



English Language 1

Lecture 4

ENG 101

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UNIT

4

Travel

'He who lives sees much. He who travels sees more.'
Arab proverb

OVERVIEW

VOCABULARY

Travel details

LISTENING

A business traveller

LANGUAGE FOCUS 1

can/can't

READING

Business hotels

LANGUAGE FOCUS 2

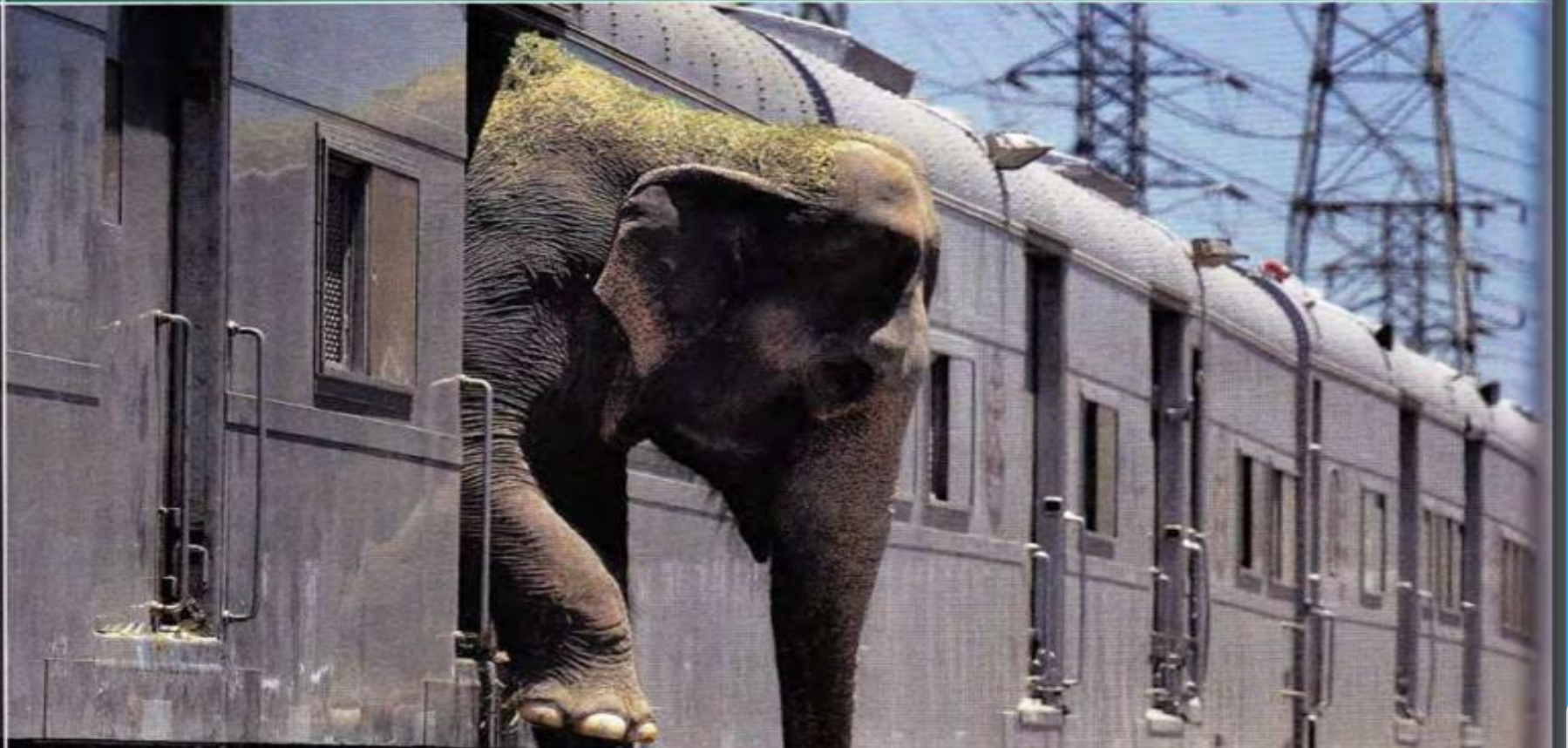
there is / there are

SKILLS

Making bookings
and checking
arrangements

CASE STUDY

The Gustav
Conference Centre





STARTING UP

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

B When you travel, which of the following do you like or not like? Write sentences.

I love meeting new people.

I don't like flying.

I like eating new food.

I hate checking in.

I don't mind packing a case.

