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ЛИНГВИСТИЧЕСКИЙ УНИВЕРСИТЕТ  
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**Т.В. Градская**

**TRAVELLING ABROAD**

**ПУТЕШЕСТВИЕ ЗА РУБЕЖ**

**Учебно-методическое пособие по дисциплине  
«Практикум по культуре речевого общения»  
для студентов 4-го курса  
переводческого факультета  
(английский как второй иностранный)**

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**Градская Т.В. TRAVELLING ABROAD = ПУТЕШЕСТВИЕ ЗА РУБЕЖ:** Учебно-методическое пособие по дисциплине «Практикум по культуре речевого общения» для студентов 4-го курса переводческого факультета (английский как второй иностранный). Часть 2. – Н. Новгород: Нижегородский государственный лингвистический университет им. Н.А. Добролюбова, 2010. – 96 с.

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Цель пособия - дальнейшее совершенствование навыков иноязычной речи студентов.

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## UNIT I.

### CITY TRANSPORT

#### **Travelling in London**

This famous capital has so much to offer – whether you're on business or on holiday. Travelling around is easy if you use the city's buses and the London Underground (*the 'Tube'*).

Get the most from your trip with this information. A bus map for the city centre and an *Underground zones* map will help you plan your journeys.

#### **The Underground**

***Task 1: Find the underground lines mentioned in the text on the map.***

The Underground is not only the oldest and biggest metro system in the world, but it's also one of the most modern and convenient, running for 20 hours every day.

- Each *Underground line* has a different name and colour. These are: Bakerloo, Central, Circle, District, East London, Hammersmith & City, Jubilee, Metropolitan, Northern, Picadilly, Victoria, Waterloo & City, Docklands Light Railway. When you arrive at a station, look for a colour-coded signs which will direct you to the line you need.

***Task 2: Now study the rules for passengers to follow while travelling on London Underground.***

- Try to avoid the busiest times between 08.00 and 9.30, and 17.00 to 18.30, Mondays to Fridays.

- You can buy your ticket from a ticket machine or ticket office at any Underground station. The Underground system is divided into six *fare zones*. The city centre is in Zone 1. The price of your ticket depends on how many zones you travel through.

- You must buy the right ticket for your destination before you begin your journey or you will be liable to a £ 20 *Penalty Fare*.
- You can buy *a single or return ticket*, valid for travel on the date shown on the ticket. *Travelcards* offer the best value.
- Many stations have *automatic ticket gates*. Insert your ticket and the gate will open. *Retrieve* your ticket as you walk through. When leaving the station, if the value of travel on your ticket has been used up, the gate will open for you, but the machine will keep your ticket.
- If you have a pushchair, wheelchair or heavy luggage, a special gate is provided, please ask a member of staff for assistance.

***Task 3: Now while listening to the people's conversations in the London Underground try to imagine that you're in London.***

### Ω LISTENING COMPREHENSION Ω

/M. Ockenden. *The London Underground*. Lesson 5./

- ***Listen to the conversations, memorise as many as possible of the expressions and phrases contained in the dialogues.***
- ***As soon as you've written down each conversation, read them twice exchanging the parts.***
- ***Now reproduce each conversation with your partner.***
- ***As soon as you've done that, have different variations of the same situation by taking A's first utterances followed by any of B's utterances, and so on.***
- ***Have some more practice by doing the DRILLS.***

**I. Example:** Student A: Can you tell me the best way to get to Holborn, please?

Student B: Take the Bakerloo to Oxford Circus and change to the Central.

1. A .....Earls Court.....?  
B .....Metropolitan.....Hammersmith.....District.
2. A .....Knightsbridge.....?  
B .....Circle.....South Kensington.....Picadilly.
3. A .....Regents Park.....?  
B .....Victoria.....Oxford Circus..... Bakerloo.
4. A .....Baker Street.....?  
B .....Northern.....Aldersgate.....Metropolitan.
5. A .....Liverpool Street.....?  
B .....Waterloo and City .....the Bank.....Central.

**II. Example:** Stud. A: Excuse me, but is this the right train for St. Paul's?

Stud. B: Yes, it's three stops down the line.

1. A .....platform.....Leicester Square?  
B .....two stops.....
2. A .....side.....Marble Arch?  
B .....the next stop.....
3. A .....line.....Holland Park?  
B .....four stops.....
4. A .....direction.....Swiss Cottage?  
B .....the stop after next.....

**III. Example:** Stud. A: Excuse me, please. Which way do I go for Notting Hill?

Stud. B: Notting Hill? Take the lift down to the Central Line.

1. A .....Picadilly Circus?  
B .....escalator.....Bakerloo.....
2. A .....Towere Hill?  
B .....stairs.....Circle.....
3. A .....Bayswater?  
B .....lift .....District.....
4. A .....Waterloo?  
B ..... stairs .....Northern.....
5. A .....Arsenal?  
B ..... escalator .....Picadilly.....

**Task 4: Continue reading about travelling in London and do the assignments which follow.**

### **Travelling at night**

The Underground runs until approximately 00.30. After this time you can use our extensive system of Night Buses.

Nearly all *Night Buses* pass through Trafalgar Square and serve theatres, cinemas and entertainment areas. Night Buses treat all stops as *a request stop*. This means that you always have to ring the bell *to get off* a Night Bus at any bus stop.

- Fares are slightly higher than on day buses; for example, the adult single fare for a journey between Trafalgar Square and Camden Town during the day is £1.20. The same journey at night is £1.50. You cannot use any one day ticket, Family or Weekend Travelcard on Night Buses and children must pay adult fares after 22.00 on all buses.

- Handy credit card size timetable and a Night Bus booklet are available from Travel Information Centres, selected *newsagents* and major Underground stations.

### **Tickets**

#### **Travelcards**

- A *Travelcard* gives you the freedom to travel on the buses and the Underground, and is also valid for the Docklands Light Railway and most British Rail trains in the London area.

- You must buy a Travelcard for all the zones through which you want to travel. With a valid Travelcard you can travel as often as you want within these zones. The more you use the Travelcard, the better value it is.

- Buying a Travelcard couldn't be easier – purchase one from any Underground station, *Travel Information Centre*, British Rail station within Greater London, or *Pass Agent*.

### One Day Travelcard

Valid after 09.30 Mondays to Fridays, any time weekends and public holidays. Not valid on *Airbus*, Night Buses and other special services.

	Adult	Child (5 – 15 years)
Zones 1 & 2	£3.00	£1.60
Zones 1, 2, 3 & 4	£3.50	£1.60
Zones 2, 3, 4, 5 & 6	£3.00	£1.60
All Zones (1-6)	£3.90	£1.60

### Weekly Travelcard

For use any time day or night for seven consecutive days. Not valid on *Airbus* or other special services. You also need a *Photocard*.

	Adult	Child (5 – 15 years)
Zones 1 & 2	£14.80	£4.90
All Zones (1-6)	£32.40	£10.30

## Photocard

Adults and children need a Photocard for a Weekly Travelcard, but they are free and easy to obtain. 14 and 15 year olds need a Photocard to obtain any child rate ticket.

Take a passport size photo to any Underground or British Rail ticket office, London Transport Travel Information Centre, or Pass Agent. Proof of age will be needed for 14 and 15 year olds.

## LT Card

Use this one day card at any time on buses, the Underground and Docklands Light Railway. Not valid on Airbus, Night Buses and other special services or for travel to stations north of Queen's Park on the Bakerloo line.

Adult	Child (5 – 15 years)	
Zones 1 & 2	£4.00	£2.00
Zones 1, 2, 3 & 4	£5.50	£2.50
All Zones (1-6)	£6.90	£2.90

## Family Travelcard

Available to family type groups consisting of up to two adults, travelling with at least one, and up to four children. Each traveller has a ticket and adult tickets are 20% cheaper than the normal Travelcard price for adults. Children are each charged a flat fare of 50p. Members of the party do not need to be related, but must travel together at all times. Available in the usual zone combinations. Not valid on Night Buses.

## **Weekend Travelcard**

Save 25% off the price of two normal One Day Travelcards. It is valid for the two days of the weekend, or for travel on any two consecutive days during public holidays. Available in the usual zone combinations. Not valid on Night Buses.

Up to two accompanied children under 5 travel free on the Underground.

## **Carnet**

Carnet is a book of ten single tickets for travel on the Underground in Zone 1 only. Adult books cost £10 – saving £1 on the price of individual tickets. Available from Underground stations, Travel Information Centres and Pass Agents in Zone 1. Individual tickets are *transferable* prior to making a journey. Each ticket must be *validated* by passing it through *the ticket gate* at the start of the journey.

## **Buses**

Most London buses are still red, but some are painted in different colours.

- With 17,000 bus stops all over London, you are never more than a 5 minute walk from one. You can board at two types of bus stop: compulsory and request.

- *Compulsory*: buses will automatically stop unless they are full, except Night Buses.

- *Request*: To stop a bus you must put out your hand clearly and in good time so that the driver can stop the bus safely. A bus might not stop if it is already full.

- When you *board* a bus, take a seat if one is available or *hold on tight*.

- The Bus network is divided into four fare zones. You can buy different combinations of the four zones to suit you.

- You either pay the bus driver (or *conductor*) or show your Travelcard. You must have the correct ticket for your journey or you will be liable to a £5 Penalty Fare.
- When you want to get off the bus ring the bell once, and well in advance to let the driver know. If someone else has already rung the bell you don't need to.
- Buses offer a friendly, personal and safe service, and for your security many of the buses have video cameras on board. All buses have two-way radio.
- Smoking is not allowed on any bus.

### **Assignments**

#### ***I. Give the English Equivalents for:***

Метро, метро в Лондоне, ветка метро, остановка по требованию, держитесь крепко, если приходится стоять в автобусе, плата за проезд, проездной, штраф за неуплату своего проезда, сойти с автобуса, сесть на автобус, подлежать передаче в пользование другому лицу (о билете), действительный, билет в одну сторону, билетная касса, на любой станции метро, место назначения, билет туда и обратно.

#### ***II. Answer the following questions:***

1. What's the name of the London Underground?
2. How many lines are there in the tube? What are they?
3. Where can you buy a ticket for the Underground?
4. How many zones is the underground system divided into?
5. The price of the underground ticket is fixed, isn't it?
6. How much is the penalty fare in the tube?
7. What is going through a ticket gate like?
8. What are the working hours of the underground?
9. How can one move around London after midnight?
10. What are the disadvantages of travelling by a Night Bus?

11. What kinds of tickets are available for passengers?
12. Who needs a Photocard?
13. Family Travelcard isn't only for the members of a family, is it?
14. What kind of ticket is LT Card?
15. What is a Carnet?
16. What colour are London buses?
17. At what stops can one board buses in London?
18. How many zones is the bus network divided into?
19. How much is the bus penalty fare?
20. London buses are well-secured and well-equipped, aren't they?

**III. Say whether according to the text the following statements are true or false and why.**

1. The main means of transport in London are buses and the Underground.
2. Passengers are advised to avoid travelling in the rush hour.
3. Passengers have no difficulty in finding their way in the London Underground.
4. Handicapped passengers are likely to face the problem of walking through the automatic gates safely.
5. The fare on the Tube is fixed and there's no Penalty Fare.
6. Night Buses are indispensable after midnight.
7. There aren't any differences between night and day buses.
8. A Travelcard is very convenient for travelling on the Underground.
9. Most London buses are easy to identify.
10. A passenger should be aware of two kinds of bus stops – compulsory and request ones.

**IV. Speak about travelling in London.**

## READING 1

Travelling in London can be tiring due to *traffic jams* one can *get stuck in*. You're going to read a text about London's traffic problems and the measures taken by the government to solve them.

***I. Scan the article below in order to find reference to these amounts of money. What are they for?***

*Example*

*£5.5 billion - the cost of building the tunnels.*

£2            £500            £1 million            £1.4 billion            £2 billion

***What do the following figures refer to?***

*Example*

*70 - the number of miles of tunnels.*

80            8            35            100            5,000

### **Move To "Bury" London Traffic**

*Subterranean traffic: a tunnel network, left, could link up London's main arteries, leaving the capital's streets clean, quiet and uncongested.*

(1) Department of Transport engineers are examining a proposal to divert half the capital's traffic below the surface in a 70-mile network of underground tunnels.

(2) The £5.5 billion plan has been given more urgency after two weeks of the worst pre-Christmas traffic jams the city has seen. It is backed by an anonymous consortium which includes a leading firm of architects and one of the top construction companies. Its promoters claim it would cure crippling traffic congestion, as well as reduce noise and fumes. The scheme would be financed by private investors and repaid from a £2 toll paid by drivers. The proposals are among a number submitted by private developers to the *Department of Transport* for coping with the rapid growth of traffic on Britain's roads.

(3) Transport officials are privately worried that without drastic improvements in London, the traffic crisis will worsen. Already there are more than 1.5m vehicle movements in the capital each day - a total which is expected to increase.

(4) The scheme, described as no more costly or ambitious than the Channel tunnel, would consist of 80 ft-deep 'underways', three running north to south and three east to west. Each would link up with a national motorway. At 'interchange points', where the motorways cross British Rail or London Underground lines, underground parking would be provided to allow drivers to continue their journey by train.

(5) Jerry Matthews, chairman of Covell Matthews International, one of the backers, claims that tunnels are the only answer to traffic congestion. "None of the proposals put forward in the last five years is capable of easing London's traffic problems," he said. "Flyovers and road improvement schemes only provide temporary stop-gaps. This scheme is viable; it can pay its own keep and needs only the government's sanction."

(6) The proposals have been welcomed by road and environment lobbies, including the British Road Federation and the Noise Abatement Society, which want urgent action on *traffic congestion, public transport holdups, pollution, road safety, parking* and 'rat running' - *taking shortcuts*.

(7) A typical London driver spends 111 hours a year sitting in stationary or slow traffic. The total cost in wasted time and fuel is estimated at £1.4 billion, an annual bill of £500 each. The roads have become so clogged that in the heart of the city vehicles travel at only 8 mph. - as slowly as a horse and cart did 100 years ago.

(8) A *hold-up* on a key road can set off a chain reaction, causing the capital to seize up. Last week traffic was locked solid throughout most of central London after a gas leak in Wandsworth, south London, caused homes to be evacuated and roads closed.

(9) The previous week, thousands of vehicles ground to a halt after students staged a protest on Westminster bridge. The jam, which stretched from the City to Marble Arch and from King's Cross to the Oval, was described by the Automobile Association as the worst on record.

(10) Some experts are sceptical about the scheme and believe it would encourage more drivers into the capital. Martin Mogridge, of University College's transport studies group, said: "Building more roads will mean more cars and more congestion."

(11) A scheme to build a £2 billion network under Paris to relieve traffic congestion is already being planned. Known as Laser, an acronym for underground regional automobile express, the scheme involves 35 miles of toll roads and 5,000 parking places. A £1m study, supported by Jacques Chirac, the mayor and former prime minister, is nearly complete. Brussels already has a network of roads under the city.

*The Sunday Times*

**II. Now read the text again and make notes under the following**

***headings:***

- a What the scheme is
- b Means of financing the scheme
- c Reasons for urgency
- d Advantages of this scheme over others
- e People who support the scheme
- f People against the scheme
- g Reasons for not supporting it
- h 2 examples of London's traffic crisis
- i 2 examples of similar schemes

**III. What is your reaction to the scheme? Would such a scheme be practical in your own town/city?**

**IV. Use the context to help you explain these phrases:**

- a *pay its own keep* (paragraph 5)
- b *set off a chain reaction* (paragraph 8)
- c *grind to a halt* (paragraph 9)
- d *stage a protest* (paragraph 9)

**V. a Look again at the article and find words which mean:**

- 1 'to make traffic take a different route';
- 2 'money paid by drivers who used a road';
- 3 'a quicker route than the ordinary one';
- 4 'a delay'.

