

ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ ОБРАЗОВАТЕЛЬНОЕ БЮДЖЕТНОЕ
УЧРЕЖДЕНИЕ ВЫСШЕГО ПРОФЕССИОНАЛЬНОГО ОБРАЗОВАНИЯ

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Учебное пособие предназначено для студентов 1–2 курсов Финансового университета, изучающих дисциплину «Иностранный язык». Пособие состоит из 15 глав, нескольких тестов, тем эссе, словаря, общей информации о 68 странах, сравнений Американского и Британского английского. Цель предлагаемого пособия – развить такие виды речевой деятельности студента, как чтение, говорение и письмо, а также стимулировать интерес к изучаемому предмету. На основе оригинальных текстов учащиеся приобретают возможность освоить широкий спектр деловой лексики, развить личный творческий потенциал, ознакомиться с терминологией, используемой деловыми людьми во время путешествий.

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Center for innovative language strategies

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Tribunskaya S.

WORK
AND TRAVEL

Tutorial

MOSCOW • 2014

UDC 81(075.8)

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Tutorial "Work and travel" targets at students currently studying English in the Financial University under the Government of Russian Federation. Tutorial contains 15 units, several tests, topics for writing essays, index, common information about 68 countries, and answer keys.

Tutorial is based on texts and problems to discuss. It covers words and expressions that frequently occur in the business speech. The special attention is drawn to essential vocabulary and abbreviations used by business people while travelling. Students can apply and develop their knowledge of words and use them in the diverse activities.

"Work and travel" is designed for learners of English with pre- Intermediate or Intermediate level who intend to improve the language skills.

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ВВЕДЕНИЕ

Учебное пособие основано на оригинальных текстах. Материал снабжён большим количеством параллельного вокабуляра, который полностью снимает лексические трудности и упрощает процесс понимания исходного текста. Упражнения подобраны таким образом, чтобы активизировать употребление новых слов в речи студентов, а также помочь усвоить специальную терминологию.

Учебное пособие состоит из 15 тем и дополнительного раздела. В каждой теме представлен один или несколько текстов, упражнения, вокабуляр, состоящий из слов, понятий, выражений и сокращений. В некоторых темах есть небольшие тесты на подстановку наиболее точных слов.

Выбор представленных тем и отбор лексического материала базируется на частоте его употребления в современном английском языке, а также особенностям использования деловой лексики в путешествиях.

В каждой главе выделены основные вопросы для обсуждения на занятиях. Дополнительный раздел пособия является справочником, где студент может получить географическую информацию, информацию связанную с основными понятиями туристического бизнеса в целом и в России в частности. В дополнительном разделе даны некоторые наиболее часто употребляемые сокращения и объяснения различных деловых понятий и реалий англоязычных стран.

Part I

Units & Topics



Work hard, travel easy

Read and translate the text. Explain the words and the expressions in bold.

Holidays

If you think that not taking your **annual leave** makes you more productive, you are wrong. If you are tied to the desk it can damage your health and relationships and it can cost your company money.

The research from the Institute of Management shows that a quarter of Britain's managers don't take their annual leave and the other quarter **keeps in touch** with their office by e-mail or mobile phone. These people think that an interrupted holiday is part of their job. Many managers are sure they are **indispensable** and the office will collapse if they leave it for two weeks. More than 40 per cent of UK managers work 50 hours every week and it destroys their health, productivity and relations with the family.

The employers should understand that if their staff are unhappy,

stressed and **exhausted**, they are not going to perform at their best and the business will suffer.

While you need a break from the office, people at your work also need time away from you. We spend about a third of our lives with our colleagues – people we would not necessarily choose to be with – so it's good **to have a break**.

At the same time if you spend your holidays on a crowded beach with a permanent **hangover** aggravated by a scorching sun and screaming children, the idea of being in a quiet, air-conditioned office wrestling with month-end reports somehow seems more **appealing**.

Some people eat badly and **booze** on the holidays. They are surrounded by treats, sweets and alcohol. And the holiday only aggravates their health. So, going to have a rest you shouldn't leave your desk in a mess with work undone, otherwise you will spend a lot of time worrying about everything. Then plan your holiday in advance and prepare to have the healthy rest. Pack the suitcase, grab the family and enjoy your holiday.

So, even the anticipation of vacation generates an increase in positive feelings about the life as a whole, family, economic situation, and health.

Travelers experience a 25% increase in performance after returning home from vacation.

Two out of three **executives** believe that vacations improve their creativity.

Answer the questions.

1. What are typical reasons for travel? Why do people like to get away and how does it vary by different income and age groups?
2. How do travelers make decisions? What factors can influence their decisions?
3. How much information is gathered prior to making decisions?
4. Explain how lack of experience, duration of a trip, distance, money, group size and multiple choice of destinations affect the decision to travel.

Translate from Russian into English.

Working too much

Журнал Forbes составил рейтинг стран, население которых проводит больше всего времени на работе. Самая работающая страна – Южная Корея. Оплачиваемый отпуск в этой стране всего 10 дней. 11 дней – государственные праздники. В Мексике отпуск зависит от количества лет работы. В первые два года – это всего 8 дней; со второго по пятый год работы – 12 дней, более пяти лет – 16 дней. Государственные праздники, когда все население отдыхает – 14 дней. В США 10 дней – оплачиваемый отпуск, количество государственных праздников – 8.

Identify the major foundations for understanding tourism motivations. Name all holidays when Russian people have days off. Identify the role of tourism in Russia.

Unit 1

Travel and tourism industry

- Background information about tourism industry
- Statistics about tourism all around the world
- Positive and negative impacts of tourism

LEAD-IN

Tourism is defined as the business of providing services for people traveling for business or recreation.

Tourism industry embraces: destinations, resorts, cities, regions, states, multi-state associations, hospitality or entertainment business, attractions, museums, casinos, leisure parks, conferences, exhibitions, events, transportation companies including airlines, ferries, cruises, GDS, leisure real estate.

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Hospitality – гостеприимство

Hospitable – гостеприимный

It is very hospitable of you.

Heartfelt hospitality will always be centerpiece of tourism industry.

Quality and hospitality are inseparable in the case of tourism.

Challenge – вызов, сложная задача, проблема

Challenging – чрезвычайно сложный

Any change is the best sort of challenge.

Quality assurance in tourism services is a management challenge.

Getting your life in order before a business trip can be challenging and stressful-there are so many things to remember, and so much that could go wrong if a crucial detail is overlooked.

Account for – составлять, являться причиной

Tourism accounts for more than twice as much cash moving from rich to poor countries than governments give in aid.

Air transport represents 46% of all arrivals and transport over water accounts for 7%.

Inbound – въездной (туризм)

Outbound – отправляющийся за границу

The modernization of major airports in India will influence inbound business and leisure travel.

For those of you flying to the US or Canada in Club World, you can now enjoy a seat in First Class on your outbound or return journey to help make your flight even more luxurious and memorable.

Destination – место назначения

Within 3 days, excluding holidays and days-off, on arrival to his destination, every foreign citizen should submit his/her foreign passport and visa for registration.

Marbella is well known as the favorite destination in Andalusia amongst the international jet-set crowd and the very rich and famous.

For winter-sport holiday, the perfect destination is Switzerland.

Available – быть в наличии, быть на месте

Availability – наличие

Mr Jones is not available at the moment.

Air, rail and boat services are available from Hong Kong to many destinations throughout China.

WWW is increasing the direct availability of information and purchase.

Recreation – отдых, развлечение

Recreational – развлекательный

Appeal of resorts has been transferred from rest to recreation.

Recreational activity was something long forgotten in China and is now having a massive revival.

Shuttles, golf courses, and swimming pools are some of the recreational facilities that are enjoyed by the guests.

Increase – увеличивать, увеличение
Increasingly – всё больше и больше, всё чаще и чаще

August showed a significant increase of fuel prices. The increase was also attributed to the growing number of foreign investors. Increasingly, the management task is not about simple budgeting but is about far more complex issues. Nowadays pleasure trips are increasingly long weekends.

Reduce – снижаться, уменьшаться
Reduction – снижение

Some owners accept 20% reduction for June and September and sometimes even greater reductions for other months of the year. In the meantime, the new senior management team has implemented a plan to improve efficiencies and reduce the company's cost. Companies recognize the value of face-to-face meetings but they intend to reduce their costs without adversely impacting potential business opportunities.

Overbook – бронировать больше мест или билетов, чем есть в наличии
Overbooking – избыточное бронирование

There was no seat for me on the plane, because the airline had overbooked. There is a particular chaos unique to airports: flights are overbooked, get delayed, or canceled. We can't accept all groups because of overbooking.

Leisure – свободное время, свободный

Istanbul is experiencing a boom in business and leisure travel at the moment. High gasoline prices and a slumping economy have put a damper on leisure and business travel. If you value spending most of your leisure time at home with your family and friends, a job of a flight attendant is not for you.

Revenue – доход

Historically most business revenues are generated May through October. It could generate quite a substantial additional revenue for the hotel. It creates hotel revenues and creates a serious safety hazards.

Boost – повышение, повышать

How can governments boost the local economic impacts of tourism? Deutsche Lufthansa, Europe's second-largest airline, said it will boost passenger number between Germany and Russia. Over recent years, strong earnings from oil and gas exports have allowed Russia to more than double its foreign reserves, in turn providing a boost to the economy and budget revenues.

READING

Read and translate the statistics about tourism industry.

Tourism industry is a fast developing sector for the economy worldwide:

1. in the global scenario tourism industry makes up 11% of GDP
 2. about 250 million people are engaged worldwide in the tourism industry
 3. about 700 million people travel to international places every year
 4. international travels are expected to reach 1,6 billion by 2010
 5. tourism industry will require an additional 24 million trained workers by 2010
 6. European tourism accounts for 2/3 of global tourism
 7. the average international tourist receipt is over US \$700 per person
- Tourism provides opportunities for economic development, new business and much – needed jobs, especially in developing countries. Several other industries which are related to the tourism is doing pretty well. These industries are:
1. hotels, lodging services
 2. food and beverage industry
 3. industry dealing with real estate, finance, leasing and insurance
 4. retail market
 5. warehousing and transport industry

With many low cost airlines flying between places, it is becoming affordable for many people to travel. Importance of bettering relationships with the neighboring countries, establishing newer networks across the globe has taken the tourism industry to its zenith.

FACTFILE

1. The USA have the largest tourism industry in the world. Total tourism employment in the country is 15,5 million people.
2. Tourism is one of the key drivers of London's economy supporting around 255,000 jobs and generating approximately £15 billion in visitor spending each year in the capital.
3. One in every 10 New Zealanders works in the tourism industry.
4. China. 100 million foreign tourists and some 1.2 billion domestic tourists annually. WTTC predicted that over the next decade China will become the second largest travel&tourism industry in the world, after the USA.
5. Maldives. The country has 87 tourist resorts in operation. Tourism is the country's biggest foreign exchange earner, contributing to 20% of the GDP.
6. The Mediterranean is the World's number one tourist destination and is generating 1/3 of global tourist revenues.

Read and translate the text about impacts of tourism.

Positive and negative impacts of tourism.

Development of tourism usually offers a country a means of increasing economic well-being especially if the region has no other industry alternatives.

Positive economic impacts of tourism:

- it provides a stable source of income to a country
- it offers a variety of employment
- it provides incentive to improve infrastructure of the region that can be used by locals.
- it gives opportunities for small business, ownership and entrepreneurship.

The main negative impact can be over dependence on tourism that can lead to devastating effect on entire economy in the case of earthquakes or hurricanes.

Tourism can affect nature, peoples and cultures as well. Social and cultural benefits of tourism:

- people can learn more about other nations
- tourists share tastes and different ways of thinking, they become more patient
- tourism improves standard of living
- hosts try to preserve nature and historical sites.

Negative consequences of tourism:

- overcrowding
- clash of unfamiliar behaviors
- resentment of residents from need to share resources with visitors
- negative influence on the environment
- irritation of locals because disproportionate expenses of the tourists and wages of the residents
- correlation between number of visitors and amount of crime.
- decline in moral conduct of local people

SPEAKING

Describe the role of travel agencies in bringing tourists and tourism providers together. Use the following information for your answer.

Travel agencies

Travel agencies are the shops of the travel industry. They improve service delivery through:

- global distribution system (GDS)
- computer reservation system (CRS)
- airlines reporting corporation (ARC)

How and why did Internet change the distribution of tourism services?
How can travelers access information for tourism services?

SPECIAL TERMS

Explain the following words and expressions.

- lodging services
- hospitality business
- influx of tourists
- challenge
- modernization
- availability
- recreation
- overbooking
- key driver of the economy
- GNP

TRANSLATING

Translate the sentences from English into Russian.

1. The hospitality industry is one of the fastest-growing industries in the world.
2. It is said that an influx of tourists will destroy the wildlife in that district.
3. That government organization is responsible for the development of tourism in the region and promotion of some destinations.
4. Service and tourism industry is slated for an exponential growth in the coming years.
5. In coastal countries, tourism generates higher GNP than in non-coastal countries.
6. If for some reason, the number of tourists visiting the area falls this can have a dramatic effect on the economy of the country. Terrorism, natural disasters and over-development may contribute to a decline in tourism.
7. Vietnam is not ready for a large influx of tourists at the moment as there are a number of constraints hindering its development.
8. Tourism revenue in Sichuan (China) was 121 billion yuan last year, accounting for 11.6 % of the province's GDP.
9. The flights between Shanghai's Hongqiao Airport and Tokyo's Haneda Airport to boost mutual exchanges were agreed by the two governments during Chinese premier Wen Jiabao's visit to Japan in April.

Translate the sentences from Russian into English.

1. Турфирмы ожидают снижение спроса на некоторые бюджетные (low cost) направления.
2. Продвижение (promotion) туристических направлений и курортов должно строго планироваться.
3. Средиземноморье привлекает тысячи туристов каждый год.
4. Конкурентные преимущества этой компании, работающей со странами Юго-Восточной Азии, – это широкий ассортимент туров на популярные курорты, прямые договоры с отелями и разумные цены.
5. В настоящее время легко выбрать место путешествия, забронировать тур в системе онлайн, купить электронные билеты.
6. Прежде чем начать бронировать, проверьте наличие мест в отеле и авиаперелёт на нужную Вам дату.
7. В этом году многие туроператоры столкнулись (to face) с проблемой избыточного бронирования в отелях Египта.

SUMMARY

Identify future challenges and opportunities facing the tourism industry.

Identify and explain the economic, social and cultural benefits of tourism.

Identify and explain the potential economic problems that can be created by tourism.

Give examples of the countries whose continued economic development depends on the growth of tourism.

Unit 2

Jobs in the hospitality industry

- The jobs and their description in the hospitality industry
- Responsibilities of travel agents, administrative managers, meeting planners, tour operators, representatives of the companies

LEAD-IN

Most jobs in the hospitality industry are challenging, exciting, and satisfying. Because of the 24-hour nature of the business, positions can also be exhausting, stressful, and intense. Travel careers are for individuals who enjoy working with people and who love the excitement of travel. Salaries are not high at starting positions, however, they increase very quickly. There are many perks for the travel professionals, such as free or discounted rates for airlines, major hotels, sightseeing tours and cruises around the world.

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Background — общая информация, исходные данные

What is your background?

Let me give you a little background information about the city. Such countries as Laos, Thailand, Cambodia, Vietnam, and the Philippines have similar historical and cultural background, and have common tourism objectives and goals.

Personnel – персонал, кадры

The highly trained personnel and the most advanced exercise equipment and the latest in health and beauty products will cater to your every need.

In case your luggage has been damaged, please turn to appropriate personnel in the arrival area.

Human resource management (HRM) has been the buzz-phrase in personnel in the past decade.

Hotelier – владелец или управляющий отеля

Overseas hoteliers can hold out for a higher price – it is a question of supply and demand.

Our agency is able to squeeze very reasonable rates from hoteliers.

Many hoteliers improve the standard of accommodation provided in order to meet the new stricter guidelines.

Famtrip – рекламный тур

There are some «tricks» that newcomers can use to start taking low-cost famtrips almost immediately.

Agents will be accepted on a famtrip, if they have been working in tourism for more than a year.

Famtrip program involves some walking and requires the travel agents to be in a reasonably physical condition as the site inspections are mandatory.

Remuneration – вознаграждение, оплата

The basic remuneration is not high but she earns 15% commission on every tour she sells.

It is a paltry sum compared with the million of dollars paid in remuneration to the executives of that hotel chain.

Commission – комиссионное вознаграждение

It can be an additional commission or a special rate for the conference delegates. There is the opportunity to earn commission from selling excursions to boost your basic salary. Intermediaries are frequently paid on commission.

Tailor – специально подготавливать

These renowned lounges at Chicago O'Hare are tailor made to relax and escape the hustle of the busy international airports. We know all of the major vacation destinations and can help you tailor your vacation to fulfill your dreams.

Tailor-made – подготовленный, приспособленный

Small Luxury Hotels is a collection of over 480 hotels spanning more than 70 countries, which together offer a variety of experiences tailor made especially to you.

To cater for – обслуживать

The company caters for half a million clients every year.

Self-catering – самообслуживание

Americans's network strategy is to fly to major business destinations around the globe and cater for business travelers. People go on self-catering holidays where they buy and cook their own food.

READING

Read and translate the text.

Travel agent

Travel agents are able to make reservations for transportation and hotels all over the world. They have the most recent information on fares, travel restriction, customs regulations, currency rates, and even weather conditions. They plan family vacations, group tours, and weekend getaways, not to mention business trips for business executives.

The work of a travel agent involves meeting people, organizing complex things to satisfy consumers' needs.

The travel industry attracts many people because the work is highly competitive and exciting. It also offers agents the advantage of free or inexpensive travel. But the work is very difficult. The job often requires long hours and it can be very stressful. One mistake can ruin a person's vacation.

People can prepare for careers as travel agents by working for an agency to learn the business. Knowledge of foreign languages and computers is a plus. Agents must be curious about different places and countries and have an ability to get along with people.

Answer the following questions.

1. What are the responsibilities of a travel agent?
2. What kind of trips are organized by a travel agent?
3. What skills must a travel agent have?
4. What are the features of a successful travel agent?

Read and translate the text.

Administrative manager

Many companies hire an administrative manager to solve current problems and to keep an office running smoothly.

Administrative managers generally have a wide variety of duties, ranging from supervising clerical workers and training new workers to developing and maintaining work schedules. They may also be responsible for making sure that equipment functions well.

No matter what size kinds of skills. They must communicate effectively with employees, they must organize different kinds of work, they must solve problems quickly.

Most positions for administrative managers require a college degree in business. Businesses are getting bigger and more complex. The demand for people with strong management skills who can keep these businesses running smoothly is sure to grow.

Answer the following questions.

1. What are some of responsibilities of an administrative manager?
2. What kinds of skills does an administrative manager need to solve problems effectively?
3. How can an administrative manager save business money?

Read and translate the text.

Meeting planner

There are 2 types of meeting planners: those who work for corporations and for individual clients (independent planners).

The meeting planner defines the meeting objectives using the specific approach SMART. SMART means specific, measurable, achievable, relevant, and time-focused. Then he selects the location (a hotel with certain facilities). The negotiation process begins when a meeting budget is finalized. After that the schedule for the meeting is worked out.

Basic responsibilities of meeting planners are:

- to hold a pre conference rehearsal
- to avoid surprises when the meeting evolves
- to audit invoices when the meeting is concluded
- to summarize the results
- to conduct a post conference meeting with the hotel staff.

Answer the questions.

1. What is the difference between a corporate meeting planner and independent?
2. What is SMART?
3. What are the basic responsibilities of the meeting planner?

SPEAKING

Describe the work of tour operators according to their responsibilities. Answer the questions.

Tour operators

- buy tourism services in bulk, mark up the price and then resell in packages
- plan, prepare, market and sometimes operate vacation tours
- have many financial risks in the tour packaging business

- What are financial risks of tour operators?
- What services can package tours include?
- What is last-minute fire sale?

Look at the list of jobs in the tourism sector. Choose two jobs, think of the qualities and qualifications needed, and the lifestyle each job involves.

- Chambermaid
- Butler
- Resort rep
- Travel sales consultant
- Conference event Co-ordinator
- Chef
- Tour operator
- Assistant manager
- Airlines ticket agent
- Administrative manager
- Leisure travel counselor
- Receptionist
- Meeting planner
- Concierge

SPECIAL TERMS

Explain the following words and expressions.

- qualification
- CV
- reference
- resignation
- letter of interest
- interview
- bonus
- perks
- unemployment
- rep
- hotelier
- fringes
- salary negotiable
- au pair
- probationary period
- dress code

ADDITIONAL TASK

According to the following questions discuss the problem of employment.

1. What kind of information should you put in a CV?
2. What should you do to make a good impression at a job interview?
3. What skills or qualification do you need for your desired job?
4. How many years' training do you need to do before you can get a good position?
5. For what reasons can people be sacked?
6. For what reasons can people be made redundant?
7. Why do people sometimes resign from their jobs?
8. What help do people get from the government if they are unemployed?
9. At what age do men and women usually retire in Russia?

TEST

Choose the most appropriate word and put it into a sentence.

1. Don'tyour previous salary or salary expectations, unless requested.
a) exclude b) extend c) include d) expire

2. Mr Johnson looked through her CV and invited her for a (n).....
a) date b) meeting c) summit d) interview
3. Our plan is completely Nothing can possibly go wrong.
a) foolish b) foolhardy c) foolproof d) waterproof
4. Our department of eleven employees.
a) composes b) comprises c) consists d) contains
5. Please, find a copy of the letter I received from AT company.
a) enclosed b) contained c) covered d) included
6. Billy Johns is a veryyoung man; he can do a lot of different jobs well.
a) laborious b) cunning c) industrious d) capable
7. Nowadays theof a secretary have changed dramatically.
a) qualifications b) background c) abilities d) responsibilities
8. In exchange for a private room and pocket money (200-300 euros per month), the au pair will our children and help with light housework.
a) get rid of b) take care of c) catch up with d) take control of
9. Accountants do record cash flows, theyprofits and losses.
a) calculate b) count c) draw out d) supply
10. If you take that position whatwill you have?
a) authorities b) amenities c) amendments d) duties
11. We all liked Mr Tomson because of his greatof humor.
a) feeling b) principle c) sense d) willingness
12. Mr Johnson went to Mexico hoping to find a teachingwithout too much difficulty.
a) employment b) work c) occupation d) job
13. You must ask your bossto do that.
a) agreement b) allowance c) permission d) permit
14. This position offers good careerfor the well – qualified managers.
a) ladders b) perspectives c) prospects d) scales
15. I was completely.....by most of the questions at the interview.
a) baffled b) harassed c) fooled d) embarrassed

TRANSLATING

Translate the sentences from English into Russian.

1. Communication skills in this work are a must.
2. You should adapt your CV to the job description.
3. Are white collar workers obliged to wear shirts with white collars in Russia?
4. All the guides here speak at least two foreign languages, because a lot of overseas visitors come every summer.
5. We have tried to contact our local rep but to no avail.
6. Many companies teach their staff to up-sell products and services.
7. National tourist boards often run «educationals» (or famtrips) for people in the travel trade who are in position to promote a particular destination.
8. He returned from a familiarisation trip to a holiday resort and he had to give a report on his visit.
9. Does the company have a casual dress code and office culture, or will you be dealing with a conservative firm?
10. Brasserie Ruhlmann introduces private, semi-private and corporate events. Contact our event planners for dining menus, packages and pricing.

Translate from Russian into English.

Представители компании

В компании гид – это представитель ответственный за хороший отдых клиента, поэтому каждый представитель владеет как минимум двумя иностранными языками и имеет хорошую страноведческую подготовку.

Основные обязанности представителя компании:

1. встреча в аэропорту
2. сопровождение туристов аэропорт-отель-аэропорт
3. контроль при расселении в отеле
4. предоставление полной информации о курорте, экскурсиях, аренде автомобилей, других дополнительных возможностях отдыха с учетом особенностей страны
5. телефонная связь с отдыхающими.

Translate the sentences from Russian into English.

1. Сфера гостеприимства и туризма – крупнейший мировой работодатель, открывающий разнообразные карьерные возможности.
2. American College Dublin предлагает студентам всего мира высококачественное обучение по гостиничному менеджменту.
3. Школа Le Cordon Bleu была основана в Париже в 1895 году. Сейчас эта школа – мировой лидер в подготовке специалистов в области ресторанного и отельного менеджмента. В настоящее время 26 международных школ работают в 11 странах мира.
4. Les Roshes School of Hotel Management находится недалеко от известного швейцарского горнолыжного курорта Crans-Montana. Здесь есть все необходимое для удобного размещения, учебы, развлечений.
5. Он был туристическим оператором в течение трех лет, и он считает, что эта работа самая нервная во всем бизнесе гостеприимства.
6. Ваш гид встретит вас в аэропорту города Бургаса, на комфортабельных автобусах вы доберетесь до курорта Солнечный берег за полчаса.
7. Она была уволена по сокращению штата.
8. Все экскурсии по стране Вы можете заказать у представителей нашей компании.
9. Такие кафе обслуживают молодых людей, ограниченных во времени (pressed for time), поэтому гамбургер и кофе в пластиковом стакане – это обычное меню таких заведений.

