Contents

Introduction vii
Acknowledgements xi

Unit 1
Asking about travel 1

Unit 2
Making travel arrangements 10

Unit 3
At an airport 19

Unit 4
At a hotel 30

Unit 5
Ordering a meal 40

Unit 6
Changing your arrangements 49

Unit 7
On the telephone 59

Unit 8
Asking the way 67

Unit 9
Hiring a car 76

Unit 10
Seeing a doctor 85

Unit 11
Shopping 94

Key 104

Wordlist 107
Introduction

*English for Travel* is a course for business people and tourists. It is for people who travel to English-speaking countries or to countries where English is often used at airports, in restaurants, in shops and so on. It is a practical course which teaches you how to use English when buying a ticket, ordering a meal, hiring a car etc.

The course tells the story of a business trip to Athens. Peter and Maria Almar have a shop in Zurich. They visit Istanbul and Athens to buy things for their shop, and they also have a few days' holiday in Greece.

*English for Travel* can be used as a self-study course – you can use it at home without a teacher. (It can also be used with a teacher, and there is a Teacher's Guide to help teachers use the course in the classroom.) You must know a little English before you start the course. (You may have learnt some at school or have spent one or two years learning English at evening classes.) There are explanations of the more difficult or important words in each unit (Key Words) and an alphabetical Wordlist at the back of this book (pages 107–113). This will help you to find an explanation quickly if you do not know the meaning of a word.

Many words that the traveller needs are different in British English and American English. Both British and American English words are given in the Key Words and Wordlist.

The parts of the course are this book (the Coursebook) and two cassettes, so you will need a cassette player. The cassettes are a very important part of the course because the traveller has to do a lot of listening and speaking. The cassettes help you to listen to and understand English as it is used by travel agents, shop assistants etc. They also give you the chance to practise the kind of sentences you need to say when you have to ask for information, buy things etc. *English for Travel* teaches useful English; it teaches realistic English; and it gives active practice in the English needed for travel.

*The Almars' shop in Zurich*
To find out what English the traveller needs to understand and to use, we took recordings of travel agents, shop assistants etc. The English in the Listening for Information is taken from these recordings.

How to use the course

The course is in 11 units, each about a different aspect of travel - 'Asking about travel', 'At a hotel' etc. It is best if you work through the units from 1 to 11. If you already know a lot of English, you can leave out some units and do only those that you are most interested in or that are most useful to you. However, a lot of things in the course (e.g. how to ask questions) can be used in different situations, and so it will normally be best for you to work through the whole course.

Instructions for using the material are given in each unit of this book and on the cassettes. But here is a list of the parts of each unit with suggestions as to how they should be used.

1 Dialogue

The Dialogue tells the story of the Almars' trip to Athens. In the Dialogue there are examples of the language that you will practise in the unit. Listen to the Dialogue and try to understand it without looking at the words in your book. If you cannot understand the Dialogue at first, read it in your book and find out the meaning of the unknown words from the Key Words, which are after the Dialogue. Play the Dialogue again until you can understand it without looking at your book. When you understand the Dialogue, practise saying Peter's or Maria's words after the words on the tape.

2 Key words

The more difficult or more important words from the Dialogue and from the Listening for Information are listed here with an explanation or example. These words are also in the Wordlist at the back of the book so that if you forget the meaning of a word, you can find it quickly later on. When you have finished a unit, look back again at the Key Words you have learnt.

3 Using the language

The first two exercises help you to practise some of the phrases and grammar in the Dialogue. You practise saying what you want, asking questions etc. These exercises are on your cassette, and the answers are all given too, so that you can check that your answer is correct. Always try to speak like the voice on the cassette. It is best if you do not look at your book when you are saying the answers, but you should look at your book if you find the sentences too difficult at first.

The third exercise is a short dialogue in which you play the role of a traveller, customer etc. at a travel agency, bank or shop. First you listen to the dialogue; secondly, you say the traveller's words at the same time as he or she says them; and thirdly, you have to stop the tape when it is the traveller's turn to speak, and you have to say the traveller's words. You can look at the words in your book until you are ready to play your role from memory.

4 Listening for information

This part of the unit contains a conversation (recorded on cassette), and a number of written questions about the conversation. In each conversation the words of the travel agent, shop assistant etc. are taken from a real conversation, so you will hear real English, the English you have to understand in real life. This means that you may find the conversation difficult to understand when you first hear it, but your work on the Dialogue and on Using the Language will help you. Try to understand the conversation first without looking at your book, but if you find it difficult, follow the words in your book as you listen. Some of the words were also in the Dialogue, others you will find in the Key Words. But remember that you do not need to understand every word. The important thing is to understand the meaning of the whole phrase or sentence. Listen to the conversation again until you can understand it without looking at your book. When you understand the conversation, read the questions in your book. Then play the conversation again, listening for the information that you need to answer the questions. Stop the tape and write the answer.
to each question or group of questions; or take notes on a piece of paper as you listen, and then write all the answers when the conversation has finished. Answer each question in a word or short phrase. It is important that you do not read the conversation after you have looked at the questions, because the questions are a test of listening. Check your answers with the Key (pages 104–106).

5 Reading for information

The traveller has to understand spoken information, and written information too. You hear real English spoken in the Listening for Information, and in this part of the unit the brochure, timetable etc. is a real brochure or a real timetable. As with listening, the important thing when reading is to find the information you want. You do not need to understand every word the first time. You must answer the questions by finding the information from the written material. The more difficult words are explained in the Notes, but try to answer the questions before looking at the Notes if you can. Look at the Key to make sure your answers are correct.

Additional notes

In one unit (Unit 3) there is also a writing exercise on filling in a form.

When you are learning English, it is best to work for not more than 1–1½ hours at one time. Two lessons of half an hour are better than one lesson of one hour. Practise as often as you can - two or three times a week, or every day. This is much better than, for example, spending a period of 4 or 5 hours on the course every month.

After each unit look again at the Key Words and try to remember a sentence with each word. If you found a unit difficult, do it again - it will be easier the second time. Or you can come back to it again later. The more you practise, the better your English will be.

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Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar are in Istanbul, where they are buying things for their shop in Zurich. They want to talk to the manager of an export company, but he is not there at the moment, so the Almars plan to go to Athens for three days and then back to Istanbul. Peter is enquiring at a travel agency about travel to Athens.

Peter: Good morning. I want to go to Athens. Could you tell me if there's a train today or tomorrow?

Travel agent: There's a train every evening at 22.30.

Peter: What time does it arrive in Athens, please?

Travel agent: The train leaving today arrives at 11.40 on Wednesday.

Peter: How much does it cost?

Travel agent: The single fare is TL848 first class and TL567 second class.

Peter: Sleeping accommodation is included, is it?

Travel agent: No, that's extra.

Peter: Oh. What sort of accommodation is there?

Travel agent: Well, that depends on whether you travel first or second class. There are single-berth compartments for first-class passengers and two or three-berth compartments for second-class passengers.

Peter: How much is a first-class berth?

Travel agent: TL425 each night.

Peter: Can I book a berth in advance?

Travel agent: Yes, we can book a berth for you, providing there's space, of course.

Peter: I see. And how much is it to Athens by air, please? Tourist class.

Travel agent: TL1699. There's a flight tomorrow at 17.50 that gets to Athens at 18.40.

Peter: Is there any reduction for a return journey?

Travel agent: No, it's double fare, the same each way.

Peter: Well, I'll have to think about it first. I'll call back to book the tickets. Thank you.

Travel agent: Thank you, sir.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter's words after him.

Key words

accommodation place for sleeping
adult person who is no longer a child
in advance before
berth bed in a boat
book buy tickets for a seat, berth etc. in advance
flight journey by air
return come back; (when on the telephone) telephone again
compartment a room on a train
couchette bed in a train
compartment or boat
depend on How much the meal costs
double ×2
each way for both journeys
enquire ask
fare money paid for a journey
ferry boat
flight journey by air
following next
include Meals aren't included;
they're extra.
involve be part of something
passenger person who is travelling
providing if reduction making less
reservation booking in advance return (USA: round trip/two way)
going to a place and back again
shower I’d like a bath or shower.
single ×1
single (USA: one way) going to a place but not coming back

space an empty place not already booked
special having something extra
toilet (USA: bathroom/rest room) WC
tavel agency shop where you buy travel tickets
wash-basin (USA: washbowl) You wash your hands in a wash-basin.

Using the language

Asking for information
Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1 You want to know if there’s a train from Stockholm to Malmö.
   Could you tell me if there’s a train from Stockholm to Malmö, please?

2 You want to know where the toilet is.
   Could you tell me where the toilet is, please?
   how much it costs to fly to Tokyo.
   how much a letter to France costs.
   if there’s a bus to the airport.
   what time breakfast is.
   when the next train leaves.
   if you can book a seat in advance.

Checking information
Listen to the information and then check that it is correct by making sentences with is it? or are they?

1 Sleeping accommodation is included.
   Sleeping accommodation is included, is it?

2 The prices are for second class.
   The prices are for second class, are they?

3 It’s a three-hour journey.

4 These are return tickets.

5 A berth is extra.
6 Couchettes are cheaper.
7 Two-berth compartments are more expensive.
8 It’s double fare for the return journey.

At a travel agency
Listen to this dialogue.

Travel agent Can I help you?
Traveller Could you tell me if there’s a bus from Chicago to Cleveland in the morning?
Travel agent They’re at 6.30, 8.00 and 9.50.
Traveller What time does the 8.00 arrive in Cleveland?
Travel agent It gets into Cleveland at 4.05.
Traveller And how much does it cost?
Travel agent $26.25.
Traveller Well, I’ll call back. I’ll have to think about it first.
Travel agent You buy your ticket on the bus.
Traveller I see. Thank you.

Go back and play the role of the traveller. Say the traveller’s words at the same time as she does. You can look at your book if you need to. Now go back again and this time play the role of the traveller without looking at your book. Stop the tape after the travel agent’s words and say the Traveller’s words.

Listening for information
Now you will hear a conversation in which a traveller asks for information. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on pages 3 and 4.

Traveller Good morning. Could you tell me if there’s a night ferry from Hull to Rotterdam?
Travel agent Yes, it’s six o’clock every evening.
Traveller And what time does it get into Rotterdam?
Travel agent  Eight o'clock the following morning.
Traveller Uh-huh. There's just the one ferry, is there?
Travel agent Yes, it goes at six o'clock every evening.
Traveller Uh-huh. And how much does it cost?
Travel agent That depends on the sort of accommodation. How many passengers are there?
Traveller Well, we're two adults and two children, and we'd like a cabin. What sort of accommodation is there on the boat?
Travel agent Well, there's either a two-berth cabin — a two-berth standard cabin — what time of year?
Traveller We're going in July.
Travel agent July. Well, for a standard cabin that would be £32, that's per person, and for a special cabin, which has got wash-basin, shower and toilet, that'd be £36 per person. It's half fare for the children, under twelve.
Traveller Oh, I see. Well, they're both over twelve.
Travel agent Oh, well, they're both full then. So that'd be four adults. So, as I say, up to the end of September a special cabin is £36 and a standard cabin is £32, or there are couchette cabins which are a bit cheaper, that's £25-80.
Traveller £25-80.
Travel agent And that's just for the passengers, that's a single journey, and that includes dinner, berth and breakfast, so there's two meals involved as well as the accommodation.
Traveller And the car is extra, is it?
Travel agent Yes, the car depends on the length. What make is it?
Traveller Oh, it's a Datsun 240. I don't know how long it is.
Travel agent And the year? Datsun 240. What year is it?
Traveller 78.
Travel agent That'd be £31-60 each way.
Traveller £31-60.
Travel agent Yes.
Traveller Is there any reduction for a return journey?
Travel agent No, it's just a straight double.
Traveller So it would be four times whatever type of cabin we have, from £36 down to £25-80, plus the £31-60 for the car, each way.

Go back and listen again to the conversation until you can understand it without looking at the words. When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. What time in the evening does the ferry leave Hull?
2. What time does it arrive in Rotterdam?
3. How many people can sleep in a standard cabin?
4. How much does a standard cabin cost per person?
5. What three things are there in a special cabin but not in a standard cabin?
6. How much does a special cabin cost per person?
7. At what age do children pay the full fare?
8. What are the cheapest cabins called?
9. How much do they cost per person?
10. Does the fare include dinner?
11. Does it include breakfast?
12. Does it include the car?
13. How much is the return fare?
   a) 1/2 x the single fare.  b) 2 x the single fare.
14. Does the travel agent have to phone the company before she can sell a ticket?

Now check your answers with the Key on page 104.
Reading for information

Look at the information and then answer the questions. Use the Notes if you need to, but try to answer the questions before looking at the Notes if you can.

Vehicle Rates

Rates shown are for single journeys and are applicable to the actual date of travel; return rates are double.

SPECIAL REDUCTION: The summer peak vehicle Tariff (covering journeys on Fridays and Saturdays 15 July to 27 August inclusive) will NOT be applied to bookings made and paid for prior to 1 May.

Cars, coaches mini-buses, caravans and trailers

<table>
<thead>
<tr>
<th>Length of Vehicle not exceeding</th>
<th>Standard 1 Jan-3 July 5 Sept-31 Dec</th>
<th>Summer 4 July-4 Sept</th>
<th>Summer Peak Fri &amp; Sat only 15 July-27 Aug</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.8m (12' 6&quot;)</td>
<td>£13.00</td>
<td>£16.60</td>
<td>£19.20</td>
</tr>
<tr>
<td>4.3m (14' 1&quot;)</td>
<td>£18.00</td>
<td>£23.10</td>
<td>£26.70</td>
</tr>
<tr>
<td>4.7m (15' 5&quot;)</td>
<td>£23.70</td>
<td>£30.50</td>
<td>£35.20</td>
</tr>
<tr>
<td>Over 4.7m (15' 5&quot;): Supplementary charge per 30 cms (1 foot) in excess.</td>
<td>£2.25</td>
<td>£2.70</td>
<td>£3.15</td>
</tr>
</tbody>
</table>

Motorcycle combinations

<table>
<thead>
<tr>
<th></th>
<th>£13.00</th>
<th>£16.60</th>
<th>£19.20</th>
</tr>
</thead>
</table>

Motorcycles

<table>
<thead>
<tr>
<th></th>
<th>£4.50</th>
<th>£5.40</th>
<th>£6.30</th>
</tr>
</thead>
</table>

Bicycles

<table>
<thead>
<tr>
<th></th>
<th>£2.00</th>
<th>£2.40</th>
<th>£2.80</th>
</tr>
</thead>
</table>

Motorcycle combinations, motorcycles and bicycles are not reservable in advance, bookable at Seaspeed Dover on day of travel only.

