

CONVERSATION FOR SPECIFIC PURPOSES

Module



SASTRA INGGRIS

UNIVERSITAS BINA SARANA INFORMATIKA

JAKARTA

2018

ACKNOWLEDGEMENT

The aim of this module is to provide a suitable module for our conversation specific purposes classroom sessions, in the 2017/2018 academic year in our study program. This course is expected to make the students understand the various terms in certain things (for example: travel, work, health) in English and active in speaking English. They are also expected to be familiar with those terms and can apply it in the real life. At the very first time, the students will learn about how to make reservation. More specifically, students learn about hotel staff's task and its technical terms. Here, the dialogue is needed and practiced together or in pairs. The students get expressions used for talking about the topics. Listening to the lecturer and doing exercises. So, the students not only understand and comprehend about interacting with people in English but also they can speak English in their daily activities fluently.

Jakarta, 11 September 2018

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MEETING 1

RESERVATION

Taking a Reservation

FRONT DESK RECEPTIONIST

- © Crown Hotel, Lise speaking. How can I help you?
- © What date are you looking for?



- © How long will you be staying?
- © How many adults will be in the room?
- © I'm afraid we are booked that weekend.
- © There are only a few vacancies left.

- © We advise that you book in advance during peak season.
- © Will two double beds be enough?
- © Do you want a smoking or non-smoking room?
- © The dining room is open from 4 pm until 10 pm.
- © We have an indoor swimming pool and sauna.
- © We serve a continental breakfast.
- © Cable television is included, but the movie channel is extra.
- © Take Exit 8 off the highway and you'll see us a few kilometers up on the left hand side.
- © The rate I can give you is 99.54 with tax.
- © We require a credit card number for a deposit.

G U E S T S

- ◊ I'd like to make a reservation for next week.
- ◊ Is it necessary to book ahead?
- ◊ Do you charge extra for two beds?
- ◊ How much is it for a cot?
- ◊ Do you offer free breakfast?
- ◊ Is there a restaurant in the hotel?
- ◊ Do the rooms have refrigerators?
- ◊ Do you do group bookings?
- ◊ Is there an outdoor pool?
- ◊ Do you have any cheaper rooms?



Reacting to difficult customers.

Working in the hospitality industry is all about being professional. If a customer is being unreasonable, or difficult, try not to take it personally. Don't react emotionally. Instead, try to resolve the situation by being professional and polite. Most situations can be resolved politely, and if they can't, politely ask the person to leave :)

Learn the Hotel Vocabulary below!

Word <i>part of speech</i>	Meaning	Example Sentence
adjoining rooms <i>noun</i>	two hotel rooms with a door in the centre	If you want we can book your parents in an adjoining room .
amenities <i>noun</i>	local facilities such as stores and restaurants	We are located downtown, so we are close to all of the amenities .
attractions <i>noun</i>	things for tourists to see and do	The zoo is our city's most popular attraction for kids.
baggage <i>noun</i>	bags and suitcases packed with personal belongings	If you need help with your baggage we have a cart you can use.
Bed and Breakfast <i>noun</i>	a home that offers a place to stay and a place to eat	I can book you into a beautiful Bed and Breakfast on the lake.
book <i>verb</i>	arrange to stay in a hotel	I can book your family in for the weekend of the seventh.
check-in <i>verb</i>	go to the front desk to receive keys	You can check-in anytime after four o'clock.
check-out <i>noun</i>	return the keys and pay for the bill	Please return your parking pass when you check-out .
complimentary breakfast <i>noun</i>	free of charge	All of our rooms have complimentary soap, shampoo, and coffee.
cot, rollaway bed <i>noun</i>	a single bed on wheels that folds up	If you need an extra bed, we have cots available.
damage charge <i>noun</i>	money a guest owes for repairs to hotel property (when caused by violent or careless acts)	We will have to add a damage charge for the hole you put in the wall.
deposit <i>noun</i>	amount paid ahead of time to secure a reservation	You will not receive your deposit back if you cancel.

housekeeping, maid <i>noun</i>	staff members that clean the rooms and linen	Put a sign on the door if you want housekeeping to come in and change the sheets on the bed.
ice machine <i>noun</i>	a machine that automatically makes ice that guests can use to keep drinks cold	There is an ice machine by the elevator on all of the even numbered floors.
indoor pool <i>noun</i>	place for guests to swim inside the hotel	The heated indoor pool is open until 10 pm.
inn <i>noun</i>	another word for "hotel"	There's an inn on the other side of town that has a vacancy.
Jacuzzi, hot tub, whirl pool <i>noun</i>	a small hot pool for relaxation	Our honeymoon room has a personal hot tub .
king-size bed <i>noun</i>	extra large bed	A room with a king size bed costs an extra ten dollars a night.
kitchenette <i>noun</i>	a small fridge and cooking area	Your room has a kitchenette so you can prepare your own breakfasts and lunches.
late charge <i>noun</i>	a fee for staying past the check-out time	You will be charged a ten dollar late charge for checking out after 11 am.
linen <i>noun</i>	sheets, blankets, pillow cases	We will come in and change the linens while you are out of your room.
luggage cart <i>noun</i>	a device on wheels that guests can push their luggage on	Please return the luggage cart to the lobby when you are finished with it.
motels <i>noun</i>	accommodations that are slightly cheaper than hotels	Our motel is very clean and is close to the beach.
parking pass <i>noun</i>	a piece of paper that guests display in the car window while in the hotel parking lot	Display this parking pass in your window to show that you are a hotel guest.

pay-per-view movie <i>noun</i>	extra charge for movies and special television features	If you order a pay-per-view movie, the charge will appear on your bill.
queen size bed <i>noun</i>	bed with plenty of space for two people (bigger than a double)	They have a queen size bed so the small child can easily fit in the middle.
rate <i>noun</i>	cost of renting a room for a certain time period	Our rates change depending on the season.
room service <i>noun</i>	delivery of food or other services requested by guests	If you would like a bottle of wine, just call room service .
sofa bed, pull-out couch <i>noun</i>	a bed built into a sofa or couch	The room contains a sofa bed so the room actually sleeps five.
vacancy <i>noun</i> vacant <i>adj</i>	available rooms	We only have one vacancy left, and it is for a single room.
valet <i>noun</i>	staff that parks the guests' vehicles	If you leave your car keys with us, the valet will park your car underground.
vending machine <i>noun</i>	a machine that distributes snacks and beverages when you insert coins	The vending machine on the fifth floor has chocolate bars and chips.
wake up call <i>noun</i>	a morning phone call from the front desk, acts as an alarm clock	What time would you like your wake up call ?
weight room, workout room, gym <i>noun</i>	a room that guests can use for exercise and fitness	Our weight room has a stair climber and a stationary bicycle.

PRACTICE 1: Fill in the blank with suitable word.

Hotel Vocabulary Quiz

1. If you've never been to this city, you should take a look at our and taste the most delicious food in this town.
2. We don't have a service. You have to park your car yourself.
3. The room has a pull couch, so it will sleep an extra person.
4. We don't have any vacancies. We are completely
5. After your long conference you can relax in the.....
6. I'll call housekeeping and ask them to bring you fresh
7. If you need to do your workout we have a on the third floor.
8. I'll let you voice your complaint about the rate to the.....
9. Please put your used in the basket and leave unused ones hanging on the rack.
- 10.. If you need a midnight snack there's a full of potato chips on your floor.

Sample Conversation

Receptionist:	Thanks for calling <u>Quality Inn</u> . <u>Morine</u> speaking.
Caller:	Hello. I'm interested in booking a room for the <u>September</u> long weekend.
Receptionist:	I'm afraid we're totally booked for that weekend. There's a <u>convention</u> in town and we're the closest hotel to the <u>convention centre</u> .
Caller:	Oh, I didn't realize. Well what about the weekend after that?
Receptionist:	So... <u>Friday the seventeenth</u> ?
Caller:	Yes. <u>Friday and Saturday</u> .
Receptionist:	It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.
Caller:	Okay. Do you have any rooms with <u>two double beds</u> ? We're <u>a</u>

	<u>family of four.</u>
Receptionist:	Yes, all of our rooms have <u>two double beds</u> . The rate for that weekend is <u>\$129 dollars</u> a night.
Caller:	That's reasonable. And do you have cots? One of my <u>daughters</u> might be bringing <u>a friend</u> .
Receptionist:	We do, but we also charge an extra <u>ten dollars</u> per person for any family with over four people. The cot is free.
Caller:	Okay, but I'm not positive if she is coming. Can we pay when we arrive?
Receptionist:	Yes, but we do require <u>a fifty dollar</u> credit card deposit to hold the room. You can cancel up to <u>five days</u> in advance and we will refund your deposit.
Caller:	Great, I'll call you right back. I have to find <u>my husband's</u> credit card.
Receptionist:	Okay. Oh, and just to let you know...our <u>outdoor pool</u> will be closed, but our <u>indoor pool</u> is opened.

PRACTICE 1

Practice the dialogue above in pairs. Based on dialogue above, change the underlined information. Take exchanges.

PRACTICE 2

Situation:

1. You are from Timika. Your boss is planning to visit Bali for two weeks, next month. He asks you to make a reservation at Ritz Carlton Hotel. Make a reservation for your boss.
 2. You live in Bandung. Your business partners are going to have a very important meeting in your town. You have to find a resort for them to stay and hold the meeting for 30 people. They will spend five days in that resort.
 3. Your family wants to spend a long holiday at Bunaken from December 25th until January 2nd. Reserve a hotel for your family. There are seven people in your family.
- 

PRACTICE 3

Work in group of three. You visit one of the cheapest hotel in a town you're visiting. Two members of the group become people who want to stay. The other one becomes a receptionist. Discuss what facilities you want to have and decide whether that hotel is appropriate with your need.

MEETING 2

CHECKING GUESTS IN AND OUT

CHECK IN

Front Desk Receptionist



- * What name is the reservation under?
- * How long will you be staying?
- * Are you planning on checking out tomorrow?
- * I'm afraid you can't check in until after 4:00 pm.
- * What type of vehicle are you driving?
- * Do you know the license plate number of your vehicle?
- * Complimentary breakfast is served in the lobby around 8 am.
- * I'll give you two room keys.
- * The dining room is on the main floor at the end of the hall.
- * The weight room and sauna are on the top floor.
- * Just call the front desk if you need any extra towels or pillows.

Guest

- We have a reservation under Jill McMann.
- Do you have any vacancies?
- Is the hotel booked, or can we get a room for tonight?
- How do we get to our room from here?
- Is it okay to park out front?
- What time is the pool open until?
- What time is breakfast served at?
- Is it too early to check in?
- Can we get a wake-up call?
- When is check out time?

CHECK OUT

Front Desk Receptionist

- * Are you ready to check out?
- * What room were you in?
- * Was everything satisfactory?
- * Will you be putting this on your card?
- * And how will you be paying for this?
- * I'll just need your room keys, please.
- * Enjoy the rest of your holiday.
- * Have a safe trip home.



Guest

- We're checking out of room 401.
- Sorry we're a bit late checking-out.
- I'm afraid we overslept/slept in.
- We really enjoyed our stay.
- We have a few complaints.
- We'll be back next time we're in town.

Sample Conversation

Receptionist:	Hi there. Are you checking out now?
Guest:	Yes, sorry. I know we're a few minutes late.
Receptionist:	That's no problem. It's always really busy at check out time anyway.
Guest:	Oh, really. The last hotel we stayed in charged us for a late check out.
Receptionist:	The hotel isn't booked this week, so it's not a problem. How was everything?
Guest:	The room was great. The beds were really comfortable, and we weren't expecting our own fridge.
Receptionist:	I'm glad you liked it.
Guest:	The kids were disappointed that the pool wasn't open this morning, though.
Receptionist:	I apologize for that. We can't get a cleaner in any earlier than 10 am.
Guest:	Well we had a nice swim last night anyhow.
Receptionist:	Will you be putting this on your credit card?
Guest:	No. I'll pay cash.
Receptionist:	OK. So the total comes to \$123.67, including tax.
Guest:	I thought it was \$115 even. That's what they said yesterday when we checked in.
Receptionist:	Yes, but there is an extra room charge on your bill.
Guest:	Oh, I forgot. My husband ordered a plate of nachos. Sorry.
Receptionist:	No problem. So...from \$140, here's your change. Now, I'll just need to ask you for your room keys.

PRACTICE 1

Work in pairs. Make a short conversation. You have to go to Yogyakarta to join a seminar. It will be held near Malioboro. You may choose one of the hotels to live in for two days. Do the check in for yourself.

PRACTICE 2

Work in pairs. You are going to check out from a hotel. You are unsatisfied with the service in the hotel you're staying. One becomes the receptionist, the other one becomes a guest. Practice the dialogue. Take exchanges.

PRACTICE 3 : SIMULATION

RESERVING HOTEL ACCOMODATION

Clear the chairs from the middle of the room and situate four hotel reception disks in different corners of the room. The receptionists should sit behind these.

The rules of the game

There are four hotels. Each hotel must have two receptionists. Give each receptionist a different hotel room list and give out the tourist cards to the remaining students. The object of the game is to find the cheapest possible hotel room for the night. To do this, students will have to visit each hotel in turn to enquire about availability and prices of rooms. They should then return to the hotel of their choice to make a firm booking. There is always the possibility that the room of their choice may have been taken while they were making up their minds. They will then have to make a second choice.