SUMMARY

Discuss career opportunities in the hospitality industry and the qualifications commonly sought by employers.

Explain what tourism managers can do to ensure high-quality service.

Explain the importance of intermediaries in the tourism industry.

Describe the peculiarities of famtrips as a kind of perks for people working in tourism.

Unit 3

Formalities for Trips

- Foreign passports and visa applications
- Background information about visas
- Countries without visa waiver scheme for Russian citizens
- Schengen convention

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

To require — требовать, требоваться

Requirement – требование

It is a safe country but some precautions are required.
He insisted on having a hotel room conform to specific requirements for air visit.
Check the entry requirements of the country you intend to visit well in advance.

To be subject to – подлежать, быть подверженным

Holiday rentals are subject to fleet availability, make your requirement in advance.
Russian passport regulations greatly depend on governmental agreements and they are subject to change.

Hassle – препятствие, трудность, проблема

Hassle-free – без проблем, легко

Traveling nowadays is a hassle, especially with all the restrictions on liquids in carry-ons.
If you are traveling for business or pleasure then you want to be as comfortable and hassle-free as possible.
Tampa International Airport (Florida, the USA) was widely praised for its attractive architecture and hassle-free design.

Valid – действительный, имеющий юридическую силу

The valid price is in the property's local currency.
In order to rent a car drivers must have a valid driving license for a minimum of 3 years.
Please insure you are in possession of 5-year passport which is valid for the duration of your journey.

ID – документ удостоверяющий личность

Being abroad take a photocopy of your passport and take another ID, carry them around with you.
The travel procedures by using smart ID cards are easier than passports as the new system saves time to complete emigration procedures and reduces the waiting time in line.

Expire – истекать о сроке

Expiry – окончание, истечение срока

This warranty expired 4 days ago, you have to pay for the repairs.
Fast passes expire at end of the return time shown on the ticket.
Always check the expiry date of your passport, and get it renewed well in advance.

Commute – ездить на работу и обратно, поездка на работу и обратно

Commuter – передвигающийся по дорогам на работу и обратно

He wanted to buy an apartment in the center to end the daily commute to his job.
Over 80% of American workers commute daily to their jobs in private cars.
Lisbon is accessible by frequent commuter trains.
Traffic problems take a lot of commuters' time.

READING

Read and translate the text. Explain the words and the expressions in bold.

Passport and visa applications

In Russia if you want to travel abroad you must have a foreign passport. It is valid for 5 years and then you should change it for the next 5 years. Children can be included on an existing passport of one of their parents. Children over 14 years old are required to hold their own passports. All new passports issued will contain a **built-in** chip. Under international agreements, the chip contains such information as the holder's **particulars**, signature and photo. Any passports currently in circulation will remain valid until their **expiry date**. The Embassies of many countries in the world allow Russian citizens to visit their countries under the visa waiver scheme. Entry may however be denied to travelers who have a **criminal record** or who have been previously denied entry.

Visa applications should be made in advance. Please note that in some countries the export expiry date must extend to a minimum of six months beyond the date of return travel.

Russians submitting documents for visas need **to complete** an application. You can find application forms on the websites of Embassies of the countries where you plan to travel.

Answer the following questions:

1. What's the difference between a national passport and a foreign passport?
2. What are the peculiarities of biometrical passports?
3. What is visa?
4. Does visa guarantee entry to a foreign country?

Read the common information about visa.

Visa

Visa is a form of permission for a non – citizen to enter, transit or remain in a particular country.

1. A visa does not guarantee entry, that decision remains the right of the immigration officials of the country concerned.
2. Some countries ask visitors to present return tickets and evidence of funds sufficient to cover the intended stay. Others have compulsory currency exchange regulations on entry.
3. Some refuse entry to visitors who do not comply with requirements regarding general appearance and clothing, or visitors who are HIV positive.

SPEAKING

Look at the list of the countries where russian people can enter without visas. Identify the countries where tourists get visas upon arrival.

Russian people don't need to obtain visas or visas can be given at the border to more than 30 countries. Some of these countries are:

Europe

1. Croatia (90 days)
2. Montenegro (1 month)

Asia

1. Israel (90 days)
2. Laos (15 days)
3. Malaysia (one month)
4. Maldives (30 days)
5. Sri Lanka (30 days)
6. Thailand (30 days)
7. Turkey (2 months)

Africa

1. Egypt (3 months)
2. Kenya (3 months)
3. Morocco (3 months)
4. Seychelles (1 month)
5. Tunisia

America

1. Cuba (30 days)
2. Dominican Republic (90 days)
3. Peru (90 days)
4. Ecuador (90 days)

Look at the information and the list of Schengen countries. Identify the common rules how Schengen visa can be issued.

Schengen convention (1990) aims to abolish internal border controls for all people and includes measures to strengthen external border controls. These include a common visa policy, the possibility of processing asylum applications, police and judicial cooperation and the exchange of information.

Countries:

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Greece, Germany, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland.

SPECIAL TERMS

Explain the following words and expressions.

- expiry date
- application
- entry requirements
- visa support
- green card
- validity
- identification
- ID
- EC only

ADDITIONAL TASK

Explain the difference of the following words.

- trip
- journey
- ride
- flight
- voyage
- tour
- cruise
- commute
- hitch-hiking
- trek

TRANSLATING

Translate the sentences from English into Russian.

1. There is a lot of companies out there who have requirements for meetings, for conferences, for dinners.
2. When must a client make full payment of the trip?
3. A visa to India is compulsory, isn't it?
4. The poor public infrastructure in Vietnam is a major hassle to hotel and tourism growth in the country.
5. Cancellation charges will apply immediately in this case.
6. Nationals of many countries require a pre-issued visa.
7. This site offers you accommodation in Thailand with very special rates, restaurants and transport reviews.
8. Some countries require that you have a certain amount of validity left on your passport when you travel.
9. Entering Argentina make sure you declare any valuable electronic item such as a laptop, as customs officers can be suspicious that you want to sell it.
10. Leaving Argentina you must obtain an exit stamp. Not getting your proper stamps will turn into a considerable hassle later on in your trip.
11. Getting visa on arrival in Indonesia is generally a hassle-free formality.

Translate the sentences from Russian into English.

1. Ваша виза действительна в течение 30 дней.
2. Если Вы прибываете на Мальдивы, виза на 30 дней представляется бесплатно в аэропорту. Лица с паспортами Израиля в страну не допускаются.
3. Если Ваше пребывание в Сингапуре не превышает 96 часов и Вы едите дальше в третью страну, то виза не нужна. Однако, необходимо иметь авиабилеты и ваучер на проживание в третьей стране, чтобы подтвердить что Вы покинете территорию Сингапура.
4. Виза в Египет оформляется по прибытию в страну, при этом взимается сбор в размере 15 долларов США.
5. С 1 февраля 2008 года гражданам России для посещения Коста-Рики требуется виза. Однако, если у Вас не менее 6 месяцев есть действующая виза в США, Канаду или Шенгенская виза, Вы можете въехать в Коста-Рику на срок не превышающий 90 дней.
6. Визу в Иорданию можно получить по прибытию в страну, ее стоимость 10 иорданских динаров.
7. Туристическую визу в Индию можно получить на срок до трёх месяцев, ее стоимость USD 50.
8. Российским туристам, приезжающим в Шри-Ланку не более, чем 30 дней, виза не требуется.
9. С апреля 2004 все ограничения на перемещения между греческой (южной) и турецкой (северной) частями Кипра отменены. Однако туристы должны быть бдительны (vigilant), отметки (marks) турецких портов в паспорте могут быть причиной отказа в выдаче кипрской визы в будущем.
10. При въезде в Мексику необходимо заполнить таможенную декларацию.
11. Для посещения ОАЭ необходима виза, которая оформляется в течение трёх рабочих дней, но обратите внимание, что выходными днями являются пятница и суббота.
12. Визу в Сирию возможно получить в аэропорту, но любые отметки в паспорте государства Израиль служат поводом для отказа. Шанс получить визу на границе для женщин 50/50.

SUMMARY

Identify the requirements of getting visas to the USA, Great Britain, Canada.

Identify and describe what kind of problems a traveler can face trying to go to far destinations.

Unit 4

Airport

- The best airports in the world
- Types of air tickets

LEAD-IN

The airline industry is the most important sector within travel and tourism, not just due to its size, but also because all other sectors depend on its capability in delivering customers.

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Hub – аэропорт

The airport in Atlanta is the largest hub in the world. Domodedovo maintains leadership in Moscow aviation hub in terms of passenger traffic. Chennai International Airport is the main air hub for South India, handling over 10 million passengers a year and serving more than 50 different airlines.

Carrier – перевозчик

American Airlines is the only air carrier to operate direct flights between Moscow and Chicago. Lufthansa, the largest foreign air carrier in the Russian market, is to increase the number of flights from Berlin and Hamburg to Moscow. Carriers in recent years try to formulate seat assignments as another way to generate some extra revenue.

No-frills – без излишней роскоши

Qatar Airways has 11 Airbus A320s that could be converted for no-frills use. On no-frills short haul flights a passenger is irritated when a person in front reclines his seat leaving no room to move. The living standards of the majority of people in Kenya don't allow for frills, so it is not a surprise, the country has no great national dishes.

Fare – плата (за проезд)

Airlines have been cutting service and raising fares. In 1974, KLM was innovative in introducing a Full Fare Facilities service for passengers, FFF was the forerunner to what is now Business Class. Plenty of folks cruise the Internet looking for reasonable fares for the next set of holidays.

Long-haul – рейс на дальние расстояния
Short-haul – короткий рейс

On long haul flights travelers will receive bonus travel kits and accessories to make their flights more comfortable. Italian carrier Air One has launched its first intercontinental flights from Milan Malpensa to Chicago, with a second long-haul service to Boston. On all domestic and short-haul (up to 65 minutes) flights passengers in Economy class will enjoy « refreshment service».

Route – маршрут

It is always a challenge to launch a new airline and new routes into a market. There is a huge choice of charter airlines operating on that route.

Nonstop – без остановок или 24 часа в сутки

Since December, 2005, the bus line AE (Airport Express) provides nonstop service between Terminals 1 and 2 to the city center in the interval of 30 minutes. The journey to Hawaii was an 11-hour nonstop flight. Miami has got big-city excitement, with international restaurants, nonstop nightlife, an arts and culture scene and blocks and blocks of open-air shopping.

READING

Read and translate the text about the best airports.

Asian airports voted best in the world

(CNN) – When it comes to the airport experience, terminals in Asia are a cut above the rest, according to a recent independent survey of air passengers.

Hong Kong's Chep Lap Kok International Airport was named the world's best, second favorite was Seoul's Incheon and Singapore's Changi airport was placed third.

Kuala Lumpur's international airport came in fourth, while the Middle East hub of Dubai was ranked fifth.

The survey covered the entire Airport experience of international and domestic travelers. Passengers were asked to rate airport facilities, security and immigration, as well as services provided by airlines.

FACTFILE

Worldwide airline revenues are \$350 billion, with the US carries accounting for roughly one-third of that total.

The earliest air company is KLM Royal Dutch Airlines, founded October 7, 1919. It is a worldwide company based in the Netherlands.

Miami-based Pan American Airlines was the first international airline in the USA. Pan Am was also the first airline to provide economy class service at a reduced rate to make mass air travel a reality.

Read and translate the text about different classes of air tickets.

There are different classes of tickets on long-haul flights.

Economy class ticket is the cheapest one. Low cost carriers often offer only economy class.

Business class ticket offers more leg room, more elbow room, and more seats room. A passenger can enjoy priority boarding and complimentary cocktails. Many carriers removed First Class from the flights, only offering Business class as the highest level of international service.

First class ticket is the most luxurious class. It is usually much more expensive than Business class, and it offers the best amenities. The First class section is located in the very front of the aircraft. Being a First class traveler a passenger can have Red Carpet Priority and relax in the quiet, stress-free environment of First class airport lounges, with free hot and cold drinks, snacks, daily newspapers.

Seats have a row number and a letter. For example, it is a seat on the right side (you are looking towards the back of the plane). There is no seat «I» because it looks like «1» – one.

You can have a window seat, a middle seat or an aisle seat. At the check-in counter you can be asked what kind of seat you prefer.

During the short haul flight you can be offered a snack or a sandwich. If your flight is about 4 hours there is a meal service. Most airlines offer a choice of meat, fish or vegetarian meals. You even can order special meals in advance. If your flight lasts more than 8 hours you will have 2 meals: breakfast and lunch, or dinner and breakfast.

Answer the following questions:

1. How do air tickets differ?
2. What is the baggage limit for different tickets?
3. What kind of meal can you expect to have on board?
4. What is the choice of dishes and drinks on board?

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- charter flight
- regular flight
- hub
- base fare
- long haul
- economy class ticket
- open ticket
- open jaw
- return ticket
- one way ticket
- connected flight
- domestic flight
- smuggling
- skycap
- no-frills

ADDITIONAL TASK

Match the names of airports to the cities and the countries where they are built in.

- | | |
|-----------------------|------------------------|
| 1. Barajas | London, UK |
| 2. Heathrow | New York, USA |
| 3. Chep Lap Kok | Rome, Italy |
| 4. JFK | Moscow, Russia |
| 5. O' Hare | Hong Kong, China |
| 6. Ben Gurion | Amsterdam, Netherlands |
| 7. Domodedovo | Seoul, South Korea |
| 8. Schiphol | Madrid, Spain |
| 9. Incheon | Tel Aviv, Israel |
| 10. Leonardo da Vinci | Chicago, USA |

TRANSLATING

Translate into English.

Low cost carriers

В последние годы появилось достаточно много бюджетных перевозчиков. Только в Европе их более 40. Лучшими из них за 2007 год считаются: EasyJet, Ryanair, JetBlue, Jetstar Airways, British Airways (лучший перевозчик бизнес класса) и Emirates.

Цена рейсов очень привлекательна, но пассажир должен принять во внимание следующие особенности:

1. билеты продаются только через Интернет, нужна банковская карточка для оплаты;
2. самые низкие тарифы на ночных и утренних рейсах;
3. стоимость питания не включена в стоимость билета;
4. к заявленным тарифам нужно прибавлять сборы аэропортов и налоги, которые часто превышают стоимость самого билета;
5. билеты обмену не подлежат.

Информацию о бюджетных перевозчиках и их услугах можно получить на сайте: **www.whichbudget.com**

Translate the following sentences.

1. The economy class limitation is 20 kg. Business class passengers are allowed 30 kg.
2. Similar restrictions apply to flights in an increasing number of countries.
3. Flying causes a great anxiety for many people. However, it is a very safe, quick, and increasingly affordable way to travel.
4. There are 6 terminal in OR Tambo International airport (Johannesburg, South Africa), but these can be broken down into 3 major areas: the international terminal; the domestic terminal; and the transit terminal.
5. Airlines encourage the use of the Web and ticketless travel.
6. The crew of an airliner works as a team to make a trip smooth and pleasant.
7. Short-haul and long haul flights are cheaper and more available today.
8. The main base of Vueling Airlines is Barcelona Airport, with additional hubs at Valencia Airport, Madrid Airport and Paris-Charles de Gaulle International Airport.
9. American Eagle is a vast domestic network linking many towns to big-city hubs.
10. Some of the low-cost carriers are as «no-frills» as their nickname implies: little more than flying buses.

Translate the sentences.

1. Две самые крупные европейские авиакомпании – British Airways и Ryanair – объявили о сокращении количества рейсов в ближайшее время в связи с увеличением цен на топливо (fuel).
2. Согласно исследованиям британской компании Skytrax международный аэропорт Гонконга в седьмой раз подряд стал лучшим в мире. Аэропорты мира оценивались по следующим критериям: обслуживание пассажиров, вежливость и компетентность (competence) персонала, доставка багажа, покупки и возможность перекусить (to have a snack).
3. Авиакомпания Sky Express предложила пассажирам возможность выбирать себе место в салоне при покупке авиабилета online.
4. Маршрутная сеть аэропорта Внуково включает свыше 300 направлений регулярных и чартерных рейсов по России, а также в страны Европы, Азии и Африки.
5. На чартерные рейсы скидок нет, авиабилеты возврату не подлежат (not refundable).
6. На сайтах многих авиакомпаний появились сообщения о повышении стоимости полетов в связи с ростом цен на топливо.
7. Авиакомпания American Airlines обеспечивает 75 ежедневных международных рейсов и огромное количество внутренних.

SUMMARY

Explain the importance of transportation to the tourism industry. Focus on some potential problems that the industry faces and deals with.
What are advantages and disadvantages of air travel?

Unit 5

Welcome aboard

- Background information about airport formalities
- Lost luggage

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Check in – регистрация

Airlines are increasingly using web check in because they want to make travel easier for their passengers.
If a he wants to stay in a single room he has to pay extra cost per night to the hotel upon check in.

Boarding pass – посадочный талон

Airlines begin selling ads on boarding passes.
Passengers holding boarding passes for connecting travel will continue directly to the departure gates.
Bar coded boarding passes (посадочные талоны со штрих кодом), which allow self-service and widely used for web check in, are being introduced by the airlines.

Gate – выход на посадку

We were kept waiting at the gate for more than an hour.
Half an hour before boarding we were invited to finish our coffee and join the departure gate.

Queue – очередь

Smugglers like to go through the customs in the middle of the queue.
How long have you been waiting in this queue?
Passengers with hand luggage only are assigned to a separate queue, to speed up the process.

Red Carpet – тёплый приём; услуга, позволяющая проходить формальности без очереди

We had special instructions to provide him Red Carpet treatment.
London Gatwick became the first airport in Europe to implement a Red Carpet priority system for First and Business travelers.
Business travelers flying with EasyJet can enjoy speedy Red Carpet boarding without prior reservation with the launch of a membershipcard.

Fare – плата (за проезд)

Airlines have been cutting service and raising fares.
In 1974, KLM was innovative in introducing a Full Fare Facilities service for passengers, FFF was the forerunner to what is now Business Class.
Plenty of folks cruise the Internet looking for reasonable fares for the next set of holidays.

Stop over – остановка, останавливаться

The hotel «Best Western At O'Hare» is ideal for airport stopovers, offering all the essentials and much more.
Passengers on a cruise will stop over in a port and visit the city.
She will not stay in Washington, it will be just a stop over between flights.

Via – через, посредством чего-либо

Feel free to contact us via the various numbers and email addressed displayed.
Payment is made via automated machines located throughout the terminal.
Jet Airways has added a daily Mumbai-San Francisco (via Shanghai) service to its schedule.

READING

Read and translate the text. Explain the words and the expressions in bold.

Airport formalities

An international flight passenger must arrive at the airport two hours before departure time. Passengers should check the time, the numbers of the flight on the **departure board**. The flight can be delayed, canceled or **altered**, so this information is available on the departure board or at **the inquiry office**.

The passengers proceed to the check-in area, where they can weigh in and check in their luggage and get a boarding pass.

Then passenger should check in at least 45 minutes before the departure time. Without **sufficient** check in time, s/he may not be able to get on board.

If the passenger has goods that require **customs clearance**, s/he should fill in a customs declaration and choose the «red channel». If s/he has nothing to declare, s/he should proceed to the «green channel».

When boarding international flights, passengers go through customs control, passport control, security control and then to an area where passengers wait for **boarding** to start.

Passport control checks the allowance of a person to be on the territory of certain countries.

To ensure the safety on board travelers are required to undergo the pre-flight **security inspection**. Nowadays it is an X-ray inspection of **carry-on baggage** and a body check.

Then the passengers spend their time in the duty free area. Twenty minutes before the departure the passenger must come up to the gate. A boarding pass is shown at the departure gate and to the air hostess when boarding the plane.

Russian citizens can import up to USD 10000 (or equivalent) without declaring it. You may export up to USD 3000 without declaring it. If you export over USD 3000 and under USD 10000, it must be declared. For amounts greater than USD 10000 it is allowed to export in **TC**. Customs declarations are only valid when stamped by a customs official.

There are strict regulations covering the export of antiques and artworks and **items of historical significance** from Russia.

Answer the following questions.

1. What information can a passenger see on the departure board?
2. What kind of questions can a passenger be asked in check in and in the Customs?
3. What kind of area is duty free?
4. What are the airport formalities against smuggling?

Read and translate the text.

Lost luggage

In the case your registered luggage fails to arrive at the point of destination you have to submit a statement using a special blank, present your ticket and luggage registration tag and receive a confirmation.

If the luggage is not found within 21 days, it is declared lost and you become eligible for reimbursement. The USA and EC countries pay substantial amounts of money. In Russia carriers will pay 20 dollars for each kilo of the lost luggage. Airlines suggest all tourists to place identification and contact information inside their checked baggage. In the event their baggage is misdirected or the bag tag is missing, it will give the airlines an additional opportunity to reunite the baggage with the traveler.

Travel Tip

Always carry your medication, toiletries, important papers and a change of clothes in your carry-on luggage, just in case your luggage gets lost.

Answer the questions:

1. What is the most frequent reason for losing luggage?
2. What must be done if you don't find your bag on the conveyor belt?
3. How high can be reimbursement for the lost luggage? When can a passenger demand it?
4. What is luggage lost insurance? Can a passenger demand double reimbursement: from the insurance company and the air carrier?

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- check in counter
- boarding pass
- carry-on
- jet lag
- baggage allowance
- baggage claim
- luggage tag
- Green Corridor
- aisle seat
- the Customs
- embarkation
- terminal
- departure lounge
- departure board
- duty free
- stop over
- take off
- flight attendant

Give the corresponding American words or expressions.

British	American
1. luggage
2. luggage trolley
3. timetable
4. line
5. single ticket
6. label
7. booking-office
8. toilet

TEST

Choose the most appropriate word and put it into a sentence.

1. If you carry too many bags, the airline will charge an... ..baggage fee.
a) additional b) excess c) extra d) over
2. British Airways... ..the departure of flight 222 to Copenhagen.
a) advertise b) advise c) announce d) assume
3. Red Carpet priority system or Fast Track for Business Class passengers takes theout of business travel.
a) hassle b) time c) money d) cash
4. For all domestic flights , check is one hour before departure.
a) by b) in c) out d) up
5. Much stricter... ..must be taken at all airports against hijacking.
a) alarms b) precautions c) protections d) warnings
6. The flight attendant told the passengers to... ..their seat belts.
a) tie b) fix c) attach d) fasten
7. This is the last for flight 875 to Warsaw.
a) hall b) call c) mall d) ball

8. When our flight was delayed, we all had a meal at the airline's... ..
a) account b) cost c) expense d) finance
9. Please,from smoking until the plane is airborne.
a) exclude b) restrain c) resist d) refrain
10. We.....to announce a further delay in the departure of flight BE-555.
a) apologize b) mourn c) regret d) repent
11. Tickets booked on this flight are not... ..
a) assignable b) movable c) passable d) transferable
12. You mustall old destinations tags from previous trips, because they can delay your baggage.
a) remove b) stick c) glue d) delete

TRANSLATING

Translate the following sentences.

1. I have to take the first flight I can.
2. The duty free lounge is through passport control and turn left.
3. I'll come to collect you in the airport at 10 o'clock.
4. We regret to announce that flight 963 is delayed by one hour.
5. Fasten your safety belts, please.
6. I'm calling to make inquiries about the availability of tickets to New York.
7. Passengers are requested to proceed to gate 75.
8. Do not forget your personal belongings when leaving the plane.
9. Incoming flight will be delayed because of the fog.
10. Passengers on international flights are allowed to carry a small amount of liquids in their carry on baggage.
11. A maximum of two bottles of wine and one bottle of liquor per person may be brought in duty free.
12. Only one piece of cabin baggage per passenger is allowed onto the aircraft. Make sure that this ruling is implemented.

Translate from Russian into English.

1. Номер места в самолете пассажир узнает при регистрации, он указан в его посадочном талоне.
2. Технология Blue tooth помогает найти потерянный багаж. Специальный брелок на чемодане начинает вспыхивать и слать sms, когда телефон владельца оказывается рядом.
3. Из-за задержки рейса почти на 4 часа мы прибыли в отель очень поздно и потеряли первый день нашего тура.
4. Обратный рейс запланирован на 9 утра, поэтому нам пришлось проснуться очень рано, чтобы быть вовремя на регистрации за 2 часа до отлета.
5. Самая частая причина потеря багажа – потеря бирки, которая крепится на сумку при регистрации на рейс.
6. Если Вам нечего декларировать и Вы не везете большие суммы наличных денег, проходите по Зеленому Коридору.
7. Мы взлетаем через несколько минут, пожалуйста, займите ваши места и пристегните ремни.
8. Вы предпочитаете место около окна или прохода?
9. Сколько ручной клади разрешается брать в кабину самолета?
10. Надеюсь, ваше пребывание в стране будет приятным.
11. Это Ваша деловая поездка или Вы на отдыхе?
12. Я планирую отправиться из Нью-Йорка, а вернуться домой через Лос-Анджелес.

