



ЕНГЛЕСКИ ЈЕЗИК 1

Уџбеник за студенте прве године туризма и хотелијерства

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Врњачка Бања, 2015.

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2015. године

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Одлуком Наставно-научног већа Факултета за хотелијерство и туризам у Врњачкој Бањи Универзитета у Крагујевцу број 1188 (14. 10. 2015.) рукопис је одобрен за штампу и употребу у настави.
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Реч аутора

Уџбеник *Енглески језик 1* намењен је студентима прве године основних студија туризма и хотелијерства на Факултету за хотелијерство и туризам у Врњачкој Бањи и студентима прве године туристичког смера Високе пословно-техничке школе струковних студија у Ужицу чије је знање енглеског језика на нижем средњем нивоу. Садржај уџбеника у потпуности прати план и програм предмета Енглески језик 1, те тако чини основно штиво за извођење наставе и припрему студената за полагање испита.

Енглески језик је на обе високошколске институције заступљен током целокупних студија, а циљ овог предмета јесте оспособљавање студената за комуникацију у пословном окружењу. Уџбеник је конципиран тако да задовољи потребе овако организоване наставе. Намера аутора је да овај уџбеник представља увод у проучавање регистра карактеристичног за струку туризма и хотелијерства, основних језичких функција карактеристичних за овај регистар и упозна студенте са основним правилима пословне преписке. Он, даље, треба да допринесе нивелисању пређашњег знања студената прве године, чиме би се поставила стабилна основа за усавршавање енглеског језика у наставку студија.

Уџбеник се састоји од *основног дела* кога чине уводна лекција, десет главних лекција и три обнављања, *радне свеске, прилога и глосара*.

Циљ уводне лекције је да се кроз различите вежбе студенти упознају са тематиком која ће бити заступљена у уџбенику, али и специфичним начином размишљања карактеристичним за овај ниво образовања. Наиме, желећи да максимално укључе студенте у процес наставе и тако повећају њихово учешће у дискусији на часу и изграде њихову самосталност у учењу, аутори преко специфичног концепта вежбања позивају студенте да кроз размишљање и разговор дођу до крајњег решења задатка, односно дефиниције језичких правила.

Све лекције су независне и свака обрађује по једну тему која чини основ области хотелијерства и туризма. Свака од њих састоји се од три дела који су везани за основну тему. Они су структурно готово идентични и чине их *Starter, Reading, Working with Words, Language Corner* и *Let's Talk*.

Starter: Циљ уводног дела јесте да студенте, преко краћих, разноврсних задатака, уведе у тему дате лекције.

Reading: Основу сваке лекције чине текстови који обрађују неку од тема везаних за свет туризма и хотелијерства. Материјал за састављање штива за читање чине аутентични текстови како из стране, тако и из домаће публицистичке и стручне литературе. Циљ овог дела лекције јесте да се њиме уведе стручна лексика и презентују основни појмови везани за дату тематику. Поред тога, текстови треба да делују мотивишуће на студенте и да, на тај начин, послуже као извор даље комуникације.

Working with Words: Ово је део лекције у коме се пажња посвећује увежбавању стручне лексике. Разноврсним вежбама аутори су желели да студентима укажу на различите стратегије усвајања вокабулара.

Language Corner: Студенти се у овом делу лекције позивају да кроз дате примере и разговор дођу до језичких правила везаних за категорије карактеристичне за нижи средњи ниво језичког знања.

Let's Talk: Основни циљ предмета Енглески језик јесте осамостаљивање студената и припрема за неометано вођење разговора у пословном окружењу. Овај део лекције представља реалистичне задатке из праксе чије решавање подразумева вођење разговора са једним или више саговорника.

Word List: У листи речи, која следи након три основна дела лекције, наводе се најбитније лексичке јединице везане за дату наставну јединицу.

Свака лекција завршава се додатним текстом (*Reader*) са пропратним вежбама за разумевање којим су представљене додатне интересантне информације везане за обрађивану тему. Он може послужити као додатно штиво или се, пак, њиме може заменити било који основни текст лекције.

Revision: У уџбенику су дата три дела за обнављање којима је предвиђено утврђивање материјала који је усвојен у лекцијама које им претходе. Ови делови конципирани су тако да се могу користити након сваке савладане лекције или као материјал за обнављање након неколико пређених целина.

Workbook: Радна свеска садржи експлицитно дефинисана правила оних граматичких партија које су покривене уџбеником са пропратним додатним вежбањима. Материјал је организован тако да прати сваку лекцију, па представља помоћ при самосталном учењу.

Appendices: Прилогом су обухваћени енглески алфабет са транскрипцијским знацима, табеларни приказ глаголских облика у енглеском језику са временским линијама, корисни изрази и додатак за писање. Део за писање обухвата основне облике пословне преписке везане за туристичку и хотелијерску струку примерене овом језичком нивоу и нивоу студија.

У односу на листе речи које су дате у оквиру сваке појединачне лекције, глосар представља проширену листу непознатих речи и израза са преводом на српски језик.

На крају уџбеника налази се списак референтне литературе коју смо консултовали при писању материјала.

Посебну захвалност дугујемо рецензенткињама, др Татјани Ђуровић и Драгослави Мићовић, МА, као и лекторки за енглески језик, Наташи Илић, које су својим сугестијама допринеле квалитету овог уџбеника. Велико хвала и двома установама, хотелу Соларис ризорт и Специјалној болници Меркур, које су дозволиле употребу садржаја и слика из свог пропагандног материјала.

Овај уџбеник је резултат реализације TEMPUS пројекта „Modernization and Harmonization of Tourism Study Programmes in Serbia“, No. 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR. Партнер на TEMPUS пројекту је Универзитет у Крагујевцу Факултет за хотелијерство и туризам у Врњачкој Бањи.

За све могуће пропусте одговорност носе искључиво ауторке рукописа.

Ауторке

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Introductory Unit

I This is how some of your peers see the field of tourism.

„Туризам је најважнија грана угоститељства.”

„Туризам је промовисање неког града, државе, неког старог брэнда или културе.”

„Туризам је грана привреде која се бави искоришћавањем природних добара и лепота у циљу довођења гостију и остваривања неке добити.”

‘Tourism is everything about travelling to another country – sightseeing, learning about the culture of the country you have visited, meeting people, trying their cuisine, and having fun.’

Do you agree with the previous statements? Give some additional information to support those you agree with.

Now give your own definition of tourism. And what is hospitality?

What is the difference between *hospitality* and *hotel management*?

II Look at the following words. Which are tourism and which hospitality related? Which are related to both fields? Fill in the table. What are their Serbian equivalents?

Tourism words	Hospitality words	Both

accommodation, amenities, attractions, book, brochure, check-in, chefs, customers, demand, departure, destination, dishes, double bed, ecotourism, employees, festival, foods, front desk, guide, heritage, itinerary, package, picturesque, premises, product, provide, retail, route, safety, sales, scenery, service, sightsee, valet

III There are some words given below describing the world of work. Match them with their definitions.

- | | |
|--------------------------|---|
| 1. an entry-level job | a. a job that needs someone who has ability and experience |
| 2. customer-facing | b. a time during which someone who has been given a new job is watched to see whether they can do the job well and stay in the position |
| 3. a skilled job | c. a particular movement from one place to another |
| 4. a nine-to-five job | d. dealing directly with the customers of a business |
| 5. full-time | e. to travel regularly to and from work |
| 6. a probationary period | f. done for the number of hours that people normally work in a complete week |
| 7. commute | g. a job at the lowest level in a company or organization |
| 8. a journey/trip | h. a normal office job, in which you usually work from nine o'clock until five o'clock |

Tourism

I Top 10 Destinations: What are in your opinion the top 10 tourism destinations? Fill in the table with the missing data. The following list of countries might help you. Check your answers with the teacher.

China, France, Germany, Italy, Malaysia, Spain, Russian Federation, Turkey, UK, USA.

Rating	Country	International Tourist Arrivals (in millions)	Nationality	Language
1		83.0		
2		67.0		
3		57.7		
4		57.7		
5		46.4		
6		35.7		
7		30.4		
8		29.3		
9		25.7		
10		25.0		

Write 8 sentences of your own using the data from the table.

II Purpose of Travel. What are the most frequent purposes of travel? Name at least three.

Look at the following list of possible reasons for travel. Put them under the appropriate heading:

Business	VFR	Leisure

Trade fairs
Exhibitions
Business meetings
Conferences and training events

Business tourism
Visiting friends and relatives (VFR)
Cultural
Education

Religion
Sport
Health and fitness
Holidays
Leisure tourism

III Historical Perspective. Who were the first tourists? What were the first reasons for travelling? These three groups of reasons may help you discover.

- Festivals and sport events
- Religious and spiritual purposes
- Trade

IV Present-day tourism. What are the basic features of contemporary tourism? Which factors have contributed to the development of nowadays tourism?

Look at the following list and explain the contribution of each factor to the tourism development.

Development of transportation
Increased leisure time
Rising standards of living
Technological development

Read the following numbers. Fill in the gaps with the appropriate number to make sentences describing the tourism of today: 1.56 billion, 11%, 763 million, US\$623 billion

Bar	Parking	Coffee/Tea in Lobby
Internet / Free WiFi	Complimentary Breakfast	

Compare the list with your partner.

What do you think the most important room amenities are? Use the following expressions to fill in the gaps in the text.

Bathroom with Shower	TV Facilities	Room Size
Non-Smoking Rooms	Air Conditioning	Daily Housekeeping
Internet / Free WiFi	Coffee/Tea	Mattress Type
	Premium Bedding	

Having in mind the level of IT development and the number of high-tech-equipped travellers, it's not surprising that on the list of the most important room amenities number 1 is taken by the I..... . There follow a b..... a and r..... as the second and third most important features. Although many people find it a complete waste of time, T..... is the second most important high-tech item, and it holds the place number 4. The astonishing fact is that a..... is given only the rank number 5, and it is directly followed by c..... served in a room. Although there is a decreasing number in the smoker travellers, the question of a n..... is given number 7. Despite the fact that hotels give their best to increase the level of room comfort, p....., d..... and m..... hold the bottom of the list.

Use the expressions showing hotel amenities to write similar sentences.

V *Complaints.* Holiday over! The time of your life, or the worst nightmare? What are your impressions of a perfect holiday? Have you ever complained about something you were disappointed about?

Apart from bringing incredible memories for the whole life, it happens that some tourists come home with the feeling of being let down or disillusioned by TAs. One way, or another, there might be something to complain about which could be called a real reason, but there are also 'reasons' that make somebody laugh or even cry. Are the reasons given below something to worry about or to laugh at? What should a TA on receipt of such a complaint do?

'There were too many beautiful women at the hotel and my wife caught me staring at people other than her on one too many occasions. I wasn't aware there would be so many lovely looking ladies. We had a huge row on day five of our holiday and I had to buy her a lot of presents on our return to the UK to make it up for her. I had to take out a credit card for the gifts just so I could grovel.'

'There were so many complimentary activities at our hotel like water sports and things that we barely saw our teenage sons. It really ruined the whole family holiday feel.'

'The international buffet as part of our all inclusive booking gave us so much choice that I had at least two helpings every evening and, all in all, I put on two stone during the holiday. I've had to purchase new clothes and a gym membership since the holiday and I was wondering if you would be willing to cover those costs.'

'The air conditioning in the room was too chilly and we didn't pack any warm clothes, so we were often cold.'

'The sea was too warm and so when I tried to take a dip to cool down I was still hot.'

UNIT 1 The World of Tourism and Hospitality

PART 1 – The Tourism of Today

Starter: Tourism Types and Forms

Hospitality and Tourism is often described as 'the pleasure industry' or 'the welcome industry'. The key features of this industry are communication and multiculturalism, as this is also an international industry which involves a range of inter-cultural encounters.

I Look at the list of different forms of tourism. Match them with definitions.

- | | |
|----------------------------|---|
| 1. pleasure tourism | a. To escape the routine of daily life |
| 2. business tourism | b. To experience a sport or sporting event |
| 3. nature tourism | c. To improve the physical or spiritual condition of an individual |
| 4. cultural tourism | d. Stresses low-impact adventure in a natural setting; sometimes called "green tourism" |
| 5. social tourism | e. Involves visiting a place of spiritual significance |
| 6. recreation tourism | f. To experience the history, folklore, and culture of a nation |
| 7. active tourism | g. To enjoy natural settings or wildlife, including ecotourism |
| 8. sports tourism | h. To improve one's health |
| 9. religious tourism | i. To complete a business transaction or attend a business meeting/conference |
| 10. health/medical tourism | j. To experience something very different from everyday life in remote wilderness areas |
| 11. adventure tourism | k. Travel that involves the company of others |
| 12. wilderness tourism | l. Has a set objective |
| 13. ecotourism | m. Involves challenges and adventure |

II What is *domestic tourism*? What is *international tourism*?

III According to WHO travels and WHERE, we can distinguish between three different types of tourism. One is domestic tourism, and the other two comprise international tourism. Use the given words to fill in the sentences and make definitions.

non-residents, residents (2), their own country, the given country, another country

Now, match the following explanations with each type of tourism.

- | | |
|--|--|
| <i>Outbound tourism:</i> travelling into
..... | The Serbs travelling all round Serbia. |
| <i>Inbound tourism:</i> travelling into
..... | The Serbs travelling abroad. |
| <i>Domestic tourism:</i> of a country travelling
within | The foreigners coming to Serbia. |

NOTE: There are two different spellings of the *-ing* form of the word TRAVEL – travelling (BE) and traveling (AE).

IV Which of the previous tourism forms belong to Sustainable Tourism, a movement which started around 2000?

V Which tourism forms do the following examples illustrate?

camping or going to a beach, rock climbing, a visit to a weight-loss camp, the Olympics, a visit to a health resort, climbing a mountain, trekking through a tropical rainforest, ski holidays, learning a new language, family visits

a. Match the examples with the appropriate tourism forms given in III. In some cases more than one option is possible. b. Add some more examples to illustrate other tourism forms.

Reading

I Marko Tomović is a tourism professional. He is talking about the present-day tourism.

a. What kind of information do you expect to learn? Look at the interviewer's questions and check your ideas.

b. Make a list of at least 10 words that you expect to find in the text.

The Present-Day Tourism

I: What is the face of the present-day tourism industry?

M: Well, nowadays the tourism industry makes up a significant part of a country's economy, providing employment to numerous individuals in a direct or indirect way. Due to globalisation and modern technology, a vast amount of information is now available about places all over the world. The advance of technology and efficient methods of transportation have changed the face of tourism making it increasingly popular and appreciated.

I: Right. It is obvious that the tourism industry cannot function by itself, that its activities are interwoven with other industries and scientific fields. But what is tourism, actually?

M: Yes, the beneficial influence of other fields, for example technology is best seen in the development of e-tourism where it is now possible to book accommodation, transportation and make reservations online. As for the definition of tourism, to put it in simple words, it is when people travel to destinations outside their home environment for different reasons. Those may include leisure, recreation or business purposes. When we talk about tourism, we are also talking about transportation services, accommodation, recreational activities and entertainment. Unfortunately, the tourism industry often depends on economic conditions. And again unfortunately, this also means that economic recessions lead to a decrease in industry profits and activities.

I: It means that people working in tourism can work in different settings, doesn't it?

M: As a matter of fact, yes, it does. You see, careers in tourism offer many diverse roles and settings. Tourism careers include working in a hotel or resort, on a cruise ship, in an adventure sports centre, as a tour guide organising activities and historical trips, as a travel guide writer or as a driver or flight attendant.

I: What would be the most desirable characteristics and skills that those professions entail?

M: Well, individuals in the tourism field should have the love and appreciation for travel, strong coordination and organisational skills to coordinate trips, services, schedules and accommodation, and enjoy working with people. Many individuals pursuing a career in tourism have specialised skills and interests in particular activities such as scuba diving, sailing, kayaking, hiking, etc.

I: Well, it all sounds rather exciting. Are there any drawbacks?

M: That's right, careers in tourism can offer exciting and unconventional work settings and opportunities. On the other hand, working hours of tourism professionals generally depend on those of hotels, restaurants and recreational centres, transportation requirements and activity schedules. It is also important to say that some tourism related careers such as hotel managers, pilots and other leadership roles require formal qualification; however most careers in tourism require specific skill sets rather than formal education.

II Compare the word list you have made with the words from the text. Have you found any examples that you expected? Compare the list with your partner. Have his/her expectations been met?

III Find the corresponding words and phrases in the text.

- | | |
|--------------------|---------------------------------|
| modern – | however – |
| accessible – | is often susceptible to – |
| means – | educational programme – |
| positive – | |

IV Write T (true) or F (false) next to each statement. Correct the false ones and support the true ones with some additional information.

1. Tourism professionals work untraditional hours.
2. The present-day tourism is an independent industry.
3. The purposes of travel are leisure, recreation or business.
4. There is no need for tourism professionals to have any specialised skills.
5. The tourism industry is dependent upon economic conditions.

V Finish the following sentences:

1. are reasons for having such large quantities of information available about worldwide destinations.
2. Tourism has become popular due to
3. The reasons for travelling may include
4. Tourism entails
5. Careers in tourism offer and they include

NOTE: There are some words which can be used either as nouns or as verbs. However, they differ in pronunciation, e.g. *decrease*, n. /di:'kri:sl/, v. /di:'kri:s/. What is the difference between *advise* and *advice*?

Working with Words

I What do your family members do? What do you like about their jobs? Are there any disadvantages? What are the personal traits and skills needed for these jobs?

II Fill in the table with tourism and hospitality related professions.

travel agency manager, accommodation manager, catering manager, tourist information centre manager, event organiser, fast food restaurant manager, hotel manager, tourism officer, public house manager, restaurant manager, tour manager

Tourism related professions	Hospitality related professions

III What are the people in II responsible for?

NOTE:

A hospitality graduate can also work as a customer service manager, human resources officer, tour manager or retail manager.

An *accommodation manager* is also known as a *housekeeper* or a *housekeeping manager*.

Rep is short for *representative*. It behaves as a proper noun, so the plural form is *reps*.

Language Corner

Plural Forms of Nouns

I Write the singular forms of the following nouns:

individuals		information		phenomenon	
industries		people		discos	
ways		remains		advice	

II Look at the examples and answer the following questions.

1. How do most nouns make the plural forms?
2. How do the nouns ending in -y make their plurals?
3. When is -es added to make a plural form?
4. Which nouns do not have a singular form? In which way are they made singular?

III Write some more examples to support the rules given in II.**Let's Talk**

I a. Look at the ad and discuss with your partner what kind of person you are looking for. Now talk to another pair and agree on five most important skills and personal traits needed for the vacant position.

The following pattern may help you start the conversation:

Well, it's a job that requires a sense of... and ... since the person selected will be...

Job description

Job title:	TOUR GUIDE
Main responsibilities:	Taking groups of people on holiday to different tourist destinations
Qualifications:	One or two years' work experience. But would consider a person leaving with a qualification in Tourism. Languages a big advantage.
Appearance:	Smart but casual
Interests:	<ul style="list-style-type: none"> • Travel • Local culture and customs • Somebody who likes to socialize • Interest in food and drink • Prepared to work evenings.

b. Read the information on four possible candidates. Discuss with a partner which skills he/she has. What are their personal traits? Which one of them would be the best choice? Give your reasons. Why do you find the other three applicants unsuitable?

<i>Candidate</i>	<i>Current position</i>	<i>Work experience</i>	<i>Languages</i>	<i>Interests</i>	<i>Peculiarities</i>
Jovan Pavlović, 38	Unemployed	Worked in bars in Italy and Spain; worked as a lifeguard in the USA	Fluent in English, Spanish and Italian	Likes theatre and has directed plays	Travelled through Africa on a bike
Sandra Milivojević, 26	Has a diploma in Tourism and Hospitality	Worked in a customer service department for one year	Fluent in French, German and Spanish	Enjoys reading and cinema	Has two cats and a dog
Dušana Pecić, 22	Studying Art History at university	Organizes the University Radio Station	Fluent in English and speaks some French	Likes to go to discos and bars	Has never travelled abroad
Nikola Kojadinović, 45	A trainer in a gym	Has worked as a tour guide for 10 years	Fluent in German, speaks some Japanese, Greek and Polish	Interested in art, classical music and architecture	Travelled all over the world; was in the Army

PART 2 – Business Correspondence

Writing

Letter Writing – Formal and informal style

I Look at the following letters. Which one is formal and which informal? Underline all informal expressions.

I was very interested in your advertisement in this month's issue of Leisure and Travel Magazine and I would like to apply for the post of a head waiter in The Plaza Hotel.
 I am twenty-eight years old and I have a bachelor degree in Tourism. Since leaving university, I worked as a barman in Italy and Spain and I have been working as a waiter at the Pier's for three years now. I would particularly like to apply for this position as this would give me an excellent opportunity to improve my professional skills working for the best known hotel in this area.
 At the same time, the experience I have gained abroad would help me in providing high-quality service to all your customers.
 If you would like me to attend an interview, I would be able to come at any time convenient to you.
 I look forward to hearing from you.

I noticed an ad in Leisure and Travel Magazine saying that you are looking for a head waiter for your hotel. It sounds interesting so I'm writing to say I'd like to apply for the position.
 About myself: I left the school of tourism because I had some problems there and I wanted to earn a bit of money. After that I got a few part-time jobs as a waiter but I didn't stick to any of them for long. At the moment I'm a waiter at a local café.
 I'd like to get the job because I think that I could earn a lot. I think that the experience I have can help you too.
 Let me know when I can call in for a conversation about job details.
 Yours

II Here is the information contained in every type of a formal letter. A. Write numbers on the provided space showing the order of its appearance in a letter. B. Use the provided space to arrange it into the letter layout.

- | | |
|---|--|
| Signature: | Additional information: Encl(s), |
| Date: 20 th June 2015 | Our ref., Your ref. |
| Ending greeting: Sincerely yours, | The sender's address: |
| Faithfully yours | The recipient's address |
| Opening greeting: Dear Sir/Madam; | |
| Dear Mr. Jones | |

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

III Write the sentences in the correct order to make a proper letter.

- | | |
|--|---|
| 1. Members of our sales team will present the new packages | 6. there will be a cocktail party at the main restaurant. |
| 2. After the presentation | 7. Dear Mr Jovanović |
| 3. Robert Deen | 8. our latest packages to long-haul destinations. |
| 4. We would like to invite you to the presentation of | 9. I do hope that you will be able to attend. |
| 5. and there will be an opportunity to ask questions. | 10. at the Stars Hotel on 11 th May at 7.30 p.m. |
| | 11. Best regards |

The correct order:

PART 3 – The World of Work

Reading

I Read the following sentences.

"What I really like about this job is that I get to meet new people every day. It makes the job interesting and it's really exciting."

'On the downside, there is dealing with possible problems and irate customers. And working shifts is rather complicated in the beginning...'

What do you think is the job of the person saying this?

II A receptionist is a gatekeeper of a hotel. This is often the first person customers see or the first voice they hear over the phone. Thus, it is important that the receptionist conducts herself/himself in a professional manner to make a good first impression. There are certain qualities and skills that can help make receptionists better at their job. This is something we're talking about with Sonja Belić, who works as a receptionist at a four-star hotel.

III Where in the text would you insert the following sentences?

1. I also take extra linens to the rooms, make sure the lobby is clean, supervise the maintenance and kitchen staff, basically I do whatever needs to be done. I even drive a shuttle to the airport when a driver isn't available.
2. So, I spend most of my time at a reception desk, using a computer and a telephone switchboard.
3. They could be days, evenings, nights, weekends and public holidays.
4. ... and previous experience in customer service or office work would also help.
5. The rest of the year is off-peak.
6. I use morning hours to finish everything before guests start arriving.

Interviewer: It seems to me that something important is happening today.

Sonja: Yes, everyone is rather busy as a large group of people is coming tomorrow. As a matter of fact, this is not a period of high season and we're very happy to welcome such a large group off-season.

Interviewer: What do you mean by high season?

Sonja: That's the time of the year with the largest number of visits. The peak season at this hotel starts at the end of May and lasts till September. Then, there is also New Year and Christmas and Easter and May 1st. However, this year the season starts a few weeks earlier.

Interviewer: It's nine o'clock in the morning and you're doing some computer work.

Sonja: As a matter of fact, I'm dealing with some e-mail enquiries at the moment. This is one of my morning duties.

Interviewer: What do you mean by 'everything'? The books say that hotel receptionists make guests feel welcome, manage room bookings and deal with requests that guests make during their stay. Is there anything else that you are expected to do?

Sonja: It just depends on how big the hotel you work in is. Bigger hotels have different departments for reservations or concierge, etc. I work at the front desk and I check guests in and out, take payments, explain to them everything they need to know about the hotel and the surrounding area, for example amenities of various rooms, services available or any other particularities, then I also make and edit reservations and deal with cancellations. And as our concierge is having a week off, I'm dealing with all her activities as well. In small hotels, the job of a receptionist involves other tasks such as showing guests to their rooms and serving drinks in the bar.

Interviewer: How would you describe your job?

Sonja: I might be pointing out the obvious but this is a desk-based job which means that the reception needs to be manned at all times. I say 'manned at all times' which implies working shifts. Then, this job is repetitive. So what a good receptionist needs is proper motivation to do it well day in day out. A hotel receptionist also needs to be friendly and professional at all times, to be able to manage several things at once and always stay calm, even when under pressure.

Interviewer: Are there any special preconditions for getting the job of a receptionist?

Sonja: The competition is huge and to get this job is more difficult than people generally think. Many employers will prefer you to have a good standard of general education. Interviewers may decide to use a language or personality test, as well. However, there are employers who put a great value on some personal traits, such as patience and tact or accuracy and attention to detail, maintaining that anyone could be trained for the job of a receptionist, while some things like an upbeat attitude cannot be learned.

Interviewer: Right. So, according to you, what are the most important skills and characteristics that a receptionist should have?

Sonja: Well, as far as skills are concerned, I would first mention the ability to multi-task, which definitely leads to efficiency at work. Then, there is computer literacy and the knowledge of foreign languages. Speaking at least two foreign languages is a must, and more than two is an absolute advantage. You should also have well-polished communication skills which is very important when dealing with problems or difficult customers. When talking about problems, I have to mention the use of your diplomatic skills, the resourcefulness and tact in problem solving, which brings us to personal traits. Apart from tactfulness and diplomacy, one should be patient, friendly and polite but, at the same time, highly professional.

Interviewer: It seems to me so far that this gets more and more complicated...

Sonja: Well, complicated maybe too strong a word, but complex, yes. This profession is rather complex.

NOTE: A *GSA (Guest Service Agent)* is AE term used to denote a person doing the job of a receptionist. A *clerk* or *front desk clerk* can also be used with the same meaning.

Beware: Staff vs. Stuff: What's the difference?

IV Find the words in the text with the following meaning:

reservations –	a week out of work –	at the same time –
engaged –	include –	characteristic –
peak season –	emphasize –	punctuality –
at hand –	take care of –	

Language Corner

Basic Pronominal Forms and Possessive Adjectives

I Use the following words to fill in the table.

ours, you, him, theirs, his, yours, her, our, their, hers, it, its, its, your, us, them, her, his.

Personal Pronouns	Personal Pronouns Accusative	Possessive Adjectives	Possessive Pronouns
I	me	my	mine
you			
he			
she			
it			
we			
you			
they			

II What is the meaning of the words in the table? What is the difference between *my* and *mine*? See the example:

These are *my* keys. These keys are *mine*.

Possessive Adjective+ NOUN

Possessive Pronoun+ Ø

III Underline the mistakes and correct the following sentences.

1. The Grand Budapest Hotel is very comfortable. Her personnel are very polite.
2. My laptop works very well. She's really great.
3. My new cell phone is excellent. I like him very much!
4. My boss and I are giving the company presentation tomorrow. Come and listen to we!
5. This is my seat. I'm afraid to say it isn't your.....

Present Simple Tense: Use

I Look at the following uses of Present Simple Tense. Match them with the appropriate examples given in the table.

- a. Permanent situation: Company Activities,
- b. Routines and Frequency,
- c. Scientific or Other Facts,
- d. Programmes and Timetables

<i>Use</i>	<i>Example</i>
	This year's Tourism Fair starts on 6 th February, doesn't it?
	Rooms Division brings most money to a hotel.
	Our agency deals with the individualized packages only.
	I start work at 9 o'clock.

Present Continuous Tense: Use

I Write the following sentences in the table next to the corresponding uses:

- a. As Sue is on maternity leave, I'm dealing with the enquiries.
- b. They are upgrading their hotel.
- c. I'm afraid Mr Jones is busy at the moment. He's having a meeting with a client.
- d. We are launching a new product in February at the Belgrade Tourism Fair.
- e. The latest statistics show that the number of long-distance flights is falling.

<i>Use</i>	<i>Example</i>
Moment of Speaking	
Current Projects	
Temporary Situations	
Slow changes	
Future Arrangements	

II Read the text on the profession of a receptionist and try to find as many examples of different uses of present tenses as possible. Note down all the examples in your notebooks.

III Imagine that the following line represents Present Time. Mark Present Simple and Present Continuous Tense.

IV Translate into English.

1. Још једну велику групу гостију очекујемо следеће недеље.
2. Обука из људских односа почиње у јуну.
3. Девет је сати. Рецепционери су на јутарњем састанку.
4. Тренутно радимо на развијању нових производа за источно-европско тржиште.
5. Консијерж ради у хотелу и брине се о потребама гостију.
6. Шта подразумева твоје радно место?

Word List

amenities, n.
career, n.
catering, n.
check in, v.
check out, v.
concierge, n.
deal with, v.
domestic tourism, n.
enquiry, n.
event, n.
gatekeeper, n.
high season, n.

hospitality, n.
inbound tourism, n.
international tourism, n.
off-peak, adj.
off-season, adj.
outbound tourism, n.
peak season, n.
public house, n.
sustainable tourism, n.
tourism officer, n.
travel agency, n.
work shifts, n.

Reader – Business Etiquette & Dress Code

Dos and don'ts in tourism and hospitality

If you enjoy meeting and helping all kinds of people, a career in T&H could be your perfect choice. However, being a professional in these fields is not as easy a task as one might think. To be successful implies much more than having a formal degree or particular personal traits and skills which are directly involved in your daily routine. The ability to speak foreign languages, culture and history related knowledge is only something to start with. Knowing body language is a must. And code of behavior goes without saying. The hotel staff represents the entire hotel and needs to be made very aware of this. There are a few dos and don'ts of your future profession.

A receptionist is often the first person a visitor meets when they enter a hotel. Before they start talking, guests will have a look at you. And what would they see? Your looks should project an air of professionalism and good sense. First of all, a receptionist should be neat and clean, and should be dressed appropriately. The appropriateness of your clothes depends on the style of the hotel you work for. There's a world of difference between a coast-line hotel that specialises in fun vacations for young families and one down-town that is intended specifically for business people, corporate events and conferences. The staff uniform style will naturally correspond. For a beach hotel a relaxed uniform using bright colours will be appropriate. The opposite is true of a corporate hotel in an industrial city where sombre, smart and business-like clothing will be required. Closed-toe shoes should be of dull colour. For the reason of safety high-heels must not be worn. A neckline is a rather sensitive question, so special attention should be given to it. And, of course, there is the use of perfumes and accessories.

Most hotels approve of wearing one ring only and discrete earrings. No piercing is allowed. Make-up should also be discreet and simple.

As far as behavior is concerned, all hotel staff should be highly discreet. Knowing guests' names is a good thing, and makes them feel valued. But guests should be addressed by name appropriately and discreetly. The guest's name and room number should never be spoken out loud. It is considered to be an invasion of privacy, a complete security breach and a cardinal sin of hospitality.

You can't be the know-all. However, try not to admit that you don't know the answer to a guest's question or that you can't do something. Instead, say, "Let me find someone who can answer your question." or "Let me find someone who can do that for you."

A little smile goes a long way in the business world, both in person and over the phone. Greet customers in a friendly, personable manner. Rather than simply saying, "The Grand Hotel," smile and say, "Good morning, the Grand Hotel, this is Maja speaking, how can I help you?"

Another issue, perhaps the crucial one, concerns cultural differences. For example, approaching a person closer than an arm's length is another example of privacy invasion if your guest is an Englishman. So, beware.

I Tick the true statements and correct the false ones.

1. Broadcasting names in public is a security issue.
2. You can ask out loud for the room number.
3. Every member of staff should ensure that they look their best at all times.
4. Your shoes should be sturdy.
5. Uniforms must be worn at all times whilst on duty.
6. A receptionist should honestly admit that he/she is not in a position to meet a guest's need.

II What do you think? Discuss with your partner.

1. You should shake hands with the guest.
2. After some conversation, you can be on the first name basis with a hotel guest.
3. Direct eye contact is very important in your job. You should keep one no matter who you are talking to.
4. What are taboo topics when talking to a guest?

UNIT 2 Destinations

PART 1 – Geographical Portrait of Serbia

Starter

I What are the most usual reasons for visiting a tourist destination? Choose from the list.

Rest and relaxation	Educational purposes	Sports and recreation
Visiting relatives and friends	Culture	Health
Business reasons	Fun	Religious reasons

II What influences the choice of a holiday destination? What general information do holiday makers usually need before travelling to a destination?

Reading – Geographical Characteristics

I Match the topic related to destinations in A with three suitable items in B.

A	B		
Location:	1 border	6 flow into	11 situated
Hydrology:	2 elevation	7 plain	12 valley
How to get to Serbia:	3 artificial	8 road	13 favourable
Climate:	4 rail	9 flight	14 season
Relief:	5 rainy	10 area	15 tributary

Introducing Serbia

II Choose the appropriate topic from column A in the previous exercise for the paragraph headings.

The Republic of Serbia is situated in the southeastern part of Europe. It covers the central part of the Balkan Peninsula. This landlocked country borders Hungary to the north, Romania and Bulgaria to the east, Macedonia and Albania to the south, and Croatia, Bosnia and Montenegro to the west. It covers an area of 88,361 km².

The variety of geographical features of Serbia is significant. The fertile and vast Panonian Plain occupies the northern part of the country. Lowland areas can be found in other parts of the country, but this plain is by far the largest one covering the third of the whole country. The central part of Serbia, with the region of Šumadija at its heart, is mostly hilly

terrain. Lush green hills are covered with fields, meadows and orchards. Further to the south, the terrain gets more mountainous. Mountain ranges intersected with wide river valleys of the Ibar, Velika, Južna and Zapadna Morava Rivers dominate the southern parts of the country. Eastern and Western Serbia are also mountainous regions with many canyons, gorges and caves. The mountains of western Serbia stretching along the banks of the rivers Drina and Ibar belong to the Dinaric Alps. This mountain chain is the largest mountain region. Eastern Serbia is covered with mountains which belong to the Carpathian Mountains and Balkan Mountains. Forested mountains belonging to the Rhodopes range stretch along the right and left sides of the Južna and Velika Morava

Rivers. Serbian mountains vary in elevation and there are more than 15 mountain peaks rising to over 2,000 metres above sea level. The highest peak is Djeravica in the Prokletije, 2,656 m. in height.

Waters in Serbia are important natural resource for tourism. Serbian rivers flow into the Black, Adriatic and Aegean seas. Fully navigable rivers are the Danube, Sava and Tisa, whereas the Velika Morava and Tamiš are partly navigable. The Danube, the second largest river in Europe, is the longest river flowing through Serbia. Its biggest tributaries are the Sava, Tisa and the Velika Morava which is the longest river in Serbia (493 km of length).

Serbia does not abound in natural lakes. Most of them are small and scattered. The largest one is Palić lake, glacial in origin, covering 6 km². Several smaller lakes can be found along the river flows of Vojvodina (like Carska Bara). On the other hand, due to hydroelectric dams, artificial lakes are more numerous. The deepest and the largest one is Djerdap Lake on the Danube covering an area of 253 km². The largest waterfall, Jelovarnik, is located in Kopaonik.

The territory of Serbia is rich in mineral springs. There are over 1,000 cold and warm mineral springs in over 53 thermal spa resorts.

Spa treatments for various illnesses and diseases involve drinking thermal water or taking thermal baths. Spa resorts, mostly located in gentle valleys or on the slopes of hills, are the true oases of greenery and tranquility.

Serbia has a favourable climate. Although climate can vary according to the region, a moderate continental climate with four distinct seasons predominates. Autumns are usually warm and sunny, whereas springs can be short and rainy. Winters are not especially severe with January being the coldest month of the year. The hottest months overall are July and August. Therefore, the best time to visit is anytime between late spring and early autumn.

Visitors can come to Serbia by air, road and rail. There are three international airports (in Belgrade, Niš and Priština). All major European airline companies have both regular and charter flights to Nikola Tesla Airport in Belgrade. Serbia is well connected by international roads and railway lines to other parts of Europe and the Near East, Asia and Africa. The bus network is efficient and reliable, whereas the same does not apply to the trains.

III There are several factors that can influence the choice of a particular travel destination. What are the most important ones?

Apart from those mentioned, there are many other possible reasons that can make a travel destination popular with tourists. There is a list of possible reasons for choosing to visit Serbia. In your opinion how important is each one. (1-the least important, ..., 9- the most important)

Friendly and kind people	Good hiking trails
Good accommodation	Delicious cuisine
Spectacular age-old Orthodox monasteries	Excellent nightlife
Beautiful landscapes	Music festivals
Quiet cultural or historical towns	

IV Which of the following types of visits would generally be suitable for inbound and domestic visitors to Serbian tourist destinations:

a day trip short break longer holidays

PART 2 – Top 5 Destinations in Serbia

Do we know how appealing Serbia is?

Former Yugoslavia, which Serbia was a part of, was a very popular holiday destination. However, wars and political circumstances have made Serbia less attractive for holiday makers. As a holiday destination, Serbia has plenty to show and offer. Beautiful scenery, and cultural and historic

monuments, curative spas, hunting grounds and fishing areas are the basis for the development of tourism in Serbia. Delicious cuisine and warm welcome by local people contribute to great travel experiences. Since there have been significant investments in tourism, there have been some noticeable improvements in this field in recent years. The number of tourists visiting Serbia is growing. Depending on their personal interests and tastes, holiday makers can choose their destination.

There is a short description of five Serbian destinations below. Write their names next to the description.

_____ is the capital and the heart of Serbia. It is the largest city of the country and one of the oldest cities in Europe. This fascinating and bustling city is situated at the confluence of the Danube and Sava rivers. As a cosmopolitan, easy-going city it can be appealing to many, but mostly to those with cultural and historical interests. The Church of St. Sava, the Kalemegdan Fortress, the National Museum and the National Theatre are only some of the numerous cultural and historic sights contributing to the rich cultural life of this city. It hosts a lot of cultural events that take place throughout a year like the International Film Festival (FEST) and the International Music Festival (BEMUS). As a unique mixture of ancient heritage and modern urban hotels, cafés and nightclubs, it also boasts a fantastic nightlife. Visitors seeking fun and excitement have memorable time in various clubs in the city center and popular river rafts.

_____ is the cultural capital of Vojvodina. This relatively small, beautiful town is much like other central European towns regarding its architecture and attitude of the people. It is filled with theatres, museums, galleries, cafés and restaurants. Most visitors coming here would not miss the spectacular 18th century Petrovaradin Fortress. In recent years it has become very popular during the well-known International Music Festival, EXIT.

_____ is an ideal destination for those who want an active holiday. This sunny mountain is the most developed mountain tourist center and the biggest winter sport resort, convenient for summer holidays as well. Its highest peak is Pančić's Peak (2,017m). Thanks to its exceptional beauty, and its flora and fauna it has been proclaimed a national park.

_____ (Devil's Town) is Serbia's unique natural monument situated 28 km from the town of Kuršumlija and 288 km south of Belgrade. This group of 220 unusual rock formations with their stone caps is a unique geographical phenomenon, created by strong erosion of the soil. In 2010 it was nominated for the Seven Natural World Wonders.

_____ is the largest and most famous spa resort in Serbia and has traditionally been a very attractive tourist resort for relaxation and recreation. This well-known balneotherapy center, with a very long tradition of health care, offers far more than just healing treatments. Apart from beneficial effects of its seven mineral springs, the tourist offer includes something for everyone. It has become a place of various cultural and entertainment events held throughout a year. A great number of very attractive locations near this spa town offer the possibility to enjoy the beauty of numerous monasteries, old churches and fortresses, cultural and historic monuments, mountain picnic grounds, marvelous rivers.

What other destinations would you include in top 10 Serbian destinations? What do you know about them?

Working with Words

I Look at the text again. Find the words which mean:

- | | |
|--|--|
| 1. attractive or interesting | 4. a place where a lot of people go to on holiday |
| 2. a person who is away from home on a holiday | 5. to have sth you can be proud of |
| 3. the place where sb/sth is going to/visits | 6. places of interest that are often visited by tourists |

II Match each of the leisure activities the tourists can do with the appropriate picture that illustrates it.

- a. fishing
- b. skiing
- g. bird watching
- h. kayaking

- c. skating
- d. biking
- i. sailing
- j. scuba diving

- e. playing golf
- f. hiking
- k. swimming
- l. riding



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____



8. _____



9. _____



10. _____



11. _____



12. _____

III Decide which of the listed activities would be suitable for tourists visiting the following Serbian destinations:

- 1. the Drina river
- 2. Zlatibor
- 3. the Uvac Canyon
- 4. Fruška Gora National Park

What other activities can be undertaken in these areas?

IV Tourism features and attractions

Fill in the table with words from the texts above by putting them into the appropriate column (sometimes there may be more than one correct answer).

Natural features	Man-made attractions	Events	Food, drink and entertainment

What column(s) would you put the following words in?

- carnival
- beach
- art gallery
- countryside
- coastline
- harbour
- castle
- garden
- hiking trails
- island
- theme park
- cathedral

V What are most popular tourist attractions in your town or region?

Let's Talk

I Which of the destinations in Serbia would you recommend to visitors who want to:

- | | |
|--------------------------------|------------------------------|
| 1. unwind after stressful work | 4. explore national heritage |
| 2. go sightseeing | 5. go shopping |
| 3. experience nightlife | 6. eat out |

State your reasons.

II Work in groups of four. Choose destinations in Serbia that meet the needs of the types of tourists given below. Pay attention to factors that can influence their choice (e.g. motivation for travelling, personal interests and tastes, age, a type of the party, etc.). Discuss with your group the reasons for your choice (including the attractions and activities that can be done).

- | | |
|--|---|
| 1. a group of art college students from Greece | 3. a honeymoon couple from Italy |
| 2. a group of mature adults from France | 4. a family with two teenage children from Novi Sad |

III For more advanced students.

Prepare a presentation of the town/region you are from as a tourist destination. Your presentation should include a description of tourist attractions and activities that can be undertaken. When describing attractions, say why they are popular, what types of travellers enjoy them most, what the best time for visiting this destination is, and how to get there. Also, add what types of travellers and tourists this destination would be interesting and suitable for.

Language Corner

Modals 1 - Obligation, prohibition and permission

When we want to express *permission*, *prohibition* (not allowing something), *obligation* or *lack of obligation* we usually use modal verbs.

I The verbs in column on the left express obligation and permission. Match them with their paraphrases.

- | | |
|------------------------------------|-----------------------|
| 1. I <i>must</i> / <i>have to</i> | a. It's not necessary |
| 2. I <i>don't have to</i> | b. It's necessary |
| 3. I <i>can</i> | c. It's not allowed |
| 4. I <i>mustn't</i> / <i>can't</i> | d. It's allowed |

II Match the sentences with their meanings.