Passengers travelling with vehicles

<table>
<thead>
<tr>
<th></th>
<th>Standard 1 Jan-3 July 5 Sept-31 Dec</th>
<th>Summer 4 July-4 Sept</th>
<th>Summer Peak Fri &amp; Sat only 15 July-27 Aug</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>£8.60</td>
<td>£8.60</td>
<td>£8.60</td>
</tr>
<tr>
<td>Child (4 to 13 yrs)</td>
<td>£4.30</td>
<td>£4.30</td>
<td>£4.30</td>
</tr>
</tbody>
</table>

General Information

Motorists should check in at least 45 minutes before departure time at the Hoverports at Dover or Boulogne or Calais. Always book in advance if possible.

1 What is the single fare for a car 4.5 metres long travelling on Thursday 21st July?
2 What is the return fare for a car 3.5 metres long travelling in June?
3 How can you travel at the summer peak time but not pay the summer peak rate?
   a) If you book before 1 May.
   b) If you book before 15 July.
4 Does a 14-year-old child pay half fare or full fare?
5 Your hovercraft leaves at 10.30. What is the latest time you can arrive at the Hoverport?

Now check your answers with the Key on page 104.

Notes
Unit 2 Making travel arrangements

Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar decide to go to Athens by air. Maria goes to the travel agency to book the tickets.

Maria: Good afternoon. I'd like to book two return air tickets from Istanbul to Athens, please.

Travel agent: Certainly. When are you travelling?

Maria: We want to take the flight tomorrow afternoon and come back next Friday afternoon.

Travel agent: First class or economy class?

Maria: Economy class.

Travel agent: Two adults?

Maria: Yes.

Travel agent: And your name is . . . ?

Maria: Almar A-L-M-A-R.

Travel agent: Initials?

Maria: M. H.

Travel agent: And the other passenger?

Maria: P. J. Almar.

Travel agent: On the 11th and the 14th, did you say?

Maria: That's right. Do we have to change?

Travel agent: No, it's a direct flight. Here are your tickets, Mrs Almar. These are for the outward journey—Istanbul to Athens on flight SN 862 at 17.50 on 11th July. And these are for the return journey—Athens to Istanbul on SN 863 at 15.10 on 14th July. Don't forget to be at the airport 45 minutes before departure time.

Maria: Thank you. Do you accept credit cards?


Maria: Thank you.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Maria's words after her.
Key words

accept accept dollars = allow a person to pay in dollars
apart from You can travel any day apart from Friday = you can't travel on Friday.
approximately about: The flight takes approximately 10 hours.
arrangements make arrangements = make plans, get ready
available can be used
'cause because
certainly yes, of course
change The ticket was $4.50. I paid $5 and got 50¢ change.
change get into a different plane, train etc. in the middle of a journey
conditions of this ticket what you are allowed and not allowed to do after buying the ticket
copy I have a copy of my letter to the hotel
credit card e.g. an American Express card
decide choose: After thinking about it, I decided to go by bus.
direct flight flight on which you do not need to change
economy class second class initials John David Smith's initials are J. D. S.
monthly return return ticket for trips up to one month
ordinary normal, standard
outward journey first part of a return journey
probably I'll probably leave tomorrow = I think I'll leave tomorrow.
rail ticket train ticket
restriction There's a restriction on exporting money. You can only take out £100.
sign write your name
slightly a little
surcharge make an extra charge
via Auckland to Delhi via Melbourne and Hong Kong

Using the language

Saying what you want
Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1 You want to make a reservation.
I'd like to make a reservation, please.

2 You want to buy a ticket for the ferry to Barcelona.
I'd like to buy a ticket for the ferry to Barcelona, please.

You want to

book a cabin. 

have a shower.

book a single room for 10th August.

book a table for this evening.

have some US dollars.

buy an air ticket to Nairobi.

Asking what you must do
Listen to the examples and then you ask the questions.

1 You don't know if you have to change planes or not.
Do I have to change planes?

2 You don't know if you have to book in advance or not.
Do I have to book in advance?

You don't know if you have to

book a table or not.

have a visa or not.

pay in advance or not.

sign the copy or not.

write your address or not.

make the arrangements now or later.

At a travel agency
Listen to this dialogue.

Travel agent Good afternoon.
Traveller Good afternoon. I'd like a rail ticket to Amsterdam, please.

Travel agent Certainly. When are you travelling?
Traveller I'm taking the four o'clock train today.

Travel agent First or second class?
Traveller First class, please.

Travel agent That's £82.25, please.
Traveller Do you accept credit cards?
Travel agent Certainly. Thank you. Sign here, please.

Thank you very much.

Traveller Thank you.

Go back and play the role of the traveller. Say the traveller's words at the same time as he does. You can look at your book if you need to.
Now go back again and this time play the role of the traveller without looking at your book. Stop the tape after the travel agent's words and say the traveller's words.

**Listening for information**

Now you will hear a conversation in which a traveller buys a ticket. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 12.

**Traveller** Do you sell rail tickets?
**Travel agent** Yes, certainly.
**Traveller** I need a return ticket from Leeds to Colchester. I'm going on Sunday and coming back next Friday.
**Travel agent** That'll be a monthly return actually, which is slightly less expensive than the ordinary return. Colchester, that's via London?
**Traveller** Yes.
**Travel agent** It's £19.00 as far as London and an extra £5.55 through to Colchester.
**Traveller** £24.55, yes.
**Travel agent** Can I travel on any trains I like with that ticket?
**Traveller** Well, there's no restriction apart from coming back; on the Thursday you said, didn't you?
**Travel agent** No, Friday.
**Travel agent** Friday. Oh, well, there are restrictions coming back on a Friday. It depends what time you're going to come back – in the morning or afternoon?

**Traveller** Afternoon. I'll probably want to come back on either the 19.00 or the 19.40 from London.
**Travel agent** The 19.40's OK.
**Traveller** But not the 19.00?
**Travel agent** No.
**Traveller** Would I have to pay extra on that one?
**Travel agent** If you came back on the 19.00, they'd surcharge you up to the normal fare, which would be approximately... about £4 extra to pay.
**Traveller** Oh, well, I'll take the cheaper one then.
**Travel agent** There's no restriction going down, and the only conditions of this ticket are that if you travel... well, if you travel on a Sunday, you're OK 'cause it's available for return on or after the following day, Monday, so you're OK. Where you can't use it is if you were going down on the Monday, for example, you couldn't return on the Friday, you'd have to wait till the Saturday.
**Traveller** Well, I'll take the cheaper one then, the one at £24.55.
**Travel agent** Monthly return to Colchester. One adult.
  £24.55. And you're travelling on the...?
**Traveller** Sunday.
**Travel agent** Sunday the 19th?
**Traveller** Yes.
Travel agent: That's your ticket. That one's for the outward journey, as it says there, Leeds to Colchester, and the copy is to bring you back.

Traveller: Thank you.

Travel agent: Thank you very much. And 45 pence change.

Traveller: Thank you.

Go back and listen again to the conversation until you can understand it without looking at the words. When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. Which is cheaper, a monthly return or an ordinary return?
2. What is the monthly return fare for the whole journey?
3. On part of the journey there is a train you cannot use with a monthly return ticket. Is it on the outward or the return journey?
4. What time is the train you cannot use?
5. How much extra would it cost to travel on any train you like?
6. If the outward journey is on Sunday, what is the first day that the return journey is allowed?
7. If the outward journey is on Monday, what is the first day you can come back?
8. Is the copy of the ticket for the outward or the return journey?

Now check your answers with the Key on page 104.
Unit 2 Making travel arrangements

1 How much baggage is an international tourist-class passenger allowed to take without extra charge?
2 How much would it cost an international tourist-class passenger to take 5 kilograms of excess baggage?
   a) 1% of the tourist-class fare.
   b) 5% of the tourist-class fare.
   c) 5% of the first-class fare.
3 What is the fare for a 4-year-old child?
   a) No charge.
   b) 10% of the full fare.
   c) Half fare.
4 At what age are youth fares no longer available?
5 When do you pay the airport service charge?
   a) When you buy your ticket.
   b) When you catch your plane.
6 How much is the airport charge?
7 How much does it cost to travel from the terminal in Belgrade to the airport?
8 Your plane leaves at 11.15. What is the latest time you can check in?

Now check your answers with the Key on page 104.

Notes

accompany travel with additional more, extra aircraft (USA: airplane) plane allowance baggage allowance = how much baggage you are allowed to take charge ask somebody to pay money complete finish consumption eating delay an aircraft keep an aircraft waiting discount reduction in price domestic inside a country, not international embark get on a plane or ship formalities things that always have to be done e.g. showing your ticket and passport infant young child lb pound = 0.454 kilograms levy a charge ask somebody to pay money locally payable locally = which can be paid at that place obtainable which you can have occupy a seat sit in a seat on request if you ask respective fare fare which was paid, fare which applies separate different terminal place in a town where buses leave for the airport in transit in the middle of a journey youth young person
At Passport Control Peter has to answer some questions.

Passport officer  Do you live in Switzerland?
Peter  Yes, I do.
Passport officer  What was the purpose of your visit to Turkey?
Peter  It was a business trip.
Passport officer  Was this your first visit?
Peter  No, I've been here twice before.
Passport officer  Have you got a vaccination certificate for cholera?
Peter  Yes, I've got it here.
Passport officer  OK, thank you.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

Key words

above  more than
I'm afraid  I'm sorry to say
announce/make an announcement
give information to a group of people
as long as  if
board  get on a plane, ship, train etc.
briefcase  small case for papers
cholera  illness you can catch in hot countries
clerk  person who does paper work in an office, bank etc.
control  checking
Customs  I had to pay the Customs £5 to import the cigarettes.
declare  say what goods you have
duty-free  without duty (money you pay to bring cigarettes, drink etc. into a country)
gate  Passengers for Paris go to Gate 12.
gift  something you give to a person, a present
goods  things for sale, things a person has bought
Green Channel  see page 27
immigration  going into a country
item  thing, piece of goods
line  type of goods
Answering questions

Listen to the question and then give an answer beginning with *yes* or *no*. Answer number one with *yes*, number two with *no*, number three with *yes* and so on.

1. Are you here on business?
   Yes, I am.
2. Do you live in England?
   No, I don't.
3. Have you got a visa?
4. Have you anything to declare?
5. Did you reserve a seat?
6. Are you importing any goods?
7. Is this your first visit to Norway?
8. Did you have any excess baggage?

On the aircraft

Listen to this dialogue.

Traveller: *Would you like any duty-free goods?*
Stewardess: *Yes, a bottle of whisky, please.*
Traveller: *Johnnie Walker, please.*
Stewardess: *That's $680.*
Traveller: *Can I pay in francs?*
Stewardess: *Haven't you got any US dollars?*
Traveller: *No, I haven't. I'm sorry.*
Stewardess: *OK, that'll be all right. I'll bring the change in a moment.*
Traveller: *Thank you.*

Go back and play the role of the traveller. Say the traveller's words at the same time as he does. You can look at your book if you need to.

Now go back again and this time play the role of the traveller without looking at your book. Stop the tape after the stewardess's words and say the traveller's words.

Using the language

Asking if you are allowed to do things

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1. You want to know if you are allowed to board the aircraft now.
   *Can I board the aircraft now?*
2. You want to know if you are allowed to bring in 300 cigarettes.
   *Can I bring in 300 cigarettes?*

You want to know if you are allowed to

- use the ticket on a weekday.
- pay by cheque.
- leave the car in London.
- break the journey in Budapest.
- catch the flight without a reservation.
- take your briefcase on the plane.
Listening for information

Now you will hear two conversations at an airport. Listen to the conversations and try to understand them without looking at the words in your book or at the Key Words on pages 21 and 22.

Conversation 1  Checking in

Check-in clerk  Good morning.
Traveller  Good morning. Can I check in here for the flight to New York?
Check-in clerk  Yes, I'm afraid it's running late today, it's leaving at ten past three instead of one o'clock.
Traveller  Oh dear.
Check-in clerk  May I have your ticket and your passport? ... Thank you very much.
Traveller  Can I take this briefcase as hand baggage?
Check-in clerk  Yes, as long as it'll go under the seat.
Have you any other baggage?
Traveller  Yes, I've got these two suitcases and this bag.
Check-in clerk  I'm afraid the baggage allowance to New York is two pieces. It doesn't involve weight, only the number of pieces.
Traveller  So how much excess baggage is there?
Check-in clerk  The extra charge is £20 for each extra piece that you have.
Traveller  For each piece above two?
Check-in clerk  Yes, so that'll be £20.
Traveller  I see. Do I have to pay now?
Check-in clerk  Yes, please ... £20. Thank you very much. Where would you like to sit?
Traveller  No smoking, please.
Check-in clerk  No smoking, window?
Traveller  Yes, by the window, please.
Check-in clerk  So that's 18A, that's your boarding card and your ticket that you'll need to show again at the gate.
Traveller  Thank you.
Check-in clerk  Do you have a valid visa for New York?
Traveller  Yes, I do.

