

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Донецький національний університет
економіки і торгівлі
ім. М.І. Туган-Барановського

Кафедра іноземних мов

Д. В. Фурт

**МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ВИВЧЕННЯ
ДИСЦИПЛІНИ**

ІНОЗЕМНА МОВА

Кривий Ріг
2017

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ІНОЗЕМНА МОВА

Галузь знань: 24 «Сфера обслуговування»

Спеціальність: 242 «Туризм»

Ступінь: бакалавр

I курс

Затверджено на засіданні
кафедри іноземних мов
Протокол № 16
від “16” березня 2017 р.

Схвалено навчально-методичною
радою ДонНУЕТ
Протокол № 6
від “28” березня 2017 р.

УДК 811.111: 338. 48 (072'6)

ББК 81.2 Англ: 65.43 р

Ф 95

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Фурт, Д. В.

Ф 95 Методичні рекомендації з вивчення дисципліни «Іноземна мова» [Текст] : для студ. спец. 242 «Туризм», ступінь бакалавр, 1 курс / М-во освіти і науки України, Донец. нац. ун-т економіки і торгівлі ім. М. Туган-Барановського, каф. іноземних мов; / Д. В. Фурт. – Кривий Ріг : [ДонНУЕТ], 2017. – 304 с.

Запропонована методична розробка сприятиме розвитку лексичних навичок та комунікативній діяльності студентів. Робота містить вправи за темами, які вивчаються на першому та другому етапах вивчення іноземної мови.

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

Посібник відповідає сучасним методичним вимогам до навчальної літератури.

ББК 81.2 Англ: 65.43 р

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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 навчальною програмою з 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 та другого рівнів вивчення іноземної мови.

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

**PART 1.
GENERAL STUDY GUIDE**

1. Опис дисципліни

Найменування показників	Характеристика дисципліни
Обов'язкова / вибіркова дисципліна	Обов'язкова для студентів спеціальності 242 «Туризм»
Семестр	1, 2
Кількість кредитів	10
Загальна кількість годин	300
Кількість модулів	4
Лекції, годин	-
Практичні/ семінарські, годин	144
Лабораторні, годин	-
Самостійна робота, годин	156
Тижневих годин для денної форми навчання: аудиторних	4
самостійної роботи студента	4,3
Вид контролю	Залік, екзмен

2. Мета та завдання дисципліни

Мета – розвиток у студентів іншомовної комунікативної компетенції, тобто практичне оволодіння різними видами мовленнєвої діяльності відповідно до профілю майбутньої спеціальності.

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, то що; ознайомлення з особливостями оформлення найбільш вживаних паперів.

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
Модуль 1					
Змістовий модуль: 1. Туризм та подорожі					
Тема 1. Туризм	25		12		13
Тема 2. Подорож навколо світу	25		12		13
Разом за змістовим модулем 1	50		24		26
Модуль 2					
Змістовий модуль: 2. Туризм як сфера обслуговування					
Тема 3. Туристичні оператори	25		12		13
Тема 4. Мотивації клієнтів	25		12		13
Тема 5. Робота туристичних агентів	25		12		13
Разом за змістовим модулем 2	75		36		39
Змістовий модуль: 3. Транспорт у сфері туризму					
Тема 6. Транспорт у туризмі	25		12		13
Разом за змістовим модулем 3	25		12		13
Модуль 3					
Змістовий модуль: 4. Вподобання клієнтів					
Тема 7. Вподобання клієнтів	25		12		13
Разом за змістовим модулем 4	25		12		13
Змістовий модуль: 5. Робота аеропортів					
Тема 8. Індустрія перельотів	25		12		13
Тема 9. У аеропорті	25		12		13
Разом за змістовим модулем 5	50		24		26
Модуль 4					
Змістовий модуль: 6. Маркетинг та продаж у сфері туризму					
Тема 10. Де зупинитися під час відпочинку	25		12		13
Тема 11. Бронювання та продажі	25		12		13
Тема 12. Маркетинг та продаж	25		12		13
Разом за змістовим модулем 6	75		36		39
Усього годин	300		144		156

