

**D.A.BAXADIROVA**

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**ENGLISH – TOURISM INDUSTRY**



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**O'ZBEKISTON RESPUBLIKASI  
OLIV TA'LIM, FAN VA INNOVATSIYALAR  
VAZIRLIGI**

**TOSHKENT DAVLAT SHARQSHUNOSLIK  
UNIVERSITETI**



**D.A.BAXADIROVA**

**TURIZM YO'NALISHIDA  
TA'LIM OLUVCHI TALABALAR UCHUN  
"ENGLISH - TOURISM INDUSTRY"  
(O'QUV QO'LLANMA)**



**Toshkent - 2023**

**D.A.BAXADIROVA. Turizm yo‘nalishida ta‘lim oluvchi talabalar uchun “English - tourism industry” (o‘quv qo‘llanma) T. :, 2023, 178 bet**

Mazkur o‘quv qo‘llanma Toshkent davlat sharqshunoslik universiteti xizmat ko‘rsatish sohasi turizm yo‘nalishi B1 – B2 bilim darajasiga ega talabalarining g‘arb tili (ingliz tili)dan amaliy dars mashg‘ulotlari hamda mustaqil ishlari uchun mo‘ljallangan. O‘quv qo‘llanma asosan mutaxassislikka oid ma‘lumotlar, matnlar, leksik materiallar va terminlar, grammatika, gapirish, o‘qib tushunish, yozish ko‘nikmalari asosida va ularni mustahkamlash uchun mashqlardan iborat.

O‘quv qo‘llanmada keltirilgan mavzular turizm va xizmat ko‘rsatish yo‘nalishga qaratilgandir. Har bir mavzu o‘z ichiga yangi so‘zlar va so‘z birkimallarni olgan bo‘lib, ular misollar bilan ta‘minlangan. Qo‘llanmadagi mashqlarning tuzilishi va tartibi tala-balarning dars jarayonida va mustaqil holda rivojlantirishga qaratilgan. Talabalarning nutq faoliyatini o‘stirishga qaratilgan mashqlar o‘z ichiga turli suhbatlar, savol javob mashqlarini, monologlar, jadval asosida ishlash, yo‘naltiruvchi savollar asosida matnlar sharhini oladi.

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*Toshkent davlat sharqshunoslik universiteti rektorining 2023-yilning 10-iyuldagi 158-UM-sonli buyrug‘iga asosan nashrga tavsiya etilgan*

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## KIRISH .

Mazkur o'quv qo'llanma ingliz tilini mustaqil hamda sinf darslarida o'rganuvchi, dastur hajmida belgilangan bilimga ega bo'lgan talabalar uchun mo'ljallangan. Ushbu o'quv qo'llanmaning maqsadi, talabalar undagi berilgan mavzular bo'yicha kerakli bo'lgan bilim va ko'nikmalar hosil qilishlari orqali uncha murakkab bo'lmagan darajada ma'lumot yetkazish hamda suhbat qurishga o'rgatishdir. O'quv qo'llanmada keltirilgan mavzular turizm va hizmat ko'satish yo'nalishga qaratilgan. Har bir mavzu o'z ichiga yangi so'zlar va so'z birikmalarni olgan bo'lib, ular misollar bilan ta'minlangan. Undan keyin mashqlar berilgan bo'lib, ular o'z ichiga darsning murakkab so'z va so'z birikmalarini o'zlashtirish, savol va javoblar tuza olish, o'qib tushunish mashqlari, tarjima hamda takrorlash mashqlarini oladi. Har bir berilgan matn tegishli savollar bilan ta'minlangan. Mazkur savollar talabalarni o'qilgan matnni muhokama qilishga tayyorlash uchun tuzilgan. Qo'llanmadagi mashqlarning tuzilishi va tartibi tala-balarning dars jarayonida va mustaqil holda rivojlantirishga qaratilgan. Talabalarning nutq faoliyatini o'stirishga qaratilgan mashqlar o'z ichiga turli suhbatlar, savol javob mashqlarini, monologlar, jadval asosida ishlash, yo'naltiruvchi savollar asosida matnlar sharhini oladi.

O'quv qo'llanmadagi aksariyat mashqlar juft bo'lib ishlash, fikrni faollashtirish, talabalarni mustaqil ishlashlari va og'zaki nutqini rivojlantirish uchun mo'ljallangan.

O'quv qo'llanma shuningdek uncha ko'p bo'lmagan grammatik, artikl va predlogga oid, fe'l zamonlari hamda diolog tuzish mashqlarini o'z ichiga oladi.

O'quv qo'llanmada grammatik qoidalar jadval ko'rinishida berilgan to'liq qoidalar alohida ko'satilmagan. Chunki talabalar og'zaki nutqqa oid mashqlarni o'rganishga kirishishda ingliz tili grammatikasining fundamental bilimiga egalar.



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# UNIT 1

## Topic: Tourist attractions

### I.SPEAKING:

**ACT 1.** Look at these pictures of well-known tourist attractions. Can you identify them? In which of the ten countries listed below are they located?



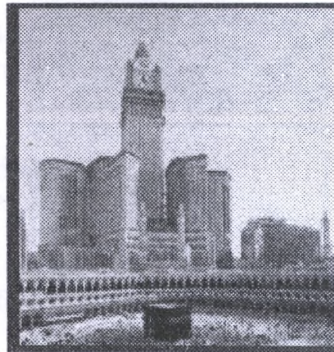
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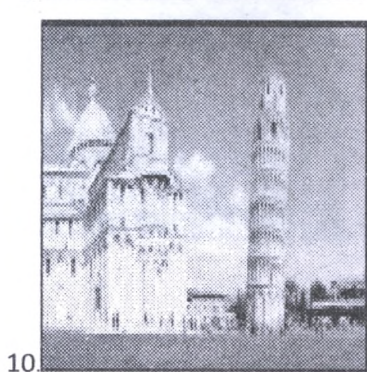
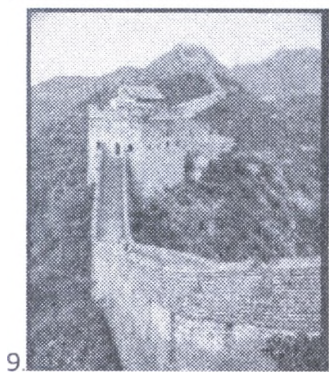
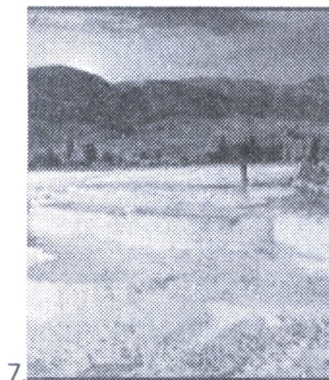
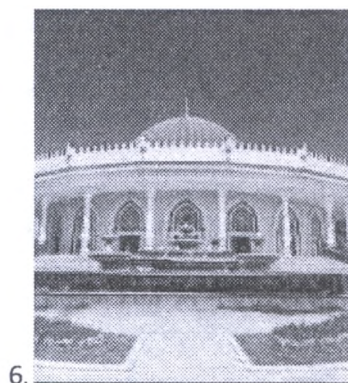
2.



3.



4.



- |                 |               |
|-----------------|---------------|
| a) Britain      | f) Italy      |
| b) China        | g) Turkey     |
| c) Saudi Arabia | h) Russia     |
| d) France       | i) Uzbekistan |
| e) Korea        | j) Japan      |

**ACT 2.** In pairs, put the tourist attractions in chronological order, with the oldest one first. Look up some more information about the history of these attractions .

Compare your answers with another pair.

**ACT 3.** Form a small group and in your new groups, discuss which of the places and works of art you would like to visit. Put them in order (1 = like most, 10 = like least). Imagine you are traveling either and agree on unordered for the whole group.

Compare your views with another group.

## II. LANGUAGE FOCUS.

Talking about likes and dislikes Look at these sentences. Which ones (a) express a strong like or dislike, and (b) express a mild like or dislike?

*I love helping people to decide which places to visit.*

*I'm very interested in ancient civilizations.*

*I like traveling I'm not very fond of flying and can't stand airline food. I don't mind most of themes.*

*I love art galleries.*

Can you think of any other phrases for expressing likes and dislikes?

Let us review some handy phrases for “likes”:

- I adore... (more than like)
  1. I adore Lin Manuel Miranda.
- I'm really into... (you really like it)
  1. I'm really into Lin Manuel Miranda.
- I'm crazy about/ I'm mad about... (you absolutely)
  1. I'm crazy about Lin Manuel Miranda.



- I'm a huge fan of... (you really enjoy some)
  1. I'm a huge fan of Lin Manuel Miranda.

**These are some useful expressions for “dislikes”:**

- ... is not my cup of tea (I don't enjoy something)
  1. Sushi is not my cup of tea.
- I'm not into... (you don't enjoy something)
  1. I'm not into sushi.
- I can't stand... (you hate it)
  1. I can't stand sushi.
- I loathe... (the intensity of this one is the strongest; you really, *really* hate it)
  1. sushi.

**ACT 4. Ask students to write sentences using suggested expressions.**

### III. GRAMMAR FOCUS.

Talking about past experiences . Look at these examples of the Look at past and the present perfect tenses which Rustam uses to talk about his life and extra talks.

*I finished my studies at the School of Tourism in Spain last year.*

*I've just started my first job in a travel agency.*

*I've been to most parts of Europe.*

*I went there last year and had a wonderful time.*

*I saw the Pyramids, the Sphinx, and the Valley of the Kings.*

**Remember that we use the present perfect tense**

a) to talk about the past and the present together, often where there is a present result of a past action

*I've just applied for a job as a tour rep.*

b) for a state which has continued up to the present

*I haven't travelled a lot.*



c) for act raveled a period of time up to the present time to most parts of Europe.

We use the simple past tense

a) talk about completed actions in the past

I went there last year and had a wonderful time.

b) for actions in the past in a period which is finished

I went to that is when I was a little girl.

**ACT 5. Expand these notes into sentences using the correct tense.**

- a. I/never/travel/abroad/before.
- b. you/ever/eat/snails?!/you/like/them?
- c. she/visit/Barcelona/last year.
- d. he/be/in India/since January.
- e. I/go/to the USA first/then/I/travel/to Mexico.
- f. Oh no! We/arrive/too late / The art gallery/just/close.

**ACT 6. Fill in the blanks below to complete the sentences.**

1. I (eat) \_\_\_\_\_ dinner at six o'clock yesterday.
2. A: \_\_\_\_\_ Helen (drive) \_\_\_\_\_ to work? B: Yes, she \_\_\_\_\_.
3. My neighbor (buy) \_\_\_\_\_ a new car last week.
4. They (go) \_\_\_\_\_ to Italy on their last summer holiday.
5. A: \_\_\_\_\_ they (swim) \_\_\_\_\_ at the beach? B: No, they \_\_\_\_\_.
6. My family and I (see) \_\_\_\_\_ a comedy movie last night.
7. First, we (do) \_\_\_\_\_ exercise, and then we (drink) \_\_\_\_\_ some water.
8. Suddenly, the animal jumped and (bite) \_\_\_\_\_ my hand.
9. What time (do) \_\_\_\_\_ you (get up) \_\_\_\_\_ this morning?

10. The Wright brothers (fly) \_\_\_\_\_ the first airplane in 1903.
11. I think I (hear) \_\_\_\_\_ a strange sound outside the door one minute ago.
12. When I was ten years old, I (break) \_\_\_\_\_ my arm. It really (hurt) \_\_\_\_\_.
13. The police (catch) \_\_\_\_\_ all three of the bank robbers last week.
14. How many times (do) \_\_\_\_\_ you (read) \_\_\_\_\_ that book?
15. Unfortunately, I (forget) \_\_\_\_\_ to (bring) \_\_\_\_\_ my money.

#### IV. VOCABULARY PRACTICE.

**ACT 7. Fill the gaps with the words from box.**

**destination · the currency · excursion · museum · brochure  
· resort · visa charter · heritage · sightseeing · festival · self-catering · itinerary**

1. When you get to your \_\_\_\_\_ you'll be met by our representative.
2. If you want to choose a holiday the best way to start is to read a \_\_\_\_\_.
3. Hiring transport or example, a plane) for a special purpose. \_\_\_\_\_
4. Every year the villagers celebrate their \_\_\_\_\_ with fireworks, a procession, and a huge meal.
5. You'll need to change your money into local \_\_\_\_\_
6. If you don't want to eat the hotel food you could always go \_\_\_\_\_ and prepare your own meals.
7. The environment including the countryside, historic buildings, etc., seen as something good to be passed on to future generations. \_\_\_\_\_.
8. Place where people regularly go for holidays. \_\_\_\_\_.
9. Short visit, often no longer than a day, returning to the place you started from \_\_\_\_\_.

10. A list of places to be visited on one journey. \_\_\_\_\_ .
11. I want to see everything in the city, so I've booked a \_\_\_\_\_  
tour on an open-top bus.
12. For some countries you need to have a \_\_\_\_\_ before you're  
allowed in.
- 13 Building in which collections of rare objects are exhibited. \_\_\_\_\_.

**ACT 8. Match one word from column A and one word from column B to make a typical word combination (for example, travel + agent).**

A		B	
boarding	package	view	policy
check-in	panoramic	loun view	season
departure	passport	tour	card
guided	room	desk	holiday
high	terminal	cheques	building
in-flight	travel	entertainment	control
insurant flight	traveler's	agent	service

## V. READING PASSAGE:

### *FOOTPRINTS IN THE SANDS OF TIME.*

**I DO IT, you do it, even the ancient Greeks did it. Travelling for pleasure, traveling to new places and traveling to relax and get away from traveling other words, tourism.**

Even all-human first emerged from his cave-dwelling, it seems he felt the urge to travel. But tourism had to wait for the civilization of ancient Greece before it really got moving. The Olympic Games of 7ere the first international tourist event, with people travelling from many countries to watch and take traveling course, if you want to travel from A to B, a good road is always an advantage, and we have a lot to thank the Romans for here. During the heyday of the Roman Empire they built

thousands of roads. Some of the first, people to take advantage of these roads were religious travelers visiting cathedrals, shrines, or holy traveler the word 'holiday; after all, originally comes from 'holy day'. Pilgrims like Geoffrey Chaucer would tell each other stories to entertain themselves on the road. Nowadays we have the in-flight movie - in medieval times they had the Canterbury Tales!

Gradually, more and more people caught the travel bug. At first it was the nobility who set out in the 17th and ,18th centuries on their Grand Tours - an essential part of every young gentleman's education. At the same time the upper classes were flocking to spa towns like Bath and Cheltenham. They also enjoyed the healthy pleasures of sea-bathing at Brighton and other resorts.

But it was developments in transport that really opened up the tourist industry. First the stagecoaches and coaching inns. Then came steam and suddenly the world was a smaller place. Steamboats crossed the English Channel, and railways stretched their iron webs across the civilized world. No sooner had the first railways been built in the 1830s than enterprising men like Thomas Cook in England began to exploit their potential by selling organized tours. With excursions across continental Europe, the building of hotels and resorts to cater for the tastes of the pleasure-seekers, and the introduction of hotel vouchers and traveler's cheques, the tourist industry in its modern form was born. By the end of the 19th century the middle classes had joined the tourist classes, and mass tourism was a reality. If the 19th century saw the birth of mass tourism, then the post-war years have witnessed its coming of age. Soon after the end of the Second World War, paid holidays became normal in Britain and many other countries. People now had more disposable income to spend on leisure time, and travel and tourism were available to the many rather than the elite few. Holiday camps sprang up, offering the masses an affordable accommodation-and-entertainment I package. Television sets were appearing in more and more homes, bringing the attractions of distant lands into people's living rooms. Package holidays abroad began to appear in the 1950s. But it wasn't until the introduction of the first commercial jet airliners that the idea of foreign holidays really took off.

In recent decades things have only got for the tourist: faster and cheaper travel options, a wider range of suitable accommodation, more time and money to spend on their holidays. Tourism has come a long

way from its distant, humble beginnings. So when you're next wandering along a sun-kissed foreign beach, sipping your cocktail, gazing at the sunset, and trying to forget your worldly cares, remember - you may be treading in the footprints of a 19th-century adventurer, a gentleman on his Grand Tour, a pilgrim or a crusader, or even a Roman soldier or an ancient Greek!

**ACT 9. Now read the article and list the key events mentioned for each of these periods.**

- ancient Greece
- early Christianity
- 19th century
- the Romans
- 17th and 18th centuries
- post-World War Two

**ACT 10. Read the article again and answer these questions.**

- 1 What reasons are given for people who want to travel?
- 2 Find four examples of improvements in transport.
- 3 What were the Canterbury Tales?
- 4 What did Thomas Cook do?
- 5 Why was the introduction of hotel vouchers and traveller's cheques so important?
- 6 Why were holiday camps so popular?
- 7 What technical development helped the expansion of package holidays abroad?

**ACT 11. Explain these expressions:**

- a) travelling to relax and get away from it all (paragraph 1)
- b) more and more people caught the travel bug (paragraph 4)
- c) the idea of foreign holidays really took off (paragraph 7)
- d) trying to forget your worldly cares (paragraph 8)



## VI. WRITING :

### *CVs and background information.*

It is a good idea to have a regularly updated CV, even if you are not actually applying for another job. It helps you see the milestones you have achieved and the personal attributes you have enhanced. It also helps you see yourself as a brand: that is to say, what makes you special over and above the next person. Here is a CV example you could adapt. It uses the UK and US convention, and starts with the person's current or most recent employment. Some countries expect the list to start with the earliest employment details and may expect different formatting. Include only facts that can be verified, and make sure you accurately describe your personal attributes. You must be able to deliver what you say you can.

#### **CV**

##### **John Smith**

Home address: (ensure you use the correct style)

Telephone: (landline and mobile; include international dialing codes if necessary)

E-mail address: (details as appropriate)

##### **Key strengths**

Integrity and a strategic, creative thinker;

Logistics expertise at middle-manager level (able to give practical guidance covering legal, insurance and health and safety issues);

Strong verbal and written communication skills;

Clear time management and prioritization skills;

Responsive to change: help companies constantly to review operations and improve efficiency.

##### **Career summary**

October 2009 – present: XYZ Ltd Key Account Manager

##### *Key achievements:*

Secured and developed 30 new key accounts;

Successfully led process design, implementation and client relationship management arising from these;

Identified, advised on and managed new distribution business opportunities/ services.

July 2002 – September 2009: ABC Inc Project Manager

*Key achievements:*

Advised on and managed re-engineering services to meet changing needs and new service capabilities.

### **Professional membership**

Affiliate Member of the Institute of Transport and Logistics

### **Education, training and other qualifications**

(Fill in as appropriate, starting with most recent.)

### **Other skills**

Computing: competent in Word, Excel, Outlook, PowerPoint;

Languages: fluent in English, Spanish and Russian;

Driving: clean current driving licence.

### *References*

*Available on request.*

## **Covering letter with CV**

When applying for a job, send a good covering letter with your CV, as this can improve your chances of getting to interview stage. Do not use a standard letter; customize it for your prospective employer. Make every effort to send the letter and your CV to the correct person, spelling their details and job title correctly, and to the right address. Incidentally, you may have seen the expression 'To whom it may concern' and wonder when to use it. It is used where the writer does not know who the recipient will be. For example, if you are a contractor leaving one assignment, the company for whom you have worked may give you an open reference such as this:

### **To whom it may concern**

Fred Jones designed and successfully implemented a software programme company-wide for us from June to September this year.

He delivered the programme on time and within budget, and we found him to be a consummate professional at all times.

*Gert Braun  
Brunner BV*

**Once you have correctly addressed your letter, then:**

- \* Say where you saw the job advertised.
- \* Show how you have done some research on the company (refer to something relevant on its website, such as its values).
- \* Answer the question 'Why should you get the job?' by highlighting the special skills you can bring.
- \* Mention any special factors that the company should take into account.
- \* Show what you expect from a prospective employer as much as what they can expect from you.
- \* Run a final spellcheck and grammar check; after all, if English is required in the job, make sure yours is perfect in your application!
- \* State your availability.

**ACT 12. Write your own CV with cover letter.**

**DO YOU KNOW?**

**10 interesting facts about the Taj Mahal**

January 17, 2019

One of the most significant Mughal Empire architectural marvels still stands in all its beauty and finesse in Agra, Uttar Pradesh, India. The Taj Mahal is a white marble built by Mughal emperor Shah Jahan in memory of his third wife, Mumtaz Mahal. In Arabic, the Taj Mahal is known as "crown of palaces". It is said to be the jewel of Islamic art in a nation that is predominantly Hindu. As if to show case the expanse of the Mughal Empire, it combines architectures from all the corners of

the Empire including Islamic, Persian, Ottoman Turkish and Indian architectural styles. Below are some facts that you may find interesting about Taj Mahal.

1. The Taj Mahal was built by a whopping 22,000 laborers, painters, stonemasons, embroidery artists.

2. Legend has it that Emperor Shah Jahan intended to build another Taj Mahal in black marble across the river but a war with his sons interrupted these plans.

3. The changing moods of the Emperor's wife are well captured by the changing hues of the Mausoleum at different times of the day. It takes a pinkish hue in the morning, milky white in the evening and golden at night when illuminated by moonlight.

4. Its intricate work of art and architectural genius took 17 years to complete.

5. The most recognizable feature is the white dome at the peak of the mausoleum. Often called the 'onion dome', it rises to about 35 meters (115 feet) and is surrounded by four other domes.

6. Taj Mahal is a famous Indian landmark and tourist magnet, attracting more than a million tourists every year.

7. As always, rumor mills are on the overdrive about this mausoleum. It is rumored that the Emperor ordered that all the workers who worked on the mausoleum get their hands chopped off so that no one could make anything like it ever again.

8. If it was to be built today, Taj Mahal would cost the Emperor about US\$1000000 to make it as beautiful as it is.

9. The materials that were used to build Taj Mahal were transported to the construction site by a whopping 1,000 elephants.

10. Many of the precious stones on the mausoleum were ripped off from the walls of the mausoleum by the British army during the Indian rebellion of 1857.

Taj Mahal is indeed a beautiful place. When you visit, make sure you take a picture of yourself and your spouse with the mausoleum as the background...who knows, the love that the emperor had for his wife to dedicate this kind of resources for her remembrance after death might rub off on you.

## UNIT 2 .

### TOURISM DEVELOPMENT.

#### I. SPEAKING:

**ACT 1.** You are going to read a passage about traveler who traveled a lot. Before reading the given passage answer these questions.

1. Do you like travelling ? Why ? / Why not?
2. Do you think it is better to travel alone or with friends? Why ? / Why not ?
3. Which do you prefer to visit historical places or modern attractions ?

#### **Freya Stark , explorer and writer**

Freya Stark travelled to many areas of Middle East often alone.

Freya Stark was an explorer who lived during the time when explorer were regarded as heroes. She travelled to distant areas of the Middle East, where few Europeans especially women – hag travelled before. She also travelled extensively in Turkey ,Greece , Italy , Nepal and Afganistan. She was born in Paris in 1893. Although she had no formal education as a child , she had moved a lot with her artist parents and learned French , German and Italian. She entered London University in 1912 but at the start of World War I , she joined nurse corps and was sent to Italy. After the war she returned to London and attended the School of Oriental studies. Her studies there led her to extensive travels in the Middle East Studies , enabling her to eventually become fluent in Persian, Russian and Turkish. Stark became well known as a traveler and explorer in the Middle East. She travelled to the Lebanon in 1927 at the age of 33 when she had saved enough money, and while there, she studied Arabic.

In 1928, she travelled by donkey to the Jebel Druze, a mountainous area in Syria. during another trip, she went to a distant region of the Elburnz, a mountain range in Iran, where she made a map. She was searching for information about an ancient Muslim sect known as the Assassins, which she wrote about in Valley of the Assassins (1934), a classic for which she was awarded a Gold Medal by Royal Geographic Society.



For the next 12 years, she continued her career as a traveler and writer, establishing a style which combined an account of her journey with personal commentary on the people, places, customs, history and politics of the Middle East.

**ACT 2 .** Work in pairs . Read the passage and answer the following questions ?

1. What word did people use to describe explorers when Freya Stark was alive?
2. What historical event interrupted Freya's education at the university?
3. What languages could Stark speak?
4. What did she produce while travelling in Iran, in addition to a book?
5. What group of people did Stark research in Iran?

## II. LANGUAGE FOCUS:

*Lets see the ways of expressing desire and strong will:*

- a strong feeling of wanting something  
Adjectives frequently used with desire
- strong: ardent, burning, deep, fervent, insatiable, intense, overwhelming, passionate, strong  
There is a very strong desire among many of the younger people to speak their native tongue.
- sincere: earnest, genuine, sincere  
The leadership has responded with a genuine desire to work together for the good of the country.
- not satisfied: unfulfilled, unsatisfied  
Try and free yourself from unfulfilled desire for what you can't afford.
- not expressed: hidden, secret  
In this article Warner examines the secret desires behind such fears.
- express a desire: express, indicate, show  
A lot of people also express a desire to start a new career.
- satisfy a desire: fulfil, gratify, indulge, satisfy

Maybe nothing will satisfy my desire for the perfect magazine.

- have a desire: feel, have  
I have little desire to pay into a fund that won't be there when I retire.
- stop yourself feeling a desire: curb, repress, suppress  
It was a critical moment, but I managed to suppress any desire to leave.
- make a desire stronger: arouse, fuel, stimulate  
She grew up in South Africa, which fueled a desire to write about the injustices there.

**ACT 3.** Write sentences to express desire and a strong will.

### III. GRAMMAR FOCUS :

Lets again discuss about past tenses..... .

Another common past tense is the past continuous.

#### **Form**

We form it using *was/were* + verb + *ing*.

#### **Use**

A common use of the past continuous is to show that a longer action was interrupted (usually by a shorter action in the past simple). We often use the time expression *when*. For example:

- I was *swimming* in the sea when I saw a shark.
- Henry was *sitting* at home when the phone rang.
- She was *playing* golf when it began to rain.

When two continuous actions are happening at the same time we use the time expression *while*.

- I was *talking* to Sarah while she was *driving*.
- We were *playing* while dad was *cooking* dinner.

We can also use it to show a continuous action happening at a specific time in the past.

- Yesterday morning I was *practicing* the piano.
- At 6 o'clock I was *eating* dinner.

- What *were you doing* at 8pm last night?

Finally, it can be used to add some description to a story.

E.g. It was a beautiful day. The sun *was shining* and the birds *were singing*. We *were walking* around our favourite park.

