

TOURISM ENGLISH

for Specialists



Student's Book



LiveABC

TOURISM ENGLISH

for Specialists

TEST

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CONTENT CHART

Unit	Topic	Learning Goals	Vocabulary	Useful Expressions	Pages
Tourism English – Getting Ready Tour Guide Interviews & Introducing Places					09-10
1	Making Travel Arrangements 	- Giving group tour recommendations - Arranging a self-led tour - Booking a vacation package	Travel Brochure	- What's your budget? - We have several tour packages to the US. - The package includes airfare and 4-star hotel accommodation.	11-20
2	Booking Airline Tickets 	- Discussing departure and arrival dates - Fulfilling seat requests - Handling special requests	- E-ticket - Airplane Areas and Seats	- Do you want to fly first, business, or economy class? - I'm afraid the exit row seats have already been assigned. - You will receive a meal shortly after takeoff on each leg of your trip.	21-30
3	Departure 	- Checking in passengers for a flight - Sending passengers through security - Calling passengers to board an aircraft	At the Check-in Counter	- Place your baggage on the scale, please. - Did you pack your own bags? Have you left your bags unattended since that time? - Please line up, and have your passport and boarding pass ready.	31-40
4	On the Airplane 	- Getting passengers settled - Providing in-flight services - Preparing for landing	In a Cabin	- Seat 34G is located on this side of the aircraft. - Please take your seat and fasten your seat belt. - Can I put your bag in the overhead compartment for you? - Please put your seats and trays in the upright position.	41-50
5	Arrival 	- Giving reminders to passengers - Explaining immigration procedures - Collecting baggage	Airport Arrival Hall	- Go down the escalators to the left of the gate to reach the baggage hall/immigration. - Many bags look alike, so make sure you have the right one.	51-60
6	In a Hotel 	- Helping guests check in - Providing hotel information - Handling problems with the room	- Types of Hotel - Room Preferences	- Do you have a preference/requests for your room? - The massage costs extra, but everything else is included with the room. - We offer complimentary breakfast every morning. - How else can we be of service?	61-70

Unit	Topic	Learning Goals	Vocabulary	Useful Expressions	Pages
7	Eating in a Restaurant 	- Greeting customers and recommending dishes - Explaining the specialty of the day - Getting feedback from customers	Cooking Methods	- How many are in your party? - Will you need any high chairs? - The chef has prepared something really special. - The special comes with... - How was your meal today?	71-80
8	Planning the Tour 	- Visiting tourist attractions - Making tour arrangements - Renting a car	Common Tourist Attractions	- That historical building is visited by over a million people a year. - Would you prefer the walking tour or bus tour? - Do you have a driver's license?	81-90
9	Sightseeing 	- Arranging a local tour - Providing information to tourists - Answering questions at the information counter	Types of Tour	- The tour is offered in multiple languages. The one given in English leaves in 30 minutes. - Which area of the country are you interested in seeing?	91-100
10	Tourist Attractions in Taiwan 	- Spending time in northern Taiwan - Traveling in central Taiwan - Exploring southern Taiwan	Famous Scenic Spots in Taiwan	- The small villages outside of Miaoli are noted for their wood crafts. - The most charming parts of Lugang are its historic alleys and temples. - Surfing in Kenting is highly recommended.	101-110
11	Public Transportation 	- Helping tourists ride the subway/train - Checking passengers on a train - Introducing the high-speed rail	MRT Station	- Hold your pass on the ticket sensor and go through the gate. - Only certain stations allow bicycles. - Check the subway route map so you'll know where to get off. - Stand behind the waiting line. - Be careful of the automatic doors.	111-120
12	Shopping 	- Shopping in duty-free stores - Picking up souvenirs - Looking for traditional items	- Souvenirs - Duty-free Items	- Give this to the clerk when you're ready to pay. - Key chains and postcards are popular souvenirs. - These items are all handmade by local artists.	121-130



Tour Guide Interviews & Introducing Places

PART A

Giving One's Reasons

MP3 Track 001



R: Renée J: John

R: John, I'm glad you were able to make it today.

J: Thanks, Renée. I'm happy to be here.

R: Let's start off with an easy question. Why do you want to work as a tour guide?

J: I first became interested in working in the tourism industry as a child. My parents took me on a trip to New York, and our tour guide made us fall in love with the city. I want to help visitors feel the same way about my hometown.

R: That's nice. So, why would you like to work here at Uptown Tours?