SUMMARY

Describe the route of an international passenger in an airport. Identify what services a passenger can expect on board. How services depend on air companies, duration of the trip and tickets.

Unit 6

Hotels

- Star rating of hotels
- Hotels in Russia
- Hostel as a luxurious type of accommodation
- Hotel chains
- Meaning of hotels

LEAD-IN

The **accommodation segment** of the hospitality industry includes hotels and hostels, resorts, timeshares and condominiums, conference centers, camp lodges, and B&B (inns).

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Infrastructure —
инфраструктура

The place has necessary infrastructure and abundant labor force. If the country wants to host the next Olympics, they should create the proper infrastructure beforehand.

To cancel – отменить
Cancellation – отмена

For all amendments and cancellations, email or call our Reservations office. There are no cancellation fees if the booking is canceled by 4p.m. on the arrival date. I tried calling BA to find out information on canceling my Business Class seat to LA tomorrow. The hotel cancellation policy normally requires a minimum 24 hours notice from the client.

Outlet – магазин, место сбыта

The outlet is an inviting place where you can enjoy an overview of Old Havana and taste an exquisite snack or a refreshment. Yedo is a successful Tokyo-based department store chain with six outlets in Japan and two more in London and NYC.

To enhance – усиливать, улучшать

In Domina Hospitality School students will learn the best hospitality strategies, sharpen their skills and enhance their understanding of hospitality management. We have to use modern technologies to enhance customer service.

Transfer – трансфер, доставка туристов из аэропорта в отель или из отеля в аэропорт

A specially converted minibus service is also available offering convenient transfers. The transfer between Innsbruck and Venice will be by coach. This amount of money covers FB, all scheduled transfers and insurance.

Coach – автобус для туристов или междугородный автобус

On board all of our coaches is one of our reps or an official guide. From Beijing we will go by a coach to visit a small town in the North. New designs of coaches have increased comfort, services available and capacity.

Shuttle service – регулярное транспортное сообщение

Airport shuttle service is increasingly important. Linate and Malpensa airports (near Milan, Italy) are connected by highways and by shuttle service. The hotel Hampton Inn Chicago is located just a mile from O'Hare, with shuttle service to and from the airport.

READING

Read and translate the information about the rating system of hotels.

FACTFILE

7 Star Hotels of the world

1. Town House Galleria (Milan, Italy). Special services: personal butler, chauffeured Bentley
www.townhouse.it
2. Burj Al Arab Hotel (Dubai, the UAE). Special services: personal butler, chauffeured limousine
www.burj-al-arab.com
3. Emirates Palace (Abu Dhabi, the UAE). The best hotel in the Middle East in 2007
www.emiratespalace.com
4. Plaza Beijing (Peking, China).
www.parkplaza.com/beijingcn
5. Centaurus Hotel (Islamabad, Pakistan)
www.thecentaurus.com

Hotels all over the world use star rating system to signify the nature of their offering. Usually, a star rating is bestowed by different official organizations in various countries. Properties not participating in official ratings use a self-rating based on similar criteria. For many years the star systems has been used to market hotels and show potential customers what to expect.

One star hotel offers practical accommodation. Rooms are very small, facilities and meals are simple. Some rooms do not have a bath or shower room.

Two star hotel offers rooms of medium size and more extensive facilities that one-star level. Guests can find more comfortable and well – equipped accommodation, usually with a shower room and color TV.

Three star hotel is larger and it provides good quality and a range of facilities. All bedrooms have a complete bath or shower room. A hotel offers a better standard of comfort and equipment, such as a direct telephone, a hairdryer and toiletries in the bathrooms. Usually a restaurant of such a hotel offers buffet. Rooms service is provided and staff respond well to guests' needs.

Four star hotel offers a degree of luxury. Public areas and bedrooms are spacious with quality furnishings and decor and satellite TV. The bathrooms are fully equipped. A variety of services is provided, such as porter service, 24-hour room service, laundry and dry – cleaning. A hotel usually has more than one restaurant. Different kinds of meals are offered, such as buffet and a la carte. A hotel usually has a large receptional area with a bar, a business center and a conference hall. Staff have good technical and social skills, anticipating and responding to guests' needs.

Five star hotel provides luxury and exceptional comfort. The restaurant has a high level of technical skill, producing dishes to the highest international standards. Staff are well trained in customer care and are especially attentive, efficient and courteous.

Read and translate the text. Explain the words and the expressions in bold.

FACTFILE

The largest hotel in the world is Asia Asia Hotel in Dubai. It has 6,500 rooms.

The first chain of hotels is Holiday Inn. It was founded in 1952 in Memphis (the USA) by Kemmon Wilson.

The first hotel in the world was Boston's Tremont House, opened in 1829.

Hotels in Russia

Running a hotel in Russia has some peculiarities. Foreign companies and people face different environment, customs and taxation in Moscow. Today the problem of hotels in Moscow is very **acute**, because Moscow lacks 3 stars hotels and the prices of 4 and 5 stars hotels are much more expensive than in Europe. The service is **dreadful** comparing to hotels in other countries. Sometimes hotels are not **equipped** in a right way: there are no fridges, no **access to the internet** in business centers, no facilities in conference halls. The staff don't speak any foreign language and they don't know Moscow well, so they can't help tourists with advice where to go sightseeing or how to get to this or that place. These problems can be solved if more 3 stars hotels are built. It will reduce prices. The service must be improved and it will attract clients. The staff of hotels must be educated better, because Moscow has enough institutes and colleges and courses to prepare well-qualified hotel managers.

FACTFILE

The most luxurious and expensive hotels in the world:

1. President Wilson Hotel (Geneva, Switzerland) \$54.000 per night
www.hotelwilson.com
2. Palms Casino (Las Vegas, the USA). \$25.000 per night
www.palms.com
3. Ritz-Carlton (Tokyo, Japan). \$20.000 per night
www.ritzcarlton.com
4. Martinez Hotel (Cannes, France) suites from \$13.700 per night
www.hotel-martinez.com
5. Emirates Palace (Abu Dhabi, the UAE). \$12.250 per night
www.emiratespalace.com

FACTFILE

The hotel chain Hilton Hotels is one of the leaders in the world's hospitality industry. There are 2,800 hotels in 76 countries throughout the world, including Hilton, Conrad Hotels & Resorts, Doubletree, Embassy Suites Hotels, Hampton Inn Suites, Hilton Garden Inn, Hilton Grand Vacations, Homewood Suites and Waldorf – Astoria. For more information see:

www.hilton.com

Answer the following questions:

1. What are the main problems of hotels in Moscow?
2. How can all these problems be solved?
3. What are the ways of attracting more tourists to Moscow and Russia?

Read the information about the best hostels of the world.

Hostels

Hostel is a guest house which provides low priced accommodation. Hostels have entered a new age of chic and can offer luxury. Hostels have become sociable, fashionable places to stay providing high standards of accommodation and top facilities at very very reasonable prices. The best hostels are:

Hostels Inn Iguazu Falls

(Puerto Iguazu, Argentina) offers top quality hotel service, an incredible infrastructure together with hostel atmosphere: you can chill out, meet people and party in the same place.

Hilux Valencia Feet Up Hostel (Valencia, Spain)

A unique touch is given to the hostel, as each of the spacious balconied rooms are decorated with the contributions of local artists. The hostel is located in the heart of Valencia's historic Barrio El Carmen.

Peking International Youth Hostel (Beijing, China)

It looks like an old courtyard house surrounded by greenery and breathtaking flowers. It is located in the center of Beijing, 5 minutes walk from the Forbidden City and Tiananmen Square.

Yetpak Hostel (Berlin, Germany) offers bright, clean rooms and truly spotless bathrooms.

Oasis Backpackers Mansion Lisboa (Lisbon, Portugal) is a true travelers paradise. It overlooks the river and the bridge «Ponte 25 de Abril». The hostel offers all up-to-date facilities and even classes of Portuguese.

Ace Hostel Kensington (London, the UK) is located in Central London. It has set a new standard for budget accommodation. It has its own bar, garden, the latest amenities, security.

Base Backpackers St. Kilda (Melbourne, Australia) is extra special for female visitors. The hostel offers high quality facilities, safety and home comfort. The district is jam packed with cafes, bars and boutiques.

Oops! Hostel (Paris, France)

It is the first «design hostel» in Paris, a contemporary mixture of modern comfort and bold design strokes.

For more information about the best hostels in the world enter the site:

www.hostelworld.com

SPEAKING**SPECIAL TERMS**

Explain the following words and expressions.

- motel
- inn
- hostel
- hotel chain
- infrastructure
- HQ
- accommodation
- American plan
- European plan
- coach
- transfer
- shuttle service

TRANSLATING

Translate from Russian into English.

Сеть отелей Benikea

В Южной Корее создана гостиничная сеть Benikea, которая объединяет возможность комфортного размещения по разумным ценам. Benikea означает «best night in Korea».

Сейчас существует 25 отелей этой сети. Среди них пятизвездочные отели Royal Hotel Incheon, Dragon Valley, Yeju Royal, New Town, Castle, Onyang Hot Spring и Airport расположенные в разных городах страны. Средняя стоимость проживания – \$80-100 за ночь. Отель можно забронировать на сайте www.benikea.com. Информация предоставляется на 4-х языках: корейском, английском, китайском и японском. Хотя большинство посетителей это клиенты из стран Азии, учредители надеются на увеличение потока путешественников и деловых людей из западных стран.

Translate from Russian into English.

Гостиничные комплексы

Развитие гостиничной индустрии привело к строительству больших гостиничных комплексов по всему миру. Международный гостиничный комплекс – это сеть отелей, которые функционируют более, чем в одной стране. Такие комплексы делятся на 2 вида:

1. Первый вид представлен в основном национальными компаниями, головной офис которых находится в конкретной стране. Например, гостиничная сеть Forte Hotels (Granada Group) принадлежит Великобритании и ее головной офис находится в Лондоне.
2. Другой тип гостиницы – это многонациональные компании, учрежденные авиакомпаниям и другими корпорациями, которые занимаются отелями в разных странах. Например, британская компания Bass Hotels and Resorts, головной офис которой находится в Атланте, США, а отели построены в 95 странах мира.

Если авиакомпании участвуют в операциях международных отелей, они вносят в их деятельность 2 главных компонента туристического бизнеса – перевозки и размещения в отелях – и это ведет к большому разнообразию на рынке. Примерами являются деятельность компаний Trans World Airlines совместно с Hilton International; Pan American World Airways совместно с International Hotels; Japan Airlines с Nikko Hotels International; Swissair совместно с Swissotel.

В развитых странах международные гостиничные компании предоставляют возможность продвигать свои товары и услуги. В менее развитых странах международные компании дают необходимый опыт и навыки в области менеджмента, которые нельзя получить на местном уровне.

FACTFILE

One of the largest hotel chains in the USA is Holiday Inns, Inc. The word «inn» in the name of the company gives it friendly sound because it makes you think of a smaller, more personal, hotel. The first inn built in America was Jamestown Inn. It was built in the state of Virginia, in about the year 1610.

Marriott International is the world's largest hotel company in terms of revenue.

Translate the following sentences.

1. The hotel is fully booked.
2. Our checking out time is at 12 o'clock.
3. The price includes breakfast and morning papers.
4. Could you sign here, please?
5. Could you change the towels, please?
6. Breakfast is served from 7 a.m. till 10 a.m.
7. Our business center is along this corridor, the third room to the right.

8. I'd like to confirm my reservation for a double room.
9. Our dress code sometimes causes problems because we will refuse entry to dinner if someone is not smart enough.
10. 11. Fill in this form, please, and put your signature down there.
11. 12 The price includes three nights HB accommodation in Venice.
12. Hotel amenities are 2 swimming pools, 2 restaurants (Japanese and Portuguese cuisine), health spa, beauty parlor, gym and evening entertainments.
13. Sol Melia is the multinational hotel chain with more that 330 hotels in 30 countries and 4 continents.
14. Early check in or late check out requests are subject to room availability and additional charges.
15. Reservations must be canceled 24 hours before arrival time (local time) to avoid cancellation charges.
16. As the birthplace of the «all inclusive» hotel, Jamaica is well suited to those travelers who want to head straight from plane to beach, never leaving their hotel compound.

Translate from Russian into English.

Значение отелей

- Предложить путешественникам ночлег (accommodation), обеспечить их основные потребности в питании, отдыхе и досуге.
 - Предоставить возможность провести деловую встречу или конференцию.
 - Привлечь приезжих, которые в путешествиях тратят больше денег , чем дома.
 - Отели – это источник получения иностранной валюты.
 - Это рабочие места для местного населения.
 - Это точки розничной продажи продукции других отраслей.
- Это социальные центры для местных жителей (бары, рестораны, дискотеки, бассейны).

SUMMARY

Identify and describe the major classifications of accommodations.
Identify and describe advantages and disadvantages of accommodation in small inns and large hotels.
Name some prestigious hotels in the world and the best hotels in Moscow.

Unit 7

Hotel rooms and facilities

- Accommodation in New York
- Types of rooms
- Timeshare packages
- What is luxury
- Conference facilities

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Amenities – условия

The historic hotel offers both an unmatched degree of service with premier amenities to complement its beautiful Art Decor interior. While the price is economical the hotel nevertheless has a full list of amenities to please the business traveler. Rating systems clarify the amenities and services at a type of lodging property.

Luxury – роскошь Luxurious – роскошный

Presidential suite is a common name for the most expensive suite in a luxury hotel. Certain areas of the Coast have gained notoriety for being the most luxurious destinations in the world. Many countries are moving from a luxury culture to a convenience 'no-brand' culture.

Spa – курортное лечение и оздоровительные процедуры

Located in a 33-storey glass tower the Four Seasons Hotel Mumbai will feature a two-floor spa, two restaurants and the largest presidential suite in the city. Finnair is to open a spa and wellness center at Helsinki Airport in 2009, aimed specifically at those passengers transferring flights at the airport.

Venue – место встречи

Organizing a successful meeting, conference or any event requires a great deal of details, and the right choice of venue. We pay them commission because they go to all trouble of finding conference venues for us. In Indonesia travelers should avoid using credit cards for online transactions at Internet cafes and similar venues.

Appointment – деловая встреча

The lounge attracts business residents and visitors who can read the papers, review their notes prior to an appointment. They need to book an appointment on line in order to submit their application in person.

Boardroom – зал заседаний

Both boardrooms for smaller groups are air conditioned. The boardroom can accommodate up to 100 people.

Lounge – зал, холл

The lounge will attract business residents and visitors who want to sit and relax in a private area than the lobby of the hotel. Our customers traveling in First and Business Class have access to a VIP lounge. Etihad Airways opened a new business class lounge at Abu Dhabi's Terminal 1, as part of an overhaul of premium services at the airport.

Capacity – вместимость, возможность

Much will depend on the government's capacity to finance the transport infrastructure that is lacking. Many airlines have cut jobs, reduced capacity and hiked fees on customers, including charging for a second checked bag. Travel Clubs buy excess airline capacity and resell at discounted prices.

READING

Read and translate the text. Explain the words and expressions in bold.

Accommodation in New York

There is a wide range of accommodation in NYC, it will suit all tastes and money. There are luxurious hotels, modest guest houses, inns, **bed and breakfast establishments**.

Choosing your accommodation decide where you want to spend your holiday and look for an appropriate type in internet sites.

You can find a short description of every establishment to help you choose a place of your stay. You'll get the information about the location of a hotel, the description how far it is from airports, facilities of the hotel and rooms, reservation information and **cancellation policy**.

The fastest and best way of booking your accommodation is by internet. In this case you can do it with your credit card. Fill in the special form in internet and your reservation will be **immediately** confirmed. Take into account that in rare cases some amount of money can **be authorized** in your credit card.

Check-in: the rooms are available at any time from 3 p.m. If you arrive earlier inform the hotel beforehand.

Check-out: it is necessary to vacate the rooms not later than midday.

Local calls are usually included in the price. The room rate doesn't include the tax (it is 13,38 %) and service charge \$ 3.50 per night.

Read the information about different types of rooms. Identify the average per night price of these rooms in European hotels.

Single room is a room for one person to stay.

Double room is a room for a married couple. It usually has a king-size bed.

Twin – bedded room is a room for 2 persons of one gender. It has 2 separate beds.

Triple room is for 3 persons, usually for a family or for 3 adults of one gender.

B&B (bed and breakfast) is a type of accommodation in an inn or a hostel. For a cheap price a guest can have a bed for a night and breakfast in the morning.

Apartments. It is an accommodation with a kitchen, where a guest can cook his food.

Suite is a luxurious spacious room with quality furnishing.

Penthouse is a number of rooms on the highest storey of a hotel. It offers a special luxury for VIP.

Read the information about timeshare.

Time share package

Time share package was introduced in 1960 in Europe. When an individual purchases a timeshare, he purchases tomorrow's luxury at today's prices. A vacation property can be a home, a boat or a condo. Part of the reason behind timeshare popularity is the desire to own a piece of destination that fits the vacation needs of a client. To attract the guests, there are several promotional strategies:

- ownership of a fixed week
- floating ownership (for example, when a customer tends to take winter vacation, he may visit the place in any of winter weeks)

- rotating ownership (different time every year)
 - clubs for vacation (a client can change the resorts every year).
- Time share business has exploded to \$ 1.3 billion in annual sales during the last decade.
So, if a person loves to travel and to stay comfortably, a timeshare package works the best as he can get all comfort at affordable rates in future travels.

Answer the questions.

1. What is a timeshare package?
2. What kinds of timeshare exist in Russia?
3. Discuss in what cases time sharing can turn into a nightmare or be a fraud.

SPEAKING

SPECIAL TERMS

Translate and explain the following words and expressions.

- | | |
|---------------------|------------------------------|
| • voucher | • porter |
| • check in | • reception |
| • express check out | • king size bed |
| • accommodation | • penthouse |
| • suite | • half board |
| • business center | • full board |
| • coach | • high season |
| • amenities | • off – season or low season |
| • inn | • welcome drink |
| • all inclusive | • card entry |

TEST

Choose the correct answer.

1. I am staying in a youth.....in downtown.
a) inn b) motel c) hostel d) guest house
2. Theof the hotel was excellent for both business travelers and tourists.
a) situation b) location c) possession d) foundation
3. You can.....your reservation without penalty up until one day before your arrival date.
a) cancel b) erase c) delete d) cross out
4. Theat the hotel provide good service to bath corporate and leisure guests.
a) employers b) employees c) workers d) staff
5. All the main NY tourist attractions and the best shops are easy..... from the Holiday Inn.
a) visible b) reachable c) available d) reasonable
6. Guest.....include parking, fitness room, two restaurants and a bar.
a) amenities b) provisions c) equipment d) property
7. The hotel is just a fewaway from the Aqua Park.
a) passages b) steps c) paths d) roads
8. The continental breakfast is.....at the restaurant each morning from 7a.m. till 10a.m.
a) provided b) kept c) offered d) served
9. The elevator kept breaking down and it was rather.....
a) annoying b) pleasant c) funny d) ridiculous

What is luxury from your point of view? How would you describe a luxurious hotel? Read the information about the best hotels of the world.

Luxury

The reason people spend so much on luxury is that having all these luxury brands defines your identity and your place.

Annually Luxury Institute (New York, the USA) investigates the best of the best in the world.

Small Luxury Hotels (SML) has been made as the number one luxury hotel. SLH was ranked first out of 23 luxury hotel brands such as Club Med, Conrad Hotels & Resorts, Crillon Hotels, Fairmont, Four Seasons, InterContinental, JVV Marriott, Le Meridien, Leading Hotels of the World, Loews, Mandarin Oriental, Orient Express, Park Hyatt, Peninsula, Regent, Ritz-Carlton, Rock Resorts, Rosewood, Sofitel, St.Regis, W Hotels, Waldorf Astoria Collection.

www.luxuryinstitute.com

ADDITIONAL TASKS

What do all these hotel facilities mean? Describe them to a client.

FACTFILE

5 Top Hotel Spas

- Wickaninish Inn (Vancouver Island, Canada)
- Four Seasons Resort (Chiang Mai, Thailand)
- Lodge at Pebble Beach (Pebble Beach, California)
- Four Seasons Resort (Nevis, St. Kitts and Nevis)
- Maroma Resort & Spa (Riviera Maya , Mexico)

www.travelandleisure.com

- Reception desk 24 hours
- Multi language staff
- Safety deposit box in room
- Facilities for the disabled
- Credit Cards Accepted
- Manager on duty 24 hours
- Medical service 24 hours
- Laundry and dry cleaning
- Business center
- Internet access
- Conference rooms
- Car parking
- Hotel shops
- Travel Agencies
- Car Rental
- Room Service 24 hours
- Satellite channels
- Non smoking rooms
- Luggage storage
- Concierge
- Babysitting
- Express checkout
- Massage & fitness Center
- Swimming pool & whirlpool
- 220 Volts

Give the corresponding American words and expressions.

British

American

- | | |
|-----------------|-------|
| 1. reception | |
| 2. receptionist | |
| 3. ground floor | |
| 4. first floor | |
| 5. lift | |
| 6. staircase | |
| 7. to repair | |
| 8. bathroom | |
| 9. wardrobe | |
| 10. bath | |
| 11. faucet | |
| 12. curtain | |

READING

Read and translate the text.

Conference facilities

FACTFILE

The leading host for international meetings and conventions is Paris.

The most popular month for conventions, exhibitions and trade fairs is September.

The growth of the airline industry has made the convention business a worldwide enterprise. Conventions are held every year in a greater variety of places than ever before.

A convention is a meeting of members of a business or professional group, such as dentists, booksellers or language teachers. It is held to exchange information, it usually lasts three or four days and includes business sessions, workshops and seminars, professional exhibits and special events.

The convention business is very profitable for the hotel industry. A convention guarantees a good occupancy rate for the hotel over a period of at least several days. In addition, the special meeting areas and facilities are rented by the sponsoring organization for a fee. For most people, in fact, a convention is a combination of business and pleasure, so the hotel's restaurant, bars and shops have more clients.

A banquet is often the final event of many conventions. It is a large formal luncheon or dinner. Awards can be presented, people can be honored or political campaign can be held at banquets. Hotels that are equipped to handle conventions generally attract banquet business as well.

SPECIAL TERMS

SPEAKING

Explain the following words and expressions.

- conference hall
- banquet
- convention
- cocktail lounge
- equipment
- facilities
- business center
- negotiations
- workshop
- registration area
- agenda
- minutes
- cocktail lounge
- coffee break
- break-out room

TRANSLATING

Read and translate the following sentences.

1. I'd like to confirm my reservation for a double room.
2. Fill in this form, please, and put your signature down there.
3. – Is tap water safe for drinking?
– No, it is advisable to only drink bottled mineral water. However, for cleaning the teeth the water can be used.
4. I can relax in my room after the formality of the business conference.
5. Let's call room service and order nice breakfast and then we'll figure out what to do.
6. The capacity of meeting rooms ranges from 10 to 400 people.
7. Does the time for the appointment suit you perfectly?
8. There are plenty of opportunities for activity and adventure with a number of excursions including swimming in the sea, scuba diving, horse riding and parasailing.
9. Authentic spa treatments awaken energy, instill harmony and inspire you to achieve the perfect balance of mind, body and soul.
10. Punta Cana (the Dominican Republic) counted 37,000 hotel rooms in 2005, and it is expected that the region doubles its capacity in the upcoming years.
11. Timeshare cost includes the cost of all the facilities and amenities which is quite similar to the vacation rental deal.

Translate the sentences from Russian into English.

1. Цены в отелях на побережье изменяются (to vary) в зависимости от сезона: самые высокие цены в июле и в августе.
2. Снижение цен в отелях Испании в низкий сезон привлекает большое количество пожилых людей (senior citizens) из Германии, которые живут в гостиницах месяцами.
3. Отели Sol Melia предлагают просторные банкетные залы с современным аудио-визуальным оборудованием и персональной технической поддержкой. Вместимость некоторых залов до 500 человек.
4. В отеле всегда есть папка с информацией на русском языке. Эта информация включает сведения о стране, экскурсиях, как связаться с представителями компании, время отправления в аэропорт и советы отдыхающим.
5. Все расходы, записанные на счет вашей комнаты лучше заплатить заранее, чтобы не задерживать групповой трансфер.
6. Прибыв в отель, сделайте ксерокс своего паспорта, и оставьте документы, наличные и ценные вещи (valuables) в сейфе отеля. В некоторых отелях цена за сейф уже включена в общий счёт, в некоторых Вам придётся платить дополнительно, в среднем 1-2 евро за сутки.
7. Шведы утверждают, что традиция après-ski, которая существует на всех горнолыжных курортах сейчас, появилась в Швеции.
9. Fast pass – это билет, дающий право посещать аттракционы в парке развлечений в фиксированное время без очереди.
10. Компания Istanbul Ferries предложила новый вид транспорта – морское такси для пересечения пролива Босфор.
11. На Бали есть отели почти всех ведущих мировых цепочек. Здесь можно остановиться в бутиковом отеле посреди тропического леса; в роскошном сюите, в комнатах, выполненных по лучшим дизайнерским проектам Азии; искупаться в бассейнах с морской водой, где под водой слышна музыка.

