



English for  
Airlines, Hotels, and Tours

Second Edition



Rob Jordens • Terry Jordens

# **TALK ABOUT TRAVEL** Second Edition

English for Airlines, Hotels, and Tours

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Rob Jordens • Terry Jordens

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# Introduction

*Talk About Travel Second Edition* is aimed to assist non-native English speakers, specifically travelers and those working in the travel and tourism industries. This book is designed to help learners practice reading, listening, speaking, and writing skills needed in real-life situations. The skills that learners will take away from this book will allow them to participate and be confident in any facet of travel or tourism.

The situations covered in this book involve conversations and language used in air travel, hotels, restaurants, tours, and at international travel destinations. These situations will equip learners with knowledge and self-assurance when dealing with reservations, travel documents, immigration procedures, sightseeing, booking tours, ordering in restaurants, making requests, and in many other situations an international traveler may face. With consistent practice, the language in these situations will become second nature to students using this book.

The fundamental approach of this book lies in the idea that education should be learner centered and task oriented. It encourages interaction and participation in realistic conversation and activities. This book contains 24 units. Each unit is composed of three main parts: reading, listening and speaking, and authentic travel documents.

The reading section consists of vocabulary, a piece of informative text with full color photographs, and a series of comprehension questions. This section facilitates reading comprehension skills and also provides essential information about travel and tourism.

The listening and speaking section invites learners to participate in warm-up exercises to identify key expressions, as well as listening comprehension tasks from topic-related dialogs. The speaking activities focus on language that can be used in real-life conversations.

Lastly, the authentic materials section provides learners with actual travel and tourism documents. These documents are provided to assess understanding, as well as to offer an opportunity to practice completing the kinds of documents that will be encountered in the world of travel and tourism.

The goal of *Talk About Travel Second Edition* is to provide effective material for learners to practice language and become familiar with expressions used in the travel and tourism industry. Each learner should take away knowledge and know-how about all aspects of travel and tourism, as well as the confidence to use these skills in any situation. This book may be used in the classroom or for independent study.

# Approach

The approach to teaching each unit of *Talk About Travel Second Edition* is to focus primarily on practice rather than explanation. The key to this book is putting into practice the useful language and expressions that are presented in each unit. This book will be very effective at training learners in the use of these words and expressions and will increase their confidence in using them in the travel and tourism industry.

## Sample Unit

1. Vocabulary Preview (8 key words)
  - A. Match words and definitions
  - B. Complete the sentences using key vocabulary
2. Reading Passage (250-280 words based on the unit topic, with key vocabulary highlighted)
3. Reading Comprehension
  - A. Multiple Choice (4 Questions)
  - B. True or False (4 Questions)
4. Listening and Speaking
  - A. Warm-up (matching key expressions with the appropriate response) (5 Questions)
  - B. Dialog 1 (8-10 line exchanges based on unit topic and key vocabulary/expressions)
    - a) True or False (3 Questions)
    - b) Dialog Gap Fill
    - c) Partner Practice
  - C. Dialog 2 (10-12 line exchanges lines based on unit topic and key vocabulary/expressions)
    - a) Multiple Choice (3 Questions)
    - b) Dialog Gap Fill
    - c) Partner Practice
  - D. Pair Work (activity requiring use of topic knowledge, key vocabulary/expressions)
    - a) Dialog Practice
5. Authentic Documents (actual documents related to the unit topic)
  - A. Comprehension Questions
6. Travel Tips (topical tips from experienced travelers)





# Chapter 1

## Before Going Abroad

Unit 1 Documents

Unit 2 Reservations





# Documents

## Vocabulary Preview

|          |         |             |           |
|----------|---------|-------------|-----------|
| passport | visa    | vaccination | fee       |
| valid    | embassy | insurance   | itinerary |

### A Match the words to the meanings.

- |                    |                                                                                                                |
|--------------------|----------------------------------------------------------------------------------------------------------------|
| 1. ___ passport    | a. money you pay for something                                                                                 |
| 2. ___ visa        | b. a list of things to do on a holiday or trip                                                                 |
| 3. ___ vaccination | c. legally acceptable or usable                                                                                |
| 4. ___ fee         | d. a government document used for going to and leaving from other countries                                    |
| 5. ___ valid       | e. an injection given to protect you from getting sick                                                         |
| 6. ___ embassy     | f. the office that represents your country to a foreign government                                             |
| 7. ___ insurance   | g. a stamp or sticker in your passport allowing you to go to another country for business, school, or vacation |
| 8. ___ itinerary   | h. something to help you pay for accidents and sickness when you travel                                        |

### B Complete the sentences with the correct word.

- Do you think health \_\_\_\_\_ is necessary when you travel?
- According to my \_\_\_\_\_, I will be in Paris on July 13<sup>th</sup>.
- Make sure to check that your passport is \_\_\_\_\_ before you leave.
- Do I need a tourist \_\_\_\_\_ to enter Australia?
- The nearest Canadian \_\_\_\_\_ is in the capital, Seoul.