**ACT 4.** Use Present Perfect, Past Simple, Past Continuous or Past Perfect where necessary.

1. They (to tell) me yesterday that you (to get) an excellent mark.
2. When you (to receive) a letter from your friend?
3. Our grandmother (to cook) dinner from twelve till three yesterday.
4. Look! What beautiful flowers she (to buy)!
5. They (to travel) along the coast of Africa last year.
6. We (not to see) each other for ages.
7. They (to eat) all the apples which I (to bring).
8. When the children (to have) dinner, they (to go) for a walk.
9. Last summer we (to live) in the country and (to go) to the river every day.
10. My sister (to spend) a lot of money yesterday.
11. She is so upset: she (to lose) the key to the front door.
12. By the 1st of September all the children (to return) from the country.
13. Columbus (to discover) America 500 years ago.
14. Columbus (not to know) that he (to discover) America.
15. I already (to read) five English books

#### **IV. VOCABULARY:**

**ACT 5.** Work with a partner and say what you think each of them means .

1. Seafarers
2. Confident
3. Charts

4. Pools
5. Laid out
6. Represent

**ACT 6 .** Choose the best option ( a or b ) for each word in exercise above.

1. a) people who live on the islands  
b) people who travel by sea
2. a) certain about one ability to do things well  
b) worried about one's ability to do something
3. a) diagrams  
b) maps of the sea or maps of the sky
4. a) small areas of water  
b) beds for babies
5. a) arranged in a pattern  
b) found
6. a) look like  
b) be sign or symbol for something

## V. READING PASSAGE

### *Pioneers of tourism.*

<b>T H O M A S</b>	For millions of people around the world, the name Thomas Cook means traveler's cheques and travel agencies but who was Thomas Cook? He was the first person to develop mass tourism. He organized excursions and tours which opened up the world of travelling for pleasure to the middle classes. Many of the things which we now take for granted in modern tourism date back to Thomas Cook - things like traveler's cheques, hotel vouchers , and chartered transport.
--	--

<b>C</b> <b>O</b> <b>O</b> <b>K</b>	<p>Thomas Cook lived in Leicester in the centre of England in the mid-19th century. He organized his first tour, a railway excursion from Leicester to Loughborough, in 1841. A total of 570 passengers joined it. The excursion was so successful that Cook organized other similar events. All of the early tours used the newly-invented railways. Cook organized his first major continental tour in 1855 but it lost money. However, by 1862 he had managed to negotiate cheaper rates for crossing the English Channel. The cheaper rates were in return for a guarantee that he would bring huge numbers- the essence of mass tourism .Tours to France and to Switzerland became regular events. The Swiss in particular quickly recognized the need to build the things that the tourists wanted - hotels and other facilities - so a whole tourist industry began to develop. After the opening of the Suez Canal in 1869, Egypt also became a popular destination for Cook's tours. In the early 1870s he organized the first round-the world tour, lasting 222 days. So in a little over thirty years the foundations of modern mass tourism were established.</p>
<b>F</b> <b>R</b> <b>E</b> <b>D</b> <b>D</b> <b>I</b> <b>E</b> <b>R</b> <b>L</b> <b>A</b> <b>K</b> <b>E</b> <b>R</b>	<p>Freddie Laker was one of the pioneers of modern passenger air travel. He was born in England in 1922, and from an early age he was involved with aircraft. He was an aircraft engineer in the Second World War and also learnt to fly. Laker's business ability appeared soon after the war ended. In the Berlin airlift of 1948 he was one of a number of businessmen who bought and chartered planes to take food and supplies to the people of Berlin when the city was blockaded by the Russians. This early entrepreneurial experience led Freddie Laker to increased business activity in the 1950s. He was one of a number of businessmen who helped the rapid expansion of air travel, using recent developments in aircraft technology. In 1955 for example, he set up an air service carrying passengers and cars across the Channel between England and France. It was in the 1960s and 1970s that the real growth in charter air travel happened. as more and more people wanted to go on package holidays. Laker was at the forefront of this. He ran British United Airways from 1960 to 1965, and Laker Airways</p>



	<p>from 1966 to 1982. His main achievement was to set up companies which were independent of the big state corporations, and to offer cheap flights for thousands of people. Perhaps the best example of this was the Skytrain passenger service to the USA which started a price war on the transatlantic routes from 1977 to 1982. Freddie Laker helped to make air travel a realistic and fairly cheap possibility for many travelers and tourists.</p>
<p>C E S A R  M A N R I Q U E</p>	<p>The tribute most often paid to Cesar Manrique is that without his efforts tourist development on Lanzarote would have followed the high-rise, high density route and the island would have lost its identity.</p> <p>In the environmentally conscious 1990s Lanzarote is studied by other countries who are developing tourism, and is used as a role model. Manrique was born in Arrecife in 1919 and studied art in Madrid and New York, at a time when realism was a major influence. He returned to his beloved island in 1968, determined to preserve its natural beauty in the face of tourism. His major set-piece visitor attractions, Jameos del Agua, Mirador del Rio, and Jardin de Cactus are masterpieces of design which are totally in harmony with the landscape. The hallmarks of any Manrique project are the use of local materials, integration (with nature) and a completely peaceful atmosphere (often helped by ethereal 'mood music'), all finished with a flourish of his own brand of surreal art. Manrique was far more than just an artist and designer, however. He was the driving force behind the island's whole tourism development philosophy. He was a fiery orator and a tireless promoter of the island, and it is thanks to him that almost all the architecture on Lanzarote is in traditional style, and that there is still a total ban on advertising hoardings. Cesar Manrique died in a car accident just outside of his Tarode Tahiche home in September 1992.</p>

**ACT 7.** Divide into three groups. Each group is going to read about one of these three pioneers of tourism - Thomas Cook, Freddie Laker, and Cesar Manrique.

In your groups, fill in the information for your person in this chart.

Name: \_\_\_\_\_

Dates: \_\_\_\_\_

Job or role in tourism: \_\_\_\_\_

Achievements/events (with dates): \_\_\_\_\_

General contribution to development of tourism: \_\_\_\_\_

Any other important information: \_\_\_\_\_

**ACT 8.** Now read the article and list the key events mentioned for each of these dates.

-- in the mid-19th century      -- in 1968      -- 1960 to 1965

-- September 1992.      -- 1977 to 1982      -- in 1855

-- In 1955      -- lasting 222 days      -- 1948

**ACT 9.** Discuss the different contributions made by each of the pioneers. Who do you think made the most valuable and important contribution? Why?

## VI. WRITING.

### Request Letter.

You will learn how to write letters Requesting Information in English with the help of sample opening and closing sentences and sample letters. This article will help you to write FCE Information Request Letters, PET Information Request letters, Information Request letter for ZNO exam and The Unified State Exam (EGE).

### *How do you write a letter asking for information?*

*Writing formal letters to request information*

*Reason for writing:*

- I am writing to receive further information about ...
- I am writing to enquire about ...

- I am writing to receive more detailed information about ...
- I am writing to receive further details about ...

*Requesting first piece of information:*

- The first thing I would like to know is ...
- First of all, I would like to know ...
- I wonder if you would mind telling me first of all ....?

**ACT 10** . Look through following expression and try to write sentences of your own translating them into your mother tongue.

*Requesting further information:*

- Could you also tell me....?
- Could you also inform me ....?
- Would you also mind informing me ....?
- Would you also mind telling me ....?
- Do you know ....?
- I would also like to know if ...
- I would also like to know whether ...
- I hope you might also let me know about ...

*Thanking for information:*

- I would like to thank you in advance for this information ...
- Thanking you in advance for this information ...
- Thanking you in advance ...

**ACT 11** . In the given Formal Letter Requesting Information sample you have to find the expression in above structure.

***Requesting information letter example: Rafting trip:***

Dear Sir/Madam.

I am writing regarding your advertisement in Out and About' magazine on 14th May. I am very interested in going on your rafting trip and I would be grateful if you could answer a few questions

Your advertisement states that the price includes rafting equipment. Will you provide waterproof clothing? The advertisement also mentions that the price includes camping equipment. Will there... there be sleeping bags, or will I have to bring my own? In addition, how many professional guides will there be per group? Finally, regarding the transport from Denver to the river, how long will the journey be?

Thank you for your help I look forward to hearing from you.

Yours faithfully,

Julian Hum

***Requesting information letter example: Courses:***

Dear Ms. Black,

I am writing in response to the advertisement I saw for your English school in 'World Teens Today' magazine. I am interested in doing one of your courses and I would be grateful if you could provide some further information.

Firstly, it says in the advertisement that the courses are two weeks long. Would it be possible to do a three-week course? I would also like to know how much your courses cost exactly.

Secondly, your advert mentions accommodation with host families. Could you tell me if I would be staying on my own with the host family or if there would be other students staying there as well?

Finally, I have a question about the social programme. Would you mind sending me more details about this? I am very keen on sport and I would like to know if there are any sports activities included in the social programme.

I look forward to hearing from you.

Yours sincerely,

Lili Song

**ACT 13.** Write a letter requesting information on given topics.

Requesting information letter example: Outdoor Centre: regarding the Lynwood Outdoor Centre.

Requesting information letter example: Holidays: regarding the advertisement for holidays on Mars

## **DO YOU KNOW?**

### **HISTORICAL STUDIES OF TOURISM.**

There are a number of historical studies that relate to tourism. It is worth noting at this point, however, that very little mainstream historical research has, so far, permeated the corpus of tourism studies. Conversely, some writings on tourism which have adopted an historical perspective have been produced by writers who are not professional historians. Therefore, this paper largely represents a consideration of the potential of historical work for tourism studies; one which has yet to be realized. A number of major works of scholarship have been produced since the earlier part of this century which are of immediate relevance to tourism. Although there appear to be three broad themes of inquiry, much of this work has been sporadic. The themes are tourism in the ancient and medieval worlds, the Grand Tour era of the seventeenth and eighteenth centuries, and the growth of spas and seaside resorts.

#### **Ancient and Medieval Worlds**

Perhaps one of the first major studies of relevance to tourism history is Friedlander's (1965) comprehensive examination of life and manners in the early Roman Empire. The sections on "Verkehrswesen" and "Die Reisen der Touristen" are particularly relevant. In addition to tracing travel through the empire, Friedlander noted the emergence of second homes for wealthy Roman citizens in the Bay of Naples area. Friedlander's work was not really supplanted until the 1960s. Lindsay (1965) examined leisure in Roman Egypt, Balsdon's (1969) authoritative study was of life and leisure in Rome, while D'Arms (1970) considered the growth of villas along the Bay of Naples. The later study by Casson (1974) both reinforced and extended these studies and his work remains the main source in this area. For the medieval period, two works should be noted. Parks (1954) has made a detailed study of travel between England and Rome from Anglo-Saxon times to the early sixteenth century. A more recent study has been Hunt's (1984)

analysis of pilgrimages to the Holy Land in the fourth and fifth centuries. As well as details of routes and travel infrastructures, both studies give insights into forms of tourism when travel conditions had become increasingly difficult.

### Grand Tour Era

The tours of Europe, which became more important from the seventeenth century and which gradually developed into the institution of the Grand Tour, have attracted some attention from historians. Following Bates' (1911) study of seventeenth century travel in Europe, Mead (1914) provided a comprehensive view of the Grand Tour during the eighteenth century as undertaken by the English. His book covers issues such as the tourists, travel conditions, accommodation, costs and dangers, as well as a review of each of the main countries visited. While a distinctly Anglo-centric approach has characterized research both in this era and later into the nineteenth century (Pemble 1987), a wider, European, dimension has been provided by Schudt (1959) and Krasnobaev (1980).



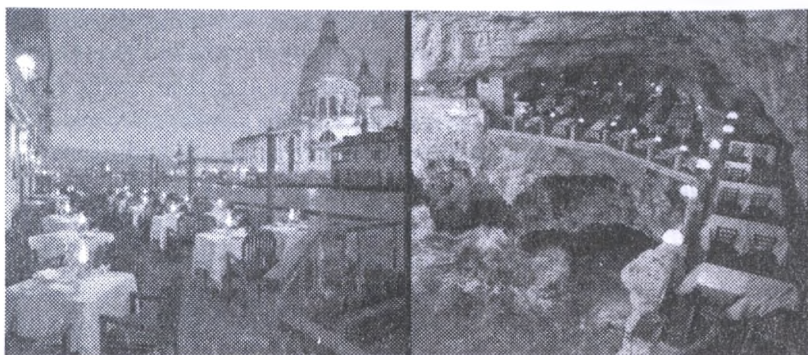
## UNIT 3.

### THE TOURISM INDUSTRY.

#### I.SPEAKING:

**ACT 1 .** Work in groups : Find out about the last time your partners went to a restaurant , a café and a shop. Discuss these questions.

1. How helpful and friendly were the staff ?
2. What did the staff do to make you feel welcome ? What did they say to you ?
3. Would you recommend the place to a friend ? Why / Why not ?



**ACT 2.** Look at the pictures and try to create a good motto for these restaurants. Search the extra information about these places as they are situated in Italy .

#### II . LANGUAGE FOCUS.

##### Phrases to Order to Food in English

These are some common phrases to order food in English divided in two categories:

- Questions by the people who work in a restaurant
- Questions by people who order the food

These are some of the most important questions made by the people who work in a restaurant

1. Would you like to start with a drink?
2. Would you like to taste the wine?
3. Can I take your order?
4. Are you ready to order?
5. Can I get you a drink?
6. Can I get a drink for you all?
7. Would you all like to order a drink now?
8. What drinks would you like?
9. Do you have question about the menu?
10. Do you want the combo meal?
11. How would you like your meat cooked?
12. How would you like your eggs cooked

These are some of the questions made by the people who order food in a Restaurant

1. What would you recommend?
2. What are the specialties?
3. What are today's specials?
4. Can we have the bill, please?
5. Can we have the check, please?
6. What do you have?
7. Can we have a table for two?

These are some useful sentences to Order Food in English

1. Hi, Welcome to Applebee's
2. I'd like a cheese pizza, please.
3. I'm going to have the eggs and toast.
4. I'll get the coconut ice cream.
5. I'll take the burger
6. I'm going to take the hot chocolate
7. That will be \$8

**ACT 3 .** Do a role play about ordering a meal in a restaurant using given expressions .

### **III. GRAMMAR FOCUS .**

#### **Question forms**

This is one possible way of grouping the questions the interviewer asks. What do you notice about the word order in the three different types of question?

#### **Questions using question words - what, where, how**

Where are you going?

What is the purpose of your visit?

How long are you staying in Corfu?

How did you get to the airport?

#### **Yes/No questions**

Do you have a few minutes to answer some questions?

Are you travelling on business?

Is there anyone else in the party?

#### **Indirect questions**

I wonder if you'd mind answering some questions?

Could you tell me how you got to the airport?

Could you tell me where you are going?

Can I ask which of these age groups you're in?

Would you mind telling me how old you are?

#### **ACT 4 . Convert these direct questions into indirect questions.**

a. What's the time?

b. When is the next flight to Amsterdam?

c. Is this your suitcase?

d. When does the flight from Istanbul arrive?

- e. How many times a year do you fly?
- f. Have you got any seats on the ten o'clock flight?
- g. Is there a phone near here?
- h. Why are there no trains on Sundays?

#### IV. VOCABULARY.

##### Jobs in tourism

**ACT 5.** Look at this list of jobs related to tourism, and decide which sector of the tourism industry they belong to.

- |                         |                           |
|-------------------------|---------------------------|
| a. baggage handler      | f. purser                 |
| b. curator              | g. air traffic controller |
| c. warden               | h. entertainments officer |
| d. guard                | l. concierge              |
| e. marketing consultant | j. tour manager           |

**ACT 6.** Who would carry out the activities below?

- a. direct a plane at take-off and landing
- b. keep the ship's accounts and look after passengers' rooms and general comfort
- c. deal with people arriving at a hotel
- d. give information and make arrangements at a hotel concerning local attractions and events
- e. look after a museum
- f. fly a plane
- g. look after the passengers on a plane
- h. take suitcases and bags on and off planes
- l. help hotel guests with their suitcases and bags
- J. give advice on how to promote a region or sector of tourism
- k. check suitcases and bags for illegal items on arrival in a country

## V. READING PASSAGE.

### THE TOURISM INDUSTRY

ACT 7. Read the tourism industry facts. Match the key words and phrases 1-8 with the definitions a-h.

Tourism is one of the world's biggest industries, and the World Tourism Organization (WTO) expects it to continue growing by four percent a year

Germany, the USA and China are the countries that spend the most on outbound tourism all over the world. Other top spenders are the UK, France and Canada

Most tourism in the world is domestic tourism - people travelling in their own country. It represents about 80 percent of all tourist trips today.

People travel for many reasons. Some inbound tourists travel for leisure, recreation and holidays. Other people are visiting friends and relatives (VFR) or travelling for health and religious reasons. Others travel for business and professional purposes.

1. inbound tourism
2. outbound tourism
3. domestic tourism
4. VFR stands for
5. trip
6. relative
7. leisure
8. spend

- a) a member of your family
- b) people travelling in their own country
- c) travel for a short time or for a specific reason
- d) tourists arriving in different countries from their own
- e) time devoted to rest, relaxation and pleasure
- f) visiting friends and relatives
- g) to give money as a payment for something
- h) tourists visiting places outside their own country

**ACT 8.** Read and translate the text below .

### **Tourist Industry: Accomodations in Business Reading**

#### **Valley View Camping Ground**

Many seasoned tourists find they don't like staying in hotels, and that they prefer to avoid large cities. Does this description fit you? If the answer is yes, The Mountain View Camping Ground is for you. Our camping grounds overlook the spectacular Hampson Valley. We rent tents, bungalows and roulettes. If DIY yourself is your style bring your own tents or roulettes. All guests enjoy access to cooking facilities, bathrooms with bathing facilities, and a playground for the children.

Our panoramic setting offers a wide variety of recreation activities as well as inspiring views of the mountains. Chisom, a quaint summer-resort village, is just 10 minutes by car. Take advantage of the many entertainment, shopping and relaxation opportunities including fitness centers, laundry/valet services, solariums and much more. Have lunch in one of the many restaurants and savor the tasty local cuisine.

Mountain View Camping Ground offers fun, relaxation and opportunities for all types of outdoor activities. Call us today to find out how we can make your next holiday perfect.

**ACT 9 .** Comprehension Quiz .

1. What type of tourist is described at the beginning of the reading?
  - A. first time tourist
  - B. An old tourist
  - C. A tourist who has traveled a lot
2. The camping grounds overlook:
  - A. A tall mountain
  - B. An area between mountains
  - C. A city center
3. What type of accommodation can you not bring with you?



A. A roulette

B. A tent

C. A bungalow

4. Who cooks dinner?

A. The guests

B. The chef at the camping ground restaurant

C. Doesn't say

5. What does Valley View offer besides the inspiring views?

A. Laundry/valet services

B. A fitness center

C. Recreation activities

**ACT 10 .** Match the tourism sectors 1- 7 with the words and phrases a-g. Use a dictionary if necessary. Add at least TWO more words/phrases to each sector.

1 Accommodation

a) Olympic Games,

2 Recreation and entertainment

b) travel agent, tour operator

3 Attractions

c) restaurant, cafe

4 Events and conferences

d) zoo, museum

5 Food and beverage

e) airline, railway

6 Transportation

f) campsite, bed and breakfast

7 Travel trades

g) golf, skiing

## **VI. WRITING :**

### **An invitation letter .**

Whether you're hosting a special event for a nonprofit organization or another type of event, a letter is a great way to provide details to the

people who are being invited to participate. Use the sample invitation letters provided here to help you get started.

### Sample Invitation Letter for a Charitable Event

This version is ideal for invitations to special event fundraisers, as it is set up to include information about how event proceeds will be used in the community or to advance a charitable cause. This template is best for social, business, or family events. For example, it can be used to create invitations for awards ceremonies or banquets, corporate events, training programs, family reunions, school events, and more.

### Special Event Invitation Letter Writing Tips

When writing an invitation letter for a special event, keep in mind that your goal is to encourage the people you are inviting to attend. The letter should be worded in a persuasive manner that gains reader attention and inspires action. Clearly convey the name of the invitation, its purpose, and why the recipient is being invited. In the case of a charitable event, specify how the funds raised will be used to benefit a cause:

Share information on how participating will benefit the individual.

Include details on how to RSVP, as well as the deadline for doing so.

Use an appropriate business letter format.

End the letter with a call to action and an appropriate closing.

Ensure the letter is well written, concise, and persuasive.

Proofread closely to make sure that it is free from typos and other errors.

### Have a Successful Event

If you are hosting a special event, a letter can be a good tool for inviting guests to attend. You can send it via regular mail, email, or both. You may also want to follow up with a personal phone call or online invitation. By reaching out to those who are being invited to your event multiple times in more than one format, you may find that you get a better response rate and higher attendance than if you used only one approach. Taking steps to boost participation via a well-written letter and appropriate follow-up can set the stage for a successful event and free up your time to focus on other aspects of event planning.

**Format of letters.**

Las Vegas, NM 87701

Date: 28th June 2012

Subject: Invitation for a charity program on 11th July 2012

Dear Sir,

Greetings from the management team of the Community Center. Coming 11th July 2012 we are going to arrange a charity program for raising funds for an organization named the Pratham for Orphan children.

Since the early days of India's independence, this trust is working successfully under the able guidance of Mr. Niles Larson and his sons. On the eve of his seventy-fifth anniversary, we have organized this event. There will be some creative events by the trust's children and their parents. The chief attraction of the program will of course be the closing ceremony by one of the finest singers in the world.

It will be of immense pride to find you at the ceremony.

Thanks

Warm regards,

Community Center

Date: DD/MM/YY

To,

Respected person name...

Home/Office Address...

Contact info...

Sub: Party Invitation (write your purpose)

Dear (Mr./Mrs. Name),

I would like to invite you to join us for dinner on (Day), (month, date, year) at (time) in the evening as we celebrate our (Invitation purpose). (Describe in your words).

The party will be held at (venue) and will be an informal gathering. (Explain all about the situation). This means that you can come to any attire you are comfortable with.

I hope to see you in our simple dinner party with the rest of our friends. We are pretty sure that with your presence, our very special day would be perfect. It would be very nice to reminisce about our past when we were just boyfriend and girlfriend. (Cordially describe your greetings and expectation).

On the other hand, this party is also open to people who you want to be with. We are looking forward to meeting you (Invitation purpose) party.

Best Wishes,

The Celebrators,

Name of the person/organization...

Contact info. and signature...

**ACT 11 .** Try to write an invitation letter to your friend inviting him/her to the school party.

**ACT 12 .** Try to write an invitation letter to the manager of constructing company inviting him/her to the opening ceremony of the shopping centre.

## **DO YOU KNOW .**

### **Historic Ensemble of the Potala Palace, Lhasa**

The Potala Palace, winter palace of the Dalai Lama since the 7th century, symbolizes Tibetan Buddhism and its central role in the traditional administration of Tibet. The complex, comprising the White and Red Palaces with their ancillary buildings, is built on Red Mountain in the center of Lhasa Valley, at an altitude of 3,700m. Also founded in the 7th century, the Jokhang Temple Monastery is an exceptional Buddhist religious complex. Norbulingka, the Dalai Lama's former summer palace, constructed in the 18th century, is a masterpiece of Tibetan art. The beauty and originality of the architecture of these three

sites, their rich ornamentation and harmonious integration in a striking landscape, add to their historic and religious interest.

Enclosed within massive walls, gates, and turrets built of rammed earth and stone, the White and Red Palaces and ancillary buildings of the Potala Palace rise from Red Mountain in the center of Lhasa Valley at an altitude of 3,700 meters. As the winter palace of the Dalai Lama from the 7th century CE the complex symbolizes Tibetan Buddhism and its central role in the traditional administration of Tibet. The White Palace contains the main ceremonial hall with the throne of the Dalai Lama, and his private rooms and audience hall are on the uppermost level. The palace contains 698 murals, almost 10,000 painted scrolls, numerous sculptures, carpets, canopies, curtains, porcelain, jade, and fine objects of gold and silver, as well as a large collection of sutras and important historical documents. To the west and higher up the mountain the Red Palace contains the gilded burial stupas of past Dalai Lamas. Further west is the private monastery of the Dalai Lama, the Namgyel Dratshang.

The Historic Ensemble of the Potala Palace, Jokhang Temple and Norbulingka embody the administrative, religious and symbolic functions of the Tibetan theocratic government through their location, layout and architecture. The beauty and originality of the architecture of these three sites, their rich ornamentation and harmonious integration in a striking landscape, contribute to their Outstanding Universal Value.





## UNIT 4 .

### FESTIVALS AROUND THE WORLD .

#### I. Speaking .

ACT 1 . Describe the photos below. What do you know about Uzbek festivals ?



ACT 2 . Look at the pictures and tell what is described in it ?



*The Dragon Boat Festival* is a traditional Chinese holiday that has been around in various forms for thousands of years. Its current iteration is an amalgamation of multiple different festivals and traditions. Two prevailing stories are often cited to explain the origin of this age-old holiday.

#### II . LANGUAGE FOCUS .



## **Structuring a talk**

Look at these examples from the talk about Imnar.

*I want to tell you about one of the local island festivals.*

*Let me start by saying that this is probably one of the most exciting festivals on the island.*

*What happens is this.*

*You're probably wondering about food and drink.*

*Now, moving on to the climax of the festival.*

*Another interesting thing is that the winners take their banners . . .*

*So, as you can see, it's well worth visiting.*

*OK. Let's move on.*

The highlighted expressions are used by the guide to give her talk a structure.

## **ACT 3 . Try to structure a talk of a guide to describe Uzbek festivals .**

### **III . GRAMMAR FOCUS.**

#### **Describing procedures - present simple passive**

Look at these examples from the talk about Imnar.

- the crops are laid out on display
- the festival is opened by a simple ceremony
- there are stalls which are set up
- a lot of Maltese wine is drunk
- horse and donkey races are held
- the banners are handed out

The present simple passive is often used to describe events and procedures - the person or people doing the action is not as important as the event itself.

**ACT 4. Match the nouns in column A with the verbs in column B and produce a sentence which describes something that could happen in a festival. You will need to put the verb in the correct form. For example:**

*Flowers are displayed.*

A		B	
flowers	music	bake	fight
speech	lanterns	carry	make
costumes	money	collect	play
candles	children	display	put up
special cakes	decorations	dress up	wear

#### IV. VOCABULARY.

**ACT 5 . Look at the list of holiday activities in the box, then look at the descriptions of equipment, etc, that are needed for some of them. Match each description to one of the activities. There are more activities than there are descriptions .**

abseiling \* bungee jumping \* clubbing \* cycling \*  
 eating out \* golf \* jeep safari \* scuba diving \* fishing /  
 deep-sea fishing \* go-karting \* hang-gliding \* horse  
 riding \* Inter-railing parachuting \* parasailing \*  
 photography \* rock or mountain climbing \* sailing  
 \* sightseeing \* skiing \* snowboarding \*  
 sunbathing \* surfing \* swimming \* tennis \*  
 volleyball \* walking / hiking \* water skiing \*  
 windsurfing

1. A camera, a guidebook, a hat to protect me from the sun, a pair of glasses to protect my eyes from UV rays, and a comfortable pair of shoes.

2. A helmet, a very strong length of elastic, a bridge or a crane, good insurance and lots of courage!

3. The best tackle I can afford (I insist on using the best rods, reels and lines available), plenty of bait, a net and a boat.
4. Definitely a swimming costume, and maybe a pair of goggles, a pair of flippers and a snorkel. Armbands and rubber rings for the children.
5. A swimming costume, a pair of sunglasses, plenty of high-factor sunscreen, a towel to lie on, a parasol and a pair of sandals or flip flops so that I can walk around from time to time. Oh, and somebody to bring me lots of ice-cold drinks.
6. A wetsuit, a mask, a pair of flippers, gloves, an oxygen tank and a PADI-qualified buddy.
7. A good off-road vehicle or other RV, a map, a walkie-talkie so that I can keep in touch with the other drivers, a valid driving licence and a sense of adventure!
8. A pair of very comfortable walking shoes, a map, a hat or cap, waterproofs in case it rains, a compass so that I know which direction I'm going in, a water bottle and a good picnic.
9. A racquet, some balls, a court (grass or hard), an umpire to settle any arguments and a partner who isn't as good as me!
10. A set of clubs, plenty of balls, a course (of course), a caddy if I can afford one and a partner with roughly the same handicap.
11. A helmet, a good strong rope, gloves or chalk for my hands, boots, crampons, a reliable safety harness, a pick, a firm grip, a good sense of balance and a head for heights.
12. A lifejacket, waterproofs, a yacht, a strong breeze and some good seasickness pills.
13. Goggles or sunglasses, two strong poles, plenty of warm clothing (preferably waterproof), boots, a really good piste and a cable-car or chair lift to take me to the top. Have I forgotten anything?
14. A helmet, some really tight, colourful clothes, sunglasses or goggles, a water bottle that be attached to the handlebars, a pump, a puncture repair kit and of course a really good pair of wheels.
15. A smart dress for me, a jacket and tie for my husband, plenty of money or a credit card, and a big appetite!

