

A Complete Introductory Course



Tourism English



- Watch The Video Clips
- Complete the Exercises
- Practice Speaking the Videos



EnglishCentral

***English Central** makes improving one's English fun and effective by turning popular web videos into powerful language learning experiences. EnglishCentral users not only watch videos, they speak them and receive instant, personalized pronunciation feedback via our cloud-based system.*

***Students** WATCH authentic videos then SPEAK the videos. They are motivated through authentic content and a point based system. Students LEARN by taking video quizzes of the vocabulary of each video. We also have a cutting edge phonetic speech recognition system which will give students valuable feedback about their speech.*

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**IT'S THE BEST SITE PERIOD FOR
ENGLISH LANGUAGE LEARNERS.**

- LARRY FERLAZZO, USA



Using This Book

This book is meant to compliment the low level video content of EnglishCentral. The book can be used in class and students can then “speak” the videos and do the quizzes on EnglishCentral. It is built in recycling of the curriculum.

In class, 3 steps are recommended.

Watch

Ask a few pre-viewing questions to students. Then WATCH the video together. Repeat as necessary. Students can follow with the script if needed. The script can also be used as a listening cloze.

Speak

Model the dialogue with students, using a high level student. In pairs/groups, students make their own dialogue – personalizing it and completing it with their own information. Students can then present the dialogue for the class

Learn

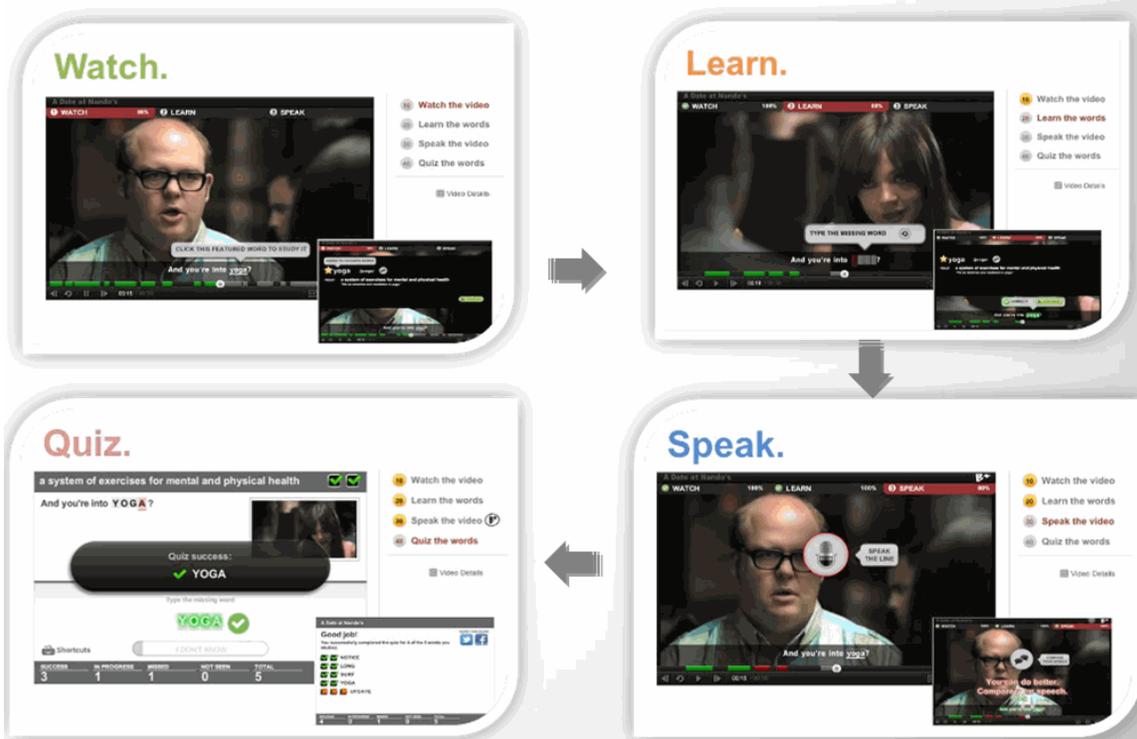
Students complete a simple “fill in the blanks” activity to consolidate their learning of the vocabulary and language forms.

That’s it! Students can then in a language lab or at home, use EnglishCentral and “SPEAK” the videos + do the video quizzes for each video. Teachers can track their progress.

We hope you enjoy using EnglishCentral in this “blended” fashion.

<http://www.englishcentral.com/academic>

Our Approach: Watch | Learn | Speak | Quiz



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Unit 1 Arrivals and Introductions



Before You Watch

1. What ways can you say hello? Say good-bye?
2. How can you “make a good impression” so others will like you? Give some tips.
3. When do you shake hands with clients? How do you shake hands?
4. What topics can you discuss when “making small talk”

follow
important
arrive interesting
introduced discuss
assist
meet

Task:

You are meeting guests who just arrived in the hotel lobby. Act out a conversation, introducing yourself and the guests to your manager. Tell the guests what to do. Perform for the class.

Greetings At The Airport

Watch



Speak

Are you _____?

Yes, you must be _____ . It's nice to finally meet you in person.

Thank you for picking me up.

You're welcome. We're happy to have you here.

I'll take you to _____ first to check in.

And then we can meet to discuss your account.

Sounds _____.

Learn

Featured Words			Learn Words 
DISCUSS	TAKE	MEET	THEN
YES	FINAL	SOUND	GREAT
ACCOUNT	HAPPY	NICE	
HERE	HOTEL	FIRST	

Finish the sentences:

1. The _____ was too expensive.
2. Can we _____ this tomorrow? I'm tired.
3. Your plans _____ great!
4. I'll take you to your room _____, so you can relax.
5. It's nice to _____ you.
6. He can _____ you to your hotel after the meeting.
7. We're _____ to have you here.
8. I'm happy to _____ly meet you.
9. Let's relax and _____ we can talk business.
10. Do you have an _____ with this bank?

Meet My Friend

Watch



Speak

Hi Lauren. Have you met my friend _____?

No, I haven't. Nice to meet you _____.

You too Lauren!

_____ is in my _____ class and I work with Lauren at the _____.

That sounds _____!

Yeah, I like it there. I work in the _____.

I work with kids too. I tutor them with _____.

Cool. That sounds really interesting.

See. I knew you _____ would like each other.

Learn

Featured Words			Learn Words 
SOUND	FUN	YES	MATHEMATICS
REALLY	KID	KNOW	WORK
NICE	TUTOR	FRIEND	DAYCARE
INTEREST	LIKE	GUY	MEET
CLASS	PHYSICS	COOL	

Complete the sentences:

1. Have you met my _____ David?
2. David is in my French _____.
3. It was nice to _____ you.
4. Do you _____ my friend John?
5. _____. I knew you guys would like each other.
6. I _____ for a school and teach physics.
7. Dancing _____s really fun!
8. The physics class was very _____ing.
9. My child goes to _____ in the morning.
10. My teacher is an interesting _____.



Nice To Meet You

Watch



Speak

Hello, Mr. Tanaka. Welcome to Silicon Valley Software. I'm Jack, VP of Sales.
Very nice to _____ you.

I'm Takashi Tanaka, General Manager of Tokyo Technology. It's nice to meet you as well. Please _____ me Taka.

I'm Victoria, VP of Marketing. It's great to finally meet you face to face.
After speaking so _____ on the phone, it's nice to "put a face with the voice".

Thank you for coming all the way from Japan to visit our company.
We've been looking forward to meeting you today. How was the _____?

It was long... but very good. I just arrived at San Francisco airport 3 hours ago.

Wow... you must be tired from the long flight. Is the jet _____ bothering you?

I'm fine. I was able to get some sleep on the airplane.

Would you like something to _____? We have coffee, tea, soda and water here.

Oh, thank you. I could use some coffee. The caffeine will help me stay awake during the meeting.

Of course. My _____ will bring it for you right away.

Learn

Featured Words			Learn Words 
CAFFEINE	SPEAK	HERE	HELP
ASSIST	PUT	ABLE	GOOD
FINE	GREAT	JUST	FACE
BOTHER	AIRPORT	MEET	COFFEE
HOUR	FINAL	AIRPLANE	COMPANY
CALL	AFTER	COME	DRINK
SALE	ARRIVE	STAY	MARKET
BRING	AWAKE	FLIGHT	AGO

Complete the sentences:

1. Can I _____ with Tanaka, please?
2. I am happy to _____ you with any problems you may have.
3. Would you like something to _____?
4. Don't _____ me. I am studying for the test tomorrow.
5. I'm _____ to fix the machine.
6. We need to stay _____ while we drive at night.
7. When does the flight _____ at the airport?
8. _____s has increased significantly this year.
9. I need some _____ to stay awake.
10. I will _____ you some cookies and juice.



Social Etiquette: Dos and Don'ts

Watch



Speak

So you've come to a place and you need to introduce yourself.

What are some tips? Well, let's talk about them more.

I am Hazely Lopez from Hazely Academy of Refinement and Modeling and I'm here to talk to you about how to introduce _____.

When you enter a room, the most important thing is to be confident and secure about yourself. Always make _____ contact. That says a lot about you. Also, when you introduce your name, you have to say your first and last name.

Ask for the other party's names and follow that by _____ it.

"It's nice to meet you, Mary." It's really important to always look for conversations.

You may wanna tell them how you have some things in common to them or how do you know the host of the _____.

These are some ideas that you may think about.

If you have a nickname, you may also tell them that when you're actually introducing yourself to _____.

Another thing to do is to always try to look for things about your background that you may wanna show that person.

That can _____ to other conversations and to really have a good time and be confident and happy with yourself and with the other person.

I am Hazely Lopez from Hazely Academy of Refinement and Modeling and it's a pleasure to meet you.

Learn

Featured Words			Learn Words 
COME	BACKGROUND	LAST	OPEN
KNOW	MORE	CONFIDENT	GOOD
CONVERSE	IDEA	NICE	HOST
NAME	COMMON	ANOTHER	PARTY
ENTER	IMPORTANT	REPEAT	PERSON
HERE	HAPPY	FOLLOW	INTRODUCE
ALWAYS	NEED	ACTUAL	MAKE
ASK	NICKNAME	MEET	

Complete the sentences:

1. When you _____ a room at the office, you should knock on the door first.
2. When you _____ yourself, say your first and last name.
3. The most important thing is to be _____ and secure about yourself.
4. When you greet a person with s handshake, _____ an eye contact.
5. You may wanna tell them how you have some things in _____ to them.
6. _____ thing you wanna do is a handshake when you meet people.
7. _____ me please, I will show you the way.
8. To _____ this information, press nine.
9. Tell me about your educational _____.
10. The _____ poured some good wine.

