

# English for Tourism

## Students' Workbook



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**Centre for Language Studies**  
**Dili Institute of Technology**

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# TABLE OF CONTENTS

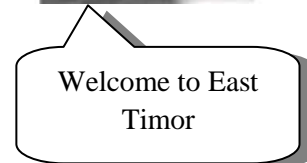
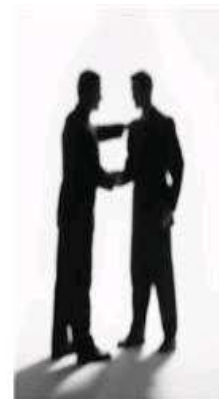
1. AT THE AIRPORT .....	1
1.1 Vocabulary: arriving and departing.....	2
1.2 International signs .....	3
1.3 Dialogue: At the airport (2.00pm).....	4
1.4 Information on an airline ticket.....	5
1.5 Reading an advertisement .....	6
1.6 Postcards from Singapore and Amsterdam .....	7
1.7 Countries, nationalities and food.....	8
1.8 Exercise: WH questions .....	9
1.9 ‘Should’ / ‘shouldn’t’ .....	9
1.10 A postcard from Amsterdam.....	11
2. TIMETABLES AND SCHEDULES.....	12
2.1 Time and time differences.....	12
2.2 Vocabulary: Arrival and departure.....	13
2.3 Airline timetable.....	14
2.4 Time prepositions.....	16
2.5 ‘Open’ and ‘closed’ .....	16
2.6 Exercise: Verb tense.....	20
3. AT THE HOTEL .....	21
3.1 Vocabulary: Hotels.....	22
3.2 Countable and uncountable nouns.....	23
3.3 Vocabulary: Accommodation I .....	24
3.4 Text: Maria’s holiday .....	25
3.5 ‘Some’ and ‘any’ .....	26
3.6 Vocabulary: Accommodation II.....	26
3.7 Crossword: Capital cities .....	27
3.8 Vocabulary: Tourism.....	28
3.9 Vocabulary: Hotel room.....	28
3.10 Dialogue .....	29
3.11 Exercise: ‘WH’ questions.....	29
3.12 Vocabulary exercise .....	30
3.13 Late for work.....	31
4. AT THE RESTAURANT .....	32
4.1 Dialogue: The trainee chef .....	33
4.2 Vocabulary: in the restaurant .....	34

4.3	Text: Hong Kong.....	35
4.4	Speaking practice.....	36
4.5	Exercises: ‘WH’ questions .....	36
4.6	Compounds with ‘some’ and ‘any’ .....	37
4.7	Crossword: mixed.....	38
4.8	‘both ... and’, ‘either ... or’, ‘neither ... nor’.....	39
4.9	Text: In the restaurant.....	40
5.	TRAVEL DOCUMENTS .....	41
5.1	Boarding pass .....	42
5.2	Filling in a form.....	43
5.3	A departure card .....	44
5.4	Text: Italy .....	47
5.5	Exercise: ‘any’, ‘some’, ‘much’, ‘many’ .....	48
5.6	Crossword: Tourism .....	49
5.7	Culture: Doing business in Timor Leste.....	50
5.8	Exercise: Asking questions.....	51
6.	CHARTS AND GRAPHS .....	52
6.1	Maria’s guest house.....	53
6.2	Exercise: conjunctions ‘and’, ‘or’, ‘but’ .....	55
6.3	Hotel Guests .....	56
6.4	Prepositions for prices .....	57
6.5	Crossword: Around the hotel.....	58
7.	WRITING .....	59
7.1	Rules of punctuation.....	60
7.2	Formal and informal writing.....	62
7.3	Writing a basic business letter.....	63
7.4	Writing a covering letter for a job application.....	64
7.5	Arranging a letter.....	66
7.6	A job advertisement.....	67
7.7	Conjunctions.....	68
7.8	Exercises: Comparatives.....	69
7.9	Writing emails .....	70
8.	GRAMMAR .....	74
8.1	Simple present tense .....	74
8.2	Present continuous tense.....	75
8.3	Simple Past Tense.....	77
8.4	Present Perfect.....	78

8.5	Forming yes-no questions .....	79
8.6	'WH' question words .....	80
8.7	Forming 'WH' questions.....	81
8.8	Forming negatives .....	81
8.9	List of irregular verbs.....	83
8.10	Comparisons.....	85
8.11	Uncountable nouns, 'many', 'much' and 'a lot of' .....	86
8.12	Definite and indefinite articles .....	87
8.13	'Some' and 'any' .....	88
8.14	Compounds with 'some' and 'any' .....	89
8.15	Prepositions with time.....	89
8.16	Conjunctions: 'and', 'or', 'but' .....	90
8.17	'Both ... and', 'either ... or', 'neither ... nor'.....	91
8.18	Conjunctions: 'because', 'so', 'therefore'; 'although' / 'even though' .....	91
8.19	Conjunctions of time .....	92



# 1. AT THE AIRPORT



## 1.1 Vocabulary: arriving and departing

Insert the correct word from the box into the gaps.



customs officer	departure lounge	carry-on bag
check in	immigration officer	baggage
collection	baggage allowance	queue
travel documents	immigration	visa

1. When you arrive in a country from overseas the ..... checks your passport. In some countries you must have a ..... before you can enter. Then you proceed to the ..... area to pick-up your bags and then to the ..... who may, (but not always) check your baggage.
2. When you leave a country you must first ..... with the airline to get your boarding pass. If there are a lot of people you must ..... Then you go through ....., where they check your travel documents and then to the ..... to wait for your flight.
3. On most international flights you have a ..... of 20 kilograms per person. Many airlines allow you to take one bag on to the aircraft usually a maximum weight of 7 kg. This is called a .....

Study the paragraph above and answer the following questions.

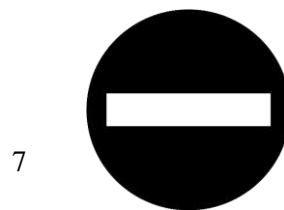
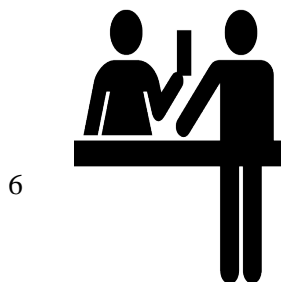
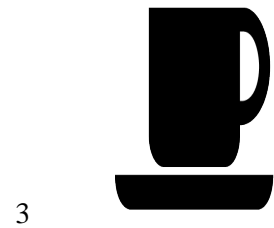
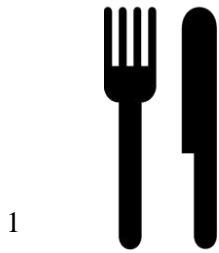
1. What word means 'abroad'? \_\_\_\_\_
2. What are 'travel documents'? \_\_\_\_\_
3. What word means 'go in'? \_\_\_\_\_
4. What are 'international flights'? \_\_\_\_\_
5. Can you name some 'airlines'? \_\_\_\_\_
6. What word means 'no more than'? \_\_\_\_\_
7. What is another word for 'plane'? \_\_\_\_\_
8. What is another word for 'depart'? \_\_\_\_\_
9. What words mean 'for each'? \_\_\_\_\_



## 1.2 International signs

For each sign, write short answers to these questions:

1. Where would you find these signs?
2. What do these signs mean?
3. Have you seen these signs around Dili?



Discuss: Are signs useful? Why? Why not?

### 1.3 Dialogue: At the airport (2.00pm)

Complete the dialogue by inserting the correct tense. Look for time phrases first.

Practice the dialogue with a friend.



Bill: Hi, Ben where ..... (go)?

Ben : Hi Bill, I ..... (fly) to China later this afternoon.

Bill: ..... (go) for business or pleasure?

Ben : Business, I ..... (meet) some engineers tomorrow in Shanghai.

Bill: How long ..... (stay) there?

Ben : I ..... (stay) for three weeks and then I ..... (fly) to Korea. I ..... (stay) in Korea until the end of the year and then I ..... (come) back.

Bill: ..... (be) this your first overseas trip?

Ben : No, I ..... (go) to Indonesia last year and the year before that I ..... (travel) to India.

Bill: Anyway, why ..... (be) you here?

Ben : I ..... (pick up) some visitors from America. They ..... (come) from Darwin but the plane ..... (be) 30 minutes late so instead of arriving at 2 o'clock they ..... (now, arrive) at 2.30pm. Americans ..... (be) always late. ....They ..... (be) never on time.

Bill: I ..... (hope) your listening skills are good because Americans ..... (be) difficult to understand. They ..... (have) a strong accent and they ..... (speak) very loudly.

Ben: I ..... (hope) they understand me. I ..... (practice) my pronunciation every night in front of the mirror.

Bill: ..... (not, forget) 'practice makes perfect'.



## 1.4 Information on an airline ticket

### At the airport

Please make sure you are at the airport in time and remember to carry proof of identity and your e-ticket with you as security may wish to see them.

### Baggage

If travelling without bags then be at the gate 20 minutes before the flight departs. If you've got bag(s) to check, be at a bag tag counter no later than 30 minutes before departure. The first two bags are free. On board you're allowed one bag per person (maximum 7 kg).

### Changes/restrictions

Changes permitted at any time. You may have to pay the difference between the original fare and the new fare if higher. Service fee applies unless changed online.

### Cancellation

Up to the day of departure, fully refundable. After the day of departure refunds will incur a refund fee per person per one-way journey.

### Exercise

From the information, what do you think the following expressions mean?

1. proof of identity : .....
2. e-ticket : .....
3. to check : .....
4. tag : .....
5. original : .....
6. fee : .....
7. online : .....
8. fully refundable : .....

### Exercise

Read the information and answer these questions:

1. Can a passenger change a ticket? .....
2. How many bags can a passenger take on board? .....
3. If I change my ticket on the internet do I have to pay an extra charge? .....

## 1.5 Reading an advertisement

### TIMOR LOROSA'E AIRLINE

Low cost flights to Asia from Dili.

Book in advance for even lower fares.

Discount for people under 25 years old.

BALI from \$70 (one way)

DARWIN from \$150 \* (return)

Book now by calling 73338459

Prices do not include airport taxes.

Maximum baggage allowance 25 kg.

Excess baggage charge \$25 per kilo.

Tickets are non-refundable and non transferable.

\* Special conditions apply.

Find words and phrases from the advertisement which mean the same as:

1. A single ticket : .....
2. A ticket to go and come back : .....
3. Less expensive fares : .....
4. Extra luggage : .....
5. Young people pay less : .....
6. You cannot change your ticket : .....
7. Reserve : .....
8. A good price if you buy your ticket early: .....

## 1.6 Postcards from Singapore and Amsterdam

### Exercise

Insert the correct tense of the verbs given.

Hi Maria,

I ..... (write) this letter from Singapore airport. I ..... (sit) in a small coffee shop and I ..... (wait) for my flight to Paris. My flight ..... (depart) at 4.30pm and the trip ..... (take) about 12 hours. I ..... (not, look) forward to the flight, it ..... (be) too long.

I ..... (go) to Paris last year and ..... (stay) in a very small hotel in the centre of town. It ..... (be) very noisy and I ..... (not, sleep) well.

It ..... (be) too cold. This time I ..... (stay) in Paris for a few days and then I ..... (take) the train to Amsterdam.

See you later,

Your friend Mario.



Hi Maria,

I ..... (arrive) in Amsterdam at 10.30am this morning. It ..... (be) very cold and it ..... (snow). All the passengers on the train ..... (speak) Dutch and I ..... (not, understand) a word. It ..... (take) about three and a half hours from Paris to here. I ..... (buy) lunch on the train but it ..... (not, be) very good and it ..... (be) expensive too. It ..... (not, be) good value for money. Now I ..... (be) very tired. At the moment I ..... (wait) for a taxi.

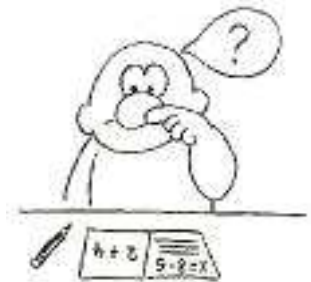
I ..... (be) sorry about my writing but my hands ..... (be) so cold.

I ..... (wear) a woollen hat to keep my head and my ears

warm. I ..... (look forward) to a good night's sleep after all the travelling.

Best regards,

Mario



## 1.7 Countries, nationalities and food

When we talk about countries, nationalities and food, we must use the correct parts of speech.

- The country name is a noun.
- For the people, food, language and nationality, use the adjective form.

For example:

Australia/Australian	France/French
Thailand/Thai	China/Chinese
Indonesia/Indonesian	India/Indian
Singapore/Singaporean	Malaysia/Malaysian
Korea/Korean	Japan/Japanese



- I come from Japan and I speak Japanese.
- My sister lives in Australia and she has married an Australian.
- Excuse me I am looking for a French restaurant.
- In our hotel we have three Korean tourists and five tourists from Canada.

### **Exercise**

Delete the incorrect word and write in the correct word.

1. My brother has gone to study ..... (Chinese/China) in ..... (Chinese/China).
2. My motor cycle was made in ..... (Japan/Japanese).
3. The instructions have been written in ..... (France/French).
4. At our school we have three students from ..... (Chinese/China) five from ..... (English/England) and ten from ..... (Australian/Australia). They all like to eat ..... (Japan/Japanese) food.
5. Most of the visitors in our hotel come from ..... (America/American).
6. My favourite place to eat is the ..... (Chinese/China) restaurant next to the ..... (Chinese/China) Embassy.
7. We have a new guest staying in the hotel. She is travelling on a ..... (Europe/European) passport but she has a strong ..... (American/America) accent.

## 1.8 Exercise: 'WH' questions

Read sections 8.6 and 8.7 about 'WH' questions. Then write questions to find the information underlined. (Remember to check the verb tense.)

1. They were picked up at 11 o'clock.

.....

2. I take size 7 shoes.

.....

3. We are flying with Merpati Airline.

.....

4. Maria has gone to a meeting.

.....

5. We are going to Baucau by bus.

.....

6. The tour group arrived at 11 o'clock.

.....

7. The taxi cost me ten dollars.

.....

8. We are staying for a week.

.....

9. You are working on reception tomorrow.

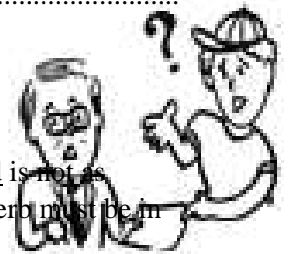
.....

10. Those three suitcases are mine.

.....

## 1.9 'Should' / 'shouldn't'

Should is a modal verb. It is used to give advice and to make recommendations. Should is not as strong as must. Both should and must are always used before another verb; that other verb must be in the infinitive.



- |                                                     |                                                 |
|-----------------------------------------------------|-------------------------------------------------|
| • You should speak to the manager.                  | = It is a good idea ( <i>Diak liu...</i> ).     |
| • You must speak to the manager.                    | = There is no alternative ( <i>tenki</i> ).     |
| • You shouldn't use your mobile phone when driving. | = Polite advice ( <i>Diak liu la bele...</i> ). |
| • You mustn't use your mobile phone when driving.   | = Prohibition ( <i>La bele</i> ).               |

**Exercise**

Complete the sentences with should or shouldn't.

