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ЛИНГВИСТИЧЕСКИЙ УНИВЕРСИТЕТ
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TRAVELLING ABROAD

ПУТЕШЕСТВИЕ ЗА РУБЕЖ

**Учебно-методическое пособие по дисциплине
«Практикум по культуре речевого общения»
для студентов 3-4-х курсов
переводческого факультета
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студентов 4-го курса отделений французского и немецкого языков
переводческого факультета, где английский язык изучается в качестве
второго иностранного. Оно также может быть рекомендовано для
студентов 3-го курса отделения английского языка ПФ.

Цель пособия - дальнейшее совершенствование навыков
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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 £10 *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. AEarls Court.....?
BMetropolitan.....Hammersmith.....District.
2. AKnightsbridge.....?
BCircle.....South Kensington.....Picadilly.
3. ARegents Park.....?
BVictoria.....Oxford Circus..... Bakerloo.
4. ABaker Street.....?
BNorthern.....Aldersgate.....Metropolitan.
5. ALiverpool Street.....?
BWaterloo and Citythe 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. Aplatform.....Leicester Square?
Btwo stops.....
2. Aside.....Marble Arch?
Bthe next stop.....
3. Aline.....Holland Park?
Bfour stops.....
4. Adirection.....Swiss Cottage?
Bthe 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. APicadilly Circus?
Bescalator.....Bakerloo.....
2. ATower Hill?
Bstairs.....Circle.....
3. ABayswater?
BliftDistrict.....
4. AWaterloo?
BstairsNorthern.....
5. AArsenal?
BescalatorPicadilly.....

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?

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.

Ω LISTENING Ω

Travelling in Oxford

Public transport is not heavy in small towns. However, there are their own peculiarities and traffic problems in each town. Let's look at Oxford. You're going to listen to a recording containing a conversation with someone from Oxford City Planning Department about some of the traffic problems in Oxford.

● *Listen and answer the questions.*

1. Which of the following disadvantages of building a tram network are mentioned?
 - the city is too small;
 - not enough people use public transport;
 - it's too expensive;
 - trams are too fast and therefore dangerous;
 - buses provide a better service;
 - it might involve knocking buildings down;
 - trams are ugly;
2. What advantages and disadvantages of conventional buses are mentioned?
3. What disadvantages does he mention of building more roads?
4. The planning officer in this conversation uses some official-sounding language that contains jargon.

5 What do you think is the most *pollution-free* form of public transport?

• ***Listen again and say what is meant by the following words and phrases:***

- *density of passenger flows*
- *commercially viable*
- *dense, heavy flows on particular corridors*
- *a large articulated vehicle*
- *create conditions whereby you can provide dedicated routes*
- *rapid transit system*
- *very heavily constrained*
- *not tenable as a solution*
- *catenary*

• ***Now you have to discuss the topic with your partner. You have 5 minutes for this. As soon as you've done this, report on the outcome of your discussion.***

• ***Practise your reporting and discussion skills by working with another pair. Then take part in a more general discussion with the whole group and your teacher.***

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 imperviouscriticism.

ROLE PLAY “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.

READING 2*

I. Read the following article and explain the meaning of the headline, which includes a pun on the idiomatic phrase 'Life in the fast lane''

Strife in the Fast Lane Takes Its Toll*

by Tim Walker

It was 8 a.m. on the south-west stretch of the M25 and the traffic was, as the man on the radio put it, 'building up. . .' It was not so much building up as solidifying. It looked as if thousands would be rather late for work on Friday.

Most people now despair for the M25 — the diseased heart of Britain's motorway network. Last week the Controller and Auditor General said he wanted it upgraded to a four-lane highway. The AA suggested an outer ring-road. Mr Peter Bottomley, the Transport Minister, is considering the situation. And meanwhile motorists are waiting ... and waiting. It is inevitably taking its toll on the unhappy band who use the motorway, and yesterday Inspector Terry Hawker of the Hertfordshire Constabulary said, by letting the M25 get to them, drivers were being their own worst enemies.

'If you have got enough highly-strung, bad-tempered people on the M25, it will be unpleasant driving along it, no matter what the physical conditions are like,' he said.

Mr Gary Cooper, a professor of organisational psychology at Manchester University, divided drivers into two types; A and B. Type A drivers, he said, are assertive, ambitious, impatient and extra-ordinarily hyper-active.