J: I've been on tours **organized**¹ by different companies, and your guides are the best at creating relaxed and fun **atmospheres**² with their groups. I think I could learn a lot from working with them.

PART B

Proving One's Knowledge

MP3 Track 002

P: Phil T: Tina

P: Tina, I've looked over your résumé, and I'm impressed with your **qualifications**³.

T: Thank you.

P: I'd like to do a little role play to see how well you can apply what you know. Act as though I were a visitor to the area and introduce the city to me.

T: OK. This city is home to over half of the country's **population**⁴, making it one of the largest cities in the entire region. Close to 70% of the people living here speak a second language, making it a great place for foreign visitors to travel to.

P: Now tell me about the weather.

T: The temperature ranges between 20°C and 30°C **throughout**⁵ the year, and the area enjoys an average of 250 sunny days a year.

P: Great. That'll do. I can see that you know the area well.

Key Words

MP3 Track 003

1. **organize** [ˈɔrgəˌnaɪz] v.

2. **atmosphere** [ˈætməˌsfɪr] n.

3. **qualification** [ˌkwɒləfəˈkeɪʃən] n.

4. **population** [ˌpɒpjəˈleɪʃən] n.

5. **throughout** [θruːˈaʊt] prep.



Introducing Places

On your	left, right,	you'll see	the home of the country's president.
If you look to the			the city's largest park.
Coming up on your			the oldest building in the country.



This is	the place where the nation's largest New Year's celebration is held.
In a moment, we'll be passing	the tallest skyscraper in the city.
Straight in front of us is	the oldest theater in the country.

Outdoor Tour MP3 Track 004

T: Tour guide *F:* Foreign tourist

T: Good afternoon, everyone! We have a very full schedule today, so let's begin the tour. Our first stop will be the tallest **skyscraper**¹ in the city. From there, you'll get an amazing bird's-eye view of the **skyline**², and I'll be able to point out the places we'll be stopping at later.

F: Are we allowed to take photographs there?

T: Yes, you are. Now, let's get going! In a moment, we'll be passing Memorial Park. It was built fifty years ago in honor of our nation's **military**³.

F: The entrance gate is very beautiful.

T: It was **donated**⁴ two years ago by one of our former presidents. If you look to the right of it, you'll see **statues**⁵ of the **founders**⁶ of our country. On Founding Day, people come and leave flowers on it.

F: Very interesting.

Key Words MP3 Track 005

1. **skyscraper** [ˈskaɪ.skrepə] *n.*

2. **skyline** [ˈskaɪ.laɪn] *n.*

3. **military** [mɪlɪˈtəri] *n.*

4. **donate** [ˈdo.net] *v.*

5. **statue** [ˈstætʃu] *n.*

6. **founder** [ˈfaundə] *n.*



Unit 1

Making Travel Arrangements



Checklist

In this lesson, you will learn about . . .

- ☐ Giving group tour recommendations
- ☐ Arranging a self-led tour
- ☐ Booking a vacation package

Warm-Up

1. What are some benefits of joining a tour group?
2. Why do some people prefer traveling alone?
3. What do people consider when choosing a vacation package?

Travel Brochure

Enchanting Italy

Packages starting at
¹ **\$999**, including airfare

Don't pass up your chance to visit one of the most popular cultural destinations in Europe.

We've made Italy affordable for everyone.

Check with one of our travel agents to find out more about our Italian getaways.



Easy European Travel

21 East Main St.
 Old Town, Maine 04468
 (207) 555-6153

Choose the information below that best fits your travel needs, and our dedicated agents will find you the perfect tour.

³ When would you like to travel?

- ☐ Spring ☐ Summer
☐ Fall ☐ Winter

⁴ How would you like to travel?

- ☐ Ship ☐ Air ☐ Rail
☐ Bus ☐ Bike

⁵ Where would you like to go?

- ☐ Rome ☐ Milan
☐ Florence ☐ Venice

⁶ How long would you like to stay?

- ☐ 3-5 nights ☐ 6-9 nights
☐ 10-14 nights
☐ Over 14 nights

⁷ How much would you like to spend?

- ☐ Less than \$1,500
☐ \$1,500-\$2,500
☐ \$2,500-\$3,500
☐ Over \$3,500

Featured Specials:

4-Day/3-Night Bike Tour:

Travel through the country's vineyards on this breathtaking adventure.