**b Look at the phrase 'causing the capital to seize up' in paragraph 7. Find another adjective or adjectival phrase in paragraph 6 which is similar in meaning to *seized up*. In what other situations could you use it?**

**VI. Find the following words or phrases in the article:**

- two nouns used instead of plan
- the word meaning *supported financially*
- the word which means a group of companies working together
- two words used to describe *people who support a plan*
- the word for a person who puts money into something in order to *make a profit*

**Collocation**

**a. Traffic, as an adjective, is used in the text in collocation with four nouns, for example: 'traffic jams'. Find the other three.**

**b. Find four verbs which collocate with 'proposals'.**

**c. Find the adjectives which commonly collocate with these nouns:**

- a growth
- b improvements
- c action

**VII. Summarise the above text.**

## TOURIST GUIDE. **Getting Around Hong Kong\***

*I. You are going to read some information about different means of transport in Hong Kong. Answer the following questions. Some of the forms of transport may be chosen more than once.*

**Which form of transport would be most suitable if:**

- you wanted a short boat trip?
- you wanted to do some leisurely sightseeing?
- you wanted to get out into the countryside quickly?
- you needed to go to the airport at 2 a.m.?
- you couldn't stand cigarette smoke?
- you wanted to get to a train station quickly and cheaply?

**Which form of transport is not recommended:**

- in rush hours?
- on race days?
- if you only have a large note to pay with?
- if you have a large suitcase?
- if you are in a hurry?
- if you don't want to be with a lot of other tourists?
- if you are worried about thieves?

### **Subway(MTR)**

**Advantage:** *Extensive routes/ fast, air-conditioned, frequent schedule/ no smoking.*

**Disadvantage:** Cannot see the town much because most of the journey is underground; no washrooms at stations or cars; no eating inside train *compartments*; large luggage cannot be carried on board.

**Hours:** 6 a.m. - 1 a.m.

**How:** Look for the MTR sign on the street, follow the steps to the concourse, look for your destinations and cost of fares. Get change and tickets at the machines. For frequent travellers/buy a stored value ticket available at the station's bank. Feed ticket into front of entry machine, take it from the top. When you leave the station/ repeat the procedure and the machine will calculate and display how much of the stored value ticket remains.

**Suggestions:** Pick up the MTR Guide Book and the MTR Leisure Guide at any MTR stations. Avoid rush hours.

**Train (KCR)**

**Advantage:** The best way to go to the countryside, fast, air-conditioned. Same ticket system with the MTR, link up with the MTR at Kowloon Tong station. Runs to the border (Lowu) where you can go to China, runs to the Sha Tin racecourse on race days. Toilets on stations. Eating permitted.

**Disadvantage:** Beware of *pickpockets* on trains to Lowu.

**How:** Change at Kowloon Tong MTR station or get on the train at Hunghom station.

**Hours:** 5.52 a.m. - 11.53 p.m. depending on routes.

**Suggestions:** Avoid rush hours. Crowded on race days (check schedule).

**Airbus**

**Advantages:** *Single deck*, air-conditioned. Reasonable fare, luggage allowed.

**Disadvantage:** More expensive than other buses on same airport route.

**Operation hours:** 7.30 a.m. to 11.30 p.m. daily at 15 minute intervals.

**How:** Yellow bus stop.

**Suggestions:** Avoid rush hours.

**Taxis**

Red *in the urban area*/ green in the New Territories and blue on Lantau Island. All have grey roof. At night lighted dome indicates unoccupied. During the day, red flag on the dashboard meter can be seen at a distance.

**Advantage:** Run 24 hours, air-conditioned.

**Disadvantage:** Hard to get during rainy seasons, and driver changeover at 9.30 a.m. and 4.30 p.m.; some taxi-drivers do not speak English; some charge more than displayed on the meter.

**Hours:** 24 hours

**How:** Call for a taxi from hotels. Stands near major MTR stations, KCR stations and hotels or wave one down. Cars CANNOT stop if you stand where there is a yellow line painted beside the *kerb*.

**Suggestions:** Write down the destination name in Chinese and show it to the driver or say it in Cantonese. Make sure the driver lowers the meter flag. Check the meter when you get off. For complaints, first note down the car number and call police hotline at 5-277177.

**Double-decker bus**

**Advantages:** Cheap, flexible routes, run frequently; for all *route numbers*, followed by the letter 'M' means it will take you to an MTR station, followed by a 'K' means it goes to one of the train stations; buses with route numbers followed by letter 'R' only run on holidays.

**Disadvantages:** Not air-conditioned, may take longer than the MTR, occasional traffic jams.

**Hours:** Most buses run from 6 a.m. - midnight. Tunnel bus No. 121 (Choi Hung to Central Macau Ferry) and No. 122 (So Uk to North Point) every 15 minutes/12.45 a.m. - 5 a.m.

**How:** Look for a bus stop (blue on the island and red in Kowloon) or a station, check the number you want to take;

wave when you see your bus.

**Suggestions:** Have someone write down destination in Chinese and show it the bus driver or passengers.

### Trams

**Advantage:** Unique transport on the north shore of the island, perfect for sight-seeing and evening rides, cheap.

**Disadvantage:** Beware *pickpockets*, rain if sitting on upper deck on rainy days, slow.

**How:** Prepare *EXACT change*, get on from back, pay when getting off at front door.

**Hours:** 6 a.m. - midnight depending on routes.

**Suggestions:** Carry Chinese destination cards and ask passengers or drivers where to get off.

**Hours:** Daily 6.30 a.m. - 11.30 p.m.

**Suggestions:** A must for visitors.

### Ferries

Star Ferry - green and white double deck ferry to Kowloon or Hung Horn.

**Advantage:** A cheap and enjoyable way to cross the harbour, especially at night.

**Disadvantage:** Too many tourists.

## *II. Write about your impression of travelling in Hong Kong.*

### *Lexis*

#### **1 Verbs of movement**

These verbs can all be used in connection with driving. Complete each of the sentences below using an appropriate verb from those below. Change the tense where necessary.

- swerve
- skid
- cut in
- draw up
- accelerate
- cruise
- pull in(to)
- crawl
- weave in and out
- pull out

a) He ..... along the motorway at a steady 70 mph.

b) Inevitably, there were some cars..... along the slow lane.

c) One idiot in a hurry was ..... of the lanes, trying to dodge the traffic.

- d) He ..... into the fast lane in order to overtake.
- e) He had to ..... in order to get past as the other car speeded up.
- f) The previous week, a car had ..... on a patch of oil.
- g) He had had to ..... in order to avoid it.
- h) The traffic was heavy in the inside lane and in order to get to the exit he had to .....
- i) Once off the motorway he ..... the side of road to get his breath back.
- j) He eventually ..... outside his house half an hour later than usual.

## **2 Adjectives followed by prepositions**

Some adjectives are followed by prepositions when used predicatively (i.e. after the verb be)

### Example

It is characteristic of this government to make promises and do nothing.

*Complete these sentences using an appropriate preposition.*

- a) Her behaviour is devoid ..... common sense.
- b) I am well aware..... the problems involved.
- c) He became resigned ..... failure.
- d) This idea is hardly compatible ..... our existing plans.
- e) He was filled ..... remorse.
- f) This service is subject..... further delay.
- g) They are totally incapable ..... doing the job properly.
- h) That man is completely bereft ..... any understanding.
- i) She has always been prone ..... illness.
- j) As a leader, he seems impervious .....criticism.

### ***ROLE PLAY 1 “APPROPRIACY”\****

**• *Decide which of these phrases would not normally be used in a formal business meeting:***

- a While I am in broad agreement with you, I nevertheless feel. . .
- b If I could intervene at this point...

- c With respect, that is simply not the case...
- d That's a load of rubbish and you know it!
- e May I suggest...
- f May I interrupt you just for a moment?
- g One possibility which we have not considered yet...
- h Could I just ask you to clarify that point?
- i I feel that the case is being overstated.
- j Wait a minute. What are you on about?
- k What we would like to propose is...

• *Put the phrases above into three groups according to what they are used for:*

- 1) polite disagreement
- 2) interrupting
- 3) making proposals

• *Add similar phrases to each group making sure that they are suitably formal.*

### **Role playing a formal business meeting**

A large historic city has severe traffic problems. Work in groups, as if you were members of the city council. Your task is to propose and agree on a relatively uncontroversial, effective and cheap way of easing this traffic problem. You will also have to find ways of raising the capital to finance your plans. One person should act as the chairman and another as secretary in a formal meeting called to discuss the problem. The chairman must control the discussion. Disagreements should be voiced politely and formally.

**The situation:** You should take the following points into consideration:

- The city gets a large part of its income from tourists.
- Pollution is destroying the historic buildings.
- There is a shortage of parking spaces in the city's medieval streets, many of which are too narrow for buses.
- Businesses complain that the lack of mobility loses them millions each year.

- Tourist organisations want to turn the city centre into a pedestrians only area; local residents say they have a right to drive to their own houses, and complain that it is the tourists who cause the problem.
- Taxi drivers threaten to strike if anything affects their business.

### **Political considerations**

- The city council is short of money.
- Local elections are not far away and if you upset too many people you will not be re-elected.
- You won't get re-elected unless you do something about the traffic problem.

### **ROLE PLAY 2.**

A type A driver has been speeding on the motorway. He braked too late when coming up to a jam and very lightly touched the back of the car of a type B driver. There is some minor damage to both cars. Nobody is hurt Two policemen sitting in a patrol car nearby witnessed the accident and are now interviewing the two drivers beside the road.

Before you start, list some of the phrases you could use.

Drivers: accusation and denial

*Example*

*'What do you think you're doing?'*

Police: calming and official

*Example*

*'If you would just let the other gentleman give his version of events, Sir.'*

- ***Now work in small groups to role-play the situation.*** The type A driver starts by getting out of his/her car and accusing the other driver immediately after the accident. The police arrive on the scene shortly after.

**Type A driver.** You are convinced it was the other driver's fault for going too slowly and causing an obstruction. You are late for an appointment. You are very angry and capable of making some rather irrational accusations.

**Type B driver.** You are normally a mild mannered sort of person but the other driver is starting to get on your nerves with his/her accusations. You think people like that shouldn't be allowed to drive.

**Two policemen.** You are going to book the type A driver for speeding and also warn him/her that he/she may be charged with dangerous driving. You witnessed the whole accident and know he/she was to blame. Speak formally authoritatively, but calmly. Try to stop an argument developing. Take the names and addresses of those involved.

### ROLE PLAY 3 “In a Jam”

- *Calculate roughly how many hours you spend in transport (personal and public) in an average working week. Compare your total with others in the class.*
- *How much of this time is essential travelling? Check with other people in the class that your definition of essential is the same as theirs.*
- A serious increase in traffic in recent years has caused a major problem in many of the world's cities.

*In small groups, list*

*a) reasons why this traffic problem has become serious.*

*b) the problems that heavy traffic causes.*

- In the not-too-distant future, the increase in traffic might well have reached a point where drastic measures have to be taken to limit the use of private cars. What practical steps could be taken to achieve this? *List as many suggestions as you can.*

## UNIT II. HOTEL

### Choosing A Place To Stay

**I. You are going to read an extract from a travel guide devoted to accommodation for tourists in Great Britain. Before you do so, suppose what these types of hotels are:**

- *Bed & Breakfast* • *Corporate hotel*
- *Coaching inn.* • *Country house hotel*

**Where else can a tourist spend a night? Share your experience in travel with your fellow students.**

**II. Read about types of hotels in Great Britain. Mark peculiar features of each type.**

#### ***Where to stay***

THE RANGE OF HOTELS and accommodation available in Britain is extensive, and whatever your budget you should find something to suit you. Various types of accommodation are described over the next page, - the best places to stay from luxurious country-house hotels to cosy guesthouses. The confusing rating systems for hotel classification operated by the various tourist authorities in Great Britain is also demystified. Information is included on *self-catering* holidays which are becoming increasingly popular, particularly for those *on a shoestring budget*, with young children, or both. We have also added some introductory information on Britain's many campsites and caravan parks which can provide an adventurous, reasonably priced alternative to bricks and mortar.

### **Country House Hotels**

The peculiarly British concept of the country-house hotel has gone from strength to strength over the last 15 years. The term has been somewhat liberally used by unscrupulous hoteliers where some cursory redecoration, gas log-fires and reproduction furniture allowed for the word "country-house" to be added to the new hotel brochure. However, the genuine article is not hard to spot: the buildings are invariably of some architectural value, and filled with antiques and fine *furnishings*. Often they are situated in extensive grounds. Comfort and luxury are guaranteed -as well as a high tariff. Some country-houses are run by resident owner-proprietors while others may be owned by hotel chains such as Historic House Hotels.

### **Corporate Hotels and Hotel Chains**

Often at the top end of the market are the large corporate hotels such as the Sheraton group which provide every imaginable comfort and facility, nearly always including an excellent restaurant, swimming pool and a leisure and *fitness centre*. Though they tend to lack individuality and atmosphere, they make up for this in creature comforts. Major hotel chains such as Forte Crest are to be found in all the larger cities. Prices can be high, but are often quoted for the room rather than per person. They do not always include breakfast, so check before you book. Sometimes chain hotels will offer special weekend rates for tourists who book in advance, though weekdays can often see them full with business travellers and conference delegates.

### **Classic Hotels and Coaching Inns**

In the middle price range there are traditional hotels. They are often family-run and rely on a regular *clientele*, sometimes they can be a little uninspiring but usually offer reasonable comfort and *decor*. In towns you may also find small, privately-run modern hotels offering good value.

Coaching inns can be found all over England and Wales. They used to be staging points for people journeying by horse and carriage, where horses would be rested and travellers refreshed and given *lodging*. They are generally attractive historic buildings. Often they are the town's focal point, usually decorated traditionally, with a reliable restaurant and a friendly atmosphere.

### **Bed-and Breakfast and Guest Houses**

Bed-and-breakfast hotels, or B&Bs as they are more commonly known, dominate the lower price range, and such *guesthouses* and *farm-houses* can be found all over Britain. They are often family-owned and offer basic, no-frills accommodation, usually with a choice of English or Continental breakfast included in the price of the room. B&Bs don't normally accept *traveller's cheques* or *credit cards*; payment is preferred *in cash* or personal cheque (with a cheque guarantee card). Many tourist boards publish a *Bed & Breakfast Touring Map* which gives details of places they have inspected.

### **Wolsey Lodges**

Wolsey lodges are a group of privately owned, very comfortable houses, mainly in the country, which offer hospitality. They are named after Cardinal Wolsey who travelled around the country in the 16th century expecting the highest standards from his hosts. Food is an important feature of your stay, and dinner is often along the lines of a dinner party; everyone eats as though you are staying in a familiar home rather than an impersonal hotel.

The aim is to make visitors feel like welcome guests rather than paying clients. Prices vary from £20 to £45 per person for a double room with bathroom and a full breakfast.

***III. Before you go on to read about British hotel classification, room booking and other accommodation, please state the type of hotel each sentence describes:***

1. The specific feature of these hotels is warm welcoming reception.
2. The hotels are preferred for business meetings.
3. Usually they occupy historic buildings.
4. Their price often doesn't include breakfast.
5. Most often these hotels are located in the country.
6. These hotels charge high prices for the room disregarding the number of persons occupying it.
7. A credit card payment is unlikely to be accepted in such hotels.
8. In older times these hotels performed the function of modern motels.
9. The hotels are the cheapest.
10. The hotels are named after a historic person known for his love of comfort and quality of service.