1. It looks like rain. You ..... take an umbrella.
2. It is too far to walk. I think we ..... take a taxi to the beach.
3. We are lost. I think we ..... ask someone for directions.
4. Who ..... we ask about the cost of a room?
5. To find out whether there is a vacancy, you ..... ask the hotel receptionist.

**Exercise**

Write five sentences giving advice to a tourist visiting Dili.

1. You should .....
2. You should .....
3. You should .....
4. You shouldn't .....
5. You shouldn't .....

**Exercise**

Match sentences 1–5 with sentences a – e.

- |                                           |                                    |
|-------------------------------------------|------------------------------------|
| 1. What should I do when I start work?    | a. We shouldn't guess.             |
| 2. You shouldn't use a hammer.            | b. You should sign in.             |
| 3. We should read the instructions first. | c. You should use a screwdriver.   |
| 4. You shouldn't forget your helmet.      | d. We should meet at the ANZ Bank. |
| 5. Where should I meet you?               | e. You should protect yourself.    |





## 1.10 A postcard from Amsterdam

### Exercise

In section 1.6, Mario wrote that he was going to Amsterdam. Here is his next postcard. He wrote it in Amsterdam at 10.30am.

Fill in the blanks with the correct tense of the verb given. Remember to look at the time phrases.

Hi Maria,

This ..... (be) my last postcard from Amsterdam. I ..... (sleep) well last night and I ..... (get up) for an early breakfast this morning. I ..... (receive) your text thanks. I ..... (be) here for nearly a week now. How time ..... (fly)! It ..... (be) a very busy city but the people ..... (be) friendly. The weather ..... (also, be) a lot better over the past few days. Last night I ..... (have) dinner in an exclusive restaurant and a fly ..... (land) in my soup. I ..... (not, know) what to do. I ..... (try) to explain to the waiter but he ..... (not, understand) what I ..... (say). Anyway, I ..... (not, finish) the soup. This afternoon I ..... (go) to the famous Rijksmuseum. I ..... (always, want) to go there.

My flight ..... (leave) at 11.00pm tonight and so I ..... (order) a taxi for 9.00pm. I ..... (pack) my bags last night and I ..... (find) a few extra dollars so I ..... (buy) a few more souvenirs.

See you later

Mario xxx.



# 2. TIMETABLES AND SCHEDULES

## 2.1 Time and time differences

There are two styles for stating the time:

- The 12 hour clock. This is the most common time style for everyday use.  
e.g. 8 o'clock, 8.30 am.
- The 24 hour clock. This is most often used for timetables and schedules.  
e.g. 20.00 hours, 08.30 hours

For times before 10 o'clock, add 'oh' before the number of hours. (In the army and police force, people often say 'zero' instead.)

If there are minutes, then say the number of hours followed by the number of minutes.

When there are no minutes, then say the number + hundred hours.

12 HOUR TIME	24 HOUR TIME	24 HOUR TIME PRONUNCIATION
7.30 am	07.30 hours	Oh seven thirty hours
10.00am	10.00 hours	Ten hundred hours
1.00pm	13.00 hours	Thirteen hundred hours
6.15pm	18.15 hours	Eighteen fifteen hours
11.05pm	23.05 hours	Twenty three zero five hours

### Exercise: 24 hour clock

Change these times to either 12 hour or 24 hour clock time.

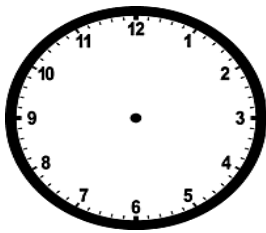
1. 8.00am = .....
2. 9.45am = .....
3. .... = 02.00 hours
4. .... = 20.00 hours
5. 10.20pm = .....



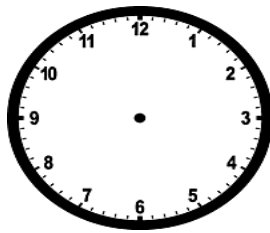
**Exercise: time differences**

Fill in the blanks, and show the times on the clocks below.

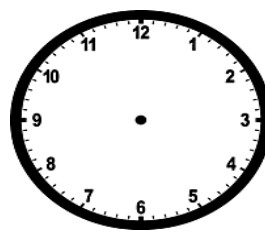
1. The time in Dili is 3.00pm.
2. Singapore is one hour behind Timor, so in Singapore the time is .....
3. New Zealand is four hours ahead/in front of Timor, so in New Zealand the time is .....
4. Lisbon is seven hours behind Timor, so in Lisbon the time is .....
5. What is the time difference between Lisbon and Singapore? ..... hours.



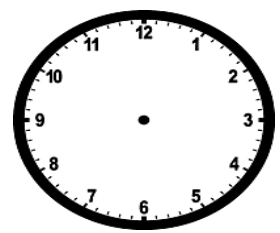
**Singapore**



**East Timor**



**New Zealand**



**Lisbon**

**2.2 Vocabulary: Arrival and departure**

<b>VERB</b>	<b>TETUN</b>	<b>NOUN</b>
arrive	<i>Too</i>	arrival
depart	<i>aranka, sai</i>	departure
fly	<i>Semo</i>	flight
leave	<i>sai, husik hela</i>	
land	<i>(aviaun) tuun</i>	

## 2.3 Airline timetable

These are the timetables for Timor Air flights between Dili and Singapore, and Air North flights between Dili and Darwin.

	DEPART SINGAPORE	ARRIVE DILI	DEPART DARWIN	ARRIVE DILI
<b>Monday</b>			05.45 15.30	06.30 16.15
<b>Tuesday</b>	9.25	14.15	09.15	10.00
<b>Wednesday</b>			05.45 09.45	06.30 10.30
<b>Thursday</b>	9.25	14.15	05.45	06.30
<b>Friday</b>			06.30	07.15
<b>Saturday</b>	9.25	14.15	06.30	07.15
<b>Sunday</b>				

	DEPART DILI	ARRIVE SINGAPORE	DEPART DILI	ARRIVE DARWIN
<b>Monday</b>			11.15 17.00	13.00 18.45
<b>Tuesday</b>	15.25	18.10	10.45	12.30
<b>Wednesday</b>			07.15 11.15	09.00 13.00
<b>Thursday</b>	15.25	18.10	11.15	13.00
<b>Friday</b>			08.00	09.45
<b>Saturday</b>	15.25	18.10	08.00	09.45
<b>Sunday</b>				

### Exercise

Look at the airline timetable above. Fill in the times and the correct tense of the verbs.

- My sister ..... (go) from Dili to Darwin next Wednesday. Her plane ..... (leave) Dili at ..... and ..... (arrive) in Darwin at ..... The flight ..... (take) just ..... hour and ..... minutes. She ..... (go) on a training course for five days and ..... (return) to Dili the following Monday.
- Last Friday my boss ..... (fly) to Singapore from Dili. The plane ..... (depart) at ..... and ..... (land) in Singapore at ..... The flight ..... (take) ..... hour and ..... minutes. She ..... (stay) in Singapore until next week because she ..... (attend) a conference there.

## **Exercise**

Refer to the timetable above and answer these questions using complete sentences.

1. On a Saturday what time does the plane from Dili arrive in Singapore?

.....

2. What is the flying time between Darwin and Dili?

.....

3. How many times a week is there a flight from Singapore to Dili?

.....

4. Is there a flight from Dili to Singapore on a Tuesday?

.....

5. What is the departure time of the flight to Singapore on a Wednesday?

.....

6. What time does the flight from Darwin arrive in Dili?

.....

7. Is there an afternoon flight from Dili to Darwin?

.....

8. How many flights a week are there between from Dili to Darwin?

.....

## 2.4 Time prepositions

Read the information about time prepositions in section 8.15. Then insert the correct time prepositions into the passage.

Dear Mr. Jones,

Thank you for your email. Our hotel opened ..... April this year, so we have been open ..... only 6 months and all our facilities are new. A new wing of the hotel opens ..... May.

With regard to your reservation, I have changed your arrival date ..... 14<sup>th</sup> October ..... 18<sup>th</sup> October, and changed your departure date ..... 17<sup>th</sup> October ..... 22<sup>nd</sup> October, as you requested. We will pick you up at the airport ..... 10 o'clock ..... Monday 18<sup>th</sup> October as agreed.

The Tourism Conference runs ..... three days. .... Tuesday morning it starts ..... 9.00 am, and there is a break for lunch ..... midday. The conference resumes ..... 2 o'clock. .... 3 o'clock we have a special guest from the Department of Tourism. .... the evening there is a dinner for guests.

The conference will end ..... 21<sup>st</sup> October ..... around 3.00 pm.

I will arrange for a taxi to take you to the airport ..... 8.00 am ..... 22<sup>nd</sup> October.

Regards,

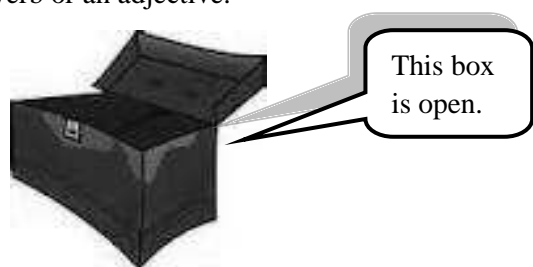
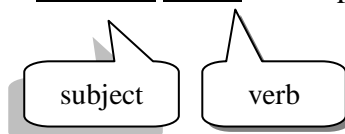
Kenneth Johnson

## 2.5 'Open' and 'closed'

To say that something is open or closed, you can use either a verb or an adjective.

The verbs 'open' and 'close' refer to an activity.

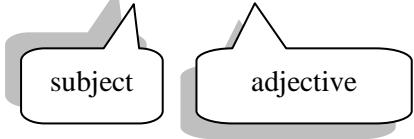
- The bank closes at 5.00pm.



The adjectives 'opened' and 'closed' refer to a state. Like all adjectives, they must be used with the verb to be.

Verb "to be"

- The bank is open from 10.00am to 5.00pm.



- The shop closes at 5 o'clock.
- The shop is closed from 5pm to 8am.
- The supermarket opens at 8.00pm.
- Some shops in America are open day and night.

**Exercise**



**The Super Plaza: Opening hours**

SHOPS	MONDAY TO FRIDAY	SATURDAY	SUNDAY & PUBLIC HOLIDAYS
Pharmacy 2nd floor	8.30 to 5.30	9.00 to 12.30	Closed
Bakery Ground floor	6.00 to 7.00	7.30 to 6.00	7.00am to 12.00pm
Optician 3rd floor	8.30 to 12.00 1.30 to 5.00	Closed	Closed
Bookshop Ground floor	8.00 to 5.00	8.00 to 12.00	Closed
Supermarket Ground floor	7.30 to 6.00	7.30 to 5.00	7.30 to 12.00
Shoe shop 2nd floor	8.30 to 5.00	9.00 to 1.30	Closed
Tailor 3rd floor	8.30 to 4.30	Closed	Closed

**Exercise**

Refer to the opening times above and answer the questions in full sentences. Then practice asking and answering the questions with a friend.

1. What time does the pharmacy open on Saturdays?  
.....
2. What time does the bookshop close on a Wednesday?  
.....
3. What time does the supermarket close during the week?  
.....
4. Is the tailor open at the weekend?  
.....

5. How many shops are closed at the weekend?

.....

6. What time does the optician open after lunch?

.....

7. Which shop opens first?

.....

8. How long is the shoe shop open for on a Saturday?

.....

**Exercise**

Refer to the opening times above. Then read the dialogues, and fill in the missing information.  
Practice these telephone conversations with a colleague.

Customer: Good morning. Is that the pharmacy?

Pharmacy: Yes, it is.

Customer: Good. Can you please tell me your opening times?

Pharmacy: Certainly.....



Customer: Good morning. Is that the bookshop?

Bookshop: .....

Customer: Good. Can you please tell me when you are open?

Bookshop: .....



**Exercise**

SHOPS	MONDAY TO FRIDAY	SATURDAY	SUNDAY & PUBLIC HOLIDAYS
Optician 3rd floor	8.30 to 12.00 1.30 to 5.00	8.30-12.30	Closed

Fill in the blanks with the correct information. Be sure to use the correct tense.

Then practice the dialogue with a colleague.

**Maria calls the optician on Monday morning.**

Maria: Good morning ..... (be) you open today?

Optician: Yes we ..... (be) open all day.

Maria: ..... (phone) yesterday but there ..... (be) no answer.

Optician: Sorry, we ..... (be, not) open on Sundays.

Maria: I also ..... (call) last Saturday.

Optician: On Saturdays we ..... (be) only open in the morning.

We ..... (close) at .....

Maria: Can I make an appointment to see the optician today?

Optician: Certainly, what time ..... (be) best for you?

Maria: Well, because I ..... (work) at the moment the best time for me  
..... (be) lunch time.

Optician: I ..... (be) sorry but we ..... (be) closed at lunchtime.

We ..... (close) at ..... and open again at  
.....

Maria: ..... (you, say) you ..... (be) open on Saturday  
mornings?

Optician: Yes, we are open from ..... to .....

Maria: Very well, I will come on Saturday morning. Thank you.

## 2.6 Exercise: Verb tense

Study the present perfect in section 8.4. Then insert the correct tense of the verbs given.

### My overseas trip

I (visit, never) ..... Africa, but I ..... (travel) to South America several times. The last time I ..... (go) to South America,

I (visit) ..... Brazil and Peru. I also (spend) ..... two weeks in La Paz where I ..... (hire) a bicycle and ..... (cycle) around the city.

My friend ..... (go) to Africa. She ..... (go) there last year with her sister. On the way, they ..... (stop over) in India for a few days.

They ..... (not, like) India. My friend ..... (say) the people ..... (be) friendly but the hotel ..... (not, be) very good and it ..... (rain) every day.



# 3. AT THE HOTEL



Good morning.  
My name is Mario.  
Welcome to the  
Central Hotel. I  
hope you enjoy your  
stay.



I am the hotel cat.



Ceiling fan

← Toilets ♀♂♿

→ Restaurant 🍴

That's no  
problem Maria!



Thank you so  
much Mario  
for carrying  
my bags.



### 3.1 Vocabulary: Hotels

#### Exercise

Match each word in the box with its picture below.

1



2



3



4

5



6



7



10

8



9



11

sign	mini-bar	safe	balcony
elevator/lift	baggage trolley	credit card	room key
corridor	alarm clock	porter	

## Exercise

The receptionist at the Pacifica Hotel is talking to a new guest. Insert the correct word using the pictures to help you. Then practise giving this information to a friend.

Thank you for choosing our hotel. I hope you enjoy your stay.

Here is your ..... sir. Take the ..... to the second floor. Your room is along the ..... on the right. The room has a ..... so you can sit outside in the evenings.

There is also an ..... to wake you up in the morning, a ..... with cold drinks (but you must pay) and also a ..... where you can keep money and documents like passports and tickets. If you want to rest you can put a 'do not disturb' ..... on the door so the cleaning staff will not bother you.

If you put your baggage onto the ..... now, I shall arrange for the ..... to bring it to your room.

When you leave you can settle the account by .....

## 3.2 Countable and uncountable nouns

Read the information about countable and uncountable nouns in section 8.11. Are these nouns countable or uncountable? Tick the correct column.

