

Unit	Title	Language functions	Page
Unit 1	Arrivals		1
Key Point 1	New arrivals	Collecting people from the airport / bus station / train station and helping them to find their accommodation. Explaining time tables and time differences. Giving simple directions. Talking about the weather. Prepositions.	
Key Point 2	Settling in	Giving important information when arriving at accommodation / conference center; location of facilities, timetabled events, etc. Answering inquiries.	
Key Point 3	Transport	Dealing with passengers' queries and requests regarding public transport. Timetable queries. Independent travelers using chauffeurs, car hire or taxis.	
Unit 2	Curious Travelers		7
Key Point 4	Looking around	Giving information about a new location, places of interest, special events. Recommending places of interest.	
Key Point 5	Excursions and scheduled events	Providing information about organized excursions.	
Key Point 6	Culture and customs	Providing information about rules, cultural requirements and cautionary measures. Customs and formalities. Obligation.	
Unit 3	Event Organizing		13
Key Point 7	Business events	Organizing meetings or business events for small or large groups.	
Key Point 8	Inquiries	Accommodation inquiries and bookings over the telephone. Inquiries regarding location, facilities and special events. Information regarding conference/business facilities. Room service.	
Key Point 9	Written correspondence	Emails, letters and faxes.	

Unit 4	Relaxed Travelers	19
Key Point 10	Out and about	Explaining how to travel between locations. Use of public transport. Helping lost travelers.
Key Point 11	A little bit of background	Providing historical background information for a new location.
Key Point 12	Food and drink	Providing details about restaurants, local cuisine and specific dishes. Making recommendations. Dealing with specific dietary requirements. Problem solving. Fulfilling catering needs for meetings and conferences.
Unit 5	Getting It Right	25
Key Point 13	Customer service	Dealing with customer requests in a variety of situations. Making small talk.
Key Point 14	Papers in order	Visas, passports, medical certificates, travel insurance coverage and medical cards.
Key Point 15	Medical problems	Identifying symptoms. Causes of illnesses and injuries and suggesting a course of action.
Unit 6	Service with a Smile	31
Key Point 16	Problem solving	Use of diplomatic and polite vocabulary. Identifying needs or problems with accommodation and facilities, and offering appropriate solutions. Writing/Receiving a complaint.
Key Point 17	Lost property	Helping travelers locate lost belongings. Writing reports about lost or stolen items. Past tenses.
Key Point 18	Time to go home	Language for checking out. Customer surveys. A review of the module.
Listening Texts for Practice Exercises		37
Solutions to Practice Exercises		41
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