

11 Travel

Learning objectives in this unit

- Talking about air travel
- Checking in at an airport
- Talking about future plans
- Giving reasons for actions
- Talking about money
- Staying at a hotel

Case study

- Organizing a business trip

Starting point

- 1 Do you often travel on business? On holiday?
- 2 What is your favourite destination? Why?
- 3 What is the best way to travel?

Working with words | Air travel

- 1 When you travel by plane, which of these is most important to you? Number them 1 to 4. (1 = important, 4 = not important). Compare your answers with the rest of the class.

Fast Internet access —

Comfortable seating —

No delays —

Security —

- 2 Complete the headings in this text with the words in 1.

Results from a survey: Business travel is boring!

In the past, business travel was cool and exciting. But interviews with 1,600 travellers show modern travel is stressful and boring.

1 _____
Nowadays, this rarely happens. Most modern travellers expect to be late. The problems start at **check-in**. There are long **queues** at **passport control** and the **gate**. Then if the planes aren't late, they can often be **cancelled**.

2 _____
Everyone agrees this is important, but the rules for **bags** and **hand luggage** are making journeys longer.

3 _____
47% do not get proper sleep. **Business class** helps, and the difference between a **window** or **aisle seat** can improve a journey, but more and more companies are saving money and choosing **economy class** for their employees.

4 _____
The successful business trip includes high-speed connections to the Internet at the airport **terminal** and hotel.



3 Match the words in bold in the text in 2 to these definitions.

- 1 Show your ticket and passport here and get your boarding card check-in
- 2 Get on the plane here _____
- 3 Show your passport here _____
- 4 Two types of ticket _____, _____
- 5 Pack this and carry it onto the plane _____
- 6 Pack these and check them in _____
- 7 Building where you arrive and leave _____
- 8 Lines of people _____
- 9 When the plane doesn't go _____
- 10 Two places to sit on the plane _____, _____

4 Work with a partner and discuss these questions.

- 1 What type of ticket and seat do you usually buy?
- 2 What was your worst journey? Give reasons (delays, long queues, etc.)

5 58▶ Listen to this conversation at the check-in desk and look at this departure board. What is the flight number and destination?

Destination	Flight	Time	Gate
London	BA227	0615	49b
Lima	BA655	0635	45
Hong Kong	BA335	0655	49

6 Complete the conversation using some of the words from 3.

- A Hello, is this the ¹_____ for all BA flights?
 B Yes, it is. Do you have your passport and ticket?
 A Here you are.
 B And how many ²_____ are you checking in today?
 A None. I just have ³_____.
 B OK. Would you like a ⁴_____ or an ⁵_____ seat?
 A Err, aisle please.
 B OK. So your flight leaves from ⁶_____ 49 at 6.55, but boarding starts half an hour before. You're in ⁷_____ 5C.
 A Thanks.

7 58▶ Listen again and check.

» For more exercises, go to Practice file 11 on page 98.

8 Work with a partner. Practise conversations at check-in using the information in the departures board above. Include these points in your conversations.

- passport and ticket
- number of bags
- type of seat
- confirm flight details

9 Work in small groups and discuss the difference in business travel between now and 5, 10, or 20 years ago.

- 1 What is better now?
- 2 What is worse?

Language at work | *Going to* | Infinitive of purpose

1 Read this article and answer questions 1–4.

- 1 What problem do business travellers have?
- 2 What service does the company offer?
- 3 Where do they operate?
- 4 What are their plans?



Tour guides on the run

On your next business trip, **are you going to have** any time for sightseeing? Probably not. Even when it's a famous destination, most business travellers **aren't going to see** outside the airport, hotel, or conference room. But City Running Tours has the solution. Go for a run with a tour guide across the city and see all the local places of interest before breakfast. The company now offers tours of Charleston, Chicago, New York, San Diego, and Washington. It is now so popular with business travellers, that **they're going to offer** the service in even more cities in the future.

2 Look at the phrases in **bold** from the article in 1. Are they about the past, present, or future? Do they talk about a general plan or a specific arrangement?

3 Complete these rules.

- 1 Talk about general plans with *to be* + _____ + main verb.
- 2 In negative sentences, which part of the sentence changes: *to be?* *going to?* main verb?

