

Weeks 9-10-11

travelling

**Ask the questions corresponding to the answers below
and then give your own answers**

How **often do you travel?**

Very often, I travel to the US every month.

Your answer

How **do you travel?**

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

Your answer

How **far do you travel?**

Not too far, I usually stay in Europe.

Your answer

How **long does it take to get to the airport?**

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

Your answer

How **much luggage do you carry?**

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

Your answer

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

- Alarm clocks
- Surge protector
- Laptop
- Headsets
- Broadband cable cord
- Cell phone
- I pod
- Digital movie camera



Why does she take them?

- 1. am-cs: Why does she take them?
- She wants to make sure that she wakes up on time. She's had too many concierges not calling her back?
- 2. se-pr: How many plugs are there? What for?
- There are six plugs. There's room for her laptop, the digital movie camera, the hair blow dryer, rollers, the phone charger and an additional device.
- 3. lp: Is it new? What is its advantage?
- No, it is "soon to be retired". She likes it because it's very light : "it's important that I get work done on the road".
- 4. hs: What does she use them for?
- She uses to Skype people because hotel telecommunications can be outrageously expensive. With Skype, she can call people directly.
- 5. bd ce cd: In what situation does she need it?
- She uses it when wifi is not available or doesn't work. It's her backup plan.
- 6. cl pe: What brand is it? Why does she sometimes prefer to read e-mails on it?
- When she doesn't want to bring her laptop with her. It's a Nokia.
- 7. l pd: Who are her favorite singers?
- Billy Paul, Billy Joel, Palo Conte.
- 8. dl me ca: What does she do with the videos she takes?

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

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 ~~BIRTH~~ 17. 12. 75

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

Hotel Hotel Donau
Room type
~~SINGLE~~ room ☐ double room ☐
smoking ☐ ~~NON SMOKING~~ ☐
~~ENSUITE~~ bathroom ☐
~~DURATION~~ of visit 3 days

Thank you for ~~BOOKING~~ with BizTravel ~~REFERENCE~~ number AXH7192

Listen to Francesca Cruz making plans for a business trip.

a) Where is she flying to?

She is flying to Brazil. "Brazil. I want to book a hotel in Rio de Janeiro"



a) Where does she want to be near?

She wants to be near the conference centre.

a) complete the form

Francesca Cruz	⁵ Ensuite
¹ Arrival date: <u>April the 3rd</u>	Bathroom yes <input checked="" type="checkbox"/> no <input type="checkbox"/>
² Duration of visit: <u>One week</u>	⁶ Check in after: <u>after 12pm</u>
³ Single room <input checked="" type="checkbox"/> Double room <input type="checkbox"/>	⁷ Check out before: <u>before 10am</u>
⁴ Smoking <input checked="" type="checkbox"/> Non-smoking <input type="checkbox"/>	⁸ Booking reference number: <u>AH39P</u>

Agent: Hello. BizTravel. How can I help?

Francesca: Hi, I'm going on a business trip next week and I'd like to book a hotel room, please.

Agent: Sure, where are you going?

Francesca: Brazil. I want to book a hotel in Rio de Janeiro, near the conference centre if possible.

Agent: Fine. Can you tell me your arrival date, please?

Francesca: Yes, it's April the 3rd.

Agent: How long are you planning to stay?

Francesca: One week.



Agent: well, there are rooms free at the Hotel Parain the centre of Rio. That's only five minutes from the conference centre.

Francesca: Great.

Agent: Would you like a single or double room?

Francesca: Single, please.

Agent: Smoking or non-smoking?

Francesca: I'd prefer smoking, please. And does it have an ensuite bathroom?

Agent: Yes, it does. That's all booked for you. Your check-in time is anytime after 12pm and you need to check out before 10am on the day you leave. The reference number for your booking is AH39P.

Francesca: Sorry, did you say B or P?

Agent: P for Parrot.

Francesca: So, that's AH39P.

Agent: That's correct. Is there anything else I can help with?

Francesca: No, that's everything. Thanks for your help.

Agent: You're welcome. Have a good trip.

