

Exercise 1: Choose the best word(s) or expression(s) to complete these sentences. In some cases, more than one option is possible.

1. *(At the airport. A check-in assistant is talking to a passenger)* I'm afraid your flight has been **cancelled / delayed / crashed / double-booked**. It won't be leaving for another two hours.
2. *(At the airport. An angry passenger is talking to her colleague)* I don't believe it. The airline has **diverted / overbooked / rerouted / postponed** our flight and have told me there are no more seats available for us. We'll have to wait for the next one.
3. *(A business executive is explaining why he prefers to fly business class)* Flying business class is much more expensive than flying **tourist / coach / economy / club** class, but it's much more comfortable and the food is better.
4. *(An announcement is being made at a port)* The ship will soon be ready for **embarkation / boarding / disembarkation / climbing**. Would passengers please ensure they have their tickets ready.
5. *(At the airport, an announcement is being made to passengers arriving on a flight)* Welcome to London Heathrow Airport. Could we remind **transition / transitive / transitory / transit** passengers to wait in the lounge until their next flight is ready.
6. *(At the airport, an urgent announcement is being made over the PA system)* Would the last remaining passenger for flight BZ112 to Thessalonica please proceed immediately to **door / entrance / gate / pier** 22, where their flight is about to depart.
7. *(A travel agent is telling a traveller about his flight)* Your flight to Istanbul is **one way / indirect / direct / non-stop**, so you won't be landing anywhere else en route.
8. *(At the airport, an assistant is helping a passenger to find the right terminal for her flight from London to Belfast)* Terminals 2 and 3 are the terminals for international flights. You need terminal 1 for **domesticated / domestic / domesticity / domicile** flights.
9. *(At the station, an information desk assistant is explaining ticket prices to a passenger who wants to visit a town and return on the same day)*. A **single / simple / one way / one direction** ticket to Bradford costs £27.50. A **return trip / round-trip / circle-trip / square-trip** ticket will cost you £42.
10. *(At the bank, a clerk is telling a customer why he can't take out any more money with his American Express card)*. I'm really sorry, sir, but you have already exceeded your **profit margin / loyalty points / credit limit / commission rates**.
11. *(On an aircraft, the captain is talking to his passengers)* If you need anything during the flight, please do not hesitate to ask one of our cabin **staff / gang / team / crew** members.
12. *(A radio announcement is being made for people travelling to a city for their job)* Bad news for **expatriates / commuters / immigrants / migrants**, I'm afraid. Traffic on the M25 is backed up for 12 miles at junction 9.
13. *(An article in a magazine is talking about air travel)* In a recent survey, Albion International Air Ltd was voted the world's favourite **carrier / airline / airliner / airways** for its punctuality, comfort, quality of in-flight catering and of course its standards of safety.
14. *(A travel agent is explaining insurance policies to a customer)* We advise you to take out our **comprehensive / adhesive / apprehensive / defensive** insurance policy which will cover you against all risks that are likely to happen.
15. *(A car hire clerk is helping a customer choose a vehicle)* The roads here are so bad and so full of holes that we very much recommend you hire a / an **MPV / saloon / 4x4 / van**.

Exercise 2: Choose the best word or expression from each pair in **bold** to complete this text. In some cases, both words / expressions are possible.

There are a few things that the well-prepared business traveller should sort out before they leave the country. First of all, they will need to prepare a / an (1) **schedule / itinerary** so that they know exactly where they will be and who they will see at various times on their (2) **voyage / trip**. Next, they should check their passport: have they got one, for a start, and is it still (3) **validated / valid**? Most countries will not let them in if their passport (4) **runs out / expires** within six months. Secondly, what about a (5) **visa / visor**? More and more countries require foreign visitors to have one, and this will cost money (and time and effort, too: in some cases, the traveller has to present himself or herself in person at the country's (6) **emmbassy / embassy**). Thirdly, they will need to get (7) **traveller's cheques / traveling cheques** and / or foreign (8) **currency / currency**: if they choose the latter, they need to check the (9) **exchange / changing** rate to make sure they are getting a favourable (10) **deal / bargain**, and then in most cases they will need to pay (11) **comission / commission / commision** to the bank who supplies it. Finally, they should check that they have (12) **insurence / insurance / insurence** cover, that their (13) **vaccinations / vaccinnations / vacinations** are up to date, and that their mobile phone will work abroad (and if necessary, make arrangements with their (14) **provider / provisor** to ensure they can get connected to the (15) **network / website** when they arrive).

Exercise 3: Now try this quiz.

1. In which places would you *check in*?
2. You are told that you need to pay an *excess baggage* charge. What does this mean?
3. At the airport you are told you have been *bumped* from your flight. What does this mean?
4. You want an *upgrade* on your flight. What exactly do you want?
5. The flight you have booked includes free *transfers*. What are these?
6. You are travelling from Greece to the UK. Are you allowed a *duty free allowance*?
7. What is the correct word in bold in this question: 'How much is the business class **fee / fare** from Washington to Rome?'
8. What is an *e-ticket*?
9. You are flying from Cape Town to London. Would you expect to suffer *jet lag*?
10. In a hotel, what is the difference between *full-board*, *half-board* and *bed and breakfast* accommodation?
11. In a hotel, what is the difference between a *single room*, a *twin room*, a *double room* and a *suite*?
12. The hotel you want to stay at insists on charging you the *rack rate*. What is this?
13. You are in your room in a large international hotel. Which department would you call if you wanted the following?
 - (a) someone to clean your room, bring you some towels and wash your shirts
 - (b) to make a general enquiry
 - (c) to report an electrical or plumbing problem
 - (d) to help you make a national or international phone call
 - (e) to have some food brought to your room
 - (f) to order a taxi or have your luggage taken from or to your room
14. Rearrange the letters in bold to make the names of things you might find in a hotel room (in addition to a bed, of course).
rwoarbed feas niim rab nlboyac ari tincnoniogdi ate dan fceeof fteiliacis
nnteelntsr scesac nori snioleitev oemrte ontolcr
15. The room in your hotel was *pokey*, *scruffy* and *draughty*, the hotel staff were *discourteous*, *officious* and *surlly*, and the hotel food was *greasy*, *unappetising* and *repetitive*. Would you stay at the hotel again?
16. In which situations would you expect to *leave a tip*?