### Exercise

NOUN	COUNTABLE	UNCOUNTABLE
food		
information		
beer		
milk		
computer		
person		
coffee		
electricity		
furniture		

## **Exercise**

Complete these sentences by writing in the correct determiner in the space.

1. I haven't done ..... (much/many) work today because the computer isn't working.
2. There are not ..... (much/many) weeks left to the end of the training course.
3. There's too ..... (much/many) traffic on the roads in the morning and too ..... (many/much) bad drivers.
4. How ..... (much/many) people have registered for the conference?
5. We don't have ..... (much/many) time to finish the project.
6. How ..... (many/much) days are there in January?
7. There are too ..... (many/much) cars on the road.
8. We didn't have ..... (many/much) lessons last week because it was the week before the examinations.
9. The roads were flooded because there was too ..... (much/many) rain.
10. There are too ..... (many/much) plastic bottles thrown away.

### **3.3 Vocabulary: Accommodation I**

Match the expressions on the left with their meaning on the right.

- |                            |                               |
|----------------------------|-------------------------------|
| • budget accommodation     | • near the sea                |
| • superior rooms           | • a booking                   |
| • in the heart of the city | • bedroom includes a bathroom |
| • on the foreshore         | • in the centre of the city   |
| • reservation              | • on-line reservation         |
| • en-suite                 | • good quality accommodation  |
| • serviced                 | • cheap rooms                 |
| • internet booking         | • rooms are cleaned regularly |

### 3.4 Text: Maria's holiday



#### Exercise

Re-write this passage in the simple past tense.

#### **Maria's holiday**

Every year I go to Bali for my holidays. I stay in a small hotel near the beach. In the mornings I swim in the sea then I have breakfast by the swimming pool. I go shopping in the afternoons and in the evenings I eat at my favourite restaurant. I usually have pork and noodles.

Before I come back home I always buy a few souvenirs for my friends. That is why my baggage is always heavy.

Last year Maria.....  
.....  
.....  
.....  
.....  
.....

#### Exercise

From the text find words which mean.

1. luggage :.....
2. next to :.....
3. return :.....
4. annually :.....
5. mementos :.....
6. go for a dip :.....
7. café :.....

### 3.5 'Some' and 'any'

Read the information some and any in section 8.13. Then fill in the gaps with some or any.

1. This evening I am going out with ..... friends of mine.
2. I didn't have ..... paper clips so I had to borrow ..... from my colleague.
3. Can I please borrow ..... books about Timor?
4. There isn't ..... water in the water cooler, it is empty.
5. Do you have ..... questions?
6. Would you like ..... coffee, sir?
7. My friend gave me ..... good advice yesterday.
8. The guest didn't have ..... cash so he paid by credit card.
9. I was too tired to do ..... work.
10. If you don't have ..... work to do please help in the kitchen.

### 3.6 Vocabulary: Accommodation II

Insert a word or phrase from the box into a sentence.

facilities	tour	serviced
guests	fill in	self-contained
customers	apartment	luxury



1. All our apartments are ..... They have a fridge, a stove, cutlery and crockery. They are also ..... once a week.
2. Welcome to our five star ..... hotel.
3. Every morning our hotel bus takes guests on a guided ..... of the city.
4. Our hotel has good ....., including a swimming pool, gym and coffee shop.
5. In a shop, clients are called ..... In a hotel they are called .....
6. If you are staying in Dili for a long time it is cheaper to rent an ..... than to stay in a hotel.
7. Welcome to our hotel. Could you please ..... his registration form?



### 3.7 Crossword: Capital cities

	1			2							
3		4							5		
	6			7		8					9
	10			11							
								12		13	
14	15		16				17				
			18								
						19					
				20							

#### CLUES ACROSS

- 2 the capital of Italy
- 3 the capital of Vietnam
- 6 the initials for New Zealand
- 7 Siam is the \_\_\_ \_\_\_ \_\_\_ name for Thailand.
- 10 the capital of Malaysia
- 14 the capital of Russia
- 17 the capital of South Korea
- 18 the initials for the United Nations
- 20 Tokyo is the capital of \_\_\_\_\_.

#### CLUES DOWN

- 1 the capital of Thailand
- 2 \_\_\_ \_\_\_ \_\_\_ de Janeiro was the capital of Brazil.
- 4 the initials for New Zealand
- 5 the capital of Taiwan
- 8 the capital of India
- 9 the capital of France
- 11 the capital of England
- 12 the capital of China
- 13 the previous name of Myanmar.
- 15 the capital of Norway
- 16 Havana is the capital of \_\_\_\_\_.
- 19 To find these countries you need a \_\_\_ \_\_\_ \_\_\_ of the world.

### 3.8 Vocabulary: Tourism

Match the phrases on the left with the phrases on the right.

- |                                       |                                                                            |
|---------------------------------------|----------------------------------------------------------------------------|
| • boat charter                        | • all day trips which include everything                                   |
| • flexible                            | • prices from cheap to expensive                                           |
| • full day packages                   | • Saturday and Sunday diving trips which include everything                |
| • happy to negotiate                  | • rent a boat                                                              |
| • long term and short term hire rates | • We can change arrangements easily                                        |
| • from budget to superior             | • We can discuss the price                                                 |
| • trips by arrangement                | • The price depends on how long you hire. (Longer term rates are cheaper.) |
| • weekend dive packages               | • We can organise things depending on what you need.                       |

### 3.9 Vocabulary: Hotel room

Complete the sentences with the vocabulary in the box.



advance	bunk beds	vacancies	key
dormitory	double room	single room	
twin room	family room	reception	

- If you book a room for one person, you usually book a .....
- If you want a room with two beds, you book a .....
- For families there are usually special offers if they take a .....
- In youth hostels rooms are often shared by 10 or more people. This kind of room is called a .....
- To get 10 people into one room, two beds are usually placed on top of each other. They are called .....
- If you want a room with a double bed, you book a .....
- When you stay at a hotel, you usually have to fill in a form at .....
- Then the receptionist tells you your room number and gives you the ..... your room.
- During high season you should book a room in .....
- If a Guest House is fully booked, they usually have a sign in the window saying. 'No .....?'

### 3.10 Dialogue

This dialogue takes place in a hotel at 4pm. Insert the correct form of the verb and some prepositions. Then practice the dialogue with a colleague.

Hotel: Welcome to our hotel. .... (be) this your first trip ..... Dili?

Guest: No, I ..... (come) here two years ago ..... a business trip.

Hotel: How long ..... (you, stay) this time?

Guest: I ..... (stay) until Thursday and then I ..... (fly) back  
..... Australia.

Hotel: (Would/should) ..... you please complete this registration form?

Guest: Certainly, (may/should) ..... I borrow your pen?

Hotel: Your room number ..... (be) 427. It ..... (be)  
..... the fourth floor.

Guest: Thank you. .... (be) the restaurant open this evening?

Hotel: Yes, it ..... (close) ..... 10.30pm.

Guest: What time ..... (be) breakfast ..... the morning?

Hotel: Breakfast ..... (be) ..... 6.15am ..... 9.30am.

Guest: Thank you.

### 3.11 Exercise: 'WH' questions

Write questions to find the following information. See sections 8.6 and 8.7 for help.

1. Your sister has just returned from Darwin after living there for one year. You want to know about Darwin. Write five questions asking for information about it.

a. -----

b. -----

c. -----

d. -----

e. -----

2. You want to go from a motel to the airport. You want to know the distance, the cost by taxi and the time it takes to get there. What three questions would you ask the receptionist?

- a. -----
- b. -----
- c. -----

### 3.12 Vocabulary exercise

#### Exercise

Complete the sentences by putting the correct word from the box into the blank.

negotiate	meter	bill	book in advance
peak	off-peak	no vacancies	flight
balcony	travel agent		

- 1. Taxis in Dili do not have a ..... You must ..... the price with the driver.
- 2. We are leaving today. Could you please prepare the .....?
- 3. Your room has a ..... so you can look out over the sea every morning.
- 4. What time is your..... to Singapore tomorrow?
- 5. If you want to change your travel plans. There is a ..... across the road.
- 6. December to March is ..... time and the hotel is expensive. May to August is ..... and the hotel is a little cheaper.
- 7. I'm sorry the Guest House is full. There are .....
- 8. If you want to get 'the best deal' you should .....



### 3.13 Late for work

#### Maria's friend

My friend is a chef. She is always late for work because she gets up late. The manager is not happy with her because they are very busy in the hotel with visitors from Europe and America. They are also short-staffed in the restaurant and customers have to wait for their breakfast. Some customers complain and walk out before they get their meal and some even refuse to pay. The manager doesn't know what to do and so he does nothing.

#### Exercise

Re-write this paragraph in the simple past tense.

Last year my friend.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

#### Exercise

Refer to the paragraph and answer the following questions.

1. What does 'short-staffed' mean? -----
2. What word means 'to say no'? -----
3. What noun means 'a cook'? -----
4. Where do the visitors to the hotel come from? -----
5. What would you do if you were the manager? Discuss this with a colleague.

# 4. AT THE RESTAURANT



Hi. My name is Bruce and I am a chef.



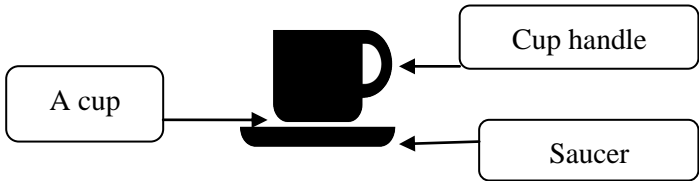
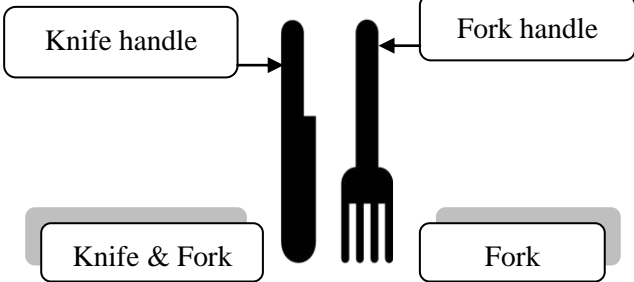
Who ordered pancakes?

We have an Australian chef. This is our latest menu.

<u>MENU</u>	
<u>STARTER</u>	
Soup	\$2.50
<u>MAINS</u>	
Fish	\$7.00
Rice	\$1.50
Vegetables	\$2.50
Chicken	\$6.00
Steak	\$12.00
<u>DESSERT</u>	
Ice cream	\$3.50
Cake	\$4.00
Coffee	\$2.50



A mug. It is bigger than a cup.



## 4.1 Dialogue: The trainee chef

### Exercise

Insert the best tense of the verb provided.

Maria and the trainee chef.

**Maria:** Where ..... (work)?

**Chef:** I ..... (work) at the Central City Hotel.

**Maria:** What ..... (you, do)?

**Chef:** I ..... (be) a trainee chef.

**Maria:** What ..... (do, a trainee chef)?

**Chef:** A trainee chef ..... (prepare) and..... (cook) different types of food. For example, a lot of Europeans ..... (come) to our restaurant for lunch, especially business people, and so we ..... (serve) European food. However, yesterday a large group of Chinese businessmen ..... (come) for lunch and so we ..... (change) the menu for them.

Every morning, on the way to work, I ..... (buy) fresh fish from the stalls near the beach in Licedere. When I ..... (get) to work I ..... (give) the fish to my colleague and she..... (clean) them and ..... (put) them in the fridge. Then she..... (prepare) the vegetables for the lunchtime menu. First she ..... (wash) the salad greens. Then, she ..... (peel) the potatoes and ..... (cut) them into quarters, then she..... (chop) the carrots into small pieces. She..... (slice) the beans into ten centimetre lengths, ..... (wash) them, and ..... (put) them in the fridge.

**Maria:** ..... (you, do, also) the cooking?

**Chef:** Yes, I ..... (be) responsible for the salad and fish menu. My boss ..... (cook) the steak and chicken orders.

**Maria:** ..... (you, enjoy) your job?

**Chef:** Yes, very much. But I ..... (not, like) peeling onions, they ..... (make) me cry.



Good evening. I am Marcos your waiter.



## 4.2 Vocabulary: in the restaurant

### Exercise

Insert the correct word(s) into the sentences.

room service	a la carte	waiter	tip	tips
wine list	order	eating in	eating out	
menu	bill	buffet	dessert	

1. Staff to customer: Welcome to our restaurant. The ..... will take your ..... shortly.
2. Customer to staff: Should we ..... the waiter?  
Staff: No, that is not necessary. We don't give ..... in Timor.
3. At lunchtime the restaurant serves a ..... meal, so it is very quick. But in the evening it is .....
4. Waiter: I hope you enjoyed your main course sir. Would you like to see the ..... menu?
5. Receptionist to customer: Will you be ..... this evening sir? We have a lovely restaurant and a European chef.  
Customer: No thank you. We are ..... tonight at a restaurant near the beach.
6. Waiter: Welcome to our restaurant. Would you like to see the ..... before you order?
7. Customer: I think it is time to go, could we please have the .....
8. Waiter: Would you like something to drink sir?  
Yes, could I please see the .....
9. Receptionist: If you would like to order something from your room, please call .....





### 4.3 Text: Hong Kong

Hong Kong is one of the busiest, most densely-populated cities in the world and an exciting tourist destination. In Hong Kong there are more than five million citizens, mainly of Chinese descent.

#### Festivals

You can join the locals celebrating the Mid-Autumn Festival, the Dragon Boat Festival, and Chinese New Year and Christmas, as well as enjoying hundreds of other annual cultural events.

#### Dining

Hong Kong offers a greater variety of international cuisine than any other city in the world. There are over six thousand restaurants out there waiting to welcome you, and you won't be disappointed.

#### Views

Hong Kong is also a city of views. On a clear day you can see as far as Macau on the other side of the bay. A day-trip to Macau is a wonderful diversion and should not be missed.

#### Shopping

Hong Kong is beyond doubt a shoppers' paradise because of the excellent value for money and quality of the products. Most shops and markets are open seven days a week.

#### Exercise

Answer the following questions about Hong Kong in full sentences.

1. What is the population of Hong Kong?

.....

2. How many cultural events are there every year?

.....

3. Where can people go for a good day-trip from Hong Kong?

.....

4. Is there good shopping in Hong Kong? If so, why is it good?

.....

5. Are the shops and markets open every day?

.....

6. Does Hong Kong sound like an interesting place to you? Why? Discuss this with a colleague and write down some good and not so good points.

.....

.....

.....

.....

.....

## 4.4 Speaking practice

Work with a colleague. One of you is the customer and the other works in Chin Mai restaurant.

1. Telephone the restaurant and ask when they open (10am-midnight daily, closed Monday).
2. Call the restaurant and book a table for four people for Monday evening.
3. Call the restaurant again, and change the booking from 4 to 6 people, for Tuesday instead of Monday.
4. Telephone a restaurant and cancel a booking you made last week.

## 4.5 Exercises: 'WH' questions

### Exercise

Look at sections 8.6 and 8.7 about WH questions. Then write questions to get the information underlined.

1. The meeting started at 10 o'clock.

.....

2. The toilet is at the end of the corridor.

.....

3. It takes about an hour to get to Atauro Island.

.....

I think Mario has gone to help in the restaurant.

.....

4. He said he would be here at 2 o'clock.

.....