***IV. Think of other words and expressions conveying the same meaning:***

- on a shoestring budget;
- hotelier;
- situated in extensive grounds;
- creature comforts;
- no-frills accommodation
- to offer special weekend rates;
- good value;
- dominate the lower price;
- range;
- family-run;
- resident;
- owner/proprietor

**V. Give the English equivalents:**

- косметический ремонт
- подлинную вещь несложно отличить
- им не хватает индивидуальности и особого духа
- рассчитывать на постоянных клиентов
- античная мебель
- хозяин
- представлять архитектурную ценность

**VI. Read the second part of the tourist guide providing information a hotel-lodger can't dispense with. Be ready to explain the meaning of italicized words:**

### **Hotel Classifications**

One useful guide to follow when making your hotel selection is the British Tourist Authority's crown classification system. Over 17,000 hotels, guesthouses, motels, inns, B&Bs and farmhouses take part in the system. The classification *gradings* range from "listed" (the lowest category) to "five crowns".

An annual inspection is carried out by the local tourist board to ensure *standards are maintained*. The number of crowns given is related to the range of *facilities* and services offered but a lower classification does not imply lower standards. This is where the BTA's "quality gradings" system comes in. These grade places, but on criteria such as *warmth of welcome* and *comfort of furnishings*. The four levels of ratings are termed "*approved*", "*commended*", "*highly commended*" and "*de luxe*". Thus you may come across a de luxe B&B which has only one crown - this means that while its facilities are limited they are nevertheless *of a very high standard*.

### **Crown classification**

ω Accommodation with additional facilities, including *washbasins* in all bedrooms, *a lounge* and use of telephone.

ωω A wider range of facilities and services, including morning tea and calls, *bedside lights*, colour TV in lounge or bedrooms, luggage assistance.

ωωω At least one third of the bedrooms with an en suite WC and bath or shower, plus easy chair and *full-length mirror*. Shoe cleaning facilities, hairdryers, and hot evening meals available.

ωωωω At least three quarters of the bedrooms with an en suite WC and bath or shower, plus colour TV, radio and telephone. 24-hour access and lounge service until midnight. Last orders for meals 2030 or later.

ωωωωω All bedrooms have WC, bath and shower en suite, plus a wide range of facilities and services, including *room service*, all-night lounge service and *laundry service*. Restaurant open for breakfast, lunch and dinner.

Quality Grades

*APPROVED, COMMENDED, HIGHLY COMMENDED, and DE LUXE*

#### ***Key classification***

λ Clean and comfortable, adequate heating, lighting and seating, TV, cooker, fridge and crockery.

λλ Colour TV, easy chairs or sofas for all occupants, fridge with ice maker, *bedside units* or shelves, plus *heating* in all rooms.

λλλ Dressing tables, bedside lights, linen and towels available, vacuum cleaner, iron and ironing board.

λλλλ All sleeping in beds or bunks, supplementary lighting in living areas, more kitchen equipment, use of an automatic washing machine and *tumble drier*.

λλλλλ Automatically controlled heating, own washing machine and tumble drier, bath and shower, telephone, *dishwasher, microwave and fridge freezer*.

### **Hidden Extras**

*Tipping* is not usually expected in Britain, and is becoming rare except in the most exclusive hotels, or on occasions when you have been particularly impressed with the quality of service.

One of the most expensive *extras* on all hotel bills can be the telephone. Hotels will usually *charge a higher tariff* for calls made from your room - check the rate before you *launch into lengthy conversations* - it may well be worth buying a phonecard and using the telephone in the hotel lobby instead.

### **Prices and booking**

Hotel rates are normally quoted per room and are *inclusive of VAT* and service charge; if single rooms are not available the supplement charged on a double room is generally quite substantial. *Top-of-the range* hotels could cost you anything over £200 a night and may not even include breakfast.

An average hotel in London will cost about £70 to £150 for two persons including bathroom and breakfast. Outside London expect to pay from £50 to £90 for facilities that will be of a similar standard.

Bed-and-breakfast accommodation (out of London) depends on the time of year and ranges from about £12.50 to £30 per person, per night.

A guesthouse (also outside London) would start at about £20 per person for one night. Farmhouse lodgings nearly always include a substantial dinner, so for *full board* you are likely to pay between £19 to £30 per person per night.

Some hotels ask for *a deposit* in advance when a written or telephone booking is made. This can sometimes be as a request for your credit card number - the amount will be charged to you regardless of whether you

show up or not. Acceptance of a booking by telephone, in writing or by fax constitutes a legally binding contract in Britain, but if you cancel a booking as early as possible, you may not necessarily have to pay the full amount.

***VII. Answer the following questions:***

1. What organization in Britain gives hotels their ratings?
2. What are the categories of hotels? In what way are the key~ and crown classifications different from those that you know?
3. What are the criteria of classifications?
4. How is the observance of standards controlled?
5. Is it customary to tip hotel staff in Britain?
6. What should one keep in mind concerning telephoning in GB hotels?  
Is it different in other countries?
7. What is usually included in a hotel price?
8. What are the approximate rates for hotels in the capital? And out of London? For a B&B? For a guesthouse?
9. How can you book a room in a British hotel? Will you be returned the deposit if you don't show up?

***VIII. According to The Oxford Advanced Learner's Dictionary of Current English the verb "to cater" has the two meanings: 1) provide food and 2) supply amusement, etc.***

***What do you think "SELF-CATERING" might mean in reference to travel?***

***IX. Now read about tourists' ways of spending a night alternative to hotels. What are the advantages of such accommodation?***

**Self-Catering**

For those who prefer to stay in one place and be independent, or have young children and a *limited budget*, *self-catering* is an excellent option. There are many places all around the country, and of all types, from luxury

apartments and *log cabins* to beautifully *converted barns* or *mills*. Local tourist offices have the most comprehensive and *up-to-date lists* (they can also provide a booking service).

The British Tourist Authority classifies self-catering accommodation in a system similar to its hotel ratings. Those which have been inspected are then given a "key rating". One to five keys are awarded - this is dependent on the *range of facilities and equipment on offer*, and similar to the hotel system, they can also be further rated on four gradings of commendation and quality.

In Scotland, the classification uses crowns and follows the same criteria as the quality gradings in England.

Unlike Scotland and England, the Welsh authorities combine their classifications into one: dragons reflect the *overall* quality of the accommodation, the number of facilities and also their standard.

The Landmark Trust is a self-catering organization that has saved many buildings of interest, and then made them available to the public to rent on a weekend or weekly basis. Book ahead.

### **Caravanning, catering and motorhomes**

There is a good choice of *camp sites* and *caravan (RV) parks* throughout Britain, normally open from Easter to October. During the peak summer months, parks fill up quickly, so book in advance. In England, the tourist offices listed can be contacted during the summer *to check on availability*. International caravan and camping signs indicate many park locations on the main roads. The BTA publishes a fairly comprehensive list called *Camping and Caravan Parks in Britain*. Two clubs - the Caravan Club, and the Camping and Caravanning Club - publish guides listing their parks, and it may be worthwhile becoming a member. Both clubs operate their own

grading system. A typical camping or caravan *pitch* will cost approximately £6 to £10 per night.

An alternative to a tent or caravan is to rent *a motor home*, which gives you great freedom to *explore at your own pace* and to stay almost anywhere. They are usually comfortable and very well equipped. The BTA guide Britain: Vehicle Hire provides full details of motor-home rental. Expect to pay between £500 and £800 per week for a luxury *six-berth vehicle* which can even include a generator, microwave and television. Motor home companies can arrange for you to pick up your vehicle direct from the airport or *ferry terminal*. Most camping and caravan sites in Britain welcome motor home drivers.

***IX. In your exercise books make notes containing the most essential information about where to stay in Britain, including specific features and prices.***

***X. Speak about ways to organize your living as tourist in Britain using your notes, vocabulary from Tasks 4 and 5 and words in italics from the text above.***

## **Comparing Hotels**

The text is taken from a newspaper article in which the journalist compares various hotels around Gatwick airport near London.

***I. Look at the words and phrases.***

- sumptuous
- dimly-lit
- rather formal
- higher-minded

- reasonable
- cold
- traditional
- tiny
- unappetizing
- grubby
- well-thought-out
- mean

*What do you think each adjective could refer to when talking about international hotels?*

**II. a) Work in pairs. One of you is to read the first description (Effingham Park Hotel) while the other is to read the second one (Gatwick Moat House).**

*b) Briefly note what the passage you read says about the*

**1. Room:**

- *size*
- *furniture*
- *bathroom*

**2. Room service**

**3. Restaurant**

**4. Service and facilities**

*c) Now compare your answers with your partner. Which hotel would you rather stay in? Why?*

*John Diamond*  
**Gatwick Stopover**  
**Effingham Park Hotel**  
£70to£150

I stayed in a business-grade room - halfway between a *standard room* and a *suite*. The room itself was bigger than my whole flat: had I been so minded I could have played badminton in it and never once run into the bed. As my bed was seven feet wide this is some claim indeed: three sets of pillows were needed to fill its width. The furniture - easy chairs, dining chairs, armchairs, a small dinner table, the wardrobe and so on - were in purest mahogany. If anything, it was all a little too **sumptuous**, with its maroon hangings and the rather formal carpet and wall coverings; given the choice I might have gone for one of the smaller oaken rooms. The bathroom was equally vast, loaded with unguents, thick towels and a bathrobe hung behind the door.

Room service came **in a trice** from a well-thought-out menu and was silver served on a cloth laid on my table. The hotel has two restaurants: the McLaren serves solid snack-to-supper food, and the jacket-and-tie Wellingtonia runs a rather **higher-minded menu**.

There is a health club based in the hotel which is, for the most part, free to residents.

There is also a hair-dressing and beauty salon, a nine-hole golf course, croquet lawn and **putting green**.

Generally the service was that of one of the more traditional London hotels. The service directory covers everything from ticket booking to picnic hampers. And where else nowadays can a gentleman leave his shoes outside his room at night in the knowledge that they will return, gleaming, the next morning.

## Gatwick Moat House

£60 to £100

At the Moat House I slept, fitfully, in a narrow, **dimly-lit** corridor of a room where the distance between the bed-end and the wall was a bare two feet, and where the air-conditioning unit contrived to make as much noise as the aircraft would have made if they'd left the windows single-glazed and had me open them for fresh air.

Indeed, the whole room seems to have been designed by an architect who has no idea why people stay in hotels. I give you the storage facilities as an example — or at least I would if there were any. The Moat House storage concept is two short hanging rails with six hangers.

Those sartorial types who like to keep a spare set of socks or a second shirt will find nowhere in a Moat House room in which to store them. The bedroom fitment, into which the mission control panel had been set, was drawerless and there was no shelf or drawer space elsewhere in the room. The bathroom contained two tiny cerise tablets of the brand of soap that smelt of the sort of air freshener hospitals use in terminal wards.

Room service was, by the time I arrived at 11 pm., not available, but for £3.50 they took 25 minutes to send me up a dryish ham sandwich and a glass of beer. The continental breakfast was from apparently the continent of Antarctica: cold, mean and unappetising. The public areas are rather grubby, although the medium-sized restaurant (which I didn't have a chance to try), looked reasonable enough.

The slogan of the Moat House is, according to the notepaper: “The Service You'd Recommend”. Not me, I wouldn't.

*The Sunday Times*

III. The writer refers to some things which he assumes his British readers

are familiar with. Students who read the first text should look at the article again and explain the following words under the heading EPH. Students who read the second extract should look at the words under the heading GMH and explain them.

#### EPH

- a) badminton
- b) maroon hangings
- c) oaken rooms
- d) a bathrobe
- e) silver service
- f) a croquet lawn
- g) a putting green
- h) a picnic hamper

#### GMH

- a) single-glazed window
- b) sartorial types
- c) bedroom fitment
- d) terminal wards
- e) a continental breakfast

### ***HOTEL SERVICES AND FACILITIES***

***I. What hotel and in-room facilities and services would be most important for you if you stayed in the hotel?***

- a) for pleasure?
- b) on business?
- c) with children?
- d) with an elderly person?

- e) with a disabled person?
- f) for one night?
- g) for a fortnight?

***Discuss in small groups.***

**Room:**

- *Ensuite bath and/or shower*
- *Direct-dial telephone*
- *Climate control*
- Colour TV
- Satellite/cable TV
- PC
- *Hi-Fi Video*
- Freezer
- Dishwasher
- Microwave
- Hairdryer
- Tea/coffee making facilities
- Hairdryer
- Balcony
- In-room safe
- Mini-bar
- Sea-view

**Hotel:**

- Vicinity to airport
- Vicinity to city-centre
- Porterage
- Round-the clock room service
- Elevator
- Lounge
- Terrace with tables for eating outside
- TV-lounge
- Restaurant
- Banqueting hall
- Cocktail bar
- Full alcoholic drinks license
- Vegetarian diets provided
- Conference hall
- Fax-machine
- Copier
- Internet access
- Payphone in lobby
- Laundry service
- Ironing facilities
- Smoking restricted
- Private parking
- Leisure facilities
- Garden for residents' use
- Child cot(s)
- Child high-chair in restaurant
- Babysitting service
- Area with children's equipment
- Regular entertainment in the evenings
- Sauna
- Solarium
- PC terminal
- Spa Bath
- Beauty salon
- Hairdresser's
- Chemist's shop
- Library
- Swimming Pool - indoor
- Swimming Pool – outdoor
- Games room
- Special outdoor area for games/sports
- Gymnasium
- Tennis Courts
- Squash Courts
- Golf grounds
- Pets accepted by arrangement
- Credit/debit cards accepted
- Access for wheelchair users without assistance
- Access for wheelchair users with assistance
- Access for ambulant disabled
- Ground floor rooms available

**II. Mr Harvey is in the Accommodation Bureau at Copenhagen Central Railway Station. Read the conversation between Mr Harvey and Fru Nielsen.**

**Nielsen:** Godmorgen.

**Harvey:** Excuse me, do you speak English?

**Nielsen:** Yes, I do. How can I help you?

**Harvey:** I need a double room with bath for two nights.

**Nielsen:** I see. What sort of hotel would you like?

**Harvey:** Well, could you tell me what kind of accommodation is available?

**Nielsen:** Well, of course, there are different classes of hotel. Prices start at D.kr. 100 a night for a one star hotel and go up to D.kr. 650 for a better one.

**Harvey:** What is there for about £30 a night?

**Nielsen:** That's about 400 crowns. Here's a selection of hotels at around that price.

**Harvey:** Ah, thank you very much.

**Nielsen:** Where would you like to be? The hotels in the centre are more convenient than the hotels in the suburbs, but then the city centre hotels are more expensive and noisier.

**Harvey:** We'd like to be in the city centre. Which of these is a good place?

**Nielsen:** Well, the Titan, the Union, and the Regent are all very central.

**Harvey:** Could you explain the prices at the Regent?

**Nielsen:** Yes. There is a minimum price for off-season stay and this maximum price for high season, June to August.

**Harvey:** What's the Regent like?

**Nielsen:** It's a medium-sized hotel and, as far as I know, it's very comfortable.

**Harvey:** Can I book a room in the Regent from here?

**Nielsen:** Certainly, that's no problem. So that's for today the 17th August, and tomorrow?

**Harvey:** Yes.

**Nielsen:** What name is it, please?

**Harvey:** Harvey.

**Nielsen:** Could you spell that?

**Harvey:** H-A-R-V-E-Y.

**Nielsen:** Thank you, Mr Harvey. Just wait a moment while I confirm your booking with the hotel.

**III. Answer the questions on the dialogue:**

- 1) What kind of room does Mr. Harvey want?
- 2) In what ways are suburban hotels better?
- 3) Must Mr. Harvey pay the minimum or maximum price for a hotel room?
- 4) For what dates does Mr. Harvey need a room?
- 5) How big is the Hotel Regent?

