

HELPING TOURISTS



(fonte: Freepik)

What you will find in this class:

- 1. Helping Tourists**
- 2. Asking for Identification (ID) and Information**

Questions tourists ask police

- I'm lost. Can you help me find the *Pacific Hotel*?
- I'm looking for *the American Consulate/Embassy*.

- My *luggage/suitcase* was stolen. What should I do?
- Who can we trust to exchange our money?
- Where is the bad part of town?
- Please help us. Our child is missing.

Questions police ask tourists

- Which hotel are you staying at?
- When did you lose *your wallet*?
- How much money was in your purse?
- What did the thief look like?
- What was the man wearing?
- Did he have a weapon?
- Where/When did you last see your child?
- How old is your child?
- What was your child wearing?

Comforting a tourist in distress

- Please stay calm. I am going to help you.
- We will do everything we can.
- I'll give you a map of the city.
- Try not to panic.
- I can give you a ride to the hospital.
- The ambulance is on its way.
- Don't worry, everything is going to be okay.

EXTRA VOCABULARY

1. When does the next bus arrive?
2. When does the bus/plane leave?
3. When does the show start?
4. When does the store/restaurant/place open?
5. When are you leaving?
6. When should I go to the gate? (to board airplane)
7. When will you be here?
8. When should we meet?
9. When is breakfast/lunch/dinner? (eat)
10. When is checkout time? (time to leave hotel)

at noon OR at twelve o'clock OR at twelve pm (12:00 pm)

at five past twelve OR at five after twelve OR at twelve oh five (12:05)

at quarter past/after twelve (12:15)

at twenty past/after twelve (12:20)

at twelve thirty OR at half past twelve (12:30)

at twenty to one OR at twelve forty (12:40)

at quarter to one or at twelve forty-five (12:45)

at twelve fifty (12:50)
at one-o'clock (1:00)
at midnight (12:00 am)
around midnight (sometime between 11:45-12:15 am)

When you ask the time, use "what": "What time is it?"

The answer starts with "It's...": "It's noon."

1. Where is the phone?
2. Where is the bank?
3. Where is the washroom? (also called toilet, bathroom, ladies' room, mens' room)
4. Where is the Internet cafe?
5. Where can I get a taxi?
6. Where is the bus stop?
7. Where is the hotel?
8. Where is the doctor's office? (hospital, walk-in-clinic)
9. Where is the shopping centre?
10. Where can I park? (put the car)

Sample Conversation

A Spanish police officer helps a British woman find her missing child...

Woman: Help! Police!

Police: What's wrong?

Woman: My daughter is missing. I can't find her anywhere!

Police: Okay. Calm down. I'm going to help you find her. What's her name?

Woman: Erica. She's only five. She doesn't know how to speak Spanish!

Police: Okay. What does Erica look like?

Woman: She has brown curly hair. She's skinny and small for her age.

Police: Okay. What is she wearing today?

Woman: Blue shorts and a pink T-shirt. She has a hat on too, I think.

Police: How long ago did she go missing?

Woman: I've been looking for her for almost an hour now.

Police: And where did you last see her?

Woman: We were just shopping in the vegetable section. I turned around and she was gone.

Police: Don't worry, everything is going to be okay.

Woman: What should I do?

Police: Stay right at the front of the store in case she comes looking for you. We'll start looking for her now.

Asking for Identification (ID) and Information

Example Sentences

- May I see some photo ID?
- Can I see your passport?
- Driver's license, please.
- Do you have your birth certificate?
- How long have you been in the country?
- Are you here for a holiday?
- Do you have another piece of ID?