Smiling Is Important

Watch



Speak

All right, now we are going to talk about introductions, meeting new people.

One of the first things that you want to make sure _____s in an introduction, and we're going to talk about several things that are real important to introductions, but one of the most important, we've been talking about it, is smiling.

When you are introduced to people or even when you introduce people, you want to make _____ and smile. You know, you might be nervous. You might be a little uncomfortable, but again smile because what this shows is that you are open, that you are positive, that you are approachable, that you are _____. It shows off lots and lots of positive qualities about you that will make the person that's meeting you feel good about you, and feel comfortable with you rather than if you didn't _____ at all.

If you don't smile when you're meeting new _____, that gives very negative information, so make sure when you are meeting people for the first time, that you smile.

Learn

Featured Words			Learn Words 
OPEN	PERSON	INFORM	COMFORT
MAKE	NERVOUS	REAL	QUALITY
NEW	MEET	GIVE	LITTLE
SMILE	APPROACH	TALK	PEOPLE
NEGATIVE	INTRODUCE	SHOW	SURE
SINCERE	FEEL	SEVERAL	
NOW	IMPORTANT	HAPPEN	
AGAIN	GOOD	EVEN	

Complete the sentences:

1. I get _____ when I make a speech in public.
2. These running shoes are designed for _____ and performance.
3. This bag is a high _____ one.
4. Make _____ you smile when you meet new people.
5. Please accept my _____ thanks.
6. She is very _____ able even though she is a big star.
7. Seek the positive rather than the _____.
8. He wrote _____ books about travelling around the world.
9. Please _____ us of any changes of address.
10. It's very _____ to know about the rules.



Unit 2 Travel Troubles

Before You Watch

1. What problems do people have when they travel. List some.
2. Are you afraid to fly? What can people do if they are afraid?
3. Have you ever missed a flight or had a flight delayed? What happened?
4. What do people like to eat and drink when they fly?

takeoff land flight
destination schedule
time zone
suitcase seatbelt
carry-on

Task: You are a flight attendant. A passenger is angry. Try to solve the problem and make the passenger happy. Perform for the class.

Jet Lag!

Watch



Speak

Jet lag.

Well, it's time to wake up and learn a little bit about jet lag.

Over 90% of people who travel through three time _____ experience symptoms of jet lag which include insomnia, fatigue, constipation, poor concentration, irritability and depression. There is no treatment and recovery may take up to two weeks.

But here are some _____ for minimizing its effect.

If flying from east to west, exercise in the sunlight in the late afternoon.

If flying from west to east, exercise in the sun in the mid - morning.

Talk to a _____ about using a mild sleeping aid such as Ambien or Sonata if you are taking a red-eye flight from west to east. Over-the-counter antihistamine such as Benadryl have also been used with some success. My personal favorite is melatonin, which is a _____ly occurring hormone that's been linked to the control of the human circadian rhythm. Dosage varies from 2 to 5 milligrams taken about 30 minutes before normal bedtime on the day of travel; and then 1/2 a milligram each day for 4 days after arrival at your _____.

Other recommendations include drinking lots of fluids, reserving a window seat, watching a _____ movie or enjoying a spa or massage treatment after arrival.

Learn

Featured Words			Learn Words 
DRINK	DEPRESS	EXPERIENCE	AID
EFFECT	HERE	CONCENTRATE	FAVORITE
RECOMMEND	INCLUDE	AFTERNOON	LATE
FATIGUE	CONTROL	CONSTIPATE	HORMONE
DAY	DESTINATION	HUMAN	TAKE
FLIGHT	ARRIVE	ENJOY	EXERCISE
BEFORE	EAST	FLY	CIRCADIAN
FLUID	EACH	BORE	HISTAMINE

Complete the sentences:

1. A good sleep will relieve your _____.
2. What will you _____ me to wear? A T-shirt or a blouse?
3. The doctor told me to drink plenty of _____s.
4. Does the price _____ sales tax as well?
5. What's your _____? Chicago?
6. She gets _____ed when the weather is bad.
7. If you don't eat vegetables enough, I will be _____d.
8. What is your _____ color? I like red.
9. How long have you _____n Tylenol?
10. That accident was out of my _____ to prevent.

The Rapping Flight Attendant

Watch



Speak

This is Flight 372 on SWA.

The flight attendants on board serving you t_____.

Theresa in the middle, David in the back.

My name is David and I'm here to tell you that shortly after takeoff, first things first, there are soft drinks and _____ to quench your thirst, but if you want another kind of drink then just holler. Alcoholic beverages, that'll be four dollars. If a Monster Energy Drink is your plan, that'll be three dollars and you get the whole _____.

We won't take your cash, you gotta pay with plastic.

If you have a coupon, then that's fantastic. We know you're ready to get to new _____.

Open up the bins, put away your suitcases. Carry-on items go under the seat in front of you, so none of you have things by your feet.

If you have a seat on a row with the _____,

we're gonna talk to you so you might as well expect it.

You gotta help evacuate in case we need you,
if you don't wanna then we're gonna reseat you.

Before we leave, our advice is put away your _____ devices.

Fasten your seatbelt, then put your trays up.

Press the button to make the seat back raise _____.

Sit back, relax, have a good time.

It's almost time to go, so I'm done with the rhyme.

Thank you for the fact that I wasn't ignored.

This is Southwest Airlines. Welcome _____!

Learn

Featured Words			Learn Words 
ATTEND	DOLLAR	HOLLER	QUENCH
BUTTON	COUPON	BACK	FANTASTIC
EXPECT	ALMOST	PLASTIC	EXIT
MAKE	SUITCASE	DEVICE	TAKEOFF
COFFEE	RESEAT	CARRY-ON	ELECTRONIC
DRINK	CASH	FACT	ANOTHER
SEATBELT	BIN	ALCOHOL	EVACUATE
BEFORE	TIME	ADVICE	

Finish the sentences:

1. The juice and soft drinks will _____ your thirst.
2. Please turn off all _____ devices.
3. The plane is going to take off. Please put on your _____.
4. Your _____ can go in the overhead bin.
5. You can buy duty free. We take cash or _____.
6. If you need something, just _____.
7. Press the _____ if you need anything.
8. Shortly after _____ we will serve drinks.
9. In case of emergence, _____ by the nearest exit.
10. You are allowed only one _____ bag.

Fear of Flying

Watch



Speak

Have you ever had a really _____ airplane flight?

You mean like landing in the Hudson river?

Well, no. But sometimes the _____ is a little bumpy.

I don't like it when the plane bounces around!

I know what you _____.

But I don't think it's scary.

Air travel is really very _____ these days.

Learn

Featured Words			Learn Words 
LIKE	BOUNCE	SOMETIMES	PLANE
SCARE	TRAVEL	MEAN	SAFE
DAY	AIRPLANE	THINK	KNOW
REALLY	BUMPY	AROUND	
FLIGHT	EVER	LAND	
LITTLE	AIR	RIDE	

Complete the sentences:

1. Flying is quite _____ these days.
2. I was sick because the flight was very _____.
3. The _____ kept bouncing around!
4. Air _____ is so expensive.
5. I don't think flying is very _____y.
6. But _____ there is bad weather.
7. Remember the plane that _____ed in a river!
8. It was the best flight _____.
9. The flight was a _____ late.
10. I know what you _____.

Time Zones

Watch



Speak

Do we have a conference call scheduled with _____ today?

Yes. She said she could talk at 10 a.m. _____ time.

OK. But what time zone is _____ in?

Mountain or _____?

I think it's _____ Time.

So that's a _____-hour difference?

That's right. So, we'll call at _____.

Alan wanted to call in too. He's at a conference in _____.

Oh boy. What time is it there?

Actually, that's easy to remember. It's a _____-hour time difference.

Oh! So _____ here is _____ there!

Learn

Featured Words			Learn Words 
THINK	WANT	SCHEDULE	NOON
HERE	TODAY	MIDNIGHT	SAY
CALL	TIME	DIFFERENCE	CONFER
RIGHT	REMEMBER	TALK	
ACTUAL	YES	EASY	

Complete the sentences:

1. Do they have a meeting _____d with Jane today?
2. It's easy to _____ your name.
3. That's a thirteen-hour time _____ between Korea and Canada.
4. _____ is your work to do. Good luck!
5. Please send me an email _____ away.
6. What is the _____ difference between the U.K and the U.S?
7. I have a cold so I will _____ in sick tomorrow.
8. _____ing goodbye is not easy.
9. What do you _____ for dinner?
10. We will have a _____ence call soon.



Before You Watch

1. What ways can people travel around the city?
2. If you had a tour bus for your city, what places would you show tourists?
3. What are the cheapest and most expensive ways to get around when traveling? What would you recommend?
4. What are some tips for traveling cheaply? List them.

catch
crowd culture
on foot
budget limousine
departure change
cheap

Task: You are a hotel clerk. Practice giving directions to people who ask you how to get to different places in your city.

Catching A Bus

Watch



Speak

Excuse me. Is this where I get the bus for _____?

Yes, it is. Actually, that bus just _____.

_____ when the next one is due?

I think the schedule is posted right over there.

Thanks. It looks like it'll be here in _____ minutes.

They're usually on time.

Oh no! I hope I have enough _____.

They take _____ bills you know.

Oh good. Then, I'm all _____.

Learn

Featured Words			Learn Words 
HERE	ALL	NEXT	COME
THEN	SET	USUAL	BILL
ENOUGH	JUST	THANK	MINUTE
HOPE	BUS	KNOW	DOLLAR
POST	LOOK	YES	THINK
DUE	TAKE	SCHEDULE	
RIGHT	ACTUAL	CHANGE	

Complete the sentences:

1. The bus _____ is posted over there.
2. The buses _____ly come on time.
3. It will come in fifteen _____s.
4. I only have a five dollar _____.
5. I hope I have _____ money. I just have fake money.
6. Take a _____ at that man! He's had five hamburgers.
7. I have missed the bus. When is the _____ one?
8. Do you have _____ for a five dollar bill?
9. I don't have _____ money for the bus.
10. The schedule is _____ed on the wall.