**IV. Act out the conversation between Mr. Harvey and Fru Nielsen.**

**V. Role-play. Work in groups of three.**

**Student A.** You are planning to fly to London for a week's stay together with your co-worker. You plan to combine business activities with sightseeing and shopping. You surfed the web for accommodation in central London area and here are some options. Call an accommodation bureau in London and ask the clerk to help you choose a hotel according to your preferences. Inquire about hotel location, services and facilities most important to you, prices. Use the traveller's guide on p. 66 to help you choose the needed room type.

**Student B.** You are A's colleague. Say to him/her what kind of hotel you want to stop at. Set your price limits.

**Student C.** Act as an accommodation bureau clerk and give the caller all information required according to the Hotel List available. Give advice.

## **London Hotels**

### HEMPEL

31 Craven Hill Gardens, London W2

Tel.02072989000 Fax. 02074024666

Edwardian building that is grand and family-run. Immaculate standards kept; superb restaurant. There's also a book-lined library.

- Parking
- Ensuit shower
- Round-the-clock room service

Prices from £200 for a standard double room per night, inclusive of breakfast, service charges and any additional taxes such as VAT.

### ABBEY HOUSE

11 Vicarage Gate , London W8 Tel.02077272594

Once a Victorian family home, now a no-frills bed-and-breakfast. Rooms though spacious are simply furnished without en suite bathrooms. Under £50 for a double room per night, VAT inclusive.

### BASIL STREET

23 Basil Street SW3 Tel.02075813311 Fax 02075813693

An enduringly popular hotel just off Sloan Street. It has a long history and lots of personality. Its brassiere-wine bar is superb and very good value for this expensive area. £150-200 for a standard double room per night. Credit cards American Express, Diners Club, Visa, Master Card are accepted.

DOLPHIN SQUARE

Chichester St, SW1 Tel.02078343800 Fax.02077988735

A smart complex of suites and studios near Tate Britain. Facilities include garden, sports courts, a swimming pool and *a shopping mall*. £100-150 for *a double room* per night with breakfast, service charges and additional taxes.

ONE ALDWYCH

Aldwych WC2 Tel.02073001000 Fax. 02073001001

Filled with contemporary works of art, every inch of this hotel imaginative, with well-thought out rooms. Underwater classical music plays in the swimming-pool. Prices about than £200 for a double standard room with breakfast.

**Budget prices in Central London**WESTPOINT HOTEL

This hotel has long been a popular choice amongst tourists due to its pleasant central location, with easy access to London's major tourist attractions, museums, theatres, Oxford Street and Piccadilly Circus. Choice of rooms with colour TV radio/intercom and most with ensuite bathrooms.

- Two minutes walk to Paddington and Lancaster Gate stations and A2 Airbus to Heathrow.

• TV lounge	• Car park	• Special group rates
Rates	Low season	High season
Singles	from £18.00	from £24.00
Doubles (per person)	from £15.00	from £18.00
Family room (per person)	from £ 12.00	from £16.00

**BED & BREAKFAST**

170-172 Sussex Gardens, Hyde Park,

London W2 1TP

Tel.: 0171-402 0281 from outside Britain international code

+44171 402 0281

Fax: 0171-224 9114

ABBEY COURT HOTEL

Central London hotel hotel - two minutes walk to Paddington and Lancaster Gate stations and A2 Heathrow Airbus and *within easy reach of* London's important tourist attractions. Rooms with colour TV, radio and most with ensuite bathrooms.

- TV lounge
- Car park

RATES per person

Rates	Low season	High season
Singles	from £20.00	from £28.00
Doubles	from £15.00	from £ 18.00
Family room	from £14.00	from £17.00

174 Sussex Gardens, Hyde Park,  
London W2 1TP  
Tel.: 0171-402 0704  
Fax: 0171-262 2055

### SASS HOUSE HOTEL

10 & 11 Craven Terrace, Hyde Park, London W23QD

Tel: 0171-262 2325 Fax: 0171 – 262 0889

Central location between Paddington and Lancaster Gate Stations,  
3 minutes walk to Hyde Park and A2 Heathrow Bus. Easy access to  
London's famous attractions and shopping areas.

- TV lounge
- Parking facilities

RATES per person

Low season	High season
Single from £ 18.00	from £24.00
Double from £14.00	from £ 16.00
Triple from £11.00	from £14.00

## Hotel Information. Making A Reservation

### Ω LISTENING COMPREHENSION Ω

*/M. Ockenden. At a Hotel. Lesson 15./*

- *Listen to the conversations, memorise as many as possible of the expressions and phrases contained in the dialogues.*
- *As soon as you've written down each conversation, read them twice exchanging the parts.*
- *Now reproduce each conversation with your partner.*
- *As soon as you've done that, have different variations of the same situation by taking A's first utterances followed by any of B's utterances, and so on.*

- *Have some more practice by doing the DRILLS.*

**I. Example:** Can I reserve a double room from Sunday till Tuesday with a view of the sea?

- 1) ... book .....
- 2) .....private bathroom?
- 3) ... single .....
- 4) ..... now.....?
- 5) ... have .....

**II. Example:** Student A: Have you got **a double room**?

Student B: No, but I can let you have **two singles**.

- 1. A: ...a single room with a shower?  
B: .....one with a bath.
- 2. A: ... a room overlooking the sea?  
B: ... one facing the park.
- 3. A: ... a twin-bedded room?  
B: ... one with a double bed.
- 4. A: ... two singles on the second floor?  
B: ... two on the top floor.
- 5. A: ... a double room from Monday to Friday?  
B: ..... one till Wednesday.

**III. Reply to A's questions using the comparative form of the adjective.**

*Example:* A: Is this room big enough for you, sir?

B: I suppose you haven't anything a little bigger, have you?

- 1. A: .....floor quiet.....?  
B: .....
- 2. A: ..... date early .....
- 3. A: .....room large.....?  
B: .....
- 4. A: ..... price reasonable.....?  
B: .....
- 5. A: .....room comfortable.....?  
B: .....

**II. Now with a partner, have a similar conversation asking about hotel accommodation and room prices.**

*III. In pairs, read Conversation B below and the Studios Inn Price List. Then, inquire the hotel Front Desk Clerk if the hotel has the facilities and provides services that are important to you, and answer similar questions.*

**Conversatation B**

Consuela Rodriguez is phoning a friend from her room at the Studios Inn.

**Consuela Rodriguez:** Hi, Karen? This is Consuela.

**Karen Paulsen:** Consuela! Great to hear from you. Where are you?

**Consuela Rodriguez:** At the Studios Inn, in Hollywood.

**Karen Paulsen:** Really? What's it like?

**Consuela Rodriguez:** Very nice. The room's huge.

**Karen Paulsen:** Yes? Does it have satellite TV?

**Consuela Rodriguez:** No, it doesn't, but it has ... .

**Studios Inn Hotel Hollywood Boulevard**

**PRICES**

*Executive suite* (two luxury bedrooms) ..... \$695 per night  
 Bedroom 1, has king size bed, Bathroom  
 Bedroom 2, has two queen size beds, Bathroom plus, connecting parlour with wide screen TV, Wet bar, Guest Washroom.

*Standard suite* ..... \$450 per night  
 Bedroom with king size bed, Bathroom, Parlour, Wet Bar  
 Double room (1 or 2 person occupancy)  
 With king size bed:.....\$125 per person supplement  
 With two queen size beds: .....\$125 per person supplement (*Children under 14 sharing a room with two adults stay FREE*)

*Single room* (1 person occupancy).....\$170 per night  
 with one double bed

**Extras:**..... \$30 per night  
 Cot/Rollaway bed (for children under 8)

ALL OUR ROOMS HAVE PRIVATE BATH, SHOWER, DIRECT-DIAL TELEPHONE, INDIVIDUAL CLIMATE CONTROLS & COLOR TV.

State tax (currently at 18%) will be added to all charges. Service included.  
**Additional gratuities** *at your discretion.*

**IV. Look at Conversation C, below. Complete the sentences.**

**Conversation C**

**Front Desk Clerk:** What kind of room \_\_\_\_\_?

**You:** I'd like a \_\_\_\_\_.

**Front Desk Clerk:** Fine. I have a \_\_\_\_\_.

**You:** Does it have \_\_\_\_\_?

**Front Desk Clerk:** No, it doesn't. It has a \_\_\_\_\_.

**You:** That's OK.

**Front Desk Clerk:** How are you paying?

**You:** \_\_\_\_\_.

**V. Read the following four telephone conversations between Mr Knudsen, a hotel advance registration clerk and different callers. Act out the conversations. Memorize italicized words and expressions.**

**1.**

**Operator** Hotel Regent. Good morning. Can I help you?

**Caller** Yes, I'd like to book a room for next week.

**Operator** *Hold the line, please*, and I'll put you through to Advance Reservations.

**Knudsen** Advance Reservations. Can I help you?

**Caller** Yes, I'd like to book a *twin-bedded* room from the afternoon of the 21st August to the morning of the 27th.

**Knudsen** Yes, we have a twin-bedded room available for those dates. The rate is 390 crowns per night, including continental breakfast.

**Caller** That will be fine.

**2.**

**Knudsen** Advance Reservations. Can I help you?

**Caller** Yes, do you have a double room with shower from the 19th to the 23rd August, *with full board*, please?

**Knudsen** One moment, please ... Yes, we have.

**Caller** *What is the daily rate?*

**Knudsen** D.Kr. 340 per person.

**Caller** Fine. Could I make a booking, please?

**Knudsen** Certainly. Your name, telefax number and electronic mail address, please.

**Caller** My name is Babushkin, the telefax number is +78312348950. My e-mail is bab\_business@unite.nnov.ru Could I also have *garage space* for my car?

**Knudsen** Certainly, Mr Babushkin. *I'll reserve you a space.* Anything else, sir?

**Caller** No, that's all, thank you.

**Knudsen** *I'll send you confirmation of your booking.*

**Caller** Thank you very much. Goodbye.

**Knudsen** Goodbye.

**3.**

**Knudsen** Advance Reservations. Can I help you?

**Caller** My name is Dalbret. I'd like to book a single room for 25th August.

**Knudsen** I'm very sorry, sir. We have no single rooms *available* on that date. I *can put you on the waiting list and ring you if there's a cancellation.*

**Caller** Thank you, but could you give me the name of another hotel?

**Knudsen** Try the Hotel Central, sir.

**Caller** Hotel Central. Thank you very much.

**Knudsen** Not at all. *Thank you for calling.*

**4.**

**Caller** Good morning. This is Frau Schmidt of Holstein AG, Hamburg. I want to reserve a single room for Herr Lang, our Marketing Manager.

**Knudsen** Yes, Frau Schmidt. When does he require the room?

**Caller** For the night of 24th August. And Herr Lang would like a *quiet room* away from the street *with river view.*

**Knudsen** For 24th August. Certainly. Could you give me your address, please?

**Caller** Yes, it's Postweg 45, 2000 Hamburg 22.

**Knudsen** Could you spell 'Postweg', please?

**Caller** Yes, it's P-0-S-T-W-E-G.

**Knudsen** Postweg 45, 2000 Hamburg 22.

**Caller** Right. Oh, and *would you send us the bill,* please?

**Knudsen** Of course. And thank you for calling.

**Caller** Thank you. Goodbye.

#### ***VI. Role-play. Work in pairs.***

**Student A.** You want to stay at the Studios Inn Hotel. Call the Reception, ask about the services, facilities and prices. Make a reservation

**Student B.** Act as Front Desk clerk in Studios Inn Hotel. Answer A's questions. Reserve a room for A.

**VII. The following extracts are from two different letters, a letter making a reservation and a letter of confirmation, but they have got mixed up. Put them in the right order to produce two correct letters.**

1

Yours faithfully  
Susan Peacock  
Secretary

2

I look forward to receiving your confirmation.

3

The rooms should be booked in the names of John Brown, Mary Black, Bill Franks and Ann Jones.

4

I would like to reserve four single rooms from 19<sup>th</sup> to 24<sup>th</sup> November 2004 for four of our managers.

5

We look forward to receiving our guests.

6

Dear Sir/Madam

7

Thank you for your letter of 16<sup>th</sup> September 2004-. We are very pleased that you have chosen to use our hotel for your four managers who will be in Anyton from 19<sup>th</sup> to 24<sup>th</sup> November 2004.

8

Could you please inform me of your rates and whether you offer discounts for company bookings.

9

I would like to confirm your reservation for four single rooms for these dates. We are happy to be able to offer you our corporate rates, which you will find in the enclosed leaflet.

10

Yours sincerely Peter Black Reservations Clerk
--

11

Dear Ms Peacock
-----------------

**Letter of reservation**

--	--	--	--	--	--

**Letter of confirmation**

--	--	--	--	--	--

*8. Write a fax to book a double room in one of London hotels according to example:*

<b>02/07/2004</b>
-------------------

<b>TO: ADVANCE RESERVATIONS, HOTEL REGENT, COPENHAGEN.</b>
--

<b>FROM: MICHAEL THOMAS, SALES DIVISION, UNIVERSAL PRODUCTS, YORK.</b>
--

<b>PLEASE RESERVE A SINGLE ROOM WITH BATH FROM EVENING OF AUGUST 18<sup>TH</sup> TO AUGUST 25<sup>TH</sup> 2004. A QUIET ROOM ON A LOWER FLOOR AWAY FROM THE STREET IS PREFERRED. PLEASE CONFIRM AS SOON AS POSSIBLE AND INFORM ME IF A DEPOSITE IS REQUIRED.</b>
---

<b>FAX 109083654345</b>
-------------------------

**HOTEL RECEPTION**  
**Checking-in at a Hotel**

*I. Read the conversation between a receptionist Leone and a hotel guest Mr.Rawson.*

**Leone** Good evening. Can I help you?

**Rawson** Yes. I've booked a room for the next three nights.

**Leone** Could you give me your name, please?

**Rawson** Yes. It's Rawson. John Rawson.

**Leone** Ah yes, Mr Rawson. Here it is. A single with bath until the 27th. Would you fill in this Registration Card while I prepare your Key Card? –

**Rawson** Certainly. Ah good, it's in English. Let me see ... name ... first name ... Why do you need these passport details?

**Leone** They are for the Police Department. We have to ask you for this information by law.

**Rawson** Here you are. I think I've filled it in correctly.

**Leone** Yes, that's fine, Mr Rawson. Here's your key. It's room 708 on the seventh floor and the daily rate is 50 Euro, excluding breakfast. And here's your *Key Card* with details of your booking on the front. Inside, it tells you about all the services the hotel can provide. You should carry it at all times. You'll need it as identification in the hotel's bars and restaurants *if you want drinks and meals charged to your account*.

**Rawson** Right. I'll take good care of that. You mentioned food. Is it possible to get something to eat this late?

**Leone** Yes, our Belvedere restaurant is still open. Or if you want something lighter, there's the Coffee Shop. It's open *round the clock*.

**Rawson** Good. I'll put my luggage in my room first. How do I get to it?

**Leone** Don't worry about that. The *porter* will take your bags up in the lift and show you to your room.

**Rawson** Right. Thank you very much. Good night.

## **II. Answer the questions on the above conversation:**

1. At what time of the day did Mr. Rawson arrive?
2. For how long was Mr Rawson planning to stay at the hotel?
3. What kind of room had he booked?
4. What interested Mr.Rawson about the Registration Card?
5. Why was his passport information asked for?
6. What kind of room did Mr.Rawson get? What did it cost per night?
7. Why should Mr.Rawson carry his Key Card?
8. What's the Coffee Shop closing time?
9. How would Mr.Rawson find his room?