ID is different in every country

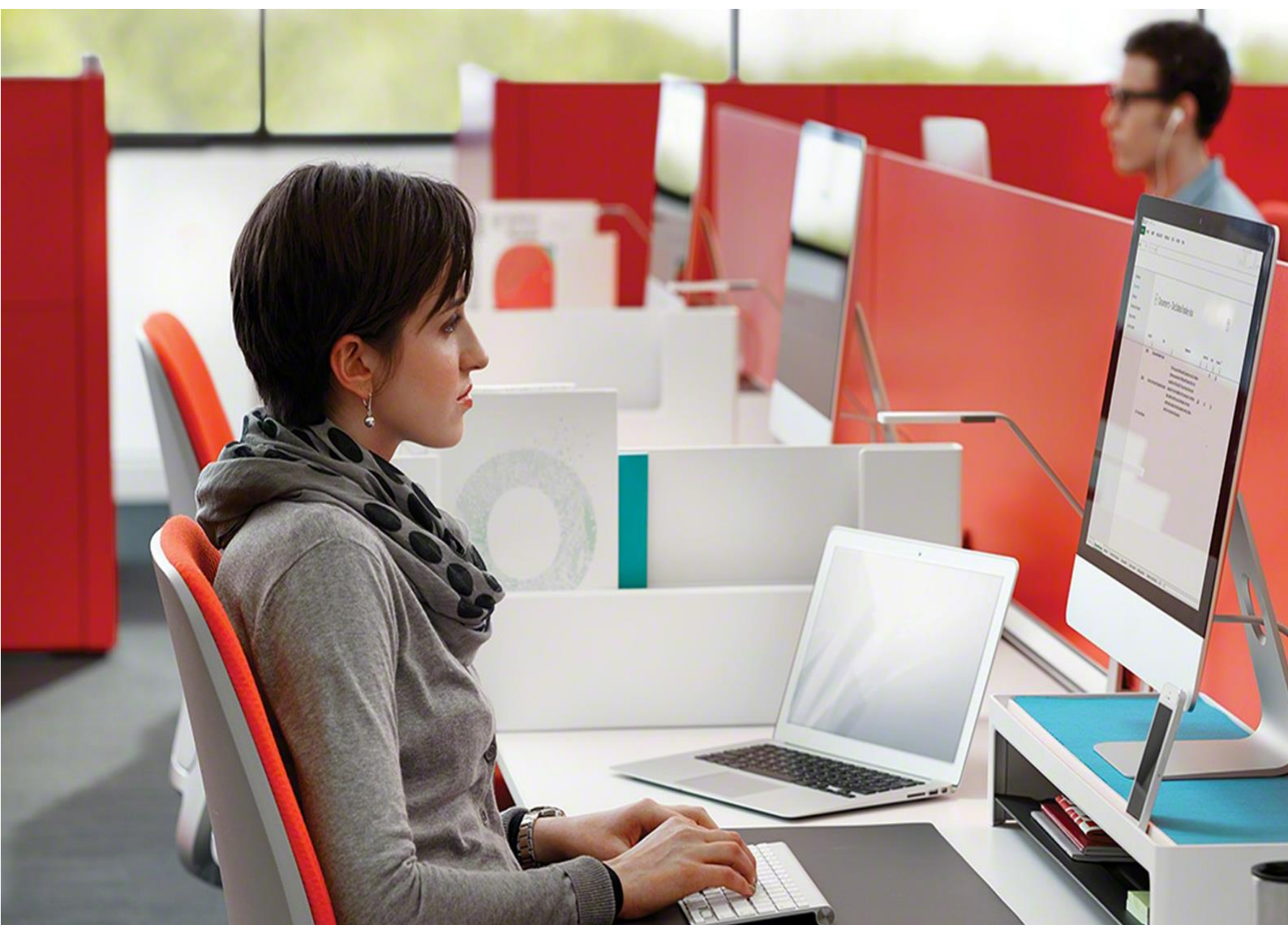
It is important to keep in mind that every country requires different documentation that proves someone's identification (ID). In many countries such as Greece and Spain a national ID card is compulsory. Citizens are expected to have these cards on them at all times. However, in other countries ID cards are not required. Police and officials in these countries often use another system to identify people, such as asking for two pieces of ID.

Types of ID

- Passport
- Government-issued Photo ID card
- Driving licence/Driver's license
- Birth certificate
- Permanent residence card
- Social security card
- Medical/Health card
- Voter registration card

WORK: RESPONSABILITIES, CONDITIONS, AND PAY

1. Work: Responsibilities, Conditions and Pay
2. Vocabulary Builder



(SOURCE: RED THREAD)

1. What do you do?

What do you do? I'm a banker / an engineer / a teacher / be + a/an + name of job

What's your job? I work in marketing / a bank / work in + place or general área.

