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“Travel broadens the mind.”

Proverb

Starting up

A How often do you travel? Where do you like to go? Do you ever travel on business?

B When you travel, which of the following do you like or not like? Make sentences as in the examples.

I love meeting new people.

I don't like flying.

I like eating new food.

I hate checking in.

I don't mind packing.

- checking in
- waiting for luggage
- booking rooms
- speaking a foreign language
- packing suitcases
- being away from home
- travelling to the airport / station
- meeting new people
- flying
- eating new food

C 4.1 Listen to these statements. Where do they take place?

a) in a taxi

c) at a railway station

e) on a plane

b) at an airport

d) at a hotel

1 *b* 2 3 4 5 6 7 8



Vocabulary

Travel details

A 4.2 Write the letters of the alphabet in the correct columns. Then listen and check.

say	see	egg	flight	so	you	car
A	B, C					

B Now count the numbers.

- From one to ten. *one, two.*
- From 11 to 25.
- In tens, from 20 to 100.

C 4.3 Say these flight details. Then listen and check.

- Flight BA 427
- Flight LH 265
- Flight UA 491
- The plane leaves from gate 38.
- You fly from terminal 3.
- The 4:40 flight to Frankfurt is now boarding.
- You are in row 35, seat E.
- The plane arrives at 12:10.

D People often do these things when they travel. Match the verbs with the correct phrases.

- | | | | |
|--------------|--------------------|-------------|-----------------------|
| 1 buy | a) security | 6 watch | a) a hotel room |
| 2 confirm | b) a ticket | 7 take | b) some shopping |
| 3 collect | c) at the check-in | 8 book | c) at the hotel |
| 4 go through | d) their flight | 9 do | d) an in-flight movie |
| 5 queue | e) their luggage | 10 check in | e) a bus or taxi |

E Work in pairs. Put actions 1 to 10 from Exercise D into order.
 1 buy a ticket 2 book a hotel room



F Complete these sentences. Use the nouns from the box.

bill reservation booking receipt centre
fax call luggage flight seat

At the ticket office

- 1 I need to change my *booking*
- 2 Is there a direct ?

At the check-in desk

- 3 Can I take this as hand ?
- 4 Can I have an aisle ?

In a taxi

- 5 Please take me to the city
- 6 Can I have a, please?

At the hotel

- 7 I have a for two nights. My name's Burkhard.
- 8 Can I send a from here?
- 9 Can I have an alarm at 6:45, please?
- 10 I'm checking out today. Can I have the, please?

➔ Vocabulary file page 158

Listening
Listening for
information

4.4 Listen to each part of the recording. Then answer the questions.

Part 1

- 1 What time is the next train to Manchester?

Part 2

- 2 Which flight is boarding at gate 23?

Part 3

- 3 What time does the train leave?
- 4 Which platform does it leave from?

Part 4

- 5 The passenger chooses a flight. What time does it leave?
- 6 When does the flight arrive?
- 7 What is the flight number?
- 8 Which terminal does it leave from?

Language focus 1
can / can't

- We use *can* to say we are able to do something.
He can program a computer.
- We use *can I* or *can we* to ask permission.
Can I use the phone, please?
Yes, of course. / Sorry, I'm afraid it's for staff only.
- We also use *can* to talk about what is possible.
Can I fly direct from Moscow to Sydney?
No, you can't. You need to change.

➔ page 121



A Put the dialogue into the correct order.

- | | | |
|--------------------------|--------|---|
| ☐ | Paolo | Hi, Judith. |
| ☐ | Judith | Well, I can't do Thursday, but Friday is OK. |
| ☐ | Paolo | Paolo Ranieri speaking. |
| ☐ | Judith | Oh, hello, Paolo. This is Judith Preiss here. |
| ☐ | Paolo | I'm sorry, Judith. I can't. But I can make Thursday or Friday. |
| ☐ | Judith | Paolo, I'm calling about that meeting. Can you make next Wednesday? |
| ☐ | Paolo | Of course. I can pick you up from the station if you like. |
| ☐ | Judith | 10 o'clock's fine. Oh, and can I bring my colleague, Sabrina? |
| ☐ | Paolo | You met her at the conference. |
| ☐ | Paolo | OK. Friday it is. Can we meet in the morning – say 10 o'clock? |
| ☐ | Judith | Great. See you on Friday. Bye. |

B 4.5 Listen and check your answers.

