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**هذه الوثيقة متوفرة لمساندة مقرارات الجامعة.**

**ويمنع منعاً باتاً نسخها في نسخ متعددة أو إرسالها بالبريد الإلكتروني الى قائمة تعميم بدون الحصول على إذن مسبق من صاحب الحق القانوني للملكية الفكرية لكن يمكن للمستفيد أن يطبع أو يحفظ نسخة منها لاستخدام الشخصي لأغراض التعلم والبحث العلمي فقط.**

# TOUR 363

## English For Tourism

*Dr Hassan Sherif*

Missing OK no problem

7 41 - 44

## Four All Who Reed and Right

We'll begin with a box, and the plural is boxes; but the plural of ox became oxen not oxes.

You may find a lone mouse or a nest full of mice; yet the plural of house is houses, not hice.

If the plural of man is always called men, why shouldn't the plural of pan be called pen?

If I spoke of my foot and show you my feet, and I give you a boot, would a pair be called beet?

If one is a tooth and a whole set are teeth, why shouldn't the plural of booth be called beeth?

Then the masculine pronouns are he, his and him, but imagine the feminine, she, shis and shim.

Let's face it, English is a crazy language. There is no egg in eggplant, nor ham in hamburger; neither apple nor pine in pineapple.

We take English for granted. But if we explore its paradoxes, we find that quicksand can work slowly, boxing rings are square and a guinea pig is neither from Guinea, nor is it a pig.

If a vegetarian eats vegetables, what does a humanitarian eat?

In what other language do people recite at a play and play at a recital? Ship by truck and send cargo by ship? Have noses that run and feet that smell? You have to wonder at the unique lunacy of a language in which your house can burn up as it burns down; in which you fill in a form by filling it out and in which an alarm goes off by going on.

## The Phonetic Alphabet

A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

## Reading

1 Where exactly in a hotel would you see these notices and signs?

a **RESERVED**

b **FIRE EXIT**

c PLEASE VACATE YOUR ROOM BY 12 NOON

d **We accept...**  
VISA, MASTERCARD,  
AMERICAN EXPRESS

e **VEHICLES LEFT AT  
OWNER'S RISK**

f **IF FOUND PLEASE RETURN TO:**  
**MELISSA HOTEL**  
**PO BOX 969**  
**LARNACA, CYPRUS**

**PLEASE DO  
NOT  
DISTURB**

The management and staff are here to ensure that you have a pleasant stay.  
Please call reception if you have any further requirements.

**Dial 9  
for an  
outside  
line**

**IN CASE  
OF FIRE  
... BREAK  
GLASS AND  
PRESS BELL**

**PRESS  
BUTTON  
TO  
OPERATE**

**Please  
service my  
room**

Complete the sentences by choosing a word from column A and a word from column B. The first one has been done for you.

A	B
play-	access
safety	size
stair	nurse
king-	rail
resident	bus
wheelchair	changing
nappy-	lift
courtesy	room

- a If the weather is bad, the children at the hotel can use the *play-room* on the ground floor.
- b In order to cater for guests who have babies, we have installed \_\_\_\_\_ facilities in the toilets.
- c There's no need to get a taxi from the airport. We provide a \_\_\_\_\_.
- d Because many of our clients are elderly, we have a \_\_\_\_\_ in case they need medical attention.
- e As the stairs are quite steep, we have fitted a \_\_\_\_\_.
- f One of the toilets on the ground floor has been widened to provide \_\_\_\_\_ for disabled guests.
- g A number of our rooms now have \_\_\_\_\_ beds as we have had complaints that the beds were too small.
- h We decided that the cheapest way of giving people in wheelchairs access to the first floor was to install a \_\_\_\_\_.

## **It's all on the tag!**

How many times have you heard stories of airlines losing luggage? But have you ever wondered how the thousands of bags that are processed daily actually get to the right destination? Isabel Chong reports.

It's 7a.m at Heathrow Airport and I'm working with Kiyose, a check-in clerk for one of the major airlines. I'm still rubbing the sleep from my eyes but Kiyose is bright and cheerful. There's already a long line of sleepy passengers waiting to check in for the Auckland flight. John Arahanga, a New Zealander living in London, is Kiyose's first customer for the day. 'You will be careful with that,' says Mr Arahanga. 'The last time I flew home my bag went missing for weeks!'

Mr Arahanga and the millions of other passengers who fly every year, will be pleased to know that improvements in baggage handling mean that bags don't get lost as often. But if they do go to the wrong destination, they are easier to find. So how do they do that?

'When you take your luggage to check-in, the clerk enters it into the airport's database,' says Kiyose, as he types in Mr Arahanga's baggage details. I watch as the computer prints out a baggage tag and a passenger baggage receipt, both with the same barcode. 'The barcode contains information about who owns the bag, where it's going and on which airline. So, even if Mr Arahanga misses his connecting flight, all we have to do is type in the new destination.'

Kiyose attaches the baggage tag to the luggage and sticks the baggage receipt on John's ticket. 'Your bag has been checked through to New Zealand, Mr Arahanga. Enjoy your flight,' says Kiyose. 'And if it doesn't arrive?' asks John anxiously. 'Don't worry, sir. Just go to the "Lost Luggage" counter at Auckland airport and show them the baggage receipt,' says Kiyose, pointing to the barcode on the back of John's ticket. 'They'll be able to tell you where your bag is and when it will arrive.'

\*Zahra, Kiyose's manager, takes me behind the scenes to see how the baggage handling system works. 'As the bag travels along the conveyor belt, laser beams scan the barcode on the baggage tag,' she says. 'This gives the computer the information it needs so it can send the bag to the proper chute, and then into the baggage cart below.'

The following day, I ask Zahra about John Arahanga's bag. 'Unfortunately, he missed his connecting flight from Auckland to Wellington. But we just entered his new flight details into the computer and his bag arrived safely at Wellington airport at the same time as he did.' Another satisfied customer!

## Color Idioms

Idiom	Meaning	Example Sentence
<b>beet red</b>	dark red (usually to describe face)	My sister's face turned <b>beet red</b> when I caught her singing in front of a mirror.
<b>black and blue</b>	bruised and beaten	We found the poor guy <b>black and blue</b> near the train tracks.
<b>black and white</b>	straight forward, very clear	The rules we gave the kids were <b>black and white</b> . No answering the phone or the door.
<b>black out</b>	faint	I always <b>black out</b> at the sight of blood.
<b>black sheep</b>	the odd or bad member of the group	My oldest brother was the <b>black sheep</b> in our family. He dropped out of school at fifteen.
<b>born with a silver spoon in one's mouth</b>	born into a rich family	Keiko hasn't worked a day in her life. She was <b>born with a silver spoon in her mouth</b> .
<b>catch red handed</b>	catch someone in the act of doing something wrong or illegal	The kids were <b>caught red handed</b> stealing chocolate bars.
<b>golden opportunity</b>	the perfect chance	The models' conference was a <b>golden opportunity</b> for me to sell my beauty products.
<b>grass is always greener on the other side</b>	you always want what you don't have	I always wanted to go to university, but now I wish I had time to get a job. <b>Grass is always greener on the other side</b> .
<b>grey area, gray area</b>	something without a clear rule or answer	Writing personal email in the office is a <b>grey area</b> that needs to be discussed at the next meeting.
<b>the green light</b>	permission	The builders were given the <b>green light</b> to begin the tower.
<b>green with envy</b>	very jealous	I am <b>green with envy</b> over Julio's new wardrobe.
<b>(have a) green thumb</b>	be skillful in the garden	You can tell by her flower garden that Sheila has a <b>green thumb</b> .



<b>have the blues</b>	be sad or depressed	I always <b>have the blues</b> during the winter time.
<b>in the dark</b>	unaware	Antoine left his wife <b>in the dark</b> about their honeymoon destination until they got to the airport.
<b>in the red</b>	in debt	When we were <b>in the red</b> we almost had to sell the house.
<b>once in a blue moon</b>	very rarely	We only go out for dinner <b>once in a blue moon</b> .
<b>out of the blue</b>	unexpectedly	I got a phone call from a long lost cousin <b>out of the blue</b> last week.
<b>red tape</b>	official or bureaucratic tasks	There is still some <b>red tape</b> to deal with in terms of the inheritance.
<b>red eye</b>	an airplane flight that takes off after midnight	I caught the <b>red eye</b> so that I would see the sunrise over the mountains.
<b>roll out the red carpet</b>	treat someone like royalty	When relatives come to town my grandmother <b>rolls out the red carpet</b> .
<b>rose colored glasses</b>	unrealistic view	Paula imagines Hollywood with <b>rose colored glasses</b> .
<b>see red</b>	be very angry	I <b>saw red</b> when that guy grabbed my sister's purse.
<b>tickled pink</b>	very pleased and appreciative	My mom was <b>tickled pink</b> when my father brought roses home for her.
<b>true colors</b>	real self	Suzanne doesn't show her <b>true colors</b> when we have guests over.
<b>white lie</b>	an innocent lie to protect another person's feelings	We told Grandma that her cake was delicious, which was actually a <b>white lie</b> .
<b>with flying colors</b>	with distinction	I passed my road test with <b>flying colors</b> .



**10 SCENARIOS WITH DIALOGUES**

**TARGET: TOURISM INDUSTRY**

**1. AIRPORT ( at the check in clerk)**

DIALOGUE:

Check-in Clerk: Good morningPassenger: Oh, good morningCheck in Clerk: Could I see your ticket , please?Passenger: What? Oh yes, er....sorry. Here you are.Check-in Clerk: Thank you Mr Robinson.Passenger: I was wondering, er....Could I have a smoking seat, please?Check in clerk: I'm afraid this is a non- smoking flight, sir. Would you prefer an aisle seat or a window seat?Passenger: Erm...well, I'm not sure. You see, it's the first time I've flown and I, well ,I'm feeling a bit uneasy about it. What I really want is the safest seat.Check in clerk: Oh I see , well there's really nothing to worry about. Let's see, I can give you an aisle seat right next to one of the exits. Then you'll have more leg room, too.Passenger: Oh good.Oh, well that sounds all rightCheck in clerk: And could I just see your passport, please?Passenger: Um....oh yes....um...here you are.....**2. IN THE HOTEL (at the reception desk)**

DIALOGUE: (R: receptionist G:guest )

R: Good evening sir

G: Good evening, my name is Smith. I have a room booked for tonight.

R: Oh right, I'll just check....What was your name again?

G: Smith, John Smith

R : Smith? Er.... well there is no record of a reservation here. Did you make your reservation by phone?

G: No, by fax. I've got a copy of your reply here, look.

R: I see. Well there's nothing on the computer.

G: Well Do you have a room?

R: I'll just check.....Oh! Yes, we seem to be half-empty tonight.

G: Well , can I have a room then?

R: Yes, sure.