On Friday they were there for all to see. On the few open stretches they jockeyed frantically for position in the fast lane and, as they approached the slip roads they wanted, played the 'last one in is the winner' game.

Braking along the M25 is frequently necessary but these drivers, predominantly male, wearing a shirt and tie and travelling alone, always left it to the very last moment and each time registered looks of profound shock and anguish at being delayed.

They peered with bitterness at a sign, towards the Chertsey turn-off, that announced a 'Police speed check area'. Chain-smoking, incessant fidgeting and a menacing tapping of steering wheels were *de rigueur* in queues for the fast lane set.

The type B drivers, Professor Cooper's theory goes on, are unassertive, unambitious, patient and extraordinarily inactive. They were the ones meandering contentedly in the middle and inside lanes. Common traits were humming along to their car radios and giving way to women motorists at every opportunity.

On the rare occasions they strayed into the fast lane, they tended, quite obliviously, to cause long convoys of angry type A drivers to build up tightly behind them. They would return to the central lane long after the act of overtaking, bemused rather than angered by the flashing headlamps and abusive hand gestures from the *overtaking* vehicles.

Mrs Mary Evans, a 67-year-old widow from Slough who had broken down on the hard shoulder near the Leatherhead turn-off, seemed to support the Cooper theory.

II. The article contains a number of expressions and idiomatic phrases. Working with a partner use a dictionary to understand the following phrases:

-It was not so much building up as solidifying

-taking its toll on that unhappy band

-by letting the M25 get to them

-physical conditions

-jockeyed frantically for position

-de rigueur

-the fast lane set my car was playing up

III. a) Make two lists, one containing the words and phrases which characterise type A drivers and the other those which relate to type B drivers and their behaviour.

b) Add other words and phrases to the two lists that could also be used. Which category would you put yourself in?

ROLE PLAY

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.

ΩLISTENINGΩ

Cycling to Work

a) Would you ever consider cycling to work? Why (not)?

b) Do you think anybody enjoys spending an hour driving to work? Why (not)?

• **Listen to the first part of this conversation between Sharon and Dominic about commuting to work and answer these questions.**

a) How far does Dominic travel every morning?

b) How long does it take him?

c) How does he feel about it?

d) What is Sharon's reaction to what he does?

• **Now listen to the second part and say whether these statements are true or false.**

- a) Sharon always cycles.
- b) She lives fourteen miles from work
- c) On hot days the ride is very pleasant.
- d) She's tired when she gets home.
- e) She used to come along the A40.
- f) Her new route is two miles longer.

• *Now listen to the whole recording again and answer these questions.*

- a) Why does Dominic say, “*I'm not saying it's always been my ambition to be a commuter*”?
- b) What does he say about “*getting in gear*”?
- c) What does Sharon do as she's riding?
- d) What does she mean when she says, “*I'm whacked*” and “*I sort of clicked*”?

ROLE PLAY “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*
- *Country house hotel*
- *Corporate hotel*
- *Coaching inn.*

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

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 CLASSIFICATION

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 the 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, arm chairs, 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 30 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 35 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 smelted 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?

Discuss in small groups.

Room:

- *Ensuite bath and/or shower*
- *Direct-dial telephone*
- *Climate control*
- Colour TV
- Satellite/cable TV
- PC
- *Hi-Fi*
- Video

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

- 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?

- Freezer
- Dishwasher
- Microwave
- Hairdryer
- Tea/coffee making facilities
- Hairdryer
- Balcony
- In-room safe
- Mini-bar
- Sea-view

- 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 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.

ABBAY 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

I. Listen to the recording of Conversation A. Find these facts:

- 1) What kind of room does the lady want?
- 2) How much will the room be per night?

II. Listen again to Conversation A. Then, with a partner, have a similar conversation asking about hotel 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, then listen to the recording and compare.

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 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 19th to 24th 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 16th September 2004-. We are very pleased that you have chosen to use our hotel for your four managers who will be in Anyton from 19th to 24th 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:

02/07/2004

TO: ADVANCE RESERVATIONS, HOTEL REGENT, COPENHAGEN.

FROM: MICHAEL THOMAS, SALES DIVISION, UNIVERSAL PRODUCTS, YORK.

PLEASE RESERVE A SINGLE ROOM WITH BATH FROM EVENING OF AUGUST 18TH TO AUGUST 25TH 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.

FAX 109083654345

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 and listen to Conversation A. Then listen again to the second recording. This time the recording only has the voice of the Front Desk Clerk. You take the part of Consuela Rodriguez.