⁸ Day 1: Arrive in Siena, bike to Casetta

Day 2: Bike from Casetta to Rapolano Terme

Day 3: Bike from Rapolano Terme to Lucignano

Day 4: Bike from Lucignano to Sinalunga; train to airport

Just **\$1,500**

Tours available April 5th–June 13th and September 2nd–October 31st

9-Day/8-Night Mediterranean Cruise:

The vacation that you've been dreaming of!

Just **\$3,200**

Tours available June 2nd–August 28th

- ¹ package price [ˈpækɪdʒ] [praɪs]
² contact details [kənˈtækt] [ˈdɪtɪlz]
³ departure date/time [dɪˈpɑːtʃə] [det]/[taɪm]
⁴ travel type [ˈtrævl] [taɪp] / transportation type [ˌtrænsˈpɔːteɪʃən] [taɪp]

- ⁵ destination [ˌdɛstəˈneɪʃən]
⁶ trip length [trɪp] [lɛŋθ] / length of stay [lɛŋθ] [əv] [ste]
⁷ price range [praɪs] [rɛndʒ]
⁸ itinerary [aɪˈtɪnəˌrɛri]

A. Words in Use

Practice saying the sentences below.

There are several tours	with a package price under US\$1,000.	
	to that destination.	
	in the US\$600 to US\$1,000 price range.	
	with a departure time after six p.m.	
How important is the	transportation type	to you?
	package price	
	departure date	when picking a tour?
	itinerary	

B. Listening for Details MP3 Track 007

Listen to the audio. Check the correct choices.

- ☐ The woman doesn't care about the length of her tour.
☐ The woman wants to join a seven-day tour.
- ☐ The UK tour is too expensive for the woman.
☐ The UK tour starts before the woman can go on vacation.
- ☐ The German tour costs more than the woman can spend.
☐ The German tour has a longer length of stay than the woman wants.
- ☐ The woman doesn't like the transportation used for the tour of Poland.
☐ The woman doesn't like the tour of Poland's itinerary.



C. Role Play

Practice the conversation with a partner. Try replacing the underlined words with other new words you've learned.

Student A I'm interested in joining one of your tours. Can I see some brochures?

Student B Sure. Here's one for a trip next month.

Student A Is the package price listed on this?

Student B Yes, it is. It's right next to the itinerary.

Student A Oh, I see. Unfortunately, I want a different length of stay.

Student B No problem. Let's check out some other tours then.



Talking about Tours

Wendy visits a travel agent to ask about tours that are available.

T: Travel agent **W:** Wendy

T: Good afternoon, miss. How can I help you today?

W: I'm interested in learning about tours that I might be able to join later this year.

T: Do you **have** a destination **in mind**¹?

W: Yes. I want to go somewhere in the US.

T: What's your **budget**²?

W: I'd like to spend under US\$3,000 **altogether**³.

T: We have several tour **packages**⁴ to the US that would work for you. In August, there's a cultural tour that stops in Boston, Washington D.C., and Charleston.

W: I was hoping for something a bit more exciting.

T: Let's see. There's an **outdoor**⁵ adventure tour in September. You'd travel to popular national parks in Colorado and Wyoming and take part in lots of fun activities, like hiking.

W: That sounds interesting, but I think I should **consider**⁶ more options before making a decision.

Key Words

MP3 Track 009

1. **have ... in mind** [hæv] [ɪn] [maɪnd] *phr.*

Janice wants to paint her bedroom, but she doesn't have a color in mind yet.

2. **budget** [ˈbʌdʒət] *n.*

The budget for the party was too small to buy a large cake.

3. **altogether** [ˌɔltəˈɡeðə] *adv.*

Altogether, Ryan spent \$5,000 to have his car fixed.

4. **package** [ˈpækɪdʒ] *n.*

The hotel has many wedding packages available.

5. **outdoor** [ˌaʊtˌdɔːr] *adj.*

Donald loves outdoor activities, like hiking and fishing.

6. **consider** [kənˈsɪdə] *v.*

Ava had a lot to consider before accepting the job offer.

A. Sentence Patterns

Do you	have a destination	in mind?
	have a place	
	know where	you'd like to go?
	have any idea where	
There are	several packages	that will work for you.
We have	many tours	that will fit your needs.
	a bunch of options	that you're sure to like.
		that I think you'll enjoy.

B. Sequencing MP3 Track 010

Listen and number the statements in the order you hear them (1-6).