## Reading Passage

### Preparing Documents



- 1 Getting your papers ready is the first thing you do before a trip. The first document you need is a **passport**. You can apply for one at an immigration office or at an **embassy**. Most countries charge a **fee** for passports. If you have a passport, make sure that it is **valid** for six more months. Make copies of it. Keep copies with you, 5 in your suitcase, and with a friend or family member.

- Another thing to get ready is a **visa**. A visa is a stamp or sticker in your passport. Some visas are for business. Others are for study or travel. Sometimes you need to get your visa before you travel. Each country is different. You can apply at the embassy for that country. In other countries, you can get your visa when you land 10 at the airport.

Your travel **itinerary** is a list of your plans. You need to keep it safe. Keep a copy with you all the time. Give a copy of your itinerary to a friend or family member.

- When traveling to another country, your **vaccinations** need to be up to date. Go to your doctor. Tell the doctor where you are going. He or she will give you the 15 vaccinations and then give you an immunization record. This is a small booklet with your vaccination history in it. Take it on your trip.

Think about buying travel health **insurance**. Most insurance companies will give you a card that has your insurance company name and number. You can use this card if you have an accident.

- 20 Now that all your documents are ready, you can start making reservations!



# Reading Comprehension

## A Choose the best answer for each question.

1. What should you get ready first when going on a trip?
  - a. Reservations
  - b. Travel papers
  - c. Vaccinations
  - d. Luggage
2. Where should you keep a copy of your passport?
  - a. With your travel agent
  - b. At your embassy
  - c. With you, in your suitcase, and with a friend
  - d. At your hotel
3. What will the doctor give you after you get vaccinations?
  - a. An immunization record
  - b. A special kind of visa
  - c. A letter stating you can safely go to foreign countries
  - d. A disease
4. In case of accidents or sickness, what should you buy before you travel?
  - a. A first aid kit
  - b. Travel health insurance
  - c. A tourist visa
  - d. A driver's license

## B Choose T for true or F for false.

1. Make sure that your passport is valid for one year before you travel.
2. You do not need a visa if you are on business.
3. You need to show your travel itinerary to everyone.
4. You need to bring your immunization record when you travel.

|   |   |
|---|---|
| T | F |
| T | F |
| T | F |
| T | F |

# Listening and Speaking

## WARM-UP

### A Match each question with the appropriate response.

- |                                           |   |                                                       |
|-------------------------------------------|---|-------------------------------------------------------|
| 1. What is the fee?                       | • | • a. I am on vacation with my family.                 |
| 2. Are you here for business or pleasure? | • | • b. Sure, here are my driver's license and passport. |
| 3. Is your passport valid?                | • | • c. It is \$150 US.                                  |
| 4. Do you have an entry visa?             | • | • d. Yes. I have a B-1 business visa.                 |
| 5. Can I see some photo ID, please?       | • | • e. It is valid until January 2010.                  |

## DIALOG 1

### A Listen to the dialog and choose T for true or F for false.



- |                                                  |   |   |
|--------------------------------------------------|---|---|
| 1. The man is going on a vacation.               | T | F |
| 2. The man will be abroad for less than 14 days. | T | F |
| 3. The fee for a B-1 visa is \$65.               | T | F |

### B Listen again and fill in the blanks.



**Immigration Agent** Can I help you?

**Businessman** I'd like to apply for an American visa.

**Immigration Agent** What kind of visa do you need?  
 \_\_\_\_\_ or  
 \_\_\_\_\_?

**Businessman** \_\_\_\_\_.

**Immigration Agent** OK. You need a B-1 business visa.

**Businessman** What's the \_\_\_\_\_?

**Immigration Agent** It is \_\_\_\_\_ for \_\_\_\_\_ days, after entry.

**Businessman** That's perfect. What's the fee?

**Immigration Agent** You must pay a \$75 \_\_\_\_\_.

**Businessman** Thanks.



### C Practice the dialog with your partner.

## DIALOG 2

### A Listen to the dialog and choose the best answer.



1. Where is the conversation taking place?
  - a. At a travel agency
  - b. On a farm
  - c. At a doctor's office
  - d. On a safari
2. How many vaccinations does the doctor say the man needs?
  - a. None
  - b. Four
  - c. Hepatitis A
  - d. Three
3. Where will the man keep his immunization record?
  - a. In his luggage
  - b. At the Kenyan embassy
  - c. In his wallet
  - d. With his family