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>GUEST REGISTRATION CARD</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:

- a) What does the Front Desk Clerk give Consuela? What is it used for?
- b) What floor is Consuela's room on?
- c) 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. Look at the picture of a hotel bedroom.

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

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 | • remove |
| • vacuum | • pick up |
| • clean | • replace |
| • open | |

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

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

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) | -electronics engineer
(<i>maintenance</i>) |
| -porter (bell person) | -advanced reservations clerk |
| -housekeeper (chambermaid) | - cashier |
| -room service waiter | - 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. Role-play a conversation between a displeased customer and a helpful polite receptionist.

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

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 | • unless | • left |
| • be | • due | • pack |
| • move | • off | • 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 clearly 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. Now study Ms. Carriage's account. She's going to check out. Act as Ms. Carriage. You only had one \$3.00 bottle of mineral water from the mini-bar. The international call is correct, but you made no other calls. You have forgotten having a glass of wine with your room service meal. Call the accounts department and check the bill.

VI. Listen to the recording of Wilbur Meeks trying to explain his room expenses to his boss, Max Devereux. List what went wrong.

VII. 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.

VIII. Write out a room bill for your partner. Your partner disagrees with the charge.

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 (wvw, 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

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
Rail Wail

Raising rail fares will not solve the network's problems.

IN THE old days of nationalised railways, whenever passenger growth exceeded the capacity, the automatic response was not to boost capacity, but to raise fares. History is about to repeat itself. Sharp increases in fares are to be announced by the transport secretary, Alistair Darling, in the next few days. Inter-city fares will be totally de-regulated while commuter fares are likely to rise by at least 4%.

Choking off demand for rail travel is directly contrary to the aims of the government's ten-year transport plan. It will make car travel even more attractive (see chart) and inevitably increase congestion.

The fares hike follows a review by the Strategic Rail Authority (SRA) which concluded that the current policy of reducing fares by 1% each year in real terms was unsustainable. Mr Darling has accepted that, but rejected the SRA'S proposal that commuter passengers in the south-east should bear the brunt with a 10% increase.

Such a big rise, more than four times the inflation rate, would have provoked a huge passenger revolt. Even so, Mr Darling is under no illusion about the unpopularity of the much reduced across-the-net-work rise that he is about to announce. He is likely to sweeten the pill by linking the increase to improvements in performance. But this will be hard to achieve at a time when the debt-ridden railways are struggling and more than a fifth of trains are arriving late. Only better service would make customers accept higher fares.

The SRA'S case for a big increase is that money is urgently needed for investment. Fare revenues cover barely half the £9 billion cost of running the network; the rest has to come from the taxpayer. Network Rail, whose debt ballooned to over £10 billion in results published this

week, says it needs £1 billion more than that over the next three years, simply to keep the network running. One place to look for savings would be the lightly used branchlines easily replaceable by buses. These lines currently soak up over £1 billion in subsidy each year, despite earning less than a fifth of the network's overall revenue.

/July 19th 2001 From the Economist print edition/

Text 3

The Way We Fly Now

Airship splendour for an elite, pictured below, has long since given way to airline misery for the masses. A new book proposes a remarkable solution

"HOW can a system be so technically advanced and admirable, yet lead to results so unpleasant for everyone?" wonders James Fallows in this delightful book. The system is air travel. When all goes well, you marvel at the speed and reliability of the technology. But often, all does not go well. You drive for miles to the airport, you queue for ages, you wait forever in the departure lounge. For this misery, Mr Fallows thinks there is a cure.

He is admirably qualified to describe it: he is not just a top journalist but also an amateur pilot, and his book is built around a heart-stopping description of a flight across America with his wife and son. "Free Flight" makes some fascinating detours along the way. It describes, for example, the travails of setting up a new business (Cirrus, a family firm in Minnesota that makes small aeroplanes). And it lucidly explains the reason why pilots of small aeroplanes understand that they are riskier than big ones yet accept the risks, believing that most can be controlled. Flying across America in a private plane is a joy; a journey on a commercial airline can become a nightmare. Door-to-door, a flight of

500 miles or less (the majority of American flights) is no faster than driving a car. Why? Because, Mr Fallows argues, of the hub-and-spoke system, developed by the airlines since deregulation to cut their costs and fill their seats. More than 80% of America's airline travel now takes off from or lands at the busiest 1% of airports. Air traffic has grown roughly twice as fast as the economy for years—but traffic concentrated on these hubs has grown much faster. Thus in the 20 years to 1998, the annual total of take-offs and landings at Cincinnati soared from 76,000 to 367,000. At the same time, the big carriers sharply cut the number of cities they serve, from 463 in 1978 to 268 two decades later. Smaller "spoke" airlines scoop up passengers at the hubs and distribute them to their final destinations.