C Answer these questions about the dialogue in Exercise A. Use Yes, he / she / they can or No, he / she / they can't.

- 1 Can Paolo meet Judith on Wednesday?
- 2 Can Judith meet Paolo on Thursday?
- 3 Can Judith and Paolo meet on Friday?
- 4 Can Paolo pick up Judith and Sabrina from the station?

D 4.5 Listen to the dialogue again. Then practise it with a partner.

E Ask people in your class about the languages they can speak.

Work in pairs. Try to remember the languages people can and can't speak.
John can speak English and German, but he can't speak Chinese.

F Work in pairs. Role play this situation. Student A works at an overseas subsidiary of your company: turn to page 140. Student B is going to visit next week: look at this page.

Student B

Ask Student A for the following information:

- take a taxi from the airport to the office?
- Can I take a taxi from the airport to the office?*
- smoke in the building?
- get lunch in the cafeteria?
- get secretarial help?
- use a computer?

Reading

Business hotels

A Tick the facilities you expect to find in a business hotel.

fitness centre	☐	secretarial services	☐
reception desk	☐	function rooms	☐
gift shop	☐	childcare service	☐
restaurant	☐	fax machine	☐

B Read the brochure. Underline the words from Exercise A which are in the brochure.



Welcome to The Tower Hotel

The Tower Hotel is in Shinjuku, the new business centre of Tokyo. It is an exciting area with excellent shopping and entertainment.

The Tower Hotel has luxurious rooms, which are ideal for the business traveller. Each room has TV channels in English such as CNN and the BBC. All rooms have voice mail, a fax machine and a personal safe. Each room is equipped for personal computer use and Internet access is free.

Before your evening meal you can relax in the fitness centre and sauna. There are two excellent restaurants for your meals. One offers a variety of international dishes; the other offers traditional Japanese cuisine.

There is an executive lounge with its own check-in and check-out service. Here you can get a free American breakfast and evening drinks. It has also got laser printers in a comfortable work area with tea- and coffee-making facilities.

There are ten function rooms with a full range of multimedia equipment for meetings and presentations. Technical and secretarial services are also available.

The Tower Hotel meets all the needs of the modern business traveller.

Getting to and from Narita International Airport

Distance from hotel: 75 kilometres

Airport bus: takes between 90 minutes and 2 hours

Train: JR Narita Express takes 90 minutes

C Ask and answer questions about The Tower Hotel.

A *Can you watch TV programmes in English?* B *Yes, you can.*

- 1 watch TV programmes in English?
- 2 use your computer in your room?
- 3 swim at the hotel?
- 4 send a fax?
- 5 eat in the hotel?
- 6 play tennis at the hotel?
- 7 hold a meeting?

Language focus 2



D Answer these questions.

- How far is it from the airport to the hotel?
- How long does it take to travel from the airport to the hotel by train?

E Match the words on the left with the words on the right to make word partnerships from the text.

- | | |
|---------------|-----------------|
| a) centre | 1 voice |
| b) computer | 2 personal |
| c) facilities | 3 fitness |
| d) lounge | 4 executive |
| e) mail | 5 check-out |
| f) service | 6 coffee-making |
| g) equipment | 7 multimedia |

- We often use *there is / there are* before a / an or some / any.

There is an executive lounge.

There are two restaurants.

There isn't any secretarial help.

Are there any function rooms in the hotel?

Yes, there are. / No, there aren't.

A Complete these sentences with the correct form of *there is* or *there are*.

- It's a very small airport. *There aren't* any shops in the terminal.
- a problem with my ticket?
- any aisle seats available.
- a stopover in Frankfurt.
- any flights to Zurich tonight?
- I'm afraid a flight to Warsaw this afternoon.
- two cafes in the terminal.
- any buses from the airport to the city centre?