- checking in
- waiting for luggage
- going through security checks
- speaking a foreign language
- packing a case

- being away from home
- travelling to the airport/station
- meeting new people
- flying
- eating new food

Can you add any others?

C  CD1.47–1.54 Listen to extracts 1–8. Where (a–e) can travellers hear or say these things?

a) in a taxi b) at an airport c) at a railway station d) at a hotel e) on a plane

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



VOCABULARY
Travel details

A CD1.55–1.58 Listen to each part of the recording. Then answer these questions.

Part 1

1 What time is the next train to Manchester? 14:40

Part 2

2 Which flight is boarding at gate 23? JA327

Part 3

3 What time does the train leave? 14:16

4 Which platform does it leave from? 5

Part 4

5 The passenger chooses a flight. What time does it leave? 9:30

6 When does the flight arrive? 11:45

7 What is the flight number? BA341

8 Which terminal does it leave from? 5

B People often do these things when they travel. Match the verbs (1–5, 6–10) with the correct phrases (a–e, f–j).

- | | |
|--------------|--------------------|
| 1 buy | a) security |
| 2 confirm | b) a ticket |
| 3 collect | c) at the check-in |
| 4 go through | d) their flight |
| 5 queue | e) their luggage |

- | | |
|-------------|-----------------------|
| 6 watch | f) a hotel room |
| 7 take | g) some shopping |
| 8 book | h) at the hotel |
| 9 do | i) an in-flight movie |
| 10 check in | j) a bus or taxi |

D Complete the sentences below using the nouns from the box.

bill ~~booking~~ call centre flight luggage
passport password receipt reservation seat

At the ticket office

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

At the check-in desk

- 3 Can I take this as hand **luggage**...?
- 4 Can I have an aisle **seat**.....?
- 5 Which way is **passport** control?

In a taxi

- 6 Please take me to the city **centr**.....
- 7 Can I have a **receipt**....., please?

At the hotel

- 8 I have a **reservation**..... for two nights. My name's Burkhard.
- 9 Can I have an alarm **call**..... at 6.45, please?
- 10 I'm checking out today. Can I have the **bill**....., please?
- 11 Can I have the **password**..... for the Wi-Fi, please?

Collocations

B

Cross out the word that does not normally go with the word in the bubble.

- 1 to make
to change
~~to do~~
to confirm

a reservation

2

- a room
your ticket
a flight
~~your luggage~~

to book

- 3 ~~to queue~~
to reserve
to buy
to change

a ticket

4

- at an airport
at a hotel
at reception
~~at a platform~~

to check in

Match the verbs with their opposites. Use a good dictionary to help you.

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

E Complete the sentences with the correct form of a verb from exercise D.

- 1 There is sometimes a last security check just before the plane *takes off*.
- 2 Be polite and wait for people to *get off* the train before you *get on*.
- 3 Don't *miss* the 8.30 Intercity! The next one isn't until 11 o'clock.
- 4 Right. So departure time is 4.25. What time does it *arrive*?
- 5 We regret to announce that all trains *are delayed* because of the snow.



LISTENING

A business traveller



Liz Credé

A CD1.59 Listen to the first part of an interview with Liz Credé and answer these questions.

- 1 Why does she travel to a) Amsterdam? b) Singapore and Chicago?
to work with her clients to visit her colleagues
- 2 How often does she travel to a) Amsterdam? b) Singapore and Chicago?
every month twice a year
- 3 What is Liz's favourite business location, and why?
the Singaporean office it is based in the old town of Singapore, and not in the business district

B Liz says she likes flying business class and she likes staying in the same hotel. In pairs, predict why she likes doing those two things.

C CD1.60 Listen to the second part of the interview and check your answers to Exercise B.

She likes flying business class because she can go to a business lounge and have a meal, and on the plane, she can have a seat that turns into a bed so she can sleep.

She likes going to the same hotel because it's great to be recognized, where they know her name and know what she likes to do.

LANGUAGE FOCUS 1

can/can't

- We use *can* to say we are able to do something.
*He **can** program a computer.*
*I **can't** speak French.*
- We also use *can* to talk about what is possible.
*'Can I get a snack in the bar?' 'Yes, you **can**. It serves food until 11.'*
*'Can I fly direct from Baltimore to Moscow?' 'No, you **can't**. You need to go via New York or Atlanta.'*

can/can't

Form

+	I/You/He/She/It/We/They can	go.
-	I/You/He/She/It/We/They can't (= cannot)	go.
?	Can I/you/he/she/it/we/they	go?