If this simulation intended to increase the elements of competition in the game with a small class, cross out some of the rooms on the hotel lists as if they were already taken.

Expressions:

Have you got/Can I have a single/double room with shower/bath for one/two/three nights?
How much is a single/double room? (**and other expressions you have learned**).

FOR RECEPTIONIST

Regent	ASTORIA
Room Number	Room Number
1. Single \$10.00	1. Single \$12.00
2. Single \$10.00	2. Single \$12.00
3. Single with shower \$13.50	3. Single with shower \$15.50
4. Single with bath \$15.00	4. Single with bath \$16.00
5. Double \$17.00	5. Double \$16.00
6. Double with shower \$18.00	6. Double with shower \$17.00
7. Double with bed \$20.00	7. Double with bed \$19.00
8. Twin-bedded \$18.00	8. Twin-bedded \$17.00
9. Twin-bedded with shower \$19.50	9. Twin-bedded with shower \$22.00
10. Twin-bedded with bath \$20.00	10. Twin-bedded with bath \$23.00
BELLEVUE	SPLENDID
Room Number	Room Number
1. Single \$11.50	1. Single \$14.00
2. Single \$11.50	2. Single \$14.00
3. Single with shower \$13.00	3. Single with shower \$16.00
4. Single with bath \$13.50	4. Single with bath \$17.00
5. Double \$15.00	5. Double \$18.00
6. Double with shower \$19.00	6. Double with shower \$20.00
7. Double with bed \$21.00	7. Double with bed \$22.00
8. Twin-bedded \$19.00	8. Twin-bedded \$20.00

9. Twin-bedded with shower \$21.00 10. Twin-bedded with bath \$22.00	9. Twin-bedded with shower \$23.50 10. Twin-bedded with bath \$25.00
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FOR TOURISTS

a) You want a single room for two nights	b) You want a double room for three nights
c) You want a single room for one night	d) You want a twin-bedded room with bath for one night
e) You want a single room with shower for two nights	f) You want a room with twin shower for two nights
g) You want a single room with bath for three nights	h) You want a double room with shower for two nights
i) You want a double room with bath for two nights	j) You want a twin-bedded room with shower for three nights

MEETING 3

ENGLISH FOR TOUR GUIDE

Showing Places of Interest

Silence can be uncomfortable during a tour. While you can't talk the whole time, you should try to know as much about the history, scenery, and culture (in English) for the places where you are giving tours so that you can keep the tourists interested. If you ever run out of something to say, you can always point out something such as a landmark or a type of tree or flower. Here are some different ways you can point out interest points during the tour.

Tour Guide

- | | |
|--|---|
| <p>⑥ In front of you is...</p> <p>⑥ On your right/left you will see...</p> <p>⑥ Up ahead...</p> <p>⑥ On your left you will see...</p> <p>⑥ As we turn the corner, you will see...</p> <p>⑥ In the distance...</p> <p>⑥ If you look up you will notice...</p> <p>⑥ Off to the north...</p> <p>⑥ Look to the east...</p> | <p>⑥ To your west...</p> <p>⑥ In a few minutes we'll be passing...</p> <p>⑥ We are now coming up to...</p> <p>⑥ As you will see...</p> <p>⑥ You may have noticed...</p> <p>⑥ Take a good look at...</p> <p>⑥ I'd like to point out...</p> <p>⑥ Keep your eyes open for...</p> |
|--|---|

Tourist Questions

- Is that the...you were talking about?
- Are we going to pass the...?
- Are we going to see any...?
- Is it on the right or the left?
- I don't see it. Can you point it out again?
- Did I miss it?
- Will we see it on the way back?



Example of explaining places of interest

Here is the famous Sunken Garden where the old limestone quarry was in operation many years ago. The steep sides of the quarry are hung with ivy and Virginia Creeper. On the lookout here, the garden spreads out fifty feet below.

In the background, a tall kiln stack is all that remains of the cement plant that once was here. No visit to Victoria is complete without a visit to these world famous gardens. The

gardens are visited by more than a million people each year.

Sample Conversation

Guide:	It's about a three minute ride up to the top of the mountain. As we pass the two towers the gondola may sway a little.
Man:	This thing is safe, right?
Guide:	Yes, you don't have anything to worry about. We do about 100 trips a day up the mountain, and these tours have been going on for over ten years without any accidents. Keep your eyes open for wildlife as we ascend. It isn't uncommon to see deer and even bears.
Woman:	What's that mountain to the left called?
Guide:	That's Mount Karen. And to the right of that with the three small points is Mount Brown. Now, if you look up straight ahead, you should be able to see a large eagle's nest. Does everyone see it there?
Man:	Are there any baby birds?
Guide:	That's a good question. I haven't seen any yet, but we usually see them around this time of year.
Woman:	What's that lake down there, to the right of the green meadow?
Guide:	I'm glad you asked. That's John Lake. It's actually a man made pond that was built as part of a conservation effort over twenty years ago. During the 70's there was a lot of clearcutting of forests in the area, and much of the wildlife was lost. Since John Lake was built, ducks, swans, and geese have returned to the area.
Man:	Is this the highest mountain in this region?
Guide:	No, actually, Mount Heather, which you we will be able to see in just a minute or so has the highest peak. But, this is the highest mountain for recreational purposes like skiing and guided tours.
Woman:	Can you ski throughout the year?
Guide:	No, it warms up enough to actually suntan up there in the summer. Oh, look everyone. There are two deer feeding in the clearing right below us.
Man:	Thanks, that should be a great photo. So... what is there to do besides ski at the top of the hill at this time of year?
Guide:	Oh, there's plenty to do. We have horseback riding, snowmobile tours, and a petting zoo for children. If you look to your left you'll see the snowmobile trail going through the mountain.

Vocabulary (nouns)

Word	Meaning	Example sentence
Architecture	design of a building	The architecture of this building is typical of the Renaissance age.
Attractions	places for tourists to see	The water park is our most recent attraction .
Bearings	feeling for understanding one's location/surroundings in an unknown area	If you're having trouble getting your bearings just remember that the mountains are west.
business district	area in a city that has many offices	Keep in mind that this is the business district so that grocery store may be expensive.
en route	on the way	While we are en route to the hotel I will point out the beach and the golf course.
entertainment district	a place where there are theatres and concert halls	If you want to catch a movie while you're here, the entertainment district is off to your left.
Exception	something/someone that does not follow the usual rules or expectations	With the exception of Johnson Street , it is safe to walk around here at night.
Highlight	the best part	People often say that the highlight of their trip is the botanical gardens.
Locals	people who live in an area	The locals are usually happy to show tourists around.
Necessities	things that people need for every day living	We recommend that you only carry necessities in your purse and leave everything else at the hotel.
original state	the way something appeared from the beginning	Except for the roof, this home has been left in its original state .
Settlers	people who first made a home in an area	The original settlers relied on oxen to carry their wares.
Site	place,location	This is the site of a very famous battle.
stairway/stairwell	steps going up or down	The stairwell is very steep, so please watch your step.

street people	people who live on the street, often begging for money	You may be surprised how many street people ask you for money.
Waterfront	piece of land next to an ocean, lake, or river	There will be plenty of live entertainment down at the waterfront .

V E R B S

Word	Meaning	Example sentence
Depart	Leave	The last ferry departs at 4pm, so make sure you don't miss it.
Proceed	go forward	Please proceed all the way to the back of the bus.
Refer	Suggest	I will gladly refer you to my favourite restaurants, if you are interested.
show someone around	take people to see an area	When we get to the museum someone else will show us around .
sit back	relax in a seated position	Please sit back and enjoy the bus tour.

ADJECTIVE

Word	Meaning	Example sentence
ancient	very old	The ancient village has been left untouched.
breathtaking	when a view is very impressive	Under the starlight the waterfall is simply breathtaking .
customary	Traditional	It is customary to shake hands and bow as you enter.
devastating	very sad, unfortunate	The tsunami was devastating for local hotels.
enormous	very large	This enormous sculpture stands one-hundred feet high.
extensive	covers a lot	This house has an extensive history, and you can read more in the brochures.
haunted	believed to have ghosts living there	The house is said to be haunted and no one has lived in it for fifty years or more.
heritage	of historical importance	The government named this school as a heritage site last year.

prevalent	very noticeable	Crime is prevalent in the old parts of town.
reconstructed	built again	The village was reconstructed after the major fire in 1910.
restored	returned to its original state	All of the antique furniture has been professionally restored .
scenic	nice to look at (nature)	We will go up to the balcony for a scenic view of the grounds.
superb	very good (i.e. service, food, entertainment)	The children put on a superb concert at Christmas time.
thrilling	Exciting	Cliff jumping is a thrilling experience for those of you who aren't afraid of heights.

Answering Questions

As a tour guide you will face new challenges every day. One of the hardest parts of your job may be answering questions. Unlike a speech that you can memorize, you won't always know what questions people will ask. However, you can anticipate certain types of questions and certain ways that questions will be asked. You should also learn how to use variety when you answer questions or respond to comments. You may lose interest in your job if you say the same thing each time. Finally, it is important to know how to politely explain that you don't understand a question.

TOUR GUIDE

- ♥ Do you have a question, Sir?
- ♥ Yes? (if you see a hand raised)
- ♥ Is there something I can help you with?
- ♥ I'll try my best to answer your questions.
- ♥ I'm afraid I don't have the answer to that. (Sorry I don't know.)
- ♥ That's an interesting question.
- ♥ I wish I knew the answer. (Sorry, I don't know.)
- ♥ Hmm. That's a tough (difficult) question.
- ♥ I'll have to look into that further.
- ♥ I'll have to ask someone about that.
- ♥ Hmm. I've never been asked that before.
- ♥ Pardon my English; I don't quite understand your question.
- ♥ I'm not sure, but I can find out for you.

TOURIST

- ♣ Where is the _____ from here?
- ♣ How long has _____ been here?
- ♣ Where are we headed (going) now?
- ♣ What time does _____ stay open until?
- ♣ What else is there to do here?
- ♣ Which _____ do you recommend?
- ♣ Are we allowed to take pictures?
- ♣ What's that over there? (tourist points)
- ♣ Where's the best place to buy _____?

- ♣ My son wants to know if _____? (parent asking a question for shy child)
- ♣ Do you know where the nearest washroom is?

Sample Tour Guide Speech from the Airport to the Resort.

Welcoming tourists	<p>Hello everyone. My name is Luca. On behalf of Suntan Tours I'd like to welcome you all to Los Cabos. The bus ride to your hotel will take about fifteen minutes. Right now I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive.</p>
Describing the location <p>I promise you are going to enjoy your stay here in San Jose, Los Cabos. This is a beautiful, quiet city where you can relax, sit by the beach, enjoy great meals and feel very safe. You can walk into town and enjoy the fountains or take a moonlit walk along the water. Please do not swim here. This is not a safe place to swim because there is a strong undertow.</p> <p>Cabos San Lucas is the place to go if you want to enjoy swimming in the ocean. You can take a short bus ride from your hotel. There you will also enjoy entertainment and dancing.</p>	

Introducing special events and offers

Suntan tours offer a variety of special discounts depending on your travel plans. We have golf packages, as well as guided whale boat tours, and fishing charters. There will be a short information session at 1pm in the lobby of the hotel tomorrow where you can learn all about these offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Suntan tours to book all of your day trips and activities while you are here.

Offering advice

If you need to exchange your dollars into pesos, please use a bank or money exchange. We don't recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurants will accept American or Canadian money, but you are better off to exchange your money and pay with pesos. Or, if you prefer, you can always use your credit cards. Also, if you want to get around the city, or travel to Cabos San Lucas, we recommend that you take the local bus rather than a taxi. The bus costs about one American dollar, and the driver can give you change if you don't have the exact amount. If you do decide to take a taxi make sure that you negotiate a price before you go.

Closing remarks

We're going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the view of the ocean on the left hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Javier will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. On behalf of Suntan Tours, have a wonderful vacation in San Jose and I hope to see you tomorrow at the information session.

PRACTICE 1

Work in pair to make dialogue between a guide and a tourist at National Museum in Jakarta.

PRACTICE 2

Work in group of four. Based on some information given, describe the tourism objects to the tourists. To the tourists, ask some questions about the tourism object being explained.



Venice, Italy
scenic canals
beautiful buildings
world famous landmarks
to exude romance, history
fantastic photo opportunities
good food almost at every corner
take a gondola down the Grand Canal
examine the romantic city's unique setting and architecture while on foot

Paris "The City of Lights"
synonymous with romance
enchanting and beautiful landscape
Paris coming to life when the whole city is lit up at night
rich culture and heritage of the city
landmarks, parks, museums, galleries, institutions
find a galaxy of gallery in a single place
one of the world's leading business and cultural centers
home to several cafes, bars and restaurants and well known as "city of gastronomy"



JAPAN

The archipelago stretches from the North to the South along the eastern edge of Asia great cultural activity natural attractions the hospitality of the people The capital of Japan, Tokyo is one of the busiest metropolis in Asia Japan is divided into regions each having its own tourist attraction kimono Mount Fujiyama Sinkansen, the fastest train in the world

FOR NEXT MEETING

- ⑥ Work in group of five.
- ⑥ Present a tourism object by giving the Welcoming Tourist, Describing the Location , Introducing Special Events and Offers, Offering Advice, Closing Remarks.
- ⑥ Every member should give one speech.
- ⑥ Prepare your presentation in Microsoft Power Point.