What do you do for a living? I work for IBM/Toyota. – work for + name of company.

Note: Work – when it means employment – is usually uncountable, so you cannot say “I have a work”. However, you can say “a job” “She doesn't have a job.”

2. What does that involve?

When people ask you to explain your work/job, they want to know your responsibilities (your duties / what do you have to do), or something about your daily routine (what do you do every day/week). They may ask: “What does that involve?” (What do you do in your job?)

Main responsibilities

- I'm in charge of all the shipments out of the factory. (responsible for)
- I have to deal with complaints. (take all necessary action If there are complaints)
- I run the restaurant in the museum. (I manage it)

Daily Duties/routines

- I have to go to / attend (formal) a lot of meetings.
- I meet / visit / see clients. (people I do business with, Who pay for my service)
- It involves doing a lot of paperwork. (routine work that involves paper – writing letters, filling in forms etc. Note the – ing form after involve)

PAY

Most workers are paid regularly, every week or month. (they receive Money) This pay is called a salary. We also use the verbs to earn or to make (money). “I earn/make \$40,000 a year” - my salary is \$40,000 a year. Some people are paid for the hours they work, the lowest hourly pay in the US – set the government) is called the minimum wage.

With many Jobs, you get (receive) vacation pay and sick days (days you can take off work, with pay, when you are so sick). If you want to ask about vacation time you can say “How much vacation do you get?” or “How many weeks'vacation do you get?” The total amount of Money you receive from your job(s) is called your income. You usually have to pay part of your income to the government called income tax.

WORKING HOURS

For many people in the United States and Canada, working hours are 9:00a.m. to 5:00 p.m. Consequently people often talk about a nine-to-five job (regular working hours). Some people have flextime (they can start work earlier or finish later); and some people work different shifts (periods of time when people are scheduled to work – night shift, day shift. Some people also work/do overtime (work extra hours).

Here are five things every business student should know about working with clients:

1. Establish trust

The key to managing any client relationship is trust. Part of this trust can be forged by simply doing what you say you'll do – such as meeting your deadlines and producing quality work. Following through on what you've promised to accomplish can go a long way towards establishing the foundation of a strong client relationship, which is good for both you and your company.



2. Communicate

Communication is one of the easiest ways that you can establish trust with your client. Good communication means not only responding to emails promptly, but also keeping the client updated on the status of all projects that are in progress. This could be in the form of a weekly status call, followed by a list of next steps you plan to accomplish in the following weeks. Communication also comes into play at the beginning of the client relationship. Make sure you understand what your client's expectations are so that you can establish a strategy and set goals and deadlines accordingly.

3. Anticipate their needs

In any client relationship, it's important that you understand what motivates your clients, what challenges they may be facing, and how you can help them reach their goals. If you can consistently prove yourself to be a strategic problem-solver and a reliable partner, your clients will grow to trust you even more. They might even come to you with more work or projects down the line. This is often how long-lasting client relationships are forged.

4. Be a problem solver

Sometimes, things can change without warning; for example, a more urgent need or crisis might push another client project behind schedule. When this happens, it's up to you to figure out a workable solution.

Try not to put yourself or your team in a position where you won't be able to make a deadline, but also make it clear to clients that you're prioritizing their highest needs and adjusting your focus accordingly. You might often have to manage expectations on both the client side and with your internal team members, and this requires a certain degree of diplomacy. If you can remain calm and professional throughout this process, you're more likely to find a solution that works for everybody.

5. Collaborate

In more creative professions, collaboration is also an important part of the client relationship. Here, it's essential that you understand your client's needs and business goals, and how you can help them accomplish those goals. If clients have a lot of trust in you and you've built a strong, collaborative relationship, they might look for your expertise on strategy or creative direction. You might have valuable insight or experience that you can offer to help elevate the project or increase its chances of success.

If you're a student, you can get valuable experience working with clients through internships and relevant, integrated business coursework. The goal is for you to develop the critical thinking skills and other soft skills you'll need to succeed in a client facing role in an ever-changing, fast-paced business environment.