SUMMARY

Explain how convention centers are used to generate tourism in a city, how these centers can be funded and managed.
Identify the most successful countries, cities and venues for business meetings.
Explain the importance of spa centers in resorts.
Define and describe «exceptional service» of a hotel. What services can make the greatest impressions on guests?

Unit 8

Dealing with clients

- Types of travelers
- Travelers as clients according to their reasons for travel
- Choice of tourists
- Feedback with clients

LEAD-IN

The leisure time available for people to become tourists is usually in the form of paid leave, public holidays, weekends, and retirement. Many employees today are more concerned about their job security than taking long holidays. That is why they are prepared to stay abroad for shorter periods and to spend more money during high seasons, public holidays and expanded weekends.

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Holidaymaker — отдыхающий

Canada is the place to visit and will suit all holidaymakers, from those in search of adventure to those searching for a taste of unspoilt nature. The most popular resort in Hungary, Siófok, is a favorite recreational venue for well-to-do European holidaymakers. Foreign holidaymakers and foreign investors start buying up local property, pushing up local prices.

Feedback – обратная связь с клиентом

The feedback obtained from this survey will help us to enhance our website. One of the most important criteria of selection was the ratio between positive and negative feedbacks of customers.

Notch – степень, уровень, предел

Prices are at the highest notch. The rich people expect top-notch service. In search of top-notch Beijing duck, most tourists end up in the Quanjude chain of restaurants, where a whole duck costs 15 pounds, however branch quality varies.

Incentive – стимул, поощрение

The variety of incentives introduced by airlines to woo valuable business travelers show just how important the cooperate travel sector has become in Asia. Many vacation timeshare packages and discounts contain several incentives and freebies for meals, tourist attractions and gift vouchers.

Upgrade – улучшение, повышение статуса

Training centers for tourism industry staff should be established to upgrade service standards, which are now inadequate. Ask for the upgrade at the reservation. We would handle the administration and provide regular updates and savings reports.

No show – клиент, оплативший услугу и не воспользовавшийся ею

The hotel was classing me as a «no show» and applying the full penalty-100% of the accommodation charge for 1 night. Those two seats in the front are no shows.

Option – вариант, выбор

There is a variety of ground transportation options between the airport and surrounding metropolitan area destination.
The car includes air-conditioning among its options.
We are offering travelers the option to connect to many destinations such as Miami and Dallas.

Itinerary – маршрут

Please check your itinerary carefully to ensure all details are correct.
I'll draw up the itinerary for you, make a note of the check-in times for the flights and make out the tickets for you.
A leg is a single segment of an itinerary.

READING

Read the information about different types of travelers.

Travelers

Mature travelers

- Immense market for tourism is population older than 55. It is the largest and fastest growing age group in highly developed countries. By 2030, 20% of the population in the industrialized countries will be over than 65 years old.
- Mature travelers spend more than younger travelers and account for 80% of all vacation travel.
- They are wealthier and have more free time than other groups.
- They can be divided into sightseers and family focused.

Business and Professional Travelers

- They travel in both high and low seasons.
- Globalization means an increase in international business travel
- Business travel is the third largest expense for companies.

Incentive Travelers

- Rewarding employees for good work with all-expense paid trips.
- Free vacation is more motivating incentive than money.
- There trips are usually first class all of the way and organized perfectly.

Special Interest Travelers

- Travel in low season providing revenue when businesses need it most.
- Can be divided into adventure, health, educational and sport tourism.

Answer the questions:

1. Are mature travelers the largest age group in Russia?
2. What is the difference between an average Russian mature traveler and a pensioner from Western Europe?
3. What kind of service do mature travelers expect?
4. What is the difference in behavior of sightseers and family focused travelers?
5. What is an incentive trip?
6. What are the reasons for being a single traveler?

Read the information about adventure travel.

One of the reasons why people adore to travel is the opportunity to see and do new things that seem different from the routine and boredom of daily life. These changes can make people happy and more energetic even if they realize that a trip can be risky.
Adventure travel is a growing part of leisure travel. It is divided into hard adventure travel and soft adventure travel.

Hard adventure travel requires more energy, usually a person travels alone or in small groups, s/he is experienced and the trip may involve some personal risk.

Soft adventure travel is less risky. A person travels in larger groups, with less energy and experience required, with support services provided by travel organizer (guide, hotels, planned itineraries). Nevertheless, such trips leave a feeling excitement and unusual experience.

Read the information about main types of clients.

Clients

Clients are divided into 3 main types according to their reasons for travel:

1. People traveling for having a rest. Leisure tourism includes holidays, health tourism, sporting events, education, culture and religion. Holidaymakers account for well over 60%.
2. People traveling for business. Business tourism includes professional tourism and conventions, visiting exhibitions and trade fairs, conferences and incentive travel. Business purposes are a little in excess of 15%.
3. People traveling for other reasons, such as visiting friends and relatives, in transit, moving from one city to the other or for an educational purpose. The percentage of such people is about 25%.

Most holidaymakers choose the sea (63%). Other main types of destinations are mountains, cities and the countryside. Today clients expect more than sun, sea and sand, as it was two decades ago. They demand a wide variety of leisure activities and experiences including sports, cuisine, culture and natural attractions. The tourism sector is getting increasingly competitive, with clients expecting more quality and diversity of entertainments for the lowest possible price. Trying to improve the service hotels research the preferences of different groups of visitors.

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- incentive travel
- mature traveler
- hard adventure travel
- soft adventure travel
- jet set
- feedback
- holidaymakers
- optional excursion
- no show
- itinerary
- upgrade
- globalization

Discuss how the main elements of hotels influence the choice of travelers to stay and to return to the hotels.

1. location of the hotel (geographical location, far or close to downtown, sights around, a view at the sea, infrastructure)
2. amenities (rooms, restaurants, bars, conferences facilities, swimming pools, spa centers)
3. services (diversity of services, their quality, personnel)
4. image of the hotel
5. price

Complete the feedback questionnaire.

1. FRONT DESK		Unsatisfied	Very Satisfied			
<i>Courteousness of your welcome at the Resort</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Quality of the service</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Foreign languages spoken</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments :						
2. GUEST ROOM		Unsatisfied	Very Satisfied			
<i>Maintenance</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Was everything working properly?</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Cleanliness of your room.</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments :						
3. RESTAURANT		Unsatisfied	Very Satisfied			
<i>Friendliness of the staff</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Quality of service</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Cleanliness of the Restaurants</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Foreign languages spoken</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments :						
4. FOOD		Unsatisfied	Very Satisfied			
BREAKFAST	<i>Presentation of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Selection of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Quality of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LUNCH	<i>Presentation of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Selection of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Quality of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DINNER	<i>Presentation of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Selection of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Quality of food</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments :						
5. BARS		Unsatisfied	Very Satisfied			
<i>Friendliness of the staff</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Service</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Foreign languages spoken</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Quality of beverages</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments :						
6. GUEST ACTIVITIES		Unsatisfied	Very Satisfied			
<i>Friendliness of the staff</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Foreign languages spoken</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Daily activities</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Night Entertainment</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments :						
7. PUBLIC AREAS		Unsatisfied	Very Satisfied			
<i>Maintenance</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Lobby and meetings facilities cleanliness</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Swimming pools cleanliness and maintenance</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Gardens cleanliness and maintenance</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments :						
8. GENERAL SATISFACTION		Unsatisfied	Very Satisfied			
<i>How would you rate, overall, your stay with us?</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>How would you rate the security at the hotel?</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Would you select The Royal Hideaway for a future vacation?</i>						
		YES <input type="checkbox"/>				NO <input type="checkbox"/>

ADDITIONAL TASK

Match the expressions on the left with the translation on the right.

- to show the guests around the hotel
- to find out the information
- to meet expectations
- to figure out the explanations
- to fight off the complaints
- to counter a claim
- to sort out the problems

- Понять объяснения
- Разобраться с проблемами
- Разузнать информацию
- Соответствовать ожиданиям
- Опровергнуть утверждение
- Предотвратить жалобы
- Показать гостям отель

TRANSLATING

Translate the sentences from English into Russian.

1. Entrepreneurial companies find plenty of business opportunities if they target the increasingly ageing population.
2. There are endless options when you plan your vacation, but sometimes people need advice.
3. Holidaymakers from Greece, Spain, Italy, Portugal and France prefer to stay in their countries. People from Belgium, Scandinavian countries, Germany and Russia prefer to go abroad.
4. Very often holidaymakers combine tourist activities with visiting friends or relatives. Business people can combine business with pleasure.
5. The company produced a set of guidelines for customer care.
6. We'd be very grateful to you if you could fill in this questionnaire.
7. People come to «House of Blues» for the great food, good drinks and most of all the top-notch live musical performances.
8. Small hotels with limited F&B facilities have an option of offering a cocktail party with several snacks, instead of a sit down dinner.
9. Vietnam plans to invest billion of dollars to upgrade its transport networks and other infrastructure in the next five years.

Translate the following text from Russian into English.

Обратная связь с клиентами

Гостиницы всегда имели тесный контакт со своими клиентами, но хорошие взаимоотношения не всегда гарантируют, что гости думают об отелях. Поэтому многие отели изучают степень удовлетворенности клиентов.

Гостиничный бизнес – отрасль очень конкурентная, поэтому существует необходимость быть внимательным к потребителю, постоянно соответствовать (to correspond to) его потребностям, улучшать количество услуг. Это значит, что гостиницы должны следить за уровнем обслуживания и оборудования, сравнивать с тем, что предлагается конкурентами.

Наиболее популярным способом обратной связи с клиентами является просьба заполнить анкету или карточку с комментариями по поводу своего пребывания в гостинице. Такой способ позволяет персоналу быстро реагировать на жалобы клиентов.

SUMMARY

Explain how quality of life and special interest tourism are connected.
Explain the difference between hard adventure travel and soft adventure travel.

Describe the profile and demands of a business traveler.

Identify the demands of time-poor but money-rich consumers.

Unit 9

Business lunch

- Cooking and different cuisines. Their value for tourism services
- Business lunch in different countries
- Small talk as an important part of any business lunch
- Common mistakes at business lunch

LEAD-IN

The **food services segment** of the hospitality industry consists of hotel food services, restaurants, caterers, retail shops, and bars.

Restaurants are divided into fast food establishments, cafes and coffee shops, chain restaurants, and fine dining expensive restaurants. Restaurants can also be classified by their national cuisine: Chinese, Italian, European, etc.

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

A-la-carte – блюда по выбору

Classical French a-la-carte style restaurant with live piano music offers an elegant traditional ambiance and a great choice of dishes.

A-la-carte menu includes the chef's recommendations, seafoods, roasts, claypots and other cuisines.

20% off a-la-carte menu during weekday lunch, but the discount is not valid on public holidays.

Set menu – фиксированное меню за фиксированную плату

Bussaracum restaurant serves exquisite Royal Thai Cuisine, it is open 11.00 to 14.00 for set menu lunch and 17.00 to 22.30 for a-la-carte dinner.

Harbor City Restaurant (Singapore) offers very carefully planned set menus which allows patrons to select a menu based on the number of guests in a group or according to a pre-determined budget.

Buffet – шведский стол

The restaurants of the hotel specialize in seafood and Italian cuisine, and a buffet with open terrace.

A buffet presentation is important for hotel restaurants.

Happy Hour – время в барах и кафе, когда напитки продаются со скидкой, обычно два по цене одного

During the Happy Hour in the early evening, bars offer local beers and house wine either at half, or «one for one» — you get two of whatever you order, but one is held back for later.

READING

Read and translate the text.

Cooking in Cyprus

The cuisine in Cyprus is the mixture of Mediterranean and oriental flavors that renders it suitable to the most demanding of palates, though the island provides all kinds of international cooking in its numerous international restaurants and hotels.

Mezedes (hors d'oeuvres) are enough for a full meal because they are so abundant.

Two of the main ingredients of the Cypriot cuisine are olive oil, of the best quality, and garlic.

There are countless traditional dishes: they range from specialties based on meat (pork or lamb) to soups made from cereals or vegetables.

Local fish dishes can be sampled in almost all tourist areas. The trout is particularly tasty and can be found in most mountain resorts.

There are also many cheeses: halloumi is considered to be the national cheese, and it is made with sheep or goat's milk.

Anari is a fresh ricotta from sheep's milk. It is sprinkled with a little sugar or honey.

Feta is used in salads and appetizers.

For desserts one can try home-made sweets, offered in every house with a glass of water as a sign of hospitality.

The most ancient wine produced on the island is Commandaria, a sweet red dessert wine. Even King Richard the Lion Heart, after tasting it, commented on its quality with the famous phrase: «The wine of kings, the king of wines».

It is customary to spend a lot of time at the table in Cyprus. «Kopiaste!» means «Come, sit down and eat with us». Every guest will feel really welcome on this island of Mediterranean scents and tastes.

Read and translate the text. Explain the words and expressions in bold.

Business lunch in different countries

If you are traveling abroad on business, you are sure to have business lunch. Every country has different **customs** and you can't afford to get it wrong.

In the south of Europe, lunch lasts a long time. In Italy it can last three hours. In Spain it can be followed by a **siesta**. Some Greek people actually have a siesta instead of lunch, so they can prepare for a very **substantial** late dinner. And when dinner comes, everyone's attention is on the food. They can not discuss business at all. The goal is to eat well, demonstrate hospitality and develop relationships. Business can wait.

If you are in Scandinavia, business lunch is sometimes just a plate of sandwiches. The hosts refuse alcohol.

American businessmen often complain about smoking and drinking at business lunch. In Russia businessmen have no problems with smoking and drinking. They do both.

The French like to take a long time over their lunch. If you want to do business in France do not be in a hurry and **take your time**. Anything under about two hours is classified as **a coffee break**.

Answer the following questions.

1. What customs surround business lunch in your country?
2. How long does the meal last?
3. Do you talk about business at the end of the meal?
4. How much alcohol do you drink at business lunch?

Read and translate the text.

Small talk

Before talking about the details of your business, there is usually a period of social conversation (small talk). Often the first words are the most difficult, because it is always complicated «to break the ice».

A good tactic is to ask questions. There are three reasons for this: people like talking about themselves; it is easier for you to listen; you may learn something useful!

What can you talk about? If you know a person well you must ask him questions about his family, if you see him for the first time you'd better talking about personal matters. You can talk easily about his trip, weather, sightseeing, different cuisines, sometimes about sport.

If the small talk continues too long, you may want to change the subject to business matter. Such transition can be done politely with a phrase: «Let's get down to business».

Answer the following questions:

1. What is small talk ?
2. What are the safe topics to discuss at business lunch?
3. What are the prohibited topics?
4. What is the best way of changing the subject to business matters?

Read and translate the text. Answer the questions in the text.

Business lunch and common mistakes

Business lunch is part meal, part meeting. It is informal, but at the same time there is a long list of unwritten rules that can't be broken.

There is so much that can go wrong, it is no wonder some executives prefer to «brownbag» it.

However, business lunch have evolved into a regular, acceptable part of business in the last 40 years. Money and careers can be made or lost because of relationships, and the ability to build strong relationships has become an important part of business. The pace of business leaves many executives tired and emotionally drained. The clients have a lot of choices – regardless of what product or service they need. If it simply comes down to price and budget is a client's only concern, it is easier. But in many situations, a decision maker has enough flexibility to choose and in this case there are many reasons why lunch can go bad.

Look at common business lunch mistakes and discuss how they can be prevented.

1. Choosing the wrong restaurant.

What kinds of restaurants are appropriate for business lunch?

How can multiple sources for a restaurants recommendation help to choose the best place?

2. Inviting the wrong guests.

It is possible to come to business lunch with kids?

How about the tag-along spouse who wasn't invited?

Or the company lawyer when no legal matters are on the table?

Is it reasonable to follow up the verbal lunch invitation with an e-mail confirming the guest list?

3. Sitting the wrong table.

Is it comfortable to discuss business if the spot is overcrowded with loud music?

Or on the contrary when the restaurants is too quiet so you have to whisper for fear of being overheard by the folks sitting at the next table?

4. Saying the wrong thing.

How do the habits and customs of different nations influence the behavior of businessmen?

What can be done before inviting a foreign guest to have business lunch?

5. Ending the wrong way. Why is the conclusion of business lunch as important as it beginning?

Why is it important to go easy on the alcoholic beverages?
Can a verbal «thank you» be followed with a thank you note and your business card?

Discuss other mistakes at business lunch:

- Being rude to restaurant employees
- Arriving late
- Bad table manners
- Dressing too casually

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- English tea
- Russian tea
- Continental breakfast
- English breakfast
- American breakfast
- buffet
- set menu
- a-la-carte
- refreshment
- starter
- cuisine
- snack
- hors d'oeuvres
- brownbaging
- happy hour

FACTFILE

The earliest restaurant in the world (according to the Guinness Book of Records) is Botin. It was founded in 1725. It is situated Calle de Cuchilleros , 17 – Madrid.

France is credited for leading the way in building the Food & Beverage sector in hospitality industry.

Almost 50% of all food consumed in the USA is now done away from home.

TEST

Choose the most appropriate word and put it into a sentence.

1. Could youme the salt, please?
a) carry b) deliver c) give d) pass
2.is a person in a restaurant who has wine knowledge and who serves wine.
a) concierge b) sommelier c) waiter d) chef
3. Have aof brandy, it will make you feel better.
a) bite b) sip c) swallow d) touch
4. The restaurant a great choice of dishes to satisfy any taste.
a) proposes b) offers c) suggests d) imposes
5. What are you cooking? Itgood.
a) feels b) flavors c) smells d) sniffs
6. The sells alcohol to take away and drink at home.
a) newsstand b) drugstore c) off-balance d) off-license
7. It was during my stay in India that I.....a taste for very hot curry.
a) acquired b) gained c) got d) received
8. Mr Brownsome pepper over his steak.
a) spat b) sprayed c) sprinkled d) squirted
9. Please, give me twoof bread.
a) crumbs b) flakes c) lumps d) slices
10. My sister likes to....the table, but she doesn't like to wash dishes.
a) lay b) lie c) make up d) do
11. We have.....coffee, do you mind drinking tea?
a) done without b) gone of c) run out of d) turned out
12. This knife isIt won't even cut a piece of cheese.
a) blunt b) flat c) sharp d) thick
13. I asked for a because I couldn't open the bottle of wine.
a) corkscrew b) cork driver c) lever d) screwdriver
14. "How much sugar would you like in your tea?" «Two, please»
a) segments b) lumps c) pieces d) slices

FACTFILE

The largest restaurant in the world is called «The Gates of Damascus» and it is situated in the suburbs of the capital of Syria. The restaurant has 6014 seats.

The largest floating restaurant is called Jumbo (Hong Kong).

The best restaurants in the world (by Restaurant Magazine) are:

1. The French Laundry (French cuisine), CA, USA
2. Al Mahara (African and Middle Eastern cuisine), Dubai, UAE
3. Bukhara (Asian cuisine), New Dehli, India

15. Do be careful not to..... your tea on your white dress.
a) drip b) drop c) leak d) spill
16. He is a, because he never eats meat.
a) tag b) pig c) peg d) veg

Give the corresponding American words and expressions.

British

1. starter
2. main course
3. waiter (waitress)
4. barman
5. pub
6. serviette
7. bill

American

-
-
-
-
-
-
-

ADDITIONAL TASKS

Characterize different kind of meal according to the time of having a meal and food.

- breakfast
- brunch
- lunch
- tea-time
- dinner
- supper
- luncheon

TRANSLATING

Translate the following sentences from English into Russian.

1. Can I have a menu-card, please?
2. What kind of cuisine do you prefer?
3. You can choose only breakfasts or HB. HB includes breakfast and dinner-buffet.
4. What is your favorite dish?
5. What is your favorite beverage?
6. Is the dish spicy?
7. What is the best appetizer?
8. Traditional British pubs serve good meals at good prices.
9. Restaurants in India vary in prices and quality, and can be veg or non-veg, offering a wide choice of dishes.
10. Note that snack bars in Romania usually serve only beverages.
11. In China you will discover that restaurant bills are not shared out between the guests. The most senior or a foreigner dining with Chinese pay for food. Attempting to pay a «share» of the bill may cause serious embarrassment.
12. If you want to taste something peculiar, go for a-la-carte menu.

Translate the sentences from Russian into English.

1. В Сингапуре в переполненных ресторанах официант может предложить Вам разделить (to share) столик с другими людьми. Разговаривать с соседями по столику в этом случае не нужно.
2. На Филиппинах кухня очень разнообразная. Традиционная еда всегда включает вареный рис, жареную рыбу, овощи и фрукты.
3. Еда – любимое японское времяпрепровождение (pastime). В Японии самое большое количество ресторанов на душу населения (per capita).
4. В Индии люди не едят говядину, так как корова считается священным животным. В Индии много мусульман, они не едят свинину.
5. Официант предложил попробовать блюдо от шеф-повара.
6. Он сел за стол, но еще ничего не заказал.
7. Во французском ресторане L'acute Avenue, оформленном в прованском стиле, Вы можете попробовать великолепные блюда средиземноморской кухни, отличное шампанское и вино. Слушая тихую музыку, Вы расслабитесь и забудете о суете (hustle and bustle) городской жизни за стенами ресторана.
8. Во Вьетнаме убедитесь, что еда очень хорошо прожарена; лучше не есть сырых овощей или то, что украшает блюдо, например, зелень.
9. Мексиканская кухня – одна из самых вкусных в мире, отличается большим разнообразием (diversity) блюд.
10. В Корее в ресторане блюда подаются все сразу и есть их можно в любом порядке.
11. В Китае на банкете или в ресторане оставьте на тарелке немного еды, показывая, что Вы уже сыты.
12. В Таиланде на официальных банкетах в ресторанах международного уровня строгий вид обязателен: для мужчин – темный костюм и галстук; для женщин – строгий костюм, минимум косметики и невысокие каблуки.
13. В Таиланде первое приглашение на бизнес ланч используйте для общения, не обсуждайте дела. Жен и мужей редко приглашают принять участие в развлечениях.
14. В Гонконге никогда не отказывайтесь от приглашения на ланч или банкет. Если Вам не подходит день, предложите другую дату.
15. В Гонконге деловой обед – дорогое и утомительное времяпровождение. Его проводят в ресторанах, на яхтах и в клубах. Во время обеда заключаются сделки. Часто деловой ланч может длиться до поздней ночи.
16. Ресторан Al Mahara (Dubai) расположен глубоко под водой. Это один из лучших ресторанов мира для любителей морепродуктов.

SUMMARY

Describe how F&B can add value to other tourism services.

Discuss business lunch according to the following plan:

- the purpose of business lunch
- the first steps of business lunch
- small talk (topics to discuss; prohibited topics)
- to drink or not to drink and how much
- who will pay

Name the peculiarities of Russian cuisine and identify the most popular dishes in Russia.

Unit 10

Money

- Euro and dollar
- Tangible money
- Credit cards
- Background information about traveler's checks
- Tipping

LEAD-IN**Euro**

Euro notes are identical across the Euro area. There are notes in denominations € 500, € 200, € 100, € 50, € 20, € 10 and € 5. These can be used anywhere within euro area, regardless of country of issue. Euro circulates in Andorra, Austria, Belgium, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Malta, Monaco, Montenegro, the Netherlands, Portugal, San Marino, Slovenia, Spain.

Dollar

U.S. currency is the most widely held currency in the world. Notes are issued in denominations of \$1, \$2, \$5, \$10, \$20, \$50, and \$100. The \$500, \$1,000, \$5,000, and \$10,000 denominations have not been printed since 1946.

Dollar is not identical in all dollar countries. Besides the USA this currency circulates in Australia, Bahamas, Barbados, Canada, Fiji, Hong Kong, Liberia, Malaysia (Ringgit is Malaysian dollar), New Zealand, Puerto Rico, Singapore, Taiwan.

Panama has 2 official currencies: balboa and US dollar.

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

ATM – банкомат

If you can't withdraw cash from an ATM, go to a bank.

Waiting in a line at a bank is now a thing of the past, ATM's and internet banking have entered the market share.

When using credit cards in ATM many banks charge large fees of 2,5% to 4% for cash advances.

Tip – чаевые**Gratuity** – чаевые

The price was acceptable though they didn't include gratuity.

Tipping is compulsory.

It is common to leave a tip and it is based on 10% of the total.

Fee – плата

In 2007, American Express again raised the annual fee for their American Platinum charge cards.

Select your flights with no booking fee from all budget, charter or scheduled airlines.

A small registration fee will be imposed.

Pricey – дорогой

It's very pricey, the money won't run to the trip.

Mumbai (India) is notoriously pricey, especially for accommodation, comparing to other cities.

There are regular international flights between New Zealand and Europe, but they take over 24 hours and are pricey.