MEETING 4

Explaining Rules, Safety and Ethic

When giving a tour there may be rules and safety precautions that you need to explain. It is best if you memorize a speech rather than read from a card. People will pay more attention to you and understand you more clearly if you look into their eyes as you speak. After you have explained the rules and safety precautions make sure that guests have understood you, by asking,

"Are there any questions about this?"

or

"Is everyone clear on the rules?"

Also, tourists will appreciate any helpful advice you can give them, such as where to exchange their money, what types of transportation to use, and how to obey the traffic rules. Finally, if there are any customs or matters of etiquette that you think tourists should be aware of, this is a good time to let them know.

Explaining rules

Tour Guide

- ∅ You are strictly forbidden from taking photographs inside the museum.
- ∅ Please stay on the marked path.
- ∅ I'm sure this goes unsaid, but remember to place all trash in the garbage bins.
- ∅ Please pay attention to the time. We don't want to keep the driver waiting.
- ∅ Classes are in session, so we need to keep our voices down.
- ∅ The bus will be leaving at 5:00 pm sharp.
- ∅ You'll have some free time to look around after lunch.
- ∅ Please meet back here in one hour.

Explaining safety

Tour Guide

- Please keep your seatbelts fastened at all times.
- I ask that you keep your hands inside the train.
- As a safety precaution, please stand behind the yellow line.
- For your own safety, we ask that you refrain from putting your arms out the window.
- Please do not feed the animals.
- Please remain seated until we come to a full stop.
- Please stay with your group at all times.
- Please keep to the sidewalk.
- I do not recommend swimming here. The water is very rough.
- We suggest only carrying small amounts of cash.
- These rules are for your own comfort and safety.

Explaining etiquette and customs

Tour Guide

- It is customary in our country to tip the friendly bus driver.
- In this region we bow rather than shake hands during a first meeting.
- Though the all-inclusive includes tips for the servers, it does not include tips for the bellboy.
- To indicate that you want to get on or off the bus simply wave your hand at the driver.

Guide: If you have any questions while we're going along, please don't hesitate to ask.

Man: I have a question actually.

Guide: Sure, what's that?

Man: Where's the best place to have dinner around here?

Guide: Well, that's a tough question. There are so many good restaurants. My personal favourite is Spaghetti Alley.

Man: How do we get there?

Guide: I'll point it out when we pass it. It's going to come up on your right in a few minutes.

Woman: My daughter wants to know if we're going to be passing any castles today?

Guide: Castles. No I'm afraid all of the castles are further into the city. We're going to be staying near the coast today. I can give you a map of the city, though. It shows where all of the castles are.

Man: Sorry, I have another question.

Guide: No problem. That's what I'm here for.

Man: Are we allowed to take pictures once we get inside the museum?

Guide: Oh, I'm glad you asked that. I forgot to mention that taking photographs inside the art gallery and the museum is prohibited. However, you can take pictures of the grounds and the outside of the buildings. The architecture is beautiful.

Woman: Oh, and what time will we be stopping for lunch?

Guide: We'll break around noon and meet back at the bus at 12:45 sharp.



PRACTICE 1

Work in pairs. One of you becomes a tour guide in a specific country. Explain to a tourist about the ethnic in a specific occasion. Take exchanges.

Country	Occasion	Things you should do	Things you cannot do
Britain	Eating	<ul style="list-style-type: none"> • Tell the host several days before the party about food you don't eat. • Wait until the host start eating or ask you to eat. 	<ul style="list-style-type: none"> • Slurp your food or eat noisily. • Talk with food in your mouth. • Lick
		<ul style="list-style-type: none"> • Chew or swallow your food before drinking. • Eat pizza and chicken by using fork and knife (except in very informal situation, such us barbecue time, you can use your finger). 	<ul style="list-style-type: none"> • Blow your nose with serviette. Its only for dabbing your lips. • Your elbows on the table while you are eating. • Reach over someone's plate for something, ask for the item to be passed.
		<ul style="list-style-type: none"> • Always say thank you when served something to show appreciation. • In a restaurant, it is normal to pay for your food by putting your money on the plate the bill comes on. 	<ul style="list-style-type: none"> • Use your fingers to push food onto your spoon or fork. • Take food from your neighbours' plate. • Pick food out of your teeth with your fingernails.

PRACTICE 2

You are a new Ambassador in Paris. You are going to have a formal dinner with a minister from that country. You are now learning the table manner from your little brother. He is a tour guide in that country. You ask him about the ethic you know. Your brother explains the real table manner in Paris.

Let's play a game of true and false
Guess whether the statement is true or false

1. You should place your napkin in your lap immediately after being seated.
2. Your bread should go in the upper left edge of your plate.
3. When the aperitif is served, you wait for the host to give the toast before drinking.
4. You should tear your bread into a bite-sized piece before eating it.
5. If someone asks you to pass the salt, you pass both the salt and pepper.
6. After each course, you should wipe your plate with a piece of bread.
7. Wine glasses should be filled up to five millimeters from the brim.
8. A French dinner often consists of a salad with vinaigrette for the starter, main course, cheese course, dessert, and coffee.

ANSWER:

1. **False.** Once the lady of the house places her napkin in her lap, other guests should follow suit.
2. **False.** Bread is placed directly on the tablecloth, unless it is a formal meal in which bread plates are used.
3. **True.** You should wait for the host to lead the way, whether an aperitif or dinner course. Once everyone has been served a drink, the host will generally make a short toast after which the glass-clinking begins. It is polite to make eye contact as you say, “*Santé*.”
4. **True.** It is very impolite to take a bite from the whole piece of bread.
5. **False.** In the U.S., the salt and pepper are “married,” meaning they should always stay together on the table. In France if you are asked for the salt, you simply pass the salt.
6. **True.** However, this should be done gently as a means of cleaning the plate for the next course, not slopping up the leftover sauce. It is more polite to use a piece of bread on your fork, rather than in your hand. In a more formal setting, each course is served on a new plate, so cleaning the plate is not necessary.
7. **False.** When pouring wine, stop when the glass is three-fourths full.
8. **True.** Bread, wine, and mineral water are offered throughout the meal.

MEETING 5

ENGLISH FOR ENTERTAINMENT REVIEWING MOVIES

Lecturer: *I'm trying to remember the name of a movie, but I can't think of it for the life of me. What was that movie called? Hmm... (the lecturer then describes one movie and let the students guess the title of the movie).*

You know, it's a drama. Julia Roberts is in it. It takes place in a town in California where many people got sick. She plays a secretary who works for a law firm. The movie is about a company that tries to hide its chemical pollution that killed many people. In the end, the company loses the law case and has to pay millions of dollars.

(The lecturer then continues giving other movies' clues to be guessed).

To the lecturer: Ask the students to close their books. The lecturer writes the expressions on the board and discusses the expressions with the students. The lecturer goes over the vocabulary with the class for each of the sections (genre, setting, actor, plot, climax, and critics). It is important to maintain a dialogue with the class as the lecturer putting the expressions on the board.

Here are some expressions used for talking about movies:



At the Movies

Components of a Movie

Genre

What kind of movie is it? It's a

It's a comedy. It's a sci-fi. It's a horror.

It's an action movie. It's a romantic comedy.

Actors/Stars

Who is in it?

 is in it.

Who's starring in it?

 is starring in it.

Orlando Bloom is in it.

Setting/Background

Important Language/Examples

Can you name a movie?

... that is a sci-fi?
... that is a horror?
... that is an action movie?
... that is a romantic comedy?

... with Brad Pitt in it?
... that is starring Julia Roberts?
... with Mike Meyers in it?
... starring Sean Connery?

... that takes place in space?
... that takes place in

Where does it take place?	It's set in _____.	WWII?
When does it take place?	It takes place in _____.	... set in Asia? ... set on a train? ... that takes place in the 1800s? ... set in the countryside?
	<i>It's set in New York in the 60s. It takes place on the moon in the future. It takes place in a prison.</i>	

Plot/Story

What's it about?	It's about _____ who _____.	... about people who fall in love? ... about people who take drugs? ... about police who are corrupt? ... about someone who wants to destroy the world?
What happens in it?	<i>It's about two young people who fall in love on a sinking ship. It's about a meteor that is going to destroy the Earth.</i>	

Climax

How does it end?	In the end,
What happens in the end?	<i>In the end, the ring is destroyed. In the end, Harry decides he really loves Sally.</i>

Reviews

What did the critics say?	The critics _____.
What kind of reviews did it get?	It got _____ reviews. <i>The critics said it was good. The critics panned it. The critics raved about it. It got great reviews. It got poor reviews.</i>



PRACTICE 1

Pair work, Talk about some movies you have watched. Describe the genre, the stars, the setting, the plot, the climax, and the reviews.

PRACTICE 2

Individual works. Think of three movies and write clues for them. Share your clues with the class and let the class guess the movie.



Movie Riddles

Make three movie riddles using the clues in the boxes. Read your movie riddles to the class (or your group) and they will try to guess your movies. Wait until all five clues have been read before guessing.



Movie	_____	(Movie Title: Keep this a secret)
#1 Clue	It's a _____.	(Genre)
#1 Clue	It takes place _____.	(Setting)
#2 Clue	_____ is in it.	(Actor)
#3 Clue	It's about _____.	(Plot)
#4 Clue	_____	
#5 Clue	In the end, _____.	(Climax)

Movie #2	<u> </u>	(Movie Title: Keep this a secret)
Clue #1	It's a <u> </u> .	(Genre)
Clue #2	It takes place <u> </u> .	(Setting)
Clue #3	<u> </u> is in it.	(Actor)
Clue #4	It's about <u> </u>	(Plot)
Clue #5	In the end, <u> </u>	(Climax)

Movie #3	<u> </u>	(Movie Title: Keep this a secret)
Clue #1	It's a <u> </u> .	(Genre)
Clue #2	It takes place <u> </u> .	(Setting)
Clue #3	<u> </u> is in it.	(Actor)
Clue #4	It's about <u> </u>	(Plot)
Clue #5	In the end, <u> </u>	(Climax)

PRACTICE 3 Group works. Make a group of 5 students. Act out a movie in front of the class and let your friends guess the title of that movie.

MEETING 6

REVIEWING MOVIE

PART 2

To the lecturer

Ask your students the latest movie they watched. Then ask them directly what it is about, and write the answers on the board. Then ask them who's starring in it and what the critics say about it.

Attack From Planet Q

Starring Will Smith



"Frightening and entertaining."
-Beijing Post

Odeon Theater
Showtimes
6:45, 8:30

Science Fiction: About aliens who invade China. The story takes place along the Great Wall during the Ming Dynasty. Will Smith plays a palace guard who uncovers an alien plot to kill the Emperor.

Best Film at 2002 Cannes Film Festival!

Film Festival

The film festival is on town. Find out what movies are playing from other students in the class. Find out as many details about the movie as you can. Write the details down in the table below:

Also, try to use various expressions for saying 'I want to . . . '

- ∅ I'd like to see a movie.
- ∅ I feel like seeing a movie.
- ∅ I'm in the mood for seeing a movie.
- ∅ I wouldn't mind seeing a movie.
- ∅ I could go for a movie.

Title / Genre	Plot	Setting	Actor/ Character	Show times/ Theatre	Critics/ Awards

PRACTICE 1: Fill in the table by using information from the movie “Attack from Planet Q”.

Title/Genre:
Attack from Planet Q
Science Fiction

Actor/Character:
Will Smith
Palace guard



Plot:
Aliens invade China

Show times/ Theater
6:45, 8:30
Odeon Theater

Setting:
Great Wall of China,
Ming Dynasty

Critics/Awards:
Frightening, Entertaining
Best Film 2002 Cannes

Sample Conversation:
The Film Festival

A: I'm bored. Do you want to do something tonight?

B: Sure. What do you feel like doing?

A: Well, the film festival is in town. And *I'm in the mood for seeing a movie*. How does that sound?

B: I could go for a movie. What's playing?

A: ‘Attack from Planet Q’ is playing at the Odeon theatre.

B: What's that about?

A: It's a sci-fi about aliens who invade China. It takes place along the Great Wall during the Ming Dynasty.

B: Who's in it?

A: It's starring Will Smith. He plays a palace guard who uncovers an alien plot to kill the Emperor.

B: What do the critics say about it?

A: The critics say it's frightening and entertaining. It won ‘Best Film’ at the Cannes Film Festival.

B: OK. Let's see that. What time does it start?

A: Show times are at 6:45 and 8:30.

B: Why don't we catch the 8:30 so that we can have a bite to eat before we go?

PRACTICE 2

Work in pairs. Each of you must memorize one of the posters' content (without actually memorizing it word for word). After reading the movie poster, you should fill out the table by asking your partner about the movie s/he has memorized!