• **Steps in a business trip**

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

1. Buy a ticket Acheter un billet	6. Watch an in-flight movie Regarder un film à bord
2. Confirm their flight / confirmer leur vol	7. Take a bus or taxi
3. Collect their luggage/ récupérer ses bagages	8. Book a hotel room Réserver une chambre d'hôtel
4. go through security / passer les contrôles de sécurité	9. Do some duty-free shopping
5. Queue at the check-in Faire la queue à l'enregistrement	10. check in at the hotel Se présenter à la réception de l'hôtel

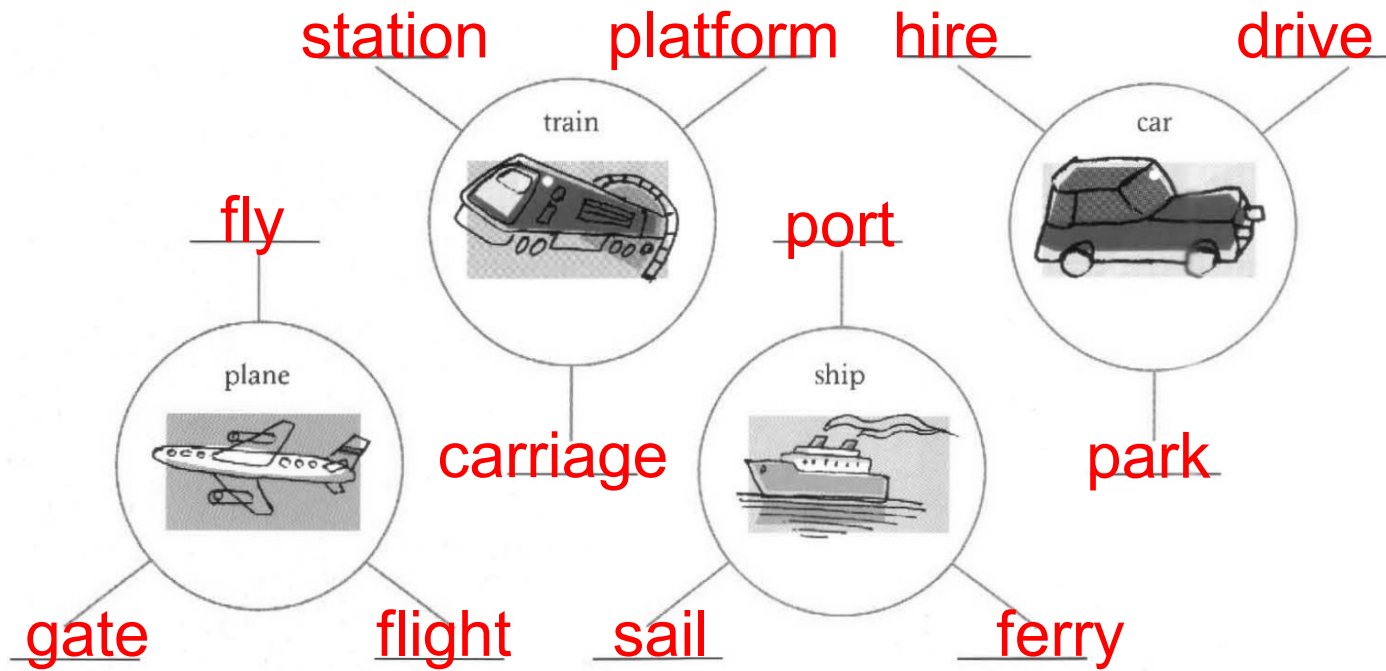
a) Put actions 1 to 10 into chronological order

Put actions 1 to 10 into chronological order

- Buy a ticket
- Book a hotel room
- Confirm their flight
- Queue at the check-in
- Go through security
- Do some shopping
- Watch an in-flight movie
- Collect their luggage
- Take a bus or taxi
- Check in at the hotel