**3. IN A RESTAURANT (W: waiter C :customer M: Mary)**

C: Excuse me

W: Yes, madam?

C: I'm ready to order now.

W: Oh, I'm sorry, I thought you were waiting for someone to join you.

C. well, I was but she hasn't come and now I want to order

W: Certainly, what would you like?

C: I'll have a Caesar salad and a grilled fillet steak

W: How would you like your steak cooked?

C: Medium, please

W: Would you like French fries with your steak?

C: Yes , please.

W: And would you like the salad as a starter or with your main course?

C: As a starter,please.....oh,just a minute. Hello Mary!

M: Sorry I'm late

C: That's right. I've just ordered

M: Oh, let me just look at the menu

W: please take your time. Would you like me to come back in a couple of minutes?

M: No , thanks . I'm just no hungry at all.



### 4. IN A TRAVEL AGENCY

DIALOGUE (T: travel agent C: client)

T: Good morning, sir. How may I help you?  
C: Good morning. Can I make an airline reservation, please?  
T: Certainly. Where would you like to fly to and from?  
C: From Athens to Istanbul  
T: O.K And when would you like to travel?  
C: I'd like to leave Athens on the 2<sup>nd</sup> of next month, returning on the 13<sup>th</sup>  
T: Fine, all right. And what time of day would you like to fly?  
C: I'd like to arrive in Istanbul by lunchtime, and be back in Athens by dinnertime.  
T: All right. And how many people will be travelling?  
C: There'll be three of us - two adults and one child.  
T: I see. Could you tell me how old the child is?  
C: She's 8 years old  
T: all right. And is this economic class or business class?  
C: Economy class - the cheapest fares you can get, if possible!  
T: All right. Do you have a preferred airline?  
C: No I don't mind which airline it is.  
T: All right, I'll just check the computer to find out about availability.

### 5. INFORMATION OFFICE

DIALOGUE: (I: information officer V: visitor)

I: Hello, can I help you?  
V: Yes, it's Saturday and all the shops are closed. When are they opened?  
I : Well, on Saturdays the stores are opened from about 9 am, and they all closed at 4 pm. It's 4.30 now, so that's why they are closed.  
V : Oh I see! What about tomorrow?, Sunday? Are they closed then?  
I: Yes I'm afraid so, but on weekdays most stores are opened from about 9.am until 8.pm  
V: It's a pity I'm leaving first thing on Monday, isn't it?

### 6. CAR HIRE PLACE

DIALOGUE: ( C: client R: rental clerk)

R: Good morning. How can I help you?  
C: Good morning. Can I arrange car rental here?  
R: Yes , certainly, sir. When would you like the car?  
C :For three days, starting tomorrow morning  
R : All right. And what kind of car would you like?  
C: I don't really mind, but I only need a small one.  
R:I have a Group B car, a Ford fiesta, available. Would that be all right?  
C: That sounds fine. How much will it cost?  
R: The cost per day is 35 pounds, sir.  
C :Does that include all the extras?  
R: Yes , that's with unlimited mileage and full insurance.  
C: Excellent! Well , can I do the paperwork now, to save time tomorrow?  
R: Certainly. I'll just need to fill in this form with your details  
C: Good. Right, here's my driver's licence and my passport.  
R :And how will you be paying for the car sir?  
C: By visa - her's my card

**7. A GUIDE WITH SOME TOURIST**

DIALOGUE: (A guide is giving an explanation to some tourist about a castle)

Guide: This castle is surrounded by beautifully landscaped gardens. Today is used for Top-level conferences. In 1170 Thomas Beckett was murdered by The Knights of Henry II. The first drop-off is around 6.15 p.m and the fares are 38.50 pounds per adult.

(At the back row, there are some friends who were talking during the explanation, so, they didn't pick up everything that the guide said. So they start asking questions)

Tourist1: Sorry What is the castle used for today?

Tourist 2: When was Thomas Beckett murdered?

Tourist 1: What time is the first drop-off?

Tourist 2: Who murdered him?

**8. TOURIST INFORMATION CENTRE**

DIALOGUE:

T: Good evening, What can I do for you , madam?

C: Could you tell me how long it takes to get to the airport?

T: Would that be by taxi or public transport?

C: Oh, the flight's not till 6 o'clock, so I've probably got time to take the bus.

T: anything else?

C: Yes, please I need a map of the city

T: of course, here you are. We are here( pointed on the map)

From here you can visit the Cathedral, the new park and some commercial galleries

C: All right , thank you very much.

T: it's a pleasure, madam

**9. IN A TRAIN STATION**

Questions:

Excuse me, what time does the train leave?

Which platform does it leave from?

Do you want a single or return ticket?

Is any special fare for students?

What time does it arrive to Oxford?

Do you want preference or ordinary class?

**10. IN THE PLANE ( talking to the flight attendant)**

Questions:

Do you want anything to drink / eat?

Where is the toilet?

What time will be in England?

How is the weather like in.....?

Can you give me a pillow , please?

Can you close/open the air-conditioner, please?

Any rubbish?

Where should I go to take the next plane to.....?

## Vocabulary (1)

Word <i>part of speech</i>	Meaning	Example sentence
<b>adjoining rooms</b> <i>noun</i>	two hotel rooms with a door in the centre	If you want we can book your parents in an <b>adjoining room</b> .
<b>amenities</b> <i>noun</i>	local facilities such as stores and restaurants	We are located downtown, so we are close to all of the <b>amenities</b> .
<b>attractions</b> <i>noun</i>	things for tourists to see and do	The zoo is our city's most popular <b>attraction</b> for kids.
<b>baggage</b> <i>noun</i>	bags and suitcases packed with personal belongings	If you need help with your <b>baggage</b> we have a cart you can use.
<b>Bed and Breakfast</b> <i>noun</i>	a home that offers a place to stay and a place to eat	I can book you into a beautiful <b>Bed and Breakfast</b> on the lake.
<b>bellboy</b> <i>noun</i>	a staff member who helps guests with their luggage	The <b>bellboy</b> will take your bags to your room for you.
<b>book</b> <i>verb</i>	arrange to stay in a hotel	I can <b>book</b> your family in for the weekend of the seventh.
<b>booked</b> <i>adj</i>	full, no vacancies	I'm afraid the hotel is <b>booked</b> tonight.
<b>brochures</b> <i>noun</i>	small booklets that provide information on the local sites and attractions	Feel free to take some <b>brochures</b> to your room to look at.
<b>check-in</b> <i>verb</i>	go to the front desk to receive keys	You can <b>check-in</b> anytime after four o'clock.
<b>check-out</b> <i>noun</i>	return the keys and pay for the bill	Please return your parking pass when you <b>check-out</b> .
<b>complimentary breakfast</b> <i>noun</i>	free of charge	All of our rooms have <b>complimentary</b> soap, shampoo, and coffee.
<b>cot, rollaway bed</b> <i>noun</i>	a single bed on wheels that folds up	If you need an extra bed, we have <b>cots</b> available.
<b>damage charge</b> <i>noun</i>	money a guest owes for repairs to hotel property (when caused by violent or careless acts)	We will have to add a <b>damage charge</b> for the hole you put in the wall.
<b>deposit</b>	amount paid ahead of time to	You will not receive your <b>deposit</b> back

<i>noun</i>	secure a reservation	if you cancel.
<b>double bed</b> <i>noun</i>	a bed large enough for two people	They are a family of four, so give them a room with two <b>double beds</b> .
<b>floor</b> <i>noun</i>	a level of the building	The swimming pool is on the main <b>floor</b> .
<b>front desk, reception</b> <i>noun</i>	the place where guests go to check in and out and to get information	Towels are available at the <b>front desk</b> .
<b>guest</b> <i>noun</i>	a person that is staying at the hotel	Our washrooms are for <b>guests</b> only.
<b>hostel</b> <i>noun</i>	a very inexpensive place for backpackers and travelers on a budget	In the <b>hostel</b> you probably won't get your own room.
<b>hotel manager</b> <i>noun</i>	person in charge at the hotel	I'll let you make your complaint to the <b>hotel manager</b> .
<b>housekeeping, maid</b> <i>noun</i>	staff members that clean the rooms and linen	Put a sign on the door if you want <b>housekeeping</b> to come in and change the sheets on the bed.
<b>ice machine</b> <i>noun</i>	a machine that automatically makes ice that guests can use to keep drinks cold	There is an <b>ice machine</b> by the elevator on all of the even numbered floors.
<b>indoor pool</b> <i>noun</i>	place for guests to swim inside the hotel	The heated <b>indoor pool</b> is open until 10 pm.
<b>inn</b> <i>noun</i>	another word for "hotel"	There's an <b>inn</b> on the other side of town that has a vacancy.
<b>Jacuzzi, hot tub, whirl pool</b> <i>noun</i>	a small hot pool for relaxation	Our honeymoon room has a personal <b>hot tub</b> .
<b>king-size bed</b> <i>noun</i>	extra large bed	A room with a <b>king size bed</b> costs an extra ten dollars a night.
<b>kitchenette</b> <i>noun</i>	a small fridge and cooking area	Your room has a <b>kitchenette</b> so you can prepare your own breakfasts and lunches.
<b>late charge</b> <i>noun</i>	a fee for staying past the check-out time	You will be charged a ten dollar <b>late charge</b> for checking out after 11 am.
<b>linen</b>	sheets, blankets, pillow cases	We will come in and change the <b>linens</b>

<i>noun</i>		while you are out of your room.
<b>lobby</b> <i>noun</i>	large open area at the front of the hotel	You can stand in the <b>lobby</b> and wait for your bus.
<b>luggage cart</b> <i>noun</i>	a device on wheels that guests can push their luggage on	Please return the <b>luggage cart</b> to the lobby when you are finished with it.
<b>maximum capacity</b> <i>noun</i>	the most amount of people allowed	The <b>maximum capacity</b> in the hot tub is ten people.
<b>motels</b> <i>noun</i>	accommodations that are slightly cheaper than hotels	Our <b>motel</b> is very clean and is close to the beach.
<b>noisy</b> <i>adj</i>	loud	The guests next to you have complained that you are being too <b>noisy</b> .
<b>parking pass</b> <i>noun</i>	a piece of paper that guests display in the car window while in the hotel parking lot	Display this <b>parking pass</b> in your window to show that you are a hotel guest.
<b>pay-per-view movie</b> <i>noun</i>	extra charge for movies and special television features	If you order a <b>pay-per-view</b> movie, the charge will appear on your bill.
<b>pillow case</b> <i>noun</i>	the covering that goes over a pillow	Room 201 doesn't need their sheets changed, but they requested one new <b>pillow case</b> .
<b>queen size bed</b> <i>noun</i>	bed with plenty of space for two people (bigger than a double)	They have a <b>queen size bed</b> so the small child can easily fit in the middle.
<b>rate</b> <i>noun</i>	cost of renting a room for a certain time period	Our <b>rates</b> change depending on the season.
<b>reservation</b> <i>noun</i>	a request to save a specific room for a future date	They say they made a <b>reservation</b> but it doesn't show on the computer.
<b>room service</b> <i>noun</i>	delivery of food or other services requested by guests	If you would like a bottle of wine, just call <b>room service</b> .
<b>sauna</b> <i>noun</i>	a hot room for relaxation, filled with steam	We don't recommend bringing young children into the <b>sauna</b> .
<b>single bed</b> <i>noun</i>	a bed for one person	The economy priced room includes one <b>single bed</b> .
<b>sofa bed, pull-out couch</b> <i>noun</i>	a bed built into a sofa or couch	The room contains a <b>sofa bed</b> so the room actually sleeps five.