Remember: *can* stays the same with *he*, *she* and *it*. (NOT ~~He cans go.~~)

Short answers

Yes, you **can**.

No, I **can't**.

Uses

- We use *can* to talk about ability.
*He **can** write computer programs.*
*She **can** fly a helicopter.*

- We use *can* to ask for permission.
***Can** I make a phone call, please?*
***Can** we park in this space?*

Yes, go ahead.

Sorry, you can't park here. It's reserved.

- We use *can* to talk about what is possible.
***Can** you come next Thursday?*
***Can** we put another desk in here?*

Sorry, I'm afraid I have another appointment.

No, the room's too small.

- We do not use *to* after *can*.
(NOT ~~*She can to ride a motorbike.*~~)



B Put this dialogue into the correct order.

Paul: Hi, Judith.

3

Judith: Well, I can't do Thursday, but Friday is OK.

6

Paul: Paul Robinson speaking.

1

Judith: Oh, hello, Paul. This is Judith Preiss here.

2

Paul: I'm sorry, Judith, I can't. But I can make Thursday or Friday.

5

Judith: Paul, I'm calling about that meeting. Can you make next Wednesday?

4

Paul: Of course. I can pick you up from the station if you like.

9

Judith: Ten o'clock's fine. Oh, and can I bring my colleague, Sabrina?
You met her at the conference.

8

Paul: OK. Friday it is. Can we meet in the morning – say 10 o'clock?

7

Judith: Great. See you on Friday. Bye.

10

D Look at the dialogue in Exercise B. Write questions beginning with *can*.

Can Judith and Paul meet on Friday?

Work in pairs. Ask each other your questions. How much can you remember?

A: *Can Paul meet Judith on Wednesday?*

B: *No, he can't.*

Complete the e-mail that Judith writes to Sabrina about the arrangements.

To: Sabrina Monti
From: Judith Preiss
Subject: Meeting with Paul Robinson

Sabrina

I called Paul Robinson about the meeting. He says he¹ make it on Wednesday, but he ...^{can}.....² do^{Friday}...³ at 10 o'clock. He says of course you^{can}.....⁴ come with me! And he^{can}.....⁵ pick us up from the^{station}.....⁶.
...^{Can}.....⁷ you text me today and let me know if Friday is still OK for you?
I don't think we need to meet before Friday. We^{can}.....⁸ go through my notes for the meeting on the train.

See you then,
Judith

G Work in pairs. Role-play this situation.

Student A: See below.

Student B: Turn to page 137.

Student A**Part 1**

You plan to visit one of your company's overseas offices for a week. Student B works there. Ask him/her for this information:

- rent a car at the airport?
Can I rent a car at the airport?
- change money at the airport?
- walk from the hotel to the office?
- use the Internet at the office?

Student B**Part 1**

A visitor from head office (Student A) contacts you about a visit. Use the notes to answer his/her questions.

A: *Can I rent a car at the airport?*

B: *No, you can't. It's a very small airport.*

- No, It's too far. You need to take a taxi.
- No, It's a very small airport.
- Yes, We have Wi-Fi.
- Yes, , but the exchange rate is not good.

Part 2

You plan to visit one of your company's overseas offices for a week. Student A works there. Ask him/her for this information.

- use a computer?
Can I use a computer?
- get lunch in the canteen?
- meet you on Monday at 8 a.m.?
- visit some customers on Tuesday?

Part 2

A visitor from head office (Student B) contacts you about a visit. Use these notes to answer his/her questions.

B: *Can I use a computer?*

A: *Yes, you can. You can use the computer in my office.*

- No, It's better on Wednesday.
- No, The office isn't open until 9 a.m.
- Yes, ... , but it's very busy at lunchtime.
- Yes, You can use the computer in my office.

READING

Business hotels

A What kind of hotel do you like to stay in when you are on holiday or on business?

B Tick (✓) the facilities you expect to find in a business hotel.

beauty salon

gift shop

business centre

health club

childcare service

tennis courts

concierge desk

restaurants

coffee shop

Hilton Tokyo

About the hotel

The Hilton Tokyo is in the centre of Tokyo's Shinjuku skyscraper business district. This luxury hotel has 808 guest rooms and a choice of seven inviting bars and restaurants.

Guests can swim in the hotel's indoor pool, play tennis on one of the two rooftop tennis courts, or relax in the jacuzzi and sauna in the hotel's 24-hour health club.