The World's Heaviest Limousine

Watch



Speak

Midnight Rider weighs 25 and a half tons. That's the equivalent of 10 to 12 super stretch limousines.

It's 70 feet long, _____ feet high, and eight and a half feet wide. It has 22 wheels, 440 horsepower. It takes a crew of five, has a bar, a forward lounge, an observation lounge and a rear lounge to carry _____ passengers. And we are very pleased to have it in the Guinness Book of World Records.

Well, we weren't originally trying to _____ a world record. That kind of came about as we were in the planning stages of building the Midnight Rider. It took us _____ years to build it and we built it in the household by ourselves, four people basically. And we wanted people to be able to travel together in _____ again at a slower pace like they used to do in the railroad days.

I grew up reading the Guinness Book of World Records.

Never in my _____est dreams would I have thought we'd be in it as the heaviest limousine in the world. And we are just so excited that that has happened.

Learn

Featured Words			Learn Words 
OBSERVE	ABLE	HALF	EQUIVALENT
THINK	JUST	DREAM	LONG
OBTAIN	SUPER	EXCITE	BUILD
AGAIN	ORIGINAL	HORSEPOWER	BOOK
BASIC	GROUP	NEVER	DAY
CARRY	LOUNGE	WORLD	FORWARD
HIGH	READ	BAR	HAPPEN
FOOT	CREW	HOUSEHOLD	LIMOUSINE

Complete the sentences:

1. Eight kilometers is roughly _____ to five miles.
2. The Midnight Rider has 22 wheels, 440 _____.
3. We're so _____ d to announce the big news.
4. How _____ is the Everest?
5. The helicopter _____ ies about 10 people.
6. I grew up _____ ing the Guinness Book of World Records.
7. We weren't _____ trying to obtain a world record.
8. There are 30 _____ s in this town.
9. We have a sky _____ on this floor.
10. How tall are you? I'm five _____ nine.

How To Travel Cheaply

Watch



Speak

How To Travel Cheaply.

Just because you're short on cash, doesn't mean you can't see the world.

You will need: Patience to sniff out the best deals, willingness to rough it, and the ability to be flexible. **Optional:** A budget travel guidebook.

Step 1: Use travel consolidators on - and off-line. They snatch up empty airline seats, and unsold cruise cabins, and resell them at a great discount. _____ to receive information on last-minute deals. Call hotels directly to see if you can negotiate a cheaper rate.

Step 2: Consider youth hostels, especially in the more _____ cities around the world. You'll sacrifice privacy, but you'll save a bundle. If you live in a popular travel destination, consider swapping homes with someone.

Step 3: Rely on street food vendors for most of your meals. If you like to eat out, make lunch your daily restaurant treat instead of _____.

Step 4: Check out student rates on bus and rail passes. Be a "voluntourist" in a country you'd like to visit. You'll get to explore a new culture while helping out the _____s and maybe, even wrangle some school credit for the experience.

Step 5: Be flexible. Monday and Thursday departures are generally cheaper than weekend fares, and save a bundle by flying into a less popular city, and then catching a train, or driving to your d_____ed destination.

Step 6: Vacation in the off-season, when prices are cheaper and you don't have to fight the crowds. Did you know? According to one survey, French air travelers _____ safety as less important than getting a cheap seat.

Learn

Featured Words Learn Words

All Levels

CULTURE	CRUISE	SWAP	DEAL
FLY	CITY	CALL	CAN
CHEAP	STREET	CROWD	BUNDLE
ABLE	AIR	VENDOR	GUIDEBOOK
AIRLINE	CATCH	CONSIDER	DEPARTURE
MAKE	CASH	STUDENT	COUNTRY
BUS	RAIL	DAY	CREDIT
BUDGET	WILL	CABIN	

Complete the sentences:

1. The _____s of Korea and Japan are different.
2. We traveled on a tight _____.
3. I paid 5 dollars for this T-shirt. It was a great _____.
4. I gotta go and _____ a bus.
5. If you live in a popular travel destination, consider _____ping homes with someone.
6. There were a _____ of hundreds of people on the street.
7. You should _____ other people before you act
8. You'll sacrifice privacy, but you'll save a _____.
9. Please let us know the time of your _____.
10. Monday and Thursday departures are generally _____er than weekend fares.



Places Visited

Watch



Speak

Guess what? I'm taking a trip to _____ with _____ next month!

Really? That's so cool. I've never been there. Have you, _____?

Yeah, I went once with my _____. But I've never been by myself!

I've always wanted to go back.

**Mai, did you go to _____ when you went with your
_____?**

No, I went to _____. I've never been to _____ but I've heard it's great.

_____, have you ever been out of the country?

No. But I've traveled a lot within _____.

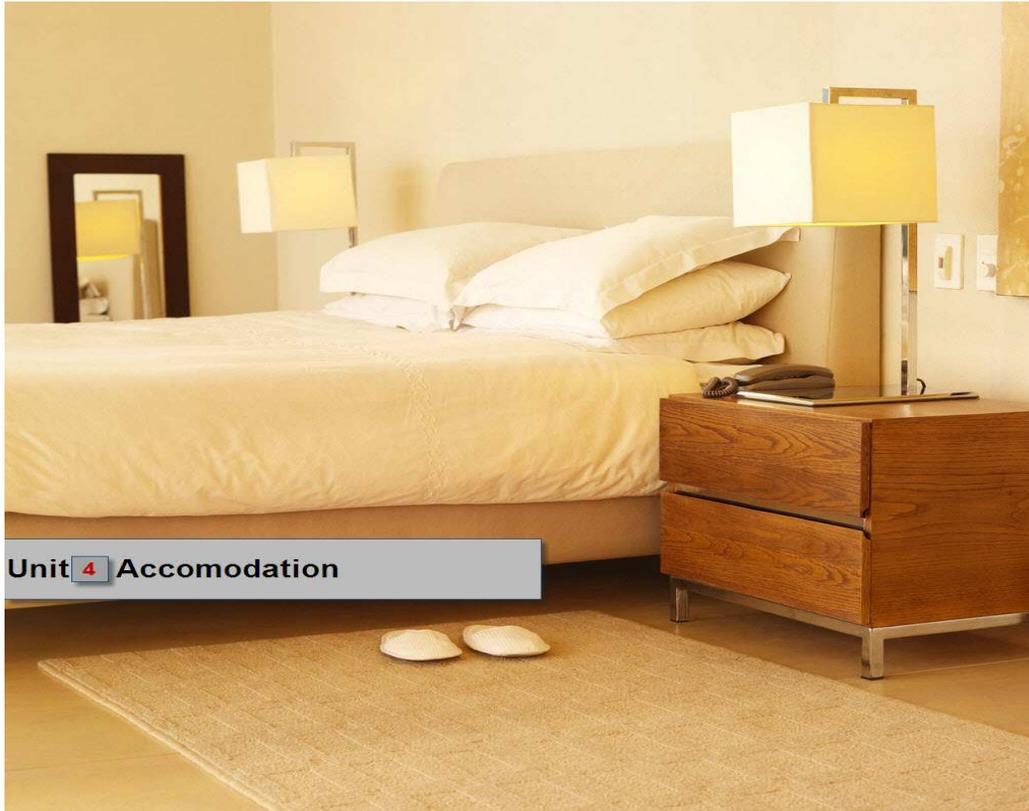
Now that's something I haven't done yet!

Learn

Featured Words			Learn Words 
NEVER	WANT	GO	GREAT
TRAVEL	NEXT	MONTH	NOW
COOL	PARENT	COUNTRY	HEAR
EVER	ALWAYS	YES	

Complete the sentences:

1. Have you _____ed with your friend?
2. No, I've never been out of the _____.
3. I've _____ wanted to go abroad on my vacation.
4. My _____s live in New Jersey.
5. It's great to _____ from you.
6. He's going to Paris next _____.
7. Really? That's so _____. I've never been there.
8. He wanted to _____ back to his country.
9. My _____ trip will be to Las Vegas.
10. You got a bonus. That's so _____!



Before You Watch

1. What's the most expensive and the cheapest place to stay in your city or country?
2. Where did you go last vacation? Where did you stay? Describe it.
3. What places does a hotel usually have? List them.
4. What is the most important thing about accommodation when traveling?

luxury cosy
picturesque
touristy atmosphere
facility resort
famous stunning

Task: You are phoning about a hotel room. Ask questions about the room and the hotel. Role play and perform for the class.

A Cool Place To Stay In Paris

Watch



Speak

If you are a student currently planning on going to Paris to study, and if you are looking for a _____ to stay, then you might start by having a look at the Cite Internationale Universitaire of Paris.

It's a huge _____ where no less than 5,600 students can find accommodations, libraries, sports facilities, concert _____s, etc.

It's a great place to visit and stay, for all the 38 houses that _____ built between 1925 and 1969 have different styles.

Have a look at their _____ to find out how to stay there!

Learn

Featured Words			Learn Words 
LIBRARY	STUDENT	GREAT	HALL
SPORT	START	PLACE	PLAN
VISIT	WEBSITE	STUDY	DIFFERENT
FIND	CONCERT	BUILD	STYLE
HUGE	CURRENT	THEN	
HOUSE	STAY	FACILITY	
PARK	LOOK	ACCOMMODATE	

Complete the sentences:

1. This hotel has a sports _____.
2. The school has libraries, cafeteria, and concert _____s.
3. Every building is decorated in a unique _____.
4. The hotel can _____ up to 400 guests.
5. Her house is really _____ and has many rooms.
6. There are lots of interesting books in the _____.
7. Go to our _____ and find the information about the price
8. The children were very loud during the music _____.
9. I'm a student _____ly planning on going to Paris to study.
10. We're looking for a place to _____.

Talking About Vacations

Watch



Speak

Talking About Vacations

The last time we had a vacation, my husband and I went _____.

I haven't been _____ in ages. How was it?

Marvelous. We stayed near an area that is a ski resort in winter, but we were there in the summer. There was a quaint little _____ in the valley at the base of the ski slopes. It was a little touristy, but very picturesque.

Did you rent a _____ there?

No, we camped in a tent. We spent most of our time _____ in the mountains, but on several evenings we went into town to look around and do some _____.