5. There are 1,000 metres in a kilometre.

.....

6. The conference is in June.

.....

7. It is 15 kilometres to the airport.

.....

8. The restaurant is on level 4.

.....

## **Exercise**

You have been invited to a Conference in Jakarta. Write five questions asking for information about the Conference. (Refer to sections 8.6 and 8.7 for information on 'WH' questions.)

1. -----
2. -----
3. -----
4. -----
5. -----

### **4.6 Compounds with 'some' and 'any'**

Read about compounds with 'some' and 'any' in section 8.14. Then insert the correct pronoun.

1. Does ..... (someone/anyone) know where Mario has gone?
2. The nurse gave me ..... (something/anything) for my toothache.
3. Has ..... (anyone/someone) seen my ticket? I can't find it.
4. Josie can't find her suitcase. .... (anyone/someone) must have taken it.
5. You should find ..... (someone/anyone) to help you move that luggage.
6. My boss was angry, but I didn't do ..... (something/anything) wrong.
7. Does ..... (anybody/somebody) want to work my night shift tonight?
8. Did you go ..... (anywhere/somewhere) last weekend, or did you stay home?

## 4.7 Crossword: mixed

Write the answer to the questions in the crossword.

1		2		3		4		5		6
7							8			
			9			10				
		11							12	
13						14	15			
					16					
	17			18		19		20		
			21				22			

### CLUES ACROSS

- 5 one plus one makes \_\_\_\_.
- 7 the floor above the tenth.
- 9 the floor below the fifth.
- 13 I have two children, the next one will be my \_\_\_\_.
- 14 Excuse me, what is your \_\_\_\_?
- 17 I like my coffee \_\_\_\_\_, not weak.
- 20 I have been working at DIT \_\_\_\_\_ two months.
- 21 We use this to write with.
- 22 the opposite of happy

### CLUES DOWN

- 1 Sunday is the \_\_\_\_\_ day of the week.
- 2 the past tense of feed
- 3 February is the \_\_\_\_\_ month of the year.
- 4 I will meet you \_\_\_\_ the restaurant at 2.0'clock.
- 6 We have a meeting \_\_\_\_\_ a month.
- 8 For breakfast I usually have a \_\_\_\_\_ drink and a cold drink in the evening.
- 10 the past tense of run.
- 11 June is the \_\_\_\_\_ month of the year.
- 12 the level between the first and third.
- 15 I start work \_\_\_\_ 9 o'clock.
- 16 The bank is \_\_\_\_ the corner of High Street and Main Road.
- 18 I have two sisters, \_\_\_\_\_ of them has gone to Australia to study.
- 19 What time do you \_\_\_\_ to work in the morning?

#### 4.8 'both ... and', 'either ... or', 'neither ... nor'

Read the information in section 8.17, then insert the correct choice: both ... and, either ... or, neither ... nor:

1. For breakfast they can ..... have a continental breakfast ..... a full American breakfast, but they cannot have both.
2. When you want me to come and pick you up, you can ..... send me a text ..... call me.
3. This student will fail his course, because he is ..... intelligent ..... diligent.
4. To go to Metinaro, we can ..... take a taxi ..... hire a car.
5. To board a plane, you need two documents. The staff need to see ..... your passport ..... your boarding pass.
6. While you are having a meeting, you can ..... smoke ..... eat.

Re-write these sentences as one sentence using both ... and

1. Tourism has advantages. Tourism has disadvantages.
2. \_\_\_\_\_
3. The porter was rude and the receptionist was rude.
4. \_\_\_\_\_
5. At the meeting we discussed the budget. At the meeting we discussed the management plan.  
\_\_\_\_\_



## 4.9 Text: In the restaurant

### Exercise

Insert the correct preposition into the spaces below.

#### Maria in the restaurant

My first job when I start work ..... Tuesday mornings is to check the internet ..... new email reservations. Then I go to help my friend ..... the restaurant because it is always busy there. The restaurant is open ..... breakfast ..... 6.30 ..... 9 o'clock but most guests come around 8.30.

My friend normally cooks the hot breakfast and I show the guests to their table and I also serve the coffee and tea.

When the guests finish their breakfast I clear the table and prepare it for the next guests.

..... 10 o'clock the restaurant closes and we get ready for lunch. .... lunchtime we are usually very busy so the restaurant opens again ..... 11.30 ..... 2.30. After lunch we are all usually very tired and we often sit down together ..... ten minutes and relax.

### Exercise

Answer the questions using complete sentences.

1. What time do most guests come for breakfast?

.....

2. What does Maria do at breakfast time?

.....

3. How long is the restaurant open for lunch?

.....

4. What do Maria and her friend do after lunch?

.....

5. Find a word from the passage which means:

a. get ready : .....

b. shuts : .....

c. rest : .....

d. once more : .....



# 5. TRAVEL DOCUMENTS



A credit card.

Plastic money

Good morning madam.  
Is this your passport?

Keep your travel documents safe.

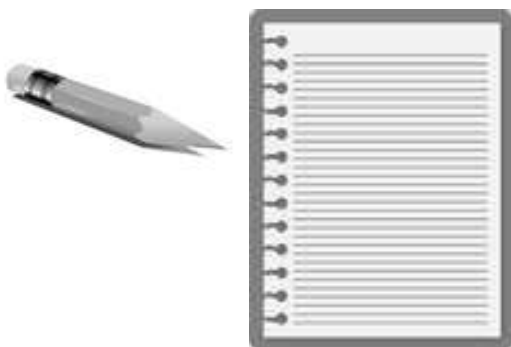
A briefcase or attaché case.



Immigration officer.  
He checks passports.



ATM



Shopping list:  
Souvenirs  
Present for Diana  
Chocolates



www.shutterstock.com - 62887687

## 5.1 Boarding pass

### Boarding pass

NAME:	SALVADOR	MRS	DIANA
DESTINATION:	SINGAPORE	FLIGHT:	SQ 312
DATE:	07 JULY		
BOARDING:	11.30 am	SEAT:	33 D

#### Exercise

Answer these questions with full sentences. (Remember: A sentence must include a verb.)

1. When do passengers receive a boarding pass?

.....

2. What is a boarding pass used for?

.....

3. Is this passenger a man or a woman? How do you know?

.....

4. Where is the passenger going?

.....

5. What is the flight number?

.....

6. What is the passenger's seat number?

.....

7. What time does the passenger have to be in the departure lounge ready to board?

.....



## 5.2 Filling in a form

### Exercise

Mario arrived in Bali on 28<sup>th</sup> January 2012, and spoke with the immigration officer. Insert the correct tense of the verb given and then complete the immigration card.

My name ..... (be) Mario Gomes and I ..... (be) here to visit some friends.

We ..... (celebrate) my 38<sup>th</sup> birthday here tomorrow.

I ..... (only, stay) for about 10 days and then I ..... (go) back home to Portugal.

I ..... (come) here once before, many, many years ago when I ..... (stay) in a cheap hotel. I ..... (look) for a better hotel this time.



### Immigration card

Please answer with a tick (✓) Please use BLOCK letters.

Date of arrival: ...../ ...../..... (dd/mm/yyyy)

Family name: .....

First name: .....

Middle name: .....

Nationality: .....

D.O.B.: ...../ ...../.....

male       female

How long will you be staying in Indonesia?

less than one week       one week to one month

more than one month

Why are you visiting Indonesia?

holiday       work

business       other

Where will you be staying while you are in Indonesia?

hotel       guest house       with friends

other

Is this your first visit to Indonesia?

yes       no

Signed: .....      Date: ...../ ...../.....

### 5.3 A departure card

It is 7<sup>th</sup> October 2012, and Ken is about to leave Timor. He is explaining to another passenger what his plans are. Complete the paragraph then fill in the departure card

I ..... (leave) Timor this afternoon on a business trip to Malaysia. I ..... (fly) first to Singapore and ..... (stay) there for one night. The next day I ..... (take) the train to Kuala Lumpur. I ..... (meet) Mr Jones in Kuala Lumpur. He ..... (have) the same last name as me but a different first name. His first name ..... (be) John whereas mine ..... (be) Ken. He ..... (be) a coffee importer and I ..... (try) to sell our Timor Coffee produce to his company. I ..... (meet) him last year and he ..... (buy) ten tons of our coffee. I ..... (stay) in Kuala Lumpur for about a week then I ..... (go) to Bangkok for two more business meetings. Overall I will be away for just over a fortnight.

DEPARTURE CARD		
Please write in BLOCK CAPITALS and tick (✓) boxes where required.		
Date of departure:	...../...../..... day/month/year	
Last name:	.....	
First name:	.....	
Occupation:	.....	
Nationality:	.....	
Is your absence?		
<input type="checkbox"/> permanent	<input type="checkbox"/> temporary	
Duration of absence?		
<input type="checkbox"/> up to 1 week;	<input type="checkbox"/> from 1 to 4 weeks;	<input type="checkbox"/> more than 4 weeks
Countries you will visit whilst away?.....		
.....		
Purpose of absence?		
<input type="checkbox"/> business	<input type="checkbox"/> holiday	
<input type="checkbox"/> education	<input type="checkbox"/> other.....	

## **Comparative and superlative adjectives**

Read the information in section 8.10 about comparative and superlative adjectives.

### **Exercise**

Complete the table by adding the Tetun translation, and the comparative and superlative adjectives.

<b>ADJECTIVE</b>	<b>TETUN</b>	<b>COMPARATIVE</b>	<b>SUPERLATIVE</b>
Important			
Bad			
Serious			
Fast			
Sharp			
Hot			
Beautiful			
Handsome			
Easy			
Difficult			
Young			
Pretty			
Strong			
Old			
Happy			
Lucky			
Deep			
Hot			
Heavy			
Serious			

**Exercise**

Use the comparative or superlative forms of the adjectives in the box to complete the story. Some adjectives can be used more than once.

late	early	good	cheap	hard
quick	busy	fast	interesting	slow

**Maria and Mario**

1. Every morning Mario gets up ..... He gets up ..... his sister Maria who is always the first one up. She gets up very ..... because she has to cook breakfast for everyone. She cooks all the breakfasts because she is the ..... cook in the house, even ..... her mother.
2. Mario catches a microlet to work because they are ..... taxis but they are also ..... taxis and so he must allow plenty of time. He started a new job last month and he doesn't want to be ..... His new job is ..... his old job but the work is much .
3. Maria leaves home at 8 o'clock. She takes a taxi because they are ..... microlets. Maria always has a lot of work to do so she is ..... every day is but Monday is the ..... day.
4. Both Maria and Mario meet for lunch at Bodega restaurant. It may not be the ..... restaurant in town but the food is certainly the .....

**Exercise**

Write three comparative sentences from the information below.

Central Hotel: \$105 per night, 50 rooms

Grand Hotel: \$ 95 per night, 80 rooms

1. -----
2. -----
3. -----

**Exercise**

Write three comparative sentences from the information below.

Restaurant A: Good service      good food      cheap      very friendly.  
Restaurant B: Slow service      delicious food      very cheap      sometimes friendly.

- 1. -----
- 2. -----
- 3. -----

**5.4 Text: Italy**

In Italy, the best months for sightseeing are April to June, and September and October. If possible, avoid travelling around Italy in August as the heat can be too much.

The climate is hotter the further south you go, but there is plenty of coastline and the shore breezes do help. The hottest months are July and August; brief afternoon thunderstorms are common inland.

If you are looking for special events, the period from May through September has a range of fiestas. Outdoor music and opera festivals are held mainly in July and August.

Store hours tend to be from 9 am to 1 pm, then 3.30 pm to 8 pm. Shops in northern Italy have shorter lunch times and earlier closing times.

Cool light clothing is best for summer, but be aware that you will need to cover legs, shoulders and arms when visiting churches or the Vatican Museums. Even in the summer, evenings can get cool and this is particularly true in the mountains, where nights can be chilly. A raincoat will come in handy both for summer thunderstorms and winter rains.

**Exercise**

Answer the following questions about Italy.

- 1. Underline three comparative adjectives.
- 2. Double underline one superlative adjective.
- 3. What time do shops usually close in the evening?  
.....
- 4. What should visitors do when they visit churches in Italy?  
.....
- 5. Which is the hottest in the summer, northern Italy or southern Italy?  
.....

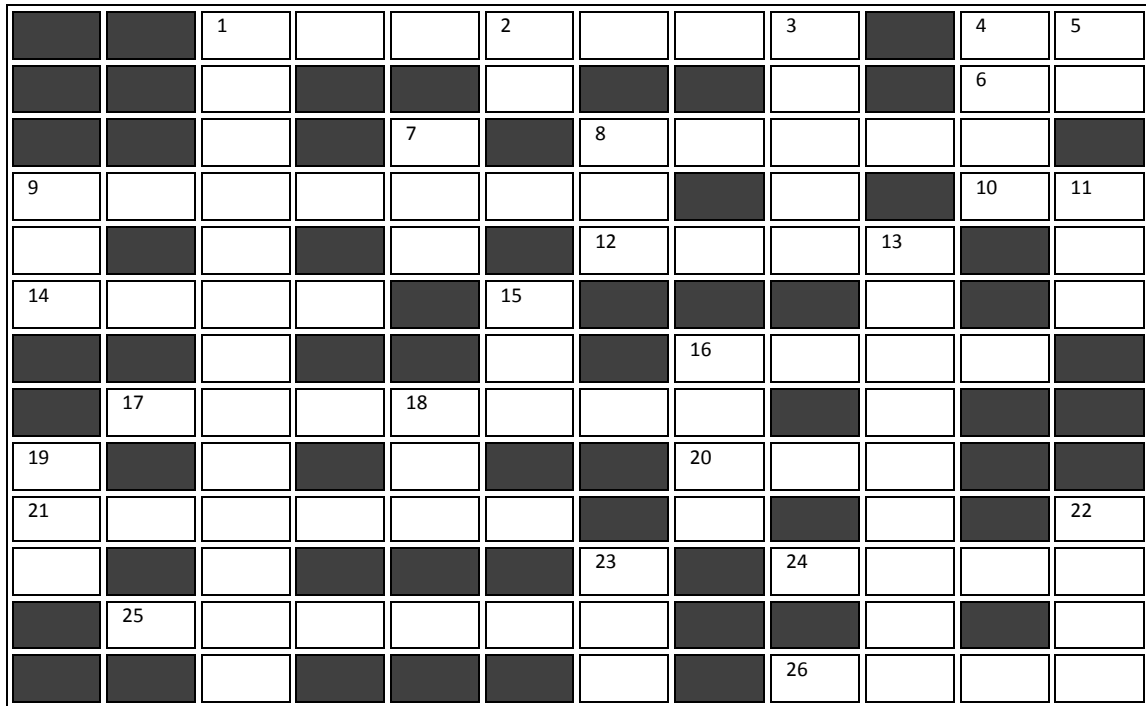
6. From the paragraph find words which mean:
- a. a gentle wind :.....
  - b. a shop :.....
  - c. cool or cold :.....

### 5.5 Exercise: 'any', 'some', 'much', 'many'

Check the information in section 8.13. Then choose either 'any' or 'some' in the sentences below.

