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UNIT 3 - TRAVEL





1. START UP

1 Read the article and decide on a title for each one.

- 1 Passport control _____
- 2 No credit _____
- 3 Tunnel trouble _____
- 4 Motorway madness _____



Travellers' tales



A

Last year I was on my way to a job interview. It was in London and I took the Underground. The train stopped in a tunnel for 45 minutes. I couldn't call the company because mobile phones don't work underground in the UK. I arrived really late and it didn't make a good impression.

Hannah

C

Two years ago I had an important meeting in Madrid. I booked an early flight because I hate being late, but when I got to the airport my flight was cancelled. I arranged a meeting for the next day and booked a flight for the afternoon. However, when I checked in I realized I didn't have my passport! What a disaster!

Samra



B

About a month ago I had an appointment with one of our suppliers. I decided to drive but there was an accident on the motorway. I was stuck in a traffic jam for about three hours. There was nothing I could do. And, of course, the battery in my mobile was empty!

Jacob

D

Last month I flew into New York for a meeting. I tried to get a taxi from Kennedy Airport to our office in New York. Unfortunately, I didn't have enough dollars on me and they don't take credit cards. I found a cash machine, but it didn't accept my card! It was a nightmare.

Daniel



2 Work in pairs. Read the article again and decide which one was

- the worst journey
- the funniest experience
- the most stressful journey
- the most embarrassing experience



3 Work in groups. Tell each other about a difficult journey.

- When was it?
- What happened?
- Why was it a difficult journey?
- What did you feel?



2. LANGUAGE SPOT

Past Simple

- We use the Past Simple to talk about things which happened in the past.

I went on a business trip to New York last year.

I wrote a letter to the supplier.

I didn't see you in the office last week.

- We often use the Past Simple with time expressions like *three years ago, last month, yesterday, etc.*

Underline the time expressions in *Travellers' tales*.

- The Past Simple of some verbs is irregular.

go – went come – came take – took

Find examples of irregular verbs in *Travellers' tales*.

Write the base form for each one.

EXAMPLE *was – be*



Jack Clark is going to Madrid for a meeting. Write sentences about his trip in your notebook.

EXAMPLE *catch a train / airport*

He caught a train to the airport.

- 1 arrive at the airport / 7.30 a.m.
- 2 check in / at zone B
- 3 go / through security and passport control / 8.00 a.m.
- 4 wait / departure lounge / an hour
- 5 go to gate 16 / to board the plane
- 6 take off / 9.45 a.m.
- 7 land / Madrid



3. VOCABULARY

1. What happens in each part of the airport? Match 1-7 with the explanations (a-g)

- | | |
|--------------------|---|
| 1 security control | a you go here to board your plane |
| 2 passport control | b you collect your luggage after a flight |
| 3 duty free shop | c you wait for information about your flight |
| 4 baggage reclaim | d you and your things go through a metal detector |
| 5 gate | e you show your booking confirmation or ticket and leave your luggage |
| 6 departure lounge | f you show your passport and visa |
| 7 check-in | g you can buy cheaper goods |



2 Tick (✓) the things you did last time you travelled for business or on holiday.

- | | |
|--|---|
| <input type="checkbox"/> get a plane | <input type="checkbox"/> buy something at duty free |
| <input type="checkbox"/> catch a bus | <input type="checkbox"/> miss a connection |
| <input type="checkbox"/> get a taxi | <input type="checkbox"/> arrive late |
| <input type="checkbox"/> go by car | <input type="checkbox"/> arrive early |
| <input type="checkbox"/> do some work | <input type="checkbox"/> wait for your luggage |
| <input type="checkbox"/> listen to music | <input type="checkbox"/> use a suitcase with wheels |
| <input type="checkbox"/> read a book | <input type="checkbox"/> take a laptop |
| <input type="checkbox"/> call someone on your mobile | <input type="checkbox"/> wear a rucksack |
| <input type="checkbox"/> wait | <input type="checkbox"/> buy something to eat |
| <input type="checkbox"/> take your passport | |



3 Work in pairs. Ask and answer questions. Continue the conversation where possible.

EXAMPLE

A *Did you get a plane?*

B *Yes, I did. / No, I didn't.*

A *Where did you go?*

B *I went to Paris.*

A *On the journey, did you do any work?*

B *Yes, I did.*



4. 9 to 5 - APOLOGIZING

Look at the pictures. What do you think has happened?
How does Lisa feel?