Learn

Featured Words			Learn Words 
STAY	MARVEL	CABIN	TIME
TOWN	CAMP	SEVERAL	GO
VACATION	EVENING	QUAINT	TALK
BASE	SHOP	SPEND	LITTLE
VALLEY	AGE	RENT	TENT
PICTURESQUE	MOUNTAIN	RESORT	AREA
TOURISTY	HIKE	HUSBAND	
SUMMER	LAST	NEAR	

Complete the sentences:

1. I haven't seen you in _____s.
2. I like to _____ in the mountains.
3. There is heavy traffic in the downtown _____.
4. We had a _____lous time on our trip.
5. Did you _____ a car in Hawaii?
6. We stayed near an area that is a ski _____ in winter.
7. We live _____ where you do.
8. They _____ed in a the Rocky mountains
9. What will you do when on _____?
10. Maui is the most _____ of the islands.

The Ice Hotel

Watch



Speak

The Ice Hotel

Are you into skiing? Is winter your favorite time of year?

If you like snow and ice, maybe you should stay at the Ice Hotel in Quebec, Canada.

But you can only _____ to this hotel during the winter. Why? Because this hotel is made _____ly of ice and snow!

This amazing hotel is built every December. It has 32 rooms and _____ people can stay there each night. The hotel has a movie theater, an art gallery, and a church. Of course, all of these parts of the hotel are made of ice. In fact, all the furniture, art, lights, and even plates, and drinking _____ are made of ice. Because this hotel is so unusual, it has become very popular. People from all over the world come to the Ice Hotel to look at the fantastic ice _____, drink and eat from designer ice dishes, and experience the unique atmosphere. Some couples have even gotten married in the hotel's ice ch_____.

However, all the guests keep their winter coats on! Because of all the ice, the temperature inside the hotel is always between -2 and -5 degrees Celsius. Surprisingly, sleeping is not a problem in the freezing cold hotel rooms. Every _____ gets a special cold weather sleeping bag and some fur blankets. These keep them cozy and warm until morning.

Learn

Featured Words

Learn Words

ATMOSPHERE	BAG	CHURCH	COLD
COSY	DRINK	ART	COUPLE
ENTIRE	DESIGN	ALL	FANTASTIC
BECOME	MAKE	AMAZE	BLANKET
BUILD	FAVORITE	GALLERY	EACH
ALWAYS	FURNITURE	FREEZE	DEGREE
DISH	EAT	COAT	FUR
EXPERIENCE	EVEN	GET	COME

Complete the sentences:

1. I felt warm and _____ sitting by the fire.
2. It is a wonderful _____ to stay in the Ice Hotel.
3. I have never seen such a big fire in my _____ life
4. Every Sunday, We go to the art _____.
5. Water _____s at 0 degrees Celsius.
6. They are a married _____.
7. People come to the Ice Hotel to watch at the _____ shows.
8. Water boils at 100 _____s Celsius.
9. I have a nice, warm _____ coat.
10. Music and lights lend a romantic _____ to a party.

Hotel Lutetia

Watch



Speak

In Paris, most of the luxury hotels are _____ on the Right Bank.

One on the Left Bank and the most famous one is called the Lutetia and it was the first Art Deco hotel in Paris.

The facade is _____ ly stunning.

It was inaugurated in December _____ and it has a long and interesting history.

It was the Gestapo headquarters during World War II and then it became the place where the _____ refugees were put in transits, while the authorities were

looking for their families right after the _____.

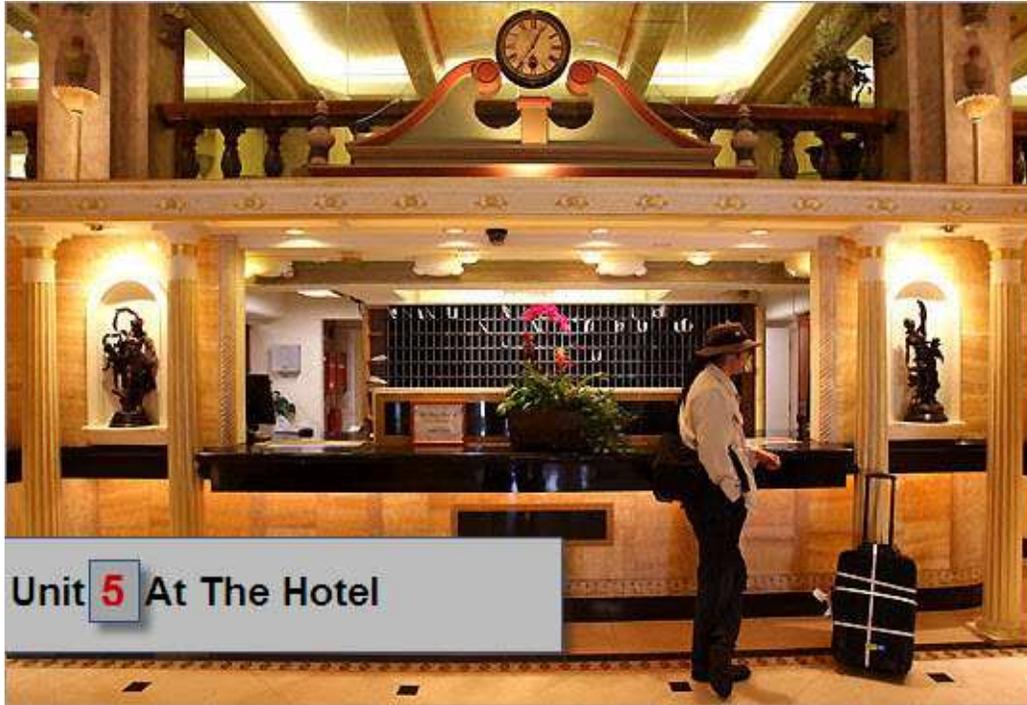


Learn

Featured Words			Learn Words 
CALL	THEN	CAMP	STUN
FACADE	REFUGE	LONG	BECOME
FAMILY	PUT	LOCATE	HEADQUARTERS
LUXURY	INAUGURATE	AFTER	ABSOLUTE
HISTORY	TRANSIT	AUTHORITY	ONE
HOTEL	PLACE	WAR	
FAMOUS	RIGHT	INTEREST	

Complete the sentences:

1. The _____ of that building is made of wood.
2. This hotel is 5 star and considered a _____ hotel.
3. The people who escaped from their country stayed in a _____ e camp.
4. The new theater was _____ d in July.
5. The hotel is _____ d on First Avenue.
6. The _____ ies looked for the families.
7. This building has a long and _____ ing history.
8. The outside of the hotel is beautiful. Very _____ ning.
9. It was the Gestapo _____ s during World War II.
10. Studying the _____ of Korea is interesting.



Unit 5 At The Hotel

Before You Watch

1. How do you usually reserve a room at a hotel?
2. What kind of positions (jobs) are there at a hotel? List them.
3. What do guests usually complain about at a hotel?

gym
elevator bring
reservation around
room service book
breakfast
cost floor

Task: A guest arrives at the front desk. Take the guests reservation and give them directions to their room and their key. Perform for the class.

Checking In

Watch



Speak

I'd like to check in, please.

Of course. What is your _____ name?

It's Moreno. I'm staying _____ nights.

I have your reservation here, Miss Moreno.

Here is your room _____.

You'll be in room 235, on the second floor.

Learn

Featured Words				Learn Words 
ROOM	NAME	STAY	NIGHT	
MISS	LIKE	KEY	HERE	
FLOOR	PLEASE	RESERVE	LAST	

Complete the sentences:

1. What _____ is my room on?
2. How many _____s would you like to stay?
3. Here's your room _____.
4. I'd like to _____ a room for 3 nights.
5. What's your _____ name?
6. _____ tell me your first name?
7. My _____ number is 235.
8. I'd _____ to stay in this hotel.
9. _____ is your towel.
10. We _____ed the bus, so we got to walk.



Guest Services

Watch



Speak

Could you tell me what time the _____ opens?

Yes, it is open every day from _____ a.m. to _____ p.m.

Thanks. And where is the hotel gym?

It's on the _____ floor, across from the elevators.

You will need your room key to get in.

Does the gym have a _____?

Yes, sir. There are three of them.

Great, I'll be in early tomorrow _____!

Learn

Featured Words			Learn Words 
POOL	SIR	ROOM	EARLY
TOMORROW	NEED	TREADMILL	FLOOR
YES	OPEN	MORNING	TIME
ELEVATE	TELL	GYMNASIUM	HOTEL
THANK	KEY	DAY	

Complete the sentences:

1. We have a swimming _____ on the main floor.
2. Does the _____ have a treadmill?
3. I _____ a swimsuit for the swimming class.
4. Does the gym have a _____?
5. Could you _____ me when your store is open?
6. I always get up _____ in the morning.
7. Does the gym have a swimming pool? Yes, _____. There are three of them.
8. What _____ do you open? 9 a.m.
9. We are _____ Monday through Friday.
10. See you early _____ morning.

Bedbugs!

Watch



Speak

I'm Alex Villareal with the VOA Special English Economics Report.

They are not even _____ millimeters long and cannot fly or jump. Yet bedbugs strike fear in homeowners and business owners. Missy Henriksen speaks for the National Pest Management Association. She says they are now seeing bedbugs in unusual places.

Schools and hospitals, _____, and movie theaters. So, as the numbers have grown, those bedbugs are spreading out and traveling along with people.

Mr. White says bedbugs nearly disappeared from the United States for 50 or 60 years.

Now, researchers are looking for faster, _____ ways to control them without the kinds of poisons used in the past. In September, an industry event called BedBug University's North American Summit 2010 took place near Chicago, Illinois. More than _____ people attended the 2-day meeting.

The industry says bedbugs are the most difficult pest to control.

Treatments can cost from several hundred dollars to thousands of dollars in a hotel or apartment building. Missy Henriksen says Americans spent almost _____ million dollars on bedbug treatments last year. That was only 5% of total spending on pest control, but that number does not include other costs. She says the total economic effect is much _____ er.

Learn

Featured Words			Learn Words 
ECONOMY	HOMEOWNER	DOLLAR	CALL
COST	BUILD	DISAPPEAR	ALLERGY
FEAR	EVEN	EFFECT	ASSOCIATE
BEDBUG	GROW	CAUSE	STRIKE
CLOSE	BITE	DISEASE	DIFFICULT
ATTEND	STORE	EVENT	APARTMENT
FLY	ITCH	BUSINESS	
CONTROL	ALMOST	MEET	

Complete the sentences:

1. I have an _____ to peanuts.
2. Bedbugs _____ fear in homeowners and business owners.
3. Mr. White says bedbugs nearly _____ed for 50 or 60 years.
4. He emphasized the bad _____ of smoking.
5. The number one killer in the U.S is heart _____.
6. Will you _____ the conference tomorrow?
7. My arm is _____y because of the mosquito bites.
8. The number of bedbugs have _____n so fast.
9. We can't _____ the bedbugs without the kinds of poison used in the past.
10. How much does the computer _____? 1,000 dollars.