## **III. Consuela Rodriguez is checking in to the Studios Inn Hotel. Read Conversation A taking turns. And then act it out.**

### **Conversation A**

**Front Desk Clerk:** Good afternoon. Can I help you?

**Consuela Rodriguez:** Yes. *Do you have any vacancies starting tonight?*

**Front Desk Clerk:** Yes, ma'am, we do. How long would you like to stay?

**Consuela Rodriguez:** For four nights.

**Front Desk Clerk:** What kind of room would you like?

**Consuela Rodriguez:** A single, if possible.

**Front Desk Clerk:** Let me see .... Will you be paying by credit card?

**Consuela Rodriguez:** Yes. MasterCard. Here you are.

**Front Desk Clerk:** That's Ms. Rodriguez? I'll just *take an impression of your card*. Would you please *complete the guest registration card*?

**Consuela Rodriguez:** Certainly.

**IV. Interview another student and complete the following registration card for them.**

<p>Studios Inn Hotel Hollywood Boulevard</p> <p><i>GUEST REGISTRATION CARD</i></p> <p><i>Last name:</i> _____</p> <p><i>First name:</i> _____</p> <p><i>Middle initial:</i> _____</p> <p><i>Title:</i> _____</p> <p><i>Home address:</i> _____</p> <p>_____</p> <p><i>Home phone number:</i> _____</p> <p><i>Company name:</i> _____</p> <p><i>Company address:</i> _____</p> <p>_____</p> <p><i>Company phone number:</i> _____</p> <p><i>Nationality (only for non-US. Citizens):</i> _____</p> <p><i>Passport number:</i> _____</p> <p><i>Next Destination:</i> _____</p> <p><i>Room No.</i> _____</p> <p><i>No. of persons:</i> _____</p> <p><i>Date of arrival</i> _____</p> <p><i>No. of nights or Departure Date</i> _____</p>
---

**V. Read Conversation B and answer these questions:**

- What does the Front Desk Clerk give Consuela? What is it used for?
- What floor is Consuela's room on?
- What time does the main restaurant close?

**Conversation B**

**Front Desk Clerk:** Here's your credit card, Ms. Rodriguez, and your *room key*.

**Consuela Rodriguez:** Thank you.

**Front Desk Clerk:** This is your *room charge card*. You'll need this if you charge anything in the restaurant or lobby shops. Could you sign it here?

**Consuela Rodriguez:** OK.

**Front Desk Clerk:** Right. Your room is on the seventh floor. The *bell captain* will take your bags up to your room.

**Consuela Rodriguez:** Thank you. Oh, *is the restaurant still serving lunch?*

**Front Desk Clerk:** Our main restaurant closes at two thirty, but you can get something to eat in the all-day Coffee Shop. It's located across the lobby.

**Consuela Rodriguez:** Thank you very much.

**Front Desk Clerk:** You're very welcome. Enjoy your stay with us.

**VI. Look through the dialogues in exercises 1, 3 and 5 and provide the synonyms for:**

- Front desk clerk
- Bell captain
- Round-the-clock (adj)
- Room charge card.

**VII. Say what these are for:**

- Registration Card
- Room Charge Card
- Key Card

**VIII. Role Play. Work in pairs. Don't forget to change parts.**

*Student A.* Act as a hotel guest. Check in.

*Student B.* Act as the receptionist. Provide the guest with all necessary information. Answer questions.

## Out and About

**I. Fill in the missing words in the sentences below. Choose from the following. Use each word once only, although there are more words than you need. Read the whole text first before trying to fill the gaps.**

attractions	destination	festivals	nature
conveniences	displayed	galleries	resort
countryside	escorted	guides	ruins
courtesy	events	itinerary	scenery
cruise	excursions	locality	souvenirs
daily	ferries	museums	

Visitors arriving at the hotel will be interested to know what is on offer. Many hotels will arrange (1) ..... tours by coach, or on foot to visit local (2)..... These may include historic (3)..... art (4) ..... or (5) ..... where objects from the past can be seen.

Many people prefer to spend time out of doors and like to travel into the (6) ..... where they can enjoy and photograph the (7) ..... The hotel can arrange half-day or full-day (8) ..... and a detailed (9) ..... will inform the guests of the exact route which will be taken. Guests are normally given some time to visit shops where they often buy (10) ..... to remind them of their holiday when they return home. Alternatively, they may enjoy a (11) .....on a boat on a river or canal.

During the year there are many (12) ..... taking place in the local area. Information about the time and place of these should be (13) ..... in the hotel so that guests are aware of what is going on. The hotel can expect to be very busy when national or local (14) ..... are taking place. Some of these are famous all over the world and attract many visitors.

**II. When staying in a hotel, would you like it to arrange an excursion for you? Why or why not?**

## **Complaints**

***I. Have you ever complained about hotel service? If you have, whom did you talk to? Were your problems solved? Share your experience with groupmates.***

***II. Try to imagine a hotel bedroom with a number of inappropriacies.***

1. bed
- 2 sheets
- 3 wardrobe
- 4 carpet
- 5 waste-paper basket
- 6 ashtray
- 7 tray
- 8 lamp
- 9 books
- 10 curtain

**Begin like this:** It is not surprising that the guest who was given this room complained. The Housekeeping staff did not do a number of things that they should have done before the guest saw the room.

*Examples:*

- change > They should have changed the sheets.
- close > They should have closed the wardrobe.

**III. Using the verbs below say what other things the Housekeeping staff should have done.**

- make
- vacuum
- clean
- open
- remove
- pick up
- replace

**III. Some hotel guests are experiencing problems. Match each problem (1-14) with a suitable reply (a-n).**

- 1 This towel is damp.
  - 2 The pillowcase is stained.
  - 3 The shower curtain is torn.
  - 4 I wanted a newspaper in my room.
  - 5 The room is dusty.
  - 6 There's a lot of noise on the telephone line.
  - 7 The mirror is cracked.
  - 8 I think the hairdrier is faulty.
  - 9 The window is stuck.
  - 10 My suitcase is still in my room.
  - 11 The waste-paper basket is full.
  - 12 This light bulb is too weak for reading.
  - 13 The room is cold.
  - 14 There's no ashtray in my room.
- a) I'll get the chambermaid to clean it.
  - b) I'll have the heating turned up.
  - c) I'll get someone to open it.
  - d) I'll have it brought down.
  - e) I'll fetch you a dry one.
  - f) If you tell me which one you read

- I'll have it delivered.
- g) I'll get you a clean one.
  - h) I'll have it replaced.
  - i) I'll have a stronger one fitted.
  - j) I'll have one brought to your room.
  - k) I'll have a new one put up.
  - l) I'll have it checked.
  - m) I'll call the operator and have it checked.
  - n) I'll get someone to empty it.

***V. Make up short conversations between a customer and hotel staff about the following problems:***

- a) insects in the bathroom
- b) air-conditioning on full blast and wouldn't turn off
- c) noise from the terrace bar below during the night
- d) luggage not brought to the room yet
- e) TV out of order
- f) mini-bar empty
- g) room appeared to be of a different type
- h) dinner brought to your room is cold and doesn't have something you'd ordered

***VI. Who do you think is responsible for dealing with each of the above problems:***

- receptionist (front desk clerk)
- porter (bell person)
- housekeeper (chambermaid)
- room service waiter
- electronics engineer  
(*maintenance*)
- advanced reservations clerk
- cashier
- room service person?

***VII. Read the letter and answer the questions after it.***

The Manager  
 Starway Tours  
 121-123 City Road  
 London  
 WIY 7HE

Dear Sir

I have recently returned from your Starway Five Nations Tour - ST 104/5. I am very upset by the standards and the organization of this tour and I have a number of comments about it that I would like to make.

In general, the food was extremely poor and the service was very slow. On a number of occasions we had to wait over an hour for our meals. In one hotel there was a problem of overbooking. After a long and tiring journey, we discovered that this hotel had no accommodation for us. We were transferred to another hotel on the outskirts of the city. In your advertisement, you stated that all the hotels were located in city centres.

There were also a number of travel delays during the tour, and on one occasion my luggage was left off the coach, I only got it back a day later. Finally, I think your staff should have handled these problems in a better way. Some of them were rather rude when complaints were made.

I feel that your company should consider an appropriate refund because of the bad service that was provided.

Yours faithfully,  
 Muriel Stamp (Mrs)

- 1 What did the customer complain about?
- 2 What was wrong with the food service?
- 2 Why did Mrs Stamp complain about the hotel transfer?
- 3 What happened to Mrs Stamp's luggage?
- 4 What complaint was made about the staff of the tour company?
- 5 Why does Mrs Stamp want some of her money returned?

***VIII. Read the conversations between the receptionist in the Hotel International dealing with complaints.***

*Dialogue 1*

**Bryant** Hello, is that Reception?

**Receptionist** Yes, it is.

**Bryant** This is Miss Bryant in room 142. I checked in about ten minutes ago.

**Receptionist** Ah yes, Miss Bryant. How can I help you?

**Bryant** You can help me by getting my bathroom put right. It's in an absolutely terrible condition. When I tried the shower, no water came out at all.

**Receptionist** Oh dear, I am sorry to hear that. I'll have it fixed immediately.

**Bryant** And that's not all. There's no soap, towel or toilet paper.

**Receptionist** I apologize for this, Miss Bryant. We're rather short-staffed at present. Housekeeping should have checked your room. We'll attend to it as soon as possible. There's been a misunderstanding.

**Bryant** That's all right. The most important thing is to fix it as soon as possible.

### *Dialogue 2*

**Brewster** Good evening. My name is Brewster. There's a booking in my name. A single room, three nights.

**Receptionist** I'm awfully sorry, Mr Brewster, but we've let the room to someone else and there are no others available.

**Brewster** What do you mean, you've let the room? I made the booking weeks ago.

**Receptionist** I know, sir, but you should have checked in before six this evening. It's nearly ten now. There's a six p.m. release on all our rooms. It was in the letter of confirmation.

**Brewster** That's very pleasant, isn't it? My plane was four hours late. And now you tell me that you've let my room.

**Receptionist** I'm terribly sorry, but that is the situation. Let me see if I can book you another room in a nearby hotel, and we'll arrange the transfer.

**Brewster** I think that's the least you can do. Well, all right, go ahead. I've got to sleep somewhere. '

**Receptionist** Good. Please take a seat and I'll soon have something arranged for you.

### *Dialogue 3*

**Receptionist** Good morning, Mrs Dupont. Is everything all right?

Dupont No, it's not. Someone's stolen some of my valuables - two rings and a gold watch.

**Receptionist** I'm very sorry to hear that, madam. Where were they?

**Dupont** In my room. And the door was locked. It can only be one of your staff. I want my things back. And fast.

**Receptionist** Well, I can certainly understand that you're upset about losing them and we'll do all we can to help. If they really are missing, it's a matter for the police.

**Dupont** What do you mean, 'if they are missing'? I told you they were.

**Receptionist** Yes, madam, but first I'll have one of the Housekeeping staff look through your room in case they're still there. But I must say that we can't be held responsible. You should have deposited the valuables with Reception. It says so on the Key Card.

**Dupont** That's not good enough. I want to see the manager. Immediately.

**Receptionist** I'll be glad to call the duty manager for you, madam, but he'll certainly say the same. We have very clear instructions about valuables and we must follow them.

#### *Dialogue 4*

**Receptionist** Reception. Can I help you?

**Smith** Yes. This is Sebastian Smith in room 704. I've tried to ring my wife in London twice and both times I was cut off.

**Receptionist** Did you actually speak to your wife, Mr Smith?

**Smith** Yes, it was the same both times. We spoke for maybe twenty seconds and then the connection was broken. The line was terribly bad, too. I could hardly hear her.

**Receptionist** I'm sorry to hear that, Mr Smith. That certainly shouldn't have happened. Would you give me your wife's number and I'll get in touch with the operator? He'll tell us if the fault is in their equipment or in ours. I'll call you back as soon as I can.

**Smith** Good. Thank you very much.

#### *IX. Answer the questions:*

1. What is wrong with Ms Bryant's bathroom?
2. What does Ms Bryant think is the most important to be done?
3. Why has Mr Brewster arrived late?
4. Why should have Mr Brewster have known about the six pm release?
5. What does the receptionist offer to do for Mr Brewster?
6. What was Ms Dupont's complaint about? Whom did she accuse?
7. What should she have done to the valuables?
8. Can Ms Dupont be helped? What did the receptionist offer?
9. What kind of problem was Mr Smith experiencing?
10. What would the receptionist do to help Mr Smith?

## X. Ω LISTENING COMPREHENSION Ω

*Fill in the gaps using the information from the dialogue you're going to hear:*

*Dialogue 1.*

1. The guest was extremely annoyed at a number of things:

\_\_\_\_\_

\_\_\_\_\_

2. It was impossible to have the room cleaned immediately because

\_\_\_\_\_

so the receptionist promised to \_\_\_\_\_

3. The guest wanted to \_\_\_\_\_ but it was also impossible because the hotel \_\_\_\_\_ .

4. As the guest was dissatisfied with the situation, she demanded to

\_\_\_\_\_ .

*Dialogue 2.*

1. The guest's name was \_\_\_\_\_ .

2. The room number was \_\_\_\_\_ .

3. The manager promised to \_\_\_\_\_ immediately.

4. The manager suggested \_\_\_\_\_ while she sorted the problem out.

***XI. Speak about the problems faced by the guest and the way they were sorted out.***

***XII. Role-play a conversation between a displeased customer and a helpful polite receptionist.***

***XIII. Write a letter of complaint to your Tourist agency or to the hotel manager.\* You may need to make use of the following words and phrases:***

action	inept	second-rate
adjustment	inexperienced	short-sighted
agreed-upon	inferior	sloppy
angry	infuriating	thoughtless
annoyed	insufficient	trouble
carelessness	irritated	uncomfortable
compensation	lazy	uncooperative
concerned	maddening	unethical
controversial	misapprehension	unfit
damaged	miscalculation	unfortunate
deception	misconception	unfulfilled
defective	mishandled	unhappy
difficulty	misinformed	unpleasant
disagreement	misinterpreted	unprofessional
disappointed	misjudged	unqualified
disconcerting	misleading	unreasonable
displeased	mismanaged	unreliable
dispute	misprint	unsatisfactory
disrespectful	misquote	unsound
dissatisfaction	misrepresented	untidy
disservice	missing	untrue
disturbed	mistake	unwarranted
drawback	misunderstanding	upset
embarrassing	negotiate	
exasperated	nonfunctioning	
exorbitant	nuisance	
failure	offended	
fake	omission	
false	overcharged	
fault	overestimated	
flaw	overlooked	
fuming	oversight	
furious	protest	
grievance	regrettable	
ill-advised	reimburse	
incompetent	remake	
incomplete	repair	
inconsiderate	repay	
inconsistent	replace	
inconvenient	resolve	
incorrect	restore	
indignant	return	
	rude	

## *Phrases*

- I am entitled to
- a mix-up in my order
- appealing to you for help
- are you aware that
- check on this problem
- direct your attention to
- does not meet our standards
- every reasonable effort should be made to
- expecting to hear from you soon
- fails to meet industry standards
- has not met my expectations
- have the right to
- hope to resolve this problem
- I am concerned about
- I feel certain you would want to know that
- I feel let down by
- I found it irritating in the extreme to
- I must insist that/insist upon
- inexcusable treatment
- I strongly oppose your position on
- it has come to my attention that
- it is with great reluctance that I must
- inform you
- it was somewhat disconcerting to find that
- it was with indignation that I realized
- I seldom write letters of complaint, but
- I was displeased/distressed/disturbed/  
offended/disappointed by
- I wish to be reimbursed for
- I wish to register a complaint about
- I would like to alert you to
- laboring under a misapprehension/misconception
- makes my blood boil
- may not be aware that
- not accustomed to dealing with
- not up to your usual high standards
- serious omission/problem
- under the mistaken impression that
- unpleasant incident

- unsatisfactory performance
- we were very unhappy with
- will look for some improvement
- with all possible speed

## Checking Out

*I. Fill each of the numbered gaps in this passage with one suitable word from those given:*

- vacate
- be
- move
- unless
- due
- off
- left
- pack
- point

'Remember that by the terms of the contract you are \_\_\_\_ (1) to leave before midday,' the voice said.

