

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
Донецький національний університет  
економіки і торгівлі  
імені Михайла Туган-Барановського

Кафедра іноземної філології, українознавства та соціально-правових дисциплін

**М. О. Куц, Д. В. Фурт**

**МЕТОДИЧНІ РЕКОМЕНДАЦІЇ  
З ВИВЧЕННЯ ДИСЦИПЛІНИ  
«ІНОЗЕМНА МОВА»**

І рік навчання  
Ступінь: бакалавр

Кривий Ріг  
2021

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Затверджено на засіданні  
кафедри іноземної філології,  
українознавства та соціально-  
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**Куц М. О., Фурт Д. В.**

**К 46** Методичні рекомендації з вивчення дисципліни «Іноземна мова», I рік навчання, ступінь бакалавр / М. О. Куц, Д. В. Фурт. Кривий Ріг : ДонНУЕТ, 2021. 264 с.

Дисципліна «Іноземна мова» вивчається 4 семестри. Дані методичні рекомендації охоплюють матеріал першого року навчання: 1 семестр – модуль I, 2 семестр – модуль II.

Запропонована методична розробка містить вправи за темами, передбачених програмою дисципліни, та має за мету сприяти розвитку лексичних навичок, навичок аналізу текстів та комунікативній діяльності студентів.

Зміст посібника викликає зацікавленість, пов'язану з актуальністю розроблених тем. Завдання складені на основі сучасних вимог до викладання іноземних мов з урахуванням розвитку комунікативної компетенції.

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## ВСТУП / INTRODUCTION

«Іноземна мова» є навчальною дисципліною, що забезпечує підготовку студентів ступеня «бакалавр».

**Мета курсу** - формування необхідної комунікативної спроможності у сферах професійного та ситуативного спілкування в усній і письмовій формах; вдосконалення вмінь та навичок читання, перекладу, реферування спеціальної літератури за фахом; вироблення навичок читання та реферування наукової інформації з фаху, ведення бесіди з професійної тематики, ділового листування та роботи з комерційною документацією.

**Завданнями дисципліни «Іноземна мова» є:**

- набуття навичок практичного володіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі тематики, зумовленої професійними потребами; одержування новітньої фахової інформації через іноземні джерела;
- користування усним монологічним та діалогічним мовленням у межах побутової, суспільно-політичної, загальноекономічної та фахової тематики;
- переклад з іноземної мови на рідну текстів загальноекономічного характеру;
- формування основних вмінь використання знань на практиці під час ведення ділової бесіди або спілкування по телефону в ділових цілях з урахуванням конкретних умов;
- ознайомлення з найбільш відомими зразками мовленнєвої поведінки під час проведення ділових зборів, презентацій та переговорів;
- навчання підготовці до участі у наукових конференціях, семінарах, дебатах, тощо;
- ознайомлення з особливостями оформлення найбільш вживаних паперів.

У результаті вивчення навчальної дисципліни студент повинен

**знати:**

- лексику, граматику, фонетику і орфографію іноземної мови;
- правила усного ділового спілкування;
- основні вимоги до культури мовлення.

**вміти:**

- конструювати параграфи для організації думок в єдину інтелектуальну структуру;
- читати та перекладами текст з побутової та професійної тематики середньої складності;
- спілкуватися іноземною мовою на побутові, суспільно-політичні та професійні теми в межах вивченої лексики та граматики;
- писати короткі повідомлення та есе іноземною мовою дотримуючись правил орфографії та граматики;

- складати ділові документи на задану тему, дотримуючись міжнародних стандартів;

- одержувати новітню фахову інформацію через новітні джерела.
- грамотно спілкуватися в межах усного мовлення;
- вести презентації згідно вимог ділового мовлення.

Дані методичні рекомендації мають за мету набуття студентами навичок читати та перекладати тексти з побутової та професійної тематики середньої складності, спілкуватися іноземною мовою на побутові, суспільно-політичні та професійні теми в межах вивченої лексики та граматики, писати короткі повідомлення та есе іноземною мовою дотримуючись правил орфографії та граматики.

Методичні рекомендації складаються з дванадцяти тем (Units), передбачених робочою програмою дисципліни. Кожен розділ містить вправи на розвиток усіх видів мовленнєвої діяльності: аудіювання, читання, говоріння та писемного мовлення, виконання яких сприяє розвитку комунікативної компетенції студентів першого рівня вивчення іноземної мови.

**ЧАСТИНА 1.  
ЗАГАЛЬНІ РЕКОМЕНДАЦІЇ ЩОДО ВИВЧЕННЯ ДИСЦИПЛІНИ**

**PART 1.  
GENERAL STUDY GUIDE**

## 1. Опис дисципліни

Найменування показників	Характеристика дисципліни
Обов'язкова (для студентів спеціальності "назва спеціальності") / вибіркова дисципліна	<b>Вибіркова</b>
Семестр (осінній / весняний)	<b>осінній, весняний</b>
Кількість кредитів	<b>5/5</b>
Загальна кількість годин	<b>150/150</b>
Кількість змістових модулів	<b>4</b>
Лекції, годин	<b>-</b>
Практичні / семінарські, годин	<b>70/80</b>
Лабораторні, годин	<b>-</b>
Самостійна робота, годин	<b>80/70</b>
Тижневих годин для денної форми навчання:	
аудиторних	<b>5/5</b>
самостійної роботи студента	<b>5,7/4,3</b>
Вид контролю	<b>1 семестр – залік 2 – екзамен</b>

## 2. Програма дисципліни

**Ціль** – формування необхідної комунікативної спроможності у сферах професійного та ситуативного спілкування в усній і письмовій формах; вдосконалення вмінь та навичок читання, перекладу, реферування спеціальної літератури за фахом; вироблення навичок читання та реферування наукової інформації з фаху, ведення бесіди з професійної тематики, ділового листування та роботи з комерційною документацією.

**Завдання:** набуття навичок практичного володіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі тематики, зумовленої професійними потребами; одержування новітньої фахової інформації через іноземні джерела;

користування усним монологічним та діалогічним мовленням у межах побутової, суспільно-політичної, загальноекономічної та фахової тематики;

переклад з іноземної мови на рідну текстів загальноекономічного характеру;

формування основних вмінь використання знань на практиці під час ведення ділової бесіди або спілкування по телефону в ділових цілях з урахуванням конкретних умов;

ознайомлення з найбільш відомими зразками мовленнєвої поведінки під час проведення ділових зборів, презентацій та переговорів;



навчання підготовці до участі у наукових конференціях, семінарах, дебатах, тощо;

ознайомлення з особливостями оформлення найбільш вживаних паперів.

**Предмет:** іноземна (англійська) мова.

**Зміст дисципліни розкривається в темах:**

Тема 1. Туризм

Тема 2. Подорож навколо світу

Тема 3. Туристичні оператори

Тема 4. Мотивації клієнтів

Тема 5. Робота туристичних агентів

Тема 6. Транспорт у туризмі

Тема 7. Вподобання клієнтів

Тема 8. Індустрія перельотів

Тема 9. У аеропорті

Тема 10. Де зупинитися під час відпочинку

Тема 11. Бронювання та продажі

Тема 12. Маркетинг та продаж

### 3. Структура дисципліни

Назви змістових модулів і тем	Кількість годин				
	усього	У тому числі			
		л	п/с	лаб	срс
1	2	3	4	5	6
<b>Модуль 1</b>					
<b>Змістовий модуль 1: Туризм та подорожі</b>					
Тема 1. Туризм	25		12		13
Тема 2. Подорож навколо світу	25		12		13
<b>Разом за змістовим модулем 1</b>	<b>50</b>		<b>24</b>		<b>26</b>
<b>Змістовий модуль 2: Туризм як сфера обслуговування</b>					
Тема 3. Туристичні оператори	25		12		13
Тема 4. Мотивації клієнтів	25		12		13
Тема 5. Робота туристичних агентів	25		12		13
Тема 6. Транспорт у туризмі	25		10		15
<b>Разом за змістовим модулем 2</b>	<b>100</b>		<b>46</b>		<b>54</b>
<b>Усього модуль 1</b>	<b>150</b>		<b>70</b>		<b>80</b>
<b>Модуль 2</b>					
<b>Змістовий модуль 3: Робота аеропортів</b>					
Тема 7. Вподобання клієнтів	25		14		11
Тема 8. Індустрія перельотів	25		10		15
Тема 9. У аеропорті	25		14		11
<b>Разом за змістовим модулем 3</b>	<b>75</b>		<b>38</b>		<b>37</b>
<b>Змістовий модуль 4: Маркетинг та продаж у сфері туризму</b>					
Тема 10. Де зупинитися під час відпочинку	25		14		13

Тема 11. Бронювання та продажі	25		14		11
Тема 12. Маркетинг та продаж	25		14		11
<b>Разом за змістовим модулем 4</b>	<b>75</b>		<b>42</b>		<b>33</b>
<b>Усього модуль 2</b>	<b>150</b>		<b>80</b>		<b>70</b>
<b>Усього годин</b>	<b>300</b>		<b>150</b>		<b>150</b>

#### 4. Теми семінарських/практичних/лабораторних занять

№ з/п	Вид та тема заняття	Кількість годин
Модуль 1		
1	Практичне заняття Знайомство. Туризм – найбільша світова бізнес сфера. Множина іменників.	4
2	Практичне заняття Вміння, які необхідні для туристичних професій. Present Simple.	2
3	Практичне заняття Факти та статистика твоєї країни. Present Simple.	4
4	Практичне заняття Професійна анкета. Present Continuous.	2
5	Практичне заняття Опис людей. Present Continuous.	4
6	Практичне заняття Порозуміння з клієнтами. Present Simple – Present Continuous.	4
7	Практичне заняття Задоволення скарг клієнтів. Present Simple – Present Continuous.	2
8	Практичне заняття Вирішення проблем бронування. Способи вираження майбутніх дій.	2
9	Практичне заняття Туристичні оператори у вашій країні. Способи вираження майбутніх дій.	4
10	Практичне заняття Комплексні туристичні поїздки. Тур «Мирна Бірма». Використання артиклів.	2
11	Практичне заняття Ексклюзивний тур. Розмова з туроператором. Використання артиклів.	4
12	Практичне заняття Опис місцевих туроператорів. Past Simple.	2
13	Практичне заняття Ми знаємо, чого ви бажаєте. Past Continuous.	2
14	Практичне заняття «Старий» та «новий» туризм. Past Continuous – Past Simple.	2
15	Практичне заняття Причини подорожування. Past Continuous – Past Simple.	4
16	Практичне заняття Інтерв'ю з туроператором Кенії. Прислівник.	2
17	Практичне заняття Зміни у туристичній сфері. Прислівник.	2

18	Практичне заняття Оцінка місцевих туристичних агентств. Present Perfect.	2
19	Практичне заняття Ідентифікація потреб. Present Perfect.	2
20	Практичне заняття Презентація послуг. Past Perfect.	2
21	Практичне заняття Продаж послуг. Past Perfect – Present Perfect.	4
22	Практичне заняття Дослідження потреб клієнта. Альтернативи та рекомендації. Present Perfect Continuous.	2
23	Практичне заняття Круїзний корабель. Працівник на круїзному кораблі. Passive Voice.	4
24	Практичне заняття Транспорт у вашій країні. Passive Voice.	4
25	Практичне заняття Транспортна система Сан-Франціско. Passive Voice.	2
	Разом модуль 1	<b>70</b>
Модуль 2		
26	Практичне заняття Найважливіші речі під час подорожі. Ступені порівняння прикметників.	2
27	Практичне заняття Інформація щодо розкладу поїздок. Ступені порівняння прикметників.	2
28	Практичне заняття Різні звички – різні місця подорожування. Indirect speech.	2
29	Практичне заняття Улюблені місця подорожей туристів. Indirect speech.	2
30	Практичне заняття Звідки приїжджають туристи? Indirect speech.	2
31	Практичне заняття Опис місць подорожей. Indirect speech..	4
32	Практичне заняття Подорож літаком. Процедура зльоту та приземлення. Indirect speech.	2
33	Практичне заняття Дешеві чи традиційні авіалінії? Clauses.	2
34	Практичне заняття Революція у небі. Clauses.	2
35	Практичне заняття Маршрутна карта подорожі літаком. Умовні речення.	4
36	Практичне заняття Створення анкети. Ввічливі форми питання. Умовні речення.	2
37	Практичне заняття Професії в аеропорті. Умовні речення.	2
38	Практичне заняття Реєстрація пасажирів. Умовні речення.	2
39	Практичне заняття Вирішення інцидентів. Wishes.	2

40	Практичне заняття Сервіс та обладнання аеропортів. Wishes.	4
41	Практичне заняття Термінологія, необхідна в аеропорті. Infinitive.	2
42	Практичне заняття Опис місцевості. Infinitive Constructions.	4
43	Практичне заняття Бронювання по телефону. Infinitive Constructions.	2
44	Практичне заняття Житло в Шотландії. Вимоги до готелів. Infinitive Constructions.	2
45	Практичне заняття Надання інформації щодо готелів. Participle.	2
46	Практичне заняття Незвичайні типи житла. Наголос у питальних реченнях. Participle Constructions.	4
47	Практичне заняття Бронювання відпустки – надання правильної інформації. Participle Constructions.	4
48	Практичне заняття Система бронювання. Умови бронювання. Підтвердження броні. Gerund.	4
49	Практичне заняття Комп'ютеризована система бронювання та бронювання через туристичних агентів. Gerund.	2
50	Практичне заняття Абревіатури та коди. Gerund.	4
51	Практичне заняття Вчимося у своїх клієнтів. Prepositions.	2
52	Практичне заняття Аналіз свого продукту. Промоушн в туризмі. Prepositions.	2
53	Практичне заняття Місцевий туристичний промоушн. Техніки промоушн. Prepositions.	2
54	Практичне заняття Презентація компанії. Prepositions.	4
55	Практичне заняття Маркетинг. Маркетингова термінологія. Мова реклами.	4
	Разом модуль 2	<b>80</b>
	<b>Всього</b>	<b>150</b>

## 5. Розподіл балів, які отримують студенти

Відповідно до системи оцінювання знань студентів ДонНУЕТ, рівень сформованості компетентностей студента оцінюються впродовж семестру (100 балів).

У випадку проведення екзамену: впродовж семестру (50 балів) та при проведенні підсумкового контролю – екзамену (50 балів).

**Оцінювання студентів протягом семестру  
(очна форма навчання)**

№ теми практич- ного заняття	Аудиторна робота					Позааудитор- на робота	Сума балів
	Тестові завдан- ня	Виконання практичних завдань теми	Обговорен- ня теоретичних питань теми	Індиві- дуальне завдання	ПМК	Завдання для самостійного виконання	
<b>Модуль 1</b>							
<b>Змістовий модуль 1</b>							
Тема 1		2					2
Тема 2		2				0,5	2,5
Тема 3		2,5				0,5	3
Тема 4	2	2				0,5	4,5
Тема 5		2		4		0,5	6,5
Тема 6		2				0,5	2,5
Тема 7		2,5				0,5	3
Тема 8	2						2
Разом змістовий модуль 1	4	15		4	10	3	36
<b>Змістовий модуль 2</b>							
Тема 9		2				0,5	2,5
Тема 10		1,5				1	2,5
Тема 11		2				0,5	2,5
Тема 12	2	1,5				0,5	4
Тема 13		2				0,5	2,5
Тема 14		1,5				0,5	2
Тема 15		2,5				1	3,5
Тема 16		2		2		0,5	4,5
Тема 17	2	1				0,5	3,5
Тема 18		1,5				0,5	2
Тема 19		2				0,5	2,5
Тема 20		2,5				1	3,5
Тема 21		1,5				0,5	2
Тема 22	2	1,5				1	4,5
Тема 23		2,5		4		0,5	7
Тема 24		2,5				0,5	3
Тема 25	2						2
Разом змістовий модуль 2	8	30		6	10	10	64
<b>Разом модуль 1</b>							<b>100</b>
<b>Модуль 2</b>							
<b>Змістовий модуль 3</b>							
Тема 26		0,5					0,5

Тема 27		0,5				0,25	0,75
Тема 28		1				0,25	1,25
Тема 29		0,5				0,25	0,75
Тема 30		0,5				0,25	0,75
Тема 31	2	0,5				0,25	2,75
Тема 32		0,5				0,25	0,75
Тема 33		0,5				0,25	0,75
Тема 34		0,5				0,5	1
Тема 35	2	1				0,25	3,25
Тема 36		0,5				0,25	0,75
Тема 37		0,5				0,25	0,75
Тема 38		1				0,25	1,25
Тема 39		0,5				0,25	0,75
Тема 40		0,5				0,5	1
Тема 41	2						2
Разом змістовий модуль 3	6	9			5	4	24
Змістовий модуль 4							
Тема 42		1					1
Тема 43		0,5				0,25	0,75
Тема 44		0,5				0,25	0,75
Тема 45		0,5				0,25	0,75
Тема 46	2	0,5				0,25	2,75
Тема 47		0,5				0,25	0,75
Тема 48		1				0,25	1,25
Тема 49		0,5				0,25	0,75
Тема 50	2	1				0,25	3,25
Тема 51		0,5		4		0,25	4,75
Тема 52		0,5				0,25	0,75
Тема 53		0,5				0,25	0,75
Тема 54		0,5				0,25	0,75
Тема 55	2						2
Разом змістовий модуль 4	6	8		4	5	3	26
<b>Разом модуль 2</b>							<b>50</b>

**Оцінювання студентів протягом семестру  
(заочна форма навчання)  
Осінній семестр**

Поточне тестування та самостійна робота				Сума в балах
Змістовий модуль 1	Індивідуальне завдання 1	Змістовий модуль 2	Індивідуальне завдання 2	100
30	15	40	15	

### Весняний семестр

Поточне тестування та самостійна робота				Підсумковий тест (екзамен)	Сума в балах
Змістовий модуль 3	Індивідуальне завдання 3	Змістовий модуль 4	Індивідуальне завдання 4	50	100
20	5	15	10		

### Загальне оцінювання результатів вивчення навчальної дисципліни

<b>Оцінка</b>		
<b>100-бальна шкала</b>	<b>Шкала ECTS</b>	<b>Національна шкала</b>
90-100	A	5, «відмінно»
80-89	B	4, «добре»
75-79	C	
70-74	D	3, «задовільно»
60-69	E	
35-59	FX	2, «незадовільно»
0-34	F	

**ЧАСТИНА 2.  
ЗМІСТ ПРАКТИЧНИХ ЗАНЯТЬ**

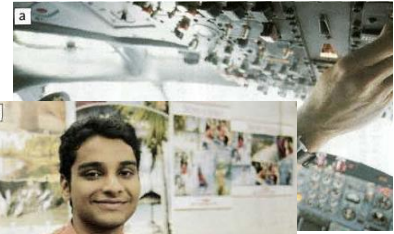
**PART 2.  
PRACTICAL TRAINING SUBJECT MATTER**



## UNIT 1. WHAT IS TOURISM?

### Lead-in

Pilot  
Waiter  
Tour guide  
Resort rep / Holiday rep  
Flight attendant  
Chef  
Tourist information officer  
Porter  
Travel agent  
Hotel manager  
Receptionist  
airline check-in clerk



1. What jobs do the people do in the pictures? Choose from the list above. What are their responsibilities?
2. Divide all the jobs into categories: *travel jobs*, *hotel jobs*.
3. How many different categories are there? Can you think of other tourism jobs for each of the categories? If you don't know the name, describe or mime what the person does.
4. What is the best job in tourism in your opinion? [1]

**Exercise 1.** Match six pairs of opposite adjectives for job skills.

Calm	Flexible
Nervous	Smart
Disorganized	Confident
Scruffy	Organized
Friendly	Extrovert
Lazy	Shy
Creative	Hardworking
Practical	Unfriendly

**Exercise 2.** Choose one of the jobs in *Lead-in*. Say which three qualities are the most important for that job and why.

**Exercise 3.** Read the information about four main working styles and answer the questions.

## Four working styles

### **PIONEERS**

Pioneers value possibilities, take risks, and spark energy and imagination on their teams. They're big-picture thinkers who want to take advantage of opportunities or create new ones. They tend not to be detail-minded, and they make quick, spontaneous decisions.

### **GUARDIANS**

Guardians like stability and order. They're pragmatic, detail-oriented, and risk-averse. Guardians are thoughtful about everything. Unlike Pioneers, they're slower to take on new things, and they look before they leap.

### **DRIVERS**

Drivers thrive on challenge, results, and winning. They tackle problems head on with logic. Drivers are goal-oriented. They feel more connected when there is a debate.

### **INTEGRATORS**

Integrators prefer connection and consensus. They are diplomatic and draw teams together. They connect people and are empathetic. Integrators can understand the context of moving pieces. They're the glue that holds the pieces together.

<https://www.fastcompany.com/40571008/these-are-the-4-different-work-styles-and-how-to-work-with-each>

1. What is your working style?
2. Look at the vocabulary list above and choose the qualities and skills which describe you. Which three skills are the most important for a career in tourism? Why?

### **Language spot. Describing job skills**

**Exercise 4.** Complete the paragraph. Choose from the words in the list below.

to be / being

to smile / smiling

to speak/ speaking

understand / understanding

to use / using

to work / working

### **So you want to work in tourism?**

#### **What do you have to do? What do you need to know?**

In most tourism jobs you have to enjoy (1) \_\_\_\_ with people – not just the customers but your colleagues as well. You have to be able (2) \_\_\_\_ as part of a team. You have to know how (3) \_\_\_\_, even if you're having a bad day. It's also important to be able (4) \_\_\_\_ clearly on the phone. In many jobs you need to be good at (5) \_\_\_\_ people with different languages and cultures, and you need to be confident about (6) \_\_\_\_ the languages that you know. Sometimes, especially if you work in an office, you have to know how (7) \_\_\_\_ computers. It's also important to be flexible,

and you often have (8)\_\_\_\_\_ willing (9) \_\_\_\_\_, long hours or overtime. But most of all you have to like (10) \_\_\_\_\_and (11)\_\_\_\_\_ with people. [2]

**Exercise 5.** Look back at the jobs in *Lead-in*. What skills and abilities do you think they need?

*Example* A flight attendant has to be willing to work long hours.

**Go to Grammar reference Unit 1.**

## **Reading**

**Exercise 6.** Read the text about Andrew Sharpe and answer the questions.

1. When did Andrew start working in tourism?
2. What jobs has he done in tourism?
3. What does he do now?
4. What does he think is important when you work in tourism?
5. What does he want to do in the future?

### **Andrew Sharpe**

*Personal details:*

Age: 28

Single

Born in Parish of Manchester, Jamaica

**Tourism experience.** Started in tourism at the age of twelve, as an assistant in a restaurant. Trained on the Cayman Islands, he has one-year work experience as a chef. Other tourism jobs: hotel front desk, car rental supervisor, night manager of a small hotel, check-in clerk for a charter airline.

**Present job.** Runs his own travel agency ('Authentic Caribbean Holidays Ltd.'). Promotes 'Unique Jamaica' programme (adventure travel). Attends trade fairs. Runs in-school programmes for Jamaican students to teach tourism development, sustainability, and community tourism. Offers internships and work experience for university students.

'There's so much to do in tourism. There are many aspects: hotels, water sports, tour operation, travel agents'.

**What do you need to succeed in tourism?** 'Working in tourism is about love-love for the industry. If you don't love it, forget it. It's a people industry. It's providing service. It's people enjoying and experiencing your culture. That's crucial. If you don't have that love, it doesn't make sense. If you work in the industry, you've got to love it.'

**What do you like about tourism?** 'You get to experience different cultures, coming to Europe to see how they operate and live, what they like... In Europe you see something done differently which can help you with the same procedure back home, looking at it from a different angle. Even travelling inter-island, visiting

various islands, then you see “OK, this island does it this way, we do it that way”, and so forth.'

**What do you do to relax?** ‘As a Caribbean, part of our life is enjoyment – having fun, our music, food, culture – it’s natural for us. I play cricket. I love cricket, with friends, on the beach, and football ...’

**What’s the future for you?** ‘My goal is hopefully to become Minister of tourism, Director of Tourism, that’s my main goal. You have to have a rounded knowledge of the industry, from ground level to the top.’» [2]

### **Listening. Three jobs**

**Exercise 7.** Listen to three people talking about their jobs.

1. Which job do they each have? Choose from the list in *Lead-in*.

2 . Which of them

- a) enjoys working with people?
- b) gets one day off a week?
- c) works shifts?
- d) works mainly in the back office?
- e) only works part of the year? [2, 7].

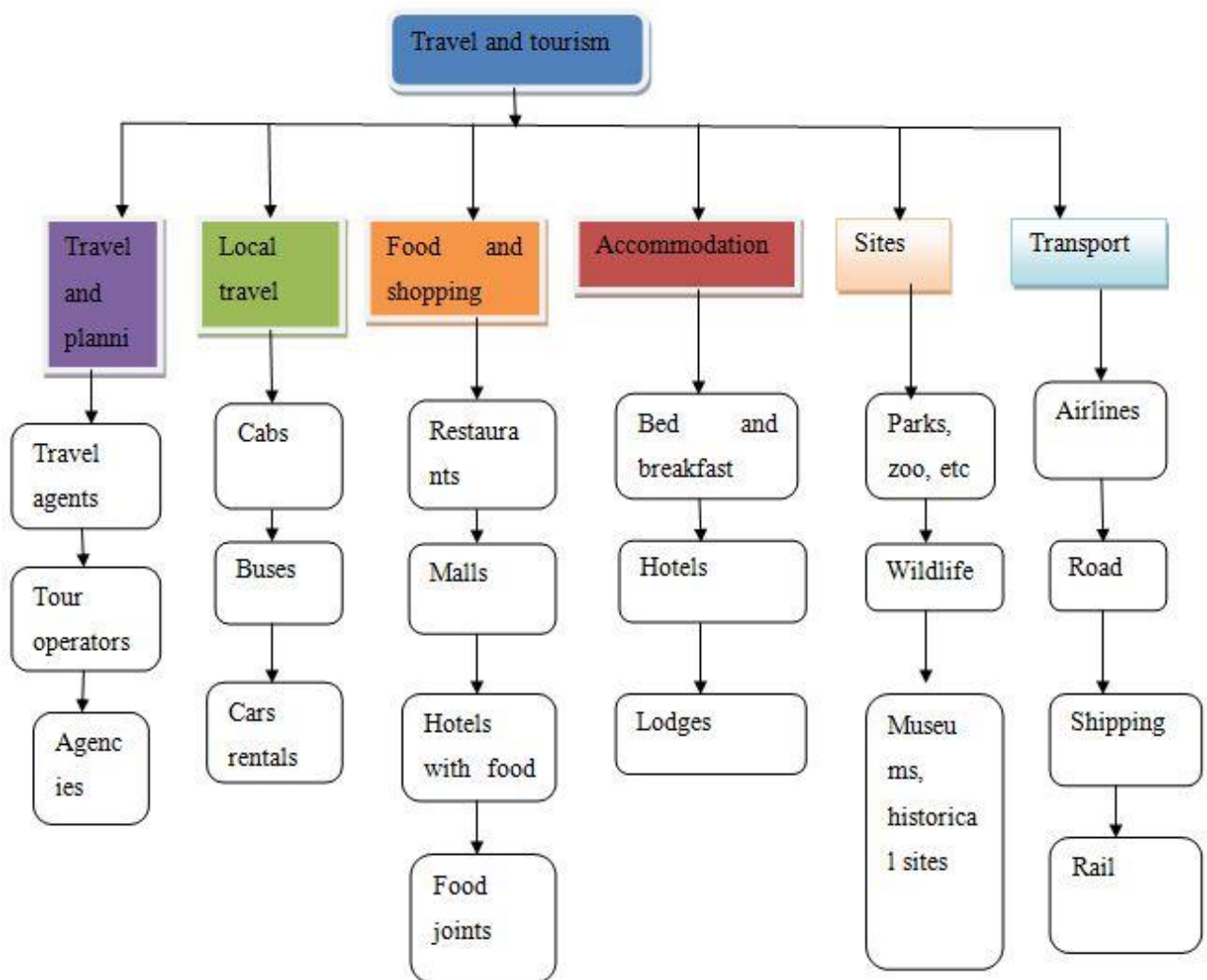
**Exercise 8.** Listen again and complete the extracts.

*Extract 1.* I (1) \_\_\_\_ arrivals, hand out (2) \_\_\_\_\_, process enquiries and (3) \_\_\_\_\_, that kind of thing. I work (4) \_\_\_\_\_, which can be a drag. I (5) \_\_\_\_ start at six in the morning, which is OK because I get off nice and early, but then (6) \_\_\_\_\_ do the late turn and I don't finish till after midnight-this week I (7) \_\_\_\_ the late shift.

*Extract 2.* I (8) \_\_\_\_ directly with the public at the desk. On a typical day, I'm on the phone and the (9) \_\_\_\_\_ most of the time. I (10) \_\_\_\_\_ the day by checking my (11) \_\_\_\_ and that (12) \_\_\_\_\_, the agenda for the first part of the morning at least. I have to talk to local businesses, hotels, tour companies, to check that (13)\_\_\_\_\_ the service they want, that we' re stocking their brochures and soon. I also (14) \_\_\_\_ presentations, and I get invited to a lot of social events to network and talk about tourist information services in the city. I (15) \_\_\_\_\_ on a big presentation for some Italian clients at the moment.

*Extract 3.* We work very (16) \_\_\_\_\_, especially on changeover days. We take the (17) \_\_\_\_\_ who are going home to the airport at six in the morning, and bring back the new group. We then have to get them settled, sort out any (18) \_\_\_\_\_ and there are always problems! and do the paperwork. So I (19) \_\_\_\_\_ until midnight on changeover day. [2, 7]

**Exercise 10.** The travel and tourism industry have different sectors. Look at the diagram and match the descriptions a-f below with the six sectors.



<https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.locusassignments.com%2Fsolution%2Funit-1-historical-development-tt-sector-assignment&psig=AOvVaw0h9PCiO2w2KFjDNtPrAgA2&ust=1594989149913000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPj3huHj0eoCFQAAAAAdAAAAABAI>

- a) people or companies that organize and assemble the different parts of a holiday or tour;
- b) places to stay, such as hotels, and the food and services that are provided there
- c) places that tourists want to visit
- d) ways of travelling between different places, such as trains and airplanes
- e) people or companies that sell the holiday or tour to the customer.

**Exercise 11.** Think of a local example for each of the sectors from your city or country, for example, the name of the local travel agent.

**Pronunciation**

**Exercise 12.** Listen to these words. How many syllables do they have? Tick (✓) the right column.

**Exercise 13.** Listen to the words with two or three syllables. Which Syllable is the strongest?

**Exercise 14.** Say each word. Let your partner check your pronunciation.

	Number of syllables.			Strongest.
	1	2	3	
World				
agent		✓		
attendant				
manages				
catering				
guide				-
porter				
tourism				
pilot				
attractions				
calm				-

**Speaking. Customer care. 'The customer is always right'**

**Exercise 15.** Do you agree that 'the customer is always right'? Divide into two groups and prepare your pros and cons. Represent to the class and discuss.

**Exercise 16.** Look at this definition. Think of your own good experiences as a customer. Tell your partner about them.

**Tourism is about customer care:**

It's about people, not just places.

It's about always smiling.

It's about always listening.

It's about delighting the customer, not just serving the customer.

It's about loving your job, not just doing it.

**Find Out**

**Exercise 17.** Where can you find out facts and statistics on tourism in your country?

**Reading. Tourism: the biggest business in the world**

**Exercise 18.** Discuss these statements with a partner. Write T (true) or F (false).

1. One in fifty of all workers are employed in tourism related industries.
2. The number of international tourism arrivals will more than double between 2004 and 2020.
3. Tourists often worry about international security.
4. Tourism has only had a good influence on the modern world.

**Exercise 19.** Read the article to check your answers.

## Tourism today: Facts and challenges

Tourism is one of the biggest businesses in the world. There are nearly 800 million international tourist arrivals every year. It employs, directly or indirectly, one in fifteen of all workers worldwide, from A to Z, from airport cleaners to zookeepers, and includes bar staff, flight attendants, tour guides, and resort reps. It is a huge part of the **economy** of many countries – in countries such as the Bahamas, over 60% of the economy is based on tourism.

Tourism is a fast-growing business. When Thomas Cook organized his first excursion from Leicester to Loughborough in 1841, he probably didn't know what he was starting. Key developments in the last 150 years or so have led to the rise of mass tourism. There have been technological developments in transport, in particular the appearance of air travel and charter flights. There have been changes in working practices, with workers getting paid holiday time and working shorter and more **flexible** hours.

In recent years we have seen the growth of the Internet and globalization, making the world seem a smaller but very fascinating place. The tourism industry grows faster and faster each year. In 1950, there were 25 million international tourist arrivals. In 2004, the figure was 760 million, and by 2020 it is predicted to be 1.6 billion.

But what are the **challenges** today? The tourism industry is affected by many different things: international events, economic change, changes in fashion. New concerns and worries appear every year, for example as people become more worried about **security** and international terrorism, or as the value of their **currency** changes. But new destinations and new sources of tourists also seem to emerge every year.

Tourism survives. It is a powerful and sometimes dangerous force in the modern world. Tourism creates many good jobs and careers, but it also produces many poor and badly paid jobs.

Tourism can help protect environments and animal life, but it can also damage them. Tourism can save cultures and the local way of life. but it can also destroy them. Tourism can change countries – and people – for the better, but it can also change them for the worse.

Tourism is one of the biggest industries in the world. It is perhaps also the most important. [2, 10]

**Exercise 20.** In pairs, answer and discuss these questions.

- 1) What do these numbers in paragraphs 2 and 3 refer to?
  - a) 1841
  - b) 25 million
  - c) 760 million
  - d) 1.6 billion
- 2) What are the four positive and four negative effects of tourism mentioned in the article?
- 3) How many jobs in tourism can you think of?

*Examples: A an airline check-in clerk.*

B a *baggage handler*.

C ...

4) Which of the key developments in tourism do you think were the most important?

5) Can you think of some recent international events that have affected the tourism industry?

6) Do you think tourism has a positive or a negative impact in the world?

**Exercise 21.** Answer these questions.

1. Which countries have you visited as a tourist?

2. Which countries would you like to visit? Why?

3. What famous attractions have you seen?

4. Which of them did you like best?

### Keywords

Check-in clerk

chef

flight attendant

pilot

porter

receptionist

resort rep

tour guide

tour operator

tourist information officer

travel agent

waiter

catering

charter flight

destination

excursion

public sector

retail

shift

tourist attraction

Worldwide

My own vocabulary  
list



## UNIT 2. WOLD DESTINATIONS.

### Lead-in

1) Do you know the names of these famous attractions? Where are they?



2) What type of attraction is each one? Choose from the list.

- historic monument
- theme park
- castle
- natural geographic feature
- palace
- beach
- cathedral
- temple
- ski resort

3) Can you find these types of attractions in your country? Give examples.

### **Pronunciation**

**Exercise 1.** Do you know the names of countries, nationalities and languages they speak? Give as many examples as possible. Watch the video and write down the other names of the counties mentioned.

<https://www.youtube.com/watch?v=kbS4nqfNLEE>

### **Listening Where do tourists go?**

**Exercise 3.** When we look at the movement of tourists (or tourist flow), there are three types of tourism. Match the words below with their definitions.

1. domestic tourism	a) people leaving their country to take holidays;
2. inbound tourism	b) people taking holidays in their own country;
3. outbound tourism	c) people entering the country from abroad to take holidays;

**Exercise 4.** Listen to the numbers and underline the one you hear.

- a) 19,000 / 90,000
- b) 18 million / 1 80 million
- c) 13.5/30.5
- d) 15 / 50

**Exercise 5.** Write down some similar numbers. Do not show them to your partner. Read them to each other. Can you identify them correctly?

**Exercise 6.** Which countries do you think receive the greatest number of tourists?

**Exercise 7.** Listen to the presentation describing the top ten country destinations for tourists. Complete the table. [2, 13]

Position	Country	Number of tourists
1 <sup>st</sup>		
2 <sup>nd</sup>		
3 <sup>rd</sup>		
4 <sup>th</sup>		
5 <sup>th</sup>		
6 <sup>th</sup>		
7 <sup>th</sup>		
8 <sup>th</sup>		
9 <sup>th</sup>		
10 <sup>th</sup>		

**Exercise 8.** What do you know about ten countries from the table above as tourist destinations? Think about the following categories and give examples.

- Towns and cities
- Natural attractions and features (e.g. beaches)
- Historical and cultural attractions
- Purpose-built attractions (e.g. theme parks)

**Exercise 9.** Think about your own country and answer the questions.

- 1) Where do domestic tourists go? What attractions do they visit?
- 2) What places do inbound tourists visit? Which countries do they come from?
- 3) Where do outbound tourists go? Which countries do they visit?

**Speaking The biggest spenders and the biggest earners**

**Exercise 10.** Look at the word grids and complete the sentences.

to earn	to get money by working
to receive	to get or accept something that somebody sends or gives to you
to spend	to give or pay money on something

verb	spend	earn	receive
noun person	spender	earner	-----
noun thing	expenses/expenditure	earnings	receipt

1. If you \_\_\_\_\_ more than you \_\_\_\_\_, you will get into debt. But if you \_\_\_\_\_ more than you \_\_\_\_\_, you can save.
2. The IT manager is one of the highest \_\_\_\_\_ in the company. His total \_\_\_\_\_ are twice what I \_\_\_\_\_.

3. When you are on a business trip you can claim things like travel and hotel costs as \_\_\_\_\_. But you must remember to get a \_\_\_\_\_.
4. The travel agency didn't make a profit last year because the \_\_\_\_\_ was greater than the \_\_\_\_\_ from customers.

**Exercise 11.** Which of these countries do you think are the biggest tourist spenders, and which are the biggest tourist earners? Rank from 1 to 11 and compare with a partner.

Austria Canada China France	Germany Greece Italy Japan	the Netherlands the UK the USA
--------------------------------------	-------------------------------------	--------------------------------------

**Exercise 12.** Check your answers with two tables below. How many correct guesses have you made?

*Top 10 Tourism Spenders*

Position	Country	Expenditure (\$ billion)
1	The USA	62.1
2	Germany	48.1
3	The United Kingdom	36.4
4	Japan	35.6
5	Spain	24.7
6	France	18.4
7	Italy	17.7
8	Austria	13.5
9	Canada	12.7
10	The Netherlands	11.3

*Top 10 Earners.*

Position	Country	Expenditure (\$ billion)
1	The USA	85.2
2	Spain	36.4
3	France	33.4
4	Italy	27.5
5	The United Kingdom	23.1
6	Austria	18.0
7	Germany	16.3
8	China	16.2

9	Greece	13.1
10	Canada	10.8

### **Vocabulary Tourism features and attractions**

The things that attract tourists to a particular country can be divided into different groups. Look at the table.

**Exercise 13.** Put the words from the list into the correct column. Add other words if possible. *Harbour, castle, damp, music festival, concert, metro, campsite, countryside, nightlife, waterfall, art gallery, temperate, chilly, heritage, coastline.*

<i>Climate</i>	<i>Natural Features</i>	<i>purpose-built attractions</i>	<i>Events</i>	<i>Food, drink, entertainment</i>	<i>Accommodation</i>	<i>Transport</i>
Rainy	Beach	Cathedral	Carnival	Restaurant	Hotel	Train
sunny	desert	museum	Folk dance	bar	motel	Plane

**Exercise 14.** Complete the sentences with the following words: moderate, village, heritage, coastline.

1. I don't really like the city. I prefer to live in the \_\_\_\_.
2. There aren't many beaches on the island. The \_\_\_\_ is mainly rocky with steep cliffs.
3. The Netherlands has a \_\_\_\_ climate, with mild winters and cool summers.
4. These beautiful old churches are part of our national \_\_\_\_\_.

**Exercise 15.** Work with a partner. Use the new words from the Exercise 12 to talk about your region or your favourite holiday destination.

### **Customer care**

#### **Different destinations - different customs**

Working in tourism means meeting people from different countries. It also means sending people to different destinations with different traditions and customs. It is important to respect and understand these different traditions and customs.

**Exercise 16.** Answer the following questions.

- 1) How can you find out more about traditions of visitors from other countries listed in this unit?
- 2) How can you help tourists to understand local traditions and cultures when they visit other countries?
- 3) Which unusual tradition from other countries do you know?

**Exercise 17. Read the texts and say what impressed you most.**

When you travel around the world you will encounter several cultures or rituals that seem odd, crazy, strange or even bizarre to you. Sometimes you will find it hard to understand them, whereas those rituals seem perfectly fine to the followers of that specific culture. However, there is one thing you should keep in mind when observing these traditions. That is that all those rituals all over the world have always one thing in common: each ritual perfectly expresses the local culture. To give you some insight into this subject we created a list of 8 strange traditions in the world.



### 1. La Tomatina in Spain

Always dreamed of a real-life food fight? Well your dream might come true at this tradition in Spain. La Tomatina is the biggest tomato fight in the world, annually held in the Valencian town of Buñol in Spain on the last Wednesday of August. Everyone on the streets throws tomatoes to each other, just for fun. You need to buy a ticket in advance to join the tomato fight.

### 2. Cheese-rolling in England

This tradition is already held for 200 years in Gloucester. Each year on the last Monday in May, participants stand on top of the Coopers Hill waiting for an enormous wheel to roll a Double Gloucester Cheese off the hill. When the cheese starts rolling, everyone tries to chase it while slipping, tripping and tumbling down the way. The first one who catches the cheese can keep it!





### 3. Throwing cinnamon at single people in Denmark

When you turn 25 years old, are unmarried and celebrating it in Denmark we advise you not to wear your best cloths. In Denmark it is a tradition that your friends ambush you on your birthday with a cinnamon shower all day. If that isn't already bad enough, you should see what happens 5 years later when you turn 30 and you still haven't been married. The spice is upgraded to pepper!

### 4. Sweet Coins in Bolivia

If you like pie and sweet desserts, you should celebrate New Year's Eve in Bolivia. All the pastry shops and bakeries prepare delicious cakes and desserts for this evening. However, these cakes are not all normal cakes. In some of them you will find a coin. They believe that whoever finds a coin in their pastry will have endless good luck in the new year. So prepare yourself to taste many cakes this evening...



### 5. Monkey Buffet Festival in Thailand

In Thailand they have a ritual that would bring good luck when joining, namely the monkey buffet festival. This festival is held on the last Sunday of November and you do not need to be surprised when you see monkeys opening a can of coca cola. Chefs spend hours on preparing buffets and the locals offer snacks, sweets, drinks and fruits to macaque monkeys. During this festival there are also many activities related to the monkeys: dancing, dressing like monkeys, monkey masks and a lot more.





### 6. Battle of the Oranges in Italy

During the ‘Carnevale di Ivrea’ the people of the city Ivrea recreate a historic fight between the people and a ruling tyrant. However, the battle isn’t fought with guns and swords. Instead of that they use oranges. More than 500.000 grams of fresh oranges are bought for this ‘Battaglia delle Arance’ (Battle of the Oranges). It is a festival rich of history and highlighting the fight for freedom. That is where it is all about during the Ivrea festival.

### 7. Biscuit with aniseed balls (Beschuit met muisjes) in Holland

Biscuit with aniseed balls, biscuit with little mices... This all sounds really odd and unpleasant, but it is translated from Dutch and they happened to call this food in such a way that it sounds horrible when translating. Therefore, it does not exist in other countries. This food is traditionally served to celebrate the birth of a baby. The biscuits are spread with butter and the ‘muisjes’ (aniseed balls/little mices) are sprinkled on top. For boys they have white and blue and for the girls white and pink.



### 8. Krampus Night in Austria

Merry – or not so merry – Christmas, you decide when traveling to Austria or Hungary with Christmas. There you will meet Krampus, the Bad Santa. It is a half-goat, half-demon who scares children into being nice and not naughty. According to the folklore, Krampus shows up in towns the night before December 6 which is known as Krampusnacht. During this night people get dressed as Krampus, as scary as possible, and celebrate the festival at the streets. So maybe the Christmas Carol



“Santa Claus is coming to town” was right... “*You better watch out*”.

<https://alhambra-instituto.org/8-strange-traditions-in-the-world/>



## **Where in the world?**

**Exercise 18.** What do you know about New Zealand and the Balearic Islands? Think about: climate, geography and location, natural features, main attractions, and their importance as a tourist destination.

**Exercise 19.** Now read the descriptions and check your answers.

### **New Zealand**

Capital: Wellington

Population: 4 million

Currency: New Zealand dollar

Official language: English and Maori

New Zealand lies in the Pacific Ocean and consists of two islands – North Island and South Island. It is located 1,600 km south-east of Australia and is nearly 2,000 km long.

The climate is generally temperate and damp, although the extreme north has got an almost subtropical climate and the extreme south is very cold. Winds can be a problem: the capital (Wellington) is known for its high winds.

The main attraction for tourists is the scenery. The landscape is largely unspoilt and very varied. There are mountains, lakes, glaciers, rainforests, dramatic coastlines, beaches and geysers.

Other attractions include the Maori culture and outdoor activities such as river-rafting, fishing, skiing, whale-watching and bungee-jumping (which has local invention).

Tourists come mainly from Australia, the United States, the United Kingdom and Japan. Tourism is the largest single foreign exchange earner and continues to grow. An increase in visitor numbers followed the huge success of the Lord of the Rings films. [2, 16]

### **The Balearic Islands – Mallorca, Menorca, Ibiza, Formentera**

- Sun, sea and culture with a Spanish style
- 300 days a year of guaranteed sunshine
- Fabulous beaches
- Easy to get to
- Great entertainment
- Something for every type of tourist

Floating between Spain and the North African coast, the Balearic Islands offer the perfect location for a fantastic holiday. There are four main islands for you to choose from, each with their own special atmosphere.

The gorgeous climate boasts more than 300 days a year of guaranteed sunshine, making the islands the ideal setting for a beach holiday. The long hot summer

stretches from May to October, with temperature around 27 C – just right for relaxing and getting a tan.

The island offers a number of attractions for tourists. Sun-seekers will love the fabulous beaches. Fun-seekers will enjoy the exciting nightlife – the clubs and discos of Ibiza provide plenty of entertainment for young people. But there’s more to these islands than sun and fun. You can also enjoy wonderful architecture (the Gothic cathedral at Palma is well worth visiting), hilltop villages, olive groves, great food, and hidden beaches.

You can take a relaxing fishing or sailing trip, or go to one of the many festivals. If you go in June, don’t miss the spectacular Fiesta of San Juan at Ciutadella on Menorca.

Whatever you want from a holiday, the Balearic will help you find it. [2, 16]

**Exercise 20.** Which text would you find (1) in a reference book and (2) in an advertisement or brochure?

**Languages spot Describing resources and features**

**Exercise 21.** Underline the expressions used to describe resources and features in the text on New Zealand. Which expressions does the text on the Balearic Islands use?

**Exercise 22.** The text on the Balearic Islands is trying to attract visitors. One way to do it is by using you-subject sentences. Find these sentences and underline them.

**Exercise 23.** «Use the sentences about New Zealand in the table to write similar sentences for the Balearic Islands.

*Example. The Balearic Islands lie between Spain and the North African coast.*

	<i>New Zealand</i>	<i>The Balearic Islands</i>
<i>Describing geographical features</i>	New Zealand lies in the South Pacific Ocean. It consists of two islands. It is located 1,600 km south-east of Australia.	
<i>Describing climate</i>	The climate is generally temperate and damp. The extreme north has got an almost subtropical climate.	
<i>Describing tourist attractions</i>	The main attraction for tourists is the scenery. The landscape is largely unspoilt and very varied. There are mountains, lakes, glaciers...	

## **Listening Favourite places**

**Exercise 24.** Listen to three people talking about their favourite holiday destinations. Which of the places in the list is their favourite one?

London, Scotland, Northumberland, Zurich, Vienna, Budapest, Prague, Barcelona, Cyprus, Ibiza.

- a) Liz \_\_\_\_\_
- b) Regula \_\_\_\_\_
- c) Valery \_\_\_\_\_

**Exercise 25.** Listen again. What do they like about each of their favourite places? Make notes.

**Exercise 26.** Listen again to Liz. Match the four adjectives with the four nouns to form word combinations.

### **A**

remote  
spectacular  
ruined  
dramatic

### **B**

views  
coastline  
cottage  
castle

**Exercise 27.** Match these eight adjectives and eight nouns to form more word combinations.

### **A**

cheap  
cultural  
delicious  
happy  
relaxing  
exciting  
lively  
crowded

### **B**

memories  
bars  
beaches  
heritage  
nightlife  
flights  
break  
food

**Exercise 28.** «Work in pairs. Have you ever been to places with similar features, for example, *a dramatic coastline*? Tell each other about the places.

## **Speaking Describing a destination**

**Exercise 29.** Work in group. Think of one destination (not your own country or region). Make 3 statements to describe it to the other students in the group. Make them guess the place.

**Exercise 30.** What do you know about the Seychelles and South Africa? Share your ideas with a partner.

### **Writing Describing a destination**

**Exercise 31.** Write descriptions of two other tourist destinations. Make one a factual description, and the other more like an advertisement or brochure.

### **Find out**

**Exercise 32.** Answer the questions.

- 1) What different types of holiday have you ever had?
- 2) What was your favourite holiday? Why?
- 3) How did you arrange the holiday-independently (by yourself), through a company, online, or some other way?

**Exercise 33.** «Think of a country or a region. It could be your own country or region or a country or region that you know well. Find out as much as you can and record the information under the following headings.

- Location and geographic features
- Climate
- Transport
- Tourist attractions
- Other information

Prepare a talk or presentation. Use pictures and visuals where possible. Present your talks in small groups. Listen to each other's talks, make notes, and ask questions

### **Grammar Present Simple and Present Continuous**

**Exercise 34. Match the sentences with the description below.**

1. They're showing a film called Bandit Country.
  2. The trouble with this place is it's becoming too crowded.
  3. What time does the film start?
  4. Look, she's getting out of that black limousine.
  5. TV personalities and film stars often stay there.
  6. It costs about \$10 for adults.
- a) Permanent state;
  - b) Changing state;
  - c) Activity in progress now;
  - d) Regular or habitual activity;
  - e) Temporary activity around the time of speaking;
  - f) Scheduled event

**Exercise 35.** What is the differences between the uses of *think* and *have* in these sentences?

What do you think of Los Angeles?

I'm thinking of going to Los Angeles this summer.

I think they're having lunch at Nate 'n' Al's deli.

California has hot summers and mild winters.

***For more information turn to Grammar Reference Unit 2.***

**Exercise 36.** Underline the correct verb form in the sentences below.

1. The brochures *often feature* / *are often featuring* hotels in Long Beach.
2. LA *experiences* / *is experiencing* a boom in hotel building.
3. The accommodation tax *varies* / *is varying* from 10-17 percent.
4. In summer the temperature *stays* / *is staying* in the mid 80s.
5. A meal for two *costs* / *is costing* about \$150.
6. San Diego *becomes* / *is becoming* very popular with British visitors.
7. British Airways *flies* / *is flying* direct to San Diego daily.
8. We *look* / *are looking* for a suitable hotel in Anaheim.
9. Florida *suffers* / *is suffering* from a severe lack of a rainfall at the moment.
10. We *think* / *are thinking* of going to California for our holiday this year.
11. LA *has* / *is having* more museums than any other US city. [2]

**Exercise 37.** Complete the text with the correct form of the present simple or present continuous.

### **Exploring San Diego**

Many visitors (prefer) \_\_\_\_\_ (1) San Diego to Los Angeles because it is smaller and (appeal) \_\_\_\_\_ (2) more to people who (like) \_\_\_\_\_ (3) a family atmosphere.

For example, Sea World (put on) \_\_\_\_\_ (4) great shows with performing killer whales and dolphins and (attract) \_\_\_\_\_ (5) children and parents alike. Many people (consider) \_\_\_\_\_ (6) San Diego zoo to be the best in the world and the animals (live) \_\_\_\_\_ (7) in the zoological equivalent of five-star hotels.

Good free guided tours of the pretty Old Town (leave) \_\_\_\_\_ (8) daily at 10.30 and 2 p.m.

Until recently the downtown area was very quiet and dull but (now / become) \_\_\_\_\_ (9) much more fashionable; entrepreneurs (open) \_\_\_\_\_ (10) trendy restaurants and bars and now the whole area (boom) \_\_\_\_\_ (11) as a result of the live jazz concerts which are held every evening during the high season. [2]

**Exercise 38.** Look at these pairs of sentences and answer the questions.

1. I work for Exotic Tours.

Is this temporary or permanent situation?

2. I'm working for Exotic Tours.

Is this temporary or permanent situation?

3. We fly to Dubai on Fridays.

Is it a regular event or a plan?

4. We're flying to Dubai on Friday.

Is it a regular event or a plan?

5. The 4 p.m. shuttle is leaving.

What time is it?

6. The next shuttle leaves at 4 p. m.

What time is it?

### Keywords

carnival

cathedral

climate

coastline

countryside

desert

domestic tourism

expenditure

harbour

heritage

historic monument

inbound tourism

landscape

outbound tourism

receipt

remote

spectacular

temperate

temple

theme park

tourist flow

unspoilt

My own vocabulary

list

## UNIT 3. TOUR OPERATORS

### Lead-in

1. Look at the photos. What type of holiday are they advertising?
2. Which holiday(s) would you choose? Why?
3. Have you or has anybody you know ever been on a package holiday?
4. Why do you think people go on package holidays? Think of three reasons. Compare your reasons with a partner.



<https://cdn.images.express.co.uk/img/dynamic/25/590x/Holidays-2018-all-inclusive-package-deal-973715.jpg?r=1533712837142>

### **Listening. Why choose a package holiday?**

**Exercise 1.** Listen to Helga, who works for Das Reise Büro, a German tour operator. What are the reasons she gives for choosing a package holiday? Are they the same as yours?

**Exercise 2.** Listen again and choose the correct answers.

1. How far in advance do tour operators book accommodation or transportation?
  - Six months
  - One year
  - Two years
  - Three years
2. According to Helga, what will people need money for on a package holiday?
  - a) Buying drinks
  - b) Buying souvenirs
  - c) Car hire

- d) paying for taxis
- 3. According to Helga, what does a tour operator representative, or 'rep', do?
- 4. Helga says that package holidays produce 'peace of mind'. What does she mean? [2, 20]

### **Reading. The role of tour operators**

**Exercise 3.** Read the article and find the answers.

1. Package holidays are created by tour operators and then sold through the chain of distribution.
  - a) What are the components of a typical package holiday?
  - b) Who else forms part of the chain of distribution?
  - c) How many different types of tour operator are there?
2. There are two other terms that mean the same as package holiday. What are they?
3. To buy in bulk means to buy something
  - a) on the Internet
  - b) in large quantities
  - c) in secret
  - d) a long time before you need to use it.
4. Why is it important to buy in bulk in tour operation?
5. Why do you think specialist tour operators prefer to sell direct to their clients?
6. If you could work for one of the four types of tour operator, which would you choose? [2, 21]

### **Putting a package together**

Package holidays, which are also known as package tours, include all of the components necessary for a complete vacation:

- ✓ transport to and from the destination;
- ✓ transfers between the airport/station/port and hotel;
- ✓ food and accommodation at the destination;
- ✓ other services such as a guide or holiday 'rep'.

«The professionals who bring these elements together to create a holiday are called tour operators. They buy in advance and in bulk from the principles: airlines, shipping lines, hoteliers, and so on. Because they buy hundreds of seats or rooms from the principle, they pay a much lower price for them than an ordinary member of the public. The tour operator then converts this bulk into individual packages known technically as inclusive tours (ITs). These are marketed to the consumer through travel agents or by other systems. In the past tour operators sold almost entirely through travel agents, but today they also use direct selling. This strategy eliminates the travel agents from the chain of distribution, and this reduces the final cost of the holiday package because direct sell operators do not have to pay commission to a



travel agent. Many smaller tour operators, for example, prefer to deal directly with their clients.