1. You can change your money at ..... bank.
2. Can you please give me ..... information about Dili?
3. If there are ..... words you do not understand, please check your dictionary.
4. If you have ..... problems with the homework please let me know.
5. How ..... money do you have left?
6. There isn't ..... paper left in the photocopier. (there is some)
7. How ..... times have you been to Baucau.
8. How ..... students are there in your class.
9. How ..... petrol do you put into your motorcycle when you go to the garage.
10. How..... pay do you get every month?
11. We haven't had ..... sunshine today because it has been raining.
12. There isn't ..... paper left in the photocopier. (no paper)

## 5.6 Crossword: Tourism



### CLUES ACROSS

- 1 The \_\_\_\_\_ time of the plane from Darwin is 2.00pm.
- 4 Where did you \_\_\_ yesterday?
- 6 We leave \_\_\_ Monday.
- 8 The restaurant was so good I'll go there \_\_\_\_\_.
- 9 To get the best price you must make an early \_\_\_\_\_.
- 10 for example.
- 12 My friend has travelled all \_\_\_\_\_ the world.
- 14 The \_\_\_\_\_ is 2 o'clock.
- 16 How \_\_\_\_\_ did it cost?
- 17 Because it is busy you must book in \_\_\_\_\_.
- 20 After a big lunch you can take a \_\_\_\_\_.
- 21 If you are coming back you should book a \_\_\_\_\_ ticket.
- 24 Before you leave the hotel you must pay the \_\_\_\_\_.
- 25 A room or a bed for two people.
- 26 Do you \_\_\_\_\_ a good restaurant?

### CLUES DOWN

- 1 Before you go you should book some.....
- 2 the initials for information technology.
- 3 depart.
- 4 past participle of go.
- 5 The plane always leaves \_\_\_\_\_ time.
- 7 This ticket belongs to \_\_\_\_\_.
- 9 however.
- 8 I came here nearly five years \_\_\_\_\_.
- 11 the past tense of 'get'.
- 13 When you arrive check in at \_\_\_\_\_.
- 15 I \_\_\_\_\_ meet you later.
- 16 the list of food in a restaurant.
- 18 Travel by \_\_\_\_\_ is expensive.
- 19 the plural of is.
- 22 The service in the restaurant is \_\_\_\_\_.
- 23 Don't lose your hotel \_\_\_\_\_.

## 5.7 Culture: Doing business in Timor Leste

An American business friend is coming to visit Dili and needs some tips which will help him or her understand the culture of Timor Leste.

Work in a group to act out your suggestions, then write them down.

### **Greetings**

How do you greet a new business colleague? Do you shake hands? (If so, how strongly?) Do you kiss? Do you bow?

### **Introductions**

What should you call your new business colleague? e.g. Do you use first names, last names, titles?

### **Appointments**

Should you make appointments for a meeting, or just turn up? How do you make appointments? Should you be early, late or on time for an appointment?

### **Entertaining**

If colleagues go out for a meal, who invites who? Who pays? Do they go at lunchtime or in the evening?)



## 5.8 Exercise: Asking questions

Imagine you are attending a tourism conference in Bali, and you meet another participant, and start talking.

### Yourself

Make up a new identity for yourself. Fill in this form with information about who you are pretending to be. Your colleague must also fill in a form like this. Do not show your forms to each other.

Name:	Position:
Age:	Years with the company:
Nationality:	Responsibilities at work:
University where you studied:	Languages spoken:
Department in which you studied:	How you travelled to the conference:
Company where you work now:	Hobbies and interests:

### Interview

Have a conversation with your colleague. Ask questions to find out about his or her imaginary identity, and complete the form.

Name:	Position:
Age:	Years with the company:
Nationality:	Responsibilities at work:
University where you studied:	Languages spoken:
Department in which you studied:	How you travelled to the conference:
Company where you work now:	Hobbies and interests:

# 6. CHARTS AND GRAPHS

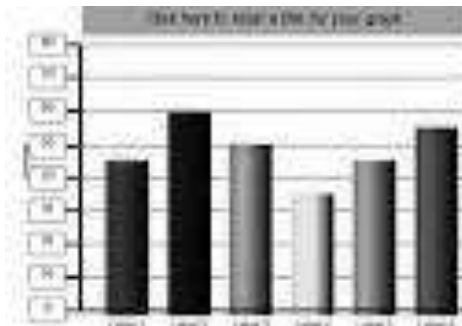
This line graph shows how the price of food is increasing.



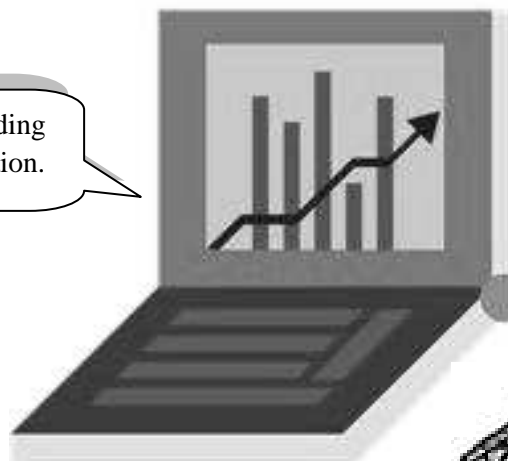
Who wants all this information?



You can see we had more customers last month than this month.



The arrow is heading in the right direction.



## 6.1 Maria's guest house

### Exercise

Insert the correct tense.

Our guest house ..... (open) in October last year. We ..... (call) it 'Visitors' Rest'. It ..... (be) very near the shopping centre and only a five minute walk from the beach. During the first month we ..... (have) fifteen guests. The following month ten businessmen from China and eight Australian tourists ..... (come) to stay. The Christmas period ..... (be) good for business. In both December and January the guest house ..... (be) full to capacity with twenty eight guests each month. Unfortunately February ..... (not, be) as good, as guest numbers ..... (drop) by ten. However March ..... (be) much better; we ..... (have) three more guests than in February. April and May ..... (be) both quiet months for visitors; in each of those months we ..... (have) half our maximum number of guests, mainly from Europe. In June we ..... (be) only a quarter full but in July there ..... (be) a conference in Dili, and so guest numbers ..... (shoot up) by fourteen to twenty one. In August we ..... (have) nine fewer guests than July and in September we ..... (be) full again with UN officials. That ..... (be) a summary of the past twelve months. Our average number of guests ..... (be) fifteen, so, overall last year ..... (be) a good year.

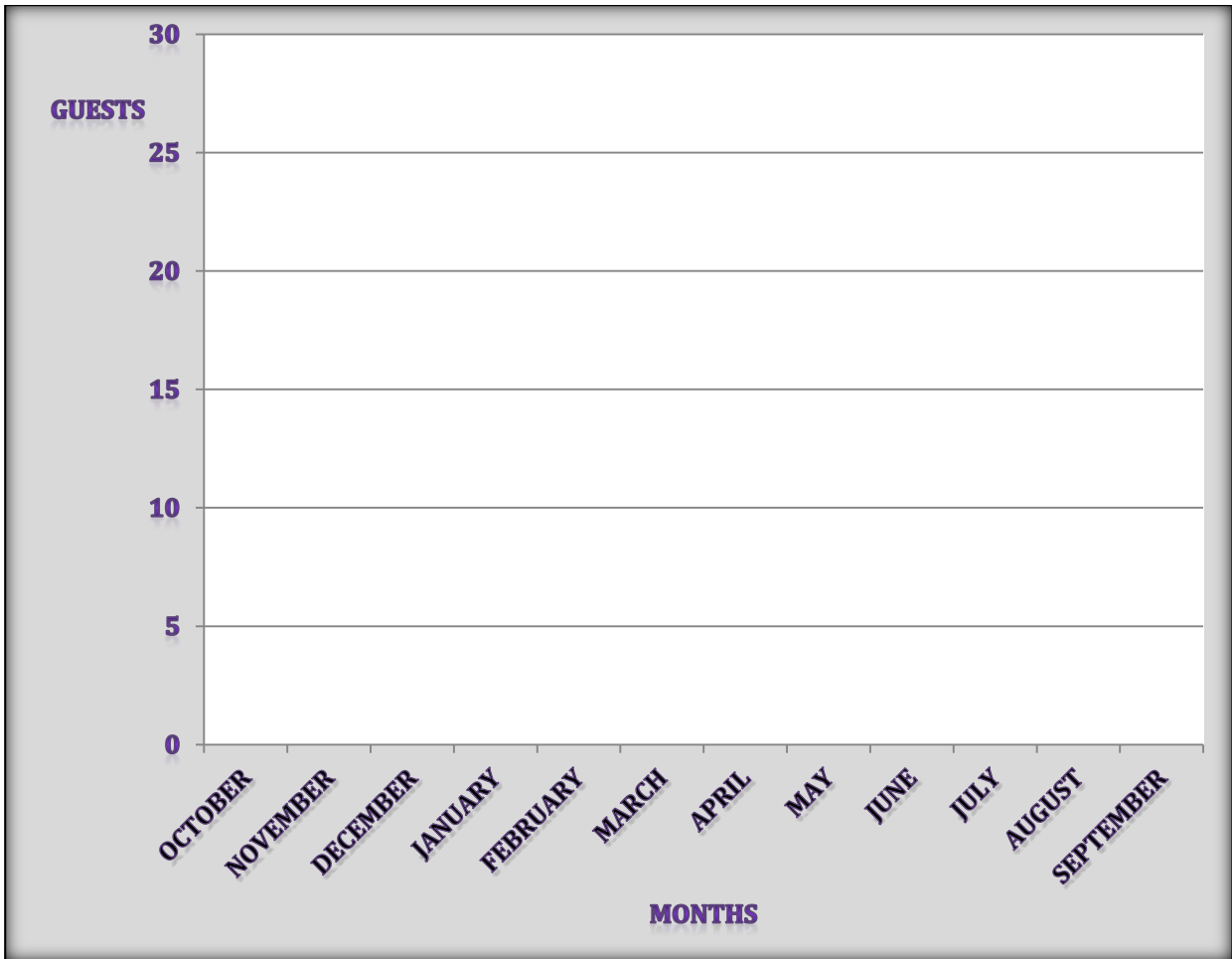
### Exercise

From the passage find a word which means approximately:

1. On the whole :.....
2. Mostly :.....
3. Close to :.....

**Exercise**

Put the information about Maria’s guest house onto the following graph.



Answer the following questions;

1. What was the best month(s) for the Guest House?

-----

2. What was the worst month(s)?

-----

3. Write five sentences comparing months using: “ better than”, “ more than”, “fewer than”.

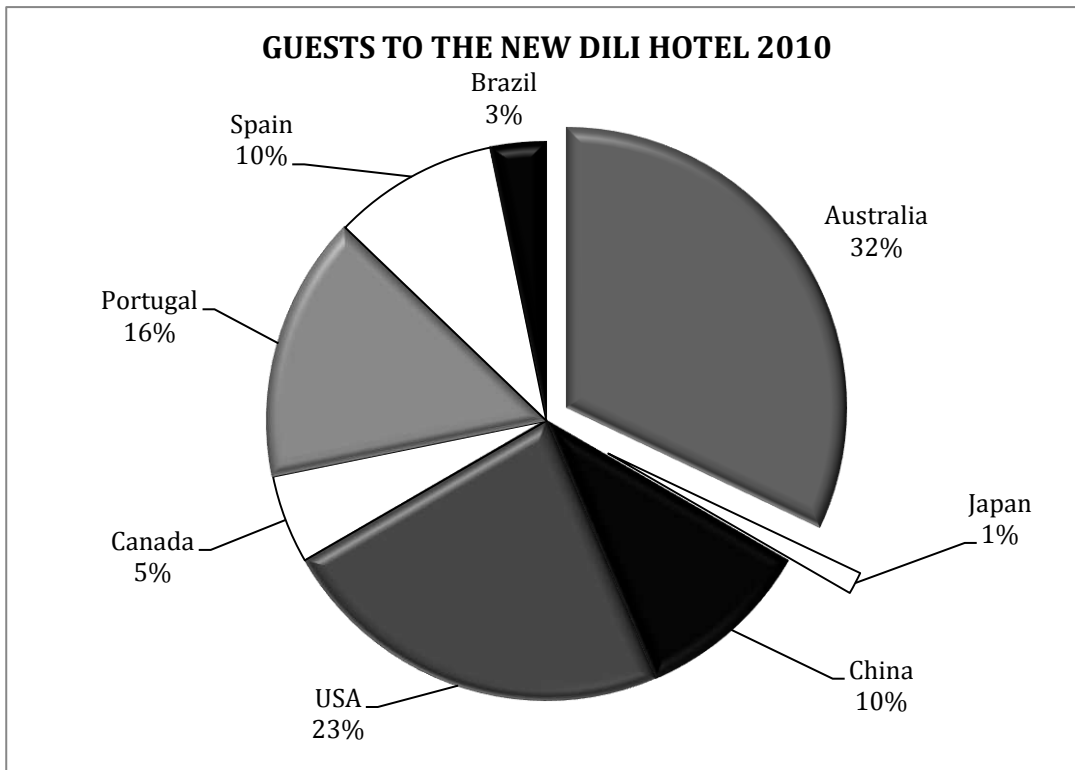
- a. -----
- b. -----
- c. -----
- d. -----
- e. -----

### 6.2 Exercise: conjunctions ‘and’, ‘or’, ‘but’

See section 8.15 about conjunctions. Then insert the correct linking word: and, or, but.

- 1. Which do you want? A pen ..... a pencil?
- 2. Our reservation system is old ..... it still runs well.
- 3. I have been to Brazil ..... I have never been to Portugal.
- 4. Would you like a standard room ..... a superior room?
- 5. Each room has a television ..... a fan, ..... no air conditioning.
- 6. Do you take milk..... sugar in your coffee? Sugar ..... no milk please.
- 7. You have two choices. You can sit inside ..... sit outside near the pool.
- 8. I have a notebook ..... I haven’t got a pen.
- 9. On my first morning at work I met the duty manager ..... the general manager. They both seem kind.
- 10. If a guest complains, you must make two reports, a verbal report ..... a written report.

### 6.3 Hotel Guests



Answer in complete sentences.

1. What type of chart is this?

.....

2. Where did most guests to the New Dili Hotel come from in 2010?

.....

3. Where did the least number of guests come from?

.....

4. Did more guests come from Japan or from China?

.....

5. What percentage of guests came from Portugal?

.....

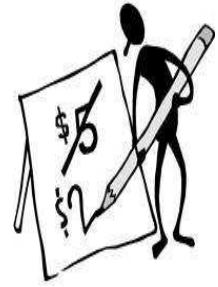


## 6.4 Prepositions for prices

It is important to use the correct preposition with price changes.

Study this example and then try the exercises.

Old price :\$100  
New price :\$105  
Increase :\$5



- The price has increased by \$5. = The price has gone up by \$5.
- There has been an increase of \$5 in the price of rice.
- The price has gone up to \$105. (new higher price)
- The price has increased from \$100 to \$105. (old price to new higher price)

### Exercise

Old price for a hotel room :\$80  
New price for a room :\$90  
The price has gone up by :\$......

Write four sentences using this information, explaining the price change and using the correct preposition.