- | | |
|--|-----------------------------|
| 1. You <i>should</i> take a taxi. | a. Prohibition |
| 2. You <i>must</i> take a taxi. | b. It's a good idea. |
| 3. You <i>shouldn't</i> use your mobile phone while driving. | c. There is no alternative. |
| 4. You <i>mustn't</i> use your mobile phone while driving. | d. Polite advice |

III Use the information from the previous exercise and answer the following questions:

- | | |
|---|--|
| What modal is used to express prohibition? | What modal is used to express a weaker or less important obligation? |
| What verb used in the left column in the previous exercise differs from the others? How does it differ? | What modal is used for making recommendations and giving advice? |
| What modal is used to express permission or possibility? | |

IV In affirmative sentences there is a slight difference between the ways MUST and HAVE TO are used. MUST is often used to talk about personal obligation. It is used when we express our personal feelings. HAVE TO suggests that the obligation comes from somebody else. We use it when we talk about facts. Use MUST or HAVE TO and their negative forms in the following sentences (as you have already seen their negative forms are completely different!).

- | | |
|---|---|
| 1. I'm gaining weight. I go on a diet. | 7. You hand in your homework on Tuesday. |
| 2. I don't normally wear glasses, but I wear them when I'm driving. | 8. Youto dress up for the party. |
| 3. This sign means that you park here. | 9. My doctor says that I to stop smoking or I'll risk serious problems. |
| 4. I to do an English exam next week. | 10. I stop smoking. It costs me too much money. |
| 5. You smoke at a petrol station. | |
| 6. Youcome and see us next time you are in Belgrade. | |

V Go through some travel advice and rules for tourists visiting Serbia and then complete the sentences using the appropriate modal + infinitive form.

- | | |
|--|--|
| It is not necessary to get a visa to visit Serbia. | 1. You a visa to visit Serbia. |
| It is advisable to get travel and medical insurance before travelling. | 2. You..... travel and medical insurance before travelling. |
| It is a good idea to learn about Serbia as much as you can before your trip. | 3. You learn about Serbia as much as you can before your trip. |
| It is possible to get to Serbia by car. | 4. Youto Serbia by car. |
| It is necessary that your passport is valid. | 5. Your passportvalid. |
| You are not allowed to bring more than \$10,000 into Serbia. | 6. Youmore than \$10,000. |
| In most hotels they only accept payments in RS dinars. | 7. Youpay in euros in most hotels. |

VI Fill in the gaps with the appropriate modal expressing obligation and prohibition. In some sentences the modal is in a negative form.

- | | |
|---|--|
| 1. It's all right. You come with me if you don't want to. | 3. You remember to bring your passport when you go abroad. |
| 2. Be careful! You drive on the right in Britain! | 4. You take life that seriously. Relax a bit. |
| | 5. You drink and drive. |

Auxiliary verbs

I Read the sentences and then decide if the verb in *italics* is used as an auxiliary verb (A) or a full/lexical verb (F).

- | | |
|---|---|
| 1. <i>Have</i> you ever been to England? | 9. What can I <i>do</i> for you? |
| 2. She <i>has</i> coffee for/with breakfast every morning. | 10. I <i>am</i> listening very carefully. |
| 3. She <i>is</i> twenty years old. | 11. I <i>don't</i> play football. |
| 4. My sister never <i>does</i> the washing up. | 12. Why are you <i>being</i> so rude to me? |
| 5. Why <i>are</i> you yelling at me? | 13. I <i>have</i> had this phone for three years. |
| 6. <i>Do</i> you like hiking? | 14. She <i>isn't</i> travelling to Belgrade tonight. |
| 7. This old hotel <i>has</i> no central heating. | |
| 8. We've got a pet. | |

What helped you decide which the auxiliary verbs are? Which auxiliary verb is used to form:
a. continuous tenses?
b. perfect tenses?
c. interrogative and negative forms of simple tenses?

II In these sentences verbs *be, have* and *do* are used as full verbs. Write down their meanings.

E.g. He has a Rolls Royce. owns

- | | |
|---|---|
| 1. We have had two complaints this morning. | 3. He has a cup of coffee before work. |
| 2. He has had some mushrooms and he is sick now. | 4. The meeting is down the hall. |
| | 5. She is British. |
| | 6. There are two museums in this town. |

7. I have an idea.
 8. Our teacher has a lot of experience.
 9. We are doing 20 miles on the first day of our cycling holiday.

III Write five sentences with *be, have* and *do* used as full verbs (A), and auxiliary verbs (B).

A

.....

B

.....

Present Tenses

I Identify the tenses in the sentences and match them with the definitions.

- | | |
|---|--|
| 1. Look at them! They are arguing. | a. For an activity that is happening at the moment of speaking. |
| 2. I am working at a hotel this summer. | b. To describe a permanent situation. |
| 3. He is travelling to London next week. | c. For repeated actions. |
| 4. More and more tourists are coming to Serbia. | d. To describe situations which are changing and developing. |
| 5. We always go to the seaside in summer. | e. For informal plans and arrangements. |
| 6. He speaks three foreign languages. | f. For an activity that is a characteristic of the subject. |
| 7. She has been ill for some time. | g. For an activity that we see as temporary. |
| 8. They live in a coastal town. | h. For an activity beginning in the past and continuing at the moment of speaking. |
| 9. Her bus leaves at 5 pm. | i. For future action when it is a part of timetable. |

II Choose the correct verb from the box and put it in the appropriate present tense.

eat	wait	go	be	live	lie	not have
-----	------	----	----	------	-----	----------

- | | |
|---|--|
| 1. Mrs Jones in this restaurant on Sundays. | 4. Where are the children? They on the beach over there. |
| 2. He in Alaska since he was a child. | 5. We rain for some time. |
| 3. Is this your first visit to the country? How longyou here? | 6. The taxi for them at the moment. |
| | 7. Every day hefor long walks. |

PART 3 – Business Correspondence

Writing

Writing emails

I Discuss the following questions with your partner:

1. What is email or e-mail short for?
2. How often do you send emails? Who to?
3. Why are emails important means of communication?
4. What are two basic types? How do they differ?
5. Is it necessary to fill in the subject field? What does a phrase written in this field describe? What would be a good phrase to use in this field?
6. What does **cc** mean at the top of an email? What is the difference between **cc** and **bcc**?

A formal letter vs. a formal email

Considering the short history of emailing there are not so many fixed rules for writing emails as there are for writing letters. In general, email writing should follow the same principles used for letters or faxes. Most of the conventions used for writing formal letters apply to writing formal emails with slight differences.

II Write L (letters) or E (emails) next to the following sentences to show which form of communication they are used in.

- | | |
|--|--|
| 1. The sender’s address is written in the top right-hand corner. | 5. The date need not be written. |
| 2. The sender’s address is written in the first box before the message. | 6. A comma is used after the greeting. |
| 3. It can be sent to other people if their address is written in the box “carbon copy”. | 7. It is signed at the end. |
| 4. The date is written under the address. | 8. The name is typed at the end including the name of the organization and contact details. |

III The phrases often used in formal letters and emails are listed below. They can be grouped in several categories according to their meaning and purpose. Decide what category a phrase belongs to (write the number of the category next to it).

- | | | |
|---------------------------|------------------|------------------------|
| 1. The reason for writing | 3. Offering help | 5. Apologizing |
| 2. Making a request | 4. Complaining | 6. Enclosing documents |
-
- | | |
|---|---|
| 1. This email is regarding | 15. Having seen your advertisement in ..., I would like to... .. |
| 2. We would be happy to | 16. You will find enclosed our most recent catalogue and price list. |
| 3. In addition, I would like to receive | 17. Once again, please accept our apologies for... .. |
| 4. We would appreciate it if you would | 18. Could you please send me your most recent brochure? |
| 5. Would you like us to...? | 19. I regret any inconvenience caused by... .. |
| 6. Please find enclosed | 20. I would be interested in having more details about... .. |
| 7. I would like to apologize for | 21. I would be very grateful if you could send me this information. |
| 8. Our company would be pleased to | 22. It would be helpful if you could send us... .. |
| 9. We have pleasure in enclosing a detailed quotation. | 22. I am writing to express my dissatisfaction with.. |
| 10. We regret to inform you that | |
| 11. I am writing with reference to | |
| 12. I would like to complain about | |
| 13. This clipped document to email refers | |
| 14. I am writing in response to... .. | |

IV There is an email below with five words missing. Add the missing words.

To: regent.holidays@gmail.com
From: john.s@hotmail.com
Subject: tour to Serbia
..... a) Sir or Madam, I am writing to enquire about the tour to Serbia. I have seen on your website that your travel company offers holidays to the Balkans. I am very interested in visiting Serbia but I have not found a lot of information about the tour to this destination. I b) be grateful if you could provide me some more details. In particular, I would like to visit the most important cultural sites and I would like to travel in

August.

Could you send me some more c) about the tours you offer including the dates of the tours. It would be very helpful if you could send me itineraries with the cost (including the hotel accommodation).

I look d) to hearing from you.

Yourse),

John Smith

Word List

accommodation, n.

break, n.

boast, v.

destination, n.

elevation, n.

resort, n.

inbound, adj.

inbound tourism, n.

harbour, n.

hiking, n.

cuisine, n.

holiday maker, n.

scheduled flight, n.

sightseeing, n.

spa, n.

vary, adj.

Reader - Where are you going on holiday this summer?

I Read the text and circle the letter (a, b, c, or d) in front of the answer which you think best fits each space:

Greece is a favourite tourist destination for many people and attracts millions of visitors every year. This southeastern European country lies 1... the meeting point of three continents: Europe, Asia and Africa. It is surrounded by water: to the west by the Ionian Sea, to the south by the Mediterranean 2... and to the east by the Aegean Sea. Its long history, amazing landscapes and highly developed tourism make it a wonderful country to visit all year round. Tourists choose Greece mainland and the wonderful Greek islands for many reasons. Some want to experience personally the marvelous nature of this country that cannot be illustrated by pictures. Many visitors are attracted 3... its monuments of Hellenic origin dating back to 3,000 years ago and visit numerous archaeological and historical sites which gloriously depict the country's glorious past. It is no wonder that many tourists, looking for the ultimate summer experience, choose Greece as a holiday destination. Its incredible weather, long 4... or pebbled beaches suiting all tastes, traditional and picturesque villages, numerous sites, and Mediterranean Greek culture make it a perfect option for all holiday types. Whether you come to Greece to explore or sunbathe, there are great chances that you will have a memorable stay. 5... sure that you go to authentic taverns famous for the Greek tradition of breaking plates.

- | | | | |
|--------------|----------|----------|----------|
| 1. a) on | b) at | c) in | d) down |
| 2. a) stream | b) gulf | c) lake | d) sea |
| 3. a) by | b) of | c) with | d) for |
| 4. a) grassy | b) dusty | c) muddy | d) sandy |
| 5. a) have | b) make | c) get | d) do |

II Discuss the following questions with your partner.

1. How far in advance do you usually plan your holidays?
2. Which do you prefer: summer holidays or winter holidays?
3. How do you choose a holiday destination?
4. What are the differences between a holiday you take with your family and a holiday with your friends?
5. Have you ever travelled outside of your own country?
6. If you could go abroad on a holiday, where would you go first?
7. What is your opinion of Greece as a holiday destination?

III Work in groups of three. Think about your dream holiday. Then tell the members of your group what kind of holiday it is, what your favourite activities are, how you are getting around. Try to provide as many details as you can, but without specifying any geographical names. The members of your group should guess the holiday destination.

UNIT 3 Resorts

PART 1 – Resorts: Definition and Types

Starter: Resort vs Hotel

I Work in pairs. Discuss the following questions:

1. Have you ever stayed at a hotel? Where was it? What services did it provide?
2. Have you ever stayed at a resort? Where was it? What services did it provide?

II Read the sentences given below. Write H (hotel), R (resort) or B (both) beside each of the sentences:

- people can find comfortable, and often luxurious, accommodation there, usually for a night or two
- situated in natural surroundings, often in secluded areas or islands
- provides entertainment and relaxation facilities
- people stay there when they are attending a business conference
- provides a variety of activities
- usually located near airports, railway stations or in the business areas of a city
- guests are provided with everything they need (food, drink, lodging, sports, shopping) while remaining on the premises
- occupies a large area
- provides temporary lodging for people travelling from one place to another
- usually has a small fitness room, a congress centre and one restaurant
- provides scenic views from the rooms
- people have to leave the premises and walk or drive to do or see something interesting
- often has two or more restaurants, golf courses and tennis courts, a large exercise room, computer area, amusement park and even a spa
- people go there for relaxation, recreation, leisure or health
- people go there for purposes of pleasure or business
- provides numerous freebies, such as cocktails, beach towels, tickets to a theme park, guided nature tours or tours to nearby historic sites

III Complete the given statement. Use the words *hotel* and *resort* appropriately:

“..... provide everything that a may provide, but cannot provide everything that a can”.

IV a) Read the sentences in Activity II. Find the words for the definitions given below:

1. A is something that is complimentary (given for free).
2. A place is private and quiet, not disturbed by other people.
3. is a temporary accommodation.
4. - having beautiful natural features.
5. A is a place where something happened or where a city or building is situated.
6. is time that is spent doing what you enjoy when you are not working.
7. A tour is a tour led by a guide.

V Find the words/phrases in Activity II with the similar meaning to those given below:

- | | |
|---------------------------|--------------------|
| 1. amusement park - | 3. lodging - |
| 2. exercise room - | 4. located - |

Reading - Types of Resorts

I Answer the questions:

1. What types of resorts do you know?
2. What types of resorts are there in your country?

II a) What activities are shown in the pictures? Read the text about different types of resorts. What paragraph is each activity mentioned in?



Mountain resorts are towns or villages in mountainous areas, i.e. at the elevations higher than 500 m. The weather conditions in mountain resorts are such that they serve as ski resorts in the winter, whereas in the summer, tourists visit them to enjoy cooler temperatures and summer activities, such as mountain biking and hiking. Apart from hotels, chalets, restaurants and shops, mountain resorts provide supporting services for skiing and other winter sports, such as snowboarding, ice skating, sledding, snowmobiling, etc. These services include ski runs, ski lifts, ski schools and equipment rentals. A lot of mountain resorts also have the artificial snow-making systems used to improve the natural snow cover and to extend the ski season.

Spa resorts are places with natural springs of thermal or cold mineral water. Spa resorts are mostly located at the foot of mountains or on mild slopes and they are surrounded by forests, meadows and orchards. People mostly visit them to improve their health. They swim and bathe in the healing water, undergo mud therapy or drink the water. However, nowadays more and more people visit spas for the purposes of rest, leisure and recreation. Therefore, spas also provide fitness and wellness activities, as well as sports facilities and swimming pools.

Seaside resorts are located on the coast. They represent an escape and pleasure for adults and children alike. Visitors can sunbathe on a beach, swim in a pool or in the sea, but they can also visit enormous water parks with gigantic waterslides, water cannons and playgrounds. They can go diving, sailing, surfing or waterskiing. Land sports, such as beach volleyball, tennis, fitness programmes are also offered. Many seaside resorts organize the supervision of children, who enjoy tailor-made and age-appropriate activities.

In order to attract tourists all year long, resorts of all types are fully equipped to host congresses and seminars, thus catering for business and relaxation needs of their visitors at the same time.

b) In pairs, discuss the following questions:

1. Which of the three types of resorts is the most popular? Why?
2. Which type of resorts is the least popular? Why?

Working with Words

I Find the words in the text to complete the following sentences:

1. I've bought all the necessary ski
2. The tour a visit to the Science Museum.
3. The hotel is the complete renovation.
4. Now she has more money, but less to enjoy it.
5. Very young children should not be left to play without

II Match the words 1-8 with the explanations a)-h):

- | | |
|----------------|--|
| 1. rental | a) provide the things that a person wants/needs |
| 2. hiking | b) the state of being healthy |
| 3. chalet | c) perfectly suited for a particular person or situations |
| 4. ski run | d) a car/house/piece of equipment that you can pay to use for a certain period of time |
| 5. tailor-made | e) sit or lie in the sun |
| 6. cater for | f) going for long walks for pleasure |
| 7. wellness | g) a marked track on a slope that you can ski down |
| 8. sunbathe | h) a small house or hut used by people on holiday |

III Look at the text and find the opposites to the words given below:

- | | | |
|------------------|---------------------|------------------|
| - real - | - hot - | - steep - |
| - warm - | - valley - | - partly - |
| - impair - | - different - | |

IV a) Complete the table.

Noun	Verb
	extend
	locate
elevation	
	include
	improve
	enjoy
recreation	
supervision	
	organize
relaxation	
equipment	

b) Write the nouns from the given verbs:

- decide -
- provide -
- suggest -
- advertise -
- depart -
- compete -
- attract -
- associate -

c) Find the suitable words in a) and b) to complete the sentences:

1. David won the tennis which was 2 days ago.
2. He teaches Ecology at the of the Environment.
3. We always job vacancies on the hotel website.
4. The problem with drinking water made us the winter holiday.
5. I'm afraid I can't make the where to travel this summer. Do you have any

V Insert the correct preposition:

- | | | | |
|----------------------|---------------------|------------------------|---------------------------|
| 1. an elevation | 2. a slope | 3. ... a valley | 4. the purpose |
| 5. to cater | 6. surrounded | 7. the foot | |

PART 2 – Giving Information on a Resort

Numbers

I Match the numbers 1-9 with how we read them a-h:

A

- 1) $3\frac{3}{4}$
- 2) 303,260,117
- 3) $\frac{1}{2}$
- 4) 060 115 2261
- 5) VII
- 6) 421st
- 7) 4,010
- 8) 1,000,000,000
- 9) 0.375

B

- a) a/one billion
- b) half
- c) four thousand and ten
- d) the seventh
- e) oh six oh, double one five, double two six one
- f) three and three quarters
- g) the four hundred and twenty-first
- f) nought point three seven five
- h) three hundred and three million, two hundred and sixty thousand, one hundred and seventeen

II Look at the examples in Activity I. Underline or write the correct words to complete the following rules:

- Numbers such as 1, 2, 3... are **cardinal/ordinal** numbers.
- Large numbers are divided into groups of three figures, generally separated by a **comma/point**.
- When there is a definite number before the words *hundred, thousand, million*, etc., they are **singular/plural**.
- When reading large numbers, we use between *hundred/thousand/million* and numbers below a hundred.
- Decimals are indicated by “.” which is read In decimals **0** is read or *oh* in BrE, or *zero* in AmE.
- When reading telephone/card numbers, we say each figure separately and **0** is called
- When reading fractions, we use a combination of and numbers.
- Cardinal numbers add -..... to form ordinal verbs. The exceptions are:....., second,, fifth, eighth,, twelfth.

III Compare the sentences given below; then complete the rule:

1. I’ve just read the first chapter. I’ve just read Chapter One.
2. Two thirds of the books are in English. Three quarters of a ton is too much.

- We use numbers before nouns and numbers after nouns.
- After fractions and decimals referring to amounts and measurements,verbs are used. However, when they refer to people or things, we use verbs.

IV How do we read the following numbers:

- 1,001 = - 9,205 =
- 201,000 = - 75.607 =

V In pairs, translate the following sentences into English:

1. Трећина студената је из иностранства.
2. 3.6 километара је око 2 миље.
3. Погледајте слику на страни 123.
4. Тренутно читам 123. страну.
5. Поновила је то најмање милион пута до сада.
6. Милиони људи су гледали његов најновији филм.

Giving Information on a Ski Resort

I Take a look at the Fact File given below. Answer the questions:

1. How many ski lifts are there?
2. What types of aerial lifts are there?
3. How many skiers per hour can ski lifts uplift?
4. What is the total length of ski runs?

II Work in pairs: Student A is a travel agent, Student B is a customer inquiring about Kopaonik. Look at the fact file below and invent the conversation. Write down the questions and answers.

KOPAONIK – Fact File –	
Geographic location:	central Serbia
Elevation:	the highest peak = 2,017 m the first class ski slopes: 1,650 m–2,017 m
Climate:	200 sunny days a year, 3.7°C = mean annual temperature
Ski season duration:	end of November–May (about 160 days a year)
Artificial snow-making:	97% of the resort is covered
Ski runs:	- Alpine skiing: 55 km; Nordic skiing: 12 km - the longest ski run: 3.5 km - “ski kindergarten” area
Ski lifts:	- 1 six-seater chairlift; capacity - 3,000 skiers per hour - 4 high speed four-seater chairlifts; capacity – 10,000 skiers per hour - 3 four-seater fixed-grip chairlifts with a loading conveyor belt; capacity – 6,200 skiers per hour - 2 T-bar ski lifts; capacity – 2,400 skiers per hour - 8 platter lifts; capacity 6,500 skiers per hour - 3 interconnecting lifts - 2 children’s lifts
Ski pass prices (day ticket, main season):	- adults: RSD 3,200.00 - youth: RSD 2,880.00 - children: RSD 2,350.00
Night skiing:	floodlit slopes-0.5 km
Other sports:	snowboarding, sledding, ice-skating, snowmobiling
Other forms of entertainment:	fitness centres, spas, cafes, bars, restaurants, discos
Accommodation:	B&B, chalets, holiday apartments and suites, 5 star luxury hotel

III Act out the conversation.

Writing

I In pairs, use the information given in the Fact File and write a brief advertisement about this ski resort for the next season.

PART 3 - Holiday to Remember

Reading

I Read the dialogue between two friends. Answer the following questions:

1. How long did the holiday last?
2. How many places did Jim visit?
3. Have you ever been to any of these places?

II a) Read the dialogue again. In pairs, complete the gaps. Then check your ideas with the teacher.

Jim: Last summer I went to Zlatibor, a mountain in Western Serbia. I planned to have a fifteen-day rest after a rather year, but it turned out to be an extremely active holiday.

David: Really! I can’t wait to hear!

Jim: Well, the most unusual experience was I spent several days paragliding. The feeling, a mixture of fear and excitement,

was unbelievable and unforgettable. I even flew solo and landed safely.

David: Wow! It sounds

Jim: No, it wasn't dangerous at all. Flying conditions were perfect – gentle slopes, favourable wind directions, excellent instructors.

David: I really envy you! What else did you do?

Jim: Another unusual activity was horse I enjoyed the beautiful countryside and the diversity of the mountain's landscapes while horseback riding.

David: I wish I had seen you! You must have looked very funny. Were there any "ordinary" things to do?

Jim: Oh, yes, plenty of them. I swam in both outdoor and indoor, played tennis, jogging. There were several trim trails with exercise placed among high pines, so I went there for a workout in the fresh air.

David: Did you visit any other tourist near Zlatibor?

Jim: Yes, I did. I visited Gostilje, a village famous for a twenty-metre

waterfall and an old watermill. In the open air museum in the nearby village Sirogojno, I learnt a lot about the way people lived there at the end of the 19th century. I also visited a river cave with the impressive 40m high and 18m entrance and interesting limestone pools.

David: Well, you definitely lost some weight there, didn't you?

Jim: On the contrary, I on some. I couldn't resist Serbian national They tasted great.

David: Did you stay in a hotel?

Jim: No, I stayed in an apartment in a villa. There was a beautiful garden there, ideal for mental

David: And how did you get to all those places? You must have spent a fortune on taxis.

Jim: I didn't a taxi. I a car at the airport in Belgrade, got all the necessary information at the tourist information and tried to make the most of my time...

b) Work in pairs. Act out the dialogue.

III Which of the activities mentioned in the dialogue would/wouldn't you do? Why? Discuss your ideas in pairs.

Working with Words

I a) Find the words in the text to match the given definitions:

- to happen in a particular way =
- to stop yourself from having/doing sth you like/want to do =
- a path through countryside =
- good for something =
- a period of physical exercise that you do to keep fit =
- a feeling of wanting sth that sb else has =

b) Use the words you found to complete the following sentences:

1. I felt a pang of at the thought of his success.
2. They offered me a loan on terms.
3. Despite our worries, the trip well.
4. I ate the whole ice cream; I couldn't it.
5. Hikers should walk only along marked
6. Every morning she does a twenty-minute to keep fit.

Language Corner

Adjectives vs. Adverbs

I a) Complete the sentences from the text:

1. I even flew solo and landed
2. It sounds

b) Which one of the verbs in the sentences above does not refer to an activity but a state? What do we use after such verbs, adjectives or adverbs?

c) Think of a proper linking verb to complete the following sentences:

1. I bad because I lied to you.
2. Let's hurry! It's late.
3. That car expensive.
4. The pie good; I can't wait to taste it.
5. His new song great.

d) Adjective or adverb?

1. He seems **intelligent** / **intelligently**.
2. He spoke **intelligent** / **intelligently**.
3. The problem appeared **impossible** / **impossibly** to solve.
4. Keep **calm** / **calmly**.
5. Suddenly, she fell **unconscious** / **unconsciously** on the floor.
6. Your new dress looks **nice** / **nicely**.

Past Simple Tense

I a) Which two tenses are used in the text?

b) The spelling of regular affirmative past forms is given in the table below. Fill the table with the verbs from the text. Add three more verbs to each category.

Most regular verbs add -ed	
Verbs ending in -e add -d	
Verbs ending in one consonant preceded by a short vowel double the consonant and add -ed	
Verbs ending in consonant + -y change y to i and add -ed	
Verbs ending in -y preceded by a vowel keep -y before -ed	

c) Write the past tense forms of the irregular verbs given below; look at the text to check your ideas:

go	be
fly	swim
get	lose
learn	put
spend	can

d) Underline Yes/No questions in the text. How are they formed?

auxiliary verb + subject +

e) Find Wh-questions now. What is the difference between them and Yes/No questions?

f) Look at the text again. How do we form negatives with the verb BE and how with other verbs? Define the rules.

II a) Complete the sentences using the past tense of the given verbs:

learn	sell	cry	walk	stop	be	use	get
-------	------	-----	------	------	----	-----	-----

1. Tom always to work when he was younger.
2. I to drive when I was 18.
3. There twenty people at Ann's party.
4. It raining late last night.
5. We when we heard that he had died.
6. She up at 6 o'clock.
7. We that car 2 years ago.
8. My grandfather to read comics.

b) Which sentences in a) are used to express the following:

- a) an action that took place at a definite time, but the time is not mentioned:
- b) a past habit:
- c) an action completed in the past at a definite time:

III a) Make questions and negative forms of the sentences in a).

b) Read the sentences given below. Make questions for the underlined words:

1. I was 24 when I got the job as a rep.
2. He bought 2 kilos of sugar.
3. She met two colleagues at the concert.
4. I spoke to my boss about the problem.
5. I looked after David's kids when I was a student.
6. The flight was awful – there was a lot of turbulence.

c) Translate the following sentences into English:

1. Током прва четири месеца прошле године, Србију је посетило око 557.680 туриста
2. Према подацима Националне организације Србије, 71% укупног броја туриста прошле године били су домаћи туристи.
3. Последњих месеци расте број страних посетилаца и они углавном бораве у већим градовима.
4. Око 950 домаћинстава се бави сеоским туризмом. Домаћини се непрекидно труде да побољшају своју понуду како би привукли што више посетилаца.

Let's talk

I Talk to your friend about an interesting holiday he/she has had. Ask as many Wh-questions as possible. Change roles.

Word List

chalet, n.
complimentary, adj.
confluence, n.
elevation, n.
frequent, v.
landlocked, adj.
lodging, n.

rush, n.
secluded, adj.
ski run, n.
trail, n.
tumultuous, adj.
workout, n.

Reader - A Journey through Serbia

I Read the text and complete the gaps using the correct form of the given words:

mark, foot, overlook, journey, trip, float, ride, attend, appear, bank, grill, wood, oasis

Being a small, landlocked country, Serbia may unattractive to tourists from abroad. However, those who have ever set on its territory can't wait to visit it again. This is partly because of the hospitality and kindness of Serbian people and partly because of its natural beauty and interesting of its tumultuous history. Therefore, Serbia has something for everyone.

A journey through Serbia should definitely start in Belgrade. The capital city with its old fortress the confluence of the rivers Sava and Danube on one hand, and the modern Avala Tower overlooking the whole city on the other hand, has much to offer to the young and old alike.

From Belgrade you can make a to Fruška gora mountain and visit 17 monasteries, some of which date back to the 15th century. This mountain is not far from the city of Novi Sad, which is famous for the EXIT music festival organized in the Petrovaradin Fortress andby half a million young people every year.

The of the Danube are worth exploring as they hide traces of prehistoric civilizations. Lepenski Vir in the Đerdap Gorge is one of the most important archaeological sites in Europe.

If you decide to travel to the south, you should visit Niš, the birthplace of Constantine the Great. You shouldn't miss the best meat in Leskovac. Those who love hiking can enjoy the sharp mountainous air of Stara Planina mountain, whose untouched nature with numerous springs and waterfalls makes it the most beautiful mountain in eastern Serbia. Continue south and Vlasina lake with its peat islands will leave you breathless.

Western Serbia offers an entirely different landscape. Starting with the monument complex at Oplenac, you should continue your through the "Valley of Kings" and visit several mediaeval monasteries dating back to the 12th century.

For those who love active holidays and adrenaline rush, rafting down the Drina, Uvac, Lim and Ibar is the right choice. An interesting way to experience the beautiful nature of Mokra Gora mountain is to take a train along the 8-shaped railway line.

Serbia offers ideal relaxation in its spas, which used to be frequented by Roman emperors, as well as in its villages where tourists can experience the hospitality and warmth of Serbian people. These ecological with mild climate, clean air and healthy food provide a refuge from the pollution of modern civilization. Guestrooms with traditional furniture, such as beds with feather pillows and rugs on the walls guarantee a sound sleep.

II a) Match the given words with the proper definitions:

- | | |
|------------|--|
| 1. voyage | a) a short journey in a vehicle, on a bike, etc. |
| 2. ride | b) a journey made for pleasure during which different places are visited |
| 3. journey | c) an act of traveling from one place to another |
| 4. travel | d) the general act of travelling |
| 5. trip | e) a long journey, especially by sea |
| 6. tour | f) a journey to a place and back, especially for a short visit |

b) Use the words in A) to complete the sentences:

- We were given a guided of the palace.
- We went on a day to the mountains.
- Unfortunately, the Titanic sank on her maiden
- They went on a long train across India.
- Why do people..... at all?
- It is a ten-minute bus from my home to work.

III a) Find the word in the text for each of the definitions given below:

- almost completely surrounded by land =
- involving a lot of change/confusion and/or violence =
- to visit a particular place often =
- a group of buildings of a similar type together in one place =
- shelter or protection from danger =
- in every way possible =
- the fact of two or more things becoming one =
- a sudden increase in the amount of sth =
- a mark/sign showing that sb/sth existed or was present =

b) Write a sentence to illustrate each word in a).

Let's talk

I Work in pairs. Student A is the representative of the National Tourism Organisation of Serbia at an international tourism fair. Student B is a young foreigner who loves travelling. Try to persuade him to come and visit Serbia.

UNIT 4 Accommodation

PART 1 – Describing Hotels

Starter

I Work in groups of three. Tell the members of your group:

Where do you usually stay when you go on holiday?

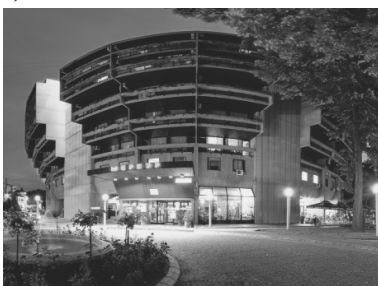
What do you usually expect from good accommodation?

What is the best / worst accommodation you have stayed in?

What accommodation would you recommend to a holiday maker coming to your town / region?

II Look at the pictures.

a)



b)



What type of accommodation facilities do they show? What do you think their star ratings are? Read the descriptions below and match the descriptions with pictures.

Reading – How Many Stars?

Merkur

If you are looking for affordable hotel accommodation in the centre of Vrnjačka Banja, the Merkur hotel offers quality accommodation at competitive prices and would be a perfect option regardless of whether you are visiting the spa for medical reasons or pleasure. This state-of-the-art medical institution deals with the diagnostics and treatment of intestinal diseases and diabetes, and skeletal, joint and muscular disorders. It also offers disease prevention. The visitors looking to relax and unwind completely on their stay in Vrnjačka Banja can choose one of the exceptional health and wellness packages that can be individually tailored. The centre's capable staff of medical specialists have managed to put together a unique offer relying on the benefits of the healing mineral waters, mud, modern diagnostic methods and most sophisticated equipment. In order to suit guests' preferences and requirements, the Merkur centre offers five different packages to choose from.

VIP Medical Full Board Package is intended for patients who come to the Merkur for disease prevention or treatment, rehabilitation and improvement of their health status. Accommodation on full board basis includes balneotherapy and health services provided by a highly specialized medical staff that are available in all the facilities 24 hours a day. If you are among those not looking for a medical treatment, but seeking to unwind and treat themselves to pure indulgence, there is VIP Wellness Full Board Package. It includes an interpreter during the stay for all the visitors coming from abroad, and every day admissions to the Aqua Centre Waterfall and *Fons Romanus* Wellness Centre. A visit to the Aqua Centre leaves everyone feeling relaxed and invigorated. Enjoying the swimming pool with thermal mineral water and the Finnish sauna or Turkish bath makes one forget the day's stress. A range of spa, beauty and massage treatments are also available to customers. To the guests wishing to achieve an aesthetic goal, the Centre of Medical Aesthetics offers a perfect package combining medical treatment, physical activities and various educational programmes. Perhaps the most appealing offer is the Selfie Full Board, the first *à la card* package in Serbia; here guests themselves create programmes to suit their needs and tastes. They define the goals of their stay by choosing a medical package (Living with Diabetes, Linea-Life, Lady/Life, Gastro Package, Fast Diagnostics, etc.), an aesthetic treatment programme (Lose Weight, Reshape Your Body, Anti/Cellulite and Detox) or by selecting a wellness relax programme.

Providing accommodation with more than 850 beds throughout the year, the Merkur offers good value for money. The recently refurbished accommodation facility of the Šumadija Lux Hotel, with the accommodation capacity of 70 beds, is located close to the New Merkur building overlooking the beautiful surroundings of the park in the central but quiet location. Guests will enjoy a good standard of service in modern rooms with double or twin beds, a private bath, cable TV and a telephone line. There is also one air conditioned suite (a living room and bedroom) featuring cable TV and a direct telephone line.

Another facility that would guarantee you a good night's sleep is the three-star New Merkur Hotel, situated in the centre of the spa resort next to the promenade and within a walking distance from the mineral springs. Surrounded by beautiful nature, parks and walking trails, it is an ideal place for relaxation and recreation. This five-story hotel features single, double and family rooms, a 24-hour front desk service and a long-stay car park. The air-conditioned accommodation facilities, designed to offer comfort and convenience, feature cable TVs, balconies and free WiFi internet connection available in all rooms and suites.

Meals, based on full board (breakfast and dinner buffet, lunch – traditional service) or half-board (breakfast and dinner buffet), are served in the main restaurant that can seat up to 350 people. The offer includes the meals for those who are on a special dietary regime. Guests can also enjoy the summer garden and indoor aperitif bar which serves a wide range of drinks, cocktails and snacks. A small lobby, which is able to accommodate up to 70 people, is suitable for seminars and lectures.

Solaris Resort Hotel

If you are in Vrnjačka Banja on business or leisure you will certainly find the Solaris Resort Hotel a perfect option for your stay. In this newly built four-star accommodation facility located in a quiet part of Vrnjačka Banja, friendly and professional staff are committed to providing the best possible service. The hotel complex consists of seven luxury villas and offers accommodation in various modern and luxurious accommodation units, private parking area, and free use of numerous wellness facilities, sport tennis courts, and fitness area. According to their needs and preferences, guests can choose from 55 comfortable suits and family rooms and one exclusive penthouse suite. All air-conditioned guest rooms with en-suite bathrooms are contemporarily furnished, spacious and equipped with comfortable beds, LCD TVs with 45 cable channels, WiFi internet, mini bar and a hair dryer. Family rooms contain 2 double rooms, 2 modern bathrooms, two LCD TV sets, a balcony and a

wardrobe, and do not have a kitchen. Beautifully furnished suites have everything one needs during a stay in Vrnjačka Banja which makes them suitable for guests of various profiles. The penthouse suite comprises a spacious living room with the sitting area, two double rooms with a spacious terrace each, dining room, two luxurious bathrooms and 2 balconies, and a kitchen equipped with up-to-date kitchen units. The Lux Suite, as well as Standard suites, include a bedroom furnished with two beds and a king size bed, a living room with the sitting area and a fully equipped kitchen. Guests staying here are bound to love the afternoon relaxation on its spacious balcony.

What makes this hotel unique is a prestigious Wellness Centre located on site including a Jacuzzi for up to 10 people, Salt Cave, Caldarium, Russian Bath, Golden Hamam Bath, Relax Room, Tropical Rain Shower, Finnish sauna, Tepidarium – hot room with chairs heated to the temperature of 37 do 39°C, indoor saltwater pool at the temperature of 29°C, and Turkish Steam bath. The professional staff will make sure that the treatments are done in line with most modern technological and health achievements. While in the Centre, guests can enjoy the books taken from the hotel library. On hot summer days guests are invited to enjoy the hotel's outdoor pool, 14m by 10m, with a pool bar and specially designed attractive red parasols, desk chairs and canopies.

Dining is a pleasure at the Biber Restaurant. In the pleasant atmosphere guests can enjoy the rich choice of traditional and international specialties, prepared from specially chosen fresh ingredients. Hotel guests can also start the day with a cup of coffee, or spend hot afternoons enjoying excellent drinks in the pleasant lobby bar by the reception desk or at the open terrace. The hotel also features a conference room with 80 seats containing the most modern technical equipment suitable for various events, seminars, training courses and conferences.

III Find words in the text with these meanings:

1. Accommodation facility offering serviced rooms to guests
2. A room for one person with one bed
3. A room for two persons with one large bed designed for two
4. A room for two persons with two separate single beds
5. A series of connected rooms used as a unit
6. The hotel room rate offered to guests who take all their meals at the hotel
7. The accommodation located on the top floor of the building
8. Forming one unit

Let's Talk

I Discuss the following questions in pairs. Explain the reasons for your choice.

Which hotel is more suitable for:

- | | |
|--|---|
| a) a family on holiday; | c) a retired person on holiday; |
| b) a business traveller coming for a conference; | d) a young person who would like to have an active holiday? |

Which one is more attractive to you?

Working with Words

Hotel Facilities and Services

I Read the text again for more detailed information and find the examples of:

a) room facilities; b) hotel facilities and services; c) adjectives of quality.

II Match the words from A and B to make collocations describing hotel facilities and services (some can be found in the text):

<p>A</p> <p>internet</p> <p>wake up</p> <p>outdoor</p> <p>24-hour</p> <p>direct dial</p> <p>car</p> <p>en-suite</p> <p>conference</p> <p>beauty</p> <p>laundry</p> <p>safe</p> <p>sea</p>	<p>B</p> <p>parlour</p> <p>service</p> <p>view</p> <p>room service</p> <p>connection</p> <p>box</p> <p>bathroom</p> <p>call</p> <p>swimming pool</p> <p>telephone</p> <p>park</p> <p>hall</p>
---	---

III Can you think of more collocations of the same type?

IV What are the most important facilities in:

- a) a hotel for business people and conferences;
- b) a holiday resort on the coast;
- c) an ideal hotel for you;

V Types of accommodation

a) Match the types of accommodation with their definitions:

- | | |
|--|--|
| <ul style="list-style-type: none"> a) self-catering apartment b) resort hotel c) campsite d) guest house e) hostel f) motel g) pension h) chalet i) bed and breakfast | <ul style="list-style-type: none"> 1 a hotel located close to highways for people who are traveling 2 a wooden house typically found in mountain areas 3 a place that provides a room for the night and a morning meal 4 a hotel or boarding house in some countries, especially in continental Europe 5 a hotel situated in a place where tourists like to stay, often near the sea 6 a place where you can pitch a tent or park a caravan 7 cheap accommodation like a hotel but cheaper and with fewer services 8 accommodation, usually a suite, including facilities that enable guests to cook their own meals 9 a private house often run by a family, usually small with just a few rooms |
|--|--|

b) Discuss the following questions in groups of three:

- 1 Which types of accommodation mentioned above are serviced (meals are provided)?
- 2 Which are self-catering (holiday makers cook their own food)?
- 3 Which of these places have you stayed in?
- 4 What are the advantages and disadvantages of each?
- 5 Which of these types of accommodation are available in your country?

PART 2 – Local Accommodation

I Complete the text about accommodation in Vrnjačka Banja with words from the box.

accommodation, renting, halls, high class, facilities, self-catering, private, break, budget

The beauty of nature in Vrnjačka Banja is matched only by the wide range of establishments on offer. Whether you come for a short or longer stay, for fun or healing treatments, you can expect value for money at luxury hotels and hotels, guest houses, friendly bed and breakfast and comfortable apartments. Vrnjačka Banja offers accommodation capacity of over 15,000 beds, 4,500 of which are in hotels, boarding houses and apartment complexes, 850 beds are in the health centre and about 10,000 are in facilities (which are not all categorized). In most hotels guests have indoor swimming pools,

conference and sportsat their disposal. For those who are looking for a cheaper holiday, an apartment is a perfect option. Most of the apartments are self-contained, they have a fridge, a stove, cutlery and crockery and they are serviced once a week.

Let's Talk

I Work in groups of three. Tell the members of your group what accommodation in your town / region you would recommend for:

- | | |
|--|---|
| 1 a family (parents with a small child) on holiday with a limited budget; | 3 a retired couple who would like to rest and go sightseeing; |
| 2 a business traveller staying in your area for three days for a conference; | 4 a student who would like to have an active holiday. |

Explain your choice.

II Work in pairs. Role play this situation.

Student A is a travel agent in his/ her town/region. Your task is to recommend a suitable type of accommodation to *Student B*. Decide on the accommodation (including location, price, facilities and services) you have on offer.

Student B is a tourist / holidaymaker / businessman who comes to the travel agency to find the suitable accommodation for his/her needs. Decide on the type of accommodation you are looking for, its location, facilities and services.

For more advanced students

Make lists of facilities and services that you expect in a:

- | | |
|----------------------|---------------------|
| a) two-star hotel; | c) four-star hotel; |
| b) three-star hotel; | d) five-star hotel. |

Language Corner

Comparison of Adjectives

I Read the text below describing the changes that have been made in one hotel.

Our hotel has the best location in town. You cannot find better accommodation in this part of town. We have made some changes recently to offer a higher standard of accommodation. Our restaurant offers a wider range of most exceptional local dishes. The rooms are now a lot more comfortable with furniture of the highest quality. The car park is more spacious now. We are proud of the atmosphere that is as friendly as before and the most helpful staff you can find.

II Underline all the adjectives in the text and then complete the rules below.

We use to make **the comparative** and to make **the superlative** of one-syllable and two-syllable adjectives ending in *-y, -er, -ow, -le*.

For other two-syllable adjectives, and for adjectives with more than two syllables we use and to form the **comparatives and superlatives**.

To say two things are we use *as+adjective+as*.

III Write your own sentences to compare three items given below using the comparative and superlative forms and the phrase *as... as* of the adjectives given.

- | | | |
|---|--|---|
| 1) Belgrade / Athens / Paris -
cosmopolitan, noisy, polluted,
quiet, crowded, | 2) Serbia / Spain / Canada –
cold, large popular, populated,
interesting | 3) travelling by plane / by train /
by bus – good, slow,
comfortable, safe, enjoyable |
|---|--|---|

_____	_____	_____
_____	_____	_____
_____	_____	_____

d) Study the information about three hotels below. With you partner compare these hotels by asking and answering questions.