2 Oscars including Best Actor!

The Last Cowboy

Starring Ken Watanabe



Starlight Theater
Showtimes:
7:15, 9:30

Western (2004): About a samurai warrior who travels to America. The story takes place during the California Gold Rush. Ken Watanabe plays a samurai warrior who is captured by cowboys and learns the 'way of the cowboy'.

Best Female Actor at Cannes Film Festival!

Grab My Banana

Showtimes: 6:45 and 8:45 Daily

Saturday Matinee at 1:00PM

CJV Theater

'Hilarious!'

-Campbell River Post

'Funny'

-Washington Times

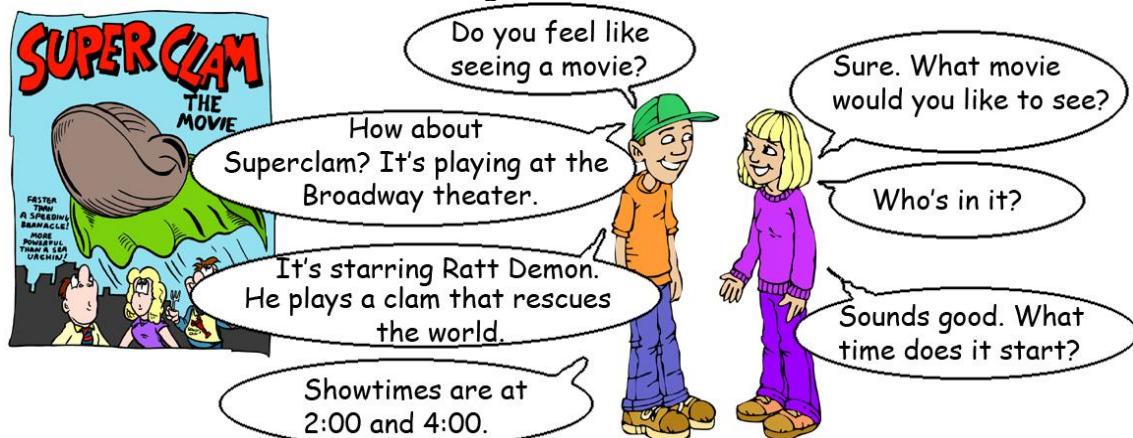


Romantic Comedy (2003): About a professor and a movie star who survive a ship wreck. The story takes place on a deserted island in the South Pacific. Julia Roberts plays the professor who is forced to survive with the arrogant, selfish and lazy movie star who is played by Brad Pitt.

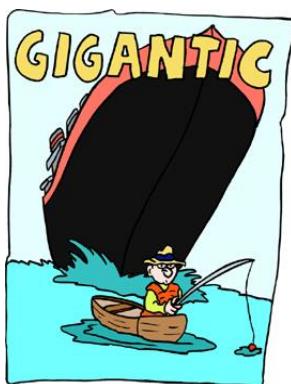
PRACTICE 3

COMPLETE THE MISSING INFORMATION

A Sheet: Do You Feel Like Seeing a Movie?



Practice the dialogue with a partner. Fill in the missing information.



Location:

Synopsis:

Showtimes:



Location:

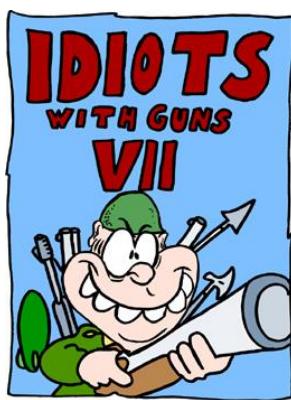
Caprice Theater

Synopsis:

Jenny Roberts plays a penguin that travels through space.

Showtimes:

6:45, 8:45



Location:

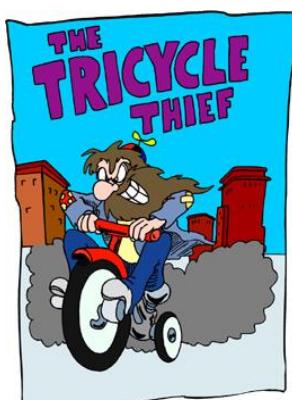
Metro Theater

Synopsis:

Arnold Stallone plays a soldier who saves New York from terrorists.

Showtimes:

2:00, 5:00, 9:30

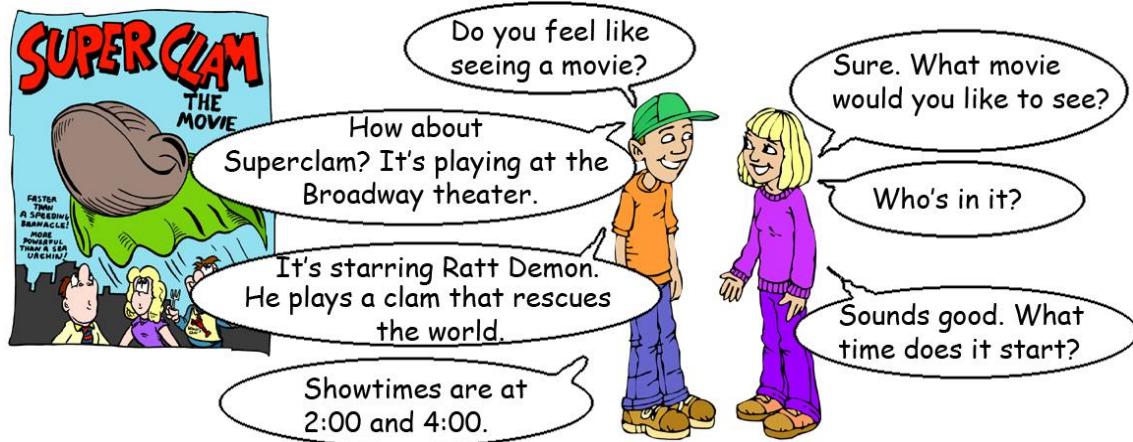


Location:

Synopsis:

Showtimes:

B Sheet: Do You Feel Like Seeing a Movie?



Practice the dialogue with a partner. Fill in the missing information.



Location:

Capitol Theater

Synopsis:

Lenny Drew plays a rich man who falls in love with a poor woman.

Showtimes:

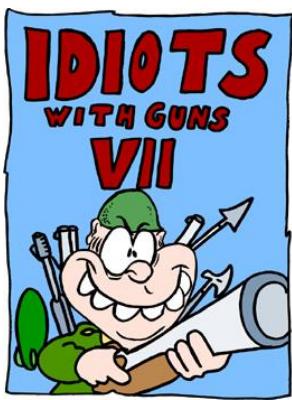
7:00, 9:15



Location:

Synopsis:

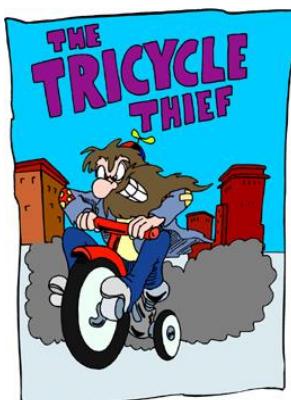
Showtimes:



Location:

Synopsis:

Showtimes:



Location:

Vogue Theater

Synopsis:

Mick Page plays a thief who steals the tricycle of a powerful gangster.

Showtimes:

7:15, 10:30

GAMES

Taking a Survey on Movies

Each student receives one set of survey questions. They walk around the room and survey every member of the class and then they write up the survey results and present them at the end of class.

A: Excuse me, I'm doing a survey on _____
Would it be OK if I asked you a few questions?

B: Sure. Go ahead.

Name	Question #1	Question #2

Reporting Results:

- The majority of the people in this class . . .
- Most people in this class . . .
- Quite a few people in this class . . .
- About half of the people in this class . . .
- Hardly any of the people in this class . . .
- Almost no one in this class . . .

Write up your results:



Surveys on Movies

<p>Survey on Best Actors</p> <p>(1) Who is the best male actor?</p> <p>(2) Who is the best female actor?</p>	<p>Survey on Horror Films</p> <p>(1) Do you enjoy horror movies?</p> <p>(2) What is the scariest movie you have seen?</p>	<p>Survey on Comedies</p> <p>(1) Do you like to watch comedies?</p> <p>(2) Who is the funniest actor?</p>
<p>Survey on Action Films</p> <p>(1) Do you enjoy action films?</p> <p>(2) Is it OK for young kids to watch violence on TV?</p>	<p>Survey on Movie Going</p> <p>(1) How often do you go to the movies?</p> <p>(2) Who do you usually go with?</p>	<p>Survey on Movie Going</p> <p>(1) What was the last movie that you saw?</p> <p>(2) What was the first movie you ever saw?</p>
<p>Survey on Sci-fi Movies</p> <p>(1) Do you enjoy sci-fi movies?</p> <p>(2) What was the last sci-fi movie you saw?</p>	<p>Survey on Best Films</p> <p>(1) What is the best film you've seen recently?</p> <p>(2) Who was starring in it?</p>	<p>Survey on Worst Films</p> <p>(1) What is the worst film you've seen recently?</p> <p>(2) Who was starring in it?</p>

MEETING 9

ENGLISH FOR AIRLINE STAFF

Getting airline passengers safely and happily from one destination to another requires teamwork. The airline industry employs many different people, from pilots and flight crew to caterers and grounds crew. Many in English, whether it be among airline companies require that the members need to learn. Whether your job is to book passengers on their flights, assist passengers with luggage, or fly the airplane itself, these pages can help you learn important words and expressions to use on the job in the airline industry. Read through the vocabulary, listen to the spoken English, and take the quizzes to test your comprehension.



Airline Vocabulary

Word <i>part of speech</i>	Meaning	Example sentence
airfare <i>noun</i>	cost of a plane ticket	The cost of your meal is covered in your airfare .
aisle seat <i>noun</i>	the seat that is next to the aisle	I'll give you an aisle seat in case you need to walk around with the baby.
baggage, luggage claim <i>noun</i>	place where you pick up your baggage after arrival	The announcement will direct you to the correct baggage claim .
boarding pass <i>noun</i>	part of the ticket that you give to the crew as you step onto the plane	You must present your boarding pass at the gate.
bumpy, rough <i>adj</i>	up and down movement of the aircraft	It might be a bumpy ride because we are flying through a storm.
cabin <i>noun</i>	interior of the aircraft	There is no smoking allowed inside the cabin .
call light <i>noun</i>	a button passengers can press to get a crew member's attention	If you need anything, just press the call light .
charter <i>noun</i>	discount airline	If you take a charter it will cost you half as much.
cockpit <i>noun</i>	the part of the plane where the captain and his co-pilots sit	We aren't doing any more tours of the cockpit because it's almost time to land.
complimentary <i>adjective</i>	free of charge	We offer complimentary coffee or tea, but you have to pay for alcohol.
emergency exit <i>noun</i>	section of the plane that opens in the case of an	Are you comfortable sitting next to the emergency exit ?

	accident	
e-ticket <i>noun</i>	airfare purchased on the internet	You will need to present your identification along with your e-ticket .
excess baggage <i>noun</i>	heavier/more bags than you are allowed	You can either pay for your excess baggage or leave one of your bags behind.
gate <i>noun</i>	place where passengers go to wait to board a plane	Gate 3B is down this hall and to your right.
jet lag <i>noun</i>	tiredness due to travelling through different time zones	I'm used to travelling now. My body doesn't suffer from jet lag anymore.
life vest, life jacket <i>noun</i>	a blow-up device that you put on in an emergency over water	Please take a moment to locate the life vest under your seat.
motion sickness <i>noun</i>	a bad feeling in the stomach that passengers get during a rough ride	There is a paper bag in front of you in case you experience motion sickness .
overbooked <i>adj</i>	more passengers than available seats	The flight is overbooked . Four of our passengers will have to wait for the next flight.
overhead bin/compartment <i>noun</i>	place above the seats for storing luggage	You'll have to put your bag under your seat because all of the overhead bins are full.
over-sized baggage <i>adj</i>	items that do not fit in suitcases	Infant car seats and sporting equipment can be picked up at the over-sized baggage counter.
oxygen mask <i>noun</i>	a device that goes over a person's face, provides air in case of cabin air pressure loss	Put your oxygen mask on first before putting one on your child.
refreshments <i>noun</i>	drinks and snacks	It's a short flight, so we will be serving refreshments but not a meal.
runway <i>noun</i>	the strip of land that an airplane takes-off and lands on	The plane almost missed the runway because it was such a bad storm.
steward (male), stewardess (female), flight attendant, air host <i>noun</i>	man or woman who provides service for passengers during a flight	Ask one of the stewardesses for a pillow if you're tired.
stopover <i>noun</i>	touching down at more than one airport during a flight	It's not a direct flight. We're making one stopover in Toronto.
taxi in, out <i>verb</i>	driving an airplane to the correct place for taking off or deboarding	Please remain in your seats until we taxi in to the gate.
touch down	when the aircraft wheels	That was a very smooth touch

verb, noun	land on the ground	down.
turbulence	rough flight	This turbulence should only last a few minutes.
noun		
window seat	seat next to the window where passengers can look out	If your child wants a window seat I can move you back a row.

PRACTICE 1

Work in pairs. Make a dialogue by using the words from the table above at least seven exchanges.