Yes. Yes, I know. I was just about to \_\_\_\_\_ (2) when you rang.'

'Midday,' the voice repeated.

'I know. As I said, I was on the \_\_\_\_\_ (3) of leaving - packing, then leaving.'

'That is \_\_\_\_\_ (4) you want to pay for another week,' the voice continued.

'No. No, I'll \_\_\_\_\_ (5) out by twelve,' I stammered.

'It does say very dearly on your door that all guests are to \_\_\_\_\_ (6) their rooms by midday,' the voice went on, quite unnecessarily, I thought.

'Look. I've told you,' I shouted, 'I'll have \_\_\_\_\_ (7) before the clock strikes twelve! I'm \_\_\_\_\_ (8) in less than fifteen minutes. The flies, ants and cockroaches will soon \_\_\_\_\_ (9) partying in a punctually vacated apartment. Have no fear.'

'Kindly remember that the new occupants \_\_\_\_\_ (10) in at...'

'I know! Midday!' I screamed, and threw down the phone.

**II.** *A guest is leaving the Hotel Oaxaca, Veracruz. Read her conversation with the cashier. Pay attention to and explain the meaning of the words and phrases in italics. Render them in Russian.*

**Brown:** Good morning. *I'd like to check out.* The name's Brown, Sara Brown. Room 201.

**Cashier:** Just a moment, Ms Brown, and I'll *prepare your bill...* Here you are, then. That's *the total amount payable* at the bottom there.

**Brown:** I can't believe it. I'm sure that's too much. Perhaps there's a mistake. Could you *go through it* with me?

**Cashier:** Yes, of course. It's an *itemized bill*, as you can see. If there is a mistake, we'll soon discover it. A-P-T-S stands for Apartments. That's the basic room rate. You've been here since Sunday. That makes five nights and the *Apartments charge is repeated five times*. So that's OK. These charges here are for meals and drinks that you *signed for*.

**Brown:** Yes. They look all right. I ate in the restaurant four times in all and I had a few drinks from the poolside bar. But what's this T-E-L S-T-D? That's a lot of money.

**Cashier:** That stands for Telephone, Subscriber Trunk Dialling. That's for *long distance calls* that you make yourself, without the help of an operator.

**Brown:** Yes, but I've only been here for five days and I've only spent a little time on the phone.

**Cashier:** Have you made any international calls, Ms Brown? They're rather expensive.

**Brown:** Well, yes, I phoned London twice and I rang a friend in Seattle the day before yesterday. But they were all short calls, two or three minutes at the most.

**Cashier:** Well, I'll *check the meter reading* for you, if you like.

**Brown:** Yes, that's a good idea....

**Cashier:** ... No, there's no mistake. 528 units at 5 pesos. That's 2640 pesos.

**Brown:** I didn't know it was so expensive to make calls from here. I wanted to *pay the bill in cash* but I haven't got enough on me. Will *traveller's cheques* be all right?

**Cashier:** Yes, of course.

**III. Answer the questions on the dialogue.**

- What was Ms Brown surprised by?
- Where on the bill is the amount that Ms Brown had to pay?
- What services did Ms Brown sign for?
- What do letters APTS in the bill stand for?
- How many international calls did Ms Brown make?

**IV. Study the note in Studios Inn Hotel rooms:**

*The Studios Inn Hotel has a TV check-out system. You can call up your room charge account at any time during your stay simply by pressing 33 on your TV remote control. Use the plus (+) button to scroll up, and the minus (-) button to scroll down. When you wish to check-out, you can review your account on screen, then simply press 44 to Speak to Accounts so that you can confirm that you approve of the charge.*

Have you ever used a TV check-out system? Do you think it is convenient? Why?

**V. Fill in the missing words in the sentences below. Choose from the following. Use each verb once only and remember to put it into the correct form. (See example):**

calculate	incur	liaise	settle
check out	issue	overcharge	sign for
dispute	itemize	return	vacate

At the end of their stay guests check out at reception.

- 1 During their stay at a hotel, guests will \_\_\_\_\_ charges for the services which they use in the hotel.
- 2 When a hotel guest eats in the hotel restaurant he/she will be asked to \_\_\_\_\_ the meal before leaving.
- 3 Some hotels \_\_\_\_\_ a luggage pass to show that payment has been received and the guest is free to leave.
- 4 Guests usually wish to see exactly what they are paying for, so the hotel should \_\_\_\_\_ the bill to show each item separately.
- 5 Most hotels ask guests who are leaving to \_\_\_\_\_ their rooms before lunchtime.
- 6 A computer also makes it much easier to \_\_\_\_\_ any discount.
- 7 The receptionist will ask the guests to \_\_\_\_\_ their bills before leaving the hotel.
- 8 The receptionist will \_\_\_\_\_ any valuables which have been deposited for safe keeping.
- 9 Guests may \_\_\_\_\_ a charge if they disagree with it.
- 10 In order to avoid problems the receptionist should \_\_\_\_\_ with the other departments in the hotel.
- 11 Guests will be very unhappy if the hotel \_\_\_\_\_ them and asks them to pay more.

### **Practical Travel Guide\***

**DON'T BE CONFUSED: ROOM CATEGORIES, VIEWS AND BEDDING TYPES**

**Choosing a hotel room category can often be a daunting task, especially when you don't know what the individual room-type descriptions mean.**

Here is a quick run-down on common room categories in the United States, the Caribbean, Canada and Mexico:

**STANDARD (std):** This category usually means the most basic roomtype offered by the hotel. It has basic, standard amenities and furnishings. A standard room in a Four Seasons hotel is without question much more deluxe than a

standard in, say, a Holiday Inn, but there may be higher categories from which to choose. Standard rooms in hotels with higher categories often have no view or have a poor view over the dumpster or parking lot.

**MODERATE (mod):** Usually a slight bit better than standard, but still not deluxe. It may refer to the room view as well as the size and type of furnishings offered.

**SUPERIOR (sup):** This category is always subject to interpretation. It's supposed to mean superior to a standard room in both size and furnishings, but it often refers to just the view. Some hotels have *only* Superior rooms; the categories then are defined by the view and location of the room.

**DELUXE (dlx):** These rooms are supposed to be Deluxe in every way: View, location, furnishings and size. In some Caribbean hotels, however, a deluxe room is a lower category than a Superior, so it's wise to question your choice before final booking.

**RUN OF HOUSE (roh):** This can mean anything the hotel wants it to mean, but typically the interpretation should be "standard room or better at time of check in; any location within the hotel." With the exception of upgrades to suites or junior suites, this category often does not distinguish between Standard, Superior or Deluxe. It does NOT mean, however, best room available at time of check-in.

**JUNIOR SUITE (jrste):** A "junior" suite is typically a larger room with a separate seating area. Sometimes it's got a small divider between the part of the room that the bed is in and the seating area, but it is not two separate rooms.

**SUITE (ste):** A Suite is usually two or more rooms clearly defined; a bedroom and a living or sitting room, with a door that closes between them. Many hotels

use the word "suite" to define any room with a sofa in it so be sure to check thoroughly if what you really want are the two or more separate rooms.

**STUDIO (stu):** This is usually configured like a Junior Suite, but has the added advantage of a "kitchenette," or cooking facilities.

Next comes *bedding categories*. These are usually easier to figure out:

**KING (K):** A kingsized bed, in U.S. measurements, that would be 72 inches wide by 72 inches long.

**CALIFORNIA KING (CK):** a kingsized bed that's longer than it is wide: 72 inches wide by 78 inches long.

**QUEEN (Q)** A bed in U.S. measurements that is 60 inches wide and 72 inches long.

**DOUBLE (D)** A bed in U.S. measurements that is 54 inches wide and 72 inches long.

**TWIN (T)** A twin is supposed to be 36 inches wide and 72 inches long, but it can also describe a bed that is as narrow as 32 inches wide. It is also sometimes called a "single."

And now the description of **room views**:

**PARTIAL OCEAN VIEW (pov):** Ahhh. You've scrimped and saved for that Hawaii vacation and finally can afford a decent hotel with a Partial Ocean View room category. Does this mean that your view is blocked by some trees? Usually not: In its most cynical definition it means that if you step out on your balcony, lean over at a 45-degree angle, crane your neck until your bones crack, you might get a glimpse of the sea between two other buildings. Or, it might mean that your room is on the side of a building and you can actually see a bit of the

ocean from inside your room, but your window does not face the ocean and you don't see a lot of it.

**OCEAN VIEW (ov):** This could mean one of two things: Your room is on the side of a building and you have a full view down the beach and can see the ocean but you don't FACE the ocean, or that you are in a hotel several blocks away and on a high enough floor that you can see the ocean from your room. In the second scenario you may well be facing the water, but from a distance. In a beachfront hotel, or even one across the street from the beach, this category does not mean facing the ocean.

**OCEAN FRONT (of):** Here is the category that gives you a full-on ocean view. It means that the windows in your room face the ocean. Depending on the type of hotel you are in, it could mean that you are on a higher floor and have a more sweeping view.

**BEACH FRONT (bf):** Hotels that have access directly onto a beach often have this category available to guests; in its strictest interpretation, you should be able to walk out of your room and onto the sand. Some hotels use this category, though, for their lower ocean front rooms even if you have to go down an interior corridor and take an elevator to get outside. If what you want is to just be able to walk out, check carefully before you book.

**CITY VIEW (ctv, cvw, or cty):** It could mean on a higher floor with a broad view over the city, OR... it could mean a city view instead of a more desirable ocean view or mountain view etc.

**MOUNTAIN VIEW (mvw, mtv):** Looking out at the mountains. This is great if you're skiing; in the Caribbean it usually means "You aren't looking at the sea."

**WATER VIEW (www, wtv):** Your room looks at or has a view of a featured body of water in your destination. Sometimes this is replaced with specifics: Lake View, for example, or Lagoon View or River View.

**ISLAND VIEW (isv, ivw, isl):** A euphemism -used in both Hawaii and the Caribbean- for no ocean view at all. It means your room faces the opposite side of the hotel from the ocean.

**POOL VIEW (plv, pvw,):** Self explanatory.

**GARDEN VIEW (gdn, gdv):** Usually means lower floors, facing landscaping, no view except of the shrub that blocks your window.

Let's face it: No hotel is going to have a "Dumpster View" room category, and some rooms that are called "Deluxe" by a hotel simply aren't. So if these issues are important to you, check them out carefully, even going so far as calling the hotel to clarify.

Of course there are other room designations as well: Handicap Accessible, Smoking, Non-Smoking, Concierge (or Tower) Level, Club Level, Balcony etc. but those are pretty self-explanatory.

With this guide and some careful planning, you shouldn't end up looking at a freeway offramp in a room with one twin bed for your honeymoon.

**UNIT III**  
**TEXTS FOR SYNOPSIS**

**VII Semester**

**Text 1.**

**Love in a Strange Climate**

The bride and groom have just got married on a Mauritian beach. The congregation was a group of complete strangers – hotel guests in their swimsuits who laid their detective novels on their sunbeds and strolled over to listen to the pastor brief the couple on their new responsibilities.

Each year about 12,000 Britons go abroad to get married, as well as to honeymoon. This has as much to do with economics as romance and sunshine. With the average wedding at home costing about £8,000, a ceremony in paradise will bring significant savings.

Fly to the Dominican Republic, for example, and a couple can have a two-week honeymoon at a luxury hotel for £1,799 for two, including all wedding arrangements, while a three-day package to Gibraltar costs just £600.

An important consideration is the legal requirement concerning residency – the time you have to stay in the country before you can get married. EC countries are among the most difficult. In Italy, for example, you have to be there for six weeks. In the Caribbean, the most popular place for overseas weddings, the rules vary from island to island. In Barbados you can marry the day you arrive; in Jamaica, weddings usually take a minimum of three days; in Grenada, a week.

Bali is the most popular destination in the Far East, despite the additional complication of a seven-day-stay and the need to spend the day in Jakarta to deal with the paperwork.

Australia is another possibility. On the island of Hamilton they have even built a church, not for westerners but for Japanese who like to follow up their traditional wedding with a white church wedding. You need to apply at least six

weeks ahead of your trip. The Australian Tourist Commission publishes a useful free fact sheet.

America leads the way in terms of speed. In Las Vegas a wedding license is easier to acquire than a television. All you need is your passport and US \$45. Then you find a chapel, such as the Elvis Experience, one of several open 24 hours a day, or one in a hotel where you are staying. In Florida you can also arrive, obtain the licence and marry, all on the same day.

There are several slightly crazy wedding possibilities available in Florida. You can get married aboard the Riverside Romance while cruising on the St. John's River, for example, or in a basket of a hot-air balloon, with the pilot performing the ceremony just before lift-off, followed by breakfast. Underwater marriages are also conducted in Key Largo, Florida, where the engaged couple are taken on a one-day diving course before undertaking the ceremony.

Many travel companies employ wedding co-ordinators who are well-informed about the legal requirements in different countries. There is a rule in Barbados, for example, that forbids marriages after 6 p.m., and in the Seychelles marriages have to take place in a permanent building, never a temporary building or tent in the hotel grounds. On St Lucia, you cannot marry on the beach but the hotel grass is perfectly fine.

*// Focus on First Certificate, pp. 220-221//*

## **Text 2.**

### **True Legacy of Princess Who Knew Despair and Delight**

*On the first anniversary of her death, W.F. Deedes recalls Diana, the Royal who meant different things to different people*

This was the day, flags at half-mast reminded us, on which to be sad but also to try to see her as she really was, not as so many like to dream of her. For Diana, Princess of Wales meant so many different things to different people.

Mr. Fayed sees her as a ‘martyr’. Her brother, Earl Spencer, thinks she was “murdered by the press”. Julie Burchill wrote of a “spirited, compassionate and beautiful Englishwoman”. For Andrew Morton and – let us be honest about it – also for newspapers, she was and still is a source of revenue.

Did she leave something of lasting value? Yes, I think she did. At one point in her relatively short span, she reached the pit of human despair. Was ever the break-up of any marriage so cruelly advertised? How many could have endured such exposure and stayed in our right mind?

Yet she rose from those depths and, in the final days of her life, she was reaching the stars; so it seemed to those of us who were with her on that last mission to Bosnia. That is what made her death so sad, but there remains the solid legacy.

A lot of people in this world go through the sort of despair she suffered, feel their life is in pieces, their spirit irreparably broken – and are then often moved to behave unaccountably, as she certainly did. For them, it seems to me, she left a gift of gold. Yes, you can pick up the pieces again. Sooner or later, night ends and daybreak comes. So when people strip away the hyperbole and judge Diana more critically than has seemed appropriate in the year after her death, that gift of hers needs to be weighed.

Oh, yes, the revisionists will soon be along. It is the way of the world. Give her the wings of an angel and there will be those who tear off the wings. The trouble with Diana was that she lent herself to superlatives and they provoke iconoclasts.

To resist them, those who loved her need to move away from the pantomime stuff: the princess in the darkest of towers, trapped between a faithless husband and an inflexible mother-in-law with what a *Guardian* writer called “her obdurate courtiers”.

As Cardinal Hume points out, she was not a saint. It was a flawed character. But that is partly why so many loved her. She caught the heart of those who believe in neither heaven nor hell and who see glamorous boyfriends and easy

morals as no obstacle at all to living a decent life in love and charity with their neighbour.

She was an inspiration to people who do not believe in God but who do believe in helping those less fortunate.

“Although a princess, she was someone for whom, from afar, we dared to feel affection and by whom we were all intrigued.” Nobody can gainsay that. And while we are about it, let us consign “The People’s Princess” to the dustbin.