16. Casually smart , comfortable clothes, comfortable shoes (although the fashion these days is to go barefoot), plenty of money for drinks (which are always expensive in places like this) and lots and lots of stamina so that I can keep going until the early hours!

17. When I travel, I always take my SLR, a tripod, a wide-angle and a telephoto lens, a flashgun, filters and several rolls of fast film. Sometimes I just take my digital point-and-shoot.

**ACT 6 . Now translate the sentences into your mother tongue .**

## **V. READING PASSAGE .**

### **Bhutan - the happiest country in the world**

The tiny kingdom of Bhutan is a country in a remote part of the Himalayas. The country has a rich heritage and is full of spectacular monasteries called Dzongs which is also the origin of the name for the Bhutanese language, dzongkha. Although Bhutan may not be one of the richest countries in the world, it is officially one of the happiest. The government of Bhutan believes in promoting the nation's 'gross national happiness' (GNH). The King first used the phrase GNH in 1972 and his son, one of the world's youngest heads of states, rules with the same philosophy. Bhutan is an isolated country and its airport, Paro, is one of the most spectacular but also one of the scariest airports in the world to land in. The route through the mountains is very difficult to navigate and only ten pilots know how to! The Tourism Council of Bhutan is training cooks and guides in cultural and trek tourism, both of which are popular. However, the government wants to prevent mass tourism so visitors have to pay a tourism tax of \$165 to \$200 per day.

**ACT 7 . Read the article and match the sentence halves 1-4 with a-d to make true statements about Bhutan.**

- |   |                                  |
|---|----------------------------------|
| 1. Only the most experienced pilots       | a) people in the world.          |
| 2. Today Bhutan is not as isolated        | b) of GNH.                       |
| 3. The Bhutanese are some of the happiest | c) can land at Bhutan's airport. |

4. The former king invented the idea \_\_\_\_\_ d) as it was before.

**ACT 8 . Complete the sentences with the words in brackets in the correct form. You will need ONE or TWO words.**

1 Bhutan is \_\_\_\_ (modern) than it was ten years ago.

2 Bhutan's airport has some of the \_\_\_\_ (spectacular) views in the world.

3 The Bhutanese government says its people are \_\_\_\_ (happy) other nationalities.

4 The nightlife in Thimpu isn't as \_\_\_\_ (good) the nightlife in Beijing or Delhi.

5 The Bhutanese eat lots of chilli. Their food is \_\_\_\_ (spicy) the food in China.

6 The disco in Thimpu is \_\_\_\_ (noisy) the karaoke pool hall.

7 Bhutanese men wear a \_\_\_\_ (short) robe \_\_\_\_ the women.

8 Bhutan is one of \_\_\_\_ (tiny) countries in the world.

## **VI. WRITING.**

### **LETTERS OF COMPLAINT**

Introduction

Paragraph 1 - reason for writing

Main Body

Paragraphs 2-3 - complaint(s) and justification

Conclusion

Final Paragraph - suggested action to be taken, Closing remarks

Full name

- Letter of complaint is normally written in a formal style.

- Letters should start with an appropriate greeting (e.g. Dear Sir, Dear Brown, etc)

- Mild or strong language can be used depending on the feelings of the writer or the seriousness of the complaint, but abusive language must never be used

- You should state the reason for the complaint in the first paragraph

- Start a new paragraph for each different aspect of the topic

- Any complaints you make should be supported with a justification

- Complaints and justification can be linked with appropriate linking words and phrases

### **Useful language for Letters of Complaint**

#### *Opening Remarks:*

- I am writing to complain about/regarding/on account of/because of/on the subject of...

- I am writing in connection with...

- I am writing to express my strong dissatisfaction with...

- I am afraid to say I have numbers of complaints about...

- I am sorry to say that I was very disappointed with..

- I feel I must protest/complain about...

#### *Useful phrases:*

- We ought to discuss the matter...

- To make matters worse...

- I was very disappointed to find that...

- I would be grateful if you could...

- I should have been informed that...

- The first problem was... Another problem was... The most visible problem...

- I hope you will understand that I was very dissatisfied...

- I believe you can appreciate how disappointed I was when...

#### *Linking words:*

- Even though, however, furthermore, firstly, finally etc.

#### *Closing Remarks:*

- I would like to hear your explanation for the above problems...

- I would like a full refund as soon as possible...



- I would like to have all or part of my money refunded...
- I hope the matter will be resolved...
- I hope we can sort this matter out amicably
- I look forward to hearing from you in your earliest convenience to offer me a complete refund
- I hope that I will not be forced to take further action
- I look forward to hearing your early reply
- I look forward to receiving a prompt reply

**LETTER SAMPLE:**

**You and your family have just rented an apartment and one or two problems occurred. Write a letter to the landlord.**

**Describe the problems and tell him what you want him to do.**

Dear Mr. James,

I am your new tenant from apartment number 341, Harrison Street. I moved in with my family one week ago. I am writing this letter to appraise you with some problems that we are facing in the apartment.

The taps in the bathrooms are leaking because of which my two year old daughter has slipped twice. The shower is also not working properly. The lock of the main door is also not aligned properly. We have to push the door hard to lock it.

All these problems need immediate action. As you have rented out so many apartments, you must be having a tie-up with some plumber and carpenter. You may call them directly or give me their contact numbers so that I can call them at the earliest. As you know I have signed a lease of one year with you and the rent is also on the higher side because you have included the maintenance charges in that.

Hoping for a prompt action from your side!

Yours sincerely,

Kiran

**ACT 9 . Fill the spaces with linking words.**

Dear Sir,

I am writing to complain about the 'Star Cruise' I recently went on with your company. I travelled on Victoria 203 from 3rd to 17th April and I was shocked by the standard of food and accommodation offered on the cruise.

\_\_\_\_\_, I was disgusted by the size and condition of the cabin. It was very small and dirty unlike the 'large deluxe cabin' that your advertisement promises. \_\_\_\_\_, there was no private bathroom in the cabin. I was appalled to find that I had to share a bathroom with several other passengers, in spite of the fact that I specifically requested a private bathroom when I booked the trip.

\_\_\_\_\_, the food on board was very unsatisfactory. Although your advertisement promises a five star restaurant with gourmet food, the food was in fact of a very poor standard. I feel, I am entitled to a full refund for the cost of the cruise and a written apology for the misinformation contained in your advertisement.

I hope to hear from you regarding this matter as soon as possible.

Yours faithfully,

XYZ

a) To make matters worse      b) To begin with      c) What is more

**ACT 10. Write a complaint letter on the given topic.**

**You are not satisfied with the changing rooms in a sports center that you visit. Write a letter to the manager. –**

What the problem is –

How you feel about the problem

What steps you want the manager to take

**ACT 11. Write a letter to a manager whose company is constructing their new office next to your apartment.**

- Introduce yourself
- Describe problems you are facing because of this
- Suggest solutions

## DO YOU KNOW?

### **The origins and history of the Lantern Festival**

Today, the Lantern Festival is celebrated on the 15th day of the first month of the Chinese calendar, which generally falls sometime in February or early March. Like many traditional Chinese holidays, the Lantern Festival has a long history.

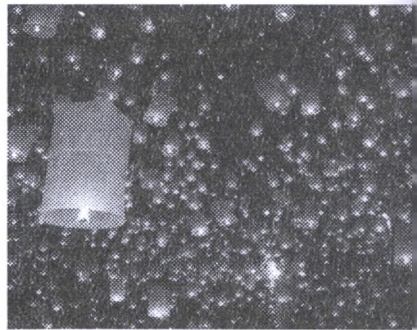
Lantern Festival celebrations began around 2,000 years ago during the Han Dynasty (202 BCE-220 CE). The holiday's exact origins are somewhat unclear.

Several different origin stories are used to explain where the festival came from. We've outlined two of the most important ones below.

### **The Lantern Festival through the ages**

Whatever its origins, the Lantern Festival soon developed into a popular Chinese holiday. Thanks to Chinese cultural influence on other Asian countries, it didn't take long for the festival to spread to neighboring nations like Korea and Japan.

The Lantern Festival has been celebrated with various degrees of pomp and circumstance over the years. In the Tang Dynasty (618-907 CE), lantern festival celebrations lasted for three days.



They were extended to five days during the Song Dynasty (960-1279 CE). In the Ming Dynasty (1368-1644 CE), celebrations were particularly lengthy, with some lasting a full 10 days.

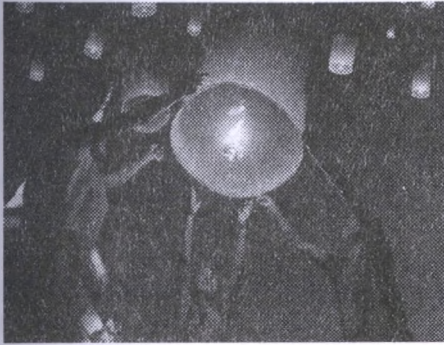
### **The Lantern Festival today**

Today, the Lantern Festival is still popular, but it isn't one of the seven official public holidays recognized in Mainland China.

Therefore, people in China don't usually get any days off from school or work for this holiday.

Lantern Festivals have been popular in various Asian countries for hundreds of years. Recently, Chinese-style Lantern Festival celebrations have also started popping up in Western countries, including the United States, where events like the Philadelphia Chinese Lantern Festival enjoy increasing popularity.

Lantern Festival Activities: Nowadays, although love is no longer a main theme, the Lantern Festival is still celebrated with a variety of fun activities.



**ACT 12 . Look at the pictures above try to write a description of what you see.**

## UNIT 5.

### JOBS IN TOURISM.

#### I. SPEAKING.

**ACT 1 . Read the article and write down the advantages and disadvantages of working in the tourism industry. Organize discussion.**

#### *The truth about working in tourism.*

The main problem with the travel and tourism sector is that there is a lot of **seasonal** work on short-term contracts. The hours are sometimes long and hard, and many people consider working in tourism as a **temporary** option before they find jobs in other industries.

The positive aspect is that the work is often interesting and varied. Tourism is a people-focused industry, which offers the opportunity to meet and help people from all over the world. Tourism professionals often say that every day is different and you never know what to expect.

Working **shifts** and weekends is common but there is also more flexibility with working hours than in other industries. You can work **part-time** or full-time, night or day to suit your needs and interests. Tourism jobs can also be **low-paid** at the start but many hotel and travel organizations offer on-the-job training. Employees can earn a salary while they are learning practical skills they need to advance in the industry.

Many companies like their employees to start at the bottom to gain experience. If you work hard and develop the right skills, there can be opportunities for fast promotion. It is possible to have an interesting **long-term** career in tourism, and with a university degree you move more quickly into a management position.

Advantages	Disadvantages
e.g. interesting and varied work	e.g. seasonal work, short-term contracts

**ACT 2 . Match the expressions 1-6 with their opposites in bold in the text in. Use a dictionary to help you.**

1 full-time \_\_\_\_\_

2 permanent \_\_\_\_\_



3 high-paid \_\_\_\_\_ 4 short-term \_\_\_\_\_  
 5 all year round \_\_\_\_\_ 6 regular daytime hours \_\_\_\_\_

**ACT 3. Match the jobs in the box with the correct sector of the tourist industry 1-4. Add at least TWO more jobs to each sector.**

concierge      entertainer      outdoor adventure guide      flight attendant  
 hotel receptionist      pilot  
 restaurant manager      waiter

1. Food and beverage	2. Accommodation	3. Transportation	4. Recreation and entertainment

## II . LANGUAGE FOCUS .

**Intonation :**

**1) When we ask people for information that might be personal, we are more likely to choose an indirect question form. Compare:**

How old are you?

I wonder if you'd mind telling me how old you are?

Which sounds more polite?

**2) Intonation is very important. Listen to the different versions of these questions and decide which is more polite.**

- Could you tell me where you're going?
- Would you mind filling in this form?
- Could you tell me how old you are?
- Could you possibly turn the radio down?

Note the intonation pattern in the polite form :

Could you tell me where you're going?

When you respond to a polite question or request your intonation should start high and the tone should fall:

Could you tell me where you're going?

Of course. I'm flying to Brussels.



**ACT 4 . Convert these direct questions into indirect questions.**

- a) What's the time?
- b) When is the next flight to Amsterdam?
- c) Is this your suitcase?
- d) When does the flight from Istanbul arrive?
- e) How many times a year do you fly?
- f) Have you got any seats on the ten o'clock flight?
- g) Is there a phone near here?
- h) Why are there no trains on Sundays?

**ACT 5 . Now take turns to ask your partner each indirect question. Try to ensure that your intonation is polite. Your partner should only repeat the question is asked politely.**

**III . GRAMMAR FOCUS.**

*To form questions with be, change the order of the verb and the subject.*

Is he American?

Are you ready?

What is/What's the capital of the USA?

*To form questions with other verbs, use the auxiliary verb do/does. The main verb stays in the infinitive form. Form: question word + do/does + subject + infinitive .*

Do you like New York?

Does he speak English?

When does the flight leave?

*The word order is: question word(s) + be + -ing form.*

Are you living in student accommodation?

Is she inspecting the rooms now?

What are they doing at the moment?

For short answers, use the appropriate form of be only.

Are you staying in a lodge this week? Yes, I am.! No, I'm not.

Is he training new staff? Yes, he is./No, he isn't.! No, he's not.

**ACT 6 . Use the question words and phrases in the box. Not all the words and phrases are needed.**

<b>How</b>	<b>How long</b>	<b>How many</b>	<b>How much</b>
<b>How often</b>	<b>How old</b>	<b>What</b>	<b>When</b>
<b>Where</b>	<b>Which</b>	<b>Why</b>	<b>Who</b>
<b>The Great USA Quiz</b>			

- \_\_\_\_\_ are most international visitors to the USA from?  
a) Canada      b) the UK      c) Mexico
- \_\_\_\_\_ does the typical visitor spend during their visit to the USA?  
a) \$2,000      b) \$3,000      c) \$3,500
- \_\_\_\_\_ does the average international tourist stay in the USA?  
a) 12 nights      b) 16 nights      c) 21 nights
- \_\_\_\_\_ is the top tourist attraction in the USA?  
a) Disney World, Florida      b) Las Vegas, Nevada  
c) Times Square, New York
- \_\_\_\_\_ international tourists does the top attraction receive every year?  
a) 3 million      b) 7 million      c) 37 million
- There are seven natural wonders of the world. \_\_\_\_\_ one is in the USA? h
- \_\_\_\_\_ do you say the American English words vacation, cab, elevator, restroom in British English?
- \_\_\_\_\_ do people celebrate Thanksgiving Day in the USA?  
a) the fourth Thursday in November      b) 4 July  
c) 31 December

**Questions using question words - what, where, how**

**Where are you going?**

*What is the purpose of your visit?*

*How long are you staying in Corfu?*

*How did you get to the airport?*

**ACT 7. Set questions to the words in bolds.**

1. **He** sells musical **instruments**.
2. **They** usually translate **long English text** .
3. **Children** are playing **in the garden**.
4. **Students** must attend lectures **at university** .
5. There are **twenty students** in my sister's class.
6. George is **ten years old** , **but his sister is fifteen** .

## **I. VOCABULARY.**

### **PERSONAL QUALITIES AND SKILLS .**

- A) Well, first of all, you need to have excellent customer service skills because you spend all day talking to customers. Being organized is essential and you also need to be very communicative. You can't be afraid to speak to people, if it's a tour operator, a hotel, an airline or if it's a customer in the shop. You have to speak to everyone on every level. You also need good sales skills to sell holiday and travel products to customers. And, of course, good IT skills are essential to find information and make bookings online.
- B) You have to be customer-focused and efficient. And you have to stay calm and be patient when passengers are worried or angry about something. Being a good communicator who can interact well with people from different cultures is essential. You have to be a good team worker, too. Basic first aid and medical skills are important.
- C) I think when people pay for a tour they are really paying for the personality. I call it 'the three E's': somebody who's energetic, enthusiastic and entertaining. You have to have a passion for people and you need to be energetic because your job is about helping people to have fun. On a practical level, good

organizational skills and languages help. I love it – every day is different.

**ACT 8 . Read three tourism professionals talking about their jobs. Match the personal qualities and skills in the box with each person.**

customer-focused and efficient, energetic, enthusiastic and entertaining , organized and communicative

1 Sumalee, travel agent: \_\_\_\_\_

2 Sandra, flight attendant: \_\_\_\_\_

3 Dev, tour guide: \_\_\_\_\_

**Act 9 . Complete the job descriptions 1-3 with the words in the box. Read again and check your answers with your partner .**

*customer service                      IT                      sales*

1. A travel agent needs to have excellent (1) \_\_\_\_\_ skills. He or she also needs good (2) \_\_\_\_\_ skills to sell holiday and travel products to customers. And, of course, good (3) \_\_\_\_\_ skills are essential to find information and make bookings online.

*Communicator                      first aid                      team*

2. A flight attendant needs to be a good (4) \_\_\_\_\_ who can interact with people from other cultures and be a good (5) \_\_\_\_\_ worker. Basic (6) \_\_\_\_\_ and medical skills are important.

*fun                      organizational                      passion*

3. A tour guide needs to have a(n) (7) \_\_\_\_\_ for people. You need to be energetic because your job is about helping people to

have (8) \_\_\_\_\_. Good (9) \_\_\_\_\_ skills and languages are also important.

## VI. READING.

**ACT 10 . Complete the descriptions about hotel jobs with the correct job title in the box. What other hotel jobs can you think of?**

<b>executive chef</b>	<b>executive housekeeper</b>
<b>food and beverage manager</b>	<b>front office manager</b>
<b>hotel receptionist</b>	

1. \_\_\_\_\_ plans and organizes the operations of a restaurant
2. \_\_\_\_\_ responsible for the front desk operations, managing reception and dealing with guests' problems
3. \_\_\_\_\_ makes reservations and checks guests in/out
4. \_\_\_\_\_ writes menus, instructs cooks and employs kitchen staff
5. \_\_\_\_\_ inspects rooms and manages cleaning staff

### **A Day in the Life ... Nathan Wilson of the Bouvier Hotel.**

Nathan works for the Bouvier Hotel chain in Vancouver. As a \_\_\_\_\_, he manages twelve front office staff and also deals with guests all day. 'If a guest has a problem or an unusual request, it's my job to help them,' says Nathan. 'I'm the official "face" of the hotel for guests and it's up to me to make sure that they walk out of the door feeling happy.' People management skills are important in his job. He is responsible for the reception, concierge and bell service staff and organizes their shifts and work schedules. He also recruits new employees and organizes staff training.

Nathan loves his job because 'You never stop learning.' As well as front desk work, he often works on pricing and promotions with the marketing department and negotiates with corporate clients for conferences and banquet services. This month, he is helping to develop

a new online promotion. 'If you work in hotels, there's always something new to learn. I started out with a qualification in hospitality. After I finished my diploma, I started at the bottom as a prep cook. Later, I became a sous chef and after that, an executive chef. But then I realized I love dealing with guests and I got interested in front office work.'

Although he doesn't work in the kitchen these days, Nathan still has a passion for cooking and for travel. His dream is to become General Manager of one of Bouvier Hotels, and work abroad.

**ACT 11 . Nathan Wilson works in a busy hotel in Vancouver, Canada. Read the article and complete it with the correct job title from activity 10.**

**ACT 12 . Read the text again and complete Nathan's profile.**

<p>Name: Nathan Wilson Age: 34          Marital status: married, two children          Main responsibilities:          • managing 1 ___          • organizing 2 ___          • dealing with 3 ___</p>	<p>• negotiating with 4 ___          • recruitment and training new employees          Qualifications: a diploma in 5 ___          ___ Previous jobs: 6 ___ , 7 ___ , 8 ___          ___ Hobbies and interests: 9 ___          Future career plans: 10 ___</p>
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**JOB ADVERTISEMENTS**

**ACT 13 . Complete the job adverts with the best word or expression in italics.**

**JOB OPPORTUNITIES AT FUN PARKS**  
 Fun Parks are offering temporary and permanent (1) *positions/job* with benefits (free meals, entrance tickets and accommodation) in the beautiful town of Ohrid, Macedonia.  
 Applicants, please send a covering letter with your (2) *work experience/*



*curriculum vitae* (CV) or resume to the human resources manager. Click here for contact details.

### **Children's Recreation Supervisors**

Are you outgoing, enthusiastic and (3) *flexible/flexibility*? Do you love children?

Global company Fun Parks are looking for kids' recreation supervisors for

our new theme attraction, Pirate Park, opening soon at Lake Ohrid.

(4) *Group/Team* work and good language skills essential. Monthly salary: €775.

On-the-job (5) *training/supervision* provided.

### **Restaurant Managers**

Do you have excellent communication and organizational (6) *abilities/skills*?

Do you work well under pressure? English-speaking Restaurant Manager

needed for our nautical cafe at Pirate Park.

Diploma or degree in Food and beverages (7)

*managers/management* an

advantage; minimum two years' (8) *experience/working* required.

Salary: €2,200 per month.

## **V. WRITING .**

### **COVERING LETTERS .**

**ACT 14 . Read this covering letter from a job applicant. Which job is he applying for?**

**Dame Gruev, Gradski Blok 6, 1000 Skopje**

**Telephone: +389 23 116 074**

**Skype: Miroslav.Wasilev**

**Human Resources Manager**

**Fun Parks**

**Ref. 1179 Fun Park applications**

**Dear Ms Isabela Monti,**

(1) \_\_\_ for the position of Children's Recreation Supervisor (2) \_\_\_ on your website on 15 October. I am very interested in working for

Fun Parks because I enjoyed the Pirate Park very much when I visited it recently with a group of children.

At the moment, I am studying for a diploma in Tourism Management at the University of Macedonia in Skopje but I am looking for work during the summer vacation. I am in my first year, although (3) \_\_\_ in working for an after-school club. (4) \_\_\_ organizing activities and excursions for young children. Please (5) \_\_\_\_\_

My supervisor says I am outgoing, hard-working and creative. (6) \_\_\_, I am enthusiastic and I work well in a team. (7) \_\_\_ from my CV, I speak English and many Eastern European languages fluently. If you are interested in my application, (8) \_\_\_ regarding a possible interview. (9) \_\_\_ hearing from you. (10) \_\_\_\_\_ .

Miraslav Vasiliew .

**ACT 15 . Complete the letter in Exercise 14 with expressions from the Professional skills box.**

**PROFESSIONAL SKILLS :  
WRITING A COVERING LETTER**

I am writing to apply  
As you can see  
Yours sincerely,  
In addition  
find attached a copy of my CV  
I have two years' experience  
as advertised  
My responsibilities include  
please do not hesitate to contact me  
I look forward to

**ACT 16 .Write a covering letter for the other job advertised in Exercise 13 .**

Use the models in activity 14 and in the Writing bank to help you. Include the information below.

- say why you want to work for the company
- mention any relevant qualifications and/or experience
- mention your main qualities and skills
- say you are interested in a job interview

## **DO YOU KNOW ?**

### **Ancient smuggled sarcophagus coming home to Turkey**

An ancient sarcophagus smuggled out of Turkey in the 1960s could soon be on its way home following a decision from Swiss prosecutors.

Speaking at a press conference in the capital Ankara, Tourism Minister Nabi Avcı said the final legal objections to the ancient artefact's repatriation had been overcome.

The sarcophagus, which depicts the Twelve Labors of Hercules and was smuggled out of southern Turkey's ancient Anatolian city of Perge in the 1960s, is expected to be back in the country shortly, state-run Anadolu Agency reported.

The item was confiscated by the Swiss authorities in 2010, and Geneva prosecutors decided on March 24 that it should be returned to Turkey.

Speaking at a news conference, Avcı said a comprehensive joint study had been carried out by legal experts in Switzerland and Turkey on the issue.

In 2010, Swiss customs authorities discovered the second-century Roman sarcophagus in Ali Aboutaam's warehouse in Geneva, according to an Al-Jazeera report.

Aboutaam's family had owned the sarcophagus for decades, but was unable to provide proof of origin at the time of its sale to the Gandur Foundation. Faced with doubts over the object's ownership history, the sale was cancelled. The Swiss authorities then alerted Ankara, which decided to pursue a legal course of action.

"These procedures were launched to try to find out who had exported the object and where the illegal excavation had taken place. It was clearly the product of an illegal dig," Marc-Andre Renold, the lawyer representing Turkey, told Al-Jazeera. In September 2015, a Swiss justice finally ordered the repatriation of the sarcophagus to Turkey. But Aboutaam continues to claim ownership based on a

certificate delivered by the Art Loss Register, an organization that keeps a database of stolen artworks.

For a fee, any buyer or seller can ask the London-based Art Loss Register to sift through more than 400,000 objects in its database to verify that a piece is not listed.

However, it has its limitations because objects discovered in war zones during illegal digs will never be listed.

“The Art Loss certificate only really covers classically looted objects. But in this case, the rightful owner, a state, doesn’t know that it’s the victim of a theft. It doesn’t know how or when the item was discovered or taken,” Renold told Al-Jazeera.

Avcı said many Turkish historical artifacts had been smuggled abroad since Ottoman times and were exhibited in some major museums despite being stolen.

He added that he hoped this case would set an example for other countries’ museums, many of which hold artifacts smuggled from Turkey.



**UNIT 6.**  
**PACKAGE TOURS .**

**I. SPEAKING .**

**A TWO-HOUR TOUR**

**ACT 1.** When was the last time you went on a tour? What was the tour guide like? What were the good and bad things about the tour? Compare your ideas with a partner.

**ACT 2 .** You are tour guides offering a two-hour tour in the area where you live or work/study. Prepare your tour and include these points.

- Name and type of tour, e.g. walking/ bus tour, historic, cultural, gastronomic
- Describe the places of interest. What is the main attraction?
- Do you have specialist knowledge of the area? If so, what?
- Does the tour include transport, a meal or refreshments? If so, what and where?
- Price per person? Discounts?

**Now work in groups. Present your tour to the group. Persuade the visitors to go on your tour and be prepared to answer any questions. When you have finished, vote on the best tour in your group. Why was it the most interesting?**

**II. LANGUAGE FOCUS .**

**PLANNING CITY TOURS.**

**ACT 3 .** Complete the Professional notes with the expressions in the box.

3-9 days	all meals	extra charge	printed
information	short tour	specialist knowledge	
Friday evening	major cities	short visits and all-day	
	special needs		

1. Offer tours to \_\_\_ like London, Paris or Rome.
2. Design city \*package tours for \_\_\_ .

3. Find out if participants have any \_\_\_ beforehand, e.g. problems with mobility.
4. Start the tour on a to make the most of weekend activities.
5. Offer an additional \_\_\_ in a nearby city either before or after the main tour.
6. Don't include \_\_\_. Some people don't want to always eat with the group.
7. Include both \_\_\_ excursions, sightseeing, some meals and social activities. But leave some free time.
8. Make sure participants know the full cost and which activities have. an \_\_\_.
9. Use local tour guides for \_\_\_.
10. Give out maps and \_\_\_.