B Work in pairs. Role play this situation. Student A has a new job in a city abroad and wants to know more about the city: look at this page. Student B lives there: turn to page 142.

Student A

Ask Student B about these items.

Is there an international school?

- international school
- cinemas and museums
- swimming pools
- golf courses
- luxury hotels
- good transport system
- universities
- good health service
- nightclubs

C Ask and answer questions about a place that you know well.

Skills

Making bookings
and checking
arrangements

- A** 4.6 Read the questions. Then listen to the dialogue and underline the correct answer.

- | | |
|---|-----------------------|
| 1 When is Simon arriving? | Monday / Wednesday |
| 2 When is he leaving? | Tuesday / Wednesday |
| 3 What kind of room does he want? | single / double |
| 4 How much does the room cost per night? | €120 / €150 |
| 5 How many nights is he staying at the hotel? | 1 night / 2 nights |
| 6 What time will he arrive? | 7 o'clock / 6 o'clock |

- B** Work in pairs. Student A is a receptionist at the Delta Hotel in Greece. Student B is a business traveller. Book rooms for yourself and a colleague. Study the Useful language box. Then role play the telephone call.

A Answer phone. Give name of hotel.

B Give your name. Ask for two single rooms with baths from 16 to 20 July.

A Check booking is for four nights from 16 to 20 July.

B Price?

A €150 per night per single room.

B Restaurant? Car park?

A Restaurant: yes

Car park: no

Ask for credit card details.

B Visa number: 4921 4456 3714 1009

Expiry date: 12/09

Vocabulary file pages 159–160

Useful language

Receptionist

Hello. Capri Hotel. How can I help you?

I can give you a single / double on the first floor.

Would you like smoking or non-smoking?

So, that's a single room for two nights, the 4th and 5th.

Can I have your credit card details, please?

What time do you expect to arrive?

Could you repeat that, please?

Caller

I'd like to book a room from Tuesday 4th to Thursday 6th.

How much is it per night?

Is there a restaurant in the hotel?

Is there a car park?

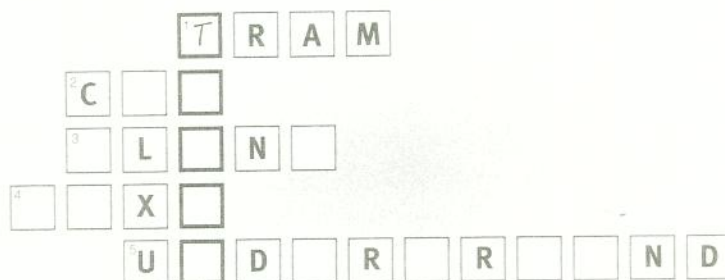
Can I pay with American Express / MasterCard / Visa?

It's a Visa card. The number is ...

The expiry date is ...

Vocabulary

A Complete the words for kinds of transport. Find the hidden word.



B Match the items on the left with the items on the right to make sentences about travel.

- | | |
|-----------------------------|------------------------------------|
| 1 Can I have an alarm | a) a window seat, if possible? |
| 2 Can I have | b) call at 6:00, please? |
| 3 Check in, and then go | c) or is there a stopover in Rome? |
| 4 I'd like to book a single | d) reservation before Saturday. |
| 5 Is it direct | e) room for three nights. |
| 6 Please confirm your | f) through passport control. |

Collocations

C Cross out the word that has no partner.

1

to make	a reservation
to change	
~~to do~~	
to confirm	

2

to book	a room
	a ticket
	a flight
	your luggage

3

to check in	at an airport
	at a hotel
	at reception
	a platform

4

to queue	a ticket
to reserve	
to buy	
to change	

D Complete the sentences with words from the box.

~~booking~~ confirm flight leave queue receipt

- I have to change my *booking*. I'd like the 9:30 flight to Rome, not the 10:45.
- Just take a taxi, and ask the driver for a
- Please phone them to my flight details.
- Nobody likes to at check-in!
- The 12:10 to Frankfurt is now boarding at gate 20.
- All trains to the city centre from platform 5.