<b>towels</b> <i>noun</i>	used to cover and dry the body after swimming or bathing	You can get your swimming pool <b>towels</b> at the front desk.
<b>vacancy</b> <i>noun</i> <b>vacant</b> <i>adj</i>	available rooms	We only have one <b>vacancy</b> left, and it is for a single room.
<b>valet</b> <i>noun</i>	staff that parks the guests' vehicles	If you leave your car keys with us, the <b>valet</b> will park your car underground.
<b>vending machine</b> <i>noun</i>	a machine that distributes snacks and beverages when you insert coins	The <b>vending machine</b> on the fifth floor has chocolate bars and chips.
<b>view</b> <i>noun</i>	a window that offers a nice image for guests	The room is more expensive because it has a spectacular <b>view</b> of the beach.
<b>wake up call</b> <i>noun</i>	a morning phone call from the front desk, acts as an alarm clock	What time would you like your <b>wake up call</b> ?
<b>weight room, workout room, gym</b> <i>noun</i>	a room that guests can use for exercise and fitness	Our <b>weight room</b> has a stair climber and a stationary bicycle.

## Vocabulary (2)

### At the Hotel

---

arrival

---

bath

---

bellboy

---

booking

---

cancellation

---

departure

---

double room

---

elevator (US)

---

floor

---

front office

---

front-office clerk

---

ground floor

---

hall porter

---

housekeeper

---

housekeeping staff

---

ice-dispenser

---

key

---

key card

---

key clerk

---

laundry

---

lift (GB)

---

lobby

---

luggage

---

mail clerk

---

registration card

---

room service

---

single room

---

safe

---

---

shower

---

staff

---

towel

---

twin beds

---

vacancy

---

voucher

---

wake-up call

---

to book

---

to check in

---

to check out

---

to deposit

---

to disturb

---

to do a room

---

to stay

---

bungalow

---

country cottage

---

American plan (US)

---

modified American plan (US)

---

European plan

---

bed and breakfast, B&B

---

half board (GB)

---

room and board, R&B (GB)

---

## At the Airport

air hostess

air traffic control

aircraft

airline counter

airport

aisle seat

animal in hold

arrivals

arrivals are delayed

arrivals are on schedule

baggage claim

baggage limitation

boarding pass

briefcase

bumpy flight

cabin

carry-on luggage

cockpit

connecting flight

control tower

conveyor belt

copilot

crew

customs

customs official

delayed

departure lounge

departures

departures are delayed

departures are on schedule

direct flight/ non-stop flight

domestic flight

duty free

emergency exit

emergency landing

excess baggage

excess baggage charge

final destination

flight attendant

flight number

gate

immigration official

in-flight manual

international flight

jet lag

landing

layover hotel

life vest

loudspeakers

luggage compartment

luggage/ baggage

meal tray

on schedule

one-way trip

overbooking

overweight

passengers lounge

pilot

plane

registered luggage

restroom/ lavatory

round trip

runway

scales

seat

seat belt

shuttle bus

stopover

suitcase

stewardess

timetable

time of arrival

actual time of arrival (ATA)

time of departure

actual time of departure (ATD)

to board

to fasten the seatbelt

to land

to take off

take-off

tourist

travel agency

trolley

window seat

wind directional indicator

<http://www.englishclub.com/english-for-work/airline-announcements.htm>

## **Airline Announcements**

Listen to some typical public announcements made in an airport or airplane.

Double-click the left button (>) to start. Click the middle button to stop. Click the right button to pause. Click it again to continue.

### **Pre-boarding Announcement**

Good afternoon passengers. This is the pre-boarding announcement for flight 89B to Rome. We are now inviting those passengers with small children, and any passengers requiring special assistance, to begin boarding at this time. Please have your boarding pass and identification ready. Regular boarding will begin in approximately ten minutes time. Thank you.

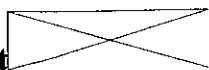
### **Final Boarding Announcement**

This is the final boarding call for passengers Erin and Fred Collins booked on flight 372A to Kansas City. Please proceed to gate 3 immediately. The final checks are being completed and the captain will order for the doors of the aircraft to close in approximately five minutes time. I repeat. This is the final boarding call for Erin and Fred Collins. Thank you.

### **Pre-flight Announcement**

Ladies and gentlemen, welcome onboard Flight 4B7 with service from Hong Kong to San Francisco. We are currently third in line for take-off and are expected to be in the air in approximately seven minutes time. We ask that you please fasten your seatbelts at this time and secure all baggage underneath your seat or in the overhead compartments. We also ask that your seats and table trays are in the upright position for take-off. Please turn off all personal electronic devices, including laptops and cell phones. Smoking is prohibited for the duration of the flight. Thank you for choosing Mountain Airlines. Enjoy your flight.

### **Captain's Announcement**



Good afternoon passengers. This is your captain speaking. First I'd like to welcome everyone on Rightwing Flight 86A. We are currently cruising at an altitude of 33,000 feet at an airspeed of 400 miles per hour. The time is 1:25 pm. The weather looks good and with the tailwind on our side we are expecting to land in London approximately fifteen minutes ahead of schedule. The weather in London is clear and sunny, with a high of 25 degrees for this afternoon. If the weather cooperates we should get a great view of the city as we descend. The cabin crew will be coming around in about twenty minutes time to offer you a light snack and beverage, and the inflight movie will begin shortly after that. I'll talk to you again before we reach our destination. Until then, sit back, relax and enjoy the rest of the flight.

### **Safety Briefing**

Ladies and gentlemen, on behalf of the crew I ask that you please direct your attention to the monitors above as we review the emergency procedures. There are six emergency exits on this aircraft. Take a minute to locate the exit closest to you. Note that the nearest exit may be behind you. Count the number of rows to this exit. Should the cabin experience sudden pressure loss, stay calm and listen for instructions from the cabin crew. Oxygen masks will drop down from above your seat. Place the mask over your mouth and nose, like this. Pull the strap to tighten it. If you are traveling with children, make sure that your own mask is on first before helping your children. In the unlikely event of an emergency landing and evacuation, leave your carry-on items behind. Life rafts are located below your seats and emergency lighting will lead you to your closest exit and slide. We ask that you make sure that all carry-on luggage is stowed away safely during the flight. While we wait for take off, please take a moment to review the safety data card in the seat pocket in front of you.



## **Welcome to Airline Announcements**

### **747 Widebody Aircraft Safety Demonstration:**

#### **WELCOME/BRIEFING CARD:**

Welcome on board Flight \_\_\_\_ (flight #) \_\_\_\_ to \_\_\_\_ (destination) \_\_\_\_ . Our aircraft is under the command of Captain \_\_\_\_ (last name) \_\_\_\_ . He/she has informed me that our flying time will be approximately \_\_\_\_ (i.e. 3 and one half hours) \_\_\_\_ .

While we are here to ensure that you do have a comfortable trip with us today, we are also concerned about your safety. With that in mind, we ask that you take the Safety Information Card out of the seat pocket in front of you and follow along as we perform our safety demonstration.

#### **SEAT BELT:**

Your seat belt has been designed for easy fastening and release. To fasten, insert the metal fitting into the buckle, adjust to fit snugly with the loose end of the strap and simply lift the buckle release to unfasten. Your seat belt should always be worn low and tight across your lap.

#### **EXITS:**

You are on board a 747. There are ten emergency exits, five doors on the left and five doors on right, each marked with a red EXIT sign overhead. All doors except the overwing doors at 3 left and 3 right are equipped with slide/rafts. These rafts may be detached in the event of a water evacuation. The overwing doors are equipped with a ramp and off wing slide. Life rafts are located in pull down ceiling compartments at the overwing doors. For our customers on the Upper Deck, your escape route will be down the staircase, and out the first available exit. In the event that the staircase is blocked, an additional door with an evacuation slide is located in the cockpit. Operation and use of

the exits, slides and rafts are illustrated in the safety information card. Please locate the two exits nearest you, keeping in mind that the closest exit may be behind you.

#### FLOOR PATH LIGHTING:

This aircraft is equipped with aisle path lighting which is located on the floor in the left and right aisles. Should cabin visibility be impaired, the exit path will be illuminated. White lights lead to red lights which indicate you have reached or are near an emergency exit location.

#### OXYGEN:

The cabin pressure is controlled for your comfort. However, should it change radically inflight, oxygen compartments will automatically open in the panel above your seat. Reach up and pull the mask to your face. This action will start the flow of oxygen. Place the mask over both your mouth and nose and secure with the elastic band as your Flight Attendant is demonstrating. Tighten by pulling on the ends of the elastic bands. Even though oxygen is flowing, the plastic bag may not inflate. If you are traveling with children, or are seated next to someone who needs assistance, place the mask on yourself first, then offer assistance. Continue using the mask until advised by a uniformed crew member to remove it.

#### LIFE VEST:

ALL FLIGHT SEGMENTS OPERATING BEYOND 50 NAUTICAL MILES OF LAND:

(Demonstration of life vest operation required.)

Your individual life vest is located in a pouch beneath your seat. Should its use become necessary, remove it from the plastic packet, slip it over your head and pull downward on the front panel. Bring the strap around your waist and insert it into the buckle on the front. Pull on the loose strap until the vest fits snugly as we are now demonstrating. As you leave the aircraft,

inflate the vest by pulling down firmly on the red tabs. The vest may be orally inflated by blowing into the inflation tubes at shoulder level. Each vest has a rescue light on the shoulder for night use which is water activated by removing the Pull to Light tab located on the battery.

#### **LIFE VEST:**

**ALL FLIGHTS SEGMENTS WITHIN 50 NAUTICAL MILES OF LAND:**  
(Demonstration of life vest operation is not required.)

Your individual life vest is located in a pouch beneath your seat. Should its use become necessary, remove it from the plastic packet, pull the vest over your head and pull down on the front panel. Bring the strap around your waist and insert it into the buckle on the front. As you exit the aircraft, inflate the vest by pulling down on the red tabs. Use of the life vest is fully illustrated in the information card.