**ACT 4 . The Professional notes 1-10 in Exercise 4 are for designing tours for American tourists. Which skills would work well for people from your country and which would be different? Why? Compare your ideas with a partner.**

### III . GRAMMAR FOCUS .

**ACT 5 . Look at these examples from the brochure extract . All of them are in the passive voice. Note the position of the adverbs**

*An embarkation notice will be sent with your tickets.*

*Excursions can only be booked on board.*

*Worldwide traveller~ cheques may be exchanged.*

*This account is normally settled on the last evening*

*Euro cheques are not accepted on board.*

*A service charge is added to all accounts*

**The passive voice is commonly used in more formal written information, as in the text. If the information is in spoken form, it is more common to use the active voice the passive voice is only used in formal or official situations.**



*Imagine you are giving this information to someone face-to-face. Transform these sentences into the active voice. Begin your sentences with We . . . or You ....*

*For example:*

*An embarkation notice will be sent with your tickets.*

*We will send you an embarkation notice with your tickets*

**ACT 6 . Complete these sentences using either the active or passive form of the verbs in brackets. They are all in the present simple tense**

- a. Breakfast \_\_\_\_\_ (include) in the price.
- b. Cabaret \_\_\_\_\_ (take place) every evening in the cocktail lounge.
- c. Bed linen \_\_\_\_\_ (change) twice a week.
- d. Cocktails (serve) before dinner.
- e. Passengers (receive) a welcome basket of fruit in their room.
- f. English (speak) by all crew members.
- g. The duty-free shop (accept) credit cards.
- h. The sofa \_\_\_\_\_ (convert into) bunk beds at night.

## **VI. VOCABULARY.**

**ACT 7 . Work in pairs. Which items in the box are usually included in a package tour to a beach resort? Which items are optional extras?**

airport transfers	babysitters	beach umbrellas
car/boat hire	evening entertainment	
flights free activities for kids	free drinks	
gratuity	hire of sports equipment	information
pack	meals sightseeing tours	

**ACT 8 . Underline the word in 1-6 that you CAN'T use with the noun on the right.**

1 sandy, harbour, quiet, city	beach
2 clear, drinking, fish, warm	water

3 growth, evening, children's, free	entertainment
4 low, warm, clear, high	temperatures
5 tourist, sandy, large, purpose- built	resort
6 tropical, desert, uninhabited, coast	island

**ACT 9 . Read the sentences about a package tour and circle the best word or expression in italics.**

1. Our all-inclusive I all together I all-in-one package includes the cost of travel, transfers, hotel, meals, and some activities and tours.
2. You stay half-board I full-board I for free - all meals are included.
3. If you need specific services during your stay you can book a(n) tailored I all-inclusive I cheap package.
4. Our private beaches are exclusive to the resort and are never crowded and sandy and quiet with day-trippers.
5. For families with small children, a(n) babysitting I entertainment I tour guide service is available at a small extra cost.
6. The hotel offers free extra I entertainment I beverages in the evenings with music.
7. You need to sign I signature I sign up in advance if you want to come on the boat trip to the island tomorrow.
8. Gratuities are included in all-inclusive deals but guests sometimes tip staff and pay extra I overcharge I pay back when they want a quality service.

## V . READING.

**ACT 10 . Look at the map and photos of Cancun below. Which features of the island do you think make it attractive to tourists?**



**ACT 11 . Read the text about tourist development in Cancun and answer the questions.**

**1 What was Cancun like before 1970?**

**2 What is it like now?**

### **Cancun - Mexico's leading destination**

Mexico's mass tourism industry is dominated by large-scale, purpose-built developments. In 1967, responding to the USA's demand for beach vacations, Mexico's central bank identified the five best places for new, purpose-built tourist resorts. Top of the list, as part of a 30-year plan, was a sandy island, now known as Cancun.

Before 1970, Cancun was a small fishing village of about 100 inhabitants. Cancun is now Mexico's leading tourist resort. When the National Tourism Development Fund, Fonatur, began building Cancun in 1970 they considered these factors: warm water temperatures, sandy beaches, varied attractions, sunshine hours and travel distances from the main markets. The benefits were thousands of new jobs, the development of a region and growth of the Mexican economy. Public funds were used to buy land and install necessary basic infrastructure: an airport, highways, drinking water, electricity, telephone lines, a convention center, golf course and harbors. Private investors also developed hotels, a shopping mall and other services.

The increase in the number of visitors to Cancun was dramatic. In 1975, Cancun had 1,769 hotel rooms in service. By 2008, there were about 150 hotels and more than 27,000 rooms. Cancun airport now handles 200 flights a day. Cancun's population went up from 30,000 in

1980 to about 600,000 today. Cancun is now only one part of an extensive tourist region along the Quintana Roo coast, on what is known today as the Mayan Riviera.

Read the text again and write what each number below refers to.

a 5 \_\_\_\_\_

b 30 \_\_\_\_\_

c 100 \_\_\_\_\_

d 1,000s \_\_\_\_\_

e 1,769 \_\_\_\_\_

f 150 \_\_\_\_\_

g 200 \_\_\_\_\_

h 600,000 \_\_\_\_\_

**ACT 12 . Read the short essay below and answer the questions.**

### **How to Entertain**

People always tell me I have the best parties and ask me how I do it. I answer that over the years I have discovered three steps to make entertaining successful: creating a relaxing atmosphere, providing lots of good food, and having many fun things to do.

The first thing you must think about when entertaining is how to create a relaxing atmosphere. Of course, you have to plan appropriate decorations. And you need to think about lighting, the weather and the furniture. In addition, you need interesting, easy listening music. Also, you need to think about a theme. For instance, costume parties are fun. Another important factor is the kind of people you invite. It's not going to be a relaxing atmosphere if the guests are not outgoing and talkative.

Next, plan the food. You need to prepare a lot of good food. And consider how you will organize the food. It needs to be in a location where it is easy to mingle and walk around the table. Prepare a variety of drinks too. Interesting food and beverages are great conversation starters.

Finally, have some amusements. Think about the kinds of entertainment you already have. Maybe there is a pool or games tables such as tables for ping pong or billiards. Perhaps you can put video games in a convenient location. Anything that can serve as an icebreaker will add to your party.

To sum up, if you see your guests enjoying themselves as the evening progresses, you know the party is a success. Then you will enjoy yourself

too. There are not many things more satisfying than organizing a successful party.

1. What are the three important elements of a successful party ?

---

2. What kind of people should you invite ?

---

3. What are some good conversation starters mentioned in the essay ?

---

4. Why is organizing a successful party satisfying ?

---

5. Can you add some other ideas for a successful party ?

---

## VI. WRITING.

### DESCRIBING PEOPLE .

**ACT 13. Look at the questions and answer them**

- Do you know the definition of the word “ to describe “ ?
- How would you describe person’s appearance ?
- What can you say about the things you see ?





## PLANNING :

**A composition describing a person should consist of:**

- a) An introduction giving brief information about the images with supporting question as WHO , WHAT, HOW, WHERE....etc.
- b) A main body which may include description of such things as physical appearance, personality quantity , quality and details of the images
- c) A conclusion in which you may comment on why the person of interest express your opinions concerning the images

**ACT 14 . Try to find out the meaning of the given expressions and use them in the text.**

\*smart appearance \* warm \* friendly \* fair-minded \*  
caring \* small-boned \* silver \* gentle \* twinkling  
blue \* smiling \* soft \* simply \* calm \* quiet

### Describe a person you know

When I began working at school number 230 five years ago , I was introduced to Sevara Shokirovna , the school's headmistress.

Her \_\_\_\_\_ , \_\_\_\_\_ expression made me like her immediately . She is a \_\_\_\_\_ , \_\_\_\_\_ woman in her early forties , with \_\_\_\_\_ eyes and \_\_\_\_\_ curls . Although she dresses \_\_\_\_\_ she always manages to look elegant . She is a very \_\_\_\_\_ person who treats everyone at the school with equal respect . Despite clasping her hands nervously when she is upset , she is actually very \_\_\_\_\_ , which is shown by her ability to keep her temper in the most difficult situations . Her \_\_\_\_\_ voice and \_\_\_\_\_ , \_\_\_\_\_ manner make her popular with the children .



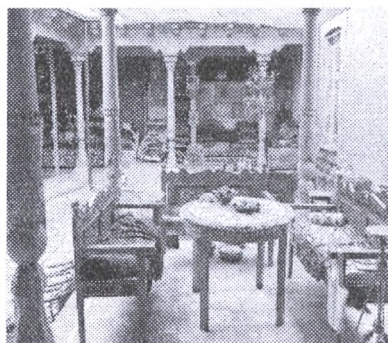
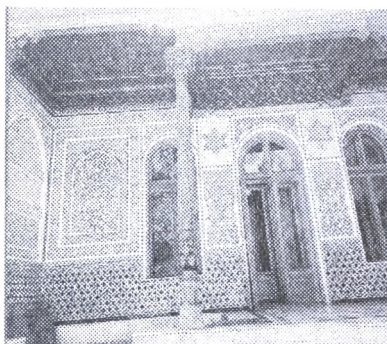
## DO YOU KNOW?

### The State Museum of Applied Arts, Tashkent

In State museum of applied art of Uzbekistan there are more than 7,000 pieces of traditional folk art, starting from the first half of XIX century until modern times. The museum collection is represented by all regions of Uzbekistan, many of which are recognized as centers of artful handicrafts. Among the exhibits you will find ceramic, glass and porcelain plates and dished, samples of hand-made and machine embroidery, national fabrics and clothes, carpets, works of wood engraving, varnished miniatures, jewelry and many other things.

The museum attracts by its atmosphere, which lets a visitor feel all charm of ancient objects and interior. It also hosts trade exhibitions of contemporary works of art created on the basis of local traditional techniques. This museum bears interest not only by its collection, but also by the building itself, which represents a model of architectural decorative art. This building was a former castle-residence of Russian diplomat A. A. Polovtsev, and was built in the end of XIX century in a national style. Master of the castle was a great connoisseur of the East. Aphorism depicted above his reception room doors using Persian characters says: "World is a castle where new people enter every day".

Museum of handicrafts was a predecessor of this Museum of applied art. The former was established on the basis of Uzbekistan handicrafts exhibition, which was held since 1927. Since 1938 the museum was located in its current building. In 1960 it was named



“Permanent exhibition of applied art of Uzbekistan”, and since 1997 it was passed into authority of the Ministry of culture and received a status of State museum of applied art of Uzbekistan.

## UNIT 7 .

### TRAVEL AGENTS .

#### I . SPEAKING .

##### *Holiday types .*

**ACT 1 . In pairs, discuss the following questions.**

- 1 How many holidays have you had in your life? Make a list.
- 2 Which ones did you enjoy most/least? Why?
- 3 Put them into categories. Think of as many different types of holiday as possible.

**ACT 2 . Here are the names of four different holidays. What do you think will happen on each? Then try to get information about these holidays.**

Earthwatch

Adventure Nepal

Eurobus

Rural tourism in Spain

#### II . LANGUAGE FOCUS .

##### **MAKE THE MOST OF YOUR TRAVEL**

**ACT 3 . Read this leaflet giving information on the Holiday Inn Priority Club.**

Join Holiday in Priority Club now and benefit from the awards and privileges that membership can bring. As a member you will receive special benefits every time you stay at a Holiday Inn hotel worldwide. At hotels in Europe, the Middle East, and Africa the benefits include:

- Corporate rate"
- Express reservations
- Your family can stay FREE, up to four people in the same room , when you pay corporate rate
- Express check-in (advance reservation required) and check-out
- Extended check-out time until 2.30 p.m. upon request

- 20% discount on specific hotel business services
- Special Priority Club rate for business and leisure Car rentals from Hertz - just quote CD4P 500166 and rate code 'FTR' at time of Reservation
- Free weekday newspaper
- Regular special offers

## EARN POINTS NOW

You will earn Priority Club points every time you stay on most business and leisure room rates. which you can exchange for personal awards ranging from free in-house movies, store vouchers, and Holiday Inn Executive Bedroom upgrades to free weekend stays and exciting special activity awards.

There are over 140 hotels to select from for your free weekend and a wide range of special activities – the choice is yours. Just imagine, you could soon be in Paris enjoying a romantic weekend, touring Michelangelo's masterpieces in Florence, or experiencing a Broadway show and dinner in New York.

- Excludes Holiday INN Gardell Court® hotels in South Africa, Zambia, and Zimbabwe and specific fair periods.

## HOW TO JOIN

Priority Club membership normally costs US\$ 10 per year (or local currency equivalent). For FREE Priority Club membership until 31 December just complete the enclosed application form and hand it to reception

before 30 September, so you can start earning your points and enjoying your special benefits right now. Your temporary membership card is enclosed. Please quote your membership number when you make your next reservation at a Holiday Inn hotel, and show the card at check-in to receive your points.

We will send you your full membership pack after your second night at a Holiday Inn hotel. A quarterly statement will be sent to you, detailing your personal points balance and special offers when you stay at a Holiday Inn hotel during the preceding three months.

## AIRLINE OPTIONS

If you belong to any of the following airlines' frequent flyer programs, you can choose to receive airline credits instead of Priority Club points.

American Airlines®	Lufthansa
Delta Airlines	Sabena
Northwest Airlines	Swissair
United Airlines	Ansel Australia
Air Canada	Asiana Airlines
EI AI	Qantas
Finnair	Thai Airways International
KLM	

Simply indicate your preferred airline and enter your frequent flyer number on the application form. Please remember to quote your airline alliance number when making a reservation. Your stays at Holiday Inn will appear on your airline program statement. **YOU WILL ONLY RECEIVE CORRESPONDENCE FROM priority CLUB IF YOU CHOOSE TO EARN PRIORITY CLUB POINTS.** You may switch to earning Priority Club points by contacting the Priority Club

Service Centre

**ACT 4. A business traveller has contacted his travel agent to ask about the Holiday Inn Priority Club. How should the travel agent answer these questions?**

- a. How do I get points?
- b. What sort of things can I spend my points on?
- c. Do I get a discount at all Holiday Inn hotels?
- d. How much does membership cost?
- e. What do I have to do to qualify for membership?
- f. I'm also a member of the KLM frequent fliers club. Can I get air mile credits instead of priority points?
- g. If I do this will I still get Holiday Inn Priority Club points as well?
- h. OK, I'd like to join. What do I do now?

### III . GRAMMAR FOCUS .

Use a modal verb with a main verb to form a sentence or a question.

Use the modal verbs **may, could and can** in questions to make requests.

**Can #/Could I/May I see your passport and visa?**

**Could and may sound more polite in requests than can.**

Use the modal verb **shall** in questions to make offers.

**Shall/ call the porter?**

#### OBLIGATION

**1. We use must and have to in British English when something is a legal obligation or absolutely necessary. In American English, have to is the normal form.**

We use **must and have to** with a main verb.

Passengers **must** switch off their mobile phones during the flight.

You **have to** pass a language test to get a pilot's licence.

**2. For questions, we usually use have to (not must). To form questions, put the auxiliary verb do/does before the subject.**

Do you **have to** work at the weekend?

Does he **have to** speak English in his job?

Do I **have to** go?

**3. British English sometimes makes this distinction between must and have to:**

**Use must mostly to talk about the feelings and wishes of the speaker.**

I **must** study for the tourism exams next week. (I want to do this.)

**Use have to mostly to talk about obligations that are 'external', e.g. laws, regulations, agreements, other people's orders.**

We **have to** do three exams next week. (It is university regulations.)

#### PROHIBITION



**We use mustn't, can't and not be allowed to when something is not permitted or is prohibited.**

We use mustn't, can't and not be allowed to with a main verb.

You mustn't smoke anywhere inside the airport terminal.

He can't travel without a valid passport.

Passengers are not allowed to use the toilet during take-off and landing.

### **PERMISSION**

**We use can and be allowed to when something is permitted.**

**Use can and be allowed to with a main verb.**

You can use electronic devices during the flight.

Clients are allowed to sit in this area.

To form questions with can, put the modal verb before the subject.

Can we sit in here?

### **ADVICE**

**Use should and shouldn't to give advice, and to make suggestions and recommendations. Use should and shouldn't with a main verb.**

Guests should phone the hotel to ask for a late checkout.

Tourists shouldn't carry a lot of cash.

Put should before the subject to form questions.

Should we translate the instructions into Spanish?

### **NO OBLIGATION**

**Use don't/doesn't have to when something is not necessary.**

**Use don't/doesn't have to with a main verb.**

Personnel with /CAO Level Six don't have to do another language test.

She doesn't have to wear a uniform in her job.

**ACT 5 . What would the hotel staff say in the situations below? Study the Grammar box and make requests or offers using the words in brackets and appropriate modal verbs.**

1. A guest asks reception to confirm her flight home by phone. (show me flight details)

e.g. Could I have your flight details, please?

2. A guest is paying for room service. (need credit card and guest to sign)

3. A guest is checking out and needs to go to the airport. (order a taxi?)

4. A guest orders drinks in the hotel cafe. (charge to guest room/room number?)

5. A guest wants to eat in the hotel restaurant this evening. (reserve a table?)

6. A guest wants to check out. (need key card and room number)

#### **IV . VOCABULARY .**

**ACT 6. Look at this list of types of holiday. Match each one with the correct**

**drawing/icon, and with the appropriate phrase from a publicity brochure.**

a. adventure

b. camping

c. cruise

d. driving /touring

e. farmstay

f. fly-drive

g. independent/backpacking

h. package/beach

i. safari/wildlife

j. self-catering

k. skiing

i. trekking

I . 'Sun, sea, and sand - and all you pack is your suitcase'

II . 'A floating five-star hotel'

III . 'Route maps provided'

IV. 'Escape the crowds - go where the mood takes you'

V. 'A unique game-viewing experience'

VI. 'Tents available for hire'

VII. 'Discover a world of excitement'

VIII. 'Your car will be waiting at the airport'

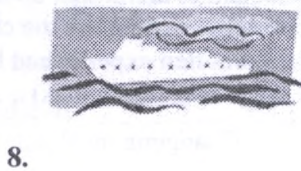
IX. 'Each suite has basic cooking facilities and a fridge'

X. 'Breathtaking views from the snow-capped Himalayas'

XI. 'Sun glistening on the white Alpine slopes'

XII. 'Experience the working life of the countryside'





An idiom is an informal expression often used in spoken English. In many cases, the words do not have their literal meaning (for example, to paint the town red means to go out and have a good time in the evening).

**ACT 7 . Complete each idiom in bold with an appropriate word from A, B or C. Each idiom is explained in italics after each sentence.**

1. Despite a huge variety of restaurants selling excellent local dishes, many tourists prefer to eat \_\_\_\_\_ food. (*fast food / convenience food such as hamburgers, pizzas, etc, which are not very healthy for you*)

A. rubbish B. junk C. garbage

2. Airlines are reluctant to admit that delays, poor in-flight service and cramped, uncomfortable seating are the cause of air \_\_\_\_\_ (anger and aggression often experienced by air travellers and directed towards air crew or fellow passengers)

A. rage B. fury C. anger

3. The motorway is the quickest way of getting from Paris to Marseilles, but many drivers prefer to take the slower \_\_\_\_\_ route. (a road that goes through an area of natural beauty, such as mountains, countryside, etc)

A. pretty B. picturesque C. scenic

4. He's always going on holiday to interesting and exciting places. He's such a globe-\_\_\_\_\_. (somebody who travels a lot)

A. runner B. hopper C. trotter

5. Many tourists staying in the area are kept in tourist \_\_\_\_\_ where they rarely get a chance to meet the local people and experience local culture. (an enclosed resort surrounded by high fences, etc, designed to keep local people out and tourists in)

A. ghettos B. slums C. dives

6. Although the flight was fully booked, there were several seats available at the last minute because of no-\_\_\_\_\_. (people who have booked a seat on an aircraft or in a restaurant, a room in a hotel, etc, and don't arrive)

A. appears B. arrives C. shows

7. This hotel is dirty and uncomfortable. It's a real \_\_\_\_\_! (a dirty, uncomfortable and, usually, cheap hotel)

A. doghouse B. fleapit C. chicken coop

8. I've got bad \_\_\_\_\_ belly: I shouldn't have had that prawn salad last night. (stomach ache caused by eating unhygienically-prepared food)

A. Birmingham B. Delhi C. Bangkok

9. If you miss the last bus, you should take a taxi back to the hotel: don't try to \_\_\_\_\_ a lift. (hitch-hike)

A. thumb    B. finger    C. hand

10. The resort was in the middle of \_\_\_\_\_, so there was nothing interesting to see or do. (isolated from any towns, villages, etc)

A. everywhere    B. somewhere    C. nowhere

## V. READING .

### MY HOLS.

**ACT 8 . Read through the article quickly. Note down the places she has been to and the types of holidays she has had. Which places are associated with the following things?**

- car hire            - dancing            - high hedges            - lovely lawns

- concrete mixer            - golf course            -pool            -market

- crab sandwiches            -good view            - restaurants

### The people of a country make the difference for

#### JUDITH CHALMERS.

I HAVE marvellous memories of childhood holidays - Cornwall . Devon, and Scotland. I have a younger sister, and the four of us would drive everywhere in the family Morris Minor.

My sister and I would be so excited, getting up at two or three in the morning to drive to Cornwall. I remember the hedges being high and a little rabbit scurrying along the side of the road and Daddy picking it up and letting it run off into the fields. We used to go to Looe, which had very good crab sandwiches. I went back there recently for 'Wish you were here ... ?' and it's got so much more crowded.



Working on 'Wish you were here ... ?' gives me ideas for where I want to go on holiday. We certainly don't get our holidays free, but we get an upgrade sometimes, which is where my job can help.

Last winter we went to Cape Town, where I think we had our best-ever holiday. We spent three weeks over Christmas and New Year and I was so thrilled with it. We rented a house through a friend, which is always a risk because we did that in Corsica once and arrived to find a concrete mixer in the drive. But it was magnificent - comfortable, not grand - in a suburb of Cape Town called Bishops court. We had lovely lawns, a pool, and a view out to Table Mountain. The restaurants were good - our favorite was called Uitsig in Constantia. The waterfront has been developed cleverly and is full of life - a little bit like Covent Garden.

We've always gone for self-catering or rented houses. I like the freedom and I stay in so many big hotels for work. I like to know we can get up when we want and I can potter in the garden or go down to the shops. I don't like the regimentation of a hotel and I don't want someone on the landing with a Hoover waking me up.

We go away for about three weeks in the winter, to somewhere warm, and again in the summer to the Algarve, where we own a house. We bought it about nine years ago because we found ourselves going back every summer and renting somewhere. It's not big - three bedrooms and two bathrooms - but it has a pool and it is on the golf course with a good view over the fairway to the lights of Quateria . There is a square near the house and a wine bar where we have a dance in the evenings . I sometimes buy fish at the market in Quarteira and cook it that night.

I do have concerns about the environment. You have a lovely place, everybody wants to see it, but by the very fact that they go, they spoil it. My idea of an absolute hell holiday is to be surrounded by people who don't care where they are and shout and drink themselves silly and throw their cans of lager about. I can't abide bad manners. If I see people dropping litter I will pick it up, and if I'm in the car and I see somebody throw something onto the road I will toot them to hell.

I hope there is a growing awareness within the industry of the need to protect the environment. People are trying not to build high-rise hotels

and even Denidorm has been , cleaned up. But how do you control it? You can only do your bit.

**ACT 9 . Now read the article again and answer these questions.**

1. What type of holidays did she go on when she was a child?
2. How does her job help when she goes on her own holidays?
3. Why was she worried before she went to Cape Town?
4. Why doesn't she like spending her holidays in hotels?
5. What does she like, and dislike, about her job?
6. What does she usually do in the mornings in the Algarve?
7. What does she usually do in the evenings?
8. What type of holiday would she not like?
9. Is she optimistic about the future development of tourism?

**ACT 10 . Look again at the section on Judith Chalmers' South African holiday (renting a house in Bishops court and going on a four-day driving holiday). It is going to be featured in the program, 'Wish you were here ... ?'. Here is the plan for that section of the program. Each part will probably last between thirty seconds and one minute.**

- 1 . Introduce the holiday - 'Now a holiday in South Africa, staying in a rented house near Cape Town and then taking a four-day drive along the Garden Route to Plettenberg Bay:
- 2 . Describe the general location (with film) - Cape Town, Table Mountain, local restaurants, facilities, places to visit, etc.
- 3 . Describe the house - lawns, pool, and views.
- 4 . Interview the family who are staying there (film next to pool) – their opinions.
- 5 . Describe the Garden Route - use map.
- 6 . Feature on the Edwardian-style B&B at Mossel Bay, including interview with the owner.

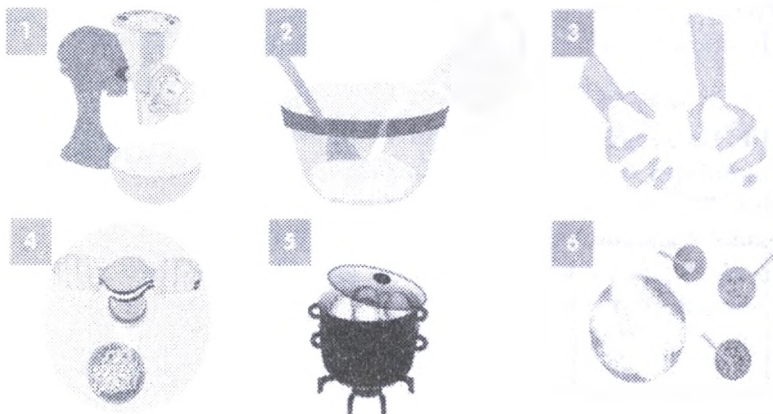
7. Give details on cost, how to book, etc.

**ACT 11 . Now think of a type of holiday or a resort that you know well, and plan a similar section for a travel programme. Be sure to include a description of the holiday, an interview, and some factual details.**

## VI. WRITING .

### DESCRIBING THE PROCESS.

**ACT 12 . The pictures show the process of making stringhoppers. Match the short instructions to the pictures.**



- a. push through the stringhopper press onto the stringhopper mats
- b. add water to the flour
- c. put the rice into the grinder and grind into flour
- d. cook in a steamer
- e. serve with spicy curries
- f. mix well to form a dough

**ACT 13 . Complete the sentences about making stringhoppers with words from the box.**

After	Finally	First	Next
	The next stage	Then	

1. \_\_\_\_\_ , the rice is put through a grinder.
2. \_\_\_\_\_ that, water is added to the flour.
3. \_\_\_\_\_ it is mixed and made into a dough.
4. \_\_\_\_\_ is to push the dough through the stringhopper press.
5. \_\_\_\_\_ the stringhoppers are placed in a steamer.
6. \_\_\_\_\_ , they are served with spicy curries.

#### ACT 14 . WRITING AN INTRODUCTION AND OVERVIEW

##### A) Which of these is an introduction and which is an overview?

- a . There are six stages in the process of making string hoppers, beginning with grinding the rice and making a dough and ending with using a steamer to cook the string hoppers.
- b. The diagram demonstrates the process of preparing string hoppers, a kind of noodle.

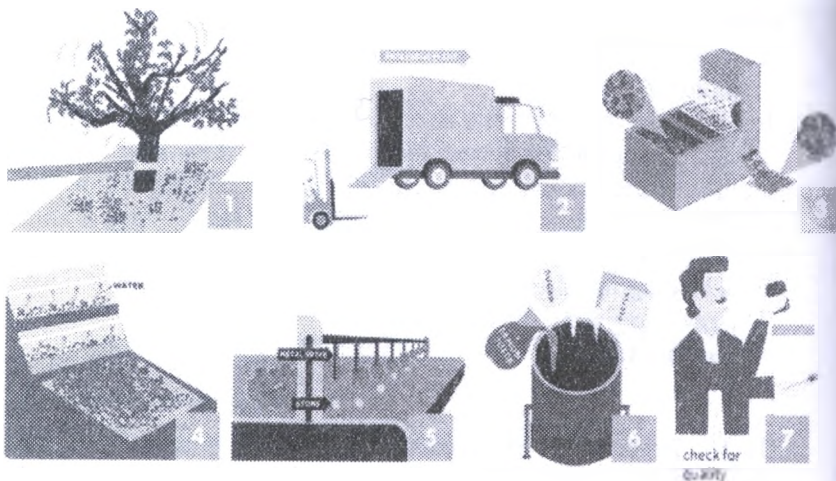
##### B) Which of these are NOT overviews?