4 Work with a partner. Take turns to ask and answer questions about plans for a business trip to Canada. Use the notes below.

Example: A Are you going to have dinner with our colleagues?

B Yes, I am.

A Are you going to see Christophe?

B No, I'm not, but I'm going to meet Dominic.

- have dinner with colleagues ✓
- see Christophe ✗ (*meet Dominic*)
- present new product ✓
- open new sales office ✓
- visit Ottawa office ✗ (*visit Montreal*)
- take train to Montreal ✓
- go sightseeing ✗ (*no time*)

Tip | *go and come*

Usually we use the present continuous (not *going to*) with the verbs *go* and *come*:

We're going to Toronto some time next month.

NOT *We're going to go to Toronto some time next month.*

When are you coming back?

NOT *When are you going to come back?*

5 Work with a partner. Ask and answer questions about your next trip or holiday.

Are you	going to	visit ...
I'm		open ...
We're		have ...
		see ...
		offer ...
		take ...
		meet ...

6 59▶ Listen to this conversation with a business traveller about his next trip. Where is he going?

7 59▶ Listen again and match 1–4 to a–d.

- 1 I'm going to visit Toronto first ___
 - 2 I'm going to spend a day in Quebec ___
 - 3 We're going out in the evening ___
 - 4 I'm going to take Friday off ___
- a ... **to present** the new product to Dominic and his team.
 - b ... **to see** the old city and have dinner.
 - c ... **to see** the sales reps there.
 - d ... **to have** a nice long weekend.

8 Which form of the verb is in **bold**? Why is it used here? To say

- why something happens? • when something happens?
- how something happens?

» For more information and exercises, go to **Practice file 11** on page 99.

9 Work with a partner. Make sentences about plans and the reason for them, using the prompts.

Example: I'm going to leave work early to go to the dentist.

- 1 leave work early / go to the dentist
- 2 do a course / learn a new computer program
- 3 visit Delhi / see clients
- 4 ring Sashia / arrange a meeting
- 5 come to the office at the weekend / finish my report

10 Write three plans for you or your company and explain the reason. Tell your partner about them.

Practically speaking | How to talk about money

1 60▶ Listen to three conversations about money and match them to these places.

- a bureau de change b taxi c airport shop

2 60▶ How much money does the traveller pay or receive in each conversation?

3 60▶ Listen again and complete these sentences.

- 1 How _____ is that? 4 I'd like to _____ \$500 ...
- 2 Keep the _____.
- 3 Can I pay _____ credit card? 5 The exchange _____ is ...
- 6 What's the _____?

4 Work with a partner. Role-play three situations using the information in these pictures.



Business communication | Staying at a hotel

1 61▷ Jenny Chiang is on a business trip in Dublin. She needs to book a hotel room. Work with a partner. Student A, turn to File 24 on page 109. Student B, turn to File 50 on page 115.

2 61▷ Tell each other your information then listen again and check.

3 Who says these expressions? The receptionist (R) or the visitor (V)?

- | | |
|----------------------------------------------|----------------------------------------|
| 1 I'd like to book a room for the night. ___ | 5 I need your credit card details. ___ |
| 2 Do you have any vacancies? ___ | 6 What's the card number? ___ |
| 3 Does that include breakfast? ___ | 7 And the expiry date? ___ |
| 4 Can I have your name? ___ | 8 Where is the hotel exactly? ___ |

4 Work with a partner. Student A, turn to File 25 on page 109. Student B, turn to File 51 on page 115.

5 62▷ Now listen to two more conversations at the hotel and answer these questions.

- 1 What is Ms Chiang's room number?
- 2 What time is breakfast?
- 3 Does she need to book a table for dinner?
- 4 What two things does Ms Chiang want in the morning? At what time?
- 5 What two things does she want in her room?

6 62▷ Complete these sentences with words from the list, then listen again and check.

*credit card room table room service Internet access
reservation breakfast wake-up call*

- 1 I have a _____ for tonight.
- 2 Can I see your _____, please?
- 3 Your _____ is on the fifth floor.
- 4 What time is _____ served?
- 5 Do I need to book a _____?
- 6 This is Ms Chiang in room 501. Can I have a _____, please?
- 7 Do the rooms have _____? I can't log on.
- 8 I'd also like dinner in my room. Do you have _____?

