



# 7 Travel

## Learning objectives in this unit

- Talking about travel
- Asking for travel information using countable and uncountable nouns
- Reporting to a company reception
- Making small talk and developing a conversation

## Activity

- The travel game

## Starting point

- 1 Which form of transport do you usually use to
  - go to work?
  - travel on business?
  - go on holiday?
- 2 'The average business traveller takes seven trips per year.' How many trips do you take?
- 3 What do you like about travelling? What do you not like?

## Working with words | Travel

### 1 Read the text and answer the questions.

- 1 How are Yotels different from other hotels?
- 2 When might passengers want to use a Yotel?
- 3 What facilities are there?
- 4 How do Yotels save passengers time?

## Yotel: the ultimate experience in airport hotels



Yotel is a new chain of budget airport hotels where guests stay in small individual cabins. Situated in one of the **terminal** buildings at Gatwick Airport, the first Yotel in the UK offers passengers a place to catch up on their sleep if they have an early flight, a **delay**, or a long wait between **connections**. You can check in for a four-hour block and you don't have to make a **reservation**.

**Check-in** happens at a machine in Reception where guests pick up a **key card** to their cabin. **Facilities** include a techno wall containing a TV screen with a wide selection of films, radio, games, and the Internet. The 10m<sup>2</sup> premium cabins have a **double bed** which converts into a comfortable sofa and the 7m<sup>2</sup> standard cabins have a **single bed** instead. Both cabins have shower rooms, and **luggage** can be put under the bed. There is no need for a **safe**.

To **check out** guests use a credit card in the machines to pay their **bill**. While guests in other hotels have to take a **shuttle bus** to the airport, Yotel guests walk straight to the **check-in desk**, through the **departure lounge**, and waste no time in **boarding** their plane.

2 Work with a partner. Discuss the advantages of staying at a Yotel. Think about

- the location
- the facilities
- the time.

3 33> Listen and complete the three texts.

FLIGHT	DESTINATION	TIME	STATUS
BA7293	Singapore	14.45	<sup>1</sup> d _____ until 16.30. Wait in <sup>2</sup> d _____.
UA0472	Boston	15.30	Now <sup>3</sup> b _____ at <sup>4</sup> G _____ J13.

Guests are required to <sup>5</sup>c \_\_\_\_\_ before 12 noon and return the <sup>6</sup>k \_\_\_\_\_ to Reception. Please remember to remove all valuables from the <sup>7</sup>s \_\_\_\_\_ before you pay your <sup>8</sup>b \_\_\_\_\_.

<sup>9</sup>f \_\_\_\_\_ EX3465 from London Stansted to Copenhagen  
<sup>10</sup>o \_\_\_\_\_ ticket  
 Departs 13.00  
<sup>11</sup>l \_\_\_\_\_ at 15.45 <sup>12</sup>t \_\_\_\_\_ 2

4 Work with a partner. Put the words in **bold** from the text in 1 and from 3 into these categories. Some words may fit in both categories.


hotels	airports / air travel

» For more exercises, go to **Practice file 7** on page 114.

5 Work with a partner. Student A, turn to File 15 on page 138. Student B, turn to File 40 on page 143. Then have two conversations.

6 Work with a partner. Tell each other about your last business trip or holiday. Talk about

- the journey
- where you stayed
- anything that went wrong.

 » Interactive Workbook » Glossary

**Tip | travel, trip, and journey**

Use *travel* in a general sense to talk about visiting other places. It is a noun and a verb.  
*Air **travel** is cheaper now than it has ever been.*  
*I **travel** abroad for work once or twice a month.*

Use *trip* to talk about the whole visit to a place we go to.  
*She's gone on a business **trip** to Paris.*

Use *journey* to talk about the act of travelling from one place to another.  
*The **journey** to my parents' house takes five hours.*

## Language at work | Countable and uncountable nouns

**1** Work with a partner. Read the Frequently Asked Questions (FAQs) sent to an airport. Which of the questions can you or your partner answer about your nearest airport?

- 1 Can I get to the airport on public transport? If not, how much does a taxi cost?
- 2 How much time will I need to travel between terminals? Is there a shuttle bus?
- 3 I need to get ready for a meeting. How many shower rooms are there?
- 4 I need to get some money. Where are the cash machines?
- 5 I don't need my suitcase. Are there any lockers where I can leave my luggage?
- 6 My mobile phone isn't working. Can I rent one to use on my trip?

**2** **34▶** Listen to a representative from Tokyo Narita International Airport giving information about the airport. Which question in **1** doesn't he answer?



**3** **34▶** Listen again and answer the FAQs in **1** about Narita International Airport.

**4** Nouns in English can be countable, for example *job(s)* or uncountable, for example *work*. Complete the rules with the words *countable* or *uncountable*.