(e.g. *Is Hotel A bigger or smaller than Hotel B? Which hotel is the most expensive?*)

Hotel A	Hotel B	Rates: 2000-3000 RS dinars per night.
Built in 1990s;	Built in 2004;	
Rooms: 10 single, 15 double, 5 family rooms, 10 with private bath or shower. All bedrooms have en-suite facilities;	Rooms: 26 single, 18 double, 2 family rooms, 5 suites. All rooms have cable TV, radio alarm.	Hotel C
2 restaurants;	1 restaurant with both table d'hote and à la carte menus;	Built in 2010;
Pool, sauna, Jacuzzi;	Bar lounge, lift and a car park;	Rooms: 5 single, 5 double, 4 family rooms. All rooms have colour TV, most have en-suite facilities.
2 kilometres from the coach station;	Near the cinema and theatre;	1 restaurant;
Close to the shopping centre;	Easy access to the sports centre;	In the city centre;
Rates: 3000-5000 RS dinars per night		Rates: 1500-3000 RS dinars per night

e) Compare three types of accommodation in your town / region. Include the following: size, price, location, facilities, special features, and restaurant.

Present Perfect vs. Simple Past

I Read the email sent from a holiday in Greece and underline all the verbs.

Hi Marko,
 How are you? I'm writing to you from Greece. My parents have given me a trip for my birthday. I have been to many European countries but I have never been in Greece, so now I'm having a wonderful time in Athens.

We have only been here for three days but we have already done a lot of interesting things. We arrived three days ago. Luckily, we booked our room in advance. It is high season and it is very crowded here. The hotel is fairly basic and has facilities you would expect in a two-star hotel. I don't need swimming pools and health spas, anyway. I like the WiFi, room service and the location, of course. You know I like exploring the place I'm visiting.

The hotel is in Omonia Square. It's a great location with lots of interesting side streets and cafes. I've already been in many ☺ There are so many nice places to explore and of course I haven't visited them all in such a short time. I walked through the old city, the Plaka, the day we arrived. The next day I went on a city tour. I saw the changing of the guards at The Parliament Building and The Parthenon. I have never seen such an incredible view ... I haven't been to the Temple of Poseidon yet. I hope I will tomorrow.

Today I've been to the Acropolis Museum. This afternoon I'm going to enjoy the garden of Athens, the centre of the city and its charms. I have to tell you the food is great here. I've just had pita souvlaki and tzatziki and it is delicious.

I have met some nice and interesting people and taken lots of photos. I'm having so much fun. Hope to see you soon.

Love,
 Ana

II Find and copy the verb(s) from the text used to express:

- an unfinished action that started in the past and continues to the present
- life experience
- an action that has just happened
- an action that has not yet happened

What tense is used in these examples?

III Find and copy the verb(s) used to express:

- finished actions in the past

What tense is used for an action performed in an unfinished period of time (*today, this week, this month*)? What tense is used with expressions denoting a finished period (*last week, last month, yesterday*)?

IV Put the verbs in brackets in a suitable tense and add *since* or *for*.

1. We (be) here three hours.
2. I (know) her we were at school together.
3. She (not be) a tour guide 2010.
4. He (not feel) well some time.
5. They (study) French the beginning of this term.
6. They (not go) hiking a long time.
7. We (not have) any news from a tour agent a week.

V Rewrite the sentences using the word or words in brackets instead of the underlined word/ words. Make the necessary changes to the sentences.

- | | |
|--|---|
| 1 My sister went to the seaside <u>last summer</u> .
(this week)
..... | 5 She didn't take photos <u>when she was on holiday</u> . (recently)
..... |
| 2 He ate lobster <u>last night</u> . (never)
..... | 6 He lived in Belgrade <u>when he was a child</u> .
(since last year)
..... |
| 3 Did she make a reservation <u>yesterday</u> ?
(already)
..... | 7 I didn't hear from her <u>yesterday</u> . (lately)
..... |
| 4 The carnival started <u>an hour ago</u> .
(just)..... | |

Questions ending with prepositions

I Ana has just returned from Greece. Marko wants to find out more about her holiday. Read the first part of their conversation.

Marko: What was your room like?

Ana: It wasn't so large but it was comfortable.

Marko: What was your journey like?

Ana: It was very pleasant.

Marko: Who did you go with?

Ana: I went with my best friend.

What is the position of the prepositions in Marko's questions?

When you make a question with a verb and preposition, remember to put the preposition at the end, not the beginning:

To who did you send it? (x) *Who* did you send it *to*? (✓)

II Work with a partner. Complete Marko's questions in the second part of their conversation. Use the underlined preposition in your question.

Marko:

Ana: I went sightseeing with the people I met.

Marko:

Ana: I bought this souvenir for my friend.

Marko:

Ana: I sent a postcard to my grandmother.

Marko:

Ana: She complained about the food at the hotel.

Marko:

Ana: I'm thinking about going to Greece again.

III Write questions for these answers, using “Who...?” or “What...?” and the preposition at the end of a question.

- | | |
|-------------------------------|------------------------------|
| 1..... | The book's about Egypt. |
| I am interested in computers. | 5..... |
| 2..... | I'm waiting for a bus. |
| You can eat it with a spoon. | 6..... |
| 3..... | She's spoken to the manager. |
| I made it for you. | 7..... |
| 4..... | I'm looking for my keys. |

PART 3 – Business Correspondence

Writing

Confirming Hotel Reservation

I The phrases often used when writing a letter to confirm the hotel reservation have one of the following functions:

- | | |
|---|---|
| a) Thanking for the reservation; | d) Giving details of the accommodation; |
| b) Thanking for choosing the hotel; | e) Expressing hope of welcoming guests. |
| c) Confirming the availability of the accommodation required; | |

II What functions do these phrases express? Write the appropriate letter next to the phrase.

- | | |
|---|---|
| Thank you for your enquiry of ... _____ | It is our pleasure to confirm your reservation. |
| With reference to your enquiry of ... _____ | _____ |
| Thank you for your letter of ... in which you request us to... _____ | We are pleased to inform you that we have reserved you... _____ |
| In reply to your letter of... _____ | We have the pleasure of confirming your reservation.... _____ |
| Thank you for choosing _____ | I have reserved the accommodation you described for ... _____ |
| We are pleased that you have selected us for your stay. _____ | We are pleased to confirm the accommodation you described for ... _____ |
| We are writing to confirm availability of... _____ | This letter is a confirmation of your reservation at ... _____ |
| I am pleased to confirm your booking/reservation. _____ | You may rest assured we will do our best to meet your requirements. _____ |
| I have much pleasure in confirming your reservation as follows... _____ | We look forward to welcoming you... _____ |

III Complete the following letter with suitable words and phrases.

MerkuR

-----VRNJAČKA BANJA-----

SPECIALIZED HOSPITAL FOR TREATMENT AND REHABILITATION

Bul. Srpskih ratnika 18, 36210 Vrnjacka Banja, Serbia

2 May, 2015

Mr Nick Jones
15 College Road
Windermere LA23 2BY

Dear Mr Jones,

_____ of 25 April. _____ inform you that we have reserved the accommodation you requested for you and your wife, namely a double room with shower for four nights from 15th to 20th May. The room is _____ on the second floor and overlooks the park. Please find enclosed a copy of the hotel brochure showing the location of the hotel.

In accordance with your request we have arranged for a car to pick you upon your arrival at the airport in Belgrade.

_____ welcoming you both and we will spare no effort to make your stay a comfortable one.

Yours sincerely,
Marko Tasic
Reservation Manager

IV Write a letter to Mrs J. Thomas, 10 London Road, Blackpool FY2 9TA and confirm the reservation of a suite from 20th to 27th August. Enclose hotel rates and a brochure describing services and facilities available.

Word List

affordable, adj.

budget, adj.

buffet, n.

convenience, n.

facility, n.

feature, v.

furnished, adj.

leisure, n.

lobby, n.

overlook, v.

provide, v.

rate, n.

refurbish, v.

state of the art, adj.

tailored, adj.

value for money

Reader – Unusual Accommodation

More and more travellers find standard types of accommodation boring and are looking for exciting and unusual environments. Numerous amazing and exotic hotels all over the world offer various types of accommodation that can satisfy the needs of the most demanding travellers. Of course, not everyone can afford a holiday in such a place, but many are dreaming about these unusual places.

Cave hotels provide an opportunity to get a glimpse of what was prehistoric living. Cappadocia Cave Suites, formerly a hay barn, is now a luxurious hotel in Turkey with 36 rooms. It is located in the region that is one of the natural wonders of the world due to its famous fairy chimneys and fantastic colourful shapes of the landscape. Most rooms and suites are cave, arch and stone rooms with en-suite bathrooms.

Those who love diving and summer would certainly enjoy crazy underwater hotels from Dubai to Maldives. There are still no hotels that are fully underwater, but a stay in underwater rooms will make an unforgettable holiday. Jules' Undersea Lodge is the first such hotel in the world. It is not easy to access your room in this hotel: you need to scuba dive and enter through an opening on the bottom. After that, you will be able to enjoy the cozy rooms and all the conveniences of modern life even 21 feet below the surface. In the comfort of your air conditioned room with stereo and DVD players you can marvel at the sea life in their natural settings through the windows.

If you are really into snow and skiing, you will definitely adore the ice hotels. The first one was built in the village of Jukkasjarvi in northern Sweden in 1990. Naturally, a stay at an ice hotel is an option only during winter. Why? Because the ice hotel is built entirely of ice and snow. This temporary hotel is built again every December and starts melting in April. Nevertheless, the hotel features a bar, chapel, main hall, reception area, and rooms and suites for over 100 guests. Everything is made of ice - the walls, the ceiling, furniture, even the glasses. The rooms are unique works of art and there are not two rooms that are the same. The guests are given special sleeping bags that can withstand the bedroom temperatures which are constantly at 5C. There are no bathroom facilities in the suites, but bathrooms are available to guests in a building nearby. Nowadays there are ice hotels in several countries and they have different facilities and services, including saunas and hot tubs.

I Write T (true) or F (false) next to the each statement. Correct the false ones and support the true ones with some additional information.

- 1 All three hotels are made of unusual building material.
- 2 The Cappadocia Cave Suites is a perfect place for everybody.
- 3 The beds at the Ice hotel are very cold.
- 4 There are not many activities to enjoy while staying at the Ice Hotel.
- 5 The Jules Underwater Lodge's entrance is under the sea.
- 6 The rooms at the Ice Hotel have en suite facilities.

II Imagine you are staying at one of the unusual hotels. Write an e-mail to your friend describing your stay and experience.

Revision 1

The World of Tourism and Hospitality

I Write the missing words.

Noun	Adjective	Noun	Adjective
creativity		tact	
enthusiasm		accuracy	
organization		efficiency	
motivation		politeness	
patience		commitment	

II Use the words from the table to fill in the gaps. The given words will help you.

- 1 create: His job entails
- Is he a person?
- 2 commit: Who shows the greatest in your company?
- Who is the most in your company?
- 3 motivate: Are you enough to do your job?
- What is the strongest that your job offers?
- 4 organise: He possesses highly developed skills.
- Who is the best person in your department?

III Write the sentences of your own with the remaining words from the table.

IV Which of the following sentences belong to formal and which to informal letter style? Write F or I.

1. a. Hi David
- b. Dear David
2. a. I am writing to inform you that our latest brochure will be dispatched on Tuesday.
- b. I'm writing to inform you that our latest brochure will be dispatched on Tuesday.
3. a. We're having a get-together.
- b. We are arranging a meeting.
4. a. I would like to apologise for not being able to come to your presentation
- b. Sorry I didn't come to your presentation
5. a. I'd love to come.
- b. I would be very pleased to come.
6. a. Just to let you know I can't make it.
- b. This is to let you know that I would not be able to attend the meeting.

For more information on letter writing see Writing File.

V Use the present simple or present continuous to fill in the gaps.

Q: (your hotel/be) a big one? How many divisions(there/be)?

A: Well, it (be) a rather big one. As a matter of fact, there (be) eight sectors which (operate) all the activities. They (be) Management, Risk and controlling sector, Rooms division, F&B, Administration and general, Repair and maintenance, Sales and Marketing and Security.

Q: And which of these (you work) for?

A: Rooms division. I (be) a concierge.

Q: It (sound) interesting, but I'm afraid I'm not sure what(your job entail).

A: Well, some people (say) we (be) part Merlin and part Houdini. Generally speaking, we (meet) all guests' needs. We are there to do everything for a guest, from making a table reservation, to arranging meetings, organising travel, and many more.

Q: And what (you do) at the moment?

A: I (pack) myself, as I (leave) for London, where I (have) the regular meeting at Le Clef D'Or. There I (meet) and (network) with my colleagues on a monthly basis. We(use) those meetings to exchange our experience and improve the network we've been building for years now.

VI Read the conversation again and answer the following questions.

- 1 What does A do?
- 2 What does a concierge do?
- 3 What is he doing at the moment?
- 4 Why is he flying to London?

Destinations

I Complete the sentences with one of the words from the box.

convenient	fortress	castle	flight	plain	sites	hiking	springs
------------	----------	--------	--------	-------	-------	--------	---------

- 1 Novi Sad lies in the southern part of the Panonian
- 2 Once upon a time there was a here; it was the home of a nobel family.
- 3 The Leaning Tower of Pisa is one of the most famous in Italy.
- 4 How long is the from Serbia to the US?
- 5 There are several mineral in this spa.
- 6 Taking a taxi is a very fast and way to get to your hotel.
- 7 Zlatibor offers visitors the choice of several trails.
- 8 Maglič ... is one of the finest examples of the Serbian medieval fortifications.

II Circle the correct option.

- 1 The weather very cold in Moscow in the winter.
a) get b) is getting c) has got
- 2 I ... not going hiking today, I'm exhausted.
a) did b) have c) am
- 3 He likes swimming so he ... to the swimming pool every day.
a) go b) goes c) is going
- 4 The hotel manager ... sent me an email.
a) has b) is c) does
- 5 There were no buses so I ... to come by taxi.
a) must b) had to c) have to
- 6 The best thing about staying in a hotel is that you ... make the bed yourself.
a) mustn't b) don't have to c) can't

Types of Holidays

I Read the sentence about the present and write a sentence about the past:

1. She usually walks to work. Yesterday morning
2. He is always late for school. Yesterday
3. I usually sleep very well. Last night
4. He doesn't get up early. This morning

II A friend of yours has just come back from holiday. Ask him about it:

1. where / go?
2. how long / stay there?.....
3. the weather / fine?.....
4. stay in a hotel?.....
5. what / do in the evenings?

III Complete the sentences using these pairs of verbs in the Past Simple Tense:

come/put shut/start teach/be close/sit take/place

1. He the cake out of the oven and it carefully on the table.
2. She the door and down quickly.
3. I the windows as soon as it to rain.
4. When the taxi, I my suitcase on the back seat.
5. Tom's father him how to drive when he 18.

IV How do we pronounce the given verbs? Put them in the correct column:

opened, walked, closed, rented, acquired, afforded, missed, accepted, surrounded, looked, arrived, concentrated, placed, ordered, worked, visited, jumped, turned

/t/	/d/	/id/

V Some of the following sentences are not correct. Find the mistakes and correct them:

1. He speaks Japanese fluent.
2. It wasn't easy to accept her decision.
3. We will definitely be late if you walk as slow as that.
4. She looks really well wearing that dress.
5. She behaved very cowardly.
6. I couldn't believe what I heard, so I turned to him astonishedly.

VI Translate the following sentences into English:

1. Термални извор је посебна врста извора из којег извире топла вода, чија је температура обично 6,5°C или више изнад просечне температуре ваздуха и која је обогаћена минералима.
2. Зависно од положаја појединих насеља Врњачке Бање, њена надморска висина се креће између 210 и 300 м.
3. Врњачка Бања се налази у централној Србији, на падинама планине Гоч. Обухвата 13 сеоских насеља и има око 30 000 становника.
4. Да ли у Ужицу постоје тениски терени?
5. Наше ски стазе задвољавају потребе и почетника и искусних скијаша.

Accommodation

I Fill in the gaps with appropriate words and phrases from the box.

room service suite wake up call bed and breakfast lobby bar facilities wi-fi

1 I'm too tired to leave the room. Let's get	6 Bring your laptop. I think they have
2 At what time is your ...	7 He went down to the front desk in the ... to see if they have more towels.
3 Will you get me a drink from the ...	8 We spent a holiday in our favourite An older couple runs it and they don't charge too much.
4 I wish we could stay in the presidential ...	
5 Don't expect any ... at this hotel. It's low priced and offers only rooms and beds.	

II Work in groups of three. Describe the types of accommodation (including services and facilities) that would satisfy the needs of the following customers.

Mary is going on a beach holiday with her husband and their three children. She would like to stay somewhere where their children won't be bored. She does not like preparing food when on holiday.

Lynn is going on holiday in the mountains on her own, so she would not mind meeting new people. She is not into luxury. She dislikes crowds and likes spending time in nature. She prefers active holidays.

Tom is going on holiday with his friends. They want to stay somewhere near the beach. They do not have much money, so they would prefer to cook for themselves to keep the costs down.

Marco is planning his holiday with his wife and his brother's family. They would like peace and quiet so they would like to take some spa resort. They do not want to be near lots of other noisy families. Money is no object for them.

III Use the words on the right to form the word that fits in the blank space in the same line.

Finding a (1) ... hotel in London is not difficult. One of the best is the Ritz London, a (2)... point for celebrities and business people. It is (3) ... a short stroll from Piccadilly Circus and Buckingham Palace. It is (4) ... known for its superb	luxury
(5) ... guests can have in	meet
(6) ... furnished rooms. There are a range of	location
(7) ... and facilities on offer to guests. Of course, it	wide
is not (8), but, still, at certain times of a year it is difficult to (9) a room.	accommodate
In those cases, if you are lucky,	elegant
a (10) will do everything possible to find you a room. Taking into (11)	serve
the beautiful view and luxury, it is worth visiting if you can afford it.	expense
	reservation
	manage
	consider

UNIT 5 Front Desk

PART 1 - Making a Hotel Reservation

Starter

I Discuss the following questions with your partner:

1. How often do you go on a journey?
2. When you decide to go on a journey, what do you do first?
3. How do you usually book a room?
4. What are the three most important things you look for when staying in a hotel?
5. What types of rooms do most hotels offer?

Reading – Booking a Hotel

I a) Look at the dialogue between a receptionist and a customer. What room did the customer want to book? What room did she book? Why?

b) Read the dialogue. Use the given words to fill in the blanks:

Madam, board, indoor, renovated, calling, availability, included, confirm, business, in, single, earlier

Receptionist: Good morning. Thank you for the Sunshine Hotel. My name is Jane Smith. How can I help you?

Customer: Good morning. A colleague of mine and I are going to attend the conference that will take place in your town, so we would like to make a reservation for two rooms for 12th May. Are there any available?

Receptionist: Just a minute, Madam.... Yes, there are. How long will you be staying?

Customer: For two nights. How much is a single room with half

Receptionist: Let me check.... A single room with half board... It's £ 150. WI-FI, cable TV and air conditioning are included in the price.

Customer: £ 150, for two nights?

Receptionist: No, £ 150 per night.

Customer: Oh, I wonder if there is anything cheaper.

Receptionist: Just a minute, please. I have to check. It's my first day here and I am not familiar with the Well, there is a twin room, if you don't mind sharing the room. And it would be £ 120 per night, half board.

Customer: That's acceptable. I'd like to book it.

Receptionist: Certainly. So, you will be checking in on 12th May and checking out on 14th May. Shall I book it your name?

Customer: Well, just a second. Is the room available on 11th May? Maybe it would be better to check in a day

Receptionist: ... Yes, it is. So, then it would be three nights?

Customer: Yes. And my name is Sarah Hannighan, H-A-N-N-I-G-H-A-N.

Receptionist: Thank you, Mrs Hannighan. How will you be paying?

Customer: By credit card.

Receptionist: Can I have your credit card number, please?

Customer: Of course. It's 123-0000-456.

Receptionist: Let me the number: 123-0000-456. Is it right?

Customer: Yes, that's right. Is there a pool in the hotel?

Receptionist: Yes. There is a fully-heated pool. There are also steam baths and a sauna. They are open until midnight. And there is a completely fitness centre. But these are not included in the price.

Customer: I understand, thank you.

Receptionist: You are welcome. Is there anything else I can do for you today?

Customer: No, thank you. Goodbye.

Receptionist: Goodbye. Have a nice day!

c) Work in pairs. Check your ideas and act out the dialogue.

Working with Words

I Find the expressions in the text with the similar meaning as the following ones:

- | | |
|--------------------------------------|--|
| 1. to happen = | 4. book a room = |
| 2. vacant = | 5. for each night = |
| 3. to be present at an event = | 6. state that sth is true or correct = |

II Match the words in A with the words in B, then write a sentence of your own for each phrase:

- | | |
|--|---|
| <p>A</p> <p>fitness</p> <p>indoor</p> <p>make</p> <p>business</p> <p>half</p> <p>air</p> <p>share</p> <p>steam</p> <p>take</p> | <p>B</p> <p>bath</p> <p>conference</p> <p>place</p> <p>room</p> <p>conditioning</p> <p>reservation</p> <p>centre</p> <p>board</p> |
|--|---|

III Hotels offer different options for meals. Match each option with the proper definition:

- | | |
|------------------|----------------------------------|
| 1. half board | a) bed and breakfast |
| 2. full board | b) breakfast, lunch & dinner |
| 3. B&B | c) breakfast & dinner |
| 4. self-catering | d) meals and drinks are included |
| 5. all inclusive | e) guests make their own meals |

Language Corner

There is/There are

I a) Complete the following sentences without looking at the text. Check your ideas:

- a fully-heated indoor pool.
- also steam baths and a sauna
- And a completely renovated fitness centre.

b) Translate the sentences into your language. When do we begin a sentence with There + be?

c) Use IS/ARE to complete the rules:

- There + a singular noun - There + a sing. noun + a pl. noun
- There + a plural noun - There + a pl. noun + a sing. noun

d) Rewrite the sentences using *There*. Check your ideas in pairs.

- A single room is available. -
- Steam baths are on the ground floor. -
- Four towels and a hair dryer are in each bathroom. -
- A fitness centre and several souvenir shops are on the first floor. -

PART 2 - Checking in at a Hotel

Starter

I Discuss the following questions with your partner:

1. Have you ever had any problems with a hotel reservation?
2. How was the problem solved? Were you satisfied?

Reading

II a) In pairs, read the text and try to fill in the gaps.

b) Check your ideas with your teacher:

Receptionist: Good afternoon. Welcome to the Sunshine Hotel? can I help you?

Mrs Hannighan: Good afternoon. I have a reservation for a for three nights in the name of Sarah Hannighan.

Receptionist: All right, Mrs Hannighan. Let me check your reservation. Could you your surname for me, please?

Mrs Hannighan: Sure. H-A-N-N-I-G-H-A-N.

Receptionist: Well, to our records, a single room was booked for you starting from tomorrow.

Mrs Hannighan: Hold on, please. There must be some I booked a room for two people. My colleague, Miss Smith, will be joining me soon.

Receptionist: Did you directly through the hotel's website or did you use a travel agent?

Mrs Hannighan: No, I made a reservation over the, but I really can't remember the name of the girl I was talking to. Just a second, I think I have the number with me. Would it help?

Receptionist: Yes, May I see it?

Mrs Hannighan: Of course. Here you are.

Receptionist: Thank you. Let me see... That's it-a single room starting 12th May, which is tomorrow. You probably talked to our colleague and she must have misunderstood you. I truly for the inconvenience. But, please don't I will do my best to find something for you. ... Well, we don't have any twin rooms, except the adjoining ones. Would that suit you?

Mrs Hannighan: Depends on who is door.

Receptionist: A family with a baby, which may get a bit

Mrs Hannighan: Oh, please! I have been driving for five hours and we are to a very important business the whole day tomorrow, so we really need a good rest. That's why we decided to come a day

Receptionist: I understand, but we are almost fully for tonight. There is only a business suite with two single available. And you would have a Jacuzzi there. I will upgrade you to it.

Mrs Hannighan: That sounds great. But how much is that going to cost? I am afraid we can't it.

Receptionist: Don't worry about the rate. That would be at no charge to you. We caused this inconvenience, now we ought to make up for it.

Mrs Hannighan: Thank you very much. And is there the wireless Internet? We may need it.

Receptionist: Of course. Here is your code. If you have any problems, do not hesitate to call the front desk. And, here is the parking pass, but please don't forget to return it when you out.

Mrs Hannighan: Thank you very much.

Receptionist: You're welcome. Are you familiar with the amenities?

Mrs Hannighan: Yes, we got detailed information on the phone and we are interested in that new fitness Since we will be sitting for hours at the conference, some exercises will do us

Receptionist: Then you should definitely visit it. It's on the first, right above the front desk. It offers a full range of state-of-the-art exercise machines. Now, could I have your ID, please? And can you fill in this registration with your details?

Mrs Hannighan: Sure. Here you are.

Receptionist: Thank you. That's it. You are checked into your room. This is your room You're in room 503, on the 5th floor, so you should take the It's next to the staircase, behind the front desk. When you get off the lift, turn right, then go straight on along the hall. Your room is the third one on the left-hand

Mrs Hannighan: Sorry, can you repeat that?

Receptionist: Don't worry. I'll ask a porter to guide you. And shall I ask the bellboy to bring your luggage up?

Mrs Hannighan: That would be great. Thank you very much.

Receptionist: You're welcome. your stay.

Working with Words

I Read through the text again, find the word for each definition and use it appropriately:

- is a feature that makes a place pleasant, comfortable and easy or live in.
- are young men, usually in uniforms, employed to carry bags, open doors for people, etc.
- When you, you pay the bill and leave the hotel.
- When somebody about doing something, they are worried about doing it, especially because they are not sure that it is right or appropriate.
- things are the ones you can get, buy or find.
- A is an official meeting, usually lasting for a few days.
-- things that people carry when travelling.
- means using the most modern or advanced techniques and methods.
- rooms are two hotel rooms with a door in the centre.

II Match the verbs 1-6 with the prepositions a-f:

- | | |
|---------------|----------|
| 1. check in | a) for |
| 2. hesitate | b) to |
| 3. charge | c) at |
| 4. apologize | d) to |
| 5. upgrade sb | e) for |
| 6. welcome | f) about |

Language Corner

Modal Verbs

I Complete the sentences without looking at the text. Then read through the text and check your ideas:

- you spell your surname for me, please?
- There be some mistake.
- She have misunderstood you.
- I am afraid we afford it.

II a) Find the modal verbs in the text for the given uses and copy the examples into the table:

MODAL VERBS		
Modal	Use	Example
	ability, permission, possibility, offer	
	polite request, past ability, suggestion	
	logical conclusion, obligation/necessity	
	willingness, intention, instant decisions	
	invitation, making arrangements, prediction	
	possibility, permission	
	possibility (smaller chance), polite suggestions	
	advice, recommendation, suggestion, obligation	
	offer, suggestion/volunteering (usually in 1 st person)	
	personal responsibility, moral obligation, duty	

b) Work in pairs. Try to think of as many rules about modal verbs as you can. The examples in the table and the following questions can help you.

- 1) Why are modals defective verbs?
- 2) What form are modal verbs followed by?
- 3) What expressions are used instead of **can** and **must** for other tenses?
- 4) Which examples refer to the past?

Are there any exceptions?

c) Underline the correct modal verb:

1. **Can/Should/Shall** we have an extra towel, please?
2. You **should/ought/would** leave the room key at the front desk. Otherwise, you **might/will/should** lose it.
3. I'm sorry, but we **can't/won't/mustn't** help you. We are fully booked. You **could/should/might** have made a reservation in advance.
4. She's been driving for 12 hours. She **should/might/must** be very tired.
5. The rooms **must/ought/should** to be ready for guests by 12 o'clock.

Let's Talk

I Work in groups of three. Student A is the receptionist, Student B is Mrs Hannighan and Student C is the Hotel Manager. Think about what could have happened if there were no rooms available? Think up a dialogue and act it out.

PART 3 - Checking out of a Hotel Room

Reading – Dealing with Complaints

I Mrs Hannighan is checking out of the hotel. She is making a complaint. Read the dialogue and find out what it is about. Who made the mistake? How?

Receptionist: Good morning Mrs Hannighan. How can I help you?

Mrs Hannighan: Good morning. Well, my colleague and I would like to check out. Room 503. Here

is the key. And the parking pass.

Receptionist: Thank you. Just a moment, please. Have you consumed anything from the mini bar?

Mrs Hannighan: No, we haven't.

Receptionist: Then this is your bill. Please check if the amount is correct.

Mrs Hannighan: £ 400. Please wait. I thought it would be £ 360. When we checked in, you said the business suite would be at no extra charge, didn't you?

Receptionist: Yes, I did, Madam. This is the rate for a twin room - £ 120 per night, but the charge for the laundry service is also included in the bill.

Mrs Hannighan: Laundry service? We didn't get any laundry service. We spent only two whole days here.

Receptionist: Is that so? Please, don't get upset. Let me check this... Oh, I am so sorry. It's my mistake. I've entered the wrong room number. This is your bill - £ 310. You paid a fifty-pound deposit when you made the reservation, didn't you?

Mrs Hannighan: Yes, that's right.

Receptionist: Will you be paying by credit card? I have got your credit card number here.

Mrs Hannighan: Yes. Well, no. Sorry. I'll pay in cash. I thought I would spend much more money here, but there was no time for shopping. Here you are.

Receptionist: Thank you. And thank you for staying at the Sunshine Hotel. I hope you enjoyed your stay with us.

Mrs Hannighan: We did. We really liked the fitness centre. Thank you for your advice to visit it.

Receptionist: You're welcome. I would like to apologize once again for the problems you had during checking in and out. We've been fully booked these days because of the conference and when there are a lot of guests mistakes happen.

Mrs Hannighan: Of course. I understand.

Receptionist: The bellboy is coming to help you with the suitcases. Have a nice journey back home!

Mrs Hannighan: Thank you. Goodbye.

Working with Words

I Read the text again. Find the proper words to complete the sentences below:

1. If you cancel the reservation, your won't be returned.
2. Receptionists the information about guests into a computer.
3. Are the outgoing phone calls in the bill? I have had a few.
4. Before you leave the hotel, you must and pay the bill.
5. You can't use the hotel car park without the
6. If you need your clothes washed, our hotel provides the

II Answer the questions:

1. What did Mrs Hannighan return when she was checking out?
2. How long did Mrs Hannighan and her colleague stay in the hotel?
3. Why did she complain?
4. Why didn't she pay the bill by credit card?

Language Corner

Imperative

I There are 5 imperative sentences in the text. Read the text and find them:

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

II Look at the sentences in Activity I. Underline the imperative verb forms. How do we form the imperative?

- affirmative form = - negative form =

- 1st /3rd person imperative:+ noun or pronoun +

III Translate the sentences in Activity I into your language. Complete the rule:

Imperatives are used to or people to do things. When we people to do things, we use “please”.

IV Imperatives are also used when giving directions. Complete the dialogues with the words from the box:

go	walk	continue	take	turn (x 2)
----	------	----------	------	------------

1. - Excuse me, how do I get to the restaurant?
 - It’s on the ground floor. along the corridor, right at the corner, then past the souvenir shop. The restaurant is on the left-hand side.
2. - How do I get to my room? It’s number 703.
 - Well, the lift to the 7th floor, left when you come out of the lift, then walking along the corridor. Your room is next to the stairs.

Let’s Talk

I Work in pairs. Your friend can’t find the school library/coffee machine/teachers’ room... Give him/her directions. Use the imperative.

PART 3 - Filling in the Registration Form

I A guest has asked the receptionist to fill in the form instead of them. In pairs, write a dialogue. Act out the dialogue.

Hotel Sunshine		
Registration Card		
Title:	Surname:	First name:
Occupation:	Arrival Date:	Departure Date:
Room Type:	Number of Guests:	Daily Rate/Guest:
Means of Payment (tick): - cash - cheques - credit card	Credit Card Number & Expiry Date:	
Street:	Postal Code:	City:
Country:	Telephone No:	E-mail address:
Date & Place of Birth:	Nationality:	ID number:
Issue date:	Place of issue:	Expiry Date:
Guest Signature:	Date:	Checked in by:
We respectfully remind you that check-out time is 12 noon		

Language Corner

Prepositions

I Use IN, AT and ON to complete the sentences:

1. I live 38 Albert Street, but I used to live Park Street.
2. The conference is October -15th October.
3. There is a hairdresser's the hotel,the third floor.
4. She came a taxi because there was no room the bus.
5. We are a hotel Belgrade, the centre of the city.
6. I'll be the bus station12 o'clock.
7. Call me as soon as you arrive Belgrade. – No, I'll call you as soon as I arrive the hotel.

Word List

available, adj.

board, n.

book, v.

charge, v.

check in, v.

irate, adj.

lobby, n.

record, n.

suite, n.

Reader - Front Desk Clerk

I Why is “front desk” called “front” desk? How responsible is the job of a front desk clerk? Work in pairs and list their duties in order of priority:

II Read the following text and check which of the duties on your list are mentioned in it.

Front desk clerks are people whose main responsibility is to provide guests with quality service, which is extremely important for the hotels' reputation. They are the first, and sometimes the only hotel employees that guests meet. The impression which they leave on guests is usually the most important and memorable one.

Front desk clerks are people whom we meet as soon as we enter a hotel. They are expected to greet and warmly welcome all the visitors. They should be able to answer all incoming calls and provide the correct information on accommodation and other hotel services in a friendly and enthusiastic manner, which can help them convert those who are inquiring into future guests.

Front desk clerks are also people who have to deal with complaints of various kinds. They should be aware of all the options that can be offered at any time in order to solve problems quickly and efficiently and make sure that guests are satisfied. They must be extremely patient and keep a smile on their faces even when communicating with customers who are irate and difficult.

A front desk clerk spends a lot of time in front of a computer taking reservations, checking guests in and out, computing bills, collecting payments and using email to answer inquiries. They should comfortably communicate with individuals from all walks of life.

Front desk clerks also take care of the lobby, which must be clean and ready for customers at any time.

III Read the text again. Which paragraph describes each of the following skills:

- | | |
|-----------------------------|--|
| 1. outgoing personality | 6. PC literacy |
| 2. work under pressure | 7. self-control |
| 3. good organization skills | 8. good knowledge of hotel policies |
| 4. professionalism | 9. good knowledge of grammar and punctuation |
| 5. communication skills | |

Language Corner

Relative Pronouns

I Copy the sentence from the text which is the combination of the following two sentences. What is the difference? Which option sounds better?

Front desk clerks also take care of the lobby. The lobby must be clean and ready for the customers.

.....

II In this sentence, WHICH is a relative pronoun and it “relates” to the noun Read through the text and underline all relative pronouns. Which word does each of them relate to?

III Complete the table:

Relative pronouns	Subject	Object	Possessive
for people			
for animals and things			

Complete the following rules:

- A relative pronoun can be omitted when it is the *subject / object* of the relative clause.
- After *all, everything, little, much, none, superlatives and ordinal numbers* we use

IV Use the appropriate relative pronoun to complete the sentences. In some sentences two options are possible.

1. A double room is a room has one double bed or two single beds.
2. A chambermaid is a woman job is to clean hotel rooms.
3. Hotel porters are people are in charge of the entrance to a hotel.
4. Even the hotel manager, was highly professional, said he couldn't help us.

V Join the sentences using relative pronouns:

1. Come here! I want to show you a hotel. I used to stay in it when I was a child.
2. This is our new colleague. She made the mistake with your reservation.
3. Where is Mr Brown? I've got his key.

Writing

I You are an HR Manager in a hotel and you need to hire a front desk clerk.

- a) In pairs, make a list of the characteristics the ideal applicant should have;**
- b) In pairs, write the advertisement. Describe the position and the necessary skills**

UNIT 6 Restaurant Services

PART 1 – Running a Restaurant

Starter

I Discuss the following questions with your partner:

- 1 How often do you eat out?
- 2 What food do you usually have?
- 3 What is your opinion on the traditional Serbian cuisine?
- 4 What is your favourite dish?
- 5 What do you think of the job of a waiter?

Reading

Running a Restaurant

Read the interview with Luka who runs a hotel restaurant.

Interviewer: Most of our readers have heard about your restaurant. Could you tell us what makes it so famous?

Luka: First of all, people who have been here are talking about our excellent food. Also, the service is just as good, our staff are famous for their efficiency. It is a very enjoyable place, actually. Most of our guests like the interior and the peace and quiet of our terrace. Foreign visitors are satisfied with the prices as well.

Interviewer: I can tell the competition is not insignificant nowadays. How does your restaurant differ from others within the walking distance from the hotel?

Luka: Well, we specialize in national cuisine. There are mostly local specialties on the menu, so we are a perfect option for those who would like to relish local specialties. Nearby restaurants serve all kinds of international cuisine.

Interviewer: Do only hotel guests have the opportunity to enjoy your delicious dishes?

Luka: Of course not. Anybody can have a good and tasty meal here. That's why we have two sorts of menus: à la carte and a three course, fixed price menu. I'd like to add that most of our guests make reservations. They know that if they don't, there is a possibility that the restaurant might be full. In that case, they either have a drink at the bar while waiting for the table or come back later.

Interviewer: What about the opening hours?

Luka: We are open 24/7 and serve three meals a day but it's the most crowded in the evening.

Interviewer: Does the restaurant cater for private parties?

Luka: Yes, it is possible to make arrangements for wedding parties, anniversaries and other celebrations in our restaurant, but mostly off season.

Interviewer: I can see that you are very satisfied with the place and your job.

Luka: Yes, but it hasn't always been like that. I've been working in various places. I started working when I was a teenager and had no formal education or previous training. I earned my pocket money doing part time jobs in all kinds of places, bakeries, sandwich and burger shops, fast food and take-away restaurants with counter service. After I left secondary school I started working as a waiter in one full-service restaurant. I was terrible back then. I couldn't take orders properly. I even had problems with seating the guests. I think I was afraid of the diners and because of that they were never

satisfied. They complained I was rude and impatient. Fortunately, I had excellent colleagues who helped me with great deal of useful advice. I was much better at my next job.

Interviewer: And that was?

Luka: For a while I worked as a waiter in a pizzeria that was very popular and always crowded. After some time I got a job of a head waiter in a traditional Serbian restaurant - kafana. That was a popular restaurant offering a broad menu with a variety of choices and also famous for live music. The guests mostly came for great music and often stayed till the early morning hours.

Interviewer: Having such great experience, what do you think the most important skills in this line of work are?

Luka: The most important thing is to have a professional and pleasant manner when dealing with guests. It is, of course, important to be ready to work late at night, at weekends, for holidays. Sometimes you have to work split shifts and rotating shifts. This can be a stressful job, but in general it is a rewarding one.

Interviewer: Thank you for your time. I wish you further success with the restaurant.

a) Answer the questions

1 Where is the restaurant?

2 What is the service there like?

3 Who is the restaurant open to?

4 What makes this restaurant special?

5 What is said in the text about the job of a waiter?

6 What eating establishments are mentioned in the text?

b) Match the type of eating establishment with its description:

1 café

2 restaurant

3 cafeteria

4 à la carte restaurant

5 bakery

6 take-away restaurant

a) an eating establishment with table service

b) a restaurant with a well-varied menu

c) an informal restaurant that serves drinks and light meals

d) a restaurant where guests are served at the counter and carry their meals on trays to tables

e) a place where bread, pastries, cakes are baked and sold

f) a restaurant selling cooked food to be eaten elsewhere

PART 2 - At a Restaurant

a) Put the tasks a waiter / waitress performs in the correct order:

giving the menu _____

confirming the orders _____

taking the orders _____

bringing the bill _____

asking how the meal was and if the guests

want dessert _____

welcoming and seating the guests _____

b) What tasks does the waiter perform in the following dialogues? Read the dialogues in pairs to find out.

Dialogue 1

Waiter: Good evening, sir.

Guest: Good evening. I have a reservation for tonight.

Waiter: Will you, please, tell me the name.

Guest: The name is Johnson.

Waiter: Will you follow me, please? Will this table be all right?

Guest: Well, it's too close to the toilets. Can you seat us somewhere else?

Waiter: How about the table near the window?

Guest: It would be great. Thank you.

Waiter: I'll bring the menu.

Dialogue 2

Guest 1: (calling to the waiter) Waiter.

Waiter: (Placing menus before both of the guests)

Good afternoon. How can I help you? Are you ready to order?

Guest 1: Ana, what would you like to eat? A soup to begin with?

Guest 2: No, thank you. I won't be having soup. I was wondering about baked beans. Actually, I've never been here, so I don't know what their specialties are.

Waiter: I can recommend today's specialties. Our starter today is a cheese pie and today's main course is

a beef steak.

Guest 2: Actually, I would like to have something else.

Waiter: May I recommend our salad? Most customers order our fresh salad.

Guest 1: That's a good suggestion. I'll have a salad.

Guest 2: And one for me, please.

Waiter: Very good. Have you decided on the main course?

Guest 1: Let's take a beef steak. What do you think?

Guest 2: It sounds delicious. I'll have that.

Waiter: Would you like something to drink?

Guest 1: Yes, we'll have a bottle of red wine, please.

Waiter: (Writing down the order) Ok. So, that's two fresh salads, two beef steaks and a bottle of red wine.

Guest 1: Yes, that's right. And could you, please, hurry up. We haven't got much time.

Waiter: Right, Sir. It won't be long.

Dialogue 3

Waiter: How was your meal?

Guest: It was delicious.

Waiter: Would you like anything else?

Guest: No thank you, we are full. Could we get the bill, please?

Waiter: Of course. The total is 2 300 dinars.

Guest: Here you are. You can keep the change.

Waiter: Thank you. Have a good evening.

Guest: Thank you. You too, goodbye.

Language Corner

Offers and Requests

a) Read the dialogues from the restaurant again. Underline all offers and requests.

What modal verbs are used to make offers and requests?

b) Use appropriate modal verbs to complete the following offers and requests (sometimes there is more than one right answer):

1. you like a drink?

2. you explain that again, please?

3. you have another cup of coffee?

4. you get us more wine, please?

5. I open the window for you?

6. you, please, follow me?

7. I get you something to drink?

8. I help you with the dishes?

What can go wrong - Dealing with Complaints

I When guests are not satisfied they can complain directly to the waiter or to the head waiter or manager. Read the dialogues below to find out what the guests are complaining about in each situation:

Dialogue 1

Guest: Waiter!

Waiter: Yes, sir?

Guest: This steak's raw. I told you I wanted it well done.

Waiter: I'm terribly sorry, sir. I'll send it back to the kitchen and have it replaced?

Dialogue 2

Guest: This salad tastes as if it had been sweetened.

Waiter: I'm awfully sorry, madam. I'll speak to the chef right away.

Waiter: I'll take the salad back to the kitchen and get it replaced. We won't charge you for the salad. Also, to

say sorry we'll give you two coffees on the house.

Dialogue 3

Guest: Waiter, I've been trying to catch your attention for the last twenty minutes.

Waiter: I apologise. We are short of staff and we have lots of customers today.

Dialogue 4

Guest: What's this 200 dinars for?

Waiter: For five coffees.

Guest: I think you've made a mistake. We've only had two.

Waiter: I do apologize. I'll change it and bring you the correct bill right away.

Dialogue 5

Waiter: Is everything all right?

Guest: No, it, actually, isn't. Would it be possible to change the table.

Waiter: Is there a problem with the table, madam?

Guest: It's quite loud here. We'd enjoy it more in a quieter part of the restaurant.

Waiter: I'm sorry, madam, but I'm afraid that all tables away from the band are taken.

Dialogue 6

Guest: Excuse me, I haven't ordered any ajvar.

Waiter: I have ajvar written down here.

Guest: I'm afraid you are mistaken. I asked for grilled peppers?

Waiter: I'm terribly sorry, sir. I'll replace it right away.

Dialogue 7

Guest: Excuse me. This tablecloth is not clean.