Airline Announcements

Checking In Passengers

Check-in Assistant

- € Can I see your ticket, please?
- € Do you have your passport with you?
- € I'm afraid your passport has expired.
- € Do you have a second piece of identification?
- € I'll need to see your child's birth certificate.
- € How many bags are you checking?
- € Will you be bringing a carry-on bag?
- € I'm afraid that bag exceeds the size restrictions.
- € Did you pack your bags yourself?
- € Would you like an aisle or a window seat?

- € Would you like a wheelchair?
- € You'll board at Gate 7.
- € Please be at the gate thirty minutes before your scheduled flight.
- € Did you need any tags for your luggage?
- € Your flight is expected to take off on time.
- € Your flight has been delayed by one hour.
- € Flight 87B to Toronto has been canceled.
- € I'm afraid you're too late to check-in.
- € Your flight is overbooked. Would you be interested in giving up your seat?
- € Enjoy your flight.

Passenger

- ❖ I'm not sure which of these papers is my ticket.
- ❖ Is it possible to get an aisle seat?
- ❖ I requested a vegetarian meal. Can you check to confirm?
- ❖ Can I take my child through security?
- ❖ Is the flight on time?
- ❖ Will they be serving a meal today?
- ❖ Will they be showing an inflight movie?
- ❖ Where can I get a luggage cart?
- ❖ Can I use my laptop on board?

Pre-boarding Announcement

Good afternoon passengers. This is the pre-boarding announcement for flight 89B to Rome. We are now inviting those passengers with small children, and any passengers requiring special assistance, to begin boarding at this time. Please have your boarding pass and identification ready. Regular boarding will begin in approximately ten minutes time. Thank you.

Final Boarding Announcement

This is the final boarding call for passengers Erin and Fred Collins booked on flight 372A to Kansas City. Please proceed to gate 3 immediately. The final checks are being completed and the captain will order for the doors of the aircraft to close in approximately five minutes time. I repeat. This is the final boarding call for Erin and Fred Collins. Thank you.

Pre-flight Announcement

Ladies and gentlemen, welcome onboard Flight 4B7 with service from Hong Kong to San Francisco. We are currently third in line for take-off and are expected to be in the air in approximately seven minutes time. We ask that you please fasten your seatbelts at this time and secure all baggage underneath your seat or in the overhead compartments. We also ask that your seats and table trays are in the upright position for take-off. Please turn off all personal electronic devices, including laptops and cell phones. Smoking is prohibited for the duration of the flight. Thank you for choosing Mountain Airlines. Enjoy your flight.

Captain's Announcement

Good afternoon passengers. This is your captain speaking. First I'd like to welcome everyone on Rightwing Flight 86A. We are currently cruising at an altitude of 33,000 feet at an airspeed of 400 miles per hour. The time is 1:25 pm. The weather looks good and with the tailwind on our side we are expecting to land in London approximately fifteen minutes ahead of schedule. The weather in London is clear and sunny, with a high of 25 degrees for this afternoon. If the weather cooperates we should get a great view of the city as we descend. The cabin crew will be coming around in about twenty minutes time to offer you a light snack and beverage, and the inflight movie will begin shortly after that. I'll talk to you again before we reach our destination. Until then, sit back, relax and enjoy the rest of the flight.

Safety Briefing

Ladies and gentlemen, on behalf of the crew I ask that you please direct your attention to the monitors above as we review the emergency procedures. There are six emergency exits on this aircraft. Take a moment to locate the exit closest to you. Note that the nearest exit may be behind you. Count the number of rows to this exit. Should the cabin experience sudden pressure loss, stay calm and listen for instructions from the cabin crew. Oxygen masks will drop down from above your seat. Place the mask over your mouth and nose, like this. Pull the strap to tighten it. If you are traveling with children, make sure that your own mask is on first before helping your children. In the unlikely event of an emergency landing and evacuation, leave your carry-on items behind. Life rafts are located below your seats and emergency lighting will lead you to your closest exit and slide. We ask that you make sure that all carry-on luggage are stowed away safely during the flight. While we wait for takeoff, please take a moment to review the safety data card in the seat pocket in front of you.



PRACTICE 1

Situation:

You and your family are going to go to Stockholm. You are now at the airport. You have to check in but you forgot to bring your id cards. They are all in your wallet in your cupboard. Explain to the check in assistant so that you are allowed to take the flight.

You and your husband are at the airport. You are ten minutes late for your flight. The gate is already closed. You cannot miss this flight because it is a very important. Persuade the check in assistant so that you are allowed to take the flight.

Reservations (airline)
Do you have any flights to Sydney next Tuesday afternoon?

- Reservations clerk: — Northwind Airways, good morning. May I help you?
- Mary Jones: — Yes, do you have any flights to Sydney next Tuesday afternoon?
- Reservations clerk: — One moment, please... Yes. There's a flight at 16:45 and one at 18:00.
- Mary Jones: — That's fine. Could you tell me how much a return flight costs?
— I'll be staying three weeks.
- Reservations clerk: — Economy, business class or first class ticket?
- Mary Jones: — Economy, please.
- Reservations clerk: — That would be €346.
- Mary Jones: — OK. Could I make a reservation?
- Reservations clerk: — Certainly. Which flight would you like?
- Mary Jones: — The 16:45, please.
- Reservations clerk: — Could I have your name, please?
- Mary Jones: — My name is Mary Jones, that's M-A-R-Y J-O-N-E-S.
- Reservations clerk: — How would you like to pay, Ms. Jones?
- Mary Jones: — Can I pay at the check-in desk when I pick up my ticket?
- Reservations clerk: — Yes, but you will have to confirm this reservation at least two hours before departure time.

Mary Jones: — I see.

Reservations clerk: Now you have been booked, Ms. Jones. The flight leaves at — 16:45, and your arrival in Sydney will be at 9:25 a.m., local time. The flight number is NWA 476.

Mary Jones: — Thank you.

PRACTICE 2

Change the information in reservation dialogue above by using your own information.

PRACTICE 3

Make a reservation by using the schedule below.

	Flights Travel Time	Departs	Arrives
(hh:mm)			
Sidney - Boston 5:25	401/2136	7:25am	11:50am
Ireland -London 1:25	2369	7:50am	9:15am
Paris - Luxemburg	2055/2124	11:35am	4:35pm
Roma -Venice	5896/586	3:30pm	8:25pm
			6:00
			5:55

PRACTICE 4

Work in group of four. Based on the schedule above, make a pre-boarding announcement, pre-flight announcement, captain's announcement, final boarding announcement. Act it out in front of your group's members. Each member presents one of the announcements.

MEETING 10

ENGLISH FOR JOB SEEKER

This lesson explores students' future career choices.

Students begin by recognizing the skills they have today. These skills are identified as their human capital. Students look at various positions and decide what careers they might like to have in the future. Once they have chosen a career, they identify a list of the skills required to perform in that career.

PART 1: INDIVIDUAL WORKS. Answer the questions.

MY SKILLS, INTERESTS, AND STRENGTHS

1. What kinds of activities make you happy?

.....
.....
.....

2. What personal characteristics are you most proud of?

.....
.....
.....

3. What kinds of skills do you have that may help you in the future? Don't just think of things you do in school. Think of things you do outside of school.

.....
.....
.....

4. Which of these interests and skills would help you in an international setting?

.....
.....
.....

(Some examples would be: like to meet people, like to see new things, like to taste new foods, like to travel to other countries, learn things quickly, have studied another language.)

PART 1B: Make a group of 5 students. Based on your answers on Part1, share your skills with the members of your group. You may want to add skills you missed.

PART 2: GROUP WORKS. Discuss the list. Refer to the discussion of more highly valued skills. (Examples would include education, special training, proficiency in other languages, attention to detail, ability to communicate clearly.)

Are there any of your interests or skills would prepare you for one of the careers on this list?

CAREERS WITH AN INTERNATIONAL FLAVOR

1. Translator for Toyota in Princeton
2. Engineer for General Motors Corporation in Sweden
3. Tour guide for English Educational Tours in Japan
4. Teacher at the U.S. School in Taipei
5. Economic educator working for junior Achievement in Tajikistan
6. Flight attendant on a Northwest Airlines flight to South Korea
7. Sales representative for Caterpillar, Inc., in Brazil
8. Communication specialist for the U.S. Embassy in Germany
9. Journalist covering a war in Eastern Europe
10. Receptionist for a Japanese firm in Lafayette
11. Professor teaching economics in Austria
12. Red Cross employee working in Guatemala
13. Import manager for Tokheim Corporation in Fort Wayne
14. English as a Second Language Teacher for new immigrants in Goshen
15. Social worker in Muncie working with immigrant refugee groups

Part 3: People Profiles. Below are two succesful people. Discuss the background they have. What effort they have done that make them succeed. These people started with the same skills as the students in this class.

PEOPLE PROFILES

Alexandra Schlegel

Alex was raised in Indianapolis, Indiana. Alex's training for a rewarding international career began in earnest in 1996. As an economics major and Latin American Studies minor at Northwestern University in Evanston, Illinois, she spent a semester of her junior year abroad with the Catholic Learning Program in Chile. During that time, Alex studied at the Catholic University in Valparaiso, Chile, and lived with a Chilean family. In Chile, Alex conducted an independent research project on the wines of Chile (Chile is now the third largest wine exporter to the U.S.). The summer after Alex returned from Chile, she began an internship with the Import-Export Bank of the United States. When Alex graduated from Northwestern University in 1997, she worked briefly in New York but later, in the spring of 1998, decided to join the Peace Corps in Guatemala.

During her two-month Peace Corps training, Alex lived with Guatemalan families and received in-depth language instruction. As part of her training, Alex learned how to be self-sufficient while living overseas, an invaluable skill in any context.

Currently, Alex lives in her own two-room house in the Guatemalan town of Salama. Each day she travels by pickup truck or bus to small villages, where she works with out-of-school youth teaching them

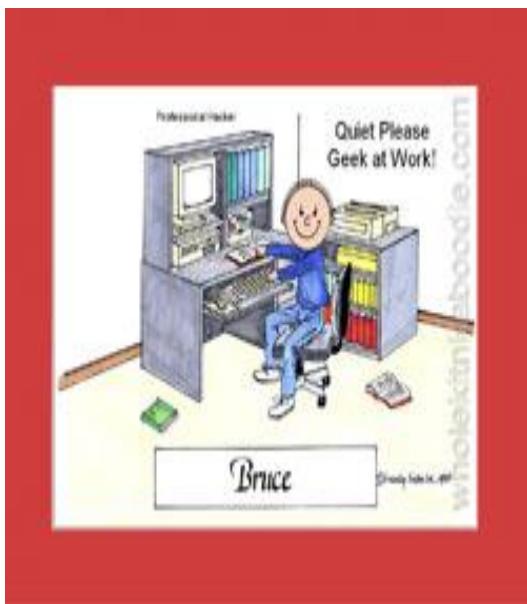
basic business development skills. In addition, she works with women weavers and agricultural workers, helping them start their own businesses. All this is done with the goal of creating self-sufficiency for the indigenous people of Guatemala, who are poor and often illiterate. Alex also presents a popular workshop on self-esteem. Those who participate receive a special certificate. Alex loves her work and has made many friends among the Guatemalans and other Peace Corps volunteers. The Peace Corps describes its work as "the toughest job you'll ever love!" Alex seconds that view Alex will finish her job with the Peace Corps in



August 2000. Afterwards, she plans on returning to graduate school and then continuing work with the developing countries of Latin America. Whatever Alex decides to do, her Peace Corps background will be of invaluable assistance.

Kenny Jackson

Kenny Jackson grew up in rural Tippecanoe County in the early 1960s. He began "twisting wrenches" at age six because his father wasn't very good at repairing the family's farm equipment. Kenny was the kid who could fix anything. During his high school days at Southwestern High School, he worked at Jim Romack's Texaco service station in Lafayette. His formal training began at that time. Kenny attended a 12week training program sponsored by Romack and Texaco. While working at the station, Kenny took advantage of every opportunity to attend training programs. He learned the newest and best techniques at these schools, while learning tried-and-true methods from the older mechanics at work.



Kenny spent 21 months in the army beginning in the fall of 1968. He was trained in the driving school at Fort Sill, Oklahoma, and operated a Caterpillar bulldozer part of the time. After his service, Kenny went to work for an International Harvester dealer in Wingate, Indiana, and began farming. In 1988, Kenny left farming to work at Caterpillar as a technician, putting together the engines Caterpillar produces in Lafayette. Since then he has acquired a number of skills and held many different types of positions at Caterpillar. The company has come to appreciate Kenny's many skills and his willingness to learn. In addition to possessing extensive computer and telecommunications skills, Kenny is also a certified welder, plasma cutter, equipment operator, and mounting specialist. All of these skills have made Kenny extremely valuable to Caterpillar.

Kenny's job at Caterpillar takes him all over the world, including such places as the Philippines, the Dominican Republic, and Scandinavia. He never knows when his next call to an exotic country will come. Kenny believes this to be one of the many exciting parts of his job. He also believes that a willingness to learn new skills is a major reason that he has had such wonderful international career opportunities.

Source: This profile is condensed from an article by Kodjo Francisco, *Indiana Global*, September 1998, pp 9-12.

