

ENGLISH FOR TOURISM ESP BOOK 2

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**ENGLISH FOR TOURISM
ESP BOOK 2**

© Nanci Margarita Inca Chunata
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INTRODUCTION	20
PROLOGUE	21
LESSON 1:	22
TRAVEL AND TOURISM	22
TASK 1. Look at the picture and answer the next questions.	22
TASK 2. Read the text about travel and tourism and check your answers.	22
TASK 3. Read again and choose the best option	23
TASK 4. Work in pairs. ask and answer questions about travel. use wh questions who, what, where, when, why, how.	24
TASK 5. Order the sentences	24
TASK 6. Read types of travel and complete the table giving examples of each one.	25
TASK 7. Write about your last celebration at home. tell who visited you.	26
TASK 8. In pairs talk about the place you would like to go: where would you like to go? how are you going to travel? who are you going to visit? where are you going to stay?	26
TASK 9. Complete the glossary about travel and tourism	26
TASK 10. Write sentences using the glossary	27
LESSON 2:	28
TORURISM AND JOBS	28
TASK 1. In pairs brainstorm all the possible jobs involved in tourism	28
TASK 2. Look at the photos and match them with the sentences below.	29

TASK 3. Look at photos and match with the definition.	29
TASK 4. Choose one job in task 1 and write a description of the characteristics a person needs to do that job _____	30
TASK 5. Read a good chef and underline the adjectives _____	30
TASK 6. Write the antonyms _____	31
TASK 7. Using the jobs in task 1 categorize them in the table below _____	31
TASK 8. Choose the word or phrase that is similar in meaning to the word or phrase in bold in each sentence. _____	32
TASK 9. In pairs talk about a job involved in tourism that you have done. _____	32
TASK 10. Complete the glossary about tourism and jobs _____	33

LESSON 3: _____ 34

WHAT IS THE BEST CARRER IN TOURISM? _____ 34

TASK 1. In pairs choose the areas you should study if you were studying tourism at ESPOCH _____	34
TASK 2. Write down advantages and disadvantages of becoming a bachelor in tourism. _____	34
TASK 4. Read again and write true or false _____	35
TASK 5. Order the words related to job profiles _____	36
TASK 6. Using the words in task 5 complete the descriptions below _____	36
TASK 7. Complete the chart to know the areas of studying that a bachelor in tourism have to study. Use this information. _____	37
TASK 8. Read and correct the sentences _____	37
TASK 9. In pairs discuss about the benefits to work in tourism _____	38
TASK 10. Complete the glossary about career in tourism _____	38

LESSON 4: _____ **39****PROMOTING AND MARKETING TOURISM** _____ **39**

TASK 1. Match the terms with the correct definitions. 39

TASK 2. In pairs talk about the marketing strategies _ 39

TASK 3. Complete the chart below. Give examples _ 40

TASK 4. Read advertising and promotion and say if the sentences are true or false. _____ 40

TASK 5. In pairs look at the list of different kinds of media advertising and discuss with your classmate. _ 41

TASK 6. In group of 4 talk about which media advertisement you could use to market holidays for each of the following groups. _____ 42

TASK 7. Write about the reasons you could use the advertisement to market holidays _____ 42

TASK 8. Look at the picture of a holiday destination. You are the marketing team for a travel company in Quito. Write an advert marketing the holiday. Your advert must include: _____ 43

TASK 9. Read the sentences and circle the correct word. _____ 43

TASK 10. Complete the glossary about promoting and marketing tourism _____ 44

LESSON 5: _____ **45****AT THE HOTEL** _____ **45**

TASK 1. Which services do you think a tourist use? ___ 45

TASK 2. Look at the picture and write the hotel services _____ 45

TASK 3. Using hotel services complete the table below _____ 46

TASK 4. In pairs act out the conversation. Use these information _____ 46

TASK 5. Match the requests with the responses. ____ 47

TASK 6. In pairs practice the conversation _____ 47

- TASK 7. Read the conversation and answer the questions _____ 48
- TASK 8. You are at a restaurant. In pairs write a dialogue _____ 49
- TASK 9. Write 5 tips to book a hotel room. _____ 49
- TASK 10. Complete the glossary about at a hotel _____ 49

LESSON 6: _____ 50

WORKING AS A CHEF IN A RESTAURANT _____ 50

- TASK 1. Look at the pictures and describe physical appearance and personality using adjectives. _____ 50
- TASK 2. What qualities do you think a chef need? _____ 50
- TASK 3. READ THE SENTENCES AND WRITE TRUE OR FALSE. _____ 50
- TASK 4. Read a chef experience and underline the verbs. _____ 51
- TASK 5. Read the text and find words that mean the following. _____ 51
- TASK 6. Write the questions for the following answers. _____ 51
- TASK 7. Imagine you work as a chef. Write a paragraph about it. _____ 52
- TASK 8. In pairs compare your information in task 7 and complete the table. _____ 52
- TASK 9. Look at the words in the list below and write them under the correct pictures. _____ 53
- TASK 10. Complete the glossary about working as a chef. _____ 54

LESSON 7: _____ 55

RECYCLING IN A RESTAURANT _____ 55

- TASK 1. Read and complete the survey _____ 55
- TASK 2. Match these definitions: *waste, rubbish* _____ 56
- TASK 3. Discuss these questions _____ 56
- TASK 4. Write down advantages and disadvantages of _____

recycling.	57
TASK 5. Read ways to reduce waste in your restaurant and match the heading with the correct paragraph	57
TASK 6. Read the text again and complete the sentences.	59
TASK 7. In pairs, talk about the pictures	60
TASK 8. Create a campaign to recycle in a restaurant.	61
TASK 9. Order the words	61
TASK 10. Complete the glossary about recycling in a restaurant	61

LESSON 8: _____ 62

HOTEL RESERVATION _____ 62

TASK 1. Look at the picture and answer these questions:	62
TASK 2. Brainstorm all the different departments in a hotel.	62
TASK 3. Match the department with the correct picture.	63
TASK 4. Match the guests with the correct room	64
TASK 5. Read the e mail and answer the questions	64
TASK 6. Read the e mail again and complete the hotel reservation form	65
TASK 7. Write an e mail to answer the mail in taks 5.	65
TASK 8. Match the definitions (a-f) with the vocabulary (1-6).	66
TASK 9. Have you ever had a bad experience in a restaurant? In pair look at the picture and talk with your classmate.	67
TASK 10. Complete the glossary about hotel reservation	67

LESSON 9: _____ 68

TRAVEL ARRANGEMENTS _____ **68**

TASK 1. Look at the picture and talk with your teacher about it _____ 68

TASK 2. Test your knowledge by taking this short quiz. 68

TASK 3. Read the dialogue and decide who say the following sentences: travel agent ta, customer c ____ 72

TASK 4. Order the words and make sentences _____ 73

TASK 5. Read the dialogue in task 3 and complete the chart _____ 74

TASK 6. Using the table below in pairs act out the following situations. _____ 74

TASK 7. In groups of five, find someone who... _____ 75

TASK 8. Read *steps for travelling arrangements* and fill in the gaps. _____ 75

TASK 9. Read *steps for travelling arrangements* and get verbs and phrasal verbs _____ 77

TASK 10. Complete the glossary about arrangements 77

LESSON 10: _____ **78****A PACKAGE TOUR** _____ **78**

TASK 1. Look at the weeding package and talk about it. _____ 78

TASK 2. Tick the things you think are included in a package tour _____ 79

TASK 3. Work in small groups. Design a package tour with the itinerary for seven days of the package. Remember to include: _____ 79

TASK 4. Present your package to the class. Describe what will happen on each day. Remember to make it sound as attractive as possible. _____ 81

TASK 5. Match the activities to practice in a tour with the names _____ 81

TASK 6. Complete the following sentences with the words in task 5. _____ 82

TASK 7. Write the name of the airline in Ecuador ____ 83

- TASK 8. Talk about the airline in Ecuador. _____ 83
 TASK 9. Write adjectives relates tours _____ 83
 TASK 10. Complete the glossary about a package tour
 _____ 83

LESSON 11: _____ 85

CUSTOMER SERVICE AND COMPLAINTS _____ 85

- TASK 1. Read and complete the complaint letter. Use the words below. _____ 85
 TASK 2. Read the letter again. In pair discuss about these questions: _____ 86
 TASK 3. Complete what complaint might you have in a: _____ 86
 TASK 5. Using the phrases above in pairs make complaints, apologies, and requests. Create dialogues, look at the example _____ 88
 TASK 6. Put the following telephone complaint in the correct order _____ 88
 TASK 7. Tick the right adjective: _____ 89
 TASK 8. Complete the following using the correct form of the word shown in brackets. _____ 90
 TASK 9. Find ten words used in this lesson _____ 90
 TASK 10. Complete the glossary about customer service and complaints _____ 91

LESSON 12: _____ 92

TRAVEL AGENCIES _____ 92

- TASK 1. Talk about the travel agencies in Riobamba. 92
 TASK 2. Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent make money from? ____ 92
 TASK 3. Complete the conversation below between a travel agent and a customer with expressions from the box. _____ 93

- TASK 4. Pair work a and b. Look at the pictures of different holiday destinations and role play a conversation between a travel agent and a customer. Use expressions in task 3 _____ 94
- TASK 5. There is a problem with the holidays you like online booking system. Write an email giving the information in your trip search. Use these expressions to help you. _____ 95
- TASK 6. Read and correct the sentences _____ 96
- TASK 7. Order the sentences _____ 96
- TASK 8. Write the equivalent word in Spanish. _____ 97
- TASK 9. In pairs talk about your favorite travel agency. _____ 98
- TASK 10. Complete THE GLOSSARY ABOUT _____ 98

LESSON 13: _____ 99

TIPS FOR TRAVELERS _____ 99

- TASK 1. Look at the picture and tell your teacher why do you travel and what do you need to travel? _____ 99
- TASK 2. Read *Tips for travelling* and add more tips and give reasons _____ 99
- Task 3. Read *tips for travelling* again and answer these questions _____ 101
- TASK 4. Read and match the reasons to travel _____ 102
- TASK 5. Find someone who...? _____ 103
- TASK 6. Using the information in task 5 write a report 104
- TASK 7. How many cities have you visited in Ecuador? Name them. Choose one city, describe it to your classmates. Write a list of the things you pack in your suitcase for each trip and write tips to encourage people to travel. _____ 105
- TASK 8. Choose the best option to complete the sentence. _____ 106
- TASK 9. Read the sentences and match them with travel safety tips _____ 107

TASK 10. Complete the glossary about tips for travelers
_____ 107

LESSON 14: _____ **109**

JOBS RELATED WITH TOURISM – QUALITIES _____ **109**

TASK 1. Look at the pictures and write adjectives to describe physical appearance and personality____ 109

TASK 2. What qualities do you think you need to work with tourism? Talk with our teacher and write down a list. _____ 109

TASK 3. You are a tour guide, read the sentences and write true or false_____ 110

TASK 4. In pairs write down a list of rules for people who want to work in the tourist industry._____ 111

TASK 5. Match the definition and the meaning____ 111

TASK 6. Categorize the following words in the table below _____ 112

TASK 7. Add 10 words more in each category in the chart above _____ 113

TASK 8. Complete the sentences with the best option
_____ 113

TASK 9. Read and put the verb in the correct sentence
_____ 114

TASK 10. Complete the glossary about jobs related with tourism - qualities _____ 115

LESSON 15: _____ **116**

CURRENCY AND FOREIGN EXCHANGE _____ **116**

TASK 1. Look at the picture and talk about these questions. _____ 116

TASK 2. Look at the chart below and complete it.____ 116

TASK 3. Match the words with the meanings on the right. _____ 117

TASK 4. _____ 118

- TASK 5. Match with the correct picture _____ 119
- TASK 6. Find ten words related with money _____ 119
- TASK 7. Write a sentence using the 10 words _____ 120
- TASK 8. Money has different names. Complete with them _____ 121
- TASK 9. Read *foreign exchange* and discuss with your teacher. _____ 121
- TASK 10. Complete the glossary about currency and money exchange _____ 122

LESSON 16: _____ 123

MARKETING AND ADVERTISING ENCOURAGE TOURISM 123

- TASK 1. Write about the ways you can advertise a tour destination _____ 123
- TASK 2. Read and in pairs discuss if it is true or false _ 123
- TASK 3. Write the verb for each noun _____ 124
- TASK 4. Read promoting galapagos island and complete the chart _____ 124
- TASK 6. Look at the pictures, in pairs brainstorm ____ 125
- How to promote them. _____ 125
- TASK 7. Write an article for a tourism magazine or website, promoting cuenca (150– 200 words). Create a slogan. _____ 126
- TASK 8. READ What is *marketing*? AND COMPLETE THE TEXT _____ 127
- TASK 9. Read and order the sentences. _____ 127
- TASK 10. Complete the glossary about _____ 128

LESSON 16: _____ 129

PLANNING AND BOOKING A HOLIDAY TOURISM _____ 129

- TASK 1. Look at the picture and talk about what you need for a holiday. _____ 129
- TASK 2. In group of four complete the survey _____ 129
- TASK 3. Report the information to the class _____ 130

- TASK 4. Ask to your classmates and find someone who.
Use these questions _____ 130
- TASK 5. In groups of three ask your classmates about
their holiday plans. _____ 132
- TASK 6. Write a report about one of your classmates
'holiday. _____ 132
- TASK 7. Imagine you and your classmate are going on
holiday. Make plans for your trip. Talk about the
following things. _____ 133
- TASK 8. Write down about your plans for the trip. __ 133
- TASK 9. Talk about your preferred destination. Why do
you want to go there? What can you do there? __ 133
- TASK 10. Complete the glossary about planning and
booking a holiday _____ 134

LESSON 17: _____ **135**

WHAT DO YOU RECOMMEND FOR VACATION? _____ **135**

- TASK 1. Look at the pictures in pairs talk about the
following questions. _____ 135
- TASK 2. Put the words below in the corresponding
category. _____ 136
- TASK 3. Complete the vacation survey. _____ 136
- TASK 4. Write three things in each category _____ 138
- TASK 5. In pairs act out this conversation _____ 139
- TASK 6. Write a conversation between two people
talking about their hopes, or experiences for holiday.
_____ 140
- TASK 7. Make a day-by-day itinerary of what your trip is
going to look like. _____ 141
- TASK 8. Write down about the itinerary of your trip. 141
- TASK 9. Write down a word under the alphabet. They
have to be related of one travel you have done. __ 142
- TASK 10. Complete the glossary about what do you
recommend for vacation? _____ 142

LESSON 18: _____ **143****APPLYING FOR A JOB** _____ **143**

TASK 1. Unscramble the letters to form the names of jobs. _____ 143

TASK 2. In pairs ask and answer the questionnaire and number each one (1 to 7), according to how much you like or dislike. _____ 144

TASK 3. Think of a job for your partner based on the previous activities. _____ 145

TASK 4. Put elements 1-6 in the correct places (a-f) in the letter. _____ 145

TASK 5. Complete gaps 1-6 in the letter with these phrases. _____ 147

TASK 6. Complete the summary of the letter. _____ 147

TASK 7. Read the advertisement and write an application. _____ 147

TASK 8. Write about your work experience _____ 149

TASK 9. Complete the social activities with a, e, i, o, u and y. _____ 149

TASK 10. Complete the glossary about applying for a job. _____ 150

LESSON 19: _____ **151****WRITING A CV** _____ **151**

TASK 1. Complete the curriculum vitae _____ 151

TASK 2. Write true or false. _____ 152

TASK 3. Read and complete the cv _____ 152

TASK 6. Put the words and phrases in order to make sentences. _____ 153

TASK 7. Write the correct form of the word in brackets. _____ 154

TASK 8. Choose the best option _____ 154

TASK 9. Write 5 tips to write a cv _____ 155

TASK 10. Complete the glossary about writing a cv _____ 155

LESSON 20: _____	156
SPEAKING PRACTICE _____	156
IN THIS LESSON YOU COULD FIND QUESTIONS RELATED TO TOURISM _____	156
Answer Key _____	158
(Just for the teacher) _____	158
LESSON 1: _____	159
TRAVEL AND TOURISM _____	159
TASK 3. Read again and choose the best option __	159
TASK 5. Order the sentences _____	160
TASK 6. Read types of travel and complete the table giving examples of each one. _____	160
LESSON 2: _____	160
TORURISM AND JOBS _____	160
LESSON 2: _____	161
TOURISM AND JOBS _____	161
TASK 1. In pairs brainstorm all the possible jobs involved in tourism _____	161
TASK 2. Look at the photos and match them with the sentences below. _____	161
TASK 3. Look at photos and match with the definition. _____	162
TASK 5. Read a good chef and underline the adjectives _____	162
TASK 6. Write the antonyms _____	163
TASK 8. Choose the word or phrase that is similar in meaning to the word or phrase in bold in each	

sentence. _____ 163

LESSON 3: _____ **164**

WHAT IS THE BEST CARRER IN TOURISM? _____ **164**

TASK 1. In pairs choose the areas you should study if you were studying tourism at ESPOCH _____ 164

TASK 2. Write down advantages and disadvantages of becoming a bachelor in tourism. _____ 164

TASK 4. Read again and write true or false _____ 165

TASK 5. Order the words related to job profiles ____ 165

TASK 6. Using the words in task 5 complete the descriptions below _____ 165

TASK 7. Complete the chart to know the areas of studying that a bachelor in tourism have to study. Use this information. _____ 166

TASK 8. Read and correct the sentences _____ 166

LESSON 4: _____ **167**

PROMOTING AND MARKETING TOURISM _____ **167**

TASK 1. Match the terms with the correct definitions. 167

TASK 3. Complete the chart below. Give examples 168

TASK 4. Read advertising and promotion and say if the sentences are true or false. _____ 168