Charge – цена, назначать цену

What are they going to charge for a two week package?
A professional baby-sitting service is available at an additional charge.
The new charges are undoubtedly a result of soaring fuel prices.
The service is available at no additional charge to all park guests.

Surcharge – доплата

One week rentals will be accepted, but with a 10% surcharge added to the list price.
Most hotels and restaurants in Hong Kong add on a 10% surcharge for service.
Major credit cards are widely accepted in Singapore but beware of the illegal surcharges levied by some establishments.

Complementary – бесплатный

There are no complimentary refreshments, blankets and pillows on this aircraft.
The Dylan hotel in Dublin has launched a series of business packages, with feature including complimentary laptops and shirt-pressing.
Passengers appreciate the range of complimentary popular multi-media facilities in Changi airport.
Complimentary transport is available from Corinthia Palace Hotel to Valletta.

To authorize – авторизовать, блокировать определённую сумму на кредитной карточке
Authorization – авторизация

Be wary about furnishing your credit card details when all you want is information about availability of accommodation in Japan. You may find they have authorized a payment for accommodation that you don't want.
Works of art require the authorization of the Ministero dei Beni Cultural e Ambientali.
The trip need to be pre-paid or guaranteed by credit card authorization.

READING

Read and translate the text. Explain the words and expressions in bold.

Money

Money is used for buying or selling goods, for measuring value and for storing wealth. Almost every society now has a money economy based on coins and paper notes. But in **primitive societies** a system of barter was used. Barter is a system of direct exchange of goods. But barter is a very unsatisfactory system because people's precise needs seldom coincide.

Until the eighteenth century coins were the best money and their monetary worth was based on the exact amount of metal contained in them. Coins were made of gold, silver, copper, lead and other metals.

Most governments nowadays issue paper money in the forms of **notes**. Paper money is obviously easier to handle and much more convenient in the modern world.

Convenience is a major player in the lives of most people in today's society. It saves the time and it is especially important when **time equals money**. Electronic cash is a system which allows individuals to purchase goods or services without the exchange of anything **tangible**. The term money still exists, but it is more in an electronic form than previously.

Checks and credit cards are being used increasingly and it is possible to imagine a world where coins and paper money will not be used. In the USA nowadays many places don't accept cash, especially at night, for **security reasons**.

FACTFILE

Customers purchase 25% more when using a credit card.

Answer the following questions.

1. What is money used for?
2. What is barter? In what cases can it be convenient?
3. What are the forms of money?
4. What are advantages and disadvantages of different forms of money?

5. What are the modern forms of money? Why are they popular in the world?
6. What is cashless society?

Read and translate the text. Explain the words and expressions in bold.

Credit cards

As market mature, credit cards tend to replace cash and checks as the most common payment mechanism. They have greater security, convenience, and widespread acceptance.

Visa and Master Card are the two largest credit cards companies worldwide. American Express and Diners Club are major providers. YCB is very popular in Japan.

«**Charge it**» is a cry now heard all over **highly developed countries**. The use of credit cards has become widespread, but along with the convenience some risk comes.

First of all, the advantages of using credit cards are considerable. A person doesn't need to carry a lot of cash and it reduces the chance of losing money in case of theft.

Purchases can be made even though the cardholder is temporarily **short of cash**.

Shopping by telephone and internet is possible. Customers can order product or services without leaving their homes.

But credit cards can be misused. For example, people often spend more than they ought to; it is such a **temptation** to overuse your credit cards!

Moreover, the credit cards company gives the customer the option of making a «minimum payment» on unpaid monthly bills. This is a major drawback because it encourages users to pay off their bills slowly. It doesn't take long for people to **sink into debts** if they don't use their credit cards in a reasonable way.

In conclusion, the credit cards is an important, practical tool in the trend towards a «**cashless society**» but people must be aware of the dangers of credit cards.

SPEAKING

Read and translate the information about checks. Explain why traveler's checks are widely used in spite of the fact that there are many other ways of payment. What are their advantages and disadvantages?

Background information about TC

TC is a check allowing a person to use it instead of cash.

- Traveler's checks are often used by people on vacation, they can be replaced easily if lost or stolen.
- TCs are available in several currencies such as U.S. dollars, Canadian dollars, pounds sterling, Japanese yen, and euro.
- American Express was the first company which started issuing TC system in 1891 and the company is the largest issuer today by volume.

SPECIAL TERMS

Explain the following words and expressions.

- tip
- cash
- currency; hard currency
- exchange rate
- surcharge
- authorization of money
- bill
- account
- ATM
- invoice
- in the red
- in the black
- income
- expense
- TC
- check book
- credit card

TEST

Choose the most appropriate word and put it into a sentence.

1. ATM is very convenient: you simply your card, enter your PIN number, and get your cash.
a) search b) insert c) charge d) set
2. This voucher..... you to a free meal in our new restaurant.
a) gives b) allows c) entitles d) grants
3. Everything is very expensive now as there has been yet another..... in prices.
a) advance b) lift c) gain d) increase
4. I left the waiter a bigbecause the service had been excellent.
a) tip b) gift c) addition d) note
5. At many restaurants a serviceis included in the bill.
a) charge b) gratuity c) tax d) tip
6. The tip is not included. It says on the menu. Gratuities at your own.....
a) consideration b) desire c) discretion d) will
7. He bought it by, paying a certain amount of money each month.
a) installments b) parts c) pieces d) shares
8. If he buys it, his neighbors will be
9. The..... of living has risen by 25% in the last six months.
a) cost b) expenditure c) expense d) price
10. His salary is not very high, he just \$ 1, 000 a month.
a) makes b) earns c) does d) creates
11. Our company made a recordlast year.
a) benefit b) earn c) profit d) wining
12. When you are on business trips, you will be given a daily.....of \$50 for meals and accommodation.
a) allowance b) fine c) permit d) reward
13. Traveler's checks are a convenient way of keeping money safe and making payments, and areworldwide.
a) extended b) corrected c) collected d) accepted
14. She drewall her savings to pay her trip to Thailand.
a) along b) in c) out d) up
15. I didn't write it. That's not myon the checks.
a) firm b) letter c) wording d) signature
16. At this bank you can get 14%on your savings.
a) interest b) rate c) rent d) salary
17. I need euros. What is therate, please?
a) currency b) exchange c) market d) money
18. € 1 is.....to 1,4 dollar
a) comparable b) changeable c) equivalent d) variable

ADDITIONAL TASKS

Answer the following questions.

1. What is the average salary in Moscow? (in Russia, in the USA, in Western Europe; in Eastern Europe; in China; in African countries)
2. How much would you like to earn?
3. Would you like to work on commission?
4. Do you think people should get paid a productivity bonus for good work?
5. What is more stimulative: a productivity bonus or incentive travel?
6. How do foreign exchange rates influence tourism flows between countries?

Match the following abbreviations to the currencies and the countries.

RUR	euro	—	Eurozone countries
EUR	yuan	—	China
USD	lira	—	Turkey
GBP	yen	—	Japan
JPY	dollar	—	The USA
THB	rouble	—	Russia
TRL	pound	—	Egypt
BGL	pound	—	the UK
EGP	lev	—	Bulgaria
CNY	baht	—	Thailand

TRANSLATING

Translate from English into Russian.

Tipping

Tipping is relatively recent custom. It is considered to have appeared in the USA in the 20th century. Earlier many Americans thought that accepting a bit of extra money from a customer, besides your regular pay, seemed like a handout.

It smacked of old-world servitude.

Though in some countries, particularly Asia, it is demeaning to get a tip, now more and more countries expect gratuity. Tourists tip more when they travel overseas than at home.

Translate from Russian into English.

В большинстве европейских стран чаевые включаются в общий счет, это 10-15% от суммы. Самые большие чаевые в США, официанты могут ожидать от вас 20% за хорошее обслуживание. В Японии не следует оставлять чаевых ни в ресторане, ни в гостинице, персонал сочтет это оскорблением.

На Кубе есть специальный указ, запрещающий брать чаевые, тем не менее, и горничные, и носильщики и охрана ждут чаевых от клиента. Но вы должны учитывать, что если вы даете чаевые и другой персонал видит это, тот кого вы поощрили, будет вынужден поделиться с остальными.

Носильщикам обычно дают 1 евро или 1 доллар в местной валюте.

Горничные также получают 1 евро или 1 доллар. Оставляйте деньги на кровати. Если вы оставите мелочь на тумбочке или где-то ещё они могут её не взять.

Во Вьетнаме принято давать чаевые носильщикам, таксистам и официантам. Это небольшие суммы в 5-10 тыс. донгов, что соответствует 10-15 рублям. Если Вы делаете массаж в салоне, то чаевые выше \$2-3. Это практически и есть заработок массажисток.

В Сингапуре не стоит давать чаевые, администрация отелей и ресторанов относится к ним негативно.

В Китае чаевые можно давать только носильщикам и за массаж в гостинице. В ресторанах такси Вам обязаны дать сдачу.

В Японии плата за обслуживание автоматически включена в счет. Однако в отелях и ресторанах, Вы можете оставить небольшие чаевые. Это возможная, но необязательная форма благодарности.

В Австралии чаевые дают, но не очень часто. Это связано с тем, что людям, работающим в сфере обслуживания, платят очень хорошо.

Корейцы думают, что давать и брать чаевые это унижительно.

В Гонконге чаевые обязательны, давайте их всему обслуживающему персоналу: официантам, водителям, носильщикам, посыльным, парикмахерам, горничным, гидам.

Translate the sentences from English into Russian.

1. Charge it to my account.
2. Credit cards reduce the chance to lose money in case of theft.
3. I need to find ATM to draw out cash.
4. Is a tip included into the bill?
5. The rates have been increasing rapidly, the price of oil affects them.
6. Could I have a separate receipt for that?
7. Changing money involves least hassle at the private exchange offices; you 'll need to show your passport, and as a rule no commission is charged.
8. When hotels offer low-season discounts, they may make a condition that the bill is paid with cash.
9. Jamaica's unit of currency is the Jamaican dollar (J\$). It is prone to fluctuation, and as a result, the US dollar has emerged as an unofficial parallel currency.
10. Foreigners are overcharged at every opportunity in China. The average rickshaw driver would consider it is a humiliating defeat to carry a foreigner for the same price as a local.
11. Egypt is an inexpensive and good-value destination, except perhaps Sinai and Hurghada, which are pricier than other parts of the country.
12. If you book 6 nights in Howard Johnson hotels you can enjoy one more complimentary night with no blackout dates.
13. ATMs in Egypt are run by a number of different banks and not all are compatible with credit cards issued outside Egypt.
14. Many credit card issuers share the commission with the card holder by giving the card holder points, air miles or a monetary amount.
15. Ryanair no longer provides complimentary soft drinks on flights.
16. All expenses must be authorized in advance.

Translate from Russian into English.

Местная денежная единица Индонезии – рупия. В аэропорту, отелях, супермаркетах всегда есть пункты обмена валют, но лучше иметь банкноты по 50 или 100\$, так как с мелкими деньгами придется идти в банк. Лучше всегда иметь с собой наличные, так как вы сможете расплатиться кредитной карточкой только в больших международных супермаркетах и дорожных ресторанах. С кредитной карточкой

American Express могут возникнуть проблемы. На знаменитых курортах всегда есть банкоматы, где вы сможете снять наличные. А вот чеки путешественников в Индонезии бесполезны.

В Китае снимайте наличные деньги только в рабочие дни и в банкоматах больших банков. Пластиковые карты часто застревают, поэтому необходимо обращаться за помощью к служащим банка. В Китае во многих магазинах принимаются кредитные карточки. Но цена товар при оплате наличными ниже.

На Кубе обменивайте евро на кубинские песо, а не доллары. С ноября 2004 года доллар прекратил хождение (circulation) на Острове Свободы. Наличные доллары можно обменять в банках, но комиссия будет очень высока – 20%.

В Перу может быть проблемой разменять (to break up) деньги, получить сдачу (change) в кафе и магазинах. Владельцы магазинов и официанты даже в Лиме и Куско могут отказаться принимать большие банкноты, поэтому используйте любую возможность разменять деньги и всегда носите с собой мелкую наличность (petty cash).

Нелегальный обмен денег или чёрный рынок существует в Лаосе везде, но разница в обменном курсе в банке и на улице так невелика, что туристам не стоит рисковать (not worth the risk).

Translate the sentences.

1. Преимущество дорожного чека – это то, что турист может приобрести его за пять минут в отличие от пластиковой карты, которая изготавливается как минимум 5 дней.
2. Недостатком чеков являются меньшая сеть приема к оплате по сравнению с развитой сетью банкоматов по всему миру.
3. Если Вы потеряли или у Вас украли чек путешественника, позвоните в международный call – центр и поставьте свой чек в stop-list. Вам назовут ближайший банк, где Вы можете получить деньги по квитанции.
4. Курс дирхама (Dhs) в ОАЭ к доллару всегда одинаковый и составляет 3,65 Dhs за \$1.
5. Ты заплати, а я буду тебе должен 20 долларов, когда я сниму (to draw out) деньги в банкомате, я тебе их верну.
6. Этот банк предлагает самый выгодный обменный курс (exchange rate) сегодня.
7. В Турции карты Visa и MasterCard принимаются во всех ресторанах и отелях, но Amex практически бесполезен (useless).
8. Некоторые отели могут авторизовать определенную сумму на кредитной карте клиента.

SUMMARY

Identify the main currencies of the world.
Name advantages and disadvantages of different ways of payment: cash, by TC, by credit cards.
Explain the importance of automatic teller machines.

Unit 11

Telephone

- Making a telephone call
- Telephone etiquette

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Enquiry (Inquiry) – запрос, справка

A fair amount of out business comes from telephone inquiries. I'm calling to make inquiries about the availability of tickets to New York. Destination software allows tour operators to respond to inquiries with detailed travel options. Though the course was designed with North America in mind, the University gets inquiries from people of many countries.

Emergency – непредвиденный случай, критическое положение

The company provides full 24/7 service for emergency bookings and changes. Register your travel and contact details, so we can contact you in an emergency. In the case of extreme emergency call 911.

Hotline – горячая телефонная линия

In many parts of the world, an emergency service can identify the telephone number that a call has been placed from.

The 24-hour hotline has volunteers on duty to talk to callers about personal problems.

New 24 hour telephone hotline for tourists launched by the Israel Ministry of tourist to provide tourists with information, directions and assistance in emergencies.

READING

Read and translate the text.

Making a telephone call

When you make a telephone call you lift the receiver. Then you dial the number. If you don't know the number you can look up in the telephone directory. If you can't find it there you can call directory inquiries.

Making a call to a place far away is called a long-distance call. For most countries in Europe you can phone direct; first dial the international code-number.

If you don't have enough money you can ask for a person-to-person call and have the charges reserved. It means that the receiver of the call has to pay for it.

When there is a difficulty with the connection the operator may tell you to hold the line. If the person you want to call is already speaking to someone, the number is engaged. When somebody else answers the phone and not the person you expected to hear it may mean you have dialed a wrong number.

Read and translate the telephone etiquette.

1. Know the number before making a call. When in doubt consult a directory or the information operator.
2. Allow time to answer. Give the person you are calling enough time to reach his phone. A little patience may save you a second call.
3. Speak distinctly and in a normal tone of voice.
4. Answer promptly. Otherwise the caller may hang up and you might miss an important message.

5. Identify yourself. Do not merely say «Hello», give the name or the name of your firm.
6. Take messages for people who are not available there. Write down the name and telephone number of the person calling. Place the message where it can be seen.
7. Hang up gently. Slamming the receiver down is discourteous. Be sure the receiver is always replaced properly. Otherwise no calls can come through to you.

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- message
- extension
- direct line
- telephone directory
- Yellow Pages
- White Pages
- telephone booth
- receiver
- buzz
- regular telephone
- prank call
- hotline

TEST

Choose the most appropriate word and put it into a sentence.

1. If you don't remember the number, you can look it up in telephone.....
a) dictionary b) directory c) index d) register
2. Call us free.
a) fee b) fare c) payment d) toll
3. His phone must be out of order. We've been unable tohim
a) arrive at b) meet c) reach d) transmit
4. Would you.....a minute, please. I'll try to connect you.
a) hold on b) keep on c) stay on d) stop for
5. Can I...London direct from here, or must I ask the operator to get the number for me?
a) choose b) reach c) dial d) select
6. My telephone isso I shall have to ask my neighbor if I can use his.
a) off duty b) off limits c) out of order d) out of use
7. Where are you calling from? In can hardly hear you. Your voice is terribly...
a) dull b) fade c) faint d) pale
8. I'm sorry. No one called Mimi lives here. You must have...the wrong number.
a) dialed b) fingered c) pressed d) pushed
9. Mrs. Hello works as an operator at the local telephone.....
a) center b) exchange c) headquarters d) office
10. The telephone operator said she would put the caller....when the line was free.
a) forward b) in c) through d) up
11. I let the telephone ring several times before Ithe receiver.
a) lifted away b) picked up c) raised up d) took out
12. Is there a phone.....anywhere near here, please?
a) box b) compartment c) room d) shop
13. Hello! The University? Could I speak to Professor Kirkwood on233, please?
a) branch b) exchange c) extension d) system

FACTFILE

The first emergency number system to be deployed was in London on June 30, 1937.

14. In the middle of the call the line went.....
 a) dead b) deaf c) dumb d) flat
15. I've tried ringing four or five times, but still can't.....that number.
 a) get on to b) get through to c) go along with d) go on to

TRANSLATING

Translate the sentences from English into Russian.

1. Hold on, I am putting you through.
2. Can you call back later, please?
3. You've got the wrong number.
4. Do you mind if I use your telephone?
5. When is a good time to ring up?
6. Sorry, I will leave you for a moment I must make an urgent call.
7. Could you give the phone to Mr. Johns?
8. I couldn't reach you yesterday.
9. Dial the number of the firm and then the extension 421.
10. Kenya's telephone system is improving, though lines are often engaged.
11. Public telephones in Brazil are called «orelhoes» (big ears). They come in two varieties: red for local calls and blue for inter-urban.
12. Local calls are free, and long-distance China-wide calls are fairly cheap, but international calls cost at least ¥ 16 a minute.
13. Telephone rates in Philippines are fixed and charged in US dollars by the «pulse». A pulse is equivalent to six seconds.
14. Off-peak rates generally start about 10 p.m. For international calls and last till about 7 a. m.
15. Announcements are now common on trains and cinemas asking customers to refrain from using their mobiles, though they are often ignored.
16. The Japanese are masters in the art of keeping in touch, but for a high-tech nation their communications infrastructure can at times seem rather old-fashioned. Only in some restaurants and coffee shops you 'll find antique dial phones.

Translate the sentences from Russian into English.

1. Во всех странах Евросоюза, кроме Болгарии, телефонный номер экстренной помощи одинаковый -112.
2. Если кто-нибудь позвонит, пока секретаря нет на месте, не поднимай трубку.
3. Не кладите трубку, я Вас соединяю.
4. Запрещено разговаривать по мобильному телефону, когда вы ведёте машину.
5. Она не захотела со мной разговаривать и положила трубку.
6. Оператор сейчас занят, Вы не могли бы перезвонить через 15 минут?
7. Если в Египте Вы звоните за границу в отеле, цена будет в два раза выше, чем в телефонных будках (phonecards booths), которых достаточно много во всех больших городах и на курортах.
8. В Аргентине у всех телефонов международный доступ (access), поэтому дозвониться до другой страны легко.
9. В Японии напряжение в сети 110 вольт, поэтому вы не сможете зарядить (to charge) ваш мобильный телефон. Чтобы не остаться без связи стоит взять мобильный телефон в аренду (to rent) или купить местный, который стоит недорого.

SUMMARY

Discuss the rules of telephone etiquette, how to start and finish the talk politely.
 Identify and describe the ways of connecting with Russia from other countries(hotel telephones, public telephones, mobiles).

Unit 12

Cultural stereotypes

- Learning English
- Cultural stereotypes
- American people
- Peculiar words and expressions describing people of some countries

READING

Read and translate the text.

Learning English

If you are learning English because you intend to travel do not try to speak English perfectly and do not be afraid of making mistakes.

Ninety percent of the whole world speak broken English. But if you study English to use it at work later you should have the level of fluent English.

On the whole there are 3 main levels: basic (when you understand the simplest expressions and when you can express yourself on the low level), intermediate (when you know grammar and your vocabulary is about 2,000 words) and fluent or advanced level.

Learning a language you must train reading, writing, listening comprehension and speaking. If you know how to write and to read a word it doesn't mean you can use it in your speech easily, because you have passive vocabulary (words you understand when they are used by other people) and active vocabulary (words which you can use in your speech you do not forget them). You need a constant practice to master your active vocabulary.

Answer the following questions.

1. What are the main purposes of learning a foreign language?
2. What does it mean to have a fluent level of language?
3. What is the difference of a passive and active vocabulary?
4. What are the ways of training spoken English?

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- listening comprehension
- advanced
- broken English
- intermediate
- dictionary
- vocabulary
- accent
- workbook
- native speaker

TEST

Choose the most appropriate word and put it into a sentence.

1. She was the..... student in the class who could speak English.
a) alone b) one c) only d) single
2. If you want to learn a new language you must.....classes regularly.
a) attend b) assist c) follow d) present
3. Spanish is the.....language of many people living in Latin America.
a) home b) nature c) natural d) native
4. They are learning English, but they haven'tmuch progress.
a) done b) got c) made d) performed
5. There was a greatin his English.
a) escalation b) rise c) increase d) improvement
6. If you don't know how to translate that word,in the dictionary.
a) show it up b) look it up c) make it up d) give it up
7. Don'tto correct me if I make a mistake.
a) hesitate b) tremble c) pause d) mind
8. The teacher was impressed by the overseas student whose English was.....
a) impeccable b) infallible c) irreproachable d) spotless

READING

Read and translate the text.

Cultural stereotypes

Different countries have different patterns of behavior. As the world shrinks because of globalization, it behooves us to learn nuances of other nations. To do so is the most fundamental way of showing respect. Tourists need to be provided with information about culture of those countries they intend to visit.

And though many tourists have little interest in digging deep into their host country's economic, social or political roots, they can't be absolutely ignorant about their destination.

Getting through customs in a foreign country is a lot more difficult than just filling out a declaration form. It means navigating a series of cultural booby traps. It means understanding that although people everywhere are the same biologically, they can be worlds apart in their habits and traditions.

An Australian taxi driver will be offended if you sit in the back seat rather than up front next to him. It stems from Australians' disdain of class distinctions.

Crossing legs and showing soles of the shoes in Muslim countries is unacceptable, they see feet as unclean. It is unacceptable to eat with your left hand in India, they eat with their right one; their left hands are reserved for other matters, including after-toilet cleansing.

The American OK sign (to curl the thumb and index finger into a curl and point the other fingers up ward) is not OK in Germany, Malta, Greece, Turkey, Russia and the Middle East.

So, travel, enjoy your stay and be wary.

Read and translate the text.

American people

The USA is a country of great diversity, self reliance, independence, resourcefulness, pragmatism and novelty. The American people are com-

comfortable with change. In America, the new is better than the old; taking charge is better than a safe job; making money is superior to inheriting it.

Many newcomers to the USA may be surprised by the varieties of skin color they see, but Americans take it for granted. Racism and prejudice are still serious problems; however, most Americans believe in the ideals of equality and mutual respect.

To start with nothing, to work hard, and then to make a fortune – this is the American dream. The bad result of it is that many people are workaholics. They never seem to stop working.

Ask an American man to choose between losing his house and losing his car, and he might easily choose to keep his car. A car gives you freedom, and freedom is what Americans want most of all.

Americans always try to be punctual. Students displease their teachers and employees displease their bosses very much when they arrive late. Americans are very impatient to wait for somebody.

Americans really love money. They like to make it, to spend it on luxurious things, but they can be very generous to donate money to good causes.

Americans believe that «honesty is the best policy». They are direct and assertive.

Americans have the practical outlook. They admire what is fast, efficient and new.

Answer the following questions.

1. What are Americans like?
2. What do Americans like?
3. Is there really a national character of American people?
4. What is the American dream?
5. Compare traits and behavior of American and Russian people.

SPEAKING

Different countries are associated with peculiar words and terms. Do you agree with them? Describe the peculiar features of people of various countries.

