

**Tourism Organizations Administration/ College of Administrations and Economics/
Salahaddin University- Erbil**

English For Travel and Tourism

Second Stage

Bank of Questions and Answers

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1. Find out about the last time you went to restaurant, a coffee or a shop answer the below questions

1. How helpful and friendly were the staff?
2. What do the staff did to make you feel welcome? What did they say to you?
3. Would you recommend each place to a friend? Why? Why not?

Answers

1. The staff were really friendly but the food wasn't very good
2. They have welcomed us with smile and said welcome to our restaurant, how can we help you?
3. Yes, I would recommend them to friends because the staff were very helpful

2. Find the problems & the places of the below conversation?

1. The client is nervous at a reception desk
2. The guest hasn't had her order taken in a restaurant
3. The reservation hasn't been made at a check-in desk

Answers

problem	place
Conversation 1 the client is nervous	at reception desk
Conversation 2 the guest hasn't had her order taken	in a restaurant
Conversation 3 the reservation hasn't been made	at a check-in desk

3. Cross the phrases that might sound unfriendly ort impolite

Could you tell me your name please?

Who are you?

What do you want?

It's a pleasure.

Certainly.

Do you want something?

May I help you?

It's no trouble.

Obviously.

Is there something I can help you?

4. Complete the below conversations in a friendly manner.

Good evening. -Good evening, sir. Can I help you? Yes, I'd like to send a fax, please. -Certainly, sir, would you like it sent right away?	Good morning. -Good morning, sir. Can I help you? yes, I'd like some information, please. -Certainly, sir.	Good afternoon Good afternoon, madam. How may I help you? I'd like to book a table for this evening, please. - certainly, madam, what time would you like it for?
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5. What are the seven pieces of advice you would like to give to staff at a major hotel?

Answer

1. Speak to people
2. smile to people
3. call people by name
4. Be friendly
5. be helpful
6. be interested in people
7. Consider the feelings of others

6. Read These Questions and Then Tick (✓) what you think is the best answer to each questions?

- 1. A man with a beard, wearing dirty jeans and carrying a rucksack comes into the 5-star hotel where you are working. What do you do?**
 - A. Ask him what he want.
 - B. Ignore him.
 - C. Ask him politely to leave.
 - D. Treat him like any other guest. ✓
- 2. you know Ms Brown, an American client, very well. When she arrives do you.....**
 - A. Shake her hand.?
 - B. Smile and say hello? ✓
 - C. Kiss her on the cheek?
 - D. Say Good evening and bow?

3. Mr. Manuel Fernandez Garcia doesn't reply when you say "Good morning, Mr. Garcia" to him. This is probably because

- A. He didn't hear you. ✓
- B. You didn't look at him when you spoke.
- C. He's rudely ignoring you.
- D. You've called him by the wrong name.

4. A German is talking to a Brazilian. The German keeps taking a step backwards each time the Brazilian steps forward. This probably because...

- A. The Brazilian wants to be friendly.
- B. They're both trying to be friendly.
- C. The German is being unfriendly.
- D. They don't like each other. ✓

5. You are talking to a visitor from Britain. Which of these questions do you ask him or her?

- A. How old are you?
- B. How much do you earn?
- C. Are you married?
- D. What part of Britain do you come from? ✓

7. 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.

8. 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?

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!**

9. Decide which of the activities in the list are allowed or not allowed, which are encouraged or discouraged on a Plane – Train – Ship – Long distance Bus

Smoking	Drinking alcohol	Standing up during the journey
Opening the window	Wearing a seat built	Showing your ticket to conductor
Travelling without a ticket	Singing songs	Annoying the other passengers
Getting drunk	Talking to driver	Remaining seated during the journey

Answers

	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,

10. 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.