TASK 9. Read the sentences and circle the correct word. _____ 168

LESSON 5: _____ **169**

AT THE HOTEL _____ **169**

TASK 2. Look at the picture and write the hotel services _____ 169

TASK 3. Using hotel services complete the table below _____ 169

TASK 5. Match the requests with the responses. ____ 170

TASK 7. Read the conversation and answer the questions _____	170
TASK 8. You are at a restaurant. In pairs write a dialogue _____	171
TASK 9. Write 5 tips to book a hotel room. _____	171
LESSON 6: _____	171
WORKING AS A CHEF IN A RESTAURANT _____	171
TASK 2. What qualities do you think a chef need? __	171
TASK 3. READ THE SENTENCES AND WRITE TRUE OR FALSE. _____	172
TASK 5. Read the text and find words that mean the following. _____	172
TASK 6. Write the questions for the following answers. _____	172
TASK 9. Look at the words in the list below and write them under the correct pictures. _____	173
LESSON 7: _____	173
RECYCLING IN A RESTAURANT _____	173
TASK 5. Read ways to reduce waste in your restaurant and match the heading with the correct paragraph _____	173
TASK 6. Read the text again and complete the sentences. _____	175
TASK 9. Order the words _____	176
LESSON 8: _____	176
HOTEL RESERVATION _____	176
TASK 2. Brainstorm all the different departments in a hotel. _____	176
TASK 4. Match the guests with the correct room __	176
TASK 5. Read the e mail and answer the questions	177

TASK 6. Read the e mail again and complete the hotel reservation form _____ 177

TASK 7. Write an e mail to answer the mail in taks 5. 178

TASK 8. Match the definitions (a–f) with the vocabulary (1–6). _____ 178

LESSON 9: _____ **179**

TRAVEL ARRANGEMENTS _____ **179**

TASK 2. Test your knowledge by taking this short quiz. _____ 179

TASK 3. Read the dialigue and decide who say the following sentences: travel agent ta, customer c __ 184

TASK 4. Order the words and make sentences _____ 184

TASK 6. Using the table below in pairs act out the following situations. _____ 185

LESSON 10: _____ **185**

CUSTOMER SERVICE AND COMPLAINTS _____ **185**

TASK 1. Read and complete the complaint letter. Use the words below. _____ 185

TASK 3. Complete what complaint might you have in a: _____ 186

TASK 4. MATCH THE HEADING WITH THE PHRASES __ 186

TASK 5. Using the phrases above in pairs make complaints, apologies, and requests. Create dialogues, look at the example _____ 187

TASK 6. Put the following telephone complaint in the correct order _____ 187

TASK 7. Tick the right adjective: _____ 187

TASK 8. Complete the following using the correct form of the word shown in brackets. _____ 188

TASK 9. Find ten words used in this lesson _____ 189

LESSON 11: _____ **189**

TRAVEL AGENCIES _____ **189**

TASK 2. Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent make money from? ___ 189

TASK 3. Complete the conversation below between a travel agent and a customer with expressions from the box. _____ 190

TASK 6. Read and correct the sentences _____ 190

TASK 7. Order the sentences _____ 191

LESSON 12: _____ **192****TIPS FOR TRAVELERS** _____ **192**

TASK 1. Look at the picture and tell your teacher why do you travel and what do you need to travel? ___ 192

LESSON 13: _____ **192****JOBS RELATED WITH TOURISM – QUALITIES** _____ **192**

TASK 3. You are a tour guide, read the sentences and write true or false _____ 192

TASK 4. In pairs write down a list of rules for people who want to work in the tourist industry. _____ 193

TASK 5. Match the definition and the meaning _____ 193

TASK 6. Categorize the following words in the table below _____ 194

TASK 8. Complete the sentences with the best option _____ 194

TASK 9. Read and put the verb in the correct sentence _____ 195

LESSON 14: _____ **196****CURRENCY AND FOREIGN EXCHANGE** _____ **196**

TASK 2. Look at the chart below and complete it. ___ 196

TASK 3. Match the words with the meanings on the

right. _____	196
TASK 4. _____	197
TASK 5. Match with the correct picture _____	197
TASK 8. Money has different names. Complete with them _____	198

LESSON 15: _____ 199

MARKETING AND ADVERTISING ENCOURAGE TOURISM 199

TASK 1. Write about the ways you can advertise a tour destination _____	199
TASK 4. Read promoting galapagos island and complete the chart _____	200
TASK 8. READ What is <i>marketing</i> ? AND COMPLETE THE TEXT _____	200
TASK 9. Read and order the sentences. _____	201

LESSON 16: _____ 201

PLANNING AND BOOKING A HOLIDAY TOURISM _____ 201

TASK 3. Report the information to the class _____	201
TASK 4. Ask to your classmates and find someone who. Use these questions _____	201
TASK 5. In groups of three ask your classmates about their holiday plans. _____	202
TASK 6. Write a report about one of your classmates 'holiday. _____	202

LESSON 17: _____ 203

WHAT DO YOU RECOMMEND FOR VACATION? _____ 203

TASK 2. Put the words below in the corresponding category. _____	203
TASK 3. Complete the vacation survey. _____	203
TASK 4. Write three things in each category _____	204

LESSON 18: _____ **205****APPLYING FOR A JOB** _____ **205**

TASK 1. Unscramble the letters to form the names of jobs. _____ 205

TASK 2. In pairs ask and answer the questionnaire and number each one (1 to 7), according to how much you like or dislike. _____ 205

TASK 4. Put elements 1-6 in the correct places (a-f) in the letter. _____ 207

TASK 5. Complete gaps 1-6 in the letter with these phrases. _____ 207

TASK 6. Complete the summary of the letter. _____ 207

TASK 8. Write about your work experience _____ 207

TASK 9. Complete the social activities with a, e, i, o, u and y. _____ 208

LESSON 19: _____ **209****WRITING A CV** _____ **209**

TASK 1. Complete the curriculum vitae _____ 209

TASK 2. Write true or false. _____ 209

TASK 3. Read and complete the cv _____ 211

TASK 6. Put the words and phrases in order to make sentences. _____ 211

TASK 7. Write the correct form of the word in brackets. _____ 212

TASK 8. Choose the best option _____ 212

TASK 9. Write 5 tips to write a cv _____ 213

AUTHOR'S BIOGRAPHY _____ **214**

INTRODUCTION

English for Tourism ESP Book 2 is the second book of its kind to explore tourism in Ecuador. English for tourism book 2 explores topics relating to tourism. English for Tourism explores this growing area of English for specific purposes. This book develops speaking, reading and writing skills. It considers a wide range of themes related to the teaching of English for Tourism, including methodological frameworks, and specific teaching methods. This book is a didactic resource for tourism students who want to improve their English communication skills in a work environment. It includes career-specific vocabulary and contexts.

The book “English for Tourism ESP Book 2” contains 20 lessons which include different 10 tasks in each lesson that considers topics like tourism and jobs, what is the best career in tourism?, promoting and marketing tourism, at the hotel, working as a chef in a restaurant, recycling in a restaurant, hotel reservation, travel arrangements, a package tour, customer service and complaints, travel agencies, tips for travelers, jobs related with tourism – qualities, currency and foreign exchange, marketing and advertising encourage tourism, planning and booking a holiday, what do you recommend for vacation?, applying for a job, writing a cv.

-

PROLOGUE

Teachers and students need to learn how to promote the country as its most outstanding richness is tourism. For Ecuador to become well known in the whole world, it is necessary to do it in the global language: English. Hitting the goal in each occupation is something all language teachers should try to do. ENGLISH FOR TOURISM - ESP BOOK 2 is a tool for teachers whose objective is to teach English for Specific Purposes (ESP) in the area of tourism.

ENGLISH FOR TOURISM - ESP BOOK 2 has twenty different lessons, which contain readings with information related to tourism and jobs, promoting and marketing tourism and ecotourism, travel arrangements, package tours, hotel service, customers service and complains, accommodation, currency and foreign exchange and destinations.

Each of the lessons has 10 tasks, and they have a number of different types of strategies to be developed. They sometimes ask students to answer questions, unscramble sentences, match, fill in the blanks, and other activities that foster language learning. All the activities respond to the reading comprehension of the texts and include some basic grammatical structures that encourage the literal level of reading.

Finally, ENGLISH FOR TOURISM - ESP BOOK 2 is a practical textbook. Teachers can easily choose a lesson to match their school program or, due to the simplicity of some activities, use them as quick time fillers. It will be a means for the English teacher to help Tourism major students, learn to talk about Ecuador and its tourist attractions.

Sandra Elizabeth Merino Hernández, TEFL
TEACHER

LESSON 1:

TRAVEL AND TOURISM



TASK 1. Look at the picture and answer the next questions.

- Are they tourists?
- Do they like to travel?
- Where are they going?

TASK 2. Read the text about travel and tourism and check your answers.

TRAVEL AND TOURISM

People in Ecuador travel for lots of reasons. They make journeys to and from school or work every day. They visit friends and family; take day trips shopping or to football matches; go out for evening entertainment such as the cinema; and they go away on business or study trips.

When you travel to and stay in a place which is not where you live, it is tourism.

There are different types of tourism for example there is recreational tourism if you want to relax and have fun, maybe at the beach.

TASK 3. Read again and choose the best option

1. People travel
 - a. For lots of reasons.
 - b. To get a job.
 - c. When they are stressed
2. Tourism is
 - a. When you are travelling with your family.
 - b. When you travel to and stay in a place which is not where you live
 - c. When you visit a place.
3. There are different types of tourism
 - a. Go to the beach
 - b. Recreational tourism
 - c. Parks, churches, lakes, etc.
4. Recreational tourism is when you
 - a. Want to relax
 - b. Want to visit churches
 - c. Want to learn something new.
5. Going to Qatar is
 - a. Sporting event
 - b. Relaxing
 - c. Winter event

6. You can take
- Journeys to and from school or work every day
 - Day trips shopping
 - Visit your family

TASK 4. Work in pairs. ask and answer questions about travel. use wh questions who, what, where, when, why, how.

Where did you go
last holiday?

I went to
Atacames

TASK 5. Order the sentences

1. journeys/ to and /from /or / every/ day. make/
They/school/work/

2. you/ to/ and/ in/ a/ place/ is/ not/ where/ you/ is/
tourism./ When/ stay/ which/ it/ live, / travel/

3. has / in /Olympic/ Games. / Qatar/ competed /10 /Summer

4. Tourism / and /Trips/ in/ country. / Domestic/ Holidays/ taking/ own / your / is/

TASK 6. Read types of travel and complete the table giving examples of each one.

There are many reasons why people travel:

Leisure Travel: travel for holidays, cultural events, recreation sports.

Business Travel: all travel for business reasons such as meetings, conferences, and exhibitions.

Visiting Friends and Relatives: all travel for the purpose of meeting friends and relatives.

TYPES OF TRAVEL	EXAMPLE

TASK 7. Write about your last celebration at home. tell who visited you.



TASK 8. In pairs talk about the place you would like to go: where would you like to go? how are you going to travel? who are you going to visit? where are you going to stay?



TASK 9. Complete the glossary about travel and tourism

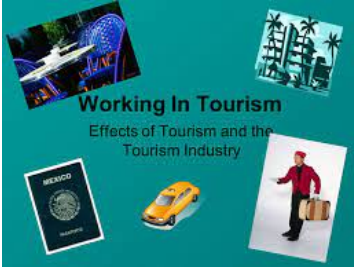
Journey	_____
Trip	_____
Shopping	_____
Entertainment	_____
Business	_____
Tourism	_____
Recreational	_____
Domestic tourism trip	_____
Leisure Travel	_____

TASK 10. Write sentences using the glossary

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

LESSON 2:

TORURISM AND JOBS



TASK 1. In pairs brainstorm all the possible jobs involved in tourism

_____	_____	_____
_____	_____	_____
_____	_____	_____

TASK 2. Look at the photos and match them with the sentences below.

BELLMAN PILOT CHEF
TOUR GUIDE WAITER RECEPTIONIST



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

TASK 3. Look at photos and match with the definition.

- a) _____ a professional cook, typically. He/She cooks in a restaurant or hotel.
- b) _____ a person who operates the flying controls of an aircraft.
- c) _____ a person employed to show tourists around places of interest.

- d) _____ a person that answer the telephone, deal with clients, and greet visitors.
- e) _____ a member of hotel service staff.
- f) _____ a man who serves customers at their tables in a restaurant.

TASK 4. Choose one job in task 1 and write a description of the characteristics a person needs to do that job

TASK 5. Read a good chef and underline the adjectives

What makes a good Chef?

A good Chef is passionate about food and serving others. He should also be creative because he has to create unique dishes for customers to enjoy. He should also have to be energetic to manage the kitchen. He should study each recipe and gathering all necessary ingredients. Chef's responsibilities include studying recipes, setting up menus and preparing high-quality dishes. You should be able to delegate tasks to kitchen staff to ensure meals are prepared in a timely manner.

TASK 6. Write the antonyms

Creative	_____
Unique	_____
Energetic	_____
Necessary	_____
Responsible	_____
Beautiful	_____
Enthusiastic	_____
Polite	_____
Honest	_____
Healthy	_____

TASK 7. Using the jobs in task 1 categorize them in the table below

RESTAURANT AND HOTELS	TOUR OPERATION	TRANSPORTATION
<i>Waitress</i>	<i>Tour guide</i>	<i>Pilot</i>

TASK 8. Choose the word or phrase that is similar in meaning to the word or phrase in bold in each sentence.

1. If you travel in a desert area, it's a good idea to have a **GUIDE**.
a. book b. leader c. canteen
2. When you go camping, they often sleep in a **TENT**.
a. small house b. boat c. a shelter
3. I will need **ACCOMMODATIONS** in Riobamba.
a. a place to stay b. friends c. transportation
4. My friend belongs to a **FITNESS** club.
a. dance b. health c. book
5. A tour guide **PROFILE** is one of a middle-class, middle-aged man.
a. credit card b. description c. account

TASK 9. In pairs talk about a job involved in tourism that you have done.



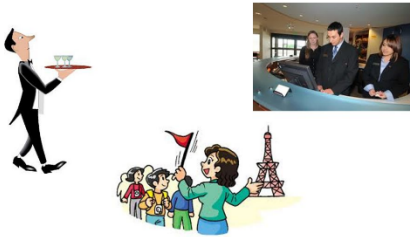
I have worked in a restaurant. I worked as a waiter. I have to be responsible_____

TASK 10. Complete the glossary about tourism and jobs

Passionate	_____
Enthusiastic	_____
Energetic	_____
Responsible	_____
Accommodation	_____
Fitness	_____
Profile	_____
Transportation	_____
Business	_____

LESSON 3:

WHAT IS THE BEST CARRER IN TOURISM?



TASK 1. In pairs choose the areas you should study if you were studying tourism at ESPOCH

- _____ English
- _____ Administration
- _____ Environmental Sustainability
- _____ Tourism and Environmental Legislation
- _____ Archeology
- _____ Mathematics
- _____ Chemical Engineer
- _____ Linear algebra

TASK 2. Write down advantages and disadvantages of becoming a bachelor in tourism.

ADVANTAGES	DISADVANTAGES
You can find a Good job	You have to study 5 years

TASK 3. READ BACHELOR IN TOURISM AND COMPLETE IT. USE THE WORDS IN THE BOX

Tourism education Program Opportunity Planning
Tourism x2 Careers Opportunities Travel Cruises

BACHELOR IN TOURISM is a four-year degree 1. _____ related to the fields of hospitality and 2. _____. It provides students the 3. _____ to become directly involved in managing and 4. _____ the world's biggest people industry – 5. _____.

Bachelor of 6. _____ programs have built the skills and knowledge necessary to start 7. _____ and have many 8. _____ in areas such as hotels, 9. _____, adventure sports, wellness centers, resorts, and 10. _____ among many others.

TASK 4. Read again and write true or false

1. A bachelor in tourism career is 6 years degree.

2. It provides students to become involved in finances_____.

3. Tourism generates employment_____.

4. Tourism programs don't have built the skills and knowledge necessary to start careers and have many opportunities in areas such as hotels_____

TASK 5. Order the words related to job profiles

Tarvle Ecivxeuet _____
 Tosmruí Mragena _____
 Trou Orpaetro _____
 Tvrlae Atgne _____

TASK 6. Using the words in task 5 complete the descriptions below



_____ evaluates the requirements of tourists and help them make the best possible travel arrangements. Many hotels and travel groups hire travel them to sell their tour packages to clients.

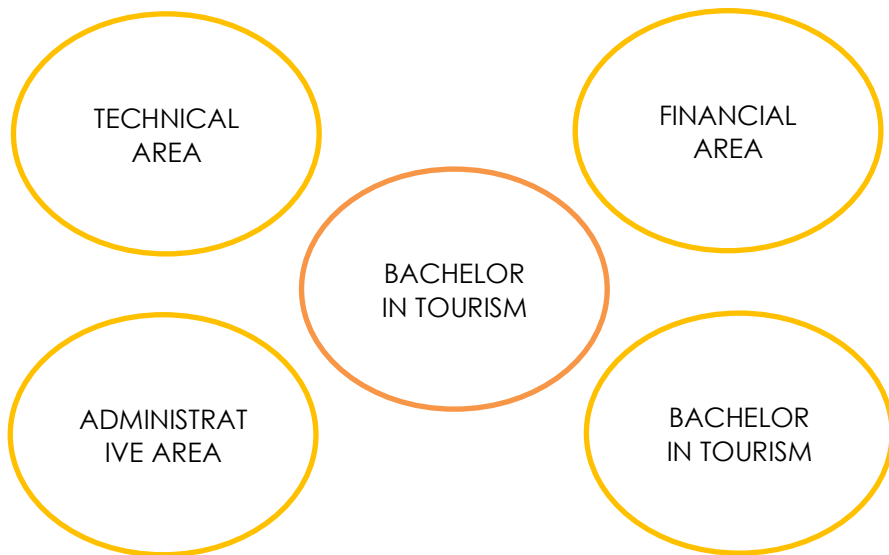
_____ is responsible for managing different aspects of a travel including transportation, flight booking, hotel accommodation, destination information, etc.

_____ promotes tourism in the region through different advertising strategies and campaigns.

_____ helps tourists visiting different tourist places and provides them information on cultural, historical and contemporary heritage of religious and historical sites, museums and other places of interest.

TASK 7. Complete the chart to know the areas of studying that a bachelor in tourism have to study. Use this information.

SALES TOURISM SERVICE MANAGING THE BUSINESS MAKING
BUDGETS ACCOUNTS AIRLINE TICKETS TRAVEL AGENCIES



TASK 8. Read and correct the sentences

1. A tourism manager promote tourism in the region through different advertising strategies and campaigns.
2. A bachelor in tourism career are 5 years degree.
3. When people go camping, they often sleep in a tent.
4. Some goods Chef is passionate about food and serving others.
5. You should be able to delegate tasks to kitchen staff to ensure meals are prepared in a timely manner.