«Not all tour operators sell the same type of holiday. The really big operators, the mass market operators, produce low-cost holidays to traditional sea, sun, and sand destinations like Spain, Greece, or Turkey. Other operators limit their product to customers who want a very specific type of holiday. These special operators sell adventure holidays, holidays for single people, holidays for motor-racing fans, and so on. Domestic operators specialize in tours for people who want to holiday in their own country, whilst incoming tour operators are specialists in providing holiday packages to visitors coming from abroad. For example, 'Vastravel', an Italian incoming tour operator, sells tours on Italy to people from the rest of the world.» [2]

### **It's my job**

**Exercise 4.** Read the text and answer the questions.

1. How long has Begoña Pozo had her travel agency?
2. Who helps Begoña at her travel agency?
3. Why do Burmese people often give you presents?

#### **Begoña Pozo**

Fifteen years ago Begoña Pozo and her sister opened a travel agency because they both love to travel. Now she is the European agent for Myanmar Gold, a specialist tour operator for Burma. What do you think she likes about her job?

Now read on.

#### **Begoña says:**

... **about her job** I love to sell and to work in the office ... to try to introduce the place to my clients, and to show them places and recommend them to go there.

... **about Burma** Burma has started to attract tourists from all around the world. It's very beautiful and everything is so traditional.

... **about Burmese people** They always smile. And very often they give you presents because they are Buddhists. You can tell that religion is really important to them.

... **about Asia** I think that people in Europe are not as friendly as in Asia. On Thai Airways flight attendants always bow when you enter the plane. On European airlines they often stand with their arms crossed. Asian culture is more polite. [2, 22]

**Exercise 5.** Begoña's main job is organizing escorted tours of Burma in south-east Asia. Why do you think people visit Burma? What is the main problem Begoña has when she tries to get people to go to Burma?

### **Language spot Asking questions**

**Exercise 6.** One way tour operators like Begoña market their product is by attending tourism fairs. There they can meet other travel agents and direct-sell clients.

Look at the notes below. They were made by a travel agent who is looking for different types of package holiday to sell.

A. What were the questions the travel agent asked when talking to a tour operator?

*Examples*

Brochures of tours?

*'Do you have brochures of your tours?'*

B. Can you think of any other questions the travel agent might ask?»

Brochures of tours?
Price includes transfers?
Price includes meal?
Use local hotel?
Accept groups?
Discount for groups?
How much?
Travel agent's commission – how much?

**Go to Grammar reference Unit 3.**

### Pronunciation

**Exercise 7.** Listen to the stress pattern in the following words and then write them in the right column in the table. Practice saying the words in each column.

brochure	holiday
commission	include
component	inclusive
customer	package
discount	providers
domestic	transfers

### Speaking Talking to travel agents

**Exercise 8.** Work with a partner. Read the dialogue. Based on it create your own dialogue. Change the information about place, time, duration etc.

TA= Travel Agent C= Customer (7)

TA: Good morning.

C: Good morning.

TA: What can I do for you?

C: Well, I'd like to book a holiday in Venice.

TA: Certainly. When would you like to go?

C: From 1 to 10 August.

TA: For ten days?

C: Yes, that's right. For ten days.

TA: And for how many people?

C: Oh, just one. For me.

TA: I see. Are you interested in a package from one of the tour operators?

C: Oh, a package would be fine. What do you suggest?

TA: If you're travelling alone, then I recommend, "Going Places".

C: What does “Going Places” have?

TA: They’ve got a special offer for individuals: 10 days in Venice for £699.

C: That sounds reasonable. What does the price include?

TA: It includes return airfare, plus hotel with breakfast and dinner.

C: Is it a nice hotel?

TA: Oh yes, very nice. On the Grand Canal, with a restaurant and pool.

C: It’s just what I’m looking for! All right. I’ll take it.

### Reading An inclusive tour

Tour operators regularly use brochures and the Internet to advertise their package holidays and tours. Look at the photo, where do you think this place could be?



[https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.travelmarketreport.com%2Farticles%2FThe-Baltics-A-Saucy-Romp-and-Fully-Wired-for-Tourism&psig=AOvVaw30sjdB4hX8P9q1z0JUmgxR&ust=1595339143089000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCLjwjs\\_72-oCFQAAAAAdAAAAABAD](https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.travelmarketreport.com%2Farticles%2FThe-Baltics-A-Saucy-Romp-and-Fully-Wired-for-Tourism&psig=AOvVaw30sjdB4hX8P9q1z0JUmgxR&ust=1595339143089000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCLjwjs_72-oCFQAAAAAdAAAAABAD)

**Exercise 9.** Read the tour description and find the following information for the client.

1. The length of the tour
2. Departures for the second half of July or beginning of August
3. What type of accommodation will they have?
4. The basic price of the tour
5. How much will the tour cost for one person using a single room?
6. Does the cost of the tour include
  - a) all food and meals!
  - b) entry costs to monuments?
  - c) arrival and departure transfers!
7. Will it be a guided tour?

## A GLIMPSE OF THE BALTICS

Vilnius – Riga – Tallin

6 days by private coach

**Tour description:** *Visit the three independent Baltic Republics of Estonia, Latvia, and Lithuania on this short escorted coach tour. The emphasis is on the capital cities.*

**Friday. Vilnius.** Arrival. Transfer with private driver and guide. Check in at the hotel. At 7.00 p.m. welcome drink at the hotel where you will be greeted by tour guide or representative. Overnight at Hotel City Park or similar in Vilnius.

**Saturday. Vilnius – Trakai.** Morning city tour of Vilnius, capital of Lithuania for more than 600 years. Afternoon trip to Trakai, former capital of Lithuania. Visit to a 14<sup>th</sup> century castle. For ages it served as a defensive structure and residence of Lithuanian Grand Dukes. Overnight at Hotel City Park.

**Sunday. Vilnius – Riga.** Morning departure by coach to Riga, the capital of Latvia. Visit to Rundale, a beautiful baroque palace south of Riga. It is a splendid example of the work of Italian architect F. B. Rastrelli. Arrival in Riga. Check in at the hotel. Overnight at Hotel Radisson SAS Daugava or similar in Riga.

**Monday. Riga – Tallinn.** In the morning city tour of Riga, visiting the medieval town, Riga Castle, St. Peter's Church, the Old Guild Houses. Afternoon departure for Tallinn with a stop in Pärnu. Arrival in Tallinn. Check in at the hotel. Overnight at Hotel Domina Ilmarine or similar in Tallinn.

**Tuesday. Tallinn.** Morning city tour of Tallinn, visiting the Old Town of Tallinn – an example of Gothic architecture in the Baltic and Nordic countries. The tour includes the Toompea Castle. The Russian Orthodox Cathedral, and the Town Hall Square. Afternoon free. Overnight at Domina Ilmarine or similar.

**Wednesday. Tallinn departure.** After breakfast the tour ends with individual departures.

**Guaranteed departures: Fridays 2007.**

Jun. 8, 15, 22, 29

Jul. 6, 13, 20, 27

Aug. 3, 10, 17, 24

**From:** \$ 845 per person double

\$ 345 single supplement

**Includes:**

1. 5 nights at first-class hotels
2. Daily breakfast
3. 1 welcome drink
4. Transportation by air-conditioned coach
5. Private arrival transfer
6. Sightseeing per itinerary
7. Local tour guides
8. Tax and service charges

9. Individual information package (city guides and programs) [2, 25]

**Exercise 10.** Work with a partner. Student A, you are a client. Student B, you are a travel agent. Ask and answer 5 questions about the Baltics tour. When you have finished, change roles.

**Language spot Prepositions of time**

**Exercise 11.** Match the prepositions *at*, *for*, *in*, and *on* with the time expressions on the right.

	Sunday
	Easter
	10 June
	the weekend
at	the afternoon
for	six days
in	night
on	the summer
	4 o'clock
	a long time

**Exercise 12.** Use the correct preposition (at, for, in, on) to complete the itinerary.



[https://img.theculturetrip.com/768x432/wp-content/uploads/2017/09/shutterstock\\_437577166.jpg](https://img.theculturetrip.com/768x432/wp-content/uploads/2017/09/shutterstock_437577166.jpg)

**BASICALLY BOLIVIAN**

Day 01. Arrive at La Paz International Airport. (1) \_\_\_\_\_ 21.30 h. Transfer to the hotel, check-in, and light supper.

Day 02. LA PAZ. Half-day tour of La Paz. Try 'salteñas', a Bolivian **snack** that is only eaten (2) \_\_\_\_\_ the morning. Afternoon free for shopping. Visit a traditional folk music 'peña' (3) \_\_\_\_\_ night.

Day 03. LA PAZ – LAKE TITICACA. Leave after breakfast for the Tiwanaku ruins. (4) \_\_\_\_\_ more than 500 years Tiwanaku was the centre of American civilization.

Day 04. LAKE TITICACA. Lake Titicaca, the **sacred** lake of the Incas, is the highest **navigable** lake in the world. We make an early start (5) \_\_\_\_\_ **dawn** to see the sun come up over the lake. [2, 25]

### **Customer care The personal touch**

We always call our clients when they are on holiday in Burma so that we can make sure they are happy and change anything that they don't like.

*Myanmar Cold representative*

Coach tours can be very impersonal, so as the tour guide, I make a big effort to learn each person's name as soon as possible, and by the end of the second day of the tour at the latest.

*Scantours representative»*

### **Exercise 12.** Answer the questions

1. Have you ever experienced a holiday or a visit to a tourist attraction when you felt you received the personal touch?

2. How can tour operators give the personal touch to tourists before, during, and after their holiday or trip?

### **Speaking Designing a package tour**

**Exercise 13.** Work in groups of 3 or 4. You are going to prepare a five-day coach tour around your country or region. Think of the following:

1. which places you will visit
2. which places you will overnight in
3. how many nights you will spend in each place
4. where your tour will begin and end
5. which services and meals you will include in the price
6. the different possible dates of your tour
7. the name of your tour
8. three ways you are going to personalize your tour.

Represent your tour in the class.

**Exercise 14.** Look at the advertisements. Pay attention to the information they provide.

**Republic Holidays**  
TRAVEL SERVICES

## Goa Package

03 N / 04 D  
₹5,499/-  
Per Person

**Inclusions:**

- ✓ 3 Nights Stay at Hotel
- ✓ Daily Breakfast in The Hotel
- ✓ Transfers From Airport-Hotel-Airport
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**100% BEST PRICE GUARANTEE**

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<https://i.pinimg.com/originals/88/9d/5f/889d5f7a28c61a5bfd64feb573a6a878.jpg>

4 Nights / 5 Days

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<https://cdnb.artstation.com/p/assets/covers/images/017/873/335/large/neelima-sachan-package-tour-1copy.jpg?1557679051>

### Writing A web page for a package tour

**Exercise 15.** Use the information from Exercise 14 and write the text for a web page advertising your tour. Represent it in the class.

### Find out

**Exercise 16.** Answer the questions. Use the Internet to find out the information.

- 1) Who are the biggest tour operators in your country or region?
- 2) Which are the most popular destinations they offer?
- 3) Which are the new destinations this year?
- 4) Do tour operators in your country only sell through travel agents or do they sell direct?
- 5) Are there any specialist tour operators in your country?
- 6) What type of specialist holidays do they market?

## **Writing «Describing local tour operations**

**Exercise 17.** Use the information you have collected by answering the questions in *Find out* and write a brief description of how tour operation works in your country.

You can begin like this:

**Tour Operator in** (the name of your country).

The biggest tour operator/s (the name of your country / region) is/are (the names of two or three tour operators). There is a number of important providers in our country, including (the names of any airlines, hotel groups, etc.) The most popular destinations that the tour operators offer every year are (the names of the usual destinations). New offers this year include

**Exercise 18.** Answer the questions.

1. Do you know someone who likes going on holiday to places that are completely different from where they live?
2. What about you? When you go on holiday, do you prefer places which are completely new or familiar to you?

### **Keywords**

brochure  
client  
commission  
direct selling  
inclusive tour  
itinerary  
operator

domestic  
incoming  
independent  
specialist  
in advance  
in bulk

include  
overnight  
package holiday / tour  
provider  
representative ('rep')  
tour operator  
supplement  
transfer  
wholesaler

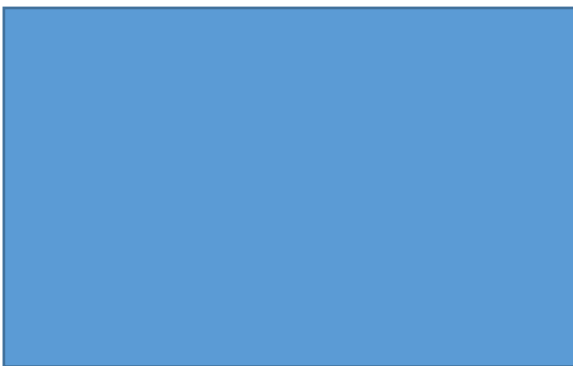
**My own vocabulary  
list**



## UNIT 4. TOURIST MOTIVATIONS

### Lead-in

**Exercise 1.** Match the quotes with the pictures. Write quotes for the other two pictures.



**Exercise 2.** Write down the last three trips you or members of your family took, and the reason. Tell the class.

### **Reading Why do people travel?**

**Exercise 3.** Read the text. How many types of trips can you find?

#### **Inside tourism: reasons for travel**

People travel for many different reasons. In the tourism industry we divide the reasons for travel into three main categories: *leisure tourism*, *business tourism*, and *visiting friends and relatives* (usually abbreviated to *VFR*).

Leisure tourism can mean anything from excursions, day trips, and weekend breaks to package holidays, pleasure cruises, and longer independent trips such as hillwalking or treks in the mountains. It also includes *cultural trips* (for example, to music festivals), *educational trips* (for example, study tours), and *religious trips* (for example, pilgrims on a walking tour to a holy place).

Business tourism includes any travel away from one's main place of residence, for such events as meetings, conferences, and trade fairs. It also includes special trips when workers are given a reward or a 'thank you' for good work (this is known as an incentive tour).

Travel in order to visit friends or family relatives is also regarded as part of the tourism industry. This could be for a special family party, such as a reunion or a wedding, or a regular trip made every year. [2, 29]

### **Listening Reasons for travel and money spent on travel**

The pie charts show the relative importance of the different categories of travel with reference to British tourists.

**Exercise 4.** Listen to a lecture extract and label the percentages for each category.

**Exercise 5.** Compare the two charts. Why do you think people travelling for leisure and for business spend more money than people travelling for VFR?

**Exercise 6.** Use the information from the trips you listed in Lead-in to make a pie chart. How is it different from the chart for British tourists?

### **Vocabulary Reasons for travel**

**Exercise 7.** Match the words in A with the definitions in B.

<b>A</b>	<b>B</b>
1. Sightseeing	a) A long hard walk lasting several days or weeks, usually in the mountains

2. Trade fair	b) Tour or excursion that leaves in the morning and returns the same evening
3. Study tour	c) Visiting the famous places in a city or town
4. Trek	d) Trip, often to a city or countryside hotel, that includes Saturday and Sunday
5. Conference	e) Religious or artistic celebration that comes at the same time every year
6. Wedding	f) Large official meeting, often lasting several days, for members of an organization or company to discuss subjects related to their work
7. Pilgrimage	g) Large exhibition and meeting for advertising and selling the product
8. Day trip	h) Visit organized by an airline or tourist resort, etc. where tour operators and journalists can get to know the facilities and services offered
9. Festival	i) Trip to a country or an area that includes visits, lectures and classes
10. Weekend break	j) Journey or holiday given to a worker or group of workers as a reward for good work
11. Familiarization (or 'fam') trip	k) Travel to an important religious place
12. Incentive tour	l) ceremony where two people get married

**Exercise 8.** Answer the questions.

What is the purpose of each of the travel activities: leisure, business, or VFR?  
Have you ever travelled for one of these activities? Tell your partner about it.

**Listening Passenger survey**

**Exercise 9.** Why do you think people would go to these places? Discuss in class.

- |           |          |
|-----------|----------|
| Argentina | Madrid   |
| Bangkok   | Mecca    |
| Edinburgh | New York |
| Italy     | Pakistan |
| London    |          |

**Exercise 10.** Listen to the conversations at an international airport. Where are the travelers going?

**Exercise 11.** Listen again. Complete the information in the table.

	Where from	Destination	Purpose	Length of stay
1				

2				
3				
4				

**Exercise 12.** Listen to the first two conversations again and complete the sentences.

1. We're collecting information \_\_\_\_\_ us monitor passenger movements.
2. We're going there \_\_\_\_\_ he Holy Shrine of the Prophet Mohammed.
3. We'll probably stay for a week or so, \_\_\_\_\_ to do some sightseeing as well afterwards.
4. I have to have my phone on \_\_\_\_\_ there's a problem at the office. [2, 31]

**Language spot Talking about reason**

**Exercise 13.** Match the questions in A with the answers in B. Which of the questions are asking about reason?

A	B
1. Can I ask you a few questions?	a) For a week or so.
2. Where are you travelling to?	b) OK, thanks.
3. What is the purpose of your visit?	c) Certainly.
4. Why are you visiting London?	d) Yes, we want to go to Scotland.
5. How long are you planning to stay?	e) For a study tour.
6. What's your reason for your trip?	f) Bangkok.
7. Why don't you check?	g) It's my brother's wedding.
8. Do you have any other reasons to be here?	h) Business.

**Exercise 14.** Fill in the gaps with *to*, *for*, *because*, *because of*, or *in case*. Which sentence refers to a reason that might happen?

1. We're doing a passenger survey \_\_\_\_\_ help with tourism planning.
2. I've got an open return \_\_\_\_\_ they ask me to stay on.
3. We had to fly to Madrid \_\_\_\_\_ there were no direct flights available.
4. We are going to London \_\_\_\_\_ a study tour for four weeks.
5. We are here \_\_\_\_\_ we want to know about the culture, and not only the famous sights.

**Exercise 15.** Complete these phrases said by other travelers at the airport.

1. We're going to Amsterdam \_\_\_\_\_ visit my sister who's just had a baby.
2. We're just waiting for our connecting flight. It's been delayed \_\_\_\_\_ technical difficulties.
3. They say the flight may be delayed, so I think I'll phone the hotel \_\_\_\_\_ we're late.
4. We're going to Rome \_\_\_\_\_ we want to see the Coliseum.

5. I'm going back to my old university \_\_\_\_\_ a special reunion. I've just bought a video camera \_\_\_\_\_ take a film of everyone.

*Go to Grammar reference Unit 4.*

### **Pronunciation**

**Exercise 16.** Listen to the words below and underline the stress in each of them.

brochure	change	chart	check-in	cultural
destination	English	Egypt	expression	language
package	passenger	pilgrimage	religious	

### **Where in the world?**

**Exercise 17.** Work with your partner and answer the questions.

1. What do you know about Kenya?
2. What type of holiday activities does it provide?
3. What reasons would a tourist give for choosing Kenya as a holiday destination?

### **Listening Interview with a Kenyan tour operator**

**Exercise 18.** Listen to the interview with John Muhoho. Write down all the necessary information. Compare in class.

**Exercise 19.** Answer the questions.

1. What does he enjoy about his job?
2. How much of his business comes from the Internet?
3. Which of these holiday activities does he mention?

beach	swimming	shark-fishing
sailing	safari	eating out
hiking	mountain climbing	culture
golf	camel rides	

**Exercise 20.** Discuss these questions.

1. What type of tourists do you think are motivated to go to Kenya?
2. How is their motivation different from the tourists to your country?

### **Reading The changing face of tourism**

**Exercise 21.** Discuss these questions with a partner.

1. How do you think tourists' reasons for travelling have changed in the last twenty or 30 years?
2. What do you think is meant by 'old' and 'new' tourism?

3. Do you think these words are related to 'old' or 'new' tourism? Use a dictionary to help you.

high-rise  
concrete

package  
authentic

long-haul  
fly-drive

independent  
ecotourism

**Exercise 22.** Read the article to check your answers.

### **Old and new tourism.**

In the 1980s and early 1990s, when Africans first realized that tourism could be a way out of their poverty, they built very large concrete hotels on the beaches of Kenya, South Africa and other countries. For the time the charter flights poured in from Germany and Italy. The tourists hoped to see lions, but also wanted to lie by the pool and to eat food from their own countries and enjoy the other comfort of home. The revenue from tourism rose sharply, but most of it went to international tour operators.

That was then. Fortunately, a new kind of travel is now in fashion. Today's tourists are leaving the high-rise hotels and European comforts. Instead they are looking for more authentic experiences. On the wild coast of South Africa young tourists ride horses on unspoilt beaches and make their way through hills of subtropical vegetation. In the evening they sit round the fire and eat a traditional Xhosa meal of meat and vegetables; they listen to the local Xhosa people tell folk stories, before going to bed in simple tents and lodges. The experience is not offered by an international tour operator but by the Xhosa themselves. The Xhosa tour guides are paid two and a half times the average rate of pay.

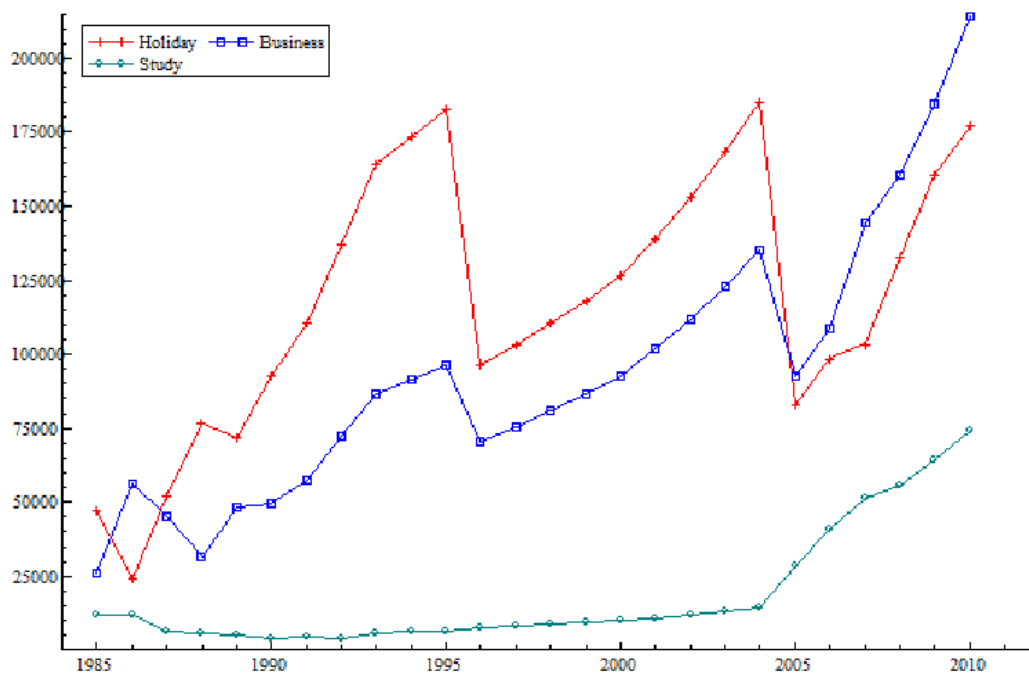
The change from 'old tourism' to 'new tourism' did not happen suddenly. Interest in the traditional two-week sun and sea package holiday fell gradually towards the end of the last century. Individual tailor-made or independent holidays – such as fly-drive – have steadily become more popular. Nowadays people are taking shorter yet more diverse holidays. Long-haul flights are increasing and are making faraway places easier to get to. More and more tourists are looking for adventure, activity, and authenticity. Adventure travel, ecotourism, cultural tours, and sports vacations are taking people to more exotic destinations: China, the Maldives, Botswana, Vanuatu. [2, 33]

### **Language spot Describing trends**

**Exercise 23.** Look at these sentences from the text. Which ones describe

1. a current trend?
2. a past trend?
3. a trend from the past to the present?
  - a) The revenue from tourism rose sharply.
  - b) Today's tourists are leaving the high-rise hotels and European comforts.





[https://www.researchgate.net/profile/Isaac\\_Bentum-Ennin/publication/279188401/figure/fig15/AS:294330536349703@1447185276275/Trends-of-international-tourist-arrivals-in-Ghana-by-purpose-of-visit-1985-to-2010.png](https://www.researchgate.net/profile/Isaac_Bentum-Ennin/publication/279188401/figure/fig15/AS:294330536349703@1447185276275/Trends-of-international-tourist-arrivals-in-Ghana-by-purpose-of-visit-1985-to-2010.png)

**Go to Grammar reference Unit 4.**

### **Find out**

**Exercise 28.** Find the next information and make a list of 'old' and 'new' tourism features in your country or region.

1. Have there been similar changes in tourism in your country or region?
2. What was tourism in your country like (a) twenty years ago, (b) ten years ago?  
How can you find out? Who can you ask?
3. What are the main reasons for tourists to come to your country or region now?

### **Writing Your country or region**

**Exercise 29.** Use the information from *Find out* to write a short article - with graphs and charts if appropriate-about trends in 'old' and 'new' tourism in your country or region.

### **Speaking Changes in tourist motivation**

**Exercise 30.** Work in pairs. You are going to look at two surveys on the main reasons given by tourists for their holiday. One is from 1986 and one is current.

#### **Student A**

Survey A: What were the main reasons for your holiday journey? (1986)



1. Switching off, relaxation;
2. Getting away from everyday life, and having a change of scene ;
3. Recovering strength;
4. Experiencing nature;
5. Having time for one another (friends or family);
6. Getting sunshine, escaping from bad weather;
7. Being with other people, having company;
8. Eating well;
9. Having fun and entertainment;
- 10 Doing what I want, being free.

### Student B

Survey B: What were the main reasons for your holiday journey?

1. Going to places I haven't visited before;
2. Meeting new and different people;
3. Opportunities to increase one's knowledge;
4. Experiencing new and different lifestyles;
5. Having fun. being entertained;
6. Just relaxing;
7. Escaping from the ordinary;
8. Being together as a family;
9. Trying new food;
10. Talking about the trip after I returned home.

**Exercise 31.** Work in pairs. Find out what two surveys say about:

1. the main reason for holiday travel;
2. attitudes to food and eating;
3. the importance of having fun;
4. the importance of weather and nature;
5. wanting new experiences;
6. meeting people and being with people.

### Customer care 'We know what you want ... '

Staff working in tourism must be able to understand different reasons why tourists have come on holiday. It is important to get to know your customers. Find out why they've come on holiday, what they want to do, and then help them to achieve their dreams.

*Tourism Training Journal*

**Exercise 32.** Answer the questions.

1. Do you agree that people working in tourism should help tourists and visitors to 'achieve their dreams'? Or should they leave them alone?

2. What questions could you ask to find out why a tourist has come on holiday and what they want to do?

**Exercise 33.** Answer the questions.

1) How did you book your last holiday?

2) Think of a travel agency you know. What kind of holidays do they specialize in?  
[2, 35]

**Keywords**

business tourism

ecotourism

fam trip (familiarization trip)

incentive tour

leisure tourism

VFR (visiting friends and relatives)

concrete

conference

day trip

fly-drive holiday

motivation

pilgrimage

study tour

trade fair

trek

trend

wedding

weekend break

authentic

high-rise

long-haul

**My own vocabulary**

**list**

## UNIT 5. TRAVEL AGENCIES

### Lead-in

**Exercise 1.** Look at two photos and answer the questions.

1. Which travel agency sells more holidays?
2. What sort of message do you think each window gives to people in the street?  
What kind of holidays do these two travel agencies sell? Who do you think their clients are?



[https://lh3.googleusercontent.com/proxy/Awgf0bkWKtkia1WRjE\\_UEBrL6QlrKQEs\\_PvZRZiqIFP\\_Go2kOB3piJ0qNgG7GsSuLA6Nh8ZtjwQXHljBd6dRdW2OoTjzCFJZfvAt2Yu36Jh-DdBgoCbMY9rro0mXVxQxTcsNwC7gxBZid3rVi3z\\_gji4FufZmr\\_0511ilgZncCCibb8vn1ZiMESnCCy30\\_ftAW8syiZUSHg](https://lh3.googleusercontent.com/proxy/Awgf0bkWKtkia1WRjE_UEBrL6QlrKQEs_PvZRZiqIFP_Go2kOB3piJ0qNgG7GsSuLA6Nh8ZtjwQXHljBd6dRdW2OoTjzCFJZfvAt2Yu36Jh-DdBgoCbMY9rro0mXVxQxTcsNwC7gxBZid3rVi3z_gji4FufZmr_0511ilgZncCCibb8vn1ZiMESnCCy30_ftAW8syiZUSHg)

<https://c8.alamy.com/comp/FF5AK4/travel-agent-window-FF5AK4.jpg>



<https://i.pining.com/originals/8d/a4/6b/8da46badff9390b1686bead4c3326fa8.jpg>

### **Listening All in a day's work**

**Exercise 2.** Look at the typical travel agency products and services. Which of them are free, and which of them does the travel agent benefit from?

1. Advice on visa and passport applications
2. Airline tickets
3. Brochures for tour operators
4. Coach tours and trips
5. Foreign currency and traveler's cheques
6. Hotel bookings
7. Package holidays
8. Train tickets
9. Transport information
10. Travel insurance [2]

**Exercise 3.** Listen to these customers. Which product or service do they want?

<b>Speaker</b>	<b>Product / Service</b>
1.	
2.	
3.	
4.	
5.	

### **Reading The sales process**

**Exercise 4.** Read the article and answer the questions.

1. In which stage does a sales consultant do most of the talking?
2. In which stage does a sales consultant have to listen most carefully?
3. Can you think of any other ways of raising customer awareness?
4. If customers are looking at brochures, why should you leave them alone?
5. Features, advantages, or benefits - which is the hardest for a sales consultant to explain to a customer?
6. The last two stages are not described in the article. What do you think happens in each stage?

#### **Six steps to success sell**

Your job as a travel agency sales consultant is to help your customers to choose their next holiday. This is a skilled job, and in order to do it well, you need to follow an established routine called the sales process.

Stage 1. To begin any sales process, it is important to raise your customer's awareness of the products your agency offers. Adverts in the agency window, for example, attract people's attention, and may bring them into the shop.

Stage 2. This is possibly the most important stage in sales. Many people are nervous about buying because they think that sales consultants only want to get their

money. From the very first moment with a new client, you need to convince them that you are really interested in helping them find the right holiday.

Of course, sometimes people go into a travel agency just to browse through the brochures. In this case, do not stand next to them and ask questions. Let them know you are there, but leave them alone. Give them time.

Stage 3. When a customer asks for help or information, we move on to the next stage – investigating the customer's needs. This is also an important part of the sales process; it is only when you have a clear idea about where a client wants to go, when they want to travel, who with, and so on, that you can select the best products for them.

Stage 4. When you have selected the most suitable products, you need to present them in terms of:

Features - these are what a holiday has, such as the hotel facilities, transfers from the airport, excursions, etc.

Advantages - these are what make the holiday better than other similar holidays. The fact that the price of a holiday includes all the excursions or your entire bar costs, for example, would be an advantage.

Benefits – why a particular feature is good for the customer you are talking to at that moment.

At this point in the process many customers will want time to think. The best thing to do is to get their contact details and invite them to take the brochures home and browse through them. If you have done a good job of presenting the product, they will probably be back a few days later.

Stage 5. When the customer returns to your agency ... [2, 37]

## **Vocabulary Sales terms**

**Exercise 5.** Match the words in the list with their definitions. Which words are nouns, which are verbs? Put N and V.

1. Advantage	a) a person who gives information or advice in business
2. Awareness	b) a useful, positive effect that something has
3. Benefit	c) knowing about something and probably being interested in it
4. Browse	d) something that helps or that gives a better chance of success
5. Consultant	e) to spend time looking at something without a clear idea of what you want
6. Convince	f) to succeed in making somebody believe something

**Exercise 6.** Complete the sentences using the words in the list.

1. A good \_\_\_\_ does not necessarily know the answers to every question, but does know where to find the answer.

2. Adverts on TV and in magazines are used to create \_\_\_\_ of new products.
3. The \_\_\_\_ of using a travel agent is that they can help you to find the best holiday.
4. The main \_\_\_\_ of learning English is that most people in tourism speak it.
5. There is so much information to \_\_\_\_ through on the Internet that it is easy not to find what you want. [2]

**Exercise 7.** Use your dictionary. Find three more terms in the article. For each one write out the definition from your dictionary. Compare with your partner.

**Listening A new customer**

**Exercise 9.** Karl and Anita want to go to Australia. They go to a travel agent's for advice. Listen to their conversation and answer the questions.

1. Which two stages of the sales process do you hear?
2. Does the sales consultant finish the second stage?

**Exercise 10.** Listen again and write T (true) or F (false). Karl and Anita want

1. to travel around Australia with their daughter;
2. a package holiday for the three of them;
3. to fly to Adelaide;
4. to travel out to Australia in July;
5. to stay for longer than three weeks;
6. to stay in Melbourne for twelve hours.

**Exercise 11.** Do you think the sales consultant did her job well in these stages? Why / Why not?

**Language spot 'Open' and 'closed' questions**

**Exercise 12.** Listen again and complete the following questions.

1. Can \_\_\_\_\_ you?
2. Were you \_\_\_\_\_ about a \_\_\_\_\_?
3. Where is \_\_\_\_\_ daughter, by the \_\_\_\_\_?
4. When \_\_\_\_\_ did you want to \_\_\_\_\_?

**Exercise 13.** Answer the questions.

1. Which of the questions in previous exercise can you answer with Yes or No?
2. How would you answer the other two questions?
3. Questions can be 'open' or 'closed'. What do you think this means?

**Exercise 14.** Convert the following closed questions into open ones.

1. Do you want to be in Australia for a month?

2. Are you interested in visiting Sydney?
3. Do you want to stay in hotels?
4. Are you travelling in a group?
5. Can you go in the autumn?
6. Are you willing to pay a lot of money?
7. Do you go there every day?

*Go to Grammar reference Unit 5.*

### **Speaking Investigating client's needs**

**Exercise 15.** Work in groups of three. Take turns to be a sales consultant and customers.

#### **Customers**

##### *1. Students B & C.*

- You and your partner are customers.
- You are interested in an adventure holiday in South America.
- You are not sure exactly where you want to go – perhaps Peru, Chile, or Argentina.
- You would like to see some of the famous historical monuments as well, like Machu Pichu in Peru.
- You've got three weeks in August.
- You'll be travelling with five other friends in a group.
- You don't want to spend very much money.
- You want to fly direct to South America – you don't want to change planes anywhere outside Europe.

##### *2. Students C & A.*

- You and your partner are customers.
- You are interested in a weekend break in a European city but you want something different – you've been to Paris, Rome, Madrid, etc. already.
- You are not sure exactly where you want to go – perhaps one of the Baltic capitals (Tallinn, Riga, or Vilnius) or perhaps Warsaw or Berlin. You are not really sure.
- You would like a tour with guided excursions and visits.
- You want free time to do some shopping.
- You want to spend the whole time looking at monuments.
- You've got four days any time in spring.
- You'll be traveling with a friend.
- You want half-board and you want a bit luxury – it's a special occasion.

##### *3. Students A & B.*

- You and your partner are customers.
- You are interested in a beach holiday in Greece.

- You'd like to see Athens and a bit of history, monuments – that sort of thing – but you are really interested in relaxing on the beach on an island.
- You would quite like to do a bit of snorkeling or even try scuba diving, but nothing like walking.
- You've got two weeks.
- You want try local food.
- You want villa or apartment so that you can do your own cooking.
- You'll be travelling with a friend.
- You want to hire a car and see the island.

**Sales consultant.** You are a travel agent. There are two customers browsing in your agency. Go up to them and begin to establish rapport. Invite them to have a seat and then use open questions to investigate their initial needs. Make notes of what they want. [2]

The sales consultant should complete the initial enquiry form where possible.

## Traveler(s) Information Form:

The information below is needed to quote and book your vacation and must MATCH EXACTLY as on your passport and government-issued ID.

### Traveler #1 Full Name \*

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First Name	Middle Name	Last Name	Suffix

### Traveler #1 Date of Birth \*

<input type="text"/>	<input type="text"/>	<input type="text"/>
Month	Day	Year

### Traveler #1 Gender \*

Female  
 Male

### Traveler #1 Best Phone Number \*

<input type="text"/>	-	<input type="text"/>
Area Code		Phone Number

### Traveler #1 Phone Type \*

### Traveler #1 Best Contact Email Address \*

### Traveler #1 Address \*

<https://cdn.jotfor.ms/form-templates/screenshots/legacy/42355722347152/cone-client-passenger-information-3.png?v=1.3.13>



## **Customer care Identifying needs**

**Customer:** An individual with a unique set of characteristics who buys or uses tourism products and services. Customers have very different needs and it is a travel agent's job to find out what those are.

**Exercise 16.** Answer the questions.

1. What sort of characteristics can you identify as soon as a customer walks into your agency?
2. What other characteristics do you need to determine? How will you find them out?

## **It's my job. Michaela Cambelová**

**Exercise 17.** Michaela Cambelová works in a busy travel agency in Prague. Think about the stages in the sales process. Read the dialogue and find out which stage Michaela is best at.

Q: Michaela, what do you like about being a sales consultant?

A: I like the contact with the clients. People are very different, and for me, finding out what each customer is like and what they want is fascinating.

Q: What skills does a good sales consultant need?

A: Patience, psychology, and a comprehensive knowledge of the products available.

Q: Why do you need psychology?

A: You've got to know when a customer is ready for your help, when they need more time, or when they're ready to buy.

Q: And knowledge of the product?

A: Well, above all, you've got to know what's inside the brochures, and not just what's on the page.

Q: What do you mean?

A: Well, it's not the same talking about a place in a brochure as talking about a place you've been to, or that a client has told you about. You're only as good as the information you've got, so you need to read, to travel, and to keep in touch with your clients.

Q: What about the Internet for information?

A: It's really important. But you've got to find information quickly and efficiently. There's so much on the Internet that if your reading skills are poor you'll need all day to examine each site. And you haven't got all day. [2]

## **Find out**

**Exercise 18.** How good is the service in your local travel agencies? Think of a holiday or a journey you would like to go on. Visit a local travel agency and ask for information.

During your visit carefully observe:

- 1) the shop window (Attractive? Original? Etc.)

- 2) the interior (Organized? Spacious? etc.)
- 3) the greeting (Immediate? Warm? etc.)
- 4) the sales consultant's manner (Friendly? Attentive? etc.)
- 5) the result of the visit (As expected? Better than expected?)

### **Writing A report on a travel agency**

**Exercise 19.** Write up your experience at the local travel agency as a report. Use the following structure: Be ready to represent it in the class.

Title	Travel agency quality assessment
Assessor	Put your name and contact details
Agency	Put the name of the agency you visited
Date of visit	Put the date of your visit
Address	Put the contact details of your agency
Features	Write one or two sentences describing and evaluating the window. Do the same for the interior, the travel agent's greeting, and their manner.
Result	Write one or two sentences describing and evaluating the result.
Grade	Give each feature a mark from 0 (minimum) to 5 (maximum) Window, manner, interior, result, greeting

### **Listening Presenting a product**

#### **AUSTRALIA TOURS**

<b>Tour name</b>	<b>days</b>	<b>Destination</b>
All Australia	19	Melbourne – Great Ocean Road – Kangaroo Island – Adelaide – Uluru (Ayers Rock) – Alice Springs – Palm Valley – Darwin – Kakadu National Park – Cairns – Great Barrier Reef – Brisbane – Sydney
Australia's Best	13	Melbourne – Alice Springs – Uluru (Ayers Rock) – The Olgas – Cairns – Great Barrier Reef – Kuranda Scenic Railway – Brisbane – Sydney
East Coast Highlights	9	Melbourne – Cairns – Kuranda Scenic Railway – Great Barrier Reef – Sydney
Reef and Rainforests	7	Cairns – Great Barrier Reef – Daintree National Park – Dunk Island – Kuranda
Red Centre and the West	8	Alice Springs – Macdonnell Ranges – The Olgas – Uluru (Ayers Rock) – Kalgoorlie – the Pinnacles

**Exercise 20.** Listen to the travel agent presenting two products to Karl and Anita.

1. Which place does Karl want to visit?
2. Which place does Anita want to visit?
3. Which two tours does the travel agent recommend?

**Exercise 21.** Listen again. For each of the two tours recommended, note down:

1. the length of the tour
2. the types of transport each tour uses
3. the accommodation and meals included.

**Exercise 22.** Listen again and complete the sentences.

- 1 ... they have two in Australia that you \_\_\_ think about, in \_\_\_\_ .
- 2 ... full-board option with all the meals. But in were \_\_\_\_, \_\_\_\_\_ half board.
3. Well then, why don't you \_\_\_\_\_ the Australia's Best tour?

**Language spot Suggestions and advice**

**Exercise 23.** Match the parts of each piece of advice.

1. In my opinion, you should ...	a) I'd look on the Internet.
2. Have you thought about ...	b) is to look on the Internet.
3. How about ...	c) look on the Internet?
4. If I were you ...	d) look on the Internet.
5. Why don't you ...	e) looking on the Internet?
6. Your best option ...	g) the Internet?

Match two parts of the sentences.

1. Have you thought about ...	a) going in the autumn?
2. How about ...	b) is to hire a car.
3. If I were you ...	c) taking the coach to the airport?
4. Why don't you ...	d) take a look at these brochures?
5. In my opinion, you should ...	e) I'd ask a travel agent.
6. Your best option ...	f) travel overnight on the train.

**Exercise 24.** Work in groups of four. Each person should think of two travel decisions a visitor to your country or region might want advice on. Take turns to ask your partners for advice. Give marks (a) for each different advice expression used correctly, and (b) for each original piece of advice given. [2, 41]

***Go to Grammar reference Unit 5.***

**Pronunciation**

**Exercise 25.** Listen to the letters of the alphabet and their pronunciation. Write them in the right column. Practice saying the letters column by column. [2]

**Exercise 26.** Work in pairs. Play Alphabet Bingo. Student A writes down one letter in each box. Student B guesses the letters. Then Take turns and do the same. Each of players has 15 guesses.



**Keywords**

advantage  
advice  
awareness  
benefit  
browse  
contract details  
convince  
establish (rapport)  
feature

foreign currency  
initial enquiry form  
product  
investigate (needs, requirements)  
present (a product)  
raise (customer awareness)  
rapport

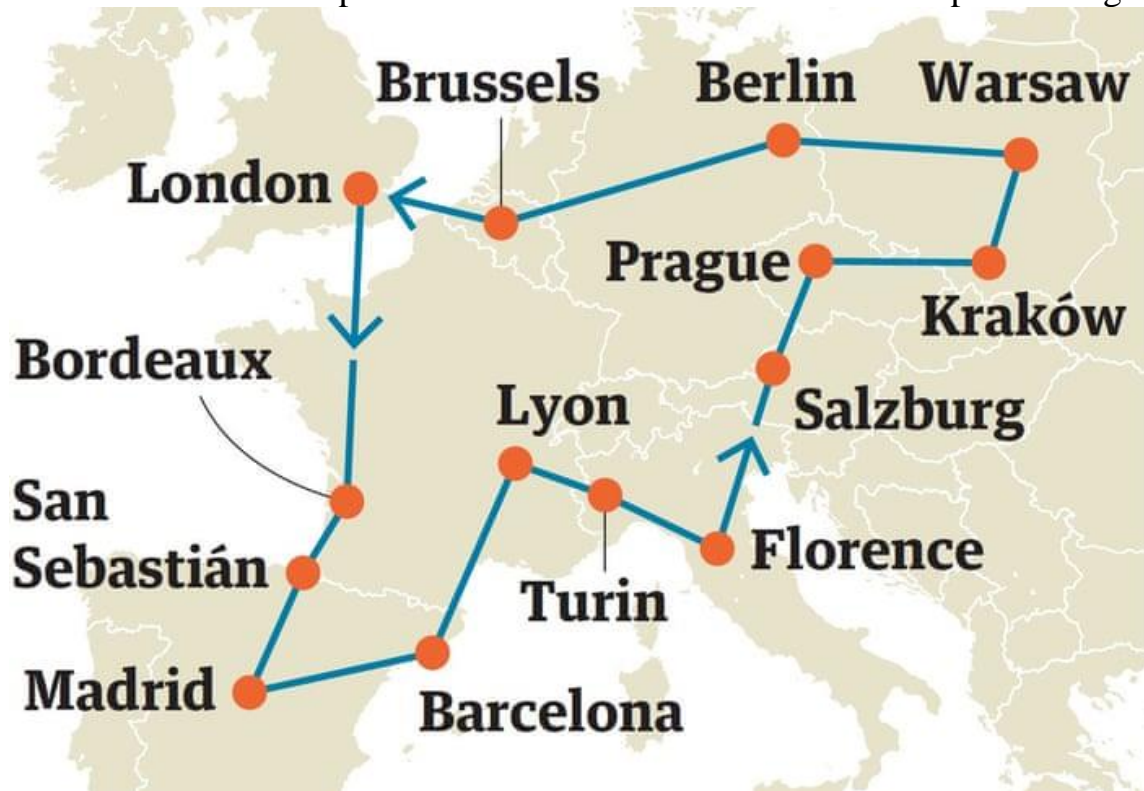
requirement  
sales consultant  
sales process  
skilled  
travel insurance  
visa

<p><b>My own vocabulary list</b></p>
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## UNIT 6. MEANS OF TRANSPORT IN TOURISM

### Lead-in

**Exercise 1.** Look at the map below. Which countries does the route pass through?



[https://i.guim.co.uk/img/media/777beb9d2645a0c7b67358ce0a0a0f1bfd709609/0\\_0\\_1252\\_864/master/1252.jpg?width=700&quality=85&auto=format&fit=max&s=4d630965ceeb3da7e341a118b69c8508](https://i.guim.co.uk/img/media/777beb9d2645a0c7b67358ce0a0a0f1bfd709609/0_0_1252_864/master/1252.jpg?width=700&quality=85&auto=format&fit=max&s=4d630965ceeb3da7e341a118b69c8508)

**Exercise 2.** Think of a journey to another country. Which means of transport would you use starting from home and finishing at the destination? Discuss with your partner.

### Vocabulary Transport words

**Exercise 3.** Use the words from the table to complete the text on 'transport for tourism. [2, 44]

Method of travel	Journey types	Means of transport	Places and features	Tourism professionals
by air	Flight (long-haul, short-haul, direct, connected)	Airplane/jet Light aircraft Helicopter	Airport Terminal Runway	Pilot Flight attendant

<b>by water</b>	Cruise Crossing	Cruise ship Liner Ferry Hovercraft Hydrofoil	Port Harbour Cabin Pier	Steward Purser
<b>by land</b>	Ride journey	Train Coach Bus Car Motorbike Bicycle	station carriage terminus motorway track	Guard Driver Conductor Tour guide

### **Inside tourism: transport for tourism**

Transport for tourists can be divided into three main categories: journeys by air, journeys by water, and journeys by (1) \_\_\_\_\_. Within each category there are several types of transport.

Air travel usually means a short-haul or (2) \_\_\_\_\_ international (3) \_\_\_\_\_, operating from large \_\_\_\_\_ (4), which in big cities often have more than one (5) \_\_\_\_\_ building. But in some more remote places there may be little more than a small airstrip with only one simple (6) \_\_\_\_\_ for planes to land and take off. At some tourist destinations air transport may include short transfers or sightseeing trips by (7) \_\_\_\_\_.

Journeys on water can include luxury (8) \_\_\_\_\_ which take tourists on all-inclusive holidays of three days or more, visiting a number of different locations. Passengers sleep in (9) \_\_\_\_\_, and have a full range of services on board. They are looked after by a team of (10) \_\_\_\_\_, with a (11) \_\_\_\_\_ in overall charge of tourist services. Ferry (12) \_\_\_\_\_ are usually much shorter journeys connecting two points of land or going between islands. The ferries will stop at a large (13) \_\_\_\_\_ or a small (14) \_\_\_\_\_.

Land travel is probably the most diverse category. It includes rail journeys by (15) \_\_\_\_\_, departing from a large (16) \_\_\_\_\_ and stopping at (17) \_\_\_\_\_ en route. Passengers sit in separate (18) \_\_\_\_\_ or coaches. The most common form of transport by road for tourists, if they don't have their own car, are also called (19) \_\_\_\_\_. These vehicles can either travel from city to city along fast (20) \_\_\_\_\_ (or sometimes quieter roads), or they can be used for transfers from airports and other smaller journeys. Very often they are used for sightseeing trips when as well as a driver there will be a (21) \_\_\_\_\_ to tell the passengers about the sights.» [2, 45]

**Exercise 4.** Can you add any other words to the table? Look back at the previous units.

**Exercise 5.** Which sections would you put these words in?

taxi	freeway	service station
ticket collector	yacht	scenic route
hire/rent a car	marina	shuttle
captain	jeep	tunnel

**Exercise 6.** How do tourists use the different means of transport? Put the journey and transport types (from columns 1 and 2 of the table) into the categories below:

- 1) to and from destination only
- 2) at destination only
- 3) to go sightseeing

**Exercise 7.** Which means of transport have you used on holiday? Think about the best and worst journeys you have ever had. Exchange ideas with a partner.

**Find out**

**Exercise 8.** What do you really know about transport in your country? With a partner, try to guess the facts in the table.

When you have made your predictions, research websites of national transport carriers and find the actual figures. Report back in class. How close were your predictions?

<b>Your country:</b>	<b>Prediction</b>	<b>Actual</b>
No. of city / town bus station		
No. of city / town train station		
No. of passenger airport		
No. of kilometers of road		
No. of kilometers of rail tracks		
No. of flights per day		
No. of bus and tram lines		

**Pronunciation**

**Exercise 9.** Look at the words about transport. Listen to their pronunciation. Divide the words into three groups. Which group has the shortest vowel sounds

- |       |         |
|-------|---------|
| clean | leisure |
| easy  | plane   |
| ferry | safe    |
| jet   | scenic  |
|       | train   |

**Vocabulary Adjectives describing transport**

**Exercise 10.** Find pairs of opposites from the adjectives in the list below.

- |        |           |
|--------|-----------|
| boring | exciting  |
| cheap  | expensive |

clean	fast
comfortable	punctual
crowded	quiet
dangerous	safe
difficult	slow
dirty	uncomfortable
easy	unpunctual

**Exercise 11.** Choose three adjectives to describe what is the most important for tourists when travelling. Fill in the gaps in the sentence below and compare with a partner.

Tourists want planes to be \_\_\_\_\_ and \_\_\_\_\_ but they don't want them to be \_\_\_\_\_.

*Go to Grammar reference Unit 6.*

**Language spot Comparing things**

**Exercise 12.** Complete these sentences with the correct form of the adjectives: *fast*, *easy*, or *comfortable*.

1. Trains are \_\_\_\_ than buses, but planes are the \_\_\_\_\_.
2. The \_\_\_\_ way to buy a ticket is to go online.
3. It's \_\_\_\_ to travel first class than economy.
4. Helicopters aren't as \_\_\_\_ as jet planes.
5. Travelling by bus is usually less \_\_\_\_\_ than travelling by train.

**Exercise 13.** What are the rules for comparing adjectives? Complete the table.

Adjectives	Example	Comparing two things	Comparing more than two things
One syllable	Cheap	X is cheaper than Y or Y isn't as cheap as X.	Z is the cheapest
Two syllables ending in y	Easy		
Two or more syllables	Comfortable		
Irregular adjectives	Good Bad		

**Exercise 14.** In pairs, compare the following.

1. ferries / cruise ships
2. trains / coaches / cars
3. working as a pilot / working as a ticket collector



4. the most convenient ways to get around a city

**Speaking** What is the most important for tourists when travelling?

**Exercise 15.** Work in groups. Look at the factors that affect a tourist's enjoyment of a journey. Work with a partner and add any other factors to the table. Share with the class. [

<b>At the airport</b>	<b>On a train</b>	<b>On a long coach journey</b>	<b>On a four-hour ferry crossing</b>
Quick check-in	Punctuality	A window seat	A private cabin
Good restaurants	Interesting passengers to talk to	On-board toilets	Opportunity to buy tax-free goods
Thorough security check	Comfortable seats	Safe driver	Calm sea

**Exercise 16.** Which of the following do you think is the most important feature for a tourist on a journey? Rank them and compare with a partner. Give arguments to explain your order.

- Weather / climate
- Infrastructure
- Price / cost / value of money
- All inclusive / breakfast and optional other meals
- Sea / river / mountain
- Kind of beach (sandy, pebble, seashell, cliff)
- Places of interest / sights / attraction (modern, historical, ancient)
- Night life
- Shopping
- New experience
- New friends
- SPA and other treatment
- Safety
- Means of transport
- Distance (from home to their destination)

## Customer care Exceeding expectations

**Exercise 17.** In tourism the most important thing is not only to meet expectations, but also to exceed them. How can we exceed expectations in the transport sector? Think about the different means of transport – air, sea / river, rail, and road and come up with some ideas in order to improve them.

### **Transport systems and cable cars in San Francisco**

**Exercise 18.** Look at the photo. Which means of transport is it? What do you know about it?



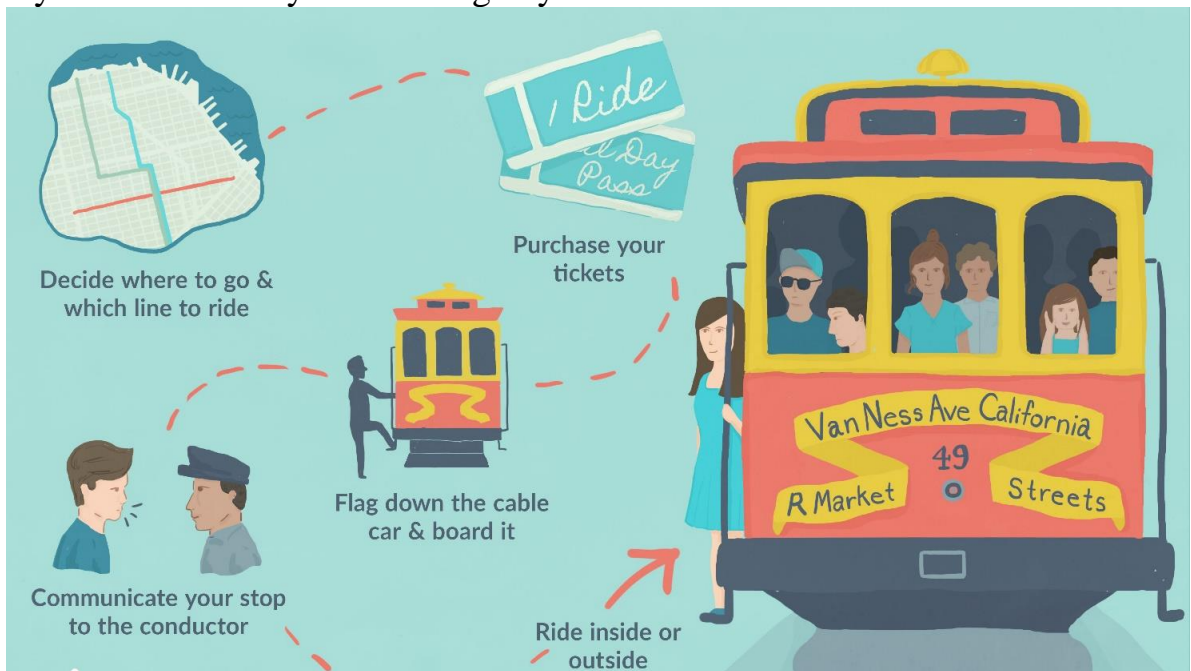
[https://cdn.vox-cdn.com/thumbor/EkUXEO013\\_Ag5oYRrL4Sygc1bNQ=/0x0:1220x813/1200x675/filters:focal\(513x310:707x504\)/cdn.vox-cdn.com/uploads/chorus\\_image/image/56773485/shutterstock\\_566476819.0.1505928130.jpg](https://cdn.vox-cdn.com/thumbor/EkUXEO013_Ag5oYRrL4Sygc1bNQ=/0x0:1220x813/1200x675/filters:focal(513x310:707x504)/cdn.vox-cdn.com/uploads/chorus_image/image/56773485/shutterstock_566476819.0.1505928130.jpg)

**Exercise 19.** Watch the video material and try to find answers to the questions below. If you can't, use the Internet to find them.