Vocabulary +

E Complete the sentences with words from the box.

at by for from off on to

- 1 A lot of my colleagues go to work *by* car.
- 2 I go to the office *by* foot. It takes me 35 minutes.
- 3 Sometimes, I go *by* bus. That takes me about 20 minutes.
- 4 I get *by* the bus at the City Park, then I walk *to* the office.
- 5 I start work *at* 9:00, but I like to arrive *early* the office.
- 6 How long does it take to get *to* here *from* your office?
- 7 The plane arrives *at* 2:20.
- 8 It's a great airport. You never wait very long *to* your luggage.
- 9 Passengers for flight BA784 *from* Rome, please go *to* Gate 36.
- 10 Could you book me a room *for* 30 August *to* 3 September, please?

F Make pairs of opposites. Use a good dictionary to help you.

- | | |
|-----------------|------------------|
| 1 to land | a) to arrive |
| 2 to leave | b) to be on time |
| 3 to get off | c) to take off |
| 4 to be delayed | d) to miss |
| 5 to catch | e) to get on |

G Complete the sentences with the correct form of an item from exercise F.

- 1 There is sometimes a last security check just before the plane *takes off*.
- 2 Be polite, and wait for people to *get on* the train before you *leave*.
- 3 Don't *miss* the 8:30 intercity! The next one isn't until 11:00.
- 4 Right. So departure time is 4:25. And what time does it *take off*?
- 5 We regret to announce that all trains *are cancelled* because of the snow.

A Put the questions in the right column according to the meaning of *can*.

<i>can</i> (ability)	<i>can</i> (permission)	<i>can</i> (what is possible)
2		1

- 1 Can we fly direct from Rome to Tashkent?
- 2 Can you use Microsoft PowerPoint?
- 3 Can she speak Russian?
- 4 Can I use your computer for half an hour or so, please?
- 5 Where can I buy phone cards?
- 6 Excuse me. Can I open the window?
- 7 Can you hear me now?
- 8 Can I just make a phone call, please?
- 9 Can we go to the airport by underground?

can

Language review

B Match the answers to the questions in exercise A.

- a) Yes. You don't need to change.
 b) Yes, you can. But you need to change twice from here.
 c) At the post office. A lot of kiosks sell them, too.
 d) Sure! It's really hot in here.
 e) Yes, go ahead. Just dial 9 to get an outside line.
 f) Yes, of course. You can use it all morning if you like. I'll be in a meeting.
 g) Yes, that's better. It's not a very good line, is it?
 h) No, I can't. But I want to learn.
 i) Yes. And her Chinese is quite good, too.

1
9

there is, there are**C Complete the sentences with the correct form (+, -, ?) of there is or there are.**

- 1 The area is a bit boring. *There isn't* anywhere to go after 7:00 in the evening.
 2 What can we do? a very long queue at the ticket office.
 3 any direct flights to Brussels on Tuesdays or Thursdays, I'm afraid.
 4 I'm afraid a small problem with your reservation, sir.
 5 It's great! lots of shops near our hotel.
 6 a fitness centre at the Victoria Hotel?
 7 Oh dear! any function rooms available next week.
 8 Internet access in each room?
 9 I think two direct flights a day.
 10 It's an excellent hotel, but a swimming pool.

Language +
there and it**D Complete the sentences with there or it.**

- 1 *There* 's another flight at 10:15. *It* 's a Lufthansa flight.
 2 'Is a gift shop?' 'Yes, madam. 's on the first floor.'
 3 's too late. 's nobody at the office.
 4 I know the Astoria. 's an excellent hotel. And 's very near the airport.
 5 's Internet access in each room, and 's free.
 6 Szeged? I just know 's a city in Hungary. But what kind of place is ? Is anywhere to go in the evening?

Writing
Spelling**A Beat the spellchecker! Add the missing letter in each of the sentences below.**

- 1 Do you want a singe or a double room?
 2 I'd like to book a room from Sunday 5th to Thursday 9th of this month.
 3 I'm ringing to confirm my light details.
 4 Would you like an aisle or a widow seat?
 5 Can we met at the railway station at 8:30?
 6 There are two restaurants where you can entertain business guess.