TASK 9. In pairs discuss about the benefits to work in tourism**TASK 10. Complete the glossary about career in tourism**

<i>Travel Executive</i>	_____
<i>Tourism Manager</i>	_____
<i>Tourist Guide</i>	_____
<i>Tourism Service</i>	_____
<i>Airline</i>	_____
<i>Employment</i>	_____
<i>Finances</i>	_____
<i>Making Budgets</i>	_____
<i>Destination</i>	_____

LESSON 4:

PROMOTING AND MARKETING TOURISM



TASK 1. Match the terms with the correct definitions.

- | | | |
|----------------|---|---|
| a. Advertising | — | 1. brings a product or service to the attention to a higher position or rank. |
| b. Promotion | — | 2. refers to activities a company undertakes to promote the buying or selling of a product or service |
| c. Marketing | — | 3. the activity or profession of producing advertisements for commercial products or services. |

TASK 2. In pairs talk about the marketing strategies

Advertising brings a product or service to the attention of customers

Newspapers, TV, or the Internet to persuade people to go somewhere.

TASK 3. Complete the chart below. Give examples

Give examples of advertising media	Give an example of Promotion
Newspapers	Coca cola advertisement

TASK 4. Read advertising and promotion and say if the sentences are true or false.**ADVERTISING AND PROMOTION**

Advertising brings a product or service to the attention of customers through the media e.g. newspapers, TV, or the - Internet to persuade them to buy it.

Promotion keeps a product or service in the minds of customers and helps stimulate their demand for it, often through advertising. Marketing is altogether more complex. It is all the activities involved in making sure that customers buy a product or service by understanding and meeting their needs.

1. Advertising is to persuade them to buy a product. ____
2. Promotion keeps a product or service in the minds of clients. ____
3. Marketing is not complex. ____
4. Marketing makes customers to buy a product or service. ____
5. Marketing uses TV and radio. ____
6. The main marketing area is online. ____
7. Promotion is to market the right product at the right price in the right place. ____

TASK 5. In pairs look at the list of different kinds of media advertising and discuss with your classmate.

NEWSPAPERS TV THE INTERNET RADIO MAGAZINES TRAVEL
 BROCHURES LEAFLETS SOCIAL NETWORKING BANNERS
 WEBSITES ONLINE FORUM WORD OF MOUTH

Student A: I think we could use newspapers or tourism brochures to market a package holiday to a big family.

Student B: I don't agree. I think everybody uses the Internet these days, so maybe we could use a website.

TASK 6. In group of 4 talk about which media advertisement you could use to market holidays for each of the following groups.

1. Big family who want a package holiday
2. A retired couple interested in history.
3. A group of students who want an adventure holiday.
4. 4 a young married couple
5. A young person looking



TASK 7. Write about the reasons you could use the advertisement to market holidays

TASK 8. Look at the picture of a holiday destination. You are the marketing team for a travel company in Quito. Write an advert marketing the holiday. Your advert must include:

- activities to do
- facilities and services
- the price
- the length and period of the holiday
- other information to attract the customers



TASK 9. Read the sentences and circle the correct word.

1. I have **never/ever** been interested in history.
2. A retired couple is **interested/ interesting** in history.
3. Advertising **sells/brings** a product or service to the attention of customers through the media.
4. Newspapers, TV, or the Internet to **buy/persuade** people to go somewhere.

5. We could **buy/use** newspapers or tourism brochures to market a package holiday to a big family.

TASK 10. Complete the glossary about promoting and marketing tourism

Advertisement _____
Promoting _____
Marketing _____
Products _____
Services _____
Newspapers _____
TV _____
Internet _____
Brochures _____
Leaflets _____

LESSON 5: AT THE HOTEL



TASK 1. Which services do you think a tourist use?

TASK 2. Look at the picture and write the hotel services



_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

TASK 3. Using hotel services complete the table below

Guest services	Explanations
Room service	
Alarm call	
Business center	
Laundry	
Medical service	

TASK 4. In pairs act out the conversation. Use these information

- Room service
- Book a table in the restaurant
- Use the business center
- Stay an extra night

Student A: You are a hotel guest. Make two requests or ask for information.

*I'd like
breakfast in
my room.*

Student B: You are the hotel receptionist. Respond to the requests or answer the questions.

That's no problem.

TASK 5. Match the requests with the responses.

1. I would like an alarm call at 5.30, please.
 2. I would like to have a meal in my room, please.
 3. I would like to use the Internet, and I need the password.
 4. Is there a library near the hotel?
- a. Yes, there's one in the next street.
 - b. In the morning? Madam.
 - c. There's wi-fi in all the rooms.
 - d. That's no problem. There's a menu in your room.

TASK 6. In pairs practice the conversation

MAKING RESERVATIONS

Receptionist: Good night. Welcome to El Cisne Hotel.

Client: Hi. I would like to make a reservation for the second week of May. Do you have any vacancies?

Receptionist: Yes sir, we have available rooms. And what is the exact date of your arrival?

Client: May 10th.

Receptionist: How long are you going to stay?

Client: I'll stay for three days.

Receptionist: How many people is the reservation for?

Client: 2 people.

Receptionist: And would you like a room with twin beds or a double bed?

Client: A double bed, please.

Receptionist: What name will the reservation be?

Client: Juan Pérez.

Receptionist: Now I'll need your credit card information to reserve the room for you. What type of card is it?

Client: Visa.

Receptionist: And what is the name of the cardholder?

Client: Juan Perez.

Receptionist: Alright, Mr. Perez, your reservation has been made May 10th. for a room with a double bed

Client: Great, thank you so much.

Receptionist: We'll see you in May 10th.

TASK 7. Read the conversation and answer the questions

What is the exact date of the arrival?

What is the name of the hotel?

How many rooms do they want?

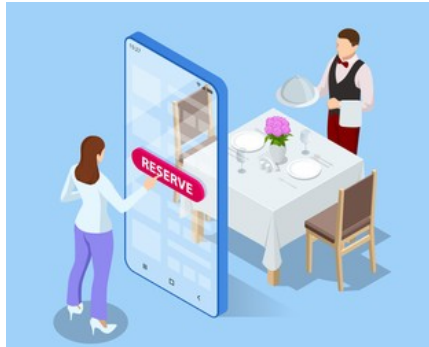
How long are they going to stay?

What name will the reservation be?

Which credit card is he going to use?

TASK 8. You are at a restaurant. In pairs write a dialogue

MAKING A RESERVATION AT A RESTAURANT



TASK 9. Write 5 tips to book a hotel room.

1. _____
2. _____
3. _____
4. _____
5. _____

TASK 10. Complete the glossary about at a hotel

Room service	_____
Alarm call	_____
Business Centre	_____
Laundry	_____
Medical service	_____
Reservation	_____
Available	_____
Credit card	_____
Single room	_____
Double room	_____
Vacancies	_____
Menu	_____

LESSON 6:

WORKING AS A CHEF IN A RESTAURANT



TASK 1. Look at the pictures and describe physical appearance and personality using adjectives.

TASK 2. What qualities do you think a chef need?

They need to be creative.

TASK 3. READ THE SENTENCES AND WRITE TRUE OR FALSE.

- Chefs must be communicative. _____
- Chefs have to speak English. _____
- Chefs need to be creative. _____
- kitchens can be a very busy environment to work. _____
- Becoming a chef involves more than just following a recipe _____
- Working in a kitchen can be a challenge. _____

TASK 4. Read a chef experience and underline the verbs.

"I chose to become a chef when I realized the happiness and joy food provided people. I had a professor in culinary school who taught us the importance of flavors and food scents and the warmth they can bring to others. The taste of simple recipes can remind people of their childhood, or multicultural dishes can make others think of their favorite country to visit. I enjoy seeing people feel this happy when they taste each dish, I create for them."

**TASK 5. Read the text and find words that mean the following.**

The distinctive taste of a food or drink. _____

Pleasure _____

Any nutritious substance _____

relating to people of many different nationalities and cultures. _____

food prepared in a particular way as part of a meal. _____

TASK 6. Write the questions for the following answers.

_____ ?

A chef works in restaurants.

_____ ?

They have to love cooking and be creative

_____ ?

They have to prepare unique and delicious food.

_____ ?

Yes, they have to study.

_____ ?

Yes, they do.

TASK 7. Imagine you work as a chef. Write a paragraph about it.

I have always wanted to work as a chef _____

TASK 8. In pairs compare your information in task 7 and complete the table.

<i>MY INFORMATION</i>	<i>MY CLASSMATE INFORMATION</i>

TASK 9. Look at the words in the list below and write them under the correct pictures.

Bake	To cook over medium or high heat until surface of food browns or darkens
Blend	To scrape food against the holes of a grater making thin pieces
Boil	To squash food with a fork, spoon, or masher
Broil	To turn oven on ahead of time so that it is at the desired temperature when needed (usually takes about 5 to 10 minutes)
Brown	To cook quickly in a little oil, butter, or margarine
Chop	To cook food over steam without putting the food directly in water (usually done with a steamer)
Drain	To cook food in an oven
Grate	To mix ingredients together gently with a spoon, fork, or until combined
Knead	To stir ingredients together with a spoon, fork, or electric mixer until well combined
Marinate	To cook under direct heat
Mash	To remove all the liquid using a colander, strainer, or by pressing a plate against the food while tilting the container
Mix	To soak food in a liquid to tenderize or add flavor to it
Preheat	To cut into small pieces
Sauté	To press, fold and stretch dough until it is smooth and uniform, usually done by pressing with the heels of the hands
Steam	To heat a food so that the liquid gets hot enough for bubbles to rise and break the surface

TASK 10. Complete the glossary about working as a chef.

Chef _____

Food _____

Dish _____

Multicultural _____

Job _____

Energetic _____

Creative _____

Beak _____

Boil _____

Steam _____

LESSON 7:

RECYCLING IN A RESTAURANT

**TASK 1. Read and complete the survey**

1. Do you recycle?
 - a. Yes
 - b. No
2. How often do you recycle?
 - a. Always
 - b. Whenever something
 - c. Occasionally
 - d. Never
3. Why do you recycle?
 - a. By conscience
 - b. Publicity campaigns
 - c. Availability of resources for recycle
4. What materials do you recycle?
 - a. Plastic

- b. Cans
 - c. Plastics
5. Do you have a green (recycling) bin at home?
- a. Yes
 - b. No
6. How often do you visit the recycling center?
- a. More than once per week
 - b. Weekly
 - c. 1 – 2 per month
7. How do you usually travel to the recycling center?
- a. By car
 - b. Walk

TASK 2. Match these definitions: *waste, rubbish*

- a. Things that a person throw away because they are no longer required.
- b. Useless material or substances left after a person uses something.
- c. Something which is nonsense or of no value.

TASK 3. Discuss these questions

- 1. What do you think is the best way to deal with waste?
- 2. Do you think “Cuaderno Reciclado, Árbol no Cortado” would be successful in Ecuador?

TASK 4. Write down advantages and disadvantages of recycling.

ADVENTAGES

DISADVENTAGES

TASK 5. Read ways to reduce waste in your restaurant and match the heading with the correct paragraph

Restaurants are getting more eco-conscious and making changes to reduce their negative impact on the planet. Through the reduction of waste, a restaurant can position itself as an eco-friendly brand, and maybe even help save the planet. A restaurant will spend less money on replacing

- 1. Give uneaten leftovers to employees**
- 2. Store all food properly....and have a backup plan if something goes wrong**
- 3. Install a POS system**
- 4. Donate leftovers to charity**
- 5. Use Perishable Produce Quickly**
- 6. Compost any food you can**
- 7. Reuse any products you can**

wasted products and food, as well.

Today, helping the environment is more important than ever. Read on to learn seven different ways you can reduce waste at a restaurant: quick tip: reducing and reusing means saving money!

1. _____

Washed and reused the things you can: Replace plasticware with washable silverware and stop offering straws to customers unless requested. Also, look into new, biodegradable straw options that are better for the environment, or try reusable, washable straws.

2. _____

POS systems allow the staff to take orders digitally rather than writing them down on paper to help reduce paper waste.

3. _____

More and more charities are popping up nationwide that allow restaurants to donate unused food.

4. _____

You'll reduce food waste and increase overall employee happiness and loyalty.

5. _____

Keep track of when you pick fruits and vegetables to make sure you're using them in time and not throwing anything away.

6. _____

Refrigerators and freezers always need to be the proper

temperature (Below 40 degrees Fahrenheit for refrigerators and 0 degrees Fahrenheit for freezers) in order for food to remain safe to eat.

7. _____

Turning organic waste into compost lets that waste return to the environment in the form of nutrients for the soil. This reduces food waste that ends up in landfills and creates nutrient-rich soil to grow more organic products

TASK 6. Read the text again and complete the sentences.

1. Helping the environment is _____ ever.
 - a. *more important than*
 - b. *more important as*
 - c. *important than*

2. A restaurant will _____ products and food, as well.
 - a. *spend less money on replacing wasted*
 - b. *spend more money on replacing wasted*
 - c. *spend less money on wasted*

3. POS systems allow the staff to _____ than writing them down on paper
 - a. *take orders digitally rather*
 - b. *taking orders digitally rather*
 - c. *take orders digitally more*

4. Refrigerators and freezers always need _____ temperature.

- a. to be the proper
- b. being the proper
- c. to be the properly

5. _____ into compost lets that waste return to the environment in the form of nutrients for the soil into compost lets that waste return to the environment in the form of nutrients for the soil.

- a. Turning organic waste
- b. Turn organic waste
- c. Turning organic

TASK 7. In pairs, talk about the pictures



I consider recycle in restaurants is very important because_____.

TASK 8. Create a campaign to recycle in a restaurant.



TASK 9. Order the words

- SNTNTURIE** _____
- TCPOMOS** _____
- TEWAS** _____
- FOOD** _____
- LLLIANDF** _____
- COGRANI WTASE** _____
- WPLTRASICAE** _____
- DBBRILODEGAAE** _____

TASK 10. Complete the glossary about recycling in a restaurant

- RECYCLE
- WASTE
- REDUCE
- REUSE
- NUTRIENTS
- COMPOST
- WASTE
- FOOD
- LANDFILL
- ORGANIC WASTE
- PLASTICWARE
- BIODEGRADABLE

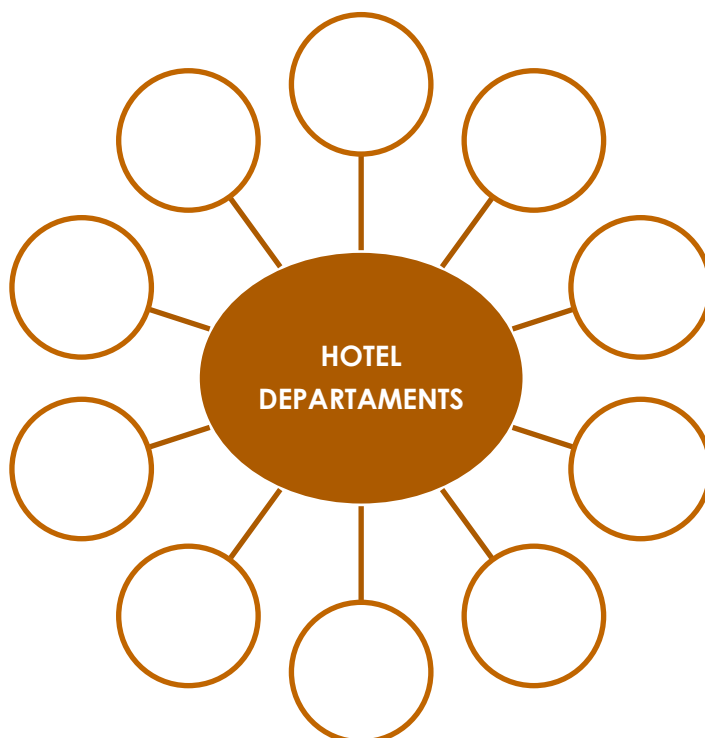
LESSON 8: HOTEL RESERVATION



TASK 1. Look at the picture and answer these questions:

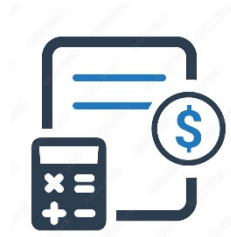
Where are they?
what are the women doing?

TASK 2. Brainstorm all the different departments in a hotel.



TASK 3. Match the department with the correct picture.

Housekeeping Security Reservation
 Accounting Food and beverage Maintained



TASK 4. Match the guests with the correct room**GUEST**

A couple
 Two friends
 An elderly man
 A family with 3 children
 A manager

ROOM

Family room
 Single room
 Twin room
 Executive suit
 Double room

TASK 5. Read the e mail and answer the questions

New message _ ↗ ✕



To: Martha Carpio

Subject: Booking 2 nights next week

Dear Martha,

I would like to reserve an accessible single room for two nights with breakfast on the 22 and 23 of April. Could I have a quiet room with a view if possible, please?

I will arrive at about 10 p.m. and I have an early meeting the next morning, so please could you leave an iron and ironing board in the room?

I have a promotional code (MH2219). Please can you confirm that it is £80 per night with breakfast included?

Please could you confirm the booking? Let me know if you need any further information.

With kind regards,
 Stheffy Perez

🔍
📎
😊
✉️

Send
Save
Cancel

How many rooms does he want to book?

What kind of room do they want?