### B Listen again and fill in the blanks.



- Doctor** What can I do for you?
- Patient** I'm going on a trip. Do I need \_\_\_\_\_?
- Doctor** Which countries will you visit?
- Patient** We're \_\_\_\_\_ to Kenya, Africa.
- Doctor** Are you going to be near any \_\_\_\_\_?
- Patient** Yes, we're going to go on a safari.
- Doctor** You need vaccinations for hepatitis A, meningitis, rabies, and typhoid fever.
- Patient** OK.
- Doctor** I'll give you an \_\_\_\_\_.  
Take this booklet with you when you travel.
- Patient** I'll put it in my \_\_\_\_\_.

### C Practice the dialog with your partner.



## Pair Work

**A** Think about what you need to do to get a passport. Complete the application on page 15.

**B** You will be a ticket agent and your partner will be applying for a passport. Practice the dialog with your partner.

**Customer** I want to apply for a \_\_\_\_\_.

**Travel Agent** OK, here is an application form. I'll help you fill it out. First, I need your given name, middle name, and surname. I need your spouse's full name, also.

**Customer** My name is \_\_\_\_\_.  
My spouse's name is \_\_\_\_\_.

**Travel Agent** What is your place and date of birth?

**Customer** I was born in \_\_\_\_\_, on \_\_\_\_\_  
(month) \_\_\_\_\_ (day) \_\_\_\_\_ (year).

**Travel Agent** What is your profession?

**Customer** I am a \_\_\_\_\_.

**Travel Agent** Please fill in your address and telephone numbers, and sign the form.

**Customer** Fine, thank you for your help.



**C** Now switch roles.

### Travel Tips

#### Filling out passport and visa forms

- >> Use block letters (BLOCK LETTERS).
- >> Print clearly so it is easy to read.
- >> Answer all the questions, and don't leave any blank spaces.
- >> Sign and date the application.
- >> Attach current photographs to the upper right-hand corner.
- >> Make sure to pay the fee.



## APPLICATION FOR A U.S. PASSPORT

OMB APPROVAL NO. 1405-0004  
EXPIRATION DATE: 12-31-2010  
ESTIMATED BURDEN: 85 MIN

Attention: see WARNING on page two of instructions

Please select the document (or documents) for which you are applying:

☐ U.S. Passport Book ☐ U.S. Passport Card

The U.S. passport card may only be used for international travel by land or sea between the United States, Canada, Mexico, the Caribbean and Bermuda. Please visit our website for detailed information.

**1. Name** Last

First & Middle

**3. Sex**

☐ M ☐ F

**4. Place of Birth** (City & State *or* City & Country as it is presently known)

**6. Mailing Address:** Street/RFD # *or* P.O. Box

Apartment or unit #

City

State

Zip Code (Zip + 4 if known)

In Care Of or Country, if applicable

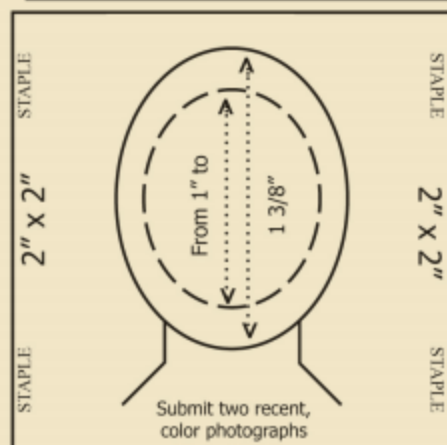
**7. Contact Phone Number**

**8. Email Address** (Optional)

**9. Have You Ever Used A Different Name** (Maiden, Previous Marriage, Legal Name Change)? If yes, please complete. (Attach additional pages if needed)

1. ☐

2. ☐



**10. Parents' Information**

Father's Name - First & Middle

Last

Date of Birth (mm/dd/yyyy)

Father's Place of Birth

U.S. Citizen?