4. Теми семінарських/практичних/лабораторних занять

№ з/п	Вид та тема заняття	Кількість годин
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.	2
4	Практичне заняття Професійна анкета. Present Continuous.	4

5	Практичне заняття Опис людей. Present Continuous.	2
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 and Past Simple.	2
15	Практичне заняття Причини подорожування. Past Continuous and 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. Present Perfect Continuous.	2
21	Практичне заняття Продаж послуг. Present Perfect Continuous.	4
22	Практичне заняття Дослідження потреб клієнта. Альтернативи та рекомендації. Past Perfect.	2
23	Практичне заняття Круїзний корабель. Працівник на круїзному кораблі. Past Perfect.	4
24	Практичне заняття Транспорт у вашій країні. Past Perfect and Present Perfect.	2
25	Практичне заняття Транспортна система Сан-Франціско. Past Perfect Continuous and Present Perfect Continuous.	2
26	Практичне заняття Найважливіші речі під час подорожі. Ступені порівняння прикметників.	2
27	Практичне заняття Інформація щодо розкладу поїздок. Ступені порівняння прикметників.	4
28	Практичне заняття	4

	Різні звички – різні місця подорожування. Passive Voice.	
29	Практичне заняття Улюблені місця подорожей туристів. Passive Voice.	2
30	Практичне заняття Звідки приїждять туристи? Passive Voice.	2
31	Практичне заняття Опис місць подорожей. Непряма мова.	4
32	Практичне заняття Подорож літаком. Процедура зльоту та приземлення. Непряма мова.	2
33	Практичне заняття Дешеві чи традиційні авіалінії? Непряма мова.	2
34	Практичне заняття Революція у небі. Непряма мова.	2
35	Практичне заняття Маршрутна карта подорожі літаком. Інфінітив.	4
36	Практичне заняття Створення анкети. Ввічливі форми питання. Інфінітив.	2
37	Практичне заняття Професії в аеропорті. Інфінітивні конструкції.	2
38	Практичне заняття Реєстрація пасажирів. Інфінітивні конструкції.	2
39	Практичне заняття Вирішення інцидентів. Інфінітивні конструкції.	4
40	Практичне заняття Сервіс та обладнання аеропортів.	2
41	Практичне заняття Термінологія, необхідна в аеропорті. Дієприкметник.	2
42	Практичне заняття Опис місцевості. Місцеві види житла. Опис житла. Дієприкметникові конструкції.	4
43	Практичне заняття Бронювання по телефону. Дієприкметникові конструкції.	2
44	Практичне заняття Житло в Шотландії. Вимоги до готелів. Герундій.	2
45	Практичне заняття Надання інформації щодо готелів. Герундіальні конструкції.	2
46	Практичне заняття Незвичайні типи житла. Наголос у питальних реченнях. Герундіальні конструкції.	4
47	Практичне заняття Бронювання відпустки – надання правильної інформації.	2
48	Практичне заняття Система бронювання. Умови бронювання. Підтвердження броні. Умовні речення.	2
49	Практичне заняття Комп'ютеризована система бронювання та бронювання через туристичних агентів. Умовні речення.	2
50	Практичне заняття Абревіатури та коди. Wishes.	4
51	Практичне заняття Вчимося у своїх клієнтів.	2

52	Практичне заняття Аналіз свого продукту. Промоушн в туризмі.	2
53	Практичне заняття Місцевий туристичний промоушн. Техніки промоушн. Prepositions.	4
54	Практичне заняття Презентація компанії. Prepositions.	2
55	Практичне заняття Маркетинг. Маркетингова термінологія. Мова реклами.	2

5. Індивідуальні завдання

1. Огляд періодичної і монографічної наукової літератури.
2. Підготовка рефератів, доповідей за обраною темою.
3. Підготовка тез доповідей з метою виступу на університетських, всеукраїнських та міжнародних семінарах та конференціях.