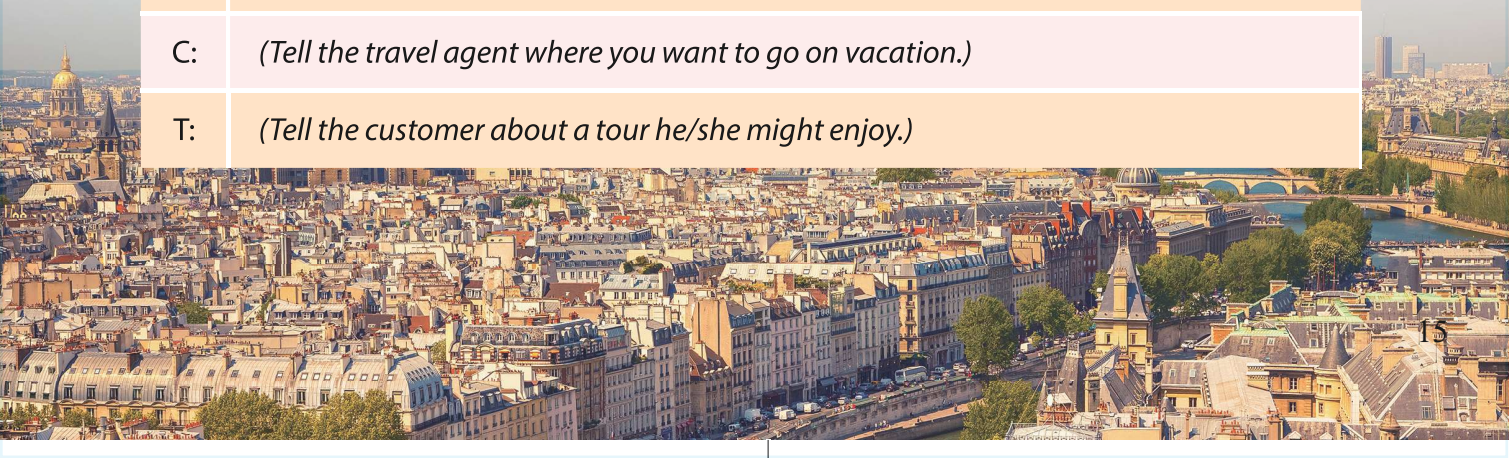
- ___ I'd like to go somewhere warm, but my budget is pretty small.
- ___ Let's go take a look at your options.
- ___ Do you have a destination in mind?
- ___ I'm interested in joining a tour group for my vacation.
- ___ We have several tour packages that should meet your needs.
- ___ I'd really like to find one that includes fun outdoor activities, too.



C. Role Play MP3 Track 011

Create a conversation using the cues. Take turns being the customer (C) and travel agent (T). Then listen to Track 11 for the sample conversation.

C:	Hello. I'm interested in learning about some tours that are available this year.
T:	(Ask the customer where he/she would like to go.)
C:	(Tell the travel agent where you want to go on vacation.)
T:	(Tell the customer about a tour he/she might enjoy.)



Going Alone

Wendy wants information about traveling **abroad**¹ on her own.

W: Wendy

T: Travel agent

W: Could I have some information about traveling to the US by myself?

T: Sure.

W: How would it be different from traveling with a group?

T: Well, if you travel alone, you won't have to **stick to**² a schedule.

W: But what about the cost?

T: It'll likely be more expensive.

W: Why is that?

T: Hotels and airlines give discounts when a lot of bookings are made **at once**³ for a tour group.

W: I see. Well, **say**⁴ I wanted to travel to the US for a week, stay at a four-star hotel, and do an activity every day, how much would it cost?

T: I think it would be in the US\$3,000 to US\$3,500 price range, including **spending money**⁵. If you were **willing**⁶ to stay at a cheaper hotel, that would cut your costs a lot.

W: I really want to stay at a **fancy**⁷ hotel.

T: Then I think you should join a tour.

Key Words

MP3 Track 013

1. **abroad** [əˈbrɒd] *adv.*

Cindy went abroad last summer to learn a new language.

2. **stick to** [stɪk] [tu] *phr.*

As long as everyone sticks to the plan, we should get the project done on time.

3. **at once** [æt] [wʌns] *phr.*

All of the lights in the building were turned off at once.

4. **say** [se] *v.*

Say I could get tickets to the concert, would you come with me?

5. **spending money** [ˈspɛndɪŋ] [ˈmʌni] *n.*

Each child was given some spending money to use at the mall.

6. **willing** [ˈwɪlɪŋ] *adj.*

Irene was willing to stay late and help everyone with their work.