Room Service

Watch



Speak

Front desk, how may I help you?

Yes, I'd like to _____ room service.

I'm in Room 235.

Yes, sir. What would you like?

Two _____ eggs, whole wheat toast, _____ and a
plate of _____.

Anything to drink, sir?

Oh, yes. _____ with cream and sugar.

We'll bring your breakfast right up.

Learn

Featured Words			Learn Words 
SCRAMBLE	ROOM	HELP	ORDER
COFFEE	TOAST	DRINK	WHOLE
SUGAR	CREAM	BACON	PLATE
LIKE	FRUIT	WHEAT	BREAKFAST
EGG	YES	BRING	SIR

Complete the sentences:

1. What do you want for _____?
2. Would you like something to _____? Juice or coffee?
3. How much _____ do you take your coffee? 2 spoons please.
4. How would you _____ your eggs? Sunny side up please.
5. How may I _____ you?
6. We'll _____ your breakfast right up.
7. I'd like to _____ some food.
8. Would you like to have _____ and sugar in your coffee?
9. I like some _____ salad.
10. Greeks like to break _____s to celebrate special occasions.



Unit **6** "Still" At The Hotel

Before You Watch

1. What facilities would you like a hotel to have?
2. What is a nice place to stay during winter? Where would you recommend?
3. Who has the most difficult job at a hotel? Why? Share your reasons?

install
switchboard museum
overnight meeting
entrance
rink tour
concierge

Task: Design your dream hotel. What would it have and what would it look like? How many rooms? How many employees? What would be the room costs? Share your dream hotel with the class.

A Hotel With An Ice Rink

Watch



Speak

Every year around the same period, December through March, they install a _____ ice rink in front of the Hotel de Ville, town hall.

Where Parisians can skate for free until _____.

That is providing you have your own blades, of course.

Otherwise, you have to _____ some.

I love the idea even if I only tried it _____!



Learn

Featured Words			Learn Words 
SAME	YEAR	OWN	LOVE
AROUND	IDEA	SKATE	RINK
OTHERWISE	INSTALL	MIDNIGHT	RENT
BLADE	ONLY	ONCE	PERIOD
HUGE	TRY	ICE	

Complete the sentences:

1. You have the _____ glasses as mine.
2. I bring my _____ skates.
3. Close the window. _____ it'll get colder in here.
4. He will get his phone _____ ed tomorrow.
5. I love the idea even if I only tried it _____.
6. Can I _____ your new pen?
7. This offer is available for a limited time _____.
8. We decorate the Christmas tree _____ Christmas time.
9. It's an excellent _____. How did you come up with it?
10. I like _____ skating in winter.

Concierge

Watch



Speak

Excuse me, do you know where the Duck Tours _____?

By the Museum of Science, near the front entrance.

It's up the street, on the _____.

Great. Thanks for your _____.

Learn

Featured Words			Learn Words 
FRONT	LEFT	ENTRANCE	KNOW
SCIENCE	STREET	NEAR	
TOUR	MUSEUM	START	
HELP	DUCK	THANK	

Complete the sentences:

1. _____ desk, how may I help you?
2. Where is the _____ of this building?
3. The museum is _____ the city hall.
4. The protesters are blocking the _____.
5. On your _____, you'll see the science museum.
6. Do you _____ where the city hall is?
7. _____ you for your help
8. I _____ work at nine.
9. I want to see dinosaur exhibitions at the _____ museum.
10. Thanks for your _____.

Quebec: Another Ice Hotel

Watch



Speak

It took 30,000 tons of snow and about 500 tons of ice to make the Ice Hotel in Quebec.

These days, about 100,000 people a year will visit the hotel, but about _____ have the nerve to spend the entire night. You'll get complete instructions on what to wear and how to use the extra - strength _____ bag.

A few common areas include crystalline halls, a slide, and a coffee shop. One of the most stunning aspects of the Ice Hotel is this chapel here. Some _____ couples got married here this year. Imagine the wardrobe.

The place where everyone goes is to the _____, where unique beverages are served up in ice glasses. It's like being dropped onto the set of a science fiction movie and animated visitors are finding all sorts of ways to keep warm while enjoying the unique ambience. In the day time, before the overnight guests check in, visitors can tour all of the _____s. Many of which are artistically carved along a special theme. One suite is like a crystal palace and another is called the mermaid room. All of the ice block _____s are covered in a piece of faux fur and a colorful fiber-optic lighting creates a surreal touch.

Open for three months of the year, the enigmatic Ice Hotel is about a 40 - minute _____ from Quebec City. For TravelVideo.tv, I'm Bea Broda.

Learn

Featured Words			Learn Words 
CREATE	DAY	AMBIENCE	CITY
ASPECT	OVERNIGHT	STRENGTH	BAR
DROP	CALL	CARVE	CRYSTALLINE
COMPLETE	ALL	ANIMATE	LIGHT
BED	BLOCK	WARDROBE	MERMAID
AREA	COMMON	COVER	MAKE
CHAPEL	ART	BEFORE	COUPLE
COLOR	ANOTHER	STUN	

Complete the sentences:

1. The mountains are _____ed with snow.
2. Sam and I are really close. We have lots of things in _____.
3. One suite is like a crystal palace and _____is called the mermaid room.
4. She knows the local _____ very well.
5. Keep your dresses in the _____.
6. She _____s the dolls from wood.
7. The hotel has a very warm and friendly _____.
8. We had wine at the _____.
9. Many _____s go to Hawaii for their honeymoon.
10. They'll get _____ instructions on what to wear and how to use the bag.

The Switchboard

Watch



Speak

Switchboard Speaking!

Good afternoon! JP&B Associates. How _____ I help you?

I'd like to speak with Larry Smith, please.

Please _____ while I put your call through.

I'm sorry. I'm afraid Mr. Smith is out of the office at the moment.

Would you like to _____ a message?

I wanted to check to make sure he remembered our meeting tomorrow.

If you _____ your name and number, I'll ask him to call you back when he gets in.

Certainly. My name is _____.

Learn

Featured Words			Learn Words 
NAME	WANT	LEAVE	SORRY
MEET	HOLD	LIKE	TOMORROW
PLEASE	REMEMBER	CERTAIN	OFFICE
MOMENT	CALL	CHECK	NUMBER
HELP	AFRAID	BACK	ASK
SPEAK	SWITCHBOARD	MESSAGE	

Complete the sentences:

1. Please _____ on a moment while I put your call through.
2. How may I _____ you?
3. Could you _____ a message for him?
4. I'm sorry. I'm _____ Mr. Smith is out of the office at the moment.
5. I'd like to _____ to make sure he remembered the conference today.
6. I will ask him to _____ you back when he gets in
7. I'd like to _____ with Mr. Love.
8. She looks _____ to win the game.
9. He'll be _____ at the office tomorrow.
10. Can I ask your name and phone _____, please.





Before You Watch

1. Have you ever spoken in English on the phone? How was it?
2. Why is speaking on the phone so difficult in English?
3. What phrases do you use when speaking on the phone? List some.

check leave
extension moment
message reason
repeat I'd like
return
take call

Task: You are calling to speak to Mr. Jones. He isn't there. Role play the conversation with a partner (back to back), leaving a message. Perform for the class.

Opening A Telephone Call

Watch



Speak

Opening a Call.

My name is _____. Is Ms. Brown in?

May I ask the reason of your call?

Ms. Brown asked me to _____ the status of her order with us.

Ms. Brown is not at her desk at the moment.

If you give me your name and number, I can ask her to call you back.

Alright. My name is _____.

My last name is spelled "___" as in _____, "___" as in _____,

"___" like _____, "___" _____, "___" like _____,

"___" _____.

I'll give her the message, Ms. Strait.

Learn

Featured Words Learn Words

All Levels

REASON	SPELL	STATUS	INDIGO
NAME	CALL	APPLE	MOMENT
CHECK	GIVE	ORDER	OPEN
ASK	TEACH	ALRIGHT	SUMMER
DESK	NUMBER	MESSAGE	BACK

Finish the sentences:

1. Can I ask you the _____ of your call?
2. I just want to _____ if you are alright.
3. Can you _____ your name please? Okay, J-O-H-N.
4. He _____s me to check the status of his order.
5. He is out of the office at this _____.
6. Can I take a _____ for Mr. Brown?
7. Did you place an _____ from the Chinese restaurant?
8. What is your telephone _____?
9. Everything is _____ for you. Just calm down.
10. _____ is the hottest season.

Receiving and Taking Messages

Watch



Speak

Receiving and Taking Messages.

Linda is not here right now. Can I take a message?

This is her _____. Could you ask her to call me?

I'm at my office, but she needs to call me at extension number _____.

I'd better write this down. Hold on a moment while I find a _____.
OK. Go ahead.

My office number is 471-_____. Extension _____.

Let me repeat that back to make sure I got it. 471-_____ and extension _____.

That's right.

Learn

Featured Words Learn Words

All Levels

TAKE	EXTENSION	CALL	MESSAGE
REPEAT	OFFICE	HERE	LET
MOMENT	NEED	BACK	FIND
PEN	RECEIVE	BETTER	TELL
NUMBER	HUSBAND	RIGHT	ASK

Finish the sentences:

1. _____ me know if you want to go home.
2. He'll be _____ to the office soon.
3. What's her _____ number? Is it 354?
4. Would you _____ the number ? I didn't hear it well.
5. Can I take a _____?
6. He would _____ the package by noon.
7. My _____'s name is Peter Jackson.
8. Can you _____ me your name again?
9. I'd _____ write your number down.
10. Hold on a _____ while I find a pen.

Structuring The Phone Call

Watch



Speak

Structuring a Call

I'm calling to confirm that I've received your order by _____.
However, we need to discuss the payment schedule for your order.

Can I get back to you about this? I don't usually deal with payments and the person who usually handles them is out to _____.

I see. Would you like me to explain the payment options to that person?

**I think we talked about that when we met here in my office.
I think you can leave it to me to inform her of the payment _____s.**

When you have decided on the option you'd like to use, please call me back.

I'll do that. Is there anything _____ we need to discuss regarding our order?