Hubs make the whole system more cumbersome and vulnerable to delays. When a problem hits a big hub, it ripples out through the network. The answer, says Mr Fallows, is one that NASA, America's space agency, has been looking at: many more flights by small aircraft into the myriad airports scattered across the country. More than 98% of the American population lives within a 30-minute drive of one of 5,000 public-use landing facilities. With suitable safety investment, NASA reckons these could support 500m take-offs and landings a year, instead of the present 37m.

But that requires a revolution in aeroplane design, and most of Mr Fallows's book is about two companies leading it. One is Cirrus, which makes simple little aeroplanes, aiming for the airborne equivalent of a modern car—with the unique safety feature of a parachute for the entire aircraft. The other, Eclipse Aviation in Albuquerque, is working on a project to build a small jet costing less than \$1m and designed to land on runways only 2,500 feet (769 metres) long.

Aircraft design has not changed fundamentally in decades, Designers of small aircraft, in particular, concentrated on the corporate jet market. Now, says Mr Fallows, these companies are aiming at a new market—air-taxis and even amateur pilots such as himself. As small aircraft become simpler to fly, so a new market will emerge for direct flights between local airports. If costs continue to fall and safety standards continue to rise, the true promise of air travel would arrive: ordinary people would enjoy a high degree of flexibility and convenience that, until now, has been available only to the rich. There would then, at last, be an automobile of the sky. Far-fetched? Perhaps. But so, once, was cheap air travel.

/July 19th 2001 From the Economist print edition/

Text 4

Three Held Over Firearms Smuggled On Dover Ferry

By Sophie Goodchild and Paul Lashmar

A security alert that left thousands of ferry passengers stranded at sea for several hours has turned out not to be terrorist related, police said last night.

Kent Police said three men questioned over the discovery of banned weapons, including firearms, in a car at the Port of Dover on Friday night were now part of a "criminal investigation".

The men, all confirmed as British, were originally arrested under the Terrorism Act, but were continuing to be held in custody in connection with "serious firearms offences and the possession of prohibited weapons".

A police spokeswoman said: "Permission has been given to further detain these three British nationals."

The apparent downgrading of the probe is likely to raise further questions about the need to close the port for more than seven hours, plunging the area into chaos.

An alarm was raised on Friday at about 7.20pm when customs officers found what they believed to be a suspect package in the car. An Army bomb disposal squad was called to investigate.

An exclusion zone was set up and the port came to a standstill with traffic travelling into Dover backing up, causing gridlock in the town centre.

At the height of the alert, 14 ferries were delayed, four inside the port and 10 in the Channel between Calais and Dover, according to Dover Harbour Board.

The exclusion zone was lifted at 2.40am yesterday, but traffic was already stretching back about two miles on the M20 motorway.

Customs and police are becoming more concerned about the rise in arms being smuggled into Britain, especially from Eastern Europe, by organised crime gangs.

Customs sources said arsenals of hand grenades, machine guns and Semtex explosives have been seized at ports by Customs and Excise in a recent wave of smuggling. A total of 111 machine guns and rifles were seized in British ports by Customs in the year ending March 2002. This was up from 48 the year before. Shotgun seizures rose to 219 from 44. In some cases, these weapons were destined for drug gangs, including a notorious south London crime family and Turkish heroin gangs in north London.

Perhaps the most frightening discovery was that of 17 hand-grenade detonators, two packs of explosives, 10 handguns, three machine pistols and ammunition found in a car in a container at Felixstowe docks in April 2002.

Police sources say that the surge in arms smuggling is driven by drug gangs that are increasing their firepower to cope with ever more violent turf wars.

/The Independent 31 August 2003/

Text 5

«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 6

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 7

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/

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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TRAVELLING ABROAD**ПУТЕШЕСТВИЕ ЗА РУБЕЖ**

Учебно-методическое пособие по дисциплине «Практикум по культуре речевого общения» для студентов 3-4-х курсов переводческого факультета. Часть 2.

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