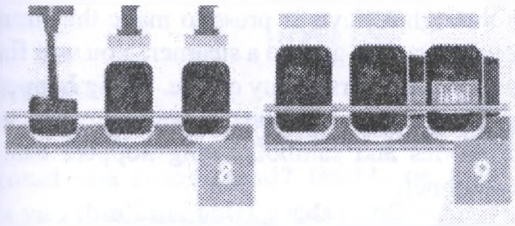
- a. The process of making blue cheese can be seen in this series of pictures.
- b. To make a perfect omelette you need fresh ingredients, the right equipment and the correct technique. You must also cook it for the correct amount of time and pay attention to the temperature.
- c. The production of tea involves a range of stages, from picking the leaves from the plant to drying and distributing it.
- d. The diagram shows the various stages in the process of making strawberry jam. The first stage is to pick the strawberries when they are ripe.

**ACT 15 . Look at the pictures, which show the process of making cherry jam. Complete the sentences with a verb from the box in the correct form .Then try to describe the process in written form**

add	check	shake	spread	collect	stick
cook		take		put	wash
remove		transport			

1. A sheet is \_\_\_\_\_ on the ground and the tree is \_\_\_\_\_ to get the cherries.
2. The cherries are \_\_\_\_\_ and are \_\_\_\_\_ to the processing plant.
3. The leaves and stems are -----
4. The cherries are \_\_\_\_\_
5. The stone is \_\_\_\_\_ out of the middle of the cherry.
6. The cherries are \_\_\_\_\_ and extra ingredients are \_\_\_\_\_.
7. The quality of the jam is \_\_\_\_\_
8. The jam is \_\_\_\_\_ into jars.
9. A label is \_\_\_\_\_ on the jars.





## DO YOU KNOW ?

### **STRING HOPPERS . What is a Hopper? | Sri Lankan Food, Hoppers.**

What is a hopper? I'd read about them in the Sri Lankan food section of the Lonely Planet, but until our latest month in Sri Lanka I'd never seen nor tried one. That was because my first trips to Sri Lanka were as a much richer tourist staying in fancy hotels often eating at the more expensive beach restaurants. Hoppers are a Sri Lankan dish and they come in many varieties with both string hoppers and egg hoppers being particularly popular. To find hoppers on the island of Sri Lanka, you needed to go to the local eateries, the roti huts, and "hotels" as restaurants in Sri Lanka are often called. These days hoppers are far easier to find, on our most recent trip we saw hoppers served on hotel buffets and cooked for us in private villas, hoppers are on the rise! One hotel even had a live cooking station at breakfast producing plain and egg hoppers to order.

All hotels we used on that trip had string hoppers and typical curries on the breakfast buffets. 20 years ago we only saw western breakfasts. All types of hoppers were delicious meals for us, particularly with the kids. Hoppers come in different varieties, you're bound to find the hopper for you.

Hoppers is the anglicised name commonly used in Sri Lanka. Sri Lanka is very anglicised generally. You may also see them on the menu as appam, string hoppers as idiyappam. String hoppers are nests of noodle-like steamed batter. They're almost like rice noodles, to eat with curries and chutneys in place of rice.

Idiyappam or string hoppers are the things that look like nests of spaghetti in this breakfast picture. To make string hoppers Sri Lankans



mix red or white roasted rice flour with warm or hot water to make a dough, then push it through a sieve or press to make the strands. The individual little matted nests then go into a steamer. You will find string hopper moulds, mats, and steamers to buy online. String hoppers are an essential part of a Sri Lankan breakfast. They are very good for smooshing into the curries and sambols. String hoppers can also be served with curries at dinner.



## UNIT 8 .

### HOTELS

#### I. SPEAKING .

**ACT 1 . Work in pairs. Look at the guest profiles. What kind of hotel would you recommend? Decide on a list of the top FIVE facilities you think the hotel needs to offer for each guest profile.**



1 .

Mr and Mrs Jacobs are a retired couple. She likes to go to a hotel to relax and lose a few kilos. He likes to do outdoor sports, especially golf.



2 .

Crooks Pharmaceuticals is organizing an event for 100 doctors and their partners. They attend seminars in the morning, have a choice of leisure activities or lectures in the afternoon and socialize in the evening.

**ACT 2 . Do some research:**

**HOTELS IN YOUR AREA** Choose the nearest big tourist destination. Search online and find a suitable hotel in this town/ city for each set of people from activity 1 . Report back to the class and compare your selections.

**II . LANGUAGE FOCUS .**

**WHY GUESTS COMPLAIN**

**ACT 3 .** Read the statements about guest complaints and tick ( ) the ones you agree with. Compare your ideas with a partner.

1.  Hotel guests complain more now than in the past.
2.  it is embarrassing for staff when a guest complains.
3.  Negative feedback from guests is useful for a hotel.
4.  Staff often feel offended if a guest complains.
5.  I would enjoy the opportunity to resolve a guest's complaint.

**ACT 4 .** Complete the text with the adjectives in the box. Use a dictionary to help you.

broken	dirty	disappointing	missing	noisy
	unhelpful	shabby	uncomfortable	

**What hotel guests really hate.**

Guests are unhappy when hotel facilities don't meet their expectations, e.g. a small swimming pool or a(n) 1) \_\_\_\_\_ view from their bedroom window. They will also be unhappy if the furniture and decor looks old and 2) \_\_\_\_\_ or the electrical equipment in the room is not working – typically the TV remote control. Also, there are complaints if things, e.g. the light switches are 3) \_\_\_\_\_, or if items are 4) \_\_\_\_\_ from the room, e.g. towels or an extra pillow or blanket.

A common complaint is about hygiene standards, e.g. a(n) 5) \_\_\_\_\_ room or bathroom. Guests often complain if they can't get a good night's

sleep because of a(n) 6) \_\_\_\_\_ street, or a(n) 7) \_\_\_\_\_ bed. Guests also complain if they feel the staff attitude is rude or 8) \_\_\_\_\_. Finally, there are complaints about unexpected events, e.g. overpriced items on the bill when checking out even if the bill is correct. In fact, sometimes guests will complain about events completely outside the hotel's control, e.g. weather conditions and flight delays.

**ACT 5 . Underline the nouns on the right that can be used with the adjective on the left.**

- |              |   |
|--------------|---|
| 1. noisy     | staff, guests, blanket, air conditioning      |
| 2. shabby    | bill, furniture, room, uniform                |
| 3. missing   | weather, toiletries, toilet paper, light bulb |
| 4. unhelpful | staff, pool, receptionist, manager            |

**ACT 6. Look at the tips in the Professional skills box. Match the useful expressions a-e with the tips 1-5.**

- a) I'm sure the last thing you needed was a hotel room without hot water after your long trip today.
- b) I see, OK. Yes.
- c) I'm very sorry that your request was not recorded.
- d) I'll inform the duty manager about the situation.
- e) I'll ask the housekeeper to send you up fresh towels immediately.

**Dealing with complaints: professional skills.**

1. Listen actively. Stay calm and listen without interrupting. Add some 'verbal nods' to show you are listening. \_\_
2. Empathize. It shows that you understand the situation and the speaker's feelings. \_\_
3. Apologize. An apology is not an admission of fault; it simply says that the intentions were good. \_\_
4. React by giving an efficient solution. Try to offer alternatives if it is not possible to give the guest what they want. \_\_

5. Notify a supervisor, if necessary, so he/she can ensure all issues are resolved and the guest is happy. \_

### **III . GRAMMAR FOCUS.**

#### **COMPARISONS.**

##### **Some Common Errors With Comparisons**

Common Error 1: Using the comparative instead of the superlative

INCORRECT: He is the happier person I know.

REVISION: He is the happiest person I know.

INCORRECT: She is the more thoughtful person I know.

REVISION: She is the most thoughtful person I know.

Common Error 2: Doubling up comparisons or superlatives

INCORRECT: His car is more faster than mine.

REVISION: His car is faster than mine.

INCORRECT: His car is the most fastest.

REVISION: His car is the fastest.

Common Error 3: Using empty comparisons (part of the comparison is missing)

INCORRECT: The participants were more experienced.

REVISION: The participants were more experienced than the previous participant pool.

INCORRECT: The line moved more slowly.

REVISION: The line moved more slowly than the line next to it.

Common Error 4: Using ambiguous comparisons (the comparison has more than one possible meaning)

INCORRECT: She likes pizza better than her husband. (Does this mean that pizza is better than her husband?)

REVISION: She likes pizza better than her husband does. (Now it is clear that the comparison is who likes pizza more.)

INCORRECT: Her suitcase is bigger than John. (Does this mean that the size of the suitcase is larger than another person?)



REVISION: Her suitcase is bigger than John's. (Now it is clear that the comparison is about two suitcases, not about John.)

Common Error 5: Missing the article "the" in the superlative

INCORRECT: Finishing quickly was least important task.

REVISION: Finishing quickly was the least important task.

INCORRECT: The youngest girl was also littlest.

REVISION: The youngest girl was also the littlest.

**ACT 7 . Take this short quiz to see how well you have learned the contents of this webpage.**

1. Identify the correct comparative/superlative forms:
  - happy, more happier, happiest
  - happy, happier, happiest
2. Identify the correct comparative/superlative forms:
  - bad, more worse, worst
  - bad, worse, worst
3. True or false: "More simple" and "simpler" are both correct comparative forms.
  - True
  - False
4. Complete the sentence with the correct form: She is \_\_\_\_\_ professor I have had.
  - the kindest
  - the kinder
5. Complete the sentence with the correct form: The results were \_\_\_\_\_ to interpret than I had imagined.
  - Easier
  - more easier
6. Identify the correct comparative sentence:



- The surveys were completed more slowly.
  - The surveys were completed more slowly than I had anticipated.
7. Identify the correct comparative sentence:
- Receiving feedback from peers is helpful as receiving feedback from the instructor.
  - Receiving feedback from peers is as helpful as receiving feedback from the instructor.
8. Identify the correct superlative sentence:
- The least experienced candidate was also smartest.
  - The least experienced candidate was also the smartest.

#### IV . VOCABULARY.

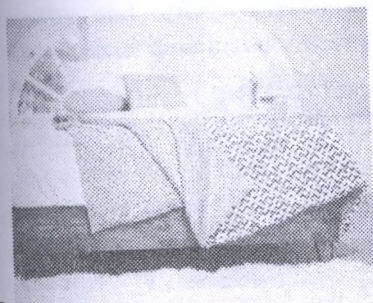
##### HOTEL SERVICES AND FACILITIES

**ACT 8 . Which words in the box are hotel services and facilities?  
Which are guest room facilities?**

24-hour front desk	cot/crib	express checkout
kiosk		
fitness centre	hairdryer	indoor
swimming pool		
in-room safe	iron	laundry service
	walk-in shower	

**Match the words with the pictures.**

<b>blanket</b>	<b>duvet</b>	<b>hand lotion</b>	<b>pillow</b>
<b>shampoo</b>	<b>sheet</b>	<b>shower gel</b>	<b>soap</b>



a.



b.



c.



d.



e.



f.



g.



h.

**ACT 9 .Put the hotel facilities and services in the box with the correct group .**

Hotel facilities	Guest room facilities	Business facilities

24-hour front desk	blanket	
express checkout kiosk	fridge	iron
laundry service	meeting rooms	
photocopier	printer/fax	safe
secretarial support	swimming pool	

## V . READING .

### HOTELS IN MOSCOW

**ACT 9. Read the guidebook extract about accommodation in Moscow. Are the tourists' comments 1-4 correct or incorrect?**

#### *Accommodation in Moscow*

Despite expansion, there are still not enough hotels in the Russian capital to meet demand. The foreign visitor is, in effect, limited to hotels in three categories: luxury hotels, the newer mid-price hotels and the cheaper, more basic ex-Soviet hotels. Most luxury hotels are in the

centre and offer a similar service to the best hotels in the West. However, a double room costs the equivalent of \$300 per night or more.

There aren't many mid-price hotels and there are very few budget hotels that cost less than \$100 per night. Many of the cheaper hotels and the ex-Soviet hotels are located far from the centre. It is best to reserve a room before arriving in Moscow. Hotels are often booked up months in advance, especially during the summer season. Visitors can get cheaper rates if they book with a travel agent or online, rather than reserve directly with a hotel.

*Comments:*

1. "I'm sure there are lots of hotels in the city."
2. "I expect the service isn't as good as in luxury hotels in the USA"
3. "It'll be easy to find a cheap hotel in the city center."
4. "I hear it's a good idea to book a hotel before you get there."

## TRENDS IN THE HOTEL INDUSTRY

**ACT 10.** Read the article on the next page and complete it with the correct paragraph headings in the box.

**Changing demographics  
technology**

**Guest room**

**My stay, my preferences**

**No extra costs**

1. \_\_\_\_\_

The hotel industry is adapting to new types of guests. Many hotels in the USA and Europe are changing their menus for international visitors from emerging markets, and employing Chinese-speaking staff. Guest room design is changing to meet the needs of older and richer travelers. Lower beds, brighter lighting and walk-in showers are easier to use and, at the same time, attractive to younger consumers.

2. \_\_\_\_\_

Hotels are changing their online reservations systems to allow guests to **choose** more elements of their stay. Guests can choose the room type, request a king-size bed or a sea view, **book** a romantic dinner on the first night or a spa treatment on the second, and **order** sandwiches for their room when they arrive.

3. \_\_\_\_\_

Today, both the business traveller and the leisure guest expect hi-tech guest rooms: **flat-screen TVs**, docking stations for portable music players, in-room **safes** with a power point to recharge laptop computers. Rooms also need more power points so guests can plug in their mobile devices.

4. \_\_\_\_\_

Guests want comfort at an **affordable** rate. They don't want expensive charges for car parking and phone calls, and they don't like **overpriced** breakfasts and in-room fridges. In response, many hotels now leave the fridges empty so guests can bring their own food and drink or order what they want from reception. Other hotels don't put fridges in the guest rooms now. Guests are more satisfied when they check out if the total **charge** is what they expected when they reserved the room.

**ACT 11 .Complete sentences 1-6 with the words in bold in the article.**

1. It's a good idea to \_\_\_\_\_ a room at the top of the hotel. The views are great.
2. The \_\_\_\_\_ for photocopying is five cents per copy in the business centre.
3. We have to \_\_\_\_\_ between Paris and London for our next conference.
4. We had a really \_\_\_\_\_ cappuccino in Piazza San Marco for €14.



- The hotel has an app that allows guests to \_\_\_\_\_ room service using their smartphones.
- Hotels are expensive in Moscow. it's difficult to find \_\_\_\_\_ accommodation.

## VI. WRITING .

### DESCRIBING CHANGES IN A MAP.

ACT 12 . Complete the sentences using the prepositions.

between	in	next to	of
of	on	opposite to	

- The tennis courts were \_\_\_\_\_ the football pitch.
- The Founder's Building was in the middle \_\_\_\_\_ the campus.
- The Scott Library was the halls of residence and the football pitch.
- The cafe was \_\_\_\_\_ the football pitch.
- There were two car parks \_\_\_\_\_ the campus.
- The gym was \_\_\_\_\_ right-hand corner of the campus.
- The Watson Building was \_\_\_\_\_ the left of the Founder's Building.
- The main reception was the part \_\_\_\_\_ the Watson Building.

Which of these facilities do you expect to find on a university campus? Write your own sentences using facilities and prepositions.

Bank	gym	cafes	bus stop
library			
post office	car park	laboratories	tennis
courts			
halls of residence	lecture theatres	recreation	
area			



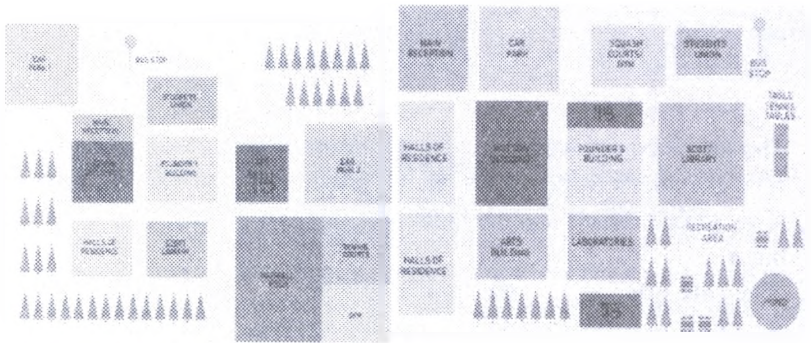
**ACT 13 . Read this Writing Part 1 task. You should spend 20 minutes on this task.**

*Look at the two maps of Sunnyhills University campus in 1995 and today. Summarise the information by selecting and reporting the main features, and make comparisons where relevant.*

**You should write at least 150 words.**

**Sunnyhills University 1995**

**Sunnyhills University today**



**There are three important parts in a Part 1 essay. Match the parts 1-3 with their meanings a-c. Then find them in the model answer.**

1. *The introductory sentence*
2. *The concluding sentence*
3. *The overview*

- a) A summary of the main points
- b) A description of what the data shows
- c) Writing the most important points again in different words

**MODEL ANSWER**

The two maps show changes to the campus of Sunnyhills University between 1995 and today. We can see that the university made many changes during this period including new buildings and recreation

facilities. In the past, the Scott Library was in front of the - Founder's Building. It was relocated to the right, and in addition, it increased in size. The old library building now contains laboratories. In 1995 there was a car park in the top left-hand corner of the campus, whereas now the main reception is there. The halls of residence were moved to the far left of the campus and a new Arts Building was built opposite them.

The old sports ground, gym and tennis courts were demolished; however, in their place the university created a new recreation area with a pond, trees and seating areas. What is more, the university developed new sports facilities, including table tennis tables, a new gym and squash courts. They also built two new cafes. So, it is clear that the university changed and expanded during this period.

**ACT 14. These sentences could also be used to describe the maps. Put the verb in brackets into the past tense to complete the sentences.**

1. They \_\_\_\_\_ (cut) down trees to build the halls of residence.
2. The old café \_\_\_\_\_ (become) the new library.
3. In 1995 students \_\_\_\_\_ (catch) the bus outside the Students' Union.
4. The university \_\_\_\_\_ (need) laboratories.
5. They \_\_\_\_\_ (put) table tennis tables in front of the Scott Library.
6. There \_\_\_\_\_ (be) not enough halls of residence in 1995.
7. They \_\_\_\_\_ (dig) a pond in the recreation area.
8. They \_\_\_\_\_ (plant) lots of new trees.

**Two of the verbs are regular. Which ones?**

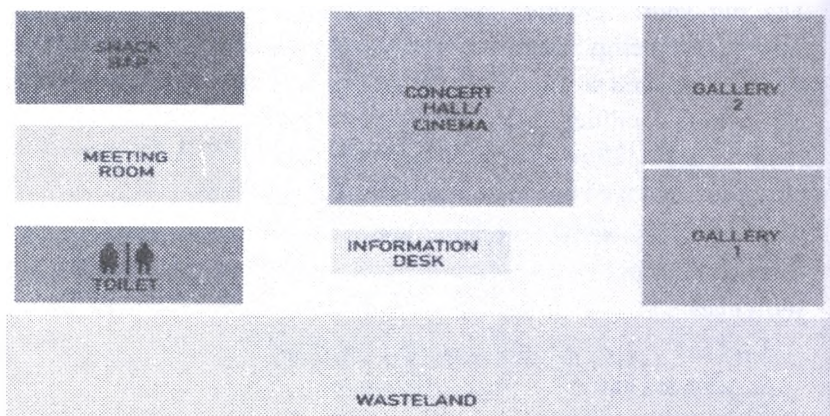
**ACT 15. Answer the task below. Take as much time as you need and try to write 150 words.**

**The verbs below may be useful. Check the meaning of any unknown words.**

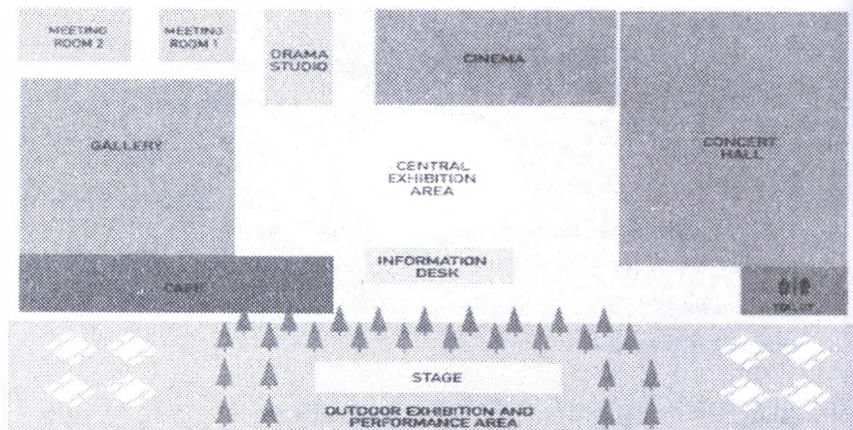
Add	build	construct	create
Develop	expand	move	plant trees

The maps below show Colwick Arts Centre in 2005 and today.  
 Summarise the information by selecting and reporting the main features, and make comparisons where relevant.

### In 2005



### Today

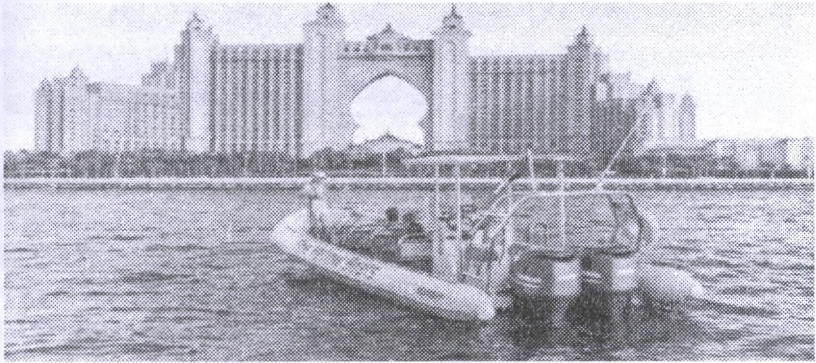


**DO YOU KNOW?**



## Best hotels in Dubai.

In a destination as over the top as Dubai, narrowing down a list of the best hotels is no easy feat. It's a city that is anything but boring—from an underwater suite at Atlantis, The Palm to a fashion lover's dream vacation at the Armani Hotel, here are some of the best properties to check out (and into) on your next visit to Dubai.



Atlantis, The Palm in Dubai, UAE | DUBAI TOURISM

Situated on Palm Jumeirah island, Waldorf Astoria Dubai Palm Jumeirah boasts one of Dubai's best private beaches and elegant sea-facing guest rooms and suites. The perfect seaside escape, this tranquil oasis features the grand Waldorf Astoria Spa with 12 treatment rooms and two private couples suites and an array of 50 luxurious services designed to impart a sense of balance and well-being. Indulge at one of the resorts six restaurants and lounges, including contemporary Italian cuisine at Social by Heinz Beck, Vietnamese flavors at LAO and signature cocktails at Serafina Bar. Other amenities including a water sports center that offers daily boat tours, snorkeling, kayaking and two temperature-controlled pools.

## Waldorf Astoria Dubai Palm Jumeirah



WALDORF ASTORIA DUBAI PALM JUMEIRAH

Standing 1,053 feet tall, Burj Al Arab Jumeirah is not only one of the best hotels in Dubai, it's one of the most luxurious hotels in the world. It's also considered the "world's only seven-star hotel" and from the iconic sail shaped architecture and \$20,000-a-night price tag to stay in the two-story Royal Suite, the Burj Al Arab Jumeirah is a destination worth visiting in its own right.

### Burj Al Arab Jumeirah



**UNIT 9.**  
**HOTEL SERVICES .**

**I. SPEAKING .**

**ACT 1. A) What does the EHK stand for ?**

**B) Do you the duties of EHK?**

**ACT 2 . THE NEW HOUSEKEEPER . Work in pairs. An EHK is checking a new housekeeper's work before the guests arrive. Student A turn to File 1. Student B turn to File 2.**

**File 1.**

**STUDENT A:** You are the EHK. Ask the new housekeeper about what he/she has or hasn't done. Use the ideas in the box and some of your own. When you have finished, swap roles and repeat the task.

e.g. A: Have you aired the pillows in the presidential suite yet?

air the pillows
count the blankets in the wardrobes
have a coffee break
put out clean towels
stains
take the dirty linen to the laundry
mop the floors
remove any carpet

**File 2 .**

**STUDENT B :** You are a new housekeeper. Answer the EHK's questions about what you have/haven't done. Use the ideas in the box and your own ideas for things that you have done. When you have finished, swap roles and repeat the task.

e.g. B : No, I haven't. But I've cleaned the bathrooms on the fifth floor.

air the rooms
change the sheets
clean the bathrooms
count the chairs on the balconies
do the rooms on the sixth floor
replace the toiletries



take out the rubbish

## II. LANGUAGE FOCUS ,

### HOUSEKEEPING

**ACT 3 . Tick (./) the jobs below that you think an executive housekeeper (EHK) does.**

- |                                |   |
|--------------------------------|---|
| 1 _____ clean rooms            | 2 _____ inspect rooms                             |
| 3 _____ wash laundry           | 4 _____ plan window cleaning<br>and building work |
| 5 _____ supervise housekeepers | 6 _____ iron uniforms                             |

**ACT 4 . Read the extracts from an interview with Cindy Seng, an EHK for a luxury hotel in Malaysia. Check your answers .**

#### Interview with an EHK

1 \_\_\_\_\_

I was working as Assistant Housekeeping Manager at the Hyatt Kuantan in Malaysia and after 18 months I was promoted to EHK. I had to learn about hiring and supervising housekeepers, as well as maintenance and laundry staff. There was a very old laundry plant with machinery that broke down daily, which gave me a few headaches.

2 \_\_\_\_\_

Our priority is the guest rooms: the hotel has 340 rooms, 64 suites and two presidential suites, and I have to inspect them all! Cleaning the crystal chandeliers in the lobby area is difficult, so we do that during low occupancy periods or at night so we don't disturb the guests. Window cleaning and building work are always huge jobs, so we plan these every three months.

3 \_\_\_\_\_

We've had guests who try to cook in their rooms on camping stoves and some bring pets into the hotel, which they can't do. But the worst

thing is when a guest checks out and the room looks as if it has been turned upside down -that can take hours to clean.

4 \_\_\_\_\_

Guests have taken bath towels and anti-theft clothes hangers, duvets and even hairdryers on walls!

5 \_\_\_\_\_

Housekeeping today is not just about cleaning. Everything is controlled electronically. You need to understand numbers, purchasing and budgets, and know how staff productivity and your department's expenses affect the hotel's costs and profits. But there are a lot of hotel companies who only see HK as the cleaning department!

**Read the given extracts again and match questions a-e with the correct paragraph 1-5.**

- a. What are the biggest cleaning jobs?
- b. What was your first job as an EHK?
- c. How has housekeeping management changed in recent years?
- d. Have guests ever stolen unusual things from the rooms?
- e. Have you ever had any messy guests?

### **III . GRAMMAR FOCUS .**

#### **Common mistakes with the present perfect tenses .**

The Present Perfect tense is made up of have/has and the past participle of a verb:

He has eaten all the chocolates.

I have included your amendments in the draft agreement.