- Bonjour, Je vous écris car je voudrais acheter deux billets aller-retour Paris Madrid.
- Hello, I'm writing to you because I would like to buy two return/ round-trip tickets from Paris to Madrid.
- Nous souhaitons partir le mercredi 14 et revenir le vendredi 16 si possible avant 20 heures.
- We would like to leave on Wednesday 14th and come back on Friday 16th if possible before 8pm.
- Nous aurions également besoin d'une chambre double dans un hôtel minimum 3 étoiles :
- We would also need a double room in at least a three star hotel:
- Il nous faut impérativement la climatisation et une connexion Wi-Fi dans la chambre.
- We imperatively/ really need air conditioning and a wifi connection in the room.
- Je dois également organiser une conférence le jeudi et j'aimerais être sûr que l'hôtel est équipé de tout le matériel nécessaire.
- I'll also need to organise a conference on Thursday and I would like to make sure that the hotel is equipped with all necessary devices.
- Merci de me confirmer cela au plus tôt,
- I'd be grateful if you could confirm all this as soon as possible
- Could you please get back to me as soon as possible
- Cordialement,
- Regards

transport



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

- In a taxi b) at an airport c) at a railway station d) at a hotel e) on a plane
- 1 ____airport_____ 2 ____plane_____
- 3 ____airport__ 4__in a taxi____
- 5 ____railway station_____
- 6 ____plane_____
- 7 ____railway station__ 8 _at a hotel__

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 ___ **booking** ____.

Is there a direct ___ **flight** ____?

At the check-in desk

Can I take this as hand ___ **luggage** ____?

Can I have an aisle ___ **seat** ____?

In a taxi

Please take me to the city ___ **centre** ____.

Can I have a ___ **receipt** ____, please?

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

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

The next train is at 4.40

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

Flight JA 327

- Part 3: What time does the train leave?

The next train leaves at 8.25

Which platform does it leave from?

It leaves from platform 7

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

It leaves at 9.30

When does the flight arrive?

It arrives at 11.45

What is the flight number?

BA 341

Which terminal does it leave from?

It leaves from terminal 1

At the Airport

•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:

10	Three hours later, Mr Cheng lands in Lagos.
1	He gets a taxi to the airport.
9	The plane takes off.
2	But the road is very busy and he gets stuck in traffic – his taxi moves very slowly.
8	He boards his flight and finds his seat.
3	He gets to the airport an hour late. But, luckily, his flight is delayed, so he doesn't miss it.
7	He goes to the departure lounge next to the gate.
4	He checks in at the check-in desk. He checks in one item of baggage and gets his boarding card.
6	He goes to the duty-free shops.
5	He goes through passport control and shows his passport. He goes through security.

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

a = 3 b = 1 c = 4 d = 2 e = 5

a. If you have a laptop computer, please remove it from its bag.

b. Kenya Airways announces that flight KQ932 to Lagos is ready for boarding. Would all passengers please proceed to gate 14?

c. Only one item of hand baggage is permitted. All other baggage must be checked in.

d. Would Mr Cheng, passenger on flight KQ932 to Lagos, please proceed immediately to gate 14 where his flight is ready to depart?

e. There are great special offers at our duty free shop. You can purchase all French perfumes at 20 percent off the normal price.

1. That's my flight, but I've got plenty of time.

2. That's me. I must get to the gate.

5. I must get some for my wife.

4. Oh no, I have two bags. I must put one inside the other.

3. Going through security is always so slow, but it's necessary.



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

Verb	Noun	Verb	Noun
travel	travel	depart	departure
fly	flight	take off	take-off
check in	check-in	board	boarding
		announce	announcement

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

To tell people about something: ___to
announce___

To leave by plane from an airport: ___to take
off___

To get on (a plane, etc..): ___to board_____

To go ahead: _____to proceed_____

To allow: _____to permit_____

To buy: _____to purchase_____

To arrive by plane at an airport: ___to land_____

To take out: _____to remove_____

Complete these sentences by sorting out the letter

- The flight wasn't (ydleead) __delayed (retardé)__. We left on time.
- The in-flight (en vol/ à bord)entertainment (divertissement) was very (draeiv) _varied____. I didn't know what to choose.
- There were lots of empty seats. The plane wasn't (lulf) _full__ .
- The food was much better than most airline food. It was (uoiiescld) _delicious__.
- The seats were very (mftreooaclb) __comfortable__, with lots of room for my long legs.
- The flight attendants (personnel de bord) were very (yierflnd) _friendly____and (uellpfh) _helpful____. They didn't just stand and talk to each other the whole time.