Look at picture 1 and listen.
Number the events in Lisa's story.



- caught a bus ____
- ran to the office ____
- missed a train ____
- went to bed late 1
- waited in a traffic jam ____
- tried to get a taxi ____



Look at picture 2 and listen.

Tick the expressions that Lisa and Richard use.



Expressions

- I'm very sorry ...
- I'm so sorry ...
- I feel really bad about it.
- Don't worry about it.
- It'll never happen again.
- I promise ...
- That's OK.
- It doesn't matter.



5. SPEAKING

Work in pairs. Student A go to p.108.
Student B go to p.112.

- 1 You were late for a very important meeting with your manager! Unfortunately, your train stopped for more than an hour because of a problem with its engine. You couldn't call the office because your mobile phone battery was empty. Apologize, explain what happened, and promise that next time your mobile phone will work. You are often late so you will have to be very apologetic! You start: *I'm very sorry...*
- 2 You are a manager. One of your members of staff was an hour late for an important business dinner with a client. You were at the restaurant with the client and it was very embarrassing. It is now the next day.

- 1 You are a manager. One of your members of staff was very late for an important meeting. You aren't happy because this person is often late.
- 2 You were an hour late for a business dinner with an important client. You tried to get a taxi from your home to the restaurant but all the taxi companies were busy. So you decided to drive to the restaurant. Unfortunately, there were no parking spaces near the restaurant and you had to walk a long way. Your manager was at the restaurant and he wasn't very happy! It is now the next day. Apologize to your manager, explain what happened, and promise that next time you will book a taxi in advance. You start: *I'm very sorry...*



6. READING

1 Read the adverts and answer the questions.

Which hotel ...

- 1 has an excellent restaurant?
- 2 has gardens?
- 3 has a swimming pool?
- 4 is best for someone arriving by train?
- 5 is best for a conference?

A

ARENA HOTEL DUBLIN



*Relax in our comfortable
luxury hotel*

- all standard rooms are en suite, with interactive TV, minibar, hairdryer, direct-dial telephone
- Wi-Fi hot spot – wireless high-speed internet access in our Business Centre
- non-smoking rooms available
- first-class restaurant
- free car parking
- two conference rooms available

Shamrock City B

Superbly located. Close to Cork airport and a short walk from the station.



- full Irish breakfast
- leisure centre with swimming pool, sauna and gym
- en suite bathrooms ● internet access
- satellite TV ● trouser press and hairdryer

Prices from £60



Paradise Hotel

Friendly and efficient service for a memorable stay in Galway. Our gardens offer a tranquil oasis.

- fully equipped rooms – hairdryer, TV, direct-dial phones, tea and coffee-making facilities
- Irish and continental breakfast
- internet access in each room
- free on-site parking

Rooms from £52

Ideal setting for conferences and seminars



2 Complete an internet review of each hotel. Tick (✓) the things the hotels have and cross (X) the things they don't have.

	Arena	Shamrock	Paradise
en suite rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
non-smoking rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
continental and Irish breakfast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
direct-dial phones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
internet access in bedrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
hairdryer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
trouser press	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
minibar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
free carparking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
conference facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



3 Work in pairs. What are the five most important qualities for a business hotel? Write them in order of importance.

EXAMPLE

A *I think a business hotel needs to be near a station or airport.*

B *I agree. But it also needs to be near the business areas of a city.*

7. SPEAKING

Work in pairs. Take it in turns to be hotel receptionists and callers. Student A go to p.108, Student B go to p.112.