#### **PREPARATION FOR TAKEOFF ANNOUNCEMENT:**

In preparation for takeoff, please ensure that your seat backs and tray tables are in their full upright and stowed positions, your seat belts are securely fastened and all your carry-on items are securely stowed. Federal Aviation Regulations require customers to comply with the lighted customer information signs, other posted signs and crewmember instructions. Please observe the FASTEN SEATBELT and other lighted signs until they have been turned off by the Captain. The NO SMOKING sign will remain illuminated for the duration of the flight and smoking is prohibited throughout the cabin and in the lavatories. All lavatories are equipped with smoke detection systems and Federal Law prohibits tampering with, disabling, or destroying these systems.

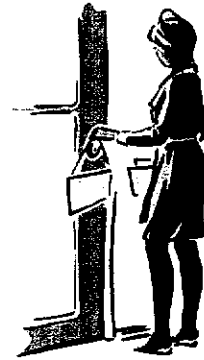
# At the hotel



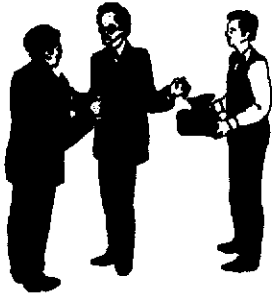
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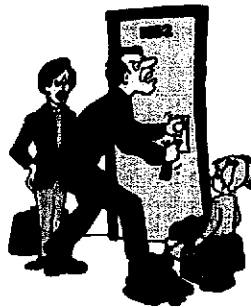
2



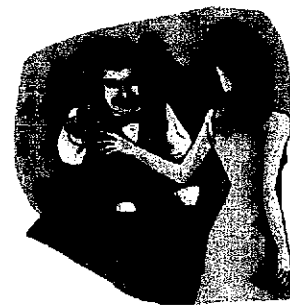
3



4



5



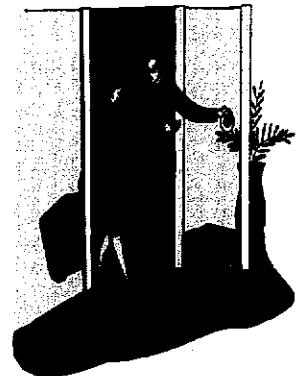
6



7



8



9

Label the pictures with the following vocabulary. Then explain or write sentences about what's happening in each picture.

vacation, front, registration, hotel, desk, check-in, cleaning, room, serving, curtains, maid, bellboy, vacation, door, working, bellhop, holding, liquor, ordering, restaurant, menu, waiter, bar, bartender, hanging, sign, telephone, take, reservation, open, vacuuming,

# At the airport

eslflow.com

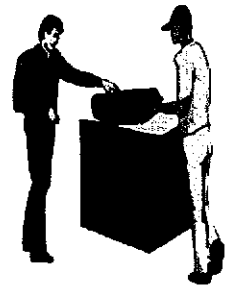
28



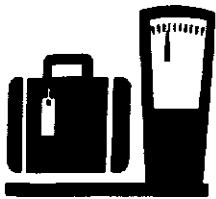
1



2



3



4



5



6



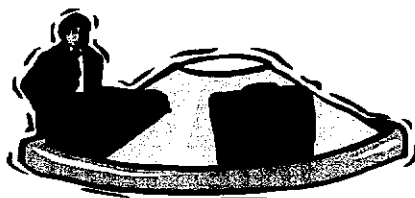
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8



9



10

Label the pictures with the following vocabulary. Then explain or write sentences about what's happening in each picture.

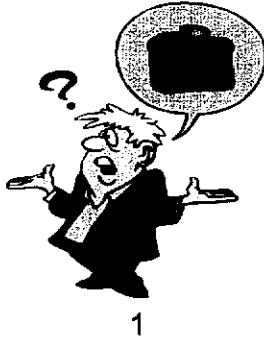
security, checking, bag, boarding, officer, airport, counter, smuggling  
passengers, plane, baggage, vacation, scales, weigh,  
airport, airplane, load, x-ray, grandmother, ticket, airline,  
gold, narcotics, baggage claim, check-in,

28

## Travel problems

eslflow.com

29



1



2



3



4



5



6



7



8

Label the pictures with the following vocabulary. Then explain what's happening in each picture.

seat, aisle, passenger, child, impatient, hurry, taxi, overbooked, cab, squashed, pick-up, crying, claim, arguing, tickets, suitcase, baggage, traveler, damaged, passenger, motion sickness, redeye, airplane, flight, man, asleep, falling, screaming

Create short conversations about the above situations using the vocabulary and sentences above and try to expand:

A: What's the problem in picture 1?

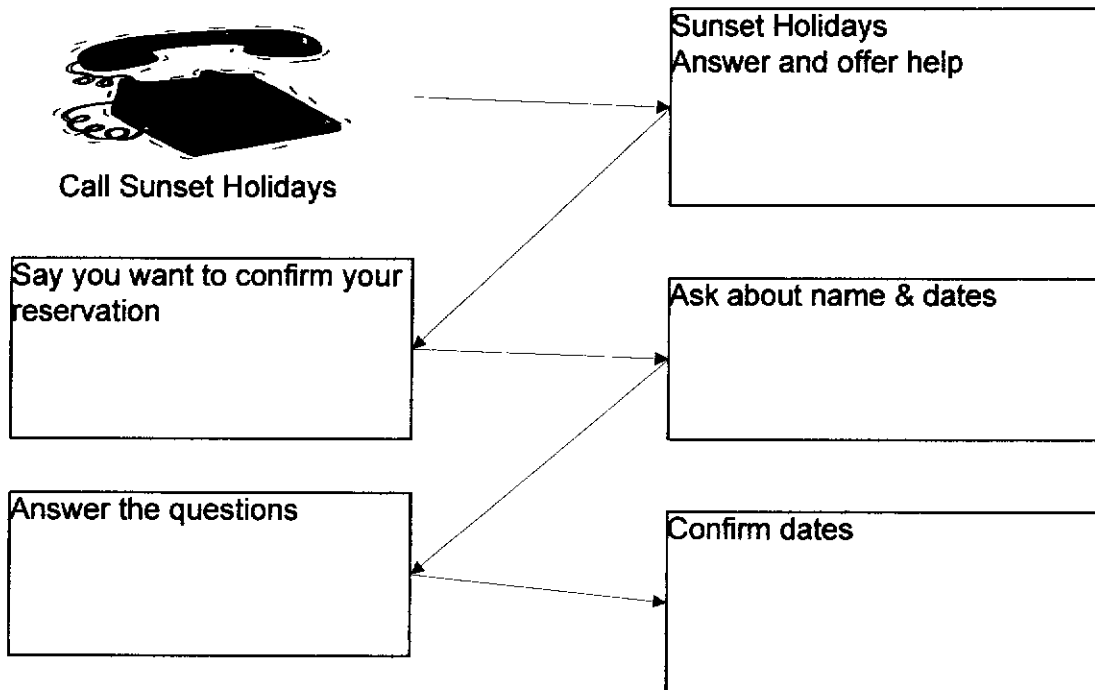
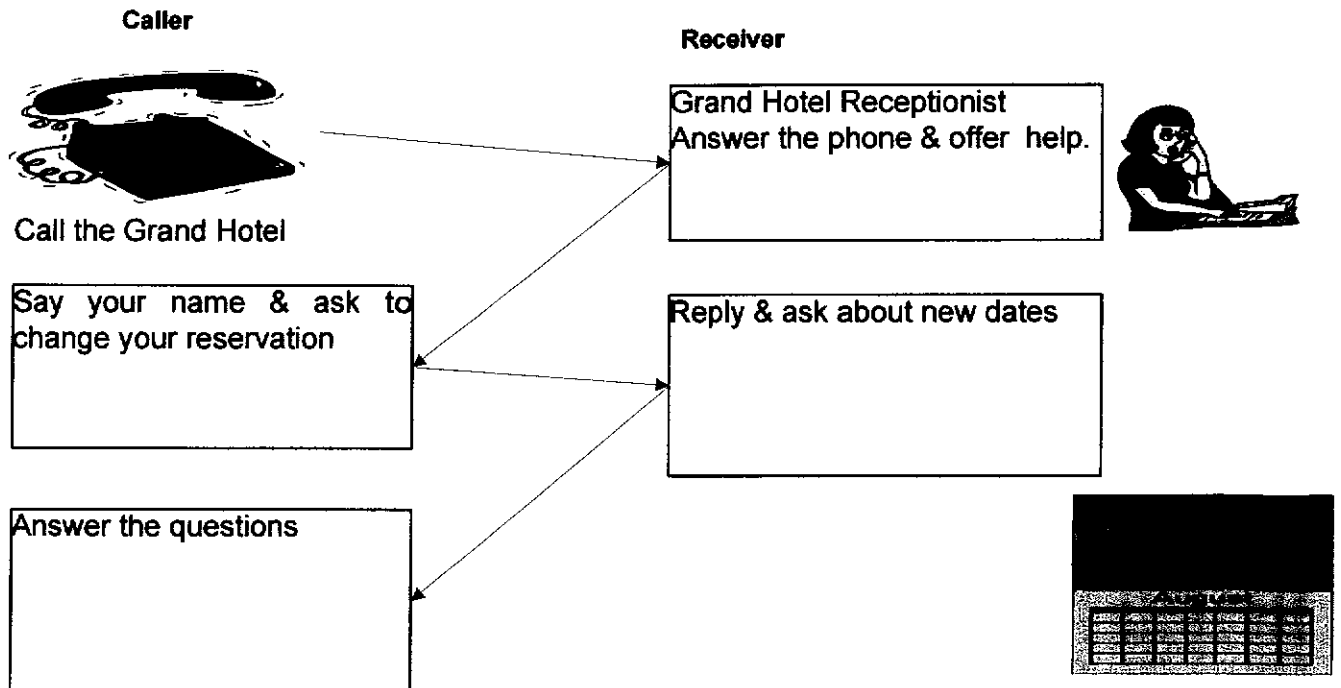
B: \_\_\_\_\_

A: What should he do about it?

B: \_\_\_\_\_

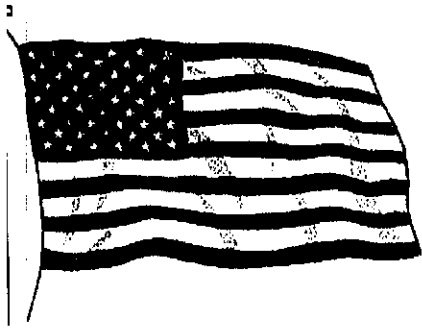
29

## Telephone conversation: reservation &amp; confirmation



## Word study

- 1 Below are seven requests made in American English to a receptionist. Can you match them with the British English explanations?