Waiter: I am really sorry, madam. I'll have it replaced immediately.

II Are the statements true or false? Correct the false ones.

- | | |
|--|---|
| 1. The first guest complains the steak is overdone. _____ | 5. The fifth guest is sitting next to the band. _____ |
| 2. The second guest thinks there is a mistake on the bill. _____ | 6. In the sixth dialogue the waiter returns with ajvar. _____ |
| 3. The second guest gets the salad on the house. _____ | 7. The seventh guest complains the food is too cold. _____ |
| 4. The fifth guest is complaining about the slow service. _____ | |

III Answer the questions:

- | | |
|--|---|
| 1. How does the waiter deal with complaints in each situation? | 3. Does the waiter give a reason for the problem? |
| 2. What expressions does he use to apologise? | 4. What actions does he promise? |

IV Match items in A with possible problems listed in B.

- | | |
|------------------|---------------------------|
| A | B |
| 1. soup | a. too thick, too watery |
| 2. steak | b. a bit dry, stale |
| 3. salad | c. too strong, weak |
| 4. meat | d. burnt, underdone |
| 5. vegetables | e. too oily, salty |
| 6. glasses | f. too tender, too tough |
| 7. coffee or tea | g. overcooked, almost raw |
| 8. bread | h. having stains |

Let's Talk

Work in pairs. Student A is a guest who has several complaints. Student B is a waiter. Act out similar dialogues to the ones from exercise I using ideas listed in exercise IV.

Paying the Bill

a. Read the dialogues to find out how the guests pay their bills:

Guest: Waiter, can I have the bill, please?

Waiter: Yes, sir. Would you like to sign for it?

Guest: Yes, please,

Waiter: What's your room number?

Guest: 101.

Waiter: Thank you. I hope you enjoyed your dinner.

Guest: Waiter, we'll take the bill now.

Waiter: Yes, sir.

Guest: Do you accept foreign currency?

Waiter: Certainly, sir. I'll just get the exchange rate list.

Guest: Will you please get my bill ready?

Waiter: Here it is, madam.

Guest: Do you accept credit cards?

Waiter: Yes, madam.

Working with Words

Food

I Put the words into correct groups (fish and seafood-FS, meat-M, vegetables-V, fruit-F, condiments-C).

orange _____	bean _____	vinegar _____	melon _____
potato _____	carrot _____	courgette _____	oyster _____
lettuce _____	cauliflower _____	tomato _____	pear _____
tomato _____	pepper _____	pork _____	grapes _____
green beans _____	cabbage _____	cucumber _____	salmon _____
strawberry _____	mushrooms _____	oil _____	cherry _____
onion _____	lamb _____	beef _____	
peas _____	shrimp _____	peach _____	

II In pairs, decide what other words you can add to each group.

III Match the verbs describing methods of preparing food with appropriate definitions

- | | |
|---------------|---|
| 1. to boil | a. to remove all the water |
| 2. to fry | b. to cook in hot water |
| 3. to grill | c. to combine ingredients together |
| 4. to bake | d. to cut into pieces with a knife |
| 5. to stir | e. to cut into thin pieces |
| 6. to pour | f. to take the skin off something |
| 7. to mix | g. to move a liquid from one container to another |
| 8. to chop | h. to move ingredients with a spoon |
| 9. to drain | i. to cook in oil or butter over heat |
| 10. to season | j. to cook in the oven, often without oil |
| 11. to peel | k. to cook over a very strong heat |
| 12. to slice | l. to cook under high heat |
| 13. to broil | m. to add salt and pepper or extra flavour |

IV What do you do with:

- | | | |
|----------------|-------------------|----------------|
| 1. cakes | 3. sausages | 5. rice |
| 2. meat | 4. eggs | 6. bacon |

Language Corner

Countable and Uncountable Nouns

I One way of classifying nouns is according to whether they can be counted or not.

According to this criterion, what are countable nouns? What forms do they have?

What are uncountable nouns? Are numbers and the indefinite article used before countable or uncountable nouns?

II Go through the nouns listed in exercise Working with Words a) and decide which are countable (C) and which are uncountable (U).

Are the following nouns countable, uncountable or both?

service	accommodation	luggage
information	advice	news
facility	furniture	

NOTE:! Some uncountable nouns can also be used as countable nouns.

E.g. Two coffees, please. = Two cups of coffee.

I'd like a red wine. = I'd like a glass of red wine.

They sell a lot of cheeses. = They sell a lot of types of cheese.

III Choose the correct option to complete the sentences.

1. I ate *a roast chicken/ roast chicken/ roast chickens*.

2. She needs *a bread/ bread / breads*.

3. This is served with *lettuce/ a lettuce/ lettuces*.

4. There is *apple/ an apple/ apples* in this cake.

5. I need *an information/ informations/ some information*.

Some – Any

I Read the following sentences and complete the rules with the words written in italics.

I'd like *a* sandwich.

She eats *an* apple a day.

I would like *some* fruit.

There are *some* bananas on the table.

Would you like *some* juice?

Can I have *some* oranges, please.

I can't see *any* apples on the table.

Have you got *any* money?

There isn't *any* coffee left.

Are there *any* olives in this salad?

..... and are used before singular countable nouns.

..... can be used with countable and uncountable nouns, mostly in affirmative sentences. It is also used in polite requests and offers when we expect the answer *Yes*.

..... is used with countable and uncountable nouns. It is used in sentences with negative meaning and questions. It can be used in affirmative sentences to mean no matter who, no matter which.

II Complete the sentences using *some* or *any*.

1. Do you know good restaurants in Belgrade?

2. Would you like more olives?

3. I'd like tomatoes, but I don't want olives.

4. There is hardly milk in the bottle.

5. If you have news, call me back.

6. Go and ask him for coffee. I haven't in my cupboard.

A lot of - Much – Many - A few - A little - No

I Study the examples, and then complete the basic rules about quantifiers.

There is *no* bread left.

She has *no* friends.

There is *a little* cake left.

We've got *a lot of* milk in the fridge.

A lot of people came to dinner.

Is there *much* wine left?

There isn't *much* bread in the basket.

There aren't *many* national dishes on the menu.

How *many* oranges do you need?

I've tried only *a few* Italian specialties .

..... is used with uncountable nouns and the plural form of countable nouns in affirmative sentences.

..... and are used in the negative and interrogative sentences. and are used with only uncountable nouns.

..... and are used with only the plural form of countable nouns.

II Fill in the gaps using *a/an, some* or *any*.

1. I ate apple for breakfast.

2. We had cakes with the tea.

3. She often has fried egg for dinner.

4. There aren't pears left.

5. Would you like tea? No, I'd rather

have piece of cake.

6. There's cold wine for you.

7. I don't want mineral water, thanks.

8. Yesterday she didn't drink water.
9. She doesn't want glass of apple juice.

10. Can you see fruit on the table?

III Complete the sentences with *How much* or *How many*.

- | | |
|---|-----------------------------------|
| 1. sugar do we need for this cake? | 4. does it cost? |
| 2. cakes shall we order? | 5. orange juice did you buy? |
| 3. juice is left in the bottle? | 6. rice would you like? |

A few - Few, A little - Little

I Study the example sentences and write true or false next to the rule.

I've got *a few* friends.
Few people understand this theory.
 I've got *a little* money, I can manage.
 She couldn't buy the coat because she had *little* money
 There is no difference between *little* and *a little*. ___
Few and *little* describe quantity in a negative way. ___

Few is used with uncountable nouns. ___
A few means *not many, but enough*. ___
A little means *some*. ___

II Complete the sentences with *a few/few, a little/little*.

- | | |
|--|---|
| 1. There is butter left. We need to buy some. | 6. Can you ask the waiter for more wine? |
| 2. There is pizza in the fridge if you are hungry. | 7. people go out on Sunday afternoon. The streets are almost deserted. |
| 3. We only have carrots. We should go and buy some more. | 8. Can I take apples, please. |
| 4. Do we need mushrooms? No, we have Look, three bags. | 9. I really need to see him. I've got questions to ask him. |
| 5. Do you eat meat. Yes, | 10. Most of the town is modern. There are old buildings. |

Counting Uncountable Nouns

Most uncountable nouns are made countable by putting an expression (a unit or a quantity with of) in front of the noun.

I Choose the appropriate word from the box to make phrases for expressing quantity.

bag bottle can glass packet jar carton cup bowl bar pinch bowl

1. A of flour
2. Three of milk
3. Two of coke
4. Three of chocolate
5. Two of salt
6. A of cereals
7. Five of honey
8. Four of butter
9. Two of water
10. A of coffee
11. Two of sugar
12. Two of wine



Let's Talk

I Work in pairs. Tell your partner about your eating habits:

- | | |
|--|--|
| 1. what you eat and drink at mealtimes and for snacks on a typical day | 3. what you generally eat too much/ a lot of |
| 2. how many sweet things you eat | 4. what you don't eat enough of |
| | 5. how much you drink. |

PART 3 – Describing a Dish

Working with Words

What's on the Menu?

I Most menus contain several parts. Match parts of a menu with their explanations.

- | | |
|--------------|---|
| 1. starter | a. drink |
| 2. soup | b. liquid food made by cooking meat, vegetables etc. |
| 3. main dish | c. the main course that is featured or the primary dish in a meal (also entrée) |
| 4. salad | d. a mixture of raw vegetables eaten as a side dish or before a main dish |
| 5. dessert | e. the sweet course eaten at the end of a meal |
| 6. beverage | f. the first course of a meal, an appetizer (usually in US) |

II Write the original names of typical Serbian specialties next to their short descriptions.

- | | |
|---|--|
| 1. small grilled rolls of mixed minced meat. | 11. a type of Serbian red wine. |
| 2. baked peppers and aubergines, roasted, ground, mixed and fried in oil. | 12. yellow sheep-milk cheese. |
| 3. cream, similar to clotted cream. | 13. apples rolled in dough and then baked. |
| 4. stuffed cabbage leaves, minced meat with rice rolled in cabbage or vine leaves. | 14. mixed vegetables with grated cheese. |
| 5. minced meat mixed with eggs and potatoes and baked. | 15. grape brandy. |
| 6. roast meat in sauerkraut. | 16. home made cheese pie made of layers of thin dough with cheese and eggs. |
| 7. Serbian baked beans. | 17. mixed spicy sauce, a type of salad. |
| 8. pickled vegetables. | 18. a rolled steak stuffed with kajmak, breaded and fried. |
| 9. "pork cheese" – jellied pork. | 19. local plum brandy |
| 10. corn bread. | |

III Where on the menu would you expect to find the specialties listed in the previous exercise?

IV Read the menu to check your ideas.

COLD STARTERS	Pihtije	Breaded mushrooms
Rusian salad	Serbian baked beans	Cheese omelet
Baked beans	SOUPS AND BROTHS	French Fries
Hard cheese kachkaval	Chicken soup	Boiled vegetables
Smoked pork ham	Chicken stew	Spinach pie
Cornbread	Serbian veal broth	Cheese pie
Smoked ham	Lamb broth	Peppers stuffed with cheese
Serbian starter	Fish broth	Sarma
Serbian soft cheese	HOT STARTERS	
Kajmak	Grilled mushrooms	FISH
Cold garden salad	Breaded kachkaval	Salmon

Trout	Gourmet burger	Serbian Salad
Smoked salmon/trout	Chicken kebabs	Šopska salad
Grilled catfish		Roasted peppers
Squid	GRILLED	Urnebes salad
Breaded squid	SPECIALITIES	Ajvar
MAIN COURSES	Karadjordje steak	DESSERTS
Casserole	Grilled meat from	Walnut pie
Serbian beans	Leskovac	Fruit salad
Stewed cabbage	Ćevapčići	Apple pie
Wedding cabbage	A mix of grilled meat	Cherry strudel
Stuffed peppers	Traditional Serbian beef	Pancakes
Karadjordje cutlet	burger	Flambéed pancakes
Banjaluka cutlet	Rolled kebabs	BEVERAGES
Fillet minyon with	Roasted pork	Local plum brandy
mushrooms	Beef steak	Lozovaca
Rolled mushrooms	Parisian cutlet	White wine
Smoked meat	Cutlet a la pizza	Spritzer
Home-madesausage	Chicken medallions	Spakling water
Stuffed filet	with kajmak	Still water
Pork loin	Stuffed dark chicken	Fruit juices
Grilled chicken dark	meat	Beer
meat	SALADS	
Chicken	Tomato salad	
Chicken filet	Potato salad	
	Pickled vegetables	

Adjectives for Describing Food

I Go through the menu again. What specialties would you recommend to somebody who would like to have something:

- | | | |
|----------|--------------------------|----------|
| a. tasty | d. hot and spicy | g. fatty |
| b. sweet | e. fresh | h. ripe |
| c. salty | f. that is not fattening | |

Let's Talk

I Work in groups of three. Decide on the meal you would recommend to:

1. a person who does not eat meat, fish, eggs, cheese or milk (a vegan)
2. a person who does not eat meat or fish, but eats dairy products (a vegetarian)
3. a person who enjoys good food (a gourmet)

II Describe Serbian food to the members of your group (what is it like; what dominates in Serbian cuisine; etc.)

Describing dishes

I Work in pairs. One of you is a guest and wants to order stuffed peppers but has some questions about this dish. The person B is a waiter / waitress. His/her task is to provide all the information

to the guest. The list of some useful phrases and the recipe for the dish will help you do the exercise.

Guest What's this? What's this dish here? Can you tell me about...?
Is there a lot of ... in it? Does it contain any ...? Is there any ... in it?
What's it served with? What does it come with? Does it come with ... ?

Waiter It's a sort of... It consists of ... and... with some... It's fried / baked / boiled in...
Yes, it's served with... No, it comes with No, it's served on its own.

Serbian stuffed peppers

Ingredients: 7 red peppers; 400 g minced beef; 100 g rice; 2 carrots; 2 onions; 3 potatoes; chopped parsley; salt; olive oil; sweet paprika; dehydrated herb spices

Preparation: Fry chopped onions and grated carrots in olive oil at low temperature. Add meat and salt and continue frying it. After 5 minutes add rice, paprika and spices. Stir constantly. Stuff the peppers with this mixture, use the spoon. Cover the top of each pepper with a slice of potato. Place the stuffed peppers into a dish and pour some water until they are covered. Boil at low temperature. Sprinkle chopped parsley on the top. Serve hot. It can be served with mashed potato.

II Change roles and think up a similar conversation about another Serbian dish.

Language Corner

The Passive Voice

I Compare the following pairs of sentences, and then answer the questions:

A
They fry potatoes in oil.
They serve stuffed peppers with mashed potatoes.

B
Potatoes are fried in oil.
Stuffed peppers are served with mashed potatoes.

What are the differences between sentences in A and in B? Who performs the actions in sentences in A? What voice is used in sentences in B?

Why is the passive voice used in these sentences? How do we form passive structures?

II Make sentences, using words from the two groups, to describe what *is done* in a hotel.

E.g. Beds are made.

a.				b.			
beds	coffee	reservations	tables	make	pay	serve	clean
bills	new guests	rooms	food	serve	welcome	take	lay

.....

.....

.....

.....

.....

III Ana made pancakes last night. Put the verbs in the correct passive form to describe how they were made.

The flour (sift) in a big bowl. Salt and sugar (add) to the flour. Then milk and eggs (pour) in. Butter (melt) and (add). The batter (stir) until it was smooth. The oiled pan (heat). One scoop of batter (pour) into the pan. The pancake (fry) until it was brown on both sides.

Writing

For more advanced students

You have decided to open a restaurant. Think about the kind of restaurant, the menu and prices, its location and services, and then write an advertisement for it.

Word List

- | | |
|-----------------------|--------------------------|
| à la carte adj., adv. | condiment, n. |
| cater (for), v. | course, n. |
| competition, n. | cuisine, n. |
| delicious, adj. | recipe, n. |
| diner, n. | seat somebody, v. |
| dish, n. | season, v. |
| side dish, n. | off season |
| head waiter, n. | specialty, n. |
| nearby, adj. | take someone's order, v. |
| menu, n. | tasty, adj. |
| order, n. | within walking distance |

Reader – Japanese Cuisine

I Discuss the following questions with your partner.

1. Is food an important aspect of culture?
2. Why are foods different in different countries?
3. What cultures do you know that have habits that differ from ours when it comes to meals and food?
4. How are these customs similar or different?

II Complete the text with the words given in the box.

seasonal foreign raw influences arranged preserve meatless ingredients ancient

Japan is a country proud of its ancient 1)..... and culinary traditions including a unique style of cooking and their eating habits. As with other countries with long history, Japanese cuisine has been changed under the 2) of food customs of other nations. Due to Chinese influence, the Japanese started to cultivate rice, use chopsticks and consume soy sauce and tofu. In the early 1200s when Japan reopened to the West, the Japanese cuisine became very rich and varied including many 3) dishes, some unchanged and some 4) to Japanese tastes. The influence of Buddhist religion on Japanese cuisine is seen in the reduction of eating meat and a wide variety of 5) dishes. Although it is best known for *sushi* and *teriyaki chicken* it encompasses a vast range of dishes. In recent years it has become popular worldwide mainly because it is healthy and tastes good at the same time. The unique Japanese dish, *sushi* (6) fish with rice), is now served in most restaurants all over the world.

Japanese cuisine relies heavily on locally grown vegetables, sea food and fish, and one of its most important characteristics is that only the freshest food is used. The Japanese respect the nature deeply, so the use of fresh 7) is very important to them. In relation to this, it should be said that Japanese cuisine relies strongly on the seasons; they use 8) fruit and vegetables as much as possible. In order to 9) the natural flavours of all ingredients, Japanese cooks try to use only the basic cooking methods to make delicious beautifully 10) dishes.

III Work in groups of three compare the Japanese cuisine with Serbian.

What are the main differences? Which one is healthier? Which one tastes better? Is there anything we could learn from the Japanese?

UNIT 7 National History and Cultural Heritage

PART 1 - History

Starter

I Why are the following dates important in Serbian everyday life? What do they represent?

January 1-2, January 7, January 14, January 27, February 15-16, Good Friday and Easter Monday, May 1-2, May 9, June 28 and November 11

II Which events in Serbian history are some of them connected with?

III What do you know about these events?

IV Are they fully used in the promotion of tourism in Serbia? Explain.

Reading

The Pre-Slavic Heritage

I Which sights do the following sentences describe? Write 1 for Felix Romuliana or 2 for Justiniana Prima.

1. It was one of the most important Byzantine towns in the interior of the Balkans.
2. The palace was built in the 3rd and 4th centuries by Galerius Maximianus in honour of himself and his mother Romula.
3. It was built in the 6th century when its founder decided to raise a city in his area of birth in honour of his own name.
4. It served as the seat of an Archbishopric that had jurisdiction of the Central Balkans.
5. It was built on the spacious plateau of Gamzigrad, near the city of Zaječar.
6. It was named after the founder's mother.
7. Its founder was an emperor.
8. Since 2007, this archeological site has been listed on the UNESCO World Cultural Heritage List.

II Read the text and check your answers.

..... *Justiniana Prima* was a Byzantine city founded in the 6th century by Emperor Justinian I, who was also known for having completed the construction of famous basilica Sancta Sophia or Sancta Sapientia, today Hagia Sophia in Istanbul. As a religious, administrative and military centre, it was one of the largest and most significant Byzantine cities in the Balkans of the time and the seat of an Archbishopric that had jurisdiction over the Central Balkans. Another name for the city was Empress's Town, as it was believed that the Emperor Justinian had it built for his wife, the Empress Theodora. However, the name of the city, built some 30 km away from Leskovac at Justinian's birthplace, glorifies the name of its founder. Its isolated position far from the main roads made it the most preserved archeological site in the region. The archaeological excavations have been carried out with

the help of French researchers for nearly 150 years. The sight was included on the list of the Archaeological Sites of Exceptional Importance, protected by the state, in 1979.

..... What makes this archeological site one of the most important monuments of antique architecture and urbanism is the remains of fortifications, streets, basilicas, public and private buildings, walls, the aqueduct system with a large cistern, as well as the floor mosaics in the villas. The city was surrounded with walls, and the inner walls divided it into three areas – The Acropolis, the Lower and Upper Town. The remains testify of two influences affecting the city construction – the classical one and the Christian one. Thus, there used to be *thermae*, a forum, and streets with colonnades. All public life took place at the central area of the city, i.e. the city square with a circle in its base. Along the streets paved with rectangular limestone panels, there used to be shops with covered porches and arched arcades, where artisans offered their goods. Two unique discoveries give evidence of the use of running water - the corner tower with the cistern where the aqueduct ended and the system of water pipes leading from the tower.

..... The Acropolis was built on the highest point of the city with the Episcopal Basilica, the seat of the Church, located there. It was a large cathedral church with three apses, an atrium and a baptistry. Beside this church, there were nine more basilicas within the city borders. One of them was hiding authentic Justinian's monograph. And special emphasis is given to two more churches. The first one is a three-aisled basilica with a crypt found near the square, alongside the fragments of the floor mosaic and frescoes. The second one is a cruciform basilica with an atrium located to the south-east of the forum. Other discoveries which make this spot a unique one are imperial seals and a glasshouse.

..... The city lived till around 615 AD when, following the frequent attacks of the Avars and the arrival of the Slavs, it was finally deserted by the native population. It is supposed that possible reasons of the city devastation could be either a fire or the destruction of the aqueduct.

III Give each paragraph a subtitle. These may help: City Devastation, Nonreligious Remains, Religious Remains, Background.

IV Find the information on Felix Romuliana and describe it in a similar way.

Working with words

I Change the underlined words used in the text with synonymous forms.

1. The city was founded in the 6th century.
2. The archaeological excavations have been carried out with the help of French researchers.
3. Justinian I was known for having completed the construction of famous Hagia Sophia in Istanbul.
4. Its isolated position made it the most preserved archeological site in the region.
5. The archeological site is one of the most important monuments of antique architecture and urbanism.
6. The remains testify of two influences affecting the city construction.

7. The Episcopal Basilica was located at the Acropolis built on the highest point of the city.

II Define the following terms.

1. jurisdiction
2. excavation
3. emperor
4. sight
5. fortification
6. mosaic
7. colonnade
8. arcade
9. apse
10. aisle
11. cruciform
12. devastation

Language Corner

Reported Speech – Statements and Requests/Commands/Instructions

I a. Look at the sentences. What did these people say?

1. The tour guide asked us to be quiet.
2. He told us to take the first street on the left.
3. The customs officer wanted us to open our luggage.
4. The officer told us not to leave the line.

b. Underline the introductory clause. Circle the main clause. What is the rule for transforming direct instructions/requests/commands into indirect ones?

II a. Match the indirect sentences with their direct counterparts.

- | | |
|--|--|
| 1. Tom says that they are staying at an excellent hotel. | a. 'We will be on time.' |
| 2. His report says that he managed to meet the budget. | b. 'We are staying at an excellent hotel.' |
| 3. He promises that they will be on time. | c. 'He managed to meet the budget.' |

b. Work out the rule.

When reporting statements, after the introductory clause, we use *to/that*. When the introductory verb is in the present tense, the tense of the original (direct) sentence is *kept/changed*.

Let's Talk

I Draw a timeline of the Serbian history with the most important events from the beginnings to the present day. Which is the most fruitful period having in mind its tourism potential? Explain.

II Which events are explored for the development of the national/local tourism? Which are not fully explored?

III Choose one location and think of the ways it could be used for promoting Serbian tourist offer.

PART 2 – Visiting a Sight

Starter

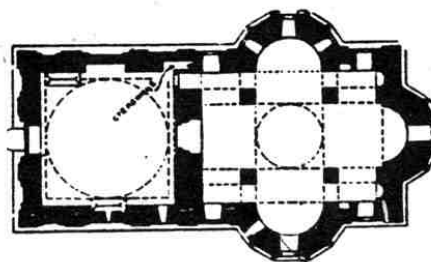
I What sort of sights are the highest points of Serbian tourist offer? Name at least three.

II Do you know any Serbian monasteries that are on the UNESCO's World Heritage List?

III Which religions are the following objects connected with? A church, a monastery, a mosque, a synagogue.

IV What is the most known synagogue/mosque/monastery/church in Serbia? Where are they situated? Are all of them used for religious purposes nowadays?

V Look at a monastery base. Match each room with the following words: Sanctuary, Nave, Narthex, Choir and Iconostasis.



Reading

Studenica - the high point of Serbian history

I A group of tourists is visiting the monastery of Studenica. A tour guide is giving the basic information about the sight. Read the text and underline all the expressions that would help you as a tour guide to organize a visit to a sight.

Well, we are leaving the main road here and there is a 20-minute ride ahead of us that will give us just enough time to see a short documentary on the Monastery of Studenica. I will pause the recording from time to time, to give some additional information, and you can ask questions. Just one more thing before we start – as the route in front of us is rather curved and steep, please do stay seated.

To underline the importance of the sight that we are going to see for all those coming here for the first time, I will only say that we are going to the roots of the Serbian state and culture.

...The story of the monastery of Studenica dates back to the 12th century, when Stefan Nemanja, the Great Joupan, decided to build the funerary church of the Nemanjić dynasty that would be dedicated to the Virgin Mary.

As many other medieval monasteries in Serbia, Studenica is located far from the main roads in the middle of a large clearing crossed by the Studentica River. The nature here seems intact with superb forests surrounding the three sides of the monastery farmland. The area is covered with both deciduous trees, such as oak, lime, elm, ash, beech and wild pear, and conifers, such as black and silver pines.

On reaching the monastery, one can see the remains of its circular wall, which is about 115 m in diameter. Here, in 1183, Stefan Nemanja founded the Great Joupan. The construction of Studenica started at the end of the 12th century while Stefan Nemanja was ruling as the Great Joupan. After he had abdicated and withdrawn to become a monk on Mount Athos, his sons carried out his wish.

Over the centuries Studenica developed into one of the focal points of the Serbian history and culture. This is where St Sava, i.e. Rastko Nemanjić, the founder's youngest son, wrote the first literary work in the Serbian language and founded the Serbian Orthodox Church, which was separate from that of Byzantium. This monastery was also the medical centre of the time.

The Church of the Virgin Mary was completed by Prince Vukan and his brothers who, in 1208-9, had it decorated with the paintings of Greek artists. The construction of the King's Church finished in 1314. As the foundations increased, more sanctuaries were created in the central area. Some small constructions were clustered together to the south of the original church: St Nicholas from c. 1240, St John and in the early 14th century, St Anne and St Joachim. At the same time votive chapels, oratories and hermitages were built in the mountains outside the walls of the monastery.

The monastery is also a proper museum of the 13th-century Byzantine painting. The preserved frescoes in the main church that can be seen in the naos, the sanctuary and the southern chapel, originate from the beginning of the 13th century, whereas those in the King's Church are from the 14th century. Moreover, the monastery contains important and significant painted ensembles from the so-called post-Byzantine period and more than 100 precious objects in its treasury...

Right, we are reaching the monastery walls now. But, before leaving the bus, let me give you some basic rules of behavior in Serbian monasteries. First of all, there is usually a strict dressing code which does not allow sleeveless shirts, miniskirts or short pants. Taking photographs or recording is strictly forbidden inside the monastery. However, you can take pictures of the grounds and the outside of the buildings. The architecture is beautiful. I'm sure this goes without saying, but remember to place all trash in the garbage bins.

Let me draw your attention to our itinerary once again. Following the presentation of the monastery, you will have some extra half an hour to spend on your own and look around. After the visit, we'll have lunch at the restaurant just across the road. The bus will be leaving at 4:30 p.m. sharp, so please pay attention to the time. We don't want to keep the driver waiting.

If there are no questions, we are leaving the bus now and taking the cobbled path to the monastery. If you have any questions while we're going along, please don't hesitate to ask.

Now, we are entering the gate and there we are within the walls of the very monastery. In front of us, in the central part, there are two churches which, actually, are the two principal monuments of Studenica – the bigger one is the Church of the Virgin Mary and the smaller one is the King's Church. Along the curve of the circular wall, on the right, there are the monks' living quarters with a dormitory... and, on the left, there is a refectory with a semi-detached treasury.

As you can see, both churches are in a satisfactory state of conservation. This is true of the brickwork and the wall construction in marble of the main church. The upper courses of this marble, which the builders drew from the nearby quarries, has acquired a beautiful golden patina. However, time has not obliterated the wonderful precision of the Romanesque sculptors who were responsible for the west and south gates and the great east window.

As I have already said, Studenica was the necropolis of the Nemanjić dynasty. As we enter the naos, on the right, you will notice a crypt with the remains of St. Simeon, i.e. Stefan Nemanja, the Nemanjić dynasty founder. In front of the iconostasis there are two sarcophaguses. The one on the right contains the remains of the first Serbian king Stefan Prvovenčani, i.e. Stefan the First Crowned or monastically St. Simon, and the one on the left is that of Stefan Nemanjić's wife St. Anastasia.

NOTE

REMAINS vs. REMNANTS: *Remains* means (1) historical relics: *You can see the remains of the medieval castle on the hill.* (2) the body of a person that has died: *The monastery of Studenica keeps the remains of the first Serbian king.* *Remnants* is a small remaining part of something: *These are the last remnants of the ancient town.*

FAR FROM vs. FAR AWAY: *The old town is not far away.* (far from HERE)

How far is the airport from the city centre? (A is far from B)

SITE vs. SIGHT: They are read in the same way /sait/, however, there is a difference in meaning. *Site* means (1) a ground on which a construction is built, (2) internet site, or (3) archeological location, whereas *sight* means a tourist attraction.

II Tick the true sentences and correct the false ones.

1. The guide uses the time spent in front of the bus to give some basic information on the monastery's background.
2. The two most important attractions of the Monastery are situated in the central area.
3. The living quarters are outside the Monastery walls.
4. The location of Studenica is similar to that of other medieval Serbian monasteries.
5. Studenica was the state, cultural, medical and religious centre of the time.
6. There is no treasury in the Monastery.
7. The construction of Studenica came to an end in the 12th century.

Working with Words

I Find the words and phrases in the text to change the underlined expressions.

1. Some extra information will be given to you in our Information Centre.
2. I would first point out the importance of the issue.
3. The bus went down the twisted road.
4. There is a stone path leading to the monastery.
5. There are two major monuments within the monastery walls.

II Match the words with their definitions.

1. chapel	a. an area at the centre of the church reserved for performing the liturgy
2. choir	b. a consecrated area of a church or temple around its tabernacle or altar
3. crypt	c. a separate part of a church/cathedral with its own altar
4. ensemble	d. the part of a church where the choir sits during services
5. iconostasis	e. a part of a monastery complex where treasure is stored
6. naos	f. a dining room
7. nave	g. a wall of icons, with three doors in it, separating a nave from the sanctuary
8. refectory	h. a room beneath the floor of a church used for worship or as a burial place
9. sanctuary	i. a stone coffin usually decorated with carvings
10. sarcophagus	j. a collection of things
11. treasury	k. the part of the church/monastery where the people pray

Language Corner

Past Tenses

I Look at the underlined verb forms in the following sentences.

1. Stefan Nemanja decided to build the funerary church of the Nemanjić dynasty in the 12th century.
2. The construction of Studenica started at the end of the 12th century while Stefan Nemanja was ruling as the Great Joupan.
3. After he had abdicated and withdrawn to become a monk on Mount Athos, his sons carried out his wish.

II All three sentences signify actions happening in the Past Time. However, there is a difference in the forms used. Write 1, 2 or 3 next to each use. Which verb tenses are those?

- a. The action **being in progress** when another past action happened.
- b. The action that happened **before another action** in the past.
- c. The action that **happened at a known point in the past**.

III This is the timeline of the Past Time. Mark all three past tenses.

<i>Past</i>	<i>Present</i>
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Finish the following sentences to get the rules.

1. is used (a) to talk about what was happening at a particular past moment; (b) to refer to a longer action or situation, when used in combination with the; and (c) for two or more actions happening simultaneously.
2. is used to talk about actions that had already happened when another action took place.

IV Tick the correct sentences. Underline and correct the mistakes in the incorrect ones.

1. When we got to the hotel, we had noticed that we had made a wrong choice.
2. Although there was an arrangement to leave the hotel on time, at five o'clock we were still waiting for the driver to come.
3. I was in such a hurry that I left one of my bags at the hotel.
4. It was our first day of the holiday and we were spending it lying by the pool.
5. The computer system crashed while the receptionist tried to take a reservation.

V Use the correct tense to fill in the gaps.

1. Luckily the tour guide (give) us some travel sickness pills, so I (not feel) seasick.
2. I (not collect) our tickets because the agency (already shut) by the time I got there.
3. She (not be able) to pick up the phone because she (deal) with another customer when it (ring).
4. When we (reach) the airport the flight (already close), so we (wait) for another one.
5. The tour guide (explain) us everything while we (approach) the sight.
6. Everybody (be) worried about the last week's journey because there (be) too many cancellations due to the political situation in the country.

Let's Talk

I Have you heard about the legend of 'seven-door' Žiča? Use the information on Žiča monastery and the Useful Phrases section to prepare the presentation for a group of tourists. Think of the steps you have to undertake to organise the presentation. What would the different phases of presentation be? Would the structure of the group you are presenting the sight to affect the style of the presentation? Would the presentation be any different if you were to deliver it to a. a group of students or b. a group of middle-aged people?

Its founder was King Stefan the First Crowned; Construction: beginning in 1206, end before 1217 (the coronation of King Stefan); Dedicated to the Ascension of Christ; The seat of the Serbian Archbishopric in 1219;	Other rulers from the Nemanjić dynasty crowned there until 1253; The end of the 13 th century one of several devastations (even suffered one by the Crusaders);
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Raška architectural school;
A nave, semicircular altar apse to the east, external parvis with a tower to the west and rectangular choirs to the south and north side;
Above middle part of the naos rises the dome with octagonal tambour;

Today monastery complex: the Church of Holy Salvation, Church of Sts. Peter and Paul; The looted treasury nowadays in Italy: the right hand of St John Predecessor (Siena) and a piece of the silver-covered Holy Cross decorated in pearls (Piacenza).

II Tell the class about one religious object in your region. Give the information on its history, founders, architecture, etc.

PART 3 – Festivals

Starter

I What are the best known festivals in Serbia that take place in summer?

II What are the best known events of your region? Make a list of top 5 and say something about each one of them. Which target groups would you recommend each of them to?

Reading

Top 5 Summer Festivals in Serbia

I Use the information from the table to fill in the gaps in the text.

Festival (Name)	Held in (Where/place/venue)	Held on/in (When/date)	Duration (How long)
EXIT	Novi Sad, Petrovaradin Fortress	10 th -13 th July	4 days
Gitarijada	Zaječar	30 th July – 2 nd August	4 days
Guča trumpet festival	Guča	beginning of August	a week
Nišville	Niš, Fortress of Niš	13 th -16 th August	4 days
Carnival of Vrnjci	Vrnjačka Banja	13 th -20 th July, the week around 14 th July	a week

..... Festival, July (The Hottest Music Adventure in

The Festival takes place in at Fortress. This is where many of the world's hottest musicians perform each, attracting people from all over Europe. Few of the world's rock concert venues boast as much history as Novi Sad's Fortress. There are seven main stages and they are all situated within the Fortress. It is not only music that this festival offers. There are also other entertainment facilities, such as an outdoor cinema, technology zone, and extreme sports arena.

..... of, July (The Colours at the Heart of Serbia)

The most colourful in Serbia in summer is definitely the one around July, as this is when the in Banja takes place. TheinBanja differs from other summer events in Serbia due to the wide range of audience it attracts. Namely, it aims at different target groups, and represents an effort to meet the needs of different tourist profiles. Thus, theas such offers a wide range of activities for children, including different musical events, theatre performances, whole-day entertainment, and various competitions. The older ones can either actively join thetaking part in sporting events or simply sit and enjoy the beauty of carnival music, glitter and dance. The main event is certainly the GreatParade that takes place on Saturday before the Sundayending. Year in year out, the number of visitors grows and so far it has reached about 300,000 people.

..... Festival, (Battle it out with the brass orchestras in

Although it doesn't originate from Serbia, the trumpet is celebrated here as a national instrument and the Festival is considered to be one of the Serbian brands., a small town in the west of Serbia, becomes the centre of brass music every, when more than 600,000 trumpet fans from all over the world flock here to enjoy the sound of both home brass bands and those coming from abroad. The Friday Opening Concert is only the beginning of the biggest brass band competition in this part of Europe. On this occasion, previous winners perform for folk dancers. The main competition takes place on Sunday, when a few dozen of the world's best brass bands battle it out. The virtuoso musicians are for the most part fully self-taught and lend an air of authenticity uncharacteristic of academic musicians. Their performance is spontaneous as they play by ear and rely solely on their imagination and musical memory.

....., **End of July – Beginning of August (Rock and Roll in**)

One of the best-known music events in the east of Serbia is, taking place in every year. For four days, at July and, 's Rock Camp (traditionally the most popular gathering place for visitors) hosts thousands of rock music fans from the region. The 48th gathering was named by Woodstock, after the U.S. city of Woodstock famous for the rock festival held there in the year of 1969. What adds to the uniqueness of this happening are the accompanying events – a demo bands workshop known as Rock Academy, Rock photos saloon, as well as the famous motorcycle rally.

....., **mid (The Mixture of American Origin and the Balkan Sound)**

Though not a country that is originally connected with jazz music, Serbia takes pride in the jazz festival taking place in in August. Classified as the festival which connects the American origin of Jazz music with the sound of the Balkans, this festival has managed to connect the two styles and promote the Balkan music as a new trend. It features some of the best-known names of jazz music. What's more, most of them take part in jazz workshops, now organised for almost all instruments used in this genre, that are given free of charge. Jazz Theatre, ballet performances, literary events, cartoon workshops are only a part of the offer. Earth and Sky are the two main stages installed within the Fortress, where the happening takes place.

II Match the parts of sentences to check your understanding.

1. Musical summer in Serbia	a. takes about three hours.
2. The EXIT offers not only music	b. stay at the Rock Camp.
3. Coming from Belgrade to Guča	c. are not academic musicians.
4. The main event in Guča	d. promoted the Balkan sound in jazz.
5. The performers in Guča	e. is the Sunday brass band competition.
6. Nišville has so far successfully	f. starts in Novi Sad.
7. Most of rock music fans coming to Gitarijada	g. but other forms of entertainment, as well.

III Write 2-3 comprehension questions per passage. Take turns in asking your partner and answering his/her questions.

Working with Words

I Look at the following sentences. Match each example with the corresponding meaning and translate the sentences into Serbian.

Feature

1. This festival **features** the best known names from the world of jazz.
2. A **feature** that characterizes all participants is that they are not academic musicians.
3. Each Gitarijada is followed by an issue of a magazine with **features** on rock 'n' roll music.
4. Nišville festival is **featured** in most prestigious American magazines on Jazz music.
5. Most of the Carnival daytime **features** children activities.

- a. newspaper article
- b. important part of sth
- c. include sth as an important part
- d. have a part in sth
- e. to be included

Perform

- | | |
|---|---|
| <ul style="list-style-type: none"> 1. This is where many of the world's hottest musicians perform each summer. 2. On the opening concert, last year's winners perform for folk dancers. 3. All the workshops are performed for free. 4. During Carnival days, actors perform for children at five different stages. | <ul style="list-style-type: none"> a. to give a performance b. to play, give a performance c. to play, give a performance d. to do a task |
|---|---|

Write five sentences of your own illustrating different meanings of the words *feature* and *perform*.

II Use the following time expressions to make adjectives: 3 days, 4 days, 3 hours

- 1. Trumpet fans from around the world make the bus journey from Belgrade to Guča to enjoy this festival.
- 2. Gitarijada is a guitar fest in Zaječar.
- 3. From the Friday Opening Concert to the Sunday Brass Band Competition, Guča becomes the centre of brass music world.

Language Corner

Reported Speech – Indirect Questions

Look at the questions 1 and 2. What is the difference between them? How would you answer the question 1? And the question 2? What does the question 1 start with? And the question 2? How do we call such questions?

- | | |
|-----------------------------|------------------------|
| 1. <i>Why are you late?</i> | 2. <i>Are we late?</i> |
|-----------------------------|------------------------|

When reported, these questions become statements.

- | | |
|---|--|
| 1. <i>He wants to know why we are late.</i> | 2. <i>He wants to know if we are late.</i> |
|---|--|

What changes have you noticed? Where is the subject in the reported question?

Which verbs are usually used as introductory in reported questions?

I Report the following questions. Use the words given in the brackets. The introductory verb is in the present tense.

- 1. 'Did you have a good trip?' (wonder)
- 2. 'Has the contract been signed?' (I don't know)
- 3. 'When are you going to start your new job?' (want to know)
- 4. 'Did you experience any difficulties during your stay there?' (ask)
- 5. 'When is the season going to start this year?' (I'm not sure)

Let's Talk

I A group of middle-aged tourists is interested in visiting one of the most interesting summer happenings in Serbia. Which one would you recommend? Give basic information on the event.

Word List

aisle , n.	heritage , n.
apse , n.	iconostasis , n.
aqueduct , n.	itinerary , n.
choir , n.	medieval , n.
cruciform , adj.	narthex , n.
devastation , n.	nave , n.
excavation , n.	preserved , adj.
fortification , n.	remains , n.
founder , n.	sanctuary , n

Reader – Bridging the Past and the Needs of a Present Day Tourist

I Have you heard of ‘seven-door’ Žiča? Why is it called so?

II Who were the seven kings crowned there? What do you know about the time they lived/ruled in?

Kraljevgard

Kraljevgard is to be a thematic tourist complex situated next to the 13th century fortress of Maglič, not far from Kraljevo. The basic idea underlying this project is to make connections between the past and the needs of present-day tourism. The complex would present the life in a Serbian medieval town. Its offer would include various activities ranging from educational and cultural to commercial ones.

The choice of the location is not a mere coincidence. Namely, it is nestled among some very important monuments of medieval Serbia. Such surroundings provided the motivation for this very project. The fact that the monastery of Žiča was the coronation church of seven Serbian kings has inspired the authors of the project to design seven towers within the town-to-be. Each one would be a museum per se, representing the life during the rule of each of the seven kings. Among other things used in everyday life of the period, the exhibits would include the replicas of crowns, apparel and jewelry. The museum dedicated to the Nemanjić’s Dynasty is designed as a keep and it would house armouries with medieval weapons - swords, spears, arrows and shields. Next to the museum, there would be a gallery, an open amphitheatre and an indoor theatre. Educational activities would encompass an old-crafts school and practicing knightly skills. The open area of the complex would be used for building a horse farm and sports terrains, offering riding lessons and recreating a battlefield and a shooting field.

Apart from a churchyard with a bell-tower, there would also be a hospital, a covered well and an old-day market place, where it would be possible to buy home-made brandy, honey, juices, blackberry, blueberry, black currant and mushrooms that could be picked in the forests surrounding the complex.

The main accommodation facility would be a hotel able to host 800 guests. Other accommodation facilities would include apartments and a lodging house, equipped with modern-day features such as wellness and spa centres and a spacious congress hall. Catering offer would include old inns, confectionaries, ethno-restaurants, and home-made wine, brandy and juice cellars. A TIC and a souvenir shop are also to be found there.

The interesting fact is that all facilities would be built following the Medieval life-style which would be practiced in the whole complex. Namely, the means of payment would be the coins with the image of king Radoslav, as during his reign they were used for the first time in Serbia.

III What other facilities and services would you include in such a complex?

IV Make a one-day excursion itinerary for a group of (1) students, (2) children (aged 7-12), (3) middle-aged people. Be ready to present the complex to all three groups of visitors. Which parts would you give special emphasis to for (1), (2) and (3)?