It is perhaps the most difficult of all verb tenses in English. This is partly because many other languages don't have an equivalent, so speakers of those languages find it difficult to understand the concept.

In this post I will not try to explain what the Present Perfect tense means – instead I will show you how to avoid some of the most common mistakes.

### *WRONG*

We have finally received the requested documents on Monday.

We have submitted the information before we filed the application.

I have phoned him yesterday.

We have not completed the report last week.

The transaction has not been finalised by 31 December 2017.

We have analysed the contracts during the first due diligence process.

This issue has been discussed prior to executing the transaction.

All the above examples are mistakes because the Present Perfect cannot be used with expressions of finished time (i.e. specified times in the past – underlined in the above examples).

An expression of finished time is any word or phrase that tells you when something happened or did not happen. If an expression of finished time describes when an action happened (or did not happen) you should use the Past Simple:

### *RIGHT*

We finally received the requested documents on Monday.

We submitted the information before we filed the application.

I phoned him yesterday.

We did not complete the report last week.

The transaction was not finalised by 31 December 2017.

We analysed the contracts during the first due diligence process.

This issue was discussed prior to executing the transaction.

## **IV . VOCABULARY .**

### **HOUSEKEEPING SUPPLIES**

**ACT 5 . Match words 1-6 with categories a-f. Use a dictionary to check the pronunciation.**

1. sheet, pillow case, duvet, blanket, mattress
2. hairdryer, toiletries, towels, mirror, soap
3. rug, lamp, armchair, bedside table, clothes hanger

4. wash, clean, vacuum, dust, mop
  5. broom, mop, dustpan and brush, vacuum cleaner
  6. detergent, stain remover, disinfectant, polish, bleach
- a. cleaning products
  - b. bed linen
  - c. cleaning equipment
  - d. bathroom items
  - e. guest room items
  - f. cleaning verbs

## REFURBISHMENT, FURNITURE AND FITTINGS

**ACT 6 . What are the nouns for these verbs? Sometimes there are two: noun (thing) and noun (person).**

	Add	build	design	
extend		innovate		upgrade

**ACT 7 . Complete these sentences using words associated with refurbishment. Some of the letters are given to help you.**

1. When hoteliers 1) ref \_\_\_\_\_ , they often add 2) inn \_\_\_\_\_ s like in-room entertainment.
2. Guest rooms in boutique hotels have modern 3) fu \_\_\_\_\_ : beds, bedside tables, wardrobes or closets.
3. Hotels in popular destinations invest a lot of money 4) up \_\_\_\_\_ ing guest rooms and possibly 5) ex \_\_\_\_\_ ing the hotel with new suites.
4. During 6) ref \_\_\_\_\_ , a hotel may install high quality 7) fi \_\_\_\_\_ s, such as Wi-Fi, bath-side LCD screens and larger lifts.

## V . READING.

### The Savoy reopens

The Savoy, a Fairmont Managed Hotel, has undergone one of the most ambitious restorations in British history. Established in 1889 by theatre

impresario Richard D'Oyly Carte, the hotel was the first to have innovations such as en suite baths and lifts called 'ascending rooms'. Swiss hotelier, Cesar Ritz, was the original hotel manager and Auguste Escoffier, one of the first celebrity chefs, ran the restaurant. The Savoy closed for nearly three years during refurbishment, which involved structural upgrades and refurbishment of elegant interiors in the 1930s Art Deco style. Designer Pierre Yves Rochon has carefully restored original features including the hotel foyer.

New additions include the stately 325-square metre Royal Suite that Rochon has designed with one of the finest views of London. Thirty eight River Suites and guestrooms have been added. The Savoy has also introduced environmental technologies where possible, for example, a system that reuses the heat from kitchen appliances to preheat domestic hot water. More than 1,000 artists and artisans have worked on its restoration. General Manager, Kieran MacDonald, commented, 'This project has not been without its difficulties . . . but we believe that the hotel will reclaim its position as one of the world's great hotels.' Many celebrities have passed through its doors including Charlie Chaplin, Maria Callas, Marlene Dietrich and Frank Sinatra. The new Savoy has created nine personality suites that pay tribute to famous figures, such as the Marlene Dietrich Suite.

**ACT 8 . Read the rest of the article . Complete the questions using the words in the box and then answer the questions.**

added	experience	implemented	open
renovated	restore	worked	stayed

1. When did the Savoy first \_\_\_\_\_ ?
2. What has the designer carefully \_\_\_\_\_ ?
3. How long did it take to \_\_\_\_\_ the hotel?
4. How many new rooms have they \_\_\_\_\_ ?
5. What kind of new technologies have they \_\_\_\_\_ ?
6. How many crafts people have \_\_\_\_\_ on the project?
7. Did the general manager \_\_\_\_\_ any difficulties?
8. Which famous guests have \_\_\_\_\_ at the Savoy?

**ACT 9 . Read about the Devonshire Hotel. What has happened and what needs to be done now?**

The Devonshire is a four-star hotel on the coast in New Hampshire, New England, USA. The hotel has recently refurbished its luxury rooms. It has been closed during winter but now needs a major clean-up. The new hotel manager, Emilio Mimdez, is looking for a professional cleaning contractor for big jobs like window cleaning but wants to use regular staff for the suites. Emilio would like a specialist firm to do the outsourced cleaning but the hotel owners are more interested in finding a local contractor who is fast and cheap. They have already spent \$600,000 on refurbishment and have gone over budget. The clean-up has to be done the last week of March - one week before the Devonshire reopens.

**ACT 10 . Read the passage again and whether the statements are true (T) or false (F).**

1. The Devonshire is a five-star hotel on the coast in New Hampshire, New England, USA.
2. A hotel manager, Emilio Mimdez, is looking for a professional assistant contractor for cleaning department .
3. The renovation of the hotel cost a huge amount of money that was established six hundred and thousand \$.
4. After all the cleaning jobs completed , in the end of March renovated hotel should be opened.

**VI . WRITING .**

***DESCRIBING CHANGES IN NUMBERS.***

**ACT 11 . Match the diagrams with their names. Which of them describe changes to numbers over time?**

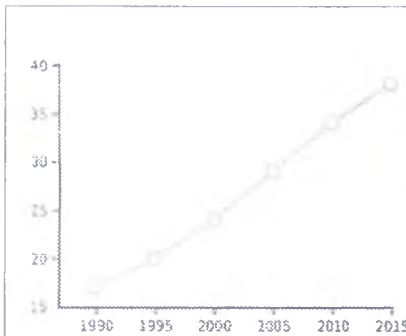
table  
graph

bar chart

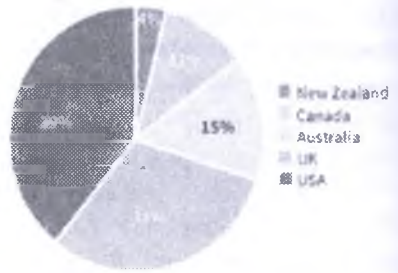
pie chart

line





1. % of graduates in the population (UK)



2. Which English speaking country do foreign students want to study in?



3. Participation of 18-year-olds in education and training, 2014

2007/08	16,540
2009/10	15,500
2011/12	17,630
2013/14	18,360
2015/16	20,480
This year	19,213

4. New entrants to primary teacher training programmes 2007 – present

**ACT 12 . Put the words into the correct column. Are they verbs (V), nouns (N) or both?**

decline

decrease

drop

fall

growth

increase

rise

↑	_____	↓	_____
	_____		_____

**ACT 13 . Read the model answer and find:**

- 1) the introductory sentence
- 2) the overview
- 3) a description of data
- 4) some data to support the descriptions
- 5) past simple verb forms
- 6) a present perfect verb form

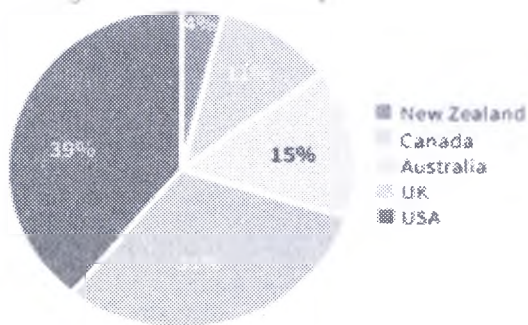
The line graph shows the number of unemployed recent graduates and non-graduates in the population of 21 to 30-year-olds in the years between 1990 and 2015. Overall, the numbers have not changed much: we can see a fall, followed by a rise, in both groups. The non-graduates are a larger number than the recent graduates at all points.

Between 1990 and 2000 there was a decrease in the number of unemployed recent graduates and non-graduates. The fall was small from 1990 to 1995, but greater between 1995 and 2000. There was a small change in the middle period. The number of non-graduates dropped and then grew during that period. Over the five years from 2010 to 2015, the numbers of both nongraduates and recent graduates returned almost to their 1990 figures of 14% and 10%.

Overall, it is clear that having a degree is helpful in finding employment as more non-graduates than recent graduates are out of work

**ACT 14 .Which country matches these phrases?**

1. over a third
2. a little under a third
3. the lowest number of students
4. about 1 in 10
5. just under a sixth
6. the most popular country
7. the country in second place
8. the least popular country



Which English-speaking country do foreign students want to study in?

**ACT 15 . Look at the Writing Part 1 task below. Before you start writing, answer these questions about the graph.**

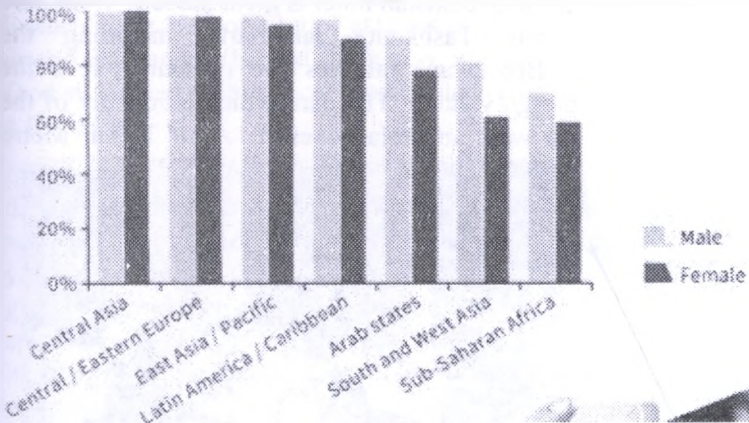
1. What are the two groups in green and purple?
2. What do the vertical and horizontal axes show?
3. Which two regions had the highest literacy rates?
4. How many regions show different literacy rates for men and women?
5. Which region shows the biggest difference between men and women?
6. What are the male and female literacy rates in the least literate region?
7. What is the percentage difference between the most and least literate areas?

You should spend about 20 minutes on this task.

The bar chart shows the literacy rate (% of people who can read and write) by region and gender in 2011.

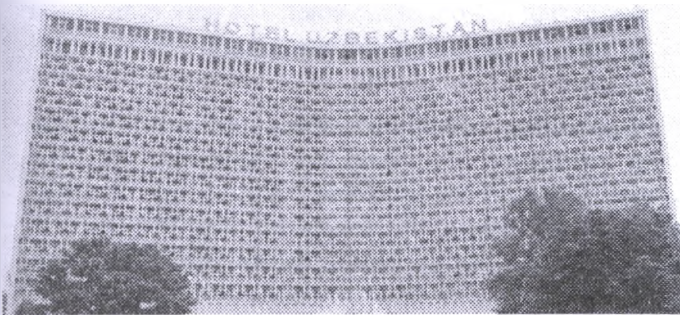
Summarise the information by selecting and reporting the main features, and make comparisons where relevant.

Literacy rate by region and gender 2011

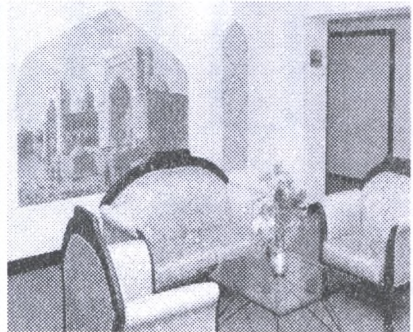


Write at least 150 words.

**DO YOU KNOW ?**



Uzbekistan Hotel is ideally located in the heart of the Tashkent city just 100 metres from famous Amir Temur Square. This is the huge hotel built in the classic Soviet style in the form of open book and comprises 17 floors. The Location of Uzbekistan hotel is great indeed - from here you can explore many Tashkent's landmarks including the Independence Square, Broadway, galleries and museums. It is the perfect location for foreign visitors. The park which is in front of the hotel is a nice place to walk and relax oneself. Amir Temur Metro



Station is just 100 metres away, and is on 2 different metro lines. Taxi's are plentiful and easy to flag in front of the hotel. The park in front is a really nice place to hang out around sunset and people watch or chat with the locals.

**Rooms :** Hotel "Uzbekistan" offers 254 rooms, 126 rooms on the backside are with balconies. All rooms are subdivided into the following categories: Single room, Standard Single room, Superior Single, Superior Twin, Suite room. The rooms are large but could do with refurbishing. Most rooms would have a decent view of the city. The higher floor the better not just because of the views but to avoid loud music from weddings held nearly every evening on the ground floor. Superior room option might be a better choice as the price difference compared to regular room is not that big but contrast is obvious. If you happen to be in non-refurbished room then expect power points not working, cracked bathroom tiles, toilet paper holder broken, curtains and bed-sheets torn, ancient air-conditioning units, exposed wires in some places, etc.

**Services :** The buffet breakfast is great and is served in a huge ballroom where at the dinner time they usually held weddings. They do cook eggs



to order and have an omelette chef. There is a bar and restaurant on the top floor. They work very slowly though and expect to wait for any food for quite a long time. Top floor bar have the prices twice less than the Vienna bar in the ground floor, and the views are obviously much better! There are not a lot of eateries in close vicinity apart from next door 'Gamburger' (behind the hotel), where you can have a nice fast food style meal (kebab, rice, bread, salad. They have outside tables and a few inside.

Internet access is free but Wi-Fi speed very variable depending of the distance to the nearest router. There is also a convenience store and souvenir shop in the lobby with essentials, but pricey. In the afternoon you can sit in the ground floor bar and watch a number of wedding groups having their photos taken under the huge chandelier and on the spiral staircase! There is a gym in the 17th floor but it is very small, very basic, with 1 magnetic treadmill and looks uninviting. No swimming pool in the hotel.



## UNIT 10 .

### ECOTOURISM

#### I . SPEAKING

**ACT 1. What do you know about Costa Rica? Answer the questions and compare your ideas with a partner.**

1. What does “Bali” mean and where is it?
2. Why is it a popular tourist destination?

#### POPULAR OUTDOOR ACTIVITIES

Find out which outdoor activities are popular in your country or region. Present some facts and figures to your class about favourite locations, equipment used and typical cost of these activities.

**ACT 2 . Work in pairs. Plan a short itinerary in your country that starts**

**tomorrow. Include the following details.**

- starting point, route and locations
- tour length (e.g. three nights/four days, six nights/seven days, nine nights/ten days)
- activities (e.g. gentle activities, adventurous activities)
- type(s) of accommodation (e.g. campsite, nature lodge, luxury hotel)

#### II . LANGUAGE FOCUS .

**Structuring presentation: Professional skills**

1. Before you start, introduce yourself and say what you are going to talk about. \_\_\_\_\_
2. Start your presentation with a question or an interesting fact or figure. \_\_\_\_\_
3. Explain why your product or services is/are different from the competition. \_\_\_\_\_
4. Use superlative forms, e.g. the best. \_\_\_\_\_

5. Use interesting adjectives and adverbs to sound enthusiastic, e.g. great, amazing, spectacular. \_\_\_\_\_
6. Give people an opportunity to ask questions at the end. \_\_\_\_\_

**ACT 3 . Read the tips in the Professional skills and match phrases a-f with the tips 1-6.**

- a) I'm Janusz Karpowicz from the northeast Poland Tourism Association.
- b) We think it's the most beautiful lakeland area in Europe.
- c) Right, I'll be happy to take any questions now.
- d) So why is the Masuria Paradise resort unique? One of the reasons is ...
- e) It's the stunningly beautiful Masuria Paradise in northeast Poland.
- f) Have you ever heard of the land of a thousand lakes?

**ACT 4 . Complete the conversation below between a travel agent and a customer with the expressions from the box.**

conservation projects	eco-resorts	solar-powered
environmentally	friendly	natural
disasters	raise awareness	
renewable energy sources	carbon-neutral	

**Customer:** Hello. I'd like some information about (1) eco-resorts in the Maldives. Please.

**Travel Agent:** Certainly. They are owned and run by native Maldivian staff, who receive fair salaries.

**Customer:** What about my carbon footprint?

**Travel Agent:** Well, you might have heard that the Maldives is trying to become the first (2) \_\_\_\_\_ country in the world and the eco-resorts are contributing to that by using (3) \_\_\_\_\_ such as wind, water and sun.

**Customer:** How does that affect the accommodation?

**Travel Agent:** The luxury chalets are (4) \_\_\_\_\_ and extremely (5) \_\_\_\_\_.

**Customer:** Are there other ways in which the resorts promote sustainability?

**Travel Agent:** Yes, part of the money you spend on your holiday goes into (6) \_\_\_\_\_ like cleaning the local coral reef.

**Customer:** What about cultural and educational projects?

**Travel Agent:** There are plenty of opportunities to interact with the locals and learn about the wealth of cultural diversity, which makes up these islands. There are also educational projects to (7) \_\_\_\_\_ of environmental threats to these islands from (8) \_\_\_\_\_ like tsunamis and hurricanes.

### III . GRAMMAR FOCUS .

Use the present continuous and going to+ infinitive for future plans and arrangements.

*We're going to spend tomorrow at Parque Nacional Manuel Antonio.*

Note: We generally use the present continuous if times and dates are mentioned.

*We're leaving San Jose at 6 a.m. tomorrow.*

Use **will** for predictions about facts and events expected to be true in the future. *I'm sure you'll see a lot of crocodiles.*

*If you're interested in wildlife, you'll love the jungle tour.*

**ACT 5. Here's a short dialogue which includes many examples of future simple, going to and present continuous. It's designed to present the three tenses in a meaningful context to help students grasp the different future tenses. Read the dialogue do the quiz below.**

**EMILY:** Hi Paul! What are you doing today?

**PAUL:** I'm seeing my dentist at three o'clock in the afternoon. Have you got any plans for today?

**EMILY:** I'm meeting John and Jane at the cafe. We're going to play Scrabble. Maybe, you might join us after your appointment at the dentist.

**PAUL:** Sounds good. I think my appointment will finish at four o'clock. I'll call you when it finishes; then I can join you.

**EMILY:** Great! We're going to talk about the Interrail. We'll need your advice.

**PAUL:** Alright! I'll give you very valuable information about the trip. Look! Andy is coming.

**EMILY:** Oh no! He's going to see me! He lent me his Geography book, and I've lost it. Now, he'll probably ask me about it.

**PAUL:** OK. I got it.

**EMILY:** Bye, Paul

#### **QUIZ : Are they true or false?**

1. Paul won't be at the dentist's after three o'clock today. \_\_\_\_\_
2. Paul can meet Emily and others after his appointment. \_\_\_\_\_
3. Paul is leaving the dentist at four o'clock. \_\_\_\_\_
4. Paul doesn't know anything about an Interrail journey. \_\_\_\_\_
5. Emily isn't going to see Andy. \_\_\_\_\_
6. John, Jane and Emily have planned to play Scrabble in the café. \_\_\_\_\_

#### **IV . VOCABULARY**

##### **ACT 6 . Read the new messages 1-3 for the tour director and complete the announcement with the verbs in the box**

1. Flight to Quepos delayed by three hours tomorrow morning. Trip to Manuel Antonio National Park is now only for half a day.
2. Great idea! Yes, offer the tour group a farewell cocktail on the last night in San Jose.
3. I'm very sorry but there are no rooms available at our nature lodge on the first night of your stay. The good news is we have found you alternative accommodation at Hotel Vista Mar for one

night at no extra charge. Your group can transfer to Selva Lodge for the other two nights.

enjoy	have	join
leave	meet	spend
stay	transfer	

Here are some changes to our itinerary. First of all, our flight tomorrow morning is 1 \_\_\_\_\_ three hours later. So, we are 2 \_\_\_\_\_ in the hotel lobby at 9 a.m. not 6 a.m. and we're 3 \_\_\_\_\_ half a day at Manuel Antonio National Park. I'm sure you'll 4 \_\_\_\_\_ the park very much. There's a change to the accommodation on day five. We are 5 \_\_\_\_\_ at Hotel Vista Mar for the first night. Then, we are 6 \_\_\_\_\_ to La Selva Nature Lodge for the next two nights. And finally, we're 7 \_\_\_\_\_ farewell drinks here on the last night. I hope you'll 8 \_\_\_\_\_ us then.

**Act 7 . Find the meaning of each word using a dictionary and write your own sentences using them.**

habitat      ecotourism      niche market  
 environmentally  
 unfriendly      wildlife conservation      non-profit  
 organizations

**ACT 8 . Are you a good ecotourist? Take this test and find out!**

- learn words and phrases in the local language and try to use them?  
 Yes \_\_\_ No \_\_\_
- only visit places that are listed in your guidebook?  
 Yes \_\_\_ No \_\_\_
- use as much water as you want to wash your hair, body and  
 Yes \_\_\_ NO \_\_\_
- travel by public transport, hire a bike or walk?  
 Yes \_\_\_ NO \_\_\_
- ask people before taking photographs of them?  
 Yes \_\_\_ NO \_\_\_
- act and dress in the same way as you would at home?

Yes \_\_\_ NO \_\_\_

7. buy goods produced locally and eat typical local food?

Yes \_\_\_ NO \_\_\_

8. stay in big luxurious multinational hotels?

Yes \_\_\_ NO \_\_\_

**Now match these answers to the quiz. Do you agree with them?**

A. (1) It's a good idea. It shows real respect for the people and culture and is a great icebreaker,

B. ( ) It's a good way of supporting local communities and businesses and learning more about a place,

C. ( ) Travelling by public transport is a great way to meet local people, and reduce carbon emissions,

D. ( ) You should respect people's right to privacy and always ask before taking a photo of a person,

E. ( ) Use water carefully. It's a precious natural resource in many countries and Westerners tend to use and waste far more than local people,

F. ( ) Keep in mind that many luxurious hotels don't support local economies; they often exploit local people and the environment.

G. ( ) Guidebooks are useful for learning about a place before you go, but local people always know the best places to visit. Ask them!

H. ( ) Remember that people in different places have different ways of thinking, behaving and dressing and you should respect that. Always ask if you're unsure about taking shoes off or covering your head.

## V. READING .

### NATURE TOURISM.

**ACT 9 . Read about ecotourism and match each paragraph with a heading**

--



*A definition of ecotourism*  
*Organisations involved*  
*ecotourism*      *The future of ecotourism*  
*history of ecotourism*

*Benefits and Downsides*  
*The principles of*  
*The*

1. A definition of ecotourism

Any form of tourism - adventure, sports, recreational, cultural or educational - can be based on the principles of sustainable tourism, because it contributes to and doesn't harm the environment it's in. However, ecotourism is a separate branch of tourism altogether, widely defined as: 'responsible travel to natural areas that conserves the environment and improves the well-being of local people'.

2. \_\_\_\_\_

What most ecotourism holidays have in common is their ecological sustainability, their support for local communities, conservation of the environment and of natural resources, their sensitivity towards cultural diversity, and their educational focus.

3. \_\_\_\_\_

Ecotourism was developed to meet the needs of the increasing number of nature tourists who were also concerned about the environment. There was an early example of ecotourism in Kenya, East Africa in the 1970s, where people began paying to visit safari parks and the money was used for wildlife conservation. Other successful examples are the nature lodges in the rainforests of Costa Rica and Belize, and recent expeditions to Antarctica.

4. \_\_\_\_\_

The greatest danger with ecotourism lies in its popularity. The high number of people means there is a constant need for accommodation, transportation and natural resources, all of which can damage the environment and natural habitats. On the other hand, Ecotourism also enables us to sustain and support communities and their economies by creating jobs and investing in conservation, development and education projects.

5. \_\_\_\_\_

Today many international non-profit organisations are involved in researching and promoting ecotourism. Some of the best known include the World Tourism Organisation, the World Travel and Tourism Council, Tourism Concern and the World Wildlife Fund'. Yet ecotourism has become so profitable that there are also many commercial organisations now focusing on this niche market.

6. \_\_\_\_\_  
Ecotourism is currently the fastest growing market in the tourism industry, but is it too little too late? Have we already destroyed too much of the planet with our environmentally unfriendly mass tourism? In the future will we have to limit the numbers of visitors and increase the cost of travel in order to preserve certain destinations?

**ACT 10 . Read the text again and decide if these sentences are true (T) or false (F). Correct the false statements.**

1. Any form of tourism can be sustainable but that doesn't make it ecotourism.     T
2. Ecotourism usually has an educational focus.
3. The earliest form of ecotourism was in Belize.
4. The popularity of ecotourism can be a problem.
5. Ecotourism doesn't create jobs.
6. It is possible to make a lot of money from ecotourism.
7. Ecotourism is not a fast growing market in the tourism industry.

**ACT . 11 Read the given passage and retell the main points of the text.**

### **Why visit Kenya?**

Kenya has a spectacular natural diversity, from tropical forests and deserts to mountains and **savannahs**. There are many activities on offer to suit your tastes, preferences and budget. The country is divided from north to south by the Great Rift Valley, which is wide and shallow in the north, and deeper and surrounded by cliffs further south. The north

is a region of deserts where travellers can go on camel safaris. West of the valley, savannah **plains** descend to the sandy **shores** of Lake Victoria.

The plains of the southern savannahs are the most popular regions for safari trips. Kenya's national parks and **game reserves** are a paradise for wildlife enthusiasts who want to see the Big Five: leopard, lion, elephant, rhino and buffalo.

The capital, Nairobi, is located in the south on a 1,500 m high plateau. Mount Kenya (Kirinyaga), 150 km north to northeast of the capital, is Africa's second highest mountain. Mombasa, Kenya's second largest city, is in the southeast next to the Indian Ocean. The tropical **coastline** with its palm-lined beaches is a popular attraction for visitors who want to sunbathe and explore the underwater life of the **coral reefs** along the clear blue Indian Ocean.

**Complete the definitions 1-6 with the words in bold from the text .**

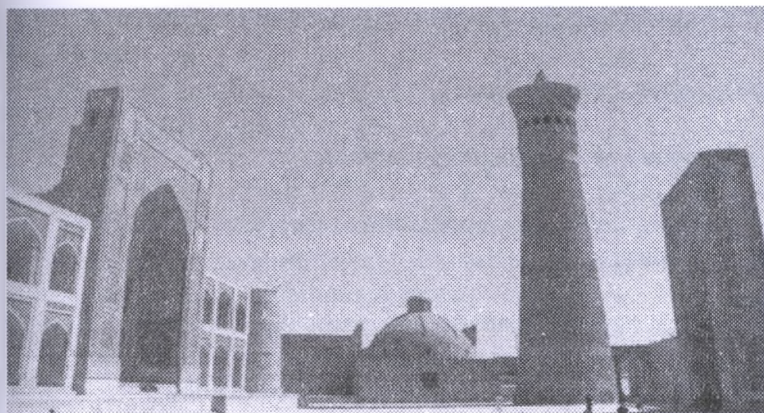
- 1 \_\_ : large flat areas of land covered with grass; found in hot countries
- 2 \_\_ : large areas of land designed for wild animals to live in safely
- 3 \_\_ : large areas of flat land
- 4 \_\_ : line of rocks or sand just above or just below the surface of the sea
- 5 \_\_ : land along the edge of a sea, lake or wide river
- 6 \_\_ : shape of the land on the coast, especially as seen from the air

## VI. WRITING.

### DESCRIBING PLACES AND BUILDINGS .

**Look at the questions and answer them**

- How would you describe the place where you live ?
- What can you say about the things you see in the definite area ?
- Try to describe the given picture ?