7. **fancy** [ˈfænsɪ] *adj.*

It's a fancy event, so you have to dress up.

A. Sentence Patterns

The trip	is	in the US\$2,000 to US\$3,000	price range.
That package		in your	
		out of your	

If you travel alone,	you won't have to stick to a schedule.
	you might have to pay more for your hotel room.
	you may have trouble finding things to do.
If you travel with a group,	you could save money on your trip.
	you might meet some interesting people.
	you'll get to visit lots of places in the city.

B. Answering True or False MP3 Track 014

Listen to the conversation and check (✓) whether the statements are *True* or *False*.

Statement	True	False
1. The man wants to find out about traveling to the UK alone.		
2. The man says he can't spend more than \$1,300 on his trip.		
3. The woman thinks the man's budget isn't large enough to go to a European country.		
4. The woman suggests that the man stay at a local five-star hotel.		
5. The man decides that he doesn't want to go on vacation.		

C. Role Play MP3 Track 015

Create a conversation using the cues. Take turns being the customer (C) and travel agent (T). Then listen to Track 15 for the sample conversation.

C:	How is traveling abroad alone different from traveling with a group?
T:	(Tell the customer about something that is different.)
C:	(Ask the travel agent about the costs of traveling alone or with a group.)
T:	(Tell the customer that joining a tour group would be cheaper.)

Which Tour?

Wendy decides to travel with a tour group for her vacation.

W: Wendy **T:** Travel agent

W: I think joining a tour for my trip to the US would be best.

T: Great. Have you chosen which one you'd like to book?

W: I've **narrowed** it **down**¹ to these two. (*Points to the brochures*)

T: The Royal Treasures Tour is a ten-day tour that starts July 10th, and the **Wilderness**² Experience Tour **lasts**³ for eight days and begins on September 28th.

W: May I take a look at the itineraries?

T: Sure. Here you are.

W: What's included in the prices?

T: Each package includes **round-trip**⁴ airfare, entrance fees for every location listed on the schedule, and four-star hotel **accommodations**⁵ for every night of your stay.

W: I'll **go for**⁶ the Wilderness Tour.

T: OK. (*Types on the computer and prints the document*⁷) Here is your booking information. If you have any questions later, give us a call. Our contact information is at the bottom of the page.

W: Thanks.

Key Words

MP3 Track 017

1. **narrow (sth.) down** [ˈnæroʊ] [daʊn] *phr.*

Maggie was having trouble narrowing down her outfit choices.

2. **wilderness** [ˈwɪldənəs] *n.*

If you want to camp in the wilderness, you should know how to start a fire.

3. **last** [læst] *v.*

The movie should last for about three hours.

4. **round-trip** [ˈraʊndˌtrɪp] *adj.*

Carol bought a round-trip ticket to Tokyo.

5. **accommodation** [əˌkʌməˈdeɪʃən] *n.*

The group needed accommodations for ten people.

6. **go for** [go] [fɔr] *phr.*

Michelle decided to go for the salad instead of the steak.

7. **document** [ˈdɒkjəmənt] *n.*

The document was over eight pages long.





A. Meanings of *Go For*

- = to choose something
Jean **went for** the purple jacket instead of the white one.
- = to cost or be sold for a certain price
Vacations this nice usually **go for** at least US\$3,000.
- = to try to get or achieve something
I think you should **go for** that flight attendant job.
- = to accept or agree to something
Nathan didn't think anyone would **go for** his plan to move the office downtown.

B. Matching

Write the letters of the correct responses next to the questions or statements.

- | | |
|--|--|
| <p>___ 1. Have you decided which tour you'd like to book?</p> <p>___ 2. I think I'll go for the ten-day tour here on this brochure.</p> <p>___ 3. Does each package include accommodations?</p> <p>___ 4. Are you interested in going camping during your vacation?</p> <p>___ 5. Where can I find your contact information?</p> | <p>a. All right. Let me just print your booking information for you.</p> <p>b. It's just on the bottom of this document.</p> <p>c. Yes, of course. You'll get to stay at a four-star hotel with any of our tours.</p> <p>d. Not really. I don't like being in the wilderness.</p> <p>e. Not yet. I'm having trouble narrowing down my choices.</p> |
|--|--|

C. Role Play MP3 Track 018

Create a conversation using the cues. Take turns being the customer (C) and travel agent (T). Then listen to Track 18 for the sample conversation.