Link to the video: <https://www.youtube.com/watch?v=2U8tVLUXdgw>

1. Do the cable cars stop frequently along their routes or are there only a few designated places you can get on and off?
2. How can you tell you are at a cable car stop? Do they look like a bus stop?
3. Do you 'hail' a cable car like you would a bus?
4. If I have a MUNI pass do I 'swipe' it or something when I board the cable car?
5. How many people can fit in one car?
6. How often do they go past each stop and is there a time table somewhere?
7. Will a MUNI map give me details of the specific locations I can board a cable car?

**Exercise 20.** Look at the picture, take turns with your partner and practice saying what you should do if you want to go by a cable car in San Francisco.



[https://www.tripsavvy.com/thmb/CjDN3zwsdD7NPwQN-OQ-6TTw-  
iw=/4200x2362/smart/filters:no\\_upscale\(\)/ride-cable-car-in-san-francisco-1479148\\_v2-  
5b96669646e0fb0050dbd10f.jpg](https://www.tripsavvy.com/thmb/CjDN3zwsdD7NPwQN-OQ-6TTw-<br/>iw=/4200x2362/smart/filters:no_upscale()/ride-cable-car-in-san-francisco-1479148_v2-<br/>5b96669646e0fb0050dbd10f.jpg)

**Listening Scott Mckenzie “San Francisco”**

**Exercise 21.** Listen to the song by Scott Mckenzie “San Francisco” and fill in the gaps.

If you're going to San Francisco  
 Be \_\_\_ to wear some flowers in your hair  
 If you're going to San Francisco  
 You're gonna meet some \_\_\_\_\_ people there

For those who come to San Francisco  
 \_\_\_\_\_ will be a love-in there  
 In the streets of San Francisco  
 Gentle people with flowers in their hair

All across the \_\_\_\_\_  
 Such a strange \_\_\_\_\_  
 People in motion

There's a whole generation  
 With a new explanation  
 People in \_\_\_\_\_

People in \_\_\_\_\_

For those who come to San Francisco

Be sure to wear some flowers in your \_\_\_\_\_

If you come to San Francisco

Summertime will be a love-in there

If you come to San Francisco

Summertime will be a love-in there

**Exercise 22.** Talk to your partner. Which emotions does this song evoke?

### **Language spot Describing a timetable**

A number of different language areas are important when we describe a timetable

**Present Simple** The train leaves at 9.15 a.m.

**Prepositions** The train leaves at 9.15 a.m.

**Time phrase** Trains depart every 30 minutes.

**Modals of possibility and prohibition** Bicycles can be carried on all trains. Children under 14 must be escorted by an adult.

**Exercise 23.** Write down 5 other sentences about timetable and read them to a partner.

*Go to Grammar reference Unit 6.*

### **Speaking Timetable information**

**Exercise 24.** Read the dialogue. Pay attention to phrases customer and booking-clerk use.

Samantha: Porter, sir?

— Yes... would you take this bag to platform 5, please?

Samantha: Glasgow train, sir?

— That's right.

Samantha: Very good, sir.

Christopher: Which platform for Motherwell, please?

Samantha: Platform 14, right up and down, underground level.

Christopher: When does the next train leave, please?

Samantha: 10.30, from Glasgow Central.

Christopher: When does it get in?

Samantha: You will be in Motherwell at 11.04. It takes roughly about half an hour to get there.

Samantha: No, you needn't. It's a short distance.

Christopher: How much is the ticket?

Samantha: Single or return?

Christopher: Both.

Samantha: One single costs \$ 20. The normal return ticket costs double the single fare.

Christopher: You can buy a day return, which is cheaper.

Samantha: Thank you very much.

Christopher: It's my pleasure.

Samantha: When does the London train leave, please?

Christopher: 9.25. Platform 3.

Samantha: What time does it reach London?

Christopher: You should be there at 11.31, but you may be a bit late.

Samantha: Do I have to change?

Christopher: Yes. You change at Lewes and East Croydon

Samantha: I want a ticket to Bern, second-class, please.

Christopher: Single or return?

Samantha: Return, please.

Christopher: Sixty-five pounds, please. Five pounds change, thank you.

Samantha: Could you tell me what time the next train is?

Christopher: 8 o'clock, platform 12. If you hurry you'll just catch it.

Samantha: Thanks.

**Exercise 25.** Work in pairs. Student A is going to travel to one of the cities listed in the table and needs to find out all the necessary information. Student B is booking-clerk, who will answer the questions. When you finish change roles and do the same.

Find out about

- times and frequency
- first and last services
- routes
- facilities (e.g. for disabled people)
- bicycles, etc.

# Train Times Spring 2020



## NORTH WEST - Blackpool North to London Euston

Southbound Departures	Monday to Friday	Saturday	Sunday
Blackpool North	06:57 08:10 11:50 15:48 17:13	07:31 09:23 12:23 15:12 18:59	09:13 12:52 16:23 17:53
Poulton-le-Fylde	07:04 08:17 11:57 15:55 17:20	07:38 09:30 12:30 15:19 19:06	09:20 12:59 16:30 18:00
Kirkham & Wesham	07:12 08:27 12:07 16:05 17:29	07:47 09:39 12:39 15:28 19:15	09:29 13:09 16:39 18:10
Preston	07:29 08:40 12:21 16:22 17:43	08:01 09:54 12:53 15:43 19:28	09:46 13:22 16:49 18:23
Nuneaton	08:52 10:28 13:54 17:52 19:31	09:29 11:30 14:30 17:30 20:57	11:03 14:52 18:23 19:52
Milton Keynes Central	09:28 11:11 14:24 - -	10:12 12:10 15:10 18:11 21:36	11:54 15:37 18:57 20:35
London Euston (Arrive)	10:05 11:47 15:01 19:00 20:38	10:48 12:46 15:46 18:47 22:26	12:40 16:17 19:36 21:27

Northbound Departures	Monday to Friday	Saturday	Sunday
London Euston	07:36 11:33 12:33 15:33 19:33	07:36 11:33 14:33 17:33 19:16	11:41 13:29 17:29 20:28
Milton Keynes Central	08:09 12:10 13:10 16:11 20:10	08:09 12:10 15:10 18:08 19:59	12:39 14:10 18:10 21:07
Nuneaton	08:44 12:45 13:45 16:44 20:43	08:42 12:44 15:43 18:42 20:35	13:11 14:42 18:42 21:46
Preston	10:17 14:13 15:09 18:20 22:11	10:14 14:11 17:06 20:01 22:02	14:33 16:03 20:01 23:20
Kirkham & Wesham	10:27 14:23 15:19 18:30 22:21	10:24 14:21 17:16 20:11 22:12	14:44 16:13 20:11 -
Poulton-le-Fylde	10:37 14:33 15:28 18:39 22:31	10:33 14:30 17:25 20:20 22:22	14:54 16:23 20:21 -
Blackpool North (Arrive)	10:44 14:40 15:36 18:47 22:38	10:41 14:38 17:33 20:28 22:29	15:01 16:30 20:28 23:46

<https://www.grandcentralrail.com/sites/grandcentralrail.com/files/inline-images/Blackpool%20North%20West%20TT.png>

### Writing Transport and timetable information

**Exercise 26.** Prepare a presentation about transport in your city or region. It should include the following sections

- A general introduction to transport services
- Getting to and from the nearest airport / bus station, railways station
- A brief description of each of the different means of transport, including advantages, frequency, hours, operation, and any restrictions and regulations.

### Keywords

cable car	guard	motorway	service station
carriage	hovercraft	(AmE=freeway)	shuttle
conductor	jeep	pier	steward
cruise ship	marina	purser cabin	terminal
ferry		runway	terminus

ticket collector  
yacht

**My own vocabulary list**

## UNIT 7. HOLIDAYS WITH A DIFFERENCE

### Lead-in

**Exercise 1.** Work with a partner and answer the question.

1. What could holidaymakers do that is 'different'?
2. Have you ever had a holiday that was 'different'?
3. Which types of holiday do you think are different or unusual?

### Listening At the trade fair

**Exercise 2.** Mariana and Jurgita work for a tour operator. They are visiting a large tourism trade fair in order to gather ideas for an 'alternative tourism' program. They are thinking about four programs:

1. 'Adventure and action'
2. 'Ecotourism and nature'
3. 'Escape and enlightenment'
4. 'Culture and heritage'.

**Exercise 3.** Which category would each of these words and places be in?

diving	biking	horse riding
expedition	cattle ranch	resorts
gastronomic week	pilgrimage	India
working farm	Antarctica	ecosystem
Mexico	Costa Rica	the Caribbean
France	white-water rafting	sea-life
volcanoes	spa and health	

**Exercise 4.** Listen to their conversation at the end of the day and check your answers.

**Exercise 5.** Which holiday do they choose for each category?

### Vocabulary Different holiday types

**Exercise 6.** Put these 'holidays with a difference' into the four categories.

- a) tour of Scotland visiting historic castles;
- b) mountain climbing;
- c) conservation work helping to repair coastal damage;
- d) windsurfing;
- e) cycling in the mountains and deserts of Mongolia;
- f) four-week trip to Canada to learn English;
- g) trip to Beijing for the 2008 Olympics;
- h) whale-watching off the west coast of the USA;
- i) week at a health farm to relax and 'de-stress';
- j) long weekend in London to visit museums and art galleries;



- k) learning survival skills in the jungles of Borneo;
- l) pilgrimage to Mecca;
- m) weekend of beauty treatments and relaxation in a country hotel;
- n) off-piste mountain skiing;
- o) weekend break at the Prague Music Festival;
- p) research trip to collect data on ape behavior in Malaysia. [2]

**Exercise 7.** Which similar 'alternative holidays' can you organise for tourists in your country? Work with a partner and discuss.

**Exercise 8.** Match words from A with words from B to make compound nouns for different holiday activities, for example: sightseeing, mountain climbing. How many different activities can you list?

**A**

sight  
horse  
cliff  
mountain  
heli  
scuba  
snow  
water  
whale  
hang  
hill  
wind  
skate  
camel  
jet  
bird  
bungee  
white-water

**B**

seeing  
climbing  
boarding  
walking  
skiing  
watching  
biking  
riding  
surfing  
diving  
rafting  
jumping  
gliding

**Exercise 9.** Is it possible to do any of the activities in your city or region? Discuss with your partner.

**Reading The Karakoram Experience**

**Exercise 10.** Read the text below and answer the questions.

1. Why is the travel company called the Karakoram Experience?
2. How many different adventure activities are mentioned or described in the website?

3. What types of scenery and landscape are mentioned?
4. What type of traveller do they try to attract?

### **KE Adventure Travel**

*About KE:* In 1983 two university friends, Tim Greening and Glenn Rowley, decided to take their passion for travel in Asia and in the Karakoram mountains, and create a travel company with a different: 'The Karakoram Experience'. Today KE Adventure Travel has grown to become one of the world's leading independent specialist travel companies. In addition to our extensive range of worldwide adventures, the staff in our UK and American offices organizes tailor-made private expeditions, trips for school groups, and charity treks.

**«Peru – in the footsteps of the Incas:** Family adventure in the Andes-Horse riding, rafting, biking, and easy trekking - Indian craft market at Pisac-Magical Machu Picchu - Amazon jungle lodge visit.

**Swedish Lapland – a Winter Wonderland:** A winter activity holiday north of the Arctic Circle-Travel by snowmobile and by dogsled – Ski touring and snowshoe hiking – Northern Lights – Fish in a frozen lake – Visit the Ice hotel – Meet the Sami people and their reindeer

**Costa Rican adventure:** Trekking, rafting, and wildlife adventures – Challenging ascent of Volcan Chirripo (3820 m), Costa Rica's highest peak – Rafting on the beautiful Pacuare – Fantastic wildlife – Relaxing on idyllic Pacific Ocean beaches. [2, 85]

### **Listening Interview with a mountaineer**

**Exercise 11.** Listen to an interview with a mountaineer. Answer the questions.

1. How old was he when he did his first climb without his parents?
2. Which of these countries has he been to with a tour company?  
Kenya Peru Bolivia Kyrgyzstan Pakistan Tajikistan
3. Which of these things does he look for in a tour company?  
a) cheap price; b) a guide for the whole trip; c) organisation of local transport, lodging and permits.
4. How high was the highest mountain he's climbed 6,400 m or 7,400 m?
5. What's the worst moment he's experienced when mountain climbing?
6. What's the happiest moment?

**Exercise 12.** Listen again and complete the questions that the interviewer asks.

1. When \_\_\_\_ you \_\_\_\_ mountain climbing?
2. What \_\_\_\_ expedition mountaineering? When \_\_\_\_ you \_\_\_\_ that?
3. Do you use a \_\_\_\_ when you organize an expedition, or do you \_\_\_\_ \_\_\_\_?
4. How \_\_\_\_ \_\_\_\_ find a suitable company?

5. What \_\_\_\_\_ you look for in a \_\_\_\_\_ ?
6. What's the highest mountain \_\_\_\_\_ ?
7. Have you \_\_\_\_\_ frightened?
8. Have you \_\_\_\_\_ thought \_\_\_\_\_ ?

**Language spot Asking and talking about experience**

**Exercise 13.** Look at these sentences from the interview. Which verb is in the Present Perfect and which verb is in the Past Simple?

*I've been to Central Asia, once to Kyrgyzstan and once to Tajikistan. But both times we used a tour company.*

The first sentence is looking at general experience with no specific time reference. The second sentence is referring to a specific occasion in the past.

**Exercise 14.** Look at the questions you completed in Exercise 12. Find three examples of the Present Perfect and two examples of the Past Simple.

**Exercise 15.** Match questions 1- 6 with answers from a - k. There may be more than one possibility.

- |  |  |
|--|--|
| 1. Have you ever been diving?                        | a) Yes, I did.                         |
| 2. Did you like it?                                  | b) No, I didn't.                       |
| 3. Would you like to try it?                         | c) Yes, it was great.                  |
| 4. Where did you do it?                              | d) Not really.                         |
| 5. Have you thought of trying a windsurfing holiday? | e) Yes, I have.                        |
| 6. Would you like some more information?             | f) No, I haven't.                      |
|  | g) Yes, I would.                       |
|  | h) That's a good idea.                 |
|  | i) Mmm. Tell me more about it.         |
|  | j) In Malta.                           |
|  | k) Yes, please. It sounds interesting. |

*Go to Grammar reference Unit 7.*

**Speaking Have you ever ... ?**

**Exercise 16.** Choose one or two of the activities from *Exercise 8*, and one of the KE Adventure holidays. With a partner, use the information in the following dialogue.

A: Have you ever been \_\_\_\_\_ ?

B: Yes, I have. / No, I haven't.

A: Did you like it? / Would you like to try it?

B: \_\_\_\_\_.

A: Have you thought of trying something different? What about \_\_\_\_\_ ?

B: That's a good idea. Tell me more about it.

A: \_\_\_\_\_. [2]

**Exercise 17.** Choose some more activities and adventure holidays. Go round the class and ask different students about their experiences. Tell them about one of the adventure holidays you have once had. Try to get them interested in buying it.

**Pronunciation**

**Exercise 18.** Listen and tick (V) the word you hear.

- |         |       |       |
|---------|-------|-------|
| 1) best | vest  |       |
| 2) very | berry |       |
| 3) vine | wine  |       |
| 4) veil | whale |       |
| 5) best | vest  | west  |
| 6) bale | veil  | whale |

**Exercise 19.** Say these words. Think about the pronunciation of b, v, and w.

/b/	/v/	/w/
Basic	vacation	wet
Beijing	volcano	white-water
Borneo	activity	wildlife
bungee	diving	worldwide
Caribbean	ever	
rabbits	survival	
scuba	alternative	
	have you ever	
	I've been very busy	

**Where in the world?**

**Exercise 20.** Discuss these questions in small groups.

- 1) What do you know about Antarctica? What do you know about its population, its size and location, the number of tourists every year?
- 2) What means of transport do tourists use to visit Antarctica?
- 3) What activities can tourists do there?

**Exercise 21.** Read the text to check your answers.

**Tourism in Antarctica**

There are no indigenous people in Antarctica. The population varies from fewer than 1,000 in winter to almost 20,000 in summer: 5,000 scientists from 27 of the countries belonging to the Antarctic Treaty, plus 1-4.000 tourists. The nearest land mass is South America, which is approximately 1, 000 kilometers from the tip of the Antarctic Peninsula. The surface area of Antarctica is 36 million square kilometers. Antarctica currently has no economic activity apart from offshore fishing and tourism, and these are run by other nations. Tourism in Antarctica is mainly by around twenty

vessels carrying 45 to 280 passengers each. Most trips take about ten days to three weeks from port to port. Antarctic visits are mainly concentrated at ice-free coastal zones over the Antarctic summer, the five-month period from November to March. In high summer there will be more than twenty hours of daylight per day. » [2, 88]

### **Speaking Questions on Antarctica**

**Exercise 22.** In pairs, ask each other for information on Antarctic cruises.

#### **Student A**

- Ask Student B about the following. Make notes and ask for clarification and more details if necessary.

- 1) From where ships to Antarctica leave
- 2) If there is a chance to go ashore

- Answer B's questions using this information. Give as much detail as possible.

#### **ANTARCTICA**

No documentation or visas are required to visit Antarctica, but if your cruise stops off at other countries en route, visas and documentation may be required for them.

A variety of passenger ships sail to Antarctica and the choice of ship can make a big difference to your journey and experiences.

Antarctic cruises aren't like other more well-known cruises to warmer climates with discos and showbiz entertainment, though the larger the ship, the more likely there is to be entertainment provided.

What you will find is a number of very well informed and experienced cruise guides working on the ship who will give lectures on a regular basis about various aspects of Antarctic history and natural history. These will also often be around to socialize in the evenings along with some of the ship's crew and captain.

#### **Student B**

- Answer A's questions using this information. Give as much detail as possible.

#### **ANTARCTICA**

Peninsula voyages generally depart from Ushuala in Argentina. Other South American ports are occasionally used.

For trips to the Ross region and Eastern Antarctica, commonly used ports are Hobart in Australia, and Auckland in New Zealand.

Departures sometimes set out from Cape Town and Port Elizabeth in South Africa, and Fremantle / Perth in Australia.

One of the main rules that will affect your visit is that only 100 passengers at any time may be landed in anyone place in Antarctica. This is to help preserve the fragile ecosystem. If you are on a small ship of up to 100 passengers, then you get a chance to go ashore every time. If the ship is larger, then there will be less opportunity for landings.

- Ask Student A these questions. Make notes and ask for clarification and more details if necessary.

- 1) Do we need a visa?
- 2) What are the ships like? [2]

### **Reading Cultural differences**

**Exercise 23.** Work in pairs. Look at this list of ‘cultural tips’ for tourists when mixing with Mongolian people. Decide which are ‘dos’ and which are ‘don'ts’?

#### **Dos and don'ts in Mongolia**

- have long conversations in your own language in front of hosts who don't understand.
- sit with your feet underneath you or cross-legged, walk in front of an older person.
- let a post or fence come between you if you are walking with a Mongolian.
- receive food or a gift from a Mongolian with both hands.
- point a knife in the direction of anyone.
- turn your back on an altar or religious object.
- take a sip or nibble of drink or food that is offered.
- walk round inside a house or tent in a clockwise direction.
- take food from a plate with your left hand.
- keep your hat on when entering a house or tent.
- touch other people's hats.
- leave a small gift, other than money, for your hosts.
- take off your gloves before shaking hands.

**Exercise 24.** Look at the next information and check your answers. Do any of the tips surprise you?

- Don't have long conversations in your own language in front of hosts who don't understand.
- Do sit with your feet underneath you or cross-legged.
- Don't walk in front of an older person.
- Don't let a post or fence come between you if you are walking with a Mongolian.
- Do receive food or a gift from a Mongolian with both hands.
- Don't point a knife in the direction of anyone.
- Don't turn your back on an altar or religious object.
- Do take a sip or nibble of drink or food that is offered.
- Do walk round inside a house or tent in a clockwise direction.
- Don't take food from a plate with your left hand.
- Do keep your hat on when entering a house or tent.
- Don't touch other people's hats.
- Do leave a small gift, other than money, for your hosts.

- Do take off your gloves before shaking hands. »

**Exercise 25.** Complete this table of dos and don'ts for (a) your own country, and (b) another country you know about. Mark dos with a tick (V), don'ts with cross (X) and write – if it doesn't matter.

	(a)	(b)
Smoke in a public building		
Wear a hat in a religious building		
Wear shorts in a religious building		
Point at someone with your finger		
Kiss family or friends in public		
Blow your nose in public		
Eat with your left hand		
Take photos of local people		
Leave food on the plate at the end of the meal		
Arrive on time for an appointment		

### **Writing Cultural tips**

**Exercise 26.** Write a list of cultural tips for visitors to your country. The list could appear in a guidebook or on a website. Include categories on

- eating and drinking;
- visiting famous and religious buildings;
- being a guest in someone's house;
- gestures, body language, and physical contact and space;
- any other categories you think are important.

### **Find out**

**Exercise 27.** How can you find out about cultural tips for visitors to other countries? Think of a country that you would like to visit. Look at the website of the national tourist office. Does it give any useful advice? Ask your local travel agent for useful cultural advice. [2, 89]

### **Vocabulary Escape and enlightenment holidays**

**Exercise 28.** What does these words mean?

spa	aromatherapy retreat (noun)
meditation	t'ai chi
yoga	hikes / hiking
shiatsu	anti-aging treatment
massage	

**Exercise 29.** Which two words describe a place rather than an activity? Which activities would take place in them?

**Exercise 30.** Which of the words would you expect to appear in the brochure descriptions for these holidays?

- 1) Rio Caliente: Hot springs, Spa and nature resort, Primavera Mexico.
- 2) Camino de Santiago: The Pilgrimage Route of St James, Spain.
- 3) Dhanakosa Buddhist Retreat, Scotland.

**Exercise 31.** Work in groups of three. Tell the others in your group about the holiday and mention

- the location
- what you can do
- any other information.

Student A: RIO CALIENTE

Hot Springs – Spa and Nature Resort Primavera, Mexico

Rio Caliente is a natural hot spring spa and retreat centre, only 45 minutes from the international airport of Guadalajara, Mexico. Situated on the slopes of an ancient valley, it offers the natural beauty of the forest and mountains and boasts a perfect mountain climate. Rio Caliente provides the ideal secluded location for the spa-goer seeking rest, relaxation, and rejuvenation.

«At Rio Caliente, you can enjoy doily yoga and water exercise, guided nature hikes, soaks in hot mineral water, horseback excursions, and massage, aromatherapy, beauty and anti-aging treatments.

Recharge your spirit and your imagination. Recharge your body and soul. Come 10 Rio Caliente! »

Student B: CAMINO de LANTIAGO

The pilgrimage route of St. James

Probably the most famous Christian pilgrimage route of all is the medieval route to Santiago de Compostela in northern Spain, burial place of St. James. Pilgrimages began in the 10th century.

We follow the whole route from le Puy to Santiago in ten stages. You can choose the section that passes through the part of the country that interests you, and you can start at any point along the route.

Your luggage is moved ahead each day, and you are accommodated in comfortable small hotels: and guest houses with breakfast and dinner unless otherwise stated.

Depart any day you like from 1 May to 30 October.» [2]



Student C: DHANAKOSA BUDDHIST RETREAT

**Yoga and Meditation**

Dhanakosa is a Buddhism, Meditation, and Yoga retreat centre in Scotland, and ideal place for learning meditation and complementary activities like yoga, t'ai chi, hiking. And shiatsu. Dhanakosa sits by the shores of Loch Viol and is surrounded by the magnificent mountains and forests of the Scottish Highlands. It provides a quiet and beautiful setting for retreats.

Retreats are an ideal situation in which to take a fresh look at yourself and your life. You can learn to meditate or take your meditation further with a help of experienced teachers. This can help you develop clarity, confidence, energy, and positive emotion. These retreats provide an excellent introduction to both meditation and Buddhism.

Yoga and meditation: In these retreats the yoga work is presented as an important part of meditation practice. The classes are taught from basic principles and can be enjoyed by people with any level of experience.

Book early as these retreats are very popular. [2]

**Exercise 32.** Think of three different people you know and recommend one of the holidays for each of them. Explain why that type of holiday is the best for them.

**Language spot Describing service provision**

**Exercise 33.** Look at these four ways of describing service provision taken from the texts. In each case find two other examples of the structure.

1) *offers, provides, boasts* (Present Simple)

It **offers** the natural beauty of the forest.

2) You can + infinitive

**You can** enjoy daily yoga and water exercise.

3) Present Simple Passive

The yoga work **is presented** as an important part of meditation practice.

4) Imperative

**Depart** any day you like from May 1 to October 30.

**Exercise 34.** Complete the description using the phrases in the list.

book provides is held you can offers

The tour of the Seven Holy Cities of India (1) \_\_\_\_\_ the chance to rediscover your spiritual energy. (2) \_\_\_\_\_ learn about the Hindu religion. (3) \_\_\_\_\_ visit the sacred town of Haridwar. The spectacular Kumba Mela religious festival (4) \_\_\_\_\_ every twelve years. (5) \_\_\_\_\_ early to avoid disappointment.

*Go to Grammar reference Unit 7.*

**Customer care Ability and suitability**

**Exercise 35.** Read the information and answer the questions.

It is important for tourism providers to make sure their customers are able to do the adventure activities they have signed up for. But at the same time, they should allow and encourage people to do things that are ‘out of the ordinary’.

- 1) Do you agree with the statement above?
- 2) Do you know anyone – e.g. friends or family – who has done an adventure activity or taken a holiday with a difference that you didn't think was suitable?
- 3) How can tourism providers check their customers' suitability?
- 4) Are there any situations when a tourism provider should refuse to allow someone to do an activity?

### **Speaking Tourist types and holiday types**

**Exercise 36.** Write four different types of tourist on separate pieces of paper.

EXAMPLE: *young single male interested in water sports*

**Exercise 37.** In groups of three or four, take ten of the types of tourist. Take turns to pick one of them and select a ‘holiday with a difference’. Say why you think the tourist would like that holiday. The rest of the group should decide if the match is good. The person with the most accepted matches wins.

EXAMPLE: *He'll like the windsurfing holiday because he'll be able to develop his skill in water sports.* [2]

### **Key words**

aromatherapy  
cattle ranch  
conservation  
diving  
enlightenment  
gastronomic  
expedition  
health farm

hillwalking  
massage  
meditation  
mountain climbing  
mountaineer  
retreat  
spa  
t'ai chi

volcano  
whale-watching  
white-water rafting  
wildlife  
windsurfing  
yoga

**My own  
vocabulary list**

## UNIT 8. THE AIRLINE INDUSTRY

### Lead-in

**Exercise 1.** Match the words and phrases from the list with the pictures about flying: boarding card, landing, take-off, check-in, passenger cabin crew, taxi, cruise, security control.

**Exercise 2.** Number the pictures in the right order for a typical flight.

**Exercise 3.** Listen and check.

### Listening The ups and downs of flying

**Exercise 4.** Four people are discussing how they feel about air travelling. Listen and mark what they like with a tick , and what they don't like with a cross . If they don't mind, write - . Check your answers with your partner.



	Isabel	Alexi	Millie	Gustavo
Travelling to and from airports				
Checking in				
Going through security				
Waiting to embark				
Boarding when you haven't got a seat number				
Taking off				
A window seat				
Landing				
Waiting for your luggage				
Travel delays				

**Exercise 5.** Listen again and complete the sentences below.

- I actually \_\_\_\_\_ to the airport ...
- And I \_\_\_\_\_ landing.
- I \_\_\_\_\_ taking off.
- ... and then just rising in the air suddenly. I \_\_\_\_\_.
- I \_\_\_\_\_ the delays.
- ... being in the airport all day. I \_\_\_\_\_ that.
- I \_\_\_\_\_ waiting to embark.
- I \_\_\_\_\_ for luggage.» [2]

### **Language spot 'like' or 'dislike'**

**Exercise 6.** Put the different expressions of 'liking' in order from the most positive to most negative.

don't like	quite like
don't mind	really don't like
hate	really hate
like	really love
love	

**Exercise 7.** We can say *I like ...* or *I quite like ...*, and we can also say *I really like*. What is the difference?

**Exercise 8.** Now ask your partners how they feel about each stage of flying, especially

- getting to and from the airport
- queuing at the check-in desk
- going through security control
- waiting in the departure lounge
- taking off
- being in the air
- landing.

***Go to Grammar reference Unit 8.***

### **Vocabulary. Air travel**

'Fly' and 'flight' are two words we use when we want to talk about moving through the air. Let's find out when and how to use both words.

To fly is to move through the air.

You also say that you fly a flag.

Fly has the forms 'flew' and 'flown'.

The plane flew in yesterday.

The bird has flown to the nest many times.

The act of flying is called 'flight'.

Taking pictures of birds in flight is not easy.

**Exercise 9.** *Fly, flight, flying* – use the correct word to complete each sentence.

1. The first powered \_\_\_\_\_ was made by the Wright Brothers in 1903.
2. Even though \_\_\_\_\_ is the safest form of transport, some people are afraid of it.
3. Modern jet aircraft \_\_\_\_\_ at an altitude of 8,000 to 9,000 meters.

**Exercise 10.** Complete the sentences with a word from the list: *arrivals, depart, arrive, departure, board, land, boarding, landing, check in, takeoff, check-in, take-off.*

1. The last time I flew, our \_\_\_\_\_ was delayed by over two hours.
  2. Most airports give information about departures and \_\_\_\_\_ on TV monitors placed around the airport.
  3. When you \_\_\_\_\_, the clerk asks you if you have packed your bag yourself.
  4. You cannot use electrical equipment during either \_\_\_\_\_ or landing.
  5. Modern navigation systems mean that aircraft can \_\_\_\_\_ safely at night, in bad weather, and even without a pilot.
  6. Even if you have a \_\_\_\_\_ card, some airlines ask to see your passport as well.
- [2, 77]

**Exercise 11.** Write sentences like this for three of the other words in the list. Ask your partner to complete the sentences.

### **Reading Tourism and air travel**

**Exercise 12.** Look at the title of the article *Fly the world (but at what price?)*. What do you think the article will be about? Choose from the following possibilities. Read the article and see if you were right.

1. The future of air travel.
2. The advantages and disadvantages of air travel.
3. The incredible places you can fly to if you have enough money.
4. How to get the cheapest tickets for different flights.

**Exercise 13.** Answer the questions

How many millions of

- a) people travelled by plane in 2005?
- b) passengers used Atlanta airport in 2005?
- c) people are employed by the airline industry?

**Exercise 14.** Read the article and find:

- 1) two advantages of air travel;
- 2) three disadvantages of air travel.

#### ***Fly the world (but at what price?)***

The development of jet aircraft has revolutionized travel, making it possible to go much further much faster. New York in the morning. A meeting and lunch in San Francisco. Then back east to Boston, before ending the day in Washington. Almost anything is possible.

And the airline industry is not just fast, it's is big. Very big! In fact it's huge, starting with more than three million people employed by the world's airlines, or with the 14,000 airports that passengers fly to or from. How many passengers? Over 1.5

billion worldwide in 2005, with Atlanta International, the world's busiest airport, handling over 80 million passengers alone.

In order to try to keep such a complex industry under control, each of the world's airports has a special code. The International Air Transport Association (IATA) takes responsibility for the designation of these codes, and they can easily be found on the Internet. Every single flight that takes off is also identified by a unique number, called a flight number. This is composed of the airline's code and then three or four digits.

Airlines work through scheduled flights, which take off and land at regular published times, or charter flights that are contracted to fly at a set time. Flights can be Short-haul, medium-haul, or long-haul, depending on the distance covered, but whatever the distance, passenger safety is at the heart of all operations, making air travel the safest form of transport by far.

Inevitably air travel creates problems, beginning with some people's fear of flying. More recently, however, the skies we fly have begun to look darker than the industry wants to admit. Security is now a major problem, especially after the devastating impact of the September 11 terrorist attacks on New York and Washington.

Also blackening the skies are the emissions from jet aircraft. A return transatlantic flight, for example, can produce up to two tons of carbon dioxide per passenger! So serious is the problem that in 2005 the UK Environment Minister asked travellers to consider subscribing to one of the carbon offset schemes available. 'It's relatively cheap. For example, the climate change impact of a flight to the Mediterranean only costs around £5 to offset.' [2, 78]

### **Find out**

**Exercise 15.** What is a *carbon offset scheme*? How does it work? (Hint - type 'carbon offset scheme' into an internet search engine like Google.)

**Exercise 16.** Which air carriers are currently on the US and EU blacklists? Discuss in class.

### **Pronunciation**

**Exercise 17.** Look at the names and codes of these airports. How many do you recognize?

**Exercise 18.** Listen and repeat the pronunciation of the airport codes. Pay special attention to the pronunciation of *t* and *d*.

<b>Country</b>	<b>Airport name</b>	<b>Airport code</b>
Australia	Delta Downs	DDN
Indonesia	Datadawai	DTD
Pakistan	Dadu	DDU
Taiwan	Taitung	TTT
Tanzania	Tanga	TGT
Tongo	Kuini	NTT
Vietnam	Da Nang	DAD

**Exercise 19.** «Work with a partner. Ask and answer about airport codes.

EXAMPLE: **A** *What's the code for Da Nang?*

**B** *It's DAD.*

**Exercise 20.** Say the following words. Pay special attention to *d* and *t*.

boarding card	flight	scheduled
take off	transit	transport
code	airport	depart»
ticket		

**Speaking** The air travel route map

**Exercise 21.** Look at the route map for British Airways. Do you know the names of the countries you can fly from London airport? Discuss with your partner.

**Exercise 22.** How many terms do you recognize? Work in pairs. Match terms with their definitions.

1. Connecting flight	a. A flight that does not involve a change of flight number
2. Direct flight	b. Personal possessions taken on to a plane by a passenger, including checked and hand luggage
3. Fly-Drive package	c. A flight without any stops
4. Hub	d. A return air ticket that allows you to fly into a country at one airport, and leave the country by a different airport
5. Baggage	e. an air journey that departs from and arrives back at the same airport
6. Non-stop flight	f. A central airport used as a connecting point to direct passengers to their other destinations. Madrid is the hub for the Spanish airline Iberia.
7. Open-jaw trip	g. A segment of a flight that requires a passenger to change planes, but not change carriers.
8. Return trip	h. A package that includes the cost of both the flight and hire of a car at the destination
9. Stopover	i. An interruption to a trip lasting twelve or more hours
10. Terminal	j. The airport building that has all the facilities for passengers that are arriving or departing.
11. Air ticket	k. A unique two letter code that is used to identify an airline in official schedules and timetables. BA, for example, is the carrier code for British Airways

12. Carrier code	l. An agreement between two air carriers that allows the first carrier to use its carrier code on an aircraft operated by the second one
13. Scheduled airline	m. A contract between an air carrier and a passenger that gives the passenger the right to travel on specific flights
14. First class	n. An airport that is the main entry point to a particular region or country
15. Code sharing	o. The strategy airlines use of selling more seats than are available on the plane
16. Frequent flyer program	p. An air ticket that allows a passenger to go round the world, stopping in at least three continents, but always travelling either east or west
17. Gateway airport	q. An airline that offers regular flights that depart and arrive at published times
18. Overbooking	r. The best service and highest fare offered by an airline
19. RTW trip	s. Passengers who are waiting to change planes at a hub airport
20. Transit	t. A programme offered by airlines that gives frequent travellers points that are valid for free or discounted travel in the future

**Exercise 23.** Work in pairs. Choose a term. Tell your partner the term. Your partner tries to explain the term in her / his own words.

**Listening Low-cost or traditional?**

**Exercise 24.** Think about the disadvantages of flying with low-cost airlines. In your opinion, what could traditional airlines do to attract customers back? Exchange your ideas with a partner.

**Exercise 25.** Listen to Martin Stanton of the Birmingham College of Food, Tourism, and Creative Studies talking about the advantages and disadvantages of both types of airline. Tick  the characteristics he mentions for each.

Characteristic	Traditional airlines	Low-cost airlines
1. Booking is possible through a travel agent.		
2. Booking is easy through the Internet.		
3. You can check luggage through to the final destination		



4. You have a seat number before you board		
5. You have the option of different classes of seat		
6. You can go on the plane first with small children		
7. The cabin staff are more friendly		
8. There is more legroom during the flight		

**Exercise 26.** Which type of airline is the best for people like Martin in your opinion? Why?

**Exercise 27.** Which type of airline do you prefer? Tell your partner, give minimum 3 reasons.

**Reading Revolution in the skies**

**Exercise 28.** Look at the logos on the aircraft tail fins. Which airlines are they from?



**Exercise 29.** Are these airlines low-cost or traditional?

**Exercise 30.** Make a list of the reasons for the current success of low-cost airlines. Read the article and see if you were right.

**LOW-COST CARRIERS**

**In the good old days It was easy.** Most countries had a national airline: KLM was the Dutch one. LOT the Polish national airline, and so on. The exception to this was the US, where different major airlines such as Pan Am, American Airlines, or Delta, **competed** openly for clients. Most of these airlines offered similar products at more or less the same prices. Of course, some companies concentrated more on short-haul, domestic flights - the sort of flight where you are only just in the air when the cabin crews are telling you to get ready for landing. Others like Qantas became famous for their long-haul, intercontinental routes, offering free stopovers to make eighteen-hour flights more attractive to customers.

The air ticket itself was, and still is, a complex business. The basic return ticket was the commonest: the Single ticket was so expensive that nobody ever bought one

except in an emergency. And of course, the traditional ticket came in different classes to suit different pockets: economy for the masses, business for the executives, and first class for those lucky few who could pay ten times the economy tariff to get more legroom and a seat that converts into a bed!

The whole system was turned upside down, however, by the arrival of the low-cost carriers. Ryanair got **no-frills** flying going in the early 90s, modelling itself on the American budget airline, Southwest Airlines. Easy jet was quick to follow, and since then the idea of getting on a plane the same way you would get on a coach has really taken off, with Germanwings, Smart Wings, BMI Baby, Vueling, and a hundred others. The rest is history, with traditional airlines going deeper and deeper into crisis in this first decade of the new millennium.

The low-cost strategy is based on limited turnaround times at airports - usually twenty to 25 minutes. This means that the airlines can get more flights out of a day - eight as opposed to the normal six. Some low-cost carriers also use secondary airports, with much lower landing and take-off charges. Paperless ticketing and sales over the Internet and the phone also keep costs down. They also issue single tickets only, and of course, there are no first-class or business-class seats. No free newspapers nor free food. In fact, no free anything, although you can pay to buy most things during the flight.

And the future? Paperless ticketing and internet sales from traditional airlines? That's already here. Low-cost flights to long-haul destinations? That's less likely to happen, precisely because of the way low-cost carriers make their money by fitting so many flights into each day. But who knows? The sky's the limit! [2, 80]

**Exercise 31.** According to the article, which of the following statements are:

- a) only true for major airlines?
- b) only true for low-cost carriers?
- c) true for both types of airline?
- d) true for neither type?
  1. They do not have different classes of seating on board their planes.
  2. They offer free in-flight food and entertainment.
  3. They offer free stopovers on long-haul flights.
  4. They often use less important airports.
  5. They only sell single tickets.
  6. They operate long-haul flights.
  7. They operate short- and medium-haul flights.
  8. They spend as little time on the ground as possible.
  9. They use paperless ticketing.

**Exercise 32.** Why are low-cost carriers less likely to be interested in long-haul operations?

## Vocabulary Low-cost carriers

**Exercise 33.** Complete the sentences with terms from the reading.

1. A less technical name for a low-cost carrier is a \_\_\_\_\_.
2. A \_\_\_\_\_ allows you to interrupt a long flight and stay in a city en route to your destination.
3. A \_\_\_\_\_ - \_\_\_\_\_ flight is one that does not go further than 1,000 km.
4. \_\_\_\_\_ - \_\_\_\_\_ are airlines that offer low fares for basic services with no 'extras' such as meals on the plane.
5. Giving the customer a reference number for a seat on a plane but not a ticket they can hold in their hand is known as \_\_\_\_\_.
6. The fees an airline pays to an airport for using its facilities are known as \_\_\_\_\_ and \_\_\_\_\_.
7. The \_\_\_\_\_ is the minimum time between a plane landing and taking off.

## Writing «Producing a questionnaire»

Low-cost carriers have been successful because they asked their clients about their preferences. This kind of research is essential in tourism.

**Exercise 34.** Use the notes below to produce a questionnaire for an airline. Work in pairs. Ask your partner questions to complete the survey.

•	Age?
•	Profession?
•	How often/fly?
•	Reason – business/leisure?
•	Normally use low-cost airlines, or traditional?
•	Travel agent/internet booking – which easier?
•	Internet booking – feel secure sending credit card details, etc.
•	Paperless tickets – happy which them?
•	Choice of class (business/economy) important?
•	Check-in time – 2 hours before flight too long?

## Language spot Asking questions politely

**Exercise 35.** It is very important to ask questions politely when you carry out a survey. It is not a good idea to ask direct questions.

EXAMPLES: *How old are you?*

*What's your job?*

*Where are you going?*

Instead, try to use polite forms.

EXAMPLES: *Would you mind telling me how old you are?*

*Could you tell me what you do for a living?*

*Can I ask you where you are going to?*

**Exercise 36.** Listen to the interview with Martin Stanton again, and complete the polite questions.

1. \_\_\_\_\_ you \_\_\_\_\_ a couple of questions about air travel?
2. \_\_\_\_\_ you \_\_\_\_\_ often you fly?
3. \_\_\_\_\_ you \_\_\_\_\_ you use low-cost airlines at all?

*Go to Grammar reference Unit 8.*

### **Customer care Questionnaire tactics**

When you ask a traveller to answer a questionnaire, remember to

- say what the questionnaire is about;
- ask permission before you ask any questions;
- tell the person how long the interview will last.

It is not enough to ask polite questions. You have to sound polite, too. Smile when you ask your questions. Avoid looking down at your question sheet all the time.

Remember to look at the person you are interviewing.

*Communication Skills Presentation [2, 82]*

**Exercise 37.** In which of the pieces of advice would you say

*This will only take five minutes.*

*Excuse me, I'm doing a survey about air travel.*

*Would you mind answering a few questions?*

**Exercise 38.** How should you finish a questionnaire? What should you say at the end?

### **It's my job**

**Exercise 39.** Look at the photo of Javier. Write T (true) or F (false).

1. He's Spanish.
2. He's a pilot.
3. He likes working in tourism.
4. He knows the secret to working in tourism.



**Exercise 40.** Now read about Javier and see if you were right.

### **Javier Diez**

**Name:** Javier Diez

**Job:** Sales Representative in the flights and reservations section of Aeropostal, the Venezuelan airline.

**Based:** In Madrid.

**Education:** Three years' study at a university college of tourism in Venezuela

**Experience:** Four years. Started in Venezuela with American Airlines, then moved to Spain to begin in Aeropostal.

**Future:** Become a manager in his present company.

**Thoughts about:**

... **his job** I like the airline industry. It's what I know, and I like it very much.

... **his career** I think this career's beautiful- very beautiful and very interesting. We learn so much about the people, about other cultures, but above all, about how to treat the people as we like to be treated.

... **tourism** In tourism your product is a service. It's not a tangible product, and that's very important. So I think the secret to working in tourism is customer service. You have to be very patient - very, very nice. You have to give the service as you would like to be treated. I think that's the secret - customer service. And as in other areas, you have to like what you're doing and do it well. With love. With care.

**Key words**

air ticket

baggage

boarding card

budget airline

carrier code

connecting flight

delay

direct flight

emissions

low-cost carriers

long-haul (flights)

short-haul (flights)

non-stop flight

open -jaw trip

paperless ticketing

return trip

scheduled airline

secondary airport

security control

stopover

take-off

turnaround time

My own vocabulary

list

## UNIT 9. AIRPORT DEPARTURES

### Lead-in

**Exercise 1.** Answer the following questions.

- 1) How many airports have you been to?
- 2) What's your favorite airport? Why?
- 3) Where do you think would be the most interesting place to work in an airport?  
Where would be the most dangerous?

### Where in the world?

**Exercise 2.** What happens when travelers depart from and arrive at an airport? Divide the following into departure and arrival procedures and put them in the order in which they occur.

- a) passport control
- b) board the plane
- c) security check
- d) immigration
- e) departure lounge
- f) arrivals hall
- g) baggage reclaim
- h) check-in desk
- i) departure gate
- j) get off the plane (disembark)
- k) customs

### Vocabulary Airport facilities and services

**Exercise 3.** Look at the symbols of airport facilities. What do they represent? Talk to your partner and discuss.



**Exercise 4.** Which symbol represents a place where:

- a) you can store your baggage?
- b) you can get emergency medical treatment?
- c) you can rent a car?
- d) you may have your luggage searched?
- e) you might find something you have lost?

**Exercise 5.** Match the words in the list with the symbols.

- |                       |                  |               |
|-----------------------|------------------|---------------|
| a) hotel reservations | j) lost property | s) bar        |
| b) immigration        | k) smoking area  | t) first aid  |
| c) luggage trolleys   | l) post office   | u) customs    |
| d) restaurant / café  | m) information   | v) toilets    |
| e) bureau de change   | n) hairdressers  | w) telephones |
| f) baggage store      | o) escalators    | x) arrivals   |
| g) email and Internet | p) departures    | y) car rental |
| h) railway station    | q) shops         |               |
| i) cashier            | r) lifts         |               |

**Exercise 6.** Work in pairs. Five services or facilities do not have a symbol. Design suitable symbols, and compare with the class.

### **Reading Working in airports**

**Exercise 7.** Make a list of the different jobs in an airport. Which job would you most / least like to do?

**Exercise 8.** Read the article for people training in tourism and complete the gaps with the extracts below.

#### **Inside tourism: Getting an airport job**

When people think about working in the air travel industry they usually think of flight attendants and pilots - the cabin crew and the flight crew. But there are many other job opportunities at airports. These can include working in the various \_\_\_(1), or more specifically tourism related services, such as the \_\_\_ (2).

The work of the airline ground crew includes \_\_\_ (3) until they board the plane and are handed over to the cabin crew. Most employers will expect ground crew to have a good basic education, including a good level of English. You should have a pleasant helpful personality. Previous experience in a job which involves working with the public (such as \_\_\_ (4)) is preferred. As with travel consultants and cabin crew, ground crew are usually employed on permanent contracts but often work shifts. Free and discounted flights are usually offered after a probationary period. Some jobs at the airport do not involve contact with the public. Examples of these are \_\_\_ (5). For more information on getting a job at an airport, you should ... » [2]

- a) information desk, the bureau de change, the check-in desk, the security check, and customs and immigration
- b) shops, hotels, restaurants, and banks;
- c) baggage handlers, mechanics, and drivers;
- d) restaurants, bars, and shops;
- e) selling tickets, checking in passengers, dealing with enquiries, and supervising passengers. [2]

**Listening An airport worker**

**Exercise 9.** Listen and complete the questions that the interviewer asks.

- 1) What does \_\_\_\_\_?
- 2) How many \_\_\_\_\_?
- 3) What qualifications \_\_\_\_\_?
- 4) Is it \_\_\_\_\_?
- 5) What do you \_\_\_\_\_?
- 6) And \_\_\_\_\_?
- 7) So you're \_\_\_\_\_?
- 8) Do you \_\_\_\_\_?

**Find out**

**Exercise 10.** Find out about your nearest airport and complete the fact file.

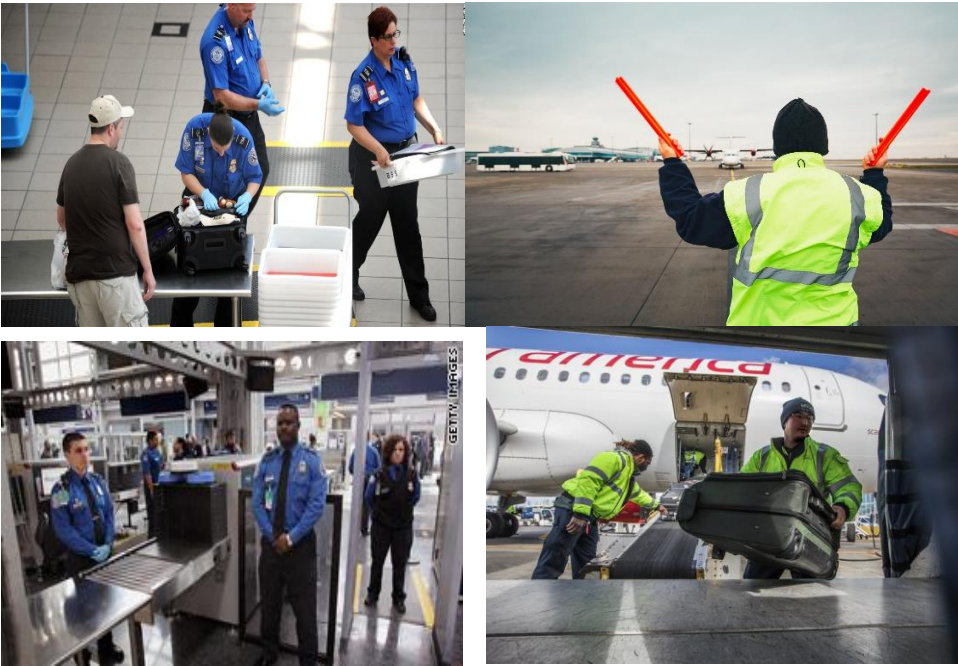
**FACT FILE**

- Name of airport:
- Airport code:
- Airlines operating:
- Information – telephone number:
- Information – website / email:
- Lost luggage – telephone number:
- Distance from main city / cities in region:
- Transport options to city:
- Cost of return trip to city:
- Hotel options (at or near airport):
- Restaurant facilities:
- Shopping facilities:
- Business services:
- VIP lounge:
- Car hire companies operating:
- Car park fees (short stay / long stay):

**Vocabulary Airport language**

**Exercise 12.** Which airport workers are shown in the pictures?





**Exercise 13.** Complete the questions with the words in the list, and say where each question could be asked. Which questions are asked by passengers?

- |               |          |             |
|---------------|----------|-------------|
| sharp objects | window   | passport    |
| ticket        | aisle    | help        |
| help          | suitcase | checking in |
| board         | purpose  | landed      |
| meeting point | baggage  | meeting     |

- 1) Can I have your \_\_\_\_\_ and \_\_\_\_\_?
- 2) Has the flight \_\_\_\_\_ yet?
- 3) Did you pack your \_\_\_\_\_ yourself?
- 4) Are you \_\_\_\_\_ someone?
- 5) What is the \_\_\_\_\_ of your visit?
- 6) Are you carrying \_\_\_\_\_ any in your hand luggage?
- 7) Could you \_\_\_\_\_ me?
- 8) Can I \_\_\_\_\_ you?
- 9) Has your \_\_\_\_\_ been in your possession at all times?
- 10) Are there any \_\_\_\_\_ seats available?
- 11) Can you tell me where the \_\_\_\_\_ is?
- 12) Is it too late to \_\_\_\_\_ the plane?
- 13) Are you \_\_\_\_\_ any bags today?
- 14) Would you like an \_\_\_\_\_ seat?

**Language spot Responding politely to questions and requests**

**Exercise 14.** What could be the questions to the following responses by airport workers? Think of as many options as possible and write them down.

- a) Certainly. How can I help?
- b) I'm afraid it is. The cabin doors have been locked.
- c) No, I'm sorry, it hasn't. There's been a delay.
- d) Yes, of course. It's just over there, next to the newsagents.
- e) I'm afraid there aren't. The flight's very full.

***Go to Grammar reference Unit 9***

**Exercise 15.** Note how the airport worker gives a reason when saying *No*. This makes the negative more polite. Think of a reason for saying *No* to the following questions:

- 1) Can we smoke here?
- 2) Can I go to the front of the queue?
- 3) Is it OK to take my guitar on as hand luggage?
- 4) Is there any chance of an upgrade to First Class?

**Exercise 16.** Write down three or four questions that a passenger might ask – include at least one where you would expect a negative response. Ask your questions to a partner and act out the dialogue.

**Listening Two airport dialogues**

**Exercise 17.** Listen to these two airport dialogues. Where do they take place?

**Exercise 18.** Listen again. Note down the flight numbers, gate numbers, and cities that are mentioned.

**Exercise 19.** Listen again and complete the dialogues.

***CONVERSATION A***

A: Could you \_\_\_ (1)? I'm trying to find out if a flight has arrived or not.

B: \_\_\_\_\_ (2). Are you meeting someone?

A: Yes, my brother. He was due in on \_\_\_ (3) from \_\_\_ (4). Has it arrived yet?

B: Yes, \_\_\_\_\_ (5). Let me check the \_\_\_\_\_ (6). Here it is. It arrived an hour ago. He should be coming through \_\_\_\_\_ (7) about now.

A: Right, I'll go there. \_\_\_\_\_ (8) you say?

B: Yes, or if he's not at \_\_\_\_\_ (9), try the \_\_\_\_\_ (10).

A: That's a good idea. Can \_\_\_\_\_ (11) where the meeting point is?

B: \_\_\_ (12). It's just over there, next to the newsagents.

A Thanks for your help.

B: \_\_\_\_\_ (13). [2, 103]

## **CONVERSATION B**

C: Hello. Can I have your passport and \_\_\_\_ (1)?

D: Here you are.

C: Thank you. Are you \_\_\_\_ (2) any bags today?

D: Just this one. The other's \_\_\_\_ (3).

C: Can you put it on the \_\_\_\_ (4)? Thanks. Did you \_\_\_\_ (5) yourself?

D: Yes, I did.

C: Has anyone \_\_\_\_ (6) your luggage in any way?

D: No, they haven't.

C: Are you carrying any \_\_\_\_ (7) such as nail scissors?

D: No, I'm not. Can \_\_\_\_ (8) if there are any window seats available?

C: No, \_\_\_\_ (9) there aren't. The flight's very full. Would you like an aisle seat?

D: Yes, that'll do.

C: OK. Here's your \_\_\_\_ (10). You'll be boarding through \_\_\_\_ (11) in 30 minutes.

Have a \_\_\_\_ (12).

D: Thank you. [2]

## **Speaking The check-in and information desks**

**Exercise 20.** Work in pairs.

Student A. You are a check-in clerk. Look at the departures board and seat availability notes and answer Student B's questions.

### *REMINDERS:*

- \* Check passenger has correct flight;
- \* Check in luggage (hand luggage = one bag only);
- \* Ask security questions;
- \* Give boarding pass and gate number;
- \* Point out if flight is on time.

Student B. You are a passenger. Ask the check-in clerk about departures and seat availability.

*Passenger 1:*

Flight: UA 900 to Frankfurt

Preferred seat: window

Luggage: two bags as hand luggage

*Passenger 2:*

Flight: KL605 to Amsterdam

Preferred seat: Window

Luggage: Very large suitcase

*Passenger 3:*

Flight: DL8599 to Paris

Preferred seat: No preference, but two together

Luggage: One to check and one hand luggage each

*Passenger 4:*

Flight: BA284

Preferred seat: No preference

Luggage: Hand luggage only (in a hurry to get to appointment in London). [2]

**Exercise 21.** Now change roles. Student B is the information clerk. Look at the arrivals board and answer Student A's questions. Time now is 14:30.

### **Reading Air passenger rights**

**Exercise 22.** What things can go wrong for air passengers? Think about: before boarding, during the flight, after landing.

**Exercise 23.** Now look at the front page of a European Commission leaflet about air passengers' rights. What do you think air passengers have a right to in each of the four categories?

*If you are denied boarding, the airline must ...*

*If your flight is cancelled, the airline must ...*

**10 passenger rights**  
however you travel

In the last 5 years, passenger rights extended from air, to cover also passengers travelling by rail, boat, bus and coach. The EU is now the first area in the world where passengers have guaranteed rights across all forms of transport when something goes wrong with their trip. Disabled passengers and those with reduced mobility have specific rights as well.

1. Non-discrimination
2. Access and assistance for disabled passengers and passengers with reduced mobility
3. Information
4. Choice to cancel trips due to disruption
5. Rerouting or rebooking
6. Assistance in event of long delay
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights

**Your passenger rights at hand**  
EUROPEAN COMMISSION

Source: European Commission Communication: A European vision for passengers: communication on passenger rights in all transport modes

[https://www.eccireland.ie/wp-content/uploads/0-to-ten-p010\\_en-1024x717.jpg](https://www.eccireland.ie/wp-content/uploads/0-to-ten-p010_en-1024x717.jpg)

**Exercise 24.** Work in two groups, Group A, read about 'Denied boarding' and 'Cancellation', Group B, read about 'Long delays' and 'Baggage'.