» For more exercises, go to Practice file 11 on page 98.

7 Work with a partner. Student A, you are a hotel receptionist. Turn to File 59 on page 117 and answer questions about the services. Student B, turn to File 52 on page 115.

8 Change roles and repeat 7. Student B, turn to file 59 on page 117. Student A, turn to File 26 on page 109.

① » Interactive Workbook » Email and » Exercises and Tests

Key expressions

Booking a room

I'd like a room for two nights.
Do you have any vacancies?
Does that include breakfast?
Can I book a room?

Checking in

I have a reservation.
Can I see your credit card,
please?
Your room is ...
What time is breakfast served?
Do I need to book a table for
dinner?

Asking about services

Can I have a wake-up call?
Can you order me a taxi?
Do the rooms have Internet
access?
Do you have room service?
Is there a gym / swimming
pool / meeting room?

① » Interactive Workbook
» Phrasebank

Organizing a business trip

Background

The professionals' travel agent

Strand travel agents specializes in organizing business travel. They provide companies with a complete service from booking flights and train travel to getting passports and visas, as well as arranging evening entertainment and much more. They also search for locations for conferences and other events. Using a travel company to arrange all business travel means companies often get better prices for trips because the travel specialists have contacts that an individual company doesn't have, so they can often get cheaper deals.

Discussion

- 1 Why do companies use Strand?
- 2 What are the advantages or disadvantages of this?

Task

This company is planning a training event for its staff. It wants Strand to find some options for accommodation.

EuroStamp Sales Training – Istanbul.

A three-day training session for 30 sales staff from Central and Eastern Europe.

Presentations; Small group training sessions; Workshops

Evening entertainment – dinner on one evening and a tourist event on the other evening.

- 1 Work with a partner. Student A, you work for Strand. You want to find out about Hotel Supreme. Call your partner and ask for the information below. Student B, you work at Hotel Supreme. Turn to file 27 on page 109.

Hotel name	Hotel Excelsior	Hotel Orient	Hotel Supreme
Location	In the heart of Istanbul	Near the harbour	
Rooms available	15 double, 15 suites	10 double, 25 single	
Price	€200 double €300 suites Price includes breakfast	€225 double €175 single Breakfast €12	
Services	2 meeting rooms – 1 already reserved Chauffeur service	2 meeting rooms available 1 office with secretarial service Free transfer from airport	
Restaurant reservation	Restaurant closed for renovation	Yes – can reserve a table	
Special group booking rates	Yes – will send an offer	No special rates	

- 2 You now work for EuroStamp. Compare, with your partner, the three hotels and decide which hotel is best for you.
- 3 Make an announcement to the staff about the choice you have made. Tell them what they are going to do and where they are going to stay.

Case study

File 24 | Unit 11

Business communication, Exercise 1, page 70

Student A

61▶ You are Ms Chiang. Listen and write down this information.

- cost of room _____
- what it includes _____
- check-in time _____
- location of hotel _____

File 25 | Unit 11

Business communication, Exercise 4, page 70

Student A

1 You need a hotel room. Telephone the Metro Hotel. Ask about

- double rooms and cost for two nights
- breakfast (included?)
- location of hotel.

Your name is: S. Laurukenas

Credit card details:

- American Express
- 9967 4563 1102 3544
- Expiry date: 11/14

2 You are the receptionist at the Excelsior Hotel. Student B telephones to book a room.

- You have double rooms (cost \$110 per night).
- Breakfast is extra (\$15).
- The hotel is in the centre of the business district.
- Take the caller's name and credit card details.

File 26 | Unit 11

Business communication, Exercise 8, page 70

Student A

Now you are a visitor. Check in and ask for information on the following.

- wake-up call at 6.30 a.m.?
- restaurant in hotel? necessary to book?
- meeting room for tomorrow at 10.00 a.m.?
- sauna and solarium?

File 27 | Unit 11

Case study, Task, Exercise 1, page 71

Student B

You work for Hotel Supreme. Answer the phone call from your partner and give the information.