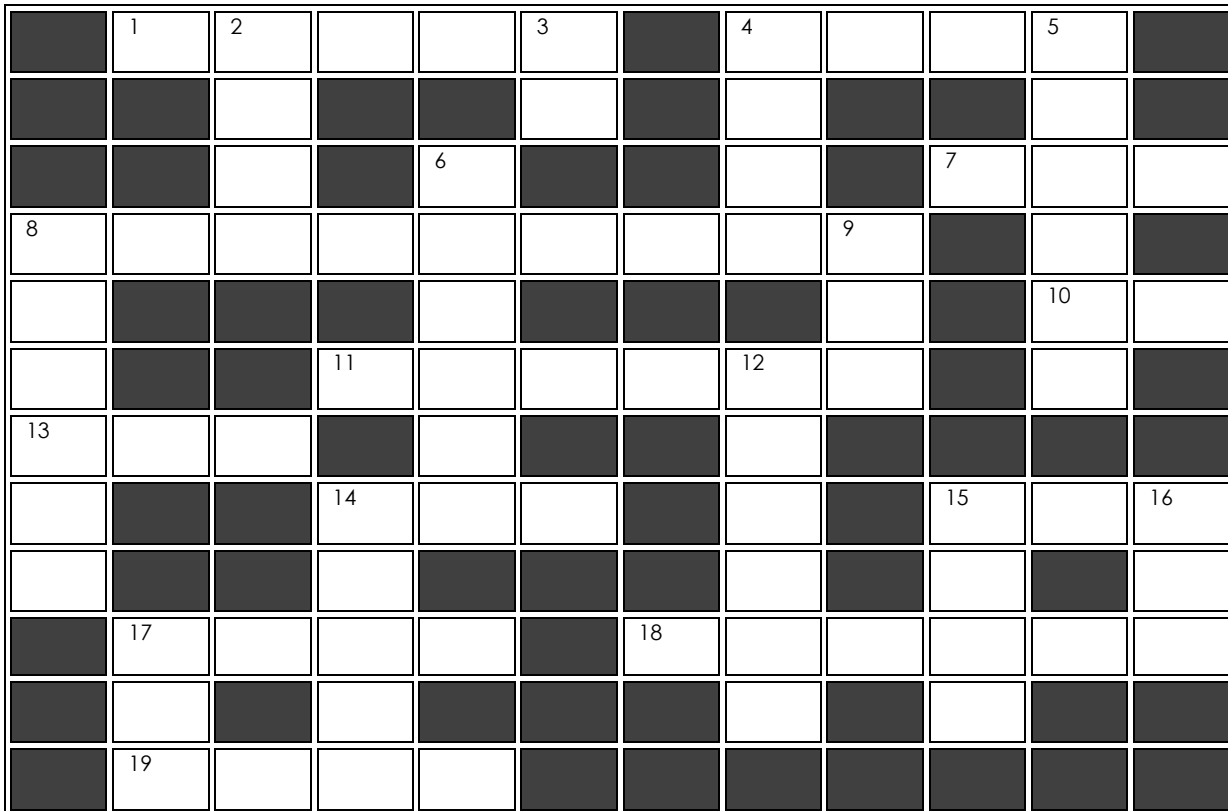
1. -----
2. -----
3. -----
4. -----

### Exercise

Complete the sentences with one of these prepositions: by, from, in, of, to.

1. Guest numbers have increased ..... 3%, from 100 per month to 103 per month.
2. There was an increase ..... 3% in the number of guests.
3. There was a 3% increase ..... the number of guests.
4. The number of guests last year increased ..... 5000 ..... 7500. That is an increase ..... 200guests.
5. The price of a room has gone up ..... \$110 a room ..... \$120 a room.  
That is an increase ..... \$10 a room.
6. The price of a room has increased ..... \$10 a room.
7. The price of a room has gone up ..... \$120 a room.

## 6.5 Crossword: Around the hotel



### CLUES ACROSS

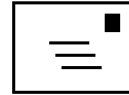
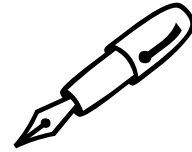
- 1 not expensive
- 4 A \_\_\_\_\_ room has two beds.
- 7 You could hire a \_\_\_\_\_.
- 8 The opposite of arrival
- 10 the infinitive form of am/is/are
- 11 a room or bed for one person
- 13 something we put our clothes into for travelling
- 14 something we lock the door with
- 15 Please stay out of the \_\_\_\_\_ or you will get burnt.
- 17 Please \_\_\_\_\_ out the form at reception.
- 18 Book your ticket at the \_\_\_\_\_ agents.
- 19 The sun rises in the \_\_\_\_\_.

### CLUES DOWN

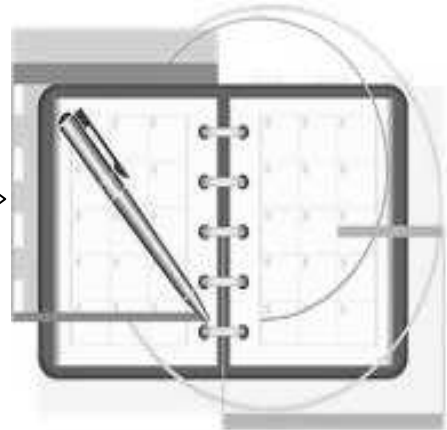
- 2 If you need any \_\_\_\_\_ ask at reception.
- 3 afternoon
- 4 The hotel can organise a \_\_\_\_\_ of the city.
- 5 We can eat at a \_\_\_\_\_ restaurant.
- 6 Arrival is the noun, what is the verb?
- 8 a room or a bed for two people
- 9 the evening before a special day. Eg. New Year's \_\_\_\_\_
- 12 A five-star hotel is sometimes called a \_\_\_\_\_ hotel.
- 14 Your baggage should not weigh more than 20 \_\_\_\_\_.
- 15 If you want to go on holiday you must \_\_\_\_\_ your money.
- 16 zero
- 17 To go into the museum you must pay a small \_\_\_\_\_.



# 7. WRITING



A good way to practice writing is to keep a diary.  
Write something every day.



When you send something the address must always be clear.

I must practice my writing everyday

This is called a signature.



## 7.1 Rules of punctuation

### Exercise

Complete these rules of punctuation by filling in the gaps with the words below:

comma (,)	full stop (.)	question mark (?)
capital letter (A)	apostrophe (')	exclamation mark (!)

1. Every sentence in English starts with a .....
2. Every sentence in English ends with a .....
3. Names of days and months start with a .....
4. A question ends with a .....
5. You use a .....at the end of a sentence to express surprise.
6. At a..... you pause briefly.
7. Names of people, countries, places and organisations start with a .....
8. Language names start with a .....
9. You cannot use a ..... in the middle of a sentence except for names.
10. If a letter is left out of a word you must use an .....

### Exercise

Rewrite these passages with correct punctuation.

1. The wet season is from about may to october with rainfall averaging 1,778 mm and a dry cool season extends from about november to february the remainder of the year is hot and humid temperatures in april the warmest month average 28.9° c and in january temperatures average 21.7°c
2. brazil is the largest country in south america.the republic has a common frontier with every country of south america except chile and ecuador.brazil is the fifth-largest country in the world. most of the people of brazil live near the atlantic ocean in the great cities of são paulo and rio de janeiro but the capital is brasília. the country was once a portuguese dependency and portuguese is the national language. brazil is famous for coffee and it hosts a well-known festival every july.

3. my name is joshua and im african im from a country called kenya and i speak swahili. i live in a small town close to the capital city, nairobi. my parents are farmers. i come from a big family – ive got five brothers and three sisters. im twenty years old but i left school a long time ago because i had to help my family on the farm. i like football and sometimes my friends and i organise a football match on sundays.

### **Exercise**

Insert the correct articles: the or a.

1. I have two fruit trees in my garden, ..... mango tree and .....tamarind tree.  
..... mango tree is much bigger than ..... tamarind tree and its fruit is more delicious. .... mango tree fruits in August and ..... tamarind bears fruit in May.

### **Exercise**

Insert a/an or the to complete the sentence.

1. My friend lives in ..... small village in Baucau Province.
2. This weekend I am going to write ..... letter to my friend.
3. Yesterday was ..... hottest day of year.
4. Where is ..... nearest restaurant?
5. Is there ..... restaurant near here?
6. Where do I go to send ..... letter? To ..... post office.
7. We are expecting guests from Japan and China. .... guests from Japan are arriving shortly, but ..... guests from China arrive tomorrow.
8. We walked to a waterfall. Near ..... waterfall we found ..... small restaurant where we had ..... meal.
9. Yesterday we climbed Mt. Ramelau. When we got to ..... top of ..... mountain there was ..... beautiful view.
10. What is ..... highest mountain in the world?
11. Dili is ..... small city with friendly people.
12. At my school, ..... children like to play sport.
13. Hong Kong is ..... busiest city in Asia.
14. My friend has just started ..... new job at ..... Ministry of Tourism.
15. East Timor is one of ..... smallest countries in South East Asia.

## 7.2 Formal and informal writing

When we write a letter or an email we must decide whether the communication is formal or informal, as this affects the language we use.

Usually informal writing is to friends or people we know very well, about non-work matters. Formal writing is to people we don't know, to business people or when writing about work issues, such as applying for a job.

### Exercise

Is this communication formal or informal? Tick (✓) the correct answer.

1. to a hotel, to ask for information.  
 informal  formal
2. to the manager of a company, to advertise your company's products.  
 informal  formal
3. to a friend, about what you did on your holidays.  
 informal  formal
4. to a very good business friend, about how your own new business is going.  
 informal  formal
5. to an important business woman, congratulating her on winning a business prize.  
 informal  formal
6. to a possible employer, applying for a job.  
 informal  formal
7. to an airline, to complain about the service.  
 informal  formal
8. to the bank manager applying to borrow money.  
 informal  formal
9. to the UN asking about a scholarship.  
 informal  formal
10. to a host family thanking them for looking after you during your year of study.  
 informal  formal

### 7.3 Writing a basic business letter

The following phrases are usually found in a standard business letter.

#### Starting the letter

Dear Sir/Madam,	Use this if you don't know who you are writing to.
Dear Ms Smith,	Use a title and surname if you know the name of the person you are writing to, and have a formal relationship with them. Common titles are 'Dr', 'Mr', 'Mrs', 'Miss' and 'Ms'. For women, use 'Ms' unless you are asked to use 'Mrs' (for married women) or 'Miss' (for single women).
Dear Frank,	Use a first name if the person is a close business contact or friend.

#### Referring to the letter or advertisement you are replying to:

- Thank you for your letter of 5 March.
- With reference to your advertisement in the Times
- In reply to your letter of 23 March,
- With reference to your phone call today,

#### Giving the reason for writing:

- I am writing to enquire about ...
- I would like to apologise for ...
- I am writing to confirm ...

#### Requesting something

- Could you possibly ...?
- I would be grateful if you could ...

#### Agreeing to requests:

- I would be delighted to present the speech at your graduation ceremony.
- I would be pleased to assist you in your research.
- I would be happy to provide the information that you require.

#### Giving bad news:

- Unfortunately the meeting has been changed.
- I am afraid that I can't come on Monday.
- I'm sorry for the late reply.

#### Enclosing documents

- I am enclosing the information you asked for.
- Please find enclosed the information you wanted.
- Enclosed you will find the information you requested.
- Attached is / are the document(s).

#### Closing

- Thank you for your help. Please contact us again if we can help in any way.
- Please feel free to contact us if there are any problems.
- Should you have any questions, please feel free to contact us.

**Referring to future contact:**

- I look forward to hearing from you soon
- I look forward to meeting you next Tuesday.

**Signing off:**

Yours faithfully,	Use this if you started the letter with Sir/Madam
Yours sincerely,	Use this if you know the name of the person you're writing to
Best wishes/Best regards,	you can use this if the person is a close business contact or friend

Then sign your name, and write it in full.

## 7.4 Writing a covering letter for a job application

When we apply for a job, we usually write a letter (called a 'covering letter') and a curriculum vitae. The letter gives information about yourself, why you are applying for the job, your qualifications and your personal qualities.

In English, letters have a very specific layout and format. Here is an example.

Your contact address

Your contact telephone number

Your email address

Date (day, month, year)

Going to (name or department)

Address

City

Dear Sir/Madam

**Paragraph one: introduction.**  
I am writing to apply for the position of ....., which was advertised recently in the ..... (newspaper) / on your website. I have attached my curriculum vitae to support my application.

**Paragraph two: qualifications.**  
Write about your qualifications, where you have studied, what you have studied and how this can be used in the job. Include any further study you are planning.

**Paragraph three: personal.**  
Write why you are the right person for the job, your work experience, your personality. Use expressions from the advertisement.

**Paragraph four: conclusion.**  
Say that you look forward to hearing from them and that you are available for an interview at their convenience.

**Sign off:**  
Yours faithfully,  
Signature  
Your full name





## 7.6 A job advertisement

This job was advertised in the Bali Times on 22 May 2012 and also on the website.

### The Pacifica Hotel

#### Customer Service Position

We are looking for an out-going person to join our customer service team at the new Pacifica Hotel opening next month.

You will be working at the front desk, checking-in and checking-out guests as well as dealing with general enquiries. It is a vital role with lots of pressure. You will need to be well-organized, well groomed and courteous. Ideally you will have some knowledge of Portuguese and/or English in addition to Tetun.

We are looking for applicants who want to make a career in the hotel industry. You will either have experience or have undertaken a course of study in tourism or business studies.

Applications close at the end of the month. Send or deliver your CV with a covering letter to:

Personnel Manager, The Pacifica Hotel  
or email your application to:  
pm@pacificat.l

#### **Exercise**

Imagine that you have finished your degree. Write a covering letter applying for this job. First use the table below to match your qualities with the job. Write some comments in the box. Second, write your letter on the next page.

POSITION REQUIREMENTS	HOW MUCH DO I MEET THESE - GIVE EXAMPLES.
Qualifications or experience	
Well organised/Handle pressure	
Well presented/outgoing	
Customer service skills	
Language skills	
Interest in career in hotel industry	



## 7.8 Exercises: Comparatives

### Exercise

Study the information about the two houses and answer the questions.

Write your answers in complete sentences.

1.

HOUSE FOR SALE

Location: Tasi Tolu

Description: 3 bedrooms, 1 bathroom, inside kitchen, tiled floors. Good condition. Built 2002. Complete documents.

Price: \$15,000



2.

HOUSE FOR SALE

Location: Matadauro

Description: 1 bedroom, 1 outside bathroom, built 1984. Complete documents.

Price: \$10,000

Write five sentences comparing the two houses.

1. -----
2. -----
3. -----
4. -----
5. -----

3.

HOUSE FOR SALE

Location: Balide

Description: 2 bedrooms, 1 bathroom, inside kitchen, tiled floor, built 2000. Complete documents.

Price: \$20,000



## **Exercise**

Write 5 superlative sentences about the three houses.

1. -----
2. -----
3. -----
4. -----
5. -----

Discuss the information about the three houses with a colleague.

## **7.9 Writing emails**

### **Some rules**

Emails are now a very important means of communication. It is therefore important that they are written correctly. Here are some guidelines for a good formal email.

Do:

- ✓ use a subject line which says briefly what the email is about. Often two or three words are enough.
- ✓ write the most important information first.
- ✓ use numbers and bullet points to make the message clearer.
- ✓ it is better to use correct simple English than to use long sentences which are confusing.
- ✓ use paragraphs to keep the email clear and easy to understand.

