a 'cashier' usually do?**

- a. give away things for free
- b. browse
- c. go shopping
- d. take your money

**6. Which of the following words is closest in meaning to 'shoplift'?**

- a. steal
- b. break
- c. buy
- d. use

**7. A book costs \$5.99 and you pay \$6. What should you get?**

- a. special offers
- b. change
- c. a clerk
- d. a cash register

**8. Which of the following things can you do with a 'shopping cart'?**

- a. you can give it your credit card
- b. you can put things in it
- c. you can ask it to help you
- d. you can drive it 35

**9. Which of the following things can you do with a 'debit card'?**

- a. find a clerk to help you
- b. find out someone's name
- c. buy a bag of apples
- d. find out the price of a sweater

**10. Which of the following things does 'store hours' mean?**

- a. the time when the store is open
- b. the time when there is a sale

- c . the time when the store is closed
- d. the time when the store is very busy

**11. What do you do when you ‘exchange’ a product?**

- a. you replace it with another product
- b. you look at it very carefully
- c. you sell it to a customer
- d. you put it inside a box

**12. Which of the following things is an example ‘weight’?**

- a. 55 grams
- b. 14 kilograms
- c. 12 ounces
- d. all of the above

**13. Which of the following things do people usually do in a ‘fitting room’?**

- a. they look at bar codes
- b. they talk to other customers
- c. they try on clothes
- d. they buy things

**14. When they go ‘window shopping’, people usually ....**

- a. buy windows
- b. spend a lot of money
- c. buy nothing
- d. none of the above

**Ex 13. Read and translate the dialogues into Ukrainian.**

**1. Negotiating a Price**

A: I want to purchase this television.

B: I’m glad to hear that.

A: How much does it cost?

B: I'm selling it for \$2500.

A: That can’t be right.

B: That's the going price for that particular TV.

A: I can't afford that.

B: This is a very high quality television.

A: I would buy it if the price was lowered.

B: How much lower?

A: How about you sell it to me for \$2000?

B: \$2500 is a low as I'll go.

## 2. Where to Buy What

A: I have to do some shopping.

B: What are you going to look for?

A: I'm trying to buy a new bedroom set.

B: What store are you going to?

A: I'm not sure.

B: You don't know?

A: I have no idea where to find one.

B: Would you like me to tell you where I got mine.

A: I would appreciate that.

B: I went to get mine from IKEA.

A: Is the furniture at IKEA cheap?

B: They're not cheap, but neither is their furniture.

### Ex. 14. Theme for discussion:

*Some people think it's a good idea to buy things online. Other people think it's better to go shopping off-line. What do you think?*

### Ex. 15. Complete this text with the following words or expressions:

*In excellent condition – as good as new – the latest model – state of the art – second-hand – used – available now – on the market – hand-crafted – brand new – made by hand – still in its packaging – feature – includes – some wear and tear – not in perfect condition – unique – one of a kind – come in a wide range of colours and sizes – choose from a selection of*

Buying and selling on the Internet has become popular in the last ten years, especially since mobile phones have become more and more essential. One of my favourite apps is *Wallapop*, which allows you to buy and sell 1) ..... things that are 2) ....., one click access.

Some products might be 3) ....., but others can be 4) ....., although I think they can't be 5) ..... as when you get them from the shop. However, it's possible to find something 6) ....., because the owner never opened the box or because the product was a present and he/she had already had a similar one. Things in *Wallapop* are usually 7) ..... or with 8) ..... and because of that, users must ask for a lower price. The app is not a shop, so of course you can't

9) ..... models. If you are looking for online shopping, the best option is *Asos*, where you can find clothes which 10) ..... This website 11) ..... some filters to look for specific things, and everything is 12) .....

Another 13) ..... of *Wallapop* is the possibility of finding 14) ..... products, whose sellers have 15) .....: brooches, necklaces, dolls... They may be 16) ..... and probably a 17) ....., much better than the things you can find in the traditional stores, so this is perfect if you want to have something 18) ..... So think about it: whether you want to get 19) ..... or you are an antique lover, the net has a lot to do for you because nowadays almost everything is 20) .....

**Ex.16. Write notes about your own shopping routine, from the time you usually go shopping to the shops you prefer. Mention if you tend to buy things online. If yes, what are they? Then write a paragraph about your shopping habits. Describe the ways in which you are doing this.**



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