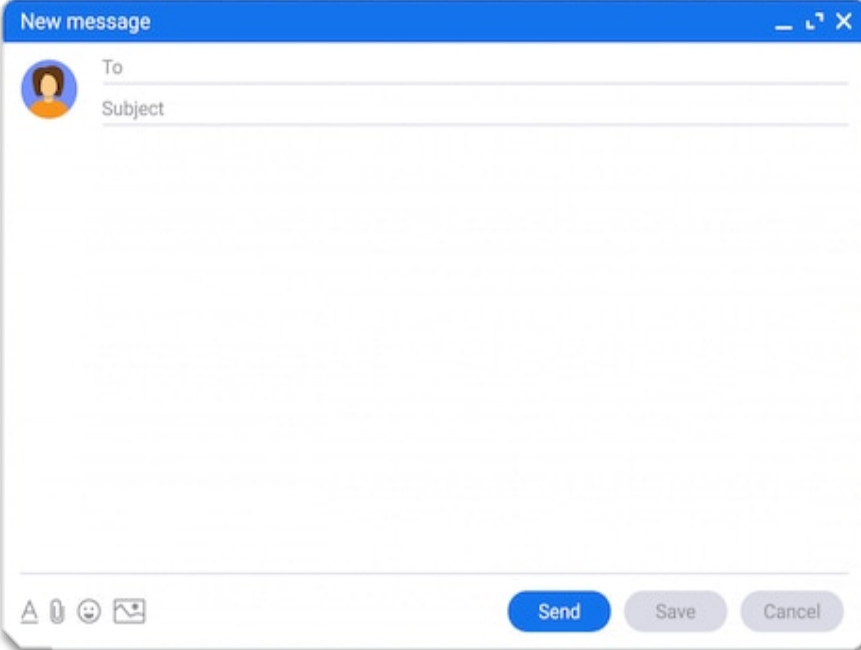
When are they going to arrive?

How are they going to pay?

TASK 6. Read the e mail again and complete the hotel reservation form

NAME OF GUEST	NUMBER OF GUEST	ROOM REQUIRED	No. OF NIGHTS	PAYMENT

TASK 7. Write an e mail to answer the mail in taks 5.



TASK 8. Match the definitions (a-f) with the vocabulary (1-6).**Vocabulary**

1. ____ to confirm
2. ____ to reserve a room
3. ____ to let someone know
4. ____ an iron
5. ____ a promotional code
6. ____ an accessible room

Definition

- a. To book a room
- b. A room that is designed to be easy to use, for example
- c. If you use a wheelchair
- d. A special number or password that reduces the price or
- e. Increases service levels
- f. To say something is definitely true or going to happen
- g. To tell someone
- h. A metal object used to make clothes flat and smooth

TASK 9. Have you ever had a bad experience in a restaurant?
In pair look at the picture and talk with your classmate.



TASK 10. Complete the glossary about hotel reservation

Book	_____
Reservation	_____
Family room	_____
Single room	_____
Twin room	_____
Executive suit	_____
Double room	_____
Manager	_____
Housekeeping	_____
Security	_____
Reservation	_____
Accounting	_____
Food and beverage	_____
Maintenance	_____

LESSON 9:

TRAVEL ARRANGEMENTS



TASK 1. Look at the picture and talk with your teacher about it

TASK 2. Test your knowledge by taking this short quiz.

1. Can you pick me up at tomorrow morning? My flight _____ at 7:30.
 - a) Arrives
 - b) Comes
 - c) Departs

2. Could I ask what your final _____ is?
 - a. Goal
 - b. Country
 - c. Thought
 - d. Destination

3. **You should change _____ to pass that car.**
- a. Clothes
 - b. Lanes
 - c. Your mindset
 - d. Quickly
4. **I'd love to take a fancy _____ and travel through the Bahamas.**
- a. Hat
 - b. Dog
 - c. Cruise
 - d. Man
5. **The _____ was very bumpy. I was afraid.**
- a. Flight
 - b. Camel
 - c. Pavement
 - d. Conversation
6. **It's best not to take too much _____ with you on your trip. The airline might lose it!**
- a. Candy
 - b. Medicine
 - c. Luggage
 - d. Gin

7. I think the _____ is a great way to get around a big city.
- a. Car
 - b. Rail
 - c. Pogo stick
 - d. Subway
8. You can catch a _____ and take your car to the island.
- a. Ferry
 - b. Fairy
 - c. Fairway
 - d. Furry
9. Be sure to _____ at least two hours before your flight.
- a. Have a beer
 - b. Eat
 - c. Check in
 - d. Deplane
10. Many _____ missed the flight to New York.
- a. People
 - b. Passengers
 - c. Travelers
 - d. All answers are correct
11. I think traveling by _____ is the best way to see the

countryside. You can walk around, have dinner, and just watch the world go by.

- a. Bus
- b. Car
- c. Motorcycle
- d. Train

12. Let's rent a _____ for the day and row around the lake.

- a) Ship
- b) Boat
- c) Raft
- d) Surfboard

13. The _____ is a 747 by Boeing.

- a. Airport
- b. Car
- c. Plane
- d. Helicopter

14. Let's just stay at a cheap _____ along the highway.

- a. Hotel
- b. Motel
- c. Lodge
- d. All the answers are correct

15. There's nothing like a _____ ride on a spring day to get in shape.

- a. Bike
- b. Motorbike
- c. Motorcycle
- d. Short

16. If you want to save money, take a hike and _____ in the mountains.

- a. Sleep
- b. Run
- c. Camp
- d. Hunt

17. I hope your _____ was pleasant.

- a. Voyage
- b. Trip
- c. Journey
- d. All answers are correct

TASK 3. Read the dialogue and decide who say the following sentences: travel agent ta, customer c

_____ : Hi sir, you gave a call regarding the booking of yours to Galapagos.

_____ : Yes, please.

_____ : Sir, I would like to tell you that we have

recently prepared an amazing package for that.

_____ : Could you please tell me the details of that package?

_____ : Sure sir. In that package, you will get 4 nights and 3 days. Breakfast for 3 days is complimentary in this, and the complete package is for 15000.

_____ : That's great!

_____ : So, sir, when are you planning to go?

_____ : As you know, I was planning earlier but couldn't go due to a reason but now as you have an amazing package and I am also free so I am planning to go within this week only.

_____ : That's perfectly ok sir!

_____ : This package is valid till when?

_____ : For a month.

_____ : Great. What are all formalities needed to be done?

TASK 4. Order the words and make sentences

will /get/ and /3 days. you /4 nights/

please / me/ the / of/ Could / that/ package/? you/ tell// details

gave/ a/ call / the/ of /yours/ to /Galapagos. / you / regarding/ booking /

are /you/ go/?/ When/ planning/ to/

valid/ when/?/ This/ package/ till / is/

TASK 5. Read the dialogue in task 3 and complete the chart

NOUNS	VERBS	ADJECTIVES

TASK 6. Using the table below in pairs act out the following situations.

STUDENT A: You are a travel agent. Answer your classmate's questions.

STUDENT B: You are the client. Answer your classmate's questions.

	FLIGHT	DAYS	DEPARTURE	ARRIVAL
QTO-CUENCA	123	Mon-Sat	4.30	6:00
GYQ-QTO	164	Mon-Fri	2:00	2.30
GYQ-LOJA	345	Mon-Wed	1:00	2:00
QTO-LATACUNGA	223	Mon-Fri	17:00	18:00

TASK 7. In groups of five, find someone who...

SOMEONE WHO.....?	NAME
Like travel by plane?	
Visit cities?	
Stay in hotels?	
Like adventure trips?	
Is interesting in a	
Want to be a receptionist?	

TASK 8. Read *steps for travelling arrangements* and fill in the gaps.

Flights/ Luggage/ Attractions/ Destination/ Stay/ Guides
 /After/ Include/ Book/ Departure/ Reservation/ In/
 Advance/ Arrival/ Arrangements/

STEP 1

Choose the _____ of your trip

STEP 2

Choose your ideal travel dates and the activities you plan to do.

_____ air, rail or ground transportation at least three weeks _____ of travel.

Compare _____ online through Websites.

STEP 3

Make living accommodations two weeks before arrival. Hotels and hostels require booking prior to

_____ and often ask for a credit card to hold the _____. You can seek for other less formal accommodations, such as motels or guests houses upon arrival.

STEP 4

Plan activities for the duration of your _____. Purchase tickets for tours, concerts, and plays one week in advance to ensure availability. Research tourist _____ before arrival in travel _____ such as Fodor's or Lonely Planet.

STEP 5

Make _____ for while you are away. Depending on the length of your stay, you may need a friend to look _____ your house and/or pets and collect mail. Be sure these arrangements are set at least one week before you leave.

STEP 6

Gather all necessary travel documents before _____. Depending on destinations this may _____ tickets, photo identification, passport and immunization records. You should pack these in your carry-on _____.

TASK 9. Read steps for travelling arrangements and get verbs and phrasal verbs

VERBS	PHRASAL VERBS

TASK 10. Complete the glossary about arrangements

<i>Flights</i>	_____
<i>Luggage</i>	_____
<i>Attractions</i>	_____
<i>Destination</i>	_____
<i>Guides</i>	_____
<i>Book</i>	_____
<i>Departure</i>	_____
<i>Reservation</i>	_____
<i>Arrival</i>	_____
<i>Arrangement</i>	_____

LESSON 10:

A PACKAGE TOUR



TASK 1. Look at the wedding package and talk about it.

TURINGIA HOTEL

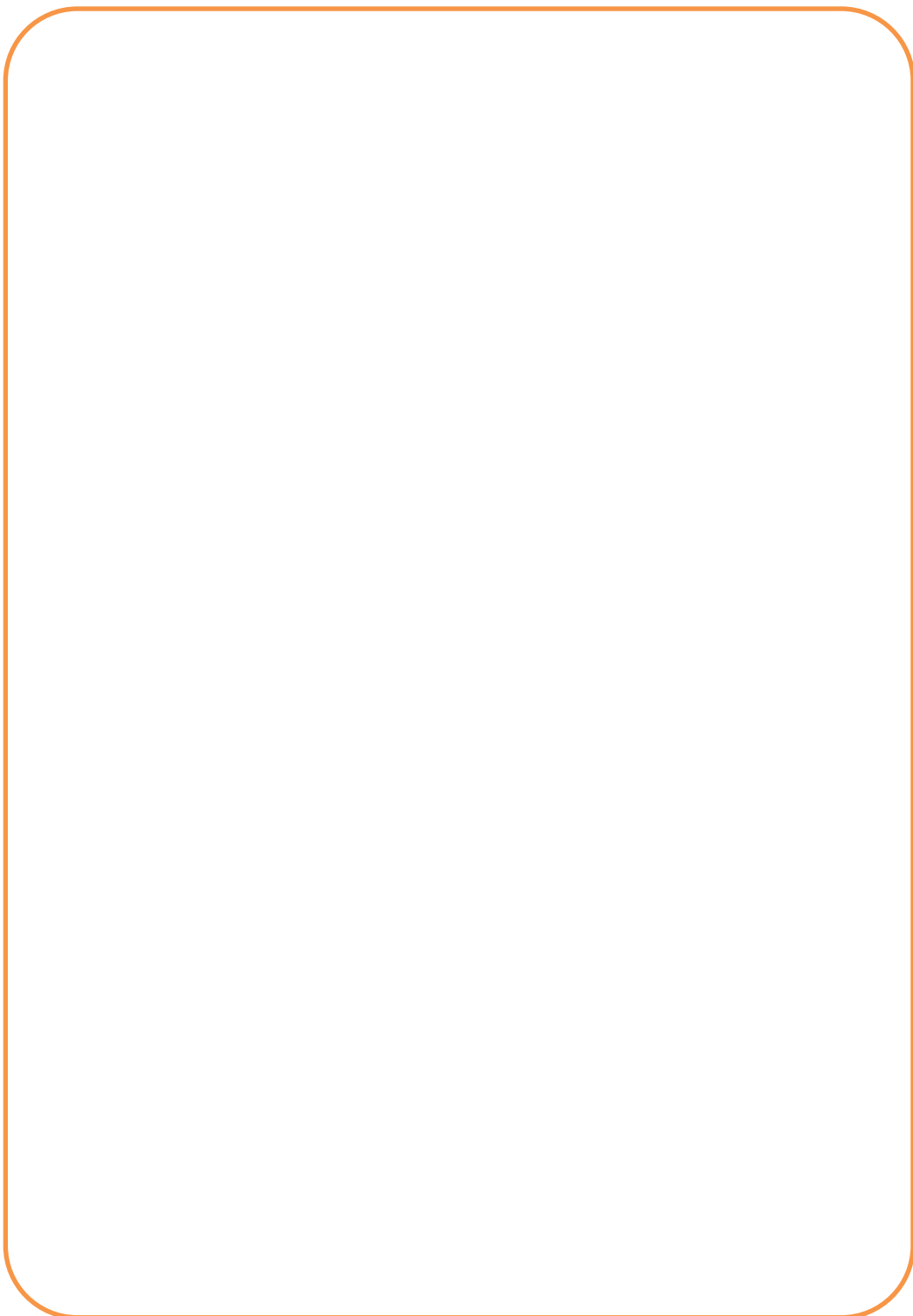
- *7-night package for two persons includes:*
- *7 nights in a deluxe studio with king-size bed, private bathroom and balcony with ocean and garden views*
- *Full breakfast and candlelit evening meal on the terrace*
- *Price: \$6,650 (the manager said he could give us a 20% discount)*

TASK 2. Thicken the things you think are included in a package tour

_____	<i>transport</i>
_____	<i>legal requirements</i>
_____	<i>cost of passport and visa</i>
_____	<i>transfer to and from the airport</i>
_____	<i>accommodation</i>
_____	<i>international flight</i>
_____	<i>price</i>
_____	<i>tips</i>
_____	<i>internet services</i>
_____	<i>currency</i>

TASK 3. Work in small groups. Design a package tour with the itinerary for seven days of the package. Remember to include:

- Name of your tour
- Arrival and departure times
- Places to visit
- Itinerary day
- Services and extras
- Details of accommodation
- Places overnight in
- Services and meals prices
- Activities to do
- Description of location and venue



TASK 4. Present your package to the class. Describe what will happen on each day. Remember to make it sound as attractive as possible.

TASK 5. Match the activities to practice in a tour with the names

Canoeing
Climbing

Fishing
Riding

Bungee Jumping
Cycling
Jet-Skiing

Windsurfing
Snorkeling





TASK 6. Complete the following sentences with the words in task 5.

- a. I have been _____ before because
_____.
- b. I have never
been _____ because _____
- c. I would like to
go _____ because _____
- d. I would hate to try _____ because

- e. I think _____ is dangerous
because _____

TASK 7. Write the name of the airline in Ecuador

_____	_____
_____	_____
_____	_____
_____	_____

TASK 8. Talk about the airline in Ecuador.

- Which is better?
- Which is more expensive?
- Which is the cheapest?

TASK 9. Write adjectives relates tours**Expensive**

_____	_____	_____
_____	_____	_____
_____	_____	_____

TASK 10. Complete the glossary about a package tour

Accommodation _____

Attraction _____

Boom _____

Brochure _____

Consultant _____

Costing _____

Demand _____

Destination _____

Launch _____

Market _____

Package _____

Promote _____

Resort _____

Supplier _____

Tour _____

LESSON 11:

CUSTOMER SERVICE
AND COMPLAINTS

TASK 1. Read and complete the complaint letter. Use the words below.

Service Writing However Noisy Smell Ordered
Worse Only Portions Rude Taken Served Tip
Overcharged Bill Ignored Hearing Consider
Refund Complain

Dear Sir,
I am (1) _____ to (2) _____ about the food and the (3) _____ at Antojitos restaurant.
My brother and I went to the restaurant for lunch at around 13.30 on April 22 April. We (4) _____ a quiet table, (5) _____ we were given one near the kitchen door. It was very (6) _____ there and to make matters (7) _____ we had all the (8) _____ from the kitchen as well.
The food, when it was finally (9) _____ was cold and had to be (10) _____ back to the kitchen. Not (11) _____ that, but the (12) _____ were rather small. The service was very slow, and the waiters were (13) _____. When we finally got the (14) _____ we found we had been (15) _____ by two dollars. I pointed this out to the waiter, but he just (16) _____ that and then he shouted at me because I did not leave a (17) _____. I would like you to (18) _____ this matter and take the necessary action. I would also like an apology and a full (19)

_____ of the bill.

I look forward to (20) _____ from you.

Sincerely,

Carmen Santillan

TASK 2. Read the letter again. In pair discuss about these questions:

1. What is the complaint about?
2. Where did it happened?
3. How was the service?
4. How was the waiter attitude?

TASK 3. Complete what complaint might you have in a:

RESTAURANT	SUPERMARKET
HOTEL	AIRPORT

TASK 4. MATCH THE HEADING WITH THE PHRASES

1. Giving reasons
2. Making a complaint
3. Apologizing

I'm afraid I have to make a complaint. I'd like to make a complaint.

I'm sorry to trouble you, but...

I've got a bit of a problem, you see... I'm sorry to have to say this, but...

Excuse me, there seems to be something wrong with...

I'm sorry...

I'm sorry to hear that... Oh, I'm sorry about that. Oh dear, I'm really sorry.

I apologize...

I apologize for the inconvenience...

Please accept my sincere apologies for...

We were very sorry to hear that...

This was because...

Unfortunately, this was unavoidable as... The main reason for this was...



TASK 5. Using the phrases above in pairs make complaints, apologies, and requests. Create dialogues, look at the example

STUDENT A: Excuse me! There appears to be a fly in my soup.

STUDENT B: I'm very sorry about that.

STUDENT A: Could you bring me a new bowl? **B:** Certainly. One moment please.

COMPLAINT: ordered tea, **COMPLAINT:** late to class
not coffee



Request: a cup of tea

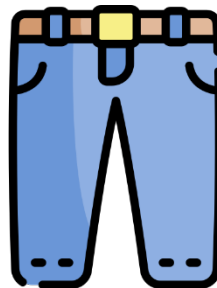


Request: arrive on time

COMPLAINT: slow computer **COMPLAINT:** bought a pair
of trousers, but they're too
short



Request: buy a new one



Request: a new pair

TASK 6. Put the following telephone complaint in the correct order

___ a. I bought this t shirt when I was on holiday. Can I return

it my local branch?

___ b. My name is Carlos Jara. Could I put me through to customer service, please?

___ c. I washed it according to the instructions on the label and now the color has faded.

___ d. Yes, please. It is about a jacket I bought last year.

___ e. I've had it about a year. I don't think a quality item should wear out so quickly.

TASK 7. Tick the right adjective:

- a. It was _____ to contact the manager, so I sent him an email.

impossible

possible

- b. We ended our cleaning contract because we were _____ with the service.

satisfied

dissatisfied

- c. The person on the phone was very _____. So, I made a complaint.

unhelpful

helpful

- d. We are very happy with our currier services because they are very _____.

reliable

unreliable

- e. The bank gave us a special loan because we are very _____.

loyal

unroyal

TASK 8. Complete the following using the correct form of the word shown in brackets.

