

TRAVELLING

I) PREPARING YOUR TRIP :

a) Brainstorming

1. What do you associate travelling with?

2. Ask the questions corresponding to the answers below and give your own answers.

H _____

Very often, I travel to the US every month.

Your answer: _____

How _____

Usually by train, but I decided to travel by plane next time.

Your answer: _____

H _____

Not too far, I usually stay in Europe.

Your answer: _____

How _____

Quite a long time! It takes two hours to reach the airport.

Your answer _____

How _____

Not much, I try not to carry more than one case.

Your answer _____

b) Video: preparing a business trip:

1. What do you usually bring on a trip?

In this video, Julie Meyer, CEO of VC firm Ariadne Capital, explains how to make business travel a more pleasant and relaxing experience - and also gives her top tips to stay productive on the road, telling us which gadgets and gizmos she takes in her suitcase and why.

2. List all the items she brings with her on a business trip

1. a _____ m-c _____ s 5. b _____ d c _____ e c _____ d

2. s _____ e-p _____ r 6. c _____ l p _____ e

3. l _____ p 7. l p _____ d

4. h _____ s 8. d _____ l m _____ e c _____ a

3. Explain why

1. a_m-c_s: Why does she take them? _____

2. s_e-p_r: How many plugs are there? What for? _____

3. l_p: Is it new? What is its advantage? _____

4. h_s: What does she use them for? _____

5. b_d c_e c_d: In what situation does she need it? _____
6. c_l p_e: What brand is it? Why does she sometimes prefer to read e-mails on it? _____
7. I p_d: Who are her favorite singers? _____
8. d_l m_e c_a: What does she do with the videos she takes? _____

4. *According to you, which devices are the most and least useful? Justify*

5. *Choose the right answer*

1. She is flying to:
 - a) Hong Kong
 - b) Tokyo
 - c) Shanghai
2. She wears _____ not to look horrible on arrival.
 - a) heavy make up
 - b) light make up
 - c) no make up at all
3. She decided to wear _____ to be comfortable during the flight.
 - a) a skirt
 - b) jeans
 - c) a suit
4. She _____.
 - a) goes to the hairdresser before flying
 - b) wears her hair loose
 - c) has a pony tail.
5. In order to avoid being disturbed by children she uses _____.
 - a) headsets
 - b) earrings
 - c) earplugs

c) **BizTravel : travel website for business travellers**

Complete the information on the travel website with the words in the box.

Departure / return / duration / booking / reference / birth / non-smoking / **password** / single / ensuite

BizTravel
The No. 1 travel website for business travellers

Name Gregor Alexis
password *****
date of _____ 17. 12. 75

Transport
Flight Athens to Vienna
_____ date June 14 17:50 one-way ☒
_____ date June 17 08:30

Hotel Hotel Donau
Room type
_____ room ☐ double room ☐
smoking ☐ _____ ☐
_____ bathroom ☐
_____ of visit 3 days

Thank you for _____ with BizTravel _____ number AXH7192

d) Listen to Francesca Cruz making plans for a business trip.

1. Where is she flying to?

2. Where does she want to be near?

3. Complete the form

Francesca Cruz		⁵ Ensuite Bathroom yes <input type="checkbox"/> no <input type="checkbox"/>
¹ Arrival date: _____		
² Duration of visit: _____		⁶ Check in after: _____
³ Single room <input type="checkbox"/> Double room <input type="checkbox"/>		⁷ Check out before: _____
⁴ Smoking <input type="checkbox"/> Non-smoking <input type="checkbox"/>		⁸ Booking reference number: _____

e) Steps in a business trip

1. People often do these things when they travel. Match the verbs (1-10) with the correct phrases (a-e)

1. buy	a) security	6. watch	a) a hotel room
2. confirm	b) a ticket	7. take	b) some duty-free shopping
3. collect	c) at the check-in	8. book	c) at the hotel
4. go through	d) their flight	9. do	d) an in-flight movie
5. queue	e) their luggage	10. check in	e) a bus or taxi

2. Put actions 1 to 10 into chronological order

f) Translation

Bonjour,

Je vous écris car je voudrais acheter deux billets aller-retour Paris Madrid. Nous souhaitons partir le mercredi 14 et revenir le vendredi 16 si possible avant 20 heures. Nous aurions également besoin d'une chambre double dans un hôtel minimum 3 étoiles : Il nous faut impérativement la climatisation et une connexion Wi-Fi dans la chambre. Je dois également organiser une conférence le jeudi et j'aimerais être sûr que l'hôtel est équipé de tout le matériel nécessaire.