To describe your skills the following adjectives are useful

accurate	creative	experienced	honest
active	dependable	fair	innovative
adaptable	efficient	firm	logical
broad- minded	energetic	genuine	loyal
competent	enthusiastic		mature

motivated	positive	resourceful	successful
objective	practical	self disciplined	tactful
outgoing	productive	sense of humor	trustworthy
pleasant	reliable	sincere	

ASSSIGNMENT FOR NEXT MEETING

Pretend you are seeking a new job. Here are some questions often asked in job interview. Learn and answer the questions. It is to be discussed on the next meeting.

Interview Questions: Work History

1. Name of company, position title and description, dates of employment.
2. What were your starting and final levels of compensation?
3. What were your responsibilities?
4. What major challenges and problems did you face? How did you handle them?
5. Who was your best boss and who was the worst?
6. Why are you leaving your job?
7. What have you been doing since your last job?
8. Why were you fired/quit?

Job Interview Questions about You

What is your greatest weakness? - Note that the term "weakness" isn't used in the sample answers - you always want to focus on the positive when interviewing.

Sample Answers

- When I'm working on a project, I don't want just to meet deadlines. Rather, I prefer to complete the project well ahead of schedule.
- Being organized wasn't my strongest point, but I implemented a time management system that really helped my organization skills.
- I like to make sure that my work is perfect, so I tend to perhaps spend a little too much time checking it. However, I've come to a good balance by setting up a system to ensure everything is done correctly the first time.
- I used to wait until the last minute to set appointments for the coming week, but I realized that scheduling in advance makes much more sense.

QUESTIONS ABOUT YOU

1. What is your greatest strength?
2. Do you take work home with you?
3. How many hours do you normally work?
4. How do you handle stress and pressure?
5. What motivates you?
6. What are your salary expectations?
7. Tell me about yourself.
8. What has been the greatest disappointment in your life?
9. What do people most often criticize about you?

10. What type of work environment do you prefer?
11. If you know your boss is 100% wrong about something how would you handle it?
12. Describe a difficult work situation / project and how you overcame it.
13. Describe a time when your workload was heavy and how you handled it.

Job Interview Questions about the New Job and the Company

1. What interests you about this job?
2. Why do you want this job?
3. What applicable attributes / experience do you have?
4. Are you overqualified for this job?
5. What can you do for this company?
6. Why should we hire you?
7. Why are you the best person for the job?
8. What do you know about this company?
9. Why do you want to work here?
10. What challenges are you looking for in a position?
11. What can you contribute to this company?
12. Are you willing to travel?
13. Is there anything I haven't told you about the job or company that you would like to know?

Interview Questions: The Future

1. What are you looking for in your next job? What is important to you?
2. What are your goals for the next five years / ten years?
3. How do you plan to achieve those goals?
4. What are your salary requirements - both short-term and long-term?
5. Questions about your career goals.
6. What will you do if you don't get this position?

MEETING 11

ENGLISH FOR JOB INTERVIEW

FOR EMPLOYERS

- ☞ What kind of experience do you have?
- ☞ What did you study in university?
- ☞ Do you have any special skills?
- ☞ What are your good points and bad points?
- ☞ What interests you about this job?
- ☞ Are you overqualified for this job?
- ☞ Why should we hire you?

FOR JOB SEEKERS

- ❖ What company do you represent?
- ❖ What kind of job do you offer?
- ❖ How much does the job pay?
- ❖ Where is it located?
- ❖ Do you offer any benefits?
- ❖ Is there any chance for a promotion or a raise?

Compile Responses to Interview Questions

Emphasize what you can do to benefit the company rather than just what you are interested in.

It's your turn! As the interview comes to a close, one of the final questions you may be asked is "What can I answer for you?" Have interview questions of your own ready to ask. You aren't simply trying to get this job - you are also interviewing the employer to assess whether this company and the position are a good fit for you.

Interview Questions to Ask

1. How would you describe the responsibilities of the position?
2. Is this a new position? If not, what did the previous employee go on to do?
3. How many people work in this office/department?
4. How much travel is expected?
5. Is relocation a possibility?
6. What is the typical work week? Is overtime expected?
7. What are the prospects for growth and advancement?

[Type text]

Interview Questions NOT to Ask

1. What does this company do? (Do your research ahead of time!)
2. If I get the job when can I take time off for vacation? (Wait until you get the offer to mention prior commitments)
3. Can I change my schedule if I get the job? (If you need to figure out the logistics of getting to work don't mention it now...)
4. Did I get the job? (Don't be impatient. They'll let you know.)

To the lecturer:

Make a chart with the headings *benefits* and *qualifications* on the board and ask the students to come up with some examples. Write the examples under the appropriate headings.

Benefits and Qualifications:



A **benefit** is something you receive from a job

A **qualification** is something you need to do a job.

Look at the following list of vocabulary items.

Are they *benefits of a job* or *qualifications for a job*?

- _____ promotion
- _____ work experience
- _____ medical insurance
- _____ vacation
- _____ **bachelor/masters/doctor degree**
- _____ references
- _____ salary
- _____ wage
- _____ housing
- _____ license
- _____ commissions
- _____ tips
- _____ bonus
- _____ being well-spoken
- _____ being hardworking
- _____ discount on goods
- _____ training courses
- _____ dental insurance
- _____ creativity
- _____ report card/transcript
- _____ raise
- _____ neat appearance/dress



[Type text]

To the lecturer:

Ask some students what benefits they want.

Then ask some students what qualifications they have.

GROUP WORKS. In groups, decide the most important qualifications and benefits. Give the reasons.

Most Important Benefits	Most Important Qualifications
REASONS	REASONS

ROLE - PLAY ACTIVITY

JOB FAIR

Divide the class into two groups: Companies seeking to hire employees and people seeking to find jobs.

The companies line up in row. And the job seekers go from company to company and ask about the jobs. The job seekers are primarily interested in what benefits they can get. The companies are primarily interested in the qualifications of potential employee.

EMPLOYERS' ACTIVITY SHEETS

Employer Sheet	Applicant Information				
Name of Applicant					
Experience:					
Major:					
Skills:					
Good Points					
Bad Points					

[Type text]

<p>Question to ask employee</p> <ul style="list-style-type: none"> <input type="radio"/> Could you spell your name? <input type="radio"/> What experience do you have? <input type="radio"/> What is your major? <input type="radio"/> Do you have any special skills? <input type="radio"/> Describe your good points. <input type="radio"/> Describe your bad points 		<p>Your Company's Profile and Available Job</p> <p>Company Name: _____ <i>Labs</i></p> <p>Job Description: Researcher</p> <p>Job Salary: \$45 000/year</p> <p>Location: University Laboratory</p> <p>Benefits and Incentives: <i>Medical/Dental</i></p> <p>Promotions and Raises: 2% raise every year. <i>Promotion to senior researcher after five years.</i></p>
<p>Your Company's Profile and Available Job</p> <p>Company Name: _____ <i>Cafe</i></p> <p>Job Description: <i>Waiter/Waitress</i></p> <p>Job Salary: \$7.00/hour.</p> <p>Location: Café by the sea.</p> <p>Benefits and Incentives: <i>Free Coffee and Tips</i></p> <p>Promotions and Raises: <i>5% raise after 6 months.</i></p>		<p>Your Company's Profile and Available Job</p> <p>Company Name: _____ <i>Department Store</i></p> <p>Job Description: Salesperson</p> <p>Job Salary: \$20 000</p> <p>Location: Downtown</p> <p>Benefits and Incentives: 5% commissions and 10% discount on store goods.</p> <p>Promotions and Raises: <i>Manager after 5 years</i></p>

JOB SEEKERS' ACTIVITY SHEETS

Employee Sheet	Job Types				
Name of company					
Job:					

[Type text]

Salary					
Location					
Benefits Incentives					
Promotions Raises					
Questions to ask employers:					Your information
<ul style="list-style-type: none">○ What company do you represent?○ What kind of job do you offer?○ How much does the job pay? Where is it located?○ Do you offer any benefits?○ Is there any chance for a promotion or a raise?					Your Name: Sam Spade Work Experience: 2 years serving at a restaurant. Your Major: Economics Special Skills: Drivers License Good Points: Funny Bad Points: Lazy
Your information					Your Information
Your Name: Fred Flinstone Work Experience: Fishing Guide Your Major: Biology Special Skills: Scuba License Good Points: Responsible Bad Points: Impatient					Your Name: Michael Jackson Work Experience: No experience/ Student Your Major: English Special Skills: Can speak English well. Good Points: Works Hard Bad Points: Shy

MEETING 12

ENGLISH FOR HEALTH

HUMAN BODY

One of the first things you need to know when working in English is the parts of the body. You will need to learn the names of the internal (inside the skin) and external body parts. You will also need to learn the words for the functions of each of these body parts. Here are the basics to get you started.

Head

Inside the head is the **brain**, which is responsible for thinking. The top of a person's **scalp** is covered with **hair**. Beneath the hairline at the front of the **face** is the **forehead**. Underneath the forehead are the **eyes** for seeing, the **nose** for smelling, and the **mouth** for eating. On the outside of the mouth are the **lips**, and on the inside of the mouth are the **teeth** for biting and the **tongue** for tasting. Food is swallowed down the **throat**. At the sides of the face are the **cheeks** and at the sides of the head are the **ears** for hearing. At the bottom of a person's face is the **chin**. The **jaw** is located on the inside of the cheeks and chin. The **neck** is what attaches the head to the **upper body**.



Upper Body

 At the top and front of the upper body, just below the neck is the **collar bone**. On the front side of the upper body is the **chest**, which in women includes the **breasts**. Babies suck on the **nipples** of their mother's breasts. Beneath the **ribcage** are the **stomach** and the **waist**. The **navel**, more commonly referred to as the **belly button**, is located here as well. On the inside of the upper body are the **heart** for pumping **blood** and the **lungs** for breathing. The rear side of the upper body is called the **back**, inside which the **spine** connects the upper body to the lower body.

Upper Limbs (arms)

The **arms** are attached to the **shoulders**. Beneath this area is called the **armpit** or **underarm**. The upper arms have the **muscles** known as **triceps** and **biceps**. The joint halfway down the arm is called the **elbow**. Between the elbow and the next joint, the **wrist**, is the **forearm**. Below the wrist is the **hand** with four **fingers** and one **thumb**. Beside the thumb is the **index** finger. Beside the index finger is the **middle** finger, followed by the **ring** finger and the **little** finger. At the ends of the fingers are **fingernails**.



Lower Body



Below the waist, on left and right, are the **hips**. Between the hips are the reproductive organs, the **penis** (male) or the **vagina** (female). At the back of the lower body are the **buttocks** for sitting on. They are also commonly referred to as the **rear end** or the **bum** (especially with children). The internal organs in the lower body include the **intestines** for digesting food, the **bladder** for holding

[Type text]

liquid waste, as well as the **liver** and the **kidneys**. This area also contains the woman's **uterus**, which holds a baby when a woman is pregnant.

Lower Limbs (legs)

The top of the leg is called the **thigh**, and the joint in the middle of the leg is the **knee**. The front of the lower leg is the **shin** and the back of the lower leg is the **calf**. The **ankle** connects the **foot** to the leg. Each foot has five **toes**. The smallest toe is often called the **little toe** while the large one is called the **big toe**. At the ends of the toes are **toenails**.



Medical Supplies and Tools

Here is a list of some of the most common supplies found in doctor's offices, operating rooms, and medical kits. Study the vocabulary and try the matching exercise.

Antiseptic	liquid used to sterilize (clean) the surface of the skin
Bandage	a cloth covering that is placed over a wound to prevent bleeding, swelling and infection
bandage scissors	tool used to cut bandages
blood pressure monitor	a tool that measures the force of blood flow through a person's body
Dressing	protective covering that is placed over a wound
elastic tape	a thin roll of stretchy material that is sticky on one side
eye chart	a poster of letter, word, and number combinations of various sizes used to test a person's eyesight
Forceps	instrument used during operations and medical procedures (assists the doctor in pulling, holding, and retrieving)
Gauze	thin, netted material used for dressing wounds
hypodermic needle	sharp pointed metal piece that pricks the skin (attached to a syringe), used for taking blood or administering medicine
IV bag	the pouch that contains liquids to be pumped into a patient's body
medicine cup	small plastic measuring cup
Microscope	equipment that makes small things appear larger than they are
Otoscope	a device used for looking into a patient's ears
oxygen mask	equipment that fits over the nose and mouth and supplies oxygen

[Type text]

privacy screen	an object that is used to separate the doctor and patient from others in an open room
Scales	a device that measures a person's weight
Stethoscope	equipment for listening to a person's heart and lungs
Syringe	a cylinder-shaped piece that attaches to a needle and can be filled with liquid
table and head-rest paper	paper that is placed on an examining table or head-rest to prevent the spread of germs
test tube	glass cylinder that is filled with blood or other liquids and can be capped and placed in a storage area
Thermometer	an instrument used to check a person's body temperature
Vial	a small bottle or container used for storing liquids

Booking a Doctor's Appointment

Patient

- I need to make an appointment.
- I need to see the doctor.
- When is the doctor free?
- I need to renew my prescription.
- Do you think the doctor could squeeze us in today?
- I need to make an appointment for my husband.
- My child needs to come in for a check-up.
- The doctor wants to see me again in two week's time.