Vocabulary Builder

Management

president, vice-president, executive officer (CEO); director, deputy director, managing director, financial director, marketing director; general manager, assistant manager, manager; personnel manager, production manager, marketing manager, sales manager, project manager; supervisor, inspector;

Office

office clerk, receptionist, secretary, typist, stenographer;

Banks

banker, bank officer, accountant, bookkeeper, economist, teller, cashier, auditor;

Medicine

doctor, physician, family doctor, general practitioner; eye specialist, ear specialist, throat specialist, heart specialist; cardiologist, surgeon, pediatrician, psychiatrist, dentist, dietician, pharmacist, veterinarian; nurse, paramedic;

Restaurants

chef, head cook, cook; maitre d', headwaiter, waiter, waitress, bartender, barman;

Sales and stores

sales representative, sales manager; salesperson, salesman, saleswoman, salesgirl, salesclerk, cashier; seller, buyer, wholesale buyer, wholesaler, retailer, distributor, advertising agent;

Art and creative work

musician, composer, singer, dancer; artist, painter, sculptor, architect; film director, producer, art director, actor, actress, cameraman; writer, author, playwright, dramatist, scenarist; journalist, reporter, correspondent, photographer; designer, fashion designer, dress designer, interior designer, furniture designer, graphic designer;

School and college

principal, dean, professor, teacher, student, pupil; schoolteacher, college teacher, university teacher; head teacher, senior teacher; English teacher, history teacher, maths teacher (BrE), math teacher (AmE), music teacher;

Construction

engineer, technician, mechanic; builder, construction worker, repairer; welder, bricklayer, mason, carpenter, plumber, painter;

Science

scientist, scholar, researcher, explorer; mathematician, physicist, chemist, biologist, astronomer; historian, archeologist, economist, philosopher, psychologist;

Law and order

judge, lawyer, attorney, legal adviser; police officer, policeman, traffic officer, detective; guard, bodyguard;

Other

expert, specialist, analyst, consultant, adviser; computer programmer, computer operator; systems analyst, software specialist; web developer, web programmer, webmaster, web designer; pilot, flight engineer, flight navigator, flight attendant, stewardess; driver, taxi driver, bus driver, truck

driver; car mechanic; firefighter, librarian, farmer, tailor, model, politician, priest, travel agent; hairdresser, hairstylist, barber, beautician, cosmetologist; cleaning lady, cleaning woman, janitor;

Places of work

office, agency, company, firm, plant, factory, hospital, hotel, school, shop.

Describing a job

a job in electronics, a teaching job, a position as secretary; an interesting job, a boring job, a good job, a difficult job, a challenging job; a well-paid job, a highly paid job, a low-paid job, a badly paid job; a full-time job, a part-time job, a permanent job, a temporary job.

Related terms

to hire, to fire, to quit one's job; unemployed, jobless; to look for a job; to apply for a job; letter of application for a job, resume, CV, interview; contract, work agreement; employer, employee, staff member; to be on staff; temporary worker, freelance worker, freelancer, season worker; to work full-time, to work part-time, to have a part-time job, to work overtime; pay, wages, salary, income, bonus, tips; to be paid by the hour, to be paid by the month; monthly pay, weekly pay, hourly pay, yearly pay, annual pay; gross pay, net pay, take-home pay, overtime pay; taxes, expenses, deductions; fringe benefits, sick leave, maternity leave, holiday, vacation, pension plan; medical insurance, health insurance, accident insurance, life insurance; She gets ten dollars an hour. She is paid ten dollars an hour. Her hourly pay is ten dollars. He gets two thousand dollars a month. His monthly pay is two thousand dollars. They get twenty-three thousand dollars a year. Their annual pay is twenty-three thousand dollars. His salary is thirty-four thousand dollars a year.