- a. We offered the discount to all our _____ customers. (exist)
- b. Unfortunately, the customer was not _____ with the discount we offered him. (satisfy)
- c. The _____ date is approximately two weeks after the date the order is placed. (deliver)
- d. Our service is both fast and _____ (rely)
- e. We're sure that the new product meets all our customers' _____. (require)
- f. We don't want to lose them – they're a long-standing and _____ customer. (value)
- g. We received three _____ from customers yesterday. (complain)
- h. They sent the invoice but haven't received the _____ from the customer yet. (pay)

TASK 9. Find ten words used in this lesson

C	U	S	T	O	M	E	R	E	T
Q	E	D	G	H	I	L	U	F	I
A	P	O	L	O	G	Y	D	G	P
S	V	T	U	B	J	C	E	C	A
R	E	F	U	N	D	I	E	W	D
A	F	C	R	Y	V	L	C	E	H
W	C	Y	O	P	L	O	A	I	K
S	T	N	I	A	L	P	M	O	C

TASK 10. Complete the glossary about customer service and complaints

Customer service	_____
Tip	_____
Apologies	_____
Complaints	_____
Resolve the problem	_____
Deal with complaints	_____
Customers opinion	_____
Deliver	_____
Satisfy	_____

LESSON 12: TRAVEL AGENCIES



TASK 1. Talk about the travel agencies in Riobamba.

Rumbo travel is a travel agency in Riobamba. It is located in...

TASK 2. Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent make money from?

1. Hotel Booking
2. Train tickets
3. Transport information
4. Travel insurance
5. Advice on visa and passport application
6. Brochures for tour operators
7. Foreign currency and traveler's checks
8. Rates of currency exchange

9. Import duties

10. Call Centre and Internet

TASK 3. Complete the conversation below between a travel agent and a customer with expressions from the box.

How about I agree I quite fancy I really want to
Let's see In my opinion, I'd like Why don't you
Any ideas

Travel Agent: _____ 1 about where you want to go on Christmas?

Customer: _____ 2 have a good holiday this year.

Travel Agent: OK, there are some good all-inclusive package.

Customer: _____ 3 going somewhere different this summer.

Travel Agent: _____ 4 taking a weekend trip?

Customer: _____ 5 it, but I think children might be bored.

Travel Agent: _____ 6 combine it with something for children like Disneyland?

Customer: Good idea, _____, 7 but isn't Disneyland really expensive?

Travel Agent: Well, _____ 8 if there are any special offers on at the moment.

TASK 4. Pair work a and b. Look at the pictures of different holiday destinations and role play a conversation between a travel agent and a customer. Use expressions in task 3



Student A: you are a travel agent. Ask questions about what kind of holiday the customer wants this year.

Student B: you are a customer. Answer questions about what kind of holiday you want this year.
When you finish, change roles.

TASK 6. Read and correct the sentences

T.A. Good morning. To take a seat, please. How can I to help you?

C. Good morning. I looked through the catalogue and I'd like to booking a holiday.

T.A Where would like to be going?

C. I'd likes to go to Galapagos.

T.A. Alright. When would you like the holiday for?

C. Sometimes during the last two weeks in August.

T.A. How long are you go to stay?

C. I would like to stay for a week.

T.A. What type of accommodation would you prefer?

C. I prefer hotel accommodation in a double room. I'm going with my wife.

TASK 7. Order the sentences

- at/ the/ and/ go / the/ check-in./ Arrive/ correct/ to/ airport/

- the /airline/ staff/ and / information. / Give/ your / booking/ passport /

3. in/ and /take /your / pass./ Check/ luggage / your /boarding/

4. Put/ hand/ and / the / security/ check./ your/ through / luggage/ coat/

5. through / detector/ Walk/ the / metal /

TASK 8. Write the equivalent word in Spanish.

- Charity _____
- Sustainable _____
- To Promote _____
- Profit _____
- Branch _____
- To Market _____
- Word Of Mouth _____
- Trade Name _____
- Head Office _____
- Competitive _____

TASK 9. In pairs talk about your favorite travel agency.

Student A: Ask your partner about your favorite travel agency in Riobamba.

Student B: Tell your partner about what you like and don't like about travel agencies.

TASK 10. Complete THE GLOSSARY ABOUT

Hotel Booking	_____
Train tickets	_____
Transport information	_____
Travel insurance	_____
Advice on visa and passport application	_____
Brochures for tour operators	_____
Foreign currency and traveler's checks	_____
Rates of currency exchange	_____
Import duties	_____
Call Centre and Internet	_____
Catalogue	_____

LESSON 13: TIPS FOR TRAVELERS



TASK 1. Look at the picture and tell your teacher why do you travel and what do you need to travel?



I travel to
know new
places

TASK 2. Read *Tips for travelling* and add more tips and give reasons

Tips for travelling

Travel is something which people do every day. It is very difficult to avoid the need to travel. Travelling alone seems creepy. You will probably think about the potential risks or difficult situations. What happens if I get ill, or have an

accident? Isn't it dangerous to go out alone at night? What happens if you get attacked?

People often enjoy travelling abroad for holidays. But for some people travelling is not fun at all. Some people suffer from travel sickness. This means that they will become very unwell each time they travel.

Most travelers have these worries, but all these doubts disappear when they see all the benefits of this great experience.

1. *Speak the language*

it's a good idea to go somewhere you speak the language. If you speak another language it is a great experience to practice it.

2. *Sleep with the locals*

Try to rent a room in an apartment. This will give you a connection with local residents and they can give you a lot of tips on what you can do.

3. *Don't be afraid*

Don't be afraid of asking. Ask for directions in the street, or ask about the place, the culture or the customs to the local people that you find in bars, parks, etc.

4. _____

5. _____

6. _____

Task 3. Read *tips for travelling* again and answer these questions

1. Why do people travel every day?

2. Why do some people not enjoy travelling?

3. What are the benefits of travelling?

4. Why do you think it is a good idea to travel?

TASK 4. Read and match the reasons to travel

- | | | |
|----------------|-------|--|
| Education | _____ | 1. People have problems at home and travel is the way rather to escape to solve them. |
| Change places | _____ | 2. Films about far-off places, books and friends' stories encourage us to undertake our own trips. |
| Curiosity | _____ | 3. To practice new sports and visit interesting places. |
| For adventures | _____ | 4. Learning through traveling is very popular. It does not mean only visiting museums and admiring architectural ensembles. It means to see and learn about people's culture |

TASK 5. Find someone who...?

WHO...?	CLASSMATE 'S NAME	ADDITIONAL INFORMATIONS WHO, WHAT, WHERE, WHEN, WHY...
<i>Travel alone?</i>		
<i>Visit another country?</i>		
<i>Have an accident during a trip?</i>		
<i>Have a bad experience in a restaurant?</i>		
<i>Make new friends during the trip?</i>		
<i>Have travelled by plane?</i>		
<i>Try strange food</i>		

TASK 7. How many cities have you visited in Ecuador? Name them. Choose one city, describe it to your classmates. Write a list of the things you pack in your suitcase for each trip and write tips to encourage people to travel.

I often travel to Tena. In my suitcase today, there's a pair of sandals and shorts pair of shoes...

Cities visited

Things packed in my suitcase

Tips for travelers

Describe a city you have visited



TASK 8. Choose the best option to complete the sentence.

1. The use of a _____ is necessary for people wanting to travel very long distances.
a. Plane b. bus c. taxi
2. A _____ will fly a plane from an airport for many thousands of miles to take people to places far away.
a. Bus driver b. pilot c. teacher
3. A number of _____ can be travelled to by using the sea.
a. destinations b. places c. planes
4. _____ is something which people do every day.
a. visits b. journeys c. travel
5. My friends spend most of their free time driving around the country and _____.
a. sightseeing b. towns c. travel
6. _____ through traveling is very popular. It does not mean only visiting museums and admiring architectural ensembles.
a. learning b. visiting c. coming
7. I took a _____ home and then back to the airport. I was very upset. I got on the plane.

- a. taxi b. bike c. truck

TASK 9. Read the sentences and match them with travel safety tips

1. *Travel safety*
2. *Transport safety*
3. *Hotel safety*

Keep your travel plans, including accommodation details, to yourself.

Try not to travel at night.

Carry with you at all times the contact details.

Keep a photocopy of your passport and all other important documents in a safe place.

Use ATMs during the day.

At the airport, watch for your suitcase.

Avoid changing money at airports, as thieves could be watching you.

Check with your tourist information Centre about the public transport in your area.

Don't share taxis with strangers.

Choose accommodation that has unmarked 'swipe cards' rather than numbered keys for each room.

Take note of emergency exits, stairwells, fire escapes and emergency plans.

Lock your hotel door when retiring for the night.

TASK 10. Complete the glossary about tips for travelers

- Broaden outlook _____
- Understand other culture _____
- Experienced traveler _____
- Plan everything carefully _____
- Arrange the journey _____
- Arrange for us an accommodation _____

- Offer a wide range of activities _____
- Remote places _____
- Scenic routes _____

LESSON 14:

JOBS RELATED WITH TOURISM – QUALITIES



TASK 1. Look at the pictures and write adjectives to describe physical appearance and personality

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

TASK 2. What qualities do you think you need to work with tourism? Talk with our teacher and write down a list.

1. You need to be friendly.
2. _____
3. _____
4. _____

5. _____

TASK 3. You are a tour guide, read the sentences and write true or false

You have to be very friendly .

You have to speak English.

You don't have to be rude.

You have to speak at least 3 languages.

You have to know about history, culture and geography

You should be an excellent storyteller with an ability for customer service.

TASK 4. In pairs write down a list of rules for people who want to work in the tourist industry.

RULES TO WORK IN TOURISM

- ✓ Arrive on time.
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓

TASK 5. Match the definition and the meaning

- | | |
|-------------------|---|
| Communicative ___ | 1. Feeling or showing confidence in oneself; self-assured. |
| Friendly ___ | 2. Ready to talk or impart information. |
| Punctual ___ | 3. Able to accept or tolerate delays, problems, or suffering without becoming annoyed or anxious. |
| Confident ___ | 4. The competence or skill expected of a professional. |

Patient ____ 5. Happening or doing something at the agreed or proper time; on time.

Professionalism ____ 6. Kind and pleasant.

TASK 6. Categorize the following words in the table below

Teacher Communicative Engineer Restaurant
 Loyal Lawyer Dentist Carpenter Important
 Manager Office Lake Patient Confident
 Tour Guide Policeman Punctual Responsible
 Classroom Rude Galapagos Island
 Quilotoa Lake Proud

JOBS

ADJECTIVES

PLACES

JOBS	ADJECTIVES	PLACES

TASK 7. Add 10 words more in each category in the chart above

TASK 8. Complete the sentences with the best option

Tour Guide Requirements:

1. High school _____ or equivalent.
a. Diploma b. degree c. course
2. Prior _____ as a tour guide is advantageous.
a. Experience b. diploma c. skills
3. Capacity to stand and walk for extended _____
a. Periods b. ways c. paths
4. Excellent conversational _____ with a knack for storytelling.
a. Skills b. ability c. conversations
5. Outstanding organizational, time management, and improvisational _____
a. Skills b. capacity c. rules
6. Passionate about traveling.
a. Traveling b. walking c. abilities

7. Ability to work during evenings and on _____
 a. Weekends b. months years

TASK 9. Read and put the verb in the correct sentence

TOUR GUIDE RESPONSIBILITIES:

PlanningX2 Greeting Informing welcoming
 Scheduling FamiliarizingX2

1. _____ and _____ customers to the tour.
2. _____ customers about the itinerary for each tour.
3. _____ itineraries in accordance with weather forecasts and the length of each tour.
4. _____ visits and purchasing tickets to museums, galleries, protected parks, and other attractions ahead of time, if required.
5. _____ alternate activities in the event that cancellations, closures, or weather prohibit you from attending scheduled events.
6. _____ with the layout and history of the region or establishment in which you will be working.
7. _____ customers with each region or establishment.

TASK 10. Complete the glossary about jobs related with tourism - qualities

Itinerary	_____
Responsibilities	_____
Customers	_____
Schedule	_____
Guest	_____
Non-competing services	_____
Interest	_____
Layout	_____
Weather forecasts	_____

LESSON 15:

CURRENCY AND FOREIGN EXCHANGE



TASK 1. Look at the picture and talk about these questions.

- Do you exchange a lot of money when you travel?
- Do you exchange money before you go, or do you wait to arrive in the country that you're going to?
- Do you worry about getting ripped off when you exchange money?
- Do you mostly pay by cash or credit card when you are traveling?

TASK 2. Look at the chart below and complete it.

COUNTRY	CURRENCY
Ecuador	Dollar
Mexico	Pesos
Britain	Pound
France	Euro
China	Yuan
Japan	Yen

TASK 3. Match the words with the meanings on the right.

1. Currency
 2. Exchange
 3. Rate
 4. Commission
 5. Hidden
 6. preference
 7. receipt
 8. perfect
 9. double check
 10. both
- a. a piece of paper that is proof of something.
 - b. as good as something can be
 - c. a greater liking for one thing over another.
 - d. including two things.
 - e. to look at something again to make certain that it's right.
 - f. something that you can't see.
 - g. the system of money used in a country.
 - h. a payment to someone who sells something directly. to the amount sold
 - i. the changing of money from one currency to another.
 - j. the amount of a charge based on a calculation

TASK 4. Read the conversation and answer the questions

Clara: Excuse me. Can you help me. I need to exchange some money. Where can I get the best rate around here?

Airport Safekeeping: I don't recommend the currency exchange places in the airport. They all say, "No commission", but most of them have hidden fees. They really don't give very good exchange rates. The best place to go is right outside of the airport. It's called "Quito World Exchange". They have the best rates in town. They are open until eight o'clock tonight.

Clara: Thank you so much!

1. What does Clara need to do?
2. Does the security guard recommend a place in the airport?
Yes, / no, Why?
3. What's the name of the place outside of the airport?
4. What time is "Quito World Exchange" "opened"?
5. Why is the "Quito World Exchange" best place?

TASK 5. Match with the correct picture

Coin Cash register Credit card ATM



TASK 6. Find ten words related with money

Mortgage Tax Worth Spend on Get into debt
 Salary Income Invest in Loan Charge

N	W	L	N	E	O	G	H	E	O	H	E	E	T
A	I	E	N	I	N	V	E	S	T	I	N	O	Y
G	H	R	N	D	T	I	C	N	T	L	O	L	I
X	T	G	E	T	I	N	T	O	D	E	B	T	O
T	H	S	P	E	N	D	O	N	Y	G	B	T	I
A	S	N	E	O	N	S	E	A	E	S	R	I	E
X	O	M	E	L	M	N	Y	W	O	A	E	T	E
E	I	D	A	T	O	N	R	N	L	L	G	S	O
N	N	T	A	W	R	R	O	W	R	A	R	W	T
E	C	I	E	A	T	A	E	O	N	R	A	R	G
A	O	R	R	A	G	N	G	R	O	Y	H	R	L
I	M	T	E	I	A	E	G	T	E	N	C	G	O
I	E	O	N	N	G	N	A	H	G	G	E	I	A
A	M	E	N	C	E	T	N	E	A	T	A	E	N

TASK 7. Write a sentence using the 10 words

TASK 8. Money has different names. Complete with them

In temple or church, it's called _____.

In school, it's _____.

In marriage, it's called _____.

In divorce, _____.

When you owe someone, it's _____.

When you pay the government, it's _____.

In court, it's _____.

Civil servant retirees, it's _____.

Employer to workers, it's _____.

Master to subordinates, it's _____.

To children, it's _____.

When you borrow from bank, it's _____.

When you offer after a good service, it's _____.

To kidnappers, it's _____.

Illegally received in the name of service, it's _____.

TASK 9. Read *foreign exchange* and discuss with your teacher.

Foreign exchange refers to exchanging the currency of one country for another at prevailing exchange rates. Different countries have different currencies. Foreign exchange converts the currency of one country into another.

Foreign exchange is the trading of different national currencies or units of account. It is important because the exchange rate, the price of one currency in terms of another, helps to determine a nation's economic health and hence the well-being of all the people residing in it.

TASK 10. Complete the glossary about currency and money exchange

Currency _____

Exchange _____

Rate _____

Commission _____

Hidden _____

Preference _____

Receipt _____

Perfect _____

Double check _____

Both _____

LESSON 16:

MARKETING AND ADVERTISING ENCOURAGE



TASK 1. Write about the ways you can advertise a tour destination

TASK 2. Read and in pairs discuss if it is true or false

Advertising is one of the most important factors that help the tourism industry to generate tourists from both the local and international marketplace.



TASK 3. Write the verb for each noun

NOUNS	VERBS
Promoter	
Communicator	
Marketeer	
Researcher	
Advertiser	
Campaigner	
Sponsor	
Distributor	

TASK 4. Read promoting galapagos island and complete the chart**PROMOTING GALAPAGOS ISLAND**

I work for an international marketing agency. We're currently working with LIVE ECUADOR TOUR OPERATOR. We're creating a new and exciting campaign promoting Galapagos Island. The slogan of the last campaign was "First Ecuador".

How do we create a marketing campaign? Well, we have brainstorming meetings, and we choose the best ideas, then we work on the marketing plan and turn our ideas into reality.

We wrote a script for the radio and organize interactive screens in shopping malls. Before, we usually placed print advertisements on buses. But nowadays we are creating more interest online videos and social media.

HOW IS A MARKETING CAMPAIGN CREATED?	KIND OF ADVERTISEMENT	ADJECTIVES TO PROMOTE GALAPAGOS

TASK 6. Look at the pictures, in pairs brainstorm How to promote them.



TASK 7. Write an article for a tourism magazine or website, promoting Cuenca (150– 200 words). Create a slogan.

ALL YOU
NEED IS
ECUADOR
.TRAVEL



TASK 8. READ What is marketing? AND COMPLETE THE TEXT

Confused Marketing Synonym Advertising Selling
 Promotion Packaging marketing includes activities
 consumer goods process

What is marketing?

People _____ are _____ generally _____
 about _____ and use selling as _____
 of _____ marketing. Some compare marketing
 with _____ pricing and _____. It must be
 noted that marketing is much more than advertising, selling
 or _____ of a product. In fact
 advertising _____, pricing and selling are
 functions of marketing _____. _____ is a comprehensive
 term and _____ a set of ongoing _____
 necessary to create and stimulate _____
 demands and to direct the flow of and _____
 services from producer to consumer in the _____
 of distribution.