It was a crass observation by the Queen’s First Minister, not least because it provoked so many to say that the Princess Royal has set a flawless, though less well advertised, example in the humanities with her work for Save the Children Fund. Furthermore, it triggered a degree of animosity against the Queen.

The Princess Royal and, indeed, the Queen herself illustrate where Diana’s detractors will find something to work on. Is the value of charity or duty diminished because it remains largely unseen? Does it have to be constantly to be photographed and publicised to prove its worth? I think not, though many disagree with me.

Ours has become very much a “first name” society. Diana, Princess of Wales invariably made people feel they could call her “Di”. The Princess Royal, the Prince of Wales and the Queen herself are simply not in that mould.

“The People’s Princess” was one of us. The others are not. So what she did was special to us and what they do seems hardly relevant... The image in many eyes has become the substance.

In reality, the Queen showed much kindness towards her daughter-in-law. She was sometimes puzzled by her, occasionally exasperated, but she did what she could to ease the way.

When, at the time of her engagement to the Prince of Wales, Diana stepped from obscurity into the limelight and found the attentions of the press alarming, the Queen did not tell her to pull oneself together. She called the editors to Buckingham Palace, gave them a drink and asked them to go easy.

Later on, when Diana formed even deeper fears about what modern journalism might inflict on William and Harry, the Queen encouraged her to set about enlisting the sympathy of editors in her own way. The stern unbending matriarch versus the cringing princess is simply not a runner.

Holding firmly to realities, it will be unfair if what Diana did to bring to the notice of the world the cruelty of landmines is belittled, as Channel 4 appeared to do last week with a programme absurdly entitled *Diana, the Wrong Crusade?*

She supported a ban on landmines which is going to run into difficulties, so the message ran, whereas the right aim is to clear the mines already in the ground faster. Diana wanted a ban, as any sensible person would, but recognised its limitations.

The fact is that nobody in politics was much interested in the subject until Diana stirred things up and a good thing too.

For a long time, the true portrait of Diana will be difficult to read because there is so much else dotted about on the canvas.

There is the apparently unending mystery of what happened in Paris, though there seems no mystery about it. Dodi Fayed was the boss. He took charge, gave the wrong instructions and paid for them with his life.

It does begin to look as if, most unexpectedly, she did the Royal Family a good turn. But the manner in which she set about doing this will seem to some less generous than the manner in which the Royal Family have bowed to it and responded. In this and other ways she was a catalyst, bringing back to life the ancient magic of days when the poor could bring their woes to the throne.

Adam Lindsay Gordon's lines from *Ye Wearie Wayfarer* sound right for today: *Life is mostly froth and bubble, Two things stand like stone, Kindness in another's trouble, Courage in your own. There is no hype there.*

When much else has been stripped away, that example will endure; and it leaves, as she would so much have desired, a shining path for her sons.

*// The Weekly Telegraph, September 1998/*

### Text 3.

#### **It Is Mad To Hold an Election While Foot and Mouth Rages**

**John Major** *begs Tony Blair to delay an early election, and thus put the well-being of the country before party calculation.*

I was born a townie but 25 years ago moved to the countryside. I have learnt to love the more gentle rhythms of rural life and to admire the hardy perseverance of country folk. And they have needed to be hardy.overspill from towns and cities has spawned rapid growth in villages and country towns. Village shops have disappeared, to be replaced by out-of-town shopping centres. As farm prices have fallen, many rural incomes have dropped to subsistence levels. Salmonella, swine fever and BSE have all taken their toll.

Now rural communities face the appalling havoc of foot and mouth disease. I look at the blank, fearful faces of the farmers and my heart bleeds for them: it seems malign fate is forever lying in wait to bat them around the ears.

For many farmers, the feeling is close to despair. They fear they have become irrelevant as a voting bloc and, as a result, are ignored; they feel no one cares for them. As one farmer's wife put it to me, with an anger that Tony Blair would be wise to understand: "They even want to take away our traditional way of life." She was referring to the plans to abolish foxhunting.

Farming is a hazardous way of life these days and farmers need reassurance: that that is why eradication of foot and mouth must be the priority for the Government.

It is an open secret that that the Prime Minister has been planning a spring election for months: he would probably have called it for April 5 had it not been for the outbreak of foot and mouth, but every indication now suggests that Mr. Blair intends to dissolve Parliament for a poll on May 3.

All the signals are there. A populist Budget, in which a small amount of the people's money has been given back to the people. The promises are made.

Advertising hoardings have been booked: the putative election date is no more a secret than is the revelation that Friday follows Thursday.

But now fate has intervened. For the Prime Minister – after all his calculated political preparations for an election – it is a huge frustration that a wretched crisis has intervened to put his timetable at risk. Yet, at the moment, he still seems determined to proceed as if all were serene in the countryside. The Government and its spin doctors are now advancing the truly ludicrous notion that, were the planned local elections for May 3 to be delayed, it would highlight the crisis and thereby damage the tourism industry. Moreover, the electorate knows that it is not the local elections that concern the Government: it is the planned general election.

So what should the Prime Minister do? I have twice called a general election and am well aware of the conflicting emotions in his mind.

The questions he must consider are straightforward:

- Is there a crisis to be managed?
- Will rural communities feel bereft – even betrayed – if the Prime Minister puts party political self-interest before the preservation of what is left of their livelihoods?
- Is there a risk that necessary decisions will be delayed because they are inappropriate – or politically damaging – during an election campaign?
- Would there be inhibitions on campaigning in rural areas in any early elections?
- Would any general election in such circumstances create added bitterness and divide town from country?
- Can ministers devote the attention that is necessary to resolve foot and mouth if they are preoccupied with fighting a political battle?
- Can electioneering proceed in shattered communities in which foot and mouth is rife, without the risk of spreading infection?

If the Prime Minister can answer ‘No’ to the first five questions and ‘Yes’ to the last two, then there is no impediment to an election: he can proceed with the local elections and, if he wishes, call a general election. If he cannot so answer, then he would be wise to be cautious – not least because the public knows he has a secure majority and there is no constitutional need to call a general election for more than a year.

I suppose the Prime Minister is unconcerned at the possibility that he may need Parliament to ratify controversial measures: after all, he has bypassed it so often in the past.

Mr. Blair is tempted and may well give in to temptation. If he does – and he misjudges this issue – he will not be forgiven by those facing catastrophe. While animals burn, the Prime Minister must not be seen to make politically self-interested decisions – or he may well pay a high price for them.

The Prime Minister has other worries too, as he ponders election dates. He must know that an adverse reaction to an early election might not only be felt in rural areas: many town folk might look askance at an early poll if it were accompanied by a worsening situation on foot and mouth, or a spread of the disease to uninfected farms as a result of electioneering.

So, too, would those countries that believe foot and mouth has been exported to them from Britain. The world would look on with incredulity if he were to embark on all the bitter partisanship of an unforced and premature election if foot and mouth is still uncontrolled. Many people might conclude that Mr. Blair had taken leave of his senses, as well as his judgement, if he were to do that: and they would be right.

Be sure that foot and mouth is under control first, Prime Minister: then call your elections.

*// The Weekly Telegraph, March 28 to April 3, 2001/*

## VIII Semester

### Text 1.

#### MEPs Vote For Money-Back Deal For Air Passengers

*Andrew Osborn in Brussels and Andrew Clark*

*Holidaymakers* whose flights are cancelled or delayed will for the first time be legally entitled to have the entire cost of their tickets *reimbursed* after a vote in the European parliament last week. Travellers with delayed flights will also be eligible for financial compensation – on top of *reimbursement* – of up to £415 each.

However, consumers should not celebrate too soon – low-cost airlines which lobbied to water down the new rules have warned that they will have no choice but *to put up fares* as a result. Nor will this summer's holidaymakers be able to benefit from the new rules, which are unlikely to take effect for a further 18 months.

When they do become law – once the parliament and EU governments finalise the details – the changes will be radical. The statutory amount of compensation travellers can claim if they are bumped off the flight because it is overbooked will be doubled.

Passengers that suffer that particular fate are currently entitled to compensation of £90 for short-haul flights, but those figures will now rise to £173 and £415 respectively. But the biggest breakthrough was on cancelled and delayed flights, including *charter flights*, for which there is currently no statutory compensation. Passengers whose flights are cancelled will now be entitled to the same treatment as those denied boarding, MEPs decided.

*// The Guardian Weekly, July 10-16, 2003/*

## Text 2.

### Ainsworth Blurts Out Election Date

*It'll be on May 6, declares the Defence Secretary*

By Jason Groves, Political Correspondent

THE General Election will be held on May, 6, the Defence Secretary Bob Ainsworth declared yesterday in a slip that infuriated Downing Street.

Gaffe-prone Mr. Ainsworth did little to improve his strained relations with Gordon Brown by lifting the lid on Westminster's worst-kept secret during a live television interview.

Bookmakers reacted by immediately suspending betting on the election date.

The Defence Secretary seemed unaware of the significance of his words as, unprompted, he warned the public against sleepwalking into a change of government.

Speaking to *Sky News*, he said: "We are behind in the polls but that election is far, far from decided yet. People are beginning to have doubts about whether or not David Cameron is the right man. So we haven't lost our election, we need to fight it and put that choice to the British public because I think they will wake up and rue the day if they wind up with a Conservative government in charge of this country after May 6".

His slip caused irritation at No 10 yesterday, with one source dismissing it as 'highly speculative'. In fact, the scheduling of the election for May 6 has been an open secret at Westminster for months. Two other ministers have dropped similar hints this month.

By law, Mr. Brown has to hold an election by June 3, but the option of combining it with local elections in May has long looked more likely.

The possibility of an election on March 25 was mooted, but Labour is unlikely to have shaken off the damaging fallout from the Iraq inquiry by then and this has been abandoned. Mr. Brown is now effectively boxed in to a May election.

Bookmaker Coral suspended betting on the date in the wake of Mr. Ainsworth's comments. A spokesman said: "His mention of May 6 was enough for us to close the book".

Yesterday it emerged that the publication of a biography of Mr. Brown has been delayed until after the election. The book called *Gordon Brown: A Portrait Of A Man*, is said to feature intimate details about his character and the effect his mother's ill-health had on him.

Mr. Ainsworth was one of three ministers last night forced to deny involvement in this month's plot to unseat the Prime Minister, led by Trade Secretary Patricia Hewitt and former minister Geoff Hoon, who wrote to all MPs calling for a vote on his leadership. The Defence Secretary said he 'fully' backed Mr. Brown.

Labour's deputy leader Harriet Harman said she was a 'loyal and supportive deputy leader to Gordon Brown'.

Foreign Secretary David Milliband admitted he knew of coup rumours, but added: 'No one knew the letter was going to be put in the way that it was'.

*A ComRes opinion poll yesterday put the Tories on 38, Labour on 29 and LibDems on 19. In an election, this would produce a hung parliament with Mr. Cameron five seats short of an overall majority. But an ICM poll suggested he would win by 38 seats, with an 8.5 per cent swing from Labour in crucial marginal seats.*

*// The Daily Mail, Jan 25, 2010*

### Text 3.

#### When The Locals Are Friendly

“Free accommodation with plenty of surprises ... Servas is a cheap – and enlightening – way to see the world”, says Patricia Cleveland-Peck.

When **Rachel** arrived in Bangladesh, her *host* Ujol was waiting for her at the railway station. Rachel was looking out for a middle-aged man. Ujol was not expecting a woman.

Ujol, 25 and his family lived in a two-bedroom flat. His original plan had been for himself and ‘Mr. Rachel’ to sleep on the big bed in his room. ‘Mr. Rachel’ ended up having the large room to herself, while Ujol and his family slept in one room. She stayed four nights in the end, as her plans to move on after two days were met with dismay. ‘Once we had all got over our initial shyness,’ says Rachel, ‘it was wonderful to live as part of an ordinary family.’

Living as part of the family is a key factor in an unusual organisation which enables its members to travel without the usual trappings of the tourist industry. Servas (the name means ‘we serve’ in Esperanto) is a non-profit making organisation dedicated to promoting ‘peace and international understanding’. It operates in 80 countries around the world through a network of hosts who are willing to open their homes to visitors free of charge for two nights and sometimes longer. It is not a travel agency offering a cheap travel option, but is intended for the traveller who wants to get to know individuals and their culture by sharing their activities for a short time.

Last summer I went to the local station to pick up my first Servas visitor. A tiny girl carrying a backpack almost as big as herself, **Andrea** from Budapest was planning a month’s tour of England, staying two nights with 14 different hosts (for each of whom she had prepared a gift of a cassette of Hungarian music). She was a charming guest, offering to help with the washing-up. Andrea

phoned me before leaving England to tell me how successful her exhausting circuit had proved.

This sort of travel suits the young but is by no means restricted *to* them. Last year **Irv** from the US, aged 64, *hitch-hiked* round Britain, spending 22 nights with 12 Servas hosts; 72-year-old **Joyce** from New Zealand travelled alone through Russia by rail – ‘All across the country, 9,000 miles. I taught the Mongolians to play Snap and learned to tell my life story in Russian’. Sometimes it is the only way to find out what goes on behind closed doors in countries not renowned for their openness to visitors.

**Bridget** and Bill from England stayed in Fez, Morocco. Their Servas host was a young, out-of-work waiter, through whom Bridget and Bill learned how serious a problem of unemployment is in Morocco for the university educated. Receiving Servas visitors offers them some contact with an outside world which they are unlikely to gain visas to visit.

‘Men and women lead very separate lives,’ Bridget discovered. ‘I covered my head with a scarf to gain respect among the men – but they found it unusual that I wanted to join in the discussions and they tended to avoid eye contact. As I could also go to the kitchen and talk to the women about their lives and problems, I had the best of both worlds.’

Such visits are bound to break down prejudices. Before visiting Japan, **Johannes** from Germany was under the impression that Japanese women didn’t talk much. Now he knows that this is not so. ‘The women who talked about their young children were extremely worried about them, much more so than I feel Europeans are. The school system in Japan seems to put children under enormous pressure.’ Johannes also learned when to hold his tongue. ‘It is not easy in Japan to discuss difficult or controversial topics. I had to stop asking questions when I felt a barrier.’ So what did they make of Johannes? ‘They all seemed to enjoy our time together.’

You must be flexible: things will be different. **Mary**, travelling in India, was proudly told by her Indian host, ‘we have water’. This turned out to be cold water for short periods, twice a day. The lavatories she found ‘difficult’, as well as the fact that she came across hot water only twice in seven weeks.

On the other hand, western visitors prepare themselves for the shock of poor hygiene and poverty only to find the most wonderful hospitality. Not only may your hosts feed you meals they can ill-afford but they may also insist that you then take their bed while they sleep on the floor.

Sometimes the Servas official two-nights maximum rule is a godsend, as when your guest shows no interest in you or your life but is simply out to use your home as a free hotel to consume as much of your food as possible before getting him/her to the next sucker on the list. It happens. Prepare also to be perplexed by the habits of different nations. What was I to make of the **Ruarks**, a middle-aged American couple who would eat only raw green weeds gathered from the hedgerows, and preferred to sleep on the floor rather than on the bed I had made up for them?

Rupert from San Francisco, a regular host, says, ‘I have no agenda for my guests. If they want to stay one night or one month – they are welcome. If they want to spend most of their days doing the tourist thing, I will support that. If they just want to hang out with me – fabulous!’

*// The Independent on Sunday, 31 August, 2003*

#### **Text 4.**

### **Boy shot in street ‘killed by mistake in drugs dispute’**

By Nigel Bunyan

A boy of five shot dead in a street near his home was the innocent victim of a dispute between drug dealers, a court was told yesterday.

Dillon Hull died instantly when he was hit in the head by a bullet allegedly intended for his stepfather, John Bates. Mr. Bates, 28, a small-time drug dealer,

had been walking, hand in hand with the child when they were confronted near the centre of Bolton, Greater Manchester, by a man wearing a motorcycle helmet, Preston Crown Court was told.