The USA

- Hollywood smile
- President; democracy
- American dream
- wealth or prosperity
- money
- business
- pragmatism
- Statue of Liberty; freedom; independence
- skyscrapers
- Coca-Cola and hamburgers
- fast food (junk food)
- fat people

Germany

- war; Hitler
- racial superiority
- the Berlin Wall
- cars
- punctuality
- order
- beer and sausage

Britain

- mist or fog (foggy Albion)
- conservative
- Shakespeare
- double deckers
- tea time
- monarchy; the queen
- Sherlock Holmes; Baker Street
- parliament
- men are gentlemen and women are ladies
- football
- Navy

Italy

- pizza, spaghetti
- pasta and anti-pasta
- cappuccino
- Renaissance
- Rome, Vatican
- Catholicism, church, Pope
- music
- Venice
- Sicily; mafia

Russia

- Motherland
- large and unpredictable
- the Siberia
- folk fairy-tales
- birch
- natural resources
- winter, snow
- the Kremlin
- mess
- New Russians
- customs and traditions
- drunkards

China

- about 2 billion people
- the Great Wall
- Tiananmen – the largest square in the world
- Chinese emperors
- green tea
- hieroglyphs
- rice
- cheap workers
- dragons
- pearl
- rickshaw
- ceremonies

Spain

- bulls, corrida
- siesta
- fiesta
- the sun
- leisure
- gaspacho; paella
- flamenco
- olives
- temperament; passion; jealous
- macho
- Salvador Dali
- Sagrada Familia

France

- Paris – to see and to die
- Eiffel Tower
- art
- Louvre, the royal palace and the biggest museum in the world
- fashion
- love
- liberty
- vine; champagne
- perfume
- courtesy

TRANSLATING

Translate the sentences from English into Russian.

1. Some regs in Singapore can seem extreme for foreigners: neglecting to flush a public toilet, jaywalking, chewing gum and eating out on the subway carry sizeable fines.
2. Spanish, African, West Indian, Chinese, Indian, European-all have contributed to a compelling cultural mix in Panama, creating perhaps the most cosmopolitan, open-minded and outward-looking society in Central America.
3. Foreigners will always remain «outsiders», no matter how long they've lived in Japan or how proficient they are in the language and social behavior.
4. Filipinos pride themselves on their hospitality and are always ready to share a meal or a few drinks. They are outgoing people and are not afraid of asking personal questions.
5. Singlish, or Singaporean English, is a product of Singapore's ethnic melting pot which blends English with speech patterns, exclamations and vocabulary of Chinese and Malay.
6. The Chinese have almost no concept of privacy. People stare at each other. Even in toilets they chat with neighbors. The desire of some Western tourists to be « left alone» is interpreted as eccentric and arrogant.
7. South Korea, long known as the Hermit Kingdom because of its desire to remain isolated from the non-Korean world, has recently emerged as a significant tourist country in terms of both outbound and inbound travel.

Translate the sentences from Russian into English.

1. Без всякого сомнения, в настоящее время английский язык номер один в мире.
2. Общий словарь в языках высокоразвитых стран состоит из примерно 200 тысяч слов.
3. Опыт изучения языков показывает, что 400-500 наиболее часто употребляемых в речи слов, может покрыть до 90% того словаря, который нужен людям для ежедневного общения.
4. Не плохо знать и понимать идиоматические выражения иностранного языка, но необходимо быть осторожным, употребляя их в речи, чтобы не звучать «коряво» (clumsy) или как говорит малайская поговорка «не насмешить крокодилов».
5. До недавнего времени Европа преувеличивала свою роль в истории человечества, забывая о таких языках как арабский, санскрит и китайский.
6. Грубые слова (filthy words) употребляются довольно часто, их можно слышать в средствах массовой информации. Многие состоят из 4 букв, поэтому их так и называют – «four-letter words».
7. Неправильное произношение – это большой недостаток из-за которого Вас могут просто не понять.
8. Большим препятствием (obstacle) для того, чтобы начать общаться на иностранном языке является неуверенность в себе.
9. Филиппинцы могут согласиться прийти на обед или вечеринку и забыть об этом. Перезвоните им, подтвердив приглашение, или повторите несколько раз.
10. Если японец разговаривает с Вами по-английски, очень важно все время кивать. Если этого не делать, а только внимательно слушать, он подумает, что Вы его не понимаете.
11. На Маврикии 3 государственных языка: английский – официальный, самый распространенный – французский, на нем издаются газеты и журналы, жители острова для повседневного общения используют креольский.
12. Люди во Вьетнаме очень дружелюбны, туристам ничего не угрожает, кроме карманных воришек, которых много в Сайгоне и других туристических центрах.
13. Самый употребляемый язык в Индии – английский, тем не менее в стране 16 официальных языков.
14. За пределами курортов Ямайки следует быть особенно осторожными в общении с местными жителями. Уровень жизни населения в стране чрезвычайно низок.
15. Уроки английского на пляже – новая услуга в языковых школах Мальты, называются такие уроки – Open Classes.
16. Таиланд – безопасная страна, но следует быть осторожным в местах скопления народа. Женщинам лучше не быть в одиночку в банкогском аэропорту.
17. Корейцы предпочитают путешествовать группами и пользоваться услугами гидов, так как большинство не говорит даже на английском языке.
18. Bbq – barbeque – популярный способ общения в Австралии, приглашенные на barbeque могут прийти со своей едой и напитками.

SUMMARY

Express your opinion how to learn a foreign language and how to get a fluent level. Identify ways, means, duration of learning. Discuss the necessity of understanding cultural stereotypes while doing business with other countries.

Unit 13

Car Rental

- Car rental abroad
- Hertz worldwide

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Vehicle – транспортное средство

Before renting a vehicle, it is important to know your rights and responsibilities. California requires the manufacture of a new vehicle to provide a warranty that covers the cost of repair during the warranty period.

Parking lot – место стоянки

David doesn't enjoy having a room with the view at the parking lot. The airport complex contains several parking lots for the travelers' convenience. In the USA a grocery store can look absurdly small in comparison with the huge parking lot designed for its customers.

Pick-up – забрать (машину)
Drop-off – оставить (машину)

Premium passengers on Northwest's new London-Seattle route can take advantage of a free pick-up or drop-off chauffeur service at Heathrow. In Abu Dhabi travelers can shop while waiting to collect their luggage or pick up a range of luxury products before departure. We collect you from a pick up point close to your hotel with one of our coaches. Upon arrival, international flight passenger may pick up luggage at the left wing of the airport terminal.

Traffic jam – пробка на дороге

In cosmopolitan cities, traffic jams increase 30% faster than roads are built. A solution to ever-growing traffic jams is unlikely to come soon.

Liability – обязательство, ответственность

In a case of an accident do not admit liability or give money to any person. The rented vehicle is covered for the third part liability in accordance with the law.

Fine – штраф

Failure to register may result in significant delays and fines upon departure. Penalties can include hefty fines and imprisonment. Hefty fines are imposed on tourists purchasing counterfeit goods while visiting Italy.

READING

Read and translate the text.

Hertz worldwide

In September of 1918, the pioneer of auto renting, Walter L. Jacobs, opened a car rental operation in Chicago. He started with a dozen cars and within 5 years he expanded his business and got annual revenues of about \$ 1 million.

In 1923, Jacobs sold his car rental business to John Hertz, President of Yellow Cab and Yellow Truck and Coach Manufacturing Company. Jacobs continued as Hertz's top operating and administrative executive.

In 1970, Hertz established its Worldwide Reservations Center and Hertz Data Center in Oklahoma City. Hertz went on-line, 24 hours a day, 365 days a year, all over the world.

Today, Hertz car rental is the world's leading vehicle rental organization, which is represented in 150 countries and operating from 8,100 locations. Hertz offers a wide variety of current-model cars. Rental offices are situated at airports, in downtown and suburban business centers as well as in residential areas and resorts. In Russia Hertz has its offices in 14 cities and whole car park includes more than 1270 automobiles.

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- parking lot
- mileage
- driving license
- CDW
- pick up location
- drop off location
- traffic jam
- traffic regs
- traffic lights
- filling station

TEST

Choose the most appropriate word and put it into a sentence.

FACTFILE

The world's largest rental car firm, Enterprise (the USA) was founded in 1957. It is family-originated and owned, and it has remained under the same form of ownership since its founding.

US tourism website www.travelandleisure.com made a research between travelers. It shows, that the world's most popular car rent companies are:

- Hertz
- Avis
- Enterprise

1. Your driving license is....., you should apply for a new one.
a) out of order b) off balance c) out of date d) up to date
2. My car won't start! The battery is flat! Could you give me a....
a) kick b) push c) jerk d) incentive
3. Don't forget to use your
a) mirror b) glasses c) signs d) indicators
4. We'd better start early, we don't want to risk getting caught in the traffic.....
a) jam b) light c) cork d) plug
5. Get the car off the road on to the verge if you have aDon't leave on the road.
a) juncture b) blunder c) puncture d) failure
6. The police have a right to ask a driver to take atest.
a) breath b) HIV c) pregnancy d) knowledge
7. I came t the supermarket, but the parking lot was.....
a) braked b) packed c) cracked d) hacked
8. Can Imy car at the airport drop off location?
a) park b) throw c) dump d) leave
9. If you find yourself skidding better use yourvery carefully.
a) brakes b) brains c) frames d) trains
10. I have.....petrol. Could you give me a lift?
a) run out of b) jump out of c) drop out of d) get out of

ADDITIONAL TASK

Give the corresponding American words or expressions.

- | | |
|---|---|
| <p>British</p> <ul style="list-style-type: none"> • to hire a car • car park • petrol | <ul style="list-style-type: none"> • petrol station • crossroads • motorway • hold up |
|---|---|

- driving licence
- No overtaking
- pavement
- traffic lights
- taxi
- subway
- underground, tube
- number plate
- to give a lift
- lorry
- city center

TRANSLATING

Translate the sentences from English into Russian.

1. A car rental contract may stipulate that the renter will be responsible for damage to the car caused by reckless driving.
2. Taxis are under the airport management's supervision, which guarantees that rates are supervised, and passengers are served by reliable and polite drivers.
3. The safest roads are in Switzerland. The most dangerous roads are in China.
4. Many car accidents occur in Egypt because of reckless driving.
5. My uncle will pick me up at the airport.
6. Driving a car can be a relatively cheap way of getting around if there are two or more of you, and in many parts of South Africa it is the only realistic option.
7. CDW-collision damage waiver can be expensive, increasing the basic rental cost by up to 20%, in Canada it can exceed 50% of the cost. The rental company's damage waiver covers accidental damage as long as the renter complies with the rental contract.
8. The price includes CDW and unlimited mileage.
9. So as you hit the road in search of fun and adventure, no matter where you end up, our company will be there to roll out the red carpet for you.
10. Drivers in Argentina frequently ignore traffic laws and vehicles and often travel at excessive speeds. The rate and toll of traffic accidents has been a topic of much media attention over the past years.
11. After the Second World War left-driving Sweden felt increasing pressure to change sides in order to conform with the rest of the continent. The problem was that all their neighbors already drove on the right side and since there are a lot of small roads leading into Norway and Finland, one had to remember in which country one was.
12. Traffic in Malaysia is heavy during the morning and afternoon rush hours and slows down considerably in the evening.
13. Speeding greatly increases the risk of death or injury in accidents.

Translate the sentences from Russian into English.

1. Заказ автомобиля за границей может быть сделан с помощью компании Hertz. Мы гарантируем получение подходящего автомобиля по разумной цене.
2. Компания берет на себя все задачи по организации транспортного обеспечения на самом высоком уровне.
3. Если Вы много путешествуете по миру, Вы можете стать участником Hertz №1 Club получить ряд привилегий и 15% скидку на прокат автомобилей.
4. Международные водительские права в Китае недействительны, поэтому разрешается арендовать машину только с личным водителем.

5. В Индии лучше и удобнее летать самолетом, чем ездить на поезде или общественном автобусе. Если вблизи места назначения поездки нет аэропорта, безопаснее заказать машину с личным шофером или взять такси.
6. Не беспокойтесь по поводу такси, мы отправим машину забрать Вас в аэропорту.
7. Водители-иностранцы в Австралии должны быть старше 21 года, иметь при себе международные водительские права, а также паспорт с визой.
8. Такси – довольно дешёвый вид транспорта в Таиланде, но с водителем лучше договариваться о цене заранее.
9. В Сингапуре нужно строго следовать правилам дорожного движения (to obey traffic regulations), в машине пристёгивать ремень безопасности, иначе придётся заплатить большой штраф.
10. Общественный транспорт в Мексике, особенно такси и городские автобусы часто не соблюдают (to comply with) правила дорожного движения. Превышение скорости (overspeeding) и игнорирование сигналов светофора – обычное дело в больших городах.
11. В Малайзии все такси имеют счетчики (taximeter), но пассажиры платят немного больше официальной цены в часы пик (rushhour), и когда идет проливной дождь (to pour).
12. Большинство водителей в Египте игнорируют красный свет светофора, правил дорожного движения здесь не существует, каждый едет и поворачивает как хочет.
13. Иностранцы и международные водительские права не признаются в Арабских Эмиратах, поэтому взять машину напрокат для туриста невозможно.
14. Япония – одна из самых дорогих стран мира. Проезд по платному шоссе (toll highway) стоит приблизительно 70 центов за километр; высоки цены и за общественный транспорт.

SUMMARY

Discuss the advantages and disadvantages of renting a car while abroad.
Discuss the importance of car rental companies for the promotion of tourism.
Having rented a car abroad and got in a car accident what is the reasonable behavior of a foreigner?

Unit 14

Taxes

- Types of taxes
- Tax refund for tourists
- Taxes in the hospitality business

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Refund – возврат суммы, возмещение

We kicked up a fuss (закатили скандал) and they refunded most of the fare. As soon as I get home I will refund all money immediately. So although airlines generally don't refund tickets (and remember, tickets can't be transferred to someone else) it is possible to handle each case individually on a case-by-case basis.

Refundable – подлежит возмещению

We bought two nonrefundable first class round-trip tickets to Hawaii from Delta for the middle of September. Fees are non-refundable even if your application is unsuccessful. On collection of the car a security deposit is required which is fully refundable provided the vehicle is returned on time, undamaged and with a full fuel tank.

Reimburse – возвращать, возмещать

To our surprise, BA refused to reimburse all expenses. The company will reimburse you for all your traveling expenses.

READING

Read and translate the text.

Taxes

Modern states are welfare states with an aim of attaining highest welfare.

Tax is a financial burden generally collected by Government from individuals. Taxes are levied upon property, personal assets, income and upon sale and purchase of goods.

Taxes can be direct (those taxes which cannot be shifted by the taxpayer or someone else) and indirect (those taxes which can be shifted totally to another person by the person actually liable for the tax payments).

Direct Taxes include Property Tax, Income Tax, Inheritance Tax and others.

Indirect Taxes are Sales Tax, VAT, Excise Tax and others.

There are three main taxes that affect people in industrialized countries.

Income tax is when the government takes a proportion (usually 20%) of your pay, before your boss actually pays it to you. Income tax in Britain is progressive. It means that the more you earn the more the government takes. If you are a well-paid doctor or solicitor, then you can expect to lose forty percent of your salary to the taxman.

The second main tax is **VAT** (value added tax). This tax is levied on most goods and services such as clothes, cars, etc. This tax affects everyone in the same way.

A third tax is **Excise Duty**. This is a special tax on tobacco, alcohol and oil. Even if the price for these goods goes up the demand doesn't change much as people consider them essential for their lives.

Most money is earned by the government from income tax. And if people avoided paying tax then there would no roads, no hospitals, no police, no country.

Answer the following questions:

1. What are main taxes in Russia?
2. Is it fair that the most successful members of society should pay more in tax than others?
3. Is it right that foreigners should reimburse their money and not pay VAT when they travel?

Read and translate the text.

How to shop tax free

Global Refund is the world wide leader of tax refund. The company has offices in 32 countries. Duty free shopping is one of your privileges because you are not a citizen of European Community. The only way of getting your money back is doing 3 easy steps.

1. In a shop. If you buy goods in shops with the sign «Tax Free Shopping», ask for a receipt «Global Refund».

2. At the Customs. Leaving the country show your purchases, receipts and your passport to the Customs officers. They should put a seal «Global Refund» on your receipts. The Customs officers are well informed about the system «Global Refund».

3. Your tax refund. You can choose how to get your money. One way is the immediate cash refund in the nearest Cash Refund Office. Many countries have such offices at airports. Another way is tax transfer to your credit card. In this case you should inform Refund Office about the number of your credit card or your bank account.

Be careful when a shop keeper informs you that you can have your tax in the shop. It is just a discount, only Global Refund Offices are entitled to recompense VAT to non-residents.

Enjoy your rest and reimburse your money.

SPEAKING

SPECIAL TERMS

Explain the following words and expressions.

- tax
- VAT
- tax collector
- duty free
- expense
- excise duty
- drop off charge
- tax refundable
- non-refundable tickets
- total

Look at the approximate percentage of tourism taxes in industrialized countries. What other taxes can you add?

1. Hotel/Lodging tax – 15%
2. Restaurant tax – 7%
3. Auto rental base sales tax – 7%
4. Airport Concession Fee – 10%
5. Off Airport Fee – 8%

Hotel occupancy taxes or « room (bed) taxes» as they are often called, existed in the USA for more than 50 years, but have become most popular since the late 1960s. These taxes are levied on guests and there is no tax burden on the community s citizens.

France ponders luxury hotel tax. France is considering taxing luxury hotels to fund restoration work for hundreds of ageing historic buildings. 70% of luxury hotels are used by foreigners and a tax of 3 Euro on four star hotels can solve the problem with restoration of French heritage.

TRANSLATING

Translate the sentences from English into Russian.

1. When leaving Australia you will have to pay a departure tax of AUS \$20 (children under 12 are exempt).
2. This tax is not included in the airline ticket, so the tax is due upon departure from Aruba.
3. It is important for Europe because the VAT requirements differ in every state.
4. Effective tax planning is one area that may help to reduce overall costs.
5. Purchases of foreign tourists for more than 100 are entitled to refund.
6. What VAT expenses can be reimbursed?
7. VAT rates in Europe range as high as 25%.
8. Business travel costs such as car rentals, hotel accommodation, meals, gas expenses, telephone talks are usually reimbursed by companies.
9. In Israel to make things easier for travelers, most hotels, hostels, car-hire companies and airlines quote their rates and accept payment in US dollars, and paying in US dollars will save you the 17% VAT.
10. No arrival tax is collected upon entry into Colombia, but travelers leaving by plane must pay an exit tax at the airport, in cash. The tax varies with the dollar/peso exchange rate, but is usually between \$50 and \$70.

Translate the sentences from Russian into English.

1. Иордания взимает налог с индивидуальных туристов, если они пробыли в стране больше одного дня. Сумма налога-5 иорданских динаров. Если вы пользовались услугами компании « Иорданские королевские авиалинии» этот налог платить не нужно, так как он включён в стоимость авиабилета.
2. Прибывая в Доминиканскую республику русские граждане на границе должны показать иностранный паспорт, ваучер в отель и уплатить въездной налог \$10, приобретая туристическую карточку в аэропорту. Выезжая также нужно заплатить \$20 как налог.
3. На Ямайке турист платит 20\$ США по прибытии и аэропортовый сбор при выезде тоже 20\$ США.
4. Налоги включены в счет?
5. Сумма налога, подлежащая возмещению (pertaining to refund) варьируется в Европейских странах.
6. Forbes Traveler изучил, какие налоги платят посетители в США. Это может быть налог на гостеприимство, курортный сбор, плата за парковку (даже если Вы не пользуетесь машиной), налоги на электричество, сейф в номере и Wi-Fi.
7. На скрытых (hidden) налогах в прошлом году американские отельеры заработали около \$2 миллиардов.
8. Налог не возмещается на продукты питания, спиртные напитки, все виды услуг.

SUMMARY

Identify what taxes can increase the price of a tour.
Discuss the reasons why travel and tourism industry is so highly taxed.
Describe how taxes are refunded to tourists.

Unit 15

Destinations

- Information about the best and the most interesting places of the world
- Top five of 5 cities
- Presenting Moscow to a foreign guest

LEAD-IN**The most**

1. Countries—leaders in tourism: Austria, Switzerland, Germany, Australia, Spain.
2. The most expensive city is London.
3. The most boring city is Brussels.
4. The dirtiest city of Europe is Bucharest.
5. The cheapest country for living especially for retired people is Malaysia.
6. The most unfriendly city of Europe is Moscow.
7. The most tremendous city of the world as a mixture of luxury and exotics is Hong Kong.
8. The most expensive sea cruise is to Antarctica (\$ 954 per person per night).
9. The most extraordinary hotel is situated in Kenya, in the outskirts of the capital Nairobi. It is called «Giraffe Manor». It is the unity of the nature and guests. Giraffes walk everywhere on the territory of the hotel and even eat from the plates of guests.
10. The smallest hotel is Hotel Ever land (Paris). It is on the roof of the museum Palais de Tokyo. It has only 1 room.
11. The scariest museum is in Prague. It's a museum of medieval tortures.
12. The strangest museum in the world is the museum of toilets (New-Delhi, India). It reveals the history of toilets since 3.000BC.
13. The most popular entertainment park is Disney's Magic Kingdom (Orlando, the USA). 17 million people visited it in 2007.
14. The best city-breaks (tours of 1 day) are Amsterdam, Barcelona, Berlin, Copenhagen, New York.

VOCABULARY

Read and translate the collection of examples to see how the words are used in sentences.

Paradise – рай

Costa Rica is a paradise for tourists, besides the well developed tourism infrastructure, Costa Rica offers a well established system of protected areas for nature lovers, a great variety of adventures for everyone.
In Emirates Palace Abu Dhabi you can breathe the air of luxury that fills every corner of this serene paradise.

Diversity – разнообразие

London is famous for its cultural and social diversity.
One of the most enjoyable aspect of Paris is the diversity of places to eat out.

Hot spot – увеселительное заведение

I think Turkey might be hot spot for holidaymakers this year.
The emergence of Eastern Europe as a tourist hot spot has had a positive impact on Montenegro's economy.
Visiting some of the world's hot sports often leaves us feeling stressed out and ripped-off thanks to pickpockets, endless crowds and expensive tickets.

Skyscraper – небоскрёб

Home Insurance Building (1885) in Chicago is generally regarded as the world's first skyscraper.

Taipei 101 is a 101-floor landmark skyscraper located in Xinyi District, Taipei, Taiwan. Its postmodern style combines both Asian and international elements. Its safety features enables it to withstand typhoons and earthquakes.

Burj Dubai is a skyscraper under construction in the Business Bay district of Dubai, United Arab Emirates, and is the tallest man-made structure on Earth. Current height (as of September 1, 2008) reached 688 m with 160 completed floors. The projected final height of Burj Dubai is officially being kept a secret due to competition from other buildings under construction

Ferry – паром

Ferry travel grows in popularity with holidaymakers.

If you think of visiting Ellis Island and Liberty Island there are regular ferries.

The Star Ferry service operates a fleet of ferries between the island of Hong Kong and Kowloon.

The fast ferry takes approximately 40 minutes to carry passengers from Tarifa to Tanger or from Algeciras to Ceuta.

The boost in ferry travel suggests that many holidaymakers are using ferries as an alternative to travel by air.

READING

Read the texts about the best tourist attractions of 5 cities.

Madrid

Madrid is an ideal city-break destination. Walking around the city a holiday-maker will enjoy fabulous architecture and interesting museums.

1. Museo Nacional del Prado is considered to be one of the greatest museums in the world. It contains one of the oldest collections of art in the world. Entry is free on Sunday.
2. Palacio Real – Royal Palace is a very impressive palace but it is only occasionally used by the Spanish royals. It has over 2,000 sumptuously decorated rooms. Guided tours are available.
3. Telefrico – Madrid Cablecar was originally built as part of a fairground attraction in 1969. You'll see the city from a height and travel 2,5 km during an 11 minute ride.
4. Madrid bullfight. A trip to Madrid can't be complete without a visit to a bullring.
5. Plaza Mayor is the Madrid's main square. It was used as a market place, for bull fights and royal coronations.

Paris

Paris, the European capital for love and romance is ideal for a weekend get-away. If you are a first time visitor, do not leave Paris without visiting some of these must-sees:

1. Eiffel Tower. It was built for the International Exhibition of Paris of 1889 to commemorate the centenary of the French Revolution. It was opened by the Prince of Wales (later King Edward VII of England). The design, the brainchild of Gustave Eiffel, was chosen out of 700 proposals. The tower is 300 metres high. The tower has 3 platforms, the extremely expensive restaurant Jules Verne is on the second platform. The top platform has a bar, souvenir shop and the office of Gustave Eiffel.
2. The Louvre Museum. The biggest museum in the world. It's a magnificent art gallery, a former royal palace.
3. Notre Dame Cathedral is a gothic masterpiece dates back to the 13th century.
4. Sacre-Coeur is a stunning landmark in Montmatre, this 19th century basilica was built by the French Government after the Franco-Prussian War. It features a huge medieval dome from where visitors can see fantastic views.
5. The Catacombs are a network of subterranean tunnels that were once the refuge of bandits and smugglers.

Istanbul

If you visit Istanbul start at the Sultanahmet District, the heart of the old section of Istanbul where there are many attractions including Topkapi Palace and the blue Mosque and the most popular restaurants.