Guests can visit nearby Tokyo attractions, including Yoyogi Park, the Meiji Shrine and the Imperial Palace. For guests with children, the Tokyo Disney resort is about 20 kilometres from the hotel. The hotel's 24-hour reception team offers advice on places to visit. Guests can also book sightseeing tours and theatre tickets. Shinjuku's busy shops are a 10-minute walk from the hotel.

Guests feel at home in the spacious rooms, with large windows and city views. In each room, there is a desk, air conditioning and voicemail. Rooms have high-speed internet access, a flat-screen TV and on-demand videos.



The Musashino serves Japanese specialities. Le Pergolese offers French cuisine. Guests can try Chinese food at the Dynasty and order a midnight snack at the Marble Lounge.



The Hilton Tokyo is the perfect place for meetings. There are 16 meeting rooms. The largest room has space for 1,200 people. There is also a 24-hour business centre.

From Narita International Airport, the easiest way to arrive is to take the airport limousine. It takes about two hours. Getting around is easy. There is a free shuttle service from the hotel to Shinjuku station. The hotel is also directly connected to the Tokyo Metro subway.

E

Answer these questions.

- 1 How far is the hotel from the Shinjuku shopping area?
10 minutes walk from the hotel
- 2 How long is the business centre open?
24 hours
- 3 How long does it take to travel from Narita Airport to the hotel?
about two hours

F Match the words on the left (1–6) to the words on the right (a–f) to make word partnerships from the text.

- | | |
|---------------|-------------|
| 1 business | a) views |
| 2 indoor | b) rooms |
| 3 sightseeing | c) district |
| 4 city | d) pool |
| 5 internet | e) tours |
| 6 meeting | f) access |
-

LANGUAGE FOCUS 2

***there is /
there are***

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

There is an indoor swimming pool.

There are three restaurants.

There aren't any shops in the area.

'Are there any meeting rooms in the hotel?' ***'Yes, there are.'*** / ***'No, there aren't.'***

there is / there are

Uses

- We use *there is (not) a* + singular noun to say that something exists or doesn't exist.
There's a coffee machine on the second floor.
There isn't a swimming pool in this hotel.
- With plural nouns, we use *there are* with *some* in positive statements, and *there are not* with *any* in negative sentences.
There are some people in the room.
There aren't any flights on Sundays.
- We use *is there / are there + a/any* to ask a question.
Is there a message for me?
Is there any baggage?
Are there any good nightclubs in the city?

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

1 It's a very small airport. *There aren't* any shops in the terminal.

2 *Is there* a problem with my ticket?

3 *There aren't* any aisle seats available.

4 *There is* a stopover in Frankfurt.
There isn't

5 *Are there* any flights to Zurich tonight?

6 I'm afraid *there isn't* a flight to Warsaw this afternoon.

7 *There are* two cafés in the terminal.

8 *Are there* any buses from the airport to the city centre?



SKILLS

Making bookings and checking arrangements



A

CD1.62 Simon is flying to Rome on business. Listen to the phone call and choose the correct answers to these questions.

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

B Work in pairs. Study the Useful language box below. Then role-play the telephone call.

Student A: You work for the Delta Hotel in Frankfurt, Germany.

Student B: You are a business traveller. You want to book rooms for yourself and a colleague.

A: Answer phone. Give name of hotel.

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

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

B: Price?

A: €150 per night for a single room.

B: Restaurant? Car park?

A: Restaurant: yes

Car park: no

Ask for credit-card details.

B: Visa number: 4921 4456 3714 1009

Expiry date: 12/16

USEFUL LANGUAGE

RECEPTIONIST / SALES EXECUTIVE

Hello, Capri Hotel / Big Bird Airways. How can I help you?

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

Is that single (BrE) / one way (AmE) or return (BrE) / round trip (AmE)?

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

So, that's a round-trip business-class ticket from London Gatwick to New York?

Can I have your credit-card details, please?

And what are the last three digits of the security number on the back of the card?

What time do you expect to arrive?

Could you repeat that, please?

CALLER

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

I'd like to book two tickets to New York, please.

How much is it per night?

Is there a restaurant in the hotel?

Is there a car park?

Is there a pick-up service?

Can I pay with American Express / MasterCard / Visa?

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

The expiry date is ...

What time does the flight arrive?

LANGUAGE +

there and it

D

Complete the sentences with *there* or *it*.