TASK 9. Read and order the sentences.

1. are/ confused/ about/ and/ use/ selling/ synonym/ of
 /marketing. / People/ generally/ marketing/ as/

2. compare/ marketing/ with/ and/ selling. /
advertising, / pricing / Some/

3. is/ than /advertising, / selling /or /promotion /
Marketing/ more/ much/ of / a product. /

4. is/ a/ includes /a/ set/ of/ ongoing/ Marketing/
comprehensive/ and/ term/ activities. /

TASK 10. Complete the glossary about

Marketing _____

Selling _____

Advertising _____

Pricing _____

Promotion _____

Product _____

Consumer _____

Demand _____

LESSON 17:

PLANNING AND BOOKING A HOLIDAY TOURISM



TASK 1. Look at the picture and talk about what you need for a holiday.

TASK 2. In group of four complete the survey

	MY CLASSMATE 1	MY CLASSMATE 2	MY CLASSMATE 3
1. What is the most interesting place to visit in Riobamba?			
2. How you prefer to travel by car, train, bus or plane?			
3. What souvenirs did you buy in your last holiday?			
4. Where is your favorite place to go on holiday?			

5. Do you write out a list of things to pack when you go on holiday?			
6. What do you do to prepare for a holiday?			
7. How many times have you travelled abroad?			
8. How do you feel after a long holiday?			
9. Where are you planning to go on your next holiday?			
10. What do you eat more when you're on holiday?			
11. Have you ever had a really bad holiday?			
12. What is the most memorable holiday you had when you were a child?			
13. Whom do you like going on holiday with?			

TASK 3. Report the information to the class

María likes to visit La Plaza Roja in Riobamba. She prefers to travel by bus.

TASK 4. Ask to your classmates and find someone who. Use these questions

- ✓ *Do you take a lot of photos on holiday?*
- ✓ *Do you buy new clothes before a holiday?*

FIND SOMEONE WHO...	NAME	EXTRA INFORMATION
...takes a lot of photos on holiday.		
...buys new clothes before a holiday.		
...sometimes takes a lot of luggage.		
...publishes photos on Facebook.		
... buys souvenirs for family and friends.		
...gets scared before a holiday.		
...makes friends on holiday.		
...enjoys going out at night on holiday.		
...sometimes books a package tour.		
...usually feels happy to come back home after a holiday.		

TASK 5. In groups of three ask your classmates about their holiday plans.

HOLIDAY INFORMATION	CLASSMATE 1	CLASSMATE 2
Holiday destination		
Transportation		
Departure date		
Accommodation		
Planned activities		
Places to visit		

TASK 6. Write a report about one of your classmates 'holiday.

TASK 7. Imagine you and your classmate are going on holiday. Make plans for your trip. Talk about the following things.

How to travel

Where to go

Where to stay

Places to visit

Clothes to wear



TASK 8. Write down about your plans for the trip.

TASK 9. Talk about your preferred destination. Why do you want to go there? What can you do there?



TASK 10. Complete the glossary about planning and booking a holiday

PLANNING

BOOKING

HOLIDAY

HOLIDAY DESTINATION

TRANSPORTATION

DEPARTURE

ACCOMMODATION

PLANNED ACTIVITIES

LESSON 18:

WHAT DO YOU RECOMMEND FOR VACATION?



TASK 1. Look at the pictures in pairs talk about the following questions.

- 1) Where is this place located?
- 2) What can you see in the picture?
- 3) Do you prefer the beach or the mountain?
- 4) Would you like to visit this place?
- 5) What kind of clothes could you wear here?
- 6) What kind of animals could you find here?
- 7) Where could you stay in this place?
- 8) What dangerous could be this place?
- 9) Name another place like this.
- 10) Where could you like to go on your next holiday?

TASK 2. Put the words below in the corresponding category.

Hostel Cloudy Breakfast Sunny Hotel
 Rainy Campsite Fast Food Takeaway House
 Dinner Teatime Snowy Flat Stormy Hot
 Burger Apartment Barbecue Partly Cloudy
 Caravan

PLACES TO STAY	FOOD	WEATHER

TASK 3. Complete the vacation survey.

Which sentence describes your feelings about vacations?

- 1) To stay at home.
- 2) To visit a number of important cities and explore the culture.
- 3) To travel to an exotic beach in a foreign country and then relax for two weeks.

- 4) To put on my backpack and disappear into the hills for a few weeks.

Which type of travel do you think you would like the best?

- 1) A long road trip by bus.
- 2) A flight to a foreign country.
- 3) A train ride to Alausi.
- 4) A cruise.

How often do you take short trips ?

- 1) At least once a month.
- 2) A few times a year.
- 3) Once a year.
- 4) Never.

If you had the chance, would you ...

- 1) ... take a week trip to Misahualli.
- 2) ... spend a week in Galapagos.
- 3) ... visit family in Cuenca.
- 4) ... go white water rafting in Baños.

Who do you prefer to take vacations with?

- 1) With my close family.
- 2) With my extended family.
- 3) By myself.
- 4) With a good friend.

What type of vacation activity sounds better?

- 1) Lying on the Galápagos' beach
- 2) Hanging out at a nightclub at FOCH PLAZA in Quito
- 3) Visiting Banco Central museum
- 4) Climbing Chimborazo mountain.

What type of accommodations do you prefer on vacation?

- 1) A luxury suite.
- 2) Something close to the beach.
- 3) A clean and economical room.
- 4) A sleeping bag.

TASK 4. Write three things in each category

Three things you bought last vacation.			
Three places you visited.			
Three activities you did.			
Three things you enjoyed.			
Three typical dishes you enjoyed			
Three reasons you visited that place.			
Three places you recommend visiting			

TASK 5. In pairs act out this conversation

David: Hello!

Pamela: How are you doing?

David: I am great! How are you?

Pamela: I am excited.

David: Excited about?

Pamela: Vacations.

David: What are you planning to do this vacation?

Pamela: I am going to Galapagos for two weeks with my family.

David: That is great!

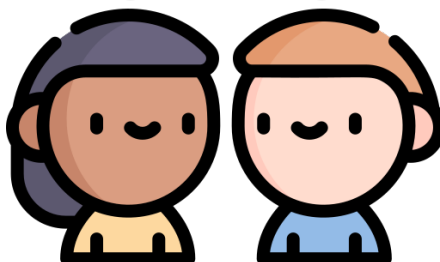
Yes. What are you doing these vacations?

Pamela: I was planning to go to Cuenca. I have always wanted to visit it.

David: That is great! Hope you have fun.

Pamela: You too.

TASK 6. Write a conversation between two people talking about their hopes, or experiences for holiday.



TASK 7. Make a day-by-day itinerary of what your trip is going to look like.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
A C T I V I T I E S							

TASK 8. Write down about the itinerary of your trip.

On Monday, On I _____

TASK 9. Write down a word under the alphabet. They have to be related of one travel you have done.

A	B	C	D	E
F	G	H	I	J
K	L	M	N	O
P	Q	R	S	T
U	V	W	X	Y
Z				

TASK 10. Complete the glossary about what do you recommend for vacation?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

LESSON 19:

APPLYING FOR A JOB

**TASK 1. Unscramble the letters to form the names of jobs.**

KREAB _____

RHUBCTE _____

OCDOTR _____

NIEREGNE _____

AIMFNER _____

EECTAHR _____

RUNSE _____

YRESATCER _____

TEV _____

ICCEETRLIAN _____

ECRTANEPR _____

RDSBEVIUR _____

NTPMSOA _____

REAENWOWCIDLN _____

IPCITLOIAN _____

RICHSEA _____

ANMGAER _____

SEHRRDAISRE _____

RABERB _____

LIPOT _____

TASK 2. In pairs ask and answer the questionnaire and number each one (1 to 7), according to how much you like or dislike.

1. Yes, I love...
2. Yes, I like.
3. No, I don't really like...
4. No, I hate...

Example:

A: Do you like using computers? B: No, I don't like using computers.

Do you like...?	You	Your classmate
Using computers		
Travelling		
Meeting people		
Making phone calls		
Selling things		
Working in a team		
Repairing things		
Making decisions		

Being creative		
Attending meetings		
Working with figures		
Reading documents		
Writing		
Dealing with the public		
Helping people		
Making things		
Having responsibility		

TASK 3. Think of a job for your partner based on the previous activities.

She must be a tourist guide because_____.

TASK 4. Put elements 1-6 in the correct places (a-f) in the letter.

1. The address the letter is going to
2. The writer's name
3. The writer's address
4. The date
5. The writer's signature
6. The person the letter is going to

[A] _____

[B] _____

[C] _____

[D] _____

Dear Sir,

Application for the post of receptionist

I read the advertisement for a receptionist on your website and I _____
the post.

I am going to study English at university. 2_____ a job where my
languages will be useful.

3_____ working in a hotel. Last vacation 4_____ a waiter in a
hotel restaurant. I believe I possess the personal qualities necessary for the post.

I am friendly and reliable. 5_____ with guests in French.

I am enclosing my CV and a reference from a teacher. 6_____ start
work on 25 May.

I look forward to hearing from you.

Yours sincerely,

[E] _____

[F] _____

TASK 5. Complete gaps 1-6 in the letter with these phrases.

1. I am looking for
2. I am also able to communicate
3. I have some experience of
4. I am writing to apply of
5. I will be able to

TASK 6. Complete the summary of the letter.

The writer is applying for 1_____. She saw the advert 2_____. She thinks that her 3_____ will be useful for the job. She has experience of working as a 4_____. She thinks he is 5_____ and 6_____. She is sending his 7_____ and a reference with the letter and can start work on 8_____.

TASK 7. Read the advertisement and write an application.

TOUR GUIDE SECRETARY TRAVEL AGENT RECEPTIONIST

- ✓ **How you found out about the job.**
- ✓ **Your current situation**
- ✓ **Why you would be suitable**
- ✓ **A request for further information**

[A] _____

[B] _____

[C] _____

[D] _____

Dear _____,

Application for the post of _____

I read the advertisement for

I am enclosing my CV and a reference

I look forward to hearing from you.

Yours sincerely,

[E] _____

[F] _____

TASK 8. Write about your work experience

JOB POSITION	EMPLOYER	LOCATION	DATES

TASK 9. Complete the social activities with a, e, i, o, u and y.

- 1 G__ FOR A B__K__R__D__
- 2 G__ SH__PP__NG
- 3 M__ __T FR__ __NDS __N T__WN
- 4 PL__ __ B__SK__TB__LL
- 5 H__V__ A C__FF__ __
- 6 L__ST__N TO M__S__C
- 7 PL__ __ T__BL__ T__NN__S

TASK 10. Complete the glossary about applying for a job.

Degree _____

Experience _____

Education _____

Interview _____

Candidate _____

Administrative assistant _____

Resume _____

LESSON 20:

WRITING A CV



TASK 1. Complete the curriculum vitae

C U R R I C U L U M V I T A E

Surname:

First names:

Address:

Tel. N°:

Mobile N°:

Email:

Date of birth:

Qualifications:

Work Experience:

Personal qualities:

References:

TASK 2. Write true or false.

- 1) You should put a photo on your CV. _____
- 2) In Education you should write all the courses and degrees you have. _____
- 3) You use a CV to get a job. _____
- 4) A CV is a document with information about you. _____
- 5) You should write your parents name on the CV. _____
- 6) In work experience you should write all the jobs you have had. _____
- 7) The CV should be 4 pages long. _____
- 8) In references you can write your parents name _____
- 9) In Skills you should write the things you can do. _____
- 10) In Personal Details you should write your parents and grandparents' name. _____
- 11) You should write the name of your school in Interests. _____
- 12) You can have any email address. _____

TASK 3. Read and complete the cv

Carlos has been graduated from university. Now he wants to apply a job as a travel agent. His full name is Carlos Alberto Jara Castro. Carlos is 30 years old. He is graduated from Escuela Superior Politécnica de Chimborazo as bachelor's degree on Tourism. He was born in Riobamba, April 23rd 1970. He is still single and live on Villarroel and Archer Harman. His cellular phone number is 0984674467. He likes traveling and fishing so much. Now he is writing a curriculum vitae.

CURRICULUM VITAE

Full Name :

Place/Date of Birth :

Sex :

Age :

Nationality :

Marital Status :

Address :

Phone number :

Education :

Collage/University :

Applied position :

Languages:

Hobby :

Experience:

Reference:

TASK 6. Put the words and phrases in order to make sentences.

1) Various/five years/experience/in/roles/I have

2) My/to/deadlines/role/tight/involves working

3) Successful campaign/a/ability to/I have/proven/create

4) Marketing/digital/I/specialize/in

5) In/I/analysis/excel/impact

6) Of/have/I/advance/knowledge/statistics

TASK 7. Write the correct form of the word in brackets.

1. I have a proven _____ to deliver successful marketing campaigns. (able)
2. I am a strong _____ (collaborate)
3. I have specialist _____ of marketing. (know)
4. I use my _____ in analytics to assess the success of campaigns. (expert)
5. I was _____ for the overall social media strategy. (responsibility) _____ I played a key role in _____ campaigns. (number)
6. I started to _____ my blog through sponsored posts. (money)
7. I worked on several initiatives to boost customer _____. (engage)

TASK 8. Choose the best option

1. I have five years' _____ in various roles.
a. experience **b. times** **c. skills**
2. My role involves _____ to tight deadlines.
a. working **b. teaching** **c. speaking**

3. I have a proven ability to create _____ campaigns.

a. successful

b. bad

c. critical

4. I have advanced _____ of statistics.

a. knowledge

b. ability

c. capability

TASK 9. Write 5 tips to write a cv

TASK 10. Complete the glossary about writing a cv

Curriculum vitae

Qualification

Career

Keyword

Objective

Functional

Chronological

Potential

Recruiter

Extensive

LESSON 21:

SPEAKING PRACTICE**IN THIS LESSON YOU COULD FIND QUESTIONS RELATED TO TOURISM**

- 1) Do you think tourism helps?
- 2) Is tourism something that only rich people take part in?
- 3) Which factors affect tourism?
- 4) Do tourists really get to see the real countries they visit?
- 5) Do you think tourism is bad for the planet?
- 6) Are tourists in Ecuador funny?
- 7) How has tourism changed over the past few years?
- 8) What is tourism?
- 9) Why do people travel?
- 10) How often do you travel? Where do you go?
- 11) Do you travel abroad? Have you been to any interesting places? Who do you travel with?

- 12) How do you travel?
- 13) Do you prefer actively or passively spent holidays?
- 14) What do you need when you want to travel abroad?
- 15) What problems can you come across when travelling?
- 16) Have you ever flown? How did you feel?
- 17) Have you ever met anyone interesting when travelling?
- 18) What is tourism marketing strategy?
- 19) What is marketing in travel and tourism?
- 20) What are the characteristics of tourism marketing?
- 21) What is the importance of marketing in tourism industry?
- 22) How long have you been in the travel business?
- 23) Do you have experience with my destination?
- 24) How did you become a travel agent?
- 25) Are you a complainer?
- 26) Who do you usually complain to?
- 27) What complaints do you have at the moment?
- 28) Have you ever complained in a restaurant, hotel, airplane or train?
- 29) How often do people complain to you?
- 30) How often do people complain about you?

Answer Key

(Just for the teacher)

LESSON 1:

TRAVEL AND TOURISM

TASK 3. Read again and choose the best option

7. People travel
 - a. For lots of reasons.
 - b. To get a job.
 - c. When they are stressed
8. Tourism is
 - a. When you are travelling with your family.
 - b. When you travel to and stay in a place which is not where you live
 - c. When you visit a place.
9. There are different types of tourism
 - a. Go to the beach
 - b. Recreational tourism
 - c. Parks, churches, lakes, etc.
10. Recreational tourism is when you
 - a. Want to relax
 - b. Want to visit churches
 - c. Want to learn something new.
11. Going to Qatar is
 - a. Sporting event
 - b. Relaxing

c. Winter event

12. You can take

- a. Journeys to and from school or work every day
- b. Day trips shopping
- c. Visit your family

TASK 5. Order the sentences

1. They make journeys to and from school or work every day.
2. When you travel to and stay in a place which is not where you live, it is tourism.
3. Qatar has competed in 10 Summer Olympic Games.
4. Domestic Tourism is taking Holidays and Trips in your own country.

TASK 6. Read types of travel and complete the table giving examples of each one.

TYPES OF TRAVEL	EXAMPLE
Leisure Travel	Participate in the Olympic game
Business Travel	Attend to a conference in Quito
Visiting friends and relatives	Celebrate at mom's home

LESSON 2:

TOURISM AND JOBS

TASK 1. In pairs brainstorm all the possible jobs involved in tourism

Travel Agent
Hotel Manager
Spa Manager
Tour Operator Organizer
Tour Guide
Chef
Air cabin crew
Holiday representative
Tourism officer
Tourist information
Centre manager
Travel agency manager.

TASK 2. Look at the photos and match them with the sentences below.

1. **Bellman**
2. **Receptionist**
3. **Waiter**
4. **Tour Guide**
5. **Chef**
6. **Pilot**

TASK 3. Look at photos and match with the definition.

- a. CHEF a professional cook, typically. He/She cooks in a restaurant or hotel.
- b. PILOT a person who operates the flying controls of an aircraft.
- c. TOUR GUIDE a person employed to show tourists around places of interest.
- d. RECEPCIONIST a person that answer the telephone, deal with clients, and greet visitors.
- e. BELLMAN a member of hotel service staff.
- f. WAITER a man who serves customers at their tables in a restaurant.

TASK 5. Read a good chef and underline the adjectives***What makes a good Chef?***

A good Chef is **passionate** about food and serving others. He should also be **creative** because he has to create **unique** dishes for customers to enjoy. He should also have to be **energetic** to manage the kitchen. He should study each recipe and gathering all **necessary** ingredients. Chef's responsibilities include studying recipes, setting up menus and preparing **high-quality** dishes. You should be able to delegate tasks to kitchen staff to ensure meals are prepared in a timely manner.

TASK 6. Write the antonyms

Creative	Uncreative
Unique	Common
Energetic	Inactive
Necessary	Unnecessary
Responsible	Irresponsible
Beautiful	Ugly
Enthusiastic	Apathetic
Polite	Unpolite
Honest	Dishonest
Healthy	Unhealthy

TASK 8. Choose the word or phrase that is similar in meaning to the word or phrase in bold in each sentence.