V Do you know any long-forgotten localities with unused tourist potential? Choose one of them. What would you do to revive it? Talk to your partner and make plans for launching it as a spot of tourist importance.

Revision 2

Front desk

I Complete the sentences. Use *at, in or on*:

1. You can leave you car the car park, the basement.
2. I'll wait for you the bar the restaurant.
3. The conference room is the ground floor.
4. The gift shop is open the weekend; it is closed Mondays.
5. See you two weeks!
6. There is a special rate our hotel Madrid.

II Complete the sentences using the correct relative pronoun:

1. I have a friend works in this bank.
2. He's probably the best basketball player I have ever met.
3. I've just seen the man passport we found last night.
4. The room I booked was on the third floor.
5. The thought of going back home was all kept me happy.
6. There is little we can do to help you.

III Use the appropriate relative pronoun to join each pair of sentences:

1. The hotel is very expensive. It is on the beach.
2. She showed me a photograph of her son. He is a famous artist.
3. David is one of my closest friends. I have known David for 8 years.
4. That man over there is a singer. I don't remember his name.
5. Thank you for your letter. I was very happy to get your letter.
6. A friend of mine helped me to get the job. His father is the manager of the company.
7. The storm caused a lot of damage. Nobody had expected the storm.
8. This is a photograph of our friends. We went on holiday with them.
9. Norman won \$20,000. He gave half of it to his parents.
10. The wedding took place last Friday. Only members of the family were invited to it.

IV Underline the correct modal verb:

1. **Would / Should** you mind opening the window?
2. You **should / ought** buy a new dress for the job interview.
3. I think she **must / has to** be very rich.
4. I think I saw her out, so she **mightn't / can't / mustn't** be at home.
5. You **mustn't / needn't / couldn't** park your car on bends. Somebody **may / can / should** hit you.
6. It's my mum's birthday. I **have to / must** buy her a present.

V Translate the following sentences into English:

1. Извините, где је мењачница?
2. Извините, можете ли ми рећи где је паркинг?
3. Извините, како да дођем до теретане?

4. Ено рецепционара. Иди и питај га за хемијско чишћење.
5. Ево рецепционара. Хајде да га питамо за хемијско чишћење!
6. На другом спрату се налазе две продавнице сувенира.
7. У овом хотелу не постоје продавнице сувенира.

Restaurant Services

I Read the sentences and decide who is speaking, the waiter (W) or the guest (G). Put the sentences into the correct order to make a dialogue taking place in a restaurant.

- _____ All right, a table for four then. Smoking or non-smoking?
- _____ How many are in your party?
- _____ Yes, it will do. Thank you.
- _____ Certainly. Here are the menus. Can I get you something to drink?
- _____ Good evening. We would like to have dinner but I'm afraid we don't have a reservation?
- _____ Smoking, please.
- _____ There are two of us, but two of our friends are coming.
- _____ Will you follow me, please. There is one free table in the corner, but far from the music. Will it be all right?
- _____ Right this way, please. Here you are. Here you are. Shall I take your coat, Madam.
- _____ Can I have a menu?
- _____ Oh, thank you.
- _____ Good evening. Welcome to the Sunce restaurant. How can I help you?

II Circle the correct option:

- | | |
|--|---|
| 1. Put ... spices into the soup.
a) some b) any c) little | 7. Very people can speak six languages.
a) a little b) a few c) few d) little |
| 2. Have you ever eaten ... dish of Chinese cuisine.
a) some b) any c) a | 8. Buy a ... of honey, please.
a) cup b) jar c) bunch |
| 3. I don't drink beer. I don't like it.
a) some b) any c) no | 9. This problem ... by the manager yesterday.
a) solves b) solved c) is solved d) was solved |
| 4. Would you like grapes?
a) some b) any c) a | 10. This monastery ... in 13 century.
a) build b) builded c) is built d) was built |
| 5. Are there tables free?
a) some b) any c) much | 11. Beds .. every day by the maid.
a) is made b) are made c) was made d) were made |
| 6. Would you like candies?
a) a little b) a few c) few d) little | 12. There are ... crumbs under the table.
a) a little b) a few c) much |

III Put the verbs in the brackets in the correct form to complete the restaurant advertisement.

The Peach Tree restaurant ... (serve) healthy food that ... (be) tasty too. It is the perfect option for those who ... (enjoy) vegetarian meals and (prefer) low-calorie snacks. We (recommend) a great fruit smoothie. Food ... (buy) from local producers whenever possible. The restaurant also ... (have) live music every night except Tuesdays.

National History and Heritage

I Fill in the gaps with the following words and expressions:

Dialogue 1

carved, decorations, have a look, Let's wait, right, Right, salvation, the symbol, twofold symbolism, your attention.

Tourist: Excuse me, I've noticed a cross just above the door. It's rather unusual one, isn't it?

Guide: Yes, you're for the rest of the group before I give the explanation., everybody. Can I have, please? If you at the north door of the Main Church, you will notice the so called Cross of Studenica. It was during the last two decades of the 12th century and since has become of construction, culture and the age of Stefan Nemanja. It carries – first, the early-Christian symbol of an anchor, meaning the and the future life in the Kingdom of Heaven, and second, the symbol of growth and development represented by the plant-shaped at the Cross base.

Dialogue 2

abdicated, eternity, inherit, interesting, leave, marble, struggling, symbol, the entrance.

Tourist: How And there is a bird as if struggling with something... It's above to the Main Church.

Guide: Yes. That's another important from the Nemanjics' time. That's an eagle carved in representing Stefan Nemanja, the Serbian people and the state with the evils of this world on the way to

Tourist: It says in the documentary that Stefan Nemanja

Guide: That's right. He abdicated to the throne to his second son, Stefan Nemanjic.

Tourist: And what happened to his first son? Why didn't he the throne?

II What would be the most interesting sights that you would recommend to somebody coming to Serbia for the first time: (1) in Belgrade, (2) in your region, (3) to see on a three-day journey through Serbia? Explain your choice.

III Talk to your partner. Agree on the 5 most interesting sights in Serbia and fill in the table.

	Name, place	Built in	To signify	Description
Sight 1				
Sight 2				
Sight 3				
Sight 4				
Sight 5				

IV Translate into English.

1. Стефан Немањић је дошао на власт након што је његов отац, Стефан Немања, абдицирао како би се замонашио.
2. Још увек смо чекали водича кад се аутобус зауставио испред нас.
3. Јуче смо посетили музеј диносауруса. Међутим, упркос нашим очекивањима, нису сва деца била одушевљена. Док смо пролазили поред макете ти-рекса, нека деца су вриштала.
4. Док смо разгледали манастир, приметио сам необичан симбол изнад улазних врата.
5. Туристички водич каже да се Стефан Немања састао са Барбаросом у Нишу 1198.
6. Желели бисмо да знамо када је почело интересовање за Феликс Ромулиану.
7. Речено нам је да не напуштамо аутобус.

UNIT 8 Tour Operators

PART 1 - Tour Operators – Definition and Role

Starter

I a) Work in pairs. Make a list of as many tourism-related jobs as you can think of. Compare your list with another pair's list.

b) Which job on your list is the most responsible/creative/exciting? Which one would you never apply for? Discuss your ideas in pairs.

Reading

I Read the text about tour operators. Put the paragraphs in the correct order.

..... However, this job can be very stressful, too. Tour operators have to deal with customers' complaints in an efficient and diplomatic manner, no matter how unreasonable the complaints may be. If a certain trip is interrupted because of some unforeseen issues, they have to make alternative arrangements for customers. They also perform boring administration tasks and deal with payments.

..... Therefore, the job may be very creative. Tour operators plan and advertise promotions, make presentations to travel groups, create and put up displays at trade shows. They keep an eye on their customers' satisfaction by collecting feedback information and analyzing the obtained data. From time to time they themselves travel abroad for research purposes.

..... So, a good tour operator needs to have excellent organizational skills. They need to be a bit of a psychologist in order to understand different types of clients. They need to be enthusiastic, able to work as part of a team, usually under pressure. In order to sell their products, they have to be excellent negotiators both over the phone and face-to-face, which implies good communication skills. Good writing skills and a competent grasp of geography are also a must.

..... Furthermore, they provide customers with general and specific information on different destinations and the best means of reaching a specific destination. They advise customers about the required documents and financial matters. Tour operators organize guided tours, but also draw up tailor-made itineraries by incorporating clients' specific wishes and ensuring that all their needs are met.

..... Broadly speaking, tour operators devise, arrange, promote and sell holiday and travel options either through travel agencies or direct to customers by means of brochures and websites. They cooperate with hotels, airlines and other transport companies in order to make arrangements for accommodation and transport. Then they combine two or more travel services and sell them as a single product, known as a package holiday.

Working with Words

I The words that each paragraph begins with are known as 'discourse markers'. Did they help you put the paragraphs in the correct order? What do they show us?

II Look at the text. Find the discourse marker(s) used to:

- emphasise a contrast:
- introduce additional information:
- introduce a generalisation:
- express a logical consequence:

III Use the following discourse markers to complete the sentences below:

whereas nevertheless in spite of regarding

1. There is little chance that we will win this match., we should try.
2. your complaint, we'll definitely find a satisfactory solution.
3. a lot of tourists come here, only few stay overnight.
4. The weather was awful. it, we had a great time.

IV Think of some other options for each sentence in III?

V Some of the skills required for the job of a tour operator are given below. Read and match each skill with the appropriate description:

- | | |
|--------------------------|---|
| 1. social perceptiveness | a) the ability to convey information effectively |
| 2. active listening | b) knowledge of administrative procedures and systems |
| 3. thoroughness | c) adjusting actions in relation to others' actions |
| 4. self control | d) giving full attention to what customers are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. |
| 5. coordination | e) being aware of others' reactions and understanding why they react as they do |
| 6. clerical skills | f) maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations. |
| 7. communication skills | g) being careful about details when completing work tasks. |

VI In pairs, write the definitions for the following skills/job requirements:

- | | |
|-----------------------------------|-------------------|
| 1. commercial awareness | 3. persuasiveness |
| 2. excellent interpersonal skills | 4. adaptability |

Reading - Working in Tourism

I Read the descriptions of several jobs closely related to that of a tour operator. What jobs are they?

1. They welcome groups of holidaymakers at their starting point and accompany them on package tours, making sure that travel arrangements run as smoothly and enjoyably as possible from beginning to end. They provide holidaymakers with practical support throughout the trip, deal with emergencies, organize entry to attractions and organize transport, etc. The job also includes visiting destinations and helping tour operators plan tour schedules by suggesting interesting routes and places.

2. They are usually engaged by tour operators on seasonal contracts to look after groups of holidaymakers at resorts. They may be away from home for months at a time and they may have to move resorts every season, so they have to be able to adapt to new countries and new cultures. Their job is highly demanding as they work very long hours and have to be ready 24/7 to answer the clients' queries, solve their problems and provide entertainment. They need to be persuasive in order to sell excursions on which they get commissions.

3. Basically, they are sales persons. They advise customers on destinations, ways to get there, types of holiday, etc. They are also responsible for selling both holiday packages and extras, such as car rentals and insurance. They make bookings and other arrangements the clients might need. They provide clients with all the necessary information, such as visa or vaccination requirements, weather conditions and anything else that can be useful for them. They have to be ready to deal with difficult customers and respond to various enquiries.

Working with Words

I Complete the following phrases with the appropriate prepositions, then look at the text to check your ideas:

1. to advise sb sth
2. to deal sth
3. to be responsible sth
4. to respond sth
5. to adapt sth
6. to provide sb sth

Let's Talk

I In pairs, decide which of the jobs described so far is the most suitable for each person. Explain your decision:

1. Susan is 28, friendly and a good communicator. She's been working as a rep and guide for years and now wants to settle down to a proper job.
2. Monica is a twenty-two-year old student and wants a job working with people and helping them. She's very confident and loves performing on stage.
3. James is 35 and a history graduate. He has travelled a lot and has good communication skills.
4. Michael is 45 and has 15 years' experience as a hotel manager. He is good at negotiating and speaks three languages fluently.

II Which of the jobs described above is the most suitable one for you? What skills required for the job do you have?

PART 2 - Package Holidays

Starter

I Work in pairs and discuss the following questions:

1. Have you ever been on a package holiday?
2. What are the advantages/disadvantages of a package holiday over an ordinary one?
3. Which do you prefer, an active holiday or a relaxing one? Why?

Reading

I Look quickly through the text below and find the answers to the following questions:

1. How long will the holiday last?
2. What places will the travelers visit?
3. What different types of accommodation will the travelers stay in?
4. What activities are planned for the sixth day?

II Now read the text carefully. Use the appropriate form of the words in the box to fill in the gaps:

delay	depart	breathtaking	course	destination	website
sightseeing	endanger	weather	overnight		

Griffon Vulture Adventure

...

James: I have booked a package holiday on your I have come to pay the deposit and I would like to get detailed information about the itinerary before the It is the Griffon Vulture Adventure.

Travel Agent: I understand. It is a very exciting and active six-day journey, during which you will visit several interesting places in Western Serbia. Your plane leaves at 7 am next Sunday. It's a direct flight and I hope there will be no A local guide will be waiting for you at the airport in Belgrade and she will be looking after you and guiding you throughout the journey.

James: Nice. And how do we get from the airport to our first, which is, I think, Zlatar Mountain?

Travel Agent: We will provide the transfer by minibus with air-conditioning and TV, which will take you to all other places while in Serbia. I am sure you will feel comfortable in it.

James: I like that. Now, can you tell me about the itinerary, please?

Travel Agent: Of course. On the way to Zlatar Mountain, you will stop to do short of Zlatibor Mountain and you will arrive at your destination in the afternoon. Your suites in private villas and dinner will be ready by then. On the second day, after breakfast, you will visit the second longest cave in Serbia, the Uvac Cave. During the four-hour tour of the four-kilometre-long cave, you will be able to see the underground rivers and underground spaces. At the cave's end, a boat will be waiting for you and you will enjoy a ride along Uvac Lake, watching the vulture species – the Griffon Vulture.

James: And the next day we'll move to another place, won't we?

Travel Agent: Yes, you will go to Tara Mountain where you will spend two days. You will stay in a mountain hut there. As soon as you unpack, you will go on a hiking tour along the trails surrounded by magnificent scenery. You will enjoy the views of the Drina Canyon and Perućac Lake. The next day, you will have a five-hour kayak adventure down the Drina River, with short breaks on sandy beaches, and you will have lunch on the river.

James: I expect we will have a chance to taste some traditional dishes.

Travel Agent: Of course. Believe me, you will enjoy each meal, especially after exciting activities, and the most exciting one has been planned for the fifth day. It's canyoning in the Valjevo Mountains. Before you get into the Beaver's Canyon, you will take a short canyoning to learn the basic techniques and safety rules. This four-hour adventure includes walking, climbing, jumping, abseiling and swimming and after it, you will relax while walking along the forest path below the cliffs of the gorge, another natural habitat of the Griffon Vultures. In the afternoon, you will arrive in the City of Valjevo where you will do some sightseeing in the evening and stay in a hotel downtown. The next morning, when you have finished breakfast, you will leave for Belgrade, since your plane departs at 12 o'clock.

James: Everything sounds great. I just hope the will be nice. And one more question, will all the necessary kayaking and canyoning equipment be provided?

Travel Agent: Yes, all the necessary caving, kayaking and canyoning equipment and clothing will be waiting for you there and everything is included in the price. Talking about the price, how will you be paying, Sir?

James: By credit card. Here you are.

II Find the words in the text to match the following definitions:

1. an amount of money that is paid to sb for selling goods -
2. a plan that lists all the work you have to do and when you must do each thing -
3. to go somewhere with somebody –
4. without problems or difficulties –
5. questions asking for information or expressing doubts about something –
6. during the whole period of time –
7. an official written agreement –

III Use the words in II to complete the sentences given below:

1. Because of the bad weather, we couldn't stick to the
2. Would you please me to the police station?
3. We have just signed a with an important hotel chain.
4. The officer patiently answered all our
5. In this job you don't have a fixed salary; you work on
6. Our Tourist Information Centre is open daily the year.

7. Though I didn't expect it, the conversation with the dissatisfied client ran

III Work in pairs. Act out the dialogue.

Let's Talk

I Was it easy for the tour operator to 'bundle together' the various holiday elements into this 'package'? Who did they have to contact/negotiate with? Discuss your ideas in pairs, make a list and compare it with other pairs' lists.

Working with Words

I Find the words in the text to match the following meanings:

- – going down a steep cliff or rock while attached to a rope pushing against the slope or rock with your feet
- – a large bird, usually without feathers on its head or neck, that eats the flesh of dead animals
- – a plan of a journey
- – an animal with a wide flat tail and strong teeth
- – a place where a particular type of animals/plants is normally found
- – in the centre of a city
- – clothes, especially a particular type of clothes
- – a light canoe in which the part where you sit is covered over

II Complete the following expressions used in the text:

- travel minibus
- travel a place
- arrive a city
- arrive an airport
- to sightseeing
- to go a trail/path

III a) Find the phrases in the text which mean the same as the following ones:

- five days' journey -
- four hours' tour -
- five hours' adventure -

b) Complete the rule:

Possessive 's' is usually used in measurements of However, noun-noun structures are also possible in expressions with numbers. The number and the noun are linked by a, and this noun remains in the form.

c) Replace the following time expressions using the noun-noun structures:

- fifteen minutes' break -
- three hours' delay -
- in ten years' time -
- two miles' walk -

Language Corner

Expressing Future

I a) The presentation of the Griffon Vulture Adventure refers to the future. Several different tenses are used for that purpose. Which one expresses:

1. impersonal, fixed arrangements (e.g. itineraries) -
2. sth that will be finished/complete by a certain time in the future -
3. sth that will be in progress/going on at a particular moment in the future -
4. polite enquiries about people's plans
5. events which are part of a timetable or a regular schedule -
6. asking for (and giving) instructions -
7. predictions of future events – what we think, guess will happen -

b) Look at the text and decide how each of the following future tenses is formed:

1. The Future Simple Tense =
2. The Future Continuous Tense =
3. The Future Perfect Tense =

c) Write a sentence to illustrate each of the tenses given above; then put it into the negative and interrogative form.

d) To talk about a continuous activity, the Future Perfect Continuous is used. How is it formed? Use it to complete the following sentence:

This summer, I (work) in this factory for 35 years.

Time Clauses

I a) Complete the following sentences without looking at the text. Then look at the text to check your ideas:

1. As soon as you, you will go on a hiking tour ...
2. Before you into the Beaver's Canyon, you will take a short ...
3. when you breakfast, you will leave for Belgrade

b) Underline subordinate clauses in the sentences in a) and answer the following questions:

1. What type of subordinate clauses are they?
2. How do we recognize this type of subordinate clauses?
3. What tenses do we use in such clauses to talk about the future?
4. What tense do we use in such clauses to express the idea of completion?

c) Join the sentences using the clues given:

1. He's arriving at 6. Then he will tell us the result.
When
2. She will be back soon. I will stay until then.
I
3. The kids are going to watch a film tonight. We'll go for a walk during this time.
While
4. I will have finished work soon. Then I will help you.
As soon as I

II Put the verbs in brackets in the correct tense:

1. It's odd to think that this time tomorrow we (drive) to Madrid.
2. You are so slow. You (never, finish) the homework.
3. When (the train, leave)?

4. By the time they get home, I (paint) the front door.
5. I can't wait to see who (win) the match.
6. Hurry up! The film (start) in ten minutes.
7. He (be) rich one day. Believe me.
8. By the end of the year, he (repair) cars for 5 years and by the end of the week, he (repair) 1,000 cars.
9. I (phone) you as soon as I (arrive).
10. (you, be) on duty next weekend?

III Make sentences about the future using the given clues:

1. Where - I - pay?
2. How long - you - stay -with us - Sir?
3. Tomorrow - be - warm.
4. I - not study - 4 tomorrow; I - lie - on the beach.
5. By next Christmas - she - live with us - 10 years.
6. The sun - rise - 6.15 tomorrow.
7. I - not can -see you before Friday.

IV Translate the following sentences into English:

1. Мислићемо на вас док будете одсутни.
2. Ову мајицу можете добити за 5\$. - У реду. Купићу је.
3. Извините, како да дођем до трга?
4. Не верујем да ћемо успети да резервишемо карте.
5. Закаснићемо на лет уколико такси не дође ускоро.
6. Плаћате ли кредитном картицом, госпођо?
7. Док такси дође, све ће бити спаковано.

PART 3 - Problem on Tour

Reading

I Read the text and find out what the problem is and how it is going to be solved. How does the guide feel?

Guide: Dear passengers, I see you have noticed that it is getting warmer and warmer in the minibus and I am very sorry about it. Unfortunately, we can't turn on the air conditioning; it has broken down. I know it is already 20°C outside although it is still early in the morning and that the day is going to be very hot. The driver has already asked for a relief minibus, but we are going to have to wait for it. Please, do not get upset. The driver assures me that the relief minibus will be here in about an hour and a half. Please keep calm. Of course, we aren't going to wait for it here in the minibus, on this busy motorway. There is a nice restaurant nearby, so we are going to stop there and have a cold drink in the shade of beautiful trees. Don't worry about the availability. I have already called them to make a reservation. I am sure you will enjoy a complimentary drink. I really do apologize for the inconvenience.

Passenger: What about our luggage? We have so many bags.

Guide: Umm...

Driver: I will take care of the luggage. Don't worry about that.

Language Corner

Different Ways of Expressing Future

I a) Which ways of talking about the future are used in the text? Underline the sentences in which the following ideas are expressed:

1. what we think, guess or calculate will happen
2. a future event already decided or planned
3. an action which is on the way according to present evidence
4. a decision made at the moment of speaking

b) Complete the rule:

..... is used to talk about future actions and events that have some present evidence. If we are simply giving information about the future or predicting it, we use

II Use the appropriate form of the verbs in brackets to fill in the gaps:

- 1 The phone is ringing! – I (answer) it.
- 2 Look at the clouds! It (rain) soon.
- 3 You (never, know) what happened to your dog.
- 4 I wonder if she (remember) me.
- 5 Look! That woman (faint)!
- 6 Ann is pregnant. She (have) a baby. The baby (certainly, have) blue eyes.
- 7 I reckon the repair (cost) \$100. – No, I've just talked to a mechanic. It (cost) \$50.

III a) Going to and Present Continuous: study the sentences a – d. Which one describes:

- 1 an intention
 - 2 asking for a decision
 - 3 asking what has been arranged
 - 4 a fixed (personal) arrangement
- a) I am going to the dentist's at 5.
 - b) I am going to tell her the truth.
 - c) Who is cooking lunch?
 - d) Who is going to read?

b) Translate these sentences into English:

1. Не могу доћи сутра. Чекам маму на аеродрому. Замолила ме да будем тамо у 3.
2. Не могу доћи сутра. Чекам маму на аеродрому. Хоћу да је изненадим.

Writing

I Read the text again. Turn the guide's monologue into a dialogue with a disappointed passenger making sure that you do not miss important details.

Word List

- | | |
|---------------|---------------------|
| devise, v. | misleading, adj. |
| enquiry, n. | must, n. |
| flaw, n. | package holiday, n. |
| issue, n. | relief, n. |
| itinerary, n. | tailor-made, adj. |

Reader: Handling Complaints

I Have you ever made a complaint about anything while on holiday? What did you complain about? Who did you complain to? How was the problem solved? Were you satisfied?

The Customer's Always Right

I Read the text about complaints. Answer the questions:

1. What makes the work in the tourism industry difficult?
2. Why should tourism workers regard complaints as gifts?
3. How can active listening help?
4. How are most of complaints solved?
5. How should irrational customers be dealt with?

Tourism is a service industry which implies dealing with different types of people, answering even the most ridiculous questions and handling the most unusual complaints in a customer-friendly way. Given the fact that tourism workers are humans themselves, this may be very hard work.

Therefore, it is important that they look upon complaints positively, to consider them as gifts or feedback from customers that will help them identify the flaws in their system and provide them with an opportunity to improve their performance and prevent other complaints.

Furthermore, complaints can help you identify suppliers who are letting you down, individuals who are below standard, marketing material that should be revised or terms and conditions that may be misleading.

It is worth knowing that a customer who complains is likely to tell an average of 10 people about their experience. However, 66% of those who complain will return if their problem is resolved.

Therefore, the goal is to make the customer satisfied and in order to accomplish it, some rules need to be observed:

1.Listen: focus on what the customer is saying and show you are listening to them. Don't interrupt them, but when they finish, ask questions to clarify the problem or paraphrase the problem so that they know you understand them. Take notes, if possible. If you listen carefully, you will discover how they think the problem should be solved.

2.Thank the customer: always thank the customer for bringing the problem to your attention. Thus you will show you are willing to help.

3.Show empathy: imagine yourself in the customer's shoes in order to understand the problem from their point of view and have a complete picture of the reason for the complaint. Offer your apologies and, even if you can't understand the reason, do not argue. It will only heighten their anger. Don't forget that whether right or not, your customer believes they are right. So, discuss the problem. Argue only if you must, but in a calm and courteous manner.

4.Act immediately: offer a solution to the problem whenever possible. You may ask the customer what can be done to make them satisfied. A partial refund of the money paid and a discount on future services are some of the successful solutions. However, if the solution is unwarranted, direct the customer to a manager. This will make them feel important and in some cases it might even be sufficient to alleviate some of the customer's concerns. Unfortunately, sometimes customers have unreasonable requests or insist on something that is outside your jurisdiction. Such customers can't be pleased as they won't cooperate, so you should stick to the best solution you may offer.

5.Fulfill your promise: make sure the promised actions are carried out completely.

II Which of these things you must never tell your customers? Tick them.

1. 'Oh, I know. A lot of people have complained about that'.
2. 'I'll take care of that right away'.
3. 'I am sorry but I can't do anything about that'.

4. 'I really apologize, but I am not responsible for things like that.'
5. 'Is there anything else I can help you with?'
6. 'I can't help you now. I am on my lunch / coffee break'.
7. 'That is impossible. We are a serious company...'
8. 'I am sorry to hear that. What exactly is the problem?'

III Work in pairs. Write an e-mail to your tour operator to complain about the rep who is always late and gives you wrong information. Then write the tour operator's reply.

IV A tourist complains to a guide that somebody has stolen their watch during the tour. Work in pairs. How would you handle the situation? Create and act out the dialogue.

UNIT 9 Travel Agencies

PART 1 - At a Travel Agency

Starter

I Discuss the following questions with your partner:

1. How do you usually make travel arrangements?
2. Have you ever been on a package tour (holiday)?
3. Have you ever used the services of a travel agency?
4. Do you think travel agencies are useful for making travel arrangements? In what way?
5. What do you expect from a good travel agent?
6. Would you like to work in a travel agency?

Reading

Travel Agencies

I Read the text below and answer the questions that follow.

The beginnings of the first travel agencies (TAs) are related to the significant development of the tourism industry following the arrangement of the world's first package trip by Thomas Cook in 1841. Prior to this only few rich people could travel abroad for pleasure, Cook changed that and initiated the age of the package tour and mass tourism. He also introduced travellers' cheques (most people paid for a package tour in their own country and took travellers' cheques which they exchanged for local money when they arrived in the foreign country).

Consequently, in the second half of the 19th century the modern TA was first established. The main function of a TA is to promote and sell package holidays and travel related products on behalf of suppliers such as airlines, car rental companies, hoteliers. In general, the activities of any TA are focused on making arrangements for a large number of people to travel. Customers expect to get all relevant information at a TA including the information on passport and visa requirements, currency exchange rates, interesting coach tours and trips, travel insurance etc. Such information can also be obtained from brochures and publications (guidebooks, maps) distributed at TAs. The busiest time for TAs is during the peak season, the time of a year when most people travel. All TAs try to meet the demands of customers in order to keep the clients satisfied and loyal for future services, therefore TA staff determine the customers' needs and provide information and advice on appropriate destination, modes of transport, travel dates, costs and accommodation. Travel agents know that customers rely on their valuable assistance in making travel plans, choosing package holidays (including transportation, accommodation, meals, activities and entertainment) and for those who do not want to travel as part of a group tour, travel agents provide advice and arrange special tailor-made trips. When customers find what they want, the hotel bookings are made. In order to secure their reservation customers usually pay a deposit.

Nowadays, there are TAs in almost all parts of the world and, of course, they are not all the same – they can vary from small independent businesses to large chains. Some TAs are specialized in business travel, whereas in others travel agents have detailed knowledge of leisure destinations or

travel products. In Serbia, there are numerous TAs specialized for specific types of tourism and they can be divided into two groups with regard to their main activities: the ones that organize travels and the others that function as agents in selling travel products and services. Over 400 of them are members of YUTA (a national association of travel agencies) that coordinates the policies of the TAs, its members, and establishes the rules of conduct that aim to protect customers and the agencies themselves.

In recent years many people have benefited from the services of online TAs (such as Expedia, Orbitz, Travelocity) whose web sites allow customers to compare prices and book flights and hotels online.

1. What are the main activities of a TA?
2. Which products and services could you expect to obtain at a travel agency free of charge?
3. Which products and services does a TA earn money from?
4. What is a package tour (holiday)?
5. What does the job of a travel agent include?
6. What does YUTA stand for?

II Find words in the text that mean the following.

- a) a holiday that has a fixed price and includes travel, accommodation, etc. -
- b) in a different country -
- c) a short journey, very often for work -
- d) perfectly suitable for a particular purpose or person -
- e) plans or preparations for something in the future -

III Complete the text with the words from the box.

tour happen advise advance brochures guidebook organized abroad agency departure travelling

I have always thought that going on a package 1..... is better than 2..... on your own. So, when thinking about going 3..... on a holiday I first go to a travel 4..... and look through 5..... to get some ideas. If the destination seems appealing to me, I sometimes buy a 6..... for more details. In my opinion a tour 7.....by a travel agent has some advantages. Firstly, a travel agent is there to 8..... me about accommodation and optional activities. Secondly, I like to get a timetable with definite 9..... and arrival dates and a list with all the necessary information. That way I worry less about what might 10..... plus the accommodation is usually cheaper when it is booked in 11.....

Let's talk

I Work in pairs. The Lagos Tour Company from London is looking for an agent in Serbia to represent them. You think you are the right candidate for the TA job. Tell your partner about the job requirements and tasks and explain what makes you a suitable candidate regarding your qualifications and skills. You can use the following words and phrases.

help with marketing
provide information
arrange flights and accommodation
sell holidays and insurance

take customers' requests
handle customers queries and complaints
collect and process payments
commission

II Look at the phrases. Write C next to the phrase if it is probably said by a customer, and TA if it is something a travel agent would probably say.

I'd like to book.....

Certainly. When would you....?

I'm afraid that's not available, but you could... ?

I was wondering if...?

Could you tell me ...?

That'll cost

Can I pay by....?

III Inquiring about the holiday

a) Complete the dialogue at a travel agency. The agent's part of the conversation is already given. Your task is to complete the customer's lines of the dialogue using the words in the brackets.

TA: Good morning, I'll be with you in a minute.
You can take a seat and browse our brochures while waiting.

Would you like to come in, please. What can I do for you?

C:
(book a holiday, number of days, destination)

TA: Certainly. When would you like to start your holiday?

C:
(date)

TA: What price range did you have in mind?

C:
(cost)

TA: Let's look for something that falls within this price range. Could you tell me what type of accommodation you would prefer?

C:
(type of accommodation wanted/FB,HB)

TA: Do you have some other preferences?

C:
(small place)

TA: And how would you like to travel?

C:
(means of transport)

TA: Very well. I have the perfect offer for you, last minute, actually.

b) Practice the dialogue in pairs, then change roles and practice again.

PART 2 - Stages of Tour Presentation

Starter

I In pairs, discuss the following questions:

1. Have you ever used the services of a travel agency?
2. What was the determining factor in choosing the travel agency?
3. What was the determining factor in deciding to buy their product?
4. How important is the behaviour of travel agents when selling their products?
5. In your opinion, how should travel agents behave?

Reading –The Sales Process

Selling a Product

I Take a quick look at the text. Match the following stages of the sales process with the appropriate paragraph:

- Establishing rapport
- Closing the sale
- Presenting a product

- After-sales services
- Raising awareness
- Investigating needs

Over the years, sales professionals have developed a highly effective way of providing information to clients so that they make an immediate buying decision. It includes six stages and, if you follow them carefully, your sale will be successful.

.....
If you want to sell a product, you should introduce it to the clients in a way that will make them interested - advertisements in newspapers, on the Internet or radio, adverts or photos in the agency window, handing out leaflets, etc.

.....
Once you get the client's attention, it is very important to show them that you are really willing to help them choose the right holiday destination and that your aim is not only to get their

money. An appropriate tone of voice and the type of language suitable for the particular client will make them feel important and relaxed. Maintaining eye contact, smiling and giving out positive messages through body language play an important role at this stage. Honesty is essential if there is to be a good relationship with the client.

.....
 You can't select the best product for a client if you don't know what it is that they want exactly. So, listen carefully to the client's answers to your questions and write down all the key points. It is good to start with open questions which demand fuller replies and help you avoid making assumptions about a client. Once you have found out what your client needs, ask closed questions to get finer details. This will point you in the direction of a couple of suitable products or services you could recommend to the customer.

.....
 Once you have selected the suitable product, it is important to present it in the right way. Provide the client with the detailed description of the facilities and information on transfers, excursions in such a way that the client understands the product's value and feels that it is an opportunity they can't afford to miss. Point out the advantages of the selected holiday over other holidays and how the client will benefit from them. Your presentation will be more effective if you back it up with some proof – giving clients some tips based on your own personal experience or that of other satisfied customers makes them feel really comfortable.

.....
 This is actually the crucial stage and you should move on to it as soon as you notice positive signals from the client. These include: asking an increased number of questions, starting to picture themselves and the product as one, checking dates in the diary, contacting a partner who will be travelling with them, making a lot of positive comments, displaying positive body language - leaning forward, looking pleased and enthusiastic), etc. At the beginning of this stage it is very important to show the client that you believe they won't regret making the decision to buy and that they will enjoy their holiday.

Creating a sense of urgency often helps to move a customer towards making a decision to buy, but it is important not to use obvious pressure techniques and phrases. Instead, you should explain the advantage of making the decision now instead of buying on some other occasion.

.....
 There may be a lot of services that take place after the sale has been made, such as invoices, further information, changes, amendments, picking up tickets, etc. and they must be provided promptly and with the same level of professionalism as the sales procedure. This also implies contacting the client to see how their trip was. Thus you will also get first-hand feedback about your service.

Working with words

I Read the text again to find the synonyms for the following words:

- | | |
|-----------------------|---------------------|
| - goal - | - collect - |
| - support - | - require - |
| - appropriate - | - advice - |
| - keep - | - essential - |
| - answer - | - happen - |

II a) Find the words in the text to match the following definitions:

1. - a notice, picture or film telling people about a product, job or a service
2. - the sheet of glass at the front of a shop and the area behind it where goods are shown to the public
3. - to give a number of things to the members of a group
4. - advice, criticism or information about how good or useful somebody or somebody's work is
5. - a friendly relationship in which people understand each other very well
6. - mention sth in order to give sb information about it / make them notice it

b) Use the appropriate form of the words in a) to complete the sentences:

1. We appreciate both positive and negative from our clients.
2. Even though I have found a good job, I can't stop reading in local newspapers.
3. As a retail store, your displays are your most important marketing tool.
4. She understands the importance of establishing a close with her patients.
5. He is always advice to people.
6. She tried in vain to to him the unfairness of his actions.

III Answer the questions:

1. What do good selling skills of a travel agent imply?
2. Which is the most important stage of the sales process? Why?
3. What does 'establishing rapport' mean?
4. Why should a travel agent make a client feel important?
5. When should a travel agent stop presenting a product?
6. Why should the after-sales services be provided with the same attention as the sales procedure?

Language Corner

Conditionals

I a) Complete these sentences from the text:

1. If you them carefully, your sale successful.
2. Honesty essential if there to be a good relationship with the client.
3. Your presentation more effective if you it up with some proof.

b) One of the sentences in a) is the Zero Conditional, expressing the result that always follows as a logical consequence. Which sentence is it? How is it formed?

IF + +
(subordinate/if-clause) (main clause)

*Note: The meaning remains the same if we replace IF with WHEN(EVER).

c) Translate the other two sentences in a) into Serbian. This is the first Conditional. Are these conditions likely to fulfill? Define the rule:

IF + +
(subordinate/if-clause) (main clause)

d) Look at the sentences in a) again. When is a comma used?

e) There are two more conditional sentences in the text, representing some of the variations of the rules given above. Copy them and explain how they are formed.

1.
2.

II Complete the following conditional sentences:

1. When you cross the border, customs officers (ask) for your passport.
2. What (happen) if she finds out the truth?
3. He'll go to the seaside if he (get) a few days off.
4. If you cross the Date Line, time (change).
5. If I see David, I (invite) him to the party.
6. If it (not rain) today, we'll go out for a walk.

*****Note:** UNLESS can be used instead of IF...NOT! Rewrite the last sentence in Activity II using UNLESS:

.....

Writing

I Work in pairs and make a list of open questions that could be used to investigate a client's needs. Then make a list of closed questions to get more details?

Let's Talk

I Work in pairs. Student A: think of a product you would be interested in buying; Student B: you are a travel agent who uses the techniques mentioned in the text in order to sell this product to the customer. Act out your dialogue.

PART 3 – At a Local Travel Agency

Starter

I In order to make a booking, TAs have to obtain some information from a client. Which information does the client provide to the agency? Which information about a TA is given on a tour booking form?

Reading – A Tour Booking Form

I Look at the following Tour Booking Form.

Tour Booking Form					
<i>Tour Code</i>	<i>Tour Name</i>	<i>Start Date</i>	<i>Tour Price</i>	<i>No.</i>	<i>TOTAL</i>
<i>Inbound Flight No.</i>	<i>Arrival Date</i>	<i>Arrival Time</i>	<i>Outbound Flight No.</i>	<i>Departure Date</i>	<i>Departure Time</i>
<i>Title/First Name/Surname</i>		<i>Date of Birth</i>	<i>Passport No.</i>	<i>Issue Date</i>	<i>Exp. Date</i>
1.					
2.					
3.					
4.					
<i>Address</i>		<i>Emergency Contact Details</i>		<i>Known Medical Conditions</i>	
		Name:			
		Relationship			
Tel. No.		Address		Any Medications Required	
e-mail:		Post Code			
		Tel. No.			
		e-mail:			
<i>Travel Insurance</i>	Travel insurance is compulsory on all of our travel tours. We provide travel insurance policies to all Serbian residents under the age of 65. Please circle YES if you would like us to arrange your insurance. Otherwise, please circle NO and fill in your policy details below.				<i>YES</i> <i>NO</i>
<i>Alternate Insurance</i>	Policy Issuer		Policy No.	Emergency Phone No.	

II Which information is provided by the customer (passenger details) and which is given to him/her (tour information)?

III Work with your partner. Make questions for each cell asking about passenger details.

Language Corner

Articles

Match the following uses with the appropriate examples:

Definite Article

Use	Example
1. when it is clear which person or thing we are thinking of	a. <i>in the morning/afternoon/evening</i> , BUT: at noon/midnight
2. before notions that are one of a kind	b. <i>The same</i> tour is advertised by Sun Travel. I'll take <i>the next</i> one. BUT: next week/month/summer, etc.: We're leaving next week.
3. before <i>same</i> and <i>next</i>	c. <i>the USA, the UK, the Netherlands</i>
4. before musical instruments	d. <i>the sun, the moon, the earth, the sky</i>
5. before ordinal numbers and superlatives	e. A man was playing <i>the piano</i> when we entered the restaurant.
6. before parts of the day	f. We'll meet outside <i>the town hall</i> . It's in <i>the kitchen</i> .
7. before seas/rivers/deserts	g. <i>The first</i> visitor would be given a special discount. This is <i>the most affordable</i> offer this season.
8. mountain and island groups	h. The visit to <i>the National History Museum</i> was more than success. They always stay at <i>the Hilton</i> .
9. before plural names of countries and those having 'republic', 'state' or 'kingdom' in its name	i. <i>the top/the middle/the left/the right/the end</i>
10. in the construction <i>name with of</i>	g. They always spent their winter holiday in <i>the Alps</i> . We have never visited <i>the West Indies</i> .
11. before names of hotels, restaurants, pubs, cinemas, theatres, museums	k. <i>the Far East, the Midwest</i>
12. before a noun to make an adjective denoting a class of things	l. We are having a cruise in <i>the Mediterranean</i> . The river cruise down <i>the Vltava</i> did not impress us much.
13. most geographical regions	m. <i>the Republic of Serbia, the Great Wall of China, the Tower of London, the Bank of England, the north of Serbia</i>
14. in prepositional phrases (at/on/in...)	n. <i>The rich</i> don't take low-cost air lines.

Indefinite Article

Use	Example
1. to denote one person or thing mentioned for the first time	a. <i>What a</i> lovely view!
2. with singular nouns only	b. <i>a hundred</i> , a thousand
3. before jobs	c. Barcelona is <i>a city</i> in Spain.
4. denoting number one	d. It was <i>such a</i> nice hotel.
5. when defining something or someone	e. She works in <i>a travel agency</i> .
6. in exclamations starting with <i>what+</i> countable singular noun	f. There is <i>a man</i> outside.
7. after quite/rather/such + countable singular noun	g. She is <i>a tour guide</i> .

No Article

Use	Example
1. in generalizations with plural or uncountable nouns	a. <i>to bed</i> , in bed, home, at home
2. before continents, countries, states, islands, towns, villages, etc.	b. <i>English</i> is a must if you are to work in tourism industry.
3. before meals	c. People in Serbia like <i>football</i> .
4. before nouns <i>school, university, hospital, church, prison</i> when talking about their use	d. <i>Breakfast</i> and <i>dinner</i> are buffet, whereas <i>lunch</i> is optional. BUT: The lunch we've just had was delicious.
5. in prepositional phrases	e. He usually goes to <i>church</i> on Sundays. BUT: The group of tourists visited the church last week. – when talking about the building
6. before names of games and sports	f. They don't like <i>music</i> . Vegetarians don't eat <i>meat</i> .
7. before languages or academic subjects	g. <i>Victoria Station, Edinburgh Castle</i>
8. before names of streets, buildings, squares	h. <i>Balaton Lake, Everest, Mont Blanc</i>
9. before names of airports, stations, universities, castles if preceded by the name of a person or place	i. <i>Asia</i> is the most visited continent.
10. lakes, mountains or mountaintops	j. <i>Times Square</i> is one of the most visited spots in New York.

Let's Talk

I Act out the dialogue. *Student A* is a TA clerk who has to make recommendations for a tour in Portugal and fill in the booking form. *Student B* is a client who wants to spend the holiday with his/her family in Portugal. They would like to stay for two weeks. However, their budget is rather limited. Change roles. Decide on a new destination.

Business Correspondence**A company presentation**

You work for a travel agency. Write a letter introducing your company to a potential customer. Include the information about the services you offer, point out a package of interest to them, and state the reasons why they should choose you as a travel and tourism service supplier. For more details, see Writing File.

Word List

abide by, v.
 alternate, adj.
 amendment, n.
 assumption, n.
 compulsory, adj.
 expiry date, n.
 invoice, n.

issue date, n.
 policy issuer, n.
 promptly, adv.
 provide, v.
 rapport, n.
 supplier, n.
 tour booking form, n.

Reader – Booking Conditions

I A tour booking form is usually followed by booking terms and conditions. Look at the following headings taken from booking conditions. What do you expect to read under each one of them?