C:	What's included in your vacation packages?
T:	(Tell the customer what is included in the package prices.)
C:	(Tell the travel agent that you'd like to book a tour.)
T:	(Give the customer his/her booking information.)

Part A: Photographs MP3 Track 019

Listen and choose the sentence that best describes the photo.

____ 1.

____ 2.



Part B: Question and Response MP3 Track 020

Listen and choose the best response to the sentence you hear.

____ 3.

____ 4.

____ 5.

____ 6.

____ 7.

Part C: Short Conversation MP3 Track 021

Listen and answer the questions.

____ 8. How long does the man want to stay in London?

- (A) Ten nights (B) Two weeks
- (C) Nine days (D) Three weeks

____ 9. What is the man willing to do to save money on his trip?

- (A) Travel to a different city
- (B) Only visit a few museums
- (C) Stay at a cheap hotel
- (D) Travel by bus

____ 10. What does the woman suggest?

- (A) She suggests that the man join one of her company's tours.
- (B) She suggests that the man travel to London by ship.
- (C) She suggests that the man buy his tickets two weeks before he leaves.
- (D) She suggests that the man stay at a four-star hotel during his trip.





Unit 4

On the Airplane



Checklist

In this lesson, you will learn about . . .

- ☐ Getting passengers settled
- ☐ Providing in-flight services
- ☐ Preparing for landing

Warm-Up

1. *What might passengers ask for when they board a flight?*
2. *How have in-flight services changed in recent years?*
3. *What tasks must flight attendants complete to prepare an aircraft for landing?*

In the Cabin



- ❶ overhead compartment
[ˈovəˌhed] [kəmˈpɑːtmənt]
- ❷ attendant call light/button
[əˈtendənt] [kɔːl] [laɪt]/[ˈbʌtn]
- ❸ seat pocket [sit] [ˈpɑːkɪt]
- ❹ headphones [ˈhedˌfənz]
- ❺ blanket [ˈblæŋkɪt]

- ❻ pillow [ˈpɪlɒ]
- ❼ seat belt [sit] [beɪlt]
- ❽ armrest [ˈɑːmˌrest]
- ❾ tray (table) [tre] ([ˈteɪbəl])
- ❿ window shade/blind
[ˈwɪndəʊ] [ʃeɪd]/[blaɪnd]

A. Words in Use

Practice saying the sentences below.

The flight attendants	will check if	your seat belt	is fastened.
		the overhead compartments	are closed.
	will make sure (that)	the tray tables	are in the correct position.
		a pillow	has been placed on your seat.

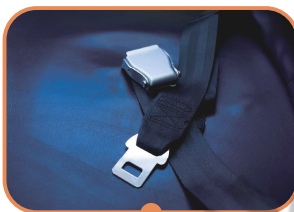
B. Listening for Details MP3 Track 054

Listen to the audio. Match the items to the problems.

blanket



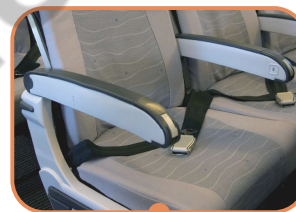
seat belt



attendant call button



armrest



missing

smelly

dirty

broken

C. Role Play

Practice the conversation with a partner. Try replacing the underlined words with other new words you've learned.

Student A I've gone around the cabin and checked all the window shades.

Student B Good. I need to bring a pillow to a passenger in the back, so could you help that gentleman over there?

Student A Sure. What's his problem?

Student B He said something is wrong with his armrest.

Student A All right. I'll take a look at it.



Preparing for Takeoff

Judy and Max are helping passengers as they **get on**¹ the plane.

J: Judy **P1/2:** Passenger one/two **M:** Max

J: Good afternoon, sir. Welcome **aboard**² Flight 13 to Honolulu.

P1: Thank you. Could you tell me where my seat is?

J: Seat 34G is located on this side of the aircraft.

M: Ma'am, can I put your bag in the overhead compartment for you?

P2: Thanks. It's quite heavy.

M: It's no problem. Your purse should fit fine under the seat in front of you. Now, please take a seat and fasten your seat belt. We'll take off in a moment.

P2: Do you have any English newspapers I could read while I wait?

M: Yes. I'll be right back with one.

J: Max, are you giving the safety **presentation**³?

M: Yeah. It's my **turn**⁴.

J: OK. I'll get the **life jacket**⁵ for the demonstration and then close the **cabin**⁶ door.

M: Sounds good. I'll start after I get something for this passenger.