- 1 'Where are the rest-rooms?'
- 2 'Where can I find a drug-store to get some band-aid?'
- 3 'Can you get gas on the freeways?'
- 4 'Can I make a reservation for the fall?'
- 5 'My wife left her purse in the elevator at the subway station.'
- 6 'Can we have some cookies and candy for the kids sent up to the room?'
- 7 'We can't turn the faucet on.'



- a He needs to buy some plasters at a chemist.
- b He wants to make a reservation for the autumn.
- c His wife left her handbag in the lift at the underground station.
- d There's something wrong with the tap.
- e He wants to know where the toilets are.
- f He wants to know if he can buy petrol on the motorway.
- g They want some biscuits and sweets in their room for the children.



Decode the anagram adjectives to find words used to describe personality, and write them in the table below:

- a Mr Thomas has a reputation for being very **ricesen**. However, people don't always appreciate hearing the truth.
- b If you could be a little more **cultunap** in the future, our meetings could start on time for a change.
- c She's extremely **blareeli**. I wouldn't hesitate to give her more responsibility.
- d A good host should always be **utocusero** and serve his guests first.
- e I'm not terribly **carticlap**, I'm afraid. I can't even fix a plug when it goes wrong.
- f You have to be **lebelfix** in this job because half of the year we work shifts.
- g I'm really **suiteachtins** about my new job. There are great opportunities for me.
- h People who are **usitomabi** will get promotion more easily.
- i To get the work done in time you'll need to be very **nicefitfe**.
- j She is very **nitfecnod** that she'll be able to get the work done in time without any problems.

Complete the waiter's half of the dialogue, using the prompts in 2.  
Then act out the dialogue in pairs.

WAITER: (Evening.)

CUSTOMER: Good evening.

WAITER: (Two?)

CUSTOMER: Yes, please.

WAITER: (Aperitif?)

CUSTOMER: No, thanks.

WAITER: (Menu.)

CUSTOMER: Thanks.

WAITER: (Order?)

CUSTOMER: Well, I'm not quite sure what to have.

WAITER: (The veal?)

CUSTOMER: All right. I'll have that.

WAITER: (To start?)

CUSTOMER: Almond soup, please.

WAITER: (Wine?)

CUSTOMER: Yes. A bottle of house white, please.

WAITER: (All right?)

CUSTOMER: Yes, thanks. Delicious.

WAITER: (Dessert?)

CUSTOMER: Hazelnut gâteau for me, I think.

WAITER: (Coffee?)

CUSTOMER: Yes, thanks. That would be nice.

# Tag questions

Notice the way we use tag questions to ask for confirmation:

- ▶ *It was Miss King, wasn't it?*
- ▶ *You have an account with us, don't you?*
- ▶ *But the guests haven't stayed with us before, have they?*

Now add tag questions to the following statements:

- a There isn't a doctor in the hotel, \_\_\_\_\_?
- b You wanted to pay in cash, \_\_\_\_\_?
- c You haven't spoken to the duty manager yet, \_\_\_\_\_?
- d We couldn't have a receipt for that, \_\_\_\_\_?
- e It's more expensive in high season, \_\_\_\_\_?
- f You're settling by credit card, \_\_\_\_\_?
- g We can sign the agreement today, \_\_\_\_\_?
- h They're not postponing the conference, \_\_\_\_\_?

## Short answers

Look at how the callers give short answers to the questions of the reservations clerk:

Have you stayed with us before?

► *No, I haven't.*

Will you be paying by credit card?

► *Yes, I will.*

You have an account with us, don't you?

► *Yes, we do.*

Using short answers, answer the questions:

a Do you have a reservation? (No)

b Is it just for the one night? (Yes)

c Would you like one of our Executive rooms? (Yes)

d Is there one available on the ground floor? (No)

e Will you be staying tomorrow as well? (No)

f Is that a company booking? (Yes)

g Have they confirmed their booking? (Yes)

h Do you have a room with a view? (Yes)

We use **must**, **have to**, and **should** to talk about obligation:

- ▶ *The house manager . . . must make sure the hotel stays profitable.*
- ▶ *I have to supervise Front-of-House operations.*
- ▶ *He should ensure close liaison between Front-of-House operations and Housekeeping.*

We use **don't have to** to show something is not necessary:

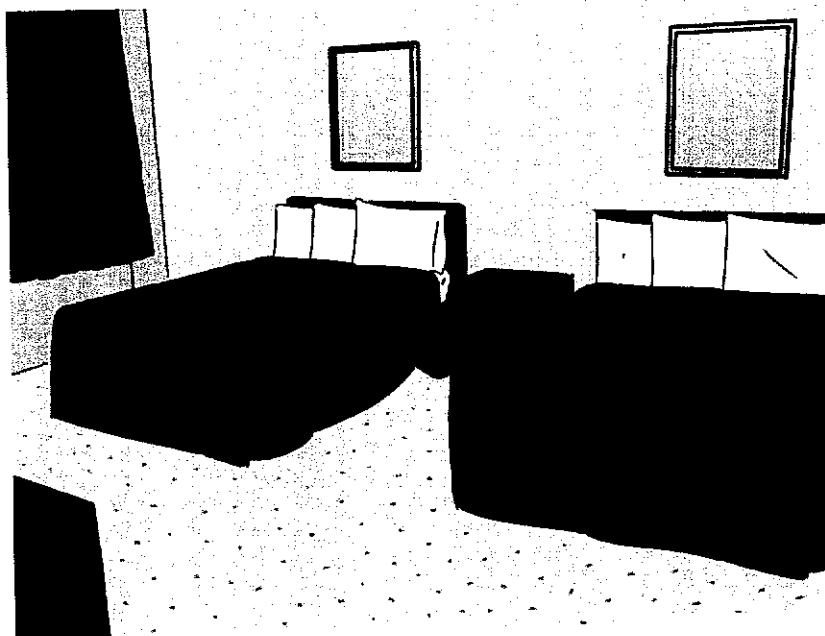
- ▶ *He doesn't have to check with me about day-to-day issues.*

We use **mustn't** and **shouldn't** to indicate obligation **not** to do something:

- ▶ *We mustn't forget that our aim is to make money.*
- ▶ *I know I shouldn't say this but . . .*

- 1 The housekeeper is explaining to a new chambermaid what her duties are. Select the most appropriate structure in the sentences below:

- a You (mustn't/don't have to) smoke in the bedrooms.
- b You (don't have to/shouldn't) work at night.
- c You (should/don't have to) have a twenty-minute break every two hours.
- d You (don't have to/must) make sure you are ready to start work at 8.15 a.m.
- e You (have to/shouldn't) be finished by about 2 p.m. most days.
- f You (shouldn't/don't have to) make it clear you want a tip.



## **Checking into a Hotel and Asking for a Different Room**

**WARM UP**

1. What is a hotel? \_\_\_\_\_
2. Where can you find a hotel? \_\_\_\_\_
3. Have you ever stayed at the hotel? \_\_\_\_\_
4. How can you book a room at the hotel? \_\_\_\_\_
5. What is a hotel mini-bar? \_\_\_\_\_

**VOCABULARY CHECK - Matching**

Match the words in the left column with the definitions in the right column, that are synonymous or similar in meaning.

- |                      |   |
|----------------------|---|
| 1. current _____     | A. to make different                              |
| 2. ready _____       | B. a chance                                       |
| 3. settle _____      | C. now; happening at the present time             |
| 4. change _____      | D. expenses; money spent; costs                   |
| 5. changes _____     | E. solve; fix                                     |
| 6. snacks _____      | F. prepared for use                               |
| 7. possibility _____ | G. food eaten between breakfast, lunch, or dinner |
| 8. work out _____    | H. to accept                                      |

**DIALOGUE - Checking into a Hotel and Asking for a Different Room**

**Hotel Desk Clerk:** Hello. Welcome to the Smartman Hotel. My name is Bill. How can I help you?

**Ms. Smythton:** I need to check in.

**Bill:** Do you have a reservation?

**Ms. Smythton:** Yes, I made the reservation last month.

**Bill:** What name did you use to reserve the room?

**Ms. Smythton:** Smythton. That's spelled S...M...Y...T...H...T...O...N.

**Bill:** Thank you. Let me locate your reservation in our computer. What brings you to Virginia?

**Ms. Smythton:** I'm here to visit friends. My university classmates are meeting here for a reunion.

**Bill:** That sounds like fun. (Pause.) Here it is. We have Room 813 for you. It's a double on the 8th floor.

**Ms. Smythton:** I requested a non-smoking double. Is this room non-smoking?

**Bill:** Actually, no. Our 8th floor is a smoking floor.

**Ms. Smythton:** Oh, that's disappointing. Is there any possibility that you can change that for me? I'd really prefer a non-smoking room.

**Bill:** Let me see what I can do. (Pause.) Ah, here we go. Room 250 is a single. The current occupant is due to check out in an hour. We can clean that room for you. The 2nd floor is completely non-smoking.

**Ms. Smythton:** Well, I'll settle for that if that is all you have. But, I was hoping to have a double since one of my friends might stay with me later this week.

**Bill:** I see. Let me look at the 7th floor. (Pause.) Ms. Smythton, we can work this out. Room 711 has been serviced and is ready to go. It's a double room and is on one of our non-smoking floors.

**Ms. Smythton:** That'll be great. Thank you.

**Bill:** My pleasure. Do you need one key or two?

**Ms. Smythton:** Just one, please.

**Bill:** Here you go. The mini-bar is fully stocked with water, juices, and snacks. A price list is in the room. Would you like me to put the hotel charges on the credit card you used to reserve the room?

**Ms. Smythton:** Yes, my Mastercard will be fine. Thank you.

**Bill:** Enjoy your stay at the Smartman. Please visit our concierge or front desk if there is anything you need. We'll be happy to do what we can to make your time with us enjoyable.



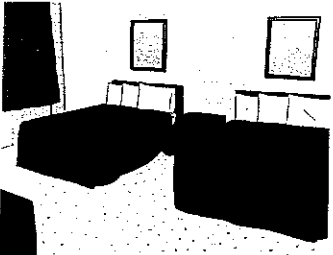


**VOCABULARY CHECK - Fill in the Blank**

Look at the pictures and complete the sentences below each one with a word from the dialogue.



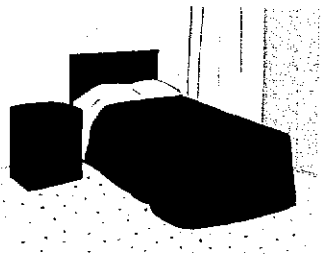
1. Friends getting together who haven't seen each other in a long time are having a \_\_\_\_\_.



2. Darrin always requests a \_\_\_\_\_ room because he invites his brother to stay with him.



3. Nathan prefers a \_\_\_\_\_ room because it has one large bed.



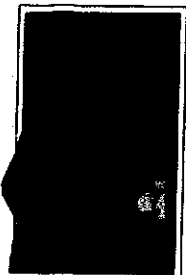
4. Andrew was \_\_\_\_\_ when the hotel only had a \_\_\_\_\_ room. He wanted the extra bed.