Jobs

allergist	alergologista
angiologist	angiólogo
anthropologist	antropólogo
archaeologist	arqueólogo
astrologer	astrólogo
astronaut	astronauta
astronomer	astrónomo
auctioneer	leiloeiro
barrister	advogado (em tribunais superiores)
banker	banqueiro

biologist	biólogo
bodyguard	guarda-costas
bricklayer	assentador de tijolos
bullfighter	toureiro
butler	mordomo, criado principal
cabinet-maker	marceneiro
calligrapher	calígrafo
cardiologist	cardiologista
chemist	químico, farmacêutico
childminder	cuidadora de crianças
chiropodist	quiropodista, pedicuro
choreographer	coreógrafo
coach	treinador (desporto)
cosmologist	cosmólogo
criminologist	criminologista
customs officer	adaneiro, alfandegário
dermatologist	dermatologista
ecologist	ecologista
engine driver	maquinista
environmentalist	ambientalista
fisherman	pescador
florist	florista
foreman	capataz
forest ranger	guarda-florestal
forwarding agent	despachante
gastroenterologist	gastroenterologista, gastrenterologista
gastrologist	gastrólogo

gastronomist	gastrónomo
general practitioner	médico de clínica geral
geneticist	geneticista
geographer	geógrafo
geologist	geólogo
graphic designer	especialista em design gráfico ou industrial
greengrocer	vendedor de hortaliças
gynaecologist	ginecologista
haberdasher	capelista, retroseiro
histologist	histologista
historian	historiador
horologist	relojoeiro, fabricante de relógios
hypnotist	hipnotizador
interpreter	intérprete
journalist	jornalista
laryngologist	laringologista
lexicographer	lexicógrafo
linguist	linguista
mathematician	matemático
meteorologist	meteorólogo, meteorologista
neurologist	neurólogo, neurologista
newscaster	noticiarista (na rádio ou televisão)
newsreader	noticiarista (na rádio ou televisão)
night watchman	guarda-nocturno
novelist	romancista
ombudsman	provedor da Justiça
oncologist	oncologista

ophthalmologist	oftalmologista
ornithologist	ornitólogo
orthographer	ortógrafo, ortografista
orthopaedist	ortopedista
palaeologist	paleólogo
palaeontologist	paleontólogo
pastry-cook	pasteleiro
pathologist	patologista
pharmacist	farmacêutico
pharmacologist	farmacólogo, farmacologista
philologist	filólogo
philosopher	filósofo
phonetician	foneticista, fonetista
phonologist	fonólogo
physician	médico
physicist	físico
physiologist	fisiólogo
physiotherapist	fisioterapeuta
pianist	pianista
pneumologist	pneumologista
potter	oleiro, ceramista
psychiatrist	psiquiatra
psychoanalyst	psicanalista
psychologist	psicólogo
psychotherapist	psicoterapeuta
retailer	retalhista
rheumatologist	reumatologista

scientist	cientista
sexologist	sexólogo, sexologista
shorthand typist	estenógrafo
social worker	assistente social
sociologist	sociólogo
solicitor	solicitador, procurador judicial
spelaeologist	espeleólogo
stenographer	(inglês americano) estenógrafo
stockbroker	corretor da Bolsa de Valores
stomatologist	estomatologista
stripper	artista de striptease
tactician	tático, estrategico
taxidermist	taxidermista
technician	técnico
technologist	tecnólogo
telegraphist	telegrafista
telephonist	telefonista
tinsmith	latoeiro, funileiro
topographer	topógrafo
translator	tradutor
trichologist	especialista em tricologia
tutor	preceptor, professor particular, ou professor universitário que orienta os estudos individuais de um estudante
typographer	tipógrafo
urologist	urologista
volcanologist	vulcanologista
watchmaker	relojoeiro

weatherman	meteorólogo, meteorologista
wholesaler	grossista
zoologist	zoólogo

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ornithologist	ornitólogo
orthographer	ortógrafo, ortografista
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palaeologist	paleólogo
palaeontologist	paleontólogo
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pathologist	patologista
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philosopher	filósofo
phonetician	foneticista, fonetista
phonologist	fonólogo
physician	médico
physicist	físico
physiologist	fisiólogo
physiotherapist	fisioterapeuta