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

Video: the business traveller

Fill in the blanks

Ha... So here we are, in another airport in another city. Welcome to the world of the business **traveller**. Does it sound **exciting**? See the world... I've never seen the world. I just live in an airport. **Half** the time I arrive in the **middle** of the night. I never see a thing! And when they say you meet **interesting** people on your travels, let me tell you about some people I met in **Frankfurt**. I met them three times; they gave me a lovely **warm** welcome: they prodded (toucher, pousser, interroger) me, they **scanned** me, honestly, how many **security** 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 **transfer** flight. Fine! All I've got to do is **pick up** my bags... Oh but no! All the luggage has been **delayed** and it's not just bad luck: the last time I was in London there were about 20,000 other passengers **suffering from** a bit of bad luck. It's all right for you, holiday- **makers (vacanciers)**... I mean, you lot, you can go a day without your beach **towels** or your bikinis... not me, I'm on a business meeting, I've got to look good. Have you tried buying a **suit** 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 **pattern (circuit d'attente)** and when we do land, that's when the real **fun** begins, because everyone makes a mad **dash (course folle)** to the transfer desk. Seriously folks, I am here to fight for my business not fight for a **seat** on a plane. But you know after all the **queuing** and the waiting and the checking and the **queuing** I can finally get to the executive business **lounge (salon)**. That's somewhere just for me where I can kick back, relax, enjoy the **surroundings (alentours)**. What do I get? Well, I usually get an office full of sofas; it's like sitting in a **furniture store (magasin de meubles)**. And what am I expected to do when I get there: wait. How **refreshing** is that! Ok, I've got to find the departure **board (panneau d'affichage des départs)**. Now, I think it might be about four **miles** that way. Seriously folks, I do want to **fly** to Asia not **walk** to Asia.

Flying to Asia? This way, sir.

2. Comprehension questions

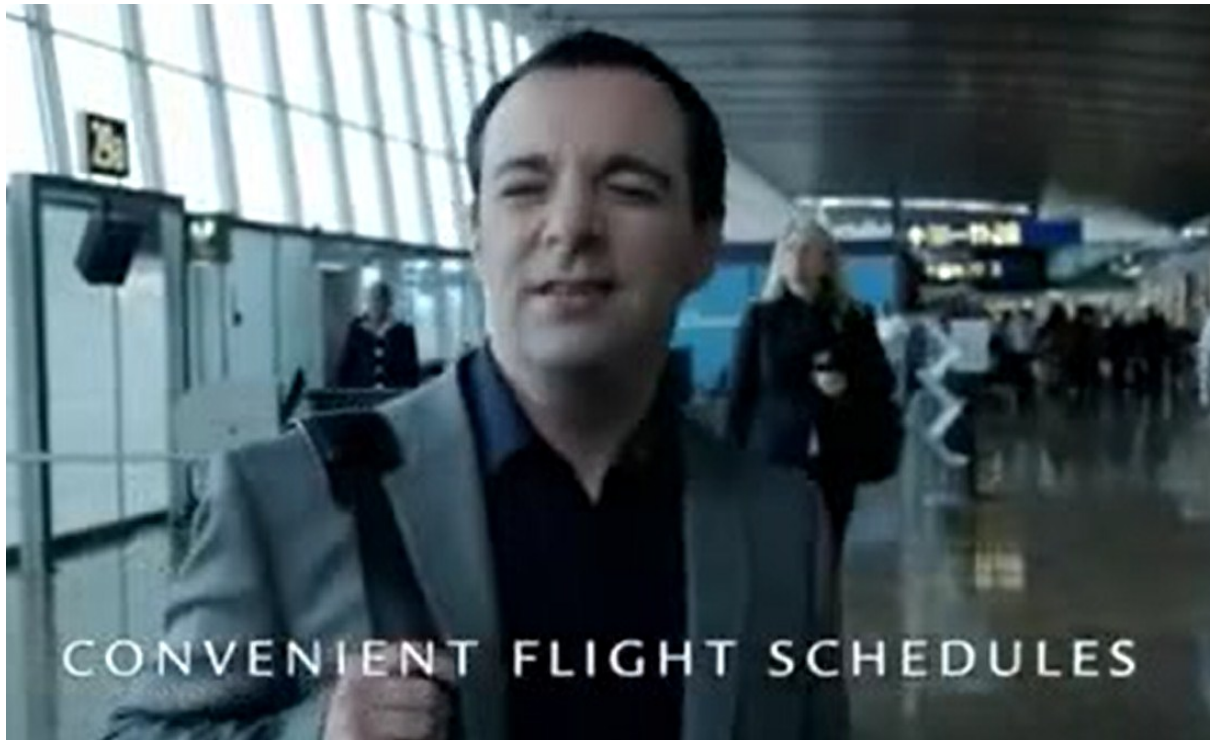
- What is the name of the website shown at the end of the video?