1. Hagia Sophia Museum / Church. This architectural marvel displays 30 million gold tiles throughout interior, and a wide, flat dome which was a bold engineering feat at the time it was constructed in the 6th century.
2. Grand bazaar. It is a huge market, shopping Mecca. It is a part of the Turkish culture and it contains over 4,000 shops.
3. Topkapi Palace. It is the enormous palace, the Imperial residence of ottoman sultans for almost 400 years.
4. Blue Mosque (Mosque Sultan Ahmet Camii). It is nicknamed the Blue Mosque because of the color of its tens of thousands of interior tiles. It is the masterpiece of the early 17th century with many domes and six minarets.
5. The Bosphorus. It passes along the shores of Istanbul, 20 miles in length and it is the physical divider between the continents of Europe and Asia.

Rome

Being the Eternal City Rome is a modern, historic, cosmopolitan and very busy metropolis. With must to offer here are top ten must-see suggestions.

1. Colosseum is a well preserved monument of ancient Rome. The amphitheatre was built around 2000 years ago to accommodate some 50,000 spectators to witness the slaughter of wild beasts and bloody contests by gladiators.
www.the-colosseum.net
2. Roman Forum was the marketplace of Rome as well as the business district and civic center. It included temples, a senate house and law courts. When the Roman Empire fell, the Forum declined and eventually became buried and turned into pasture for cattle in the Middle Ages. Only columns and a few temples survived.
3. Trevi Fountain is one of the most beautiful and visited fountain in Rome. If you throw in a coin you will return to Rome.
4. The Pantheon – The Sphinx of Rome was built in the first century AD during Hadrian’s reign, it was built as a temple for pagan gods.
5. Vatican Museums are the biggest collection of art in Rome.
www.vatican.va

Dubai

Once upon a time, Dubai was just a sleepy trading post, mostly made up of sandy desert. Today it is built up with skyscrapers, shopping malls and luxurious hotels.

It was all the brainchild of the enterprising Sheickh Maktoum who realized that oil reserves were one day going to run out and a new revenue stream would be needed to fund the future of Dubai. What better way to entice overseas money that to make a hedonistic playground for the rich.

Here are some must dos for any visitor to Dubai:

1. Dubai Creek. Catch an abra (a small water taxi) and take a trip along the Dubai Creek. This sea water inlet cuts through Dubai and it’s the quickest way to become acquainted with the old trading port.
2. Dubai Museum in Al Fahidi Fort. Here there are countless pictures of Dubai before the developers changed it. There is also life size displays portraying various aspects of life in Dubai.
3. Mall of the Emirates. This marble clad mall has all the designers selling their wares. This is also home to Ski Dubai which has five powder pistors and the world’s first indoor black run. There is also a chair lift

and two Alpine – themed restaurants. You can hire the entire gear (except gloves) for around \$35.

4. Burj Al Arab is the world famous iconic hotel, shaped as a sail. It is 321 metres high and it is definitely the highest, one of the most expensive, having 7 stars.
5. Palm Islands. They say Palm Islands are so big you can see them from space. The 3 islands interconnect with bridges. The Palm Jebel will have an aquatic park, the Palm Jumeirah has a mix of residents and hotels and the Palm Deira will be mostly residential with over 7000 villas.

SPEAKING

Present Moscow to a foreign guest. Use the following plan.

1. Climate (seasons, temperature, rain/snowfall)
2. Getting around (metro, trains, buses, how to get to the center from the airports)
3. Sightseeing (museums, interesting places to visit, monuments, parks)
4. Entertainments (nightclubs, shows, theaters, festivals, concert halls)
5. Food and drink (cheap cafes and luxurious restaurants)

TRANSLATING

Translate the sentences from Russian into English.

1. Главная достопримечательность Рио-де-Жанейро – тридцатиметровая статуя Христа Спасителя на вершине горы Корковадо.
2. Сан-Паулу, самый большой город Бразилии, сравнивают с Нью-Йорком. Они похожи деловой жизнью в дневное время и развлечения ночью.
3. Природа Черногории заставляют забывать о «каменных джунглях» мегаполиса, а пляжи страны считаются самыми экологически чистыми в Европе.
4. Расположенный в восточной части Венгрии Дебрецен – второй по величине город страны после Будапешта и одновременно популярный курорт.
5. Современное название города, используемое во многих странах, – Beijing означает «северная столица» в переводе с китайского.
6. Первое упоминание о городе Эдо «средневековое имя Токио» относится (to date back) к середине 15 века.
7. Сэмюэль Джонсон в 1777 году написал: «Если Вы устали от Лондона, то вы устали от жизни, потому что здесь есть все, что только можно ожидать».
8. Вечный город Рим был основан в III веке до н.э. и располагался на семи холмах.
9. Фес – религиозный и торговый центр Марокко имеет самую большую Медину (средневековый мусульманский город) в мире. В настоящее время Медина находится под защитой (under protection) ЮНЕСКО.
10. Все в Лос-Анджелесе связана с Голливудом и кино: витрины магазинов, отели, рестораны и даже улицы с именами кинозвезд.
11. Мехико – гигантский город с населением более 20 миллионов человек. Центральная площадь – Сокало. Это одна из самых больших площадей мира, здесь находятся правительственные учреждения (institutions) президента страны – Национальный дворец.
12. Старая саксонская столица, город Дрезден серьезно пострадал во время второй мировой войны и на его реставрацию потребовалось много времени и средств. Каждый турист должен увидеть дворцовый ансамбль Цвингер, Земпер-Оперу и посетить Дрезденскую галерею.

13. Сердце старого Дели-Чандни Чоук, это торговый центр с узкими улицами и переулками, где можно купить изделия из золота, серебра и шелка. Нью-Дели отличается от Старого шикарными отелями, огромными магазинами и величественными (imposing) зданиями, такими как президентский дворец и здание Парламента.
14. Название тропического острова, государства и столицы Сингапур происходит от малайского слова «Сингапура» – город льва. Лучшие достижения (achievements) Сингапура – это самый большой в мире фонтан, самый высокий искусственный водопад в мире, самый оживленный (busy) в мире порт.
15. До 1939 года Таиланд был известен как Королевство Сиам. Слово «Thai» значит свободный, поэтому Thailand переводится как Земля Свободных.
16. Стамбул – уникальный город, расположенный одновременно в Европе и в Азии.
17. Гоа – самый маленький и самый уникальный штат Индии, жемчужина Индийского побережья. До 1961 года Гоа был португальской колонией. Здесь нет небоскребов, толп людей и суеты. Гармония – ключевое слово для атмосферы Гоа. Климат в Гоа – тропический, с двумя сезонами – сухим и дождливым. Лучшее время для посещений – с октября по март: воздух сухой, температура очень благоприятная 27-30°C.
18. Борнео – это остров, который делят (to share) Малайзия, Индонезия и Бруней.
19. Добраться на остров Бали до острова Ломбок можно на комфортабельном пароме (2 часа) или воспользоваться самолетом индонезийской компании Merpati Air (20 минут).
20. Самые популярные курорты в Индонезии – острова Бали и Ломбок. Они славятся широкими песчаными пляжами, богатым разнообразием природы, таинственными культурными памятниками, роскошными отелями и разумными ценами.
21. В сентябре 2008 года официально открыт самый высокий отель планеты Park Hyatt Shanghai, расположенный на верхних этажах 492-метрового Международного финансового центра Шанхая (The Vertical Complex City).
22. Широкая и длинная набережная (embankment) Promenade des Anglais – самая красивая в Ницце. Набережная повторяет береговую линию, от мыса с горой, замком, водопадом и смотровой площадкой до аэропорта.
23. Величественный дворец Тадж-Махал в Агре – это памятник любви (testimony to love), созданный Шах Джаханом в честь его любимой жены Мумтаз Махал в 17 веке.
24. Пляжи в Австралии делятся на семейные и топлесс. Естественно, на семейных пляжах, где отдыхают взрослые с детьми, обстановка более деликатная.

SUMMARY

Identify the major foundations for choosing a place to visit. Explain the impact of human and regional geography on tourism. Describe how tourism can benefit as well as undermine a culture. Think of the strengths and weaknesses of Russia as a tourist destination, make your offers how to promote Moscow and other places for overseas travelers.

Part II

TASKS, TESTS, INDEX & ANSWER KEY



TASKS

Translate the words connected with transport.

liner, ferry, cruise, stopover, gangway, runway, air hostess, harbor, jet lag, roundabout, highway, parking lot, toll, fare, long-haul, outbound, drop off location, compartment, aisle seat, ticket collector, driver's license, subway, filling station, coach.

Fill in the gaps.

No	Country	Capital	Languages	Currency
1	Australia			
2		Vienna		
3			Bulgarian	
4		Beijing (Peking)		
5		Cairo		
6		Paris		
7				forint
8				shekel
9	Japan			
10	Kenya		Swahili, English	
11			Bahasa Malay, Chinese, English	
12		Valetta		
13	Mexico			
14				balboa, US dollar
15			Romania	
16			Russian	
17	Singapore			
18		Madrid		
19				baht
20	Tunisia			
21	Turkey			
22		London		
23	the USA			

Put the following names into logical groups (islands, mountains, cities, airports, airlines, hotel chains, museums and galleries, cathedral and buildings).

- | | | |
|----------------|---------------------------|-----------------|
| Kilimanjaro | Iberostar | Bali |
| Taj Mahal | the houvre | BA |
| Accor | the Empire State Building | JFK |
| the Hague | Everest | Hilton |
| Hawaii | the Uffizi | Gonolulu |
| Hyatt | Santorini | Madam Tussaud's |
| Easy Jet | Emirates | the Andes |
| the Prado | Barajas | Sagrada Familia |
| Colosseum | Germanwinds | Manhattan |
| the Himalayas | Sol Melia | the Alps |
| Saigon | The Temple of Heaven | Chennai |
| Luxor | Incheon | Ryanair |
| the Seychelles | Adelaide | Heathrow |
| Le Meridien | Sicily | KLM |
| Changi | the Pergamon | Sumatra |
| Ben Gurion | the Loop | |
| Java | the Pyrenees | |

Pool of topics to write an essay

1. Explain the importance of recreation in every individual's life. Give examples of recreational activities and their effect.
2. Explain why the hospitality industry is extremely dynamic nowadays, how a changing population mix, the globalization of travel, multiculturalism and different trends influence the development of the hospitality industry.
3. Give brief information about the main travel and tourism sectors, such as lodging (accommodation), food services, transport sector.
4. In viewing the various sectors of the hospitality industry (airlines, hotels, attractions, car rental, etc.) describe the driving forces or factors that contributed to the sector's growth or the hospitality industry on the whole.
5. Describe different types of leisure tourism (holidays, trips for health, trips to visit sport events, educational and cultural trips).
6. Describe different types of business tourism (business meetings, exhibitions or trade fairs, conferences and conventions, incentive travel).
7. Describe the ideal business event location for a big group of people (more than 50) and set up. Include all factors that can determine a choice of a country, a city, a hotel, the best time for it.
8. Explain the difference between meetings, expositions, conventions and write about the role of a meeting planner.
9. Describe the differences between hard adventure travel and soft adventure travel, which market is larger, and why.
10. At the top of the list of important reasons to take leisure trips is the desire to relax and get rid of stress. Also it is very important to forget about schedules and obligations. Describe what kind of destinations and travel products meet these needs and are successful in the marketplace.
11. Explain the significant importance of recruitment, selection, orientation, assistance, training, performance evaluation, compensation, and incentive programs in the hospitality business.
12. Describe how recent changes (visas and legislation, product and destination development, technology and transport, lifestyle) influence travel and tourism industry.
13. Explain how economic crises, escalating costs and currency rates affect hospitality industry. Describe the role of research and marketing for the success of hospitality operation.
14. Outline the major characteristics affecting consumer behavior, and list some of the specific cultural, social, personal, and psychological factors that influence travelers.
15. Explain key tasks and responsibilities of desk clerks, how they manage such services offered for the guests as prearrival, arrival, upgrade, stay at the hotel, visitor's right to privacy, departure.
16. On today's hospitality industry there are many global mega corporations, such as McDonald's, Marriott, Disney, Hertz, Hilton. Name other corporations and their sectors of the hospitality industry where they have developed successfully.
17. Describe the importance of effective communication with clients and explain why the telephone is an essential communication tool in the hospitality industry.
18. Traditional travel agencies were the original intermediaries between travel and tourism suppliers and the public. But since 1995, the impact of online search has risen tremendously and it made travel agencies adapt to the changes. Identify the problems faced by traditional travel agencies, explain why agencies are more popular for older people and in Europe but not in the USA.
19. Explain the importance of segmenting the tourism market, describe geographic, demographic, psychological, and product-related segmentations.

20. Describe customers of luxury travel: how they think, how they make decisions, what kind of trips they choose, what service they expect.
21. Describe the future development in travel and tourism industry. How do you appreciate such trends as long-haul short breaks, food and tourism, space tourism? What destinations can become extremely popular in 10 years?
22. There are 3 main types of tourism: domestic, inbound and outbound. Compare two countries, for example Russia and Spain, identify what types of tourism are popular in both countries and explain why.

TESTS

Geography

1. What is the largest island in the world?
 - Sumatra
 - Victoria Island
 - Borneo
 - Greenland
2. What is the highest mountain?
 - Cuzco (the Andes, Peru)
 - Elbrus (the Caucasus, Russia)
 - Everest (the Himalayas, Nepal)
 - Sierra Nevada (the Andes, Argentina)
3. What body of water dominates Europe's climate?
 - the Atlantic Ocean
 - the Pacific Ocean
 - the Mediterranean Sea
 - the Black Sea
4. What is the most western country in Europe?
 - Spain
 - Iceland
 - Portugal
 - Great Britain
5. What is the largest lake in the world?
 - Victoria
 - Caspian Sea
 - Michigan
 - Baikal
6. What is the world's longest river?
 - Nile
 - Yangtze
 - Amazon
 - Volga
7. The Gobi Desert is located in which continent?
 - South America
 - Africa
 - Europe
 - Asia
8. What is the largest island in the Mediterranean sea?
 - Ibiza
 - Sicily
 - Sardinia
 - Crete

9. What South American country is the longest when measured from north to south?

- Chile
- Brazil
- Argentina
- Peru

10. What is the most populous country in the world?

- India
- Brazil
- China
- the USA

Travel & Tourism 1

1. What country is the largest travel & tourism industry in the world?

- Turkey
- France
- the USA
- China

2. What is the busiest airport the world?

- Atlanta
- New York
- Madrid
- Hong Kong

3. What is the world's biggest hotel chain?

- Accor
- Best Western
- Hyatt
- Hilton International

4. Where is the world's longest subway system, which spans more than 390 km?

- Moscow
- New York
- Beijing
- London

5. What city transport the greatest number of passengers by subway?

- Moscow
- New York
- Beijing
- London

6. What airport is considered to be the best for several years?

- Changi
- Incheon
- Schiphol
- O'Hare

7. What is the largest restaurant in the world?

- Botin
- Pushkin
- L'acute Avenue
- Gates of Damascus

8. In what country can Casablanca be found?
 - Sudan
 - Morocco
 - Libya
 - Algeria
9. What is the biggest European low cost airline?
 - Germanwings
 - NIKI
 - Vueling
 - Ryanair
10. At over 670 m high, what is the world's tallest building?
 - Taipei 101
 - Burj Dubai
 - Petronas Towers, Malaysia
 - Empire State Building

Travel & Tourism 2

1. What is the most important to business travelers?
 - Luxury
 - Discounts
 - Service
 - Convenience
2. The most important reason for taking a leisure trip is that it gives a chance to :
 - Relax and get rid of stress
 - See places
 - Avoid daily routine
 - Spend time with family
3. A major city with flights in and out to all directions is called:
 - Point-to point
 - Open skies
 - A slot
 - A hub
4. Famtrips are
 - Trips for famous people
 - Trips taken to know new destinations
 - Trips taken to see famous people
 - Family trips
5. What is the largest car rental company in the world?
 - Hertz
 - Enterprise
 - Alamo
 - Avis
6. Which of the following is necessary for the development of travel and tourism?
 - Convention center
 - Regional airport
 - Interesting destinations
 - Travel agencies
7. Which of the following industry sectors is most heavily taxed?
 - Attractions
 - Hotels

- Restaurants
 - Rental car companies
8. Which of the following countries/regions is more dependent on the travel and tourism industry than others?
- Russia
 - The USA
 - The Caribbean
 - France
9. Airline frequent flyer programs were developed by
- Delta Airlines
 - BA
 - Air Canada
 - AA
10. Air travel involving a round trip that allows the passenger to arrive at one place and depart from another is called:
- One way
 - Circle
 - Open jaw
 - Point-to-point

INDEX

white is associated with purity and virginity

black is associated with night; something bad; color of evil and death

Colors

Colors and expressions with colors are widely used in any language to make your speech bright. Colors are connected with objects, buildings, terms, jobs, tourism, etc.

white collar is a person who works in offices or at professional jobs
a district of white collars is the City, the financial part of London

white collar crime is fraud and embezzlement

white flag is a sign that someone accepts defeat

white elephant is something that is useless and costs a lot of money

White Hall is the street in London where most of the British government offices stand

White House is the official Washington, D.C. is home of the President of the United States

white magic is magic used for good purposes

White Pages is a telephone directory of people living in a particular area

white trash is white people who are poor and uneducated

black is about Afro-Americans

blackboard is a dark surface used in school for writing with chalk

black economy is business activity that is carried on unofficially, esp. in order to avoid taxation

black hole is an area in outer space into which everything is pulled.

black magic is magic used for evil purposes

blackmail is the influence on somebody by threats

black market is the buying and selling goods or foreign money when such trade is not legal.

black jack is cash of a policeman

in the black means to have money

blackout dates is a period (usually coinciding with a busy season) for which certain special offers (such as cheaper fares or hotel rates) or discounts are not available

red is associated with blood and fire and anger

red alert is a situation of sudden great danger
Red Cross is the movement, whose aim is to offer protection and help to people suffering as a result of wars, natural disasters
red-handed means to be caught in the act of doing something wrong
red letter day is a specially happy day to be remembered
red neck is a man who lives in a country area
red skin is taboo word for Native Americans
Red Carpet priority system enables First Class passengers to use a special dedicated route through passport control and security checks
Red Channel or goods to declare means that you have goods and they must be included into customs declaration
Code Red is a very serious security warning
Red weeks are the days of strikes
Red season is peak season in tourism
red tape is silly detailed official rules that delay action
in the red means not to have money

yellow is associated with cowardice

yellow is about Chinese people
yellow-bellied means cowardly
yellow fever is a dangerous tropical disease
yellow line and double yellow line are restrictions to park vehicles
yellow alert is a situation of danger
Yellow Pages is a book that contains the phone numbers and addresses of firms, divided up according to the kind of business they do
Amber (or yellow) season is middle season in tourism

green is associated with grass; youth and inexperience; freshness

green card is a document necessary to work legally in the USA
green light is permission to begin an action
Green peace is an international organization which actively works to protect the environment from harm
green stuff is American slang for money
Green Channel or nothing to declare means that you have no prohibited or restricted goods or goods for commercial purposes.
Green season is off season in tourism
greenback is any denomination of US money

blue is associated with the clear sky or the deep sea; it's a male color; depressed, sad and without hope

blue room (slang) is a lavatory on an aircraft
blue collar is manual workers
Blue-chip companies are large companies, thought to be an absolutely safe investment
blue Beard is a wicked character in old European stories who married and killed his wives
blue blood is the quality of being a noble person
blue film=blue movie is a film about sex
true-blue is completely faithful to the principles

brown is the color of earth, wood and coffee

brownie is a chocolate bar cookie
brownbagging is bringing own food to work or bringing own wine to a restaurant if it is not licensed to serve alcohol
brown-noising means trying to win favor by insincere means

pink is a color for females

pink collar are jobs of low rank as secretaries, waitresses, typists, usually taken by women
in the pink means to be in good shape
pink slip is an official note informing a person that he is fired

List of Terms

- 1. A la carte** is a menu where you choose a meal from a number of separate dishes, each with its own price; this is always more expensive than the set menu.
- 2. Accommodation** is shelter, food, drink and other services for travelers.
- 3. Advertising** is paid promotion used to promote products and services as well as to generate ideas and educate the public.
- 4. Agenda** is a list of items to be discussed at a meeting.
- 5. Air hostess (or flight attendant)** is a steward(ess).
- 6. American Breakfast** is abundant breakfast that usually consists of eggs, juice, bacon and sausage, toast and hashbrowns.
- 7. American plan** is a hotel room rate which includes all meals (breakfast, lunch, and dinner).
- 8. Antipasto** is translated as «appetizer» in English. It means «before the meal». Antipasti are not essential to the Italian cuisine, though antipasti are an important element of dishes.
- 9. Aperitif** is a French term for an alcoholic beverage served before a meal as an appetizer to stimulate the appetite.
- 10. Appetizer (starter or hors d'oeuvres)** is a small portion of food which is served before a main meal as the first course to stimulate the appetite.
- 11. Apres-ski** is activity taken part in after skiing, especially having a meal, drinking, sitting near the fire, etc.
- 12. Association** is a group of people or organizations joined together for some purpose.
- 13. Au pair** is a young foreign person who is hired to provide child care for room, board and modest salary. S/he has a chance of learning a new language.
- 14. Automatic teller machine (ATM)** is a computer terminal that operates like a bank teller, allowing people to make deposits and withdrawals 24 hours a day.
- 15. Baggage allowance** is weight of baggage allowed free by a carrier. This weight is indicated on the ticket.
- 16. Baggage claim** is the area at an airport where passengers retrieve their checked-in luggage.
- 17. Base fare** is a fare of an airline ticket, before tax has been added. Commissions are calculated on the base fare.
- 18. Bistro** is a small restaurant with simple home cooking and reasonable prices.
- 19. Boutique hotel** is a small property offering an enhanced level of service.
- 20. Brasseries** is a restaurant serving food, usually with liquor and coffee bar.
- 21. Break-out-room** is a small room near a larger meeting room for use when a group of people breaks into sections.
- 22. Buffet** is a serve-yourself meal featuring several choices in each course.
- 23. Car class** is the specific size, style, and a price of a rental car.
- 24. Card entry** is a system when a person staying in the hotel room uses a card which is set to function till the time when the clients checks out.
- 25. Carry-on** is a piece of luggage to be taken aboard an airplane.
- 26. Chain** is a group of enterprises of the same function usually under a single ownership, management, or control.
- 27. Chef** is a skilled, usually male cook in a hotel or restaurant.
- 28. City break** is a short vacation in a particular city.

29. Cocktail lounge	is a place in a hotel where drinks are served.
30. Coffee break	is a short pause from work in the middle of the day for a drink and rest.
31. Collision damage waiver	is an insurance option available to somebody renting a car that waives the renter's liability for damage to the vehicle as a result of a collision.
32. Commission	is a sum of money, usually paid to someone for each item they sell.
33. Comps	are favors in the form of money, drinks, or other services offered free usually to important customers.
34. Concierge	is an uniformed employee in the hotel who has a separate desk in the lobby or on floors and answers questions, solves problems, and performs the services of a secretary for the hotel's visitors.
35. Consortium	is a group of companies who have agreed to work together.
36. Convention	is a group of people gathered with a shared purpose.
37. Convention center	is a large meeting place.
38. Corporate rate	is a lower hotel rate to all business travelers.
39. Covering letter	is a letter sent with other documents to explain fully or provide more information.
40. Credit card	is a plastic card used to pay for a purchase through an electronic funds transfer system; the amount of the purchase is immediately deducted from the customer's account and added electronically to the store's account.
41. Credit	is the opportunity to obtain money, good, or services now in exchange for a promise to pay in the future.
42. Croissant	is the French word for «crescent-shaped».
43. Cuisine	means «the art of cooking» in French.
44. Delay	is coming later than planned.
45. Deluxe	is of a highest quality.
46. Departure tax	is a tax that is levied when a traveler leaves a country by land or sea or air.
47. Dessert	is a sweet food served as the final course of a meal.
48. Discount	is a reduction off the regular price.
49. Distribution channels	are sales outlets. In travel and tourism these are traditional and online travel agents, central 800 telephone number, ticket offices, provider Web sites, etc.
50. Domestic flight	is a flight within a country; not international.
51. Downtime	is the time when rental cars are taken out of service for maintenance.
52. Dress code	is the way you are expected to dress in a particular situation.
53. Drop off charge	is a car rental charge when a customer returns a car to a location different from where s/he picks it up.
54. Emergency service	is the organization such as police, fire and emergency medical services.
55. English tea	is tea with milk.
56. En suite –	literary «in the room» means that the room has a private bathroom.
57. Entree	is the main dish, usually meat, poultry or fish.
58. Entrepreneurs	are people who put money into new businesses to make a profit.
59. Entry requirements	are the payments required of and the official documents needed by a traveler entering a country for business and pleasure: passport, visa, proofs of inoculation, proofs of duty paid.
60. European plan	doesn't cover any meal in hotel service. The term refers only to a type of charges and not to any geographical area.