- 1) Find out the level of compensation that the airline must provide.
- 2) Explain what you have discovered to a student from the other group.

### **Having problems with your journey?**

The European Union (EU) has strengthened rights. Here are the most important.

#### **If things go wrong ...**

The EU has created a set of rights to ensure air passengers are treated fairly.

The airline operating your flight is responsible for transporting your baggage, and must respect your rights.

*Denied boarding and cancellation.* If you are denied boarding or your flight is cancelled, the airline operating your flight must offer you financial compensation and assistance. These rights apply, provided you check in on time, for any flight, including charter:

- from an EU airport, or
- to an EU airport from one outside the EU, when operated by an EU airline.

«*Denied boarding* . When there are too many passengers for the seats available, an airline must first ask for volunteers to give up their seats in return for agreed benefits. These must include the choice of either refund of your ticket or alternative transport to your destination.

If you are not a volunteer, the airline must pay you compensation of:

- €250 for flights of 1,500 km or less;
- €400 for longer flights within the EU, and for other flights between 1,500 km and 3,500 km;
- €600 for flights over 3,500 km outside the EU.

The airline must also give you:

- a choice of either a refund or your ticket (with a free flight back. to your initial point of departure when relevant) or
- alternative transport to your destination, and meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities.

*Cancellation.* Whenever your flight is cancelled, the operating airline must give you:

- a choice of either a refund or your ticket (with a free flight back to your initial point of departure when relevant) or
- alternative transport to your destination, and meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities.

The airline may also have to compensate you at the same level as for denied boarding, unless it gives you sufficient advance notice. You shall be informed about alternative transport.

Refunds may be in cash, by bank transfer or cheque or, with your signed agreement, in travel vouchers, and must be paid within seven days. If you do not receive these rights, complain immediately to the airline operating the flight.

*Long delays / immediate assistance.* If you check in on time for any flight, including charters: from an EU airport, or to an EU airport from one outside the EU, when operated by an EU airline and if the airline operating the flight expects a delay

- of two hours or more, for flights of 1,500 km or less;
- of three hours or more, for longer flights between 1,500 and 3,500 km;
- of four hours or more for flights over 3,500 km.

The airline must give you meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities, When the delay is five hours or more, the airline must also offer to refund your ticket (with a free flight back to your initial point of departure when relevant). If you do not receive these rights, complain immediately to the airline operating the flight.

*Baggage.* You may claim up to €1,000 for damage caused by the destruction, damage, loss, or delay of your baggage on a flight by an EU airline, anywhere in the world. If the airline does not agree with your claim, you may go to court. For damage to checked-in baggage, you must claim in writing within seven days of its return and for delayed baggage within 21 days of its return. [2]

### **Speaking Incident and action log**

**Exercise 29.** In groups, look at this airline ‘incident and action log’. For each of the incidents, decide if the airline acted correctly according to the European Commission leaflet. [2]

<b>Incident</b>	<b>Passenger action</b>	<b>Airline action</b>
1. «Five passengers over booked on flight from London to Paris.»	«No passengers volunteered to go on to alternative flight.»	«Passengers selected randomly and put on alternative flight (three hours later). Free meal and drink given as compensation, plus €50 voucher for the Gift Shop.»
2. «Flight from Rome to New York cancelled at last minute due to technical problems.»	«All passengers moved on to flight on next day.»	«Hotel accommodation given (plus meals and transfers). In addition compensation of £250 paid to each passenger.»
3. «Flight from Zurich to Dublin delayed by one hour and 30 minutes . »	n/a	«Free drink given to all passengers.»
4. «Flight from Madrid to Tokyo delayed by seven hours.»	«Nearly all passengers agreed to wait, but two wanted to cancel and get a refund.»	«Meals and refreshments given, plus offer of airport hotel accommodation. No refunds given.»
5. «Baggage lost on Bonn to London flight.»	«Passenger claimed €2,000	«Passenger given £1,000 compensation and a 10% discount

	compensation.»	voucher for a future flight.»
6. «Suitcase damaged, and some contents broken and missing (on same flight as 5).»	«Passenger made verbal report to clerk, but written claim received eight days later.»	«Passenger given €100 compensation.»

**Exercise 30.** Have any incidents like this ever happened to you, or someone you know? Tell the rest of the group about it.

### Customer care

**Exercise 31.** At airports customers must be cared for, but they must also be controlled. Work with a partner and discuss the questions below.

1. Can you think of examples of where care and control are needed in an airport?
2. What are the safety or security risks?
3. What should the member of staff say to the passenger in case of danger?

### Listening Two more airport dialogues

**Exercise 34.** Work in pairs. What problems can passengers have at airports (a) with their luggage, (b) if they arrive late?

**Exercise 35.** Listen to two dialogues.

- 1) In which dialogue is the airport employee showing care and in which is she showing control?
- 2) Make notes on the problems.
- 3) What solution(s) is I are offered in each case?

**Exercise 36.** Listen again. Complete the sentences. You may need more than one word per space.

1. \_\_\_\_\_ to the oversized baggage desk sometimes bags go there \_\_\_\_\_ .
2. Yes, I \_\_\_\_\_
3. In the meantime, \_\_\_\_\_ fill in this form, so we can trace it?
4. If you \_\_\_\_\_ wait over there, \_\_\_\_\_ this out.
5. Excuse me, sir. I'm \_\_\_\_\_, but you \_\_\_\_\_ through there.
6. I'm afraid \_\_\_\_\_ – the cabin doors have been shut.
7. Sir, \_\_\_\_\_ the barrier! If you do, \_\_\_\_\_ call security.
8. Now, \_\_\_\_\_ my colleague at the airline desk over there, \_\_\_\_\_ that you get on the next available flight. [2]

*Go to Grammar reference Unit 9.*

**Language spot Giving orders and stopping people doing something**

**Exercise 37.** Work with a partner. Play out two dialogues where the first one is polite and the second one is impolite.

### **Pronunciation**

**Exercise 40.** When we deal with the public we usually want to sound firm but polite. Listen and decide whether these sentences are (a) firm but polite or (b) firm but too direct.

1. Can you take off your jacket?
2. Can you take off your jacket?
3. I'm sorry, but you can't smoke here.
4. I'm sorry, but you can't smoke here.
5. If you could just take off your jacket.
6. If you could just take off your jacket.
7. I'm afraid this is a no-smoking area.
8. I'm afraid this is a no-smoking area.

**Exercise 42.** Try saying the following in a firm but polite voice.

1. Can you put your bag in the tray?
2. If you could take you watch off.
3. I'm sorry, but you can't take photos here.
4. I'm afraid you can't use your mobile here.

### **Speaking Controlling passengers**

**Exercise 43.** Look at the situations. For each one, decide why it is wrong, give a possible reason for the passengers' behavior, and say what level of firmness is required.

1. Passenger not waiting behind line at immigration.
2. Passenger not wanting to take off shoes at security check.
3. Passenger refusing to open suitcase at customs.
4. Passenger going through a door marked 'Private'.
5. Think of another.

**Exercise 44.** In pairs, role-play the situations. Passengers should be insistent; employees should be firm but polite.

### **Keywords**

aisle	bureau de change	escalator
baggage handler	cabin crew	ground crew
baggage reclaims	customs	immigration
barrier	departure gate	land
boarding pass	departure lounge	limousine



lost property  
mechanic  
passenger flow  
passport control  
scales  
seatbelt  
security check  
staff  
trolley

**My own vocabulary list**

## UNIT 10. ACCOMMODATION

### Lead-in

**Exercise 1.** Make a list of different types of tourist accommodation in your country. Which of them have you stayed at? Work in pairs. Tell your partners about the best / worst / most unusual accommodation you have ever stayed at.

### Vocabulary Types of accommodation

**Exercise 2. A)** Match the pictures with the different types of accommodation.

Apartment, bed and breakfast, campsite, caravan, chalet, country house, cruise ship, farmhouse, guest house, hostel, hotel, lodge, log cabin, motel, motorhome, mountain refuge, university hall of residence, villa.

**B)** Which of these types of accommodation are there in your country?

**Exercise 3.** Think about each type of accommodation. Is it serviced (meals are provided) or self-catering (you cook your own meals)? Discuss this in pairs.

**Exercise 4.** Now repeat your discussion, but this time categorize the different types of accommodation as

- urban *or* rural
- static *or* mobile.

### Find out

**Exercise 5.** Search on the Internet or your local tourist information office. Find serviced or self-catering accommodation in your area that would be suitable for

- a family (two adults, two small children) on holiday, but with a limited budget;
  - a business traveller staying in your area for three days for a conference;
  - a retired couple who want to see the important monuments in your area
- a student like you.

### Reading What makes a good hotel?

**Exercise 6.** What do people want from a hotel? A good bed? A comfortable room? A modern building? Work in pairs. Make a list of five things you would expect from a good hotel. Compare your list with other pairs.

**Exercise 7.** Read three descriptions of the hotels. Which hotel is

- the best for business travellers? Why?



- sounds the most luxurious?
- is the most attractive to you?

## **EL HANA BEACH**

### *Tunisia*

Official Rating – 3\* – Bed and Breakfast / Half-board

A comfortable, 3-star hotel situated in a garden of palm trees, next to the lovely Sousse beach and within walking distance of the Medina.

#### *Accommodation*

Twin and family rooms that can accommodate up to 4 guests. Modern furnishings with bright colours. Air-conditioning, telephone, private bathroom with WC. Balcony with partial sea view.

#### *Facilities and Services*

The main restaurant in the hotel serves a large American-style breakfast buffet and dinner buffet. There are 3 indoor bars and a comfortable snack bar.

## **BALLYMALOE**

### *Cork, Ireland*

Ballymaloe is a large country house on a 400-acre farm 20 miles east of Cork City, Ireland. The hotel is family run. Guests enjoy comfortable accommodation and an awardwinning restaurant in pleasant rural surroundings. Ballymaloe is 5 km from several seaside villages that provide fishing, bathing beaches, and beautiful cliff walks. Hotel facilities include an outdoor swimming pool small golf course, tennis court, woodland walks, and a children's play area. There is often live music in the evenings.

Holiday / vacation and small conference venue. [2, 61]

## **RADISSON SAS HOTEL**

### *Nice, France*

Discover a new world of sensations at the French Riviera - stay at the landmark, Radisson SAS Hotel in Nice where excellence meets originality in a modern ambience.

The hotel features 331 rooms and suites decorated in three imposing and original designs.

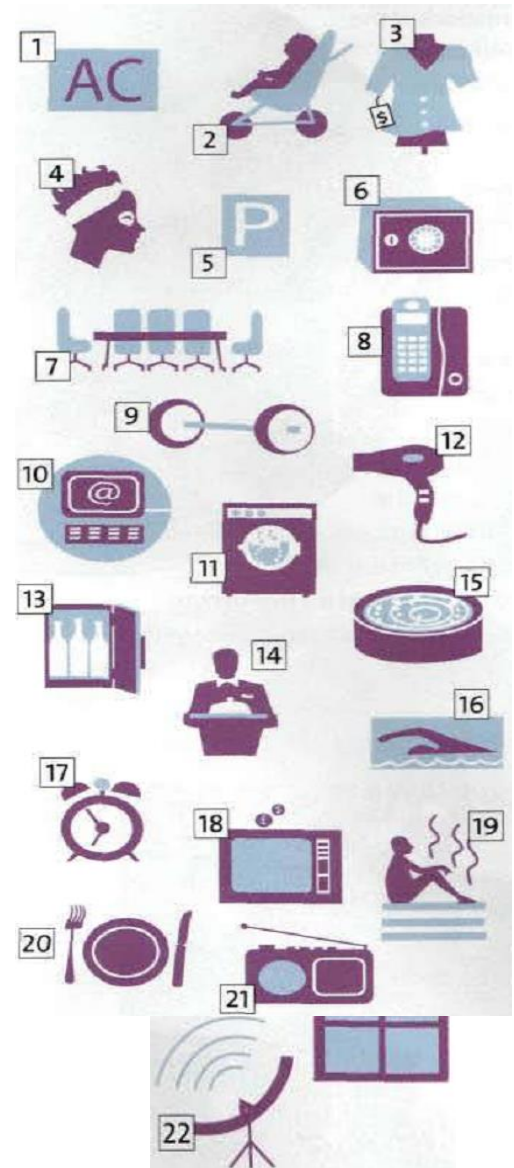
With 11 excellent meeting rooms, our hotel can accommodate 400 in the new ballroom and 300 for lunch or dinner on the rooftop terrace.

Ideally located on the famous Promenade des Anglais between the romantic old town and the Arenas Business Park, the Radisson SAS Hotel in Nice is easily accessible by train, plane, and car. The hotel is a five-minute drive from Nice International Airport, and a ten-minute walk from the train station. [2, 61]

## **Vocabulary Services and facilities**

**Exercise 8.** Match these facilities and services with the icons.

- a) air conditioning
- b) babysitting
- c) beauty parlor
- d) boutique
- e) car park
- f) conference facilities
- g) safe box
- h) direct dial telephone
- i) gymnasium
- j) hairdryer
- k) internet connection
- l) jacuzzi
- m) laundry service
- n) mini bar
- o) outdoor swimming pool
- p) pay TV
- q) radio
- r) restaurant
- s) satellite TV
- t) room service
- u) wake-up call
- v) sauna
- w) sea view [2]



**Exercise 9.** In your opinion, which are the five most important hotel services and facilities in

- a hotel for business people and conference delegates?
- a holiday hotel complex on the coast?
- a small hotel in the countryside?

**Exercise 10.** Look at these phrases. They say where the El Hana hotel is.

### *EXAMPLES*

- in a garden of palm trees
- next to the lovely Sousse beach
- within walking distance of the Medina
- Find similar phrases for the other two hotels.

**Exercise 11.** Think of three different hotels in your area. Write a sentence describing the location for each hotel. Call the hotels *Hotel 1*, *Hotel 2*, and *Hotel 3*. Show your partner your descriptions. Do they know which hotels you are describing?

*Go to Grammar reference Unit 10.*

**Exercise 12.** Work in pairs. *Student A*, you are a travel agent. *Student B*, you are the client. You want a hotel in Tenerife in the Canary Islands. Telephone your travel agent and ask about

- the location of your hotel
- hotel restaurants
- facilities and services for your children
- car rental
- night-time entertainment.

#### **H10 Las Palmeras (Tenerife)**

The H10 Las Palmeras hotel is located in Playa de las Americas, surrounded by generous subtropical gardens with direct access to the seaside-promenade and only 15 km from the airport.

#### **Food & drink**

In the hotel you can find the 'Las Palmeras' restaurant, where there is a buffet with show cooking, a Barbecue Restaurant near the swimming pool, a Pool Bar, the 'Big Ben' Bar, which offers evening entertainment, a Piano Bar in the Hall, and the 'Ballena Bar', a snack-bar near the beach.

#### **Sports & leisure**

The hotel has two swimming pools (one heated in winter), with a special section for children, three tennis courts, ping pong, and billiards.

#### **Facilities & services**

Hairdresser, internet corner, private parking, souvenir shops, car rental, money exchange, room service, TV, games room, meeting rooms, and day and night-time entertainment are also available in the hotel. [2]

**Exercise 13.** Now change roles. *Student B*, you are the travel agent. «*Student A*, you are the client. You want a business hotel in Frankfurt, Germany. Telephone your travel agent and ask about

- the location of your hotel
- access to the financial district of the city
- business facilities and services
- access to the airport
- restaurants and bars»

## **InterCity Hotel Frankfurt**

This modern hotel in the city centre, styled for the international business travellers needs, is within walking distance of the city's busy fairground and the financial district with its characteristic skyscrapers, and offers guests free use of all Frankfurt public transport, including the return trip to the airport.

### **Hotel facilities**

#### *General Services*

- Dry Cleaning I Laundry Service
- 24-Hour Front Desk
- Safety Deposit Boxes
- Left Luggage I Storage Facilities
- Cots I Cribs
- Restaurant
- Lounge I Bar

#### *Business Facilities*

- Meeting Facilities
- Secretarial Services
- Internet access
- Black & White photocopying
- Fax service
- TV & Video hire [2]

## **It's my job Celina Alvarez Valle**

**Exercise 14.** Read about Celina Alvarez Valle's job. Work with a partner and ask each other 5 questions about the text.

Campsites are the most economical form of accommodation, and are popular wherever the weather is good. But are they the most relaxing places to work? And would you fit in well with a team of campsite workers? Read on and find out.

Celina and her family run a small campsite in the Picos de Europa mountains in northern Spain.

Q: Celina, tell us a little bit about how Camping Picos de Europa began.

A: Well, originally we were farmers, but in 1989 some friends suggested that a campsite would be a profitable business here. Tourism was just becoming popular in the area then.»

Q: And how many places does the campsite have now?

A: Right now it's got 140 pitches.

Q: How many people is that if the campsite's full?

A: Well, you can multiply that by three, or sometimes more. It depends on the time of the year.

Q: So with a campsite, there is a certain amount of seasonality?

A: Yes. Here the season for camping is very short. The best months are May, June, and September. And the really busy months are from mid- July to the end of August.

Q: How many people work here in August?

A: Ten people, more or less. Sometimes more.

Q: And what do they do in general?

A: Let's see... cleaning, helping in the restaurant, reception duties, looking after the shop and helping in the kitchen, of course. Then there's the swimming pool, which also needs quite careful maintenance. And we need a person to look after the washing machines and dryers, and to clean the washing rooms, the sinks, and the showers.

Q: When you decide to employ somebody in the campsite, what do you look for in that person?

A: Well, above all honesty. Next they have to be able to get on with people. Campers are very nice people but they are very different one from each other. And you have to know how to work in a team. That's essential. And no bad habits! A non-smoker!» [2]

### **Listening A place to stay**

**Exercise 15.** Listen to these people asking for accommodation. Which type of accommodation is each speaker looking for? How many guests are going to stay there? How long are they going to stay for?

Speaker	Type	Number of guests	Length of stay	Other details
Richard				
Susan				
Radka				

**Exercise 16.** Listen again and note down other details of each call.

### **Reading Accommodation in Scotland**

**Exercise 17.** What types of accommodation would you expect to find in Scotland? Make a list with your partner. (Watch the video)

Read the website for Scotland and answer the questions.

- 1) How many different types of accommodation does it offer?
- 2) Which type of popular, budget accommodation is not mentioned on the website?
- 3) Which are the most unusual types of accommodation mentioned?
- 4) Which of the types of accommodation on the web page attracts you most? Why?

## A Warm Welcome Guaranteed

Scotland's unrivalled range of holiday experiences is matched only by the variety of quality accommodation on offer. Whether for a short break or a longer stay, you'll be able to choose from chic metropolitan hotels and stylish country houses to friendly bed and breakfasts and comfortable self-catering apartments. Search our wide range of accommodation in Scotland to plan your perfect trip. And for something just a little out of the ordinary – perhaps a converted church, a former lighthouse, or even a medieval castle, there are plenty of opportunities available to fire your imagination. Alternatively search our unrivalled array of self-catering in Scotland. Whatever your budget or itinerary, you can find your ideal place to stay using the online accommodation search facility or by getting in touch with our contact centre.

All establishments have been inspected under the Visit Scotland Quality Assurance scheme and of course, a warm welcome and true Scottish hospitality come as standard. [2]

### **Vocabulary Describing accommodation: adjectives and nouns**

**Exercise 18.** You can have *a metropolitan hotel* but you cannot have *a metropolitan cottage*. Why not?

**Exercise 19.** Match adjectives from A with nouns from B.

A	B
five-star	apartment
country	bed and breakfast
converted	cabin
budget	cottage
friendly	farmhouse
metropolitan	guesthouse
medieval	hostel
modern	hotel
self-catering	motel
stylish	villa

**Exercise 20.** Which adjective can describe most nouns? Which adjectives combine with only one of the nouns?

**Exercise 21.** How many meaningful combinations can you make with two adjectives and a noun?

*EXAMPLE. There is a huge range of modern, budget hotels in London.*

**Exercise 22.** Choose different adjective-noun combinations and use them to write sentences to describe accommodation you have stayed in as a tourist.



## **Speaking Unusual accommodation**

**Exercise 23.** Hotels, guest houses, villas, and campsites are all standard types of accommodation. But what about the unusual? Watch the video about the hotel descriptions and answer the questions.

- 1) Which hotel is the most unusual?
- 2) Which hotel would you like to stay in? Why?
- 3) If you can, go to the websites for the hotels and find out more about them.

**Exercise 24.** Work with a partner. Think about your local area. Discuss buildings or natural structures (e.g. caves) that you could convert into 'unusual' accommodation. You might like to consider the following points:

- type - details of type + natural or made structure;
- location - urban or rural;
- serviced or self-catering;
- luxury or budget;
- large or small (number of rooms - how many doubles, singles, etc.);
- details of the rooms, facilities, and services.

**Exercise 25.** Present your unusual hotel to the rest of the class. You can start like this.

*EXAMPLE. We have decided to make our unusual accommodation from [name of structure]. This is a natural / built structure in an urban /rural setting.*

We are going to make serviced / self-catering accommodation and it's going to be...»

## **Writing Local accommodation**

**Exercise 26.** Write an introduction to tourist accommodation in your area. You will need to include information about:

- the different types of accommodation;
- typical accommodation in (a) urban areas and (b) rural areas;
- types of accommodation that are typical of your country;
- accommodation for people (a) on holiday and b) on business;
- one example of unusual accommodation if you can find one (if there is no unusual accommodation in your area, include your idea from the *Speaking* activity;
- where you can get more information.

## **Listening**

### **Taking a reservation by telephone**

**Exercise 27.** Look at the screen from a hotel computer reservation system. In which order do you think the receptionist will ask for the information? Listen to a phone call and see if you were right.

[https://www.codeproject.com/KB/vb/hotelreservationsystem/Hotel\\_Reservation\\_Screenshot-r-700.jpg](https://www.codeproject.com/KB/vb/hotelreservationsystem/Hotel_Reservation_Screenshot-r-700.jpg)

**Exercise 28.** Listen again and fill in the missing information if possible.

### Pronunciation

**Exercise 29.** Listen to the receptionist again. In each question or phrase, underline the word that is stressed most.

- 1) Can I help you?
- 2) Would that be a single room?
- 3) Would you prefer a twin...
- 4) ... or two singles?

In phrases of spoken English we stress one word more than the others. This word represents the most important idea we want the listener to focus on.

**Exercise 30.** Look at the following questions from the telephone reservation. Which word will be stressed most?

- 1) What name is it, please?
- 2) Could you spell that, please?
- 3) Could you give me the number of the card?

- 4) Is that Visa, Ms Steinmetz?
- 5) Could you just tell me the expiry date?

**Exercise 31.** Practise saying these questions with the stress on the right word.

### **Customer care Smile on the phone**

**Exercise 32.** Read the information from Hotel Training manual about how to receive calls.

Taking routine phone calls can be boring, but often a phone call is the first contact a guest has with a hotel, and gives a first impression. So smile as you take the booking. The caller will notice the smile in your voice and respond accordingly.

*Hotel Training Manual*

**Exercise 33.** Try this experiment. Work with a partner. Stand back to back. Take turns to say one of the sentences in the *Pronunciation* section above. Smile when you say some of the sentences. Can your partner 'hear the smile' in your voice?

### **Speaking Taking a telephone booking**

**Exercise 34.** Work in pairs.

Student A, you are the receptionist at the Hadrian Hotel. Answer the phone and follow the telephone booking sequence. Take notes of the booking details. State name of hotel. State own name. Greet client. Determine client's room needs – dates, number of guests, number of rooms, room type. Double check dates and needs. Check availability. Take client's name. Request confirmation (fax, email, or credit card). Double check details of the confirmation option taken. Give client reservation number and request its use for booking changes. Close conversation

Student B, you are the caller. Use the next information:

#### *Caller 1*

guest name: Wei-Wei Lai  
room type: single, smoking  
contact telephone: 669 374 370 7713  
arrival: Thursday 23  
departure: Monday 27  
credit card type: Visa  
card holder's name: Wei-Wei Lai  
card number: 63818352 7497 6832  
expiry date: 07/08

#### *Caller 2*

guest name: Regina Loreto  
room type: double, non-smoking (at the back of the hotel)

contact telephone: 0034 93 863 5569  
arrival: Monday 13  
departure: Friday 17  
credit card type: American Express  
card holder's name: Regina Loreto  
card number: 740D 6583 4545 4890  
expiry date: 01/ 09 [2]

**Exercise 35.** Now change roles.

**Exercise 36.** Make up your own caller and accommodation information. You do not need to limit yourselves to hotels. Phone each other and book accommodation.

### Keywords

air-conditioned	country house
apartment	direct dial telephone
bed and breakfast	en-suite (facilities)
budget	five-star
campsite	guest house
conference facilities	hostel
cottage	meeting room
metropolitan	refuge
sea view	room service
self-catering	serviced
suite	wake-up call

My own vocabulary  
list

## UNIT 11. RESERVATIONS AND SALES

### Lead-in

**Exercise 1.** Answer the following questions.

1. Can you name the different travel documents?
2. Which of these documents do you need for a holiday abroad?
3. Have you ever lost an important document? Tell your partner – explain which one, where you were, what you did, and what happened as a result.

### Reading **Holiday bookings – getting the right information**

**Exercise 2.** Make a list of the information a travel agency sales consultant might need to get when a customer makes a booking for a holiday. Compare your ideas with a partner.

**Exercise 3.** Work with a partner. Discuss if you might need to ask a customer about the following.

- a) transfers, local excursions, car hire
- b) premier class
- c) medical condition
- d) email address if possible
- e) twin, single, family
- f) bank transfer, credit card
- g) B and B, flight only

Please be sure to enter the following key data when taking holiday bookings.

- 1) date of booking
- 2) booking reference number
- 3) full name and contact details of client (postal address, daytime and evening telephone numbers, etc.)
- 4) number of people in party
- 5) names of people in party
- 6) ages of children (2- 12 yrs old "" discount)
- 7) dates of outward and return journeys
- 8) ticket type (e.g. economy, etc.)
- 9) accommodation - name of hotel! Resort
- 10) number and type of rooms required (double, etc.)
- 11) special requirements (e.g. children, disabled, etc.)

12) meal basis (full board, half board. etc.)

One reservation form must be completed for each attendee. Please print or write legibly. Illegible information may result in processing delay of your reservation. Please ✓ the appropriate boxes.

PARTICIPANT INFORMATION (* Required Fields)		
* Title: <input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss		
* Surname:	* First Name:	
* Institution:		
* Mailing Address:		
* Country/Region:		* Email:
* Tel (office hours): _____ <small>(Country Code) (Area Code) (Number)</small>	Mobile: _____ <small>(Country Code) (Number)</small>	Fax: _____ <small>(Country Code) (Area Code) (Number)</small>
Name of room share if any:		
Title: <input type="checkbox"/> Prof <input type="checkbox"/> Dr <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss		
Surname:	First name:	

A. Hotel Accommodation Selection		
Hotel	Room Price (on per room per night basis)	OPTIONAL Daily Breakfast (on per person basis)
Holiday Inn Golden Mile	<input type="checkbox"/> US\$205.00 (Room only)	<input type="checkbox"/> US\$23.00
Hotel Nikko	<input type="checkbox"/> US\$225.00 (Room only)	<input type="checkbox"/> US\$24.00
Regal Riverside	<input type="checkbox"/> US\$150.00	Included for max. 2 persons
Hyatt Regency Shatin	<input type="checkbox"/> US\$180.00 (Room only)	<input type="checkbox"/> US\$20.00
Check-in: _____ <small>(DDMMYY)</small>	Check-out: _____ <small>(DDMMYY)</small>	Total: _____ Night(s)
<input type="checkbox"/> Single Room <input type="checkbox"/> Double Room <input type="checkbox"/> Twin Room		<input type="checkbox"/> Smoking <input type="checkbox"/> Non-smoking
Sub-Total (A):		USD

Remarks: The hotel accommodation are on First Come First Serve Basis, subject to confirm.

B. OPTIONAL AIRPORT TRANSFER	
<input type="checkbox"/> Arrival Transfer Only <input type="checkbox"/> Departure Transfer Only <input type="checkbox"/> Both Departure & Arrival Transfer	
Arrival Date:	Departure Date:
Arrival Flight:	Departure Flight:
CHOICE OF TRANSPORTATION	PRICE
<input type="checkbox"/> By Airport Shuttle Bus on Join-in basis *	US\$18.00 per way per person
<input type="checkbox"/> By Private Car (suitable for maximum 2 persons with luggage)	US\$95.00 per car per way
<input type="checkbox"/> By private 6 seater van (suitable for maximum 4 persons with luggage)	US\$120.00 per van per way
Sub-Total (B):	
USD	

- \* REMARKS: The Airport Shuttle Bus will provide service to Holiday Inn Golden Mile & Hotel Nikko only. For guests stay at Regal Riverside & Hyatt Regency who would like to arrange the airport transportation, private transfer service will be applied.
- \* All transfers are subject to our confirmation.

13) other services (e.g. airport hotel, airport car parking, etc.)

14) method of payment (cash, cheque, etc.)

15) deposit details

Please also ask clients to check all details before signing the booking form.

### **Listening Taking a booking**

**Exercise 4.** Listen to a travel agency sales consultant taking a booking. Write down all the necessary information, draw a booking form and complete it. Compare with a partner.

**Exercise 5.** Listen again and think of the main failures the travel agency sales consultant makes.

### **Speaking Have you decided where to go?**

**Exercise 6.** Work in pairs. Student A is a sales consultant and needs to complete the booking form. B is a client and should think of all of the holiday details the sales consultant will ask. Act out a booking.

**Exercise 7.** Change roles and act out a new booking, with B as a sales consultant.

### **Writing Confirming a booking**

**Exercise 8.** When a booking is taken by email. It is standard practice to confirm the booking either by email, or by letter.

Use the information from the last activity and send an email to your partner confirming the details of the booking.

### **Reading Computer reservation systems**

**Exercise 9.** Tourism is full of abbreviations. For example, do you know what CRSs and GDSs mean? Do you know the difference between them?

**Exercise 10.** Where can you find out what tourism terms mean?

- Single / Twin Superior Room at RM 178.00nett per room per night (Inclusive of Buffet Breakfast)
- Single / Twin Deluxe Room at RM 188.00nett per room per night (Inclusive of Buffet Breakfast)
- Single / Twin Executive Room at RM 338.00nett per room per night (Inclusive of Buffet Breakfast)
- Extra Bed at RM 80.00nett per unit per night

Registrant's Name

Address

Telephone:  Facsimile:

Email :

Check-in time is after 3:00pm. Early check in at 7:00am onwards chargeable at RM180.00nett per room.  
Check-out time is at 12:00noon. Late check out from 12:00noon onwards chargeable at RM180.00nett per room.

Arrival Date:

Flight No :  Arrival Time :

Dept Date :

Flight No :  Dept Time :

For hotel pick up from KLIA Airport, Limo charge will be :- ( Please give flight detail and arrival time )

- Charges at RM 180.00 nett per way per Car
- Charges at RM 280.00 nett per way per Van

Method of Payment

Credit Card Type  Visa / Master  Amex  JCB  Diners

( For Amex, please provide 4 digit ID No.)

( For Visa/Mastercard, please provide 3 digit ID No. )

Credit Card No :

Expiry Date :

( Please photocopy both sides of the Credit Card as well )

Kindly make your reservation before **01st August 2017**.

As limited rooms are available , any booking made thereafter will be subject to room availability.

In the event of cancellation, 7 day prior to arrival, a one night accommodation charges will be levied.

<b>Mail or Fax this Hotel Resevation Form to :-</b>		
The Royale Bintang Resort & Spa Seremban		
Jalan Dato' A.S. Dawood, 70100 Seremban, Negeri Sembilan Darul Khusus		
Tel : 06 7666 666	Fax : 06 7666 000	Email : info@royalebintang-seremban.com
Attn : En. Azizan / Ms. Cherry		

**Exercise 13=1.** Read the definitions of CRS and GDS. Write T (true) or F (false).

- 1) Airlines were the first users of CRS.
- 2) AGDS is a larger version of a CRS.
- 3) Only airlines and travel agents can have access to GDSs.



- 4) It is now possible to book a car or a hotel room through a GDS.
- 5) GDSs give ticket information but cannot produce a valid ticket.
- 6) GDSs can tell travel agents how many tickets they have sold.

### **Computer reservation system**

A computer reservations system, or CAS, is a computerized system used to store and retrieve information and conduct transactions related to travel. Originally designed and operated by airlines, they were later extended to travel agents as a sales channel. Major CAS operations are also known as Global Distribution Systems (GDS). Many systems are now **accessible** to consumers through internet **gateways** for hotel, rental cars, and other services as well as airline tickets.

Today, each system allows an operator to locate and reserve inventory (for instance, an airline seat on a particular route at a particular time), find and process fares J prices applicable to the inventory, generate tickets and travel documents, and generate reports on the transactions for **accounting** or marketing purposes. [2, 94]

### **Vocabulary Reservation systems for tourism**

**Exercise 12.** Choose the best meaning for each word as it is used in the text on CRS.

- 1) store = (a) a large shop; (b) the place where you keep things until you want to use them; (c) to keep something for future use.
- 2) retrieve = (a) to put something back into its original form; (b) to get something back; (c) to move back to a safe place.
- 3) conduct = (a) to organize and do something; (b) to direct the musicians in an orchestra; (c) to allow electricity to pass.
- 4) channel = (a) a television station; (b) a route that information is sent along; (c) the part of a river that boats can pass along.

**Exercise 13.** Read the information about hotel booking nowadays.

#### **Hotel bookings**

Nowadays, more travel is sold over the Internet than any other consumer product. In America nearly 37 million internet users have already purchased travel products online. Online bookings were expected to reach \$63 billion in 2005.

Nothing is free in business - not even a client booking a hotel room. Reservations made directly by the client using the hotel's own website are probably the least expensive. In contrast, a booking made by a travel agent using a GOS is usually the most expensive. [2, 96]

### **Find out**

**Exercise 14.** Which of the big four GDSs do your local travel agencies use most - Amadeus, Sabre, Galileo, Worldspan? Go to a local travel agency and ask them which

system they use. Ask them what they like about the system they use, and why they don't use one of the other systems. Report your findings back to your class.

### Reading Abbreviations and codes

**Exercise 15.** Look at the computer printout for an air fare between Madrid and Paris.

- 1) Do you know the dates for the journey?
- 2) Can you find the cost of the flight?
- 3) Is it a return flight? How do you know?
- 4) What is the opposite of a return flight?

DEPARTURE · Air France

<input type="radio"/>	<b>09:25</b> Paris (CDG)	----- 2h 05'  No stops -----	<b>11:30</b> Madrid (MAD)	Hand luggage included
<input type="radio"/>	<b>21:00</b> Paris (CDG)	----- 2h 10'  No stops -----	<b>23:10</b> Madrid (MAD)	Hand luggage included

---

RETURN · Air France

<input type="radio"/>	<b>06:00</b> Madrid (MAD)	----- 2h 05'  No stops -----	<b>08:05</b> Paris (CDG)	Hand luggage included
<input type="radio"/>	<b>10:05</b> Madrid (MAD)	----- 2h 05'  No stops -----	<b>12:10</b> Paris (CDG)	Hand luggage included
<input type="radio"/>	<b>12:30</b> Madrid (MAD)	----- 2h 10'  No stops -----	<b>14:40</b> Paris (CDG)	Hand luggage included
<input type="radio"/>	<b>17:50</b> Madrid (MAD)	----- 2h 05'  No stops -----	<b>19:55</b> Paris (CDG)	Hand luggage included

**FREE rebooking included!**

**€ 113.04**  
Return per passenger

Select

**Exercise 16.** There are a lot of abbreviations and codes. For example, RT means round-trip or return; OW means one-way. Find abbreviations that mean

- |             |                     |                         |
|-------------|---------------------|-------------------------|
| 1) adult    | 5) euros            | 9) non-refundable       |
| 2) advanced | 6) flight type code | 10) passenger type code |
| 3) airline  | 7) June             | 11) Sunday              |

4) check

8) minimum stay

12) tariff.

### **Customer care Putting on the pressure**

**Exercise 17.** Read the information about how to satisfy your customer, who makes booking and answer the questions.

1) Which of the two statements do you agree with most?

2) What would you actually say to the customer in each situation?

**A.** Don't pressure a customer to make a booking if you sense that they are not sure yet. Give them time. Let them go away and think about it. Remember that on average a satisfied customer will tell two friends or members of their family. A dissatisfied customer, in contrast, will tell at least nine people.

**B.** Customers sometimes need help making up their minds. Put a little pressure on them. Tell them that the booking can only be held for a short time, and you need a decision soon, or they might lose the opportunity altogether. You're the professional, you know what's good for them - so push them a bit.

### **Reading The small print**

**Exercise 18.** Look at the booking conditions. Match these headings with the different conditions.

1. Cancellations.

2. Booking changes.

3. Compulsory insurance.

4. Flight delays.

5. If we change your holiday before you leave.

6. If we make changes after you have booked your holiday.

7. Your holiday price.

#### **Booking terms and conditions**

**A.** We may need to make changes to the information in this brochure as our holidays are planned many months beforehand. If we make any changes before you make your booking, your travel agent will tell you about them before you finish your booking.

**B.** Occasionally we have to change your accommodation. If we make a change after you have made your booking, we will put you into accommodation of the same standard or higher, and in a similar type of resort.

**C.** The prices in our brochure were correct at the time of printing, but we reserve the right to make changes. If we do this, your travel agent will confirm all price changes before you make your booking.

**D.** If you want to cancel your booking, the person who made the booking must send us written instructions. If you cancel your booking, we may ask you to pay cancellation charges. We will not refund any insurance premiums you have paid.

**E.** If you want to change your booking, we will try to help you, but we cannot guarantee that we will be able to do this. If you change your booking, we will charge you £15 for each person in your group.

**F.** If you make a booking with us, you must take our suitable insurance, either with us or with another company. If you have a known medical condition, please tell our sales agent when you make your booking.

**G.** We try hard to avoid night delays, but the!) do sometimes happen. If there is a delay, we will try to provide extra services, food, and accommodation. If we are unable to provide these services for any reason, then we will pay you compensation.

**Exercise 19.** Look at the booking conditions. Which ones are about

- 1) situations / problems the tour operator may have?
- 2) situations / problems a tourist may have?
- 3) situations / problems that happen before a holiday?
- 4) situations / problems that happen during a holiday?

**Exercise 20.** Have you (or your family or friends) ever had a problem when you were on holiday? Tell your partner about it. Where were you? When was it? Who was with you? What happened?

### Language spot 'If'

**Exercise 21.** Look at the booking conditions again.

- 1) Underline the sentences beginning with if.
- 2) Me these sentences referring to the past, the present. or the future?
- 3) What verb tense is used in the if part of the sentence?
- 4) What verb forms are used in the other part of the *if* sentences? (Hint: There are *four* different forms.)

**Exercise 22.** Match phrases from A with phrases from B to create information and advice for tourists.

A	B
1. If you travel with us to an airport,	a) please ask for assistance we serve more than 1,200 towns and cities in the country.
2. If the destination you want is not listed in this timetable.	b) we cannot accept responsibility for your complaint.
3. If you have a problem during the journey,	c) tell the driver at the earliest possible moment.
4. If you have a complaint to make during your holiday.	d) you may be asked to pay a small surcharge at some hotels on the tour.
5. If you do not contact our	e) you must allow at least one hour between

representative before the end of your holiday,	the coach arrival time and the flight check-in time.
6. If you have asked for a special diet,	f) you must contact our representative at the resort before you return home.

**Exercise 25.** Complete these four pieces of information/advice for a tourist coming to your country.

- 1) If you are going to hire a car, ...
- 2) If you come to our country in the high season
- 3) If you are a vegetarian, ...
- 4) If ..

*Go to Grammar reference Unit 11.*

### **Speaking Explaining booking conditions**

**Exercise 23.** Work with a partner. Take turns to be a travel agent sales clerk or a customer. The customer will ask questions about the booking conditions. Here are some questions.

- 1) Are the prices in the brochure all correct?
- 2) What happens if we cancel our holiday?
- 3) Do we need insurance or is that included in the price?
- 4) Can we change our booking if we have to?
- 5) will we definitely get the hotel we asked for in the booking form?
- 6) What happens if there are flight delays?

**Exercise 24.** The travel agent should look at the booking conditions, but try to answer in her / his own words, like this:

**CUSTOMER:** *Are the prices in the brochure all correct?*

**TRAVEL AGENT:** *Well, the prices were right when the brochure was printed, but if they are different now, the tour operator will tell me when I make the booking. And if the prices have changed, I'll tell you before you sign the booking form.*

### **It's my job Huayan Ye**

**Exercise 25.** Read about Huayan Ye and her job. Discuss with a partner what you have in common with her and what is different.

Huayan Ye works with Spanish-speaking tourists in China. What does she think of them, and what does she do when she's not with her clients? Read on and find out.

**Studies:** Spanish, a bit of tourism, and international relations at Beijing University.

**Job:** Working in the biggest tourism company in China - it's called CTS- in the inbound tourism department. I look after Spanish tourists and tourists from Latin America. We offer them tourism services hotel reservations, transfers, visits in China.

**Why tourism?** I like talking to people. I want to show foreign visitors the best of China.

**Likes:** I really like marketing and sales. Our department doesn't just look after the Spanish. It also studies the Chinese market. Right now it's growing a lot. China is one of the safest destinations in the world, and the Chinese are kind and friendly.

**Clients:** Our Latin-American clients are very friendly. Our Spanish clients are a little bit more demanding! The Spanish have a lot more experience travelling, and they know so much about tourism. That's why they are demanding, but that's good for us.

**Free time:** Young people in China like to go out for a drink, go shopping, go to stores, study English. I like reading, listening to music, and I study Latin American dance – salsa, tango. And like all young women, we like to buy clothes, shoes, cosmetics ... [2, 98]

### Listening Handing over tickets

**Exercise 26.** Look at the flight ticket and find

- 1) the name of the passenger;
- 2) the date of travel;
- 3) the flight number;
- 4) the origin of the flight;
- 5) the destination of the flight;
- 6) the flight times;
- 7) the cost of the ticket.

PASSENGER BORDONI, GIORGIO MR		ISSUING AGENT CANTRAVEL TORONTO CA 8541						
PORT	CARRIER	FLIGHT #	DATE	DEP	ARR	STATUS	FARE CL	
TORONTO YYZ	AIRCAN	AC094	12AUG	2395	1210	OK	RAS	
BUENOS AIRES EZE	AIRCAN	AC098	23AUG	1655	0635	OK	WAI	
-- VOID --								
-- VOID --								
RESTRICTIONS NONE		BOOKING REF KMH155.5 HA OERN56.9ERF SADM CDA						
CURRENCY	FARE	TAX	TOTAL					
CAN\$	3851	99.74	3950.74					
								

**Exercise 27.** Listen to the travel agent handing over the ticket. Which of these pieces of information does he confirm with the client?

**Exercise 28.** What does Mr Bordonni ask the travel agent about?

**Exercise 29.** Listen again and complete the dialogue.

T: Here's your ticket. Let's just go through the \_\_\_\_\_ (1). So, that's Toronto-Buenos Aires \_\_\_\_\_ (2), leaving August 12 on \_\_\_\_\_ (3) AC094. \_\_\_\_\_ (4) Toronto at 23:35h and \_\_\_\_\_ (5) Buenos Aires the next day at 12.10.

B: That's not too bad.

T: No, it's a good flight. Then there's your return. That's August 23, flight AC093. \_\_\_\_\_ (6) Buenos Aires at 16:55. \_\_\_\_\_ (7), Toronto 06:35. One passenger yourself. Total \_\_\_\_\_ (8) \$ 3,950.74.

B: Ouch! That *includes* taxes, no?

T: That includes taxes, \_\_\_\_\_ (9), and \_\_\_\_\_ (10).

B: And it is \_\_\_\_\_ (11)?

T: One *hundred* per cent refundable, Mr. Bordonni. If you don't go, you don't \_\_\_\_\_ (12). And as I said, you can change the dates of travel \_\_\_\_\_ (13) \_\_\_\_\_ (14) two hours before takeoff.

B: OK. That's good. Will you \_\_\_\_\_ (15) the company directly?

T: No problem.

B: Then ... then that's everything, r think.

T: Good. B Thanks for your help.

T: Our pleasure, Mr. Bordonni. [2]

**Speaking Checking the details**

**Exercise 30.** Think about a return flight you would like to take. Complete the blank ticket with details of your journey. Make sure all of the information is properly covered. Give your ticket to your partner. Compare and ask for details of his/her trip.

AIR TICKET			BOARDING PASS	
Name of passenger	DATE	TIME	NAME	_____
_____	_____	_____	FROM	_____
Class	GATE	SEAT	TO	_____
_____	_____	_____	DATE	_____ TIME _____
From	FLIGHT		GATE	_____ SEAT _____
_____	_____		FLIGHT	_____
Destination				
_____				

## Key words

abbreviation  
balance  
cancel  
cancellation  
confirm  
CRS -computerized  
deposit details  
distribution system

fare  
GDS-global  
guarantee  
insurance  
inventory  
issue (a ticket)  
key data  
maximum stay

minimum stay  
reservation system  
retrieve (data)  
store (data)  
surcharge  
tariff  
tax  
meal basis

**My own vocabulary**

**list**



## UNIT 12. MARKETING AND PROMOTION

### Lead-in

**Exercise 1.** Make a list of five different products from the tourism industry. Think of different ways you could advertise them. Which ones are the most effective? Read the text and compare with your ideas.

### **The marketing process in travel and tourism**

Every day of our lives we can see examples of travel and tourism marketing around us - adverts on TV, adverts in newspapers and magazines, brochures in travel agencies, internet pages, posters in station, etc. This is because all tourism businesses need to market their products if they hope to be successful. But marketing is not just advertising; it is about researching and identifying the needs of a specific group of customers, and then creating a product that satisfies them.

A large hotel chain, for example, will spend a lot of time and money finding out what its guests want - what kind of services and facilities they need most, which location they prefer, or how much they are prepared to pay. It will then develop a new product, taking care to gear it to the customers' needs. Then, once the company has the right product, it will use different promotional techniques to let its clients know about it.

Private companies are not the only ones that use marketing. Tourist boards and other public sector organizations also have products, and it is important that their customers are aware that these exist. From a museum in a country village to the multiple attractions of a major city like Sydney, all travel and tourism products need good marketing.

The marketing process does not end after a product has been sold, however. Customers might not be happy with it, and of course people's tastes change with time. Because of this, it is essential to evaluate how customers feel about a product. With the results of the evaluation, it is then possible to improve your product, and in this way continue to meet your customers' expectations. [2, 68]

### Vocabulary Marketing terminology

**Exercise 2.** Match 1- 9 with a - i to produce nine marketing tips.

- |                  |   |
|------------------|---|
| 1. Monitor...    | a ... and wants are the first thing you must find out.                  |
| 2. Advertise...  | b ... your customers' preferences by using market research.             |
| 3. Research...   | c ... the effectiveness of your advertising and promotional techniques. |
| 4. Knowledge ... | d ... uses questionnaires to find out what people want.                 |
| 5. Evaluate ...  | e ... of what your clients want is essential in marketing.              |
| 6. Tastes ...    | f ... the market carefully before you create your product.              |
| 7. Identify ...  | g... your product in the places where your customers will see it.       |
| 8. Needs ...     | h ... your product towards your clients.                                |
| 9. Gear...       | i ... change with time so products must change too. [2]                 |

## **Language spot Verb patterns**

**Exercise 3.** Look at this phrase using the verb *gear*.

*to gear it to the customer's needs*

Now look at the dictionary entry for the verb *gear*.

**GEAR** verb

PHRASAL VERBS *gear* sth to / towards sb / sth (often passive) to make sth suitable for a particular purpose or person: *There is a special course geared towards the older learner.*

**Exercise 4.** Now look at the verb phrases from the article on marketing.

1 ... if they hope to make a profit.

2 ... to let its clients know about it.

Which verb patterns do they use? Choose from the following

- a) hope to do sth                      c) let sb / sth do sth  
b) hope sth to sb / sth              d) let sb / sth to do sth

**Exercise 5.** Complete the sentences using *gear*, *hope*, or *let*.

1. We \_\_\_\_\_ to have the new product on the market next year.
2. We've decided to \_\_\_\_\_ the hotel to business tourism.
3. They \_\_\_\_\_ to increase their profits by using promotional techniques.
4. If you \_\_\_\_\_ experts do your marketing you will get better results.
5. A questionnaire in each room \_\_\_\_\_ guests make comments on the room.
6. Tourism providers have to \_\_\_\_\_ their products to what the customer wants.

*Go to Grammar reference Unit 12.*

## **Customer care Learn from your customers**

**Exercise 6.** Read some recommendations how to deal with your customers. Ask for feedback from your customers. Use a questionnaire, keep it short and simple. Get customers to suggest how you could improve your services or even discover what you are particularly good at.

What areas would you want to find out about in a feedback questionnaire  
a hotel?      a travel agent?      an airline?

### **Where in the world?**

**Exercise 7.** Look at the photos of Newcastle and Gateshead. What sort of cities are they? What sort of tourism will they attract? What sort of things will tourists be able to do there?



[https://upload.wikimedia.org/wikipedia/commons/5/5c/Newcastle-upon-Tyne-bridges-and-skyline\\_cropped.jpg](https://upload.wikimedia.org/wikipedia/commons/5/5c/Newcastle-upon-Tyne-bridges-and-skyline_cropped.jpg)



<https://research.ncl.ac.uk/media/sites/researchwebsites/northerninnovation/thesage.jpg>

**Exercise 8.** Read about tourism in Newcastle and Gateshead. As you read, link the names in the text to the photos.

## **Newcastle and Gateshead's Tourist Top 10**

Here is an ultimate list of the top 10 'must see' sights in Newcastle Gateshead (in no particular order!), to make are you get the most out of a visit to the city.

**I. Newcastle Quayside and Gateshead Quays** – some of the city's most contemporary and stylish cultural and leisure attractions can be found along the River Tyne. You shouldn't miss the curved building of the Sage Gateshead music centre designed by the architect Sir Norman Foster.»

**II. Gateshead Millenium Bridge-** the world's first tilting bridge situated on the banks of the River Tyne, linking Newcastle Quayside and Gateshead Quays.

**III. Newcastle Castle Keep** – the site of the 'New Castle' built in 1080 which gave the city its name and was founded by Robert Curthose, eldest son of William the Conqueror.

**IV. The Biscuit Factory** – the biggest commercial arts space in Europe based in a beautifully restored Victorian building that was once a biscuit factory.

**V. The Angel of the North** - a multi-award winning sculpture created by artist Antony Gormley. Standing 20 m high, it is seen by more than 33 million people every year.

**VI. Grey Street** - in the heart of Newcastle's historic Grainger Town and voted the Best Street in Britain by listeners of national station Radio 4.

**VII. BALTIC Centre for Contemporary Art** – one of Europe's largest centres for contemporary art. An art factory based in a converted 1950s grain warehouse on Gateshead Quays. Entry is free.»

**VIII. Centre for Life** – a wildly exciting visitor attraction for all the family. Discover just how truly extraordinary life is – meet your four-billion-year-old family, explore what makes us all different and lest your brainpower.

**IX. MetroCentre, Gateshead** – once again the largest indoor shopping centre in Europe following completion of the new Red Mall. MetroCentre offers a huge array of department stores and specialty shops – all under one roof.

**X. Laing Art Gallery** – renowned for its stunning array of watercolours, costume, silver, glass, pottery, and sculpture and home to major works by leading pre-Raphaelite artists. The gallery also hosts stunning touring exhibitions in the newly refurbished gallery space. [2]

**Exercise 9.** Which three attractions appeal to you most? Why? Talk in class and express your opinion.

### **Listening Analysing your product**

**Exercise 10.** A SWOT analysis is a basic technique in marketing. The 'S' means 'Strengths'. Do you know what the other three letters mean?

**Exercise 11.** Jean Stewart is the Leisure Product Manager for the NewcastleGateshead Initiative. Listen to her talking about NewcastleGateshead. In what order does she discuss each of the four aspects of the SWOT analysis?

**Exercise 12.** Listen again and tick (V) the features that she mentions in the table below.

**S**

1. the local people
2. the beauty of the surrounding countryside
3. the quality of the local food
4. the combination of old and new attractions

**O**

1. the opening of the Gateshead Sage
2. the perception people have of the North-east
3. the increasing number of flights to and from Newcastle airport

**W**

1. other UK cities with a similar product
2. poor communications with London
3. the quality of the hotel bedrooms
4. the shortage of hotel bedrooms

**T**

- 1 Bristol, Birmingham, and Manchester
- 2 the perception people have of the North-east
- 3 the contamination in the River Tyne» [2]

### **Speaking Do you SWOT?**

**Exercise 13.** What sort of strengths and weaknesses, opportunities and threats do cities have? Make a list.

**Exercise 14.** Work with a partner.

Student A

**transport and access** – transport links with the rest of the country are very good (S)

**accommodation** – already good and getting better (S)

**restaurants, etc.** – good and varied but not geared to tourism yet (O)

**local food** – original and tasty but not well-known (O)

**nightlife and dubbing** – not very good and not very safe (W)

**museums and art galleries** – very good in the other city in the area (T)

**activities for families** -a very good range of activities (S)

**the weather** – unpredictable summers. Cold winters. (T)

**marketing potential** – very high but not yet used to its full potential (O)

**marketing strategy**- no marketing strategy (W)

**current advertising** - only brochures and a poor web page (W)  
**the image of the city** - poor, and often identified with industry and contamination (W)

Student B

**transport and access** – excellent for both domestic and international arrivals (S)  
**accommodation** – abundant but expensive and not very good (W)  
**restaurants, etc.** – varied, good food, interesting (S)  
**local food** – world-famous (5)  
**nightlife and clubbing** – really good but only local people know about it (O)  
**museums and art galleries** – not very attractive and often closed (W)  
**activities for families** – there aren't many (W)  
**the weather** – much too hot in summer, Rains all winter, (T)  
**marketing potential** – quite limited because most tourists already know the city (T)  
**marketing strategy** – a group of experts are preparing a new strategy (O)  
**current advertising** – the city only uses a limited number of promotional techniques (O)  
**the image of the city** – is often closely linked to other cities in the area (T)

Ask your partner about different characteristics of his / her city destination. Put each answer in the appropriate part of your SWOT chart. Ask about:

- transport and access
- accommodation
- restaurants, etc.
- local food
- nightlife and clubbing
- museums and art galleries
- activities for families
- the weather
- marketing potential
- marketing strategy
- current advertising
- the image of the city.

Take turns to ask questions. The winner is the first person to identify more than three weaknesses or three threats in their partner's destination.

«EXAMPLE: A. *Is the local food one of your strengths?*

B. *Yes, it is. Our local food is world famous. People come here especially to try the food.*

or

B. *No, it isn't. It's one of our weaknesses, I'm afraid. It's not easy to find local food in our restaurants.*

or

B. *No, it isn't. In fact, it's one of our opportunities. The food here is very good, but it's not very well known.*

**Exercise 15.** Think of a city you know well and decide what you think its strengths, weaknesses, opportunities, and threats are. Tell your partner about the city. Can they

guess which city it is?

### **Listening Promotion in tourism**

**Exercise 16.** Listen to Jean Stewart talking. What is he talking about? Who is he talking to? Why do you think so?

**Exercise 17.** Which of the following ideas about promotion does Jean mention directly?

1. To create a demand for a product
2. To explain why a product is better than a competitor's product
3. To make customers aware of a product
4. To remind customers about an existing product

**Exercise 18.** Listen again. Write T (true) or F (false).

1. The marketing mix is made up of product, place, and promotion.
2. Promotion and advertising are the same.
3. Small operators use email for direct marketing.
4. Personal selling is about going from house to house knocking on doors.