- 1 *There*s another flight at 10.15. *It*s a Lufthansa flight.
- 2 'Is a gift shop?' 'Yes, madam.'s on the first floor.'
- 3 's too late, 's nobody at the office.
- 4 I know the Astoria. 's an excellent hotel and 's very near the airport.
- 5 's Internet access in each room and 's free.
- 6 Podgorica? I know 's the capital of Montenegro, but what kind of place is? Is anywhere to go in the evening?

WRITING
Editing

A Rewrite the sentences with the words from the box in the correct places.

are confirm ~~double~~ from like station

- 1 Do you want a single or a room?
Do you want a single or a double room?
- 2 I'd like to book a room Sunday 5th to Thursday 9th of this month.
.....
- 3 I'm ringing to my flight details.
.....
- 4 Would you an aisle or a window seat?
.....
- 5 Can we meet at the railway at 8.30?
.....
- 6 There two restaurants where you can entertain business guests.
.....

Hotel bookings

B

Complete the e-mail with words and phrases from the box.

~~book~~ booking costs hotel per night please thank two nights

To: Lise.Belfort@aquarius.fr
From: Aquarius.Infotech@skynetcom.ca
Subject: Travel arrangements

Dear Lise,

As you know, our General Manager, Linda Eisner, is visiting Aquarius Information Technologies, France next month.

Could you please book¹ her a single room for² from Tuesday 2nd September.

If possible, she would like a³ not too far from the AIT office.

.....⁴ let us know how much the room⁵⁶, including full breakfast.

Could you please make the⁷ as soon as you can.

.....⁸ you for organising this.

All the best,

Robin Stamford

Aquarius Information Technologies Canada

C Correct the five errors in Lise's reply. The first one has been done for you.

To: Aquarius.Infotech@skynetcom.ca
From: Lise.Belfort@aquarius.fr
Subject: Travel arrangements

Dear Robin,
Thank you for your *e-mail* ~~fax~~.

We are pleased to confirm that we have booked Mr Eisner in at the Hotel Adagio, which is very near our office.

As you requested, we have booked a double room for two nights from Thursday 2nd September.

The cost is 140 euros, breakfast not included.

With best wishes,

Lise Belfort
Aquarius Information Technologies, France

Case Study 4

THE GUSTAV CONFERENCE CENTRE

Meeting the needs of different clients

Background

The Gustav Conference Centre is just outside the city centre of Vienna, Austria. Three companies want to stay at the conference centre during the period Friday July 7th to Sunday July 9th.

Read the information about the companies and their needs. Then read the information on the Conference Centre's meeting rooms on page 140.

Company	Number of staff	How long at conference?	Meeting rooms	Seminar rooms
Minnesota Chemicals	80	3 days	1	2 (every day)
Elegant Ways Beauty Products	90	3 days	1	2 (every day)
JooC Designs	35	2 days	1	1 (every day)

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Meeting rooms and seminar rooms

The Conference Centre has three meeting rooms and four seminar rooms.

The meeting rooms

- **Rossini**
 - Seating capacity: 100
 - Video conferencing, large screen (5m x 4m), no direct access to the terrace and garden, technical support at all times
- **Puccini**
 - Seating capacity: 75
 - Video conferencing, projector + screen (4.5m x 4m), direct access to the terrace and garden
- **Verdi**
 - Seating capacity: 50
 - Film projector and screen (4m x 3.5m), six laptops (\$20 a day), technical support

Notes

- Minnesota Chemicals is a large international company. It is a new customer for the Conference Centre.
- Elegant Ways Beauty Products and JooC Designs had conferences at the Centre last year.

Other requirements

- Minnesota Chemicals wants: video-conferencing; projector + large screen (5m x 4m), direct access to the terrace and garden
- Elegant Ways Beauty Products wants: video-conferencing; projector + large screen (5m x 4m), direct access to the terrace and garden, technical support
- JooC Designs wants: large screen (5m x 4m), 10 laptops, technical support



Task

1 Work in pairs. You are the Manager and Assistant Manager of the Conference Centre. Discuss these questions.

- 1 Which meeting room do you want to offer each company?
- 2 What will you say to the conference organiser at JooC Designs?
- 3 Is there a problem with the seminar rooms? If so, how can you solve it?

2 The Manager of the Conference Centre telephones the conference organiser of each company. The Manager offers each organiser a meeting and seminar room, and discusses any problems. Role-play the telephone calls. Take turns playing the role of the Manager and conference organiser.

We can offer you the Room. It has a seating capacity of 100. There is a large screen, but ...



Thank You