Conversation 2  Going through Customs

Customs officer  Would you like to put your luggage on here? ... Thank you. Where have you just come from?
Traveller  From Madrid.
Customs officer  Madrid. Are you resident in Spain, or do you live in the UK?
Traveller  I live in Spain.
Customs officer  Can I see your passport, please?
Traveller  ... Thank you. How long are you coming to the UK for?
Traveller  ... For a week.
Customs officer  On holiday, are you? Or business?
Traveller  Yes, on business.
Customs officer  I see. OK. Well then, you understand that you've come into the Green Channel, which means you have nothing to declare.
Traveller  Yes.
Customs officer  Is this all your luggage?
Traveller  This is all, yes.
Customs officer  Nobody else is travelling with you?
Traveller  No, I'm travelling alone.
Customs officer  OK then. What type of goods have you got, cigarettes, cigars?
Traveller  I've got just 200 cigarettes.
Customs officer  Nothing else at all in the tobacco line?
Traveller  No.
Customs officer  Any drink at all? Spirits? Liqueurs?
Traveller  Wine.
Customs officer  Was that bought in the duty-free shop, or ...?
Traveller  Yes, at Madrid airport.
Customs officer  I see. Are you bringing any gifts at all for anybody in the UK?
Traveller  Well, the whisky is a present, but that's all.
Customs officer: I see. No other small items – watches, jewellery?
Traveller: No, it's just personal things.
Customs officer: OK. Right, sir. Would you let me have a look in there? ... Is the calculator going back to Spain with you?
Traveller: Yes it is. It's mine.
Customs officer: Do you have a camera at all?
Traveller: No, not with me.
Customs officer: OK, sir. Thank you very much.

Go back and listen again to each conversation until you can understand it without looking at the words. When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

Conversation 1
1. What time will the flight leave today?
2. What time does it normally leave?
3. What is the baggage allowance on flights to New York?
4. How much must she pay for the excess baggage?
5. Can she pay later?
6. What is the number of her seat on the plane?
7. Which gate will she have to go to?
8. What time will she be able to board the plane?

Conversation 2
9. Where has the traveller come from?
10. Why has he come to the UK?
11. What does it mean if he goes into the Green Channel?
a. He has something to declare.
b. He has nothing to declare.
12. How many cigarettes has he got?
13. What drink has he got?
14. Has he got any jewellery?
15. Is he going to give the calculator to another person?

---

**DUTY-FREE ALLOWANCES**

If you have come from an EEC country the allowances in column 1 apply to goods obtained duty and tax-paid within the EEC. The allowances in column 2 apply if any of the goods were obtained outside the EEC or in a duty and tax-free shop, or duty and tax-free on a ship or aircraft.

If you have come from a country outside the EEC the allowances in column 2 apply.

<table>
<thead>
<tr>
<th></th>
<th>Column 1</th>
<th>Column 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tobacco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goods</td>
<td>100</td>
<td>50</td>
</tr>
<tr>
<td>Cigarettes</td>
<td>300</td>
<td>200</td>
</tr>
<tr>
<td>Cigars</td>
<td>150</td>
<td>100</td>
</tr>
<tr>
<td>Alcoholic Drinks</td>
<td>1.5 litres</td>
<td>1 litre</td>
</tr>
<tr>
<td>over 38%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>over 22%</td>
<td>3 litres</td>
<td>2 litres</td>
</tr>
<tr>
<td>or fortified</td>
<td></td>
<td></td>
</tr>
<tr>
<td>or sparkling wine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alcohol</td>
<td>400</td>
<td>250</td>
</tr>
<tr>
<td>Perfume</td>
<td>75 g</td>
<td>50 g</td>
</tr>
<tr>
<td>Toilet water</td>
<td>375 cc</td>
<td>250 cc</td>
</tr>
<tr>
<td>Other goods</td>
<td>£50 worth</td>
<td>£10 worth</td>
</tr>
</tbody>
</table>

**GOODS to declare**

If you have more than the duty-free allowances listed or if you have prohibited or restricted goods go into the RED CHANNEL and declare them to an officer.

**NOTHING to declare**

If you have nothing more than the duty-free allowances and no prohibited or restricted goods go straight through the GREEN CHANNEL unless asked to stop by an officer.

---

Reading for information

Look at the information and then answer the questions. Use the Notes if you need to, but try to answer the questions before looking at the Notes if you can.
1 You are arriving in the UK from Copenhagen. You have 75 cigars which you bought at a shop in the city. Will you have to pay duty?

2 You are flying from Milan to Birmingham. You want to buy perfume without paying duty. How much can you buy at the duty-free shop at Milan airport?

3 You are arriving in the UK from Montevideo, where you live. How many duty-free cigarettes can you bring in?

4 You are going to fly from Marseilles to London. You want to buy some Sauterne (white wine) at a shop in Marseilles before you go to the airport. How much can you take to London duty-free?

5 You are going to London for three weeks. Will you have to pay duty on your camera?

Now check your answers with the Key on page 104.

Notes

alcoholic Beer, wine and whisky are alcoholic drinks.

EEC European Economic Community, Common Market effects things which belong to a person e.g. clothes entitled to allowed to have fl. oz. fluid ounce (weight) intend I intend to leave today = I am going to leave today. obtain buy, get

prohibit not allow proof 30% proof = 30% alcohol in a drink
tax money paid to the government unless if not within in, inside

Writing

You are flying to Belfast on a business trip, and you have been given this form. Fill in the answers on the form. Use the Notes if you need to.

EMBARKATION CARD

Please complete in BLOCK letters
Surname (Mr./Mrs./Mss)

Christian names
Nationality/Citizenship Date of birth Place of birth
Home address
Purpose of visit
Occupation Employer

Date
Signature

Notes

birth being born block letters LIKE THESE
Christian name first name
citizenship nationality
complete fill in
embarkation getting on a plane or ship
employer company that you work for
fill in (USA: fill out) write your name, address etc. on a form
form paper with questions that you must answer
maiden name woman's name before she was married
nationality the country you belong to, e.g. Swiss nationality
occupation job
signature writing your name
surname family name

1 Perfume
2 Toilet Water
3 Sparkling wine
4 Fortified wine
Unit 4 At a hotel

Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar arrive at the Hotel International in Athens, where they have reserved a room.

Peter Good evening. My name's Almar. I reserved a double room with bathroom for three nights.
Receptionist Mr Almar. Yes, room 312. Would you like to register, please? Just fill in this form.
Peter Thank you.
Receptionist And could I see your passports, please?
    Thank you.
Maria How much do you charge for a double room?
Receptionist It's 1900 drachmas a night, which includes a service charge.
Maria Can we get dinner this evening?
Receptionist Yes, we're serving dinner in the Roof Garden.
Peter And what time is breakfast?
Receptionist Breakfast is from 7.30 to 9.00 in the ground-floor restaurant.
Peter And could we have a call in the morning, please?
Receptionist Certainly. What time would you like it?
Peter Eight o'clock, please.
Receptionist Very good, sir. And here's your key.
    Room 312.
Peter Thank you, Oh, are there any letters or telephone messages for us?
Receptionist No, sir, nothing. I'll just get a porter to take your luggage up.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.
### Key words

accommodation agency  
An accommodation agency finds hotel rooms for people  
à la carte each dish with its own price (see table d'hôte)  
amount an amount of money = some money  
bill (USA: check) paper that says how much you have to pay  
call I made a call = I telephoned.  
choice a choice of two flights = two flights to choose from  
complimentary costing nothing  
disco(thèque) place where you can dance to records  
fruit apples, oranges, bananas etc.  
key You need a key to open the door.  
menu list of things to eat in a restaurant  
message piece of information for another person  
porter person who carries luggage  
receipt paper that says you have paid money  
receptionist (USA: room clerk) person in a hotel who you ask about rooms  
register put your name on a list  
reserv book, make a reservation  
serve bring food to the table  
service charge extra money paid for service  
table d'hôte one price for the whole meal (see à la carte)  
terms price  
unconfirmed not agreed in writing  
VAT Value Added Tax (tax on goods and services in Britain)

### Using the language

### Asking for things

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1. You want a seven o'clock call.  
   Could I have a seven o'clock call, please?

2. You want some French francs.  
   Could I have some French francs, please?

   taxi.  
   a seat at the back.  
   a weekend return to Oxford.  
   half a litre of oil.  
   a room with a shower.  
   your key.

### Asking questions

Listen to the information and then ask the questions.

1. There are three restaurants.  
   How many restaurants are there?

2. The price is $30.  
   What is the price?

3. Lunch is from 12.30 to 2.30.  
4. Those postcards are 20 pence.  
5. The restaurant is on the sixth floor.  
6. An English breakfast is £1.75.  
7. Your suitcases are over there.  
8. Your room number is 425.

### At an accommodation agency

Listen to this dialogue.

Clerk Good afternoon.  
Traveller Good afternoon. I'm looking for some accommodation for tonight.  
Clerk Yes, and the name is...?  
Traveller Meyer, M-E-Y-E-R.  
Clerk What kind of accommodation do you want?  
Traveller A single room with a bathroom, please.  
Clerk And how much do you want to pay?  
Traveller Well, how much will it be?  
Clerk Would £15 be all right?  
Traveller Yes, that'll be all right.  
Clerk Just a moment then, please.

Go back and play the role of the traveller. Say the traveller's words at the same time as she does. You can look at your book if you need to.

Now go back again and this time play the role of the traveller without looking at your book. Stop the tape after the clerk's words and say the traveller's words. Give your own name when the clerk asks you.
Listening for information

Now you will hear a conversation in which a traveller asks about a room. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 32.

Receptionist Good afternoon, sir. Can I help you?
Traveller Good afternoon. Have you a single room with a bathroom, please?
Receptionist Yes, I can do a single room for you this evening. Would it only be for the one night?
Traveller For two nights.
Receptionist For two nights.
Traveller How much do you charge for a room?
Receptionist Our terms are £16.50 plus VAT, and that includes a full English breakfast, so altogether that is £18.98.
Traveller So it's £18.98 altogether, including breakfast.
Receptionist And VAT; yes.
Traveller Uh-huh. That's with a bathroom, is it?
Receptionist Yes, all the rooms have private bathroom, colour television, complimentary fruit.

Hotel room
1 Telvision
2 Fruit
3 Key
4 Newspaper

Traveller And can I get dinner here?
Receptionist We do serve dinner, yes. We have a choice of three restaurants; we have the Garden Restaurant, which is on the ground floor, which has an à la carte menu and a table d'hôte menu; we have the Steakhouse, which is for a quick meal; and we also have the Room at the Top on the sixth floor, which is a disco and cabaret.
Traveller I see. Well, could I book a room for two nights then, please?
Receptionist Yes, certainly, but I'm afraid I will have to ask you for payment in advance with it being an unconfirmed booking.
Traveller So you'd like the whole amount in advance, would you?
Receptionist Yes, please. Is that all right?
Traveller Yes, that's all right.
Receptionist Would you like to register then, please?
And the name is?
Traveller Ross.
Receptionist So that's Mr Ross, one single for two nights.
Traveller Right.
Receptionist And that'll be £37.96, please, Mr Ross. Thank you. 98, 100, £38, 39, 40.
Traveller Thank you.
Receptionist That's your receipt. You may have a full copy of the bill in the morning. And here's your key.
That's room 125, Mr Ross, and you'll find that room on the first floor. Take the lift just to your left there up to the first floor.
Traveller Thank you very much. And what time is breakfast?
Receptionist Breakfast is from seven until ten.
Traveller Seven until ten.
Receptionist In the Garden Restaurant on the ground floor.
Traveller Uh-huh. And could I have an early call, please?
Receptionist You certainly can. What time?
Traveller At seven o'clock, please.
Receptionist: Would you like a morning paper?
Traveller: Yes, I'll have an Express, please.
Receptionist: Right. So seven o'clock early call and an Express.
Traveller: Right. Thank you.

Go back and listen again to the conversation until you can understand it without looking at the words. When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. Is there a room for the traveller?
2. Does the charge of £18.98 include breakfast?
3. Does it include VAT?
4. Does it include a private bathroom?
5. Does it include fruit?
6. Which restaurant would you go to if you didn’t have much time?
7. Why does the man have to pay in advance?
   a. All the guests have to pay in advance.
   b. He didn’t book the room in advance.
8. How much does he have to pay altogether?
9. What does the receptionist give Mr Ross?
   a. A receipt.
   b. A bill.
10. What is the number of Mr Ross’s room?
11. What floor is it on?
12. What time does the hotel stop serving breakfast?

Now check your answers with the Key on page 104.

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Reading for information

Look at the information and then answer the questions. Use the Notes if you need to, but try to answer the questions before looking at the Notes if you can.

---

About the Hotel

The Paris Grill À la carte or plat du jour. You are sure of a warm welcome, good service and fine cooking.

<table>
<thead>
<tr>
<th>Time</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7.00 am – 10.00 am (Sundays 7.30 am – 10.30 am)</td>
</tr>
<tr>
<td>Lunch</td>
<td>12.30 pm – 3.00 pm (last orders 2.30 pm)</td>
</tr>
<tr>
<td>Dinner</td>
<td>6.00 pm – 10.00 pm (last orders 9.30 pm)</td>
</tr>
<tr>
<td>Cold Supper</td>
<td>10.00 pm – 12 midnight (to order before 9.30 pm)</td>
</tr>
</tbody>
</table>

The Athena Bar is situated on the ground floor, adjacent to the restaurant. Our expert Barman is always ready with a word of welcome and any drink you may require.

Weekdays   | 11.00 am – 3.00 pm, 5.30 pm – 11.00 pm |
Sundays    | 12.00 noon – 2.00 pm, 7.00 pm – 10.30 pm |

Drinks are served to hotel residents and their guests at any time in the Hotel Lounge.

Hotel Services

Doctor or Babysitter: Please telephone the Housekeeper.
Room and Lounge Service: Please use the telephone.

The Hall Porter can help you with any of these: Car Hire, Garage Facilities, Theatre Tickets, Sightseeing, Postcards and Maps, Railway, Airline Reservations, Cable and Mail Dispatch, Timetables, Luggage Storage, Shopping Guides, Embassy Addresses, Valeting and Dry Cleaning, Laundry, Church Service Details, Messages and Incoming Mail.