### **Find out**

**Exercise 19.** How is tourism promoted in your local area?

1. By a government organization like the Newcastle and Gateshead Initiative
2. By the private sector – Chamber of Commerce, local tourism associations, etc.
3. By both

**Exercise 20.** What promotional techniques do your local tourism authorities normally use?

### **Pronunciation**

**Exercise 21.** Match the words on the left with their pronunciation transcriptions on the right.

Word	Pronunciation transcription
1 advertise	a 'ɪnəvətv
2 ancient	b aɪ'dentɪfəɪ
3 campaign	c 'wɪ:kneɪsɪz
4 identify	d 'ædvətaɪz
5 improve	e streŋθs
6 innovative	f 'ɪnɪfənt
7 marketing	g 'mɑ:kɪtɪŋ
8 picturesque	h pɪktʃə'resk
9 strengths	i θreɪts
10 threats	j kæm'peɪn
11 weaknesses	k ɪm'pru:v

**Exercise 25.** Which word looks most / least like its transcription?

**Exercise 26.** Look at the transcriptions and try pronouncing the words. Let your partner listen to you. Now you listen to your partner.

**Exercise 27.** Listen to the words. How well did you pronounce them?

**Exercise 28.** Listen and repeat each word. Which do you find easiest / hardest to pronounce well?

**Vocabulary The language of advertising**

**Exercise 22.** Match the slogans with the pictures.

1. A green Mediterranean haven
2. Unforgettable Cruises
3. Kyrgyzstan - Breathtaking Natural Beauty
4. Mystic Silk Road Tour



**Exercise 23.** What does the word nice mean? How do you translate it into your language?

**Exercise 24.** Look at the adjectives from 1-7. For each adjective, find two synonyms from a - n.

- |              |               |                |
|--------------|---------------|----------------|
| 1. beautiful | a) ancient    | h) innovative  |
| 2. big       | b) diminutive | i) large       |
| 3. cheap     | c) economical | j) low-cost    |
| 4. expensive | d) enormous   | k) luxury      |
| 5. new       | e) exclusive  | l) modern      |
| 6. old       | f) gorgeous   | m) picturesque |
| 7. small     | g) historic   | n) tiny        |



**Exercise 25.** «Choose the best adjective for these advertising texts.

- 1) The region has a lot of *exclusive / historic / picturesque* monuments.
- 2) Europe's best and biggest *economical / low-cost / modern* airline.
- 3) The new bridge is one of the most *innovative / modern / picturesque* pieces of engineering in the country.
- 4) Make yourself feel really special- take a short break in one of our *economical / exclusive / modern* country hotels.
- 5) Go online and search for what your family needs from our database of hundreds of *enormous / economical / tiny* campsites in Europe.
- 6) *Diminutive / Gorgeous / Large* beaches, luxury accommodation...

**Exercise 26.** Choose the two adjectives that you like the most and use them to write tourism slogans for your country.

### **Writing Adverts**

How would you promote tourism in the area where you live (or any other area you like and know well)? Make a list of different aspects of the region that make it attractive to tourists.

**Exercise 27.** Prepare a web page advertising the region. It will need images as well as text. Use your own photos and original text. Get ready to represent it in group.

**Exercise 28.** If you can, make a 'mock-up' of how you would like your web page to appear in real life.

### **Reading Promotional techniques**

**Exercise 29.** Look at these different sales promotion techniques:

- adverts in the media
- brochures and leaflets
- competitions
- discount coupons (in newspapers, etc.)
- discounted prices
- displays and exhibitions
- give-aways (free gifts)

Which techniques are used in the four activities below? Are there any other activities in these four campaigns?

**North-east England.** The Days Out Campaign was launched in July and was aimed at enticing people to get out and about within the region, visiting both paying and non-paying attractions. The campaign got a 'flying start' with 500 balloons released from Durham Cathedral on Monday 19 July 2004. The lucky person finding

the balloon which had travelled the furthest was rewarded with a free day out visiting some of the region's best attractions.»

**Hong Kong.** The Hong Kong Tourism Board announced a new tourism promotion plan on Sunday. Selina Chow Liang Shuk-Yee, chairwoman of Hong Kong Tourism Board, said in a press release on Sunday that Hong Kong is to launch a two month 'hospitality month', during which discounted air tickets and hotel charges will be offered to tourists

**Rio de Janeiro.** Indians from Brazil's Amazon region painted an Indian logo on visitors' arms at the Brazilian International Tourism Promotional Campaign held in Rio de Janeiro, Brazil, 26 May, 2004. The tourism promotional campaign attracted several hundred people from more than 40 countries

**Languedoc.** The Languedoc Regional Committee ran a campaign to draw people's attention to the Languedoc's sunny, wide-open spaces. An American company, Prolitec, suggested giving the message more impact by using outdoor smells. Prolitec created a fragrance that would remind people of the typical regional scent of brush land. The scent was then used in a seven-day advertising campaign run in winter in major train stations in Paris and the south of France. [2, 74]

**Exercise 30.** Judge each activity in terms of cost (C), logistics (L), impact (I), and originality (O). Award each activity a score from 1 (very poor) to 10 (excellent).

		C	L	I	O	Total
1.	North-east England					
2.	Hong Kong					
3.	Rio de Janeiro					
4.	Languedoc					

**Exercise 31.** Add up the scores for each campaign from the scores for the whole class. Which was the best campaign in each category? Which was the best campaign overall?

### **Language spot Superlatives**

**Exercise 32.** Use the words in brackets to complete these statements.

1. The Brazilian campaign was the \_\_\_\_\_ (cheap).
2. The Languedoc campaign had the \_\_\_\_\_ (high) impact.
3. The \_\_\_\_ (original) campaign was the one by the Languedoc Regional Committee.

**Exercise 33.** Look at the results in your table for the four campaigns. Make sentences to describe what your group voted.

***Go to Grammar reference Unit 12.***

## **Speaking Presenting a campaign**

**Exercise 34.** Work in groups of three or four. Design a campaign for a tourism area you know well. Think about the four factors that make a good campaign. Present your campaign. Award marks for the campaigns of other groups. Make a ‘mock-up’ of your page as you would like it to appear in real life. Present it in group.

### **Key words**

advertise	market
ancient	marketing
campaign	monitor
develop	opportunity
enormous	picturesque
evaluate	promotional
expectation	research
identify	strength
improve	threat
innovative	tiny
luxury	weakness

My own vocabulary  
list

**ЧАСТИНА 3.  
МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ОРГАНІЗАЦІЇ САМОСТІЙНОЇ  
РОБОТИ СТУДЕНТІВ**

**PART 3.  
STUDENTS' SELF-DIRECTED ACTIVITY ORGANIZATION GUIDE**

## TENSE FORMS OF THE VERB

### Indefinite Tenses

*Виберіть правильну відповідь*

#### Level 1

- 1.1. We ... to Odessa for our holidays last year.  
a) goes      b) going      c) have gone      d) went
- 1.2. People ... English all over the world.  
a) speaks      b) speak      c) has spoken      d) had spoken
- 1.3. Victor ... any mistakes in the text, did he?  
a) didn't make      b) made      c) had made      d) hadn't made
- 1.4. Every day they ... their dinner at the canteen.  
a) have      b) has      c) are having      d) were having
- 1.5. I usually ... this fence once a year.  
a) paint      b) paints      c) am painting      d) was painting
- 1.6. Don't worry. I ... here to help you.  
a) is not      b) shall be      c) wouldn't be      d) had been
- 1.7. I ... she is busy at the moment.  
a) will think      b) thought      c) think      d) was thinking
- 1.8. She ... very ill three years ago.  
a) has been      b) had been      c) was      d) was being
- 1.9. There is a new road to the motorway. They ... it yesterday.  
a) had opened      b) opened      c) have opened      d) were opened
- 1.10. The earth ... round the sun.  
a) goes      b) went      c) was going      N      d) has gone
- 1.11. In Britain most of the shops usually ... at 5.30 p.m.  
a) closes      b) close      c) have closed      d) shall close
- 1.12. In summer Nick usually ... tennis twice a week.  
a) play      b) plays      c) is playing      d) was playing
- 1.13. I have a car, but I ... it very often.  
a) don't use      b) do use      c) am not using      d) didn't use
- 1.14. If you need money, why ... a job?  
a) don't you get      b) do you get  
c) hadn't you got      d) weren't you getting
- 1.15. The River Amazon ... into the Atlantic Ocean.  
a) flows      b) is flown      c) flow      d) is flowing
- 1.16. How often ... tennis?  
a) is Tom playing      b) does Tom play  
c) was Tom playing      d) did Tom played
- 1.17. The teachers didn't have dinner at the canteen, ... they?  
a) did      b) didn't      c) had      d) hadn't
- 1.18. How many pages ... a day?  
a) are you reading      b) do you read  
c) you read      d) had you read
- 1.19. They watched TV and then ... to bed.

- a) had been going                      b) went  
c) were going                            d) had gone

1.20. I ... your telephone number.

- a) do not know                            b) am not knowing  
c) had not known                        d) shall have known

## Level 2

2.1. I think I'll buy these shoes. They ... me really well.

- a) fit                      b) have fit                      c) fitted                      d) were fitting

2.2. She asked when the secretary usually ... .

- a) is coming                      b) came                      c) come                      d) will come

2.3. I'll tell Anna all the news when I ... her.

- a) shall see                      b) saw                      c) see                      d) will be seeing

2.4. Wipe your feet before you ... into the room.

- a) has come                      b) had come                      c) come                      d) would come

2.5. I wonder if Paul ... me a lift to work.

- a) is giving                      b) will give                      c) gives                      d) will be giving

2.6. The teacher told us that magnet ... iron.

- a) attracted                      b) attract                      c) attracts                      d) is attracted

2.7. She will speak to Professor Moore as soon as he ... free.

- a) will be                      b) shall be                      c) is                      d) were

2.8. She had studied Spanish before she ... to Madrid.

- a) had come                      b) comes                      c) came                      d) would come

2.9. You didn't even try to find out if I ... to your proposal.

- a) will agree                      b) shall agree                      c) would agree                      d) agree

2.10. Christopher ... his hand, but it is OK now.

- a) have hurt                      b) hurt                      c) hurts                      d) had hurt

2.11. Something very strange ... to me on my way home from work yesterday afternoon.

- a) happened                      b) was happening                      c) happens                      d) has happened

2.12. I don't want a steak. I think I ... the chicken.

- a) will have had                      b) have                      c) am having                      d) shall have

2.13. I remember when I ... on holiday abroad for the first time.

- a) went                      b) has gone                      c) go                      d) had gone

2.14. He'll be ready as soon as you ... .

- a) be                      b) are going to be                      c) are                      d) will be

2.15. I'm afraid we ... the last train if we don't take a taxi.

- a) miss                      b) shall miss                      c) missed                      d) shall be missing

2.16. By the time the guests ... the children will have decorated the fir-tree.

- a) arrived                      b) arrive  
c) will arrive                      d) would have arrived

2.17. I hope Lucy ... to my birthday party.

- a) was coming                      b) com                      c) will come                      d) will be coming.

2.18. As soon as the exams ... over the students will leave for their homes.

a) are    b) will be    c) were    d) would be

2.19. Bill wondered if they ... .

a) would marry    b) marry  
c) will marry    d) are going to marry

2.20. I'll visit them as soon as they ... next month.

a) marry    b) will marry    c) will be married    d) married

### Level 3\*

3.1. I wrote to you to ask not to see anyone till I ... .

a) come    b) have come    c) came    d) should come

3.2. Higher education in the USA ... in 1636 when the first colonists ... Harvard College.

a) has begun, founded    b) began, have founded  
c) began, founded    d) was beginning, have founded

3.3. We must go now. The play ... in half an hour.

a) starts    b) is starting  
c) would start    d) will have started

3.4. How long is it since you ... here?

a) had moved    b) move  
c) moved    d) was moving

3.5. The plane ... London at 9.45.

a) shall reach    b) is going to reach  
c) will reach    d) reaches

3.6. He ... for the company for thirty years before he retired.

a) has been working    b) worked  
c) was working    d) had been working

3.7. He wanted her to believe that when he ... things would change.

a) returns    b) would return    c) returned    d) will return

3.8. He said he would tell me all about it when he ... back.

a) got    b) gets    c) would get    d) will get

3.9. "Do you often go on holiday?" No, it's five years since I ... on holiday.

a) have gone    b) went    c) had gone    d) go

3.10. The boy asked the tour guide where the main tourist office ... .

a) is    b) has been    c) will be    d) was

3.11. I inquired when the train to Odessa ... .

a) was starting    b) started    c) should start    d) will star

3.12. The sight was so lovely I ... very early just to see the sun come up.

a) get up    b) have got up    c) used to get up    d) was getting up

3.13. «All right,» said the old gentleman, «I'll be here until your friend ..., and then I ... somewhere.»

a) will come back, will stand    b) won't come back, stand  
c) comes back, will stand    d) will come back, will be standing

3.14. I ... it unless you ... .

a) would never understand, would explain

- b) will never understand, have explained  
 c) will never understand, explain  
 d) will never understand, will explain
- 3.15. She ... away from the ball at about four o'clock in the morning.  
 a) turns      b) has turned      c) turned      d) is turning
- 3.16. He told me that he ... it to my husband, unless I ... him a certain document.  
 a) will show, gave      b) would show, gave  
 c) would show, would give      d) showed, would give
- 3.17. He ... , .... a can from the porch, and ... to water the flowers.  
 a) had got up, fetched, began      b) had got up, had fetched, began  
 c) was getting up, fetched, began      d) got up, fetched, began
- 3.18. A hot coal ... from the fire and ... a hole in the carpet.  
 a) has dropped, burnt      b) had dropped, burnt  
 c) dropped, was burning      d) dropped, burnt
- 3.19. When the evening ... I ... that it ... an imprudence to leave so precious a thing in the office behind me.  
 a) had come, felt, was      b) came, felt, would be  
 c) came, had felt, would be      d) came, was feeling, was
- 3.20. I only ... to ask you how you ... from here to the Strand.  
 a) had wished, would go      b) wished, will go  
 c) wished, would go      d) wish, would go

***Визначте правильний варіант перекладу***

1. I was glad to find my lost book under the table.  
 a) Я зрадів, коли я знайшов свою улюблену книжку під столом.  
 b) Я був щасливий від того, що знайшов мою дуже потрібну книжку на столі.  
 c) Я зрадів, коли знайшов свою загублену книжку під столом.  
 d) Мені радісно знайти свою книжку під столом.
2. He doesn't often write sentences on the blackboard.  
 a) Він не часто пише речення на дошці.  
 b) Він часто не писав речення на дошці.  
 c) Він завжди не пише речення на дошці.  
 d) Він не завжди писав речення на дошці.
3. Many birds fly to the south in autumn.  
 a) Багато птахів відлетіли на південь восени.  
 b) Багато птахів відлітають на південь восени.  
 c) Багато птахів відлетять на південь восени.  
 d) Багато птахів відлетіли на північ восени.
4. Her father teaches History at our school.  
 a) Його батько викладає історію в нашій школі.



- b) Її батько викладав історію в нашій школі.
- c) Її батько викладатиме історію в нашій школі.
- d) Її батько викладає історію в нашій школі.

5. They spend their holidays in the country.

- a) Вони проводять свої канікули в селі.
- b) Вони проводять свої канікули в цій країні.
- c) Вони проводили свої канікули в селі.
- d) Вони провели свої канікули за містом.

6. He does read English books in the original.

- a) Він, можливо, читає англійські книги в оригіналі.
- b) Він читає англійські книги в оригіналі.
- c) Він таки читає англійські книги в оригіналі.
- d) Він не читає англійські книги в оригіналі.

7. She was happy to find the necessary dictionary in the language room.

- a) Вона була щаслива з того, що знайшла потрібний їй словник у кабінеті мови.
- b) Вона була щаслива, коли знайшла словник у кабінеті мови.
- c) Вона зраділа, коли знайшла потрібний словник у бібліотеці.
- d) Вона була рада знайти цей словник у кабінеті.

8. I was afraid you misunderstood my proposal.

- a) Я боялася, що ви неправильно розумієте мою пропозицію.
- b) Я боюсь, що ви неправильно зрозуміли мою пропозицію.
- c) Я боялася, що ви неправильно зрозуміли мою пропозицію.
- d) Я боялася, що ви неправильно зрозуміли б мою пропозицію.

9. We all agree that it is better late than never.

- a) Ми всі згодні, що краще пізно, ніж ніколи.
- b) Ми всі були згодні, що краще пізно, ніж ніколи.
- c) Ми погодились, що краще пізніше, ніж ніколи.
- d) Ми вважали, що краще пізно, ніж ніколи.

10. Foreign language clubs give a lot for developing the general outlook of our pupils.

- a) Клуб іноземної мови сприяє розвитку світогляду учнів.
- b) Учні розвивають свій загальний світогляд у клубах іноземних мов.
- c) Клуби іноземної мови чимало дають для розвитку загального світогляду наших учнів.
- d) Клуби іноземної мови допомагають розвивати кругозір наших учнів.

11. The delegation arrived in London yesterday at dawn.

- a) Делегація прибула до Лондона сьогодні вранці.

- b) Делегація відбула до Лондона вчора на світанку.
- c) Делегація прибула до Лондона вчора ввечері.
- d) Делегація прибула до Лондона вчора на світанку.

12. He found the book very interesting.

- a) Він знайшов дуже цікаву книгу.
- b) Він вважав, що книга дуже цікава.
- c) Книга йому не сподобалась.
- d) Він загубив дуже цікаву книгу.

13. I'll be most interested to meet the teachers and to discuss their plans.

- a) Мені буде дуже цікаво зустрітися з учителями й обговорити їхні плани.
- b) Мені було б цікаво побачити учителів та обговорити їхні плани.
- c) Мене дуже цікавить зустріч з учителями та обговорення їхніх планів.
- d) Найбільш цікавим для мене є перегляд планів учителів.

14. I shall help you to plant trees next week.

- a) Я допоможу Вам садити дерева наступного тижня.
- b) Я допомогла Вам садити дерева наступного тижня.
- c) Я допомогла б тобі садити дерева наступного тижня.
- d) Я зможу допомогти садити дерева наступного тижня.

15. There will be a lot of people at the meeting today.

- a) Сьогодні на зборах буде багато людей.
- b) Сьогодні на зборах буде мало людей.
- c) Сьогодні на зборах було багато людей.
- d) Сьогодні на зборах не буде багато людей.

16. I'm going to work at school after I graduate from the university.

- a) Я збираюся працювати у школі після того, як закінчу університет.
- b) Я поїду працювати в школі після того, як закінчу університет.
- c) Я працюватиму в школі після того, як закінчу університет.
- d) Я не працюватиму в школі після закінчення університету.

17. I shan't be angry with you if you don't visit this museum.

- a) Я не розсерджусь на вас, якщо ви не відвідаєте цей музей.
- b) Я не розсерджусь на вас, якщо ви відвідаєте цей музей.
- c) Я не розсердилася б на вас, якби ви не відвідали цей музей.
- d) Я не розсерджусь на вас за умови, що ви відвідаєте цей музей.

18. He was sure his friend would make much progress in English.

- a) Він упевнений, що його друг досягне значного успіху у вивченні англійської мови.
- b) Він упевнений у тому, що його друг успішно оволодів мовою.

- c) Він був упевнений, що його друг досягне значного успіху у вивченні англійської мови.
- d) Він був упевнений, що його друг досягне прогресу у вивченні англійської мови.

19. In his letter he informed that he would come to visit us if he passed his exams successfully.

- a) У своєму листі він повідомив, що приїде відвідати нас, якщо успішно складе іспити.
- b) У своєму листі він повідомляє, що приїде відвідати нас, якщо успішно складе іспити.
- c) У своєму листі він повідомляє, що хоче відвідати нас, якщо успішно складе іспити.
- d) У своєму листі він повідомить, що хотів би відвідати нас, якщо успішно складе іспити.

20. I sometimes go to the skating-rink, though I am a bad skater.

- a) Я завжди ходжу на каток, хоча я поганий ковзаняр.
- b) Я іноді ходжу на каток, хоча я поганий ковзаняр.
- c) Я відвідую каток, хоча я поганий ковзаняр.
- d) Я іноді ходжу на каток, але я поганий ковзаняр.

21. She is so fond of playing the piano that she spends nearly all her free time playing it.

- a) Вона так любить грати на піаніно, що проводить майже весь вільний час за ним.
- b) Вона так грає на піаніно, що проводить майже весь вільний час за ним.
- c) Вона так любила грати на піаніно, що проводила майже весь вільний час за ним.
- d) Вона любить грати на піаніно і проводить майже весь вільний час за ним.

22. Він запитав, чи поїде вона влітку на узбережжя.

- a) He asked her if she will go to the seaside in summer.
- b) He had asked her if she is going to the seaside in summer.
- c) He asked her if she would go to the seaside in summer.
- d) He asked her would she go to the seaside in summer.

23. Якщо я не запізнюся, ми застанемо його вдома.

- a) If I was late we'll catch him at home.
- b) If I am not late we'll catch him at home.
- c) If I will not late we'll catch him at home.
- d) If I won't be late we catch him at home.

24. Коли погода буде гарною, ми підемо погуляти в парк.

- a) When the weather will be better we shall go for a walk in the park.
- b) When the weather is fine we shall go for a walk in the park.
- c) When the weather becomes better we must go for a walk in the park.
- d) When the weather shall be nice we will go for a walk in the park.

25. Коли вона була дитиною, вона захоплювалася співами.

- a) She did not like to sing, when she was a child.
- b) She was not fond of singing when she was a child.
- c) She was fond of singing when she was a child.
- d) When she was a little girl she liked to sing.

### Continuous Tenses

*Виберіть правильну відповідь*

#### Level 1

1.1. I am busy at the moment. I ... on the computer.

- a) work                      b) worked
- c) am working              d) have been working

1.2. The children ... their homework now.

- a) are doing              b) were doing              c) do                      d) did

1.3. Let's go out. It ... any more.

- a) isn't raining    b) doesn't rain              c) didn't rain              d) shall not rain

1.4. Our friends ... us at the airport tonight.

- a) meets                      b) are going to meet
- c) shall meet                      d) met

1.5. Silvia ... English at the moment.

- a) learns    b) is learning              c) has learnt              d) was learnt

1.6. Your English ... better and better.

- a) gets    b) has been got              c) was got              d) is getting

1.7. Why ... your coat today? It is very warm.

- a) are you wearing              b) do you wear
- c) will you wear                      d) don't you wear

1.8. These days food ... more and more expensive.

- a) gets              b) got                      c) is getting              d) shall get

1.9. They ... with friends at the moment.

- a) stay                      b) have been staying
- c) had stayed                      d) are staying

1.10. My son ... a book at 2 o'clock in the afternoon.

- a) read                      b) was reading
- c) has read                      d) had been reading

1.11. Look! The man ... to open the door of your car.

- a) tries              b) was trying              c) will try              d) is trying

1.12. Hurry up! The bus ... .

- a) is coming              b) comes              c) come                      d) was coming

1.13. Listen! It ... heavily.

- a) rains                                      b) has been raining  
 c) rained                                      d) is raining
- 1.14. I usually enjoy parties, but I ... this one at the moment.  
 a) don't enjoy                                b) am not enjoying  
 c) did enjoy                                    d) enjoy
- 1.15. At nine o'clock yesterday I ... television.  
 a) was watching                              b) watched  
 c) had been watching                        d) am watching
- 1.16. She ... a party now.  
 a) has    b) is having                                      c) had    d) was having
- 1.17. Be careful! You ... a grammar test.  
 a) do    b) is doing                                      c) are doing                                      d) were doing
- 1.18. My head ... again, so I went home.  
 a) aches                                        b) is aching                                      c) was aching                                      d) will be aching
- 1.19. "Where is Jenny?" "She ... roses in the garden".  
 a) is planting                                    b) plants  
 c) has planted                                    d) has been planting
- 1.20. Sorry. I can't stop now. I ... to an important meeting.  
 a) go    b) am going                                      c) have gone                                      d) will be going

## Level 2

- 2.1. What ... about a moment ago?  
 a) were you thinking                                b) have you been thinking  
 c) will you think                                      d) are you thinking
- 2.2. I suddenly realized I ... in the wrong direction.  
 a) was walking                                    b) walk    c) have walked                                    d) am walking
- 2.3. When I arrive at the airport tomorrow, my whole family ... for me.  
 a) wait    b) waits    c) waited    d) will be waiting
- 2.4. When I looked round the door, the baby ... quietly.  
 a) is sleeping                                    b) slept    c) was sleeping                                    d) were sleeping
- 2.5. Where is Robert? ... a shower?  
 a) Does he have                                    b) Has he    c) Has he got                                      d) Is he having
- 2.6. I've got my key. I found it when I ... for something else.  
 a) look    b) have looked                                      c) didn't look                                      d) was looking
- 2.7. At this time tomorrow we ... over the Atlantic.  
 a) flies    b) shall be flying                                      c) fly    d) flied
- 2.8. Jim was cooking dinner in the kitchen while Jo ... the dog.  
 a) is feeding    b) has been feeding  
 c) was feeding    d) had been feeding
- 2.9. The boy ... ice-cream when we came in.  
 a) was eating                                      b) ate  
 c) had been eating                                    d) eats
- 2.10. Tom could hear shouts from the flat next door. His neighbours ... again.  
 a) were arguing                                    b) argued    c) had argued                                      d) argue

- 2.11. Sophie ... hard these days in order to pass her exams.  
 a) is studying      b) studies      c) studied      d) stud
- 2.12. I asked Ann who else ... to the party that night.  
 a) was coming      b) will come      c) has come      d) have come
- 2.13. I saw Mr Jones while I ... for the bus.  
 a) had waited      b) am waiting      c) was waiting      d) have waited
- 2.14. I ... over an important problem and didn't hear your question.  
 a) was thinking      b) thought      c) will be thinking      d) am thinking
- 2.15. When we went out of the house it ... .  
 a) had been snowing      b) was snowing  
 c) snowed      d) has been snowing
- 2.16. When the rain started they ... in the field.  
 a) were still working      b) still worked  
 c) are still working      d) still work
- 2.17. At nine o'clock yesterday morning we ... for the bus.  
 a) wait      b) were waiting  
 c) had been waiting      d) waited
- 2.18. She ... the piano the whole evening.  
 a) play      b) played      c) was playing      d) had played
- 2.19. Why ... at me like that? Have I said anything wrong?  
 a) do you look      b) did you look  
 c) were you looking      d) are you looking
- 2.20. I ... with some friends until I can find a flat.  
 a) am living      b) lived      c) lives      d) have lived

### Level 3\*

- 3.1. I'm going to get to the airport early. I can read a book while I ... .  
 a) wait      b) will wait      c) am waiting      d) shall be waiting
- 3.2. .... Jane today? I have a message for her.  
 a) Will you be meeting      b) Will you have met  
 c) Will you have been met      d) Are you met
- 3.3. I ... John tomorrow as we work in the same office.  
 a) shall have met      b) will be meeting      c) am going to meet      d) meet
- 3.4. ... to the baker's this morning? I need some bread.  
 a) Will you have gone      b) Shall you go  
 c) Will you be going      d) Will you have been going
- 3.5. Mother said that Aunt Bessie ... soon.  
 a) will come      b) was coming  
 c) would have come      d) comes
- 3.6. I .... my lawyer tonight.  
 a) saw      b) am seeing      c) will have seen      d) had seen
- 3.7. I ... my bank manager this morning. I've fixed an appointment.  
 a) saw      b) shall have seen      c) will be seeing      d) am seeing
- 3.8. We ... to the cinema this afternoon. Would you like to come?

- a) went      b) are going      c) will be going      d) will have gone
- 3.9. He said he ... his things the whole day.  
 a) would pack      b) would be packing  
 c) is going to pack      d) had been packed
- 3.10. We ... your case tomorrow, so I'll be able to give you an answer soon.  
 a) discuss      b) are discussing  
 c) were discussing      d) will have discussed
- 3.11. I ... lunch with Sam tomorrow as usual.  
 a) have had    b) shall be having    c) had    d) will have had
- 3.12. He ... on the corner at the end of our street, and he ... at us, telling us not to lean against his fence.  
 a) was living, always shouted      b) lives, was always shouting  
 c) lived, had been always shouting      d) lived, was always shouting
- 3.13. He ... in the chair when a tall woman with beautiful grey hair and silver, finely-wrinkled skin ... in.  
 a) sat, came      b) was sitting, came  
 c) was sitting, was coming      d) had been sitting, came
- 3.14. Susan didn't even know which hotel he ... in Paris.  
 a) has been using      b) used      c) would be using      d) will use
- 3.15. The boy ... bitterly and no one ... to calm him down.  
 a) still cried, was trying      b) was still crying, tried  
 c) had been still crying, was trying      d) was still crying, had tried
- 3.16. While she ... for the lights to change from red to green, an old lady ... to the window of her car.  
 a) waited, came      b) waited, was coming  
 c) was waiting, came      d) was waiting, was coming
- 3.17. When we ... coffee in the drawing-room that night after dinner, I ... Arthur and Mary my experience.  
 a) were taking, told      b) had been taking, had told  
 c) were taking, had told      d) took, told
- 3.18. Two hansoms ... at the door, and as I ... the passage I ... the sound of voices from above.  
 a) stood, entered, heard      b) were standing, entered, heard  
 c) were standing, had entered, had heard      d) had been standing, entered, heard
- 3.19. One day when he ... home he ... a boy who ... him from the opposite side of the street.  
 a) was walking, saw, watched      b) walked, has seen, was watching  
 c) was walking, saw, was watching      d) has walked, has seen, has watched
- 3.20. It was midnight. She ... in her lovely room. The rain driven by the wind ... against the window.  
 a) sat, beat      b) was sitting, was beating  
 c) has sat, beat      d) has been sitting, has been beating

**Визначте правильний варіант перекладу**

1. It was raining all day long and we had to put off our meeting.

- a) Увесь день ішов дощ, і ми вимушені були відкласти нашу зустріч.
- b) Нам довелося продовжити збори, оскільки увесь день ішов дощ.
- c) Під вечір дощ вщух, і ми вирішили знову зустрітися.
- d) Ми вирішили не відкладати нашу зустріч, оскільки дощу вже не було.

2. I was hurrying to the canteen when I met you.

- a) Я поспішала в їдальню, коли зустріла вас.
- b) Я бігла в їдальню, коли зустріла вас.
- c) Я йшла в їдальню під час зустрічі з вами.
- d) Коли я зустріла вас, я поспішала в кінотеатр.

3. They'll be packing tomorrow when she comes.

- a) Вони складатимуть речі завтра, коли вона прийде.
- b) Вони збиратимуться, коли вона прийде.
- c) Вони пакуватимуться, коли вона прийде завтра.
- d) Вони пакувалися б завтра, якби вона прийшла.

4. I was reading a difficult English book at that time.

- a) Я читала складну англійську книжку в той час.
- b) Я читала складну англійську книжку один раз.
- c) Я читаю складну англійську книжку в цей час.
- d) Я читала б складну англійську книжку, якби мала час.

5. Next week we'll be preparing to pass exams.

- a) Наступного тижня ми готуватимемося, щоб скласти іспити.
- b) Наступного тижня ми готуватимемося, щоб приймати іспити.
- c) Наступного тижня ми складатимемо іспити, слід готуватися.
- d) Минулого тижня ми готувалися, щоб скласти іспити.

6. I'll be looking through these magazines while you are enjoying the music.

- a) Я переглядатиму ці журнали в той час, коли ви насолоджуватиметесь музикою.
- b) Я перегляну ці журнали, а ви насолоджуватиметесь музикою.
- c) Я переглядаю ці журнали в той час, коли ви насолоджуєтесь музикою.
- d) Я переглядаю ці журнали, а ви насолоджуєтесь музикою.

7. When we came back home her children were sleeping.

- a) Її діти спали, а ми повернулися додому.
- b) Коли ми повернемось додому, її діти спатимуть.
- c) Коли ми повертались додому, її діти спали.
- d) Коли ми повернулись додому, її діти спали.



8. Whom were you waiting for near that monument at five yesterday?

- a) Кого ви очікували біля того пам'ятника о п'ятій годині вчора?
- b) Ви когось очікували біля того пам'ятника вчора о п'ятій годині?
- c) Кого ви очікували біля цього пам'ятника вчора о п'ятій годині?
- d) На кого ви чекали біля того музею о п'ятій годині вчора?

9. We thought that you were going to visit your friends.

- a) Ми думали, що ви збираєтесь відвідати своїх друзів.
- b) Ми думали, що ви збирались відвідати своїх друзів.
- c) Ми думали, що ви підете відвідати своїх друзів.
- d) Ми думали, що ви йшли відвідати своїх друзів.

10. They are going to have a rest there.

- a) Вони йшли, щоб там відпочити.
- b) Вони збираються там відпочивати.
- c) Вони мали намір там відпочивати.
- d) Вони там відпочиватимуть.

11. Він побував у багатьох країнах і тепер пише книгу про свої подорожі.

- a) He has been to many countries and now he wrote a book about his travels.
- b) He visited many countries and now he is writing books about his travels.
- c) He was visiting many countries and now writes a book about his travels.
- d) He has visited many countries and now he is writing a book about his travels.

12. Коли він зателефонував, ми обідали.

- a) When he telephoned, we were having dinner.
- b) When he telephoned, we had dinner.
- c) When he telephoned, we had had dinner.
- d) When he telephoned, we had to have dinner.

13. Ішов дощ, і їй довелося взяти парасольку.

- a) It rained and she must take an umbrella.
- b) It was raining and she had to take an umbrella.
- c) It had rained and she had to take an umbrella.
- d) It had been raining and she should take an umbrella.

## NOUN

*Виберіть правильну відповідь*

### Level 1

1.1. The Members of Parliament discussed some ... of Ireland and considered the ways of improving the present situation.

- a) trouble                      b) troubles

1.2. Roger spent all his ... to buy a new large house for his numerous family.

- a) saving                      b) savings

1.3. This lawyer is very clever and always gives useful ... to his clients.

- a) advice                      b) advices

1.4. In England some colleges and schools are only for ... .

- a) boies                      b) boys

1.5. The news from Mary ... very good: she passed her exams with excellent marks.

- a) was                      b) were

1.6. Two years ... a long time to stay abroad.

- a) is                      b) are

1.7. When Sally finds some grey ... on her head she pulls ... out.

- a) hair, it                      b) hairs, them

1.8. Frank's friends came to see him off and wished a very good ... to him.

- a) travel                      b) trip

1.9. Sue is on a diet so at the dinner-party she ate only a small ... .

- a) cake piece                      b) piece of cake

1.10. Flora studies at the Medical University and she is going to become a ... .

- a) doctor                      b) doctress

1.11. All ... need some ... of psychology.

- a) parent, knowledges                      b) parents, knowledge

1.12. Paul is fond of ski jumping and recently he has bought a new pair of ... .

- a) skies                      b) skis

1.13. It is because of treachery such as yours that we have lost the ... of our victory.

- a) fruit                      b) fruits

1.14. Fresh ... and vegetables were rushed to the kitchen.

- a) fruit                      b) fruits

1.15. Soames skewered the document on to a number of other ... and hung up his hat.

- a) papers                      b) paper

1.16. This first one came before I had been gone a week, a fifty pound banknote, in a sheet of ... directed to me.

- a) paper                      b) papers

1.17. ... take their ... to the laundry to have ... washed.

- a) Peoples, cloths, it                      b) People, clothes, them

1.18. Some people like coffee and ... for breakfast but others prefer something more substantial.

- a) sandwichs                      b) sandwiches

1.19. On August 3rd, 1492, the little ... of three ships sailed north from Spain.

- a) flot                      b) fleet

- 1.20. Are you invited to ... wedding ceremony?  
 a) Bill and Jane's                      b) Bill's and Jane's
- 1.21. Doris needs to buy two ... of carrots.  
 a) kilos                                      b) kiloes
- 1.22. In the supermarket Jane bought two ... of bread and a bottle of milk.  
 a) loafes                                      b) loaves
- 1.23. My friend came from England yesterday and invited me to see his ... .  
 a) photos                                      b) photoes
- 1.24. My father is a doctor and my mother is a ... in a joint-stock company.  
 a) managess                                  b) manageress
- 1.25. Edward is fond of reading and all the ... in his room are full of books.  
 a) book-shelfs                                b) book-shelves
- 1.26. Nick doesn't want to enter the Economic University because his mathematics ...  
 weak.  
 a) is    b) are
- 1.27. Last week Helen bought two new ... - green and white.  
 a) blouse                                      b) blouses
- 1.28. Sandra has a very good memory. She remembers all the ... of her friends'  
 birthdays.  
 a) dates                                        b) datas
- 1.29. We gathered at ... to discuss and resolve all our problems.  
 a) Bill    b) Bill's
- 1.30. Very often people call ... the «sea killers».  
 a) shark                                        b) sharks
- 1.31. A spoonful of honey catches more ... than a gallon of vinegar.  
 a) flies                                         b) flyes
- 1.32. Don't make so ... - I'm working.  
 a) much noise                                b) many noises
- 1.33. San Francisco is a wonderful city to explore on ... .  
 a) foot                                         b) feet
- 1.34. Many people think ... is a very interesting game.  
 a) billiard                                      b) billiards
- 1.35. I want to buy a cat because my wife is afraid of ... that live in our summer-  
 cottage.  
 a) mouse                                      b) mice
- 1.36. There are two ... and three apples on the table.  
 a) tomatos                                      b) tomatoes
- 1.37. Through the window I see two ... crossing the street.  
 a) mans                                        b) men
- 1.38. My ... are very dirty, I have to clean them.  
 a) boots                                        b) bootes
- 1.39. Dentists recommend to clean ... every time after eating.  
 a) teeth                                         b) tooths
- 1.40. The song «Two merry ...» is known to almost every little child.

- a) geese                                      b) geese

## Level 2

2.1. In the article «Clothes and fashion of ...» the author gives the statement that nowadays girls don't trouble to dress up.

- a) the youth                      b) the youths                      c) a youth

2.2. The sportsman boasted to his friends that he had shot a lot of ... .

- a) duck                              b) ducks                              c) два варіанти

2.3. In Brittany, France, people say that if you find ... on a black cat's tail and pull it without getting scratched, you'll have good luck.

- a) a white hair                      b) white hairs                      c) white haire

2.4. Our director bought two ... to keep money and secret documents.

- a) safes                              b) saves                              c) два варіанти

2.5. Changing ... became a habit with King of England Henry VIII.

- a) wives                              b) wives                              c) два варіанти

2.6. Airplane is the fastest and the most comfortable ... of transport.

- a) mean                              b) means                              c) meanes

2.7. Twenty thousand pounds ... stolen in the robbery from the Midwest Bank last night.

- a) was                                      b) were                                      c) два варіанти

2.8. Fanny's favourite sea products are ... and lobsters, but in her country they are very expensive.

- a) crab                                      b) crabs                                      c) crabes

2.9. Nowadays it's very difficult for an unexperienced person to find a good and well-paid ... .

- a) work                                      b) job                                      c) два варіанти

2.10. Basically tea is a drink made of the dried ... of a plant that only grows in hot countries.

- a) leafs                                      b) leafes                                      c) leaves

2.11. ... is the name everyone gives to his mistakes.

- a) Experience                      b) An experience                      c) Experiences

2.12. Burning ... can also be used to produce energy.

- a) a rubbish                      b) rubbish                      c) rubbishes

2.13. The ..., which one can see in Arizona's deserts, are very tall and some of them weigh up to 10 tons!

- a) cactuses                      b) cacti                      c) два варіанти

2.14. The White ... of Dover are the first sight many people have of England.

- a) Cliffs                      b) Cleaves                      c) два варіанти

2.15. Most foreigners visiting Spain want to taste such entirely Spanish ... as paella and gazpacho.

- a) dish                      b) dishs                      c) dishes

2.16. During her journey to America Margaret had some exciting ... .

- a) experience                      b) experiences                      c) два варіанти

2.17. During her business trip Laura sent three ... to her director.

- a) memoranda      b) memorandums      c) два варіанти
- 2.18. The ... of the hotel was a very polite and hospitable woman.
- a) host              b) hostess              c) hostress
- 2.19. Our national orchestra have toured to many countries and have always been ... .
- a) a success          b) success              c) successes
- 2.20. William Burns was a hard-working small farmer with high ideals about human ... and conduct.
- a) worth              b) worths              c) worthes
- 2.21. A number of industrial products are manufactured in Brazil, including cars, chemicals, ships, machines and military ... .
- a) weapon            b) weapons            c) weapones
- 2.22. These two groups have different ... of interest so they have nothing to talk about while meeting together.
- a) foci                b) focuses              c) два варіанти
- 2.23. The use of the jet engine for ... was pioneered by a team led by Sir Frank Whittle.
- a) an aircraft        b) aircraft              c) aircrafts
- 2.24. In the pub Harry asked for ... and began looking for a free table near the window.
- a) a beer              b) beer                  c) beers
- 2.25. Barbara's family lives in a large house which is situated in Brighton's ... .
- a) outskirts          b) outskirts            c) outskirtes
- 2.26. Maggie's occupation is very interesting: she works as a tourist ... and shows London's sights to tourists.
- a) guide              b) guidess              c) guideress
- 2.27. There are a lot of galleries, museums, theatres and ... halls in London.
- a) concert            b) concerts            c) concert's
- 2.28. The herdsman was very upset because he found his two cows killed by ... .
- a) wolfs              b) wolves              c) два варіанти
- 2.29. Roger's pocket is empty: or he has lost all his money or ... stolen.
- a) it was              b) they were            c) два варіанти
- 2.30. ... house is very large and has 15 rooms.
- a) Mr. Jones's      b) Mr. Jones'        c) два варіанти
- 2.31. The government ... to impose a new tax on gamble business next year.
- a) want                b) wants                c) два варіанти
- 2.32. ... is one of the world's best-known department stores. It started life as a small grocery shop set up by C. D. Harrod in 1861.
- a) Harrods            b) Harrods'            c) Harrod's
- 2.33. Leila is a ... but she doesn't like her occupation.
- a) salesperson      b) saleswoman      c) два варіанти
- 2.34. Gilbert often meets with his friends to spend their spare time together, and they like to play ... or chess.
- a) domino            b) dominos              c) dominoes

2.35. The jury ... considering ... verdict for two hours and in the end it was decided that Mr. Shelton was guilty.

a) was, its                      b) were, their                      c) два варіанти

2.36. The Flock of Shepherd's ... is in Devonshire - a very lonely estate by the sea.

a) headquarter                      b) headquarters                      c) headquarters

2.37. To translate this article we need a person with ... of Spanish language.

a) a good knowledge                      b) good knowledge                      c) good knowledges

2.38. There are a lot of clear streams and ... in the Lake District which is called the most beautiful corner of England.

a) water-falls                      b) waters-falls                      c) water-fallses

2.39. It's well-known that ... live only in very clear waters.

a) trout                      b) trouts                      c) два варіанти

2.40. Last year many rivers and their ... dried up because of the drought.

a) mouth                      b) mouths                      c) mouthes

### Level 3\*

3.1. ..., a familiar sight of London, were introduced in 1960 to control parking.

a) Traffic wardens                      b) Traffics wardens

c) Traffic's wardens                      d) Traffics' wardens

3.2. I've no time to analyse these ... now, I will do it a bit later.

a) data                      b) datas                      c) datum                      d) datums

3.3. Michael went to Tunisia by plane. It was a ... journey.

a) four-hour                      b) four-hours

c) four-hour's                      d) four-hours'

3.4. Benjamin Franklin's literary work «Poor Richard's Almanac» was a combination of a calendar, a miniature ... and a moral counsellor.

a) encyclopedium                      b) encyclopedius                      c) encyclopedia                      d) encyclopedic

3.5. Everyone who wants to participate in this scientific conference has to write the ... to his report and send them to the comission.

a) thesis                      b) theses                      c) thesises                      d) theseses

3.6. The sense of ... and of ... create the ... for ideal ... and ... .

a) injustices, losses, needs, justice, compensation

b) injustice, loss, need, justices, compensations

c) injustice, loss, need, justice, compensation

d) injustice, losses, needs, justices, compensation

3.7. Various origins explain many of the ... to be found between England, Wales, Scotland and Northern Ireland.

a) difference                      b) differences                      c) differency                      d) differencies

3.8. Today the ... of Greater London covers some 610 square miles and the suburbs of London continue even beyond this area.

a) metropoli                      b) metropolis                      c) metropoly                      d) metropolia

3.9. I am not going to leave without my ...: four ... , two union ... , a pair of ... and four ... .

a) laundries, shirts, suits, pajamas, collars

- b) laundry, shirts, suits, pajamases, collars  
 c) laundry, shirt, suit, pajama, collar  
 d) laundry, shirts, suits, pajamas, collars
- 3.10. When I was very near ..., she gave me ... and ... .  
 a) despair, courage, hopes  
 b) despairs, courages, hopes  
 c) despair, courage, hope  
 d) despairs, courage, hopes
- 3.11. We had two million ...of British ... two thousand ...of a thousand ... per case.  
 a) rounds, ammuniton, cases, rounds  
 b) rounds, ammunitions, cases, rounds  
 c) round, ammuniton, case, round  
 d) rounds, ammuniton, cases, round
- 3.12. The shattered ... gleamed sadly with ... in the evening ... .  
 a) trees, hoar-frosts, twilights                      b) trees, hoar-frost, twilight  
 c) tree, hoar-frosts, twilight                      d) trees, hoar-frost, twilights
- 3.13. It was a prettily furnished room, with ... and some lovely ... in red and green.  
 a) piano, furnitures                      b) piano, furniture  
 c) pianos, furnitures                      d) a piano, furniture
- 3.14. They stood lost among the ... . They felt ... and ... .  
 a) wreckages, anxiety, lonelinesses  
 b) wreckage, anxiety, loneliness  
 c) wreckage, anxieties, loneliness  
 d) wreckages, anxieties, lonelinesses
- 3.15. According to the ... in 1990 there were 249,6 million inhabitants in the United States of America.  
 a) statistica                      b) statistic                      c) statistics                      d) statisticas
- 3.16. An unusual or very surprising fact, thing or event is often called ... .  
 a) phenomena                      b) phenomenon                      c) phenomenus                      d) phenomenum
- 3.17. One ... does not inspire another. All ... are leeches, so to speak. They feed from the same source - the blood of life.  
 a) genius, genii                      b) genius, geniuses  
 c) genii, geniuses                      d) a genius, geniuses
- 3.18. Kiss me, my loves, you are very charming ... after all.  
 a) a daughter-in-law                      b) daughter-in-laws  
 c) daughters-in-law                      d) daughters-in-laws
- 3.19. These sudden ... seemed to him exceedingly mysterious.  
 a) summons                      b) summon                      c) summonses                      d) a summons
- 3.20. We sacrifice ..., ... or ..., whatever the finder can afford.  
 a) cocks, sheep, oxes                      b) cocks, sheeps, oxen  
 c) cockes, sheep, oxen                      d) cocks, sheep, oxen
- 3.21. In geometry two ... of a circle are called diameter.  
 a) radius                      b) radia                      c) radii                      d) radiuses
- 3.22. Iguassu ... bigger than Niagara, this is truly an unforgettable natural wonder.

- a) Fall, is    b) Fall, are    c) Falls, is    d) Falls, are
- 3.23. In the fish restaurant George ordered some ... for himself and ... for his girlfriend.
- a) sardine, salmon    b) sardine, salmons  
c) sardines, salmon    d) sardines, salmons
- 3.24. I have got only two ... notes, it's not enough to have dinner in this restaurant.
- a) ten-pound    b) ten-pounds    c) ten-pound's    d) ten-pounds'
- 3.25. All travellers going abroad have to complete a lot of formalities at the... .
- a) custom    b) customs    c) custom's    d) customs'
- 3.26. Our professor places ... on this question because it's a key topic to all the course.
- a) an emphasis    b) emphasis    c) emphases    d) emphaseses
- 3.27. Helen is a ... girl and she's going to enter Oxford University.
- a) 17-year-old    b) 17-years-old    c) 17-year's-old    d) 17-years'-old
- 3.28. When it came to thinking about schools for my own sons there were two basic ... that my wife and I applied.
- a) criteria    b) criterion    c) criterium    d) criterii
- 3.29. You don't understand these bright... of German culture.
- a) specimen    b) speciman    c) specimens    d) specimens
- 3.30. They were ... to her, not human beings.
- a) phenomena    b) phenomenon    c) phenomenons    d) phenomena
- 3.31. We are going to ... .
- a) dressings-station    b) dressing-station  
c) dressings-stations    d) dressing-stations
- 3.32. The cease-fire talks were to begin in the evening; the ... of the opposing armies arrived with their ... .
- a) commanders-in-chief, staves    b) commanders-in-chiefs, staffs  
c) commanders-in-chief, staffs    d) commander-in-chieves, staffs
- 3.33. He needed ... , ... , ... , ... .
- a) rest, tranquilities, reassurance, companionship  
b) rests, tranquilities, reassurances, companionships  
c) rest, tranquility, reassurance, companionship  
d) rest, tranquility, reassurances, companionship
- 3.34. Grace is a very absent-minded girl. She is always loosing her keys, ... and other small things.
- a) handkerchiefs    b) handkerchiefes  
c) handkerchievs    d) handkerchieves
- 3.35. One of the business cycle's characteristics are economic ... which repeat periodically in each 5-12 years.
- a) crisis    b) crises    c) crises    d) criseses
- 3.36. Abraham Lincoln's friends encouraged him to take up ... and he offered himself as a candidate for the State Legislature.
- a) policy    b) policies    c) politic    d) politics
- 3.37. In Britain the ... have very little power and can only reign with the support of Parliament.



a) monarch      b) monarches      c) monarchs      d) monarchys

3.38. The city of Oxford has such a name, because in that place there was a ford where ... could cross the river.

a) oxen      b) oxes      c) ox      d) oxens

3.39. Jane came to the party in her ... dress.

a) sister's-in-law    b) sister-in-law's    c) sister's-in-law's    d) sisters'-in-law

3.40. Radio and television are two important modern ... influencing public opinion.

a) medium      b) mediums      c) media      d) medias

## ADJECTIVE

*Виберіть правильну відповідь*

### Level 1

- 1.1. This is ... problem she has ever had.  
a) a great    b) a greater    c) the greatest    d) most great
- 1.2. China has got ... population in the world.  
a) a large    b) a larger    c) the largest    d) the most large
- 1.3. They leave ... way they can.  
a) a quick    b) a quicker    c) the quickest    d) the most quick
- 1.4. These trousers are too small. I need ... size.  
a) a large    b) a larger    c) largest    d) more large
- 1.5. She speaks in ... voice than the last time.  
a) a loud    b) a louder    c) the loudest    d) more louder
- 1.6. Of the three blouses, that one is the ... .  
a) nice    b) nicer    c) nicest    d) more nice
- 1.7. My bag isn't very ... .  
a) heavier    b) the most heavy    c) heavy    d) the heaviest
- 1.8. I'm not so ... as a horse.  
a) strong    b) stronger    c) the strongest    d) more strong
- 1.9. Of the three girls, this one is the ... .  
a) pretty    b) prettier    c) prettiest    d) more pretty
- 1.10. Which is ... : five, fifteen or fifty?  
a) little    b) less    c) the least    d) littlest
- 1.11. A hare is ... than a frog.  
a) quick    b) quicker    c) the quickest    d) most quick
- 1.12. The three musicians play on ... stage.  
a) a new    b) a newer    c) the newest    d) the most new
- 1.13. Is it ... to go there by car or by train?  
a) cheap    b) cheaper    c) the cheapest    d) more cheap
- 1.14. Do you know that the Dnipro is ... river in Ukraine?  
a) long    b) the longest    c) longer    d) most long
- 1.15. The weather is not very ... today.  
a) good    b) better    c) the best    d) the bettest
- 1.16. Tom is ... pupil in the whole class.  
a) intelligent    b) more intelligent  
c) the most intelligent    d) less intelligent
- 1.17. She has ... job of all.  
a) a difficult    b) a more difficult  
c) the most difficult    d) difficult
- 1.18. He is also ... person than Jack.  
a) a polite    b) a more polite    c) the most polite    d) the politest
- 1.19. I think dogs are ... than cats.  
a) intelligent    b) more intelligent  
c) the most intelligent    d) the intelligentest

1.20. Don't talk about them. Let's talk about something ... .

- a) an interesting                      b) more interesting
- c) the most interesting              d) interestinger

1.21. Betty is ... than Jane.

- a) a hard-working                      b) less hard-working
- c) the least hard-working              d) little hard-working

1.22. Money is not the ... thing in life.

- a) important                              b) more important
- c) most important                      d) less important

1.23. This dress is ... of all.

- a) an expensive                          b) a less expensive
- c) the least expensive                  d) expensiver

1.24. This room is not so ... as that one on the first floor.

- a) comfortable                          b) more comfortable
- c) the most comfortable                  d) the comfortablest

1.25. This painting is ... than the one in your living room.

- a) impressive                              b) less impressive
- c) the least impressive                  d) impressiver

## Level 2

2.1. My ... sister got married last year.

- a) older              b) elder                      c) the oldest                      d) the eldest

2.2. This stadium is new. It's the ... stadium in Europe.

- a) modern              b) moderner                      c) most modern                      d) modernest

2.3. You're the ... person I know.

- a) most lucky              b) luckier                      c) luckiest                      d) luckiest

2.4. A motor bike isn't as ... as a car.

- a) expensive              b) expensiver                      c) more expensive                      d) the expensivest

2.5. This 'Beatles' album is ... they ever made.

- a) good              b) better                      c) the best                      d) well

2.6. This watch is one of ... you can buy.

- a) cheap              b) the cheapest                      c) cheaper                      d) cheapier

2.7. I'm getting ... .

- a) fatter and fatter                      b) more and more fat
- c) the most fat                      d) the fattest

2.8. The changes in temperature are ... .

- a) insignificant                          b) the insignificant
- c) more insignificant                      d) the most insignificant

2.9. That's ... thing I've ever heard.

- a) funny              b) the funny                      c) funnier                      d) the funniest

2.10. The house is on ... side of the lake.

- a) far              b) the farther                      c) farther                      d) the farthest

2.11. Try to be ... to the guests than you are.

- a) pleasant                      b) the pleasant

- c) more pleasant d) the most pleasant
- 2.12. He was sure that he fell in love with ... girl in the world.  
a) pretty b) prettier c) the prettiest d) most pretty
- 2.13. It is one of ... conferences I've ever attended.  
a) dull b) the dull c) duller d) the dullest
- 2.14. Today we have a ... day than yesterday.  
a) beautiful b) most beautiful c) more beautiful d) beautifully
- 2.15. Events have proved that she was ... .  
a) more wrong b) wrong c) most wrong d) the wrongest
- 2.16. This role is ... in his career among others.  
a) successful b) more successful  
c) the most successful d) much more successful
- 2.17. North America is ... South America.  
a) bigger than b) biggest than c) bigger as d) biggest as
- 2.18. The Amazon is ... than the Thames.  
a) more longer b) far longer c) the longest d) long
- 2.19. The church building is ... in the town.  
a) the elder b) the eldest c) the oldest d) the older
- 2.20. The music sounded ... to her ears.  
a) beautiful b) beautifully c) most beautiful d) more beautiful
- 2.21. The flowers are beautiful and smell ... .  
a) nicely b) nice c) nicelier d) the nicest
- 2.22. Do you feel ... before the examinations?  
a) nervous b) nervously c) more nervously d) most nervously
- 2.23. His illness was ... than we thought.  
a) serious b) seriously c) more seriously d) more serious
- 2.24. His head is full of ... ideas.  
a) highly b) high c) highest d) most high
- 2.25. After I have visited London I understand that its weather is ... in Europe.  
a) the wettest b) the most wet c) more wet d) far wetter

### Level 3\*

- 3.1. The government is doing nothing to help ... .  
a) poor b) the poor c) the poors d) the poor ones
- 3.2. The young man seems very ... .  
a) sensible b) sensibly c) sensibly d) sensibler
- 3.3. This detailed map is ... the atlas.  
a) more useful as b) more useful than  
c) usefuller as d) usefuller than
- 3.4. Although your sister is very popular, she is not ... as mine.  
a) pretty as b) so pretty  
c) prettier than d) more pretty than
- 3.5. I bought a ... bag this morning.  
a) nice big pink b) big nice pink

c) pink nice big                      d) nice pink big

3.6. The house was a ... building.

a) nice old stone                      b) nice stone old

c) stone old nice                      d) old nice stone

3.7. This coffee tastes a little ... to me.

a) hottly    b) so hot    c) hot d) too much hot

3.8. I don't understand how Irene could have made ... in her composition.

a) such bad mistake                  b) such a bad mistake

c) so bad mistake    d) so a bad mistake

3.9. Your word is ... for me.

a) enough good    b) good as enough

c) good enough    d) good than enough

3.10. It was ... that we decided to walk though the time pressed.

a) such nice weather                  b) so nice weather

c) too nice weather                  d) such a nice weather

3.11. The day was ... that we skipped our lessons and went to the centre to do window-shopping.

a) so beautiful    b) so a beautiful

c) such beautiful    d) such a beautiful

## ARTICLE

*Виберіть правильну відповідь*

### Level 1

- 1.1. She hopes to hear from you in ... day or two.  
a) a                    b) the
- 1.2. Our neighbour, Mr. Smith, works in ... bank.  
a) a                    b) the
- 1.3. This is ... amusing film. I like it very much.  
a) a                    b) an
- 1.4. My daughter will start learning to play ... guitar very soon.  
a) the                b) -
- 1.5. There is ... table in ... middle of my room.  
a) a, the                b) the, -
- 1.6. My father was ... man of character.  
a) a                    b) the
- 1.7. My mother said that ... dinner was ready.  
a) -                    b) the
- 1.8. Beethoven was ... famous composer.  
a) the                    b) a
- 1.9. Madrid is ... capital of Spain.  
a) the                    b) -
- 1.10. What would you like to have for ... supper?  
a) the                    b) -
- 1.11. He is eating ... apple.  
a) the                    b) an
- 1.12. My mother is ... teacher.  
a) the                    b) a
- 1.13. The cinema is at ... end of Victoria street.  
a) -                    b) the
- 1.14. ... fact is, tomorrow is my girl-friend's birthday!  
a) The                    b) -
- 1.15. My sister studied ... World Geography.  
a) the                    b) -
- 1.16. I am twenty years old, you are ... same age.  
a) the                    b) a
- 1.17. They decided to visit ... Indian restaurant.  
a) an                    b) the
- 1.18. My friends have ... animal at ... home. It's ... dog.  
a) the, the, the                b) an, - , a
- 1.19. My native town has ... wide and varied theatre life.  
a) a                    b) -
- 1.20. All ... people want to live in peace.  
a) the                    b) -
- 1.21. I'll keep my ... fingers crossed for you.