☐ Yes  
☐ No

Mother's Name - First & Middle

Last (Maiden)

Date of Birth (mm/dd/yyyy)

Mother's Place of Birth

U.S. Citizen?

☐ Yes  
☐ No

**DO NOT SIGN APPLICATION UNTIL REQUESTED TO DO SO BY PERSON ADMINISTERING OATH.**

I declare under penalty of perjury all of the following: 1)I am a citizen or non-citizen national of the United States and have not, since acquiring U.S. citizenship or nationality, performed any of the acts listed under "Acts or Conditions" on the reverse side of this application (unless explanatory statement is attached); 2)the statements made on the application are true and correct; 3)I have not knowingly and willfully made false statements or included false documents in support of this application; 4)the photograph submitted with this application is a genuine, current, photograph of me; and 5)I have read and understood the warning on page two of the instructions to the application form.

x ☐ **Applicant's Signature - age 16 and older**

x ☐ **Father's/Legal Guardian's Signature** (if identifying minor)

x ☐ **Mother's/Legal Guardian's Signature** (if identifying minor)

**Identifying Documents - Applicant or Father (if identifying minor)**

☐ Driver's License ☐ Passport ☐ Military ☐ Other

Issue Date \_\_\_\_\_ Expiration Date \_\_\_\_\_ Place of Issue \_\_\_\_\_

Name \_\_\_\_\_ ID No \_\_\_\_\_

**Identifying Documents - Mother (if identifying minor)**

☐ Driver's License ☐ Passport ☐ Military ☐ Other

Issue Date \_\_\_\_\_ Expiration Date \_\_\_\_\_ Place of Issue \_\_\_\_\_

Name \_\_\_\_\_ ID No \_\_\_\_\_

☐ Acceptance Agent ☐ (Vice) Consul USA ☐ Passport Services Staff Agent

Facility Name/Location

Subscribed and sworn to (affirmed) before me:

(Seal)

Signature of person authorized to accept applications

Date

PPT Fee \_\_\_\_\_ EF \_\_\_\_\_ Postage \_\_\_\_\_ Other \_\_\_\_\_

Facility/Agent ID Number



DS 11 10 2007 1

# Authentic Documents

This is a visa application form for the People's Republic of China. Practice by filling it out.

## 中华人民共和国签证申请表 Visa Application Form of the People's Republic of China

请逐项在空白处用中文或英文大写字母打印填写, 或在 ☐ 打 X 选择  
Please type your answer in capital English letters in the spaces provided or  
check the appropriate box to select.

### 一、关于你本人的信息 / Section 1. Information About Yourself

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                     |                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1 外文姓名 / Full Name<br>姓 / Surname: 中间名 / Middle Name:                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     | 照片 / Photo<br>请将1张近期正面免冠、<br>浅色背景的彩色护照<br>照片粘贴于此<br><b>PHOTO</b><br>2"X2" color photo, with<br>full face, front view, no hat,<br>and against a plain light<br>background |
| 1.2 性别 / Sex<br><input type="checkbox"/> 男 / M <input type="checkbox"/> 女 / F                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1.3 中文姓名 / Chinese Name if Applicable                                                                                                                                                               |                                                                                                                                                                          |
| 1.4 现有国籍 / Current Nationality:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1.5 别名或曾用名 / Other or Former Name:                                                                                                                                                                  |                                                                                                                                                                          |
| 1.6 曾有国籍 / Former Nationality:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1.7 出生日期 / Date of Birth (YY-MM-DD):                                                                                                                                                                |                                                                                                                                                                          |
| 1.8 出生地点(国、省、市) / Place (Province/State, Country) of Birth:                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                     |                                                                                                                                                                          |
| 1.9 护照种类<br>Passport Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <input type="checkbox"/> 外交 / Diplomatic <input type="checkbox"/> 公务、官员 / Service or Official <input type="checkbox"/> 普通 / Regular<br><input type="checkbox"/> 其他证件(请说明) / Other (Please specify): |                                                                                                                                                                          |
| 1.10 护照号码 / Passport Number:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1.11 签发日期 / Date of Issue (YY-MM-DD):                                                                                                                                                               |                                                                                                                                                                          |
| 1.12 签发地点(省、市及国家) / Place (Province/State, Country) of Issue:                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1.13 失效日期 / Expiration Date (YY-MM-DD):                                                                                                                                                             |                                                                                                                                                                          |
| 1.14 当前职业(可多选) / Your Current Occupation(s):<br><input type="checkbox"/> 商人 / Businessman <input type="checkbox"/> 教师、学生 / Teacher or Student <input type="checkbox"/> 政府官员 / Government Official<br><input type="checkbox"/> 乘务人员 / Crew Member of Airlines, Trains or Ships <input type="checkbox"/> 新闻从业人员 / Staff of Media<br><input type="checkbox"/> 议员 / Member of Parliament, Congressman or Senator <input type="checkbox"/> 宗教人士 / Clergy<br><input type="checkbox"/> 其他(请说明) / Other (Please specify): |                                                                                                                                                                                                     |                                                                                                                                                                          |