Telex Service: 8.00 am – 11.00 pm. Please contact Reception.
Portable Typewriters and Electric Razors can be obtained from the Housekeeper.
If you have any cause for complaint, please let us know.

For your Guidance

Travellers Cheques: The Cashier’s Office will gladly cash all travellers cheques and most foreign currencies.

Personal Cheques: We regret that personal cheques can be accepted only if prior arrangements have been made or on production of your banker’s Cheque Card.

Valuables: Jewellery and articles of value should be deposited with the Cashier’s Office. The Management cannot accept any liability for loss of valuables unless they are deposited and a receipt obtained.

Departure: Visitors are kindly requested to vacate their rooms by noon on the day of departure. Please leave your key with the Hall Porter.

Bedroom Key: Visitors are advised to close their doors when leaving their rooms and to deposit the key with the Hall Porter.
1 What is the latest time you can arrive in the restaurant for dinner?
2 Which floor is the restaurant on?
3 Where in the hotel can you have a drink at four o’clock in the afternoon?
4 What should you do if you are ill and need a doctor?
5 Who will help you if you want to book an air ticket?
6 Can you send a telex from the hotel at half past seven in the morning?
7 If you wanted to leave a very expensive camera at the hotel, where would you take it?
8 What is the latest time you can leave your room after your stay at the hotel?

Now check your answers with the Key on page 104.

Notes

adjacent to next to
advise say what it is best to do
airline e.g. Lufthansa, Pan Am
am (ante meridiem) before noon
article of value something that is worth a lot of money
babysitter person who looks after children while their parents are out
cable telegram
cash a cheque get or give money for a cheque
cashier (USA: teller) person who pays and takes money, e.g. in a bank or hotel
cause for complaint something going wrong; a reason for saying you are not happy with your room or the service
contact speak to
currency e.g. Swiss francs, American dollars
deposit leave
dispatch sending, posting
embassy The American Embassy in London is in Grosvenor Square.
facilities things that help you to do something, things that make something possible
foreign of other countries
grill cooking from above or below with great heat
guidance help
guide book or brochure with information about a place
hall porter (USA: bell captain) person in hotel who does services for guests and tells the porters (USA: bell boys/bell hops) what to do
hire pay for the use of housekeeper person in hotel who does services for guests
incoming arriving
laundry washing clothes
let someone know tell someone
liability having to pay for something
loss losing something (e.g. which is stolen)
lounge sitting-room
mail letters and parcels
noon 12 o’clock midday
order ask for e.g. food or drink; last orders = the latest time at which you can order: to order = you can have exactly what you ask for
plat du jour the special meal for today
pm (post meridiem) after noon portable which you can carry on production of if you show reception (desk) (USA: desk) place in a hotel where you ask about rooms
regret be sorry
require need
sightseeing looking at interesting things e.g. Buckingham Palace, the Tower of London
be situated be (in a place)
storage putting something in a safe place when you do not want to take it with you
traveller’s cheque – see page 50
vacate leave empty
valeting looking after clothes
valuable something that is worth a lot of money

1 Electric razor
2 Typewriter
Unit 5 Ordering a meal

Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar are having a meal at a restaurant in Athens after their first day in the city.

Waiter Are you ready to order now?
Peter Yes, I think so. Could you tell us what 'dolmathakia' is, please?
Waiter It's vine leaves stuffed with meat and onions and served with lemon sauce.
Maria It sounds delicious. I'll try that, please.
Waiter And for the main course?
Maria I'll have the chicken and rice with tomatoes.
Waiter And for you, sir?
Peter I'll have the fish and vegetable soup and the roast lamb with a salad, please.
Waiter What dressing would you like on the salad?
Peter French dressing, please.
Waiter And would you like anything to drink?
Maria I'd like some white wine. Is there a Greek wine you can recommend?
Waiter Well, the Santa Helena is very nice.
Peter Yes, a bottle of the Santa Helena then, please.
Waiter Thank you.

Waiter Everything all right, sir?
Peter Yes, thank you. That was very nice.
Waiter Would you like a dessert?
Maria Not for me, thank you.
Peter No, thank you. Just two coffees. And could we have the bill, please?
Waiter Yes, sir.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.
Key words

braise cook slowly in a covered pan
chicken – see page 47
cutlet piece of meat from the neck of an animal or a piece of good meat
delicious tasting very nice
dessert – see page 47
dish food, something on the menu
dressing something to put on a salad, e.g. mayonnaise, French dressing (oil and vinegar)
drink
be tempted by feel that you would like to have
lamb meat from a sheep
main course – see page 47
prepare make

Using the language

Ordering food

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1 You want to order vegetable soup.
I'll have vegetable soup, please.

2 You want to order a salad.
I'll have a salad, please.

You want to order

roast lamb.
chicken and rice.
a steak.
tomato soup.
a beer.

Asking somebody to explain

Listen to the examples, and then you ask the questions.

1 You don't know the meaning of ‘zabaglione’.
Could you tell me what ‘zabaglione’ is?

2 You don't know the meaning of ‘chicken maryland’.
Could you tell me what ‘chicken maryland’ is?

You don't know the meaning of

‘pommes anna’,
‘souvlaki’,
‘foo yung’,
‘sauce bernaise’,
‘Waldorf salad’,
‘œufs en cocotte’.

Booking a table

Listen to this dialogue.

Waiter Victoria Restaurant.
Caller Oh, hello. Can I book a table for tomorrow evening, please?
Waiter Certainly. What time tomorrow?
Caller Eight thirty, please.
Waiter And how many people is it for?
Caller Four people.
Waiter What name is it, please?
Caller Larsson, L-A-R-double-S-O-N.
Waiter Very good. We'll reserve a table for you.
Caller Thank you very much. Goodbye.
Waiter Goodbye.

Go back and play the role of the caller. Say the caller’s words at the same time as he does. You can look at your book if you need to.

Now go back again and this time play the role of the caller without looking at your book. Stop the tape after the waiter's words and say the caller's words. Give your own name when the waiter asks you.
Listening for information

Now you will hear a conversation in which four people decide what they want to eat and then order a meal. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 42.

David: Well, what about starters?
Helen: I'm going to have onion soup.
Carol: I think I'll have a salade nicoise.
Michael: What is the nicoise?
Carol: Well, it's got tomatoes in.
David: You're having onion soup, are you, Helen?
Helen: Yes.
Michael: I think I'll have that too.
David: Two onion soups and one salade nicoise. And I think I'll try the mushrooms on toast.
Michael: What about the main course?
Carol: I'll have sautéd kidneys.
Michael: Yes, they're very good.
David: So that's one sautéd kidneys.
Michael: I'll have the lamb, I think.
Helen: Well, I'm tempted by the Boeuf Stroganoff.
Carol: What is it?
Helen: Well, I think it's usually stewed or braised. And served with a little cream, I think — sour cream.
Carol: Sour cream, uh-huh.
David: What about you, Michael?
Michael: I'll probably try the lamb, but I'd like to know how they do it.
Waitress: Are you ready to order now?

David: Yes, I think we are more or less. So to start with, three onion soups. Is that right? Three onion soups and one mushrooms . . .
Carol: No, sorry, I was going to have the salad.
David: Oh, two onion soups, one salade nicoise and one mushrooms on toast. And can you tell us how some of these dishes are prepared — the lamb for example?
Waitress: Well, the lamb cutlets are grilled and then cooked in a sauce of wine with onions and slices of potatoes.
Michael: Sounds delicious.
David: One lamb cutlets then.
Waitress: Would you like salad or vegetables with your lamb? The vegetables are cauliflower, peas, carrots or french beans.
Michael: I'll have salad, please.
Waitress: And french fries?
Michael: Please.
Helen: What did you say the vegetables were?
Waitress: Cauliflower, peas, carrots or french beans.
Carol: I think I'd like the kidneys, please. And I'd certainly like salad.
Waitress: And french fries?
Carol: Er . . . yes, please.
Helen: The Boeuf Stroganoff — is it served with rice?
Waitress: With rice, yes. You can also have vegetables or salad with it.
Helen: I'll have that please. And with salad.
Waitress: Boeuf Stroganoff and salad.
David: And for me steak.
Waitress: Well-done, medium or rare?
David: Medium, please. With salad and french fries.
Waitress: Did you want any wine with the meal?
David: Yes, we do, don't we? What would we like?
Helen: Are we all going to have the same thing or . . . ?
Carol: Well, David and I will probably have red wine, and you're having beef. What about you, Michael?
Michael: Red is fine by me.
Carol: Well, there's the house wine. Shall we have a carafe of red?
Waitress: Red wine?
Carol: Red, please.
Waitress: Thank you.

Go back and listen again to the conversation until you can understand it without looking at the words. When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. What has salade nicoise got in it?
2. What kind of soup is there?
3. Which of these is part of Boeuf Stroganoff?
   a) Sour cream.
   b) Lamb.
   c) Mushrooms.
4. What kind of sauce are the lamb cutlets cooked in?
5. What vegetables can you have with the main course?
6. Which of these is served with rice?
   a) Lamb cutlets.
   b) Sautéed kidneys.
   c) Boeuf Stroganoff.
7. One person orders a steak. Does he want it cooked well, medium or rare?
8. Do they order white wine or red wine?

Now check your answers with the Key on page 105.
1 Which starter is meat?
2 If you want to eat fruit, which starter would you have?
3 Which two main courses are chicken?
4 Which two main courses are fish?
5 Can you have rice with the main course?
6 How much is a cup of coffee?

Notes
button mushroom small mushroom chill make cold
côquelette chicken cooked in wine fillet steak piece of meat with no bone
fruit juice drink made from fruit, e.g. orange juice
ginger ginger has a hot taste; e.g. ginger wine, gingerbread
guinea fowl small bird
herb plant which gives food more taste
honeydew melon a kind of sweet melon
licensed allowed to serve alcoholic drinks
oz. ounce = 28.35 grams
pâté maison meat paste made of e.g. liver – see page 89
prawn cocktail prawn with e.g. salad selection a number of things to choose from
sirloin steak good tender piece of meat for roasting taken from near the back of the animal tender easy to bite and eat
Dialogue

Peter and Maria Almar are in Athens where they are buying things for their shop in Zurich. They have got a telegram from Istanbul to say that the man they wanted to see will not be back for another week. The Almars decide to have three days' holiday in Athens and then to go back to Zurich. Maria arranges for them to stay on at the hotel.

Receptionist: Good morning. Maria: Good morning. I wonder if we could book our room for another three nights. We were going to leave tomorrow, but we've changed our plans.

Receptionist: What's the room number?

Maria: 312.

Receptionist: And how long would you like to stay?

Maria: Up to and including Sunday night, if that's possible.

Receptionist: Let me see. Yes, that'll be all right. You can keep the same room.

Maria: Thank you. And can I cash some traveller's cheques?

Receptionist: I'm sorry, we don't cash cheques, but there's a bank in the next street.

Maria: Oh, all right. Thank you.

Peter: Next Monday, please. The 17th.

Travel agent: There's just the one flight. Leave Athens 16.25, arrive Zurich 18.10.

Peter: That'll be fine.

Travel agent: I'll give you some new tickets.

Peter: Can I have a refund on the old ones?

Travel agent: I can't give you cash, I'm afraid, but I'll give you a voucher. You'll have to take it back to where you bought the tickets.

Peter: Oh, I see.

Travel agent: How are you paying for the new tickets?

Peter: Will dollars be all right?

Travel agent: Certainly. They're $218 each, that's $436 altogether. Thank you very much.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

Key words

alter, change, make different, cancel They cancelled the flight.

= There was no flight.

cash money

change The timetable has changed.

= The timetable is not the same as it was.

customer person who buys something

different not the same

exchange You pay money in exchange for goods.

make out, write, fill in a cheque, ticket etc.

note (USA: bill) e.g. a £5 note

onwards going on, going further possible Is it possible? = Can it happen?

rate of exchange the cost of e.g. Swiss francs in Spanish pesetas

re-book book again

refund money paid back

sort out find the answer to a problem

stay on stay longer

up to and including from Monday up to and including Wednesday (USA: from Monday through Wednesday) = on Monday, Tuesday and Wednesday

voucher paper which you can give for money or goods
Using the language

Asking for help

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1. You ask for help because you want to cancel your ticket.
   I wonder if you could help me? I want to cancel my ticket.

2. You ask for help because you must see a doctor.
   I wonder if you could help me? I must see a doctor.

You ask for help because
- you can’t find a hotel room.
- your car has broken down.
- you want to cash a Swedish cheque.
- you’ve lost your luggage.
- your money has been stolen.
- you don’t understand
  - the duty-free allowances.

Explaining about changes of plan

Listen to the examples and then explain why you didn’t do these things.

1. Why didn’t you order a taxi?
   I was going to order a taxi, but I didn’t have time.

2. Why didn’t you book a table?
   I was going to book a table, but I didn’t have time.

3. Why didn’t you cash a cheque?
4. Why didn’t you do some shopping?
5. Why didn’t you send a telex?
6. Why didn’t you visit the Acropolis?
7. Why didn’t you go up the Eiffel Tower?
8. Why didn’t you telephone me?

At the bank

Listen to this dialogue.

Cashier  Yes, please?
Customer  I’d like to buy some pounds, please.
Cashier  How many would you like?
Customer  What’s the rate of exchange against the dollar?
Cashier  Two dollars and five cents to the pound.
Customer  I’ll have fifty dollars’ worth in pounds then, please.
Cashier  That’s £24.39. How would you like it?
Customer  Five-pound notes, please.
Cashier  Five, ten, fifteen, twenty, one, two, three, four and thirty-nine pence.
Customer  Thank you.

Go back and play the role of the customer. Say the customer’s words at the same time as she does. You can look at your book if you need to. Now go back again and this time play the role of the customer without looking at your book. Stop the tape after the cashier’s words and say the customer’s words.

Listening for information

Now you will hear a conversation in which a traveller calls at a British Airways office. The traveller cancels his air ticket and hotel booking and re-books on a different flight.

Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 51.

Traveller  I wonder if you can help me. I’ve got this ticket from Liverpool to Lisbon for 24th January, but I’ve changed my plans and I’m going to go to Amsterdam instead. Is it possible to cancel this ticket
and change it for one to Amsterdam? I want to go on the 25th.

**Booking clerk** You want to cancel the 24th and re-book on the 25th?

**Traveller** Yes, re-book to Amsterdam.

**Booking clerk** Is it single or return?

**Traveller** Single.

**Booking clerk** What time of day would you like to go?

**Traveller** In the morning, please, if there's a flight.

**Booking clerk** Morning. OK, I'll just check in the computer. Yes, we can do a flight at 7.25 to London. Arrive in London at 8.20, then onwards to Amsterdam at 9.15. Arriving Amsterdam airport at 11.15.

**Traveller** Fine. Can you alter the ticket for me?

**Booking clerk** We'll give you a new one.

**Traveller** Oh, thank you. And what about the money?

It isn't as expensive to Amsterdam, is it?

**Booking clerk** Oh, no. We'll give you a refund. Only we can't give you cash. So I'll make out a voucher for a refund, and when you get home, would you give it to your travel agents and they'll sort it out.

**Traveller** Uh-huh. So can you give me the ticket to Amsterdam now without any more money from me?

**Booking clerk** Yes, yes. We'll take the other ticket in exchange.

**Traveller** Ah, that's fine. Another problem is that I'm booked into one of your hotels in Lisbon for two nights, the 24th and the 25th. Would it be possible to cancel that?

**Booking clerk** Yes. Did you book it with your ticket?

**Traveller** Yes, I did. It's a British Airways hotel, the Lisbon Penta.

**Booking clerk** I'll just have a look in the computer. . . . Yes, that's OK.

**Traveller** That's OK, is it?

**Booking clerk** Yes, it's cancelled.

**Traveller** Thank you.

**Booking clerk** Right. Here's your new ticket then. Liverpool to London to Amsterdam, going on the BZ 421 at 7.25 and then London-Amsterdam on the BA 404 at 9.15. Single journey.

**Traveller** Thank you. Where do I have to go to change planes? Do I go to the Transfer Desk?

**Booking clerk** No. The flight leaves from Terminal 1 and that's the terminal you arrive at, so you just go to the check-in.

**Traveller** So I just check in again, do I?

**Booking clerk** Yes.

**Traveller** Thank you very much.

**Booking clerk** I'll just make out the voucher.

**Traveller** Oh, yes. Thank you.

Go back and listen again to the conversation until you can understand it without looking at the words.

When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. What time does the flight leave Liverpool for London?
2. What time does the flight leave London for Amsterdam?
3. What does the booking clerk do?
   a) Alters the ticket.  
   b) Writes a new ticket.
4. Where can the traveller get his money back?
   a) At a bank.  
   b) At the airport.  
   c) From his travel agent.
5. Does the traveller have to pay cash for the ticket to Amsterdam?
6. Can British Airways cancel his hotel for him?
7. What are the numbers of the two flights?
8. Where does he check in when he gets to Heathrow Airport?
   a) In Terminal 1.  
   b) In Terminal 2.  
   c) At the Transfer Desk.

Now check your answers with the Key on page 105.
Reading for information

Look at the information and then answer the questions. Use the Notes if you need to, but try to answer the questions before looking at the Notes if you can.

1. In how many countries can you use a Diners Club card?
2. How much credit can you have with a Diners Club card?
   a) It depends how much you earn.
   b) As much as you like.
3. At which banks can you use the card to cash a cheque?
   a) At any bank in the National Westminster Group.
   b) At any bank in the Eurocheque scheme.
4. Which of these does the card give you free?
   a) Insurance against death while travelling.
   b) Insurance against accident.
5. If you pay extra, you will not lose money when your card is stolen. How much extra does this cost each year?
6. If you have never had a card before, how much would it cost to have a card in the first year?

Now check your answers with the Key on page 105.

Notes

I have an account at Barclays Bank.
affiliated linked with, working together with
in association with, together with
charge card credit card

The insurance covered = included accidents.
directory list of e.g. garages, hotels displayed.
drawn on cheque drawn on a bank = cheque with the bank's name on it
entrance going in, becoming a member
establishment hotel, shop, garage etc.
protection  keeping  safe
relieve  make  free
rental  agency  company  from  which
you  rent  (=  pay  to  use)  e.g.  a  car
reverse  side  other  side
scheme  system,  way  of  organizing
things
security  being  safe
spouse  husband  or  wife

statement  Your  bank  statement  says
how  much  you  have  in  the  bank.
store  shop
subsidiary  company  belonging  to
another  company
throughout  in  all  parts  of
transferable  can  be  used  by  another
person
**Dialogue**

Peter and Maria Almar have decided to stay in Athens for a short holiday. Peter wants to book seats for a concert. He is telephoning the concert hall.

**Peter** Hello? Is that the concert hall?

**Booking clerk** Yes, speaking.

**Peter** I'd like to book some tickets for the concert on Saturday, please.

**Booking clerk** How many would you like?

**Peter** Two, please. Two seats together.

**Booking clerk** Well, the stalls are sold out, but we have a few in the circle.

**Peter** I see. What time is the performance?

**Booking clerk** Eight o'clock.

**Peter** Is there a matinée?

**Booking clerk** No.

**Peter** Well, can I book two tickets?

**Booking clerk** Sorry, we don't take telephone bookings. Can you come to the box office?

**Peter** Oh, all right. Thank you.

Maria wants to telephone the Almars' shop in Zurich to tell their assistant that they will be back next Tuesday.

**Maria** Hello? Operator? I'd like to book a call to Switzerland.

**Operator** Pardon?

**Maria** I want to book a call to Switzerland. I've been trying to dial direct, but I can't get through.

**Operator** Can I have your number, please?

**Maria** Yes, it's Athens 3709–918.

**Operator** And who are you calling?

**Maria** Zurich 63 24 35.

**Operator** Zurich 63 24 35. And what time would you like the call?

**Maria** Would it be possible to book it for three o'clock this afternoon, please?

**Operator** Right. We'll call you back later, then.

**Maria** Thank you. Goodbye.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

**Key words**

box office place where you buy theatre tickets
concert hall building where music is played
connect put through a call
delay time when you have to wait
dial you dial a telephone number with your finger,
engaged (USA: busy) used by another person
expect someone back think that someone will come back later
fetch go and bring back
hold on wait
matinée performance in the afternoon

**Operator** person who puts through telephone calls
(USA:) Our pardon? (USA: Excuse me?) = Please repeat what you said; I didn’t hear.
performance the playing of a concert, the acting of a play etc.
personal call (USA: person to person) telephone call to one special person
receiver You hold the receiver when you make a phone call.
replace put back
sold out all sold, none left to buy
speaking Smith speaking = I am Smith. (on the phone)

**Using the language**

**Making contact on the telephone**

Listen to the examples on your tape and then try to do the exercise without looking at your book.

1. You are telephoning the National Theatre.

   Hello? Is that the National Theatre?

2. You are telephoning the Universal Travel Agency.

   Hello? Is that the Universal Travel Agency?

   the Hotel Berlin.
   Kennedy Airport.
   the Hong Kong Restaurant.
   City Taxis.
   Barclays Bank.
   the police.
Asking if something is possible

Listen to the examples on your tape and then try to do the exercise without looking at your book.

1. You want to know if you can book a call.
   Would it be possible to book a call?

2. You want to know if you can go by bus.
   Would it be possible to go by bus?

   order a taxi.
   reserve a seat.
   pay in francs.
   send a telegram.
   book a table.
   change the date of the flight.

You want to know if you can

Booking theatre tickets

Booking clerk Apollo Theatre.
Caller Hello. I'd like to book a seat for the Tuesday evening performance, please.
Booking clerk Stalls or circle?
Caller Well, how much are the tickets?
Booking clerk £4.40, £3.80 or £2.
Caller I'll have one seat at £4.40, please.
Booking clerk What name is it, please?
Booking clerk Can you come and pick up your ticket tomorrow, please?
Caller Yes, all right. Thank you very much.
Booking clerk Thank you.

Go back and play the role of the caller. Say the caller's words at the same time as she does. You can look at your book if you need to.

Now go back again and this time play the role of the caller without looking at your book. Stop the tape after the booking clerk's words and say the caller's words. Give your own name when the booking clerk asks for it.

Listening for information

Now you will hear a conversation in which someone books an international telephone call. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 61.

Operator Number, please.
Caller I want to make an international call.
Operator Which country?
Caller Iceland.
Operator I'll put you through to International.
Operator International.
Caller Hello. I want to make a call to Iceland.
Operator Can I have your number, please?
Caller Yes, it's Manchester 492 6044.
Operator 492 6044. And what number are you calling?
Caller Reykjavik 73780.
Operator Reykjavik 73780.
Caller That's right. It's a personal call to Mr Johannesson.
Operator Pardon?
Caller Johannesson.
Operator Could you replace your receiver, please, and I'll call you back in a few minutes.
Caller Right.

Operator Your call going to Iceland, it's still engaged, the number, and I'll have to give you thirty minutes before we try the call again. Will that be all right?
Caller Yes, that's OK. Thank you.

Operator Hello.
Caller Your call to Mr Johannesson. Is that the correct name?
Caller Yes, that's the name.
Operator I beg your pardon?
Caller Yes, that's the name.
Operator Trying to connect you... You'll have to wait a little bit. Just hold on a moment. They've
gone to fetch him. . . . Hello, Manchester? Are you there?

**Caller** Yes?

**Operator** He's not there. Do you want to leave a message?

**Caller** Well, is he expected back today?

**Operator** No.

**Caller** Well, could I book the call for tomorrow morning, please?

**Operator** What time would you like it?

**Caller** As early as possible, please.

**Operator** All right, well, I'll call you back and let you know what time it'll be.

**Caller** Thank you very much. Goodbye.

Go back and listen again to the conversation until you can understand it without looking at the words.

When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. **What country is the caller telephoning?**
2. **What number is he speaking from?**
3. **What number is he calling?**
4. **What is the name of the person he wants to speak to?**
5. **How long will it be before the operator calls back?**
6. **When the operator first calls back, why can't she put the call through?**
   a) The number is engaged.  
   b) The person is not there.
7. **How long will it be before she calls back again?**
8. **When the operator calls back the second time, why can't the caller make his phone call?**
   a) The number is engaged.  
   b) The person is not there.
9. **Does the caller leave a message?**
10. **What time does he want to make another call?**
    a) In the morning.  
    b) In the afternoon.

Now check your answers with the Key on page 103.
Unit 7  On the telephone

1. What must you hear before you can dial?
2. What must you do when you hear rapid pips?
   a) Dial again.
   b) Put money in.
3. What does a continuous single tone mean?
   a) The number is incorrect.
   b) The number is engaged.
4. What do you dial for the operator?
5. What would you dial if you saw a bad road accident?

Now check your answers with the Key on page 105.

Notes

ambulance  An ambulance takes people to hospital.
appropriate  correct
at once  Do it at once. = Do it now; don't wait.
code  The code for London is 01.
(GB: STD code, USA: area code) continue  go on, not stop
continuous  not stopping
dial tone  the sound you hear before you dial
have difficulty  have a problem, not be able to do something
emergency  a situation where you have to do something quickly e.g. a fire
exchange  place where telephone lines are connected
indicate  show
insert  put in
instructions  Instructions tell you how to use something.
inerrupted  stopping, not continuous
kiosk (USA: booth) telephone box
pip  a short high sound
public for everyone
purring sound  the sound of a cat when it is happy

rapid fast
regular  the same each time
repeat  say or do again
unobtainable  cannot be used
**Dialogue**

Peter and Maria Almar are at their hotel in Athens. Maria cannot get through on the telephone to Zurich, so they want to go to the main post office to send a telegram.

**Peter** Excuse me. Could you tell me the way to the main post office, please?

**Receptionist** Well, it's in Aeolou Street, near Omonia Square.

**Peter** Is it far to walk?

**Receptionist** It's about two kilometres.

**Maria** Can we get a bus from here?

**Receptionist** Yes, a number twelve.

**Maria** Where's the bus stop?

**Receptionist** Turn left outside the hotel and go straight ahead until you get to the main road. Then turn right and the bus stop is on the right hand side opposite some shops.

**Peter** I think we'll take a taxi. Could you order a taxi for us, please?

**Receptionist** There's a taxi outside now, sir.

**Peter** Oh, good. Thank you.

**Taxi driver** Twenty-five drachmas.

**Peter** OK. Could you take us there, please?

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

**Key words**

- **bus stop** place where you wait for a bus
- **carry on** go further on the same road
- **counter** A bank cashier sits behind a counter.
- **inland** inside a country
- **main** largest, most important
- **mile** 1.61 kilometres
- **motorist** person driving a car
- **opposite** on the other side of the road
- **overseas** in other countries
- **pedestrian** person walking
- **pedestrian (zebra) crossing** (USA: street crossing) place to cross the road (painted black and white)
- **ring road** road going in a circle around a town or city
- **roundabout** (USA: traffic circle) – see page 72
- **sign** Road signs give drivers information.
- **signposted** The station is signposted = There are road signs showing the way to the station.
- **straight ahead/straight on** forward, not turning right or left
- **(set of) traffic lights** lights which tell drivers to stop or go
- **turning place** where one road comes into another
- **yard** = 0.91 metres

**Using the language**

**Asking the way**

Listen to the examples on your tape and then try to do the exercises without looking at your book. You will hear each correct answer after you say it.

1. You want to know where the post office is.
   *Excuse me. Could you tell me the way to the post office?*

2. You want to know where the airport is.
   *Excuse me. Could you tell me the way to the airport?*

You want to know

- where Terminal 2 is.
- where the bus station is.
- where the National Bank is.
- where the police station is.
- where Thomas Cook’s travel agency is.
- where the Air France office is.
Asking people to do things

Listen to the examples and then ask people to do things.