- a) the    b) -  
1.22. American agriculture consists of ... family farms.  
a) the    b) -  
1.23. It's ... third time you ask me ... same question.  
a) the, the    b) a, -  
1.24. «Sleeping Beauty», one of ... three great ballets by Tchaikovsky, is ... longest in terms of ... music.  
a) the, the, -    b) - , the, the  
1.25. My niece is ... student. She studies at ... Oxford University.  
a) a, -    b) -, the  
1.26. I am listening to ... music on ... radio.  
a) the, the    b) -, -  
1.27. I was born in ... 1988.  
a) -    b) the  
1.28. ... country life has always attracted me.  
a) The    b) -  
1.29. Is there ... telephone-box here?  
a) the    b) a  
1.30. Where is your father? - He is at ... garage.  
a) the    b) -

## Level 2

- 2.1. She's got ... job at last. - That's really ... good news.  
a) the, the    b) - , a    c) a, -  
2.2. Henry goes to ... school twice ... week.  
a) the, a    b) a, the    c) - , a  
2.3. They won't be here before ... half past six.  
a) an    b) -    c) the  
2.4. What ... ugly house this is!  
a) -    b) the    c) an  
2.5. Look, what ... long hair that boy has!  
a) the    b) a    c) -  
2.6. What ... sort of car is he driving at the moment?  
a) the    b) a    c) -  
2.7. It's such ... pity you couldn't come with us.  
a) -    b) the    c) a  
2.8. Let's go to the Beehive for ... change.  
a) a    b) the    c) -  
2.9. Shall I send ... invitation to ... Parkers?  
a) an, -    b) the, the    c) an, the  
2.10. ... Welsh are considered to be ... nation of ... singers.  
a) The, a, -    b) - , a, -    c) The, a, the  
2.11. I went upstairs to take ... shower and change.  
a) a    b) the    c) -

- 2.12. My neighbour is ... writer. Let's ask him for ... advice about your composition.  
 a) the, an                      b) a, -                      c) a, an
- 2.13. Who is on ... night duty, I wonder?  
 a) the                      b) a                      c) -
- 2.14. Mr. Jonathan says that Robert and Donna are ... cousins, but he is wrong, because they are ... brother and ... sister.  
 a) - , - , -                      b) the, a, a                      c) - , the, the
- 2.15. Such ... thing had never happened during ... years that I have been here.  
 a) the, -                      b) a, the                      c) - , the
- 2.16. Alice went out of ... water very quickly as she had got ... mouthful of ... salt water.  
 a) - , the, a                      b) the, the, the                      c) the, a, -
- 2.17. I would like to know about ... places to visit in ... town.  
 a) the, the                      b) the, a                      c) - , the
- 2.18. Most of ... my friends are ... students.  
 a) - , -                      b) the, the                      c) - , the
- 2.19. My uncle Tom is ... sailor; he spends most of his life at ... sea.  
 a) - , -                      b) a, -                      c) the, the
- 2.20. Have you written your name at ... top of ... page?  
 a) the, the                      b) a, -                      c) a, a
- 2.21. I am only ... student - ... man of dreams!  
 a) a, the                      b) the, -                      c) a, a
- 2.22. I had never known him handle ... case in such ... half-hearted fashion.  
 a) a, an                      b) a, a                      c) the, -
- 2.23. Who invented ... way that we measure time?  
 a) a                      b) the                      c) -
- 2.24. I have only ... little time here, but I would have you to know ... whole truth.  
 a) - , the                      b) a, -                      c) a, the
- 2.25. There was ... quick step on ... stairs, ... sharp tap at ... door and ... moment later the new client presented himself.  
 a) a, the, a, the, a                      b) a, a, a, a, the                      c) the, - , the, - , a
- 2.26. «My dear young lady, you say that your room is on ... second floor. Is there ... ladder in ... garden?»  
 a) a, a, the                      b) the, a, the                      c) - , the, a
- 2.27. ... elephant is ... biggest of all animals.  
 a) An, -                      b) The, the                      c) - , the
- 2.28. I had ... very bad night last night because ... people next door were having ... party.  
 a) the, - , the                      b) a, the, a                      c) a, - , -
- 2.29. Do you know who invented ... television?  
 a) a                      b) -                      c) the
- 2.30. Number ... hundred and ten, ... house next door to us, is for sale.  
 a) the, a                      b) a, the                      c) - , a



### Level 3\*

- 3.1. My father can play ... guitar, ... banjo and ... mandolin.  
- , - , -                      b) a, a, a                      c) the, - , -                      d) the, the, the
- 3.2. ... little red car is parked on ... driveway.  
a) A, the                      b) - , -                      c) The, a                      d) The, the
- 3.3. My home is ... small green peaceful island.  
a) an                      b) a                      c) -                      d) the
- 3.4. Her husband learned ... Portuguese language in ... Brazil.  
a) the, -                      b) - , the                      c) the, the                      d) - , -
- 3.5. ... Captain Black directed ... plane to ... West, over .... Pacific Ocean.  
a) - , a, the, the                      b) The, the, - , the                      c) - , the, - , the                      d) - , a, the, -
- 3.6. ... Easter is ... Christian holiday.  
a) - , a                      b) The, a                      c) -,-                      d) - , the
- 3.7. Did ... King Arthur live during ... Middle Ages?  
a) - , -                      b) - , the                      c) the, the                      d) the,-
- 3.8. Her friend Reggie is ... Buddhist from ... Thailand.  
a) the, -                      b) a, -                      c) - , -                      d) a, the
- 3.9. ... exploration of ... West was tied to the search for... gold in ... California.  
a) The, the, - -                      b) - , the, - , -                      c) - , the, a, -                      d) - , - , - , the
- 3.10. ... tiger in ... Far East almost became extinct.  
a) - ,-                      b) A, the                      c) The, the                      d) The, -
- 3.11. ... family went to ... church together last Sunday.  
a) The, the                      b) A, -                      c) - , -                      d) The, -
- 3.12. «Welcome to ... White House,» said ... President Bush.  
a) the, -                      b) - , the                      c) - , -                      d) - , a
- 3.13. ... Titanic sank in ... Atlantic in 1912.  
a) - ,-                      b) The, the                      c) - , the                      d) The, -
- 3.14. Andrew played ... volleyball at ... beach; his little daughter built ... sand castle.  
a) - , a, the                      b) - , a, a                      c) the, the, the                      d) - , the, a
- 3.15. My grandfather fought in ... Crimea during ... World War II.  
a) - , -                      b) the, the                      c) the, -                      d) - , the
- 3.16. During ... Renaissance ... artists were often supported by ... wealthy merchants.  
a) the, the, the                      b) the, - , -                      c) the, - , the                      d) - , the, the
- 3.17. ... Queen Marie Antoinette was executed in ... French Revolution.  
a) The, -                      b) - , the                      c) - , a                      d) The, the
- 3.18. ... students of our group are going to study ... German ... next term.  
a) The, -, -                      b) - , - , -                      c) The, - , the                      d) - , the, the
- 3.19. ... Queen Mary is docked in ... Long Beach, ... California.  
a) The, - , -                      b) - , - , -                      c) The, the, -                      d) - , the, -
- 3.20. ... friend of mine is ... French/English translator at ... United Nations.  
a) The, a, the                      b) A, the, the                      c) A, a, the                      d) A, a, -
- 3.21. George is ... student, Betty is ... secretary, Mike is ... psychiatrist in ... London hospital.  
a) a, a, a, the                      b) a, a, a, a                      c) the, the, the, the                      d) a, a, a, -

- 3.22. ... Bible tells of ... Israelites' escape from ... Egypt.  
 a) The, the, -                      b) - , - , -                      c) The, - , -                      d) - , the, the
- 3.23. Are ... Rocky Mountains higher than ... Andes Mountains?  
 a) - , -                      b) the, -                      c) the, the                      d) - , the
- 3.24. ... Lake Geneva borders ... France and ... Switzerland.  
 a) -, -, -                      b) The, - , -                      c) The, the, the                      d) The, - , the
- 3.25. ... farms in ... East are not like ... farms in ... Midwest.  
 a) - , - , the, -                      b) - , the, - , the                      c) - , the, the, the                      d) The, the, the, the
- 3.26. Michael Gorbachev, ... last President of ... Soviet Union, was awarded ... Nobel Peace Prize.  
 a) a, the, the                      b) - , the, -                      c) the, the, the                      d) - , - , the
- 3.27. ... Neptune and ... Pluto are ... farthest planets from us.  
 a) The, the, the                      b) The, - , the                      c) - , - , the                      d) - , - , -
- 3.28. We are having ... chicken and ... Spanish rice for ... dinner.  
 a) - , - , -                      b) the, - , the                      c) the, - , a                      d) - , - , a
- 3.29. «Come to my place after ... school,» said Linda. «We can prepare for ... English test together.»  
 a) the, the                      b) a, the                      c) - , the                      d) - , -
- 3.30. ... children who live ... next door attend ... Roman Catholic school.  
 a) - , the, -                      b) - , - , -                      c) The, the, the                      d) The, - , a

## TENSE FORMS OF THE VERB

### Perfect Tenses

*Виберіть правильну відповідь*

#### Level 1

- 1.1. I am busy at the moment. I ... on the computer.  
a) work      b) worked  
c) am working      d) have been working
- 1.2. Here is my report. I ... it at last.  
a) finish      b) finished      c) am finished      d) have finished
- 1.3. I already ... my things and I am ready to go.  
a) packed      b) have packed      c) pack      d) was packing
- 1.4. I ... my parents since last Christmas.  
a) haven't seen      b) didn't see      c) hadn't seen      d) don't see
- 1.5. How many pages ... a day?  
a) are you reading      b) do you read  
c) you read      d) had you read
- 1.6. Look! The boy ... the window!  
a) break      b) has broken      c) broke      d) was breaking
- 1.7. My hair is tidy now. I ... it.  
a) have brushed      b) brushed      c) am brushing      d) was brushing
- 1.8. I ... my key. Can you help me to look for it?  
a) lose      b) am losing      c) had lost      d) have lost
- 1.9. He hasn't come yet, ...?  
a) doesn't he      b) does he      c) has he      d) hasn't he
- 1.10. There has been a car crash, ... ?  
a) hasn't there      b) didn't it  
c) hasn't been there      d) wasn't there
- 1.11. I ... any of Shakespeare's plays yet.  
a) hadn't read      b) didn't read      c) haven't read      d) was reading
- 1.12. I ... for three years.  
a) haven't skated      b) didn't skate      c) don't skate      d) wasn't skating
- 1.13. I ... anyone play so well in my whole life.  
a) did never see      b) have never seen  
c) had never seen      d) will never have seen
- 1.14. I... to the library a lot recently.  
a) have gone      b) have been going  
c) had been going      d) will have been going
- 1.15. My brother is an actor. He ... in several films.  
a) has appeared      b) has been appeared  
c) has been appearing      d) had appeared
- 1.16. I ... Tom for three days.  
a) didn't see      b) haven't seen      c) hadn't seen      d) don't see
- 1.17. Look! Somebody ... milk on the carpet.  
a) had spilt      b) was spilling      c) has spilt      d) spilled

- 1.18. He ... a lot of books when he was at school.  
 a) read      b) have read      c) am reading      d) had read
- 1.19. You know that Peter... to the States several times.  
 a) was      b) has been      c) had been      d) is
- 1.20. It has been said that the weather is going to be nice today, but it ... .  
 a) doesn't      b) hasn't      c) didn't      d) isn't

## Level 2

- 2.1. I think I'll buy these shoes. They ... me really well.  
 a) fit      b) have fit      c) fitted      d) were fitting
- 2.2. She asked when the secretary usually ... .  
 a) is coming      b) came      c) come      d) will come
- 2.3. I'll tell Anna all the news when I ... her.  
 a) shall see      b) saw      c) see      d) will be seeing
- 2.4. He asked me when I ... the day before.  
 a) came      b) had come      c) shall come      d) come
- 2.5. What ... about a moment ago?  
 a) were you thinking      b) have you been thinking  
 c) will you think      d) are you thinking
- 2.6. I didn't know if he ... a photograph of me the day before.  
 a) took      b) had taken      c) takes      d) was taking
- 2.7. When Martin ... his car, he took it out for a drive.  
 a) has repaired      b) had repaired  
 c) had been repaired      d) was repairing
- 2.8. The President ...out of the building and is going to make a speech.  
 a) come      b) has come      c) have come      d) was coming
- 2.9. This isn't my first visit to London. I ... here before.  
 a) have been      b) haven't been      c) was      d) had been
- 2.10. Christopher ... his hand, but it is OK now.  
 a) have hurt      b) hurt      c) hurts      d) had hurt
- 2.11. Something very strange ... to me on my way home from work yesterday afternoon.  
 a) happened      b) was happening      c) happens      d) has happened
- 2.12. I remember when I ... on holiday abroad for the first time.  
 a) went      b) has gone      c) go      d) had gone
- 2.13. There was no money left because we ... it all.  
 a) spent      b) had spent      c) had been spending      d) spend
- 2.14. He went to bed after the film ... .  
 a) has ended      b) ends      c) had ended      d) would end
- 2.15. When the students ... the experiment, they wrote the report on it.  
 a) were making      b) made  
 c) had been making      d) had made
- 2.16. I was tired because I ... on my project the night before.  
 a) am working      b) worked      c) had worked      d) was worked

- 2.17. By the time the guests ... the children will have decorated the fir-tree.  
 a) arrived b) arrive  
 c) will arrive d) would have arrived
- 2.18. Yesterday we discussed the film which we ... some days before.  
 a) saw b) have seen c) had seen d) were seeing
- 2.19. There was no juice left because Jack ... it all.  
 a) drank b) was drinking c) had drunk d) has drunk
- 2.20. The house was dirty. We ... it for weeks.  
 a) didn't clean b) hadn't cleaned  
 c) weren't cleaning d) don't clean
- 2.21. I couldn't get into the house because I ... my key.  
 a) lost b) have lost c) had lost d) was losing
- 2.22. I couldn't run in the race because I ... my leg the day before.  
 a) have hurt b) had hurt c) hurt d) had been hurt
- 2.23. Since I saw her last she ... many new articles.  
 a) has written b) had written c) writes d) was writing
- 2.24. I ... the letter by three o'clock.  
 a) posted b) have posted c) had posted d) post
- 2.25. Mother ... supper by the time they came home.  
 a) cooked b) had cooked c) was cooking d) has cooked
- 2.26. He said that he ... his grammar by the end of the year.  
 a) improved b) had improved  
 c) has been improving d) improves
- 2.27. When the teacher came to his desk he understood that somebody ... through examination papers.  
 a) looked b) had looked  
 c) had been looked d) will look
- 2.28. She ... the news when I saw her.  
 a) doesn't hear b) hasn't heard c) don't hear d) hadn't heard
- 2.29. I ... him since he graduated from the University.  
 a) hadn't met b) didn't meet c) don't meet d) haven't met
- 2.30. Robert ... ill for three weeks. He is still in hospital.  
 a) had been b) has been c) is d) was
- 2.31. He ... here since early morning.  
 a) is b) was c) has been d) is being
- 2.32. I'm hungry. I ... anything since breakfast.  
 a) didn't eat b) haven't eaten c) don't eat d) eat
- 2.33. He grew a beard, but now he ... it off.  
 a) shaved b) has shaved c) had shaved d) was shaving
- 2.34. I ... anything more exciting before I visited the festival in Kyiv.  
 a) never saw b) have never seen  
 c) was never seeing d) had never seen
- 2.35. I read your novel not long ago. I ... anything more awful before.  
 a) have never read b) never read

- c) has never read                      d) had never read

**Level 3\***

3.1. By the time you receive this letter I ... my final exams.

- a) shall finish                      b) will have finished  
c) finish                              d) have finished

3.2. We'll be there at about 11. It ... raining already.

- a) will have stopped                      b) stops  
c) stopped                              d) is stopping

3.3. How long is it since you ... here?

- a) had moved                              b) move  
c) moved                                d) was moving

3.4. She ... by the end of July.

- a) will come back                      b) comes back  
c) will have come back                      d) will be coming back

3.5. She ... her work by 8 o'clock.

- a) will have finished                      b) finishes  
c) will finish                              d) will not finish

3.6. Hardly he ... the pillow when he fell asleep.

- a) touched                      b) had touched                      c) have touched                      d) touches

3.7. He'll change his mind after he ... the document.

- a) saw                      b) has seen                      c) had seen                      d) will see

3.8. He ... the poem by the time you come tomorrow.

- a) will be learning                      b) will learn                      c) will have learnt                      d) learns

3.9. By the time we get back he ... a bath and we shall find him asleep in his bed.

- a) will have taken                      b) shall have taken  
c) is taking                              d) shall take

3.10. She said they ... the letter by 5 o'clock.

- a) will write                              b) wrote  
c) would have written                      d) would write

3.11. She ... her report before her mother comes back.

- a) will write                      b) shall write  
c) wrote                              d) will have written

3.12. This is the first time he ... a car.

- a) had driven                      b) has driven  
c) drove                              d) had been driving

3.13. "Do you often go on holiday?" No, it's five years since I ... on holiday.

- a) have gone                      b) went                              c) had gone                              d) go

3.14. You ... your homework by the time the movie starts.

- a) will finish                              b) will have finished  
c) shall finish                              d) finished

3.15. He left his job because he ... dissatisfied for months.

- a) has felt                      b) felt                              c) had felt                              d) feels

***Визначте правильний варіант перекладу***

1. I was glad to find my lost book under the table.

- a) Я зрадив, коли я знайшов свою улюблену книжку під столом.
- b) Я був щасливий від того, що знайшов мою дуже потрібну книжку на столі.
- c) Я зрадив, коли знайшов свою загублену книжку під столом.
- d) Мені радісно знайти свою книжку під столом.

2. He knew why she had been to Lviv several times.

- a) Він знав, чому вона кілька разів була у Львові.
- b) Він знає, чому вона кілька разів була у Львові.
- c) Він знав, що вона була кілька разів у Львові.
- d) Він знав, чому вона побуває кілька разів у Львові.

3. My friend showed me which exercises he had done.

- a) Мій друг показав мені, які вправи він зробив.
- b) Мій друг показав би мені вправи, які він зробив,
- c) Мій друг показав мені, що вправи він зробив.
- d) Мій друг показав мені, як він зробив вправи.

4. We didn't know he had written a new book.

- a) Ми не знали, що він написав нову книжку.
- b) Ми не знали, що він писав нову книжку.
- c) Ми не знали, чи він писав нову книжку.
- d) Ми не знали, що нова книжка написана ним.

5. He knew that everything had been done to save the girl.

- a) Він знав, що він усе зробив, щоб урятувати дівчину.
- b) Він знав, що все буде зроблено, щоб урятувати дівчину.
- c) Він знав, що все зроблено для того, щоб урятувати дівчину.
- d) Він знав, що все робиться для того, щоб урятувати дівчину.

6. I asked if my friends had been busy.

- a) Я запитав, чи мої друзі були зайняті.
- b) Я запитав, чи мої друзі зараз зайняті.
- c) Я запитав би, якби мої друзі були зайняті.
- d) Я запитав би, чи мої друзі були зайняті.

7. I've read an article about our school in today's newspaper.

- a) Я прочитаю статтю про нашу школу в сьогоднішній газеті.
- b) Я прочитала статтю про нашу школу в сьогоднішній газеті.
- c) Я читатиму статтю про нашу школу в сьогоднішній газеті.
- d) Я хотіла б прочитати статтю про нашу школу в сьогоднішній газеті.

8. Nick has already washed his hands.

- a) Нік уже помив руки.
- b) Нік мав уже помити руки.
- c) Нік хотів уже помити руки.
- d) Нік помив свої руки.

9. We haven't received any letters from her lately.

- a) Ми не одержали останнім часом жодних листів від неї.
- b) Ми не одержали листів від неї останнім часом.
- c) Ми не одержували жодних листів від неї.
- d) Ми не одержали жодних листів від неї.

10. I have known this engineer since I began to work at the plant.

- a) Я знав цього інженера відтоді, як почав працювати на заводі.
- b) Я знаю цього інженера відтоді, як почав працювати на заводі.
- c) Я знав цього інженера, як починав працювати на заводі.
- d) Я знав цього інженера упродовж роботи на заводі.

11. How many new words have you learnt this month already?

- a) Скільки нових слів ви вивчите в цьому місяці?
- b) Скільки нових слів ви вже вивчили в цьому місяці?
- c) Скільки слів ви вже вивчили в цьому місяці?
- d) Скільки нових слів ви вивчите цього місяця?

12. I have received only two letters from him since I graduated from the Institute.

- a) Я отримав від нього лише два листа відтоді, як я закінчив інститут.
- b) Я отримаю від нього тільки два листи після закінчення інституту.
- c) Я отримую від нього листи і закінчую інститут.
- d) Якщо я отримаю від нього два листи, я закінчу інститут.

13. Yesterday we discussed the film which we had seen some days before.

- a) Вчора ми обговорювали фільм, який переглянули кілька днів перед тим.
- b) Вчора всі обговорювали фільм, який переглядали кілька днів тому.
- c) Вчора ми збиралися обговорити фільм, який переглядали перед тим.
- d) Вчора ми обговорювали фільм, який ми переглянули перед тим.

14. The pupils had translated the text before the bell rang.

- a) Учні переклали текст перед тим, як продзвенів дзвоник.
- b) Учні перекладали текст перед дзвінком.
- c) Учні перекладатимуть текст перед тим, як продзвенить дзвоник.
- d) Учні переклали б текст перед тим, як продзвенить дзвоник.

15. The girls had cleaned the room by the time their mother came back home.

- a) Дівчатка прибирали в кімнаті перед маминим поверненням додому.
- b) Дівчатка прибирають в кімнаті до того часу, як мама додому.



- c) Дівчатка прибрали в кімнаті до того часу, як мама повернулась додому.
- d) Дівчатка прибирали в кімнаті до того часу, як мама повернулась додому.

16. They had built the new school by the first of September.

- a) Вони побудували нову школу до першого вересня.
- b) Вони побудують нову школу до першого вересня.
- c) Нова школа побудована до першого вересня.
- d) Вони повинні побудувати нову школу до першого вересня.

17. Lina said that she had met him in the cinema.

- a) Ліна сказала, що зустріла його в кінотеатрі.
- b) Ліна сказала, що зустрічала його в кінотеатрі.
- c) Ліна сказала, що хотіла б зустріти його в кінотеатрі.
- d) Ліна розповіла про зустріч із ним у кінотеатрі.

18. I shall have finished my work by the time you come.

- a) Я закінчу роботу до того, як ви прийдете.
- b) Я мала закінчити роботу до того, як ви прийдете.
- c) Ви прийдете до того, як я закінчу роботу.
- d) Прийдіть до того, як я закінчу роботу.

19. She will have watered the flowers by the time he cleans his room.

- a) Вона полє квіти до того, як він прибере в кімнаті.
- b) Вона хоче полити квіти до того, як він прибере в кімнаті.
- c) Вона поливає квіти до того, як він прибирає в кімнаті.
- d) Вона поливатиме квіти тоді, як він прибиратиме в кімнаті.

20. We shall have discussed the report by four o'clock.

- a) Ми обговорюватимемо доповідь о четвертій годині.
- b) Ми обговоримо доповідь до четвертої години.
- c) Ми обговоримо доповідь о четвертій годині.
- d) Ми обговоримо доповідь після четвертої години.

21. The pupils will have read three English books by the end of the year.

- a) Учні прочитають три англійські книги до кінця року.
- b) Учні мають прочитати три англійські книги до кінця року.
- c) Учні прочитають три англійські книги в кінці року.
- d) Учні прочитали три англійські книги до кінця року.

22. He will not have translated the article by the time the teacher comes.

- a) Він перекладе цю статтю до того часу, як прийде вчитель.
- b) Він не перекладе цю статтю до того часу, як прийде вчитель.
- c) Він перекладатиме цю статтю до того часу, як прийде вчитель.
- d) Він не перекладе цю статтю, як прийде вчитель.

23. It has become a tradition to celebrate the Harvest Holiday in our school.

- a) Святкувати День урожаю — традиція нашої школи.
- b) Святкування Дня урожаю — наша шкільна традиція.
- c) У нашій школі вже стало традицією святкувати День урожаю.
- d) Наша школа завжди святкує День урожаю.

24. Mariya said that she had been there with her parents.

- a) Марія сказала, що була тут зі своїми батьками.
- b) Марія сказала, що була там зі своїми батьками,
- c) Марія сказала, що поїде зі своїми батьками.
- d) Марія сказала, що поїхала зі своїми рідними.

25. The pupil explained that he had brought his English textbook to school.

- a) Учень пояснив, що він приніс свій підручник англійської мови у школу.
- b) Учень пояснив, що він приносить підручник англійської мови у школу.
- c) Учень пояснив, що він принесе підручник англійської мови у школу.
- d) Учень пояснив, що він постійно приносить підручник англійської мови у школу.

26. My friend asked me where I had bought this dress.

- a) Моя подруга запитала мене, де я купила цю сукню.
- b) Моя подруга запитала мене, куди я принесла цю сукню.
- c) Моя подруга запитала мене, де я купую такі сукні.
- d) Моя подруга запитала мене, куди я одягну цю сукню.

27. Ми не бачили його відтоді, як він приїздив до Києва минулої зими.

- a) We haven't seen him since he came to Kyiv last winter.
- b) We didn't see him since he came to Kyiv last winter.
- c) We didn't see him since he had come to Kyiv last winter.
- d) We don't see him since he came to Kyiv last winter.

28. Мені сказали, що він уже приїхав.

- a) I said that he has already come.
- b) I was told that he has already come.
- c) I am told that he had already come.
- d) I was told that he had already come.

29. Вона каже, що їй подобається класична музика.

- a) She has said she enjoyed classical music.
- b) She says she is fond of classical music.
- c) She said she enjoyed classical music.
- d) She said she would enjoy classical music.

30. Коли вона була дитиною, вона захоплювалася співами.

- a) She didn't like to sing, when she was a child.
- b) She wasn't fond of singing when she was a child.
- c) She was fond of singing when she was a child.
- d) When she was a little girl she liked to sing.

### Perfect Continuous Tenses

***Виберіть правильну відповідь***

#### **Level 1**

- 1.1. Our family ... in a village near London for about ten years.
  - a) lived
  - b) has been living
- 1.2. ... to Barcelona?
  - a) Have you ever been
  - b) Did you ever be
- 1.3. ... cookies, that's why my hands are covered with flour.
  - a) I have been making
  - b) I have made
- 1.4. They said that their parents ... for two hours.
  - a) had been walking
  - b) walked
- 1.5. The teacher ... about English traditions since the beginning of the class.
  - a) talks
  - b) has been talking
- 1.6. What ... about a moment ago?
  - a) were you thinking
  - b) have you been thinking
- 1.7. Jim was cooking dinner in the kitchen while Jo ... the dog.
  - a) was feeding
  - b) has been feeding
- 1.8. There was no money left because we ... it all.
  - a) had spent
  - b) had been spending
- 1.9. He said that he ... his grammar by the end of the year.
  - a) has been improving
  - b) had improved
- 1.10. He saw his brother who ... beyond the glass door.
  - a) has been standing
  - b) was standing
- 1.11. The plane ... when I reached the airport.
  - a) had already been leaving
  - b) had already left
- 1.12. By 7.00 p.m. they ... tennis for eight hours.
  - a) will have been playing
  - b) will be playing
- 1.13. I ... for a new car for months before I bought one.
  - a) had looked
  - b) had been looking
- 1.14. My arms are aching now because I ... since two o'clock.
  - a) have been swimming
  - b) swam
- 1.15. Ann was out of breath because she ... for a long time.
  - a) had been running
  - b) has been running
- 1.16. So you sing in a rock band, do you? How long ... that?
  - a) have you done
  - b) have you been doing
- 1.17. I'm sure she ... Her eyes looked red.
  - a) was crying
  - b) had been crying
- 1.18. I can't get Mary on the phone. I ... all afternoon.
  - a) am trying
  - b) have been trying

1.19. He ... for the company for thirty years before he retired.

a) had been working                      b) worked

1.20. I ... for three hours before I finished my homework.

a) have been studying                      b) had been studying

## Level 2

2.1. Mike's clothes are dirty because he ... for two hours in the garden.

2.2. a) played                      b) had played                      c) has been playing

2.2. Sophia got burnt. She ... in the sun.

a) lay                      b) was lying                      c) had been lying

2.3. I ... for half an hour before I found the hotel.

a) have been walking                      b) had been walking                      c) was walking

2.4. 'How long ... for this company?' 'Five years'.

a) had you worked                      b) were you working                      c) have you been working

2.5. We ... at the office for fifteen years by the first of June.

a) shall be working                      b) shall have been working                      c) would work

2.6. This is the first time he ... a car.

a) had driven                      b) has driven                      c) had been driving

2.7.. Since I was a child I ... to go to Australia, and I finally went last year.

a) always wanted                      b) had always wanted                      c) have always been wanting

2.8. Holmes ... over some notes which he ... upon the back of an envelope.

a) was glancing, had been scribbling                      b) glanced, had scribbled

c) glanced, had been scribbling

2.9. The woman ... out, but I ... myself in a doorway.

a) had come, had hid                      b) came, had hid                      c) came, had been hiding

2.10. When my grandfather, who was also a teacher, ... home from the Civil War, he ... my grandmother and they ... to college together.

a) came, married, went                      b) had come, married, went

c) had come, married, had been going

2.11. There is a hole in the sky, and we ... it.

a) have been creating                      b) created                      c) have created

2.12. Modern science ... to produce fibres by chemical and technical means.

a) has learned                      b) has been learning                      c) had learned

2.13. In 1881 the United States Lawn Tennis Association ... the first championship in Newport.

a) had been sponsoring                      b) had sponsored                      c) sponsored

2.14. After he ... the horror story by Edgar Allan Poe, Marvin ... a great plan for his revenge.

a) had been reading, had                      b) read, had                      c) was reading, had had

2.15. Some of the boys ... from the waiting-room, where they ... themselves by the red stove.

a) had come, had warmed                      b) came, warmed                      c) came, had been warming

2.16. Once you ... your subject and limited the scope of your description, you ... ready to select the best descriptive details.

a) have chosen, will be    b) chose, would be    c) have been choosing, will be  
2.17. It ... the whole day yesterday, that's why we couldn't go to the railway station with Mr. Rogers.

a) has been snowing                      b) was snowing    c) had been snowing  
2.18. After he ... out of the window for about five minutes he ... to write something in his note-book.

a) had been looking, began    b) had looked, had began    c) was looking, began  
2.19. The boat ... a bridge and the man at the wheel ... the usual warning by shouting, «Look out!»

a) had been approaching, was giving  
b) had approached, gave                      c) was approaching, gave  
2.20. At 10 o'clock on Sunday I ... my Mum with her flowers, that's why I couldn't visit you.

a) helped                      b) was helping                      c) had been helping

### Level 3\*

3.1. When I ... out of the shower, Dad ... me that I ... a phone call from the coach saying that I made the team.

a) got, told, had got                      b) had got, was telling, had got  
c) got, told, had been getting                      d) got, told, got

3.2. Researchers ... the link between mind and body for the past ten years.

a) studied                      b) will have been studying  
c) had studied                      d) have been studying

3.3. That action alone told her that he ... .

a) had never truly loved her                      b) never loved her truly  
c) had never been loving her truly                      d) never was loving her truly

3.4. The Counsel for the defense then began to cross-examine the witness. He asked her «How long ... the accused?»

a) do you know                      b) have you known  
c) did you know                      d) have you been knowing

3.5. He ... in the chair when a tall woman with beautiful grey hair and silver, finely-wrinkled skin ... in.

a) sat, came                      b) was sitting, came  
c) was sitting, was coming                      d) had been sitting, came

3.6. Susan didn't even know which hotel he ... in Paris.

a) has been using    b) used                      c) would be using    d) will use

3.7. The boy ... bitterly and no one ... to calm him down.

a) still cried, was trying                      b) was still crying, tried  
c) had been still crying, was trying                      d) was still crying, had tried

3.8. I ... at the hotel only two days when I ... notice to leave it.

a) had been staying, was given                      b) stayed, had been given  
c) was staying, had given                      d) stayed, was given

3.9. You understand, Mr. Holder, that I ... you a strong proof of confidence which I have in you, founded upon all that I ... of you.

- a) give, have been hearing                      b) am giving, have heard  
 c) am giving, had heard                          d) have been giving, heard
- 3.10. Miss Robinson ... driving lessons and trying to pass her driving test for several years, but she ... every time.  
 a) had been taking, failed                      b) had been taking, fails  
 c) took, was failing                              d) has taken, was failed
- 3.11. I ... for you for about three hours.  
 a) was waiting    b) have waited    c) waited            d) have been waiting
- 3.12. The grey pavement ..., but ... still dangerously slippery, so that there ... fewer passengers than usual.  
 a) had been cleaned and scraped, was, were  
 b) was cleaned and scraped, had been, were  
 c) is cleaned and scraped, is, are  
 d) had been cleaning and scraping, was, was
- 3.13. When we ... coffee in the drawing-room that night after dinner, I ... Arthur and Mary my experience.  
 a) were taking, told                              b) had been taking, had told  
 c) were taking, had told                        d) took, told
- 3.14. Two hansoms ... at the door, and as I ... the passage I ... the sound of voices from above.  
 a) stood, entered, heard                        b) were standing, entered, heard  
 c) were standing, had entered, had heard    d) had been standing, entered, heard
- 3.15. He quickly forgot everything he ... at school.  
 a) learnt    b) had learnt            c) had been learning    d) was learning
- 3.16. I ... at the hotel for a fortnight when I received your letter.  
 a) stayed    b) was staying    c) had stayed    d) had been staying
- 3.17. I ... over the phone for a whole hour when the porter knocked at the door.  
 a) talked    b) had talked    c) had been talking    d) was talking
- 3.18. Alice closed the magazine and rose from the sofa on which she ... for more than two hours.  
 a) lay    b) had been lying            c) was lying            d) had lain
- 3.19. I hardly ... speaking with the porter when the phone rang again.  
 a) finished    b) had finished    c) was finishing    d) had been finishing
- 3.20. We ... along a forest road for two hours when we saw a house.  
 a) were walking    b) had been walking    c) had walked    d) walked

***Визначте правильний варіант перекладу***

1. My uncle has been working at this plant for twenty years already.

- a) Мій дядько працював на цьому заводі двадцять років.  
 b) Моя тітка працює на цьому заводі вже двадцять років.  
 c) Мій дядько працює на цьому заводі вже двадцять років.  
 d) Мій дядько працював би на цьому заводі двадцять років.

2. We have been learning English for seven years at school.

- a) Ми вивчаємо англійську мову в школі сім років.
- b) Ми вивчали англійську мову в школі сім років.
- c) Ми вивчаємо англійську мову в школі із семи років.
- d) Ми вивчаємо англійську мову в школі тільки сім років.

3. I have been waiting for them since five o'clock.

- a) Я чекаю на них рівно о п'ятій годині.
- b) Я чекала на них із п'ятої години.
- c) Я чекатиму їх із п'ятої години.
- d) Я чекаю на них із п'ятої години.

4. It has been raining since morning.

- a) Дощ іде ще зранку.
- b) Дощ пішов вранці.
- c) Дощ іде вранці.
- d) Дощ має йти зранку.

5. The boy has been looking for a book for a quarter of an hour already.

- a) Хлопчик шукає книжку вже чверть години.
- b) Хлопчик переглядає книжку вже чверть години.
- c) Хлопчик шукав книжку чверть години.
- d) Хлопчик мав переглядати книжку чверть години.

6. I had been sleeping for an hour already when he came.

- a) Я вже годину спала, коли він прийшов.
- b) Я спатиму годину, коли він прийде.
- c) Я спала годину, коли він пішов.
- d) Я спала, коли він прийшов.

7. They had been living in this building for thirty years by that time.

- a) До того часу вони жили в цьому будинку тридцять років.
- b) До цього часу вони живуть в цьому будинку тридцять років
- c) До того часу вони живуть в цьому будинку тридцять років.
- d) До цього часу вони жили у цьому будинку тридцять років.

8. I had been packing my things for an hour and half already when you rang.

- a) Я пакувала речі вже півтори години, коли ви зателефонували.
- b) Я пакую речі вже півтори години, а ви телефонуєте.
- c) Я пакувала речі вже півгодини, коли ви зателефонували.
- d) Я пакуватиму речі півтори години, коли ви зателефонуєте.

9. The children had been skating for an hour before their mother asked them to come back home.

- a) Діти катаються на ковзанах годину перед тим, як мама просить їх повернутися додому.
- b) Діти каталися на ковзанах перед тим, як мама попросила їх повернутися додому.
- c) Діти каталися на лижах годину перед тим, як мама попросила їх повернутися додому.
- d) Діти каталися на ковзанах годину перед тим, як мама попросила їх повернутися додому.

10. Вона працює на цьому заводі вже п'ять років.

- a) She is working at this plant for five years.
- b) She has been working at this plant for five years.
- c) She works at this plant for five years.
- d) She was working at this plant for five years.



## THE PASSIVE VOICE

*Виберіть правильну відповідь*

### Level 1

1.1. Pineapples ... in Hawaii.

- a) are growing    b) is grown    c) are grown    d) grew

1.2. The building ... recently and looks impressive.

- a) has been repaired    b) is repaired  
c) was repaired    d) repaired

1.3. She came back to town where she ... .

- a) has born    b) will be born    c) is born    d) was born

1.4. Stamps ... in 1840 in Great Britain.

- a) are introducing    b) were introduced  
c) have been introduced    d) introduced

1.5. They said that the new school ... in that area.

- a) is being built    b) will be built    c) builds    d) would be built

1.6. She ... a box of chocolates for her birthday last week.

- a) was given    b) will be given    c) gave    d) is given

1.7. Usually breakfast here ... at 8 o'clock.

- a) are served    b) is served  
c) has been served    d) serves

1.8. If I ... this job, I'll be very much satisfied.

- a) will be given    b) am given    c) will give    d) am being given

1.9. I can't say anything because my words ... against me.

- a) will use    b) are being used    c) will be used    d) are using

1.10. Many new houses ... in our city now.

- a) were built    b) are built    c) have been built    d) are being built

1.11. This camera ... in Japan.

- a) will be making    b) is made    c) made    d) are made

1.12. His letter ... as soon as the manager finds out the necessary information.

- a) will be answered    b) is answered  
c) has been answered    d) will answer

1.13. Our trip ... because of bad weather last week-end.

- a) had been finished    b) was finished  
c) will be finished    d) is finished

1.14. This portrait ... by a talented painter last year.

- a) is painted    b) was painted  
c) has been painted    d) has painted

1.15. The book ... by students now.

- a) is discussed    b) was discussed  
c) is being discussed    d) has been discussed

1.16. A new dress ... for my sister tomorrow.

- a) will be bought    b) is bought    c) will buy    d) was bought

1.17. The room ... by my brother now.

- a) is cleaned    b) was cleaned

- c) has been cleaned                      d) is being cleaned
- 1.18. The bill ... to your room in an hour.  
a) is sent    b) will be sent    c) will send    d) has been sent
- 1.19. The telegram to his office ... now.  
a) is being sent    b) was being sent    c) has been sent    d) is sending
- 1.20. A little present ... to each of the guests yesterday.  
a) has been given    b) gave    c) is being given    d) was given
- 1.21. We shall learn the results of the game when they ... on the radio.  
a) are announced                      b) were announced  
c) will be announced                      d) will announce
- 1.22. The game ... because of bad weather.  
a) was put off                      b) was putting off  
c) was being put off                      d) were put off
- 1.23. The book ... now.  
a) was translated                      b) will be translated  
c) will translate                      d) is being translated
- 1.24. The bridge ... long ago.  
a) will be built    b) was built                      c) built                      d) was being built
- 1.25. I am sorry but this room ... now.  
a) is being occupied                      b) were occupied  
c) will occupy                      d) occupy
- 1.26. This department store ... this year, let's go shopping there.  
a) built    b) will be built    c) is built                      d) has been built
- 1.27. This book ... in New-York last year.  
a) was published                      b) will be published  
c) published                      d) will publish
- 1.28. The answer ... to you next week.  
a) was given                      b) will be given  
c) will give                      d) is being given
- 1.29. The police ... of an accident already. We expect them any minute.  
a) have been informed                      b) was informed  
c) will be informed                      d) has informed
- 1.30. The book ... from the library a month ago.  
a) will be borrowed                      b) would be borrowed  
c) was borrowed                      d) borrowed

## Level 2

- 2.1. The mother ... not to worry about her sick boy as he was out of danger.  
a) was told                      b) is told                      c) told                      d) has been told
- 2.2. Peter was late for the party, so when he went into the room all guests ... to each other.  
a) were introduced                      b) had been introduced  
c) would be introduced                      d) introduced
- 2.3. When I went into the cinema, the film ... .

- a) was being shown      b) was shown  
 c) showed                      d) will be shown
- 2.4. A new stadium ... opposite our house lately.  
 a) will be built    b) is being built    c) has been built                      d) has built
- 2.5. We will send you this report as soon as all the dates ... finally.  
 a) have been fixed                      b) is being fixed  
 c) will be fixed                      d) is fixed
- 2.6. It's not really our house yet. It ... .  
 a) hasn't paid for                      b) aren't paid for  
 c) hasn't been paid for                      d) hadn't been paid for
- 2.7. As the building was dangerous, it ... at last.  
 a) is knocked down                      b) being knocked down  
 c) had been knocked down                      d) will be knocked down
- 2.8. Fred is not in his room and his bed ... in.  
 a) hasn't been slept                      b) wasn't slept  
 c) isn't being slept                      d) hasn't slept
- 2.9. A lot of stories ... before they went to bed.  
 a) had been told    b) were told                      c) will be told                      d) had told
- 2.10. The house ... for a year before they moved in.  
 a) was locked up                      b) had locked up  
 c) had been locked up                      d) is being locked up
- 2.11. The book ... by August.  
 a) will be published                      b) will have been published  
 c) was published                      d) will have published
- 2.12. At present nothing ... to restore the building.  
 a) is being done    b) was doing                      c) has been done    d) will be done
- 2.13. After we ... over the house, all guests had a walk round the garden.  
 a) have been shown                      b) had been shown  
 c) had shown                      d) were shown
- 2.14. Their engagement just ... by all local newspapers.  
 a) is being announced                      b) was announced  
 c) had been announced                      d) has been announced
- 2.15. I hope that the room ... by the guests' arrival.  
 a) will have been prepared                      b) has been prepared  
 c) was being prepared                      d) will have prepared
- 2.16. The wounded woman ... to hospital before the police arrived.  
 a) has been taken                      b) had been taken  
 c) was being taken                      d) took
- 2.17. If the article ... earlier, it could have been published already.  
 a) was being written                      b) had written  
 c) would be written                      d) had been written
- 2.18. He says by next spring these houses ... in our city.  
 a) are being built                      b) will be built  
 c) will have built                      d) will have been built

- 2.19. After his ten novels ..., he became famous.  
a) had been published                              b) were published  
c) were being published                              d) had published
- 2.20. She said that the clothes ... already.  
a) has been washed                              b) had been washed  
c) was washed                              d) had washed
- 2.21. This suit looks shabby. Sure, it ... for three seasons already.  
a) has been worn    b) had been worn    c) is being worn    d) has worn
- 2.22. Don't worry! Your TV ... by the end of this week.  
a) will be repaired                              b) will repair  
c) will have been repaired                              d) is being repaired
- 2.23. The book ... yet, let's do it now.  
a) hasn't discussed                              b) wasn't discussed  
c) hadn't been discussed                              d) hasn't been discussed
- 2.24. By the time you arrive there, the invitation ... already.  
a) will have been sent                              b) will be sent  
c) will have sent                              d) would be sent
- 2.25. He knew that this book ... by all his friends.  
a) has been read    b) had read                              c) had been read    d) is being read
- 2.26. We were so glad to find out that 50 our students ... to the international conference.  
a) will be taken                              b) were being taken  
c) had been taken                              d) have been taken
- 2.27. The letter ... by the time they asked for it.  
a) had been translated                              b) have translated  
c) was translated                              d) will be translated
- 2.28. The doctor ... already. We expect him any time.  
a) has been sent for                              b) was sent for  
c) is being sent for                              d) has sent for
- 2.29. All his exams ... by the end of the next term.  
a) will be passed                              b) will have passed  
c) will have been passed                              d) are passed
- 2.30. The fire ... to be burning out of control.  
a) will be reported                              b) reported  
c) was reported                              d) had been reported

### Level 3\*

- 3.1. I know why all his suggestions ... already.  
a) were turned down                              b) have been turned down  
c) will be turned down                              d) have turned down
- 3.2. He answered that one of his article ... at that moment.  
a) was being published                              b) had been published  
c) published                              d) was published
- 3.3. The teacher told the student to look up the rule himself as it ... many times.

- a) will explain                      b) was being explained  
c) had been explained              d) would be explained
- 3.4. You should be attentive while the text ... .  
a) was read   b) is being read   c) are read                      d) has been read
- 3.5. The workers promised that the production ... by the end of the year.  
a) will be increased                      b) was increased  
c) would have been increased              d) would increase
- 3.6. The secretary is working very badly. He'll have ... .  
a) to be looked after                      b) to look after  
c) be looking after                      d) being looked after
- 3.7. Police are looking for a missing boy, he ... anywhere.  
a) can find   b) can't be found                      c) can't be find                      d) can be found
- 3.8. While my car ... , I made a telephone call to my office.  
a) was being fixed                      b) had been fixed  
c) is being fixed                      d) was fixing
- 3.9. I didn't know whom I ... to at that moment.  
a) am introduced                      b) was introduced  
c) was being introduced                      d) was introducing
- 3.10. She wished to know if all her orders ... already.  
a) were carried out                      b) had been carried out  
c) are carried out                      d) had carried out
- 3.11. At that moment the possibility of new negotiations ... and they asked press to wait.  
a) had been discussed                      b) has been discussed  
c) is discussed                      d) was being discussed
- 3.12. When our ship entered the port, two cargo-ships ... there.  
a) were unloaded                      b) had been unloaded  
c) had unloaded                      d) were being unloaded
- 3.13. Our car ... , so we'll have to take a bus for now.  
a) has been repaired                      b) was being repaired  
c) is being repaired                      d) is repairing
- 3.14. Mr. Warner is telling some funny story. No wonder he ... by the staff and the pupils.  
a) would be laughed at                      b) is laughing at  
c) is being laughed at                      d) has laughed at
- 3.15. When the bell rang, the text still ... by the students. They wanted to finish it.  
a) was being translated                      b) was translating  
c) will be translated                      d) has been translated
- 3.16. When we reached the bridge, the road still ... .  
a) was being repaired                      b) has been repaired  
c) had been repaired                      d) was repairing
- 3.17. The living room ... when he entered the house.  
a) is being repaired                      b) was being repaired  
c) will be repaired                      d) was repairing

- 3.18. He promises that the translation ... by 5 o'clock tomorrow.  
a) would be finished                      b) will have been finished  
c) is finished                                d) will have finished
- 3.19. The waiter asked if she would have something while salmon ... .  
a) had been cooked                      b) was being cooked  
c) would be cooked                      d) had cooked
- 3.20. Although nothing has come of any of his other inventions, work still ... on the telephone.  
a) is being carried out                  b) has been carried out  
c) is carrying out                      d) had been carried out
- 3.21. He whispered pointing at me, and I realized that I ... .  
a) will be talked about                  b) am being talked about  
c) was being talked about              d) are being talked about
- 3.22. When I went to Leningrad in 1954, the first underground line still ... .  
a) had been built                      b) was being built  
c) has been built                      d) was building
- 3.23. She thought that the servant had gone being afraid that he ... .  
a) would be punished                  b) would punish  
c) will be punished                      d) was being punished
- 3.24. The man said that he wouldn't answer for the results unless his advice ... carefully.  
a) had been followed                  b) will be followed  
c) had followed                      d) would be followed
- 3.25. He said that they would come to the station later as the train ... by heavy snowfall at the moment.  
a) had been held                      b) was holding  
c) was being held                      d) would be held
- 3.26. She said that many new houses ... in that area at the moment.  
a) would be built                      b) were being built  
c) had been built                      d) have been built
- 3.27. Although his new friend seemed to tell the truth, Bob had a feeling that he ... at that moment.  
a) had been deceived                  b) was deceived  
c) would be deceived                  d) was being deceived
- 3.28. The play ... by some of my friends who were not professional actors.  
a) will be played                      b) was to be played  
c) was to play                      d) were to be played
- 3.29. The matter is urgent, and the necessary arrangements ... immediately.  
a) must make                      b) must being made  
c) must be made                      d) must have been made
- 3.30. If you had worked harder last year, such mistakes ... .  
a) wouldn't have been done      b) wouldn't be done  
c) will not be done                      d) wouldn't have done

## SEQUENCE OF TENSES

*Виберіть правильну відповідь*

### Level 1

1.1. Mary said, "I'm very tired today, I'll do it tomorrow."

- a) Mary said she was very tired that day, she would do it the next day.
- b) Mary said she was very tired today, she would do it next day.

1.2. Johnny asked his mother, "May I go for a walk with my friends?"

- a) Johnny asked his mother if he may go for a walk with his friends.
- b) Johnny asked his mother whether he might go for a walk with his friends.

1.3. "I have bought everything you asked me yesterday," my husband said.

- a) My husband said that he had bought everything I had asked him the day before.
- b) My husband said that he bought everything I had asked him yesterday.

1.4. "If you want to help me, give that hammer, please," he asked his daughter.

- a) He said to his daughter that if she wants to help me, she should give me that hammer.
- b) He said to his daughter that if she wanted to help him, she should give him that hammer.

1.5. "Can you lend me some money?" Mr. Longer said.

- a) Mr. Longer asked me if I can lend him some money.
- b) Mr. Longer asked me if I could lend him some money.

1.6. "If you don't want to have any problems with your examination test, you should work as hard as you can!" our English teacher said to us.

- a) Our English teacher said to us that if we didn't want to have any problems with our examination test, we should work as hard as we could.
- b) Our English teacher said to us that whether we hadn't wanted to have any problems with our examination test, we should work as hard as we can.

1.7. Bob told me, "I need to talk you."

- a) Bob told me that he needed to talk to you.
- b) Bob told me that he needed to talk to me.

1.8. My parents asked me, "Are you hungry?"

- a) My parents asked me if I was hungry.
- b) My parents asked me if was I hungry.

1.9. The policeman asked me, "Where do you live?"

- a) The policeman asked me, where did I live.
- b) The policeman asked me, where I lived.

1.10. "I have been waiting for you for an hour! Where have you been?" Helen asked me nervously.

a) Helen asked me nervously where I have been, because she has been waiting for me for an hour.

b) Helen said to me nervously that she had been waiting for me for an hour, and asked where I had been.

1.11. "Where is my money?" Michael asked his wife.

a) Michael asked his wife where his money was.

b) Michael asked his wife where was his money.

1.12. "Did you finish your homework?" my little brother asked me.

a) My little brother asked me if I finished my homework.

b) My little brother asked me if I had finished my homework.

1.13. "Don't take my pen, use yours," Nina said to Alec.

a) Nina told Alec don't take her pen but to use his.

b) Nina told Alec to use his pen and not to take hers.

1.14. "Are you going to pick up the phone?" Miranda asked him.

a) Miranda asked him whether he was going to pick up the phone.

b) Miranda asked him if was he going to pick up the phone.

1.15. "There is no paper in the box," he said.

a) He said there is no paper in the box.

b) He said that there wasn't any paper in the box.

1.16. "Put on the jacket!" my mother said when I was going to leave.

a) When I was going to leave, my mother suggested me to put on the jacket.

b) When I was going to leave, my mother suggested that I should put on the jacket.

1.17. "Would you like another cup of coffee?" the waiter asked me politely.

a) The waiter asked me politely would I like another cup of coffee.

b) The waiter asked me politely whether I'd like another cup of coffee.

1.18. "If anyone calls me," he said "say that I'm out."

a) He said that if anyone called him, he was out.

b) He said that if anyone calls him, he is out.

1.19. "Are you busy?" I asked the secretary.

a) I asked the secretary whether she was busy.

b) I asked the secretary whether if she is busy.

1.20. "Be ready at five o'clock we must be at the business centre," said Angela.



- a) Angela told me to be ready, because at five o'clock we had to be at the business centre.
- b) Angela said me to be ready, and that at five o'clock we must be at the business centre.

## **Level 2**

2.1. "Where are you going?" the teacher asked Michael.

- a) The teacher asked Michael where he was going.
- b) The teacher asked Michael where was he going.
- c) The teacher asked Michael where he is going.

2.2. A policeman came up to my elder son and asked, "Do you have a driving license?"

- a) A policeman came up to my elder son and asked if he has a driving license.
- b) A policeman came up to my elder son and asked whether had he had a driving license.
- c) A policeman came up to my elder son and asked whether he had a driving license.

2.3. "My girl-friend will be here tomorrow," said Andrew.

- a) Andrew said that his girl-friend would be here tomorrow.
- b) Andrew said that his girl-friend would be there the next day.
- c) Andrew said that his girl-friend will be here the next day.

2.4. "My group mate and I are going to another party tonight," Ann boasted.

- a) Ann boasted that my group mate and she were going to another party tonight.
- b) Ann boasted that her group mate and I were going to another party that night.
- c) Ann boasted that her group mate and she were going to another party that night.

2.5. "I wrote to my pen-friend to New York yesterday," said my nephew.

- a) My nephew said that he had written to his pen-friend to New York the day before.
- b) My nephew said that he had wrote to his pen-friend to New York the day before.
- c) My nephew said that he wrote to his pen-friend to New York yesterday.