Merci de me confirmer cela au plus tôt,

Cordialement,

John Smith

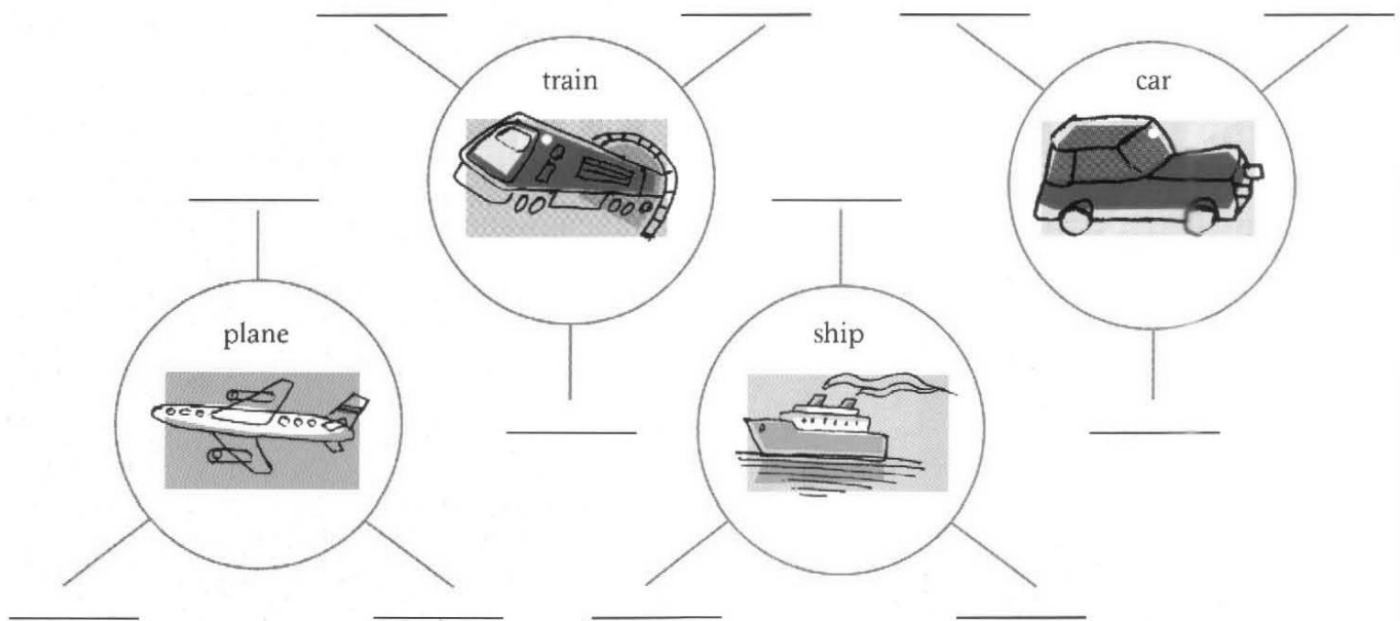
[illegible]

II) TRANSPORT

Overview

a) Match these words with the correct circle

fly / station / port / hire / platform / sail / ferry / gate / drive / park / flight / carriage



b) Listen to the recording Where can travellers hear or say these things?

a) In a taxi b) at an airport c) at a railway station d) at a hotel e) on a plane

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 7 _____ 8 _____

c) Complete the sentences below. Use the nouns from the box

Receipt / seat / luggage / flight / centre / booking

At the ticket office

I need to change my _____.

Is there a direct _____?

At the check-in desk

Can I take this as hand _____?

Can I have an aisle _____?

In a taxi

Please take me to the city _____.

Can I have a _____, please?

d) Listen to each part of the recording. Then answer these questions

Part 1: What time is the next train to Manchester? _____

Part 2: Which flight is boarding at gate 23? _____

Part 3: What time does the train leave? _____

Which platform does it leave from? _____

Part 4: The passenger chooses a flight. What time does it leave? _____

When does the flight arrive? _____

What is the flight number? _____

Which terminal does it leave from? _____

At the Airport

a) Getting to the airport


John Cheng, a Hong Kong businessman, is on a business trip to meet customers in different cities in Africa. He booked his flights on a travel site on the Internet. He is in Nairobi and he is going to fly business to Lagos.