- 1 \_\_\_\_\_ nouns have a plural form (e.g. *bank – banks*).
- 2 \_\_\_\_\_ nouns have no plural form (e.g. *information – information*).
- 3 Use *How many?* with \_\_\_\_\_ nouns, and *How much?* with \_\_\_\_\_ nouns.
- 4 Use *Is there?* with singular \_\_\_\_\_ nouns and \_\_\_\_\_ nouns, and *Are there?* with plural \_\_\_\_\_ nouns.

**5** Look again at the FAQs in **1**. Underline all the countable nouns and circle the uncountable nouns.

### Tip | nouns that can be countable and uncountable

Some nouns in English can be countable or uncountable depending on their meaning.

*I haven't got **time** to answer all my emails today.*

*I've called our suppliers **three times** today.*

**6** Work with a partner. Are the words in the list countable (C) or uncountable (U)? Choose six and put each one into a sentence.

- ticket C    taxi \_\_\_    night \_\_\_    bank \_\_\_    research \_\_\_  
 equipment \_\_\_    minute \_\_\_    product \_\_\_    hour \_\_\_    business trip \_\_\_  
 travel \_\_\_    job \_\_\_    work \_\_\_    news \_\_\_    information \_\_\_

**7** Complete these questions with *How much ...?*, *How many ...?*, *Is there ...?*, *Are there ...?* Then work with a partner and ask and answer the questions.

- 1 \_\_\_\_\_ a bus stop near your office?
- 2 \_\_\_\_\_ time do you spend packing for a holiday?
- 3 \_\_\_\_\_ business trips do you make in a year?
- 4 \_\_\_\_\_ many employees from overseas in your company?
- 5 \_\_\_\_\_ work do you have at the moment?
- 6 \_\_\_\_\_ a good restaurant near your office?

» For more information and exercises, go to **Practice file 7** on page 115.

**8** Work with a partner. Take turns to ask and answer some travel information questions. Student A, turn to File 16 on page 138. Student B, turn to File 41 on page 143.

**Practically speaking** | How to report to a company Reception

**1 35▷** Listen to a conversation between a client and a company receptionist. Is the client polite? How could he be more polite?

**2 35▷** Listen to a second conversation and order the information the client gives the first time she speaks.

- a the name of her company \_\_\_    c the name of the person she is meeting \_\_\_  
 b the time of the appointment \_\_\_    d her own full name \_\_\_

**3 35▷** Complete these sentences from Conversation 2 with words or phrases from the list. Is the customer (C) or the receptionist (R) speaking? Listen again and check your answers.

*security pass    an appointment    a seat    sign in    I'm from*

- 1 C    My name's Helen Edwards and \_\_\_\_\_ Citibank.
- 2 \_\_\_    I have \_\_\_\_\_ with Susana Kechel at 11 o'clock.
- 3 \_\_\_    Would you like to take \_\_\_\_\_ while you're waiting?
- 4 \_\_\_    Do I need to \_\_\_\_\_?
- 5 \_\_\_    Here's your \_\_\_\_\_.

**4** Work with a partner. Take turns to be a customer checking in at a company Reception and a company receptionist. First use your own names and then the names and companies below.

- 1 Judith Kerr / Aviva / Lewis Ferrero / 12.30
- 2 Lenny Granger / Samsung / Ruth Chan / 2.15
- 3 Yann Jaffrey / Nokia / Ned Hussein / 9.45
- 4 Pino Ten / UPS / Carmen Winters / 10.30

## Business communication | Making small talk and developing a conversation

- 1** Work with a partner. Look at the topics below. Which ones is it normal to talk about in your country when you meet someone from abroad for the first time?

*work   the journey   money   the visitor's country*  
*family   politics   interests   holidays*

- 2 36▶** Listen to Dan Ford meeting Jozef Dropinski at the airport. Which topics from **1** do they talk about?
- 3 36▶** Complete the questions from the conversation in **2** with *do*, *did*, or *are*. Then listen and check your answers.
- \_\_\_\_\_ you have a good flight?
  - \_\_\_\_\_ you often travel abroad on business?
  - \_\_\_\_\_ you see the Alhambra?
  - What \_\_\_\_\_ you think of it?
  - \_\_\_\_\_ you interested in architecture?
  - When \_\_\_\_\_ you usually take your holiday?

- 4** Complete the table with the questions in **3**.

<b>Asking about a journey</b>	<b>Asking about experiences</b>
How was your journey? _____	Is this your first time in Tokyo? Have you been here before? _____
Was the flight delayed? _____	
<b>Asking about habits</b>	<b>Asking about opinions / interests</b>
Do you ever go skiing? _____	What kind of music do you like? _____
_____	

» For more exercises, go to **Practice file 7** on page 114.