Receptionist

- What is your chart number?
- What is the appointment regarding?
- Which day/what time is good for you?
- Is January the 3rd okay with you?
- How does four o'clock sound?
- We'll see you then.
- I'm sorry the doctor is not taking new patients.
- We'll call you if there are any cancellations.
- Dr Jones is away. You'll be seeing Dr Lindsay.

Doctor's Diagnosis

Physician

- Your test results have come in.
- I'm afraid the prognosis isn't good.
- You have a long road to recovery.

[Type text]

- We have several options to discuss.
- The blood test came back negative.
- It looks like you're ready to go home.
- I'd like to keep you here over night.
- We'll know more in a few days.

Patient

- I don't understand what this means.
- Am I going to need surgery?
- Is it good news or bad?
- When will the tests results come in?
- How long do I have to stay in the hospital?
- Are they going to run more tests?
- Is this a common problem for people my age?
- I'd like to discuss other options.
- I'm going to get a second opinion.

Sample Conversation

Receptionist: Doctor's office. Jane speaking. How can I help you?

Caller: I need to make an appointment with Dr. Harris.

Receptionist: Do you know your chart number?

Caller: No, sorry. It's at home and I'm at work right now.

Receptionist: No problem. What's your name, please?

Caller: George Mason.

Receptionist: Okay Mr Mason. Hold one moment while I grab your chart, please.

Caller: Sure.

Receptionist: Thanks for waiting. Now, what do you need to see the doctor about?

Caller: Well, I've been fighting a cold for more than a week, and I think I might have a chest infection or something. My cough is

getting worse each day.

Receptionist: Hmm. Doctor Harris is off tomorrow. Do you think it can wait until Wednesday?

Caller: Oh, I was really hoping to get in today or tomorrow in case I need some antibiotics. Maybe I'll have to go to the walk-in-clinic instead.

Receptionist: Actually, we had a cancellation for 2:00pm today if you can get away from the office.

Caller: Gee, it's almost 1:00pm already. I think I can make it if I leave right now.

Receptionist: We're running a bit behind schedule, so you can probably count on seeing the doctor around 2:30.

Caller: That's great. Thanks for fitting me in.

Receptionist: No problem, Mr. Mason. We'll see you in an hour or so.

[Type text]

Questions

- 1 Why does the caller phone the doctor's office?
- 2 What kind of illness does the caller have?
- 3 When will the doctor see Mr Mason?

PRACTICE 1

Situation: Work in pairs. With your partner. You are at home with your mother. Your mom looks so terrible. She has been lying on the bed for almost a day. You need to see a doctor to examine your mother. Make an appointment with a doctor and ask the doctor to come to your house as soon as possible.

Matching Exercise

Match the comments with the supplies that are needed:

- | | |
|---|------------------------------------|
| 1 I can't catch my breath. | a <i>table and head-rest paper</i> |
| 2 Prepare the examining table for the next patient. | b <i>Thermometer</i> |
| 3 We'll have to get a blood sample. | c <i>oxygen mask</i> |
| 4 I need to sterilize the wound. | d <i>hypodermic needle</i> |
| 5 We'll have to feed him with liquids. | e <i>bandage scissors</i> |
| 6 Let's find out your weight. | f <i>Scales</i> |
| 7 I need to examine the patient in private. | g <i>eye chart</i> |
| 8 Let's check your vision. | h <i>Antiseptic</i> |
| 9 Let's see if you are running a fever. | i <i>IV bag</i> |
| 10 Can you cut this gauze for me? | j <i>privacy screen</i> |

Sample Conversation

At a doctor *I have a terrible stomachache.*

- Doctor: — Good morning. Please have a seat here. What's the problem?
- Paul Ryefield: — I have a terrible stomachache.
- Doctor: — Do you have diarrhea?
- Paul Ryefield: — Yes, I do.

[Type text]

- Doctor: — Do you have any other symptoms?
- Paul Ryefield: — Yes, I feel sick.
- Doctor: — You mean you feel nauseous?
- Paul Ryefield: — That's right. I feel like vomiting. And right now I feel dizzy, too.
- Doctor: — When did the symptoms start?
- Paul Ryefield: — This morning. Yesterday evening I ate something raw.
- Doctor: — All right. Please take off your clothes to the waist and lie down there. ... Just tell me if it hurts when I do this.
- Paul Ryefield: — It doesn't hurt. ... Ouch. It hurts there.
- Doctor: — Okay. Let's hope it's just indigestion, but we'll need to run some diagnostic tests to be sure. We'll run a blood test and we'll also need a urine sample.
- Paul Ryefield: — Can you give me something for the time being?
- Doctor: — Yes, I'll give you a prescription for indigestion tablets.

PRACTICE 2

COMPLETE THE DIALOGUE

At a doctor
I have a terrible stomachache

- Doctor: — Good morning. Please have a seat here. What's the problem?
- You: — ...
- Doctor: — Do you have?
- You: — ...
- Doctor: — Do you have any other symptoms?
- You: — ...
- Doctor: — You mean you feel?
- You: — ...
- Doctor: — When did the symptoms start?
- You: — ...

[Type text]

- Doctor: — All right. Please
- Just tell me if it hurts when I do this.
- You: — ...
- Doctor: — Okay. Let's hope it's just, but we'll need to run some diagnostic tests to be sure. We'll run and we'll also need
- You: — ...
- Doctor: — Yes, I'll give you a prescription for indigestion tablets.

[Type text]

MEETING 13

ENGLISH FOR BANKING ACTIVITIES

The purpose of these materials is to get the students to practice making basic bank transaction in English. In short, students will go into the bank and deposit money, withdraw money, cash checks, and pay bills.

Class set-up:

The class is divided into two groups: bank tellers and bank customers. Bank tellers should all sit in a line facing the clients (like in a real bank).

Bank tellers are given the **BANK TELLER ACTIVITY SHEET** and a supply of **BIGGLE BUCKS AND AMERICAN DOLLARS..**

Bank clients will visit the bank tellers and conduct transactions. Each bank client will need a **BANK CLIENT ACTIVITY SHEET**, **A BANK CARD**, **ONE PIECE OF PHOTO ID**, **TWO CHECKS**, AND **THREE BILLS** (gas, electricity, and telephone)..

Bank clients will go to a bank teller and conduct one of the five transactions (pay a bill, cash a check, withdraw money, deposit money, and exchange some currency. When they are finished, they go to *another* bank teller and conduct another transaction. Each time the students go to a teller, they should get a signature. The students can use the conversation as a guide. If you have time remaining, have the students switch roles and go over it again.

For Bank Teller:

Sample Conversation: Bank Transactions

A = Bank Teller **B**=Customer

A: Good Afternoon. How may I help you today?

B: Hi. I'd like to *cash this check.*
deposit this money into my account
withdraw \$500.00 from my account.
change this into American money.
pay this bill.

A: Can I have your bankcard please?
B: Ok. Here you are.

A: And, I'll need some picture ID as well.
B: Is my driver's license OK?

Bank Teller Activity Sheet



You are a teller in a bank.

Bank clients are going to enter your bank and make transactions at your window.

Write down their name, the transaction, the amount, and their ID in the table below.

[Type text]

A: That'll be fine. Thanks.

...Teller Counts money...

A: Here is your ID and here is your
money.

your
receipt

A: Will there be anything else for you today?

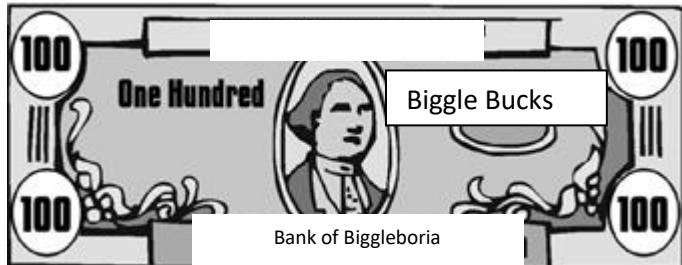
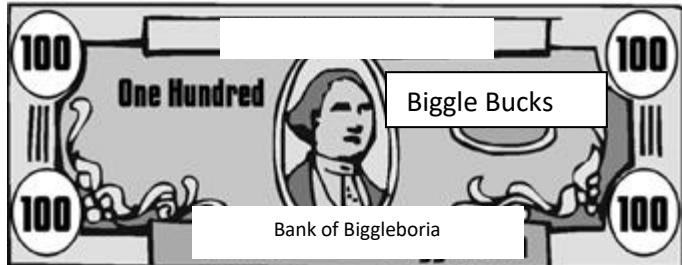
B: No, that's all thank you.

A: Have a nice day.

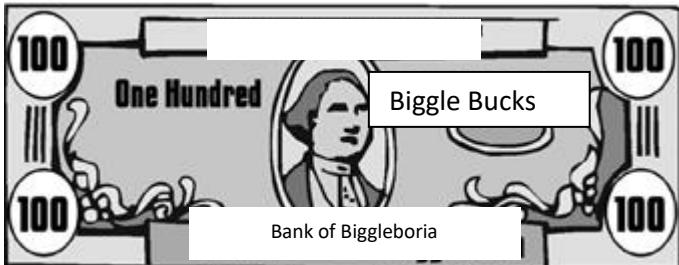
B: You too.

Name	Transaction	Amount	ID
Mike	Withdrawal	\$450.00	Passport

Realia: Biggle Bucks and US Dollars



[Type text]



FOR BANK CLIENTS

Sample Conversation: Bank Transactions

A = Bank Teller **B**=Customer

A: Good Afternoon. How may I help you today?

B: Hi. I'd like to cash this check.

*deposit this money into my account
withdraw \$500.00 from my account.
change this into American money.
pay this bill.*

A: Can I have your bankcard please?

B: Ok. Here you are.

A: And, I'll need some picture ID as well.

B: Is my driver license OK?
passport

A: That'll be fine. Thanks.

...Teller counts money/writes a receipt...

A: Here is your ID and here is your
money.

*your
receipt*

You are a bank client and you have a list of errands to do at the bank today. Go through the list in order. Your teacher will give you a bankcard, some ID, three bills and two checks. Make sure you go to a different bank teller for each transaction. Get the teller's signature when you are finished your transaction.

Teller's Signature

Bank Transaction

Cash your first check.

Deposit your money into your account.

Cash your other check.

Pay your telephone bill.

Withdraw \$600.00.

Pay your electricity bill.

Change \$200 into American money.

Pay your gas bill.

[Type text]

A: Will there be anything else for you today?

B: No, that's all thank you.

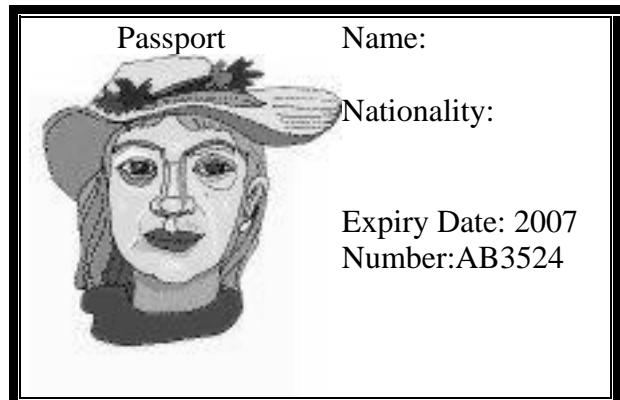
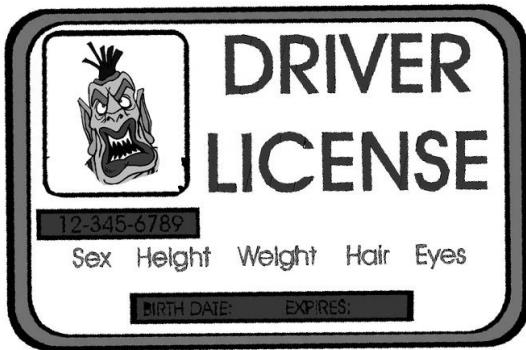
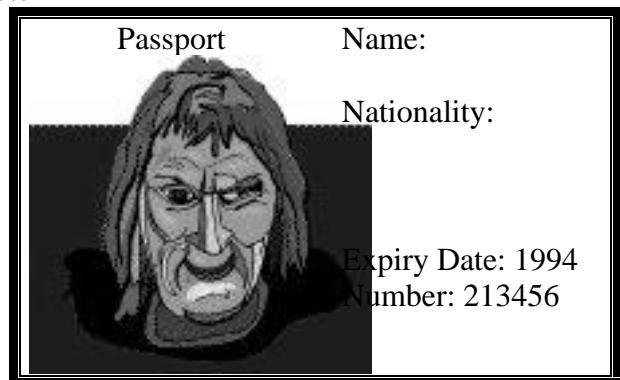
A: Have a nice day.

B: You too.

Deposit your remaining money.