Put the actions into order:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | He goes through passport control and shows his passport. |
| <input type="checkbox"/> | Three hours later, Mr Cheng lands in Lagos. |
| <input type="checkbox"/> | He gets a taxi to the airport. |
| <input type="checkbox"/> | The plane takes off. |
| <input type="checkbox"/> | But the road is very busy and he gets stuck in traffic – his taxi moves very slowly. |
| <input type="checkbox"/> | He boards his flight and finds his seat. |
| <input type="checkbox"/> | He gets to the airport an hour late. But, luckily, his flight is delayed, so he doesn't miss it. |
| <input type="checkbox"/> | He goes to the departure lounge next to the gate. |
| <input type="checkbox"/> | He checks in at the check-in desk. He checks in one item of baggage and gets his boarding card. |
| <input type="checkbox"/> | He goes to the duty-free shops. |
| <input type="checkbox"/> | He goes through passport control and shows his passport. He goes through security. |

b) Airport announcements / Match what Cheng thought when he heard each announcement

a = b = c = d = e =

<div>a. If you have a laptop computer, please remove it from its bag.</div>		1. That's my flight, but I've got plenty of time.
<div>b. Kenya Airways announces that flight KQ932 to Lagos is ready for boarding. Would all passengers please proceed to gate 14?</div>		2. That's me. I must get to the gate.
<div>c. Only one item of hand baggage is permitted. All other baggage must be checked in.</div>		3. Going through security is always so slow, but it's necessary.
<div>d. Would Mr Cheng, passenger on flight KQ932 to Lagos, please proceed immediately to gate 14 where his flight is ready to depart?</div>		4. Oh no, I have two bags. I must put one inside the other.
<div>e. There are great special offers at our duty free shop. You can purchase all French perfumes at 20 percent off the normal price.</div>		5. I must get some for my wife.

c) Complete the table with words from exercises a) and b):

Verb	Noun	Verb	Noun
travel			departure
fly			take-off
check in			boarding
			announcement

d) Write the infinitive of verbs from exercises a) and b) that mean the following:

To tell people about something: _____
To leave by plane from an airport: _____
To get on (a plane, etc.): _____
To go ahead: _____

To allow: _____
To buy: _____
To arrive by plane at an airport: _____
To take out: _____

e) Complete these sentences by sorting out the letters

The flight wasn't (ydleead) _____. We left on time.
The in-flight entertainment was very (draeiv) _____. I didn't know what to choose.
There were lots of empty seats. The plane wasn't (lulf) _____.
The food was much better than most airline food. It was (uoiescl) _____.
The seats were very (mftreooaclb) _____, with lots of room for my long legs.
The flight attendants were very (yierflnd) _____ and (uellpfh) _____. They didn't just stand and talk to each other the whole time.

f) When you travel, which of the following do you like or not like? Try to use different verbs and structures to express what you like and don't like.

checking in	speaking a foreign language	travelling to the airport / station
waiting for luggage	packing suitcases	flying
going through security checks	being away from home	meeting new people

g) Video: the business traveller

1. Fill in the blanks

Ha... So here we are, in another airport in another city. Welcome to the world of the business _____. Does it sound _____? See the world... I've never seen the world. I just live in an airport. _____ the time I arrive in the _____ of the night. I never see a thing! And when they say you meet _____ people on your travels, let me tell you about some people I met in _____. I met them three times; they gave me a lovely _____ welcome: they prodded me, they _____ me, honestly, how many _____ checks do you need in one airport? I mean that's the thing, I mean, one airport, not three! Oh, here we go again! Ok, let's say I arrived at my destination but then I need to take a _____ flight. Fine! All I've got to do is _____ my bags... Oh but no! All the luggage has been _____ and it's not just bad luck: the last time I was in London there were about 20,000 other passengers _____ a bit of bad luck. It's all right for you, holiday- _____... I mean, you lot, you can go a day without your beach _____ or your bikinis... not me, I'm on a business meeting, I've got to look good. Have you tried buying a _____ in Beijing at 6 in the morning? Oh and the other thing that I really love, is circling above Amsterdam for about two hours in a holding _____ and when we do land, that's when the real _____ begins, because everyone makes a mad _____ to the transfer desk. Seriously folks, I am here to fight for my business not fight for a

_____ on a plane. But you know after all the _____ and the waiting and the checking and the _____ I can finally get to the executive business _____. That's somewhere just for me where I can kick back, relax, enjoy the _____. What do I get? Well, I usually get an office full of sofas; it's like sitting in a _____. And what am I expected to do when I get there: wait. How _____ is that! Ok, I've got to find the departure _____. Now, I think it might be about four _____ that way. Seriously folks, I do want to _____ to Asia not _____ to Asia. Flying to Asia? This way, sir.