- 5** Work with a partner. Choose three of the topics in **1** and make four questions about each topic.
- 6** Work with a different partner. Take turns to ask and answer your questions.
- 7** Work with a partner. You are visiting each other's countries. Take turns to make small talk and develop a conversation, using the ideas below.
- the hotel
  - the journey
  - their interests
  - food
  - their families
  - holidays

② » Interactive Workbook » Email and » Exercises and Tests

### Key expressions

#### Asking about a journey

How was your journey?  
Did you have a good trip?  
Was the flight delayed?

#### Asking about experiences

Is this your first time in Tokyo?  
Have you been here before?  
Did you see the match last night?

#### Asking about habits

Do you ever go sailing?  
Do you often go abroad on business?  
When do you usually take your holiday?

#### Asking about opinions

What did you think of it?  
What kind of food do you like?  
Are you interested in tennis?

② » Interactive Workbook »  
Phrasebank

## The travel game

Work with a partner. You are both travelling to Chris Stein's office in Prague. Student A takes one route and Student B takes another. Use a counter and throw a coin. If the coin lands on heads, move forward one space and role-play the conversation with your partner on that space. If the coin lands on tails, stay where you are and pass the coin to your partner. The winner is the first person to reach Chris's office.

Buy a plane ticket to Prague at the ticket office.	Take a taxi to the airport. Make small talk with the taxi driver.	<b>A</b> <b>YOUR OFFICE</b> <b>B</b>	Call a hotel and make a reservation for two nights.	Buy a ticket for the Airport Express train.
Ask where you can change money.			Ask what time the next train leaves.	
Buy a drink and something to eat at the airport.		Check in for your flight at the airport.		
Your plane is late boarding. Ask the reason for the delay.		Ask how to get to Gate B22.		
Make small talk with the person sitting next to you on the plane.		Order a drink and something to eat on the plane.		
Ask at Tourist Information for the phone number of a hotel in the Old Town.		Ask at the Information desk in Prague where the taxis are.		
Call a hotel from the airport and book a room for the night.		Take a taxi to your hotel.		
Ask which bus goes to the Old Town and how much a ticket costs.		Check into your hotel and ask what time breakfast is.		
Check into your hotel and order a taxi to take you to the New Town.		Check into the company Reception.	<b>CHRIS STEIN'S OFFICE</b>	Make small talk with Chris Stein when he picks you up.

# Information files | 14–23

## File 14 | Unit 6

### Case study, Discussion, Exercise 4, page 41

The awards can be given in different categories including teams, individual, and innovation. However, the WOW award is the only category where the winner is nominated by the customers. Companies which win an award can use it to promote their businesses.

One recent winner of the WOW award was I Want One Of Those (IWOOT), an online company which sells gadgets, gifts, and toys, ideal for people who do not actually *need* anything. This company received 300 nominations for the award in seven months. Some of the comments from satisfied customers included '... the delivery time was so quick and hassle free', '... helpful and friendly' staff, '... lovingly packaged by Kamal', '... you keep me informed of every step of my order', with a '... good means of tracking the parcel'.

## File 15 | Unit 7

### Working with words, Exercise 5, page 43

#### Student A

Have conversations with your partner for these situations.

- 1 You are checking out of a hotel. Student B is the receptionist.  
Ask
  - to check out
  - for your bill
  - if you can book a room for next month (two nights)
  - for the receptionist to call a taxi to take you to the airport (Terminal 4).
- 2 You work in the ticket office of an airline at your local airport. Student B is a passenger. Respond to his / her questions. Invent your answers.

## File 16 | Unit 7

### Language at work, Exercise 8, page 45

#### Student A

- 1 You are a receptionist at the hotel in Hong Kong where Student B is staying. Use this information to answer his / her questions.

**Transport:** You recommend the Airport Express train service, which is quicker than a taxi and there is no problem with the traffic.

23-minute journey to the airport. Costs HK\$100. Trains every 12 minutes. First train at 05.50.

**Check-in:** You recommend the flight check-in service at Hong Kong railway station. This is for passengers using the Airport Express service (seven check-in desks for Cathay Pacific). Open at 5.30 a.m.

**Shops at airport:** Cartier, Gucci, Hermès, Muji to Go, Omega, etc.

- 2 You are looking for a luxury hotel in Portugal for a future conference. Phone the Dom Pedro Palace Hotel in Lisbon and find out the following information.

**Location:** Where? How far from airport / railway station?

Free airport shuttle bus?

**Facilities:** Number of rooms? Air conditioning in rooms? How much space for meetings? Any restaurants? Business centre with computers / fax machines etc.? Other facilities or services?

**Leaving and arriving:** Check-in and check-out times?

## File 17 | Unit 8

### Case study, Task, Exercise 2, page 53

#### Student A

Look at the information below about Interglobal Ltd.