Take a vote:
The friendliest bank teller
was

Character ID

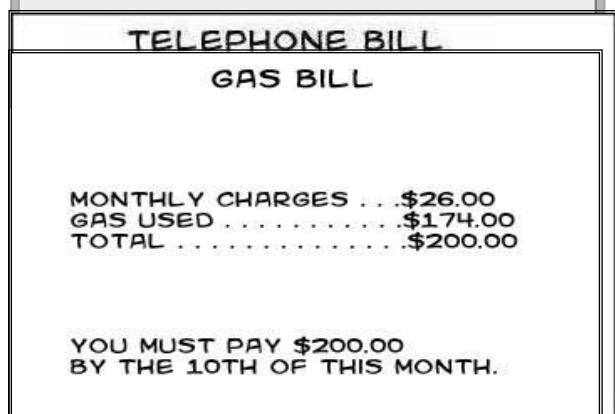
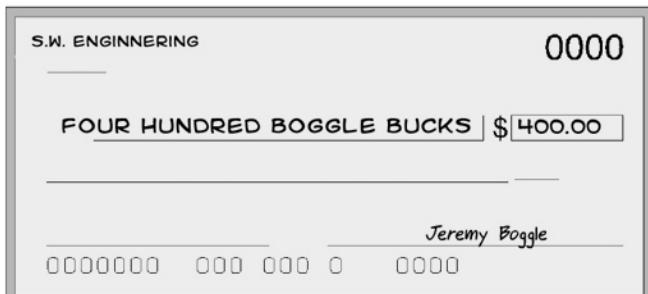


[Type text]

Bank Card:



Realia: Bills and Checks



[Type text]

NEXT MEETING ASSIGNMENT
Do the exercise and learn the vocabulary.

Personal Finance Vocabulary Match Up

Match the column on the right with the definitions:

- | | | |
|-------|-------------------|--|
| _____ | mortgage | (a) Money. |
| _____ | default | (b) Stays the same over time. |
| _____ | funds | (c) Guarantee a loan for somebody else. |
| _____ | variable | (d) Money that you borrow on a credit card. |
| _____ | fixed | (e) A check to see how well you can pay back a loan. |
| _____ | co-sign | (f) The maximum you can borrow. |
| _____ | cash advance | (g) A loan to buy a house or property. |
| _____ | credit rating | (h) A bank account you use to save money. |
| _____ | credit evaluation | (i) Be able to pay for goods or pay back a loan. |
| _____ | credit limit | (j) Changes over time. |
| _____ | annual | (k) Not pay back a loan. |
| _____ | savings | (l) The cost of borrowing money. |
| _____ | chequing | (m) An opinion on how well you can pay back a loan. |
| _____ | afford | (n) Your income after you pay income taxes and expenses. |
| _____ | interest | (o) The basic interest rate that banks use. |
| _____ | net income | (p) A bank account you use for day to day expenditures. |
| _____ | gross income | (q) Yearly. |
| _____ | prime | (r) Your income before you pay taxes. |

[Type text]

Match the words with their opposites:

- | | | |
|-------|----------|--------------|
| _____ | spend | (a) deposit |
| _____ | variable | (b) lend |
| _____ | withdraw | (c) save |
| _____ | borrow | (d) sell |
| _____ | default | (e) fixed |
| _____ | purchase | (f) pay back |

Personal Finance Vocabulary Cloze

Credit risk	Mortgage	Savings	Credit Evaluation
afford	co-sign	Default	

Mortgages



Most people don't have enough in _____ to purchase a house so they take out a house loan, which is called a _____. Before you get a mortgage, the bank will do a thorough _____ to make sure you can _____ the loan. If the bank feels you are a _____ they may ask you to find somebody else to _____ your mortgage. This person will be responsible to pay your mortgage if you _____.

MEETING 14

FINANCES

MATERIAL: Client Role Cards, Financial Product Brochures, Banker Activity Sheet, and Client Activity Sheet.

The purpose of these materials is to get the students speaking about all of the terms related to their personal finances in English. In particular, students will role-play being either bank clients or bankers. The bank clients will visit the bank and talk to the bankers about various financial products such as credit cards and mortgages. After the bankers explain the financial products, the client will select one product and apply. The bankers will then open up a bank profile and start a credit evaluation.

Part I:

- a) Divide the class into two groups, bankers and clients.
- b) Give each client a client role-play card.
- c) Divide the bankers into four groups: *new accounts, credit cards, mortgages, and loans*. Each banker should be given a financial product brochure for the group they belong to.
- d) Bankers are given a banker activity sheet and clients are given a client activity sheet.
- e) Bankers should set up desks where they can meet with their clients.
- f) Using the conversation as a guide, bankers and clients begin the role-play.

Role-Play Part I: Clients go into the bank and inquire about a financial product such as a credit card or a mortgage. The banker explains the financial products available at the bank. The client takes notes. Finally the client decides, which product they will apply for.

Role-play Part II: Bankers now set up a bank profile and do a credit evaluation. This involves asking questions about income and debt. The questions are on the banker activity sheet and the answers to the questions are on the client role-play cards.

Part IV: Discussion and Wrap-up. With the clients you can briefly discuss which financial products were more appealing and why? With the bankers you can discuss who they felt had a good credit evaluation and why? (Or in other words, whom would they lend money to?). The doctor has a good salary but also a lot debt. The waitress has a modest salary but almost no debt.

[Type text]

BANK CLIENTS

ROLE CARD



Profession:

You are a lawyer. You earn about \$12,000 a month. Last year, you earned \$130,000.

Housing:

You rent an apartment for \$3200.00 a month

Car:

You own a car. Your car is worth \$100,000. But you have a monthly payment of \$1200. You still owe 70,000 on your car.

Credit Cards:

Visa and American Express.
You owe 10000 on your Visa and 8000 on your American Express.

Debts

You still owe \$30,000 in student loans from law school. Your monthly payment is \$800.



Profession:

You are a teacher. You earned about \$3000 a month. Last year you earned \$35,000.

Housing:

You own your own house, but you have mortgage of \$120,000. Your monthly mortgage payment is \$800.

Car:

You own a car. Your car is worth \$2000. You have no monthly payments.

Credit Cards:

You have a MasterCard. You owe about \$600 on your MasterCard.

Debts

You have no other debts.

[Type text]



Profession:

You are a musician.
You earn about \$2,000
a month or \$25,000 a
year.

Housing:

You don't own a house.
You rent an apartment.
Your monthly rent is
\$600

Car:

You don't own a car.

Credit Cards:

You have a visa. You
owe \$200 on your visa.

Debts

You don't have any
other debts.

Instructions:

Visit your bank and:
(1) Open an account.
(2) Apply for a new
credit card.
(3) Apply for a new
mortgage. You are
moving into a larger
house.
(4) Apply for a loan to
buy new equipment
for your band.



Profession:

You are a waiter.
You earn about
\$3400 a month. Last
year you earned
\$38,000.

Housing:

You rent an
apartment. Your
monthly rent is \$700.

Instructions:

Visit your bank
and:
(1) Open an
account.
(2) Apply for a new
credit card.
(3) Apply for a
mortgage. You
want to buy a
house.
(4) Apply for a loan
to buy a car.

Car:

You don't own a car.

Credit Cards:

You don't have a
credit card.

Debts

You don't have any
debts.

[Type text]

Financial Products Role Cards

Give one brochure to each of the four departments: accounts, mortgages, loans, and credit cards. The bank employees will have to explain these financial products.

Credit Cards	Mortgages																
<p>Visa Classic:</p> <p>Card Specifications</p> <table><tbody><tr><td>Annual Fee</td><td>Free</td></tr><tr><td>Interest Rate</td><td>18.5%</td></tr><tr><td>Maximum Credit</td><td>\$2000</td></tr><tr><td>Daily Cash Advance</td><td>\$500</td></tr></tbody></table>  <p>Visa Platinum:</p> <p>Card Specifications</p> <table><tbody><tr><td>Annual Fee</td><td>\$80</td></tr><tr><td>Interest Rate</td><td>19.5%</td></tr><tr><td>Maximum Credit</td><td>\$15,000</td></tr><tr><td>Daily Cash Advance</td><td>\$1,000</td></tr></tbody></table>  <p>Every dollar spent earns air miles, which can be used to buy an airplane ticket.</p>	Annual Fee	Free	Interest Rate	18.5%	Maximum Credit	\$2000	Daily Cash Advance	\$500	Annual Fee	\$80	Interest Rate	19.5%	Maximum Credit	\$15,000	Daily Cash Advance	\$1,000	<p>Fixed rate mortgage</p>  <p>6.9 % annual interest rate on 15-year mortgage.</p> <p>7.4 % annual interest rate on 25-year mortgage.</p> <p>Rate is fixed.</p> <p>Penalty for paying off the mortgage early.</p> <p>5 year variable rate mortgage</p>  <p>4.5% annual interest rate on 4-year mortgage.</p> <p>4.9% annual interest rate on 5-year mortgage.</p> <p>Rate is variable. If interest rates go up then the interest rate on the mortgage goes up.</p> <p>Can pay off mortgage early with no penalty.</p>
Annual Fee	Free																
Interest Rate	18.5%																
Maximum Credit	\$2000																
Daily Cash Advance	\$500																
Annual Fee	\$80																
Interest Rate	19.5%																
Maximum Credit	\$15,000																
Daily Cash Advance	\$1,000																

[Type text]

Accounts		Short Term Business Loans	
Basic Account		Fixed Rate Business Loan	
			
Monthly fee	\$4	Set up fee	\$100.00
Interest Rate	1%	Interest Rate	7.5%
Free Debits	15	Maximum Loan	\$10,000.00
Extra Debits	\$0.50	Loan	0
Minimum Balance	None		
Super Saver		Variable Rate Business Loan	
			
Monthly fee	none	Set up fee	none
Interest Rate	3.5%	Interest Rate (Prime + 1%)	4.5%
Free Debits	2	Minimum Balance	\$50,000.00
Extra Debits	\$0.50		
Minimum Balance	\$5000.00		

[Type text]

In this role-play, you are a *bank employee*. Clients will come and ask you information about financial products that your bank offers, such as loans, credit cards, mortgages, and savings accounts. First, you will explain your bank's financial products. Then when the client opens an account or applies for a loan, mortgage, or credit card, you will write down their credit profile.



Conversation Guide		Client 1	Client 2	Client 3	Client 4
BE = Bank Employee					
C = Customer					
BE: Please have a seat. How can I help you today?					
C: Well, I'm interested in taking out a mortgage, but I would like some information first.					
BE: I'd be happy to answer any questions you have. What would you like to know?	Name				
C: Well for starters, what kind of <u>mortgages</u> do you offer?	Profession				
BE: We have <u>a variable rate mortgage</u> and <u>a fixed rate mortgage</u> .	Monthly Salary				
C: Could you explain the difference please?	Last Year's Income				
BE: Sure. (<i>Explains Different Mortgages</i>).	Credit Cards Y/N (Type?)				
BE: Do you have any questions regarding what I just told you?	Total Credit Card Debt				
C: No. I'd like to apply <u>for the fixed rate mortgage</u> .	Owns Car Y/N (If Yes, Type?)				
BE: Ok. I'll need to set up a bank profile first. So I'll need to ask you					

[Type text]

<p>some questions about your personal finances? Can you spell your name for me?</p> <p><i>(Bank employee starts a credit evaluation and asks questions about the client's personal finances).</i></p>	Estimated Car Value				
	Monthly Car Payments				
	Total Amount Owing on Car				
	Previous Loans Y/N				
	Monthly loan payments				
	Total Amount Owing on Loans				
	Owns House Y/N				
	Value of House				
	Question to Ask For Client Bank Profile	Mortgage Payment			
<p>What do you do for a living? How much is your monthly salary? What was your gross income last year?</p> <p>Do you have any credit cards? How much debt do you have on your credit card?</p>	Monthly Payment				
	Renting Y/N				
	Monthly rent				

[Type text]

Do you own a car?
How much is it worth?
Do you make monthly payments on it? How much do you owe?

Do you have any outstanding loans? What are your monthly payments? How much do you owe?

Do you own a house?
What is your house appraised at?
Do you have a mortgage?
What is your monthly mortgage payment?

Are you renting?
How much is your monthly rent payment?

In this role-play, you are a *bank client*. You have to find out about various financial products such as credit cards, mortgages, business loans and savings accounts. First, you must inquire about the different products and then you must choose one and create a credit profile for the bank. The bank employee will ask you questions about your financial history. The bank needs to know about your monthly income and expenditures.



Bank Client Activity Sheet

Conversation Guide

BE=Bank Employee, **C**=Client

BE: Please have a seat. How can I help you today?

C: Well, I'm interested in taking out a mortgage, but I would like some information first.

BE: I'd be happy to answer any questions you have. What would you like to know?

Fill out this table by asking bank employees about their financial products.

Bank Accounts

Product 1:	Product 2:

[Type text]

C: Well for starters, what kind of mortgages do you offer?

BE: We have a variable rate mortgage and a fixed rate mortgage.

C: Could you explain the difference please?

BE: Sure. (*Explains Different Mortgages*).

BE: Do you have any questions regarding what I just told you?

C: No. I'd like to apply for the fixed rate mortgage.

BE: Ok. I'll need to set up a bank profile first. So I'll need to ask you some questions about your personal finances? Can you spell your name for me?

(*Bank employee starts a credit evaluation and asks questions about the client's personal finances*).

What products did you apply for?

Credit Cards

Product 1:

Product 2:

Mortgages

Product 1:

Product 2:

Business Loans

Product 1:

Product 2:

[Type text]

Bank Account:

Why?

Credit Card:

Why?

Mortgage:

Why?

Business Loan:

Why?

[Type text]

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