Key Words

MP3 Track 056

1. get on [gɛt] [ʌn] *phr.*

Once everyone got on the bus, the driver closed the door.

2. aboard [əˈbɔːd] *prep./adv.*

The attendant asked for Jackson's ticket as soon as he came aboard (the plane).

3. presentation [ˌprezɪˈteɪʃən] *n.*

The speaker finished his presentation early.

4. turn [tɜːn] *n.*

It was Alice's turn to drive the car.

5. life jacket [laɪf] [ˈdʒækət] *n.*

(= life vest)

You should wear a life jacket while you're on the boat if you can't swim.

6. cabin [ˈkæbɪn] *n.*

The lights in the cabin were off so that the passengers could sleep.

A. Sentence Patterns

Can I	put your bag in the overhead bin	for you?
Would you like me to	turn off your reading light	
	grab an English newspaper	

Here is a	magazine	to look at	while you wait.
	newspaper	to read	
	menu	to look over	
	snack	to eat	

B. Making Complete Sentences

Join the two parts of the sentences together.

_____ 1. Ryan wanted to know

_____ 2. The ship’s captain passed out life jackets

_____ 3. The passengers had to watch a presentation

_____ 4. Janice couldn’t get on the train

_____ 5. There were several large TV screens

_____ 6. Michael looked around for his seat

a. because she didn’t have a ticket.

b. if it was his turn to clean up.

c. located around the cabin.

d. after he stepped aboard the plane.

e. about what to do in an emergency.

f. to everyone on the ship.

C. Role Play MP3 Track 057

Create a conversation using the cues. Take turns being the passenger (P) and flight attendant (F). Then listen to Track 57 for the sample conversation.

P:	Can you help me put my carry-on away?
F:	(Tell the passenger that you will put his/her carry-on in the overhead compartment.)
P:	(Thank the flight attendant. Ask if your laptop bag will fit there, too.)
F:	(Tell the passenger that it won’t, but he/she can put it under the seat in front of him/her.)

During the Flight

The flight attendants are offering **beverages**¹ to passengers.

J: Judy **P1/2:** Passenger one/two **C:** Captain **M:** Max

J: Sir, would you like something to drink?

P1: May I have a glass of water, please?

J: Here you go.

C: (Announcement) Ladies and gentlemen, this is your captain. We're **experiencing**² a bit of **turbulence**³, so I'm turning the seat belt light on. Please return to your seats and **remain**⁴ seated until it is **switched off**⁵.

(Short time later)

C: (Announcement) The seat belt sign has been turned off. The flight attendants will now **come around**⁶ with US **customs forms**⁷ for you.

J: Max, the woman in 30D hit her call button again. Can you check on her?

M: Sure. (Walks down the aisle) Hello, ma'am. Can I help you?

P2: May I have a pillow and a blanket, please?

M: Of course. (Comes back with the items) I also have a customs form for you. If you need help **filling it out**⁸, just let me know.

P2: Thank you.

Key Words

MP3 Track 059

1. **beverage** [ˈbevərɪdʒ] *n.*

Only beverages and small snacks were served at the party.

2. **experience** [ɪkˈspɪriəns] *v.*

The printer was experiencing some problems, so Mary couldn't print the document.

3. **turbulence** [ˈtɜbjələns] *n.*

During periods of turbulence, you must return to your seat.

4. **remain** [rɪˈmen] *v.*

The police officer told everyone to remain standing.

5. **switch off** [swɪtʃ] [ɒf] *phr.*

Dean switched off his phone as soon as he got home so no one could contact him.

6. **come around** [kʌm] [əˈraʊnd] *phr.*

The boss said he would come around and check on everyone's work today.

7. **customs form** [ˈkʌstəmz] [fɔrm] *n.*

The traveler got in trouble for lying on his customs form.

8. **fill out** [fɪl] [aʊt] *phr.*

You must fill out an application if you'd like to work here.

A. Sentence Patterns

After the seat belt sign is	switched off,	you can move around the cabin.
	turned off,	
	shut off,	you may get up from your seat.
A flight attendant will	come around	with customs forms.
	come by	to check on you.
	come over	and hand out blankets.

B. Answering True or False MP3 Track 060

Listen to the announcement and check (✓) whether the statements are **True** or **False**.

Statement	True	False
1. The speaker is flying the airplane.		
2. The plane is no longer experiencing turbulence.		
3. The pilot wants the passengers to stay in their seats.		
4. Flight attendants are coming around with snacks for the passengers.		
5. The speaker says that everyone has filled out a customs form already.		