No. Once we organize the payment _____, everything will be set.

Learn

Featured Words Learn Words

All Levels

ORDER	DECIDE	NEED	USE
SCHEDULE	HERE	STRUCTURE	USUAL
EXPLAIN	LIKE	OPTION	ORGANIZE
ELSE	INFORM	PAY	MEET
OFFICE	FAX	LEAVE	TALK
CONFIRM	PERSON	DISCUSS	ONCE
HANDLE	THINK	HOWEVER	
RECEIVE	CALL	PLEASE	

Complete the sentences:

1. Do you know who _____s the order of the products?
2. I _____ed that our products are on the way.
3. I'd like to _____ why it happened.
4. We _____d not to buy the computer.
5. I've _____d your order by email.
6. Can you tell me the payment _____s?
7. How would you like to send the documents, by mail or by _____?
8. He is not the _____ who deals with the order.
9. We need to _____ the payment schedule for your order.
10. No one is _____ to solve the problem but me.

Calling Back

Watch



Speak

Calling Back

This is _____. I got a message you called, so I'm returning your call.

Hi, _____. Thanks for getting back to me so soon.

The reason I called you was to check and see if our _____ has been shipped.

Yes, it was shipped _____.

Great! I'll need to check the information later.

If you like, I can go over the _____ with you now.

Are you available now to talk about it?

Actually I have an appointment. Is it alright if I call you back in _____?

No problem. Talk to you soon.

Thanks. Bye.

Learn

Featured Words

Learn Words
All Levels

SEE	NEED	RETURN	LIKE
CALL	LATE	AVAILABLE	APPOINT
GET	ACTUAL	YESTERDAY	CHECK
MESSAGE	REASON	SOON	TALK
INFORM	INVOICE	ALRIGHT	
NOW	YES	THANK	
ORDER	SHIP	HOUR	

Complete the sentences:

1. I want to _____ if you are available now.
2. He _____ ed from the business trip last week.
3. We will send you an _____ with the products you ordered.
4. How much is the _____ cost of the product?
5. I have an _____ ment with my doctor today.
6. The products were _____ ped yesterday.
7. Thanks for _____ ting back so soon.
8. The service is not _____ at this moment.
9. What is your business _____ s in your store.
10. Are you available to _____ about it now?



What Makes A Good Phone Call?

Watch



Speak

What Makes a Good Telephone Call?

Would it be possible to get some tips from you for calling customers?

Sure, I can show you the _____ I use when I call customers.

You prepare everything you're going to say before you call?

No. But I have an _____ I follow for calls.

If it is a "cold call", I greet the customer and identify myself, then I tell them the _____ for my call.

You don't start the conversation with small talk?

No. I get to the point by politely asking if they are interested. It _____ time.

Do you ever leave messages for people on their voice mail?

Not usually. And if I get a _____ signal, I call that person again later in the day.

Learn

Featured Words Learn Words

All Levels

LEAVE	CONVERSE	BUSY	LATE
ASK	IDENTIFY	GREET	MESSAGE
SURE	MAKE	GOOD	FOLLOW
CUSTOMER	CALL	REASON	AGAIN
EVER	OUTLINE	START	SAVE
PERSON	GET	PEOPLE	POLITE
SAY	SHOW	INTEREST	COLD CALL
PLAN	POSSIBLE	DAY	

Complete the sentences:

1. We have an outline we _____ for calls.
2. Do you usually leave _____s for people on their voice mail?
3. I first _____ myself to people I call.
4. Is it _____ to make it on time?
5. I take the subway to _____ time instead of take a bus.
6. Are you _____d in the picture I painted?
7. I _____the customer and identify myself if it is a cold call
8. At Walmart, the _____ service is excellent.
9. I get to the point by _____ly asking if they are interested.
10. I usually _____the conversation with small talk.



Unit 8 Traveling Places

Before You Watch

1. What are the top 10 places you'd like to visit? Why?
2. What things must you bring when traveling to a city for a weekend?
3. What are some fun things for people to do in your city?

harbor
explore route
customer event
agenda vacation
reduce
trip recent

Task: Your friend is going to a famous city. Give them advice.
What should they do / buy / bring / eat / see / explore? Make a list.

The Big Apple

Watch



Speak

I'm going to visit _____ on my next vacation.

First on my agenda is going to be _____.

And after that I want to explore _____.

I hear you can _____ there in the _____!

I also want to cross the _____ and see the

_____!

I won't have a _____ while I'm there but there are lots of ways for tourists to get around _____.

You can take a train from _____ station or ride the subway to most points in the city.

I hope I can see all these things in only _____ days!

Learn

Featured Words			Learn Words 
GO	NEXT	AGENDA	CROSS
SUBWAY	ONLY	WAY	ALL
SHOW	TRAIN	DAY	VACATION
HOPE	SEE	WANT	TOUR
RIDE	AFTER	CAR	POINT
THING	HARBOR	HEAR	
WINTER	TAKE	STATION	
EXPLORE	VISIT	CITY	

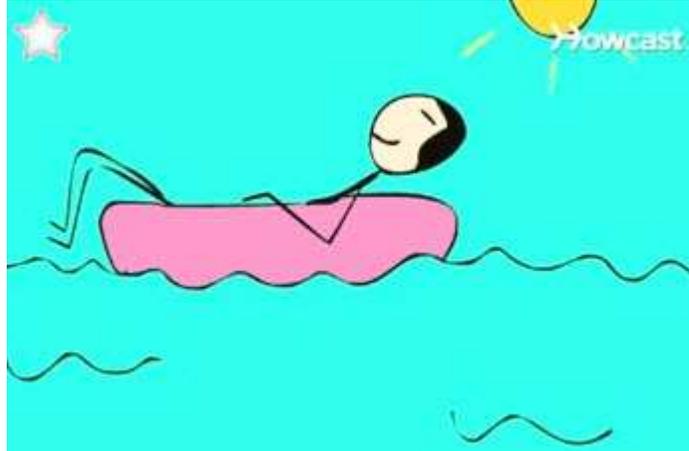
Finish the sentences:

1. You can ride the _____ to most points in the city.
2. I'm going to Mexico on my next _____.
3. You can _____ a train from Grand Central Station.
4. I want to _____ Central Park.
5. The first thing on my _____ is to visit the Empire State Building.
6. The city is full of _____s in the summer.
7. I _____ I have time to see everything!
8. There are many ships in the _____.
9. There are subways to most _____s in the city.
10. On my day off, I'm going to _____ the city.



The Water Park

Watch



Speak

How To Have Fun At a Water Park

Every getaway should be fun and relaxing. Prepare to ensure your trip to the water park is a splashing _____.

You will need: A computer with Internet access, food and beverages, a bathing suit, sunscreen, goggles, small plastic bags, a camera, and maps. Optional: A room with a refrigerator and _____.

Step 1: Call the water park and see if they are offering any promotions. Check their website for deals. Reserve a room with a refrigerator and microwave.

Step 2: Pack _____ and beverages. Vending machines and restaurants at water parks can be very expensive.

Step 3: Pack the necessities, such as a bathing suit, sunscreen, goggles, and small plastic bags to keep your cell phone and _____ dry.

Step 4: Bring your camera to capture all the great memories you will make.

Step 5: Get thorough directions to and from the water park. Keep _____ in your car's glove compartment and keep the park's phone number handy.

Step 6: Arrive early and stay late. Most hotels will let you enjoy the water park hours before check-in and let you stay in the park after you _____ out. Did you know? There were over 180 indoor water parks in 2007.

Learn

Featured Words			Learn Words 
ENJOY	FOOD	GETAWAY	ANY
BAG	PARK	GREAT	HANDY
ALL	HOTEL	DEAL	COMPARTMENT
CALL	KEEP	DIRECTION	CHECK
ARRIVE	BRING	EXPENSIVE	ACCESS
GET	EVENT	CAPTURE	FUN
COMPUTER	CAR	EARLY	LATE
ENSURE	DRY	GLOVE	CAMERA

Finish the sentences:

1. The festival was _____d on film.
2. Always keep pen and paper _____.
3. You will need a computer with internet _____.
4. Please _____ that the oven is turned off.
5. Staying in the resort hotel for a week was a great _____.
6. Get thorough _____s to and from the water park.
7. _____your own tools to fix the broken machine.
8. I paid this computer for 300 dollars. Isn't wasn't a great _____?
9. _____ early if you want to avoid the crowds.
10. Double _____ that you have everything before leaving.

Road Trip

Watch



Speak

What are you going to do this _____?

After _____? I'd like to take a road trip across

Really? That sounds great! Where will you go?

_____, **of course!**

I've always wanted to take a road trip.

Do you think I could come with you?

Sure, why not? There's room in the _____ seat.

Learn

Featured Words

Learn Words



ROOM	GRADUATE	TAKE	TRIP
WANT	SURE	BACK	SOUND
COME	SEAT	GREAT	SUMMER
ROAD	LIKE	THINK	
ROUTE	GO	ALWAYS	

Complete the sentences:

1. Can I go with you? _____, I've always wanted take a trip with you.
2. He's never wanted to _____ a road trip.
3. Would you like to come to my birthday party? Sure, That _____s great.
4. There's _____ in the back seat.
5. I _____ you'll be very happy when you hear the news.
6. I'd like to take a _____ trip across the country.
7. It's _____ to see you again.
8. Do you have any plans for _____ vacation?
9. After I _____, I'm going on a road trip.
10. Let's take a _____ this summer.

Scheduling Problems

Watch



Speak

Taka, what is your plan for the rest of your stay in the US?

Tomorrow I will visit one customer in _____.

After that meeting, I fly to _____ for another meeting.

I will fly back to _____ on the following day.

When are you going back to _____?

I will leave the US on Friday.

Wow, you have a pretty tight schedule!

Every time I come to the US, the schedule is always very tight.

Business trips are very tiring, because we schedule so many _____ s.

To cut costs, we are reducing the number of business trips company-wide.

It's the same here. We're doing many more conference calls _____.

Recently, we got an advanced video conference system.

It was very expensive, but it could _____ a lot of money, compared with travel costs.

Less tiring too!