- a. If you travel in a desert area, it's a good idea to have a **GUIDE**.
 a. book b. leader c. canteen
- b. When you go camping, they often sleep in a **TENT**.
 a. small house b. boat c. a shelter
- c. I will need **ACCOMMODATIONS** in Riobamba.
 a. a place to stay b. friends c. transportation
- d. My friend belongs to a **FITNESS** club.
 a. dance b. health c. book
- e. A tour guide **PROFILE** is one of a middle-class, middle-

aged man.

a. credit card b. **description** c. account

LESSON 3:

WHAT IS THE BEST CARRER IN TOURISM?

TASK 1. In pairs choose the areas you should study if you were studying tourism at ESPOCH

English
Administration
Environmental Sustainability
Tourism and Environmental Legislation
Archeology

TASK 2. Write down advantages and disadvantages of becoming a bachelor in tourism.

ADVANTAGES	DISADVANTAGES
You can find a Good job	You have to study 5 years

TASK 3. READ BACHELOR IN TOURISM AND COMPLETE IT. USE THE WORDS IN THE BOX

BACHELOR IN TOURISM is a four-year degree 1. **PROGRAM** related to the fields of hospitality and 2. **TOURISM EDUCATION** It provides students the 3. **OPPORTUNITY** to

become directly involved in managing and 4. **PLANNING** the world's biggest people industry – 5. **TOURISM**.

Bachelor of 6. **TOURISM** programs have built the skills and knowledge necessary to start 7. **CARRERS** and have many 8. **OPPORTUNITY** in areas such as hotels, 9. **TRAVEL AGENCIES** adventure sports, wellness centers, resorts, and 10. **CRUISES** among many others.

TASK 4. Read again and write true or false

- a. A bachelor in tourism career is 6 years degree. **FALSE**
- b. It provides students to become involved in finances **FALSE**
- c. Tourism generates employment **TRUE**
- d. Tourism programs don't have built the skills and knowledge necessary to start careers and have many opportunities in areas such as hotels **TRUE**

TASK 5. Order the words related to job profiles

Travel Executive
 Tourism Manager
 Tour Operator
 Travel Agent

TASK 6. Using the words in task 5 complete the descriptions below

TRAVEL AGENT evaluates the requirements of tourists and help them make the best possible travel arrangements. Many hotels and travel groups hire travel them to sell their tour packages to clients.

TRAVEL EXECUTIVE is responsible for managing different aspects of a travel including transportation, flight booking, hotel accommodation, destination information, etc.

TOURISM MANAGER promotes tourism in the region through different advertising strategies and campaigns.

TOURIST GUIDE helps tourists visiting different tourist places and provides them information on cultural, historical and contemporary heritage of religious and historical sites, museums and other places of interest.

TASK 7. Complete the chart to know the areas of studying that a bachelor in tourism have to study. Use this information.

TECHNICAL AREAS: AIRLINE TICKETS, TRAVEL AGENCIES

FINANCIA: MAKING BUDGETS ACCOUNTS

ADMINISTRATIVE: MANAGING THE BUSINESS

SOCIAL AREA: TOURISM SERVICE SALES

TASK 8. Read and correct the sentences

- a. A tourism manager promotes tourism in the region through different advertising strategies and campaigns.
- b. A bachelor in tourism career is 6 years degree.
- c. When people go camping, they often sleep in a tent.
- d. A good Chef is passionate about food and serving others.
- e. You should be able to delegate tasks to kitchen staff to ensure meals are prepared in a timely manner.to ensure meals are prepared in a timely manner.

LESSON 4:

**PROMOTING AND
MARKETING TOURISM****TASK 1. Match the terms with the correct definitions.**

1. Advertising	a. the activity or profession of producing advertisements for commercial products or services.
2. Promotion	b. brings a product or service to the attention to a higher position or rank.
3. Marketing	c. refers to activities a company undertakes to promote the buying or selling of a product or service

TASK 3. Complete the chart below. Give examples

<i>Give examples of advertising media</i>	<i>Give an example of Promotion</i>
<i>Newspapers</i>	<i>Coca cola advertisement</i>
<i>TV</i>	<i>Malboro Advertisement</i>
<i>Internet</i>	<i>Price</i>

TASK 4. Read advertising and promotion and say if the sentences are true or false.

- a. Advertising is to persuade them to buy a product. TRUE
- b. Promotion keeps a product or service in the minds of clients. FALSE
- c. Marketing is not complex. FALSE
- d. Marketing makes customers to buy a product or service. TRUE
- e. Marketing uses TV and radio. TRUE
- f. The main marketing area is online. TRUE
- g. Promotion is to market the right product at the right price in the right place. ____

TASK 9. Read the sentences and circle the correct word.

1. I have **never/ever** been interested in history.

2. A retired couple is **interested/ interesting** in history.
3. Advertising **sells/brings** a product or service to the attention of customers through the media.
4. Newspapers, TV, or the Internet to **buy/persuade** people to go somewhere.
5. We could **buy/use** newspapers or tourism brochures to market a package holiday to a big family.

LESSON 5:

AT THE HOTEL

TASK 2. Look at the picture and write the hotel services

24-Hour room service
 Free wireless internet access
 Complimentary use of hotel bicycle
 Laundry service
 Tour & excursions
 24 Hour concierge
 Meeting facilities
 E-Bike & horse cart rental
 Airport transfers
 Babysitting on request
 24-Hour doctor on call

TASK 3. Using hotel services complete the table below

Guest services	Explanations
Room service	Meals in your hotel room
Alarm call	A telephone call to wake up in the morning
Business center	A room with computers, printers and internet

Laundry	a service to wash or clean your clothes
Medical service	Doctor or nurse

TASK 5. Match the requests with the responses.

6. I would like an alarm call at 5.30, please. **B**
7. I would like to have a meal in my room, please. **D**
8. I would like to use the Internet, and I need the password.
C
9. Is there a library near the hotel? **A**
- a. Yes, there's one in the next street.
- b. In the morning? Madam.
- c. There's wi-fi in all the rooms.
- d. That's no problem. There's a menu in your room.

TASK 7. Read the conversation and answer the questions

What is the exact date of the arrival?
On may 10th

What is the name of the hotel?
El Cisne

How many rooms do they want?
1 room

How long are they going to stay?
3 days

What name will the reservation be?
Juan Perez

Which credit card is he going to use?

Visa

TASK 8. You are at a restaurant. In pairs write a dialogue

A: NARANJOS Restaurant.

B: Hi, I would like to make a lunch reservation.

A: Of course, what time are you going to arrive?

B: We will arrive at 2.

A: A: How many people will you need the reservation for?

B: There will be 4 of us.

A: See you at 2.

B: Thank you so much.

TASK 9. Write 5 tips to book a hotel room.

1. Check for these before. Before committing to book your room, find out.
2. Request the type of room.
3. Book with a credit card.
4. Confirm the reservation.
5. Get it in writing.

LESSON 6:

**WORKING AS A CHEF
IN A RESTAURANT**

TASK 2. What qualities do you think a chef need?

1. Willingness to Learn
2. Genuine Passion
3. Organization
4. Ability to skillfully Multitask
5. Creativity
6. Time Management
7. Teamwork

8. Leadership Skills

TASK 3. READ THE SENTENCES AND WRITE TRUE OR FALSE.

Chefs must be communicative.	FALSE
Chefs have to speak English.	TRUE
Chefs need to be creative.	TRUE
kitchens can be a very busy environment to work.	TRUE
Becoming a chef involves more than just following a recipe	TRUE
Working in a kitchen can be a challenge.	TRUE

TASK 5. Read the text and find words that mean the following.

The distinctive taste of a food or drink.	Flavor
Pleasure	Happiness
Any nutritious substance	Food
relating to people of many different nationalities and cultures.	Multicultural
food prepared in a particular way as part of a meal.	Dish

TASK 6. Write the questions for the following answers.**1. WHERE DOES A CHEF WORK?**

A chef works in restaurants.

2. WHAT DO THEY HAVE TO LIKE?

They have to love cooking and be creative

3. WHAT KIND OF FOOD DO THEY PREPARE?

They have to prepare unique and delicious food.

4. DO THEY HAVE TO STUDY?

Yes, they have to study.

5. DO THEY LIKE COOKING?

Yes, they do.

TASK 9. Look at the words in the list below and write them under the correct pictures.

1. Bake E
2. Blend H
3. Boil K
4. Broil M
5. Brown N
6. Chop O
7. Drain A
8. Grate B
9. Knead L
10. Marinate D
11. Mash G
12. Mix J
13. Preheat F

LESSON 7:

RECYCLING IN A RESTAURANT

TASK 5. Read ways to reduce waste in your restaurant and match the heading with the correct paragraph

Restaurants are getting more eco-conscious and making changes to reduce their negative impact on the planet. Through the reduction of waste, a restaurant can position itself as an eco-friendly brand, and maybe even help save the planet. A restaurant will spend less money on replacing

wasted products and food, as well.

Today, helping the environment is more important than ever. Read on to learn seven different ways you can reduce waste at a restaurant: quick tip: reducing and reusing means saving money!

1. **Reuse any products you can**

Washed and reused the things you can: Replace plasticware with washable silverware, and stop offering straws to customers unless requested. Also, look into new, biodegradable straw options that are better for the environment, or try reusable, washable straws.

2. **Install a POS system**

POS systems allow the staff to take orders digitally rather than writing them down on paper to help reduce paper waste.

3. **Donate leftovers to charity**

More and more charities are popping up nationwide that allow restaurants to donate unused food.

4. **Give uneaten leftovers to employees**

You'll reduce food waste and increase overall employee happiness and loyalty.

5. **Use Perishable Produce Quickly**

Keep track of when you pick fruits and vegetables to make sure you're using them in time and not throwing anything

away.

6. **Store all food properly....and have a backup plan if something goes wrong**

Refrigerators and freezers always need to be the proper temperature (Below 40 degrees Fahrenheit for refrigerators and 0 degrees Fahrenheit for freezers) in order for food to remain safe to eat.

7. **Compost any food you can**

Turning organic waste into compost lets that waste return to the environment in the form of nutrients for the soil. This reduces food waste that ends up in landfills and creates nutrient-rich soil to grow more organic products

TASK 6. Read the text again and complete the sentences.

1. Helping the environment is *more important than*
2. A restaurant will spend less money on replacing wasted products and food, as well.
3. POS systems allow the staff to take orders digitally rather than writing them down on paper.
4. Refrigerators and freezers always need to be the proper temperature.
5. Turning organic waste into compost lets that waste return to the environment in the form of nutrients for the soil.

TASK 9. Order the words

NUTRIENTS
 COMPOST
 WASTE
 FOOD
 LANDFILL
 ORGANIC WASTE
 PLASTICWARE
 BIODEGRADABLE

LESSON 8:**HOTEL RESERVATION****TASK 2. Brainstorm all the different departments in a hotel.**

1. Front Office
2. Housekeeping
3. Food and Beverage Service
4. Kitchen or F&B Production
5. Engineering and Maintenance
6. Accounts
7. Security
8. H R Department
9. Sales and Marketing
10. Purchase and Store

TASK 4. Match the guests with the correct room**GUEST**

A couple
 Two friends
 An elderly man
 A family with 3 children
 A manager

ROOM

Family room
 Single room
 Twin room
 Executive suit
 Double room

TASK 5. Read the e mail and answer the questions

How many rooms does he want to book?

Single room

What kind of room do they want?

Single room

When are they going to arrive?

On the 22 and 23 of April

How are they going to pay?

By credit card

TASK 6. Read the e mail again and complete the hotel reservation form

NAME OF GUEST	NUMBER OF GUEST	ROOM REQUIRED	No. OF NIGHTS	PAYMENT
Steffy Perez	1	Single room	2	Credit card

TASK 7. Write an e mail to answer the mail in taks 5.**TASK 8. Match the definitions (a-f) with the vocabulary (1-6).
Vocabulary**

1. D to confirm
2. A to reserve a room
3. E to let someone know
4. F an iron
5. C a promotional code
6. B an accessible room

Definition

- i. To book a room

- j. A room that is designed to be easy to use, for example
- k. If you use a wheelchair
- l. A special number or password that reduces the price or
- m. Increases service levels
- n. To say something is definitely true or going to happen
- o. To tell someone
- p. A metal object used to make clothes flat and smooth

LESSON 9:

TRAVEL ARRANGEMENTS

TASK 2. Test your knowledge by taking this short quiz.

1. **Can you pick me up at tomorrow morning? My flight _____ at 7:30.**
 - a. Arrives
 - b. Comes
 - c. Departs**

2. **Could I ask what your final _____ is?**
 - a. Goal
 - b. Country
 - c. Thought
 - d. Destination**

3. You should change _____ to pass that car.
- a. Clothes
 - b. Lanes
 - c. Your mindset
 - d. Quickly
4. I'd love to take a fancy _____ and travel through the Bahamas.
- a. Hat
 - b. Dog
 - c. Cruise
 - d. Man
5. The _____ was very bumpy. I was afraid.
- a. Flight
 - b. Camel
 - c. Pavement
 - d. Conversation
6. It's best not to take too much _____ with you on your trip. The airline might lose it!
- a. Candy
 - b. Medicine

c. Luggage

d. Gin

7. I think the _____ is a great way to get around a big city.

a. Car

b. Rail

c. Pogo stick

d. Subway

8. You can catch a _____ and take your car to the island.

a. Ferry

b. Fairy

c. Fairway

d. Furry

9. Be sure to _____ at least two hours before your flight.

a. Have a beer

b. Eat

c. Check in

d. Deplane

10. Many _____ missed the flight to New York.

a. People

b. Passengers

c. Travelers

d. All answers are correct

11. I think traveling by _____ is the best way to see the countryside. You can walk around, have dinner, and just watch the world go by.

a. Bus

b. Car

c. Motorcycle

d. Train

12. Let's rent a _____ for the day and row around the lake.

a. Ship

b. Boat

c. Raft

d. Surfboard

13. The _____ is a 747 by Boeing.

a. Airport

b. Car

c. Plane

d. Helicopter

14. Let's just stay at a cheap _____ along the highway.

a. Hotel

b. Motel

c. Lodge

d. All the answers are correct

15. **There's nothing like a _____ ride on a spring day to get in shape.**

a. Bike

b. Motorbike

c. Motorcycle

d. Short

16. **If you want to save money, take a hike and _____ in the mountains.**

a. Sleep

b. Run

c. Camp

d. Hunt

17. **I hope your _____ was pleasant.**

a. Voyage

b. Trip

c. Journey

d. All answers are correct

TASK 3. Read the dialogue and decide who say the following sentences: travel agent ta, customer c

Travel Agent: Hi sir, you gave a call regarding the booking of yours to Jaipur.

Customer: Yes, please.

Travel Agent: Sir, I would like to tell you that we have recently prepared an amazing package for that.

Customer: Could you please tell me the details of that package?

Travel Agent: Sure sir. In that package, you will get 4 nights and 3 days. Breakfast for 3 days is complimentary in this, and the complete package is for 15000/-.

Customer: That's great!

Travel Agent: So sir, when are you planning to go?

Customer: As you know, I was planning earlier but couldn't go due to a reason but now as you have an amazing package and I am also free so I am planning to go within this week only.

Travel Agent: That's perfectly ok sir!

Customer: This package is valid till when?

Travel Agent: For a month.

Customer: Great. What are all formalities needed to be done?

TASK 4. Order the words and make sentences

- a. You will get 4 nights and 3 days.
- b. Could you please tell me the details of that package?
- c. You gave a call regarding the booking of yours to Galapagos.
- d. When are you planning to go?
- e. This package is valid till when?

TASK 6. Using the table below in pairs act out the following situations.

A: *Good morning, can I help you*

B: *yes, I would like to book a flight to Loja*

A: *When would you like to travel*

B: *Next Tuesday morning.*

A: *Can you travel at 5:45*

LESSON 10:

CUSTOMER SERVICE AND COMPLAINTS

TASK 1. Read and complete the complaint letter. Use the words below.

Service Writing However Noisy Smell Ordered
Worse Only Portions Rude Taken Served Tip
Overcharged Bill Ignored Hearing Consider
Refund Complain

Dear Sir,

I am (1) **WRITING** to (2) **COMPLAIN** about the food and the (3) **SERVICE** at Antojitos restaurant.

My brother and I went to the restaurant for lunch at around 13.30 on April 22 April. We (4) **ORDERED** a quiet table, (5) **HOWEVER** we were given one near the kitchen door. It was very (6) **NOISY** there and to make matters (7) **CONSIDER** we had all the (8) **SMELL** from the kitchen as well.

The food, when it was finally (9) **SERVED** was cold and had to be (10) **BILL** back to the kitchen. Not (11) **WORSE** that, but the (12) **ONLY PORTIONS** were rather small. The service was very slow, and the waiters were (13) **HEARING** When we finally got the (14) **RUDE** we found we had been (15) **TAKEN** by two dollars. I pointed this out to the waiter, but he just (16) **IGNORED** that and then he shouted at me because I did not leave a (17) **TIP** I would like you

to (18) REFUND this matter and take the necessary action. I would also like an apology and a full (19) OVERCHARGED of the bill.

I look forward to (20) _____ from you.

Sincerely,

Carmen Santillan

TASK 3. Complete what complaint might you have in a:

RESTAURANT	SUPERMARKET
Not enough tables I have been waiting for a lot time The food is terrible	Not enough vegetable Fruit is not fresh
HOTEL	AIRPORT
Rooms are dirty Beds too small Don't have free Wi fi	Lots of people The luggage is damaged

TASK 4. MATCH THE HEADING WITH THE PHRASES

1. Making Complaint
2. Apologizing
3. Giving Reasons

TASK 5. Using the phrases above in pairs make complaints, apologies, and requests. Create dialogues, look at the example

STUDENT A: Excuse me! There appears to be a fly in my soup.

STUDENT B: I'm very sorry about that.

STUDENT A: Could you bring me a new bowl? **B:** Certainly. One moment please.

TASK 6. Put the following telephone complaint in the correct order

2 a. I bought this t shirt when I was on holiday. Can I return it my local branch?

1 b. My name is Carlos Jara. Could I put me through to customer service, please?