6. Обсяги, зміст та засоби діагностики самостійної роботи

Тема	Кількість годин самостійної роботи	Зміст самостійної роботи	Засоби діагностики
Модуль 1			
Змістовий модуль 1. Туризм та подорожі			
Туризм	13	1. Виконання завдань та вправ Unit 1 What is tourism. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Написання словникового диктанту.
Подорож навколо світу	13	1. Виконання завдань та вправ Unit 2 World destination. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів. 5. Підготовка проекту про місця відпочинку.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. захист проекту. 4. Написання словникового диктанту.
Модуль 2			
Змістовий модуль 2. Транспорт у сфері туризму			
Туристичні оператори	13	1. Виконання завдань та вправ Unit 3 Tour operators. 2. Вивчення лексичних одиниць та	1. Фронтальне та індивідуальне опитування.

		граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів. 5. Підготовка проекту про роботу туроператрів.	2. Виконання поточних тестових завдань. 3. Захист проекту. 4. Написання словникового диктанту.
Мотивації клієнтів	13	1. Виконання завдань та вправ Unit 4 Tourist motivation. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Написання словникового диктанту.
Робота туристичних агентів	13	1. Виконання завдань та вправ Unit 5 Tour guides. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів. 5. Підготовка брошур про різні місця відпочинку.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Презентація брошур.
Змістовий модуль 3. Транспорт у сфері туризму			
Транспорт у туризмі	13	1. Виконання завдань та вправ Unit 6 Transport in tourism. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів. 5. Підготовка проекту про незвичний транспорт.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Захист проекту. 4. Написання словникового диктанту.
Модуль 3			
Змістовий модуль 4. Вподобання клієнтів			
Вподобання клієнтів	13	1. Виконання завдань та вправ Unit 7 Holidays with a difference. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Захист проекту. 4. Написання словникового диктанту.

		5. Підготовка проекту про незвичайні види відпочинку.	
Змістовий модуль 5. Робота аеропортів			
Індустрія перельотів	13	1. Виконання завдань та вправ Unit 8 The airline industry. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Написання словникового диктанту.
У аеропорті	13	1. Виконання завдань та вправ Unit 9 Airport departures. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Написання словникового диктанту.
Модуль 4			
Змістовий модуль 6. Маркетинг та продаж у сфері туризму			
Де зупинитися під час відпочинку	13	1. Виконання завдань та вправ Unit 10 Accommodation. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів. 5. Підготовка проекту про різновиди готелів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Захист проекту.
Бронювання та продажі	13	1. Виконання завдань та вправ Unit 11 Reservations and sales. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Робота зі словниками, граматичними довідниками, інтернет-ресурсами. 4. Читання та переклад текстів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Написання словникового диктанту.
Маркетинг та продаж	13	1. Виконання завдань та вправ Unit 12 Marketing and promotion. 2. Вивчення лексичних одиниць та граматичних правил, передбачених темою. 3. Читання та переклад текстів.	1. Фронтальне та індивідуальне опитування. 2. Виконання поточних тестових завдань. 3. Написання словникового диктанту.

7. Результати навчання

1. Знання лексичних одиниць та граматичних конструкцій тем, передбачених програмою.
2. Вміння читати та перекладати тексти на задану тему.
3. Володіння лексичним запасом, необхідним для висловлення власних думок та розуміння іншомовної мови в межах заданої теми.
4. Володіння базовою термінологією економічної галузі англійською мовою.
5. Вміння робити презентації англійською мовою.
6. Вміння вести професійний діалог з колегами.
7. Знання найбільш відомих зразків мовленнєвої поведінки під час проведення ділових зборів, презентацій та переговорів.
8. Вміння оформлювати найбільш вживані папери економічної галузі.

8. Форми навчання

Практичні заняття, самостійна робота (підготовка презентацій, рефератів, самостійно опрацювання додаткових питань за наведеним переліком літератури).

9. Методи оцінювання

Залік, екзамен.

10. Розподіл балів, які отримують студенти

Відповідно до системи оцінювання знань студентів ДонНУЕТ, рівень сформованості компетентностей студента оцінюються у випадку проведення екзамену: на протязі семестру (50 балів) та при проведенні підсумкового контролю - екзамену (50 балів).