<b>Company history:</b>	Global carrier since 2000
<b>Type of company:</b>	International
<b>Price:</b>	€6 per package. Discount starts at 1,000 packages
<b>Collection:</b>	Twice daily
<b>Speed:</b>	Three working days
<b>Delivery options:</b>	10.30 delivery / 15.30 delivery (only weekdays) Call and collect service
<b>First time delivery rate:</b>	75%
<b>Tracking facilities:</b>	Via call centre

## File 37 | Unit 4

Language at work, Exercise 6, page 27

### Student B

Answer Student A's questions about Martin Cooper. Then ask questions to complete the missing information, using the question words in *italics*. Do **not** include the information highlighted in yellow in your question.

*Example: When was Martin Cooper born?*

Martin Cooper was born **in Chicago, USA** in \_\_\_\_\_ *When?*

He studied **electrical engineering** at \_\_\_\_\_ *Where?*

In 1954 he started working **for Motorola**, where he helped develop \_\_\_\_\_ *What?*

At that time Motorola was in a race with \_\_\_\_\_ to make **the first cell phone**. *Who?*

The first private tests of the phone were in \_\_\_\_\_ and the first public demonstration was in New York **on 3 April 1973**. *Where?*

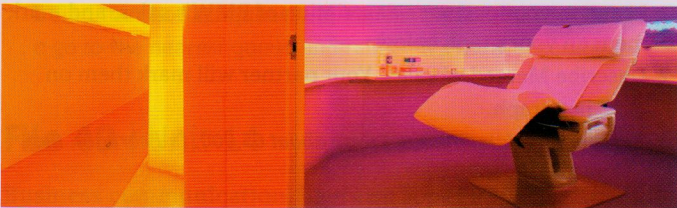
Cooper made the first call by cell phone to **Joel Engel** at \_\_\_\_\_ *Where?*

In \_\_\_\_\_ a smaller version of the phone went on sale **for \$3,500**. *When?*

Cooper became the **Corporate Director of Research and Development for Motorola** before he set up his own company called \_\_\_\_\_ *What?*

## File 38 | Unit 4

Business communication, Exercise 5, page 28



### Student B

You have researched the Yelocab in the Yelo complex opposite your office building. Read the notes and give a report of your research.

#### Purpose:

- Find best place for employees to have a 20-minute midday sleep.

#### Why?:

- Employees work better in the afternoon after a short sleep.

#### What I did:

- Choose ten employees to try it out.
- Rent a Yelocab for one month.
- Put it outside the main office building.
- Interview these ten employees on different days.

#### Result:

- Yelocabs are very relaxing, but employees are not happy about paying for them themselves.
- Speak to Sales Director to negotiate a deal for all employees.

## File 39 | Unit 5

Case study, Task, Exercise 1, page 35

### Student B

Look at the situation with retaining staff six months ago and the progress made.

Six months ago	Progress made
85% of employees – women under 35.	Now 20% men.
Average length of stay in organization – 18 months.	Extended full pay for women on maternity leave to 20 weeks.
Benefits – 20 days paid holiday a year.	Increased holiday to 25 days a year.
Full pay for women on maternity leave for six weeks.	

## File 40 | Unit 7

Working with words, Exercise 5, page 43

### Student B

Have conversations with your partner for these situations.

- 1 You are a hotel receptionist. Student A is a guest. Respond to his / her questions. Invent your answers.
- 2 You are a passenger at an airport and you need to fly to Oslo urgently. Student A works at the ticket office. Ask
  - for the time of the next plane to Oslo

*Example: What time does the next plane to Oslo leave?*

  - for a one-way ticket
  - what time the plane lands
  - which terminal the plane lands at.

## File 41 | Unit 7

Language at work, Exercise 8, page 45

### Student B

- 1 You are staying at a hotel near Hong Kong station. You have a flight home from Chek Lap Kok Airport tomorrow morning at 10.30 a.m. Find out the following information.

**Transport:** Best way to get there? Time needed to get there?

Cost? Number of trains per hour? First train in morning?

**Check in:** Where? Check-in desks for Cathay Pacific? Opening time of check-in desks?

**Shopping:** Presents for family – any good shops at airport?

- 2 You are a receptionist at the Dom Pedro Palace Hotel in Lisbon. Student A will call you to ask for information. Use this information to answer his / her questions.

**Location:** In centre of Lisbon, 7 km from Lisbon International Airport. Low-cost minibus to hotel.

**Facilities include:** 263 rooms (all air-conditioned with Internet access), 20 meeting rooms, Italian restaurant, cocktail bar, sports and health facilities, shops.

**Other business facilities:** Business centre on 2nd floor.

**Leaving and arriving:** Check out before midday, check in after 2.00 p.m.