C. Role Play MP3 Track 061

Create a conversation using the cues. Take turns being the flight attendant (F) and passenger (P). Then listen to Track 61 for the sample conversation.

F:	Hello. I see that you've pressed your call button. How can I help you?
P:	(Ask the flight attendant to bring you a customs form.)
F:	(Ask the passenger if he/she needs help filling it out.)
P:	(Tell the flight attendant that you know what to do.)

Coming in for a Landing

Judy and Max prepare the passengers for landing.

C: Captain **M:** Max **J:** Judy **P1/2:** Passenger one/two

C: (Announcement) Attention, passengers. We will soon make our **descent**¹ into Honolulu. The local time is 6:45 p.m., and it's a lovely 85°F. **On behalf of**² the cabin **crew**³, I'd like to thank you for flying with us today. Now, please put your seats and trays in the **upright**⁴ position. Flight attendants, prepare the cabin for landing.

M: Judy, someone still has their reading light on.

J: I'll take care of it. (To the passenger) Excuse me, sir. You need to put away your book, turn off your reading light, and put your window blind up.

P1: Oh, sure.

J: And your bag needs to go back into the overhead compartment.

P1: OK.

P2: Excuse me. Is there still time to get something duty-free?

M: I'm sorry, ma'am. It's too late.

P2: Oh, no!

M: Duty-free items will be available on your flight out of the US, though.

P2: OK. Thanks!

Key Words

MP3 Track 063

1. **descent** [dɪˈsɛnt] *n.* (descend [dɪˈsɛnd] *v.*)

Everyone had to return to their seats before the plane started its descent.

2. **on behalf of** [ɒn] [bɪˈhæf] [əv] *phr.*

On behalf of the CEO, I'd like to thank all of you for your hard work this year.

3. **crew** [kru] *n.*

The ship's crew hadn't left the boat in over a month.

4. **upright** [ˈʌp.raɪt] *adj.*

If the bottle doesn't stay upright, liquid will get on the table.

A. Useful Expressions

May I have your attention?

→ **May I have your attention?** We are about to start our descent into Denver, so I need everyone to return to their seats.

If I could please have your attention.

→ **If I could please have your attention.** You have just thirty more minutes to purchase in-flight duty-free items.

Please direct your attention to ...

→ **Please direct your attention to** the front of the aircraft. One of the flight attendants is giving a safety demonstration.

B. Listening Comprehension MP3 Track 064

Listen to the conversation and choose the correct answer for each question.

- _____ 1. Which of the following does the woman ask the man to do?
(A) Move the woman’s seat (B) Take his laptop out of its bag
(C) Switch off his reading light (D) Pull down the window blind
- _____ 2. What problem does the man have?
(A) He can’t turn the reading light off.
(B) He can’t move the window blind up.
(C) He can’t find the bag for his laptop.
(D) He can’t get his seat into the right position.

C. Role Play MP3 Track 065

Create a conversation using the cues. Take turns being the flight attendant (F) and passenger (P). Then listen to Track 65 for the sample conversation.

F:	Excuse me, sir/ma’am. We’re getting ready for landing, so you need to put your items away.
P:	(Tell the flight attendant that you will put your things away. Ask him/her if you can buy some duty-free items.)
F:	(Apologize to the passenger and tell him/her that it’s too late to buy them.)
P:	(Thank the flight attendant for his/her help.)

Part A: Photographs MP3 Track 066

Listen and choose the sentence that best describes the photo.

____ 1.

____ 2.



Part B: Question and Response MP3 Track 067

Listen and choose the best response to the sentence you hear.

____ 3.

____ 4.

____ 5.

____ 6.

____ 7.

Part C: Short Talk MP3 Track 068

Listen and answer the questions.

____ 8. What is the speaker doing now?

- (A) Handing out meals
- (B) Switching off the seat belt light
- (C) Landing the plane
- (D) Giving people pillows

____ 9. Why does the speaker apologize?

- (A) The plane is behind schedule, and they will arrive late.
- (B) Everyone has to go back to their seats now.
- (C) There aren't enough pillows for all the passengers.
- (D) There won't be any lunch served on the flight.

____ 10. What is TRUE about the flight?

- (A) The plane will land in about two hours.
- (B) The passengers aren't allowed to get up from their seats.
- (C) Drinks are about to be served to the passengers.
- (D) The plane is experiencing turbulence right now.