2. Comprehension questions

What is the name of the website shown at the end of the video? _____

What does this suggest about the video itself? _____

3. There are contradictions between what the business traveler says and what the picture shows.

Link the elements of the left column to those of the right column.

Convenient flight schedule	20,000 other passengers suffering from a bit of bad luck
Smarter security checks	Circling above Amsterdam in a holding pattern
Reliable and hassle free transfers	Sitting in a furniture store
Three runways, no circling	I arrive in the middle of the night
New lounge with a spa	Four miles that way
One terminal- short distances	One airport, not three

h) Sort out the letters to find one word to replace the definition.

Making a reservation	KBIONOG A CIKETT	B A T
Passport control	IGNOG HRTGOU GMNRIIOMTIA	G T I
Someone who might go through your luggage at the airport	UCTMSOS GTNAE	C A
A ticket to and from a destination	A ORNUD-PRIT ITKTCE	A R - T
Where you might hire a cab	XIAT DNSTA	T S
When something is postponed to a later time such as a flight, or train	YEDLEDA	D
When a trip is called off it is said to be	LLNACCEDE	C
The various destinations on a trip is an	TREINIARY	I
Where you pick up your luggage at the airport	GGAABEG MILCA	B C

i) Translation

Pouvons-nous avoir un siège sur le couloir et un près du hublot ? _____

Puis-je avoir votre billet et votre passeport, s'il vous plaît ? _____

Allez à la porte A, tout droit, puis tournez à droite. _____

Combien de valises avez-vous ? _____

Voici votre carte d'embarquement. _____

III) MEETING CLIENTS AND COLLEAGUES ABROAD

a) Making arrangements

In business, we often have to make arrangements to meet clients and colleagues. Look at these ways of making arrangements and decide which phrases are used to do the following.

1. suggest a date or time (x4) / 2. politely say no (x2) / 3. confirm the arrangement (x1) / 4. politely say yes (x2)

<input type="checkbox"/>	a That's fine.	<input type="checkbox"/>	f What about [Thursday]?
<input type="checkbox"/>	b I can't make [ten o'clock].	<input type="checkbox"/>	g That's good for me.
<input type="checkbox"/>	c Can we meet [on Tuesday]?	<input type="checkbox"/>	h Are you free [at ten o'clock]?
<input type="checkbox"/>	d Sorry, I'm busy then.	<input type="checkbox"/>	i How about [11:30]?
<input type="checkbox"/>	e So, I'll see you [on Thursday at 11:30].		

b) Put this dialogue into the correct order

Paolo	Hi, Judith.	<input type="checkbox"/>
Judith	Well, I can't do Thursday, but Friday is OK.	<input type="checkbox"/>
Paolo	Paolo Ranieri speaking.	1
Judith	Oh, hello, Paolo. This Judith Preiss here.	2
Paolo	I'm sorry Judith. I can't. But I can make Thursday or Friday.	<input type="checkbox"/>
Judith	Paolo, I'm calling about that meeting. Can you make next Wednesday?	<input type="checkbox"/>
Paolo	Of course. I can pick you up from the station if you like.	<input type="checkbox"/>
Judith	10 o'clock is fine. Oh, and can I bring my colleague, Sabrina? You met her at the conference.	<input type="checkbox"/>
Paolo	OK. Friday it is. Can we meet in the morning – say 10 o'clock?	<input type="checkbox"/>
Judith	Great. See you on Friday. Bye	<input type="checkbox"/>

c) Listen and check your answers

d) Write 5 questions starting with can and getting a positive answer corresponding to the dialogue

e) Complete the e-mail Judith writes to Sabrina about the arrangements.

Sabrina,
I called Paolo Ranieri about the meeting. He _____ make it on Wednesday, but he _____ do
_____ at 10 o'clock. He says of course you _____ come with me! And he _____ pick
us up from the _____.
See you soon,
Judith

f) **Listen to another telephone conversation between two colleagues** making arrangements to meet.

1. *Find and correct four mistakes in the itinerary.*



2. *Put the words in the correct order to make sentences from the listening.*

1. we / meet / on / Can / afternoon / Wednesday?

Can we meet on Wednesday afternoon?