A composition describing a place should consist of:

- a) An introduction giving brief information about the name and location of the place
- b) A main body giving both general and specific details about the place usually moving from the general features to specific ones
- c) A conclusion in which you express your feelings or opinion about the place

**ACT 12 . Read the passage and fill the gaps with words from box .**

Spectacular	rocky	downhill	calm	clay	outdoor
-------------	-------	----------	------	------	---------

Richmond Beach was my spiritual hangout in my childhood. It is a \_\_\_\_\_ beach in the city of Richmond Beach, which can be accessed by a long \_\_\_\_\_ drive (by car or bicycle) from the city of Edmonds. Or, as I did often, took the 30-minute walk from my house to the \_\_\_\_\_ waters through a tranquil stroll through the woods of Woodway. It used to be a place inhabited by Native Americans, but now it is occupied by mostly Caucasian people. However, a totem pole stands in tribute to the tribes that used to call the beach home. It has a vast property, with a beach, a playground, two upper lawns for the view and recreation, myriad "secret" trails along the \_\_\_\_\_ hillsides, picnic areas, and a square where people can walk around, take an

\_\_\_\_\_ rinse-shower after a swim, and benches for the  
\_\_\_\_\_ view.

The structure of composition planning .

INTRODUCTION :

Paragraph 1. : name/location/population of the place , reason for choosing the place

MAIN BODY:

Paragraphs 2-3. : general features and particular details ( surroundings , sights , facilities , description of exterior/interior )

Paragraphs 4-5 . : explanation and example/justification

CONCLUSION:

Final paragraph: comments/ feelings and / or recommendation

**ACT 13 . Choose the most appropriate word from those given in brackets and put it into the correct form to fill in the gaps in the following sentences.**

e.g. Tekhtan is a **thrilling** place to visit with its riotous colours and raucous noise.(**thrill/relax/refresh**)

1. To the \_\_\_\_\_ of most visitors the caves in the area cannot be visited. as they have been declared unsafe.

(**disappoint/delight/impress**)

2. Several old. Traditional houses have been converted into quaint pensions which tourists find\_\_\_\_\_. ( **horror/delight/depress**)

3. Visitors are \_\_\_\_\_ during the trip up the steep mountain path. But the view makes it worthwhile. ( **puzzle/terrify/offend**)

4. It is \_\_\_\_\_ to see how quickly the area where I grew up is being spoiled. ( **shock/excite/inspire**)

5. The enormous ancient structures strike people as\_\_\_\_\_. Since even using modern equipment they would be difficult to construct.

(**amuse/dismay/amaze**)

**ACT 14 .Rewrite the following sentences without changing the meaning.**

eg. The castle was renovated and is now much more impressive than any other in the region.

After being renovated, the castle is now by far the most impressive one/castle in the region.

1. Some of the archaeological sites are fascinating, whereas the museums are rather uninteresting.

The museums are not nearly.....

2. The shopping centre in Harries Road has many more shops than the one in Bridge Street.

The shopping centre in Bridge Street hasn't got.....

3. As the population of the city grew the number of schools and hospitals being built increased. As the population of the city grew, so .....

4. The Anderson Sports Centre has better equipment than the Pollock Centre.

The Pollock Centre is not .....

5. The layout of our old flat was very impractical in comparison to the layout of the new flat.

The layout of our new flat is far.....

**ACT 15 . Describe a town or city you have visited and explain why you found it particularly impressive. You may use the vocabulary that is given in the sample of description .**

Situated on two rivers near the Yorkshire Moors, York is a fascinating and **memorable place** to explore. My first visit there was organised while I was in my last year at school. Since it was a history trip, York seemed to be the best choice as it is such a **well-preserved city** which has been of **historical importance** for nearly two thousand years.



Surrounded by high, medieval stone walls, the old part of the town is like a journey back in time. As you wander through the maze of **busy, narrow streets**, you cannot fail to be struck by the quaintness of the **irregular, half-timbered houses**. Rising above these and dominating the skyline are **breathtaking examples** of medieval and Gothic architecture. Of the many things York has to offer, there are several which stand out in my mind. York Minster, in particular, with its intricate stonework and **stained-glass windows**, is an **awe-inspiring sight**. There are museums of all kinds, including a railway museum and Jorvik Viking Centre, where visitors can learn more about the individual periods of the city's rich history. Finally, the many tea-rooms, coffee-shops and restaurants, each with its own brand of charm, are ideal places to relax for a while and take in the atmosphere.

One thing that makes York unique among English towns is the care with which it has been preserved. There are few cities where such attention has been paid to detail in an attempt to preserve the authenticity of the many historic buildings. Medieval and Gothic structures have been painstakingly restored and the present residents seem to share a sense of pride in the splendour of their surroundings.

York is also notable for the fact that it has managed to incorporate modern life into such a **historic setting**. Shops and offices offer a range of goods and services while still maintaining the charm and feel of a bygone age. All the usual twentieth century requirements catered for in an atmosphere reminiscent of a time when the pace of life was much slower. The combination of ancient and modern held such a fascination for me during that first visit that I have been back many times since, time discovering something new.

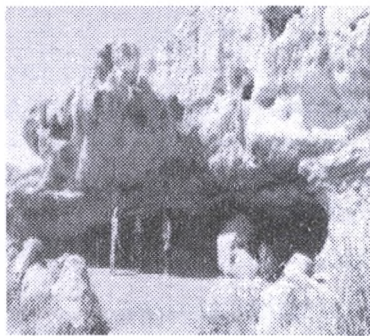
## **DO YOU KNOW?**

### **Uzbekistan fast becoming hub of eco-tourism in Central Asian region**

Eco-tourism – a form of sustainable tourism, focuses on visits to relatively undisturbed natural areas of human influence. According to the UNWTO, eco-tourism is one of the fastest growing trends in world of travel. And Uzbekistan, at the heart of Central Asia, is fast becoming a hub of eco-tourism and not just a historical attraction.

For Uzbekistan – is not only famous for history and architecture. Nature and climate of the country give a huge scope for eco-tourism from deserts to mountains to glaciers and much more. Eco-tourism opportunities in Uzbekistan are diverse and rich -- Ugham Chatkal State Natural Park, riparian forests in the delta of the Amu Darya River, the region of “environmental disaster” in the Aral Sea, desert terrain and the Kyzyl Kum desert, mountain and lake Nuratin Aydarkul in Farish district of Jizzakh region. Desert and steppe and mountain regions to this day preserve cultural and historical features of traditional life in Nurata district of Navoi area.

The government of Uzbekistan in fact has brought in an act – ‘Ecological Movement of Uzbekistan’ to promote eco-tourism.



**SELFEVOLUTION PRACTICE MATERIALS .  
WRITING TASKS.**

**1 . CV WRITING .**

Learn how to write a curriculum vitae, often called a CV in the UK or résumé in American English, to practise and improve your writing skills.

**Ex 1 . : Put the phrases in the correct groups.**

<b>Photography</b>	<b>Business Development Manager</b>
<b>Certificate in Presentation Skills</b>	<b>Degree in Marketing</b>
<b>Taekwondo</b>	<b>Professional blogger</b>
<b>Research Assistant</b>	<b>Sales Executive</b>
<b>Class B driving licence</b>	
<b>Proficient knowledge of analytics software</b>	
<b>Masters in Public Relations and Digital Marketing</b>	
<b>Diploma in Innovation Design</b>	

<b>Work experience</b>	<b>Education</b>	<b>Skills and Interests</b>

**Reading text: A CV**

Maria Jones

Digital Marketing Specialist

Profile

I have five years' experience in various digital marketing roles. I have a proven ability to create successful marketing campaigns in line

with brand identity and values. I am a strong collaborator with outstanding communication skills, and have comprehensive experience of using my specialist knowledge and expertise in analytics for a wide variety of marketing initiatives.

## Employment History

June 2017 – present

Digital Marketing Specialist for Zinco, a global insurance start-up

- My role involves working to tight deadlines to design, create and launch marketing campaigns via social media.
- I have developed advanced knowledge of a range of social media platforms and digital marketing tools.
- I specialize in driving successful campaigns and excel in analysing their impact.
- I have experience launching digital billboards in places such as train stations and shopping centres.

Sept 2016 – June 2017

Creative break from employment to travel and blog

- I travelled through 12 countries, met several professional bloggers and started my own travel blog.
- I built up a community of followers and started to monetise my blog through sponsored posts.

May 2014 – Aug 2016

Digital Marketing Assistant, Krunch Ltd

- Responsibility for overall social media strategy and regular posting on key channels.
- I played a key role in numerous campaigns to boost engagement with our brand.
- I also supported three product launches.

## Education

2014 Diploma in Digital Marketing, Leeds Beckett University, UK

2012 A-levels (Psychology, English, Art & Design), Leeds City College, UK

## Skills and Interests

Competent WordPress developer

Skilled in Adobe InDesign and Adobe Illustrator  
Advanced Spanish (C1)  
Intermediate German (B1)  
Photography  
Travel  
References  
Available on request

### **Tips**

- 1. Start with a short profile to show who you are and what you offer.**
- 2. List your employment history, starting with the present.**
- 3. Explain any gaps, for example time spent travelling or having children.**
- 4. Use bullet points for your main responsibilities and experience in each role. Choose the aspects of your previous jobs that are most relevant to the new job you are applying for.**
- 5. Then give your educational background. List the relevant qualifications that you have, starting with the most recent. Include the title of your qualification, where you studied and the date you successfully completed it.**
- 6. Consider putting Education above Employment if you don't have a lot of work experience yet.**
- 7. List other experience or interests you may have if they are relevant to the job.**
- 8. If you have someone who could support your application, add their contact details or say References available on request at the end.**

### **Ex 2 . : Put the words and phrases in order to make sentences.**

1. roles. / I have / in / various / experience / five years'
2. My / involves working / deadlines. / role / tight / to
3. a / create / ability to / I have / successful campaigns. / proven
4. digital / in / specialize / I / marketing.
5. in / excel / I / impact / analysis.

6. I / of / knowledge / advanced / statistics. / have

**Ex 3. : Write the correct form of the word in brackets.**

1. I have a proven ..... to deliver successful marketing campaigns. (able)
2. I am a strong ..... (collaborate)
3. I have specialist ..... of marketing. (know)
4. I use my ..... in analytics to assess the success of campaigns. (expert)
5. I was ..... for the overall social media strategy. (responsibility)
6. I played a key role in ..... campaigns. (number)
7. I started to ..... my blog through sponsored posts. (money)
8. I worked on several initiatives to boost customer..... (engage)

**2 . REQUEST LETTERS .**

**Request Letter Structure & Vocabulary**

This is a list of common phrases for you that you can use in your Request Letter to

structure the letter and ensure you use the right tone.

1. Dear Sir/Madam, (or name if given)
2. The purpose of the letter: explanation, reason for writing (1-2 sentences

what kind of information you are interested in)

- I am writing to ask for information about membership in the Snap Fitness



Sports club

- I am writing to ask for complete itinerary of a trip to Africa that I booked

with your company

- I am writing in response to ... / I was interested in your advertisement in
- I am writing to inquire about ...

3. Explanation in more detail: who you are, exactly what information you

need, why, when and in what form you need it (letter, fax, email)

Who am I?

- I have read your advertisement of the ... and would like to get more

information

What information do I request?

- The information I would like to obtain should include following:
- Firstly, I would like to know ...
- I would be grateful whether you could tell me what the price is.
- I wonder if I need insurance / I wonder if you could ...
- I would be interested to know if I will get a certificate
- I would like to know more about ... / I would be grateful if you could ...
- I wonder if you could possibly tell/send me ...
- Could you possibly send ... / May I request ...?
- Could you please send me further details ...?

Why? When?

- I would appreciate (it) if you could inform me as soon as possible
- I would like to receive it as soon as possible but not later than a week

before flight

In what form?

- You could send the above-mentioned information to my e-mail or a fax
- It would be of great help if you could fax me the details
- \* You can contact me on my mobile phone number which is: 0454

...

4. Formal ending, name, signature

- \* I look forward to hearing from you!
- \* I look forward to receiving a prompt reply!
- \* Yours sincerely, ... (you know the name of person you are writing to)
- \* Yours faithfully, ... (you don't know the name!)

**Ex 1.: Put the words in order to make request letter phrases.**

1. a business /the/ I / your/ am /possibility/ inquire/ writing/ to/ about/ of/ loan/

from/ bank.

2. if/ I/ /really/ send/ appreciate / of/ it/ you/ details/ could / me/ the/ would loan.

3. the/ your/ I/ make/ am/ to/ you /to / for/ necessary/ our/ arrangements/ stay/

writing/ at/ hotel .

4. our/ I / able/ am/ would /with/ us/ hoping/ that/ suitable/ you/ be / to /provide/

accommodation/ and/ us/ assist / to/ enjoy/ trip.

5. like/ to/ I / about/ would/ also/ know/ items/ the/ buy/ market,/ can/ where/

traditional/ and/ we/ souvenirs.

6. information/ I / of/ from/ am/ a / your/ comprehensive/ reply/ / the side/ about

/details/ the/ activities/ and /other/ I/ expecting/ requested.

7. 979 167 534/ contact/ You/ my/ can/on/ mobile/ which/ phone/ me/ number/ is:

8. to/ I/ receiving /look/ prompt/ forward/ a/ reply!

9. Sports/ I / membership/ am / about/ writing/ ask/ for/ information/ in/ the/ to/

Snap Fitness/ club

10.what/ the/ I / be/ me/ could/ whether/ you/ grateful/ tell/ price/ would/ is

**Ex 2.: Fill in the gaps using the words from the box.**

<b>Inquire</b>	<b>experience</b>	<b>finance</b>	<b>provide</b>
<b>submit</b>	<b>requirement</b>	<b>within</b>	<b>appreciate</b>
<b>guarantor</b>	<b>information</b>	<b>repaying</b>	<b>start send</b>
	<b>major</b>		

Sample Answer :

Dear Sir or Madam,

I am writing to \_\_\_\_\_ about the possibility of a business loan from your bank to finance a startup business I have planned to commence soon. I am hoping you would \_\_\_\_\_ me with some \_\_\_\_\_ and document requirements so that I can apply for the loan.

I have completed my graduation from the University of Edison and my \_\_\_\_\_ was marketing. Now I am interested to \_\_\_\_\_ a coffee shop of my own and need a loan to support it. I own the location of

the shop and have some prior \_\_\_\_\_ of working at a large coffee shop. A business outlining firm responsible for the business plan has suggested a capital \_\_\_\_\_ of \$10,000 for the coffee shop. I can \_\_\_\_\_ 50% of the fund requirement and need another \$5000 as a loan from your bank.

My father would be ready to be a \_\_\_\_\_ for the loan and I can repay the loan amount with interest \_\_\_\_\_ 2 years. However, I need three months' grace period before I start \_\_\_\_\_ my monthly instalment.

I would really \_\_\_\_\_ it if you could \_\_\_\_\_ me details of the loan including the interest rates, monthly instalment amount and so on. Also, forward me the documents I need to fill in and \_\_\_\_\_ to actually apply for the loan.

Yours faithfully,

\_\_\_\_\_ (Name)

### 3. INVITATION LETTER .

Useful Language for Letters of Invitation

How do you start a letter of Invitation?

*Opening Remarks:*

*Formal:*

- We would be honoured if you
- I cordially invite you to
- Your presence would be appreciated at
- You are invited to attend

*Informal:*

- I'm writing to invite you to ...
- I'd love it if you could come to
- We're organising a ... and would love it if you could come,

*Closing Remarks:*

*Formal:*

- We would be grateful if you could
- Please indicate whether you will be able to attend

*Informal:*

- I hope you'll be able to make it
- Hope you can come
- Looking forward to seeing you then
- Please let me know as soon as possible, etc.

**Ex 1.: Put the words in order to make invitation questions.**

1. you | Are | free | on | ? | Friday | dinner | for |
2. restaurant | to | about | going | What | Japanese | the | ? |
3. can | come | Saturday, | on | ? | you | a | party | having | I'm |
4. doing | afternoon | Are | ? | anything | on | you | Sunday |
5. pool | the | about | ? | to | What | going | swimming |
6. Are | home | ? | tomorrow | you | morning | at |
7. What | do | evening | you | ? | like | to | this | would |
8. TV | like | and | watch | come | you | round | to | Would | ? |
9. having | drink | about | ? | What | work | a | after |
10. you | answer | don't | the | question | ? | Why |

**Ex 2.: Fill in the gaps using the words from the box.**

Surprise	have	culture	candles
language	birthday	English	homesick
way	tune	depressed	bring
flower	cheer	decorate	

Dear Jasur,

How are you? Hope you're enjoying the English lessons at the \_\_\_\_\_ school. Anyway, not sure if you're aware of it, but our good classmate, Robin, from Turkey is going to \_\_\_\_\_ his 19th birthday next Friday, which falls on the 25th of September, and I've made a plan to make it a \_\_\_\_\_ birthday party just after our \_\_\_\_\_ language class.

By the \_\_\_\_\_, in case you haven't noticed, currently, Robin is going through a rough time since he is feeling a bit more \_\_\_\_\_ than usual. Besides, he's also struggling a lot to get used to this new \_\_\_\_\_ of a foreign country. On top of that, the news of his little sister's sickness has also made him \_\_\_\_\_. In this kind of situation, giving him a big surprise on his \_\_\_\_\_ would certainly cheer him up.

Anyway, I already have a plan about who should \_\_\_\_ what to the party.

Timothy and Kelly should bring their specially-made \_\_\_\_ cake while Johnson should bring his guitar to play his special \_\_\_\_\_. As for you and me, we will bring the \_\_\_\_ to decorate the cake and the banners to \_\_\_\_ the room.

Let's have a great party to \_\_\_\_\_ Robin up!

Warm wishes,

Rustam

#### 4. LETTER OF COMPLAINT .

These are some common phrases you can use in a complaint letter that will help you to get the right tone:

*Reason for writing:*

I am writing in order to complain about

I am writing to complain about

I am writing regarding

I am writing to express my dissatisfaction with

*Introducing the complaint:*

Topic sentence stating the positive point. + However, +

problem....Example: We thoroughly enjoyed the first week of the holiday. However, after that we experienced a number of problems.

I am (extremely) dissatisfied / disappointed with the service / goods that I received / bought because

*First complaint:*

Firstly

First of all

The first problem is / was

My first complaint is

My first concern is

The first thing I would like to draw your attention to is

*Further complaints:*

Secondly

Also

In addition



In addition to this

Added to this

..... is / was also unsatisfactory / unacceptable

Not only ....., but also

To make matters worse,

Furthermore

*Mentioning negative consequences:*

I'm afraid that...

Unfortunately,

*Expressing Dissatisfaction:*

It is not acceptable to / that

I am not at all pleased that

I am disappointed because

*Demanding action:*

I suggest that you replace the item

I therefore suggest that I be given a full refund

I would be grateful if my money was refunded

I would be grateful if you could give me a full refund

I would like to request that

To resolve the problem, I would appreciate it if you could

*Ending the letter:*

I look forward to hearing from you

I look forward to receiving a full refund

I look forward to receiving a replacement

I look forward to receiving your explanation

I look forward to your reply and a resolution to my problem

**Ex 1.: Put the words in order to make complaint letter phrases.**

1. I / complain / in /am / about /writing /to / order
2. with/ dissatisfaction/ I/ to /express/ my/ am /writing
3. extremely/ that/ with/ I/ the/ received /am/ dissatisfied/ service/ I/ .
4. like / draw /first/ to/ thing/ attention/ The / I/ would/ your/ to/ is
5. all / am/ at/ pleased /I/ not/ that
6. am / disappointed/ I / because

7. the/ replace / you/ I /suggest/ that / item
8. suggest/ a full/ I/ therefore / that/ be/ given/ I/ refund
9. was/ be/ if/ grateful/ I /would/ money/ my / refunded
10. I /would /be/ grateful/ if/ you /could /give /me /a full /refund

**Ex 2 . Gap-fill exercise. Fill in all the gaps using the words from the box.**

<p>would matter it However about sincerely</p>	<p>look Secondly  I am writing Sir or Madam</p>	<p>into would  to complain Although</p>	<p>this appreciate</p>
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Dear (1) \_\_\_\_\_,

I am (2) \_\_\_\_\_ the bungalow accommodation provided for my family at the Palm Tree Resort, Phuket, Thailand, from 2 - 16 December 2006. When we arrived, the accommodation had not been cleaned, the air conditioning was not working and there was no running water in the bathroom. (3) \_\_\_\_\_ these problems were immediately pointed out to your representative, Mr Kitching, it took nearly a day to restore the running water supply and it was another three days before the air conditioning was repaired.

(4) \_\_\_\_\_, your brochure clearly states that all bungalows have a sea view and are situated in pleasant, surroundings.

(5) \_\_\_\_\_ our bungalow was a five-minute walk from the beach and located between a car park and a disco that was open every night until 3 a.m. When we requested a change of bungalow, Mr Kitching was offhand and unwilling to try to find a solution.

These problems detracted significantly from our enjoyment of the holiday as it was necessary to spend the first day having the room put into a habitable condition, while for the remainder of our stay we had very little sleep at night.

I (6) \_\_\_\_\_ if you would

(7) \_\_\_\_\_ as soon as possible with a view to refunding my money in full.

Yours (8) \_\_\_\_\_,

\_\_\_\_\_ (Name)

## 5. COVER LETTERS.

**Ex 1 .** Read the following covering/cover letter from Jasur Begmatov for a sales executive position/job with a large multinational engineering company. Then do the quiz at the end.

Dear Sir/Madam,

I am writing in response to the advertisement for the position of a sales executive in the Madrid office of your company. I am confident that I would be an excellent candidate for both this position and for working within a company such as your own which has a reputation for excellence and innovation. I am a highly motivated, diligent and committed individual, who throughout my 10 year career in sales has demonstrated the ability of being: Goal-Orientated - Surpassing my annual sales targets every year of my professional career.

Adaptable - Having the ability to quickly learn and use new techniques, methodologies, strategies when selling a variety of different products.

Able to speak fluently in English - I have the Cambridge Advanced Certificate in English and use English on a daily basis in my current position.

I have extensive experience of working as a sales executive for two large multinational companies, Almagro Construction SA and Telefonica SA. During my time in Telefonica I have been responsible for several multi-million euro project negotiations that were conducted entirely in English and led to Telefonica obtaining contracts that totalled a value of €61.3 million.

Please find attached a copy of my CV which expands on my experience and achievements. I would welcome the opportunity to discuss further the possibility of working for you in this position. I am available to do an interview when it is convenient for yourselves.

If you have any questions, I can be reached on either my mobile (0034 71761231) or by email (juan\_cruz871@gmail.com).

Thank you for your time and consideration.

Yours faithfully,  
Jasur Begmatov

**quiz:**

Below are 13 questions about the words/phrases in bold from the above text. Choose the word/phrase from the question's selection which you believe answers each question. Only use each word/phrase once.

1. A professional way to say that you have worked in a type of job for a long time, is

2. A phrase where you say what your three main abilities are and is used to introduce the section about your skills, is

3. A phrase that is used to provide the candidate's contact details, is

4. A phrase which means 'I'm perfect for this job', is

5. A phrase that means that something was done only using English, is

6. A polite phrase that asks for an interview or a phone call to talk about the job, is

7. A verb that has the same meaning as 'show', is

8. Another way to say something happened 'for a part (or parts) of a period of time', is

9. A phrase that tells the person receiving the covering letter that they can decide when the interview happens, is

10. A polite phrase that shows your appreciation for the person reading the covering letter, is

11. Another way to say 'from the beginning to the end', is

12. A phrase which tells the person reading the letter that you have also sent them your CV/résumé, is

13. A phrase that says why you are sending the email or letter, is

Ex 2. Match the vocabulary with the correct definition and write a-h next to the numbers 1-8.

1..... an insight	a. connected with taking care of the health of animals
2..... hands-on	b. a clear, deep understanding of a difficult problem or situation
3..... a sanctuary	c. extremely useful
4..... expertise	d. to make stronger
5..... veterinary	e. practical, that involves doing rather than just reading or learning about something
6..... to reinforce	
7..... sole	
8..... invaluable	

- |  |   |
|--|---|
|  | f. not shared with anyone else<br>g. high level of knowledge or skill<br>h. a safe place where animals can be protected |
|--|---|

Ex 3. Find the correct options to the given statements.

1. A cover letter or covering letter can also be called
  - a) a resume or CV
  - b) a CV sales letter
  - c) a letter of application
2. Job applicants must send a cover letter \_\_\_\_\_ sending their resume.
  - a) before
  - b) when
  - c) after
3. A cover letter should be
  - a) clear and consine
  - b) friendly and funny
  - c) long and detailed
4. If a cover letter is poorly-written, most employers will \_\_\_\_\_ the applicant.
  - a) forgive
  - b) reject
  - c) contact
5. Which date format is best for a cover letter?
  - a) October 9, 2020
  - b) 9/10/20
  - c) 10/9/20
6. Your name should be \_\_\_\_\_ of the letter.
  - a) at the top
  - b) in the middle
  - c) at the bottom
7. Which topic isn't normally mentioned in a cover letter?
  - a) the position



- b) the salary
- c) the company

8. Your cover letter should explain how much you will \_\_\_\_\_ the company.

- a) benefit
- b) charge
- c) disrupt

9. Cover letters often begin with the applicant explaining how they

- a) began their education
- b) spend their free time
- c) found out about the job

Your cover letter can summarize a key selling point such as your

- a) work history
- b) medical history
- c) relevant experience

### 6. Describing people.

<i>Haight</i>	<i>Hair</i>		<i>Eyes</i>		<i>Build</i>	<i>Characters</i>	
Tall short medium	<i>colour</i>	<i>shape</i>	<i>colour</i>	<i>shape</i>	slim thin fat Well build plump	<i>positive</i>	<i>negative</i>
	black brown blonde grey ginger	long straight curly bald short	green harel blue brown black	big small round narrow- -eyed		helpful kind polite happy friendly	rude angry unfriendly selfish lazy

**Ex 1. Match the the pictures with the descriptions.**

1.



2.



3.



4.



B) She has got short hair. Her hair is straight. Her eyes are blue ...

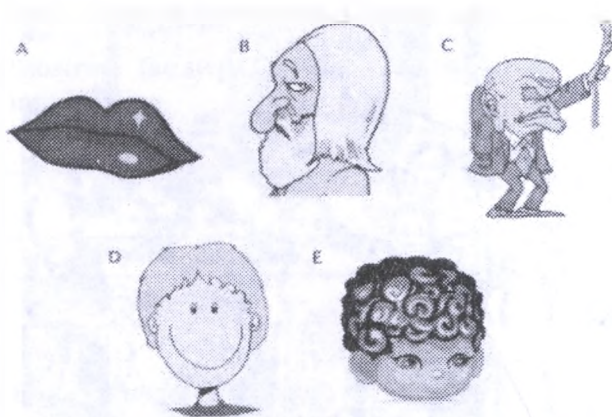
A) She has got short hair. Her hair is curly and brown. She has brown eyes ...

D) He has got short hair. His hair is curly and brown. He has brown eyes too ...

C) He has got grey hair. He has black eyes. He has gray beard too ...

ches





**Ex 3 . Identify the best description for each of the images (A-E) given above that correspond to the five questions in this quiz.**

- 1) Which description best describes picture A given above?
 

A) Blond	C) Chin
B) Average	D) Lips
- 2) Which description best describes picture B given above?
 

