

English for Travel & Tourism Industry

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Salahaddin University- Hawler

College of Economic And Administration

Tourism Organizations Administration

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Lecturer: Asreen Ramzi Hasan

asreen.hassan@su.edu.krd

“When in Rome, do as the Romans do”



Just because a person comes from a particular country, don't assume they'll behave like a 'typical' person from that country — whatever you imagine that to be! Treat each person as an individual.

Unless you know a foreign client really well, don't treat them too informally as they might think you're being over-familiar or even insincere. Different nationalities have different customs when it comes to formality and informality.

Different kinds of people

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Dealing with Enquiries



1. Fill the blanks with correct word/s for each guest. Use
book – free – how long – check-in – begins – finishes – served

1. The first guest want to book a room for himself. He is told that room 406 is free.
2. The second guest want to know how long it takes to get to the airport by bus. She is told that she has to check-in at least 60 minutes before her flight.
3. The third guest want to know what time breakfast service begins and finishes. He is told that breakfast is served from 6:30 to 9:30 on weekdays and from 6:30 to 10:30 at weekends.

Complete this dialogue with suitable words, you may use your own words or rely on your notebook materials?

Receptionist: Good afternoon, Mr. Johnson. How nice to see you again!

Guest: Thank you, it's very nice to be here again. How are you?

Receptionist: I am fine, thanks for asking. Now what can I do for you?

Guest: Good. Now, I asked for my usual room when I made the booking. Is it available?

Receptionist: unfortunately it is not available! But room 101 is empty?

Guest: Oh, well, never mind. Room 101 does overlook the garden too, doesn't it?

Complete this dialogue with suitable words, you may use your own words or rely on your notebook materials? cont

Receptionist: yes it does. How long you are planning to stay with us?

Guest: Oh, until Friday I expect. But is it alright if I let you know for sure tomorrow morning?

Receptionist: Yes it is alright. Do you want me to call a porter to help you with bags?

Guest: good. Thanks very much. Don't worry about a porter. I've only got this small overnight bag.

Receptionist: Its really nice to see you again! Welcome back!

International Travel

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Different ways of travelling



Decide which of the activities in the list are allowed or not allowed, which are encouraged or discouraged on a
plane – ship – train – long distance Bus

plane – ship – train – long distance Bus

Activities:

Smoking
Opening the window
Travelling without a ticket
Getting drunk

Drinking alcohol
Wearing a seat belt
Singing songs
Talking to driver

Standing up during the journey
Showing your ticket to conductor
Annoying the other passengers
Remaining seated during the journey

Decide which of the activities in the list are allowed or not allowed, which are encouraged or discouraged on a

	Allowed	Not allowed	Encouraged	Discouraged
Plane	Drinking alcohol, standing up during the journey,	Smoking, opening the window, travelling with out a ticket, annoying the other passengers,	wearing a seat belt, remaining seated during the journey	getting drunk, singing songs, standing up during the journey
Ship	Smoke, Opening the window, drinking alcohol, singing songs, standing up during the journey,	travelling with out a ticket, annoying the other passengers	Showing your ticket to conductor	getting drunk,
Train	Opening the window, Drinking alcohol,	Smoking, travelling with out a ticket, talking to driver, annoying the other passengers	Wearing a seat belt, showing your ticket to conductor, remaining seated during the journey	Getting drunk, singing songs, standing up during the journey,
Long distance bus	Opening the window, drinking alcohol,	Smoking, travelling with out a ticket, talking to driver, travelling with a ticket, annoying the other passengers	Wearing a seat belt, showing your ticket to conductor, remaining seated during the journey	Getting drunk, singing songs, standing up during the journey,

Write three sentences about three modes of transport, using can, can't, have to, should or shouldn't.

Answers:

1. on a ship you can smoke but can't travel without a ticket.
2. On a long-distance bus you have to have a ticket but you don't have to remaining seated.
3. On a train you should show your ticket to the conductor but you shouldn't wear a seat belt.

International Travel

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Asking Questions



here are some questions that might be asked at a travel agent's.
match the replies a-h to the clients questions 1-8

1. Do I have to change planes anywhere?
2. Can I get an APEX ticket?
3. Is it best to fly from Paris to Lyon?
4. I'm booked on a flight to New York tomorrow, but I can't travel then. What should I do?
5. What time do I have to be at the airport?
6. Does the flight stop anywhere en route?
7. Does the train go all the way to Venice?
8. How much is a round trip ticket to Tokyo?

- A. Is that economy class or business class?
- B. No, it's a direct flight.
- C. No, it is a non-stop flight.
- D. No you have to change train in Bologna, is that OK?
- E. Not really, it is better to take a train.
- F. Would you like me to cancel you reservation?
- G. Yes, but only if you stay over Saturday night, is that all right?
- H. Your check-in time is 05:30 and your departure time is 06:30. Do you want me to book you a taxi?

On the right are the responses to some questions. What were the questions? Fill the blanks.

1. What time does your flight leave?
2. What time you have to check in?
3. How many people are in your party?
4. What is your full name?
5. Would you like a room please?
6. What time would you be leaving?
7. How you are going to pay?
8. What time would you like to be called?

It leaves at 7.45.
I have to be there 90 minutes before.
There are four of us including myself.
John Albert Smith.
I'd like a double room with balcony.
I'll be leaving on Monday morning.
I'm going to pay by Visa.
I'd like a call at 7am please.

Imagine that you're talking to a guest. Think of suitable "Could you tell me.....? Questions to ask.

1. my name is difficult to spell.
2. I'm leaving soon.
3. I arrived in this country recently.
4. I gave my tickets to someone
5. I'm leaving early next week.
6. I can't find my room key.
7. My suit needs pressing.
8. I want to see the manager.

1. could you tell me how you spell your name?
2. Could you tell me when you 're leaving.
3. Could you tell me when **did you arrive this country?**
4. Could you tell me who **took your tickets?**
5. Could you tell me which day **you're leaving next week?**
6. Could you tell me when **did you lost your room key?**
7. Could you tell me when **your suit needs pressing?**
8. Could you tell me why **you want to see the manager?**

Read this letter to guests at a hotel and answer these questions:

Dear Guest,

Your ideas on what we can do to continuously improve our hotel are very important to us.

It is our goal to satisfy the needs of our customers and exceed their expectations.

Therefore it would be very much appreciated if you could take a little time to complete this questionnaire.

Thank you for staying with us. We hope you enjoy your stay with us and will return soon.

Yours sincerely,

Read this letter to guests at a hotel and answer these questions:
cont

why are questionnaires useful for hotels? Because it is very important for hotels to continuously improve their services.

Why should guests bother to complete them? Because it is hotels' goal to satisfy the needs of their customers and exceed their expectations.