### 二、你的赴华旅行 / Section 2. Your Visit to China

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.1 申请赴中国主要事由(可多选) / Major Purpose(s) of Your Visit(s) to China:<br><input type="checkbox"/> 旅游 / Tourism <input type="checkbox"/> 探亲 / Visiting Relatives <input type="checkbox"/> 商务 / Business Trip <input type="checkbox"/> 过境 / Transit <input type="checkbox"/> 留学 / Study <input type="checkbox"/> 商业演出 / Commercial Performance <input type="checkbox"/> 其他(请说明) / Other (Please specify):<br><input type="checkbox"/> 执行乘务 / As Crew Member of Airlines, Trains or Ships <input type="checkbox"/> 记者常驻 / As Resident Journalist <input type="checkbox"/> 记者临时采访 / As Journalist for Temporary News Coverage <input type="checkbox"/> 外交官、领事官赴华常驻 / As Resident Diplomat or Consul in China <input type="checkbox"/> 官方访问 / Official Visit <input type="checkbox"/> 任职就业 / Employment |                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2.2 计划入境次数 /<br>Intended Number of Entries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> 一次入出境有效(6个月内有效) / Single entry valid for 6 months;<br><input type="checkbox"/> 二次入出境有效(6个月内有效) / Double entry valid for 6 months;<br><input type="checkbox"/> 半年内多次入出境有效 / Multi-entry valid for 6 months;<br><input type="checkbox"/> 一年内多次入出境有效 / Multi-entry valid for 12 months<br><input type="checkbox"/> 两年内多次入出境有效 / Multi-entry valid for 24 months (Only for qualified applicants) |
| 2.3 首次可能抵达中国的日期 / Date of Your First Possible Entry into China (YY-MM-DD)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2.4 预计你一次在华停留的最长天数 / Your Longest Intended Stay in China                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Days                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2.5 请按时间顺序列明你访问中国的地点(省及市、县)<br>/ Please list Counties/Cities and Provinces to visit<br>in China in a time sequence:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2.6 办理签证通常需要4个工作日, 你是否想另<br>交费要求加急或特急服务<br>/ Normally, visa processing takes 4-5 working days.<br>Do you request express or rush service<br>by paying extra fee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <input type="checkbox"/> 加急(2-3个工作日) / Express for 2-3 Business Days;<br><input type="checkbox"/> 特急(1个工作日) / Rush for 1 Working Day.                                                                                                                                                                                                                                                                                 |

Q-2007

Source: <http://people.bu.edu/johnb/VisaApp.pdf>



# Reservations

## Vocabulary Preview

|       |                    |             |           |
|-------|--------------------|-------------|-----------|
| book  | tourist attraction | economy     | departure |
| suite | luxurious          | destination | e-ticket  |

### A Match the words to the meanings.

- |                           |                                                            |
|---------------------------|------------------------------------------------------------|
| 1. ___ book               | a. a paperless ticket created on the Internet              |
| 2. ___ tourist attraction | b. the act of leaving                                      |
| 3. ___ economy            | c. very nice or good quality                               |
| 4. ___ departure          | d. group of rooms connected together                       |
| 5. ___ suite              | e. the least expensive class of service and accommodations |
| 6. ___ luxurious          | f. the place where you are going                           |
| 7. ___ destination        | g. reserve something before you leave                      |
| 8. ___ e-ticket           | h. something that is interesting for travelers             |

### B Complete the sentences with the correct word or words.

- I booked my trip online and received a(n) \_\_\_\_\_.
- We found the train very \_\_\_\_\_ because of the quality of the seats and the excellent service we received.
- Which \_\_\_\_\_ do you want to visit, Disney World or Universal Studios?
- Jane decided to \_\_\_\_\_ her air tickets through a travel agent, but she reserved her hotels online.
- Flying in \_\_\_\_\_ class can be crowded and hot.