A) Beard	C) Fine
B) Eyes	D) Ginger
- 3) Which description best describes picture C given above?
 

A) Mental	C) Grumpy
B) Pretty	D) Joints
- 4) Which description best describes picture D given above?
 

A) Puberty	C) Sadness
B) Fair-hair	D) Tattoo
- 5) Which description best describes picture E given above?
 

A) Tall	C) Pretty
B) Curly	D) Smart

**Ex 4 . Describe the picture .**



## **Describing process .**

**Ex 1 . Whole -- wheat pasta is good for health.**

**a) Describe the process of making pasta in about 50 – 100 words.**

- Take a bowl full of pasta.
- Wash it.
- Fill a deep vessel with water and add salt to it.
- Allow it to boil and then add the pasta.
- When the pasta is 3A cooked, strain it with a strainer and allow it to rest.
- In a pan heat oil, add chopped garlic and tomatoes.
- Add the boiled pasta and mix it.
- Put off the flame. Add grated cheese on top.
- Enjoy the pasta.

**b) Try to describe the process of preparing any thing that you do regularly( eg: juice, tea, salad, soup .... )**

Ex 2 .

a) Illustrate the steps of the process and write introduction.

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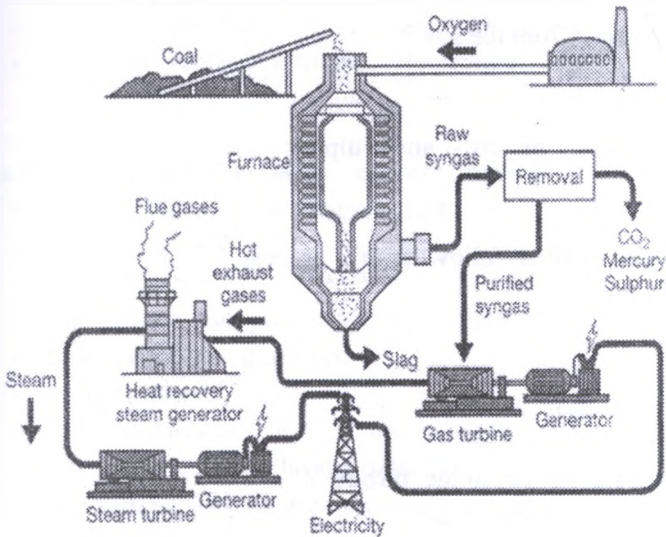
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b) Look through and choose the correct answer .



1. How is the coal carried to the power plant?

- by trucks
- by a conveyor belt
- by workers
- by industrial cranes



2. What is added to coal ?
  - oxygen
  - furnace
  - raw syngas
  - slag
  
3. What gas is produced when the coal burnt in the furnace ?
  - raw syngas
  - slag
  - oxygen
  - purified gas
  
4. What is removed from the gas ?
  - raw syngas
  - purified gas
  - carbon dioxide , mercury and Sulphur
  - slag
  
5. What is the gas called following this process ?
  - purified gas
  - syngas
  - CO<sub>2</sub>
  - hot exhaust gas
  
6. What does the gas do in the turbine ?
  - It makes the turbine rotate
  - It drives the turbine
  - It stops the turbine
  - It produces electricity
  
7. What does the turbine do in the generator ?
  - It produces electricity
  - It sets the generator on fire

- It powers the generator
  - It stops the generator
8. Where do the hot exhaust gases come from ?
- The gas turbine
  - The generator
  - The furnace
  - The heat recovery steam generator
9. What happens to the gases ?
- They are sent to the heat recovery steam generator
  - They are removed
  - They are purified
  - They are released into the atmosphere

**Ex 3 . Put the process in the correct order .**

- The turbine powers the generator
- Coal is burned
- Oxygen is added
- The turbine also produces exhaust gases
- Raw syngas is produced
- Coal is mined
- Exhaust gases are piped to the heat recovery steam generator
- The steam powers the steam turbine
- Harmful substances are removed
- Coal is carried to the surface
- Purified gas drives the gas turbine
- Coal is carried to the power plant
- The generator produces electricity
- The steam generator converts heat into steam
- The steam turbine also generates electricity

**8 . Describing changes in a map .**

Verbs to describe changes in maps .

bigger	add	Take away	Changes
Extend	Open	Demolish	Make into
Expand	Introduce	Take away	Redevelop
Enlarge	Erect	Remove	Modernize
Add to	Construct	Pull down	Replace
Develop	Build	Knock down	Convert
Grow	boost	Dismantle	Adjust

**Ex 1 . Fill the gaps with the words and phrases from the box.**

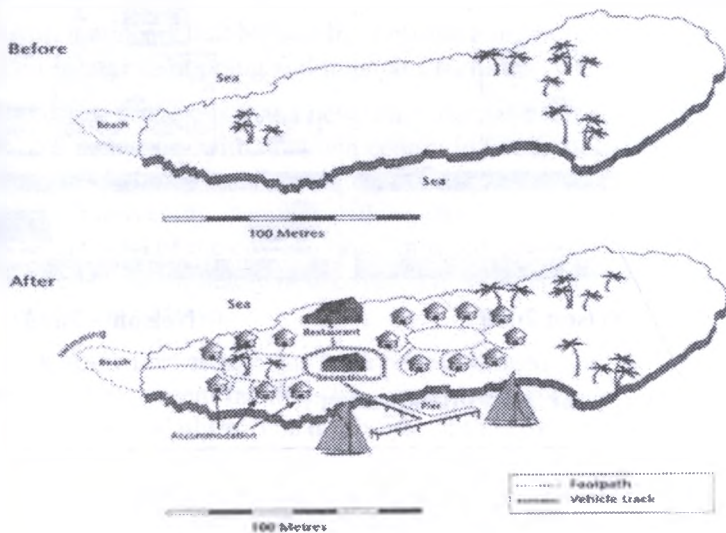
- |   |                               |                     |                    |
|---|-------------------------------|---------------------|--------------------|
| • |                               |                     |                    |
| • | <b>Between</b>                | <b>consisted of</b> |                    |
|   | <b>illustrate the changes</b> |                     |                    |
| • | <b>in the south</b>           | <b>situated in</b>  |                    |
|   | <b>this area</b>              |                     |                    |
| • | <b>to the west</b>            | <b>traverse</b>     | <b>western tip</b> |
|   | <b>where</b>                  |                     |                    |

The maps \_\_\_\_\_ that have occurred on an island due to the building of facilities for tourists. The island originally \_\_\_\_\_ just palm trees and the beach, yet now, although the palm trees remain, it hosts a wealth of attractions for holiday makers, from restaurants and swimming to accommodation.

The island is approximately 200 metres long, with a small beach on the \_\_\_\_\_. It was deserted before, with only a scattering of palm trees. Now though, there is an abundance of places to stay in the form of fifteen beach huts \_\_\_\_\_ circular patterns in the centre of the island and \_\_\_\_\_.

\_\_\_\_\_ these two sets of accommodation there is also a new large restaurant and a reception building, both served by new vehicle tracks. Situated \_\_\_\_\_ is a t-shaped pier for ships to dock, and sailing boats are now evident in \_\_\_\_\_ of the sea. Footpaths have also been

constructed, which \_\_\_\_\_ the island, leading to the new buildings and also the beach, tourists can now swim.



Now see the maps of the given description .

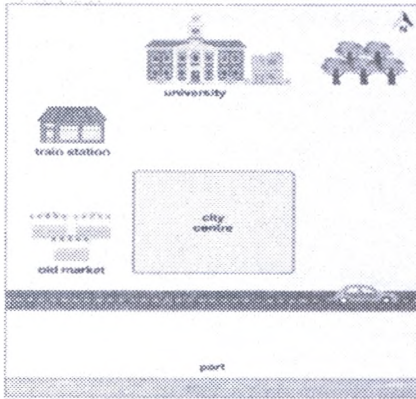
Ex 2 . A) Look at the question of the task and think of an introduction of the writing task.

B) Note the changes that you can observe in the maps. Then try to write the overview paragraph, you have to compare details.

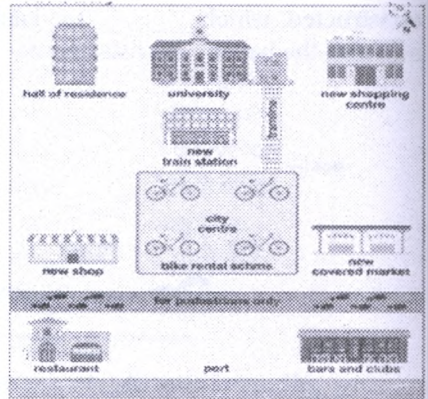
C) After some comparison try to write conclusion part of the task.

*The maps below show changes in the city of Nelson in recent times.*

*Summarise the information by selecting and reporting the main features, and make comparisons where relevant.*



Nelson 2000



Nelson 2023

**A) Suggest your own introduction :**

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**B) Your overview :**

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**C) Your conclusion :**

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### Sample Answer

The two maps show the main changes which have taken place in the town of Nelson between the year 2000 and today.

In general, it appears that Nelson has become a much more modern city, with far more shopping and transport facilities.

One interesting change is that a new trans line has been built, to connect the university with the town centre. In 2000, there wasn't any accommodation for students, but a hall of residence has been built near the university. Another striking change is that the old market in the west of the city has been knocked down to make way for new shops. A completely new covered market has also been built on the other side of town.

If we look at the port area, it has been pedestrianized since 2000, and a range of entertainment facilities have been built, such as restaurants, bars and clubs. The north-east of the city used to be a green area, with lots of trees, but the trees have been cut down, and a new shopping complex has been constructed. A final interesting development has been the introduction of a bike-rental scheme in the city centre.

(194 words)

## 9. Describing changes in numbers .

### 1. Actual numbers :

Eg. *200 units of the ice cream sold weekly are blueberry flavored.  
400 of the ice cream cups sold in the school were vanilla flavored.  
600 units of chocolate flavoured ice cream were sold.*

### 2. Using percentages

Eg.

*· 50% of all ice cream sold were chocolate flavored.  
· 33% of the ice cream sales were the vanilla flavored option.  
· 17% of the school's ice cream cup sales represented those flavored blueberry. Based on this data, the school should order this flavor the*



least for the following weeks, as it does not seem as popular with students, as the chocolate flavored one.

### 3. The use of phrases that begin with the article "A".

You can use phrases that show or present an idea of some amount or portion in discussing charts. Some of the phrases you could use are:

a small number	a huge number	a minority
a large group	a small group	a majority

You can also use:

- *A small group shows to have taken interest in studying German, as well as, Spanish.*
- *A minority is shown to represent those studying German, Spanish and French.*
- *According to the Eurostat survey a very large number choose to study English. In fact, this number is larger than putting all the other top three languages together.*

### 4. The use of phrases beginning with the preposition "Of": "Of" can mean "taken from"

One of the ways to begin your essay on a given chart is by using phrases that begin with the preposition "of".

"Of" in the phrases can be used to mean two different things:

"Of" can mean "taken from", such as in phrases like:

Of the research made  
Of the data gathered  
Of the observation made

"Of" can mean "out of the", such as in phrases like:

Of the participants in the survey  
Of the total number of...  
Of the initial attendants...

### Ex 1. Match the numbers with correct phrases from the box .

66% is	50% is
3% is	10% is
25% is	33% is

55% is

47% is

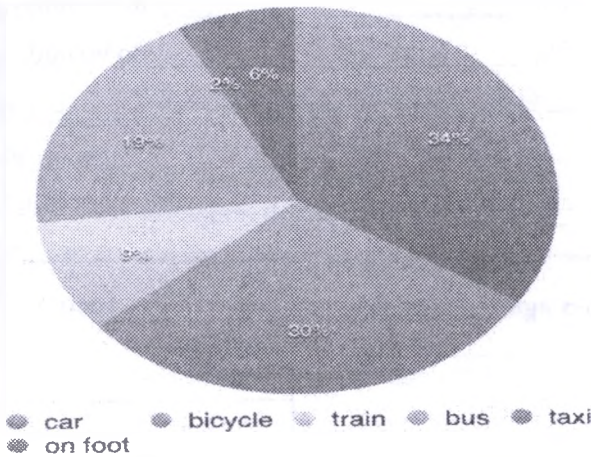
75% is

20% is

two thirds	one half	one in ten	
a small fraction	a quarter	three quarters	
a third	a fifth	a minority	a
majority			

**Ex 2. See the numbers in the pie chart and fill the blanks .**

**How people travel to Seoul .**

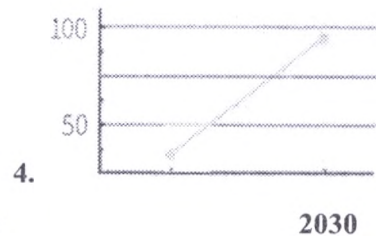
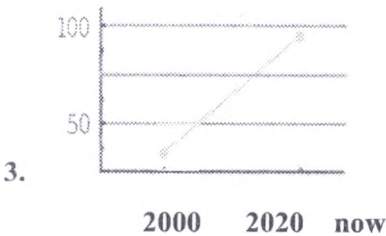
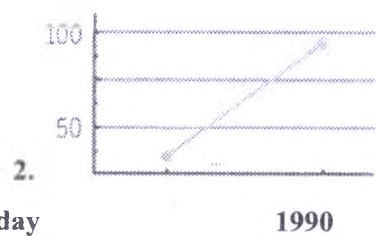
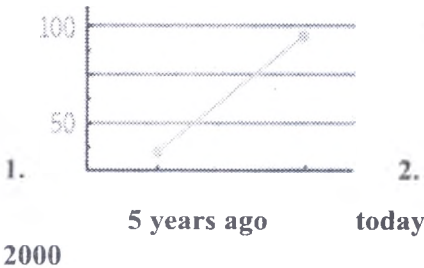


1. Approximately a  of people drive themselves to work.
2. Nearly a  of the population decide to take the bus when they commute.

3. Only a small \_\_\_\_\_ of the people take a taxi to get to work.
4. Exactly \_\_\_\_\_ in ten people cycle to work.
5. Around a \_\_\_\_\_ of commuters travel by train.

**Ex 3 . Using the verb to grow and the adverb rapidly, complete the sentences to describe the information in the graphs. Focus on the correct verb tense in each case, bearing in mind the time phrases you are given and the dates in the graph.**

1. Since five years ago, sales have grown rapidly \_\_\_\_\_ to 90,000.
2. Between \_\_\_\_\_ to 90,000.
3. From 2020 to 2030 \_\_\_\_\_ to 90,000.
4. By the year 2000, \_\_\_\_\_ to 90,000.
5. By the year 2020, \_\_\_\_\_ to 90,000.



## 10. Describing places and buildings .

Ex 1 . Complete the 15 sentences with the words on the left.

beautiful (adj.)	1. That restaurant must serve really good food. It's really _____ . There are so many people there.
bright (adj.)	
crowded (adj.)	2. There are lots of clothes and books and toys all over my son's bedroom. It's very _____ .
dirty (adj.)	
empty (adj.)	3. I really like my apartment. It isn't dark. It has large windows, so it's very _____ .
expensive (adj.)	
large (adj.)	4. After my son cleaned his room it was _____ .
messy (adj.)	
modern (adj.)	5. No one is in the classroom. It's _____ .
neat (adj.)	
new (adj.)	6. That house costs a lot of money. It's _____ .
noisy (adj.)	7. It's not an ugly building. In fact, it's really quite _____ .
spacious (adj.)	
tall (adj.)	8. Sixty thousand people can sit in that football stadium. It's not small, it's _____ .
traditional (adj.)	9. We didn't eat at that restaurant because it wasn't clean. It was _____ !
	10. There is a _____ office building near my home. It wasn't there last year.
	11. Our home is too small. We want to move to a more _____ apartment.
	12. There is a small _____ market in our town. It's the same as markets a hundred years ago.
	13. I need a quiet place to study. This place is too _____ .

	<p>14. It's a _____ building. It has 35 floors.</p> <p>15. That supermarket isn't a traditional market. It's very _____.</p>
--	--

**Ex 2. Rewrite the sentences using the words in bold without changing the meaning.**

1. When visiting Istanbul one particularly marvels at the incredible architecture of the City Centre.

Help

e.g. When visiting Istanbul one cannot help but marvel at the incredible....

2. What impressed me most about the entire building was the lavishly-decorated reception hall.

Stongest

3. The first thing that one notices about the city is that there are so many well-preserved medieval buildings.

Noticeable

4. Undoubtedly the thing that will impress you most about Dubai is the amazing Burj-Khalifa .

Doubt

5. What strikes visitors to Mykonos most is the perfect combination of glamour and tradition.

immediate

**Ex 3. Read and look at the highlighted word combinations , try to remember as many as possible.**

Describe a large, busy city

Built around a small peninsula in the south east of China, Hong Kong, now one of the most densely populated places on earth, is a city of extreme con- trasts, where East meets West, and the latest technology is equally as important as ancient customs are.

The streets of Hong Kong are a frenzy of activity and deafening noise. The roads are congested with vehicles, from sparkling limousines to

dusty rick-shaws, while countless hordes of people stream past on the pavements, and in the crowded narrow alleyways, the senses of the pedestrian are bombarded with a bewildering variety of exotic sights and smells. In contrast, not far from the chaotic, cramped city centre lie parks with cool streams, shrines and chirping birds. Meanwhile, tranquil mountains form a breathtaking backdrop to the towering skyscrapers of steel and concrete packed closely around the harbour, where huge modern ships float alongside little Chinese junks..

Below the bright neon lights, garishly advertising every brand name conceivable, visitors will find an endless variety of shops and restaurants competing for space on Hong Kong's manic streets. You can buy anything here, ranging from state-of-the-art computer technology to hand-made silk suits. There are also fish and bird markets all over the city, where heaps of gleaming silver fish can be found displayed next to brilliantly-coloured squawking parrots. Tourists and locals alike flock to the Jade Market, hidden on a side street, with its intricately-carved pieces depicting Chinese icons, Buddhas and dragons made of smooth green stone. For food, Hong Kong is second to none, as it offers a wide choice of dishes in all sorts of eating establishments. The city's nightlife, like its shops and restaurants, caters for all tastes, whether you are searching for the opportunity to serenade your loved one in a karaoke bar or are simply after a beer and a bit of dancing.

Perhaps the strangest thing about Hong Kong is the way all of its dramatically contrasting features co-exist so harmoniously. However, unless you witness it for yourself, you will never know what a pleasant atmosphere this creates. So, for an unforgettable unique experience in Hong Kong, you won't regret it.

**Ex 4. Having worked with the vocabulary of the given passage above and fill in the plan below .**

*INTRODUCTION :*

Location , population , reason

*MAIN BODY:*

general features



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particular details

---

explanation and example

---

*CONCLUSION:*

---

## GLOSSARY .

### Unit 1.

English	Meaning	Uzbek/Russian
destination (n)	<i>Noun</i> 1)the place to which a person or thing travels or is sent:Her destination was Rome. 2)the purpose for which something is <u>destined</u> .	yo'nalish , maqsad / назначения
the currency	<i>he fact or quality of being widely accepted and circulated from person to person.</i>	Valyuta / валюта
excursion	<i>a short trip or outing to some place, usually for a special purpose and with the intention of a prompt return:</i>	Ekskursiya / экскурсия
brochure	<i>a pamphlet or leaflet.</i>	Risola / брошюра
resort	<i>a place to which people frequently or generally go for relaxation or pleasure, especially one providing rest and recreation facilities for vacationers</i>	Kurort / курорт
charter	<i>a document defining the formal organization of a corporate body; constitution</i>	Nizom / устав
heritage	<i>something that is handed down</i>	Meros / наследство
itinerary	<i>a line of travel; route.</i>	Marshrut / маршрут
self-catering	<i>denoting accommodation in which the tenant or visitor provides and prepares his own food</i>	o'ziga xizmat ko'rsatish / самообслуживание

### Unit 2.

English	Meaning	Uzbek/Russian
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Seafarer	<i>a sailor. a traveler on the sea.</i>	Dengizchi / Моряк
confident	<i>having strong belief or full assurance; sure.</i>	o'ziga ishongan / уверенная
charts	<i>a sheet exhibiting information in tabular form.</i>	Grafikalar / графики
Pools	<i>Place for swimming</i>	basseynlar
laid out	<i>to arrange something on a flat surface</i>	Namoyon bolgan / выложенный
represent	<i>to speak, act, or be present officially for another person or people</i>	Ifodalaydi / представлять

### Unit 3 .

English	Meaning	Uzbek/Russian
baggage handler	a person who takes passengers' bags and cases	bagaj tashuvchi / Носильщик
Purser	A person who deals with the accounts	G'aznachi / казначей
Warden	A person who controls the order	Nazoratchi / надзиратель
entertainment officer	An office servant for entertaining	Hodim / офицер по развлечениям
Concierge	a person who is employed to take care of an apartment building	Konsiyej /
tour manager	A responsible person for organizing tours	Tur- menejeri / тур-менеджер

### Unit 4.

English	Meaning	Uzbek/Russian
abseiling	Going down slowly	Tushish / спуск

bungee jumping	Jump in bunge	Banjida sakrash /банджи-джампинг
clubbing	Attending clubs	Klublarga tashrif /посещение клубов
scuba diving	Swimming in deep areas of water and diving	Suvga sho'g'ib suzish/ подводное плавание
go-karting	Racing in go-karts	Karting/ картинг
hang-gliding	A way of flying on delthaplanes	Deltaplanda uchish/ дельтапланеризм
Inter-railing parachuting	Jump in hights with parashutes	Parashutdan sakrash/ прыжки с парашютом
parasailing	A way of sailing with parachutes in the air	Paraseling/ парасейлинг
rock or mountain climbing	Climbing on high mountains and rocks	Toqqa chiqish/ скалолазание
snowboarding	Slide on snow with board	snoubording
sunbathing	Stay in the sun to get darker skin	Quyosh vanasi/ загорание
Surfing	Riding on waves on special board	Serfing/ серфинг
walking / hiking	To go for a walk on foot	Piyoda sayuir qilish/ пешие прогулки
water skiing	Skiing in water	Suv chang'isi/ водные лыжи
windsurfing	a sport in which you sail across water by standing on a board	Vindserfing/ виндсерфинг

## Unit 5.

English	Meaning	Uzbek/Russian
customer-focused and efficient	More attention is led to customer and resulted good in productive way	Mijozlarga qaratilga va samarali/ клиентоориентированность и эффективность
energetic	Having enough will and power for something	Kuchga to'lalilik / энергичность
enthusiastic and entertaining	Having positive strength and being funny or interesting	G'ayratli va qiziqarli/ энтузиазм и веселье
organized and communicative	Capable to get together and to get on well with people	uyushgan va kommunikativ/ организованность и коммуникабельность

## Unit 6.

English	Meaning	Uzbek/Russian
airport transfers	Transforming in the territory of the airport	Aeroport o'tkazmalari
babysitters	People who looks after babies	enagalar
beach umbrellas	Large umbrellas on beach for making shaded area	Plyaj soyabonlari
car/boat hire	Place that offers car/boat for rent	Mashina yoki qayiq ijarasi
evening entertainment flights	Visiting some higher areas for getting pleasure	Kechki ko'ngilochar tashriflar
free activities for kids	Physical activities for small aged children	Bolalar uchun bepul mashg'ulotlar
free drinks	Drinks that one can get without any payment	Bepul ichimliklar

gratuity	Presents or some kind of awards that one can get for doing something	Sovg'a
hire of sports equipment	Getting some training equipment for definite time period	Sport jihozlarini ijaraga olmoq
information pack	A source of getting information	Malomotlat varaqchasi
sightseeing tours	A short trip in definite area and watching places of interest	Sayr va tomasha turlari

### Unit 7.

English	Meaning	Uzbek/Russian
adventure	an unusual, exciting, and possibly dangerous activity, such as a trip or experience	Sarguzasht/приключение
camping	the activity of staying in a tent on holiday	Lager/поход
cruise	a journey on a large ship for pleasure, during which you visit several places	Kruiz/круиз
farmstay	To stay in farm together with its owners	Fermer ho'jaligi/ферма
independent/backpacking	the activity of travelling while carrying your clothes and other things that you need in a backpack	Mustaqil sayohat/независимый / походный
Beach	an area of sand or small stones near the sea or another area of water such as a lake	Sohil/пляж
safari/wildlife	To travel to place where people cannot inhabit, people may watch the life of wild animals	Safari,yovvoi hayot/сафари/дикая природа
trekking	the activity of walking long distances on foot for pleasure	Trekking(piyoda sayohat qilmoq)/треккинг(пеший поход)



## Unit 8.

English	Meaning	Uzbek/Russian
24-hour front desk	Reception that works 24 hours or deals with guests	24 soatlik qabul/круглосуточная стойка регистрации
cot/crib	A small bed for infants or	Bolalar yotog'i/детская кроватка
express checkout kiosk	Place for paying	Ekspres to'lov kioski /киоск экспресс-кассы
fitness centre	Sport centre that is used for healthy life style	Fitness markazi/фитнес клуб
hairdryer	Item that dries hair	Soch quritgich/фен
indoor swimming pool	A pool that is inside of any building	Yopiq suzish havzasi/закрытый бассейн
in-room safe	There is a safe in the room	Xona ichdagi seyf/Сейф в номере
iron	A place where you cannot	Dazmol/утюг
laundry service	Washing the clothes	Kir yuvish hizmati/услуги прачечной

## Unit 9.

Duvet	a large, soft, flat bag filled with feathers or artificial material used as a covering on a bed	Yorgan/ одеяло
clothes hanger	a hanger	kiyim ilgich/ вешалка для одежды
bedside table	a small table that is kept at the side of a bed	yotoqxona stoli/ прикроватный столик

Dust	dry dirt in the form of powder that covers surfaces inside a building	Chang/ Пыль
detergent	a chemical substance in the form of a powder or a liquid for removing dirt from clothes, dishes	yuvish vositasi/ моющее средство
stain remover	A liquid substance to remove spots off	dog 'olib tashlash vositasi/ пятновыводитель
disinfectant	a substance that contains chemicals that kill bacteria and is used especially for cleaning surfaces in toilets and kitchens	Dezinfektsiyalovchi/ дезинфицирующее средство
Polish	to rub something using a piece of cloth or brush to clean it and make it shine	Jilo/ полировать
Mop	a stick with soft material attached to one end, especially used for washing floors	Mop/ швабра
pillow case	a cloth cover for a pillow that can easily be removed and washed	yostiқ sumkasi/ наволочка

### Unit 10.

English	Meaning	Uzbek/Russian
Habitat	the natural environment in which an animal or plant usually lives	yashash joyi/ среда обитания
niche market	a small area of trade within the economy, often involving specialized products	joy bozori/ нишевый рынок
environmentally	in a way that relates to the environment	ekologik jihatdan/ экологически

unfriendly	showing dislike and no sympathy	do'stona emas/ недружелюбный
wildlife conservation	A place where the natural existence is kept	yoqvoysi tabiatni muhofaza qilish/ охрана дикой природы
non-profit organizations	Non commercial offices	Notijorat tashkilotlar/ некоммерческие организации

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**FOR NOTES**

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**D.A.BAXADIROVA. Turizm yo‘nalishida ta’lim oluvchi talabalar uchun “English - tourism industry” (o‘quv qo‘llanma) T.:, 2023, 178 bet**

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Bosishga ruxsat etildi: 30.11.2023  
Bichimi 60x84 1/16 Shartli 11,25 b.t.  
100 nusxada bosildi. Buyurtma № 45.  
Toshkent davlat sharqshunoslik universitetining kichik bosmaxonasi.  
Toshkent, Amir Temur ko‘chasi, 20 uy.

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