Do not:

- ✗ write whole words in capitals, eg HELLO
- ✗ use different fonts in the email
- ✗ use a series of exclamation marks !!!!!!!!!!!!!!!!!!!!!
- ✗ use informal abbreviations like *cos*, and *uni*,
- ✗ use acronyms like BTW, ASAP, except for organisations (e.g. UNDP, ANZ)
- ✗ use 'smileys' ☺☻. These are only appropriate in informal emails to friends.

### **Exercise**

There are at least ten errors in this email. Find them and correct them.

Subject: Email about the details of the conference in august.

HELLO marcos,

*How are you today!!!*. The weather is HOT today. It rained all night last night. How is YOUR family? My family is well.

Here is the information about the conference:

- The conference is on monday 25<sup>th</sup> august.
- It will start at 9 o'clock am.
- It will finish at 4.30 pm.

If you need any more information please contact me. My telephone number is 123 4567.

Regards

### **Exercise**

Write an email using the following sentences in the correct order.

1. I look forward to meeting you next week.
2. Our office is located close to the station. The best thing to do is catch a taxi.
3. I am writing to confirm your visit to us next month.
4. Best wishes, John.
5. When you arrive, please ask for me at reception and I will come and meet you.
6. Dear Peter,
7. If you need to contact me, my mobile number is 123 4546.

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### **Exercise**

You are going on leave for two weeks. Send an email to your colleagues to let them know.

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**Exercise**

Write an email to the Australian Embassy asking for information about studying in Australia.

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**Exercise**

Write an email to a friend about the hotel you are working in. Be careful with the tense, and try to link the clauses using appropriate conjunctions.

Here is some information about the hotel:

- Grand Hotel.
- ten minutes' drive to airport
- 60 rooms
- swimming pool, gym
- centre of city
- 5 star
- Restaurant
- cable TV, mini-bar, air conditioning

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**Exercise**

You are a restaurant reviewer. Write an email to your boss describing the following restaurant. In your writing include some conjunctions.

Here is some information about the restaurant:

- Occidental Restaurant
  - near beach
  - open Tuesday to Sunday.
  - cost \$12 to \$25
  - popular with tourists for sunsets
  - Baucau
  - French food, Indian food
  - 1.00pm to 11.30pm
  - closed Monday
  - highly recommended
- 

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**Exercise**

Write some sentences about transport in Dili as if you were writing for a travel magazine. Be sure to use conjunctions to link your sentences. Mention at least: yellow taxis, mikrolets, hire cars and motorcycles, the busy traffic.

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# 8. GRAMMAR

## 8.1 Simple present tense

### Function of simple present tense

The simple present tense is used for an action that is repeated or usual. The action can be a habit, a hobby, a daily event, a scheduled event or something that often happens. It is also used for future planned events.

Here are some examples of simple present tense:

- **Fact** (or something we believe to be true)
  - Beijing is the capital of China.
  - Exxon and Royal Dutch Shell are very big oil companies.
  - All my friends live in Bacau.
- **Opinion:**
  - A job in the oil industry has a good future.
  - I think that is a good idea.
- **Habit:**
  - My husband usually gets up at 6.00 o'clock every day.
  - We always have lunch at 12.30pm.
  - We normally go to the market on Saturdays.
- **Timetables, schedules and rosters:**
  - The plane from Darwin arrives at 9.00am.
  - Your shift begins at 8.30am.
- **Future:** for future events or programmes
  - The meeting starts at 9.00am tomorrow.
  - The bus leaves at 10 o'clock.

### Structure of present tense

The verb 'to be' is irregular:

Subject	Verb
I	am
he/she/it	is
we/you/they	are

For all other verbs, we put 's', 'es' or 'ies' on the third person singular form.

Where the verb ends in 'y' we delete the 'y' and add 'ies'

- carry = carr+ies = carries



Where the verb ends in 'o' or an 's'-like sound ('x', 'z', 'ss', 'ch', or 'sh'), we add 'es'

- go = goes
- fix = fixes
- buzz = buzzes
- miss = misses
- catch = catches
- wash = washes

There is only one irregular form

- have = has

## 8.2 Present continuous tense

### Present continuous for present time

We use the present continuous tense for an action that is happening now or around now. It is unfinished and not permanent or habitual. To show we are talking about the present time, we can use time phrases such as: now, at the moment, currently, at present, nowadays.

- I am living in Colmera at the moment.
- They are going to the meeting. (now)
- I am reading a motorcycle magazine.
- Marcos is repairing his motorcycle.
- At the moment I am teaching English.
- At present we are negotiating a new contract with the Government.

### Present continuous for future

Present continuous can also be used for an action happening in the future. In this case we may add a future word, for example: this afternoon, tomorrow, next week/month/year.

- We are going shopping tomorrow.
- My brother is going to Australia next week.
- My friend is coming back to Timor next year.

### Construction of present continuous tense

Subject	+	verb 'to be'	+	main verb	+	'ing'
I	+	am	+	walk	+	ing
He/she/it	+	is	+	walk	+	ing
We/you/they	+	are	+	walk	+	ing

### Present continuous spelling

When the verb ends in 'e', delete the 'e' and add 'ing'.

- ache = ach+ing = aching
- drive = driv+ing = driving
- wave = wav+ing = waving

For all other verbs, add 'ing'.

- stay = staying
- try = trying
- carry = carrying

### **Present continuous exceptions**

We do not usually use the following verbs in the continuous tense.

#### **Emotion and thought:**

believe	dislike	doubt
imagine	know	like
love	hate	prefer
realise	recognise	remember
suppose	understand	want
wish		

#### **Sense:**

appear	hear	see
seem	smell	sound
taste		

#### **Other:**

be	belong	concern
consist	contain	cost
depend	deserve	fit
include	involve	lack
look	matter	need
owe	own	possess

For all these verbs, we do not use present continuous. Instead we must use simple present tense.

#### **Incorrect: Present continuous**

- ✗ I am knowing your friend.
- ✗ He is not understanding the teacher.
- ✗ I am remembering your birthday.

#### **Correct: Simple present**

- ✓ I know your friend.
- ✓ He does not understand the teacher.
- ✓ I remember your birthday.

## 8.3 Simple Past Tense

### Function of simple past tense

The simple past tense is used to describe actions that happened at a past time, which have been completed at the time of speaking.

We can use a time phrase when we use the past tense, for example: yesterday, last week, two weeks ago, last night.

- Last night I watched television with my family.
- I started my new job yesterday.
- My brother bought a new motor cycle last week.
- I lived there many years ago.

### Structure of past tense

The verb 'to be' is irregular:

<b>Subject</b>	<b>Verb</b>
I/he/she/it	was
we/you/they	were

Where the verb ends in a consonant plus 'y' we delete the 'y' then add 'ied'.

- carry = carr+ied = carried
- dry = dr+ied = dried

For all other verbs, add 'ed'.

- employ = employed
- walk = walked
- start = started

Some verbs are irregular. These need to be learned. There is a list of irregular verbs in section 8.9

### Pronunciation

The pronunciation of final 'ed' depends on the last sound in the verb.

If it is 't' or 'd', then the sound is 'ed'.

started	started
decide	decided

If it is any other voiceless consonant (p, k, s, ch, sh), then the sound is 't'.

<b>Word</b>	<b>Pronunciation</b>
helped	helpt
asked	askt
missed	mist
watch	wacht
wished	wisht

If it is a vowel or any other voiced consonant (b, g, z, v, l, m, n, r, w, y) then the sound is 'd'.

Word	Pronunciation
Tie	tied
Sob	sobd
Bag	bagd
Gaze	gazd
received	receivd
Mill	mild
Form	formd
Turned	turnd
answered	answerd
Flow	flowd
Toy	toyd

## 8.4 Present Perfect

### Function of present perfect

The present perfect is used when talking about a past event which is still relevant now. The action in the past has a result now.

- Marcos has lost his mobile phone. (He lost it, and still hasn't found it.)
- ExxonMobil has discovered a new oil field in the Timor Sea. (They discovered oil, and hope it will make them rich.)

We also can use present perfect when we talk about a period of time that continues from the past until now.

- I have been here for about a year.
- I have been here since 2011. (i.e. from 2011 to now)
- I haven't seen my friend since last week.
- I have been busy this week. (From Monday until now; this week has not yet finished.)

We can use the present perfect with adverbs such as just, yet, already.

- I haven't found a job yet. (not yet = *seidauk*)
- She has just finished breakfast. (just = *foin*)
- I have already finished the report. (already = *tiha ona*)

### Structure of present perfect

Subject	+ verb 'have'	+ past participle
He/she/it	has	walked
I/we/you/they	have	walked

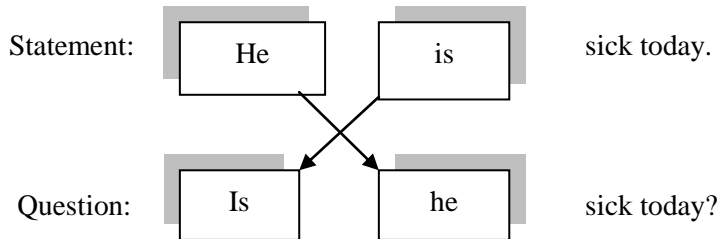
The past participle for regular verbs is the same as the simple past (verb + 'ed'), but for irregular verbs it must be memorised.

There is a list of irregular verbs and their past participles in section 8.9.

## 8.5 Forming yes-no questions

### Questions with the verb 'to be'

With the verb 'to be', we move the verb to the front. The verb must still agree with the subject.

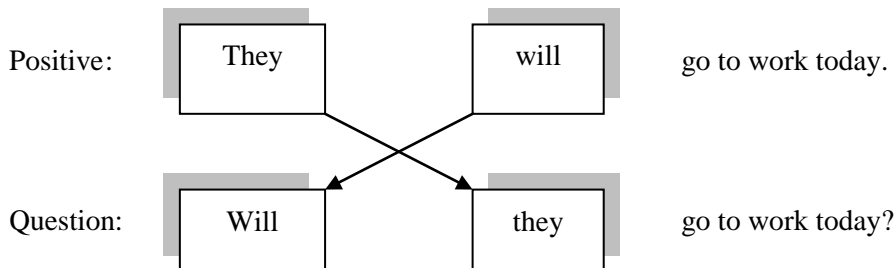


- Is she your sister?
- Are you busy?
- Was the examination difficult?
- Were the students late?

### Sentences with an auxiliary

All other questions need an auxiliary. If the statement has an auxiliary, then move the auxiliary to the front, before the subject. Auxiliaries include: 'to be' for present continuous, 'have' for present perfect, and modal auxiliaries such as can, could, may, might, shall, should, will, would.

This example shows how to form a question in the present continuous tense.



- Would you like to go to the party?
- Can you play chess?
- Are you going to work tomorrow? (present continuous)
- Is he watching television at the moment? (present continuous)
- Have you had lunch yet? (present perfect)
- Has your sister returned from Australia? (present perfect)

### Sentences without an auxiliary

If a statement does not have the verb 'to be', and does not have an auxiliary, then you need to add the auxiliary 'do'. The auxiliary verb must still agree with the subject, as usual, the main verb stays in the infinitive.

Auxiliary 'do' (agrees with subject)	Subject	Main verb (infinitive)	Rest of sentence
Does	your sister	live	in Dili?
Do	you	play	football?
Did	John	like	the movie?

## 8.6 'WH' question words

'WH' questions are 'open' questions. They are used to find information. This is how the different 'wh' words are used. As in all questions, the verb comes first, after the 'WH' word.

<u>who</u>	person	<ul style="list-style-type: none"> <li>Who is the duty manager today? John is.</li> <li>Who did you go with? I went with Martin and Jo.</li> </ul>
<u>when</u>	time	<ul style="list-style-type: none"> <li>When is your flight to Singapore? Tomorrow afternoon.</li> <li>When did you arrive in Dili? Last Thursday.</li> </ul>
<u>Whose</u>	owner	<ul style="list-style-type: none"> <li>Whose bicycle is that? It belongs to Julia.</li> <li>Whose house did you go to? We went to auntie Di's.</li> </ul>
<u>what</u>	thing/event	<ul style="list-style-type: none"> <li>What is this? It's an 'X box'.</li> <li>What did she say? She said, "No!"</li> <li>What happened? He resigned.</li> <li>What is the date today? Today is the 15<sup>th</sup>.</li> <li>What time is the meeting? It is at 8pm.</li> <li>What size are you looking for? A size 8.</li> <li>What kind of music do you like? Jazz and rock.</li> <li>What type of mobile did you buy? A Nokia.</li> </ul>
<u>what</u> + noun		<ul style="list-style-type: none"> <li>Why is the plane late? Because there was a big storm.</li> <li>Where is the meeting being held? At Hotel Timor.</li> <li>Where are you going? I'm going to the university.</li> </ul>
<u>why</u>	reason	
<u>where</u>	place	<ul style="list-style-type: none"> <li>Which is the best cafe: Cafe Aroma or City Cafe? I prefer Cafe Aroma.</li> <li>Which one do you prefer? I prefer that one.</li> </ul>
<u>which</u>	choice between alternatives	
<u>how</u>	general information	<ul style="list-style-type: none"> <li>How is your family? They're all well.</li> <li>How was the meeting? It was long and boring.</li> <li>How do you spell that please? It's spelled 'J O'.</li> <li>How do you turn this computer on? Press on that button there.</li> </ul>
	means, method	
<u>how</u> + adjective	degree	<ul style="list-style-type: none"> <li>How long did you stay in Bali? Two weeks.</li> <li>How old is your daughter? She is ten.</li> <li>How far is the airport from the city? Eight kilometres.</li> <li>How many bags do you have? Three.</li> </ul>

## 8.7 Forming 'WH' questions

With 'WH' questions the verb order is the same as in 'yes/no' questions except that there is a 'WH' word or phrase before the auxiliary.

### WH questions with the verb 'to be'

'WH'	'to be'	Subject	Rest of sentence
Where	is	he	now?
What type of bike	is	it?	
How far	is	Suai	from Dili?

### WH questions with other verbs

As in yes-no questions, you must use an auxiliary. If there is no auxiliary in a statement, then add the auxiliary 'do'.

'WH'	Auxiliary	Subject	Main verb (infinitive)	Rest of sentence
Where	are	you	going?	
When	can	you	come	to meet me?
What time	does	the meeting	start?	
Which one	did	you	buy	at the market?

## 8.8 Forming negatives

### Negatives with the verb 'to be'

When forming negative sentences we use not. With the verb 'to be', not comes after the verb.

- They are not very diligent.
- Justin is not American.

Often not is abbreviated to n't. It then either joins with the pronoun or joins with the verb to make one word.

Long form	Abbreviation	Example
I am not	= I'm not	I'm not ready yet.
He/she/it is not	= He/... isn't	The drill isn't here.
We/you/they are not	= We/... aren't	We aren't late.
He/she/it was not	= He/... wasn't	He wasn't a good worker.
We/you/they were not	= We/... weren't	They weren't worried.

### Negatives with other verbs

With all other verbs, the negative (not or n't) follows an auxiliary verb. If there is no auxiliary verb, then add 'do'.

Often not is abbreviated to n't. It then joins with the auxiliary to make one word.