1 You want a receptionist to order a taxi for you.
   
   Could you order a taxi for me, please?

2 You want a travel agent to cancel your booking.
   
   Could you cancel my booking, please?

3 You want a taxi driver to take you to the Atlas Hotel.

4 You want room service to bring you some sandwiches.

5 You want a bank cashier to change some money for you.

6 You want a porter to take your suitcases.

7 You want a travel agent to write down the flight times for you.

8 You want someone to call you back in half an hour.

At the post office

Listen to this dialogue.

Counter clerk Yes?

Customer I'd like to send a telegram, please.

Counter clerk Inland or overseas?

Customer Overseas.

Counter clerk Can you write the address and the message on this form, please?

Customer How much is it to Italy, please?

Counter clerk It's 70p, plus 11p a word.

Customer 70p, plus 11p a word.

Counter clerk That's right.

Customer Thank you.

Go back and play the role of the customer. Say the customer's words at the same time as she does. You can look at your book if you need to.

Now go back again and this time play the role of the customer without looking at your book. Stop the tape after the counter clerk's words and say the customer's words.

Listening for information

Now you will hear two conversations in which people ask the way. Listen to the conversations and try to understand them without looking at the words in your book or at the Key Words on page 69.

Conversation 1

Asking the way on foot

Pedestrian Excuse me, I'm looking for the Tourist Information Centre.

Woman Keep on this road.

Pedestrian This road here, yes?

Woman You'll come to another one of these pedestrian crossings.

Pedestrian Down this way?

Woman Yes, Not this first one, the second crossing.

Pedestrian Yes.

Woman Walk over the crossing, and there's a turning to the left. Go up there.

Pedestrian Yes, what's the name of the road?

Woman Park Street.

Pedestrian Park Street.

Woman Yes, go up there and the Tourist Information Centre is on - is about a hundred yards up there on the right hand side.
Pedestrian: So you go down here.
Woman: Yes.
Pedestrian: Cross the first crossing.
Woman: But not this first crossing here.
Pedestrian: Cross the second crossing.
Woman: Yes.
Pedestrian: And then you turn left up Park Street.
Woman: Park Street.
Pedestrian: And which side of the road is it on?
Woman: On the right hand side.
Pedestrian: Thank you very much indeed.

Conversation 2
Asking the way in a car

Motorist: Excuse me, can you tell me if I'm right for the airport, please?
Man: The airport.
Motorist: I haven't seen any signs.
Man: Yes. Just a minute. Yes, carry straight on here, straight ahead round the ring road. Go straight ahead at the first roundabout. Then there's another roundabout, go straight ahead at the next one. Then up the hill and at the third roundabout turn left. It's signposted to London. Then carry on there on that main road, and after about a mile you come to some traffic lights. You turn right at the traffic lights, it's signposted to the airport there, right at those lights, and then you carry straight along that road. There's another set of traffic lights; go straight through - straight ahead there. And then you see the airport on your right. And there's a right turn off the main road into the airport.
Motorist: So it's straight ahead -
Man: Straight ahead at the first two roundabouts, left at the third roundabout.
Motorist: Signposted to London.
Man: Right. And then right at the traffic lights and carry on another mile or two and the airport's on your right.
Motorist: Thank you very much.
Man: OK.

Go back and listen again to each conversation until you can understand it without looking at the words.

When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

Conversations 1

1. Where is the turning to the Tourist Information Centre?
   a) At the first pedestrian crossing.
   b) At the second pedestrian crossing.
2. Do you have to turn right or left?
3. What is the name of the street that you have to turn into?
4. How far along this street do you have to walk?
5. Which side of the road is the Information Centre on?

Conversations 2

6. At which roundabout do you have to turn off the ring road?
   a) The first.
   b) The second.
   c) The third.
7. Do you have to turn right or left?
8. What name is on the sign at the roundabout?
9. How far is it from the turning at the roundabout to the first traffic lights?
10. Which way do you go at these traffic lights?
11. Which way do you go at the next traffic lights?
12. Which side of the road is the airport on?

Now check your answers with the Key on page 103.
Reading for information
Look at the information and then answer the questions. Use the Notes if you need to, but try to answer the questions before looking at the Notes if you can.

Most bus stops show which bus numbers stop there, give details of where the buses go and may show a map of the other stops in the area. If you are not sure which bus to catch, other people in the queue will probably be able to help you. (Don’t forget to queue up, British-style, when waiting for the bus. It’s fairer for everybody).

Getting your bus
At a ‘Compulsory Stop’ all buses stop.
At a ‘Request Stop’ you stop the bus by raising your hand in good time.

How to pay
On most London buses fares vary with the distance travelled. Unless you have a Go-As-You-Please ticket or Red Bus Rover you must pay separately for each journey; you cannot buy ordinary tickets in advance or in a ‘carnet.’ If you do pay for each journey, please use coins and keep your ticket until you get off the bus.

Buses in London are cheap, convenient, and give a frequent and comprehensive service throughout the Central area and the suburbs. You choose your bus by the number and destination shown on the front and you can consult the detailed bus map (available at Travel Enquiry Offices and Underground stations), or the Visitor’s bus map on the other side of this folder.

Notes
carnet (French word) book of tickets
central area centre
collect take
comprehensive serving all places
compulsory If something is compulsory, you must do it.
conductor person who takes your money on the bus
convenient making things easy: A convenient bus takes you where you want to go.
destination place where a journey ends
detailed with full information
distance how far
ticket paper with information (e.g. a map) which folds together to make it smaller.
frequent happening often
usually generally normally, most times
in good time early, not too late
keep not throw away
queue (USA: line) people waiting in a line
raise put up/out
reduced less than the full price
separately not together, not at the same time
suburb part of a town outside the centre, where people live
vary are different, are not the same.
Maria Almar is going to hire a car so that she and her husband can go on a trip to Delphi. She is at the Self-Drive Car Rental Company.

Maria  Good afternoon.
Assistant  Good afternoon, madam.
Maria  I want to hire a car tomorrow. Do you have any available?
Assistant  We have a Fiat 124.
Maria  How much would that cost?
Assistant  It's $12 a day plus 12 cents a kilometre.
Maria  And that includes insurance, presumably.
Assistant  Yes, insurance is included.
Maria  But I have to pay extra for the petrol, do I?
Assistant  Yes, you buy your own petrol, but we check the car and put some oil in before you start.
Maria  Do I have to pay a deposit?
Assistant  Yes, we require a deposit of $20.
Maria  And do you accept American Express?
Assistant  Yes, that'll be all right. And we need to see your driving licence.
Maria  Right. Can I see the car, please?
Assistant  Certainly, madam. This way, please.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Maria's words after her.
Key words

accident The man was killed in a road accident.
as well also, too
carburettor Petrol and air are mixed in the carburettor.
check see that something is all right
cough You cough (= make a noise) through your mouth.
damage The fire did a lot of damage to the hotel.
deduct take away
deposit payment of part of the money in advance
driving licence (USA: license) Your driving licence shows that you are allowed to drive.
mechanic person who repairs cars
mileage the number of miles you drive
pick up take away
presumably I think, I suppose
return bring back
saloon car (USA: sedan) closed car for 4--7 people
set off start a journey
third-party insurance insurance against accidents to another person
unlimited mileage as many miles as you like

Using the language

Asking to do something

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1 You want to see the car.
   Can I see the car, please?
2 You want to reserve a seat.
   Can I reserve a seat, please?

You want to
sit near the front.
cash a traveller's cheque.
see the room.
pay the bill.
make a call to Venezuela.
send a telegram to Kuwait.

Checking information

Listen to the information and then say a sentence with is it?, are they?, does it? or do you? You do this to check information and make sure it is correct.

1 Petrol is extra.
   Petrol is extra, is it?
2 The price includes insurance.
   The price includes insurance, does it?
3 You want a deposit.
4 The service charge is 10%.
5 The meals are included.
6 You accept credit cards.
7 The allowance is 200 cigarettes.
8 The play starts at eight.

At a garage

Listen to this dialogue.

Mechanic Can I help you?
Motorist Yes, there's something wrong with my car.
Mechanic What's the matter with it?
Motorist Well, it won't go very fast and the engine makes a coughing noise all the time.
Mechanic You've probably got dirt in the carburettor.
   I'll have a look at it for you.
Motorist You can look at it now, can you?
Mechanic Yes, in a few minutes.
Motorist Can I wait here, please?
Mechanic Yes, take a seat.
Motorist Thank you.

Go back and play the role of the motorist. Say the motorist's words at the same time as he does. You can look at your book if you need to.

Now go back again and this time play the role of the mechanic without looking at your book. Stop the tape after the mechanic's words and say the motorist's words.
Listening for information

Now you will hear a conversation in which a customer arranges to hire a car. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 78.

Assistant: Good morning.
Customer: Good morning. I'm thinking of hiring a car next week. I want a medium-size saloon car. Do you have any cars available then please?
Assistant: Yes, we do.
Customer: What kind of cars are they?
Assistant: The cars we have are Ford Escorts or Renault 5s.
Customer: How much would that cost for a week?
Assistant: For a whole week?
Customer: Yes.
Assistant: Well, the cost of the hire will be £74.50, which includes your insurance, which is third-party insurance and damage to the vehicle.
Customer: Uh-huh.
Assistant: We also do a personal accident insurance, which is £12.40 per week, so the total cost including personal accident insurance is £86.90 for the week.
Customer: And do I have to pay something for the mileage?
Assistant: No, it's unlimited mileage.
Customer: Unlimited mileage. But I pay for my own petrol, do I?

Assistant: Oh, yes. We need a £10 petrol deposit, and we fill the tank up before you set off; and then when you get back, we fill it up again and deduct the cost of that from your deposit.
Customer: Uh-huh. And I have to pay for oil as well, do I?
Assistant: No, the car is all checked and oil put in before it goes out.
Customer: And the deposit is £10.
Assistant: No, that's for the petrol. The deposit for the hire is £45.
Customer: £45. And do you accept credit cards?
Assistant: Well, not all credit cards.
Customer: Well, which ones?
Assistant: American Express, Barclaycard, Access, . . .
Customer: Good. And you need to see my driving licence, presumably.
Assistant: Yes.
Customer: Is there anything else I need?
Assistant: No, just the licence.
Customer: I see. Right. Oh, yes, about returning the car. Can I leave it somewhere else?
Assistant: No, no, we don't allow cars to be left anywhere else.
Customer: I see. Well, could I have a Renault 5 for next Monday for a week then, please?
Assistant: Yes, What name is it?
Customer: Fisher.
Assistant: And the address?
Customer: Oh, Well, I'm staying at the Royal Hotel in Baker Street.
Assistant: What's your home address?
Customer: 51, Barker Road, Hong Kong.
Assistant: Well, if you'd like to pay the deposit now, and then you can pick the car up any time after eight o'clock on Monday.
Customer: Fine.

Go back and listen again to the conversation until you can understand it without looking at the words.
When you understand it, read the questions in your book. Then play
the conversation again, and stop
the tape to write the answer to
each question. Do not read the
conversation in your book when you
are answering the questions.

1 Which of these cars does the rental company have?
   a) Renault 5
   b) Toyota Corolla
   c) Volvo 244
   d) Ford Escort

2 How much is personal accident insurance for one week?
3 Does the price of £86-90 include insurance?
4 Does the customer have to pay something extra per mile?
5 Does she have to pay for the petrol?
6 Does she have to pay for oil?
7 How much is the deposit for petrol and hire together?
8 Does the rental company accept credit cards?
   a) Yes, all cards.
   b) Yes, but not all cards.
   c) No.

9 What does the customer need to show the company
before she can drive the car?
10 Can the customer leave the car in a different place when
she has finished with it?
11 When does she have to pay the deposit?
12 What is the earliest time on Monday morning that she
can take the car?

Now check your answers with the
Key on page 105.

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Reading for information

Look at the information and then
answer the questions. Use the Notes if
you need to, but try to answer the
questions before looking at the Notes if
you can.

Terms and conditions

1 Client pays for all petrol used.
2 Cars to be returned to renting
   station.
3 State or local taxes are not
   included.
4 Driver must have a valid Driving
   Licence. Minimum age—21 years.
   For drivers under 25 years of age,
   please refer to insurance section.
5 Rates are subject to change
   without notice.
6 Insurance—Public Liability,
   Property Damage, $250.00
   Deductible Collision, Fire and
   Theft is included, provided Rental
   Terms are not violated. Drivers
   under 25 years of age must pay
   an additional 25% per day for
   insurance coverage providing
   $9000.00 Deductible Collision
   protection.
7 Collision Damage Waiver (CDW)
   can be purchased by drivers 25
   and over relieving them of the
   responsibility of the first $250.00
   damages. CDW available at
   $2.00 per day.

Groups and types of
   vehicles

E Ford Pinto, AMC Gremlin,
   Ford Fiesta (Manual) or similar.
C Ford Fairmont, Chevrolet Nova
   or similar.
I Ford Futura, Ford Mustang or
   similar.
S Ford Thunderbird, Ford LTD or
   similar.

Notes—
Most cars except the Ford Fiesta
have automatic gear change.
1. Can you hire a car in one town and leave it in another town?
2. Which of these is not included in the rates given here?
   a) Taxes.
   b) Public liability insurance.
3. If you are over 25 and do not buy extra insurance, what is the most you will have to pay for accident damage?
4. How much extra does it cost per day if you do not want to pay for any accident damage?
5. Does the Ford Fiesta have automatic gear change?
6. Does the Ford Futura have air-conditioning?
7. How much does it cost to hire a Chevrolet Nova for 5 days in winter?
8. How much does it cost to hire a Ford Mustang for 10 days in August?