11. 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?	A. Is that economy class or business class?
2. Can I get an AP EX ticket?	B. No, it's a direct flight.
3. Is it best to fly from Paris to Lyon?	C. No, it is a non-stop flight.
4. I'm booked on a flight to New York tomorrow, but I can't travel then. What should I do?	D. No you have to change train in Bologna, is that OK?
5. What time do I have to be at the airport?	E. Not really, it is better to take a train.
6. Does the flight stop anywhere en route?	F. Would you like me to cancel you reservation?
7. Does the train go all the way to Venice?	G. Yes, but only if you stay over Saturday night, is that all right?
8. How much is a round trip ticket to	H. Your check-in time is 05:30 and your departure time is 06:30. Do you want

Tokyo?	me to book you a taxi?
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12. On the right are the responses to some questions. What were the questions? Fill the blanks.

1. What time does your flight leave?	It leaves at 7.45.
2. What time you have to Check in?	I have to be there 90 minutes before.
3. How many people are in your party?	There are four of us including myself.
4. What is your full name?	John Albert Smith.
5. Would you like a room please?	I'd like a double room with balcony.
6. What time would you be leaving?	I'll be leaving on Monday morning.
7. How you are going to pay?	I'm going to pay by Visa.
8. What time would you like to be called?	I'd like a call at 7am please.

13. 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.	could you tell me how you spell your name?
2. I'm leaving soon.	Could you tell me when you 're leaving.
3. I arrived in this country recently.	Could you tell me when did you arrive this country?
4. I gave my tickets to someone	Could you tell me who took your tickets?
5. I'm leaving early next week.	Could you tell me which day you're leaving next week?
6. I can't find my room key.	Could you tell me when did you lost your room key?
7. My suit needs pressing.	Could you tell me when your suit needs pressing?
8. I want to see the manager.	Could you tell me why you want to see the manager?

14. 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,

answers

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.**

15. complete this dialogue with appropriate questions.

Travel agent: good morning, sir. How may I help you?

Client: Good morning. Can I make an airline reservation, please?

Travel agent: **from where to where?**

Client: from Athens to Istanbul.

Travel Agent: **which date would you like to leave Athens and return?**

Client: I'd like to leave Athens on the 2nd of next month, returning on the 13th.

Travel Agent: **what time would you like to arrive and return from Istanbul?**

Client: I'd like to arrive in Istanbul by lunchtime, and be back in Athens by dinnertime.

Travel Agent: **how many adults and children will travel with you or "how many people you are traveling with"**

Client: there'll be three of us – two adults and one child.

Travel Agent: **how old is the child?**

Client: She's eight years old.

Travel Agent: **which class would you like to book for your flight?**

Client: Economy class – the cheapest fares you can get, if possible?

Travel Agent: **do you have specific airline in your mind?**

Client: no, I don't mind which airline it is.

Travel agent: all right, I'll just check the computer to find out about availability...

16. fill the blanks using these words: catch-take-leave-depart from-arrive at-reach-get to

1. If Mr A **catches** the Eurostar train at 7.31, **he'll get to** Waterloo at 9.43.
2. If he **departs from** Brussels at 8.30 on the Sabena flight, **he'll arrive at** Heathrow at 8.40.

3. If you take the British Airways flight at 10.35, you'll depart from Gatwick at 10.35 British time.
4. If you leave Brussels at 12.31 by train, you'll get to Waterloo at 14:43.
5. If you take the last flight from Brussels, you'll arrive at Stansted at 21.00.
6. If you want to reach London before 9am, catch a plane.

17. Write down the nationality of a person from each country

USA – American	UK – British	Australia – Australian
Austria – Austrian	Belgium – Belgian	Canada – Canadian
France – French	Germany - German	Greece - Greek
Hungary – Hungarian	Italy – Italian	Japan – Japanese
Malaysia – Malaysian	Mexico –Mexican	The Netherlands – Dutch
South Africa–South African	Spain – Spanish	Sweden – Swedish
Switzerland – Swiss	Thailand –Thai	Turkey – Turkish

18. Write three sentences about three of countries you'd like to visit? Use if I had – if I could with I would

1. If I had enough money, I'd travel to America. I'd visit New York and go up the Empire State Building.
2. If I could afford it, I'd go to UK. I'd visit London and go to see London Eye.
3. If I had visa, I'd go to Italy. I'd visit Rome and go to visit Vatican.