Hotel name	Hotel Supreme
Location	City centre
Rooms available	30 doubles
Price (including breakfast)	€250
Services	3 meeting rooms 1 conference room All available Offers sightseeing tours in the evening
Restaurant reservation	Only buffet restaurant – can recommend good restaurants nearby
Special group booking rates	No special rates

File 28 | Unit 12

Language at work, Exercise 8, page 75

Student A

Here is a list of your tasks for the week. Ask Student B if he / she has done his / her tasks and say if you have done yours.

Example: A Have you ordered a new computer?
B Yes, I have.

You	Done?	Student B
order a new computer	yes	book venue for annual conference?
ship delivery to Argentina	no	write minutes for team meeting?
telephone clients about new product	no	organize meeting with union rep?
email new brochure to clients	yes	ask boss for some time off?

File 48 | Unit 9

Business communication, Exercise 5, page 58

Student B

You and your partner need to choose a new courier company for important deliveries, and a hotel for some two-day training seminars around the country.

- You have quotes from two hotels.
- Your partner has quotes from two courier firms.
- Take turns to ask and tell each other about the quotes, and then make a choice together.

Hotels: InCountry

Price: €5,000 (for ten people)

Facilities: Many hotels provide secretarial service with fax, Internet, printers.

Locations: Over 35 hotels. Hotels are in the countryside, but easy to find.

Leisure: Most hotels have swimming pools and gym facilities.

- all hotels are different and restaurants serve local dishes
- friendly customer service person on the phone

Hotels: Vacationworld

Price: €5,100 (for twelve people)

Facilities: All hotels have two or more meeting rooms.

Locations: 30 hotels near or in city centres.

Leisure: Ten Vacationworld Plus hotels have swimming pools, sauna, and gym.

- staff were polite and helpful
- all hotels are modern; restaurants serve wide range (Italian, Chinese, Indian, etc.)

File 49 | Unit 10

Practically speaking, Exercise 3, page 63

Student B

Here is your news. Tell your partner.

- 1 Your favourite colleague is leaving the company.
- 2 Your company won a new contract yesterday.
- 3 No one's receiving a pay rise this year.

File 50 | Unit 11

Business communication, Exercise 1, page 70

Student B

61▶ You are the hotel receptionist. Listen and write down information about Ms Chiang.

- why she needs a room _____
- how many nights? _____
- credit card details _____

File 51 | Unit 11

Business communication, Exercise 4, page 70

Student B

1 You are the receptionist at the Metro Hotel. Student A telephones to book a room.

- You have double rooms (cost \$150 per night) including breakfast.
- The hotel is to the right of the central train station.
- Take the caller's name and credit card details.

2 Now you need a hotel room. Telephone the Excelsior Hotel. Ask about:

- double rooms and cost for two nights
- breakfast (included?)
- location of hotel.

Your name is: P. Machowski

Credit card details:

- Mastercard
- 4352 8576 8346 1101
- Expiry date: 04/15

File 52 | Unit 11

Business communication, Exercise 7, page 70

Student B

You are a visitor at the hotel. Check in and ask for information on the following.

- dinner in room?
- times for breakfast?
- swimming pool?
- Internet access in the hotel?

File 58 | Unit 10

Business communication, Exercise 5, page 64

PAPOTECH	Possible solutions	Cost in €
Prices	Offer 10% lower prices on the 100 most popular products	
	a) to all customers	100,000
	b) to our biggest customers	45,000
Pay	Increase salaries	
	a) by 10%	50,000
	b) by 5%	25,000
Training	Give more training to call centre staff	10,000
Jobs	a) Recruit two new staff for the call centre	60,000
	b) Offer three staff the post of team leader	20,000
IT	a) Buy a new computer system	100,000
	b) Train staff to use the new system	15,000

File 59 | Unit 11

Business communication, Exercises 7 & 8, page 70

Metro Hotel Services

We are pleased to offer guests many services:

Room Service (310)

Order food in your room from 07.00–24.00

Wake-up call (311)

Telephone for an early morning wake-up call. We can also order taxis to the airport.

Breakfast (313)

Served in the restaurant from 07.00–09.30. (Also available in rooms)

Restaurant (313)

Book a table for dinner this evening at our French restaurant.

Business services (314)

One meeting room is available. Please book in advance.

Gym and sauna

On basement floor. Open 24 hours a day.

All rooms have

- wireless Internet access
- pay to view TV with eight film channels
- air conditioning.