Situation	Caller	Receptionist	Hotel information
1	<p>1 You are interested in staying at the Millennium Hotel, Rome. Call the hotel and ask about its facilities.</p> <p><i>checklist</i></p> <ul style="list-style-type: none"> • internet access • gym • room service • restaurant in hotel • air conditioning • meeting room for 25 people 	<p>1 You are a hotel receptionist at the Millennium Hotel, Rome.</p> <p>Answer the caller's enquiries. Apologize if the hotel doesn't offer the facilities the caller requires.</p>	<p><i>Millennium Hotel, Rome</i> ★★★</p> <p>FOR ALL YOUR BUSINESS NEEDS</p> <ul style="list-style-type: none"> • all rooms offer en suite bathroom, minibar, TV, phone, trouser press and hairdryer • internet access in every room • fitness centre, including indoor swimming pool, sauna and gym • business centre: secretarial services, computer, fax, open 8.00 a.m. until 7.00 p.m. • two award-winning restaurants and two bars • 24-hour room service • meeting rooms to suit all needs (12–300 people) • free car parking on site
2	<p>You are interested in staying at the Jules Verne Hotel, Paris. Call the hotel and ask about its facilities.</p> <p><i>Check list</i></p> <ul style="list-style-type: none"> • trouser press • free parking • gym • near to station • air conditioning • five meeting rooms 	<p>2 You are a hotel receptionist at the Jules Verne, Paris.</p> <p>Answer the caller's enquiries. Apologize if the hotel doesn't offer the facilities the caller requires.</p>	<p><i>Jules Verne Hotel</i> ★★</p> <p>an oasis in the heart of Paris</p> <ul style="list-style-type: none"> • room description: en suite bathroom, air conditioning, minibar, satellite and local TV, phone, deposit box, and hairdryer • restaurant and bar • business facilities (conference room, two meeting rooms, computer facilities) • guest parking, daily rate €6 • free airport shuttle bus • 0.5 km from the station



Suggested structures

Caller	Receptionist
<p>Hi/ Hello, I'm</p> <p>I want to inquire about the room reservation.</p> <p>Is there a swimming pool/...in your hotel?</p> <p>I'm interested in....</p> <p>Is it close to....?</p> <p>I want to book a en suite room...?</p> <p>Nothing to know as of now</p> <p>Same to you. Thank and see you soon.</p>	<p>Yes, Sir/ Madam, how may I help/ assist you?</p> <p>Yes, please</p> <p>Certainly, we also have a gym/ a next to the swimming pool.</p> <p>....</p> <p>Would you prefer...?</p> <p>Is there anything else you want to know?</p> <p>Thank you, Sir. It was nice talking to you. Have a nice day.</p>



8. COMPANY PROFILE

Work in pairs. Discuss

- the airlines you know
- what you know about them, e.g. how successful they are
- how people buy tickets



Read about bmi and match the questions (1–7) to the answers (A–G).

- 1 What services does it offer?
- 2 How successful is it?
- 3 How many destinations does it fly to?
- 4 Who owns it?
- 5 Who are its top competitors?
- 6 How big is it?
- 7 When did it start?

bmi (British Midlands Airways Limited) is the UK's second largest full service airline (British Airways is number one). It has an operational base at London Heathrow. It also operates a budget carrier called **bmibaby**.

A The chairman, Sir Michael Bishop, owns 50% plus one share of the company and Lufthansa owns 30% minus one share. The airline SAS owns 20%.

B It has over 2,000 flights a week, over 40 planes, and more than six million passengers a year.



C It flies to at least 30 destinations in Europe, and also to the USA, India, and the Caribbean.

D In 2001 the airline experienced losses of £29m, but by 2005 it had started making a profit again with a turnover of £830m. It has won over 50 industry awards since 1990.

E It started in 1948 as a flying school. In 1958 it started tour holidays to destinations in Europe. In 1964 the company adopted the name British Midland Airways.

F bmi offers an up-to-date service with fast check-in, e-ticket travel, punctual flights, comfortable seats, and quality in-flight food and drinks. It also provides special facilities for business travellers.

G British Airways, Easyjet, and Ryanair.



3. Find words or expressions which mean

1. Part of a company's capital owned by an investor
2. Money lost in business
3. Money a company earns after expenses, taxes, investment, etc.
4. Prizes to recognize performance
5. Arriving and leaving on time



9. PROJECT

- Go online and research another airline. Try to find the answers to the questions in II Company profile
- Write up your report in the form of questions and answers. (at home)



10. BUSINESS KNOW-HOW

Work in pairs. Discuss the questions.

- What do you pack when you go on holiday?
- What do you never travel without?
- What's the difference between packing for a holiday and for a business trip?