- What does this suggest about the video itself?

• *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.

I arrive in the middle of the night



• **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.

One airport, not three



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.

- 20,000 other passengers suffering from a bit of bad luck



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.

Circling above Amsterdam in a holding pattern



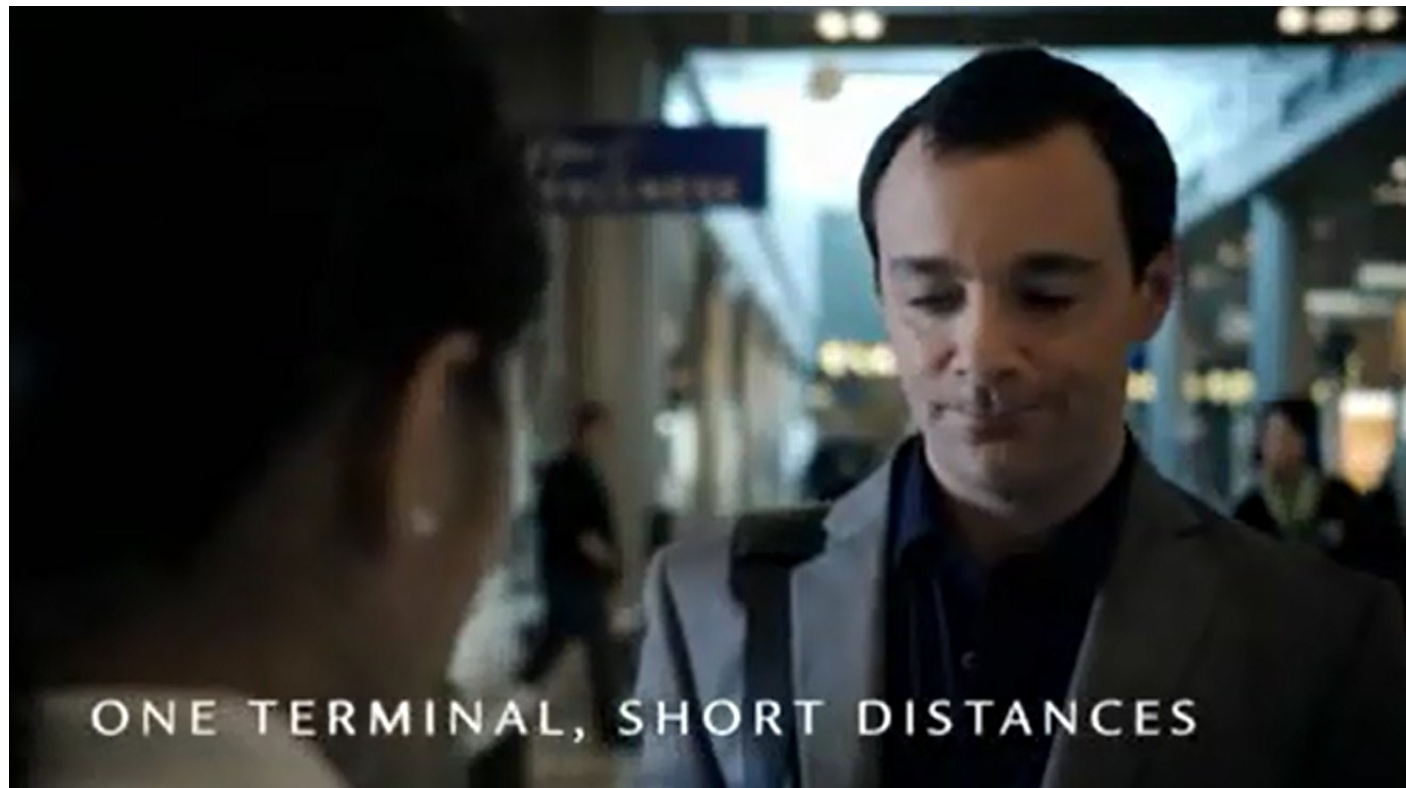
There are contradictions between what the business traveler says and what the picture shows. Link the elements of the left column to those of the right column.