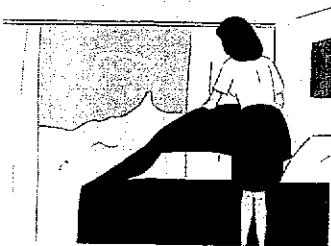
5. Lea works late at night so she always buys water and snacks from the \_\_\_\_\_.

**VOCABULARY CHECK - Continued**

6. Lea asked about the \_\_\_\_\_ of having the mini-bar \_\_\_\_\_. Hers wasn't full.



7. Sara opened the hotel room with the \_\_\_\_\_ the clerk gave her when she \_\_\_\_\_.



8. Tim was happy with the hotel. It was very clean and the hotel had the rooms \_\_\_\_\_ every day.



9. John could not check into the room until after 3 p.m. because it had an \_\_\_\_\_ who wasn't checking out until noon.



10. Christopher preferred a \_\_\_\_\_ room because he doesn't like cigarettes.



**CONVERSATION STARTER**

**Look at the pictures below. With a partner, talk about what is happening in each picture.**

Guest walking into a hotel



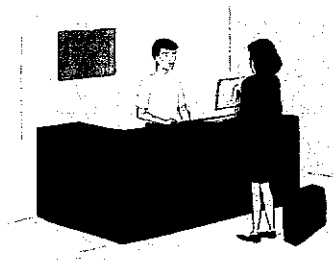
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Guest is checking in



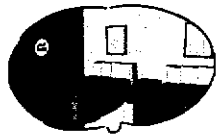
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Double smoking room



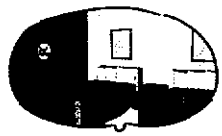
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Double non-smoking room



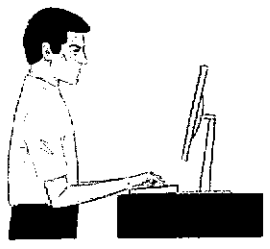
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Clerk looking at a computer



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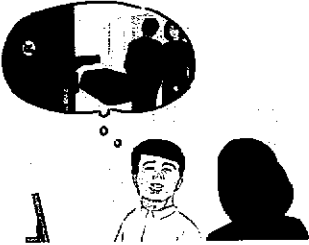
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**CONVERSATION STARTER - Continued**

Single non-smoking room



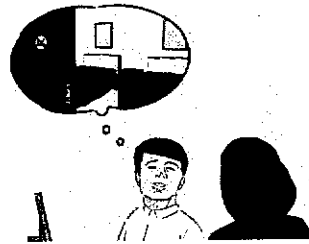
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Double non-smoking available



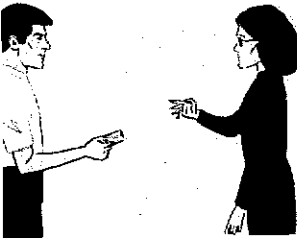
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Clerk handing guest a key



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Guest exploring a min-bar



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At the concierge desk



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## DIALOGUE BUILDING

Read each sentence from the dialogue. Decide who would say each sentence. If it is something a hotel desk clerk would say, write "Clerk" on the line. If it is something a hotel guest would say, write "Guest" on the line. Then fill in the blanks with the missing vocabulary words. Last, cut the sentences and put them in the correct order to form a dialogue.

\_\_\_ A. \_\_\_\_: Hello. Welcome to the Smartman Hotel. My name is Bill. How can I help you?

\_\_\_ B. \_\_\_\_: Here you go. The \_\_\_\_\_ is fully \_\_\_\_\_ with water, juices, and \_\_\_\_\_. A price list is in the room. Would you like me to put the hotel charges on the credit card you used to reserve the room?

\_\_\_ C. \_\_\_\_: Do you have a reservation?

\_\_\_ D. \_\_\_\_: Actually, no. Our 8th floor is a \_\_\_\_\_ floor.

\_\_\_ E. \_\_\_\_: What name did you use to reserve the room?

\_\_\_ F. \_\_\_\_: I need to check in.

\_\_\_ G. \_\_\_\_: Thank you. Let me locate your reservation in our computer. What brings you to Virginia?

\_\_\_ H. \_\_\_\_: I'm here to visit friends. My university classmates are meeting here for a \_\_\_\_\_.

\_\_\_ I. \_\_\_\_: Yes, I made the reservation last month.

\_\_\_ J. \_\_\_\_: I requested a non-smoking double. Is this room \_\_\_\_\_?

\_\_\_ K. \_\_\_\_: Smythton. That's spelled S...M...Y...T...H...T...O...N.?

\_\_\_ L. \_\_\_\_: Oh, that's \_\_\_\_\_. Is there any \_\_\_\_\_ that you can change that for me? I'd really \_\_\_\_\_ a non-smoking room.

\_\_\_ M. \_\_\_\_: Let me see what I can do. (Pause.) Ah, here we go. Room 250 is a \_\_\_\_\_. The current \_\_\_\_\_ is due to check out in an hour. We can clean that room for you. The 2nd floor is completely non-smoking.

\_\_\_ N. \_\_\_\_: Just one, please.

**DIALOGUE BUILDING - Continued**

\_\_\_ O. \_\_\_\_: That sounds like fun. (Pause.) Here it is. We have Room 813 for you. It's a  
\_\_\_\_\_ on the 8th floor.

\_\_\_ P. \_\_\_\_: That'll be great. Thank you.

\_\_\_ Q. \_\_\_\_: Well, I'll \_\_\_\_\_ for that if that is all you have. But, I was hoping to have a  
double since one of my friends might stay with me later this week.

\_\_\_ R. \_\_\_\_: Yes, my Mastercard will be fine. Thank you.

\_\_\_ S. \_\_\_\_: I see. Let me look at the 7th floor. (Pause.) Ms. Smythton, we can \_\_\_\_\_  
this out. Room 711 has been \_\_\_\_\_ and is ready to go. It's a double room and is on one of our  
non-smoking floors.

\_\_\_ T. \_\_\_\_: Enjoy your stay at the Smartman. Please visit our \_\_\_\_\_ or front desk if  
there is anything you need. We'll be happy to do what we can to make your time with us \_\_\_\_\_.

\_\_\_ U. \_\_\_\_: My pleasure. Do you need one \_\_\_\_\_ or two?

**DIALOGUE PRACTICE**

**Work with a partner. See if your answers agree. Do you have the clerk and guest lines assigned correctly? When you do, role play. One partner should read the clerk's lines. The other partner should play the role of the guest. Practice for intonation, pronunciation, and elision.**



## DIALOGUE COMPREHENSION

Answer the questions about the dialogue. Be careful! Some of the answers require critical thinking.

1. Where is the hotel?
  - a. Virginia
  - b. Washington, D.C.
  - c. New York
2. Why is Mrs. Smythton visiting?
  - a. family
  - b. friends
  - c. business
3. What kind of room does she request?
  - a. double smoking
  - b. single non-smoking
  - c. double non-smoking
4. What type of room does the hotel first offer?
  - a. double smoking
  - b. single non-smoking
  - c. double non-smoking
5. Does the hotel clerk change her room?
  - a. Yes
  - b. No
  - c. Maybe
6. Why does Mrs. Smythton want the type of room she originally reserved?
  - a. She needs room to work.
  - b. She will spend a lot of time there.
  - c. She may have a friend stay with her.
7. How does she pay for the room?
  - a. cash
  - b. credit card
  - c. check

## Critical Thinking

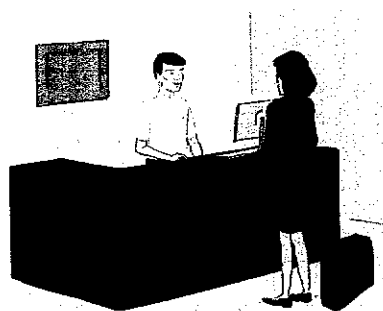
1. Who at a hotel can help guests? (2 answers) \_\_\_\_\_
2. What information is required to reserve a hotel room? (2 answers) \_\_\_\_\_
3. Who do you know that would stay in each of the following rooms:
 

a. single smoking	_____
b. single non-smoking	_____
c. double smoking	_____
d. double non-smoking	_____
e. king smoking	_____
f. king non-smoking	_____



## DIALOGUE PRACTICE

Work with a partner. Look at the sections from the dialogue. Read the dialogue to the right of each picture. Make sure to express feelings and emotions into your voice. Then read and answer the question below each picture.



The clerk is probably \_\_\_\_\_  
The guest is probably \_\_\_\_\_

Hotel Desk Clerk: Hello. Welcome to the Smartman Hotel. My name is Bill. How can I help you?

Ms. Smythton: I need to check in.

Bill: Do you have a reservation?

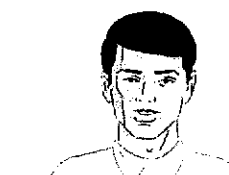
Ms. Smythton: Yes, I made the reservation last month.

Bill: What name did you use to reserve the room?

Ms. Smythton: Smythton. That's spelled S...M...Y...T...H...T...O...N.

Bill: Thank you. Let me locate your reservation in our computer. What brings you to Virginia?

Ms. Smythton: I'm here to visit friends. My university classmates are meeting here for a reunion.



The clerk probably feels \_\_\_\_\_. The guest probably feels \_\_\_\_\_.

Bill: That sounds like fun. (Pause.) Here it is. We have Room 813 for you. It's a double on the 8th floor.

Ms. Smythton: I requested a non-smoking double. Is this room non-smoking?



The guest is very \_\_\_\_\_. The clerk would probably be \_\_\_\_\_.

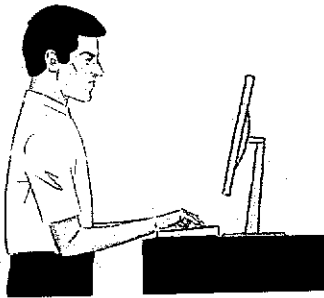
Bill: Actually, no. Our 8th floor is a smoking floor.

Ms. Smythton: Oh, that's disappointing. Is there any possibility that you can change that for me? I'd really prefer a non-smoking room.





**DIALOGUE PRACTICE - Continued**



**Bill:** Let me see what I can do. (Pause.) Ah, here we go. Room 250 is a single. The current occupant is due to check out in an hour. We can clean that room for you. The 2nd floor is completely non-smoking.

The clerk might be feeling \_\_\_\_\_. What would she be saying? \_\_\_\_\_



**Ms. Smythton:** Well, I'll settle for that if that is all you have. But, I was hoping to have a double since one of my friends might stay with me later this week.