4 c. I washed it according to the instructions on the label and now the color has faded.

3 d. Yes, please. It is about a jacket I bought last year.

5 e. I've had it about a year. I don't think a quality item should wear out so quickly.

TASK 7. Tick the right adjective:

f. It was _____ to contact the manager, so I sent him an email.

impossible

possible

g. We ended our cleaning contract because we were _____ with the service.

satisfied

dissatisfied

h. The person on the phone was very _____. So, I made a complaint.

unhelpful

helpful

- i. We are very happy with our carrier services because they are very _____.

reliable

unreliable

- j. The bank gave us a special loan because we are very _____.

loyal

unroyal

TASK 8. Complete the following using the correct form of the word shown in brackets.

- i. We offered the discount to all our **EXISTING** customers. (exist)
- j. Unfortunately, the customer was not **SATISFIED** with the discount we offered him. (satisfy)
- k. The **DELIVERY** date is approximately two weeks after the date the order is placed. (deliver)
- l. Our service is both fast and **RELIABLE** (rely)
- m. We're sure that the new product meets all our customers' **REQUIREMENTS** (require)
- n. We don't want to lose them – they're a long-standing and **VALUED** customer. (value)
- o. We received three **COMPLAINTS** from customers yesterday. (complain)
- p. They sent the invoice but haven't received the **PAYMENT** from the customer yet. (pay)

TASK 9. Find ten words used in this lesson

C	U	S	T	O	M	E	R	E	T
Q	E	D	G	H	I	L	U	F	I
A	P	O	L	O	G	Y	D	G	P
S	V	T	U	B	J	C	E	C	A
R	E	F	U	N	D	I	E	W	D
A	F	C	R	Y	V	L	C	E	H
W	C	Y	O	P	L	O	A	I	K
S	T	N	I	A	L	P	M	O	C

LESSON 11:

TRAVEL AGENCIES

TASK 2. Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent make money from?

1. Hotel Booking
2. Train tickets
3. Transport information
4. Travel insurance
5. Advice on visa and passport application
6. Brochures for tour operators
7. Foreign currency and traveler's checks
8. Rates of currency exchange
9. Import duties

10. Call Centre and Internet

TASK 3. Complete the conversation below between a travel agent and a customer with expressions from the box.

Travel Agent: Any idea 1 about where you want to go on Christmas?

Customer: I really want to 2 have a good holiday this year.

Travel Agent: OK, there are some good all-inclusive package.

Customer: I quiet fancy 3 going somewhere different this summer.

Travel Agent: How about 4 taking a weekend trip?

Customer: Personally, I'd like 5 it, but I think children might be bored.

Travel Agent: Why don't you 6 combine it with something for children like Disneyland?

Customer: Good idea, I agree 7 but isn't Disneyland really expensive?

Travel Agent: Well, let's see 8 if there are any special offers on at the moment.

TASK 6. Read and correct the sentences

T.A. Good morning. Take a seat, please. How can I help you?

C. Good morning. I looked through your catalogue and I'd like to book a holiday.

T.A. Where would like to go?

C. I'd like to go to Galapagos.

T.A. Alright. When would you like the holiday for?

C. Sometimes during the last two weeks in August.

T.A. How long are you going to stay?

C. I would like to stay for a week.

T.A. What type of accommodation would you prefer?

C. I prefer hotel accommodation in a double room. I'm going with my wife.

TASK 7. Order the sentences

1. Arrive at the airport and go to the correct check-in.
2. Give the airline staff your passport and booking information.
3. Check in your luggage and take your boarding pass.
4. Put your hand luggage and coat through the security check.
5. Walk through the metal detector

LESSON 12:

TIPS FOR TRAVELERS

TASK 1. Look at the picture and tell your teacher why do you travel and what do you need to travel?

- You need to be friendly.
- You need to be punctual.
- You need to be communicative.
- You need to be bilingual.
- You need to be patient.

LESSON 13:

**JOBS RELATED WITH
TOURISM – QUALITIES**

TASK 3. You are a tour guide, read the sentences and write true or false

You have to be very friendly . TRUE

You have to speak English. TRUE

You don't have to be rude. TRUE

You have to speak at least 3 languages. FALSE

You have to know about history, culture and geography TRUE

You should be an excellent storyteller with an ability for customer service. TRUE

TASK 4. In pairs write down a list of rules for people who want to work in the tourist industry.

RULES TO WORK IN TOURISM

- ✓ Arrive on time.
- ✓ Speak more than one language.
- ✓ Be friendly.
- ✓ Be patient
- ✓ Be confident.

TASK 5. Match the definition and the meaning

- | | |
|-----------------|--|
| Communicative B | Feeling or showing confidence in oneself; self-assured. |
| Friendly F | Ready to talk or impart information. |
| Punctual E | Able to accept or tolerate delays, problems, or suffering without becoming annoyed or anxious. |

Confident A	The competence or skill expected of a professional.
Patient C	Happening or doing something at the agreed or proper time; on time.
Professionalism D	Kind and pleasant.

TASK 6. Categorize the following words in the table below

JOBS	ADJECTIVES	PLACES
Teacher	Communicative	Restaurant
Engineer	Loyal	Lake
Lawyer	Important	Classroom
Dentist	Patient	Galapagos
Carpenter	Confident	island
Tour guide	Punctual	Quilotoa lake
Policeman	Rude	Manager office
	Responsible	
	Proud	

TASK 8. Complete the sentences with the best option

Tour Guide Requirements:

1. High school diploma or equivalent.
2. Prior experience as a tour guide is advantageous.
3. Capacity to stand and walk for extended periods.
4. Adherence to prescribed safety codes.
5. Excellent conversational skills with a knack for storytelling.
6. Personable, humorous disposition.
7. Outstanding organizational, time management, and

improvisational skills.

8. Passionate about traveling.
9. Ability to work during evenings and on weekends.

TASK 9. Read and put the verb in the correct sentence

TOUR GUIDE RESPONSIBILITIES:

- Greeting and welcoming customers to the tour.
- Informing customers about the itinerary for each tour.
- Planning itineraries in accordance with weather forecasts and the length of each tour.
- Scheduling visits and purchasing tickets to museums, galleries, protected parks, and other attractions ahead of time, if required.
- Planning alternate activities in the event that cancellations, closures, or weather prohibit you from attending scheduled events.
- Familiarizing with the layout and history of the region or establishment in which you will be working.
- Familiarizing customers with each region or establishment.

LESSON 14:

CURRENCY AND FOREIGN EXCHANGE

TASK 2. Look at the chart below and complete it.

COUNTRY	CURRENCY
Ecuador	Dollar
Mexico	Pesos
Britain	Pound
France	Euro
China	Yuan
Japan	Yen

TASK 3. Match the words with the meanings on the right.

1. Currency G
2. Exchange H
3. Rate I
4. Commission J
5. Hidden K
6. Preference A
7. Receipt B
8. Perfect C
9. double check D
10. both E

TASK 4. Read the conversation and answer the questions

- 1. What does Clara need to do?**
 - a. She needs to exchange some money.
- 2. Does the security guard recommend a place in the airport?**
 - a. No, They have hidden fees.
- 3. What's the name of the place outside of the airport?**
 - a. Quito World Exchange
- 4. What time is "Quito World Exchange" "opened?"**
 - a. They are open until eight o'clock tonight
- 5. Why is the "Quito World Exchange" best place?**
 - a. They have the best rates in town.

TASK 5. Match with the correct picture

Coin Cash register Credit card ATM



COIN



ATM

**CREDIT CARD****CASH REGISTER****TASK 8. Money has different names. Complete with them**

1. In temple or church, it's called **donation**.
2. In school, it's **fee**.
3. In marriage, it's called **dowry**.
4. In divorce, **alimony**.
5. When you owe someone, it's **debt**.
6. When you pay the government, it's **tax**.
7. In court, it's **finer**.
8. Civil servant retirees, it's **pension**.
9. Employer to workers, it's **salary**.
10. Master to subordinates, it's **wages**.
11. To children, it's **allowance**.
12. When you borrow from bank, it's **loan**.
13. When you offer after a good service, it's **tips**.
14. To kidnappers, it's **ransom**.
15. Illegally received in the name of service, it's **bribe**.

LESSON 15:

MARKETING AND ADVERTISING ENCOURAGE

TASK 1. Write about the ways you can advertise a tour destination

Magazine

Social media

Newspaper

Radio

Direct mail

Catalogues and leaflets

Tv

TASK 4. Read promoting galapagos island and complete the chart

HOW IS A MARKETING CAMPAIGN CREATED?	KIND OF ADVERTISEMENT	ADJECTIVES TO PROMOTE GALAPAGOS
<ul style="list-style-type: none"> ➤ Brainstorming meetings ➤ We choose the best ideas ➤ Work on the marketing plan 	<ul style="list-style-type: none"> ➤ Script for the radio ➤ Interactive screens ➤ Placed print advertisements on buses and organize in shopping malls. 	<ul style="list-style-type: none"> ➤ Exciting ➤ Interest online videos and social media

TASK 8. READ *What is marketing?* AND COMPLETE THE TEXT

What is marketing?

People are generally confused about marketing and use selling as synonym of marketing. Some compare marketing with advertising, pricing and selling. It must be noted that marketing is much more than advertising, selling or promotion of a product. In fact, advertising, packaging, pricing and selling are functions of marketing. Marketing is a comprehensive term and includes a set of ongoing activities necessary to create and stimulate consumer demands and to direct the flow of goods and services from producer (one who makes) to consumer (one who uses) in the process of distribution.

TASK 9. Read and order the sentences.

1. *People are generally confused about marketing and use selling as synonym of marketing.*
2. *Some compare marketing with advertising, pricing and selling.*
3. *Marketing is much more than advertising, selling or promotion of a product.*
4. *Marketing is a comprehensive term and includes a set of ongoing activities.*

LESSON 16:**PLANNING AND BOOKING
A HOLIDAY TOURISM****TASK 3. Report the information to the class**

María likes to visit La Plaza Roja in Riobamba. She prefers to travel by bus.

TASK 4. Ask to your classmates and find someone who. Use these questions

- ✓ People are generally confused about marketing and use selling as synonym of marketing.
- ✓ Some compare marketing with advertising, pricing and selling.
- ✓ Marketing is much more than advertising, selling or promotion of a product.
- ✓ Marketing is a comprehensive term and includes a

set of ongoing activities.

TASK 5. In groups of three ask your classmates about their holiday plans.

HOLIDAY INFORMATION	CLASSMATE 1	CLASSMATE 2
Holiday destination	QUITO	
Transportation	BUS	
Departure date	MAY 25TH	
Accommodation	HILTON HOTEL	
Planned activities	TOUR AROUND THE CITY	
Places to visit	MINDO	

TASK 6. Write a report about one of your classmates 'holiday.

My last holiday was a five-day trip to Galapagos Island. I stayed with one of my old friends. It was so much fun, and a little bit like my old life. I also went to the supermarket near my old house. I loved seeing all the different foods. I was

really happy to find my favorite cheese and chocolate biscuits but they were a bit more expensive than I remember!

We did some touristy things too. We walked up beautiful beaches. The views of Galapagos are amazing up there.

LESSON 17:

WHAT DO YOU RECOMMEND FOR VACATION?

TASK 2. Put the words below in the corresponding category.

PLACES TO STAY	FOOD	WEATHER
House		
hotel		
Hostel		
Campsite		
Takeaway		
Flat		
Apartment		
Caravan		
	Fast food	Cloudy
	Dinner teatime	Sunny
	Hot burger	Rainy
	Breakfast	Snowy
	barbecue	Stormy
		Partly cloudy

TASK 3. Complete the vacation survey.

Which sentence describes your feelings about vacations?

To travel to an exotic beach in a foreign country and then relax for two weeks.

Which type of travel do you think you would like the best?

A train ride to Alausi.

How often do you take short trips ?

Once a year.

If you had the chance, would you ...

take a week trip to Misahualli.

Who do you prefer to take vacations with?

With a good friend.

What type of vacation activity sounds better?

Lying on the Galapagos' beach

What type of accommodations do you prefer on vacation?

A sleeping bag.

TASK 4. Write three things in each category

Three things you bought last vacation.	Picture	Ball	Sweater
Three places you visited.	Quito	Cuenca	Riobamba
Three activities you did.	Walking	Canoeing	Rafting
Three things you enjoyed.	Food	Meeting people	Talking
Three typical dishes you enjoyed	Hornado	Ceviche	Cuy

LESSON 18:

APPLYING FOR A JOB**TASK 1. Unscramble the letters to form the names of jobs.**

- | | |
|-----------------|--------------------|
| 1. baker | 11. carpenter |
| 2. butcher | 12. bus driver |
| 3. doctor | 13. postman |
| 4. engineer | 14. window cleaner |
| 5. fireman | 15. politician |
| 6. teacher | 16. cashier |
| 7. nurse | 17. manager |
| 8. secretary | 18. hairdresser |
| 9. vet | 19. barber |
| 10. electrician | 20. pilot |

TASK 2. In pairs ask and answer the questionnaire and number each one (1 to 7), according to how much you like or dislike.

5. *Yes, I love...*
6. *Yes, I like.*
7. *No, I don't really like...*
8. *No, I hate...*

Example:

A: Do you like using computers? B: No, I don't like using computers.

Do you like...?	You	Your classmate
Using computers	4	
Travelling	3	
Meeting people	4	
Making phone calls	4	
Selling things	3	
Working in a team	3	
Repairing things	4	
Making decisions	4	
Being creative	4	
Attending meetings	4	
Working with figures	4	
Reading documents	4	
Writing	4	
Dealing with the public	3	
Helping people	3	
Making things	3	
Having responsibility	4	

TASK 4. Put elements 1-6 in the correct places (a-f) in the letter.

- 1B
- 2F
- 3C
- 4D
- 5E
- 6A

TASK 5. Complete gaps 1-6 in the letter with these phrases.

1 d 2 a 3 c 4 f 5 b 6 e

TASK 6. Complete the summary of the letter.

1. Receptionist
2. On a website
3. Languages
4. Waiter
5. Friendly
6. Reliable
7. CV
8. May

TASK 8. Write about your work experience

JOB POSITION	EMPLOYER	LOCATION	DATES
Teacher	ESPOCH	RIOBAMBA	2009 - 2019

TASK 9. Complete the social activities with a, e, i, o, u and y.

1. Go for a bike ride
2. Go shopping
3. Meet friends in town
4. Play basketball
5. Have a coffee
6. Listen to music
7. Table tennis

LESSON 19:

WRITING A CV

TASK 1. Complete the curriculum vitae

CURRICULUM VITAE

Surname: INCA

First names: NANCY

Address: SAN NICOLAS DE LAS ABRAS

Tel. N°.: 0328572378

Mobile N°.: 0987634235

Email: NANCI@GMAIL.COM

Date of birth: 25 -12 -1974

Qualifications: B2 CERTIFICATE

Work Experience: ESCUELA SUPERIOR POLITECNICA DEL
CHIMBORAZO 2008 - 2022

Personal qualities:

References:

TASK 2. Write true or false.

1. You should put a photo on your CV. FALSE
2. In Education you should write all the courses and degrees you have. TRUE
3. You use a CV to get a job. TRUE

4. A CV is a document with information about you. TRUE
5. You should write your parents name on the CV.TRUE
6. In work experience you should write all the jobs you have had. TRUE
7. The CV should be 6 pages long. FALSE
8. In references you can write your parents name TRUE
9. In Skills you should write the things you can do. TRUE
10. In Personal Details you should write your parents and grandparents' name. FALSE
11. You should write the name of your school in Interests. FALSE
12. You can have any email address. FALSE

TASK 3. Read and complete the cv**C U R R I C U L U M V I T A E**

Full Name: Carlos Alberto Jara Castro

Place/Date of Birth: Riobamba, April 23rd, 1970

Sex: Male

Age: 30

Nationality: Ecuadorian

Marital Status: Single

Address: Villareal and Archer Harman

Phone number: 09238473249

Education: Escuela Superior Politecnica de Riobamba

Collage/University: Chimborazo as bachelor's degree on tourism

Applied position: Travel Agent

Languages: English and spanish

Hobby: Likes traveling ans fishing

Experience: 2 years

Reference:

TASK 6. Put the words and phrases in order to make sentences.

- a. I have five years' experience in various roles.
- b. My role involves working to tight deadlines.
- c. I have a proven ability to create successful campaigns.

- d. I specialize in digital marketing.
- e. I excel in impact analysis.
- f. I have advanced knowledge of statistics.

TASK 7. Write the correct form of the word in brackets.

1. ability
2. collaborator
3. knowledge
4. expertise
5. responsible
6. numerous
7. monetize
8. engagement

TASK 8. Choose the best option

5. I have five years' _____ in various roles.
a. experience **b. times** **c. skills**
6. My role involves _____ to tight deadlines.
a. working **b. teaching** **c. speaking**
7. I have a proven ability to create _____ campaigns.
a. successful **b. bad** **c. critical**
8. I have advanced _____ of statistics.
a. knowledge **b. ability** **c. capability**

TASK 9. Write 5 tips to write a cv

1. Start with a short profile to show who you are and what you offer.
2. List your employment history, starting with the present.
3. Explain any gaps.
4. Use bullet points for your main responsibilities and experience in each role.
5. Choose the aspects of your previous jobs that are most relevant to the new job you are applying for.

AUTHOR'S BIOGRAPHY

Nanci Inca is an English teacher at Escuela Superior Politecnica de Chimborazo. She has been teaching English for 15 years. She has published some scientific papers in important indexed journals.

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Sandra Gujarro is an experienced EFL teacher who has taught from kinder garden to university students. She worked as a teacher for the Ecuadorian Ministry of Education for 10 years. Currently she is a lecturer at Escuela Superior Politecnica de Chimborazo. She holds a master's degree (M.A.) in Applied Linguistics for Learning English, a Superior Diploma in Methodology for Teaching English as a Foreign Language, and a Bachelor of Arts (B.A.) in English Teaching.

Edison Renato Ruiz López: is an English teacher who has been working with different levels in Education. He got a scholarship to study a TESOL preparation at New Mexico State University. He holds a Licenciatura in English and a master's degree in Linguistics and Didactic to teach languages. Nowadays, he is a lecturer at Escuela Superior Politecnica de Chimborazo. He has published some articles based on English learning process.

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