## Reading Passage

### Avoid Stress, Reserve!



- 1 Making reservations can lower stress. **Book** hotels, restaurants, and tourist attractions early.

Plan flights three to six months before your **departure**. It will be busy in high season. High season is June, July, or August. Also think about the popularity of your

- 5 **destination**. When reserving your flight, choose a one-way or round-trip ticket. Also, choose first or **economy** class. First class offers bigger seats, better service, and **luxurious** food. Economy class is the most popular and cheapest, but it's not as comfortable. Finally, if you need specific food because you are a vegetarian, tell the airline before you leave.

- 10 You need to book hotel rooms. Tell the hotel what kind of room you want: standard, deluxe, single, or double. You can get a **suite** if you need more than one room. Tell the hotel if you want a smoking or non-smoking room. You may need to reserve a rental car or transportation tickets. There are many types of cars. You can choose small, mid-size, or full-size. Trains are popular for travelers. You have to make reservations.
- 15 Good restaurants are popular. If you want to eat somewhere famous, you will have to make a reservation. It's a good idea to book **tourist attractions** early. They often sell out quickly!



- Reservations for your trip can be made at a travel agency. A
- 20 travel agent will book your tickets and give you a paper ticket and itinerary. The Internet is an easy way to plan. It provides information, reservations, and travel
- 25 tips and advice. You can get discounts for booking online. To make a reservation, fill in the reservation form, and make your payment with a
- 30 credit card. You will get an **e-ticket** (electronic ticket).

# Reading Comprehension

## A Choose the best answer for each question.

1. When renting a car, which of the following sizes is available?
  - a. Mid-size
  - b. Regular-size
  - c. Impact-size
  - d. Large-size
2. What are the steps needed to make a reservation on the Internet?
  - a. Go to a travel agency, give information, receive paper ticket
  - b. Go to a travel agency, give information, receive e-ticket
  - c. Call a travel agency, give information, receive paper ticket
  - d. None of the above
3. Which is not a benefit of arranging travel on the Internet?
  - a. It provides information.
  - b. You receive a paper ticket.
  - c. You get travel tips.
  - d. You can do it from home.
4. What do you need to think about when booking air travel?
  - a. The length of your flights
  - b. The level of comfort you would like to travel in
  - c. Smoking or non-smoking service
  - d. The size of the airplane

## B Choose T for true or F for false.

- |                                                                  |   |   |
|------------------------------------------------------------------|---|---|
| 1. Very few people use the Internet to make travel arrangements. | T | F |
| 2. There are two options for making travel reservations.         | T | F |
| 3. You can choose first or economy class on airplanes.           | T | F |
| 4. Your reservation depends on three things.                     | T | F |

# Listening and Speaking

## WARM-UP

### A Match each question with the appropriate response.

- |                                                     |   |                                 |
|-----------------------------------------------------|---|---------------------------------|
| 1. What is your destination?                        | • | • a. Round-trip, please         |
| 2. When is your departure date?                     | • | • b. Toronto, Canada            |
| 3. Would you like a one-way or a round-trip ticket? | • | • c. With my credit card        |
| 4. Would you like first class or economy class?     | • | • d. September 14 <sup>th</sup> |
| 5. How will you be paying for that?                 | • | • e. Economy class, please      |

## DIALOG 1

### A Listen to the dialog and choose T for true or F for false.



- |                                                     |   |   |
|-----------------------------------------------------|---|---|
| 1. They are leaving for their vacation on June 1.   | T | F |
| 2. The man is planning a vacation with his friends. | T | F |
| 3. They are going to be traveling in high season.   | T | F |

### B Listen again and fill in the blanks.



- Travel Agent** Good afternoon.
- Traveler** Hi. I'd like to plan my \_\_\_\_\_.
- Travel Agent** Great! When do you want to go?
- Traveler** \_\_\_\_\_ 1<sup>st</sup>.
- Travel Agent** OK. That's \_\_\_\_\_ season, so it will be expensive.
- Traveler** Can you suggest a destination?
- Travel Agent** How about \_\_\_\_\_?
- Traveler** That sounds \_\_\_\_\_!
- Travel Agent** Alright. I'll send your \_\_\_\_\_ itinerary to you.
- Traveler** Thanks!
- Travel Agent** Have a \_\_\_\_\_!



### C Practice the dialog with your partner.