2. I / Wednesday / make / can't . / about / What / Thursday?

3. good / Yes, / that's / me / for ./ you / free / at / Are / ten o'clock?

4. make / I / ten o'clock / can't ./ about / How / 11:30 ?

5. that's / Yes, / fine.

6. see / Great, / so / I'll / on / Thursday / you / at / 11:30 .

7. looking / it / I'm / to / forward ./ then / you / See .

g) Translation

Je souhaiterais prendre rendez-vous. _____

Quelle date vous conviendrait ? _____

Seriez-vous libre lundi? _____

Je ne suis malheureusement pas libre ce jour-là. _____

Mardi à 16h ? _____

Où nous retrouvons-nous ? _____

Parfait, A mardi, alors. _____

IV) AT THE HOTEL

a) Hotel in Lagos

1. Welcome to the Otuwa hotel

Dear guest,

All guest rooms are equipped with a full range of facilities: tea and coffee-making facilities, mini bar and satellite TV. All rooms have a large safe.

The Africa Lounge on the first floor serves breakfast from 7 till 11. The Horizon Rooftop restaurant serves lunch from 12 till 3 and dinner from 6 till midnight.

Food is available in your room at any time, of course. Just dial 8 for room service.

And there's a gym and a pool on the ground floor where you can work out.

At reception, our receptionists are here to help make your stay as pleasant as possible.

And when you leave, we have an express check-out service -- under two minutes.

Have a nice stay!

2. Complete the sentences about the Otuwa hotel.

1. If you want to go swimming, you can go to the _____
2. If you want to have dinner in your room, you can call the _____
3. If you want to make a cup of tea in your room, you can use the _____
4. If you want to check out in the morning without waiting for a long time, you can use the _____
5. If you want to stop people from stealing your money, you can put it in a _____
6. If you want to have a cold drink in your room, you can use the _____
7. You can watch CNN in your room because there is _____

3. Making contact

John Cheng phones his business contact in Lagos, Daniel Achebe, from his hotel room.

John Cheng: It's John Cheng here. I've just got in and I'm at the Otuwa hotel.

Daniel Achebe: Welcome to Lagos, Mr. Cheng.

John Cheng: Thanks. It's nice to be here.

Daniel Achebe: How was your flight?

John Cheng: It was delayed two hours, but the flight itself was OK.

Daniel Achebe: What about dinner this evening?

John Cheng: That's very kind but I'm rather tired after the flight. I'd prefer to stay here and rest instead. What about tomorrow evening, after our meeting?

Daniel Achebe: Ok, I'll let you get some rest. I'll send a driver round to pick you up tomorrow morning and bring you to our office. The traffic in Lagos is very heavy, especially at that time of the day.

John Cheng: That would be great. 8.30 is fine. I look forward to seeing you tomorrow.

Daniel Achebe: Me too. Good night.

4. John Cheng is on another business trip. What does he say when he phones his business contact, Phoumi Li? Look at the example before you begin and use the above dialogue.

John Cheng: Hello, Mr. Li. I've just got into Vientiane. I am at the Mercure hotel.

Phoumi Li: Hello, Mr Cheng. Welcome to Vientiane.

John Cheng: 1. (Thank.) Thank you. It's nice to be here.

Phoumi Li: Did you have a good flight?

John Cheng: 2. (not delayed- but awful food – no in-flight entertainment)

Phoumi Li: sorry to hear that. What's your hotel like?

John Cheng: 3. (comfortable- but slow room service)

Phoumi Li: Would you like to go out for dinner?

John Cheng: 4. (tired- want to stay in and rest- suggest meeting in the morning.)

Phoumi Li: Ok. How about eight o'clock?

John Cheng: 5. (suggest nine instead.)

Phoumi Li: Ok, nine is fine. See you then, in reception.

John Cheng: 6.(agree and thank.)

b) Capri Hotel: Read these questions. Then listen to the dialogue and underline the correct answers.

- | | |
|---|-----------------------|
| 1 When is Simon arriving? | Monday / Wednesday |
| 2 When is he leaving? | Tuesday / Wednesday |
| 3 What kind of room does he want? | single / double |
| 4 How much does the room cost per night? | €120 / €150 |
| 5 How many nights is he staying at the hotel? | 1 night / 2 nights |
| 6 What time will he arrive? | 7 o'clock / 6 o'clock |

c) Delta Hotel: Student A is a receptionist at the Delta Hotel in Greece. Student B is a business traveller. Book rooms for yourself and a colleague. Study the useful language box. Then role-play the telephone call.