1 Reservation and Deposit	9 Travel Insurance	17 Procedures for Lodging
2 Balance of Payment	10 Health Requirements	Complaints or Claims
3 Late Bookings	11 Baggage	18 Airlines
4 Fees and Charges	12 Travel Documents	19 Addresses
5 Airline Fuel Levy Surcharge	13 Single Travellers	20 Validity
6 Cancellation Policy	14 Tipping	21 Agent Responsibilities
7 Refusal of Carriage	15 Shopping	22 Law of Contract
8 Hotel Descriptions, Maps & Pictures	16 Responsibility	23 Erroneous Pricing

II Work in groups of four or five. Choose either Text 1 or Text 2 and rearrange the parts of sentences to make a text on Cancellation Policy.

Text 1: Cancellation by a Customer

All cancellations must be made in writing to the Travel Agency and will be subject to the cancellation charges from the date the written cancellation is received. If a cancellation

1. less administration fees including visa, transfer fees, airline cancellation fees and any applicable amendment fees. Regrettably cancellation
2. outside the country where the booking is received are not authorized to
3. Please note that employees of any overseas company or staff of the Travel Agency
4. loss of deposit and 100% of total tour cost, unless your tour is resold, in which case you receive a 50% refund on the tour price. In the event of a cancellation any refunds will be
5. takes place more than 90 days prior to departure, the deposit and all administration fees will be retained. For cancellations
6. give any guarantees or agreements to customers in respect of refunds or any other matters.
7. losses will include deposit and 50% of total tour cost. All cancellations made 30 days or less prior to departure, are followed by
8. placed between 89-61 days prior to departure, no refund of deposit and 25% of total tour cost is available. Between 60-31 days prior to departure, the unrecoverable
9. charges and fees cannot be waived. There can be no exceptions. No refund will be made for any unused portions of the holiday after the departure date.

Text 2: Cancellation by the Travel Agency

The Travel Agency reserves the right to cancel or vary a tour prior to departure due

1. levied by airlines and other third parties. Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking and faults with transportation or road conditions
2. provider and TA shall not be liable for any claim arising from such events.
3. unforeseeable circumstances such as, but not restricted to,
4. price paid, less visa cost. If a tour is cancelled due to
5. severe weather conditions or force majeure, TA will refund all monies except visa cost and any cancellation fees
6. to insufficient number of participants. In such an event alternative guaranteed travel
7. may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of tour
8. dates will be offered. Should these options not be acceptable, TA will refund the full
9. services by independent operators to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the tour service

III Work in pairs (Student A has read Text 1 and Student B has read Text 2). Take turns in asking and answering the following questions.

Student A

1. What could be possible reasons for a TA to cancel a tour?
2. What costs are not refundable?
3. What happens if there is not a sufficient number of participants?
4. Will complaints about rerouting or itinerary amending be accepted?

Student B

1. How can a cancellation to the TA be made?
2. Are the cancellations charged? In what way?
3. What costs are not refundable?
4. Who is authorized to discuss refunding?

UNIT 10 Typically Serbian

PART 1 – At a Fair Stand

Starter

Have you ever visited a tourism fair? Describe the experience. Were you satisfied with the information you were given? What were the representatives at the stands like? Were they polite, informative, detailed, too detailed, etc.? What were you most impressed by?

Reading

Welcome to Serbia

I Skim through the text and find the answers to the following questions:

1. Why is Nels Adams interested in Serbia?
2. What does he want to know?
3. Is he happy with the answers he gets?

Nels Adams is visiting the Belgrade Tourism Fair. He works for ETD which is the TV show dealing with the world's undiscovered destinations. He is talking to one of the representatives at a fair stand.

NA: I have to say that your television-billboard presentation looks more that attractive. Judging from your slides, I believe that Serbia could be one of our new destinations to be presented in the following year. So, could you give me some more information on your offer? To start with, when is the best time to visit Serbia?

R: Well, to be honest, any time is good time. As a country with a continental and, in some parts, Mediterranean climate, Serbia offers a wide variety of activities all year long. The winters are usually cold here, which provides most favourable conditions for a heavy snowfall making Serbian ski centres very attractive. For beginners, there are Zlatibor and Stara Planina, with mild slopes, while for those looking for an adventure, there is Kopaonik, the best-known ski resort in the region. If someone wants a romantic and idyllic holiday, away from the city noise, or a passive family holiday, there is the plain in Vojvodina, to the far north of the country, with its 'salaši', where horse-drawn sledge rides could be a unique experience for the whole family, and quality ethno music and a variety of food specialties will only add to the overall positive impression. Serbian summers are usually hot and dry. The places to visit are numerous lakes, spa resorts, or rivers, and all these destinations offer a variety of different activities, such as Vrnjci Carnival, that takes place in the mid of July in Vrnjačka Banja, one of the leading spa resorts in Serbia. Then, for music lovers, there are musical festivals such as Exit in Novi Sad, the Trumpet Festival in Guča and Nišville, which is a jazz festival in Niš. There are also a few regattas, for those who are thirsty for an adrenalin rush. Furthermore, village tourism is at the peak of its development, so there is a lot of quality offer at acceptable prices.

NA: Well, it all sounds great. Any other peculiarities?

R: Oh, that's the question I was waiting for. As a country situated at the crossroads between East and West, Serbia suffered the influence of many different cultures in the past making it one of Europe's most culturally diverse countries. With the Danube as the boundary, Serbia was divided between the Eastern and Western halves of the Roman Empire, then later between Kingdom of Hungary, Bulgarian Empire, Frankish Kingdom and Byzantium and finally between the Ottoman and the Austrian Empires. Thus, the north of the country is culturally Central European, while the south is more Oriental. This cultural diversity is best represented in a variety of souvenirs, and that is something we are proud to offer. You can see some of them in the illuminated show cases, and some exhibits are

here and there round the stand. Your choice would depend on your lifestyle. If you want some small cute things to recall your memory of Serbia, there are licider hearts, magnets, snowballs or *šiše*, the original small-size glass bottle with *rakija* which is Serbian national brandy. And, for those looking for something more serious, there are parts of our national costume, or even *Pirotski ćilim*, a hand-made rug characteristic of the southern part of Serbia.

II Read the text for some more detail.

1. What does Serbia offer to tourists in winter?
2. Who can Vojvodina be interesting to?
3. What is the summer offer like?
4. Which type of tourism is still developing?
5. Why is there such a large cultural diversity in Serbia?
6. What are the typical souvenirs one can get while in Serbia?

Working with Words

I Match the words in A and B into collocations.

A	B
1. undiscovered heart
2. fair costume
3. heavy experience
4. excellent brandy
5. unique site
6. cultural rug
7. hand-made snowfall
8. national conditions
9. licider diversity
10. national destinations

II Use the collocations in II to make sentences of your own.

III Use the correct form of the words in brackets to fill in the gaps.

1. Your trivision-billboard looks more that attractive. (PRESENT)
2. Vojvodina offers a whole of food (VARY/SPECIAL)
3. Serbian ski centres are very (ATTRACT)
4. The overall was more than positive. (IMPRESS)
5. Village tourism is at the peak of its (DEVELOP)

IV There is an odd word in each line. Make collocations by keeping the bolded words and crossing out the odd ones.

heavy	snowfall	rain	inflation	fall
Tourism	Trade	Exhibition	Bucharest	Fair
undiscovered	tourism	final	exotic	destinations
favourable	conditions	prices	offer	refurbishment
unique	positive	hands-on	eager	experience
positive	facilities	impression	attitude	atmosphere
acceptable	prices	offer	conditions	recent
to suffer	the influence of	unemployment	the consequences	decline

Choose at least two collocations per line to make sentences of your own.

V Fill in the table with the missing word forms.

Verb	Noun	Adjective	Opposite
discover			
present			
		diverse	
		bounded	
	exhibit/		
	choice		

Language Corner**-ing form or Infinitive?**

Some verbs in English are followed either by the infinitive or an -ing form. However, there are verbs that can be followed by both forms. Look at the following verbs and fill in the table. This is not an exhaustive list.

allow, arrange, avoid, decide, dislike, enjoy, face, feel, finish, forget, guarantee, hate, hear, help, hesitate, like, love, manage, mean, mind, offer, permit, practice, prefer, regret, remember, risk, see, stop, suggest, watch, wish, would like

Verb + infinitive	verb + -ing form	Verb + infinitive/-ing form

As mentioned before, there are verbs that take both forms but with differences in meaning.

a. Read the following sentences. Which structure is used to talk about the things people *DID*, and which is used to talk about something people *are/were supposed to do*?

I still **remember taking** my first group of tourists round the town ... She **forgot to take** all her clothes from the hotel. I **regret refusing** that job.

Remember to send the e-mail to make a booking. We **regret to say** that we are fully booked.

They will never **forget taking** that tour.

Fill in the gaps: After the verbs *remember, forget and regret*, when talking about something that people

- (1) *did*, the main verb is followed by
- (2) *are/were supposed to do*, the main verb is followed by

b. She stopped talking as there was some noise. She **stopped to talk** to a few passers-by.

The verb *stop* is followed by to show that *an activity stops*. If the verb *stop* is followed by, *the reason for stopping* is pointed out.

c. I saw a group of tourists **walking** down the road.

I **saw** him **pick up** the envelope, **open** it and **take** out a catalogue.

We **heard** an outstanding performer **sing** the winning song last night.

We **hear** many visitors **singing** in the bathroom.

When talking about *a completed action*, the verb of a sentence is followed by When talking about *an action in progress*, the verb of a sentence is followed by

Let's Talk

I There is some advice given to people visiting Serbia for the first time. Do you agree with it?

1. Upon arriving at someone's home you will be offered a coffee, juice or brandy which is called *rakija*. If you happen to be served *slatko*, which is a sort of candied fruit, don't miss it! But beware; you are expected to take one or two helpings. In rural areas, you might be welcomed with home-made bread and salt, which is an old custom for greeting a guest.

2. Upon visiting churches and monasteries you are required to act politely, not to laugh or raise your voice too loud or to use mobile phone while you are in the church or monastery. The dress code doesn't allow wearing shorts or mini-skirts. When entering, take your hat off. If you happen to visit during liturgy, you are allowed to enter the church but not to walk around or make any noise. Instead, you should quietly stand and wait till the liturgy ends. On all occasions women are not allowed in the altar space behind the iconostasis. Ask for permission if you want to take pictures with a flash, especially in the church.

II Think about the following: What advice can you give on shaking hands and kissing? What is the way of addressing people in Serbia? What do people in Serbia say when introduced to somebody? Are guests expected to bring something when visiting somebody for the first time? What sort of gift do they usually bring?

III Look at the following points:

greetings and introductions, titles and names, dress code,	gender, eye contact, alcohol, humour,	punctuality, smoking, directness,	political correctness, entertainment.
---	--	---	--

Tick those mentioned in I. Would you give any additional information?

IV Talk to your partner. What advice would you give to newcomers to Serbia concerning the remaining points?

V Work in groups of three. Make a list of ten basic rules of behaviour that you would give to tourists coming to Serbia for the first time.

NOTE:

HOSTILE vs. HOSPITABLE

Are your hosts *hostile* or *hospitable*? What is the difference? Read the following sentences and figure out the meaning.

Two very *hospitable* brothers run the hotel. They are very happy to make everybody feel welcome.

Most visitors were truly surprised by the *hostile* attitude of the receptionist.

FOREIGNER vs. STRANGER

There aren't many *foreigners* coming to Serbia this time of the year.

I don't know everyone here. The man in black is a total *stranger* to me.

PART 2 - Business Correspondence

Booking a Fair Stand

Fair Stand Equipment

I Two items of fair stand equipment are mentioned in the Part 1 text – a *trivision billboard* and *illuminated show cases*. Explain their meaning. What other equipment do you expect to find at a fair stand?

II Here is a text on fair stand equipment. Underline the words denoting stand construction, circle the words denoting fair stand furniture, and put a rectangle around the words denoting visual/technical equipment.

If you want to increase the number of visitors at your booth, our team of highly skilled professionals is there to help you. With our fair stand equipment, you can get the best of your presentation. The standard system stand module we offer includes rear walls as per the width of your stand, 2 side walls as per the depth of your stand, 4 book shelves per m of wall, 1 bench cabinet per m of rear wall, 1 ceiling frame per 4 m² including lighting rail, support walls for stands bigger than 8 m² (as structurally required), a nameplate, and carpeting. Besides, we can arrange for exhibition tables, high-top tables and seating, as well as spotlights for your products. If in doubt of making it too big or too small, our team would help you adapt your stand to suit your needs, as our packages are available in more sizes – S, M, L, XL or XXL. In the enclosed catalogue, you would also find all the extras that you need to customise your stand – colourful carpets, cupboard units and counters and shelving for your various products. The contrast to colourful carpets is made by simply designed elements that would make the best benefit for your products making them eye-catching. And the final touch is definitely our multimedia presentation tools. Our Image & Sound package includes LCD displays and DVD players, with a notebook as an optional extra.

III Is there any other equipment that you expect to find at a stand? These may help: coffee machines, water fountains, refrigeration units, kitchen appliances, etc.

IV You are to attend the Tourism Fair in Munich. Make a list of the equipment you would need. Talk with your partner and make a common list for (1) a small-scale stand and (2) a large stand.

V Make a draft for a letter in which you book a stand explaining your needs and the necessary equipment. Point out that this would be your first appearance at the Munich Tourism Fair. State the advantages of attending the Fair. Have a look at the Writing File section.

PART 3 - Memories from Serbia

Warm up

I Which souvenirs would you offer to somebody coming to Serbia for the first time?

Choose one and give some basic information about it to your partner (what it represents, what it is made of, how big it is, how expensive it is, where one can buy it, etc.).

II What do you think the choice of a souvenir depend on?

Reading

What to bring back with you?

Apart from memories, what can you bring back home when leaving Serbia? There are plenty of souvenirs to choose from. Starting with the small mementoes like magnets, snowballs showing models of different monuments, postcards, and licider hearts, to more unusual pieces like parts of the national costume, embroidery, icons or even a *Pirotski ćilim* (a rug from Pirot). There is a text about nine souvenirs one can find in Serbia. **Read the text and decide on the No. 10?**

1: A magnet with Serbian Cyrillic alphabet might look like something too ordinary and unattractive. However, bear in mind that the Serbian script and the reading systems are unique and the simplest in the world. Namely, the Serbian Cyrillic is an adaptation of the Cyrillic script for the Serbian language based on the rule that one symbol represents one sound only. It was developed in 1818 by Serbian linguist Vuk Karadžić and contains 30 letters. So, this unique motif can also make your magnet a perfect choice.

2: Licider hearts, which are actually gingerbread or honey cakes, have always been a token of affection and love. Young men would give them to girls in order to show them their affection. Today, they are handmade

in shops all around Serbia. Licider honey cakes are usually heart shaped, but you can also buy a horse shoe or clover shaped cake for good luck, or a little gingerbread house, stars or flowers to surprise the youngest ones. All the licider cakes are decorated with traditional colours and patterns.

3: A very nice present, that would bring the smell of Serbia to your homes, is any one of many specialties of the Serbian cuisine. They are made using the centuries-old traditional recipes. Thus, jams, *slatko* (various fruit candied in a special way), *ajvar* (a spread made from red bell peppers), *rakija* (a kind of fruit brandy, not to forget *šljivovica*, which is a plum brandy considered to be a Serbian brand) or some local wine would make a perfect present for food lovers.

4: Jewelry with traditional Serbian motifs is another souvenir to recommend. Handmade earrings, necklaces and bracelets are perfect souvenirs for those who like original and unique accessories.

5: For those who prefer something really authentic, items of traditional costumes might be the right choice. Thus, traditional male hats called *šajkača* and *fes*, aprons, sleeveless embroidered jacket - *jelek*, traditional folk trousers - *čakšire* or skirt - *izlivača* and *opanci* (a kind of hand-made shoes), are all made in small family shops where this skill has been passed down from father to son for generations.

6: Although a part of a national costume, traditional double-knit socks are given a special place, as they are a prominent representative of folk art due to a variety of ornamental motifs, imaginative styling and colourfulness. The socks are knitted from two yarns and are knitted from the top of the foot toward the heel. When the foot is finished, the “upper” part is knitted with four knitting needles. Each sock has a “garter” – a small string used to bind the socks and prevent them from falling down. Different patterns point out to the imagination and skillfulness of knitters. Luxurious socks of bright colours and patterns were made for special occasions – religious holidays, Saint Day feasts, weddings, christenings, etc., while socks with milder colours and simple two-tone designs were used for everyday work. Interestingly, double-knit socks for children were not made, as making certain ornamental motifs requires dense double-knitting and, thus, such small socks would be stiff and rough.

7: A traditional musical instrument might be the perfect choice for music lovers. This can be the *frula*, the *gusle* and the *dvojnica*. They are all made of wood. While the *frula* and *dvojnica* are types of pipes, the *gusle* is a one-string instrument. The sounds of Serbia would thus come to your house.

8: Another unique event of the Serbian Orthodox tradition is the celebration of a saint patron's day. Namely, every Christian family in Serbia has its own saint patron, whose day is celebrated as a special happening and the icon of the saint is given a special place in every house. Thus, choosing an icon to bring home from Serbia is a most original gift. A renowned icon painting shop is operating at the monastery of Žiča. What makes this shop unique is the centuries-old painting technique used by the nuns. The icons are painted on the linden-tree boards that have been drying for at least three years. The golden sheets are then glued on, using the medieval glue recipe. The painting is done using the egg-tempera technique, which means that the powdered pigments are dissolved in the egg-based emulsion.

9: Pirotski ćilimi or Pirot kilims are made of high quality wool from Stara planina. They have two identical sides with beautiful motifs and ornaments representing various symbols that carry different meanings. These features make them one of the most famous Serbian brands. The process of making them is long and complex, but in the end you get a unique piece of art whose beauty and lavishness is recognized around the world.

I Circle the correct answer.

- The Serbian Cyrillic script was developed in the..... century.
 - 19th
 - 18th
 - 16th
- Licider hearts are handmade in Serbia.
 - in shops
 - in factories
 - at homes
- The jewelry with traditional motifs is made of
 - gold
 - silver
 - it doesn't say
- Double-knit socks are knit

- a. with two identical sides b. from two yarns c. in two colours
5. The famous Žiča icons are painted in colour dissolved in
- a. gold-based emulsion b. wood-based emulsion c. egg-based emulsion

Working with Words

I What are the opposites of the following words?

1. usual
2. unattractive
3. unique
4. simple
5. affection
6. traditional
7. centuries-old
8. perfect

II Find the words in the text with the following meaning:

1. authentic
2. tiny
3. art
4. unimportant
5. well-known
6. decoration

III Match the parts of the Serbian national costume with their explanation:

- | | |
|-------------------|--------------------------------|
| 1 <i>anterija</i> | a. a kind of jacket |
| 2 <i>zubun</i> | b. a kind of men's trousers |
| 3 <i>tkanica</i> | c. vest |
| 4 <i>čakšire</i> | d. long women's jacket |
| 5 <i>dolama</i> | e. a kind of dress |
| 6 <i>džemadan</i> | f. a kind of belt |
| 7 <i>jelek</i> | g. embroidered sleeveless vest |
| 8 <i>libada</i> | h. wide women's trousers |
| 9 <i>fistan</i> | i. leather folk shoes |
| 10 <i>šalvare</i> | j. short women's jacket |
| 11 <i>opanci</i> | k. long women's dress |

Language Corner

Conditional 2

I Where are you now? What are you doing? Imagine yourself visiting a country for the first time. Which country would it be? Now answer the following question naming at least three things:

If you visited for the first time, what would you bring back home/like to see/like to do?

If I visited for the first time, I would...

Now, make out the rule. Look at the sentences you have just made. Which verb form is used in the part beginning with *IF*. Which verb form is used in the *main part* of your sentences?

IF +	
------	--

II What is the difference between the two sentences (a. in the form, b. in the meaning)? Which time do they refer to? Translate them into your mother tongue.

- 1 If you come to Serbia for the first time, we will offer you a special discount on the chosen package.
- 2 If you came to Serbia, we would offer you a special discount on the chosen package.

III Read the following sentences. Do the rules in II apply to them as well? Explain.

If you have enough time, you might want to visit the 9th century monastery which is not far away.

If you're looking for something really exciting, you should go to the Dinosaur Museum.

If you want a cheaper place to stay, you'd be better off at the Sun Hotel.

Which function do the previous sentences have?

Fill in the gaps to come to the rule.

When making *an offer*, the IF part of the sentence has the form of Conditional, whereas the main part has the form of Conditional, Thus, the *present* and could be used in the part, and, apart from *would*, and are also possible in the main part of the sentence.

IV Finish the following sentences.

1. If you had a car, you ...
2. If you come to Serbia with your family, ...
3. If you visit somebody's house for the first time, ...
4. If you wanted to make some early booking, ...
5. If I were a tour agent, ...
6. If you come to Serbia, ...

V Translate into English.

1. Кад бих имао свој хотел, организовао бих га на потпуно другачији начин.
2. Да је она овде, знала би шта треба радити.
3. Да су услови уговора другачији, могли бисмо га прихватити.
4. Да сам на твом месту, добро бих размислио о томе.
5. Кад бих ја био задужен за пројекат, прво бих сакупио тим стручњака из те области.

Let's Talk

I If you were visiting Serbia, which of the souvenirs from the text would be your choice? Explain. Which one would you add to this list? Explain.

II Make a list of souvenirs that will be representative of your region. Explain your choice.

Word List

asset, n.	introduce, v.
bench cabinet, n.	lighting rail, n.
boast about, v.	pattern, n.
cupboard unit, n.	prosperous, adj.
customise, v.	rear wall, n.
customer-tailored, adj.	spotlight, n.
exhibit, n.	support wall, n.
eye-catching, adj.	top, v.
hand-made, adj.	trade fair, n.
high-top table, n.	trivision-billboard presentation, n.
illuminated show case, n.	

Reader – The Old Crafts

I What do you know about each of the following handicrafts?

1. Pottery from Zlakusa
2. Wooden flasks from Pilica

Read the first two sentences of each paragraph and try to match it with the appropriate title.

II Read the stories about centuries-old crafts which make a part of Serbia's rich national heritage, but unfortunately are dying out. What makes each of these handicrafts unique?

- a. In the old days they were used for inviting guests to weddings. And nowadays, they are usually just ornaments in the houses both in Serbia and abroad. A two-hundred-year old family tradition of flask making is still alive in the village of Pilica. The flasks made in two small family-owned workshops are customer-tailored, made in different sizes and decorated with different carvings, those usually being xylographs, landscapes, inscriptions, saints and

other images. They are made from mature beech, maple or willow trees. Using the old tools as the foot-powered lathe, only five to six items could be made per day. However, the production is modernised, which made it more efficient. These days, maple tree is the only material used for flask-making in this village. The flasks are made of natural materials only, with no glue or metal, whereas the inside part is coated in wax. Apart from flasks, maple tree is used in these workshops for making cannikins, small tubs and spoons that are sold as souvenirs.

- b. This unique earthenware is made from a mix of stone and clay using a slow hand-powered wheel and then fired in open fire. The material it is made of gives it yet another feature – apart from other clay dishes that are used either as ornaments or for serving food, these can be used for cooking as well. Apart from being famous for its astonishing nature, the near-by cave of Potpeće and the outdoor museum Terzića avlija, the village of Zlakusa has something more to be proud of – the four centuries old skill that is well preserved here. That is pottery making. Nowadays, pottery is most often used as indoor or outdoor decoration, either at home or at workplace, or for serving food. However, its primary use was not this one. Long time ago, it was used as cookware. And this very use makes the Zlakusa pottery stand out from all other similar items made of clay. Due to the material it is made from, it still can be used for cooking. The food prepared in such dishes is healthy and it becomes rich in taste. Another feature that adds to the uniqueness of those items is the method of shaping. Generally, there are three methods of pottery shaping – without a wheel, with a hand-powered wheel and with a foot-powered wheel. All three methods are still used in Zlakusa, where some twenty families carefully cherish the old skill of pottery making.

III Is there any tourist potential in those handicrafts? How can they be used to enrich Serbia's tourist offer?

IV Read the following information. Which handicraft(s) does it describe?

1. It is a two-century-old skill.
2. It has almost died out.
3. They are used as ornaments.
4. They can be bought as souvenirs.
5. They are hand-made.

V Look at the text again. Find the words with the following meaning.

- | | |
|---------------|--------------------|
| 1. engraving | 9. experts |
| 2. decoration | 10. practice |
| 3. copies | 11. astonishing |
| 4. updated | 12. produced, made |
| 5. covered | 13. date back |
| 6. rug | 14. design |
| 7. dying out | 15. mixture |
| 8. edge | 16. characteristic |

Revision 3

Tour operators

I Use the correct / the most appropriate tense of the verbs in brackets:

1. I think Ben (enjoy) living in Belgrade when he goes to university.
2. I can't go out with you tonight. I (study) for the exam.
3. I can't go out with you tonight. Anna and I (study) for the exam.
4. Their plane (arrive) at 6 o'clock in the morning.
5. I (wait) here until she (call).
6. I (say) more about the topic in my next lecture.
7. By the time you get home, I (do) my homework.
8. Next Sunday we (live) in this house for 35 years.

II Make questions for the underlined words:

1. He will have been working for us for 40 years next week.
2. They will be swimming this time tomorrow.
3. They are going to talk to the hotel manager.
4. They are going to talk to the hotel manager.
5. The plane leaves at 4.30.

III Rewrite the sentences using the given discourse markers. Make the necessary changes:

1. I'd really like to help you. I haven't got the time. (however)
2. She was very tired yesterday. She helped me clean the windows. (even though)
3. She goes swimming every day but she can't lose weight. (although)
4. She goes swimming every day and she is fit. (therefore)

IV Put the given words in the correct column(s):

discount, reservation, complaint, accommodation, decision, apology, problem, difficult customer, enquiry, welcome meeting, flight, advice, arrangement, payment, presentation, conference, assumption,

hold	make	deal with	give	book

V Complete the sentences with the given words:

pre-book display rack arrivals lounge door-to-door
 upgrade hub roof-rack swipe receptionist

1. We offer a transfer service.
2. This airport is a major transport
3. After you land, I'll meet you in the
4. There are plenty of brochures on the
5. Would you like to to a better model?
6. Put the luggage on the

7. You can a car in advance.
8. I'll just your credit card if that's OK?
9. Theallocates rooms to guests.

Travel Agencies

I Complete the conditional sentences:

1. If she (be) late, they won't let her in.
2. Unless he sells more excursions, he (not, get) much commission.
3. If she (make) any more mistakes, I will be very angry.
4. What (happen) if you freeze water?
5. What (happen) if I leave the car here?
6. If I lend you the money, when(you, repay) me?

II Write a new sentence with the same meaning. Use UNLESS in your sentence and begin with the words given:

1. I have to hurry up or my parents will leave without me.
My parents
2. He must play better or he will lose.
Unless
3. You should keep medicines in the fridge only if it is necessary.
You
4. Go to the party only if they invite you.
Don't
5. He must apologize or the teacher will punish him.
The teacher
6. I need a quiet room or I won't be able to work.
I

III Translate the following sentences into English:

1. Ако сладолед држиш ван фрижидера, истопиће се.
2. Ако поједеш тај сладолед, биће ти мука.
3. Шта ћете урадити ако се ученик не извини?
4. Шта обично радите ако се ученик не извини?
5. Лед се претвара у воду ако га загрејемо.
6. Ако му се свиди соба, хоће ли је резервисати?

IV Write the opposites of the following words:

- first-hand -
- successful -
- appropriate -
- suitable -
- professional -
- carefully -
- relaxed -
- satisfied -
- advantage -

V Talk to your partner. Make an itinerary for a three-day tour through Serbia for (a) a group of students, (b) a group of senior tourists, (c) a just-married couple in mid-twenties.

Would you organize the tours at the same time of the year? Explain your choice. Compare your ideas with another pair.

VI The following jumbled sentences describe booking conditions and terms. Rearrange the words to make proper sentences and match each one of them with a suitable heading: 1- deposit, 2 – payment, 3 – fees and charges, 4 - cancellations, 5 – baggage, 6 – tipping and 7 - travel documents. Somewhere more than one matching is possible.

1. unless otherwise explicitly packages costs included in Visa tour are not stated.
2. a surcharge transactions Card incur 2% will Credit.
3. 90 days full payable bookings made within All of departure are in.
4. the \$100 fee cancellation is made to a departure, will prior be charged If you 60 days.
5. The visa costs will unrecoverable include insurance and losses.
6. pre-paid tipping is In departure countries to the some prior date.
7. Carry-on exceed and one piece limited baggage is not to 7kg must.
8. Tipping itinerary and the length amounts are on tour based and are change to subject.
9. 90 days payment prior required to is departure final.
10. A normal level of fuel subject surcharge, which comes on the top price, is issued to your change ticket until flight is airline ticket.

VII Translate into English.

1. Ручак који смо јуче имали у ресторану био је веома укусан.
2. Наш први састанак је за инфо-пултом у подне.
3. Најпосећенија европска земља прошле године била је Холандија.
4. Туристи обично желе да виде Београд, али је север Србије веома интересантан и нуди различите знаменитости.
5. Прошлогодишњи одмор био је најбољи који смо до сада имали. Хотел у коме смо одсели био је изванредан. А какав смо поглед имали!
6. На путу до хотела посетили смо цркву.
7. Седиште њихове фирме је на Тајмс скверу.

Typically Serbian**I Match the parts of sentences.**

1. I promise	a. seeing the manager immediately.
2. It would mean	b. to claim a compensation.
3. I suggested	c. waiting a little longer?
4. Would you mind	d. to have an answer within a week.
5. I wish	e. making a change in the schedule.

II Explain the difference in the meaning of the following pairs of sentences.

1. a I'll try getting in touch with the agency, but I can't promise anything.
b We tried to phone him, but there was no reply.
2. a You must remember to come to the meeting.
b You must remember coming to the meeting.
3. a He went on complaining about problems he had experienced during the journey.
b Then she went on to complain about the accommodation.
4. a We stopped taking new orders.
b We stopped to take new orders.
5. a Sorry, I didn't mean to disturb you.
b If you want it to be finished till Monday, it would mean working all the weekend.

III Translate into Serbian. Explain the situation each sentence refers to.

1. a If they call, we'll give them the information.
b If they called, we'd give them the information.
2. a If you bought a travel pass, you'd pay less.
b If you buy a travel pass, you'll pay less.
3. a If you have more time, you could visit the old castle.
b If you had more time, you could visit the old castle.
4. a We won't have the information unless he calls.
b We wouldn't have the information unless he called.

IV Use the following collocations to fill in the gaps. Make the necessary changes:

acceptable prices, exotic destinations, favourable offer, hands-on experience, heavy fall, positive attitude, trade fair, to suffer the consequences

1. Last month there was a in the number of tourists coming to this region.
2. is the best promotional tool of any young company.
3. Many people nowadays choose visiting
4. They made a to our company.
5. is something that is highly valued with tour guides.
6. The most important characteristic of people who work in hospitality industry is their
7. All our tours are sold out at
8. We are of the last year crisis.

Workbook

Unit 1 The World of Tourism and Hospitality

<i>Present Simple Tense</i>			
Form			
<i>Positive</i>	<i>Negative</i>	<i>Interrogative</i>	
I work	I do not (don't) work	Do I work?	Yes, I do ./No, I don't .
He/She/It works	He/She/It does not (doesn't) work	Does he/she/it work?	Yes, he/she/it does ./No, he/she/it doesn't .
We/You/They work	We/You/They do not (don't) work	Do we/you/they work?	Yes, we/you/they do ./No, we/you/they don't .
Person VERB/VERB + (e)s	Person DO/DOES NOT VERB	DO/DOES person VERB	Yes, person DO/DOES ./No, person DON'T/DOESN'T .
<p>Notice that the third person singular only (be it a pronoun <i>he, she, it</i> or a singular noun, e.g. <i>a waiter, a teacher, my boss, a colleague of mine</i>) takes -s or -es, depending on the final letter. -es is taken by verbs ending in S, SS, SH, CH, X, O and Y preceded by a consonant.</p> <p>Verb TO BE is an exception. When talking about the Present Simple Tense, it is the main verb of a sentence, i.e. it bears the meaning of Serbian 'BITI, POSTOJATI'.</p>			
I am	I am not = I'm not (!)	Am I?	Yes, I am./No, I'm not.
He/She/It is	He/She/It is not = He/She/It's not = He/She/It isn't	Is he/she/it?	Yes, he/she/it is ./No, he/she/it isn't .
We/You/They are	We/You/They are not = We/You/They're not = We/You/They aren't	Are we/you/they?	Yes, we/you/they are ./No, we/you/they aren't .
<p>Beware the following mistakes:</p> <p>*She work nine-to-five-day week. = She works nine-to-five-day week. (USE -S in the third person singular)</p> <p>*He doesn't works in this department. = He doesn't work in this department. (DO NOT FORGET to leave out -s in negative sentences and questions)</p>			
Use			
<p>The present simple tense is used to talk about (1) actions and situations that are generally or permanently true, (2) routines and things we do regularly, (3) scientific or other facts and (4) programmes and timetables (usually with the future reference).</p>			

<i>Present Continuous Tense: Form</i>			
<i>Positive</i>	<i>Negative</i>	<i>Interrogative</i>	
I am working	I am not (I'm not) working	Am I working?	Yes, I am ./No, I'm not .
He/She/It is working	He/She/It is not (isn't) working	Is he/she/it working?	Yes, he/she/it does ./No, he/she/it doesn't .

We/You/They are working	We/You/They are not (aren't) working	Are we/you/they working?	Yes, we/you/they do ./No, we/you/they don't .
Person Present Simple (To Be) VERB + ing	Person Present Simple (To Be Negative) VERB+ing	Present Simple (To Be) person VERB+ing	Yes, person Present Simple (To Be) ./ No, person Present Simple (To Be Negative) .

Beware the following mistakes:

*She working late this week. = She *is working* late this week.

*She is work late this week. = She *is working* late this week.

More Rules

There is a certain number of verbs which do not normally take the Present Continuous form. They describe states, rather than actions and take the form of the Present Simple Tense:

- Verbs of emotion: like, love, prefer, want, wish, regret, dislike, hate
- Verbs of possession: have, own, possess, belong to
- Verbs of the senses: hear, see, smell, sound, taste
- Verbs of thinking: believe, guess, imagine, know, realize, suppose, understand
- Verbs of appearance: appear, seem
- Other verbs: contain, depend, include, involve, mean, measure, require, weigh

I'm afraid I *don't know* what you *mean*.

I *see* what you *mean*.

Note that one syllable verbs with a short vowel double the final consonant before taking the **-ing** inflection:

- put putting
- run running
- sit sitting
- swim swimming

Use

The present continuous tense is used to talk about

- (1) an activity taking place at the moment of speaking,
- (2) actions, activities and current projects taking place over a period of time,
- (3) actions and activities when we want to point out that they are temporary rather than permanent,
- (4) slow changes that are taking place or current trends and
- (5) fixed future arrangements (when the decision about the future activity has already been made).

Present Simple vs. Present Continuous

I Read the following sentences. Which uses of the Present Simple Tense and Present Continuous Tense are contrasted? Fill in the table.

<i>Use</i>	<i>Example</i>
vs	I usually work in the evening, but this week I'm working morning shift.
vs	We're leaving tomorrow morning. Our plane takes off at 6 a.m.
vs	He works in Sun Travel and at the moment he's dealing

	with an enquiry.
vs	I work for a tour agency and we're developing a new line of products at the moment.
vs	Most tour operators make money on long-distance tours, however the latest statistics shows that the number of long-distance flights is falling.

II Put the verbs in brackets into the Present Simple Tense or the Present Continuous Tense.

1. The number of package holidays to Tunisia (fall) this year.
2. Which (markets/increase) these days?
3. When (our plane/take off)?
4. Do you happen to know when our plane (take off)?
5. A group of Italians (stay) at our hotel next week.
6. He (work) as a receptionist and he (look after) all guests.

III Put the given words into the appropriate place.

1. He works shifts. (sometimes)
2. We come on time. (always)
3. I cycle to work. (usually)
4. He is at his desk. (never)
5. Do they go abroad? (often)
6. She is not at work at this time of the year. (usually)

These are the words that show HOW OFTEN something happens. Where is their place in a sentence?

IV Match the words to make phrases. Make the sentences containing the phrases.

- | | |
|----------------|------------------------|
| 1. deal | a. solving |
| 2. the ability | b. with enquiries |
| 3. problem | c. with problems |
| 4. make | d. the staff |
| 5. work | e. room bookings |
| 6. high | f. shifts |
| 7. deal | g. to multi-task |
| 8. manage | h. season |
| 9. supervise | i. guests feel welcome |

V Explain the meaning of the following words and phrases.

1. to multi-task
2. off-peak
3. concierge
4. front desk
5. amenities
6. repetitive
7. put a value on sth
8. upbeat attitude

VI Rewrite the sentences in a more formal way.

1. Hi Bill; Hello Bill; Bill
2. We'll contact you soon.
3. Thanks for organising the conference.
4. Just to let you know that we've changed the date of the meeting.
5. Please let us know if you can make it.
6. We hope you can join us for dinner.
7. I'll call you at the end of the week.
8. Good luck!
9. We're having a party next week.

Plurals of Nouns: Irregular Plural

There are some rules about 'plural irregularities'.

1. Nouns with irregular plurals:
man-men, woman-women, child-children, foot-feet, tooth-teeth.
2. Nouns with singular and plural in –s:
crossroads, species, series, headquarters.
3. Nouns with the same form of the singular and plural: deer, fish, salmon, trout.
4. Nouns that have a plural without –s after a number:
dozen, hundred (e.g. five hundred), thousand, million.
5. Nouns with singular in –f(e) having plural in –ves:
calf (pl. calves), chief, half, knife, loaf.
6. Nouns with 'foreign plurals':
datum - data, medium - media, phenomenon - phenomena, analysis – analyses.
7. Singular nouns ending in –s:
economics, politics.
8. Plural nouns with no singular:
belongings, clothes, congratulations, contents, earnings, goods, news, outskirts, remains, surroundings, thanks.
9. Nouns with no plural form (Singular meaning is made by using *a piece of...*) :
advice, cake, furniture, information, luggage, spaghetti.

There are some singular nouns for groups of people which often take plural verbs, e.g. staff, personnel, team, board, committee.

*All staff **are** invited to the Company's Annual Party. (each and every of the staff members)*

*Our marketing staff **is** working on developing a new product. (staff as a whole, as one, impersonal unit)*

I Underline the correct word.

1. I need *an/some* information.
2. All staff *is/are* coming for a meeting.
3. They presented the *analysis/analyses* of the last year sales.
4. Can the financial *crisis/crises* in Greece influence the tourism in Serbia?
5. Would you, please, keep your *belonging/belongings* with you?
6. What's the latest *new/news*?
7. They have earned 5.5 *million/millions* so far.

II Rewrite the sentences using the given words. Make the necessary changes.

1. The information is correct. All of
2. He is always ready to give advice. a few
3. This tomato is not ripe yet. These
4. She brought a loaf of bread. three
5. They have ordered a fish. some

UNIT 2 Destinations

Modal Verbs for Obligation, Permission, Prohibition

Modals **must** and **have to** are used when something is absolutely necessary. **Have to** is used similarly to **must**. Its negative form is used when something is not necessary.

Can and **may** are used to express permission. When something is not permitted, **can't** is used.

Mustn't is used for prohibitions. **Should** is used for expressing recommendations, advice and mild obligations.

I Choose the appropriate modal to complete the sentences:

- You come to the meeting but it would help us all if you are there.
a. should b. don't have to c. mustn't
- Webe there fifteen minutes before the bus leaves.
a. can b. have to c. has to
- I don't want anyone to know. You tell anyone.
a. don't have to b. mustn't c. have to
- There is a lift in the building, so we climb the stairs.
a. don't have to b. mustn't c. have to
- Sue get up early. She gets up because she wants to.
a. doesn't have to b. mustn't c. has to
- If you want to lose weight, you eat so much chocolate.
a. should b. shouldn't c. have to

II Work in groups of three. You are hotel managers. Within your group, look at the following information and decide on the rules for the hotel staff. Use modals of obligation.

Example: Staff don't have to work weekends.

Be late for work

Be loyal to the hotel

Work weekends (how often?)

Work evenings (how often?)

Make personal phone calls

Take breaks

Chew gum while working

Be absent (for what reason?)

Holiday leave (how often?)

Wear a uniform

Take the uniform out of the hotel

Clothing for receptionists

Clothing for kitchen staff

Auxiliary Verbs

Auxiliary verbs are function words, i.e. they have a grammatical function. An auxiliary verb is used to add functional or grammatical content to the information expressed by the main verb.

TO BE *Simple Present:* am, is, are *Simple Past:* was, were *Past Participle:* been

It is used as an auxiliary in continuous tenses and the passive voice.

TO HAVE *Simple Present:* have, has *Simple Past:* had *Past Participle:* had

It is used as an auxiliary to form perfect tenses in the active and passive voice.

TO DO *Simple Present:* do, does *Simple Past:* did *Past Participle:* done

It is used as an auxiliary to form negatives and interrogatives for most verbs in the Simple Present and Simple Past Tense.

III Insert the missing auxiliary verb.

- | | | |
|--|---|---|
| 1. Tell me, _____ you coming to the party? | 5. She _____ not want to stay at home. She wants to go out. | 8. _____ Belgrade as beautiful as people say? |
| 2. They _____ just finished the job. | 6. He _____ already visited this museum. | 9. _____ you often travel abroad? |
| 3. What _____ you doing next week? | 7. How long _____ you been here? | 10. _____ she got a blue car? |
| 4. What _____ you do in your free time? | | 11. Where _____ you from? |

IV Decide if 's is the contraction of is or has.

- | | |
|--|--|
| 1. She's excited about travelling to England.
..... | 4. John's making a trip next weekend.
..... |
| 2. He's made a cup of tea. | 5. It's taken me a lot of time to see all the sights. |
| 3. There's nothing to eat in the fridge.
..... | 6. She's gone on a holiday trip. |

V Make sentences using the appropriate present tense and the time adverbials in the box below:

two or three times a year; rarely; for a week; this morning; at present; as often as I can; still; frequently; hardly ever; these days.

- | | |
|-------|-------|
| | |
| | |
| | |
| | |
| | |
| | |

VI There are four incorrect verb forms in the following sentences. Underline and correct the mistake.

- | | |
|--|--|
| 1. Are you listening to what I am saying?
..... | 4. We are having a party on Saturday. It's my birthday.
..... |
| 2. How long do you live here?
..... | 5. I am thinking this tour sounds interesting.
..... |
| 3. She works here since 2010.
..... | 6. Look at him! He's drinking his medicine, but I can see he hate it.
..... |

VII Make adjectives from the following nouns and use them in sentences of your own:

- | | |
|----------------|------------------|
| nature | number |
| mountain | benefit |
| south | attraction |
| hill | culture |
| fame | history..... |

VIII Match the parts of the sentences listed in column A with appropriate parts listed in column B to make phrases that usually appear at the beginning or the end of letters and emails. Then decide if the phrases are used in formal or informal writing (write F or I).

- | | |
|---------------------------------------|--|
| 1. I'm really sorry | a. letter which I received on May 14. |
| 2. Thank you for your | b. to inform you that we... .. |
| 3. Should you have any questions, | c. if you could send us your contact |
| 4. We are pleased | information. |
| 5. We would be grateful | d. your letter of April 15, we would like to |
| 6. With reference to | confirm your booking. |
| 7. I can't wait | e. to hear from you again |
| 8. We look | f. forward to hearing from you again. |
| 9. If you need to know anything else, | g. please do not hesitate to contact us. |
| 10. I'm waiting impatiently | h. it took me so long to get back to you. |
| | i. just drop me a line. |
| | j. for your reply. |

Unit 3 Types of Holidays

Collocations

I Match the words in A with the words in B:

A	B
golf	centre
tennis	facility
trim	spring
historic	area
exercise	trail
ski	court
information	course
entertainment	run
business	equipment
thermal	site

<i>Numbers</i>	
Cardinal	Ordinal
- one	- first
- two	- second
- three	- third
- four	- fourth
- five, etc.	- fifth
- twenty	- twentieth
- twenty-eight	- twenty - eighth
- thirty	- thirtieth
- a hundred	- hundredth
- a hundred and one	- hundred and first
- million	- millionth

- The words **hundred, thousand, million** and **dozen** must be made plural when used loosely, merely to convey the idea of a large number. In this case, they are followed by the preposition **of**:
hundreds of people, thousands of protesters ...