“The man drew a gun and began firing, said Anthony Gee, QC, prosecuting. He fired at least two shots and probably more.

One of these shots wounded Mr. Bates in the side of his body while another struck Dillon in the head, killing him instantly”, said Mr. Gee.

After the murder the gunman fled down an alleyway, discarding the motorcycle helmet and abandoning the yellow Austin Metro in which he had arrived. Mr. Gee said of Dillon: “He became a tragic and innocent victim of a bungled attempt to murder his stepfather”.

The prosecution alleges that the man who carried out the killing on August 6<sup>th</sup> last year was Paul Seddon, 27, of Bolton. He denies murdering Dillon and attempting to murder Mr. Bates.

Three other men deny conspiring with him to murder Mr. Bates. They are David Hargreaves, 24, Craig Hollinrake, 25, and Brian Roper, 22, all of Bolton.

Hargreaves and Hollinrake have pleaded guilty to conspiring to pervert the course of justice by procuring the alteration of a taxi firm’s records knowing they would form part of the police murder investigation.

Mr. Gee said Mr. Bates was a small-time drug dealer who in February last year, moved from Blackburn to live with his girlfriend, Jane Hull, in Bolton. It appeared, said Mr. Gee, that his contacts in Blackburn enabled him to obtain drugs more cheaply than it was possible to do so in Bolton.

In March or April last year, Mr. Bates had met Hargreaves and other men at a pub. He told them he would consider their invitation for him to work for them. Later, however, he said he would not become involved.

The consequence of his refusal was that the decision was made to shoot him, “probably as a warning to others”, said Mr. Gee.

The trial continues. // *The Daily Telegraph, October 1998*

## GLOSSARY

**ACCESS** to something is means or right of using, reaching or obtaining it. Ex.  
Access to the Internet.

**ACCOMMODATION** is somewhere to stay at.

**AIRBUS** is an aircraft designed to carry a large number of passengers economically, esp. over relatively short routs.

**AIR-CONDITIONING** is the system that uses machines (air-conditioners) to control the temperature of the air in the room to keep it cool and dry.

**ANNEXE** is a building joined or added to a larger one.

**ATTIC** is a building

**AT YOUR DISPOSAL** – able to be used freely by you.

**AVAILABLE** – able to be had, obtained, used, etc.

**B & B = BED AND BREAKFAST** is a system of accommodation in a hotel or guest house in which you pay for a room for the night and for breakfast the following morning.

**BELL-BOY** is messenger or porter in a hotel.

**BERTH** is a bed in a boat, train or caravan.

**TO BRAKE** is to stop a vehicle.

**CABIN** is a small roughly built usu. wooden house. Ex. *a log cabin*.

**CANCELLATION** is the act of giving up a booked accommodation in a hotel.

**CARNET** is a book of ten single tickets for travel on the London Underground in Zone 1 only.

**CASH** is money in the form of coins and notes rather than cheques, credit cards. (to pay in cash).

**CASH CARD** is a special plastic card used for obtaining money from a cash dispenser.

**CASH DISPENSER** is a machine, esp. one placed outside a bank, from which customers can obtain money at any time by putting in a cash card and pressing numbered keys to give a special number.

**CATERING** is providing and serving food and drinks, at a public or private party rather than in a restaurant.

**CHAIN HOTEL** is a group of hotels of the same kind owned by one organization or person.

**CHAMBERMAID** is a female servant employed to clean and tidy bedrooms, esp. in a hotel.

**TO CHECK IN** is to report one's arrival at a hotel desk.

**CHECK IN DESK** is a desk or counter at which hotel guests are dealt with, ex. *they are registered and allocated rooms.*

**TO CHECK-OUT** is to pay one's bill and leave the hotel.

**CLIENTELE** – those who use the services of a business, shop, etc.

**CLIMATE CONTROL (= AIR CONDITIONER)** is a device purifying the air and keeping it at certain temperature and degree of humidity.

**TO COMMUTE** is to travel a long distance between one's home and work, esp. by train or car.

**COMMUTER** is a person who commutes to work every day.

**COMPARTMENT** is any of the parts into which a railway carriage is divided.

**CONDUCTOR** is a person who is employed to collect payments from passengers on a public vehicle. Conductors on buses are now quite rare in Britain and the U.S; it is more usual to buy a ticket before travelling or to pay the driver of the vehicle.

**CONDUCTRESS** is a female conductor.

**CONFIRMATION** (of) a hotel reservation is something that confirms it. Ex. A letter of confirmation.

**CONGESTED** is too full, overcrowded.

**CUISINE** of a region is its characteristic style of cooking.

**DECK** is a downstairs or upstairs area on a bus.

**DECOR** is the decorative furnishing and arranging of some place (ex., a room in a hotel).

**DELUXE** is something of especially high quality.

**DEPARTURE** is the act of leaving a place.

**DEPOSIT** is the first part of a payment for goods or service, as a sign that a payment will be completed. Ex. *The hotel requires a deposit for all advance bookings.*

**DIRECT DIAL TELEPHONE** is a telephone that can be used by hotel guests without asking a switchboard operator to connect them.

**DISCRETION** is the quality of being discreet. *At your discretion* means *according to your decision.*

**DISHWASHER** is a machine that washes dishes.

**DOUBLE-DECKER** is a bus with two levels, the typical British bus.

**DOUBLE ROOM** is a room in a hotel, etc. In which two people can sleep.

**DRIVING LICENCE** is a card showing that you are qualified to drive.

**EN SUITE** is forming a single unit (*en suite bathroom*); with a bathroom attached (*seven en suite bedrooms*).

**EXACT CHANGE** is the bus fare without a change.

**EXCHANGE RATE** is the rate at which the money of the country is changed for that of another.

**EXCURSION** is a short journey, esp. one that has been organized for a particular reason or for a particular group of people.

**EXPRESSWAY** is a road with at least two lanes in each direction without traffic lights so that to travel on without stopping, free of payment (USA)

**EXTENSIVE ROUTES** are bus routes covering a large area.

**EXTRA** is something added, for which an extra charge is made. (Ex. At this hotel bath is an extra).

**FACILITIES** are aids, circumstances, which make it easy to do things:  
*facilities for travel (e.g. buses, trains, air service)*

**FARE** is the money that you pay for a journey by bus, taxi, train, plane.

**FELLOW PASSENGER** is the one you happen to travel with.

**FERRY** is a boat that carries passengers across a river or a narrow bit of sea.

**FITMENT** is a piece of furniture or equipment.

**FITNESS CENTRE** is a centre for taking exercise to improve one's fitness.

**FREQUENT SCHEDULE** is a timetable of buses, trains which run at short regular time intervals.

**FRONT DESK (= RECEPTION)** is a place where guests report on arrival at a hotel.

**FULL BOARD** is getting all the meals at a hotel or elsewhere.

**FULL-LENGTH MIRRORS** are mirrors showing all of a person, from their head to their feet.

**FURNISHINGS** are articles of furniture or other articles fixed in a room, such as a bath, curtains, etc.

**TO GRIND TO A HALT** is to come slowly and noisily to a stop (of a vehicle).

**GUEST** is a person who is lodging at a hotel.

**GUEST HOUSE** is a private house where visitors can stay and have meals for payment; a small hotel. Guesthouses are often used when people are on holiday or working away from home and are usu. cheaper than hotels.

**HALF BOARD** at a hotel is having your breakfast and evening meal there.

**HEATING** is a system for keeping the hotel rooms warm.

**HI-FI** (also high fidelity) is a piece of high-quality electronic equipment for playing recorded sound.

**A HI-FI SYSTEM** includes radio, tape deck, record player, and often CD player in one unit, with suitable loudspeakers.

**HIGHWAY** is a public road.

**HOLD THE LINE** = Do not put your telephone down.

**HOLD-UP** is a traffic delay.

**HOLIDAYMAKER** is a person who is away from home on holiday.

**HOSTEL** is a building in which certain types of people can live and eat, such as students, young people working away from home, etc. Hostels are usually less expensive than hotels, and guests stay there for longer.

**HOTEL** is a building that provides rooms for people to stay in (usu. for a short time) and also meals, in return for payment. Hotels are usually more expensive to stay in than guesthouses or B&B but offer a higher standard of comfort.

**HOTELIER** is a person who owns or runs a hotel.

**INCLUSIVE** price includes payment for all the separate parts of something.

**KERB** (Br.E) (curb – AmE) is a line of raised stones or concrete along the edge of a pavement, separating the pavement from the road.

**LANE** is a marked division of a road (FAST L. (INSIDE L.), SLOW L., MIDDLE L.).

**LAUNDRY SERVICE** is a service provided for hotel guests to have their clothes washed and ironed.

**LOBBY** is a wide hall or passage in a hotel which leads from the entrance to the rooms.

**LODGE** is to supply with a room or place to sleep in for a time.

**LODGING** is a place to stay.

**LOG CABIN** is a house, usu. a small one, made of logs of wood. Cultural note:

In the U.S. until the mid 1900s, politicians would sometimes say they had been born in a log cabin. This was supposed to tell people that they understood people's everyday problems and to suggest that they were like Abraham Lincoln, one of America's great presidents who really was born in a log cabin.

**LONG-DISTANCE CALL** is a telephone call made over a long distance.

**LOW SEASON ( = OFF-SEASON)** is the time of year when holiday resorts, hotels, tourist attractions, and so on, receive the fewest number of visitors.

**LOUNGE** is a place with comfortable seats, which usually serves as waiting area.

**LUGGAGE** is the suitcases and bags that you take when you travel.

**M25** is a British motorway which runs all round London. The M25 was intended to lessen crowding on roads around London, but has attracted so much traffic that traffic often travels very slowly on it.

**MAINTENANCE ENGINEER** is a person in charge of repairs, keeping things in good condition.

**METER** (in a taxi) is an apparatus which records distance travelled or fare payable.

**MOTORWAY (GB)** is a main road with separate carriageways and limited access, specially constructed for fast-moving traffic.

**NEWSAGENT** is a person who owns or works in a shop (newsagent's) which sells newspapers and magazines.

**TO OVERTAKE** a moving vehicle is to pass it because you're moving faster.

**TO OVERBOOK** is to make too many bookings for (an aircraft, hotel) in respect of the space available.

**TO OVERCHARGE** is to charge too much.

**PARKING** is the leaving of a car or other vehicle in a particular place for a time. You park your car in a **car park** (Br.E)/or: **parking lot** (AmE).

**PASS** is the document that allows you to travel on a train or bus without paying.

**PASS AGENT** is a person who sells passes, season tickets.

**PAVEMENT** is a paved surface or path at the side of a street to people to walk on.

**PEDESTRIAN** is a person walking in a street.

**PEDESTRIAN WALKWAY** is a pavement.

**POLLUTION** is the process of polluting air, water, or the environment.

**POLLUTION-FREE TRANSPORT** is the one that doesn't pollute the air.

**PORTER** is a person employed to carry people's bags, in charge of the entrance to a hotel.

**PRIOR TO MAKING A JOURNEY** means *before a journey*.

**PUBLIC TRANSPORT** is different vehicles for transporting people.

**TO RANGE FROM ... TO ...** is to vary between ... .

**RECEPTION DESK** (in a hotel) is the place where guests are received, where they ask for rooms, etc.

**RECEPTION CLERK** (USA), **RECEPTIONIST** (UK) is a person employed in a hotel who attends to enquiries from guests.

**REMOTE CONTROL** is a system for controlling machinery from a distance by radio signals.

**REQUEST STOP** is a place where buses stop only if they are asked to do so, esp. by someone signalling with their hand.

**RESERVATION** might mean something reserved esp. hotel accommodation, a seat on an airplane).

**RETURN TICKET** is for a journey from one place to another and back.

**ROOM SERVICE** is a service provided by a hotel, by which food, drink, etc. Are sent up to a person's room.

**ROUNDABOUT** is a circular traffic junction that controls the flow of traffic at a place where several roads meet. You drive round it until you come to the road that you need.

**ROUND THE CLOCK** – all day and all night without stopping. Ex. Bars are open *round the clock*.

**ROUTE** is way taken or planned from one place to another.

**ROUTE NUMBERS** are the numbers of buses going in different directions.

**RUSH HOURS** are time when people are travelling to and from work in big cities.

**SEASON TICKET** is a ticket for a number of journeys on a bus, train, during a particular period, sold at a lower price than you would have to pay altogether if you paid for each journey.

**SEAT-BELTED** is wearing seat belts in a car.

**SELF-CATERING** (of a holiday lodging) in which one cooks one's own meals.

**SHOESTRING BUDGET** is a tight budget; with a very small amount of money.

**SHOPPING MALL** is a large shopping centre, usu. enclosed, where cars are not permitted but there is plenty of space to park them outside.

**SINGLE-DECKER** is a bus with only one level.

**SINGLE ROOM** is a room at a hotel for one guest.

**SINGLE TICKET** is for a journey from one place to another but not back again.

**SLIPROAD** is a minor road for entering or leaving the motorway (GB) (=ON-RAMP)

**SOLARIUM** is a room, usu. enclosed by glass, where one can sit in bright sunlight.

**SPACIOUS** = having a lot of room.

**SPECTACULAR** = very impressive.

**SUBWAY** (GB) is a tunnel beneath a road, esp. for pedestrians; (USA) is an underground railway.

**SUITE** is a set of expensive rooms in a hotel.

**SURCHARGE** is a charge in addition to a usual payment.

**SURROUNDINGS** are everything that surrounds a place.

**SURVEY** is a general examination or study of opinions, carried out by asking people.

**TARIFF** is a list of fixed prices, such as the cost of meals or rooms, charged by a hotel.

**TERMINUS** is the end of a railway or bus route.

**TIPPING** is paying extra for the services rendered.

**TRAFFIC JAM** is a line or lines of traffic in a standstill. One can *get stuck* in a traffic jam.

**TO BE TRANSFERABLE** (of a ticket) is to be given the ownership to another passenger.

**TRAVEL AGENCY** is a business which makes arrangements for people's holidays and journeys.

**TRAVEL AGENT** is someone who runs or works in a travel agency.

**TRAVEL BUREAU** is the same as a travel agency.

**TRAVELCARD** is a special travel ticket at a reduced price for travel in Greater London on trains, buses, and the Underground.

**TRAVELLER'S CHEQUE** is a special cheque that you can exchange for local currency when you are abroad.

**TUBE** is the underground railway system in London.

**TUMBLE-DRIER** is a heated container in which washed clothes are spun round to dry them.

**TURNPIKE** (= TOLLWAY) is a main road for the use of fast-travelling traffic, esp. one that drivers must pay to use (USA).

**A TWIN-BEDDED ROOM** is a room for two people with a pair of single beds.

**UNDERGROUND** (also **tube** (Br.E) **subway** (AmE)) is a railway system in which the trains run in tubes underground, esp. the one in London.

**UNDERGROUND ZONES** are areas into which the underground is divided.

**UNDERGROUND LINES** are branches of the railway system covering different city areas.

**UP-TO-DATE** = modern.

**UP-TO-THE-MINUTE** = very modern, including all the latest information.

**URBAN AREA** is an area in a city or town.

**TO VACATE** (of a room in a hotel) is to leave, make unoccupied. Ex. *Guests must vacate their rooms by 11 o'clock.*

**VACANCY** is an available room in a hotel.

**TO VALIDATE** a ticket is to make it valid by passing it through a ticket gate.

**VAT** is an abbreviation for 'value added tax' – a tax that is added to the price of goods or services.

**VOUCHER** is a ticket that may be used instead of money for hotel services, such as restaurant, etc.

**WASHBASIN** is a large fixed container for water for washing the hands and face.

**WET BAR** is a minibar.

**WITHIN EASY REACH** (of some place) is nearby.

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