pianist	pianista
pneumologist	pneumologista
potter	oleiro, ceramista
psychiatrist	psiquiatra
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psychologist	psicólogo
psychotherapist	psicoterapeuta
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rheumatologist	reumatologista
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sexologist	sexólogo, sexologista
shorthand typist	estenógrafo
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spelaeologist	espeleólogo
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stripper	artista de striptease
tactician	tático, estratega
taxidermist	taxidermista
technician	técnico
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volcanologist	vulcanologista
watchmaker	relojoeiro
weatherman	meteorólogo, meteorologista
wholesaler	grossista
zoologist	zoólogo

accountant	contabilista
actor	actor
actress	atriz
air hostess	hospedeira
architect	arquitecto
artist	artista, pintor
baker	padeiro
barber	barbeiro
barmaid	empregada de bar
barman	empregado de bar
blacksmith	ferreiro
bookkeeper	guarda-livros
builder	construtor, empreiteiro, pedreiro
bus driver	motorista de autocarro
businessman	homem de negócios
businesswoman	mulher de negócios
butcher	homem do talho
carpenter	carpinteiro
chemist	farmacêutico, químico
chef	cozinheiro-chefe
civil engineer	engenheiro civil
civil servant	funcionário público
cleaner	empregado ou empregada de limpeza
clerk	empregado de escritório ou estabelecimento
composer	compositor
conductor	cobrador ou cobradora (de autocarro)
cook	cozinheiro
dentist	dentista

designer	artista gráfico, desenhador, projectista
doctor	médico
draughtsman	desenhador
dressmaker	costureiro, costureira
driver	motorista
dustman	homem do lixo
economist	economista
editor	redactor
electrician	electricista
engineer	engenheiro
estate agent	agente imobiliário
farmer	agricultor
fashion designer	estilista
fireman	bombeiro
fishmonger	peixeiro, peixeira
grocer	merceeiro
hairdresser	cabeleireiro
hotelier	hoteleiro
ironmonger	ferrageiro
jeweller	joalheiro
journalist	jornalista
judge	juiz
lawyer	advogado
librarian	bibliotecário
lorry driver	camionista
manager	gerente, director, administrador
milkman	leiteiro

mechanic	mecânico
newsagent	vendedor de jornais (em estabelecimentos)
nurse	enfermeiro, enfermeira
optician	oculista
photographer	fotógrafo
pilot	piloto
plumber	canalizador
policeman	polícia
policewoman	mulher-polícia
politician	político
porter	porteiro
postman	carteiro
professor	catedrático, professor universitário
publisher	editor
receptionist	recepcionista
refuse collector	homem do lixo
sales assistant	vendedor
scientist	cientista
secretary	secretário, secretária
shoemaker	sapateiro
shop assistant	empregado, empregada (em lojas)
shopkeeper	comerciante, lojista
singer	cantor
steward	comissário de bordo
stewardess	hospedeira (de bordo)
student	estudante
surgeon	cirurgião

tailor	alfaiate
taxi driver	motorista de táxi, taxista
teacher	professor
traffic warden	guarda de trânsito
undertaker	agente funerário
vet	veterinário
waiter	garçon
waitress	garçonete
writer	escritor

Related phrases

- What do you do? What business are you in?
- I am a teacher. I am a car dealer. I am a freelance writer.
- I am a sales representative. I sell computers.
- I work as a psychologist. I work as a stockbroker.
- I work at a bank. I work at a small travel agency.
- I work at a hotel. I work at a transportation company.
- I work for a newspaper. I work for a film company.
- I am in real estate. I am in advertising.
- I have a small business of my own.
- I am a homemaker. I work at home.
- I am unemployed at the moment. I am looking for a job right now.
- I am looking for a job in marketing. I am looking for a job as a driver.
- I am seeking a position as librarian. I am seeking a position as office clerk.
- He is looking for a place as a housekeeper. She is looking for a place as a cook.
- I'd like to apply for a job. I'd like to apply for the position of shop assistant.
- He was offered the position of salesclerk. She has a position as cashier.

CRÉDITOS

HERZING UNIVERSITY

RED THREAD

VOCABULARY IN USE

ENGLISH CLUB

FREEPIK

REFERÊNCIAS

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