61. Exchange rate	is a measure of the value of national currencies to one another, which can influence travel and tourism prices charged to foreign visitors.
62. Expiry date	is the date after which something is no longer usable or valid.
63. Extended stay	is a hotel stay of 7 or more nights.
64. Fam trip (fam means familiarisation)	is a free or low cost trip for travel consultants, provided by a travel operator or airline as a means of promoting their service.
65. Fastpass	is a queuing system usually used in theme parks. Fastpass allows guest to avoid long queues at the attractions. Fastpass tickets are dispensed by machines. The guest inserts his/her park ticket into a reader, the fastpass is printed showing the time at which the guest may enter the special priority line at the attraction.
66. Fine dining	means having a meal in a restaurant of high quality.
67. Fire sale	is last-minute sale at low prices/
68. Foreign exchange rate	is the value of one currency in relation to another.
69. Formalities	are things that always have to be done.
70. Frequent flyer	is a person who flies frequently.
71. Frequent flyer program	is an optional program offered by various airlines. Passengers earn credits good for free travel, upgrade or special services.
72. Fringes (or fringe benefits)	are extra things that you can get with the job as travel tickets, insurance, etc.
73. Global Distribution System (GDS)	is a computerized reservation network through which users, travel agents, airline employees, or travelers view data on a wide range of travel services.
74. Globalization	is the move toward a world market.
75. Green corridor	or nothing to declare means that you have no prohibited or restricted goods or goods for commercial purposes.
76. Happy hour	is an hour in bars when a client pays for one beverage and gets 2.
77. Hassle	is an informal word for a problem or an obstacle.
78. Haute cuisine	is luxury-level cooking served in upscale surroundings.
79. Head tax	is a fee assessed by some cities and countries on every passenger who arrives or leaves.
80. Honeypot	If a tourist site attracts a lot more tourists than other sites and attracts more people than the local infrastructure can cater for, it is called a honeypot. This may occur with a site of natural beauty or historical significance.
81. Hors d'oeuvres	are light snacks served before a meal.
82. Hospitality industry	is a term applied to the hotel, restaurant, entertainment, and resort industry.
83. Hostel	is a guest house which provides low -priced accommodation.
84. Hotel/motel tax	A government levy on hotel rooms and other lodgings.
85. Hotelier	is a proprietor or a manager of a hotel.
86. Hotline	is a direct telephone line set up for a specific purpose.
87. Hub	is a strategically located airport or city where a carrier's major facilities and operations are housed, and where most of its scheduled flights originate from or terminate at.
88. ID (identity document)	is a document used to verify aspects of a person's identity. Usually it is a small card with a photo of a person. In some countries the possession of ID is compulsory while in others it is voluntary. Driving license tends to be accepted as the most effective proof of identity.
89. Incentive	is something which is used to encourage people, especially to make them work harder, produce more or sell more.

90. Incentive travel	is a vacation arranged by an employer and awarded as a motivational bonus to qualifying employees or salespeople.
91. Infrastructure	is roads, railways, airports, telecommunications in a district.
92. Inn	is a small hotel usually in the countryside.
93. Insurance	is a protection plan that divides possible losses among large numbers of people.
94. Intermediary	is an individual that goes between a product or a service and the customer, for example, a travel agent.
95. Jet lag	is a feeling of tiredness and confusion after a long journey by plane; it usually happens when you travel into a different time zone.
96. Jet-set	is a set of wealthy people who travel for pleasure
97. Landing card (or embarkation card)	is an identification card issued to a traveler for presentation to the immigration authorities.
98. Late booking fee	is an additional charge levied by some tour operators for reservations made shortly before departure.
99. Latte' –	coffee with milk.
100. Luggage tag	is a small identifying device usually providing name and contact information for the owner of a bag.
101. Maitre d'hotel	is a person in charge of a restaurant who tells guests where to sit.
102. Market research	is the gathering of information that businesses can use to determine what kinds of goods or services to produce.
103. Memo (memorandum)	is a short written message to someone within one company.
104. Menu	is a listing of the dish choices available at a restaurant.
105. Mileage	is the total miles traveled especially in a given period of time.
106. Mini-bar	is a small, private snack and beverage bar in hotel rooms. Prices are generally rather high.
107. Minutes	are the written record of a meeting.
108. Motel	is a hotel near the road. It provides accommodation for the traveler and a parking place for his car.
109. Multinational	is a firm that operates in more than one country.
110. No frills	a service, as an airline flight, providing only the basics with no additional amenities.
111. No show	is a passenger who doesn't arrive for a flight or a guest who reserves a hotel room but never arrives.
112. Non-stop	is 24 hours a day.
113. Open jaw	is a trip that has no air travel between two points on the itinerary.
114. Open ticket	is a valid ticket that does not specify flight, dates, or times. The holder of the ticket makes arrangements at a later date.
115. Option	is an additional excursion that need not to be taken.
116. Overbooking	is selling more tickets for an aircraft, rooms in a hotel than are available.
117. Package	is a collection of related things sold as one product.
118. Parasailing	is a recreational activity where a person towed behind a vehicle while attached to a specially designed parachute.
119. Parking lot	is a place to leave cars outside.
120. Per capita	means per head; for each member of a population.
121. Perks	are privileges granted to employees in addition to their salaries. Perks may include company car, vacations, spacious office, etc.
122. Point-to-point	are nonstop flights between two cities that overfly a hub.

123. Prank call (also crank call, hoax call, phone scam or phony phone call)	is a form of a joke committed over the telephone.
124. Premium	is the amount of money an insurance company charges a policyholder for a certain period.
125. Probationary period	is the time during which you are assessed to see if you can do a job, before you are allowed to continue; at the end of the probationary period you may be dismissed.
126. Rack rate	is a basic undiscounted price for a room. The rate from which all discounts are calculated.
127. Reception area	is the front desk where the guests register, pick up keys, pay their bills.
128. Red corridor	or goods to declare means that you have goods and they must be included into customs declaration or you carry more than \$3,000 cash.
129. Refund	is a sum of money that is given back to you.
130. Reimburse	means to give someone money to replace money they have already spent while doing something for you.
131. Resort	is a place or area to which people travel for recreational purposes. Hotels are important features of resort areas.
132. Resumé	is a summary of one's education, employment, skills submitted in application for a job.
133. Risotto	is actually an Italian cooking technique used for native Italian rice, Arborio.
134. Room service	is the cleaning of rooms and re-supplying of materials by the house-keeping staff.
135. Russian tea	is tea with a slice of lemon.
136. Salary negotiable	means that the salary is not fixed and it can be discussed with an applicant.
137. Salsa	Mexicans define salsa as a sauce, and all sauces as salsas.
138. Security deposit	is cash as a guaranty of performance, or security against the buyer's failure to fulfill the contract.
139. Set menu	is a menu for a complete meal at a fixed price.
140. Skycap	is a porter employed by an airport who carries a luggage, pushes wheelchairs, performs curbside check in.
141. Smuggling	is importing or exporting secretly goods which are subject to duty.
142. Sommelier	is a restaurant employee who orders and maintains the wines sold in the restaurant and usually has extensive knowledge about wine and food.
143. Spa	is a room or area in a hotel offering such amenities as steam baths, saunas, massage.
144. Stopover	is a place where somebody makes a break on a journey.
145. Sushi	is a Japanese word, which originally meant «sour» or «vinegary». Sushi is sometimes called «The Japanese sandwich». Contrary to popular belief, sushi doesn't mean «raw fish», but actually means «with rice».
146. Tailor made holidays	are holidays made or adapted for a particular purpose or person.
147. Takeout (or take-away)	is food taken from a restaurant to be eaten somewhere else.
148. Tapa	is Spanish food served in small appetizer-sized portions. The word translates as «cover». Tapas can be simple as a bowl of olives or stuffed potatoes. In many restaurants in Spain, tapas are served free with a drink.
149. Tex-mex	is the blending of southern Texas and Mexico cuisine.

- 150. Timeshare** is a right to occupy a vacation property at a certain period of time annually.
- 151. Tip** is money payment in addition to wages or salaries for a personal service.
- 152. To commute** means to travel regularly a long distance between one's home and work by train or car.
- 153. Transit visa** is a short-term visa (usually 24 hours) that allows a passenger to travel across or through the issuing country on way to another country. Commonly, it allows the in-transit passenger to go out of an airport for an overnight stay.
- 154. Trattoria** is an informal restaurant in Italy.
- 155. Trek** is a hike with backpacks and typically lasting several days.
- 156. Upselling** is a sales technique persuading a customer to buy a more expensive item. Upselling can imply selling something additional.
- 157. Utilities** are services supplied to houses and public buildings, such as electricity, gas, water and sewage, telephone lines.
- 158. Visa support** is any documentation, such as a letter of invitation from an approved organization or a receipt for confirmed bookings, required by a foreign government before a visa will be issued.
- 159. Waiter** is an employee in a restaurant who takes orders of the guests and then brings the prepared food to the tables.
- 160. Waiting list** is a list of people waiting for something that is not immediately available such as a table in a restaurant, a seat in an airplane or an appointment.
- 161. Wake up service (or alarm call)** is a service provided by lodging establishments, it is similar to alarm clocks via a telephone.
- 162. Workshop** is a brief intensive educational program, conducted by a trainer. It focuses on techniques or skills in a particular field.
- 163. With compliments** means that the hotel pays for it.

Abbreviations & Acronyms

a. m.	before noon
AA	American Airlines
ad	advertising
ARS	Airlines Reporting Corporation
Amex	American Express
ATM	automatic teller machine
B&B	bed and breakfast
BA	British Airways
BB	Buffet Breakfast
BBB tax	Bed, Board, Beverage tax
BBC	British Broadcasting Corporation
Bbq	barbeque
CA	California
CD	1) compact disk 2) certificate of deposit

CDW	collision damage waiver
CH	Charter
CNN	Cable News Network
Co.	company
comp	(slang) complimentary
condo	condominium
CRS	Computer Reservation System
CV	curriculum vitae
D.C.	district Columbia
dep	department
DJ	disk jokey
EC	European Community
etc.	etcetera
F.B.I.	Federal Bureau of Investigation
F&B	food and beverage
FAQ	frequently asked questions
FB	full board
FFF	Full Fare Facilities
GDP	Gross Domestic Product
GDS	Global Distribution System
GM	genetically modified food
HB	half board
HIV	Human Immunodeficiency Virus
HQ	1) headquarters 2) high quality
HRM	Human Resource Management
IACC	International Association of Conference Centers
ID	Identity Document
IT	information technology
LA	Los Angeles
lav	(slang) lavatory
limo	limousine
Ltd	limited
lux	luxury
MICE	meetings, incentive events, conventions, exhibitions
No.	number
NTO	National tourism organization
NYC	New York City
p. m.	after noon
P&L	profit and loss
PC	personal computer
PG	parental guidance
R&D	research and development
Re	regarding
regs	regulations

rep

SLH

SMART

TC

UNESCO

VAT

veg

VIP

WC

WTO

WTTC

www

representative

Small Luxury Hotels

specific, measurable, achievable, relevant, time-focused

traveler's check

United Nations Educational, Scientific and Cultural Organization

value added tax

vegetarian

very important person

water closet

World Tourism Organization

World Travel and Tourism Council

Wide World Web

The names of some international airports

1. Atatürk (Istanbul; Turkey)
2. Barajas (Madrid; Spain)
3. Ben Gurion (Tel Aviv; Israel)
4. Benito Juarez (Mexico City; Mexico)
5. Changi (Singapore)
6. Charles de Gaulles (Paris; France)
7. Chep Lap Kok (Hong Kong; China)
8. Don Miguel Hidalgo y Costilla (Guadalajara; Mexico)
9. Eleftherios Venizelos (Athens; Greece)
10. Falcone-Borsellino (Palermo; Italy)
11. Harita (Tokio; Japan)
12. Hartsfield-Jackson (Atlanta; the USA)
13. Heathrow (London; Great Britain)
14. Hongqiao (Shanghai; China)
15. Incheon (Seoul; South Korea)
16. Indira Gandhi (Delhi; India)
17. John F. Kennedy (New York; the USA)
18. Jose Marti (La Habana; Cuba)
19. Kilimanjaro (Arusha; Tanzania)
20. Kloten (Zurich; Switzerland)
21. Las Americas (Santo Domingo; Dominican Republic)
22. Leonardo da Vinci (Roma; Italy)
23. Mirabel (Montreal; Canada)
24. O'Hare (Chicago; the USA)
25. OR Tambo (Johannesburg; South Africa)
26. Ruzyně (Prague; Czech Republic)
27. Sandro Pertini (Torino; Italy)
28. Schiphol (Amsterdam; the Netherlands)
29. Sheremetievo-2 (Moscow; Russia)
30. Suvarnabhuri (Bangkok; Thailand)
31. Tegel (Berlin; Germany)
32. Zaventem (Brussels; Belgium)

Common information about countries

No	Country	Capital	Big cities	Official languages	Currency	Country code
1	Argentina	Buenos Aires	Cordoba	Spanish	peso (ARS)	+54
2	Austria	Vienna	Innsbruck, Salzburg	German	euro (EUR)	+43
3	Australia	Canberra	Sydney, Melbourne, Adelaide	English	Australian dollar (AUD)	+61
4	Belgium	Brussels		Dutch, French, German	euro (EUR)	+32
5	Brazil	Brasilia	Sao Paulo, Rio de Janeiro	Portuguese	real (BRL)	+55
6	Bulgaria	Sofia	Varna, Burgas	Bulgarian	lev (BGN)	+359
7	Canada	Ottawa	Toronto, Montreal, Quebec	English, French	Canadian dollar (CAD)	+1
8	Chile	Santiago		Spanish	peso (CLP)	+56
9	China	Beijing (Peking)	Shanghai	Mandarin (dialect of Chinese)	yuan (CNY)	+86
10	Colombia	Bogota	Cartagena	Spanish	Colombia peso (COP)	+57
11	Costa Rica	San José		Spanish	Costa Rican colon (CRC)	+506
12	Croatia	Zagreb	Dubrovnik, Split	Croatian	kuna(HRK)	+385
13	Cuba	Habana	Varadero	Spanish	convertible peso (CUC)	+53
14	Cyprus	Lefkosia (Nicosia)	Limassol, Larnaka	Greek, Turkish	euro (EUR)	+357
15	Czech Republic	Prague	Karlovy Vary	Czech	Czech koruna (CZK)	+420
16	Denmark	Copenhagen		Danish	Danish krone (DKK)	+45
17	Dominican Republic	Santo Domingo		Spanish	peso (DOP)	+851
18	Egypt	Cairo	Alexandria, Giza, Luxor	Arabic	Egyptian pound (EGP)	+20
19	Finland	Helsinki		Finnish	euro (EUR)	+358
20	France	Paris	Marseille	French	euro (EUR)	+33
21	Germany	Berlin	Hamburg, Cologne, Munich	German	euro (EUR)	+49

22	Great Britain	London	Edinburgh, Manchester, Liverpool, Glasgow	English	pound sterling (GBP)	+44
23	Greece	Athens		Greek	euro (EUR)	+30
24	Hungary	Budapest		Hungarian	forint (HUF)	+36
25	Iceland	Reykjavik		Icelandic	Icelandic kruna (ISK)	+354
26	India	New Delhi	Mumbai, Kolkata	Hindi, English	Indian rupee (INR)	+91
27	Indonesia	Jakarta		Indonesian	rupiah (IDR)	+62
28	Ireland	Dublin		Irish		+353
29	Israel	Jerusalem	Tel Aviv	Hebrew, Arabic	Israeli new sheqel (ILS)	+972
30	Italy	Rome	Milan, Naples, Palermo, Florence	Italian	euro (EUR)	+39
31	Japan	Tokyo	Yokohama, Osaka	Japanese	yen (JPY)	+81
32	Jordan	Amman		Arabic, English	Jordanian dinar (JOD)	+962
33	Kenya	Nairobi			Kenyan shilling (KES)	+254
34	Korea, South	Seoul		Korean	Won (KRW)	+82
35	Laos	Vientiane		Lao	Kip (LAK)	+856
36	Malaysia	Kuala Lumpur		Malay	ringgit (MYR)	+60
37	Maldives	Male		Dhivehi	Maldivian Rufiyaa (MRF)	+960
38	Malta	Valletta		Maltese, English	euro (EUR)	+356
39	Mexico	Mexico City	Acapulco, Guadalajara	Spanish	Mexican peso (MXN)	+52
40	Montenegro	Podgorica	Budva	Montenegrin, Serbian, Bosnian, Albanian, Croatian	euro (EUR)	+382
41	Morocco	Rabat	Casablanca, Fes Marrakech, Meknes	Arabic	Moroccan dinar (MAD)	+212
42	Nepal	Kathmandu		Nepali	rupee (NPR)	+977
43	Netherlands	Amsterdam	Rotterdam, the Hague	Dutch	euro (EUR)	+31
44	New Zealand	Wellington	Auckland	English	New Zealand dollar (NZD)	+64
45	Norway	Oslo		Norwegian	Norwegian krone (NOK)	+47

46	Panama	Panama City		Spanish	balboa (PAB) U.S. dollar (USD)	+507
47	Peru	Lima		Spanish	Nuevo sol (PEN)	+51
48	Philippines	Manila	Quezon City	Filipino	Peso (PHP)	+63
49	Poland	Warsaw	Cracow	Polish	Zloty (PLN)	+48
50	Portugal	Lisbon		Portuguese	euro (EUR)	+351
51	Romania	Bucharest	Constanta	Romanian	leu (RON)	+40
52	Serbia	Belgrade		Serbian	Serbian dinar (RSD)	+381
53	Seychelles	Victoria		English, French Sey- chellois Creole	Seychellois ru- pee (SCR)	+248
54	Singapore	Singapore City		English, Ma- lay Mandarin, Tamil	Singapore dol- lar (SGD)	+65
55	Slovak Re- public	Bratislava		Slovak	Slovak koruna (SKK)	+42
56	Slovenia	Ljubljana		Slovene	euro (EUR)	+386
57	Spain	Madrid	Barcelona, Valencia, Sevilla	Spanish (Cas- tilian)	euro (EUR)	+34
58	Sri Lanka	Sri Jajawar- denapura-Kotte	Colombo	Sinhala, Tamil	Sri Lanka ru- pee (LKR)	+94
59	Sweden	Stockholm		Swedish	Swedish krona (SEK)	+41
60	Switzerland	Berne	Zurich, Ge- neva	German, French, Italian	Swedish krona (SEK) Swiss franc (CHF)	+46
61	Syria	Damascus		Arabic	Syrian pound (SYP)	+963
62	Thailand	Bangkok		Thai	bath (THB)	+66
63	Tunisia	Tunis	Sousse	Arabic	Tunisian dinar (TND)	+216
64	Turkey	Ankara	Istanbul, Bursa, Izmir	Turkish	Turkish lira (TRY)	+90
65	United Arab Emirates	Abu Dhabi	Dubai	Arabic	UAE dirham (AED)	+971
66	USA	Washington D.C.	New York, Los Angeles, Chicago	English	American dol- lar (USD)	+1
67	Venezuela	Caracas		Spanish	Bolivar fuerte (VEF)	+58
68	Vietnam	Hanoi	Ho Chi Minh, Saigon	Vietnamese	dong (VND)	+84

American and British English

	American	British	Russian
1.	apartment	flat	квартира
2.	appetizer	starter	закуска
3.	area code	dialing code	код города
4.	ATM	cash point	банкомат
5.	baggage	luggage	багаж
6.	bar	pub	бар
7.	bartender	barman	бармен
8.	bill	note	банкнота, купюра
9.	busy	engaged	занято
10.	cab , taxicab	taxi	такси
11.	call box	telephone box	телефон-автомат
12.	cellular phone	mobile phone	мобильный телефон
13.	check	bill	счёт
14.	closet	wardrobe	шкаф
15.	desk clerk	receptionist	администратор
16.	downtown	city center	центр города
17.	drapes	curtain	шторы
18.	driver's license	driving license	водительские права
19.	drugstore	pharmacy	аптека
20.	elevator	lift	лифт
21.	entree	main course	основное блюдо
22.	fall	autumn	осень
23.	faucet	tap	кран
24.	first floor	ground floor	первый этаж
25.	first name	name	имя
26.	flight attendant	steward(ess)	стюард(есса)
27.	four way	crossroads	перекрёсток
28.	front desk	reception	стойка администратора
29.	gas(oline)	petrol	бензин
30.	gas station	petrol station	автозаправочная станция
31.	hand cart	luggage trolley	тележка для багажа
32.	highway	motorway	автомагистраль
33.	installment plan	hire purchase	покупка в кредит
34.	kid	child	ребёнок
35.	last name	surname	фамилия
36.	leisure	free time	свободное время
37.	license plate	number plate	номерной знак
38.	liquor	spirits	спиртной напиток
39.	liquor store	off-license	винный магазин
40.	mail	post	почта
41.	mall	shopping centre	торговый центр
42.	movie	film	фильм
43.	napkin	serviette	салфетка
44.	No passing	No overtaking	Обгон запрещён
45.	one way ticket	single ticket	билет в один конец
46.	outlet	socket	розетка
47.	parking lot	car park	стоянка
48.	pier (wharf)	quay (landing stage)	пристань
49.	queue	line	очередь
50.	railroad car	railway carriage	вагон
51.	restroom	toilet	туалет

52.	resumé	CV (curriculum vitae)	резюме
53.	round trip	return trip	Поездка туда и обратно
54.	sales clerk	shop assistant	продавец
55.	sales tax	VAT	НДС
56.	schedule	timetable	расписание
57.	second floor	first floor	второй этаж
58.	server	waiter	официант
59.	sick	ill	болен
60.	sidewalk	pavement	тротуар
61.	sink	washbasin	раковина
62.	steps	staircase	лестница
63.	store	shop	магазин
64.	subway	underground	метро
65.	swimsuit	bathing costume	купальник
66.	tag	label	бирка, ярлык
67.	ticket-office	booking-office	касса
68.	to give a ride	to give a lift	подвести
69.	to reach	to get through	дозвониться
70.	to rent	to hire	взять напрокат
71.	traffic jam	hold up	пробка на дороге
72.	traffic signal	traffic lights	светофор
73.	trash can	litter bin	урна
74.	truck	lorry	грузовик
75.	tub	bath	ванна
76.	underpass	subway	подземный переход
77.	vacation	holidays	отпуск
78.	vacationer	holidaymaker	отдыхающий
79.	zip code	post code	почтовый индекс

ANSWER KEY

Unit 2. JOBS IN THE HOSPITALITY INDUSTRY, TEST

1.c	4.c	7.d	10.d	13.c
2.d	5.a	8.b	11.c	14.b
3.c	6.d	9.a	12.d	15.d

Unit 5. WELCOME ABOARD, TEST

1.b	4.b	7.b	10.c
2.c	5.b	8.c	11.d
3.a	6.d	9.d	12.a

Unit 7. HOTEL ROOMS AND FACILITIES, TEST

1.c	4.d	7.b
2.b	5.b	8.d
3.a	6.a	9.a

UNIT 9. BUSINESS LUNCH, TEST

1.d	5.c	9.d	13.a
2.b	6.d	10.a	14.b
3.b	7.a	11.c	15.d
4.b	8.c	12.a	16.d

Unit 10. MONEY, TEST.

1.b	4.a	7.a	10.b	13.d	16.a
2.c	5.b	8.d	11.c	14.c	17.b
3.d	6.c	9.a	12.a	15.d	18.c

Unit 11. TELEPHONE, TEST.

1.b	4.a	7.c	10.c	13.c
2.d	5.c	8.a	11.b	14.a
3.c	6.c	9.d	12.a	15.b

Unit 12. CULTURAL STEREOTYPES, TEST

1.c	3.d	5.d	7.a
2.a	4.c	6.b	8.a

Unit 13. CAR RENTAL, TEST

1.c	3.d	5.c	7.b	9.a
2.b	4.a	6.a	8.d	10.a

Test on geography

1. The largest island in the world is Greenland.
2. The highest mountain is Everest.
3. The Atlantic Ocean dominates Europe's climate.
4. Portugal is the most western country of Europe.
5. Baikal is the largest lake in the world.
6. Nile is the longest river.
7. The Gobi desert is located in Asia.
8. Sicily is the largest island in the Mediterranean sea.
9. Chile is the longest country in South America
10. China is the most populous country.

Travel & Tourism test 1

1. The USA is the largest travel & tourism country in the world.
2. The airport in Atlanta is the busiest in the world.
3. Best Western is the biggest hotel chain.
4. London has the longest subway system.
5. Moscow transports the greatest number of passengers by subway.
6. Changi is the best airport for years.
7. " Gates of Damascus « is the largest restaurant in the world.
8. Casablanca is in Morocco.
9. Ryanair is the biggest European low cost carrier.
10. Burj Dubai is the tallest building.

Travel & Tourism test 2

1. Convenience is the most important for business travelers.
2. The most important reason for leisure travel is to relax and get rid of stress.
3. A major city with flights in and out to all directions is called a hub.
4. Famtrips are trips taken to know new destinations.
5. Enterprise is the largest car rental company.
6. Interesting destinations are necessary for the development of tourism.
7. Rental car companies are most heavily taxed.
8. The Caribbean region is very dependent on tourism.
9. American Airline developed frequent flyer program.
10. Such round trip is called open jaw.

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