- The preposition **of** is also used after fractions, but can be omitted after **half**:
half (of) my students, a quarter of an hour...

- Decimals below 1 are often followed directly by plural nouns:
nought point six miles

Fractions and decimals over 1 are followed by plural nouns:

*one and a half hours****** Note:**

- first floor (BrE) = second floor (AmE)
- ground floor (BrE) = first floor (AmE)

I How do we read the following numbers:

- 0.1625 km -
- $3\frac{3}{4}$ km -
- 5,366,125 -
- 122nd -

Linking verbs

- are used to join an adjective or noun complement to a subject: *be, seem, appear, look, smell, taste, sound, feel, become, get...*

- are followed by adjectives, not adverbs:

He seems nice.

- Some of these verbs can be used as ordinary verbs and then they are followed by adverbs:

The teacher suddenly appeared in the doorway.

- The following linking verbs are used to talk about change/absence of change: *become, get, go, grow, turn, stay, remain, keep:*

It's getting cold.

- Other verbs, when describing the subject of a sentence, not the action, can be followed by adjectives:

She sat quiet.

Adverbs

- Most adverbs of manner are formed by adding **-ly** to the corresponding adjectives:

beautiful – beautifully

quick – quickly

gentle – gently

happy – happily

- Some adjectives and adverbs have the same form:

- good – well - hard – hard

- fast – fast - late – late

- near – near

*****Note:**

- His car seems **fast**. He drives **fast**.

- We are **good** friends. I know her very **well**.

- He walks **hard**. He can **hardly** walk.

- He came **late**. I haven't seen you **lately**.

- I live **near**. It was **nearly** five o'clock.

I Underline the correct word:

1. Your new dress looks **nice/nicely**.
2. The coffee smells **good / well**.
3. I always drive **safe/safely**.
4. Don't go up that ladder. It doesn't look **safe/safely**.
5. I've hurt myself quite **bad/badly**.

6. I can type a bit, but I am very **slow/slowly**.

7. I'm afraid I can only type very **slow/slowly**.

8. She shouted **angry / angrily** at the children.

9. They made her **angry / angrily**.

Past Simple

Form:

1. Regular verbs + **-(e)d**:

- love – loved - stop – **stopped**
- work – worked - carry – **carried**

*He **watched** a film last night.*

***Did** he **watch** a film last night?*

*He **didn't watch** a film last night.*

2. Irregular verbs: **II column** in the list of irregular verbs:

- go – went - do – did-
- see – saw - have – had

*I **did** the homework yesterday.*

***Did** you **do** the homework yesterday?*

*I **didn't do** the homework yesterday.*

*** **TO BE – was/were:**

*He **was** late yesterday.*

***Was** he late yesterday?*

*He **wasn't** late yesterday.*

Use:

1. For actions completed in the past at the definite time: **yesterday, last..., ...ago**

*My mum **was born** in 1949.*

*We **moved** here 10 years ago.*

2. When the time of an action is asked for:

*When **did** you **get up**?*

3. When the action clearly took place at a definite time even though the time is not mentioned:

*Tom's party **was great**.*

4. For a past habit:

*He **always smoked** while driving.*

*****Note:** -ed is pronounced as follows:

1. /d/ after vowels and voiced consonants: *died, moved, used...*
2. /t/ after unvoiced consonants:
helped, passed, worked...
3. /ɪd/ after /t/ and /d/:
wanted, needed, started, ended

I Put the verbs in brackets into the Present Simple/Continuous or Past Simple Tense:

1. Frank (collect) stamps in his spare time. It's his hobby.
2. He (can) swim very well when he was 5.
3. (he, study) German ten years ago?
4. Because of the present threat of war, the best qualified people (leave) the country.
5. We usually (have) dinner at 6, but tonight we (have) dinner at 8.
- Mum (be) late.
6. We (have) great fun at David's birthday party.
7. I (not, get up) at 6 yesterday. I (get up) at 8.

II Make questions for the underlined words:

1. I arrived late because I missed the bus.
2. We are going out now.
3. I was 26 when I got married.

4. I spoke to Ann yesterday.
5. He treats guests with respect.

Unit 4 Accommodation

Comparison of adjectives

There are three degrees of comparison: *positive*, *comparative* and *superlative*. The positive degree, **as+positive+as**, indicates two or more persons or things of equal quality. e.g. *He is as ambitious as his brother.*

In negative sentences as+positive+as is often replaced by **so+positive+as** to indicate inequality, e.g. *They are not so happy as we are.*

Comparative degree

The comparative form expresses the higher degree of some quality. The comparative can be followed by *than*.

One-syllable and some two-syllable adjectives add *-er* for the comparative.

Long adjectives form their comparatives by means of *more*.

We can modify the comparative with *much*, *a lot*, *far*, *slightly*, *a bit*.

e.g. *I got up far later than usual. It's much faster by plane.*

Superlative degree

The superlative expresses the highest degree of a quality. It is always preceded by the definite article.

One-syllable and two-syllable adjectives add *-est* for the superlative.

Long adjectives form their superlatives by means of *most*.

The comparative can be emphasized with *very* and *by far*.

e.g. *This is the very lowest price.*

Spelling rules

Adjectives ending in *-e* add *-r/-st*. e.g. *finer, safest, larger*

Adjectives ending in a consonant +*y* change *-y* into *-ie* before *-r / -st*. E.g. *lovelier, luckiest, prettier*

Adjectives ending in a vowel +*y* do not change *-y* before *-er* and *-est*. E.g. *greyer, the greyest*

Adjectives ending in a single vowel +single consonant double the consonant, e.g. *sadder, thinner, wettest, hottest*.

Some adjectives have **irregular forms**

	Good	better	the best
	Bad / ill	worse	the worst
	Little	less	the least
Much/many	more	the most	
Far	farther/further	the farthest/furthest	
Old	older/ elder	the oldest/ eldest	
Late	later/ latter	the latest/ the last	

I Complete the sentences with the comparative form of the adjectives listed below. Use *than* where necessary.

thin high hot quiet crowded healthy expensive good cheap

1. The weather is too cold in England at this time of year. I'd like to go somewhere
2. It's too noisy here. Can we go somewhere
3. I can afford to go to Greece but not to England. Tours to England are tours to Greece.
4. Our hotel is far from everything. We want to move to a location.

5. Most agencies have sales in March. Most package holidays are 25% they are in high season.
6. You look the last time I saw you. Have you lost weight?
7. I couldn't get a seat in the restaurant. It was usual.
8. Organic juice is Coke.
9. Mountains are hills.

II Make your own comparisons using the words provided and the structure as...as.

(E.g. My hotel/ large/yours - My hotel is as large as yours.

This holiday/expensive/ that one - This holiday isn't as expensive as that one.)

- | | |
|--|--|
| 1. Traveling places/ interesting/ reading about them | 6. France/beautiful/England |
| 2. Train/ fast/ airplane | 7. My apartment/convenient/ yours |
| 3. Belgrade/popular destination/ Novi Sad | 8. Big cities/safe/ small towns |
| 4. Lemon/ sweet/ orange | 9. New York hotels/expensive/France hotels. |
| 5. The staff in this hotel/friendly/I expected | |

III Complete the sentences with the correct superlative form of the following words:

delicious heavy convenient cheap high

- | | |
|---|---|
| 1. This restaurant is fantastic. That is cake I've ever eaten. | 4. When we travel, she always carries suitcase. |
| 2. Mount Everest mountain in the world. | 5. This hotel room is of all the rooms I have seen. |
| 3. My dinner only cost 500 dinars. That was restaurant in town. | |

Present Perfect Tense

The Present Perfect links the past and the present. It is formed with the present tense of the auxiliary TO HAVE plus the past participle of the main verb.

e.g. *I have been... Have you been...? I have not been...*

It can be contrasted with the Simple Past Tense. The adverbial that accompanies the verb often determines the choice between these two tenses.

The Present Perfect Tense is used:

- For actions or situations that began in the past and are still continuing. Often used with *since* (indicating the beginning of the action) or *for* (indicating the duration of the action).

e.g. *I've known Marko for five years. (and I still know him)*

- For a completed action that has a result in the present without mentioning the actual time when it happened.
e.g. *I've lost my keys. (the result: I can't get into my house now)*
They have arrived. (meaning: they are here now)
- For actions that are part of someone's life experience. (when the person is still alive)
I have been to France three times.
- For actions performed in a period that has not finished yet.
e.g. *I've seen Marko this week.*

Adverbials:

just yet ever already never before recently lately so far up to now since for today this morning/year...

The Simple Past Tense is used:

- For completed actions and past situations.
e.g. *I lived in Belgrade for five years. (but then I moved away)*
- To describe past actions without linking them to the present.
e.g. *I lost my keys yesterday. I was furious! (There is no result now. I probably got new ones yesterday)*
- For finished actions in someone's life. (when the person is no longer alive)
e.g. *My grandmother went to Belgrade three times.*
- With adverbials indicating a finished time period (*last week, last month, yesterday*)
e.g. *I saw Marko last week.*

I Complete the sentences using the correct form of the verbs. Use the Past Simple or Present Perfect Tense.

1. I would love to visit Paris. I (never/be) there.
2. When are you going to fill in the reservation form? – I already (fill) it in. I (fill) it in ten minutes ago.
3. We (visit) many places since the tour (begin).
4. Ana (work) in that agency for three years.
5. They (go) to France when he (be) only four.
6. I (have) a toast for breakfast this morning.
7. Look! Someone (leave) the handbag in the room.
8. I can't get into my room because I (lose) my keys.
9. It's the first time I (eat) caviar.

Unit 5 Front Desk

<i>There is /are = sth is present/exists</i>	
There is/isn't	a singular noun
There are/aren't	a plural noun
There is/isn't	a sing. noun, a plural noun, etc.

There are/aren't	a plural noun, a singular noun, etc.
<p><i>e.g. There is a TV in each room. There are two lamps in each room. There is a TV and two lamps. There are two lamps and a TV.</i></p>	

I a) Complete the sentences:

1. There a fitness centre in the hotel.
2. There some people in the lobby.
3. there any towels in the bathroom?
4. There a minibar in the room.

b) Translate into English:

1. У хотелу се налазе две мењачнице.
2. Постоји ли базен у хотелу?
3. Хотел има само три спрата и нема лифт.

<i>Modal verbs (+ infinitive)</i>	
Modal Verb	Use
can	ability, permission, possibility, offer
could	polite request, past ability, suggestion
must	logical conclusion, obligation/necessity
will	willingness, intention, instant decisions
would	invitation, making arrangements, prediction
may	possibility, permission
might	possibility (smaller chance), polite suggestions
should	advice, recommendation, suggestion, obligation
shall	offer, suggestion/volunteering (usually in 1 st person)
ought	personal responsibility, moral obligation, duty

- No **-s** in 3rd person singular:
He can swim.

- Questions, negatives and short answers are formed without **DO**:
Can he swim? / He can't swim.

- Followed by infinitive without **TO** (**ought** is an exception):
You should go. / You ought to go.

- **Should, would, might, could** are used as past tenses of **shall, will, may, can**. For other tenses

we use a different form:

He could swim when he was 5. He'll be able to swim soon.

I must go to the bank today and I'll have to go there tomorrow.

- Modal verbs followed by a perfect infinitive can express some past ideas:

I may have annoyed you yesterday.

II a) Use modals to complete the sentences:

1. You smoke in the lobby. It's forbidden.
2. You get more towels here.
3. you like a cup of tea?
4. I use the phone, please?
5. You check your things before you check out.
6. Excuse me, I help you?
7. I bring you your key?
8. Your room is on 3rd floor, so you take a lift.
9. It was so unprofessional. You have talked to the Manager.

b) Use a modal verb instead of the words in italics:

1. *It's a good idea for us to book a room in advance.*
2. *It's a top priority that we increase the occupancy rate.*
3. *There's a slight chance that we will get a business suite.*
4. Does the new manager *know how* to attract more guests?

Imperative = commands, orders, requests, instructions

Affirmative form

- | | |
|--------------------------|--------------------|
| 1. Let me do it! | 1. Let us do it! |
| 2. Do it! | 2. Do it! |
| 3. Let him/her/it do it! | 3. Let them do it! |

Negative form

- | | |
|------------------------------|------------------------|
| 1.. Let me not do it! | 1. Let's not do it! |
| 2. Don't do it! | 2. Don't do it! |
| 3. Let him/her/it not do it! | 3. Let them not do it! |

III a) Complete the following sentences:

1. the door please when leaving the room. (lock)
2. the windows open when you are not in the room. (not, leave)
3. with guests. (not, argue)
4. calm and patient even with extremely boring customers. (stay)

b) Translate these sentences:

1. Сиђите низ ове степенице, па скрените лево. Ресторан је на крају ходника.
2. Хајдемо лифтом! Тешке су нам торбе.

3. Нека директор хотела реши проблем.

<i>Relative pronouns</i>			
Relative pronoun	Subject	Object	Possessive
people	who/that	who/whom/that	whose
things, animals	which/that	which/that	whose

<i>Prepositions of place and time</i>	
Prepositions of place	
AT +	- a place seen as a point - an event (a group of people) - the name of an organization - an address
IN +	- a position within a larger area - the kind of place - travel using taxis or cars - the name of a road:
ON +	- surfaces (walls, floors, shelves) - travel by bus, plane, train
Prepositions of time	
AT +	- exact points of time - short holidays. - mealtimes "night" = when it is night
IN +	longer periods of time parts of the day
ON +	(part of a) particular day, date

IV Use the correct preposition:

- | | |
|--|--|
| 1. We met a conference. | 7. See you Easter/Christmas. |
| 2. He'll probably go the bus. | 8. We'll be checking in |
| 3. There's a conference Italy. | Monday/11 th October/Easter Sunday. |
| 4. The sauna is the first floor. | 9. She works Marks & Spencer. |
| 5. She works a shoe shop. | 10. We arrived the station 7. |
| 6. He lives Park Road. | |

V Complete the sentences:

- | | |
|---|---|
| 1. The girl we talked to was nice. | 3. That is the man wife asked to talk to the Manager. |
| 2. The room we wanted to book wasn't available. | |

Unit 6 Restaurant Services

I Complete the sentences with suitable words. The first letter of the word is given.

- a) Waiter: Good evening, sir.
 Guest: A t..... for two, please.
 Waiter: C..... Just here.
- b) Guest: Could we sit by the window?
 Waiter: I'm sorry. The window tables are all r.....
- c) Guest: Are you ready to o....., sir?
 Waiter: Yes, I'll h..... a soup for starters and my wife would l..... a salad.
- d) Guest: Can I have the b....., please?
 Waiter: H..... it is, sir.

II Make questions the waiter can ask at a restaurant to which these may be the responses:

- a) I won't have the wine, thank you.

- b) I'll have a piece of apple pie.

- c) It's a Serbian national dish.

- d) That sounds nice.

- e) Delicious, thanks.

Offers and Requests with Modals

Modals are used to offer to do things to others or ask them to do something. In many cases the choice of a modal verb depends on the level of politeness and formality.

Polite requests and offers with *I* as the subject

May I and **Could I** are used to request permission. In this meaning **Could** refers to the present or future, not to the past. (*May I (please) borrow your book? Could I borrow your book, please?*)

In a less formal way it is possible to make a request using a modal **Can**. (*Can I borrow your book?*)

Shall I is mostly used to make offers. (*Shall I carry this bag for you?*)

Polite requests and offers with *You* as the subject

Would you is a very common way to make polite requests and offers. It is often considered more polite than **Will you** although their meanings are almost the same. (*Would you lend me fifty pounds? Will you (please) lend me fifty pounds?*)

Could you also has similar meaning and is equally polite as **Would you**. (*Could you borrow me the book (please)?*)

Using **Could you** additional meaning is conveyed - *Is it possible for you to do this?*

Can you is a less formal way of making requests than **Could you** and **Would you**.

III Write sentences using appropriate modals to:

- | | |
|--|--|
| a) ask your friend to open the door
..... | c) ask a colleague to borrow a pencil
..... |
| b) offer a sandwich to your friend
..... | d) ask for some water from the waiter
..... |

e) offer help to a customer
.....

f) ask a guest to repeat the question
.....

IV Cross the odd word out in each group. Explain your choice.

1. lamb, bacon, pork, cow, veal
2. cherry, spinach, pineapple, peach, pear
3. cabbage, pea, plum, cucumber, carrot
4. lunch, dinner, supper, barbecue, breakfast

- b) I usually have a bowl of for dinner.
- c) I don't like this cake. It's too
- d) Don't eat food if you don't want to lose weight.
- e) "How would you like your eggs?" "....., please".
- f) I've never tried the chili sauce because I don't like food.
- g) I prefer potato.
- h) I'm on a diet, and I'll have only a of cake.

V Complete the sentences with the words from the box:

pear sweet bowl boiled fried
mashed spicy slice

a) She usually has a or some other fruit for snack.

Quantifiers

Quantifiers are words that are used to describe the number or quantity of something

Some is used:

- in affirmative sentences (*There are some people waiting.*);
- in questions when the positive reply is expected (*Would you like some tea?*);
- in requests
- to mean *certain* (*Some people believe everything they hear.*);
- to mean *several* (*I haven't heard from him for some years.*).

Any is used:

- in sentences with negative meaning (*I don't want any sugar. There's hardly any time left.*);
- after *if* (*Buy some apples if you see any.*);
- to mean *it doesn't matter who or which* (*Any pupil knows the answer to this question.*).

No is used with a meaning *not any* or *not a/an*. **No** is used with an affirmative verb.

(*There aren't any apples on the table.* or *There are no apples on the table.*)

(*This is not a cake.* or *This is no cake.*)

Much is used with singular uncountable nouns. **Many** is used with plural countable nouns. **Much** and **many** are used in negative statements and questions.

A lot of (lots of) is used with plural countable or singular uncountable nouns in affirmative sentences.

Few and **a few** are used with plural countable nouns.

Little and **a little** are used with uncountable nouns.

A little means *some* but *not much*, *a small quantity*.

A few means *a small number*.

VI Underline the correct alternative.

1. There's *many/a few/no* milk in the fridge.
2. Would you like *a little/a few* orange juice?
3. How *much/ many* coffee do you drink?
4. I'll need *a few/ a little* sugar for the coffee.
5. There are only *a little/ a few* eggs in the fridge.
6. She ate *a little/ a few/ much* rice, she wasn't very hungry.
7. I ate *a little/ a few/ much* chips, I wasn't very hungry.
8. She found *a little/ a few* cookies in the cupboard.
9. Take *a little / a few* water to feel better.
10. I don't have *much/ many* time.
11. I think it's too *much/many* salt for my taste.
12. How *much/ many* wine does he drink?
13. How *much/ many* butter do we need?
14. Have we got *any/ a little* honey jars in the fridge?
15. How *many/ much* bottles of orange juice is/are there in the fridge?
16. I haven't got *any/ much/ some* luggage.

The Passive Voice

The passive voice is widely used in English, but only transitive verbs can have the passive form. It is used:

- when the agent, or the doer of the action, is unknown, unimportant or obvious from the context (*English is spoken all over the world.*);
- when the action is more important than the agent (*The new hotel was opened last month.*);
- when we do not want to mention the agent (*I was told that you were abroad.*);

The passive structures are formed by **BE** + past participle:

Simple Present Passive: **am/ is/ are** + **Past Participle**

Simple Past Passive: **was/ were** + **Past Participle**

Changing from active into passive voice

The object of the active sentence becomes the subject of the passive sentence;

The verb is changed into the passive form – the verb **BE** takes the same tense as the verb in the active sentence and the past participle of the main verb is added;

When we want to emphasize the agent, it is placed at the end of the sentence after **BY** (*This picture was painted by Picasso.*)

If a sentence has both direct and indirect objects, two passive sentences are possible, but it is more usual for the indirect object to become the subject of the passive sentence.

Keep in mind that prepositions or adverb particles must not be left out if verbs of active sentences are followed by them.

VII Rewrite the active sentences to make the passive ones.

1. People make cheese and butter from milk.
-
2. They blamed the manager for everything.
-
3. The chef prepared tasty dishes yesterday.
-

- 4. Some visitors wore identity badges.
.....
- 5. We keep the butter here.
.....
- 6. People use a computer to do that job
nowadays.
.....

- 7. They do not allow smoking in this
building.
.....
- 8. They served over 100 meals yesterday.
.....
- 9. They offered me a job in this hotel.
.....

Unit 7 National History and Cultural Heritage

Past Continuous

The Past Continuous or Progressive Tense is used to refer to (1) the actions in progress that are often interrupted by other past events, (2) the background description of an event or action happening at a specific moment in the past, (3) changing states, or (4) simultaneous past actions.

- (1) *While we were queuing, a man told us to follow him.*
- (2) *We were sitting at the bar enjoying our morning coffee. The rest of the group were at the pool. Some of them were swimming, while others were either talking or just lying and doing nothing.*
- (3) *The situation was getting worse all the time. One after another tourists were getting sick and we were running from room to room trying to help them.*
- (4) *While he was making a phone call, we were trying to get in touch with the tour guide.*

Past Perfect

The Past Perfect Tense is used for an event that happened in the past before another past event, but there is no time expression which would make this clear.

By the time we packed our suitcases, they had already left the hotel.

Remember, there are always two past actions for the Past Perfect to be used!

I There is a mistake in each sentence. Find it and correct it.

- 1. We arrived last night at the Sun Beach Hotel, where we have booked a villa room.
- 2. On the arrival at the hotel, we encountered a most unpleasant scene. The receptionist was yelling at a guest who just told him that he had lost his key.
- 3. Last year's Festival host 300,000 people.
- 4. While we waited to enter the Niš Fortress, a man approached us.
- 5. This year's Carneval has ended two weeks ago.
- 6. The construction of Studenica started in 12th century while Stefan Nemanja ruled this part of the country.

Reported Speech (No Sequence) – Basic Rules

Statements

When reporting somebody's words with the introductory verb in a present or future tense, there is no change of the tense of the reported words. However, person does change. (*'I'm sorry.'* becomes: *He says (that) he's sorry.*) The introductory sentence is usually connected with the main one with **THAT**. However, it can also be left out.

He says (that) he works for a travel agency.

Requests/Commands/Instructions

When reporting a request, command or instruction, the form of the reported verb is not changed, regardless of the introductory verb form. They are usually expressed by

a verb of request/command/advice +object+the infinitive with TO.

Negative requests, commands and instructions are expressed by

a verb of request/command/advice +object +NOT + the inf. with TO.

We are/were told to sit and wait.

They ask/asked us not to leave our room that evening.

Questions

When reported, a question becomes a statement. Thus, the word order is the same as in the statement. This means that the subject comes before the verb and the question mark is not used. The questions beginning with a question word will use the same word as the link word between the introductory clause and the main clause. If the direct question begins with a question word (who, why, what, how, etc.), this same word is used as the link. The YES/NO questions are reported with *if* or *whether*.

NOTE: *Say* and *tell* are not interchangeably used in the reported speech. *Say* is usually used with the actual words spoken and is never used with the infinitive in the reported speech. On the other hand, *tell* is never used with the actual words spoken (~~*He tells*~~: '...'). A personal object is always present (*He told you to/that...*).

If the sentence to be reported is a complex one (e.g. a statement and a question), both parts are to be reported independently, i.e. each part is to be introduced by an appropriate verb.

'We are visiting the National History Museum this afternoon. Where are you going?'

She says they are visiting the National Museum and wants to know where we are going.

II Report the following sentences:

1. 'We'll meet in front of the hotel at noon.'
2. 'When is our train leaving?'
3. 'How much do we have to pay?'
4. 'Did you have a good trip?'
5. 'Have a look at this part of the room, please.'
6. 'Don't leave your luggage unattended.'

III What are the speaker's actual words?

1. He told us to be in front of the Museum at 3 o'clock.
2. We want to know who is going to wait for us at the airport.
3. The guide told us not to buy any jewelry in the streets.
4. He wanders if that will incur additional expenses.
5. She asks you to give her your passport.
6. We think that it is too expensive.

IV Complete the sentence with a suitable embedded question. Use the words given in the brackets to help you. Make all necessary changes and add more words where needed.

1. I'm afraid I don't know (where/the TIC).
2. I need to fly to London next Friday. Could you tell me (when/a suitable flight).
3. There is a price list enclosed. However, I haven't seen (the prices/remain the same).
4. They expect me to say (I/think) about the new proposals.
5. The stakeholders will want to know (the company/do well) in the previous year.
6. I can't find the sauna, so I'll ask at the reception (where).

V Rewrite the sentences beginning with the given words.

1. Where can I change some money?
Can you possibly tell me ?
2. Where is the sauna?
Could you tell me, please?
3. How much does that tour cost?
I'd like to know
4. How can I get to the city centre?
Can you explain
5. Where did you hear about our agency?
I wonder if
6. Where is the nearest bank?
Excuse me, I'd like to know

Unit 8 Tour Operators

Future Simple vs To Be + Going to

- He will come tomorrow.
- Will he come tomorrow?
- He won't come tomorrow.
- He is going to come tomorrow.
- Is he going to come tomorrow?
- He isn't going to come tomorrow.
- To predict a future event based on our opinion or past experience, we use WILL + INF. (with the following verbs: think, hope, believe, know, suppose, imagine...)
- *I think he will be a doctor some day.*
- To predict a future event because we have some evidence for it now, we use GOING TO:
- *Look at the sky! It is going to rain.*
- *That girl looks weird. She is going to faint.*
- To talk about intentions or decisions about the future that have already been made, we use GOING TO:
- *Tony has just told me that he is going to move to Spain.*
- *She has been saving money for some time and now she's going to buy a new car.*
- For a decision made at the moment of speaking, we prefer WILL:
- *The phone is ringing. – Wait! I'll get it.*

I Use *will* or *going to* and one of these verbs to complete the sentences:

have see paint explode walk retire

1. Get out of the building! It sounds like the generator
2. Tim early, before he is 65. He mentioned it at the meeting recently.
3. I think I home across the park.
4. A: Can we meet at the station at 10 o'clock?
B: Okay. I you there.
5. Don't sit on that bench. I it.
6. I'm sure you a good time at the party.

To Be + Going to vs Present Continuous

- we use GOING TO to talk about intentions to do something in the future:
- *I can't go out tonight. I am going to meet David at the airport. I want to surprise him.*
- we use the present continuous when we talk about a definite arrangement:
- *They're leaving from Frankfurt airport at 7.00. (they've bought the tickets)*
- we prefer GOING TO with the verb BE, and the present continuous with the verb GO:
- *I'm going to be Tokyo in May. (not I'm being...)*
- *I'm going to university next year. (rather than I'm going to go to university...)*

II Use *going to* and *the present continuous* to complete the sentences:

1. I can't walk any further. I (sit) on that bench for a while.
2. The service here is very slow. I (complain) to the manager if we are not served soon.
3. I have to get up early tomorrow. I (have) a physics class at 8.
4. It is not a deep cut, but it (leave) a scar.
5. Clear the area! The bomb (explode)!
6. The bank has announced that it (increase) the interest rate by one percent from tomorrow.

Present simple for future

- when we talk about the future events which are part of some official timetable or programme:
- *The film starts at 8 tonight.*
- *The train leaves at 9 next Monday.*
- *The next meeting is on 5th November.*
- in time clauses beginning with: ***after, when, as soon as, before, until:***
- *After you go on another 50 meters, you will see a path on your left.*
- *Wait until I call you.*
- in conditional clauses, after if, unless, in case, provided:
- *If he has the money, he'll buy the house.*
- *Unless he has the money, he won't buy the house.*

III Use the present simple or future simple of the given verbs:

1. After he (come) out of hospital, he'll need a good rest.
2. I'll take two pens in case one (run out).
3. Some people believe that the Earth (be) destroyed by a nuclear accident.
4. The national No-smoking week (start) on 24th October.
5. Jim has just phoned He says he (visit) us tonight.

Future Continuous

WILL BE + PRESENT PARTICIPLE
(verb + - ing)

- When we talk about an activity that will be in progress at a particular time in the future:
 - *This time tomorrow, we'll be swimming in the lake.*
 - *Will you be swimming this time tomorrow?*
 - *We won't be swimming this time tomorrow.*

Future Perfect

WILL HAVE + PAST PARTICIPLE
(verb + -(e)d; III column)

- To say that something will be ended, completed, achieved by a particular point in the future.
 - *By the time you get back, I will have cleaned the house from top to bottom.*
 - *Will you have cleaned the house from top to bottom by the time I get back?*
 - *I won't have cleaned the house from top to bottom by the time you get back.*

Future Perfect Continuous

WILL HAVE BEEN + PRESENT PARTICIPLE

- Like the Future Perfect, it is used with a time expression beginning with BY, but it expresses a continuous activity or emphasise the duration of an activity:
 - *By 4 o'clock, we will have been studying for 8 hours.*

Time Clauses

Present tenses are often used instead of WILL + INFINITIVE to refer to the future in time clauses which begin with conjunctions of time such as: *when, until, after, before, as soon as*. Present Perfect is used instead of the Future Perfect to express the idea of completion. This is called tense simplification –the main verb makes it clear what kind of time the speaker is talking about, so there is no need to repeat the same time in subordinate clauses.

IV Use the appropriate future tense to complete the sentences:

1. I (say) more about that topic in my next lecture.
2. Next month I (know) you for 50 years.
3. Next year I (drive) this car for 20 years.
4. By 2 o'clock, she (do) the homework.
5. I'll phone you when I (finish) dinner.
6. By 2 o'clock, she (do) the homework for five hours.

*** **Note:** the Future Simple and present forms are often both possible in the same situation; the choice depends on which aspect we want to emphasise:

- *What will you do next weekend?* (open question about the future; perhaps no clear plans have been made)
- *What are you doing next weekend?* (emphasis on fixed arrangements)
- *What are you going to do next weekend?* (emphasis on intentions)

Unit 9 Travel Agencies

Conditionals

Conditional sentences are complex sentences used to talk about possible or imaginary situations and

their consequences or results. One of the clauses starts with IF (or a similar word), and this is the conditional clause. The other clause talks about the result of the conditional clause and this is the main clause.

The two clauses can come in any order. If the conditional clause comes first, a comma is used between it and the main clause. However, we don't use a comma if the main clause comes first.

Zero Conditional

Conditional clause		Main clause
present tense		present tense
If When Whenever	you heat ice, she is not in, you don't water plants,	it melts. her machine takes a message. they die.

We use the Zero Conditional to talk about something that will always happen if a particular condition is met (scientific facts, universal truths, general validity).

In these sentences, 'if' has the same meaning as 'when(ever)'.

First Conditional

Conditional clause		Main clause
present tense		future tense / imperative / modals
If	I see Ann, she is not in, you are late for dinner,	I'll tell her to call you. leave her a message. Your mum might get angry.

We use the First Conditional to talk about something that will happen if a particular condition (which is likely to happen) is met.

***Note: In conditional sentences you don't always use 'if' and 'if not'. You can use 'provided that' or 'so long as' instead of 'if'. You can use 'unless' instead of 'if not'.

I Complete the following conditional sentences:

1. If people travel abroad, they (take) their passports with them.
2. I (telephone) you if I find your passport.
3. Someone may steal your car if you (not lock) it.
4. If he (be) late, we will go without him.
5. If we leave the car here, it (not be) in anyone's way.
6. Unless you sell more excursions, you (not get) much commission.
7. She'll be late for the train if she (not start) at once.
8. If he (work) hard today, can he have a day off tomorrow?
9. If you freeze water, it (turn) to ice.
10. If I tell you a secret, (you, promise) not to tell it to anyone else?
11. If you (not be) satisfied with the hotel services, call your travel agent immediately.

II Rewrite the following sentences using unless:

1. If he doesn't save some money, he won't go on vacation.
2. You will feel cold if you don't wear a coat.
3. You cannot go into bars if you are not over 18.
4. If you don't slow down, we'll have a crash!

Articles

Indefinite Article – a/an

Pronunciation

a company /ə'kʌmp(ə)ni/
 a hotel
 a receptionist

a university
 a European company

BUT:
 an office /ən'ɒfɪs/
 an hour

Use

1. to denote one person or thing mentioned for the first time
2. with singular nouns only
3. before jobs
4. denoting number one
5. to say what a person or a thing is
6. in exclamations starting with *what* + countable singular noun
7. after *quite/rather/such* + countable singular noun

Example

She works in *a travel agency*.
 There is *a man* outside.
 She is *a tour guide*.
a hundred, a thousand
 Barcelona is *a city* in Spain.
What a lovely view!
 It was *such a nice hotel*.

Definite Article – the

Pronunciation

the company /ðə'kʌmp(ə)ni/

the office /ði:'ɒfɪs/

Use

1. when it is clear which person or thing we think of
2. before notions that are one of a kind
3. before *same* and *next*
4. before musical instruments
5. before ordinal numbers and superlatives
6. before parts of the day
7. before seas/rivers/deserts
8. mountain and island groups
9. before plural names of countries and those having 'republic', 'state' or 'kingdom' in its name
10. in the construction *name with of*
11. before names of hotels, restaurants, pubs, cinemas, theatres, museums
12. before a noun to make an adjective denoting a class of things
13. most geographical regions
14. in prepositional phrases (at/on/in...)

Example

We'll meet outside *the town hall*.
 It's in *the kitchen*.
the sun, the moon, the earth, the sky
The same tour is advertised by Sun Travel. I'll take *the next* one. **BUT:** next week/month/summer, etc.: We're leaving next week.
 A man was playing *the piano* when we entered the restaurant.
The first visitor would be given a special discount. This is *the most affordable* offer this season.
in the morning/afternoon/evening, **BUT:** at noon/midnight
 We are having a cruise in *the Mediterranean*. The river cruise down *the Vltava* did not impress us much.
 They always spent their winter holiday in *the Alps*. We have never visited *the West Indies*.
the USA, the UK, the Netherlands
the Republic of Serbia, the Great Wall of China, the Tower of London, the Bank of England, the north of Serbia
 The visit to *the National History Museum* was more than success. They always stay at *the Hilton*.
The rich don't take low-cost air lines.
the Far East, the Midwest
the top/the middle/the left/the right/the end

No Article

Use

1. in generalizations with plural or uncountable nouns

Example

They don't like *music*. Vegetarians don't eat *meat*.

2. before continents, countries, states, islands, towns, villages, etc.	<i>Asia</i> is the most visited continent.
3. before meals	<i>Breakfast</i> and <i>dinner</i> are buffet, whereas <i>lunch</i> is optional. BUT: The lunch we've just had was delicious.
4. before nouns <i>school, university, hospital, church, prison</i> when talking about their use	He usually goes to <i>church</i> on Sundays. BUT: The group of tourists visited the church last week. – when talking about the building
5. in prepositional phrases	<i>to bed</i> , in bed, home, at home
6. before names of games and sports	People in Serbia like <i>football</i> .
7. before languages or academic subjects	<i>English</i> is a must if you are to work in tourism industry. BUT: THE English LANGUAGE
8. before names of streets, buildings, squares	<i>Times Square</i> is one of the most visited spots of New York.
9. before names of airports, stations, universities, castles if preceded by the name of a person or place	<i>Victoria Station, Edinburgh Castle</i>
10. lakes, most mountains	<i>Lake Balaton, Everest, Mont Blanc</i>

III Fill in the gaps with a/an/the or -.

Luna is 1..... travel agency operating in 2..... Serbia for the last ten years. We can pride ourselves on being 3..... one of 4..... top five agencies in 5..... country. During 6..... years, we have specialized in organizing 7..... tours for 8..... young. Although our offer covers 9..... all continents, 10..... America is so far 11..... least visited one. Apart from 12..... few visits to 13..... USA, 14..... rest of 15..... continent is not 16..... subject of interest to 17..... our clientele. 18..... most preferred destinations are 19..... Spain and 20..... Ibiza, followed by 21..... Mediterranean cruises. 22..... most exotic destination is 23..... West Indies. 24..... wintertime is rather interesting, as 25..... our clients usually polarize to 26..... winter-lovers and 27..... sun-chasers. 28..... winter-lovers head to 29..... Swiss Alps, whereas 30..... sun-chasers stream to 31..... Egypt.

UNIT 10 Typically Serbian

Conditional 2

Conditional 2 is used to talk about an imaginary situation, i.e. something that is unlikely or impossible in the present or future.

*If Tim **was** here, he'd **know** what to say.* (However, he is not here at the moment, so he cannot help)

*If the hotel **went** bankrupt tomorrow, I'd **find** another job in hospitality.* (I don't believe that this would happen. However, I am aware of possible circumstances)

If + past tense

If I had the opportunity,

would + infinitive

I'd talk to him in person.

In formal language and when giving advice using the expression *If I were you, **were*** can be used instead of **was**.

*If I **were** you, I'd **think** twice before investing into that project.*

In some special situations, e.g. when making offers, it is possible to make the combinations of Conditional 1 and 2:

*If the weather **is** nice, you **could go** trekking in the mountains.*

Unless means **if not**: **Unless** the travel agency confirmed the booking, we would look for something else.

I Fill in the gaps with the appropriate verb form. Somewhere more than one solution is possible.

1. If you (go) on a package tour, you (pay) one price which covers everything.
2. The hotel (look) much better if it (be) refurbished.
3. We (be) sorry if we (not visit) Barcelona on our way home.
4. I (be) very happy if you (manage) to find us a room.
5. If you (send) us your data, we (make) the reservation for you.

II Rewrite the sentences beginning with the given words.

1. I'll call the reception if you don't stop making that awful noise. Unless
2. You spend too much money. That's why you can't afford a holiday. If you
3. The winner will get a luxury Mediterranean cruise. If you
4. I'm ill and I can't travel. If I
5. Oh, there are so many passengers. It's difficult to find a seat. It

An -ing form or infinitive

There are some verbs and expressions that are followed by the -ing form, while others are followed by to + infinitive. However, there is no particular reason why one verb takes one form or the other. This is a list of some verbs and expressions followed by the -ing form:

avoid	delay	finish	like (=enjoy)	practice
(can't) face	deny	involve	look forward to	put off
can't help	dislike	It's a waste of...	mean	risk
can't stand	enjoy	It's no use...	mind	spend time
carry on	fancy	It's (not) worth...	miss	suggest
consider	feel like	justify	postpone	There's no point...

*The group of tourists disliked **changing** of tour guides.*
*It's no use **trying** to get that package. It was sold out in February.*
 This is a list of some verbs followed by to + infinitive.

afford	demand	hope	prepare	threaten
agree	deserve	learn	pretend	train
arrange	expect	manage	promise	want
attempt	fail	neglect	refuse	wish
claim	guarantee	offer	seem	would like
decide	hesitate	plan	tend	

*If I were you, I wouldn't hesitate **to make** an offer.*
 Note: The verb *help* can be followed by an infinitive with or without to:
*He can help you **(to) finish** the project.*
 Beware: There are some verbs that can be followed by both an -ing and an infinitive, but the change in form is followed by the change in meaning, as well. Those are *forget, need, regret, remember, stop, try*.
*This hotel needs **refurbishing**.* (The hotel needs to be refurbished – passive meaning)
*We need **to attract** more tourists.* (It is necessary to do this.)
*We stopped **using** their services.* (We do not use their services anymore.)
*She stopped **to have** a break.* (At some point of the presentation, she stopped.)

III Write the correct verb form.

1. Do you remember (take) that group of tourists round town last week?
2. Sorry – I forgot (pass) you the message.
3. I regret (not visit) Cataluña when I was in Spain.
4. We discussed the problem and then went on (talk) about the new season offer.
5. The Monastery does not allow (wear) short trousers or skirts.
6. Would you, please, stop (talk).