What did the clerk say? How did she say it? Do you think the guest is sad? Why? \_\_\_\_\_



**Bill:** I see. Let me look at the 7th floor. (Pause.) Ms. Smythton, we can work this out. Room 711 has been serviced and is ready to go. It's a double room and is on one of our non-smoking floors.

**Ms. Smythton:** That'll be great. Thank you.

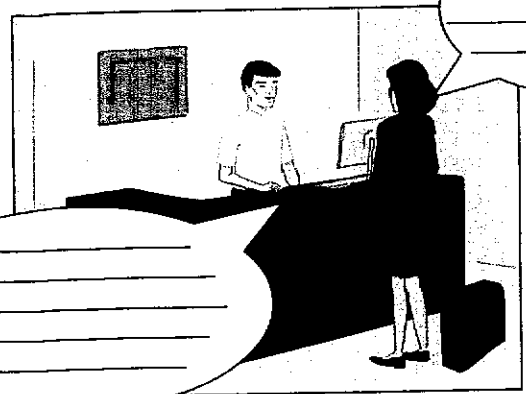


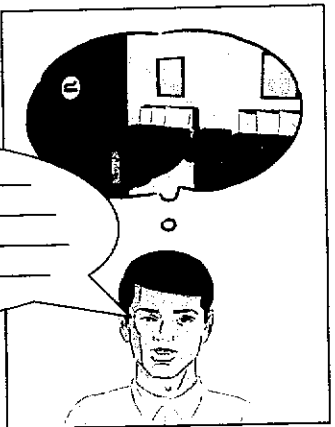
How do you think both people feel now? \_\_\_\_\_

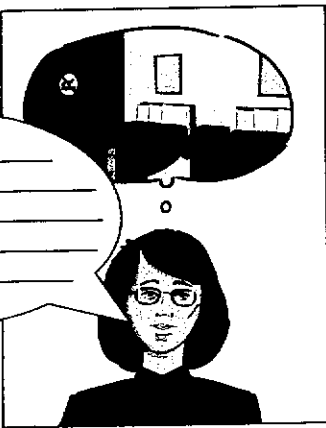


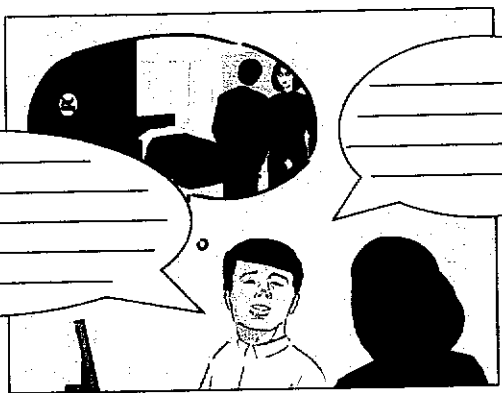
**WRITING PRACTICE - Part A**

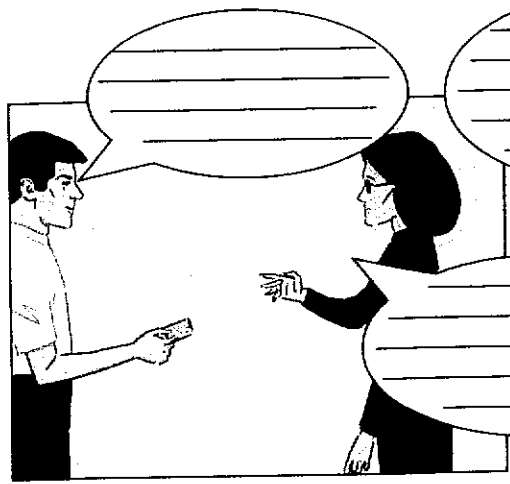
Look at the pictures. Imagine these people are checking into a hotel. Write your own dialogue below each picture.


1. 

2. 

3. 

4. 

5. 

6. 



## SOME GRAMMAR

### ملاحظة :

الجدير بالذكر أن الجملة الإنجليزية لابد وأن تحتوي على فعل خلاف اللغة العربية التي قد تكون فيها الجملة اسمية أي بدون فعل مثل : (علي طبيب) ولو أردنا ترجمتها إلى الإنجليزية حرفياً نقول :

Ali doctor.

وهذه جملة إنجليزية خاطئة لعدم احتوائها على فعل والصحيح أن نضع لها فعل فتصبح :

Ali is a doctor.



وزارة التعليم  
المملكة العربية السعودية

## Spelling Rules for Plurals

قواعد إملاء الجمع

We form plurals of most nouns by adding "s" to the singular noun.

نكوّن الجمع من معظم الأسماء بإضافة

للأسم المفرد. "s"

Singular	Plural
one book	two books
one horse	many horses



## Spelling Rules for Plurals

قواعد إملاء الجمع

### حالات خاصة

الأسماء التي تنتهي بالحروف s, x, z, ch, sh تضيف لها es

Singular	Plural
match	matches
bus	buses
dish	dishes
box	boxes



## Spelling Rules for Plurals

قواعد إملاء الجمع

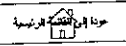
### حالات خاصة

الأسماء التي تنتهي بحرف **y** وسبقه حرف ساكن، تحذف **y** ونضيف **ies**

Singular	Plural
city	cities
baby	babies

الأسماء التي تنتهي بحرف **y** وسبقه حرف متحرك، نضيف **s** فقط.

Singular	Plural
boy	boys
key	keys



## Spelling Rules for Plurals

قواعد إملاء الجمع

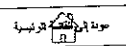
### حالات خاصة

الأسماء التي تنتهي بحرف **o** وسبقه حرف ساكن، نضيف **es**

Singular	Plural
potato	potatoes
tomato	tomatoes

الأسماء التي تنتهي بحرف **o** وسبقه حرف متحرك، نضيف **s** فقط.

Singular	Plural
radio	radios
zoo	zoos



## Spelling Rules for Plurals

قواعد إملاء الجمع

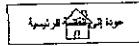
### حالات خاصة

الأسماء التي تنتهي بحرف **f** أو **fe** نحولها إلى حرف **v** ، ونضيف **es**

Singular	Plural
knife	knives
shelf	shelves

الأسماء المركبة تجمع حسب الاسم الأخير:

Singular	Plural
classroom	classrooms
policeman	policemen



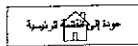
## Spelling Rules for Plurals

قواعد إملاء الجمع

### حالات خاصة

هناك بعض الأسماء الشاذة:

Singular	Plural
man	men
woman	women
child	children
person	people
foot	feet
tooth	teeth
goose	geese
mouse	mice



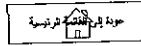
## Making Questions

### تكوين الأسئلة

إذا كان الهدف من السؤال إعطاء معلومة معينة فيجب أن يبدأ بالحدى أدوات السؤال التالية و التي تسمى:

#### Wh Questions

Where?	أين	للسؤال عن المكان
When?	متى	للسؤال عن الزمان
Why?	لماذا	للسؤال عن السبب
What?	ما / ماذا	للسؤال عن شيء
Which?	أي	للاختيار بين شيئين
Who?	من	للسؤال عن فاعل عاقل
Whom?	من	للسؤال عن مفعول به عاقل

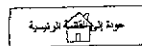


## Making Questions

### تكوين الأسئلة

#### Wh Questions (Cont.)

Whose?	لمن	للسؤال عن الملكية
How?	كيف	للسؤال عن الحالة
How many?	كم عدد	للسؤال عن العدد
How much?	كم كمية	للسؤال عن الكمية
How long?	كم طول	للسؤال عن الطول
How old?	كم عمر	للسؤال عن العمر
How far?	كم بعد	للسؤال عن المسافة

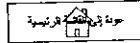




## استعمالات

## How

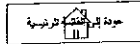
He was very pleased when he met his friend. How was he when he met his friend?	للسؤال عن الحالة أو الكيفية	How
Thirty boys are in this class. How many boys are in this class?	للسؤال عن العدد	How many
I am twenty years old. How old are you?	للسؤال عن العمر	How old
You paid five pounds for this coat. How much did you pay for this coat?	للسؤال عن الكمية	How much



## استعمالات

## How

It is 450 KM from Dammam to Riyadh. How far is it from Dammam to Riyadh?	للسؤال عن المسافات	How far
This rope is two meters long. How long is this rope?	للسؤال عن الأطوال	How long
This fence is four meters high. How high is this fence?	للسؤال عن الارتفاعات	How high
Sami is one meter and a half tall. How tall is Sami?	للسؤال عن أطوال الأشخاص	How tall



## Comparing Adjectives مقارنة الصفات

### 1. Comparing Short Adjectives مقارنة الصفات القصيرة

1. المقارنة بين شيئين أو شخصين:  
في هذا النوع من المقارنة نلاحظ إضافة اللاحقة **er** لأغلب الصفات القصيرة ثم كلمة **than**

• **Ali is older than Ahmed.**  
• **My Car is faster than yours.**

إذا انتهت الصفة بحرف **e** فأنتنا نضيف **r** فقط.

→ **safer than safe**  
→ **simpler than simple**

إذا انتهت الصفة بحرف **y** فلتنا نقلب ال **y** إلى **i** ثم نضيف **er** كالمعادة.

→ **easier than easy**  
→ **heavier than heavy**

عودة إلى الصفحة الرئيسية



## Comparing Adjectives مقارنة الصفات

### 1. Comparing Short Adjectives مقارنة الصفات القصيرة

2. المقارنة بين أكثر من شيئين أو شخصين:  
نلاحظ هنا أهمية كلمة **the** التي تسبق الصفة المقارنة و يلاحظ إضافة **est** هذه المرة.

• **Everest is the highest mountain.**  
• **This is the biggest building in Riyadh.**

إذا انتهت الصفة بحرف **e** فأنتنا لا نضيف **e** جديدة.

→ **the safest safe**

إذا انتهت الصفة بحرف **y** فلتنا نقلب ال **y** إلى **i** ثم نضيف **est** كالمعادة.

→ **the easiest easy**



عودة إلى الصفحة الرئيسية



## Comparing Adjectives مقارنة الصفات

### 2. Comparing Long Adjectives مقارنة الصفات الطويلة

1. المقارنة بين شيئين أو شخصين:

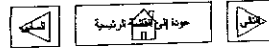
هنا تتكون الصفة من أكثر من مقطع، كل مقطع يحتوي على أكثر من حرفين متحركين متتابعين.

beautiful	جميل	difficult	صعب
dangerous	خطر	correct	صحيح
important	مهم	fluent	فصيح

هذا النوع من الصفات لا يقبل **er** و **est**

ففي حالة المقارنة بين شيئين تسبق هذه الصفات كلمة **more** ثم كلمة **than**

Jeddah is more beautiful than Riyadh.  
French is more difficult than English.



## Comparing Adjectives مقارنة الصفات

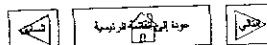
### 2. Comparing Long Adjectives مقارنة الصفات الطويلة

. المقارنة بين أكثر من شيئين أو شخصين:

في حالة المقارنة بين أكثر من شيئين تسبق هذه الصفات كلمة **the most**

Amal is the most beautiful girl in her class.