- Sitting in a furniture store



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.

- Four miles that way



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

Making a reservation	KBIONOG A CIKETT	BOOKING A TICKET
Passport control	IGNOG HRTHGOU GMNRIIOMTIA	GOING THROUGH IMMIGRATION
Someone who might go through your luggage at the airport	UCTMSOS GTNAE	CUSTOMS AGENT
A ticket to and from a destination	A ORNUD-PRIT ITKTCE	A ROUND - TRIP TICKET
Where you might hire a cab	XIAT DNSTA	TAXI STAND
When something is postponed to a later time such as a flight, or train	YEDLEDA	DELAYED
When a trip is called off it is said to be	LLNACCEDE	CANCELLED
The various destinations on a trip is an	TREINIARY	ITINERARY
Where you pick up your luggage at	GGAABEG	BAGGAGE CLAIM

Translation

- Pouvons-nous avoir un siège sur le couloir et un près du hublot ?
- Can we get an aisle seat and a seat next to the window?
- Puis-je avoir votre billet et votre passeport, s'il vous plaît ?
- Can I see your ticket and passport, please?
- Allez à la porte A, tout droit, puis tournez à droite
- Go to gate A, straight ahead then turn left.
- Combien de valises avez-vous ?
- How many suitcases do you have?
- Voici votre carte d'embarquement.
- Here's your boarding pass.

Meeting clients and colleagues abroad

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)

4	a That's fine.	1	f What about [Thursday]?
2	b I can't make [ten o'clock].	4	g That's good for me.
1	c Can we meet [on Tuesday]?	1	h Are you free [at ten o'clock]?
2	d Sorry, I'm busy then.	1	i How about [11:30]?
3	e So, I'll see you [on Thursday at 11:30].		

•Put this dialogue into the correct order



Paolo	Hi, Judith.	3
Judith	Well, I can't do Thursday, but Friday is OK.	6
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.	5
Judith	Paolo, I'm calling about that meeting. Can you make next Wednesday?	4
Paolo	Of course. I can pick you up from the station if you like.	9
Judith	10 o'clock is fine. Oh, and can I bring my colleague, Sabrina? You met her at the conference.	8
Paolo	OK. Friday it is. Can we meet in the morning – say 10 o'clock?	7
Judith	Great. See you on Friday. Bye	10

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

- Can you make it next Thursday? Yes, I can.
- Can you make it next Friday? Yes, I can.
- Can we meet at 10 o'clock? Yes, we can.
- Can Sabrina come? Yes, she can.
- Can you pick us up from the station? Yes, I can.

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

Sabrina,

I called Paolo Ranieri about the meeting. He can't make it on Wednesday, but he can do Friday at 10'oclock.

He says of course you can come with me! And he can pick us up from the station.

See you soon,

Judith

Listen to another telephone conversation between two colleagues making arrangements to meet



– Find and correct four mistakes in the itinerary.

Tuesda
y
9am
11.30am

lunch



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?
- *I can't make Wednesday. What about Thursday?*
- 3. good / Yes, / that's / me / for ./ you / free / at / Are / ten o'clock?
- *Yes, that's good for me. Are you free at ten o'clock?*
- 4. make / I / ten o'clock / can't ./ about / How / 11:30 ?
- *I can't make ten o'clock. How about 11 :30?*
- 5. that's / Yes, / fine.
- *Yes, that's fine.*
- 6. see / Great, / so / I'll / on / Thursday / you / at /11:30 .
- *Great, so I'll see you on Thursday at 11 :30.*
- 7. looking / it /I'm / to / forward ./ then / you / See .
- *I'm looking forward to it. See you then.*

Translation

- Je souhaiterais prendre rendez-vous.
- I would like to make an appointment.
- Quelle date vous conviendrait ?
- When would be suitable?
- Seriez-vous libre lundi?
- Would you be available on Monday?
- Je ne suis malheureusement pas libre ce jour-là.
- I am afraid I'm not free that day.
- Mardi à 16h ?
- What about Tuesday at 4 pm?
- Où nous retrouvons-nous ?
- Where shall we meet?
- Parfait, A mardi, alors.
- Perfect, I'll see you on Tuesday then.