Notes

air-conditioning a system that keeps air clean and cool
automatic if the gear change is automatic, you don't need to use the gear lever.
basis availability = only when it is available
client customer, person who buys or hires something
collision accident except We open every day except Sunday. = Sunday is the only day when we are closed.
fitted with (a radio) having (a radio) gear Most cars have 4 forward gears.
location place manual by hand; here: manual gear change
notice warning, telling a person about something before it happens
property thing owned by someone, e.g. a house or car
provide give provided if public liability having to pay for accidents to other people purchase buy refer to look at renting station place from which a car is hired/rented responsibility liability, having to pay for something season part of the year section part (of a piece of written information) similar almost the same subject to change may change theft stealing violate break waive give up; Payment will be waived. = You will not have to pay.

Now check your answers with the Key on page 105.
**Dialogue**

Peter and Maria Almar are back in Athens after their trip to Delphi.

Peter has got a bad cold, and he has gone to see a doctor.

**Peter** I've got a very bad cold, Doctor. My head aches and I've got a sore throat, too.

**Doctor** Do you get colds very often?

**Peter** Well, I had a cold about two months ago, and I had a chest infection afterwards. The doctor gave me some antibiotics.

**Doctor** And did you complete the course of treatment as directed?

**Peter** Oh, yes.

**Doctor** Have you had any fever?

**Peter** No, no fever.

**Doctor** Have you had any other symptoms, such as a cough?

**Peter** No, but I had a cough last time.

**Doctor** Was there any mucus coming up?

**Peter** Yes, it was white in colour.

**Doctor** White but not yellow or green?

**Peter** That's correct.

**Doctor** Have you had a stomach upset or any diarrhoea?

**Peter** No, my stomach is all right.

**Doctor** I see. Well, I can give you some medicine to unblock your nose and to ease the pain in your throat. I think the cold will clear up in a day or two.

**Peter** All right. Thank you.

**Key words**

ache hurt all the time
antibiotic e.g. penicillin
appetite wish to eat
basis on a regular basis = regularly
(blocking) blocked / full: You cannot breathe through a blocked nose.
chemist (USA: druggist) person who sells medicine
clear up get better
colicky colic = short sharp pain in the stomach
couple of two
course of treatment treating an illness (helping to make it better) over a period of time
diarrhoea going to the toilet very often
as directed as someone tells you to do
drug medicine
case the pain make the pain less bad fever the body being too hot health in good health = not ill

infection illness
mucus Mucus comes from your nose when you have a cold.
nauseated feeling that you want to be sick
now and again sometimes otherwise in other ways pain something hurting patient person who sees a doctor prescription a note from a doctor to say what medicine someone needs recurrent happening often sore giving pain squeeze press together tightly stomach Food goes into your stomach. such as e.g., for example symptom A symptom shows that you are ill.
upset Too much rich food gives you an upset stomach / a stomach upset. vomit be sick, bring up food from the stomach while period of time

**Using the language**

**Saying what is wrong with you**

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1. You are seeing a doctor about a sore throat.
   I've got a sore throat.
2. You are seeing a doctor about a bad cold.
   I've got a bad cold.
Talking about the past
Answer the questions using the word yesterday.

1. When did you book the tickets?
   I booked the tickets yesterday.
2. When did you buy the camera?
   I bought the camera yesterday.
3. When did you cash the cheque?
4. When did you have a cold?
5. When did you reserve the table?
6. When did you arrive in Mexico?
7. When did you make the phone call?
8. When did you see the doctor?

At the chemist’s

Chemist Can I help you?
Customer Have you something for a headache, please?
Chemist Is it for you?
Customer Yes, I’ve got a bad headache.
Chemist Try these tablets. They’re very good.
Customer What are they?
Chemist Aspirin. Take two every four hours.
Customer Two every four hours.
Chemist That’s right.
Customer Yes, I’ll have them, please.

Go back and play the role of the customer. Say the customer’s words at the same time as she does. You can look at your book if you need to.

Now go back again and this time play the role of the customer without looking at your book. Stop the tape after the chemist’s words and say the customer’s words.

Listening for information
Now you will hear a conversation in which a patient sees a doctor. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 87.

Patient Good morning, Doctor.
Doctor Good morning. Sit down, please. Now what can I do for you?
Patient Well, I live in Germany, but I’m staying here in England for a week. I’ve been here two days now, and I’ve got an upset stomach.
Doctor How long ago did your stomach upset begin?
Patient Just after I arrived here — about two days ago.
Doctor So you’ve had it for a couple of days?
Patient Mm.
Doctor When you say you’ve an upset stomach — have you lost your appetite?
Patient A bit, yes. If I eat, my stomach gets upset afterwards.
Doctor Do you feel nauseated?
Patient No, not really.
Doctor You haven’t vomited?
Patient No.
Doctor Do you have any pains now and again?

Go back and play the role of the customer. Say the customer’s words at the same time as she does. You can look at your book if you need to.

Now go back again and this time play the role of the customer without looking at your book. Stop the tape after the chemist’s words and say the customer’s words.
**Unit 10 Seeing a doctor**

**Patient** Mm. I get pains quite often.

**Doctor** Is it an aching type pain or is it a colicky pain — squeezes and lets go.

**Patient** Yes, a colicky pain.

**Doctor** And when you have the pain, have you had any diarrhoea?

**Patient** Yes, a little bit. I usually have to go when I have the pain.

**Doctor** How often do you have to go?

**Patient** About four or five times a day.

**Doctor** And after you’ve had the diarrhoea, is the pain eased — at least for a while?

**Patient** For a while, yes.

**Doctor** Hmm. And then comes back again. Has there been any blood with the diarrhoea?

**Patient** No.

**Doctor** Have you had any problems like this before?

**Patient** Only when I’m travelling.

**Doctor** But it’s not a recurrent problem?

**Patient** I don’t get it often, no.

**Doctor** Have you had any fever?

**Patient** No.

**Doctor** Have you had any other symptoms such as a sore throat or a cough?

**Patient** Not this time, no.

**Doctor** Not in the last couple of days?

**Patient** No.

**Doctor** Do you happen to know if you’ve eaten anything unusual that has upset you before?

**Patient** No, I don’t think so. But I eat in restaurants a lot when I’m travelling of course.

**Doctor** Mm. Your general health is otherwise good?

**Patient** Yes.

**Doctor** And you’re not taking any sorts of medicines on a regular basis?

**Patient** No.

**Doctor** No. Well, this is simple traveller’s diarrhoea. It usually clears up in a very few days. I’ll just give you something for the diarrhoea.

**Patient** I see. Fine.

**Doctor** I’ll give you a prescription.

**Patient** What should I do with it?

**Doctor** You just go to the nearest chemist. Give it to him. He’ll ask you for a small prescription charge, but there’s no charge for the drug itself.

**Patient** I see.

**Doctor** And then you take it as directed. And that will be written on the bottle.

**Patient** Right.

**Doctor** And if it doesn’t get better, you can come back — but it will.

**Patient** OK. Thank you very much.

Go back and listen again to the conversation until you can understand it without looking at the words.

When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. What is wrong with the patient?
2. Does he feel sick?
3. Does he have a pain in his stomach?
4. How often does the patient have to go to the toilet?
5. Does he have this problem when he is not travelling?
6. Is he normally in good health?
7. What illness has the patient got?
8. How soon will he be better again?
9. What does the doctor give the patient?
10. Who should the patient give it to?
11. Will the patient have to pay any money before he can have the medicine?
12. Who or what will tell the patient how often he must take the medicine?
   a) The doctor.
   b) The chemist.
   c) The bottle.

Now check your answers with the Key on page 106.
Reading for information

Look at the instructions for taking Alka-Seltzer tablets and then answer the questions. Use the Notes if you need to, but try to answer the questions before looking at the Notes if you can.

1. Which one of these would you take Alka-Seltzer for?
   a) A fever.
   b) A headache.
   c) A sore throat.
2. How do you take a tablet?
   a) You put it in your mouth and then drink a little water.
   b) You put it in water first and then drink the water.
3. How many tablets do you take at one time?
4. How many tablets can you take in one day?
5. How many tablets can an 8-year-old child take at one time?
6. Can you give Alka-Seltzer to a baby?

Now check your answers with the Key on page 106.

Notes

ailment illness
associated with part of consider think about consult talk to contain The bottle contains medicine. = There is medicine in the bottle.
directions instructions: The directions tell you how to use something.
discomfort not feeling well dissolve become like water: Salt dissolves in water.
dose/dosage how much medicine you take due to because of effective An effective medicine makes you better.
especially more than usual: Drive carefully, especially at night.

heartburn burning feeling in the chest after eating
ingredients the ingredients of a medicine = what is in the medicine on medical advice if a doctor tells you medication taking medicine
minor small muscular in the muscles: You use your leg muscles when you run.
necessary needed neuralgia pain in the face and head particularly especially: London is very crowded, particularly in summer.
persist not stop relief pain going away temporary happening for only a short time
up to up to six = six or less, but not more than six
Unit 11 Shopping

Dialogue

Peter and Maria Almar are looking round the shops in Athens before
they catch the afternoon flight back
to Zurich. Maria is looking for a
pair of shoes.

Maria Excuse me. Do you speak English?
Assistant Yes, madam. Can I help you?
Maria I’m looking for a pair of blue shoes to wear
with a dress.
Assistant Blue.
Maria Yes, you’ve got some in the window at 1450
drachmas. Could I try them on, please?
Assistant What size is it?
Maria 38.
Assistant Just a moment, please. Yes, here we are.
Maria Are they leather?
Assistant Oh, yes.
Maria I like the style.
Peter Yes, they’re very nice.
Assistant Do they fit all right?
Maria They feel a bit tight actually. Have you a larger
size?
Assistant We haven’t got that shoe in a 39, I’m afraid.
Maria Have you anything similar in blue that would
fit me?
Assistant No, we haven’t. I’m sorry.
Maria I’ll leave it then. Thank you very much.

Go back and listen again to the
Dialogue until you can understand it
without looking at the words. Then
practise saying Maria’s words after
her.
Key words

accessible easy to find
shop assistant (USA: sales clerk) person who serves customers in a shop
bottom bottom shelf = shelf below/under the other ones
carpet You put a carpet on the floor.
cotton Clothes made of cotton are cool to wear. We get cotton from a plant.
crystal The best glass is crystal.
department store large shop selling many different things
document paper, certificate fit be the right size
identity who a person is
leather We get leather from the skin of an animal, e.g. a cow.
matter it's a matter of = you have to
overcoat coat to keep you warm
plastic A plastic handbag is cheaper than a leather one.
process do the things that need to be done
raincoat coat to keep you dry
serve help a customer
silver shiny white metal
size how big something is
style what something looks like
tight fitting too closely, too small
top The lift went all the way up to the top floor.
try on put on clothes to see if they fit
wood We get wood from trees.
wool We get wool from sheep.

Using the language

Asking what things are made of

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

1 You want to know if the shoes are made of leather.
   Are these shoes leather?

2 You want to know if the glass is made of crystal.
   Is this glass crystal?

You want to know if

the carpet is made of wool.
the trousers are made of cotton.
the handbag is made of leather.
the chairs are made of wood.
the shirt is made of cotton.
the coffee-pot is made of silver.

Explaining what you want

Listen to the examples, and then explain what you want.

1 This coat is too heavy.
   This coat is too heavy. Have you anything lighter?

2 These glasses are too small.
   These glasses are too small. Have you anything bigger?

3 This jacket is too long.

4 This table is too low.

5 The colour is too dark.

6 These shoes are too wide.

7 This box is too big.

8 This camera is too expensive.

Buying things

Listen to this dialogue.

Assistant Are you being served?
Customer No, I'm not. How much are these glasses?
Assistant They're £8.50 for a box of three.
Customer I'll take two boxes, please.
Assistant That's £17, please.
Customer And can I have a carrier bag, please?
Assistant It's 5p for a plastic bag.
Customer Yes, I'll have one.
Assistant That's £17.05 altogether. Thank you.
Customer Thank you.

Go back and play the role of the customer. Say the customer's words at the same time as he does. You can look at your book if you need to. Now go back again and this time play the role of the customer without looking at your book. Stop the tape after the assistant's words and say the customer's words.
Listening for information

Now you will hear a conversation in which a customer at a department store in the UK arranges to export goods and get back the money he has paid in tax.

Clerk Can I help you?
Customer Yes, please. I've bought these two coats and these sweaters, and I want to take them back to Brazil with me. Can I get the money back that I've paid in tax?
Clerk When did you arrive in the UK?
Customer It was 14th February.
Clerk 14th February. And you're leaving when?
Customer Next Tuesday.
Clerk Next Tuesday. That's 6th March. Oh, well, that's fine. And you're not a British resident?
Customer No, I live in Brazil.
Clerk Well, it's just a matter of filling in this form. Your passport and identity document, if I could see that... Thank you. Could I have your home address in Brazil?
Customer Yes, the address is on this card here.
Clerk Thank you. And now if I could have your receipts, please. Two sweaters. Are they men's sweaters or ladies'?
Customer Men's sweaters.
Clerk What colour are they?
Customer Well, this one's in here's blue, and this one's brown.
Clerk Blue sweater and a brown sweater.
Customer And I've got these two coats.
Clerk Two coats.
Customer One grey and one brown.
Clerk And those are ladies' coats are they, or men's?
Customer They're both men's.
Clerk Both men's, yes. Both overcoats, or raincoats?
Customer Overcoats.
Clerk Both overcoats.
Customer Yes.

Clerk And then if you'd sign it here... Now then, we'll give you this stamped addressed envelope. I'll put the receipts that you've given me in with this. Now when - as you go through Customs, you must go through British Customs, give them this form and the receipts and if necessary have your goods accessible so that they can see them, going through.
Customer So I give this form with my receipts to the Customs.
Clerk To the British Customs on your way out of the country.
Customer Yes.
Clerk They'll give you one copy back and keep one themselves.
Customer Uh-huh.
Clerk So - there will be a postbox quite near - so if you - the copy that they give you - if you will send it back to us in the stamped addressed envelope, then we'll process it as soon as it comes back.
Customer So the Customs takes one copy.
Clerk The Customs take the bottom copy, and they give you this top copy.
Customer And I post that back to you.
Clerk You post that back to us.
Customer What about the receipts? Do I keep them?
Clerk Oh, you keep the receipts.
Customer I see. And how long will it take for the money to arrive?
Clerk Well, we usually get the form back within two or three days of you leaving the country, so within four or five days of you leaving the country we've sent the cheque off to you.
Customer So you'll send the cheque to my home address?
Clerk Yes.
Customer I see. Well, thank you very much.