This is the most important subject in this book.



## Comparing Adjectives

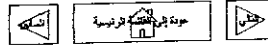
### مقارنة الصفات

#### 2. Comparing Long Adjectives

#### مقارنة الصفات الطويلة

المعنى	الصفة	مقارنة بين اثنين	مقارنة بين أكثر من اثنين
جيد	good	better than	the best
سيئ	bad	worse than	the worst
كثير (المعهود)	many	more than	the most
كثير (الغير المعهود)	much		
قليل (الغير المعهود)	little	less than	the least
بعيد	far	farther than	the farthest

Adel is better than his brother at school.  
This girl is the worst one in her class.



مثله مثل (بالضبط) as.....as  
ليس مثله مثل not as....as

as.....as مثله مثل (بالضبط)

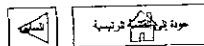
يستخدم هذا الاصطلاح حين وجود مساواة بين صفتين.

Ali is as tall as his brother.  
This bag is as big as my bag.

not as.....as ليس مثله مثل

يستخدم هذا الاصطلاح في حالة عدم وجود مساواة بين صفتين.

Ali is not as tall as his brother.  
This bag is not as big as my bag.



as.....as      مثله مثل [بالضبط]  
not as....as      ليس مثله مثل

as.....as      مثله مثل [بالضبط]

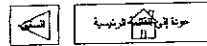
يستخدم هذا الاصطلاح حين وجود مساواة بين حالين.

Ahmed drives as dangerously as his brother.

not as.....as      ليس مثله مثل

يستخدم هذا الاصطلاح في حالة عدم وجود مساواة بين حالين.

Hamad does not drive as dangerously as his brother.



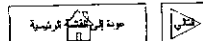
## Prepositions

### حروف الجر

حروف الجر كثيرة و متشابهة، فقد يكون للحرف الواحد أكثر من معنى وذلك حسب موقعه في الجملة. و الطريقة المثلى لتعلم حروف الجر هي التدرب عليها من خلال جمل و ليست كحروف منفصلة.

**A preposition shows the relation between the subject and the object. There are also prepositions of time and prepositions of place.**

تدل حروف الجر على العلاقة بين الفاعل و المفعول به و يوجد أيضاً حروف جر دالة على الزمن و حروف جر دالة على المكان.



## Use of Prepositions

### استخدام حروف الجر

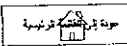
Prepositions حروف الجر	Use الاستخدام	Example مثال
on	Days الأيام	<b>On</b> Monday
	Day + morning, night الأيام + الفترة	<b>On</b> Friday morning
	Afternoon, evening, date التاريخ	My birthday is <b>on</b> June 10.
	Special days أيام خاصة	I will travel <b>on</b> the National Day.
	To mean above بمعنى فوق	The tea is <b>on</b> the table.



## Use of Prepositions

### استخدام حروف الجر

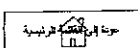
Prepositions حروف الجر	Use الاستخدام	Example مثال
in	Season فصل	The trees grow in spring.
	Year سنة	I was born in 1968.
	Month شهر	The test is in May.
	The morning الصباح	I go to work in the morning.
	The evening المساء	I go home in the evening
	To mean inside في الداخل	He is in the masjid.



## Use of Prepositions

### استخدام حروف الجر

Prepositions حروف الجر	Use الاستخدام	Example مثال
at	Time الوقت	I will come back at 2 o'clock.
	Festival الأعياد و الاحتفالات	I will meet you at the school festival.
	Meal times أوقات الوجبات	I will talk to my father at lunch.
	The weekend نهاية الأسبوع	We will travel at the weekend.
	Noon الظهر	We pray at noon everyday.
	Night الليل	We sleep at night.
	To mean place للمكان	He is at the grocer's.

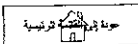


## Use of Prepositions

### استخدام حروف الجر

#### Prepositions of Place حروف الجر الدالة على المكان

Prepositions حروف الجر	Use الاستخدام	Example مثال
at	at an exact place في مكان محدد	He lives at number 5, King Fahad Street.
	at work في العمل	Ahmed is at work.
	at the table على الطاولة	They are standing at the dinner table
under	بمعنى تحت	The cat is under the table.
in front of	بمعنى أمام	The teacher is in front of the class.
to	مكان/اتجاه direction/place	I go to school everyday.



### Use of Prepositions

#### استخدام حروف الجر

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Prepositions of Place      حروف الجر الدالة على المكان

Prepositions حروف الجر	Use الاستخدام	Example مثال
<b>in</b>	To mean    بمعنى داخل inside	Put this book in the box.
	In a country    في بلد	I live in Saudi Arabia.
	In a town/street    في مدينة/ في شارع	I live in Al-Madina.
	in bed    في الفراش	The baby is in bed.
	In a building or area    في مبنى أو منطقة	You were in the club last night.
	In a chair    على الكرسي	Ali is sitting in his chair.

### Use of Prepositions

#### استخدام حروف الجر

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Prepositions of Place      حروف الجر الدالة على المكان

Prepositions حروف الجر	Use الاستخدام	Example مثال
with	بمعنى بـ	I write with a pen.
from	بمعنى من	I am from Riyadh.
behind	بمعنى خلف	The wall is behind the class.
between	بمعنى بين	Samah is sitting between Fatma and Salwa.

on	على شاشة التلفزيون TV	Ali watches football on TV every Saturday.
	الوقت المحدد Time	He arrives on time.

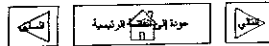


## Use of Prepositions

### استخدام حروف الجر

More Examples مزيداً من الأمثلة

Prepositions حروف الجر	Example مثال
in في	The medicine is in the bottle.
on على	The knife is on the table.
at عند، بالقرب	Someone is at the door.
near بالقرب من	Ahmed is sitting near the window.
between بين	The house is between the school and the masjid.
opposite مقابل	The bank is opposite to the post office.
into داخل، في	The electrician is putting his hand into the TV.
onto على	The water is spilling onto the floor.

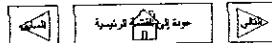


## Use of Prepositions

### استخدام حروف الجر

More Examples مزيداً من الأمثلة

Prepositions حروف الجر	Example مثال
off من على	The man is falling off the chair.
out of من فوق	The child is falling out of the window.
across عبر، خلال	The carpenter cut across the wood.
over/above فوق، أعلى	The light is over (above) the table.
under/below تحت، أسفل	The fire is under (below) the stairs.
through عبر، خلال	The ball is going through the window.
among وسط	The teacher is sitting among the students.

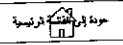


## Use of Prepositions

### استخدام حروف الجر

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Prepositions حروف الجر	Example مثال
in في	The medicine is <b>in</b> the bottle.
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near بالقرب من	Ahmed is sitting <b>near</b> the window.
between بين	The house is <b>between</b> the school and the mosque.
opposite مقابل	The bank is <b>opposite</b> to the post office.
into داخل، في	The electrician is putting his hand <b>into</b> the TV.
onto على	The water is spilling <b>onto</b> the floor.



## Use of Prepositions

### استخدام حروف الجر

More Examples مزيداً من الأمثلة

Prepositions حروف الجر	Example مثال
round حول	The car is going round the tree.
in front of أمام	The child is sitting in front of the TV.
behind خلف، وراء	The headmaster is sitting behind the pupils.
on top of فوق، على	The sweets are on top of the table.
at the side of بجانب	The garage is at the side of the house.
along على طول	The man is walking along the street.
next to بجوار	The bank is next to the baker's.

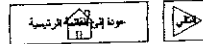


## Question-Tags

### الأسئلة المنبيلة

هذا النوع من الأسئلة يطلق عليها الأسئلة المنبيلة وهي تعادل "أليس كذلك؟" باللغة العربية. وهو عبارة عن سؤال مختصر يتبع جملة خبرية تسبقه وهذا السؤال عادة ما يخالف هذه الجملة من حيث الإثبات أو النفي. فإذا كانت الجملة التي تسبقه مثبتة يكون هذا السؤال في النفي وإذا كانت منفية يكون السؤال مثبتاً. \* أما جواب هذا السؤال فيتبع الجملة من حيث الإثبات أو النفي أي يخالف السؤال.

\* هذا النوع من الأسئلة متداول كثيراً عند التحدث باللغة الإنجليزية إلا أنه يقل استخدامه في الإنجليزية المكتوبة.



## Question-Tags

### الأسئلة المنبيلة

#### Questions that we expect the answer "Yes"

أسئلة نتوقع الإجابة عليها بـ "نعم"

انظر هذا السؤال و الإجابة عليه:

\* **There's a supermarket near here, isn't there?**

**Yes, there is.**

\* الجملة التي تقدمت هذا السؤال جملة مثبتة لذا جاء السؤال عليها (التنبييل) منقياً. أما الجواب فيكون بالإثبات **Yes**.

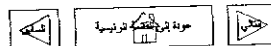
\* ولكي تكون سؤالا من هذا النوع نقدم الفعل المساعد ثم نضع **not** بعده وذلك للنفي.

و الآن انظر المثال التالي:

\* **You come from the United States, don't you?**

**Yes, I do.**

\* في هذا المثال تم تنبييل السؤال باستخدام **do** وذلك لعدم وجود فعل مساعد.



## Question-Tags

### الأسئلة المذيبة

Questions that we expect the answer "No"  
أسئلة نتوقع الإجابة عليها بـ "لا"

- 1) You don't come from Saudi Arabia, do you?  
No, I don't.
- 2) It doesn't take long time by car, does it?  
No, it doesn't.

لاحظ هنا أن السؤال في زمن المضارع البسيط لذا استخدمنا **do/does** ك فعل مساعد.

- 3) You didn't travel last year, did you?  
No, I didn't.

لاحظ هنا أن السؤال في زمن الماضي البسيط لذا استخدمنا **did** ك فعل مساعد.



جودة التعليم الفرنسية

## Countries and Nationalities

### البلدان و الجنسيات

في اللغة العربية عادة ما نضيف حرف "ي" لاسم البلد و ذلك لتكوين الجنسية فنقول مثلاً:  
السعودية : سعودي

أما في اللغة الإنجليزية فهناك خمس حروف محتملة للإضافة و هي:

**i, n, ian, ish, ese**

و ليس هناك قاعدة ثابتة لهذه الحروف. وهذه بعض الأمثلة:

Country	Nationality
Saudi Arabia	Saudi
Oman	Omani
Algeria	Algerian
Libya	Libyan
Palestine	Palestinian
Syria	Syrian

Country	Nationality
Britain	British
Turkey	Turkish
China	Chinese
Lebanon	Lebanese
France	French
Switzerland	Swiss

جودة التعليم الفرنسية