<b>Long form</b>	<b>Abbreviation</b>	<b>Example</b>
do not	= don't	We <u>don't</u> have enough time to finish the job today.
does not	= doesn't	He <u>doesn't</u> know.
did not	= didn't	We <u>didn't</u> have any problems on the night shift.
have not	= haven't	They <u>haven't</u> discovered oil yet.
has not	= hasn't	He <u>hasn't</u> finished his breakfast yet.
had not	= hadn't	He <u>hadn't</u> seen anyone.
can not	= can't	They <u>can't</u> come tomorrow.
could not	= couldn't	I <u>couldn't</u> attend the class yesterday as I was sick.
have not	= haven't	We <u>haven't</u> seen John since yesterday. Is he away?
had not	= had not	We <u>hadn't</u> been to Bali before. It was all new for us.
must not	= mustn't	You <u>mustn't</u> smoke in here.
should not	= shouldn't	You <u>shouldn't</u> kick the dog.
will not	= won't	I <u>won't</u> get home until late.
would not	= wouldn't	He's stingy: he <u>wouldn't</u> help you even if he could.

6



## 8.9 List of irregular verbs

PRESENT	TETUN	PAST (SIMPLE)	PAST PARTICIPLE
am/ is / are	-	was/were	been
become	sai	became	become
begin	hahuu, komesa	began	begun
bite	tata	bit	bitten
break	tohar	broke	broken
bring	lori mai	brought	brought
build	harii	built	built
buy	sosa	bought	bought
catch	simu	caught	caught
choose	hili	chose	chosen
come	mai	came	come
cost	folin	cost	cost
cut	koa, tesi	cut	cut
do	halo	did	done
draw	halo dezenyu	drew	drawn
drink	hemu	drank	drunk
drive	lori (kareta)	drove	driven
eat	haan	ate	eaten
fall	monu	fell	fallen
fight	istori malu, baku malu	fought	fought
find	hetan (buat nebee ita buka)	found	found
fly	semo	flew	flown
forget	haluha	forgot	forgotten
get	hetan, simu	got	got/gotten
give	foo	gave	given
go	baa	went	(i) gone (ii) been
grow	aumenta ba dadaun	grew	grown
hang	tara, tabele	hung	hung
have	iha ( <i>mempunyai</i> )	had	had
hear	rona	heard	heard
hide	subar	hid	hidden
hit	baku	hit	hit
hold	kaer	held	held
hurt	estraga, halo aat; moras	hurt	hurt
keep	rai; hakiak (animal); halo tuir (lei)	kept	kept
know	hatene, konyese	knew	known
leave	husik; aranka	left	left
lend	foo empresta	lent	lent
let	husik (ema halo buat ruma)	let	let
lie	toba; bosok	lay	lain
lose	lakon	lost	lost
make	halo, kria	made	made
mean	signifika	meant	meant

<b>PRESENT</b>	<b>TETUN</b>	<b>PAST (SIMPLE)</b>	<b>PAST PARTICIPLE</b>
meet	hasoru	met	met
pay	selu	paid	paid
put	tau, rai	put	put
read	lee	read (red)	read (red)
ride	sae (kuda, motor, bisikleta)	rode	ridden
ring	dere; (sinu, telefone) lian	rang	rung
rise	sae	rose	risen
run	halai	ran	ran
say	hatete	said	said
see	haree	saw	seen
seek	buka	sought	sought
sell	faan	sold	sold
send	haruka (ba fatin ruma)	sent	sent
shine	nabilan, naroman	shone	shone
shoot	tiru	shot	shot
shut	taka	shut	shut
sing	hananu, kanta	sang	sun
sit	tuur	sat	sat
sleep	dukur	slept	slept
speak	koalia	spoke	spoken
spend	gasta	spent	spent
stand	hamriik	stood	stood
steal	naok	stole	stolen
swim	nani	swam	swum
take	lori, lori ba	took	taken
teach	hanorin	taught	taught
tell	hatete	told	told
think	hanoin	thought	thought
throw	soe, tuda	threw	thrown
understand	kompriende	understood	understood
wake	hadeer; fanu	woke	woken
wear	hatais	wore	worn
win	manaan	won	won
write	hakerek	wrote	written

## 8.10 Comparisons

When we compare two (or more) people or things we use a 'comparative' adjective plus 'than'.

- John is taller than Bill.

When we want to say that someone is taller or smarter than everyone else we use 'the' plus a 'superlative' adjective.

- I am the tallest. = I am taller than everyone else.

### Comparative adjectives

With adjectives of one syllable: we add 'er'.

- large > larger (than)
- small > smaller (than)

With two-syllable adjectives ending in 'y'; we delete the 'y' and add 'ier'.

- easy > easier (than)
- busy > busier (than)

With other adjectives with two or more syllables we use 'more' followed by the adjective.

- expensive > more expensive (than)
- difficult > more difficult (than)

### Superlative adjectives

With adjectives with one syllable we use 'the' and add 'est'.

- large > the largest;
- small > the smallest

With two-syllable adjectives ending in 'y'; we delete the 'y' and add 'iest'.

- easy > the easiest
- busy > the busiest

With other adjectives with two or more syllables we use 'the most' followed by the adjective.

- expensive > the most expensive
- difficult > the most difficult

### Spelling

When an adjective ends in a vowel + a consonant, we double the consonant.

- big > bigger (than) or the biggest
- thin > thinner (than) or the thinnest

## **Irregular forms**

There are some adjectives that do not follow these rules. You need to memorise them.

	<b>COMPARATIVE</b>	<b>SUPERLATIVE</b>
good	better (than)	the best
bad	worse (than)	the worst
little	less (than)	the least
much	more (than)	the most
many	more (than)	the most
far	further (than)	the furthest

## **8.11 Uncountable nouns, ‘many’, ‘much’ and ‘a lot of’**

### **Countable and uncountable nouns**

Nouns can be countable or uncountable.

Countable nouns can be counted: e.g. one spanner, two spanners; one nail, four nails.

An uncountable noun cannot be counted. For instance, we cannot count water, oil or rice. We cannot give a number to an uncountable noun but we can give a quantity. e.g. three litres of oil; a bottle of water; five kilograms of rice.

Uncountable nouns take a singular verb.

- Accommodation is expensive in Singapore.
- There is no water left in the bottle.

### **‘Much’ / ‘many’ / ‘a lot of’**

Much is used with uncountable nouns such as rice, water, and petrol.

- How much rice would you like?
- Australians don’t eat much rice.

Many is used with countable nouns such as pencils, chairs or knives.

- How many folders are there in that box?
- There are many students in this class.

A lot of and lots of can be used with both countable and uncountable nouns. There is no difference between the two.

- I have a lot of friends. = I have lots of friends.
- We have a lot of work to do to finish this project on time. = We have lots of work to do to finish this project on time.

## 8.12 Definite and indefinite articles

### Overview

English has two articles: ‘the’ and ‘a/an’. We use the before a noun when it is clear which person or thing we mean. That’s why the is called a ‘definite article’.

We use a when we are not referring to a specific item. That’s why a is called an ‘indefinite article’.

- My father is a doctor. (There are many doctors and he is one.)
- The doctor from the clinic came to attend to my son last night. (This is one specific doctor.)

So, when we first introduce something, we use a and when we talk about it again, we use the.



- We had a meal at a restaurant near the beach. The restaurant was very busy and the meal was very good.

### **Using ‘a’ or ‘an’**

Whether to use a or an depends on the sound that the next word begins with.

We use a if the next word begins with a consonant sound: a hospital, a boy, a bicycle, a tree, a dog, a big cat. Note that some words are written with an initial vowel, but sound like they have an initial ‘y’. We use a with these words too: a user, a utensil, a utility room, a university, a union.

We use an if the next word begins with a vowel sound: an orange, an apple, an egg, an oven, an organic garden, an onion. Note that some words are written with an initial silent ‘h’ but sound like they start with a vowel. We use an with these words too: an hour, an honest person.

### **Rules for using ‘the’**

We use the when it is clear which person or thing we mean. So we use it for:

- People or things which are unique, and everybody knows about: the queen of England, the Prime Minister, the sun.
- People or things which we have already started talking about: I bought a book and a newspaper yesterday. The book was expensive, but the newspaper was cheap.

However, in English we do not use any article before most place names:

- continents: Asia, Europe, Africa.
- most countries/territories or states: Italy, Mexico, Brazil, Portugal. However there are a few country names which include the: the Netherlands, the Philippines, the United States, the United Kingdom.
- cities or towns: Manila, Miami, Dili.
- streets: Comoro Road, Banana Road
- most mountains: Mount Everest, Mount Fuji. The names of ranges (long lines of mountains) do take the: the Andes, the Rockies.
- islands: Atauro Island, Christmas Island

Do use 'the' before:

- names of rivers, oceans, seas: the Nile, the Amazon River, the Pacific, the Timor Sea.
- points on the globe: the equator, the North Pole, the tropics.
- geographical areas: the Middle East, the Far East.
- acronyms: UNESCO, DIT, ASEAN.

Here are some other common types of nouns which don't take an article:

- languages and nationalities: Chinese, English, Spanish. (You do use 'the' if you are referring to the people: of the nation: 'The Spanish are known for their warm hospitality.') )
- sports: football, volleyball, basketball.
- diseases: malaria, dengue fever, AIDS, cancer. Exceptions are: the flu, a cold.
- meals: breakfast, lunch, dinner

### 8.13 'Some' and 'any'

In general we use some in positive sentences and any in negative sentences and questions.

Some is used in positive sentences:

- I wrote to ask for some information about the job.
- We need some paper for the printer.
- Some guests were looking for you this morning.

Any is generally used in negative sentences:

- We didn't have any cleaners, so the rooms weren't cleaned.
- There isn't any food in the refrigerator.

Any is used for most questions:

- Do you have any spare pens?
- Do you have any information about your hotel?
- Have you applied for any jobs recently?

But some is used for making offers or asking for things, even if you use a question:

- Would you like some tea?
- Would you like some ice-cream with your pudding?
- Could you give me some assistance?
- Can I have some time off work tomorrow?

## 8.14 Compounds with 'some' and 'any'

Someone and somebody mean 'some person'. Anyone and anybody mean exactly the same, but are used in negative statements and most questions. Something and anything mean 'some thing'.

Somewhere and anywhere mean 'some place'.

All these words are used in the same way as some and any. (See the previous section for details.)

Some is used in positive sentences:

- Someone/somebody is here to see you.
- I'm hungry, I want something to eat.
- Inês is going somewhere, but she won't tell us where. It is a secret.

Any is used in negative sentences:

- John didn't like the party, because he didn't know anyone/anybody there.
- I'm not hungry, I don't want anything to eat.
- I'm not going anywhere tonight, because I'm too tired.

Any is used in most questions:

- Does anybody/anyone mind if I turn on the fan?
- Is anything wrong?
- In Dili, is it safe to go anywhere at night?

But some is used for making offers or asking for things, even if you use a question form:

- Can someone/somebody please help me?
- Would you like something to eat?
- Please put this money somewhere safe, so that thieves can't find it.

## 8.15 Prepositions with time

Here are some prepositions used for time.

on is used with the day of the week:

- days of the week: e.g. on Monday, on Saturday
- the day of the week followed by morning, afternoon, evening, or night: e.g. on Monday morning, on Saturday evening.
  - The shop is open on Saturdays but not on Sundays.
  - The next meeting is on Tuesday afternoon.

in is used with:

- months: e.g. in January, in April.
- parts of the day: in the morning, in the afternoon, in the evening (but at night)
  - The hotel is always busy in April.
  - Most people check out in the afternoon.

at is used with:

- time: e.g. at 9 o'clock, at 5.30.
- ... time: e.g. at lunch time, at closing time
- at midday, at night, at midnight, at Christmas.
- at/on the weekend
  
- The shop opens at 9 o'clock but it closes again at lunch time.
- I go jogging in the morning before work, and watch television at night.

from ... to .....: This introduces the beginning and end of a period.

- The shop is open from 8.30am to 5pm.
- We work from Monday to Friday, but not on Saturday and Sunday.

Until or informally til (*too*): This introduces the end of a period.

- On Sunday we are open until 12 o'clock.

since (*desde*): This introduces the beginning of a period of time, for something that stays true until now.

- We have been busy since Tuesday. (i.e. from Tuesday until now)
- The hotel has been open since last year. (i.e. from last year until now)

For (*durante*) indicates a period of time.

- The conference goes for two days.
- We work for eight hours per day.

## 8.16 Conjunctions: 'and', 'or', 'but'

When we write we can join clauses with conjunctions to form complex sentences. Here are some important conjunctions and how they are used.

'And' (Tetun 'no', 'i', 'ho') links phrases or clauses which are both true.

- Yesterday it was hot and sunny.
- My name is Ken and I come from New Zealand.
- My friend can speak Indonesian and Portuguese.

'Or' (Tetun 'ka') can be used to show choice.

- Would you like coffee or tea?
- Is this sugar or salt?
- Did she say 'fifteen' or 'fifty'?

'But' (Tetun 'maibee') is used to link words that have contrasting meanings.

- Your computer is very old but it is still useful.
- My brother speaks Tetun and English but he doesn't speak Portuguese.



## 8.17 ‘Both ... and’, ‘either ... or’, ‘neither ... nor’

Both ... and ... can be used together to emphasise that two things are true.

- At the market I saw both my brother and my sister.
- My new office is both comfortable and big.
- My new job as a customer services officer is both interesting and well paid.

Either ... or ... emphasises that there is a choice between two alternatives.

- We can either go to the beach or to the market. We can't go to both.
- I have left my keys either in the office or at the restaurant; I don't know which.
- You can either apply for a job now or continue your studies. You can't do both.

Neither ... nor ... emphasises that two things are both not true.

- Some people can neither use a computer nor use a mobile phone.
- When my brother went to Australia he neither phoned nor wrote.
- I have got neither the time nor the money to go on holidays.

## 8.18 Conjunctions: ‘because’, ‘so’, ‘therefore’; ‘although’/ ‘even though’

Here are some conjunctions to link a reason and a result.

‘because’ (‘*tanba*’)

- I took a taxi to the office because it was too far to walk.
- We didn't play football because it was raining.

‘so’ (‘*nunee, entaun, nee duni*’)

- It was too far to walk so I took a taxi.
- It was raining, so we didn't play football. We played cards instead.

‘therefore’ (‘*tanba nee*’)

- He hasn't attended any classes. Therefore he can't sit the examination.
- The score at the end of the game was a draw. Therefore these two teams will have to play again.

The following conjunctions all mean ‘*maski*’: though, although, even though.

- My sister applied for the job though she didn't really have the right qualifications.
- He telephones his family every weekend although it is very expensive.
- Even though the teacher explained everything, some of the students still didn't understand.
- I agreed to work night shift even though I was very tired.

## 8.19 Conjunctions of time

Some common time conjunctions are:

before ('*molok*', '*antes*')

- Turn off the power before you repair the machine.
- Before you eat, you should wash your hands.

after ('*liu tiha*')

- After you turn off the power, it is safe to repair the machine.
- I usually brush my teeth after breakfast and always before going to bed.

since ('*dezde*', ho mos '*tanba*')

- It is a long time since I saw you.
- Ever since he finished his degree, he has received a lot of job offers.

when ('*bainhira*')

- It was raining when I left work last night.
- When I lived in Brazil, I visited the Amazon.

while ('*bainhira*, *durante*')

- My friend listens to music while he works on his computer.
- While you are at university, you should study hard.