Appendices

English Alphabet

A = /eɪ/	O = /oʊ/
B = /bi:/	P = /pi:/
C = /si:/	Q = /kju:/
D = /di:/	R = /ɑr/
E = /i:/	S = /ɛs/
F = /ɛf/	T = /ti:/
G = /dʒi:/	U = /ju:/
H = /eɪtʃ/	V = /vi:/
I = /aɪ/	W = /'dʌbəl ju:/
J = /dʒeɪ/	X = /ɛks/
K = /keɪ/	Y = /waɪ/
L = /ɛl/	Z = /zɛd/ in British English, /zi:/ in American English
M = /ɛm/	
N = /ɛn/	

Transcription Symbols

Vowels

ɪ <i>minute</i>	i: <i>sea</i>	əʊ <i>now</i>	ɜ: <i>learn</i>
e <i>dress</i>	eɪ <i>day</i>	ɪə <i>here</i>	ə <i>about</i>
æ <i>bad</i>	aɪ <i>price</i>	eə <i>fair</i>	i <i>happy,</i>
ɒ <i>lot</i>	ɔɪ <i>choice</i>	ɑ: <i>start</i>	u <i>influence</i>
ʌ <i>mud</i>	u: <i>two</i>	ɔ: <i>thought</i>	
ʊ <i>foot</i>	əʊ <i>no</i>	ʊə <i>poor</i>	

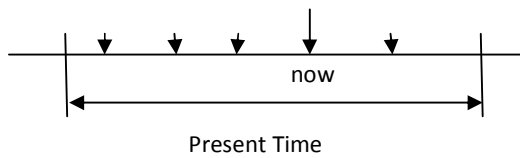
Consonants

p <i>pay</i>	g <i>go</i>	ð <i>they</i>	w <i>weigh</i>
b <i>bay</i>	ŋ <i>sing</i>	ʃ <i>show</i>	h <i>hay</i>
m <i>may</i>	f <i>fee</i>	ʒ <i>Jacques</i>	
t <i>tie</i>	v <i>vow</i>	tʃ <i>church</i>	
d <i>die</i>	s <i>so</i>	dʒ <i>judge</i>	
n <i>no</i>	z <i>zoo</i>	l <i>lie</i>	
k <i>cake</i>	θ <i>thigh</i>	j <i>yes</i>	

Verb Forms Review

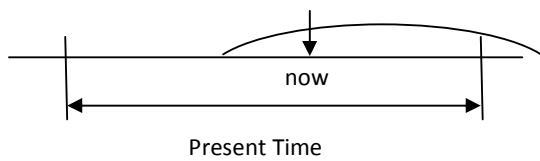
	PRESENT	PAST	FUTURE
SIMPLE	<p>I/You/We/They <i>work</i> every day. He/She <i>works</i> every day.</p> <p>I <i>don't work</i> every day. He/She <i>doesn't work</i> every day.</p> <p><i>Do</i> I/you/we/they <i>work</i> every day? <i>Does</i> he/she <i>work</i> every day?</p>	<p><i>Regular Verbs</i> I/You/We/They <i>worked</i> every day. He/She <i>worked</i> every day.</p> <p>I/You/We/They <i>didn't work</i> every day. He/She <i>didn't work</i> every day.</p> <p><i>Did</i> I/you/we/they <i>work</i> every day? <i>Did</i> he/she <i>work</i> every day?</p> <p><i>Irregular Verbs</i> I/You/We/They <i>wrote</i> the report yesterday. He/She <i>wrote</i> the report yesterday.</p> <p>I/You/We/They <i>didn't write</i> the report yesterday. He/She <i>didn't write</i> the report yesterday.</p> <p><i>Did</i> I/you/we/they <i>write</i> the report yesterday? <i>Did</i> he/she <i>write</i> the report...?</p>	<p>I/You/We/They <i>will write</i> it tomorrow. He/She <i>will write</i> it tomorrow.</p> <p>I/You/We/They <i>won't write</i> it tomorrow. He/She <i>won't write</i> it tomorrow.</p> <p><i>Will</i> I/you/we/they <i>write</i> it tomorrow? <i>Will</i> he/she <i>write</i> it tomorrow?</p> <p><i>will not = won't</i></p>
CONTINUOUS	<p>I <i>am working</i> now. You/We/They <i>are working</i> now. He/She <i>is working</i> now.</p> <p>I <i>am not working</i> now. You/We/They <i>aren't working</i> now. He/She <i>isn't working</i> now.</p> <p><i>Am</i> I <i>working</i> now? <i>Are</i> you/we/they <i>working</i> now? <i>Is</i> he/she <i>working</i> now?</p>	<p>I <i>was working</i> all day yesterday. You/We/They <i>were working</i> all day yesterday. He/She <i>was working</i> all day yesterday.</p> <p>I <i>was not working</i> all day yesterday. You/We/They <i>weren't working</i> all day yesterday. He/She <i>wasn't working</i> all day yesterday.</p> <p><i>Was</i> I <i>working</i> all day yesterday? <i>Were</i> you/we/they <i>working</i> all day yesterday? <i>Was</i> he/she <i>working</i> all day yesterday?</p>	<p>I/You/We/They <i>will be writing</i> it at 2pm. He/She <i>will be writing</i> it at 2pm.</p> <p><i>Will</i> I/you/we/they <i>be writing</i> it at 2pm? <i>Will</i> he/she <i>be writing</i> it at 2pm?</p> <p>I/You/We/They <i>won't be writing</i> it at 2pm. He/She <i>won't be writing</i> it at 2pm.</p>
PERFECT	<p>I/You/We/They <i>have worked</i> for them for five years. He/She <i>has worked</i> for them for five years.</p> <p>I/You/We/They <i>haven't worked</i> for them for five years. He/She <i>hasn't worked</i> for them for five years.</p> <p><i>Have</i> I/you/we/they <i>worked</i> for them for five years? <i>Has</i> he/she <i>worked</i> for them for five years?</p>	<p>I/You/We/They <i>had worked</i> for them for five years, before... He/She <i>had worked</i> for them for five years, before...</p> <p>I/You/We/They <i>hadn't worked</i> for them for five years, before... He/She <i>hadn't worked</i> for them for five years, before...</p> <p><i>Had</i> I/you/we/they <i>worked</i> for them for five years, before...? <i>Had</i> he/she <i>worked</i> for them for five years, before...?</p>	<p>I <i>will have written</i> it by 2pm. He/She <i>will have written</i> it by 2pm.</p> <p><i>Will</i> you/we/they <i>have written</i> it by 2pm? <i>Will</i> he/she <i>have written</i> it by 2pm?</p> <p>I/You/We/They <i>will not have written</i> it by 2pm. He/She <i>will not have written</i> it by 2pm.</p>

Timelines



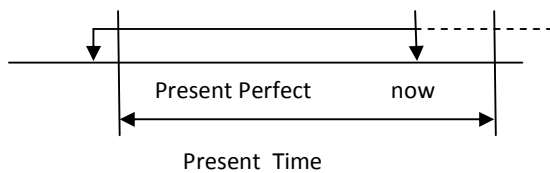
Present Simple Tense

- *regular activities* in the present time



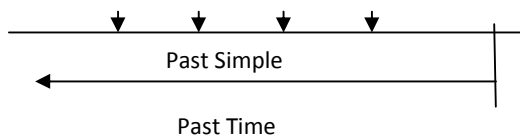
Present Continuous Tense

- an activity *happening now* or *around now*



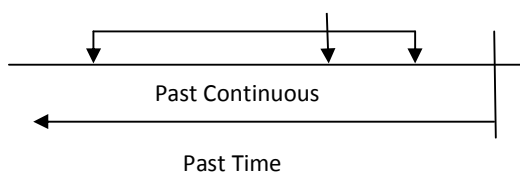
Present Perfect Tense

- an activity that *began in the past and is still continuing*
- a completed action that *has a result in the present without mentioning the actual time when it happened*
- an activity performed *in a period that has not finished yet*



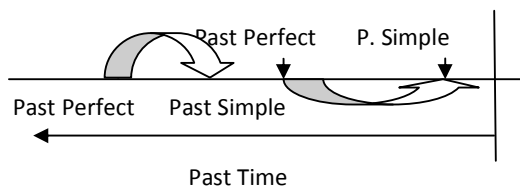
Past Simple Tense

- an activity that *happened at a certain point* in the past
- *regular activities* in the past



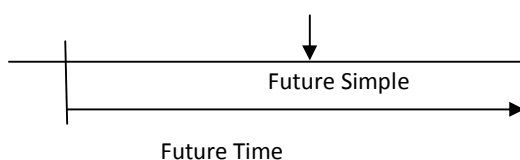
Past Continuous Tense

- a *prolonged activity* in the past
- an *interrupted past activity*



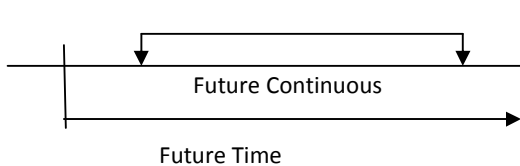
Past Perfect Tense

- an activity that happened *before another past activity*



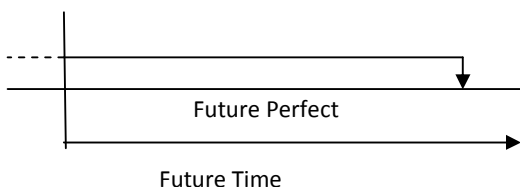
Future Simple Tense

- an activity that *will happen at a point in the future*



Future Continuous Tense

- an activity that **will be in progress** at a particular time in the future



Future Perfect Tense

- an activity that **will be ended** by a particular point in the future

Useful Phrases

Job description

English	Serbian
<p>I'm responsible for organising special events. I report directly to the CEO. I did a degree in Tourism. I am/was very interested in that job. At the moment there are no redundancies. We should advertise the job in-house. Excellent communication skills are essential for the job of a receptionist. Everyone is on first name basis/terms. The workforce is the most important asset at this hotel. All the employees have free use of the hotel gym. Promotion prospects are extraordinary. Are the hours flexible? What does your job involve? What are you responsible for? What is the atmosphere like? How has the takeover affected the hotel?</p>	

Tour Guide

English	Serbian
<p>Good morning, ladies and gentlemen. My name is ... Let me first welcome you on our tour to... First, I'm going to describe the itinerary to you. You're on a five-day tour that covers the main tourist spots. On the way there, we stop at... Our today's tour will take ... hours.</p>	

<p>We will be stopping to visit a few places. We start here.../We're starting our tour of... On your left is... Just coming on your left is... A little further down we will pass... If you look down to your left, you'll see... Now we enter... In the centre you can see... As you come into... If you have any questions while we're going along, please don't hesitate to ask. Let me begin with/To begin with... While you make your way over to the massive flight of stone steps... I'll give you a little background information about... I'm afraid I don't have the answer to that. I'll have to look into that further. I'm not sure, but I can find out for you. If you walk through... If you keep going straight ahead... When you reach..., stop and turn around. We will be stopping there soon. Our final stopping-point for today will be... Please meet back here in one hour. The bus will be leaving at 5:00 pm sharp. You'll have some free time to look around in the afternoon. Thank you for your attention. I hope that you enjoyed the trip.</p>	
--	--

At a restaurant

English	Serbian
<p style="text-align: center;"><i>Guest</i></p> <p>I'd like to reserve/book a table for six at 6 p.m., please. I'd like to reserve a table for two in the name of Johnson, please. We'd like a table for two, please. May we sit at this table? Could I see the menu, please? What is today's special? What do/can you recommend? What's sarma like? Can you bring me the salt, please? What's on the menu? I think you've made a mistake. Could I have the bill, please?</p> <p style="text-align: center;"><i>Waiter</i></p> <p>What can I do for you? Can I help you? Right this way. Here's the menu. I'll return in a moment to take your order.</p>	

<p>Would you follow me, please? Are you ready to order? Can I take your order, sir/madam? How would you like (your steak, coffee...)? Would you like anything to drink? What would you like for dessert? May I get you anything else? Why don't you try ..? Here's your food. Enjoy your meal. Here is your bill.</p>	
--	--

At a Travel Agency

English	Serbian
<p>Could you spell ... for me? Would you mind spelling that for me? Would you like me to make the visa arrangements? I will need you to fill in an application form and you'll have to provide me with two passport size photos and a copy of the inside cover of your passport. Let' have a look at the schedule/timetable/itinerary/ brochure... Have you decided where you'd like to go? Which tour have you decided on? Can you tell me date you want to leave on? You won't be sharing a twin-bedded room, will you? Does it mean that a single room would suit you? You don't mind if I check the details? Can I have your passport number? The price includes... The price doesn't cover the visa costs. All prices are subject to VAT. The overall price does not cover the entrance/admission fees. You can upgrade to a five-star hotel for \$300 more. The insurance is compulsory on this kind of tour. Are you interested in buying travel insurance? Would you like to make your own arrangements or would you like me to arrange the policy for you? The deposit is ... a head. Would you be interested in renting a car while you are there? We've got some great deals on airline tickets at the moment. Will you be travelling alone? You also qualify for the 15% student discount. Will this be a one-way or a return ticket? Unfortunately, this ticket does not permit any changes.</p>	

Writing file

Although business e-mails have become the prevailing form of business communication nowadays, business letters are still a very frequently used form of communication. The Writing file would deal with the basics of business writing. Namely, the basic rules for writing both letters and e-mails would be given, as well as letter/e-mail samples. You would find here most commonly used sentences and phrases that would help you overcome the difficulties you may face while writing these forms.

Business letters

1. Structure

Any type of a business letter, and there are many, may be divided into three main parts – the *introduction*, *body part* and *conclusion*.

The introduction should be taken as the subject line of an e-mail. It is the WHY of a letter. Namely, this is the part where you *should state the reason(s) for writing*. A very important rule when writing in English is the KISS rule – Keep It Short and Simple. And I would add keep it as short and simple as possible, since this would add to the clarity of your letter/e-mail and help the reader decide whether your letter is worth reading.

The body part is the next most important part of a letter. Here is where you achieve the goal in your writing. The details that you give in this part should support your reasons for writing.

In the **conclusion** you should state what your future expectations are.

2. Letter opening and ending

Each and every type of business letter is characterized by its own standard phrases. However, there are some phrases common to all types and they would be dealt with here.

The **opening phrase** is the same in all letter types. If you know the name of the person you are writing to, use *Dear Mr/Ms Smith*. If you do not know the name of the person, you can use *Dear Madam/Sir* or *Dear Madam or Sir* (unless you know that you are writing to a female when you would use *Dear Madam*, or to a male when *Dear Sir* is used). You can also find *To whom it may concern* at the beginning of a letter. After the opening greeting you can either put a comma or leave it out. Americans use either comma (less formal) or a colon(:):

BE: Dear Mr Smith(,)

AE: Dear Mr. Smith(:).

As you can see, Americans use a full stop after a title, whereas the English do not use it.

The **final greeting** depends on the opening phrase. If you start a letter with *Dear Madam/Sir*, you will finish it with *Yours faithfully*... If you begin with the person's name (Dear Mr Smith), you will finish it with *Yours sincerely*... Sometimes *Yours truly* is used instead of *Yours sincerely/faithfully*. Americans do not use *Yours faithfully*. Instead, *Sincerely/Yours sincerely/Sincerely yours* or *Yours truly* are used. The use of a comma after the final greeting also depends on the opening phrase. If you use comma at the beginning, you will use it at the end as well.

Dear Mr Smith,

Yours faithfully,

Dear Mr Smith

Yours faithfully

Writing the date. There are several ways of writing the date. However, in a formal letter the preferable way of writing the date is **29th March 2015** or **March 29th, 2015**. Beware using numbers only. In British English, the numbers in the date are day/month/year (29/03/2015), whereas in American English they are month/day/year (03/29/2015). How would you read the following: 03/05/2015? Is it the third of May (BE) or the fifth of March (AE)?

Note:

The use of titles: *Mr* is read /'mɪstə(r)/ and is used in front of the name of a male person. In your letter, *Mr + Surname* is to be used, e.g. *Mr Smith*. If you are writing to a woman, then *Ms* /mɪz/ should be used, unless the person you are writing to insists on using *Mrs* /mɪsɪz/or *Miss* /mɪs/. *Ms* is used for women to avoid stating their marital status. It is not a short form of a word but a blend of Mrs and Miss. Mrs is used for married women and Miss for unmarried ones.

3. Some abbreviations

There is a certain number of abbreviations that are used in business letters. Some of them are:

Ref: - (*reference*) a document code. Normally, it consists of the initials of the person who has written the letter, initials of his/her secretary and the document number: WS/JK 123. It is written between the sender's address and the opening phrase.

Our ref: - the sender's document code.

Your ref: - the recipient's document code (taken from the previously received letter).

p.p. - (*per procuracionem*) this is used to show that a letter is written on behalf of a company or another person. It is written before the signature of the sender, or above the printed name of the sender.

Enc(s) or Encl(s) - (*enclosures*) this signifies that there are certain documents sent with the letter. It is followed by a number showing the number of documents (Enc(s): 4 means that there are 4 additional documents accompanying the letter). It is written below the signature and printed name of the sender.

cc: or copy to: - (*carbon copy*) this refers to the names of people who are sent the letter copy.

4. Basic rules

- Letter paragraphs are left-hand side aligned and there is space between the paragraphs. The first word in the first paragraph (coming just after the opening phrase) is capitalized.
- Stick to the KISS rule.
- It is usual to use passives in writing to avoid direct use of names or sound more diplomatic (A mistake has been made... instead of We/You have made a mistake...). To avoid too complicated structures, sentences can also begin with I and We. However, do not do this too often.
- Short forms are not to be used in business letters (~~I'd~~, ~~We'll~~, ~~You're~~, etc.).

Read the following statements and decide if they are TRUE or FALSE. Correct all the false statements.

<i>Statement</i>	<i>T</i>	<i>F</i>	<i>Correction</i>
1. Always use a comma after an opening phrase.			
2. It's more polite to write Madam or Sir than use the name of the person you are writing to.			
3. Ms is used to denote more than one woman.			
4. The date is written differently in BE and AE.			
5. A letter beginning Dear Madam or Sir will end Yours sincerely.			
6. You should always put a comma after the final greeting.			
7. Ref. gives information on who writes the letter.			
8. Enc(s) is written at the beginning of the letter.			

Presenting a Company or Product

Addressing customers	Dear + title + the surname of the customer// Dear Madam or Sir
Opening paragraph	<p>Introduce your company: the services/products you offer, experience, your main strengths.</p> <ul style="list-style-type: none"> • I would like to take an opportunity and introduce our company that has been involved in event organizing business for the last 10 years. • I would like to introduce our company (company name) that has been in business (name the business) for the past 5 years. • I take pleasure in introducing to you Name of Company, a five-year-old multinational company in the business of... . • We have been providing these services for 5 years and customer satisfaction has always been our priority. • We have experience in organizing different types of events from conferences to private parties. • We provide high quality services at highly competitive prices. • Providing quality services is the main motto of our organization and we have never compromised the quality of our services. • We have been an established and popular company with an excellent track record for the best customer satisfaction. • We believe in keeping the customers happy and providing them with products/services at very competitive prices.
Paragraph 1	<p>State the aim of your letter. Focus on your main offer:</p> <ul style="list-style-type: none"> • We would like to offer our services to your Hotel/Company. • We are sending our latest catalogue. • Please find enclosed/attached a copy of our catalogue and the price list. • We would especially emphasise our European Cities Tour. • We would like to put special emphasis on... • We have pleasure in announcing the opening of our new branch in your town/city/region. • Please note that we also specialize in organising personalised trips to all parts of the world.
Paragraph 2	<p>a. Say why you think they might be interested in your company/products:</p> <ul style="list-style-type: none"> • You will be interested to know that we have just introduced a new range of products that might be of special interest to your company/you. • We are able to offer you... at most competitive prices. <p>b. State the advantages they can gain from your offer:</p> <ul style="list-style-type: none"> • By using our products/services, you will get the best quality at most competitive prices. • Our highly skilled personnel are there to meet all needs you might have. • Our firm network with companies in our line of business enables us to offer our customers the best services/products as regards their quality and prices.

Paragraph 3	<p>a. Invite them to contact you:</p> <ul style="list-style-type: none"> • If you are interested in... please do not hesitate to contact us/ask for further information. • Should you be interested in..., we are there to meet all your business needs. • Please feel free to keep in touch with us about any of your business related requirements/queries. <p>b. Offer to contact them in person:</p> <ul style="list-style-type: none"> • Please, feel free to ask any questions concerning our offer that might be unclear. • Our marketing manager will contact you shortly in order to describe the services we offer in detail. • Our Sales Manager, Ms AZ, will get in touch with you next week to discuss the details in person. • Our supervisor will contact you for further discussion at a time convenient to you.
Closing expressions	We look forward to doing business with your company/to meeting you soon.
Ending	Yours sincerely//Yours faithfully + your name and position

Note: The number of paragraphs will depend on the amount of information you want to communicate. However, bear in mind that the introductory sentence in each paragraph should be a ‘subject’ sentence stating the paragraph contents.

Confirming Hotel Reservation

Addressing customers	Dear + title + the surname of the customer
Opening paragraph	<p>a. Express gratitude for their interest in your hotel:</p> <ul style="list-style-type: none"> • Thank you for your enquiry of ... • Thank you for choosing ... <p>b. Express gratitude for making reservation:</p> <ul style="list-style-type: none"> • Thank you for your letter/e-mail of... in which you request... • We are pleased that you have selected us for your stay ... <p>c. State the purpose of your letter:</p> <ul style="list-style-type: none"> • With reference to your enquiry of ... • In reply to your letter/e-mail of... • This letter is a confirmation of your reservation at ...
	Confirm the booking of the availability of the accommodation required:
Paragraph 1	<ul style="list-style-type: none"> • I am pleased to confirm your booking/reservation... • I have much pleasure in confirming your reservation as follows... • It is our pleasure to confirm your reservation. • We are pleased to inform you that we have reserved you ... • We have the pleasure of confirming your reservation ... • We are writing to confirm the availability of ...
Paragraph 2	<p>Give additional details of the accommodation:</p> <ul style="list-style-type: none"> • The room is • The hotel is situated ...
Closing expressions	<ul style="list-style-type: none"> • You may rest assured we will do our best to meet your requirements. • We look forward to welcoming you.
Ending	Yours sincerely

Giving a Negative Reply to Booking and Offering an Alternative

Addressing customers	Dear + title + the surname of the customer
Opening paragraph	<p>d. Express gratitude for their interest in your hotel:</p> <ul style="list-style-type: none"> • Thank you for your letter/e-mail of... in which you request... <p>e. State the purpose of your letter:</p> <ul style="list-style-type: none"> • We are writing in reply to... • In reply to your letter/e-mail of... • With reference to your letter/e-mail of...
Paragraph 1	<p>Inform them about your inability to confirm the booking:</p> <ul style="list-style-type: none"> • We regret to inform you that <i>there are no available rooms/we are fully booked/ we are already booked up/we are booked to capacity</i> for the requested period. • Unfortunately, there are no vacancies... • I am afraid there are no available rooms... • Unfortunately, we cannot accept any booking until after ... as we are fully booked.
Paragraph 2	<p>Offer an alternative:</p> <ul style="list-style-type: none"> • However, we can offer you a similar accommodation in one of our other hotels. • We could reserve you a room as from... • We can, however, offer you... • May I suggest you contact... • We suggest you contact... • We would suggest you another hotel of the same category as ours.
Closing expressions	<ul style="list-style-type: none"> • We look forward to receiving your custom again. • We remain at your convenience for any future reservations. • We hope we will be able to confirm any future reservations you might wish to make. • We look forward to your future stay with us.
Ending	Yours sincerely

Booking a Fair Stand

Addressing customers	Dear + title + the surname of the customer// Dear Madam or Sir
Opening paragraph	<p>State your connection to the fair:</p> <ul style="list-style-type: none"> • As our company/agency ... has not yet made an appearance on the ... market, we find ...fair an ideal place/opportunity to start off. • As a regular exhibitor of ... fair, we would like to use this year's opportunity to ...
Paragraph 1	<p>State the aim of your letter, i.e. describe the stand you would like to book:</p> <ul style="list-style-type: none"> • Therefore, we would like to book an indoor/outdoor stand of ... m² at the central area from ... to ... inclusive. • It should include ...
Paragraph 2	<p>a. Ask for additional information:</p> <ul style="list-style-type: none"> • We would be grateful if you could (possibly) send us any additional information that might be of interest. • Could you possibly enclose the fairground map with the marked stand? <p>b. Ask for booking confirmation:</p> <ul style="list-style-type: none"> • Please let us know as soon as possible whether the booking is confirmed. • Would you be so kind as to confirm the booking as soon as possible? • We look forward to receiving your confirmation.

Closing expressions	<ul style="list-style-type: none"> We look forward to receiving your confirmation.
Ending	Yours sincerely//Yours faithfully + your name and position

Responding to a Complaint

Addressing customers	Dear + title + the surname of the customer
Opening paragraph	<p>Thank the customer for bringing the problem to your attention:</p> <ul style="list-style-type: none"> Thank you for your letter of ... (date) regarding / concerning / in connection with... Thank you for your letter alerting us to the problem ... First, I would like to thank you for taking the time to share your thoughts with us. We value all customer input and welcome constructive criticism.
Paragraph 1	<p>Express sympathy:</p> <ul style="list-style-type: none"> We are very sorry to hear that the holiday did not match your expectations / you were disappointed by the We deeply regret the inconvenience you suffered through not being / having ... It is regrettable that ... I certainly understand your frustration at ... <p>a) Apologise:</p> <ul style="list-style-type: none"> We apologise for...
	<ul style="list-style-type: none"> Please accept our sincere apologies for ... I would like to apologise for the error made by our company in (verb+-ing)
Paragraph 2	<p>a) State what action you will take:</p> <ul style="list-style-type: none"> Please be assured that we will ... I will look into the matter urgently and ... I can assure you that we will take steps to ensure that this does not occur again. I assure you we are doing everything we can to ... As regards the ..., please rest assured that we will ask (e.g. the rep) for explanations. We will certainly look into the matter to make sure that it does not happen again. We will look into the allegation fully and take any necessary action. We assure you this behaviour is not the kind we normally tolerate. <p>b) State what action you have taken – explain why or how the problem happened:</p> <ul style="list-style-type: none"> I have investigated your complaint ... As a result of our investigation, we found that ... I have spoken to ... and it seems that the problems were due to the fact that ... However, we would like to draw your attention to ... As to the service that you requested, we do explain in the brochure that ... Therefore, ... (e.g.) the rep was quite correct to tell you that ... and that we would be unable to cover the expense of ...

Paragraph 3	<p>Remind the customer how important his/her relationship to you is:</p> <ul style="list-style-type: none"> • We value your custom highly. • Your satisfaction is our priority.
Paragraph 4	<p>a) Make a goodwill gesture if appropriate, trying to cost the company as little as possible:</p> <ul style="list-style-type: none"> • Please find enclosed a voucher for ... • We will reimburse you for the cost of ... • Enclosed you will find reimbursement for the cost of ... / a discount voucher for your next holiday with our company. • As a sign of goodwill, I enclose a brochure for next year and a voucher which entitles you to ... % off the advertised price. • As a goodwill gesture, we enclose vouchers for ..., so that you can appreciate our normal high standard of service. • In light of this we have decided to ... • To show our goodwill, we would like to offer you ... <p>b) Reject responsibility for the problem:</p> <ul style="list-style-type: none"> • I regret to inform you that ... • I am afraid that ... • Unfortunately, I must point out that ...
Closing expressions	<ul style="list-style-type: none"> • We look forward to receiving your custom again. • We hope to see you soon.
Ending	<ul style="list-style-type: none"> • Yours sincerely + your name and contact details

Note:

- Try to respond to a complaint email within 2-4 hours in order to improve your credibility with the customer and boost their satisfaction.
- Read the entire email and deal with each part of it fully.
- Separate your ideas logically using paragraphs, at least three paragraphs.
- Leave a space between paragraphs.
- Check the content for errors in spelling, punctuation and grammar to make sure your email looks professional.

Glossary

A

à la carte /ɑ: lɑ: 'kɑ:(r)t/, adj., adv. - по поруцбини
abide by /ə 'baɪd/, ph. v. - повиновати се
accommodation /ə ˌkɒmə 'deɪʃ(ə)n/, n. - смаштај
adjoined /ə 'dʒɔɪnd/, adj. - повезан са другом просторијом/собом
adrenalin rush /ə 'drenəlɪn rʌʃ/, n. - налет адреналина
adverse /'ædvɜ:(r)s/, adj. - негативан, неповољан
advertisement /əd 'vɜ:(r)tɪsmənt/, n. - оглас, реклама
affordable /ə 'fɔ:(r)dəb(ə)l/, adj. - приступачан
air /eə(r)/, n. - израз лица
aisle /aɪl/, n. - пролаз
alleviate /ə 'li:vieɪt/, v. - олакшати, ублажити
alternate /ɔ:l 'tɜ:(r)nət/, adj. - наизменичан
amend /ə 'mend/, v. - исправити, изменити
amendment /ə 'men(d)mənt/, n. - измена, допуна, амандман, анеркс (уговора)
amenity /ə 'mi:nəti/, n. - повољност, погодност
apply /ə 'plai/, v. - пријавити се
appreciated /ə 'pri:ʃi,eɪtɪd/, adj. - цењен
apse /æps/, n. - апсида
aqueduct /'ækwɪ dʌkt/, n. - аквадукт
arcade /ɑ:(r) 'keɪd/, n. - свод, аркада
asset /'æset/, n. - вредност; предност; преимућство
assumption /ə 'sʌmpʃ(ə)n/, n. - претпоставка
available /ə 'veɪləb(ə)l/, adj. - слободан, расположив

B

battle it out /'bæt(ə)l ɪt aʊt/, ph. v. - такмичити се до краја
bench cabinet /bentʃ 'kæbɪnət/, n. - клупа са фиокама
board /bɔ:(r)d/, n. - пансион, оброци у хотелу
boast /bəʊst/, v. - моћи се похвалити нечим

boast about /bəʊst ə 'baʊt/, ph. v. - хвалити се
book /bʊk/, v. - резервисати
booth /bu:ð/, n. - кабина; сепаре
breach /bri:tʃ/, n. - повреда уговора
break /breɪk/, n. - одмор, пауза
budget /'bʌdʒɪt/, adj. - повољан
buffet /'bʊfeɪ/, n. - шведски сто

C

cannikin /'kænɪkɪn/, n. - ведро; кантица; кофица
career /kə 'rɪə(r)/, n. - каријера
carving /'kɑ:(r)vɪŋ/, n. - резбарење; резбарија
cater /'keɪtə(r)/, v. - набавити, добавити, бринути се; **cater for** - опскрбљавати, снабдевати храном
catering /'keɪtərɪŋ/, n. - пружање угоститељских услуга
chalet /'ʃæleɪ/, n. - колиба
charge /tʃɑ:(r)dʒ/, n. - трошак
charge /tʃɑ:(r)dʒ/, v. - наплатити
check in /tʃek ɪn/, ph. v. - пријавити се (у хотел)
check out /tʃek aʊt/, ph. v. - одјавити се (из хотела)
choir /kwaɪə(r)/, n. - хор; певница
collect /kə 'lekt/, v. - наплатити (рачун)
colonnade /ˌkɒlə 'neɪd/, n. - колонада, ред стубова
commencement /kə 'mensmənt/, n. - почетак, зачетак; прослава
competition /ˌkɒmpə 'tɪʃ(ə)n/, n. - конкуренција
complaint /kəm 'pleɪnt/, n. - жалба
complimentary /ˌkɒmplɪ 'ment(ə)rɪ/, adj. - бесплатан, поклоњен
composure /kəm 'rəʊzə(r)/, n. - сталоженост, прибраност
compulsory /kəm 'pʌlsəri/, adj. - обавезан
concierge /'kɒnsi,eə(r)ʒ/, n. - консиерж
condiment /'kɒndɪmənt/, n. - зачин
confluence /'kɒnfluəns/, n. - ушће, спој
convenience /kən 'vi:niəns/, n. - погодност
cookware /'kʊk weə(r)/, n. - посуде за кување
course /kɔ:(r)s/, n. - део obroка
courteous /'kɜ:(r)tiəs/, adj. - учтив, уљудан

cover /'kʌvə/, n. - покривач
cruciform /'kru:si:fə:(r)m/, adj. - у облику крста
cuisine /kwɪ'zi:n/, n. - кухиња
cupboard unit /'kʌbə(r)d 'ju:nɪt/, n. - део ормара
customer-tailored /'kʌstəmə(r) 'teɪlə(r)d/, adj. - креиран у складу са потребама купца
customise /'kʌstəmaɪz/, v. - прилагодити

D

deal with /di:l wið/, ph. v. - бавити се, имати посла са
delicious /dɪ'liʃəs/, adj. - (веома) укусан
destination /,desti'neɪʃ(ə)n/, n. - одредиште, дестинација
devastation /,devə'steɪʃ(ə)n/, n. - пустошење, разарање
devise /dɪ'vaɪz/, v. - измислити
diner /'daɪnə(r)/, n. - гост у ресторану
discretion /dɪ'skref(ə)n/, n. - слобода одлучивања
dish /dɪʃ/, n. - јело; **side dish** - прилог
diverse /daɪ'vɜ:(r)s/, adj. - различит
domestic tourism /də'mestɪk 'tʊəɪz(ə)m/, n. - домаћи туризам
downtown /,daʊn'taʊn/, adv. - у центру града
drawback /'drɔ: bæk/, n. - недостатак

E

elevation /,elə'veɪʃ(ə)n/, n. - надморска висина
emperor /'emp(ə)rə(r)/, n. - император
enquiry, inquiry /ɪn'kwɪəri/, n. - распитивање, упит
ensure /ɪn'ʃʊ:(r)/, v. - обезбедити
entail /ɪn'teɪl/, v. - захтевати
enter /'entə(r)/, v. - унети, записати, забележити
event /ɪ'vent/, n. - догађај
excavation /,ekskə'veɪʃ(ə)n/, n. - ископавање; ископина
exhibit /ɪg'zɪbɪt/, n. - експонат
exhibition /,ekspɪ'bɪʃ(ə)n/, n. - изложба
expiry date /ɪk'spaɪəri deɪt/, n. - датум истека рока/престанка важности
extend /ɪk'stend/, v. - продужити

eye-catching /aɪ 'kæʃɪŋ/, adj. - уочљив, упадљив

F

facility (pl. **facilities**) /fə'sɪləti/, n. - објекти, садржаји
feast /fi:st/, n. - празник; гозба
feature /'fi:tʃə(r)/, v. - одликовати се, укључивати
feature /'fi:tʃə(r)/, n. - особина, карактеристика
fee /fi:/, n. - хонорар; надокнада
feedback /'fi:dbæk/, n. - повратна информација
flask /flɑ:sk/, n. - чутура; пљосната боца
flaw /flɔ:/, n. - мана, грешка, недостатак
force majeure /,fɔ:(r)s mə'e'zɜ:(r)/, n. - виша сила
fortification /,fɔ:(r)tɪfɪ'keɪʃ(ə)n/, n. - утврђење
founder /'faʊndə(r)/, n. - оснивач
freebie /'fri:bi/, n. - нешто што је бесплатно
frequent /fri'kwənt/, v. - често обилазити, посећивати
furnished /'fɜ:(r)nɪʃt/, adj. - намештен, опремљен

G

gain /geɪn/, v. - добити; постићи; зарадити
gatekeeper /'geɪt,ki:pə(r)/, n. - чувар капије
gorge /gɔ:(r)dʒ/, n. - клисура
grasp /grɑ:sp/, v. - схватање, разумевање

H

handmade /,hænd'meɪd/, adj. - ручно рађен
harbor /'hɑ:(r)bə(r)/, n. - лука
head waiter - главни конобар
helping /'helprɪŋ/, n. - порција
heritage /'herɪtɪdʒ/, n. - наслеђе
hesitate /'hezɪteɪt/, v. - оклевати, бити неодлучан
high season /haɪ 'si:z(ə)n/, n. - јек сезоне
high-top table /haɪ tɒp'teɪb(ə)l/, n. - барски сто
hiking /'haɪkɪŋ/, n. - пешачење, планинарење

holiday maker /'hɒlɪdeɪ meɪkə(r)/, n. - путник који путује из задовољства, туриста
host /həʊst/, v. – организовати, угостити
hut /hʌt/, n. - колиба

I

iconostasis /,aɪkəʊ'nɒstəsis/, n. - иконостас
illuminated show case /ɪ'lu:mɪ neɪtɪd ʃəʊkeɪs/, n. - осветљене изложбене полице
inbound /ɪnbaʊnd/, adj. - долазећи, улазни; **inbound tourism** - рецептивни туризам
include /ɪn'klu:d/, v. - обухватити, укључивати
inconvenience /,ɪnkən'vi:niəns/, n. - непријатност, неугодност
international tourism /,ɪntə(r)'næʃ(ə)nəl 'tʊəɾɪz(ə)m/, n. - међународни туризам
introduce /,ɪntroʊ'dju:s/, v. - представити; увести
invasion /ɪn'veɪz(ə)n/, n. - навала; инвазија
invoice /'ɪnvɔɪs/, n. - предрачун, фактура, профактура
irate /aɪ'reɪt/, adj. - љут, бесан
issue /'ɪʃu:/, n. - проблем; **issue date** /'ɪʃu:deɪt/, n. - датум издавања
itinerary /aɪ'tɪnərəɾi/, n. - план пута

J

jurisdiction /,dʒʊəɾɪs'dɪkʃ(ə)n/, n. - надлежност

K

keep /ki:p/, n. - донжон кула

L

landlocked /'lænd(l)lɒkt/, adj. - окружен копном, без излаза на море
laundry /'ləʊndri/, n. - прање веша, перионица
leisure /'leɪzə(r)/, n. - разонода, доколица, слободно време, одмор
levy /'levi/, v. - наметнути; увести
lightingrail /'laɪtɪŋ'reɪl/, n. - шина за осветљење
limestone /'laɪm,steɪn/, n. - кречњак

linen /'lɪnɪn/, n. - постелјина
lobby /'lɒbi/, n. - предворје
lodging /'lɒdʒɪŋ/, n. - соба, коначиште, преноћиште
look after /lʊk 'ɑ:ftə(r)/, ph. v. - бринути се, старати се
lounge /laʊndʒ/, n. - предворје
luggage /'lʌɡɪdʒ/, n. - пртљаг
luxurious /lʌg'zjʊəriəs/, adj. - раскошан, богат, сјајан

M

maintenance /'meɪntənəns/, n. - одржавање
make up /meɪk ʌp/, ph. v. - надокнадити, надоместити
manned /mænd/, adj. - надгледан (од стране људи), окупиран
maple /'meɪp(ə)l/, n. - јавор
medieval /,medi'i:v(ə)l/, n. - средњевековни
menu /'menju:/, n. - јеловник
misleading /mɪs'li:diŋ/, adj. - који наводи на погрешно мишљење
mosaic /məʊ'zeɪk/, n. - мозаик
multitask /,mʌlti'tɑ:sk/, v. - радити више послова у исто време
must /mʌst/, n. - нешто што је неизоставно, што се не сме пропустити

N

narthex /'nɑ:θeks/, n. - нартекс
nave /neɪv/, n. - брод (у цркви)
nearby /,niə(r)'baɪ/, adj. - оближњи; у близини

O

obtain /əb'teɪn/, v. - добити, добавити, набавити
off season, n. - мртва сезона
off-peak /ɒf'pi:k/, adj. - ван сезоне
off-season /'ɒf,si:zn/, adj. - ван сезоне
online /'ɒnlaɪn/, adj. - директан
order /'ɔ:(r)də(r)/, n. - поруџбина
outbound tourism /'aʊtbaʊnd 'tʊəɾɪz(ə)m/, n. - емитивни туризам
overlook /,əʊvə(r)'lʊk/, v. - гледати на нешто

P

package holiday /'pækɪdʒ'hɒlɪdeɪ/, n. - пакет аранжман
pass /pɑ:s/, n. - пропусница, бесплатна карта/улазница
pattern /'pætə(r)n/, n. - шара
peak season /pi:k 'si:z(ə)n/, n. - јек сезоне
peak /pi:k/, n. - врх, највиша тачка
peat /pi:t/, n. - тресет
point out /pɔɪnt aʊt/, ph. v. - нагласити
policy issuer /'pɒləsi 'ɪʃu:ə/, n. - осигуравајућа кућа
pottery /'pɒtəri/, n. - грнчарија
premises /'premɪsɪz/, n. - просторије
preserved /prɪ'zɜ:(r)vɪd/, adj. - сачуван
promptly /'prɒmptli/, adv. - без одлагања, брзо, неодложно
proper /'prɒpə(r)/, adj. - одговарајући, подесан
prosperous /'prɒsp(ə)rəs/, adj. - успешан; пожељан
provide /prə'vaɪd/, v. - обезбедити, омогућити, набавити
public house /'pʌblɪk haʊs/, n. - паб, крчма

R

rapport /ræ'pɔ:(r)/, n. - однос, веза, разумевање
rate /reɪt/, n. - цена
rear wall /rɪə(r) wɔ:l/, n. - задњи зид
recipe /'resəpi/, n. - рецепт
record /'rekɔ:(r)d/, n. - евиденција, записник, регистар
refund /'ri:fʌnd/, v. - рефундирати, повратити новац
refurbish /ri:'fɜ:(r)bɪʃ/, v. - реновирати, обновити
relief /rɪ'li:f/, n. - помоћ
remains /rɪ'meɪnz/, n. - остаци
requirement /rɪ'kwaɪə(r)mənt/, n. - захтев, услов
resort /rɪ'zɔ:(r)t/, n. - одмаралиште, летовалиште
resourcefulness /rɪ'zɔ:(r)sf(ə)lnəs/, n. - сналажљивост, домишљатост
rush /rʌʃ/, n. - навала, изненадан налет

S

sanctuary /'sæŋktʃuəri/, n. - светилиште; уточиште
scenic /'si:nɪk/, adj. - сликовит, леп
schedule /'ʃedju:l/, n. - распоред, план, програм, ред вожње; **scheduled flight** редован лет
season /'si:z(ə)n/, v. - зачинити
seat /si:t/, verb - сместити за сто
secluded /sɪ'klu:did/, adj. - осамљен, издвојен, забачен
setting /'setɪŋ/, n. - околина, позадина
share /ʃeə(r)/, v. - делити
shift /ʃɪft/, n. - смена
sight /saɪt/, n. - знаменитост
sightseeing /'saɪt, si:ɪŋ/, n. - разгледање знаменитости
site /saɪt/, n. - крај, предео, место, археолошко налазиште
sled /sled/, v. - санкати се
slope /sləʊp/, n. - обронак, падина, стрмина
socialize /'səʊʃəlaɪz/, v. - дружити се; бити друштвено активан
spa /spa:/, n. - бања, минерално врело, лековито купалиште
speciality /,speʃi'æləti/, n. - специјалитет
spotlight /'spɒt, laɪt/, n. - рефлектор
spring /sprɪŋ/, n. - извор
staff /stɑ:f/, n. - особље
state-of-the-art, adj. - најсавременији, најмодернији
steam /sti:m/, n. - пара
suffer /'sʌfə(r)/, v. - трпети
suit /su:t/, v. - одговарати коме, пристајати коме
suitcase /'su:t, keɪs/, n. - кофер
suite /swi:t/, n. - апартман
supplier /sə'plaɪə(r)/, n. - добављач
support wall /sə'pɔ:(r)twɔ:l/, n. - носећи зид
surroundings /sə'raʊndɪŋz/, n. - околина, амбијент
sustainable tourism /sə'steɪnəb(ə)l 'tʊərɪz(ə)m/, n. - одрживи туризам
switchboard /'swɪtʃ, bɔ:(r)d/, n. - телефонска централа

T

tailored /'teɪlə(r)d/, adj - прилагођен
tailor-made /'teɪləmeɪd/, adj. - сачињен по мери
take order - примити поруџбину
tasty /'teɪsti/, adj. - укусан
top /tɒp/, v. - достићи максимум
tour booking form, n. - формулар за резервацију путовања
tourism officer /'tʊəriz(ə)m 'ɒfɪsə(r)/, n. - туристички радник
trace /treɪs/, n. - траг
trade fair /treɪd feə(r)/, n - сајам одређене привредне гране
trail /treɪl/, n. - утрта стаза
trait /treɪt/, n. - карактеристика
travel agency /'træv(ə)l 'eɪdʒ(ə)nsi/, n. - туристичка агенција
trivision-billboard, n. - тракасти билборд
tub /tʌb/, n. - ведро; чабар
tumultuous /tju:'mʌltʃʊəs/, adj. - буран, жесток, плаховит

U

unforeseen /,ʌnfɔ:(r)'si:n/, adj. - непредвиђен, неочекиван
unrecoverable /,ʌnrɪkʌv(ə)rəb(ə)l/, adj. - неповратни
unwarranted /ʌn'wɒrəntɪd/, adj. - неоправдан, негарантован
upbeat /'ʌpbi:t/, adj. - ведар; ~ attitude /'ʌpbi:t 'æti,tju:d/ - ведар став
upcoming /'ʌp,kʌmɪŋ/, adj. - предстојећи; који следи
upgrade /ʌp'greɪd/, v. - подићи на виши ступањ

V

value for money - вреди датог новца
vary /'veəri/, v. - разликовати се
vast /vɑ:st/, adj. - веома велик; читав
venue /'venju:/, n. - место дешавања

W

waived /weɪvd/, adj. - непризнат; одбачен
waterslide /'wɔ:tə(r),slaid/, n. - водени тобоган
within walking distance - довољно близу да се може стићи пешице

work shifts /wɜ:(r)k ʃɪfts/ - радити по сменама
workout /'wɜ:kʌʊt/, n. - вежба, тренинг
xylograph /'zaɪləgrɑ:f/, n. - ксилограф

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О ауторкама

Мр Драгана Пешић наставник је страног језика на Факултету за хотелијерство и туризам у Врњачкој Бањи. У високом школству је од 2002. године. Области њеног интересовања су методика наставе страног језика и језик струке. Овом уџбенику допринела је уводном лекцијом, лекцијама 1, 7, 9 (Part 3) и 10, вежбањима која прате дате лекције у обнављањима и радној свесци, одговарајућим деловима глосара и прилогом.

Мр Александра Радовановић запослена је као наставник страног језика на Факултету за хотелијерство и туризам у Врњачкој Бањи од 2013. године. Област њеног научно-истраживачког интересовања је контрастивна лингвистика. Овом уџбенику допринела је лекцијама 2, 4, 6 и 9 (Part 1), као и вежбањима која прате наведене лекције у обнављањима и радној свесци.

Мастер професор језика и књижевности, Ивана Маринковић, наставник је страног језика на Високој пословно-техничкој школи струковник студија у Ужицу. У високом школству ради од 2014. године. Области њеног интересовања су методика наставе енглеског језика и језик струке. Овом уџбенику допринела је лекцијама 3, 5, 9 (Part 2) и 8, као и вежбањима која прате наведене лекције у обнављањима и радној свесци и одговарајућим деловима глосара.

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