Оцінювання протягом семестру

№ теми практичного заняття	Вид роботи/бали					
	Тестові завдання	Ситуаційні завдання	Виконання практичних завдань теми	Індиві- дуальне завдання	ПМК	Сума балів
Модуль 1						
Змістовий модуль 1						
Тема 1	2	2	6			10
Тема 2	2	2	6	6		16
Разом за змістовим модулем 1	4	4	12	6	5	31
Модуль 2						
Змістовий модуль 2						
Тема 3	2	2	6	6		16
Тема 4	2	2	6	1		11
Тема 5	2	2	6	6		16
Разом за	6	6	18	13		43

змістовим модулем 2						
Змістовий модуль 3						
Тема 6	2	2	6	6		16
Разом за змістовим модулем 3	2	2	6	6	10	26
Разом						100
Модуль 3						
Змістовий модуль 4						
Тема 7	1	1	4	1		7
Разом за змістовим модулем 4	1	1	4	1		7
Змістовий модуль 5						
Тема 8	1	1	4			6
Тема 9	1	1	4			6
Разом за змістовим модулем 5	2	2	8		10	22
Модуль 4						
Змістовий модуль 6						
Тема 10		1	4	1		6
Тема 11	1	1	4			6
Тема 12		1	3			4
Разом за змістовим модулем 6	1	3	11	1	5	21
Разом						50

11. Методичне забезпечення

1. Методичні вказівки з вивчення дисципліни.
2. Тестові завдання для перевірки знань студентів.
3. Збірник граматичних вправ.
4. Навчальна та наукова література, нормативні документи.

12. Рекомендована література

Базова

1. Остапенко С. А., Шуміліна І. П. Збірник граматичних вправ з дисципліни «Іноземна (англійська) мова» для студентів економічних спеціальностей / С. А. Остапенко, І. П. Шуміліна. – Кривий Ріг : ДонНУЕТ, 2016. – 148 с.
2. Фурт Д. В. English for Tourism. Методичні вказівки до вивчення дисципліни «Іноземна (англійська) мова» для студентів напряму підготовки 6.140103 «Туризм» / Д. В. Фурт. – Кривий Ріг : ДонНУЕТ, 2015. – 83 с.
3. Фурт Д. В. English for Tourism. Збірник тестових завдань з дисципліни «Іноземна (англійська) мова» для студентів напряму підготовки 6.140103 «Туризм» / Д. В. Фурт. – Кривий Ріг : ДонНУЕТ, 2016. – 60 с.

4. Фурт Д. В. Tourism. Практикум з дисципліни «Іноземна мова (англійська) професійного спрямування (II рівень)» для студентів напряму підготовки 6.140103 «Туризм» / Д. В. Фурт. – Кривий Ріг : ДонНУЕТ, 2016. – 100 с.
5. Фурт Д. В. English for Tourism (part II). Збірник тестових завдань з дисципліни «Іноземна (англійська) мова професійного спрямування (II рівень)» для студентів напряму підготовки 6.140103 «Туризм» / Д. В. Фурт. – Кривий Ріг : ДонНУЕТ, 2016. – 46 с.

Допоміжна

1. Барановська Т. В. Граматика англійської мови. Збірник вправ: навчальний посібник / Т. В. Барановська. – Київ : ООО «ІП Логос-М», 2010. – 384 с.
2. Голицынский Ю. Грамматика. Сборник упражнений / Ю. Голицынский. – Санкт-Петербург : КАРО, 2014. – 476 с.
3. Christopher S. Check in. English in tourism / St J Yates Christopher. – Hertfordshire: Prentice Hall International (UK) Limited, 1992.
4. Iwonna D. English for international Tourism / D. Iwonna, O. Margaret. – Edinburgh: Longman, 2004. – 144 с.
5. L. Alexander. (2002) Longman English Grammar Practice. Longman, 372 p.
6. Mariam J. English for International Tourism / J. Mariam, S. Peter. – Harlow: Pearson Education Limited, 2007. – 126 с.
7. P. Emmerson. (2008) Business Grammar Builder. MacMillan, 274 p.
8. Robin W. English for careers. Tourism / W. Robin, H. Keith. – Oxford, 2010. – 144 p. – (Oxford University Press).
9. Strutt P. English for international Tourism / Peter Strutt. – Edinburgh: Longman, 2003. – 145 с.
10. P. Emmerson. (2008) Business Grammar Builder. MacMillan, 274 p.
11. V. Evans. (2010) Grammarway. Express Publishing, 395 p.
12. V. Evans. (2000) Round up. English Grammar Practice. Longman, 296 p.