Travelling tips

- Travel light – pack half the clothes you first thought of.
- Check the weather forecast before you go, but always take an umbrella.
- Pack necessities in your carry-on bag just in case your suitcase doesn't arrive.
- Carry healthy snacks and a bottle of water.
- Take an alarm clock. Don't rely on the hotel's wake-up call.

2 With your partner discuss the tips. Think of two more tips.

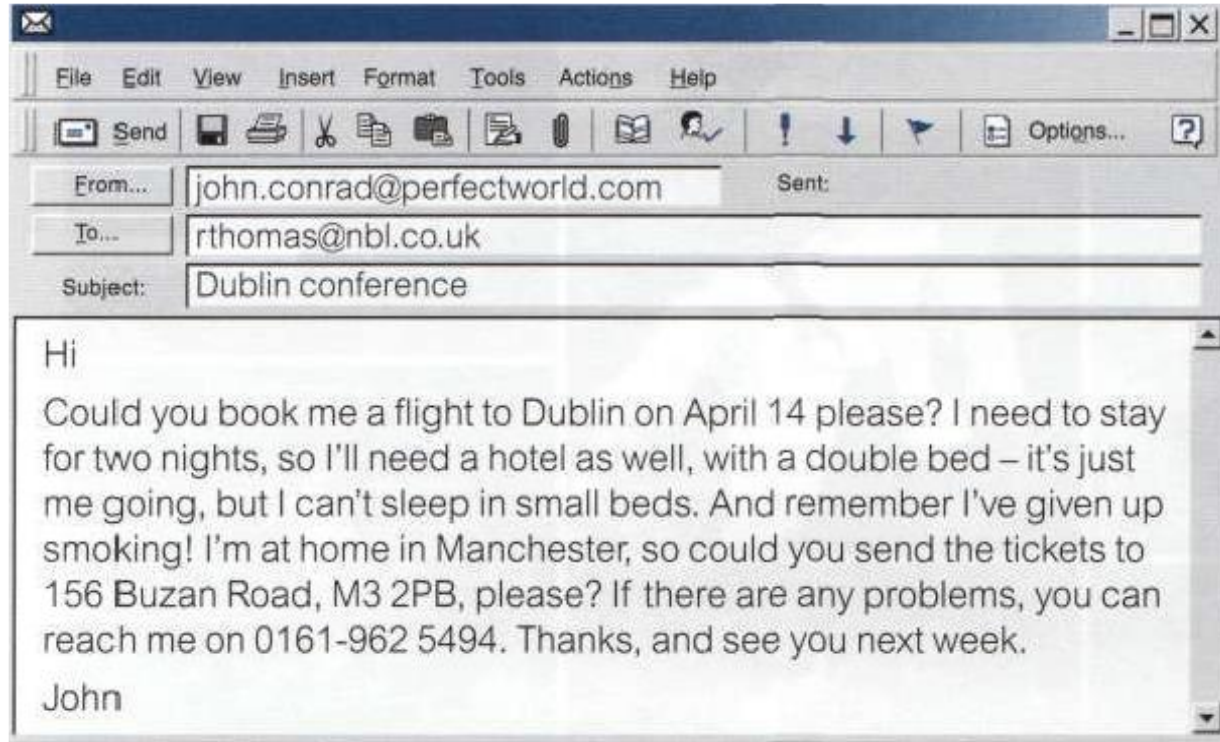


11. WRITING

- Go online and research another airline. Try to find the answers to the questions in II Company profile
- Write up your report in the form of questions and answers. (at home)



Your colleague needs you to book a hotel for him. Read his email then complete the hotel booking form (in the next slide).



Heron Lodge, Dublin

Check-in date -- / -- / year

Check-out date -- / -- / year

No. of rooms No. of nights Guests per room

Room preferences

double double - sole occupancy

smoking non-smoking

Beds double twin no preference

Personal details

Title Mr Miss Mrs Ms

First name

Surname

No. of house

Street name

Town / City

County / State

Postcode / Zipcode

Country

Tel. no.

Email address



12. CHECKLIST

Assess your progress in this unit.
Tick (✓) the statements which are true.

- I can talk about the past
- I can make apologies
- I can understand hotel advertisements and ask about facilities



13. KEY WORDS

Air travel
baggage reclaim
budget airline
carry-on bag
check-in
departure lounge
gate
passport control
security control

Hotel
en suite
room service

Business
award
losses
profit
share
turnover