Learn

Featured Words			Learn Words 
MORE	SAVE	DAY	CONFER
CUSTOMER	BACK	COME	MONEY
NUMBER	CUT	ANOTHER	LESS
EXPENSIVE	COMPARE	NOW	REST
REDUCE	AFTER	MEET	FOLLOW
RECENT	SCHEDULE	PRETTY	ALWAYS
PLAN	LEAVE	ADVANCE	HERE
SAME	GO	FLY	

Complete the sentences:

1. What are you going to do for the _____ of your vacation?
2. Using conference calls is less _____ than going on business trips.
3. To cut costs, He has to _____ eating out.
4. Wow, He has a _____ tight schedule!
5. It could save a lot of money, _____ d with travel costs.
6. We have the _____ problem as you.
7. He _____ s Los Angeles on Sunday.
8. We have _____ meeting after this one.
9. Bring lots of _____ if you go to Paris.
10. What are your _____ s for the weekend?





Language Focus

1. When at a restaurant, what English phrases would you hear?
Make a list.
2. What's your favorite restaurant? Why is it your favorite?
3. What is important for a restaurant. Make a list and rank the items.

waiter
service rare napkin I'd like
absolutely tip
I'll have order
be back cream

Task: You are a waiter. Take the orders at a table. Then return with the orders. Can you remember what everyone wants? Perform for the class.

Ordering Drinks

Watch



Speak

Hello. Can I get you something to drink?

A _____, please.

And what about you?

I'll have _____.

Would you like _____?

_____, please.

Great. I'll be back in a few minutes.

Learn

Featured Words				Learn Words
TEA	COFFEE	MILK	PLEASE	
DRINK	MINUTE	BACK	LEMON	
BLACK	LIKE	SUGAR		

Complete the sentences:

1. What can I get you something to _____?
2. I take my coffee _____.
3. I'll have a slice of _____ with that.
4. I'll be right _____.
5. Would you _____ some dessert?
6. Can we have the check, _____?
7. I'll just be a _____.
8. I take cream in my _____ not my coffee.
9. She must have put _____ in my coffee. It's so sweet.
10. I prefer _____ not cream, in my coffee.



Seinfeld meets Superman

Watch



Speak

Two.

Do you have a reservation?

Superman.

I don't see anything.

Might be under "The Man of Steel".

Man of Steel, Man of Steel. Oh yeah, Man of Steel. Right here. This _____.

Man of Steel. Why do you do that?

Wanna sit by the _____?

No.

No, you don't. I mean, how could they put this much mayonnaise on tuna fish and expect people to eat it.

What do you _____? You're invulnerable to harm.

It's not harm, it's too rich. Makes me queasy.

Send it back.

Nah.

You got a little.

Huh? _____?

Why? It's impervious to stain.

Learn

Featured Words			Learn Words 
HERE	ONCE	FISH	THANK
ANY	VULNERABLE	AGAIN	QUEASY
IMPERVIOUS	TERRIFIC	GOOD	CYCLE
EXPECT	BOWL	FUN	ALWAYS
GREAT	BACK	RICH	TRESTLE
MAKE	NAPKIN	EAT	HANG
CARE	HARM	WED	MAYONNAISE
HEAR	KNOW	SIT	

Complete the sentences:

1. I _____ dined at the Ritz Carlton.
2. I'll have the tuna _____ sandwich.
3. What do you _____ in this cheap place?
4. Can you pass me a _____?
5. What do you _____? You have lots of money.
6. You have some _____ on your face.
7. Do you have a _____ for a room?
8. Let's try the pasta. Can't do no _____.
9. My brother's _____ ding was very extravagant.
10. There is something _____ ing from your mouth.



I'll have a burger

Watch



Speak

And what would you like?

I'll have a _____.

How would you like that: rare, medium or well done?

_____, **please.**

That comes with potatoes. Do you want mash, baked or French-fried?

I'll have _____.

Would you like _____.

_____!

Learn

Featured Words

Learn Words

KETCHUP
RARE
BAKE

POTATO
PLEASE
COME

LIKE
ABSOLUTE
WANT

MASH
MEDIUM
HAMBURGER

Complete the sentences:

1. Would you like something to drink? _____!
2. How would you like your steak? _____.
3. Do you want _____ on your fries?
4. I'll have a _____ with onions and lettuce.
5. I'd _____ mine well-done.
6. I'll have the _____d potato.
7. I'll have my steak medium rare, _____.
8. Do you _____ mashed potatoes?
9. I'll have _____ed potatoes with my burger.
10. How would you like your steak done? Medium _____, please.

This isn't what I ordered!

Watch



Speak

Here you go. I'll be back in a _____ to take your order.

Oh no!

What's wrong?

My _____. **This isn't what I ordered.**

Let's tell the waitress.

Excuse me. I ordered _____.

This one _____.

Oh! I'm sorry. Here you go. Your _____ on us.

Learn

Featured Words			Learn Words 
ONE	WAITER	BACK	BLACK
SERVICE	MINUTE	CREAM	COFFEE
ORDER	NOW	GOOD	SORRY
WRONG	TAKE	TELL	

Complete the sentences:

1. I'll be _____ in a moment.
2. I didn't _____ this!
3. The _____ in this restaurant is horrible!
4. I take my coffee _____ with sugar.
5. Your _____ will take your orders in a minute.
6. You got our orders _____!
7. I'll have _____ and sugar in my coffee.
8. I'm terribly _____!
9. If you can wait a _____, I'll get a new one.
10. Let's _____ the waitress about your food.





Before You Watch

1. What kind of places do people shop? Make a list.
2. What is your favorite place to shop? Why?
3. What makes a good sales clerk?

all set
receipt total
fit bag customer
plastic budget
percent pay
credit return

Task: You are a sales clerk. A customer would like to return a 2 month old pair of jeans. Role play the conversation.

Sweater Shopping

Watch



Speak

Your total's gonna be sixty-nine dollars and twenty-five cents.

Will you be using your _____ card to pay?

I can give you _____ percent off if you use your card today.

Yes, okay.

If I could just have your _____ right here.

Sure.

Thank you. Would you like your _____ in the bag?

Yes, please.

Okay, you're all set. Enjoy your new _____!

Learn

Featured Words			Learn Words 
BAG	RIGHT	CENT	WILL
YES	LIKE	HERE	SURE
PLEASE	TODAY	PERCENT	THANK
ENJOY	PAY	NEW	USE
SIGNATURE	CARD	GIVE	SWEATER
DOLLAR	RECEIPT	JUST	

Complete the sentences:

1. Would you like a copy of your _____?
2. How would you like to _____?
3. I'll use my credit _____.
4. I can give you 30 _____ off, if you pay in cash.
5. _____ your new sweater.
6. I need your _____ right here at the bottom.
7. Would you like a _____ with your purchase?
8. _____ you be paying with a credit card?
9. I'm looking for a wool _____.
10. If you could _____ wait a moment.

Trying On Clothes

Watch



Speak

Good _____. How are you today? May I help you with something?

Yes, I'm looking for a _____ dress.

Great. We just received our _____ collection.

Are you looking for something _____ or _____?

Something _____. I'd like something just _____.

How about this _____ here?

Do you have it in _____?

Yes, we do. Shall I start a fitting room for you so you can _____ a little?

That's okay. I'd like to try it on right now.

Absolutely! Follow me. The fitting rooms are _____.

Thanks.

So, how'd you make out? Do you like it?

I like the _____ but it feels a bit _____.

Learn

Featured Words

Learn Words

HELP	HIP	KNEE	COLLECT
HERE	UP	ABSOLUTE	COLOR
LEFT	FALL	LONG	BROWSE
LOOK	RIGHT	STREET	LITTLE
JUST	FOLLOW	RECEIVE	LIKE
DRESS	TELL	FIND	BIT
SMALL	TRY	BOUTIQUE	
SHORT	FEEL	THANK	

Complete the sentences:

1. Do you have it in red? Yes, _____!
2. Do you have this dress in a _____er size?
3. Our fall _____ion just arrived .
4. It is a _____ big.
5. We just _____d our fall collection.
6. Do you _____ it?
7. Would you like to _____ a little?
8. I'm looking for a cocktail _____.
9. How does the dress fit? Does it _____ okay?
10. The dress is a little tight on the _____s.



I need a suit!

Watch



Speak

Hi _____. Thanks for helping me with my shopping. I'm _____.

Oh, it's no problem.

I need a _____ for my job interviews.

Okay. What's your budget?

Well, I'm not sure. I don't know what _____s cost.

I think you could get a nice one on sale for about _____ or _____ hundred dollars.

What? That's a SALE price?

Yes. Quality _____s are expensive.

Hmmm. Okay. I guess I have no choice.

Learn

Featured Words			Learn Words 
SURE	BUDGET	GUESS	KNOW
SUIT	JOB	HELP	SHOP
HOPE	THINK	NEED	DOLLAR
YES	COST	PRICE	SALE
EXPENSIVE	CHOICE	NICE	
INTERVIEW	QUALITY	THANK	

Complete the sentences:

1. I _____ I have no choice.
2. I need a suit for my _____ interview.
3. How much does a good suit _____?
4. I _____ a tie to go with my suit.
5. Do you have any suits on _____?
6. You have two _____s - blue or grey.
7. Quality _____s are expensive!
8. That's the regular _____.
9. I _____ you could get it on sale if you wait.
10. I can't spend much. I'm on a tight _____.

Leisure Time

Watch



Speak

So, you won't have any time for yourself, for shopping or anything fun before going _____?

**I'm planning to meet a good friend for dinner in _____
Friday night. Also, I have to make time to buy some nice _____
wines. Every time I come to _____, I always buy good wine. It's
much cheaper here.**

So, you like good wine, do you? Have you been to _____?

**Yes, I went there last year and enjoyed tasting tours at a few wineries.
Do you know a lot about wine?**

Actually, _____ knows quite a bit about wine.

That's true. I love wine more than just about anything else!

One of my friends owns a small winery in _____. I help out there sometimes.

When you come back next, I would like to invite you to a tour there.

*Thanks, that sounds _____.
I'd better start planning that next business trip after all.*

Learn

Featured Words			Learn Words 
DINNER	ACTUAL	ENJOY	TIME
LIKE	CHEAP	ANY	FUN
KNOW	LOVE	FRIEND	WINERY
ALWAYS	BETTER	BACK	HERE
FEW	OWN	COME	GREAT
BUY	GOOD	ELSE	
THANK	GO	TRUE	
LAST	INVITE	BEFORE	

Complete the sentences:

1. _____ly, I like white wine, not red wine.
2. My brother owns a large _____ in California.
3. Wine is much _____er in Spain.
4. I _____ a glass of white wine, now and then.
5. He _____s quite a bit about wine.
6. I've never been to a winery _____.
7. There are very _____ expensive wines available.
8. I like champagne more than anything _____.
9. I _____ a glass of red with dinner.
10. Every _____ I go to France, I buy lots of wine.