2.6. "At two o'clock tomorrow I'll be having a music lesson," my child said.

- a) My child said at two o'clock the following day he'll be having a music lesson.
- b) My child said that at two o'clock the following day he would be having a music lesson.
- c) My child said that at two o'clock tomorrow he would be having a music lesson.

2.7. "How about going for a walk?" I said to them.

- a) I suggested going for a walk.
- b) I suggested them to go for a walk.
- c) I asked them how about going for a walk.

2.8. "Let's eat out this evening," Emma said to her husband.

- a) Emma offered that they eat out that evening.
- b) Emma suggested eating out that evening.
- c) Emma said that they should eat out this evening.

2.9. My younger sister said, "Please help me with this task."

- a) My younger sister asked me to help her with this task.
- b) My younger sister asked if I help her with that task.
- c) My younger sister asked me to help her with that task.

2.10. "Don't forget to phone your parents," my aunt said to me.

- a) My aunt said me to phone my parents.
- b) My aunt told me don't forget to phone my parents.
- c) My aunt reminded me to phone my parents.

2.11. "Stop making such a noise or I'll send you out," the teacher said.

- a) The teacher threatened to send us out if we don't stop making such a noise.
- b) The teacher threatened to send us out if we didn't stop making such a noise.
- c) The teacher said us to stop making such a noise or she would send us out.

2.12. "There is nothing else I can do," she said.

- a) She explained there was nothing else she could do.
- b) She said that there was nothing else she can do.
- c) She said that there is nothing else she can do.

2.13. "What a beautiful dress you are wearing!" my colleague said.

- a) My colleague exclaimed what a beautiful dress I am wearing.
- b) My colleague said that I am wearing a beautiful dress.
- c) My colleague exclaimed that I was wearing a beautiful dress.

2.14. "I'm the best dancer of all of you," Chris said.

- a) Chris boasted that he is the best dancer of all of you.
- b) Chris boasted that he was the best dancer of all of us.
- c) Chris said that he is the best dancer of all of us.

2.15. "Please, please don't tell my mother about my bad mark for the dictation," she begged me.

- a) She begged me don't tell her mother about her bad mark for the dictation.
- b) She begged me not to tell my mother about my bad mark for the dictation.
- c) She begged me not to tell her mother about her bad mark for the dictation.

2.16. "Are you busy?" my chief asked me. "I need to talk to you."

- a) My chief asked me if was I busy because he needed to talk to me.
- b) My chief asked me if I was busy because he needed to talk to me.

c) My chief asked me if I was busy because he needs to talk to me.

2.17. “You’re twenty minutes late,” she said to her boy-friend. “I was about to go home.”

a) She said to her boy-friend that he was late and added that she was about to go home.

b) She told to her boy-friend that he was late and went on to say that she had been about to go home.

c) She said to her boy-friend he had been late and went on to say she had been about to go home.

2.18. “I’m very tired,” Mum said. “I’ve been working hard the whole week.”

a) Mum said she was very tired and she explained she has worked hard the whole week.

b) Mum said that she is very tired, explaining that she had been working hard the whole week.

c) Mum said that she was very tired, explaining that she had been working hard the whole week.

2.19. “Are you leaving now?” Paul said. “I’ll give you a lift.”

a) Paul asked if I was leaving now and went on to say that he will give me a lift.

b) Paul asked if I was leaving then and went on to say that he would give me a lift.

c) Paul asked if was I leaving then and went on to say that he would give me a lift.

2.20. “I’m sorry I’m late. I lost my way,” he said to our guide.

a) He apologized for being late, explaining that he had lost his way.

b) He said to our guide that he is sorry he is late, explaining that he lost his way.

c) He apologized for being late, explaining that he lost his way.

### **Level 3\***

3.1. And he said to her, “No, but I have been cruel to my mother, and as a punishment this evil has been sent to me. Therefore I must go and wander through the world till I find her, and she gives me forgiveness.”

a) He said to her that he was cruel to his mother, and as a punishment this evil had been sent to him. Therefore he must go and wander through the world till he would find her, and she would give him forgiveness.

b) He said to her that he had been cruel to his mother, and as a punishment that evil had been sent to him. Therefore he had to go and wander through the world till he found her, and she gave him forgiveness.

c) He said to her that he had been cruel to his mother, and as a punishment that evil was sent to him. Therefore he was to go and wander through the world till he finds her, and she gives him forgiveness.

d) He said to her that he was cruel to his mother, and as a punishment that evil had been sent to him. Therefore he had to go and wander through the world till he found her, and she gave him forgiveness.

3.2. “How many raises have you handed out in your life?” asked Rosy.

- a) Rosy asked how many raises have you handed out in your life.
- b) Rosy asked how many raises had you handed out in your life.
- c) Rosy asked how many raises I handed out in my life.
- d) Rosy asked how many raises I had handed out in my life.

3.3. “How do people get such beautiful lawns?” Mr. Anderson asked. “Ours are never as good as these.”

- a) Mr. Anderson wondered how people got such beautiful lawns, because theirs were never as good as those.
- b) Mr. Anderson asked how people got such beautiful lawns, his were never as good as this.
- c) Mr. Anderson asked how had people got such beautiful lawns, because ours had never been as good as those.
- d) Mr. Anderson asked how do people get such beautiful lawns, because theirs are never as good as this.

3.4. Jane asked me, “Can you tell me what the writing on that stone over the door means?”

- a) Jane asked me whether could I tell her what the writing on that stone over the door was meaning.
- b) Jane asked me if I can tell she what the writing on that stone over the door means.
- c) Jane asked me if I could tell her what the writing on that stone over the door meant.
- d) Jane asked me whether I was able to tell her what the writing on that stone over the door had meant.

3.5. “Have you had hair cut?” my cousin asked me. “It looks great.”

- a) My cousin asked me if I had been cutting my hair and added that it was looking great.
- b) My cousin asked me whether I had my hair cut and added it looked great.
- c) My cousin asked me if I had had my hair cut and went on saying that it looked great.
- d) My cousin asked me had I had my hair cut and went on to say it looked great.

3.6. “I’ll punish you if you come late again,” Dad said.

- a) Dad said to me he’ll punish me if I come late again.
- b) Dad threatened that he would punish me if I would come late again.
- c) Dad threatened to punish me if I came late again.
- d) Dad said that he would punish me if I was coming late again.

3.7. "We could for a picnic tomorrow if you like," said David.

- a) David suggested going for a picnic the following day.
- b) David said that we could go for a picnic tomorrow if we like.
- c) David said that they could go for a picnic the following day if they like.
- d) David said that they could go for a picnic the next day if they were liking.

3.8. "I'll phone your parents if you don't do as I say," the teacher said to the pupil.

- a) The teacher said to the pupil to phone to his parents if he didn't do as she said.
- b) The teacher threatened to phone the pupil's parents if he didn't do as she said.
- c) The teacher threatened to phone the pupil's parents if he wouldn't do as she said.
- d) The teacher said to the pupil that he would phone to his parents if he didn't do as the teacher had said.

3.9. My friend said, "I'm nervous because I've never been on a plane before."

- a) My friend said she was nervous because she has never been on a plane before.
- b) My friend said she was nervous because she had never been on a plane before.
- c) My friend said she was nervous because she never was on a plane before.
- d) My friend said she is nervous because she never was on a plane before.

3.10. "I didn't telephone you, because it was late, and I didn't want to trouble you," she answered.

- a) She answered that she didn't telephone you, because it was late and she didn't want to trouble you.
- b) She answered that she hadn't telephoned me because it had been late, and she hadn't want to trouble me.
- c) She answered that she hadn't telephoned me because it was late, and she didn't want to trouble me.
- d) She answered that she didn't telephone me, because it was late and she didn't want to trouble me.

3.11. "I'll will start late tonight and ride to Borgo San Lorenzo," she said.

- a) She said that she will start late tonight and ride to Borgo San Lorenzo.
- b) She said I would start late that night and ride to Borgo San Lorenzo.
- c) She said she would start late that night and ride to Borgo San Lorenzo.
- d) She said that she would start late tonight and ride to Borgo San Lorenzo.

3.12. "Do you imagine that I have no respect for your medical talents?" he asked.

- a) He asked me if I imagined that he had no respect for my medical talents.
- b) He asked me if I had imagined that he had no respect for my medical talents.
- c) He asked me whether I didn't imagine that he had no respect for my medical talents.
- d) He asked me did I imagine that he had no respect for my medical talents.

3.13. "If I am to have a doctor whether I will or not, let me at least have someone in whom I have confidence," said he.

- a) He said that if he was to have a doctor whether he would or not, he would like at least have someone in whom he had confidence.
- b) He suggested having someone in whom he had confidence, if he was to have a doctor.
- c) He suggested having someone in whom he had confidence, if he was to have a doctor, whether he would or not.
- d) He explained it to me that if he was to have a doctor whether he would or not, he would like at least have someone in whom he had confidence.

3.14. "I'll work in a bank," he said to himself, "because my uncle has always worked in one."

He said to himself that he would work in a bank because his uncle had always worked in one.

He said to himself that I would work in a bank because my uncle had always worked in one.

He said to himself that he will work in a bank because his uncle has always worked in one.

He said to himself that he would work in a bank because his uncle always worked in one.

3.15. "Do you really think that you can outsmart me?" Angela asked.

- a) Angela asked if did I really think that I can outsmart her.
- b) Angela asked me if did I really think that I could outsmart her.
- c) Angela asked me if I really thought that I could outsmart her.
- d) Angela asked me if I really had thought that you could outsmart me.

3.16. "Well," she said, "aren't you going to come in and talk to us? We want to hear what you've decided."

- a) She suggested me to come in and talk to them, because they wanted to hear what I had decided.
- b) She said to me to come in and talk to them, because they wanted to hear what I decided.
- c) She wondered if I was going to come in and talk to them, explaining that they wanted to hear what I had decided.
- d) She asked me whether I was going to come in and talk to them, because they wanted to hear what I have decided.

3.17. One of the soldiers said, "By the time we reach the hill the enemy will have cut us off from the rest of our men."

- a) One of the soldiers said that by the time they reached the hill the enemy would have cut them off from the rest of their men.
- b) One of the soldiers said that by the time they would reach the hill the enemy would have cut them off from the rest of their men.

- c) One of the soldiers said that by the time they reached the hill the enemy would had cut them off from the rest of their men.
- d) One of the soldiers said that by the time they reached to the hill the enemy will have cut us off from the rest of our men.

3.18. "Well," his friend said, "stop going to your office by car, and get a bicycle."

- a) His friend said him stop going to his office by car, and get a bicycle.
- b) His friend suggested that he should get a bicycle instead of going to the office by car.
- c) His friend suggested him stopping going to your office by car, and get a bicycle.
- d) His friend said him to stop going to his office by car, and get a bicycle.

3.19. "Last night I dreamed I went to Manderley again," Rebecca said.

- a) Rebecca said that last night she had dreamed she went to Manderley again.
- b) Rebecca said that the night before she had dreamed she had gone to Manderley again.
- c) Rebecca said that the last night she dreamed she had gone to Manderley again.
- d) Rebecca said that the last night she was dreaming she went to Manderley again.

3.20. "Relations are simply a tedious pack of people, who haven't got the slightest knowledge of how to live, nor the smallest instinct about when to die," she said.

- a) She said that relations are simply a tedious pack of people, who haven't got the slightest knowledge of how to live, nor the smallest instinct about when to die.
- b) She said that relations had been simply a tedious pack of people, who hadn't got the slightest knowledge of how to live, nor the smallest instinct about when to die.
- c) She said that relations were simply a tedious pack of people, who hadn't got the slightest knowledge of how to live, nor the smallest instinct about when to die.
- d) She said that relations was simply a tedious pack of people, who didn't get the slightest knowledge of how to live, nor the smallest instinct about when to die.







## Level 2

- 2.1. Peter could ... believe his eyes; his heart began to beat ..., not with pleasure now but with uneasiness.  
a) hard, fast                      b) hardly, fast                      c) hardly, fastly
- 2.2. She was ... able to believe that it was no ... necessary for her to have a good driver with her in the car whenever she went out in it.  
a) hard, longer                      b) hardly, long                      c) hardly, longer
- 2.3. Add brass ..., then bring it to a boil.  
a) slow                      b) slowly                      c) slowly
- 2.4. After I have visited London I understand that its weather is ... in Europe.  
a) the wettest                      b) the most wet                      c) more wet
- 2.5. February is the ... winter month.  
a) deficientest                      b) most deficient                      c) more deficient
- 2.6. She looked ... because she could not dress ... .  
a) plain, well                      b) plainly, good                      c) plainly, well
- 2.7. Our nurse believes that milk is one of the ... products for children.  
a) more useful                      b) very useful                      c) most useful
- 2.8. As she lay in her berth, staring at the shadow overhead, the rush of the wheels was in her brain, driving her ... into circles of wakeful lucidity.  
a) more deep and deep    b) more deep and deeper                      c) deeper and deeper
- 2.9. While the events are still fresh in my mind, I wish to put them down on paper as ... as ... .  
a) clear, possible                      b) clearest, possible                      c) clearly, possible
- 2.10. She greeted it as the friend whom she loved ... than all the world.  
a) best                      b) well                      c) better
- 2.11. Two nights ... she was aware that the feet behind her were moving ... and ... .  
a) late, slow, slow                      b) lately, slower, slower                      c) later, slower, slower
- 2.12. My last Math examination turned out to be ... of all.  
a) the least complicated    b) less complicated                      c) the less complicated
- 2.13. I must say it sounds rather ... .  
a) marvelously                      b) marvelous                      c) marvelously
- 2.14. The literature of ... Anglo-Saxons was oral.  
a) the earlier                      b) the earliest                      c) the most early
- 2.15. Tommy always says, «Please!» «Thank you!» «You are welcome!». In my opinion he is ... child in this kindergarten.  
a) the most polite                      b) the politest                      c) more polite
- 2.16. He controlled his anger, though it was not at all ... .  
a) easily                      b) easy                      c) easiest
- 2.17. Last year I met a very beautiful Spanish girl. Her eyes were the ... I had ever seen in my life.  
a) most attractive                      b) attractivest                      c) very attractive
- 2.18. She did not want to look ... in front of other drivers in the street.  
a) foolishly                      b) more foolishly                      c) foolish
- 2.19. A passer-by asked me which was ... way to the local museum.

- a) the most near                      b) nearer                                      c) the nearest
- 2.20. Some important papers disappeared. Who was ... person to leave the office yesterday?
- a) the last                                      b) the latest                                      c) the most last
- 2.21. Then the owner of the house showed him into a room with lunch ready on the table and another table, ... bare, ... waiting for him to spread his papers on it.
- a) entire, evidently                      b) entirely, evidently                      c) entire, evident
- 2.22. Is your new girl-friend ... than your ex one?
- a) more charming                      b) the most charming                      c) the more charming
- 2.23. A shrew is ... and ... mammal.
- a) more tiny, more numerous                      b) the most tiny, the most numerous
- c) the tiniest, the most numerous
- 2.24. Everything looked so ...! It was ... for her to make up her mind.
- a) beautiful, impossible                      b) beautifully, impossible                      c) beautiful, impossibly
- 2.25. Have the letters been written ...?
- a) already                                      b) still                                      c) yet
- 2.26. The family got ... and ..., and now Bella lived alone in a very big house.
- a) more poor, poor                      b) poorer, poorer                      c) more poor, more poor
- 2.27. Who is ... player of this basketball team?
- a) taller                                      b) the tallest                                      c) the most tall
- 2.28. I have a friend who, after an absence of many years, has ... settled down in London, with his wife and children.
- a) later                                      b) late                                      c) lately
- 2.29. Don't plant the flowers ... . It's ... raining.
- a) already, still                      b) yet, else                      c) yet, still
- 2.30. It's raining dogs and cats! The weather is getting ...!
- a) worse                                      b) worst                                      c) more bad
- 2.31. In ... drawer of her desk she had some secret letters from Anthony.
- a) the smallest                      b) more small                      c) the most small
- 2.32. These people were ... engineers, ... architects in the whole world.
- a) the most great, the most great                      b) the more great, the more great
- c) the greatest, the greatest
- 2.33. Is your ... son married?
- a) oldest                                      b) eldest                                      c) older
- 2.34. That was ... present she had ever received in her life.
- a) the most pleasant                      b) the pleasantest                      c) два варіанти
- 2.35. When Mr Holland was forty, he was fat and very soft, and he didn't wish to get ... and ... every day.
- a) more fat, more soft                      b) the fattest, the softest                      c) fatter, softer
- 2.36. Shakespeare is the author ... quoted.
- a) oftener                                      b) more often                                      c) most often
- 2.37. After half an hour, there were voices, ... his father's, which sounded ... than before.
- a) especially, loudlier                      b) more especially, more loud                      c) especially, louder

2.38. This small village in a lost part of the country seems to me ... in the whole world.

a) the quietest                      b) the most quiet                      c) два варіанти

2.39. He was walking ... with his face looking ... .

a) stubbornly, solemn      b) stubbornly, solemnly                      c) stubborn, solemn

2.40. He hoped that riding would help him to get ... .

a) thinner                      b) more thin                      c) два варіанти

### Level 3\*

3.1. It's ... that the children are tired.

a) obviously                      b) obviously                      c) obvious                      d) obviose

3.2. The sun had fallen ... in the sky and shone ... into the room on to the pages he was reading.

a) low, directly      b) lowly, directly                      c) low, direct      d) lowly, direct

3.3. «You may wonder why we keep that window ... open on an October afternoon,» said the niece ... .

a) wide, aloudly      b) widely, aloud      c) widely, louder                      d) wide, aloud

3.4. I'm afraid that the results are ... useless.

a) completly                      b) complete                      c) completely                      d) completelest

3.5. He'll... let you know his London address.

a) certain                      b) certainly                      c) certainly                      d) more certain

3.6. To me, writing is worth the effort because it is a great means of personal expression - a chance to convey my ... feelings and concerns and my ... thoughts.

a) most deep, more important                      b) deepest, most important  
c) deeper, importanter                      d) the most deep, the most important

3.7. We locked our car and left it on ... road.

a) nearer                      b) near                      c) next                      d) the nearest

3.8. «I tell you once and for all, my dear, this is ... time I come to this rotten hole. Keep your lousy simple life for yourself.»

a) the latest                      b) last                      c) later                      d) the last

3.9. In post-war England foreigners who showed their passports could have goods sent home at ... price.

a) the lowest                      b) a more low                      c) the more lower                      d) a much lower

3.10. The children are ... not well enough to go to school.

a) yet                      b) still                      c) already                      d) else

3.11. Give me a comb and scissors and I'll make of you ... woman in St. Beam.

a) the stylish                      b) the more stylish  
c) the most stylish                      d) the stylishest

3.12. Have you heard that the Smiths haven't got the loan ...?

a) still                      b) already                      c) yet                      d) else

3.13. This American car was indeed ... vehicle that had ever appeared in the village.

a) the most fine                      b) finer                      c) more fine                      d) the finest

3.14. The circus was small and its ... act was a tight-rope walk.

a) most successful                      b) the most successful



- c) more strong                      d) strongest
- 3.30. After another two hours' search they ... had not found the ring.  
a) else                                  b) still                                  c) already                                  d) yet
- 3.31. The sunrise is very memorable to me because it seems like a dove flying ... in the sky.  
a) highly                                  b) more highly                                  c) high                                  d) more high
- 3.32. Her interests were narrow, and she ... journeyed ... than the corner grocery.  
a) rare, farther                      b) rare, far                                  c) rarely, far                                  d) rarely, farther
- 3.33. What she saw mentally was a kaleidoscope, no ... , no ... .  
a) many, little                      b) much, less                                  c) more, less                                  d) most, least
- 3.34. When he had ... got what he wanted, he went away ... .  
a) finally, proud                                  b) final, proud  
c) final, proudly                                  d) finally, proudly
- 3.35. Psychologically, it is actually ... to persuade people to give their money than to lend it.  
a) more easy                                  b) easiest                                  c) easier                                  d) the most easy
- 3.36. In fact, the truth was ... than he had conceived; it was maddening.  
a) the worse                                  b) the worst                                  c) very bad                                  d) worse
- 3.37. It was ... to ask people to come, but ... to provide a meal for them.  
a) easy enough, far more difficult                                  b) easier enough, far difficulter  
c) more easy enough, far more difficult                                  d) enough easy, far more difficult
- 3.38. The hostess greeted us in ... way and asked if we would like to interview her garden.  
a) a more friendly                                  b) a most friendly  
c) the friendly                                  d) a most friend
- 3.39. This new job isn't any ... than any of the other things.  
a) dangerous                                  b) most dangerous  
c) dangerously                                  d) more dangerous
- 3.40. Although the plane flew very ..., we could hear it ... .  
a) high, clear                                  b) highly, clearly  
c) highly, clear                                  d) high, clearly







- 2.10. Yesterday my uncle had a heart attack. I ... visit him at the hospital.  
 a) must                                      b) should                                      c) might
- 2.11. My boy-friend ... do anything for you, as he has just left abroad.  
 a) will not can                              b) won't be able to                              c) couldn't
- 2.12. I'm afraid. It's very late, and I hear a strange noise in the kitchen. My husband considers it ... be a mouse.  
 a) might                                      b) could                                      c) may
- 2.13. It's hot! ... you open the window?  
 a) Could                                      b) Shall                                      c) Should
- 2.14. Why aren't you doing anything?! You ... study your English!  
 a) might                                      b) had better                                      c) have better
- 2.15. It's very important to be punctual. You ... be late for an appointment or a meeting.  
 a) mustn't                                      b) couldn't                                      c) shouldn't
- 2.16. As far as I ... make out, the League was founded by an American millionaire.  
 a) can                                      b) may                                      c) ought to
- 2.17. I ... not have thought there were so many goods in the whole country as were brought together by that single advertisement.  
 a) ought                                      b) could                                      c) should
- 2.18. Well, you ... be in the office, or at least in the building, the whole time.  
 a) have to                                      b) might                                      c) need
- 2.19. What time ... they to come to the conference?  
 a) should                                      b) are                                      c) must
- 2.20. «I have translated this paragraph into Chinese!» - «But you ... have done it!»  
 a) needn't                                      b) hadn't                                      c) mustn't
- 2.21. You look very tired. You ... have been working all day long.  
 a) might                                      b) could                                      c) must
- 2.22. I know nothing about him. His name is Boris and he ... be about fifty.  
 a) must                                      b) should                                      c) ought to
- 2.23. I believe you ... visit your grandparents more often.  
 a) ought to                                      b) must                                      c) need to
- 2.24. This is non smoking compartment, sir. You ... not smoke here.  
 a) should                                      b) must                                      c) ought to
- 2.25. Yesterday I was at the cinema, I saw a wonderful film. You ... go and see it yourself.  
 a) must                                      b) ought to                                      c) might
- 2.26. The doctor says that your grandmother ... leave the hospital the next week.  
 a) will be able to                              b) must                                      c) could
- 2.27. I'm in a trouble! I ... have been at the airport to receive a foreign delegation half an hour before.  
 a) had to                                      b) was to                                      c) should
- 2.28. I am sure that you inquired your way merely in order you ... see him.  
 a) might                                      b) can                                      c) may
- 2.29. She is afraid that nobody ... give her a hand in such situation.

- a) should                      b) would                      c) ought to  
 2.30. You ... be more attentive while driving your car.  
 a) would                      b) should                      c) ought to

**Level 3\***

- 3.1. «And you ... me somewhere and ... it. Were you in Boston last July?»  
 a) must to see, to forget                      b) will be able to see, to forget  
 c) had to see, forget                      d) must have seen, have forgotten
- 3.2. It ... half an hour before I again looked upward.  
 a) should be                      b) ought be                      c) might have been                      d) might be
- 3.3. He ... see to pass the thread through the holes in the leather.  
 a) mustn't                      b) ought to                      c) couldn't                      d) might
- 3.4. He was so hot he ... sleep.  
 a) could not                      b) should not                      c) mustn't                      d) can not
- 3.5. Don't forget that the child is still very weak. You ... give her only light and nourishing food.  
 a) ought to                      b) should                      c) must                      d) can
- 3.6. In Japan it's considered impolite to leave half-eaten food on a plate. If you take something you absolutely ... finish it.  
 a) ought to                      b) must                      c) might                      d) could
- 3.7. If you express admiration for objects in the house, your hosts ... feel they ... give the objects to you.  
 a) might, have to                      b) could, ought to                      c) may, should                      d) can, can
- 3.8. They ... not have been injured in the accident if they had been wearing their seatbelts.  
 a) should                      b) could                      c) might                      d) must
- 3.9. You ... your alarm if you expect ... wake up on time.  
 a) should set, to can                      b) had better set, to be able to  
 c) must set, to may                      d) ought to set, to be able to
- 3.10. People who are happy with their bodies ... actually be more assertive and likeable than those who have negative body images.  
 a) could                      b) must                      c) might                      d) may
- 3.11. We ... take some extra cash along on the trip, but we absolutely forget our passports.  
 a) ought to, mustn't                      b) should, needn't  
 c) can, didn't have to                      d) may, haven't
- 3.12. We are enjoying our holidays, though the weather ... be better.  
 a) might                      b) could                      c) would be able to                      d) can
- 3.13. You ... change all the locks in case the burglar comes back.  
 a) would rather                      b) had better to                      c) had better                      d) ought
- 3.14. Don't worry that Mary is late; she ... have missed the train.  
 a) might                      b) could                      c) should                      d) has to
- 3.15. It was supposed to be a secret! You ... have told her!  
 a) can't                      b) shouldn't                      c) wouldn't                      d) mightn't

- 3.16. Your son ... have passed the examination, if he had tried.  
 a) should                    b) might                    c) can                    d) could
- 3.17. She ... leave the dance and go downstairs to telephone to the country.  
 a) had to                    b) should                    c) need to                    d) was to
- 3.18. He told how he ... force himself to jump off the roof the second time.  
 a) might not                    b) should not                    c) could not                    d) mustn't
- 3.19. I don't know why they quarrel. Maybe it's because Dad ... have sold the farm and moved here.  
 a) didn't have to    b) mustn't                    c) can't                    d) shouldn't
- 3.20. «You're very patient, dear, but you ... be so suspicious of everyone and everybody, don't you see?»  
 a) needn't                    b) shouldn't                    c) mustn't                    d) couldn't
- 3.21. Perhaps it ... be possible to delay the game for a quarter of an hour, allow Francis at least a few extra minutes to form a plan.  
 a) might                    b) is able to                    c) should                    d) ought to
- 3.22. I ... do shopping on my day off. My husband did it.  
 a) needn't                    b) didn't need to                    c) need                    d) mustn't
- 3.23. «I've written a composition for you!» - «Oh, you really ... have, Dad!»  
 a) mustn't                    b) couldn't                    c) shouldn't                    d) can't
- 3.24. «Oh, my night... not be called monotonous,» said he, and laughed.  
 a) could                    b) must                    c) may                    d) need
- 3.25. «You ... not be aware that I have royal blood in my veins,» he said.  
 a) should                    b) must                    c) ought to                    d) may
- 3.26. «I ... really ask you to be a little more quiet!» said Holmes severely.  
 a) may                    b) must                    c) should                    d) might
- 3.27. Morris said that there ... be some danger, and put the revolver in his pocket.  
 a) may                    b) can                    c) might                    d) were to
- 3.28. «If you ... do nothing better than laugh at me, I ... go elsewhere,» said he nervously.  
 a) could, could                    b) should, am able to  
 c) can, can                    d) might, may
- 3.29. «You ... mind sending up to me, if the child cries, nurse,» said the surgeon.  
 a) needn't                    b) shouldn't                    c) mustn't                    d) haven't
- 3.30. «If you like,» he said with a crooked smile, as though he ... read her mind.  
 a) should                    b) may                    c) could                    d) can

## CONDITIONAL SENTENCES. WISHES

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### Level 1

1. If ... for a walk, we will take the dog with us.  
a) we will go    b) we go    c) we would go    d) we have go
2. When they ... the criminals, I shall get my car back.  
a) catch    b) catches    c) will catch    d) shall catch
3. Will she be upset if she ... the news?  
a) heard    b) is hearing    c) hears    d) had heard
4. If you boil the water for a long time, it ... disappear into the atmosphere.  
a) would have    b) will have    c) would    d) will
5. Paul will ruin his jeans if he ... that tree.  
a) climbs    b) will climb    c) climbed    d) climb
6. If... a stone into the sea it will sink.  
a) you will throw    b) you would throw  
c) you throw    d) you threw
7. If he drops out of college he ... to look for a job.  
a) have    b) should have  
c) will have    d) would have
8. You will catch cold if you ... in rain.  
a) go out    b) went out    c) gone out    d) would go out
9. If you don't eat vegetables, you ... a balanced diet.  
a) wouldn't have    b) shall have    c) shall not have    d) will not have
10. If he ..., tell him I'm busy.  
a) will call    b) call    c) called    d) calls
11. Martin ... that if you look after your body it will look after you.  
a) think    b) believes    c) believed    d) thought
12. If I don't know the answer, I ... ask you.  
a) shall    b) should    c) had    d) have
13. You ... late for school if you don't leave now.  
a) is    b) are being    c) are    d) will be
14. If I had some scissors o I ... you them.  
a) would lend    b) had lent  
c) would have lent    d) lent
15. Will these matches strike if we ... them up?  
a) dried    b) dry    c) will dry    d) dries
16. If she ... work harder at school, she will never get a good job.  
a) do    b) isn't    c) don't    d) doesn't
17. If I ... a computer, I would use the Internet.  
a) had    b) have    c) has    d) has got
18. She will have to change if her jeans ....  
a) are dirty    b) has been dirty    c) was dirty    d) is dirty
19. I shall go to the baseball game if it ... tonight.  
a) doesn't rain    b) don't rain    c) rains not    d) isn't rain

20. I ... tell her anything if she calls.  
 a) would not    b) shall not    c) will have    d) doesn't
21. If you ..., you will damage your lungs.  
 a) will smoke    b) smoke    c) smoked    d) would smoke
22. If I have enough apples I ... an apple pie this afternoon.  
 a) will bake    b) would bake    c) could bake    d) bake
23. We shall go to the Zoo if the weather ... nice tomorrow.  
 a) would be    b) will be    c) isn't    d) is
24. If you eat too many sweets, ... gain weight.  
 a) you will    b) you would    c) you are    d) you have
25. What will you do if your computer ... work?  
 a) won't    b) don't    c) doesn't    d) couldn't
26. ...you go out with me on Saturday night if you finish the project?  
 a) Will    b) Shall    c) Would    d) Do
27. ... some interesting information if you go to the library.  
 a) You will founded    b) You would founded  
 c) You would find    d) You will find
28. If they ..., tell them I shall be back at 11.00.  
 a) phones    b) would phone    c) will phone    d) phone
29. Write your name and address on your bag in case you ... it.  
 a) will lose    b) lose    c) lost    d) would
30. I'll draw a map for you in case you ... find our house.  
 a) can't    b) could    c) can    d) couldn't
31. He is busy right now, but if he ..., he would help us.  
 a) is    b) were    c) weren't    d) isn't
32. If she ... married, she will probably move to France.  
 a) gets    b) get    c) got    d) gotten
33. If I ... they are honest, I would gladly lend them the money.  
 a) known    b) knows    c) know    d) knew
34. ... spend next year studying in Japan if I could speak Japanese.  
 a) I would    b) I will    c) I have    d) I am
35. Where would you go if someone ... you the chance to go on a virtual holiday?  
 a) gives    b) give    c) gave    d) given
36. If... more male teachers, teaching could become a better-paid profession.  
 a) there were    b) there was    c) there weren't    d) there wasn't
37. If I ... some wrapping paper at the shop, I shall buy some for you.  
 a) will find    b) find    c) shall find    d) found
38. I ... come if I knew someone is here.  
 a) has not    b) will not    c) have not    d) would not
39. They will tell you if they ... their mind.  
 a) will change    b) change    c) changed    d) would change
40. If you have enough time, ... your parents a letter, please.  
 a) you would write    b) you have write    c) you write    d) write
41. Water will freeze if the temperature ... 0°C.

- a) reaches b) reach c) would reach d) will reach
42. If anyone calls, please ... a message.  
a) you take b) would take c) will take d) take
43. Where shall I go if I ... to study German ?  
a) would want b) wanted c) want d) should want
44. If she ... at home, she will answer the phone.  
a) was b) is c) were d) will be
45. If Claire ... to work hard, she will pass the exam easily.  
a) will continue b) continues c) continued d) would continue
46. What are you going to wear to class if it... cold tomorrow?  
a) is b) will be c) would be d) shall be
47. ... you going to the mountains if it's cold tomorrow?  
a) Should b) Would c) Will d) Are
48. People ... to swim in the lake, if they clean it up.  
a) have been able b) will be able c) would be able d) were able
49. If she ... a year older, she could get a driver's license.  
a) will be b) is c) were d) would be
50. Joanna may swim today if the sun ....  
a) come out b) comes out c) came out d) will come out
51. What will you call the baby if it... a girl?  
a) will be b) is c) would be d) was
52. If the dog keeps barking, ... let it out.  
a) I shall b) I would c) I have d) I am
53. If you take my advice, your troubles ... over.  
a) shall be b) would be c) will be d) shall have been
54. If Kitty ... taller, she would reach the cupboard.  
a) would be b) should be c) is d) were
55. You will get into trouble if you ... pay your taxes.  
a) wouldn't b) will not c) don't d) have not
56. ... I have a garage if I move to that apartment?  
a) Will b) Would c) Should d) Do
57. Father will be furious if he ever... out about it.  
a) find b) finds c) will find d) would find
58. If he mows our lawn, ... have to give him money.  
a) we would b) we are c) we should d) we shall
59. He would stay longer if he ... time.  
a) has b) had had c) has had d) had
60. ... he create jobs if he becomes the president of the company?  
a) Would b) Will c) Should d) Does
61. If I ... the question, I would be able to answer it.  
a) would understand b) will understand  
c) understood d) had understood
62. If we ... our tickets, they wouldn't let us in.  
a) have forgotten b) will forget c) would forget d) forgot

63. We shall go skiing in the mountains if it ... .  
 a) snowed    b) will snow    c) snows    d) would snow
64. Perhaps I ... there too if you moved over a little.  
 a) could sit    b) can sit    c) can't sit    d) am able
65. If he ... at night, his telephone bill won't be so high.  
 a) called    b) will call    c) call    d) calls
66. If you eat so many sweets, you ... stomach-ache.  
 a) would get    b) have get    c) will get    d) would gotten
67. ... phone you if she arrives earlier than planned.  
 a) She will    b) She has    c) She would    d) She have
68. You can see the boss if he ... too busy.  
 a) is not    b) was not    c) were not    d) will not
69. We would go by plane if it... cheaper.  
 a) would be    b) will be    c) is    d) were
70. The table will fall if you ... on it.  
 a) stand    b) stood    c) standing    d) were standing
71. Will you teach me to dance the tango if I ... you learn English?  
 a) helped    b) help    c) will help    d) would help
72. ... I were you, I should never agree to do it.  
 a) In case    b) Unless"    c) When    d) If
73. If he ... the exam he can do it again.  
 a) failed    b) fail    c) fails    d) will fail
74. If... fire, the alarm will ring.  
 a) there is    b) there will be    c) there are    d) there was
75. I shall be surprised if Martin and Julia... .  
 a) married    b) will get married  
 c) get married    d) got married
76. If you are late this evening, I ... wait for you.  
 a) have not    b) would not    c) should not    d) shall not
77. What will happen if my parachute ... ?  
 a) don't open    b) doesn't open    c) won't open    d) will not open
78. This room would be nicer if ... some nice pictures on the wall.  
 a) there are    b) there were    c) are there    d) were there
79. Life ... boring if every day were the same.  
 a) will be    b) should be    c) would be    d) will have been
80. If you ... blue and yellow, you will get green.  
 a) mix    b) mixes    c) mixed    d) would mix
81. We ... all our friends to stay if we had a bigger house.  
 a) had invite    b) need invite    c) must invited    d) could invite
82. If you ... this job, are you going to take it?  
 a) offered    b) are offered    c) offer    d) have offered
83. If I ... anywhere in the world, I should go to Antarctica.  
 a) would have gone    b) will go  
 c) had gone    d) could go

84. I would not be happy if I ... any friends.  
 a) had b) hadn't had c) didn't have d) wouldn't have
85. If I ... an accident in the street, I would call the police.  
 a) had seen b) seen c) see d) saw
86. The world would be a better place if there ... no guns.  
 a) was b) were c) weren't d) wasn't
87. We shall have to go without John if he ... arrive soon.  
 a) don't b) didn't c) doesn't d) won't
88. If it gets too hot inside, ... the conditioning.  
 a) turned on b) turn on c) turned d) had turned
89. I am not tired enough to go to bed yet. I wouldn't sleep if I... to bed now.  
 a) would go b) had gone  
 c) would have gone d) went
90. If you put water in the freezer, ... become ice.  
 a) it is b) it has c) it was d) it will
91. I must hurry. My friend will be annoyed if... not on time.  
 a) I shall b) I have c) I would d) I am
92. If the phone ..., can you answer it?  
 a) rang b) rings c) ring d) rung
93. What... you do if you don't find where to live?  
 a) could b) should c) would d) will
94. Who would you phone if you ... in trouble?  
 a) will be b) are c) were d) would be
95. You ... come to the party if you don't want to.  
 a) mustn't b) wouldn't c) needn't d) hadn't
96. I shall have a word with Jack if he ... at home.  
 a) will be b) would be c) were d) is
97. If... the bus this afternoon, she will get a taxi instead.  
 a) she miss b) she misses c) she will miss d) she would miss
98. If it rains, the roads ... slippery.  
 a) would get b) could get c) must get d) will get
99. When he ... this job, he will be able to buy his own flat.  
 a) get b) gets c) will get d) would
100. How much will he earn if he ... a job?  
 a) get b) gets c) got d) gotten

## Level 2

1. People would go out more if... no television.  
 a) there were b) there wasn't c) there is d) there isn't
2. If I ... my job properly, I wouldn't be a manager.  
 a) hadn't done b) didn't do c) wouldn't do d) shouldn't do
3. ... I were you, I would always wear a helmet on a bike.  
 a) When b) Whether c) Unless d) If
4. If we ... faster, we would catch up with the first car.



- a) drive    b) driven    c) drove    d) driving
5. If you could be someone else, who ... like to be ?  
a) would you    b) you would    c) should you    d) you should
6. If I didn't read newspapers, I ... what is happening in the world.  
a) wouldn't have known    b) didn't know  
c) hadn't known    d) wouldn't know
7. They would stay at home if they ... the guests to come .  
a) had expected    b) expected    c) would expect    d) expect
8. If you didn't go to bed so late every night, you ... all the time.  
a) wouldn't tired    b) shouldn't tired  
c) would be tired    d) wouldn't be tired
9. If we don't protect wildlife now, ... nothing left for further generations.  
a) there will be    b) there won't be    c) there isn't    d) there wasn't
10. If I... another job, I would take it immediately.  
a) am offered    b) are offered    c) will be offered    d) were offered
11. ... you sing before breakfast, you will cry before night.  
a) Unless    b) If only    c) If    d) When
12. If you ... after two hares, you will catch neither.  
a) run    b) ran    c) rung    d) rang
13. If the sky ..., we shall catch larks.  
a) fell    b) falls    c) felt    d) fallen
14. If he wants, he ... your example.  
a) follow    b) will follow    c) follows    d) followed
- d) would be    d) he would have    d) would be    d) You are
15. If he isn't careful, he ....  
a) will fallen    b) will be fallen    c) will fall    d) would fall
16. If you cannot bite, never... your teeth.  
a) show    b) showed    c) show    d) you show
17. I must have the doctor handy, in case my baby ... worse.  
a) feel    b) feels    c) felt    d) fell
18. If I asked Helen, she ... probably give you a lift.  
a) would    b) will    c) should    d) must
19. Who would you ask, if you ... how to do it?  
a) hadn't known    b) wouldn't know  
c) didn't know    d) shouldn't know
20. What would you do, supposing your car ... now.  
a) stolen    b) was stolen    c) had been stolen    d) had been stole
21. If you ... her now, you would hardly recognize her.  
a) have seen    b) see    c) had seen    d) saw
22. If you took more exercise you might... a bit of weight.  
a) lose    b) loose    c) lost    d) have lost
23. I ... be able to visit Jim first thing in the morning if I stay in Manchester over night.  
a) shall    b) would    c) have    d) am

24. ... you get much fatter, your jeans will be too small for you.  
 a) whether    b) if    c) even if    d) unless
25. If she ... a healthy diet, she wouldn't be fit  
 a) hadn't follow    b) hadn't been followed  
 c) didn't follow    d) wouldn't follow
26. We would go to the safari park if Mary ...  
 afraid of lions.  
 a) weren't    b) hadn't been    c) isn't    d) hasn't been
27. If she weren't fit, she ... to practise in the rink.  
 a) wouldn't able    b) shouldn't able  
 c) shouldn't be able    d) wouldn't be able
28. Helen wouldn't have to stay in bed today if she ... the flu.  
 a) didn't have    b) hadn't get    c) hasn't got    d) hasn't get
29. Those wires look a bit dangerous, I ... them if I were you.  
 a) didn't touch    b) wouldn't touch  
 c) wouldn't have touched    d) shouldn't have touched
30. If you wash cotton clothes in hot water, they ... lose colour.  
 a) will    b) would    c) have    d) are
31. If you leave metal out in the rain, it... rusty.  
 a) will get    b) get    c) would get    d) has got
32. If he ... more money, would you marry him?  
 a) had had    b) would have    c) had    d) will have
33. If I had nothing to do, I ....  
 a) would be boring    b) would be bored  
 c) will be boring    d) will be bored
34. If my grandfather were still alive, he ... a hundred today.  
 a) be    b) will be    c) has been    d) would be
35. If he got a new job, ... earn a bit more money.  
 a) he would    b) he had    c) he should    d) he would have
36. Providing that you ... careful, you can use Dad's car.  
 a) will be    b) are    c) were    d) would be
- 37.... have a lot more friends if you weren't so mean.  
 a) You will    b) You would    c) You have    d) You are
38. If I ... stuck on a deserted island, I should like to be with you.  
 a) will be    b) would be    c) am    d) were
39. ... be surprised if you heard the news.  
 a) You would    b) You will    c) You have    d) You are
40. If they knew French, ... understand what they were talking about.  
 a) they have    b) they will    c) they would    d) they are
41. If Mark ... younger, he could join the army.  
 a) would be    b) could be    c) were    d) is
42. If we were serious about pollution, ... spend more money on research.  
 a) we would    b) we have    c) we are    d) we shall
43. Where would you ... if you could live anywhere in the world?

- a) chose    b) choose    c) chosen    d) have chosen
44. Even if you offer me a lot of money, I ... the painting.  
a) would not have sold    b) would not sold  
c) would not sell    d) shall not sell
45. If my paper... on time today, I'm going to cancel my subscription.  
a) won't arrive    b) isn't arrive    c) don't arrive    d) doesn't arrive
46. If I had a more reliable car, ... drive to London rather than fly.  
a) I would    b) I have    c) I shall    d) I am
47. If I were him ... a bodyguard.  
a) I shall hire    b) I would hire    c) I have hired    d) I am hired
48. He would be happier if he ... take things so seriously.  
a) didn't    b) don't    c) hadn't    d) doesn't
49. I ... if there were any truth in her story.  
a) will believe    b) must believe    c) would believe    d) had believed
50. If ... no oxygen on the Earth, life wouldn't exist.  
a) there were    b) there's    c) there is    d) wasn't
51. What would you do if you ... your passport ?  
a) lost    b) lose    c) has lost    d) have lost
52. It's always the same! ... I decide to leave the office early, my boss calls me after I have left.  
a) Whether    b) Unless    c) If    d) Even though
53. If they ... weight during the illness, they will soon regain it afterwards.  
a) lose    b) lost    c) will lose    d) has lost
54. I wouldn't accept the job, even if they ... it to me.  
a) offer    b) offered    c) had offered    d) have offered
55. If he ... the windows, he will want his money.  
a) has done    b) have done    c) did    d) had done
56. What would you do if.... an earthquake ?  
a) there has been    b) there's    c) there is    d) there were
57. If he ... that smoking is dangerous, he wouldn't smoke now.  
a) realized    b) had realized    c) would realize    d) has realized
58. He said that if he didn't start taking regular exercises, ... in danger of be coming ill.  
a) he would be    b) he will be    c) he had been    d) he will been
59. If I make some coffee, ... the cake ?  
a) cut    b) do you cut    c) have you cut    d) will you cut
60. If we ... even a small amount of money, they would appreciate it greatly.  
a) gave    b) give    c) will give    d) had given
61. If the light ... , the battery is OK.  
a) come on    b) comes on    c) came on    d) had come on
62. If you were on a desert island, what... like to have with you ?  
a) you would    b) would you    c) have you    d) you could
63. If you ... here, where would you like to be ?  
a) weren't    b) aren't    c) have been    d) had been

64. If you ... English, which language would you study?  
 a) weren't studying                      b) weren't study  
 c) were studying                          d) wasn't study
65. If you ... a new first name, what would you choose?  
 a) must have    b) could have    c) have had    d) has had
66. If you could have any car, which kind ... have?  
 a) would you    b) you would    c) have you    d) you could
67. If you ... eat anything you wanted tonight, what would you eat?  
 a) can    b) will    c) must    d) could
68. If you want to make a good impression, ... to smile and make eye contact.  
 a) you remember    b) remember you    c) remember    d) must remember
69. ... risk going there alone if they asked you?  
 a) Would you    b) You would    c) Can you    d) Will you
70. If we had higher salaries, we ... better teachers.  
 a) could have    b) can have    c) must have    d) have
71. Her grandfather is no longer alive, but if he were I'm sure he ... of her.  
 a) would be proud    b) must be proud of  
 c) will be proud    d) shall be proud
72. Bill has such a bad memory that he would lose his head if it ... to his body.  
 a) had been attached    b) weren't attached  
 c) isn't attached    d) aren't attached
73. I wouldn't ride the bike even if you ... .  
 a) ask    b) asks    c) asked    d) had asked
74. What would you be doing right now if you ... in class?  
 a) are not    b) were not    c) have been    d) had been
75. ... appreciate it very much if they gave me chance to study.  
 a) I would    b) I will    c) I had    d) I have
76. If we ... the production of our goods, we could have more money.  
 a) increase    b) increased    c) would increase    d) should increase
77. If we had a better car, we ... more.  
 a) will have driven    b) will drive  
 c) would drive    d) would have driven
78. If people ... less we would have less pollution.  
 a) drove    b) drive    c) driven    d) had driven
79. If we attracted more businesses to the state we ... more jobs .  
 a) would have    b) will have    c) must have    d) can have
80. If we ... more businesses to the state, we would have less unemployment.  
 a) attract    b) attracted    c) had attracted    d) have attracted
81. If I were President, ... spend more money on teachers' salaries.  
 a) I would    b) I shall    c) I have    d) I'm
82. ... you had eaten breakfast, you wouldn't be hungry now.  
 a) In case    b) If    c) Even if    d) Unless
83. If you had looked at the map, you ... lost now.  
 a) wouldn't be    b) shouldn't be    c) can't be    d) mustn't be

84. If Roger... his bike out in the rain, it wouldn't be rusty now.  
a) hadn't left b) leave c) leaves d) have left
85. If she had paid her rent last month, she ... to move out of her flat now.  
a) musn't have b) wouldn't have c) will not have d) shall not have
86. If you ... an expensive car last week, you would have more money now. a) haven't bought b) buy c) hadn't bought d) bought
87. I wouldn't enjoy going to discos if I ... like dancing.  
a) didn't b) don't c) couldn't d) wasn't able
88. If the building were too big, nobody ... ever buy it.  
a) wouldn't b) would c) should d) shouldn't
89. If the minister ... reelected, he will still control foreign policy.  
a) is b) was c) were d) has
90. If the building weren't in a perfect condition, it ... impossible to use it for modern offices.  
a) will be b) must be c) would be d) should be
91. If she had set the alarm, she wouldn't ....  
a) have overslept b) have oversleep c) has overslept d) overslept
92. If the blouse ... this skirt, I should buy it.  
a) match b) matched c) matches d) would match
93. He ... unemployed now if he didn't want a higher salary.  
a) wouldn't be b) will not be c) will be d) couldn't be
94. If you could keep a secret I ... tell you everything in details.  
a) must b) will c) would d) shall
95. He wouldn't hire a taxi if the station ... very far from the hotel.  
a) had been b) have been c) isn't d) weren't
96. ... your bicycle if I had a screwdriver of the proper size.  
a) I shall fix b) I would fix c) I have fix d) I fix
97. Sally ... the phone if she were in her office right now.  
a) would answer b) will answer c) must answer d) should answer
98. I wouldn't be a student in this class if English ... my native language.  
a) were b) is c) has been d) had been
99. If I were a bird, I ... want to live my whole life in a cage.  
a) would not b) will not c) shall not d) have not
100. If I ... you, I should see this film.  
a) am b) would be c) will be d) were

### Level 3\*

1. My lawyer is suggesting that I ... the property.  
a) have sold b) sell
2. It is required that all employees ... to a medical examination.  
a) submit b) would submit
3. You ... better not borrow any more money; you won't be able to pay it back.  
a) would b) had
4. If my husband ... to the bank yesterday, we ... some money now.

- a) went, could have b) had gone, would have
5. His life can be saved if help ... soon.  
a) arrives b) will arrive
6. If Clara ... fewer sweets, she ... get slimmer.  
a) ate, might b) eats, would
7. I didn't enjoy the performance last night. I would rather we ... to the disco.  
a) would go b) had gone
8. If all stories ... true, Dr. Heidegger's study must have been a very curious place.  
a) were b) are
9. If we ... the tax on time, we ... liable for any further payment.  
a) pay, won't be b) will pay, wouldn't be
10. «I wish you ... less noise when you come in.» - «It's not my fault. In door squeaks when you open it.»  
a) had made b) would make
11. Write down all these words lest you ... them.  
a) forgot b) should forget
12. If we ... our workers better, we ... a popular employer.  
a) would pay, became b) pay, will become
13. If you ... working, there ... no protection for your family.  
a) stopped, would be b) have stopped, won't be
14. If we ... our workers better, they wouldn't have left the company.  
a) paid b) had paid
15. If I were you I... invest all your money in stocks.  
a) would not b) will not
16. The water is very cold today. If you bathed in it you ... ill for days.  
a) will have been b) would be
17. We ... trading so long as we ... goods to sell.  
a) will continue, have b) would continue, would have
18. When I ... a moment I open my memories of you as if I ...  
a) got reading b) get, were reading
19. If he ... do a job by the day required, he took it. If not, he told the truth and turned it down.  
a) could b) can
20. If you needed some money, I ... lend you a sum.  
a) will b) would
21. And after all the weather was ideal. They could not have had a more perfect day for a garden party if they ... it.  
a) order b) ordered c) had ordered
22. « ... correct if I ... that each time a representative voted, he'd get a stipend?» asked the girl.  
a) Would I be, presumed b) Will I be, have presumed  
c) Would I have been, had presumed
23. But I know Jimmy ... me here if he ... alive, for he always was the truest, staunchest old chap in the world.

- a) would meet, will be b) will meet, is c) shall, was  
 24. If there ... high demand overseas we ... the Export Sales team.
- a) will be, would increase b) would be, increased c) were, would increase  
 25. Provided that we ... substitute a holiday of similar quality, there ... no entitlement to compensation.
- a) could, will be b) can, will be c) can, would be  
 26. No holiday booking ... accepted unless it ... accompanied by the necessary deposit.
- a) will be, is b) would be, would be c) shall be, was  
 27. You ... to compensation on condition that you ... our office not later than seven days after notification of the proposed changes.
- a) are only entitled, will contact b) will only be entitled, contact  
 c) would be only entitled, had contacted  
 28. We ... faulty goods, provided that the customer ... them in an unused condition together with proof of purchase.
- a) shall replace, will return b) replaced, would return c) will replace, returns  
 29. We ... our prices ... us.
- a) have reconsidered, you asked b) will reconsider, will you ask  
 c) would have reconsidered, had you asked  
 30. If the policyholder ... to extend the policy, he ... the company before the policy expiry date.
- a) will wish, must have notified b) would wish, must have notified  
 c) wishes, must notify  
 31. If ... to my colleague yesterday, I ... everything.
- a) spoke, would learn b) had spoken, would have learned c) speak, will learn  
 32. If the policyholder subsequently ... to renew the policy, the company ... to charge an introductory fee.
- a) decided, would be entitled b) had decided, would entitle  
 c) would decide, could be entitled  
 33. You ... a mistake unless you ... the instructions carefully.
- a) might have made, would follow b) may make, follow  
 c) might make, didn't follow  
 34. What... if the princess ... that necklace? Who knows?
- a) will happen, didn't lose b) would happen, has not lost  
 c) would have happened, had not lost  
 35. I'd rather you ... your things everywhere round the flat. I can't hear it.
- a) didn't leave b) wouldn't leave c) hadn't have been leaving  
 36. There ... anything worth buying if we ... there soon. If only no MHE ... that chest of drawers they advertised.
- wouldn't be, hadn't got, will buy b) isn't, haven't got, bought  
 c) won't be, don't get, buys  
 37. If I ... a nickel for all the times we've done things because of your male intuition, I ... a rich woman.
- a) had, would be b) had had, would have been c) have, will be

38. ... what would happen, I... this experiment.  
 a) I knew, will never have authorized  
 b) Had I known, would never have authorized  
 c) Have I known, would never authorize
39. If she ... her seat belt, she could have been badly injured.  
 a) hadn't been wearing b) hadn't wear c) doesn't wear
40. If my younger sister ... less shy, she ... progress more rapidly.  
 a) had been, would have made b) has been, will make c) were, would make
41. The doctor suggests that my grandfather ... three times a week.  
 a) will exercise b) exercise c) exercised d) would exercise
42. If you ... your own children, I'm sure you ... what I'm going to ask of you now.  
 a) will have, would excuse b) would have, would excuse  
 c) has, would have excused d) had, would excuse
43. If Olivia ... his letter, they probably ... all those years and neither of them would be lonely now.  
 a) would answer, would have married  
 b) had answered, would have been married c) answered, will marry  
 d) had answered, would marry
44. It was as if a sudden glow of cheerful sunshine ... all their faces at once.  
 a) would have brightened b) will have brightened c) has brightened  
 d) had brightened
45. People are afraid that if we ... to the metric system, our whole life ...  
 a) will convert, will change b) will convert, will have change  
 c) convert, will change d) convert, change
46. If the dinner ... another minute, the steak ... as tough as leather.  
 a) waits, will be b) wait, is c) wait, will be d) has waited, is
47. You ... pay interest if you ... the bill within sixty days.  
 a) will have to, hadn't settled b) have to, won't have settled  
 c) would have to, didn't settle d) shall have to, wouldn't have settled
48. If they ... reschedule the debt, they ... bankrupt.  
 a) hadn't been able to, would have gone b) won't be able to, will have gone  
 c) wouldn't be able to, would go d) couldn't, shall have gone
49. Andrew said that if I ... before the Titian it ... wonderful publicity for the exhibition.  
 a) am posing, will have been b) posed, would be c) had posed, will be  
 d) would have posed, would have been
50. «But I have reasons to suppose that this opinion ... very much more frank and valuable if he ... that we are alone,» he said.  
 a) will be, will imagine b) would have been, has imagined  
 c) would be, had imagined d) would be, imagines
51. The balance ... at any time provided it... not later than eight weeks before departure.  
 a) may pay, is b) may be paid, is c) might be paid, will be  
 d) might have been paid, would be



52. If the sales ... poor, we ... the distribution network.  
 a) were, will change b) have been, will have changed  
 c) had been, would have changed d) had been being, would change
53. «Shall I continue to ignore your acid little rejoinders, Suzie, or ... happier if I ...  
 in and indulged your desire to have a blazing row over nothing?» he asked.  
 would you have been, had given b) will you be, had been giving  
 c) will you have been, give d) would you be, gave
54. ... you'd get so upset, she never ... leaving.  
 Would have she known, had suggested  
 Has she known, will have suggested  
 Had she known, would have suggested  
 Known she, would suggest
55. The Palestinian leader is demanding that the Israeli government ... its troops.  
 a) withdraw b) would withdraw c) had withdrawn d) withdrew
56. The boy ... my age if such an unbelievable thing ... to him. He had been killed in a  
 fight.  
 would have been, wouldn't have happened  
 will have been, had not happened  
 will be, didn't have happened  
 would have been, had not happened
57. If the policyholder ... the company before the expiry date, the company ... to  
 terminate the agreement.  
 does not contact, shall be entitled  
 didn't contact, will be entitled  
 wouldn't contact, would have entitled  
 wouldn't contact, would have been entitled
58. They ... the train if they ... their house earlier.  
 a) wouldn't have been missing, left b) won't have missed, leave  
 c) wouldn't miss, would have left d) wouldn't have missed, had left
59. If Tom ... a taxi, he ... stuck in traffic.  
 a) would take, might not get b) had taken, might not have got  
 c) will take, may not get d) had been taken, might not get
60. Mary wishes that she ... off her relationship with her mother-in-law.  
 a) hasn't broken b) hadn't broken c) wouldn't broken d) didn't break

## VERBALS: INFINITIVE, GERUND, PARTICIPLE

*Виберіть правильну відповідь*

### Level 1

1. Are you sure you told me? I don't recall ... about it.  
a) having been told b) to have told
  2. Jane seems ... some weight. How long has she been on a diet?  
a) to have lost b) having lost
  3. Nobody can expect you ... overtime.  
a) work b) to work
  4. ... all the way, he followed Mr. Giles upstairs.  
a) Talked b) Talking
  5. What do you feel like ... for breakfast? Does coffee and sandwich sound good?  
a) to have b) having
  6. ... nothing about the trouble, my grandfather felt comfortable and quiet.  
a) Having been told b) Having told
  7. We are looking forward to ... on a tour of Paris by our French friends.  
a) being taken b) having been taken
  8. They would like ... to Bill's party, but they were not.  
a) having invited b) to have been invited
  9. I remember ... a woman outside where I went in.  
a) to see b) seeing
  10. I advised them ... there for more than two days.  
a) don't stay b) not to stay
  11. My neighbour was trying ... the door with the wrong key.  
a) to unlock b) unlocking
  12. Mrs. Green hasn't seen her husband for several days. It's rather ...  
a) worrying b) worried
  13. After hearing the weather report, I advise you ... skiing this afternoon.  
a) not to go b) not going
  14. You should ... to other people instead of... about yourself all the time.  
a) to listen, to talk b) listen, talking
  15. I highly appreciated ... your support in time.  
a) to receive b) receiving
  16. I'm not going to a lecture tonight as I'm not... in the subject.  
a) interesting b) interested
  17. ... before them, he looked into the room.  
a) Stepping b) Stepped
  18. I have read only some of that new book because it's very ...  
a) boring b) bored
  19. When they finally reached the top of the hill, they were ...  
a) tired and exhausted b) tiring and exhausting
  20. Before my younger brother goes to bed, Father reminds him ... his teeth.  
a) brushing b) to brush
- A new private ... station has begun to function.