Useful language

Receptionist

How can I help you?

single / double smoking or non-smoking?

credit card details

to expect to arrive

Caller

book a room

per night?

expiry date

Student A	Student B
Answer phone. Give name of hotel.	name. two single rooms + baths 16-20 July.
Check booking four nights 16-20 July	Price?
€150 night single	Restaurant? Car park?
Restaurant: yes Car park: no credit card details.	Visa number: 4921445637141009 Expiry date: 12/11

d) St Regis Hotel

1. Tick the facilities you expect to find in a business hotel

fitness centre

☐

secretarial services

☐

reception desk

☐

meeting rooms

☐

gift shop

☐

childcare service

☐

restaurant

☐

Internet connections

☐

Welcome to the St Regis Hotel

The St Regis is a five-star hotel in Shanghai, just 35 minutes from the city's new international airport (distance: less than 20km). It is in the Pudong area, one of the most dynamic financial and commercial centres in the world. But for the business traveller interested in culture and history, there are also many attractions, such as the Jade Buddha Temple and traditional Chinese gardens.

St Regis has 328 luxurious rooms. Each room offers voicemail, free access to high-speed broadband and wireless Internet connection, as well as in-room movies, a CD and video library and flat-screen TV.

A unique feature of the hotel is that each guest can enjoy the services of a personal assistant called the St Regis Butler. The butler takes full responsibility for your comfort from check-in till check-out and can also help you with the organisation of your business meetings.

There is also a sauna, a fitness centre, a tennis court, an indoor swimming pool and a spa where you can relax.

On the top floor, the award-winning Italian restaurant offers fantastic panoramic views of the city. There are two other restaurants: one is authentic Chinese and the other offers a wide variety of international dishes.

St Regis has a round-the-clock business centre and 13 meeting rooms with multimedia equipment and space for up to 880 people.

2. Say whether the following statements are right or wrong justify with a quote from the text

Pudong is one of the most traditional areas of Shanghai. R/W

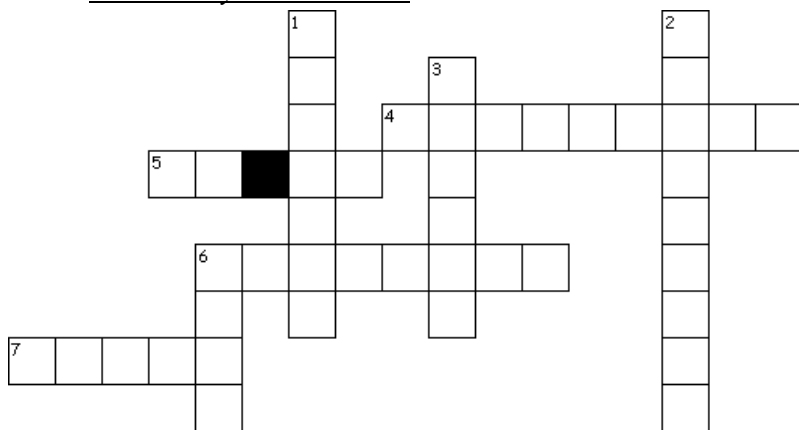
You can find all types of rooms in the St Regis, from simple standard rooms to luxurious ones. R/W

A particular service differentiates the St Regis hotel from others. R/W

There are two restaurants inside the St Regis. R/W

The business centre opens 24 hours a day. R/W

3. Vocabulary: Crosswords



Across

- 4. very comfortable and expensive
- 5. any amount under
- 6. without a cable
- 7. a prize given to someone for something they have achieved:

Down

- 1. a typical quality, or important part of something
- 2. a system that allows large amounts of information to be sent very quickly between computers or other electronic equipment
- 3. a man who opens the door, serves dinner, etc in a large house as a job
- 6. broad, of great extent

4. Vocabulary: Match the words on the left with the words on the right to make word partnerships from the text.

- | | |
|--------------|------------------|
| 1. voice | a) centre |
| 2. meeting | b) library |
| 3. fitness | c) swimming pool |
| 4. Internet | d) views |
| 5. personal | e) mail |
| 6. indoor | f) assistant |
| 7. panoramic | g) room |
| 8. video | h) connection |

5. Translation

Le St Regis offre des prestations personnalisées d'un niveau incomparable grâce au service majordome St Regis disponible jour et nuit. _____

Savourez une cuisine italienne maintes fois récompensée ou de délicieuses spécialités chinoises dans nos restaurants. _____