Buying A Baby Gift

Watch



Speak

May I help you?

Yes, I'm looking for a gift for a baby.

How old is the baby?

He's _____ old. It's a birthday gift.

Well, you could get him a toy or some clothes.

A toy sounds good.

How about blocks? Blocks are an excellent choice for a _____ old.

The blocks over here are very soft and play music when you squeeze them.

They're made in _____.

That's a little too expensive. I want to spend around _____ dollars.

What about a bath toy? This _____ is popular.

If you pour water in here, it spins and makes noise.

That's great. I'll buy that one.

Do you need a card?

Yes, the one with the _____ is nice.

Learn

Featured Words			Learn Words 
BUY	BIRTH	CLOTHE	PLAY
POUR	AROUND	EXCELLENT	GIFT
BOAT	BATH	LOOK	GREAT
NOISE	HERE	NICE	MAKE
GET	CHOICE	LITTLE	POPULAR
DOLLAR	HELP	OLD	ELEPHANT
BLOCK	GOOD	MUSIC	BABY
NEED	CARD	EXPENSIVE	

Complete the sentences:

1. I'm looking for a _____ for my baby.
2. Do you need a birthday _____?
3. It's a little _____. Do you have something cheaper?
4. That's an _____ choice!
5. It makes a _____ when you squeeze it.
6. Our toy cars are very _____.
7. I'm _____ ing for a doll for my child.
8. You could _____ him a water toy?
9. May I _____ you?
10. I want to spend _____ \$50.00.



Record Your Progress!

Lesson	Comments	Spoken?
Unit 1: Arrivals. Introductions.		
<u>Greetings At the Airport</u>		
<u>Meet My Friends</u>		
<u>Nice to Meet You</u>		
<u>Social Etiquette</u>		
<u>Smiling Is Important</u>		
Unit 2: Traveling Troubles		
<u>Jet Lag</u>		18
<u>Rapping Flight Attendant</u>		20
<u>Fear of Flying</u>		22
<u>Time Zones</u>		24

Lesson

Comments

Spoken?

Unit 3: Getting Around

Catching A Bus

Heaviest Limousine

How To Travel Cheaply

Places Visited

Unit 4: Accommodation

Stay In Paris

Vacation Talk

The Ice Hotel

Hotel Lutetia

Lesson	Comments	Spoken?
Unit 5: At The Hotel		
<u>Checking In</u>		
<u>Guest Services</u>		
<u>Bed Bugs</u>		
<u>Room Service</u>		
Unit 6: “Still” At The Hotel		
<u>Ice Rink!</u>		
<u>Concierge</u>		
<u>Another Ice Rink</u>		
<u>Switchboard</u>		

Lesson	Comments	Spoken?
Unit 7: Telephoning		
<u>Answering A Call</u>		
<u>Messages</u>		
<u>Structuring A Call</u>		
<u>Returning The Call</u>		
<u>What Makes a Good Call?</u>		
Unit 8: Traveling Places		
<u>The Big Apple</u>		
<u>Fun At The Water Park</u>		
<u>Road Trip</u>		
<u>Scheduling Problems</u>		

Lesson	Comments	Spoken?
Unit 9: Dining Out		
<u>Ordering Drinks</u>		
<u>Seinfeld Meets Superman</u>		
<u>I'll have a burger</u>		
<u>This isn't what I ordered!</u>		
Unit 10: Shopping		
<u>Sweater Shopping</u>		
<u>Trying On Clothes</u>		
<u>I need a suit!</u>		
<u>Leisure Time</u>		
<u>Buying A Baby Gift</u>		

Answer Key Unit 1

Greetings

1. hotel
2. discuss
3. sound
4. first
5. meet
6. take
7. happy
8. final
9. then
10. account

Meet My Friends

1. friend
2. tutor
3. meet
4. know
5. cool
6. work
7. sound
8. interest
9. daycare
10. guy

Nice To Meet You

1. speak
2. assist
3. drink
4. bother
5. able
6. awake
7. arrive
8. Sale
9. coffee
10. bring

Social Etiquette

1. enter
2. introduce
3. confident
4. make
5. common
6. another
7. follow
8. repeat
9. background
10. host

Smiling Is Important

1. nervous
2. comfort
3. quality
4. sure
5. sincere
6. approach
7. negative
8. several
9. inform
10. important

Answer Key Unit 2

Jet Lag

1. fatigue
2. recommend
3. fluid
4. include
5. destination
6. depress
7. constipate
8. favorite
9. take
10. control

Rapping Attendant

1. quench
2. electronic
3. seatbelt
4. suitcase
5. plastic
6. holler
7. button
8. takeoff
9. exit
10. carry-on

Fear Of Flying

1. safe
2. bumpy
3. plane
4. travel
5. scar(e)
6. sometimes
7. land
8. ever
9. little
10. mean

Time Zones

1. schedule
2. remember
3. difference
4. Here
5. right
6. time
7. call
8. say
9. want
10. confer

Answer Key Unit 3

Catching A Bus

1. schedule
2. usual
3. minute
4. bill
5. actual
6. look
7. next
8. change
9. enough
10. post

The Heaviest Limousine

1. equivalent
2. horsepower
3. excited
4. high
5. carr(ies)
6. read
7. originally
8. household
9. lounge
10. foot

How To Travel Cheaply

1. culture
2. budget
3. deal
4. catch
5. swap
6. crowd
7. consider
8. bundle
9. departure
10. cheap

Places Visited

1. travel
2. country
3. always
4. parent
5. hear
6. month
7. cool
8. go
9. next
10. bonus

Answer Key Unit 4

Stay In Paris

1. facility
2. hall
3. style
4. accommodate
5. huge
6. library
7. website
8. concert
9. current
10. stay

Talking About Vacations

1. age
2. hike
3. area
4. marvel
5. rent
6. resort
7. near
8. camp
9. vacation
10. touristy

Ice Hotel

1. cosy
2. experience
3. entire
4. gallery
5. freeze
6. couple
7. fantastic
8. degree
9. fur
10. atmosphere

Hotel Lutetia

1. facade
2. luxury
3. refuge
4. inaugurate
5. locate
6. authorit(y)
7. interest
8. stun
9. headquarters
10. history

Answer Key Unit 5

Checking In

1. floor
2. night
3. key
4. reserve
5. last
6. Please
7. room
8. like
9. Here
10. miss

Guest Services

1. pool
2. gymnasium
3. need
4. treadmill
5. tell
6. early
7. sir
8. time
9. open
10. tomorrow

Bed Bugs

1. allergy
2. strike
3. disappear
4. effect
5. disease
6. attend
7. itch
8. grow
9. control
10. cost

Room Service

1. breakfast
2. drink
3. sugar
4. like
5. help
6. bring
7. order
8. cream
9. fruit
10. plate

Answer Key Unit 6

Ice Rink

1. same
2. own
3. otherwise
4. install
5. once
6. try
7. period
8. around
9. idea
10. ice

Concierge

1. Front
2. entrance
3. near
4. street
5. left
6. know
7. Thank
8. start
9. science
10. help

Another Ice Hotel

1. cover
2. common
3. another
4. area
5. wardrobe
6. carve
7. ambience
8. bar
9. couple
10. complete

Switchboard

1. hold
2. help
3. leave
4. afraid
5. check
6. call
7. speak
8. certain
9. back
10. number

Answer Key Unit 7

Opening A Telephone Call

1. reason
2. check
3. spell
4. call
5. moment
6. message
7. order
8. number
9. alright
10. Summer

Messages

1. Let
2. back
3. extension
4. repeat
5. message
6. receive
7. husband
8. tell
9. better
10. moment

Structuring A Call

1. handle
2. confirm
3. explain
4. decide
5. receive
6. option
7. fax
8. person
9. discuss
10. here

Returning A Call

1. see
2. return
3. invoice
4. actual
5. appoint
6. ship
7. get
8. available
9. hour
10. talk

A Good Call?

1. follow
2. message
3. identify
4. possible
5. save
6. interest
7. greet
8. customer
9. polite
10. start

Answer Key Unit 8

The Big Apple

1. subway
2. vacation
3. take
4. visit
5. tour
6. show
7. hope
8. harbor
9. point
10. explore

Water Park

1. capture
2. handy
3. access
4. ensure
5. getaway
6. direction
7. Bring
8. deal
9. Arrive
10. check

Road Trip

1. sure
2. take
3. sound
4. room
5. think
6. road
7. great
8. summer
9. graduate
10. trip

Scheduling Problems

1. rest
2. expensive
3. reduce
4. pretty
5. compare
6. same
7. leave
8. another
9. money
10. plan

Answer Key Unit 9

Ordering Drinks

1. drink
2. black
3. lemon
4. back
5. like
6. please
7. minute
8. tea
9. sugar
10. milk

Superman

1. once
2. fish
3. expect
4. napkin
5. care
6. mayonnaise
7. reservation
8. harm
9. wed
10. hang

Burger

1. Absolutely
2. Medium
3. ketchup
4. burger
5. like
6. bake
7. please
8. want
9. mash
10. rare

Not What I Ordered

1. back
2. order
3. service
4. black
5. waiter
6. wrong
7. cream
8. sorry
9. minute
10. tell

Answer Key Unit 10

Sweater

1. receipt
2. pay
3. card
4. percent
5. Enjoy
6. signature
7. bag
8. Will
9. sweater
10. just

Trying On Clothes

1. Absolutely
2. small
3. collection
4. little
5. receive
6. like
7. browse
8. dress
9. feel
10. hip

I Need A Suit

1. guess
2. job
3. cost
4. need
5. sale
6. choice
7. suit
8. price
9. think
10. budget

Leisure Time

1. Actually
2. winery
3. cheap
4. enjoy
5. know
6. before
7. few
8. else
9. love
10. time

Baby Gift

1. gift
2. card
3. expensive
4. excellent
5. noise
6. popular
7. look
8. get
9. help
10. around

About the Author



David Deubelbeiss is professor, teacher trainer and technology advocate presently living in North Bay, Ontario. He has traveled and taught EFL around the world. A “working man’s teacher”, he espouses the philosophy of “When one teaches, two learn.” Find out more about him through his [google profile](#) or his online teacher professional development website – [EFL Classroom 2.0](#)