- a) broadcasting b) broadcasted  
It's a bad thing for a child to get used to ... in bed.
- a) read b) reading  
The teacher was upset by ... him the truth.
- a) our not having told b) we didn't tell  
Whenever they met, her cousin avoided ... at her.
- a) to look b) looking  
He followed up this remarkable declaration by ... his head.
- a) having shaken b) shaking  
... the essay, he left it to be checked.
- a) Writing b) Having written  
He had found a ... umbrella and didn't know what to do.
- a) broken b) breaking.  
The President became used to ... by his opponents.
- a) criticize b) being criticized  
Most people enjoy ... to different parts of the world.
- a) to travel b) traveling  
The guide promised ... the tourists at the station.
- a) to meet b) meeting  
Don't pretend ... what you aren't.
- a) to be b) being
32. You must ... English wherever you can.  
a) practice speaking b) to practice speaking  
My lawyer advised me ... anything further about the accident.
- a) saying b) not to say  
My grandparents made me ... them next week.
- a) to promise to call b) promise to call
35. I used to ... two or three times a day.  
a) bathe b) be bathing
36. You must keep on ... the computer until you understand how ... all of the programmes.  
a) practice, to use b) practicing, using c) practicing, to use
37. He was said ... a man who could always ... any opposition.  
a) to be, to defeat b) be, to defeat c) to be, defeat
38. Have you had this article ...?  
a) typed b) typing c) type
39. Dumb terror made him ... the hammer and ... out.  
a) to drop, rush b) to drop, to rush c) drop, rush
40. Will you excuse me for... an obvious precaution?  
a) taking b) take c) to take
41. The philosophers were, however, the first ... language as an evolving phenomenon, and ... philological studies.  
a) treat, undertake b) to be treated, undertake c) to treat, to undertake
42. He remembered ... madly through the house, ... everywhere for money.

- a) to walk, to look b) walking, looking c) walk, looking
43. We shall not be able to catch the train ... at five.  
a) left b) leaving c) having been left
44. The girl ... next to Emma is her niece.  
a) being sat b) having been sat c) sitting
45. I determined ... until I got back to town before ... my story to the police.  
a) be waiting, to tell b) wait, tell c) to wait, telling
46. Children sometimes forget... the stoves when they have finished cooking.  
a) to turn off b) turn off c) turning off
47. Instead of... the letter, she went away.  
a) finishing b) finish c) to be finishing
48. I'll never forget... my first entrance examination. It was a complete failure.  
a) to take b) have been taken c) taking
49. The letter ... yesterday was most welcome.  
a) receiving b) having received c) received
50. I think he wanted me ... or at least ... him for being so humorous.  
a) to congratulate, to admire b) congratulate, admire  
c) be congratulated, be admired
51. There seemed nothing in the man strong enough ... that mountain of flesh.  
a) sustaining b) sustain c) to sustain
52. All of them enjoyed ... tennis.  
a) to play b) playing c) play
53. She begged her father ... her ... to college but he did not want ... to her.  
a) let, go, to listen b) to let, to go, to listen c) to let, go, to listen
54. I persuaded my brother-in-law not... that expensive cottage.  
a) to buy b) buy c) buying
55. I can see that you are ... of the arrangement and of me, and I had better therefore, resign.  
a) tired b) being tired c) tiring
56. The city council agreed ... the architect's proposed design for a new market.  
a) to accept b) accepting c) to be accepted
57. Most passengers dislike ... in small, uncomfortable seats on transoceanic flights.  
a) sitting b) sit c) to sit
58. I look forward to ... you the next time I'm in town. I'll be sure to let you ... ahead of time so that we can plan to get together.  
a) see, to know b) see, knowing c) seeing, know
59. .... his leash, I watched as my dog ran down the street after the mail carrier.  
a) Escaping b) Having escaped c) Escaped
60. They should have had their windows ...  
a) clean b) cleaned c) cleaning
61. You seem most fortunate in ... an employee who comes under the full market price.  
a) to have b) having c) having had

62. My uncle believes animals should ... from hunters. He objects to ... wild animals for sport.  
 a) protect, kill b) be protected, kill c) be protected, killing
63. The doctor seemed especially ... by the fact of the robbery ... in the night time.  
 troubling, been unexpected and attempted  
 having troubled, to be unexpected and attempted  
 troubled, having been unexpected and attempted
64. While ... the street in the wrong place, the boy was stopped by the policeman.  
 a) crossing b) being crossed c) having been crossed
65. Although my father slammed on his brakes, he couldn't ... the dog that suddenly darted out in front of the car.  
 a) avoid to hit b) avoid hitting, c) be avoided hitting
66. Stop ... at me! I'll get everything finished before I go to bed.  
 a) to grumble b) grumbling c) to be grumbling
67. With this words the Jew, ... down, placed the candle on an upper flight of stairs.  
 a) stooped b) stooping c) having stooped
68. If people delay ... their bills, they only incur more and more interest charges.  
 a) to pay b) paying c) to be paying
69. A procrastinator is one who habitually postpones ... things - especially tasks that are unpleasant.  
 a) doing b) do c) to do
70. Nobody has offered ... the house next door, so I think they are going... the price.  
 a) buying, to lower b) to buy, to lower c) to buy, lowering
71. We couldn't... him alone. His health was too poor.  
 a) risk to leave b) to risk to leave c) risk leaving d) be risked to leave
72. My neighbour had his garage ... into by car thieves.  
 a) breaking b) broken c) having broken d) broke
73. Every member of the respectable coterie appeared ... in his own reflections, ... the dog, who seemed ...  
 plunged, not excepting, to be meditating  
 plunging, not excepted, be meditating  
 having plunged, not except, meditating  
 to plunge, not having excepted, being meditating
74. ... their supper, the family started watching television.  
 a) Finished b) Being finished c) Having finished d) Having been finished
75. ..., the children fell asleep immediately.  
 a) Being very tired b) Very tired c) Very tiring d) Having tired
76. I might ... a complete circle and return to the point where I started without ... of the fact.  
 a) to make, being aware b) making, being aware  
 c) making, to be aware d) make, being aware
77. I couldn't... outright.  
 a) resisting to laugh b) resist to laugh c) resist laughing d) to resist laughing
78. We both sat in silence for some little time after ... to this extraordinary story

- a) listening b) listen c) to listen d) having been listened
79. I won't be able to go anywhere tomorrow as I'll have my new furniture...
- a) delivering b) having delivered c) delivered d) being delivered
80. The rise in our city's crime rate is truly ... In fact, these days most people ... of going out at night.
- a) alarmed, terrifying b) alarming, are terrified  
c) having alarmed, is terrified d) alarming, having terrified
81. It is worth ... that all of these three old gentlemen were once in love with the widow Wycherly.
- a) to mention b) mentioning c) to be mentioned d) being mentioned
82. ... articles for her high school paper, she began ... money as a journalist while she was attending college.
- a) Writing, earning b) Having written, earn  
c) Having written, to earn d) Writing, to have earning
83. Are you ... in listening to the opera tonight? - Not really. There's a political debate on TV, and I know it will be very ...
- a) interest, entertained b) interesting, having entertained  
c) interested, entertained d) interested, entertaining
84. I let my hand ... for many minutes, while I tried ... where and what I could...
- a) stay, to imagine, be b) stay, imagine, be  
c) to stay, to imagine, be d) to stay, to imagine, to be
85. My friend never fails ... in time to help me.
- a) arrive b) to arrive c) arriving d) be arriving
86. The clerk threatens ... if the manager doesn't agree to his proposal.
- a) resign b) to resign c) resigning d) to be resigned
87. The quarterback was distraught... that he had failed to break the state record for ... by a few feet.
- a) to discover, passing b) discovering, pass  
c) discover, having passed d) to discover, to pass
88. Do you really mean ... you used to ... such hideous clothes when you were young?
- a) saying, wearing b) say, wear c) to say, wearing d) to say, wear
89. I don't recall ... your umbrella anywhere in the house. Maybe you left it in the office.
- a) see b) to see c) seeing d) to be seen
90. My girl-friend didn't even thank me for my gift. I'm really ... at her. - I'm sure she'll thank you soon. I know she was very ... with it.
- a) having annoyed, pleasing b) annoyed, pleased  
c) annoying, having pleased d) annoyed, pleasing
91. A burning thirst made me ... the pitcher at once.
- a) empty b) to empty c) to be emptied d) emptying
92. My grandmother appreciated ... breakfast in bed when she wasn't feeling well.
- a) serving b) to serve c) to be served d) being served
93. The bridegroom anticipated ... the wedding ceremony.
- a) enjoying b) enjoy c) being enjoyed d) to enjoyed

94. Both plaintiffs and defendants must... the truth in a court of law.  
 a) swear telling b) swear to tell c) swearing telling d) swear to be told
95. I am not a very heavy sleeper, and the anxiety in my mind tended, no doubt, ... me even less so than usual.  
 a) to make b) making c) make d) to be making
96. The customs officer opened the suitcase ... if anything illegal was being brought into the country.  
 a) to see b) seeing c) see d) to be seen
97. A friend of mine got into trouble when he refused ... his suitcase for the customs officer.  
 a) being opened b) to be opened c) to open d) opening
98. The speaker gave such a good speech that I couldn't resist ... loudly when he finished.  
 a) to applaud b) being applauded c) to be applauded d) applauding
99. The children were ... the first time they flew. - Well, they don't seem ... at all now.  
 a) terrifying, frightened b) terrified, frightening  
 c) having terrified, frightening d) terrified, frightened
100. The witness to the murder asked ... in the newspapers. She wanted her name to be kept in a secret.  
 a) not to identify b) don't be identified  
 c) not to be identified d) not having been identified
101. This morning he was removed to a cell, and I, after ... through all the police formalities, have hurried round to you ... you ... your skill in unravelling the matter.  
 a) having gone, implore, using b) go, imploring, use  
 c) going, imploring, using d) going, to implore, to use
102. I hope that by the time his baby learns ... he will be used to ... called 'father'.  
 a) to speak, being b) speaking, be c) to speak, have been d) speak, being
103. So they begged the jeweller ... it for three days.  
 a) don't sell b) didn't sell c) not to sell d) not sell
104. It was very cold, but they dared ... fires because someone would see the smoke and wonder about it.  
 a) not to make b) not make  
 c) not making d) do not making
105. You'd better save some money for a rainy day. You can't... on ... by your parents every time you get into financial difficulty.  
 a) count, to be rescued b) count, being rescued  
 c) counting, rescuing d) to count, to rescue

## Level 2

1. You can ... my dictionary whenever you like.  
 a) to use b) use c) using d) used
2. "I'd better ... there early", said Roy.  
 a) got b) to be getting c) to get d) get
3. Come and help me ... the shopping.

- a) to do    b) did    c) done    d) doing
4. He begged her not ... away.  
a) to have gone    b) gone    c) to go    d) go
5. She sat down and made me ... beside her.  
a) to sit    b) sat    c) to be sitting    d) sit
6. Everyone came out of the house ... the new car.  
a) admire    b) to admire    c) to be admired    d) admired
7. I'd rather ... to her alone.  
a) to be talked    b) to talk    c) talk    d) talking
8. You shouldn't ... my pen, I need it myself.  
a) use    b) to use    c) using    d) used
9. Annie got up ... the table.  
a) to be cleared    b) clear    c) to clear    d) cleared
10. He felt the dog ... him on the shoulder.  
a) to touch    b) touch    c) to be touched    d) touched
11. They wanted me ... with them.  
a) come    b) came    c) to come    d) to be coming
12. Have you got anything ... ?  
a) add    b) to add    c) added    d) adding
13. Let them ... for a walk.  
a) go    b) going    c) to go    d) gone
14. The weather was too good ... indoors.  
a) stay    b) to stay    c) staying    d) stayed
15. Everybody saw him ... the street.  
a) cross    b) to cross    c) crossed    d) to be crossing
16. She plans ... school in September.  
a) attends    b) attend    c) to attend    d) attended
17. He will try ... a part-time job at school.  
a) get    b) got    c) to get    d) gets
18. They expect ... well at school.  
a) do    b) to do    c) did    d) done
19. Her parents would like ... her to college.  
a) send    b) sends    c) sent    d) to send
20. What can Teresa ... to do?  
a) afford    b) affords    c) to afford    d) afforded
21. They advised their son ... to the state university.  
a) go    b) to go    c) gone    d) going
22. She seemed ... to him attentively at that moment.  
a) listen    b) listened    c) to be listening    d) to be listened
23. You must... very tired if you went to bed so early.  
a) be    b) been    c) have been    d) being
24. He insists that the fact should ... at the meeting.  
a) to mention    b) mention    c) to be mentioned    d) be mentioned
25. Ann wants you ... to her birthday party.



- a) to invite      b) to be invited    c) invite    d) invite
26. The students ... here came from Lviv.  
a) work    b) working    c) worked    d) having worked
27. John came in ... his suitcase.  
a) carry    b) carried    c) carrying    d) being carried
28. ... the book, she gave it to Peter.  
a) To read      b) Reading    c) Being read    d) Having read
29. She went out ... the door behind her.  
a) shutting      b) shut    c) to shut    d) to be shut
30. They walked in silence between the tables, now ... with books.  
a) to load    b) loading      c) loaded    d) load
31. He looked at a ... copy of the newspaper.  
a) fold      b) folded    c) to fold    d) being folded
32. They came back to London, ... six weeks.  
a) be away    b) were away  
c) been away      d) having been away
33. And ... all this, my father left the room.  
a) say      b) said      c) having said    d) be said
34. The boy ... by Betty is a friend of mine.  
a) invited    b) inviting      c) be invited    d) invited
35. The room was lit by a ... candle.  
a) bum      b) burning      c) burned    d) having burned
36. Kate liked to spend her free time ... the violin.  
a) play      b) to play    c) played    d) playing
37. Generally ..., he is a good student.  
a) speak    b) to speak    c) speaking    d) spoken
38. ... for another question, he was silent.  
a) to wait    b) waiting      c) waited    d) be waited
39. He lay in bed ....  
a) to read    b) read      c) reading    d) having read
40. We saw that the door was ....  
a) locked    b) locking      c) to lock    d) being locked
41. And ... their house, they were free to leave.  
a) to sell    b) sold      c) being sold    d) having sold
42. For a moment he stood as if... for another question.  
a) wait      b) waiting      c) waited    d) being waited
43. There was someone else ... with Teresa.  
a) sit    b) sat    c) sitting    d) having sat
44. ... windows were shining here and there.  
a) To light    b) Light    c) Lighting    d) Lighted
45. I like sports ... with the sea.  
a) connected    b) connecting    c) having connected    d) connect
46. He would sit and watch the ... leaves of last year.  
a) fall    b) falling    c) fallen    d) having fallen

47. It was the first time he looked ....  
 a) excite b) exciting c) being excited d) excited
48. I saw him ... this text.  
 a) to translate b) translating c) translated d) having translated
49. The door was left ....  
 a) unlock b) unlocking c) unlocked d) being unlocked
50. She was found ... on the grass.  
 a) play b) played c) having played d) playing
51. Bob sat without ... a word.  
 a) saying b) said c) say d) having said
52. They like ... detective stories.  
 a) read b) having read c) reading d) be read
53. Her son can't read yet but he likes ... very much.  
 a) read b) reading c) having read d) being read
54. I can still remember ... down the hills in the morning.  
 a) run b) running c) having been run d) ran
55. After ... her umbrella in the hall she entered the room.  
 a) left b) leaving c) leave d) being left
56. I am sure of ... this book before.  
 a) reading b) read c) having read d) being read
57. My friends like ... to our house.  
 a) being invited b) inviting c) invited d) invite
58. I insist on my ... with a certain consideration.  
 a) treat b) treating c) having treated d) being treated
59. I know everyone who is worth ....  
 a) know b) knowing c) being known d) to know
60. The roof needs ....  
 a) to paint b) paint c) painting d) painted
61. ... a good book is a pleasure.  
 a) read b) being read c) having read d) reading
62. He started ... music lessons yesterday.  
 a) attending b) attend c) attended d) being attended
63. Her hobby is ... stamps.  
 a) collect b) collecting  
 c) collected d) having collected
64. They don't like my habit of ... through newspapers at dinner.  
 a) look b) to look c) looking d) looked
65. After ... school I'm going to enter Lviv University.  
 a) finish b) being finished c) finishing d) having finished
66. She greatly dislikes ... by anybody.  
 a) contradicting b) contradict  
 c) having contradicted d) being contradicted
67. He was sorry for ... us waiting.  
 a) to keep b) keeping c) keep d) kept

68. He was angry with me for ... the news.  
 a) bring    b) brought    c) bringing    d) be brought
69. Instead of ... the rain increased.  
 a) stopping    b) to stop    c) stopped    d) being stopped
70. She went on ... the letter.  
 a) write    b) written    c) writing    d) having written
71. She is fond of ... English songs.  
 a) to sing    b) sung    c) having sung    d) singing
72. He did not recollect such a thing ... to him before.  
 a) happen    b) happened  
 c) having happened    d) being happened
73. We insist on your ... this ancient Ukrainian city.  
 a) visiting    b) visit    c) being visited    d) having visited
74. I remember his ... in the history of Ukraine before he entered the college.  
 a) be interested    b) having been interested  
 c) being interested    d) to be interested
75. We shall be proud of your ... the competition.  
 a) win    b) won    c) being won    d) winning
76. We live in the town ... 700 years ago.  
 a) to found    b) founded    c) founding    d) having founded
77. ... the hall he saw them at once.  
 a) entered    b) to enter    c) entering    d) being entered
78. I am glad ... to the party.  
 a) invite    b) inviting    c) being invited    d) to be invited
79. You must... the first two chapters.  
 a) to read    b) reading    c) read    d) being read
80. We remember ... his lectures on History.  
 a) attend    b) attending    c) attended    d) being attended
81. The teacher wanted the students ... the rule.  
 a) to explain    b) explaining    c) explained    d) being explained
82. This book is worth ....  
 a) to buy    b) bought    c) having bought    d) buying
83. We saw him ... the house.  
 a) to enter    b) entering    c) being entered    d) entered
84. They had their information ... by telex.  
 a) send    b) sending    c) sent    d) to send
85. Her aim is ... English in the shortest time possible.  
 a) master    b) mastered    c) being mastered    d) mastering
86. Do you want me ... the fire not far from the tent?  
 a) to make    b) make    c) made    d) having made
87. My ... in the affirmative gave him great satisfaction.  
 a) to answer    b) answering    c) answered    d) being answered
88. It is necessary for you ... an effort.  
 a) make    b) made    c) to make    d) being made

89. Dick used to see her... to the Public Library.  
 a) to go    b) gone    c) having gone    d) going
90. He insisted on our... round the room.  
 a) to look    b) looking    c) looked    d) having looked
91. My eyes ... very heavy, I lay down again and slept.  
 a) to be    b) been    c) being    d) be
92. He could see her face ... over the little kitten.  
 a) to bend    b) being bent    c) having bent    d) bent
93. The house door ..., she went in.  
 a) to open    b) being opened    c) open    d) to be opened
94. She returned with the letters for Mr. Brown ....  
 a) to sign    b) signing    c) signed    d) having signed
95. The most pleasant surprise is their ... to see us today.  
 a) to come    b) having come    c) coming    d) came
96. I could know that without your ... me.  
 a) to tell    b) told    c) being told    d) telling
97. It is necessary for my son ... foreign languages.  
 a) know    b) to know    c) knowing    d) known
98. I don't approve of your... too much.  
 a) to smoke    b) smoked    c) smoking    d) being smoked
99. John suggested his sister's ... the piano.  
 a) to play    b) being played    c) played    d) playing.
100. Would you be so kind as ... your voice?  
 a) to lower    b) lowered    c) lowering    d) being lowered

### Level 3\*

1. He watched her ... the bell.  
 a) to ring    b) ring    c) rang    d) rung
2. He made us ... for several hours.  
 a) to wait    b) waited    c) wait    d) to be waiting
3. You will be able ... it yourself when you are older.  
 a) to do    b) do    c) did    d) done
4. The teacher told the pupils ... the sentence.  
 a) repeat    b) repeating    c) repeated    d) to repeat
5. They won't let us ... the Customs till our luggage has been examined.  
 a) to leave    b) leaving    c) leave    d) left
6. He is expected ... in a few days.  
 a) arrive    b) to arrive    c) arrived    d) arriving
7. He seems ... everyone.  
 a) to suspect    b) suspect    c) suspected    d) to be suspected
8. The ladder wasn't long enough ... the window.  
 a) reach    b) reaching    c) to reach    d) reached
9. I was astonished ... that he had left for England.  
 a) learn    b) to learn    c) learning    d) learnt

10. It was very brave of him ... into the burning house.  
a) rushed b) rushing c) rush d) to rush
11. I saw the boy ... the cup.  
a) drop b) to drop c) dropped d) to be dropped
12. They are known ... very generous.  
a) be b) to be c) been d) were
13. He happened ... at the window at that moment.  
a) stand b) stood  
c) to be standing d) to have been standing
14. His mother doesn't let him ... what he wants.  
a) to do b) do c) done d) to be doing
15. He saw the old man ... the street in the wrong place.  
a) cross b) to cross c) crossed d) to be crossing
16. She is said ... very rich before leaving the country.  
a) be b) been c) being d) to have been
17. I felt my face ... red.  
a) to turn b) turn c) turned d) to have turned
18. We supposed her ... to the hospital the day before.  
a) take b) taken  
c) be taken d) to have been taken
19. He was made ... that he was ready to sell the shop.  
a) say b) said c) to say d) saying
20. Friendship is not ... at a fair.  
a) to buy b) to be bought c) buying d) buy
21. Don't bother her. She seems ... now.  
a) to study b) study c) studied d) to be studying
22. Jane hoped ... the prize, but someone else won it.  
a) give b) giving c) to be given d) given
23. We are waiting for his first novel ... in English.  
a) publish b) publishing c) to be published d) have published
24. He found it difficult... the crossword.  
a) to do b) do c) done d) to be done
25. They are known ... a lot of money to charity in the past.  
a) donate b) donating c) donated d) to have donated
26. The gentleman ... to your father is the headmaster of your school.  
a) talk b) to talk c) talking d) talked
27. ... on the light, I was astonished at what I saw.  
a) to turn b) turning c) turned d) be turned
28. ... two languages, he applied for a job of a translator.  
a) to learn b) learning c) learnt d) having learnt
29. In Lviv we saw a building ... four centuries ago.  
a) to build b) built c) build d) building
30. They turned over the pages of the family album ... carefully at the pictures.  
a) looking b) looked c) to look d) having looked

31. ... by photographers and pressmen, she was wearing extremely fashionable clothes.  
 a) to surround      b) surrounding  
 c) being surrounded      d) surround
32. The theatre ... here now will be the largest one in the city.  
 a) to build      b) building      c) build      d) being built
33. He continued staring at the screen as if... by his first sight of television.  
 a) to fascinate      b) fascinated      c) fascinating      d) fascinate
34. Everybody looked at the ... child in the street.  
 a) to cry      b) cried      c) crying      d) cry
35. She admired him ... with their child.  
 a) playing      b) played      c) to be playing      d) having played
36. The picture was found ....  
 a) to damage      b) damaged      c) damaging      d) being damaged
37. The holidays ... over, we must get down to some hard work.  
 a) to be      b) been      c) being      d) be
38. The boy was heard ... in the next room.  
 a) sing      b) sung      c) having sung      d) singing
39. He didn't want his words ... on the tape.  
 a) record      b) recorded      c) recording      d) having recorded
40. Do you have your dress ...?  
 a) to make      b) make      c) made      d) making
41. The car was considered ... again.  
 a) steal      b) to steal      c) stealing      d) stolen
42. He was very ... by her sudden change of attitude.  
 a) surprised      b) surprising      c) to surprise      d) surprise
43. The man smiled, ... his teeth.  
 a) to show      b) showing      c) show      d) shown
44. All the country near him was ....  
 a) to break      b) breaking      c) broken      d) break
45. The taxi could be seen ... outside.  
 a) waiting      b) waited      c) having waited      d) be waited
46. She had her bed ... to the corner of the room.  
 a) to move      b) move      c) moving      d) moved
47. ... hands with them, he left the room.  
 a) to shake      b) shaken      c) having shaken      d) shake
48. There were four girls ... on the wooden bench in the yard.  
 a) to sit      b) sitting      c) sit      d) sat
49. She sat on the steps with her arms ... upon her knees.  
 a) to cross      b) crossing      c) cross      d) crossed
50. ... the exercise, the teacher asked the students to do it.  
 a) to explain      b) explained  
 c) having explained      d) explaining
51. They enjoy ... time in the garden.

- a) spend    b) spending    c) spent    d) be spent
52. ... is dangerous for your health.  
a) smoking    b) smoked    c) being smoked    d) having smoked
53. Jane has stopped ... coffee because she is on a diet.  
a) to drink    b) drunk    c) drinking    d) being drunk
54. Would you mind ... the window?  
a) to open    b) opening    c) opened    d) open
55. He left the shop without... for the ball.  
a) to pay    b) pay    c) paid    d) paying
56. She was well-known for ... Ukrainian folk songs.  
a) to sing    b) sung    c) singing    d) being sung
57. He apologized for... so late.  
a) being    b) been    c) to be    d) be
58. He was tired of... to the child.  
a) to talk    b) talking    c) talked    d) being talked
59. She kept on ... in silence.  
a) to write    b) written    c) writing    d) having written
60. She cannot go to bed without.  
a) to speak    b) spoken    c) being spoken    d) speaking
61. We shall look forward to ... you.  
a) to see    b) seeing    c) seen    d) being seen
62. I was afraid of... the wrong thing.  
a) saying    b) said    c) to say    d) to have said
63. They were in the habit of... to London for week-ends.  
a) to answer    b) to have answered  
c) answered    d) answering
64. He looked at me for a long time without....  
a) to come    b) having come    c) coming    d) come
65. I shall never forget... to America for the first time.  
a) go    b) going    c) gone    d) have gone
66. They hate ... in this awful room day after day.  
a) sit    b) sat    c) sitting    d) having sat
67. He had difficulty in ... the crossword.  
a) doing    b) done    c) to do    d) being done
68. ... fast is dangerous for everyone.  
a) drive    b) driving    c) driven    d) being driven
69. I don't feel like ... to the cinema tonight.  
a) to go    b) gone    c) going    d) having gone
70. She had no intention of... there any longer.  
a) stay    b) to stay    c) stayed    d) staying
71. ... vegetables is good for your health.  
a) eat    b) eating    c) eaten    d) having eaten
72. He entered without... at the door.  
a) to knock    b) knock    c) knocking    d) knocked

73. I am sorry for ... unfair to you.  
 a) to be    b) been    c) be    d) having been
74. I don't want to drive a car; I'm afraid of ... an accident  
 a) having    b) have    c) had    d) having had
75. The baby didn't stop... all night.  
 a) cry    b) crying    c) cried    d) having cried
76. Why are you so keen on ... ?  
 a) to travel    b) travel    c) travelling    d) travelled
77. I began ... as soon as I heard about the match.  
 a) train    b) trained    c) be trained    d) to train
78. He succeeded in ... the world record.  
 a) to break    b) breaking    c) broken    d) being broken
79. How much did you expect ... for your work?  
 a) pay    b) paying    c) paid    d) to be paid
80. I can't afford ... on holiday this year.  
 a) to go    b) go    c) gone    d) having gone
81. Let me ... you some advice.  
 a) to give    b) give    c) given    d) giving
82. I heard someone ... the house.  
 a) to enter    b) entered    c) entering    d) have entered
83. I'd sooner... than tell the secret.  
 a) to die    b) die    c) dying    d) died
84. My father stopped ... ties some years ago.  
 a) wearing    b) to wear    c) wear    d) worn
85. I was made ... two hours for an appointment.  
 a) wait    b) waiting    c) to wait    d) waited
86. They made us ... early in the morning.  
 a) getting up    b) to get up    c) get up    d) got up
87. I look forward to ... you at the party.  
 a) to see    b) see    c) seen    d) seeing
88. I saw someone ... through the window.  
 a) to climb    b) climb    c) climbed    d) to have climbed
89. If you have something ..., say it now.  
 a) to say    b) say    c) saying    d) said
90. ... the door behind her, she got into the car.  
 a) To close    b) Closed    c) Closing    d) Being closed
91. She just sat there, ... nothing.  
 a) do    b) to do    c) done    d) doing
92. The duty of all mankind is ... for peace.  
 a) fight    b) fighting    c) fought    d) being fought
93. He did not remember... in that room before.  
 a) be    b) been    c) having been    d) have been
94. . He was unable ... silence.  
 a) to keep    b) keeping    c) kept    d) being kept



95. She could feel her hands ....  
 a) to tremble    b) trembling    c) trembled    d) to be trembling
96. The lamp ..., she took her son's letter.  
 a) to light    b) lit    c) to be lit    d) having been lit
97. After ... about ten yards, he found the ball among the leaves.  
 a) to walk    b) walk    c) walking    d) walked
98. I insist on both of them ... in time.  
 a) to come    b) coming    c) have come    d) come
99. For about ten days we seemed ... on nothing but bread and water.  
 a) live    b) lived    c) living    d) to have been living
100. ... his luggage, he went to look for a taxi.  
 a) Having picked up    b) To pick up  
 c) Picked up    d) Being picked up
101. The teacher reminded the students ... their assignments.  
 a) to complete    b) complete    c) completing    d) completed
102. Mrs. Jackson told her young son not... the hot stove.  
 a) touch    b) touching    c) to touch    d) touched
103. The pilot was forced ... the plane.  
 a) landing    b) to land    c) landed    d) to be landed
104. It's a good idea for them ... gerunds and infinitives because they want to speak English fluently.  
 a) to study    b) study    c) studied    d) having studied
105. The teacher opened the window in order... some fresh air in the room.  
 a) let    b) letting    c) to let    d) to have let
106. Nuclear physics is too difficult....  
 a) understand    b) understood    c) understanding    d) to understand
107. He expected ... to the party, but he wasn't.  
 a) to invite    b) to be invited    c) invite    d) invited
108. John is fortunate now ... a scholarship last month.  
 a) to give    b) given  
 c) to have been given    d) giving
109. Every hour he stops his work ... a cigarette.  
 a) to smoke    b) smoking    c) to have smoked    d) smoke
110. You are likely ... the book in our library.  
 a) finding    b) to find    c) found    d) to be found
111. Three men are reported ... in the accident.  
 a) to injure    b) injuring  
 c) injured    d) to have been injured
112. Something made them ... the meeting early.  
 a) to leave    b) left    c) leave    d) to be left
113. Several minutes ago he saw them ... in the entrance hall.  
 a) to talk    b) talking    c) talked    d) have talked
114. Where can I have my umbrella ...?

- a) to mend      b) mending      c) mend      d) mended  
 115. ... all her shopping she went home.  
 a) To do      b) Done      c) Having done      d) To be done  
 116. Her daughter sat quite silent, with her eyes ... on the ground.  
 a) to fix      b) fixed      c) fixing      d) have fixed  
 117. Why don't you have your piano ...?  
 a) to tune      b) tuning      c) tune      d) tuned  
 118. Then he looked out of the window and saw clouds ... in the sky.  
 a) gathering      b) to gather      c) gathered      d) to be gathered  
 119. ... by her father, she went to her new room.  
 a) To accompany      b) Accompany  
 c) Accompanied      d) To have accompanied  
 120. Generally ..., I don't like coffee.  
 a) to speak      b) speaking      c) spoken      d) speak  
 121. Other footsteps were heard ... the room below.  
 a) have crossed      b) crossed      c) being crossed      d) to cross  
 122. The girl was silent, ... at her hands again.  
 a) to look      b) looked      c) looking      d) to have looked  
 123. ... the door behind her, Isabel waited a little.  
 a) To close      b) Closed      c) To be closed      d) Having closed  
 124. They admired the stars ... in the sky.  
 a) twinkling      b) to twinkle      c) twinkled      d) to be twinkling  
 125. ... alone, Paul and I kept silence for some time.  
 a) To leave      b) Being left      c) Leaving      d) Have left  
 126. Sometimes children complain about not... by their parents.  
 a) to understand      b) to be understood  
 c) being understood      d) understanding  
 127. Mr. Jackson has a good chance of ... president.  
 a) to elect      b) electing      c) elected      d) being elected  
 128. The apples on the tree are ripe. They need ....  
 a) picking      b) picked      c) to pick      d) to have picked  
 129. We are excited about Mary's ... a scholarship.  
 a) to win      b) winning      c) won      d) being won  
 130. I couldn't understand his not.  
 a) to want      b) wanted      c) wanting      d) have wanted  
 131. Ann borrowed Sally's clothes without... her first.  
 a) to ask      b) asked      c) have asked      d) asking  
 132. I'll help you with your homework as soon as I finish ... the dishes.  
 a) wash      b) washing      c) washed      d) being washed  
 133. I can't help ... why Larry did such a foolish thing.  
 a) wondering      b) to wonder      c) wondered      d) to be wondered  
 134. I don't remember ever ... that story before.  
 a) hear      b) to hear      c) having heard      d) heard  
 135. You should stop ... if you get sleepy.

- a) to drive      b) driven c) to have driven d) driving
136. Please, forgive me for not... here to help you yesterday.  
a) to be    b) been    c) having been    d) have been
137. In spite of... busy, he did all he could to help her.  
a) to be    b) being    c) been    d) to have been
138. The boys could not leave the house without... for permission.  
a) asking    b) to ask    c) asked    d) to have asked
139. Sometimes the sad expression on his face makes me ... sorry for him.  
a) to feel    b) felt    c) feeling    d) feel
140. Edward stood on the beach ... at the ship.  
a) to look    b) looking    c) looked    d) look
141. I usually watched them instead of... ball with them.  
a) to play    b) played    c) playing    d) have played
142. If you hear any news, I want... immediately.  
a) to be told    b) telling    c) to have told    d) told
143. I was getting sleepy, so I let my friend ... the car.  
a) to drive    b) drive    c) driven    d) to be driven
144. We sat in the kitchen ... very hot, strong tea.  
a) to sip    b) sip    c) sipping    d) sipped
145. Emily stopped ... a black cat run across the street.  
a) to let    b) let    c) being let    d) to have let
146. I'm tired. I wouldn't mind just ... at home tonight.  
a) to stay    b) staying    c) stayed    d) to have stayed
147. ... about another country is very interesting.  
a) Learn    b) Learnt    c) Learning    d) Being learnt
148. Lillian deserves ... the truth about what happened last night.  
a) to tell    b) to be told    c) told    d) to have told
149. Don't keep ... me the same questions over and over.  
a) to ask    b) asked    c) being asked    d) asking
150. Time ..., we shall start tomorrow.  
a) to permit    b) permitting  
c) permitted    d) to have permitted

## GRAMMAR REFERENCE

### Unit 1. Modal verbs, Verbs + -ing form or the infinitive, Present Simple and Present Continuous

#### **Modal verbs**

Modal verbs are special verbs that we use to talk about necessity, obligation, ability, and possibility. The most common are: have to, need to, must, can, could, may, might, should, and ought to.

Modal verbs are followed by the infinitive. With the exception of have to and need to, they are not formed in the same way as ordinary verbs.

#### **Positive**

*I / You / He / She / It / We / They can start work immediately.*

= subject + can + infinitive

Not *He can ~~to~~ start work immediately.*

#### **Negative.**

*I / You / He / She / It / We / They cannot (can't) start work immediately.*

= subject + can't + infinitive

Not *I ~~don't can~~ start work immediately.*

#### **Questions**

*Can I / you / he / she / it / we / they start work immediately?*

= Can + subject + infinitive Not *Do you ~~can~~ start work immediately?*

The negative forms of other modals are *must not (mustn't)*, *could not (couldn't)*, *may not*, *might not (mightn't)*, *should not (shouldn't)*, and *ought not to (oughtn't to)*.

*Have to* and *need to* are formed in the same way as the verbs have and need.

*She has to be flexible. We don't have to work long hours. Do I need to wear a uniform?*

#### **Verbs + -ing form or the infinitive**

Some verbs and expressions are followed by the -ing form or a noun. These include *be good at*, *dislike*, *enjoy*, *feel confident about*, *like*.

*I am good at making people relax.*

Other verbs and expressions are followed by the infinitive. These include *be able to*, *be willing to*, *can*, *have to (= it is necessary to)*, *know how to*.

*We are willing to work long hours.*

Note that some verbs can be followed by *to + infinitive* or *-ing form*, with no change in meaning. These include: *begin*, *continue*, *dislike*, *intend*, *like*, *love*, *prefer*, *start*.

*She likes working independently. She likes to work independently.*

#### **Present Simple + adverbs of frequency**

##### **Positive**

*I / You / We / They provide good service.*

*He / She / it provides good service.*

= subject + infinitive

##### **Negative**

*I / You / We / They do not (don't) understand the language.*

*He / She / It does not (doesn't) understand the language.*

= subject + **do / does** + **not** + infinitive

### Questions

**Do** I / you / we / they **have** a private bathroom?

**Does** he / she / it **have** a private bathroom?

= Do / Does + subject + infinitive

Be careful with the he / she / it forms.

NOT *He provide good service.*

NOT *She don't understand the language.*

We use the Present Simple to talk about things that are always true.

*A tour operator organizes the different parts of a holiday.*

We can use the Present Simple + an adverb of frequency to talk about habitual actions in the present.

*I usually finish work at 5 p.m.*

To talk about a temporary activity or arrangement in the present we use the Present Continuous.

### Present Continuous

#### Positive

*I am working.*

*You / We / They are working.*

*He / She / It is working.*

= subject + am / is / are + -ing form

#### Negative

*I am not (I'm not) working.*

*You / We / They are not (aren't) working.*

*He / She / It is not (isn't) working.*

= subject + am / is / are + not + -ing form

### Questions

**Am** I working?

**Are** you / we / they working?

**Is** he / she / it working?

= Am / Is / Are + subject + -ing form

There are some verbs which cannot be used in the Present Continuous. These are have (= possess), and thinking and feeling verbs such as dislike, hate, know, like, love, remember, want.

*I hate my new job.*

NOT *I'm hating my new job.*

## Unit 2. Describing features and resources

We often use the Present Simple to describe features and resources.

*New Zealand lies in the South Pacific Ocean. It consists of two islands.*

*The islands are very green. There are many beautiful flowers.*

*The extreme north has got a subtropical climate.*

Note: consist + of + noun.

Remember that we use **There is + Singular or uncountable nouns** and **There are + plural nouns**.

When describing a location we can use verbs such as **be** or **lie**. However, it is also very common to use the **Present Simple Passive**.

### **Present Simple Passive**

#### **Positive**

New Zealand **is located** in the South Pacific Ocean.

= subject + am/is/are + past participle

#### **Negative**

New Zealand **is not (isn't) located** in the South Pacific Ocean.

= subject + am/is/are + not + past participle

#### **Questions**

**Is** New Zealand located in the South Pacific Ocean?

= Am/Is/Are + subject + past participle

It consists of two islands.

NOT It ~~is consisted~~ of two islands.

The Balearic Islands are located between Spain and North Africa.

NOT The Balearic islands ~~locate~~ between Spain and North Africa.

Other verbs like *be located* are *be situated* and *be found*.

*Mount Etna is found in Sicily.*

*The main harbour is situated on the west coast.*

The verbs **lie**, **consist**, and **have got** are not used in the Passive.

### **Unit 3. Present Simple questions, Prepositions of time**

#### **Questions**

We usually make Present Simple questions with **do/does**.

*Do you have a brochure?* = Do/Does + subject + infinitive.

We usually answer **Yes** or **No** to these questions.

With some verbs, questions are not formed with **Do/Does**. These include the verbs *be*, *can*, and *have got*.

*Is the hotel near the sea?*

= Present Simple of **be** + subject

*Can you give me a discount?*

= Can + subject + infinitive

*Have you got a brochure?*

= Present Simple of **have** + subject + got

Note that it is possible to say both *Do you have?* and *Have you got?*

#### **Prepositions of time**

We often use the prepositions **in**, **at**, **on**, and **for** to talk about time.

**in** parts of days, months, seasons, years

*in the morning, in the afternoon*

*in March*

*in winter*

*in 2007*

to say how soon something is going to happen

*The tour will start in two weeks.*

**at** *at times of the day, mealtimes*

*at 8 a.m., at 4 p.m.*

*at midnight. at dawn*

*at breakfast, at lunch*

also: *at night at the weekend, at Easter*

**on** on days of the week, special days, dates

*on Sunday, on Saturday afternoon*

*on Christmas Eve, on my birthday*

*on 7 June*

**for** to talk about how long something will last

*We will stay in Barcelona for two days/for a long time/for a short time.*

#### Unit 4. Giving reasons, describing trends

##### **Reasons**

There are several ways of giving a reason for something: because, because of, to, for, in case.

*I'm in London because I'm going to university reunion.*

because + subject + verb

*The flight was delayed because of fog.*

because of + noun

*We went to Berlin for my sister's wedding.*

For + noun

*They're in New York to attend a conference.*

to + infinitive

*In case* refers to a reason that might happen.

*We're leaving early in case there are delays.*

(= because there might be delays)

These expressions are often used in response to the following types of questions.

*Why are you travelling to Madrid?*

*What's the reason for the delay?*

*What's the purpose of the supplement?*

##### **Describing trends**

We can describe current and past trends by using different tenses.

Present Continuous describes a current trend.

People **are taking** more diverse holidays.

= subject + is / are + -ing

Present Perfect describes a trend that began in the past and which continues up to the present.

Independent holidays **have become** more popular.

= subject + has / have + past participle

Past Simple describes a trend that ended in the past.

The country's revenue from tourism **increased**.

= subject + past form

It is common to use a time phrase with the different tenses to show what period of time we are referring to. These often go at the beginning of the sentence.

Present Continuous *nowadays, today*

Present Perfect *since + past point in time, so far, up to now*

Past Simple dates, periods of time in the past.

*Nowadays, fewer people are using travel agents.*

*Since 1999, the number of holidays booked online has increased each year.*

*Between 1985 and 1998, Spain's revenue from package tourism dropped.*

### Adverbs of degree

We often use an adverb of degree to show how quickly or slowly trends develop. These include:

slowly / gradually / steadily → strongly / sharply / dramatically

*Online bookings have increased **dramatically** over the past five years.*

## Unit 5. Open and closed questions, Suggestions and advice

### Questions

Closed questions can be replied to with yes or no. They generally begin with a form of the verb be or an auxiliary verb such as do, can, or have.

*Can she stay for longer than two weeks? Yes, she can.! No, she can't.*

*Do you often go on package holidays? Yes, I do! No, I don't.*

= auxiliary verb + subject + main verb

Note that it is more usual in English to reply to a closed question with a short answer, rather than a simple yes or no.

Open questions are used when we want information. They begin with question words such as where, who, what, which, when, why, whose, how. Other question words beginning with how are:

how long (= time), how far (= distance), how often (= frequency), how much / many (= quantity)

*How did you travel here? By train! / I travelled here by train.*

*When did you arrive? at 10 o'clock. / I arrived at 10 o'clock.*

= question word + did + main verb

### Suggestions and advice

There are several ways of making suggestions and offering advice.

*You should + infinitive You should try the Best of Australia tour.*

*Why don't you + infinitive Why don't you take the full-board option?*

*You could + infinitive You could look for information on the Internet.*

*If I were you, I'd + infinitive If I were you, I'd travel in the spring.*

*Your best option + infinitive Your best option is to hire a car.*

*How about + -ing How about going by bus?*

*Have you thought about + -ing Have you thought about going by bus?*

## Unit 6. Comparatives,



## Describing a timetable

### Comparatives

Look at the table below.

Adjective	Comparing two things	Comparing more than two things			
			Two syllables ending in y	replace y with i + -er	easy easier the easiest
One syllable	+ -er, -est	cheap cheaper the cheapest	Two syllables	+ more / most	famous more famous the most famous
One syllable ending in -e	+ -r, -st	large larger the largest	Irregular adjectives		good better the best bad worse the worst far farther / further the farthest / the furthest
One syllable ending in one + one consonant	duplicate consonant + -er	big bigger the biggest			

*Not e: we do not duplicate w.*

Other ways of making comparisons are (not) as ... as *A bus is not as convenient as a taxi.*

less + adjective + than *The trains are less frequent now than in the morning.*

### **Describing a timetable**

The simplest way of describing a timetable is to use the Present Simple and a time or place phrase.

*The train departs at 9.00.*

= subject + present simple + phrase

A phrase can consist of a preposition of time, e.g., *at midnight, in the morning, on Tuesdays*; a preposition of place, e.g., *from platform one, in the main square, at the bus stop*

We use verbs such as *leave, depart, arrive, run, operate, take.*

*The ferry takes one hour and thirty minutes.*

To describe special rules or instructions on timetables, a passive form is often used e.g., *may / can / may not / must / must not + be + past participle*

*Baggage must not be left unattended.*

## Unit 7. Talking about experience, describing service provision

### Talking about experience

We often use the Past Simple and the Present Perfect to talk about experience.

#### **Past Simple**

Positive: *I enjoyed the tour.* = subject + past form

Negative: *I didn't see the Northern Lights.* = subject + did not (didn't) + infinitive

Questions: *Did you visit the famous Ice Hotel?* = Did ... subject + infinitive

Short answers: *Yes, I did. / No, I didn't.*

We use the Past Simple to talk about something that happened on a particular occasion in the past. We often use time expressions with the Past Simple.

*They found a much better travel company.*

*I tried windsurfing last year.*

### **Present Perfect**

Positive: *I have tried white-water rafting.* = subject + have / has + past participle

Negative: *I haven't found a suitable company.* = subject + have / has not + past participle.

Questions: *Have you visited the famous market?* = Have / has + subject + past participle.

Short answers: *Yes, I have. / No I haven't.*

We use the Present Perfect to talk about things that have happened to us at some point in our lives. It is generally not important when these happened because the Present Perfect focuses on the experience itself.

*I've climbed Costa Rica's highest peak.*

When talking about experiences, we often use *ever* with questions in the Present Perfect to mean 'at any time in your life'.

*Have you ever visited Machu Picchu? No, I've never been there.*

### **Describing service provision**

We can use several tenses and verb forms to describe the services that are available to customers.

### **Present Simple**

Verbs such as *offer* and *provide* are a better choice than *have*, while *boast* is often used in persuasive styles of text.

*New York offers a wide range of attractions to suit all tastes.*

*Costa Rica boasts fantastic wildlife.*

### **can**

You can + infinitive describes a range of possibilities.

*You can learn about the Hindu religion and see the last unspoilt place in the world.*

### **Present Simple Passive**

We can use verbs such as present, provide, and offering this form.

*Many opportunities are provided to learn about the important ecological work in the area.*

### **Imperative**

This is another structure that is often used in persuasive texts, as it addresses the reader directly.

*Book now for the thrill of a lifetime!*

## **Unit 8. Like or dislike, Polite questions**

### **Like or dislike**

There are several ways of talking about things that we like or dislike.

Strongly like: really love, love, really like, like, prefer, quite like.

Neutral: don't mind, don't like / dislike, really don't like, hate.

Strongly dislike: really hate.

All these expressions take the same structure: verb + -ing or verb + noun.

*I really hate queuing at the check-in. / I really hate the check-in.*

*She doesn't mind waiting in the departure lounge.*

*Do you like landing?*

Note that mind can only take verb + -ing.

### Polite questions

We usually make questions with an auxiliary verb and a main verb.

*Can you answer a few questions?* = **auxiliary verb** + subject + **main verb**

*Where do you work?* = question word + **auxiliary verb** + subject + **main verb**

We can make questions more polite by phrasing them in a less direct way.

Would you mind + ing                      *Would you mind telling me what you do?*

Could you + infinitive                      *Could you give me a few minutes of your time?*

Can I ask you + indirect question                      *Can I ask you where you work?*

Note the difference between a direct and an indirect question.

Direct question: *Where do you work?* = question word + auxiliary + subject + infinitive

Indirect question: *(Can you tell me) where you work?* = question word + subject + infinitive

## Unit 9. Responses and orders

### Responding politely to questions and requests

When responding politely to requests and questions, we often give expanded answers rather than simply saying *yes* or *no*.

*Could you help me? Yes, of course.*

*Do you know if the train is on time? Yes, I think so.*

*Has the plane left? Yes, I'm afraid it has.*

We often begin a refusal or other negative response with an apology.

*Do you know where the nearest chemist is? No, sorry. I don't know the area very well.*

*Have you got a pen? No, I'm sorry, I haven't.*

*Couldn't you upgrade me? I'm afraid not. The flight's full.*

### Giving orders and stopping people doing something

Some orders are more direct, and therefore less polite. Some are indirect and therefore more polite. However, a lot will depend on the tone of voice used to give the order.

**Imperative.** The imperative takes the infinitive form. In the negative, *Do not* or *Don't* come before the infinitive. This is the most direct way of giving an order.

*Fasten your seat belts.*

*Don't smoke in this area.*

**Please + imperative.** Please + imperative is more polite than the imperative on its own, but still rather official.

*Please take your jacket off.*

*Don't use your mobile, please.*

**Can / Could you ...? + infinitive.** Can is relatively informal, and is often used with please, while could is generally more polite than can.

*Can you wait behind the yellow line (please)?*

*Could you fill in this form?*

**I'm sorry / I'm afraid.** It is polite to apologize when stopping someone from doing something.

*I'm afraid this is a non-smoking area.*

*I'm sorry, you can't take photographs here.*

**If clause.** An *if* clause can be used to ask someone to do something. It is often followed by the Present Simple or could. This is the most polite form of instruction.

*If you could just take a few moments to fill in this form.*

### Unit 10. Describing location

We use certain prepositions to describe where things and people are. These include *at, in, on, between, near (to), and next to*.

**at** for a building or an address

Many people stay at our campsite.

The guesthouse is located at 12 Norlhumberland Avenue.

**in** for a specific street, town, or country, and the countryside in general

The hotel is in Norlhumberland Avenue.

I'd prefer to stay somewhere in the countryside.

**on** for rivers, the coast, famous streets, and floors of a building

I'm staying at a hotel on Fifth Avenue.

Our room is on the seventh floor.

Note that both *in* and *at* can be used for buildings. *In* generally refers to a position inside, while *at* suggests the function of the building.

He's at the gym. (= he is doing exercise)

He's in the gym. (= his location is inside the gym)

*In, at, and on* are used in many other expressions to describe location, which need to be learnt individually, e.g. **in the middle, at home, on the top...**

**Between** means in the middle of two things.

*The gymnasium is **between** the car park and the swimming pool.*

**Opposite** means on the other side to a person, building, or other object.

*My hotel is opposite the station.*

NOT: *My hotel is ~~opposite to~~ the station.*

**Near (to)** means not very far from something or someone.

*I'd prefer to be near (to) the financial district.*

**Next to** means at the side of something or someone.

*I am standing next to the conference centre.*

### Unit 11. If sentences

#### If sentences

We use *if* to describe actions or situations that are conditional on other events. The *if* clause describes the condition, while the main clause describes the action or consequence.

*If you require a special diet, please let us know.*

We can talk about conditions in the past, present, or future.

### Condition

If + Present Simple, Present Continuous, Present Perfect

**If you are travelling** alone, you may have to pay a surcharge for your room.

Note that we don't use *will* after *if*.

NOT If you ~~will~~ require a special diet, please let us know.

### Consequence

Present Simple, imperative, can, will, may, might, must, should.

*If you decide to stay for longer than a month, we will offer a discount.*

It is not always necessary to begin the sentence with the *if* clause.

*We will offer a 50% refund if you cancel your holiday.*

Note that there is no comma between the two parts of the sentence when it is in the second part of the sentence.

## Unit 12. Verb patterns, Superlatives

There are several types of verb patterns:

verb + object                      *The hotel provided a questionnaire for each guest.*  
*provide, offer*

verb + to + infinitive      *The company is prepared to invest heavily.*  
*be prepared to, hope to, need to* We are **hoping to attract** a lot more customers.  
*The hotel needs to develop a leisure programme.*

verb + object + to + infinitive      *We asked him to write a report.*  
*give, send, ask, tell*

verb + object + infinitive      *Let your customers know about changes to your services.*  
*let, make*  
*The hotel made him pay a single supplement.*

### **Superlatives**

When we are comparing more than two things, we use the superlative form. Compare the rules for formation of the comparative and the superlative.

Adjective	Comparative	Superlative
One syllable	+ -er, -est	Cheap, cheaper, the cheapest
One syllable ending in -e	+-r, -st	Large, larger, the largest
One syllable ending in one + one consonant	duplicate consonant + -er	Big, bigger, the biggest
Two syllables ending in y	Replace y with i + -er	Easy, easier, the easiest
Two syllables	+ more / most	Famous, more famous, the most famous

*Note: we do not duplicate w.*

Irregular adjectives: good, better, the best;

bad, worse, the worst;

far, farther / further, the farthest / the furthest.

*Italy's tourism campaign was judged to be the best.*

*The highest number of people voted for New York's campaign.*

*All the campaigns highlighted the most interesting and unusual aspects of the country.*

In the same way that *less* is the opposite of *more*, *most* is the opposite of *least*.

*The least successful campaign was also the most innovative.*

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