Go back and listen again to the conversation until you can understand it without looking at the words.

1 Envelope
2 Stamp
3 Address
4 Postbox
(USA: mailbox)
When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

1. When did the customer arrive in the UK?
2. When is he leaving?
3. Where does he live?
4. How many sweaters has he bought?
5. Has he bought men’s coats or ladies’ coats?
6. Where does the customer have to show the form and receipts?
   a) At a post office.
   b) At British Customs.
   c) At Customs in his own country.
7. When he gets back a copy of the form, what must he do with it?
   a) Send it to the department store.
   b) Keep it.
8. Who keeps the receipts for the goods?
9. How soon after the customer’s departure will the cheque be posted to him?
   a) In two or three days.
   b) In four or five days.

Now check your answers with the Key on page 106.
Which floor would you go to for each of these things?

1 a pair of men's trousers
2 a television
3 some aspirins
4 a carpet
5 some tomatoes
6 a camera
7 a postcard
8 a dress
9 a bed
10 a pair of shoes
11 a handbag
12 a present for a 3-year-old boy

Notes

Basement the floor under the ground floor
children's/men's wear clothes for children/men
china cups, plates, glasses etc.
cosmetics face-cream etc., make up
D.I.Y. do-it-yourself (paint, nails etc.)
fashion accessories gloves, handbags etc.
fashion fabrics cotton, silk, wool etc. for making clothes
fashion (women's) clothes
footwear shoes, boots etc.
-furnishings curtains, cushions, fabrics for the home
-furniture chairs, tables etc.
harddasherly (USA: notions)
needles, cotton, things for sewing

Now check your answers with the Key on page 106.
### Key

#### Unit 1

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 Six o'clock</th>
<th>2 Eight o'clock</th>
<th>3 Two</th>
<th>4 £32</th>
<th>5 Wash-basin, shower and toilet.</th>
<th>6 £36</th>
<th>7 Twelve</th>
<th>8 Couchette</th>
<th>9 £25-80</th>
<th>10 Yes</th>
<th>11 Yes</th>
<th>12 No</th>
<th>13 b)</th>
<th>14 Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 £30-50</td>
<td>2 £26</td>
<td>3 a)</td>
<td>4 Full fare</td>
<td>5 9.45</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Unit 2

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 A monthly return</th>
<th>2 £24-55</th>
<th>3 On the return journey</th>
<th>4 19.00</th>
<th>5 About £4</th>
<th>6 Monday</th>
<th>7 Saturday</th>
<th>8 The return journey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 44 lbs (20 kgs)</td>
<td>2 c)</td>
<td>3 c)</td>
<td>4 22</td>
<td>5 b)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 Y.D. 35</td>
<td>7 Y.D. 15</td>
<td>8 10:45</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>

#### Unit 3

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 3.10</th>
<th>2 1.00</th>
<th>3 Two pieces</th>
<th>4 £20</th>
<th>5 No</th>
<th>6 18A</th>
<th>7 Gate 23</th>
<th>8 2.45</th>
<th>9 Madrid</th>
<th>10 On business</th>
<th>11 b)</th>
<th>12 200</th>
<th>13 A bottle of whisky</th>
<th>14 No</th>
<th>15 No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 No</td>
<td>2 50 grammes</td>
<td>3 400</td>
<td>4 3 litres</td>
<td>5 No</td>
<td></td>
<td></td>
<td></td>
<td></td>
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#### Unit 4

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 Yes</th>
<th>2 Yes</th>
<th>3 Yes</th>
<th>4 Yes</th>
<th>5 Yes</th>
<th>6 The Steak-house</th>
<th>7 b)</th>
<th>8 £37.96</th>
<th>9 a)</th>
<th>10 125</th>
<th>11 The first floor</th>
<th>12 Ten o'clock</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 9:30 pm</td>
<td>2 The ground floor</td>
<td>3 In the Lounge</td>
<td>4 Telephone the Housekeeper</td>
<td>5 The Hall Porter</td>
<td>6 No</td>
<td>7 To the Cashier's Office</td>
<td>8 Noon/Midday/12 o'clock</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Unit 5

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 Tomatoes</th>
<th>2 Onion soup</th>
<th>3 a)</th>
<th>4 A sauce of wine</th>
<th>5 Cauliflower, peas, carrots or french beans</th>
<th>6 c)</th>
<th>7 Medium</th>
<th>8 Red wine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 Pâté Maison</td>
<td>2 Melon</td>
<td>3 Poussin en Cocotte and Coq au Vin</td>
<td>4 Fresh trout and salmon steak</td>
<td>5 No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 25p</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

#### Unit 6

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 7.25</th>
<th>2 9.15</th>
<th>3 b)</th>
<th>4 c)</th>
<th>5 No</th>
<th>6 Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 156</td>
<td>2 b)</td>
<td>3 a)</td>
<td>4 a)</td>
<td>5 50p</td>
<td>6 £22-50</td>
</tr>
</tbody>
</table>

#### Unit 7

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 Iceland</th>
<th>2 Manchester 492 6044</th>
<th>3 Reykjavik 73780</th>
<th>4 Johannessson 5 A few minutes</th>
<th>6 a)</th>
<th>7 30 minutes</th>
<th>8 b)</th>
<th>9 No</th>
<th>10 a)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 The dial tone</td>
<td>2 b)</td>
<td>3 a)</td>
<td>4 100</td>
<td>5 999</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Unit 8

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 b)</th>
<th>2 Left</th>
<th>3 Park Street</th>
<th>4 About 100 yards</th>
<th>5 On the right</th>
<th>6 c)</th>
<th>7 Left</th>
<th>8 London</th>
<th>9 About a mile</th>
<th>10 Right</th>
<th>11 Straight ahead</th>
<th>12 On the right</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1 A Request Stop</td>
<td>2 c)</td>
<td>3 a) and b)</td>
<td>4 No</td>
<td>5 In the bus</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Unit 9

<table>
<thead>
<tr>
<th>Listening</th>
<th>1 a) and d)</th>
<th>2 £12-40</th>
<th>3 Yes</th>
<th>4 No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5 Yes</td>
<td>6 No</td>
<td>7 £55</td>
<td>8 b)</td>
</tr>
<tr>
<td></td>
<td>9 Her driving licence</td>
<td>10 No</td>
<td>11 No</td>
<td>12 Eight o'clock</td>
</tr>
</tbody>
</table>
Wordlist

The numbers tell you on which page there is a picture or an explanation giving the meaning of the word.

A
announce/announcement 21
above 21
accept 12
accessible 96
accident 78
accommodation 3
accommodation agency 32
accompany 18
account 57
ache 87
actual 9
additional 18
address 99
adjacent to 38
adult 3
in advance 3
advise 38
affiliated 57
I'm afraid 21
ailment 93
air-conditioning 84
aircraft 18
airline 38
airplane 18
à la carte 32
alcoholic 28
allowance 18
almonds 48
alter 51
am 38
ambulance 66
amount 32

Berth 3
bill 32, 54
birth 29
blocked 87
block fee 57
block letters 29
blouse 103
board 21
boarding card 20
book 3
boot 95
booth 66
bottle 46
bottom 96
box office 61
braise 42
branch 57
briefcase 24
bus stop 74
busy 61
button 48
mushroom

B
babysitter 38
bacon 44
bag 24
baggage 18
basement 102
basis 84, 87
bathroom 4
battery 77
beans 45
beef 44
bell boy/bell hop 38
bell captain 38

Cabin 3
cable 38
calculator 26
call 32
call back 3
camera 26
cancel 51
car 9, 15
carafe 46
caravan 9
carburettor 78

carnet 75
carpet 96
carriage 15
carrots 45
carry on 69
cash (noun) 54
(verb) 38
cashier 38
cauliflower 45
cause 12
cause for complaint 38
central area 75
centre 72

certainly 12
change (noun) 12,
(verb) 12, 51
charge (noun) 9,
(verb) 18
charge card 57
check (noun) 32, 50,
(verb) 78
check in 9
cheese 48
chemist 87
chest 86
chestnuts 48
chicken 43
chill 48
china 102
chips 45
choice 32
cholera 21
Christian name 29
cigar 25
cigarette 25
circle 60
citizenship 29
clear up 87
clerk 21
dent 84
coach 9
cost 103

code 66
coin 54
colicky 87
collect 75
collision 84
compartment 3
complete 18, 29
complimentary 32
comprehensive 75
compulsory 75
concert hall 61
conditions 12
conductor 74
connect 61
consider 93
consumer 18
contact 38
contain 93
continue 66
continuous 66
control 21
convenient 75
copy 12
cog au vin 48
communications 102
cotton 96
cochette 3
cough 78
counter 69
a couple of 87
course of treatment
87
cover 9, 57
credit card 12
crossing 71
crossroads 71
crystal 96
currency 38
customer 51
customs 21

cutlet 42

damage 78
decide 12
describe 21
deduct 78
delay (noun) 61,
(verb) 18
delicious 42
department store 96
departure 9
depend on 3
deposit (noun) 78,
(verb) 38
desk 39
dessert 47
destination 75
detailed 75
dial (noun) 66,
(verb) 61
diarrhoea 87
difficult 51
difficulty 66
direct 12
as directed 87
directions 93
directory 57
discotheque 32

discomfort 93
discount 18
dish 42
dispatch 38

display 57
dissolve 93
distance 75
D.I.Y. 102
document 96
domestic 18
dose 93
double 3
downtown 72

drawn on 57

dress 103
dress circle 60
dressing 42
driving licence 78
drug 87
druggist 87
drugstore 102
duck 44
due to 93
duty-free 21

each way 3
ear 86

ease 87
economy class 12
E.C.C. 28
effective 93
effects 28
elevator 31
embark 18
embarkation 29
embassy 38
emergency 66
employer 29
engaged 61
engine 15, 77
enquire 3
enter 75
entitled to 28
entrance 57
envelope 99
especially 93
establishment 57
estate car 80
exceed in excess 9
except 84
exchange 51, 66
exclusive 57
excuse me 61
expect someone back
61

Fabrics 102
facilities 38
fare 3
fashion accessories 102
fashions 102
fee 57
ferry 3
fetch 61
fever 87
fillet steak 48
fill in/out 29
fit 96
fitted with 84
flight 3
flight attendant 22
floor 31
fl. oz. 28
folder 73
following 3
foreign 38
form 29
formalities 18
fortified wine 28
French beans 45
French fries 45
frequent 75
fruit 34
fruit juice 48
furnishings 102
furniture 102

Galleria 60
garlic 48
gas 77
gate 20
gear 84
general information 9
generally 75

gift 21

ginger 48
glass 46
gloves 103
goods 21
in good time 75
Green Channel 27
grill 38
ground floor 31
guidance 38

haberdashery 102
hairdressing 102
hall porter 38
ham 44
hard liquor 22
hat 103
hatchback 80
hearth 89
heat 89
hearthburn 93
herb 48
hire 38
hold on 61
honeydew melon 48
honour 57
hosiery 102
household goods 102
housekeeper 38
hovemport 9

identity 96
immediately 57
immigration 21
include 3
incoming 38
indicate 66
infant 18
infection 87

identity 96
immediately 57
immigration 21
include 3
incoming 38
indicate 66
infant 18
infection 87
<table>
<thead>
<tr>
<th>Wordlist</th>
</tr>
</thead>
<tbody>
<tr>
<td>scale 22</td>
</tr>
<tr>
<td>scarf 103</td>
</tr>
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</tr>
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</tr>
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</tr>
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</tr>
<tr>
<td>sedan 80</td>
</tr>
<tr>
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</tr>
<tr>
<td>separate 18, 75</td>
</tr>
<tr>
<td>serve 32, 96</td>
</tr>
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</tr>
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</tr>
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</tr>
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</tr>
<tr>
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</tr>
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<td>shower 4, 6</td>
</tr>
<tr>
<td>side street 71</td>
</tr>
<tr>
<td>sightseeing 39</td>
</tr>
<tr>
<td>sign (noun) 69, (verb) 12</td>
</tr>
<tr>
<td>signature 29</td>
</tr>
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</tr>
<tr>
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</tr>
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</tr>
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</tr>
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</tr>
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</tr>
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</tr>
<tr>
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</tr>
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</tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
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<tr>
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</tr>
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</tr>
<tr>
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</tr>
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</tr>
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</tr>
<tr>
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</tr>
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</tr>
<tr>
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</tr>
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</tr>
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</tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>sweater 103</td>
</tr>
<tr>
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</tr>
<tr>
<td>tempted 42</td>
</tr>
<tr>
<td>tender 48</td>
</tr>
<tr>
<td>terminal 18, 22</td>
</tr>
<tr>
<td>terms 32</td>
</tr>
<tr>
<td>theft 84</td>
</tr>
<tr>
<td>third-party insurance 78</td>
</tr>
<tr>
<td>throat 89</td>
</tr>
<tr>
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</tr>
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</tr>
<tr>
<td>twice 22</td>
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<td>typewriter 39</td>
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<td>tyre 77</td>
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English for Travel

This course is for people with a basic knowledge of English who need to be able to communicate confidently and effectively when travelling. Typical situations covered are: at an airport, checking into a hotel, seeing a doctor, booking tickets, changing arrangements.

The emphasis is on understanding authentic English; on practising the structures necessary to ask questions and check information and on extracting information from brochures, regulations and instructions. Vocabulary is clearly illustrated in context, and American English variants are provided.

This coursebook contains a key to the exercises and a glossary, making it ideal for self-study when used with the accompanying cassettes. A Teacher's Guide providing additional material, including role-playing and guidance for using the course in the classroom, is also available.