Інформаційні ресурси

1. Електронний словник. – Режим доступу: <http://multitran.ru>.

**ЧАСТИНА 2.
ЗМІСТ ПРАКТИЧНИХ ЗАНЯТЬ**

**PART 2.
PRACTICAL TRAINING SUBJECT MATTER**

UNIT 1. WHAT IS TOURISM.

Take off

Pilot



Waiter

Tour guide

Flight attendant

Tourist information officer

Travel agent

Receptionist

Resort rep

Chef

Porter

Hotel manager

airline check-in clerk



1. What jobs do the people on the pictures do? Choose from the list.

2. Put all the jobs in categories, for example *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?

Vocabulary

Adjectives for job skills.

Calm

Nervous

Disorganized

Scruffy

Friendly

Lazy

Creative

Practical

Flexible

Smart

Confident

Organized

Extrovert

Shy

Hardworking

Unfriendly

Exercise 1. Find six pairs of opposite adjectives.

Exercise 2. Choose one of the jobs in *Take off*. Say which three qualities are the most important.

Exercise 3. Answer the questions.

1. What is your working style?

Look at the questionnaire and choose the qualities and skills which describe you.

2. Discuss your answers with the partner.

3. Which three skills are most important for a career in tourism?

Questionnaire

QUALITIES

I am

smart	<input type="checkbox"/>	extrovert	<input type="checkbox"/>	hardworking
flexible	<input type="checkbox"/>	organized	<input type="checkbox"/>	practical
creative	<input type="checkbox"/>	creative	<input type="checkbox"/>	confident

SKILLS

I enjoy meeting new people.
 I enjoy working as part of a team.
 I like working independently.
 I am good at explaining things.
 I am good at dealing with people.
 I can make people relax.
 I am able to do more than one thing at the same time.
 I like working under pressure.
 I know how to use computers and technology.
 I feel confident about dealing with money.
 I am willing to work long hours.
 I am good at languages.

Language spot Describing job skills

Exercise 4. Look at the sentences for describing job skills and abilities.

Exercise 5. Complete the paragraph. Choose from the words in the list.

Be / being smile / smiling speak / speaking
 understand / understanding use / using 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 to (2) _____ as part of a team. You have to know how to (3) _____, even if you're having a bad day. It's also important to be able to (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 to (7) _____ computers. It's also important to be flexible, and you often have to be willing to (8) _____, long or unusual hours. But most of all you have to like (9) _____ with people.

Exercise 6. Look back at the jobs in *Take off*. 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.

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-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 tour company ('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.'

Exercise 7. 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?

Listening. Three jobs

Exercise 8. Listen to three people talking about their jobs.

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

Exercise 9. 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 always are problems!- and do the paperwork. So I (19) _____ until midnight on changeover day.

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.

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) government organizations that promote and develop tourism
- f) 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.

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

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.

Customer care 'The customer is always right'

Exercise 15. Do you agree that 'the customer is always right'? Give your arguments.

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?

Exercise 18. What are the names of the main tourism companies in your country?

Find their websites and note down information on what they do, when they were founded. What jobs they provide - and anything else that you find interesting.

Writing Country fact sheet

Exercise 19. Complete this fact sheet for your country (or region).

FACT SHEET Name of country / region:

Sources for information and statistics:

	Website	Location
National tourism board (or office)
Regional / local tourism office (TIC)
Other useful websites

Sector	Example company	Website	Location	Other information (e.g. size, no. of visitors, branches, etc.)
Tourism attractions				
Transport				
Accommodation and catering				
Tour operators				
Travel agents				

Reading Tourism: the biggest business in the world

Exercise 20. 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 21. 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 10 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.

Exercise 22. In pairs, answer and discuss these questions.

- 1) What do these numbers in paragraphs 2 and 3 refer to?
 - a) 841 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 is for airline check-in clerk.

B is for baggage handler.

C is for ...

- 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 is a positive or a negative influence 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 was your favorite, and why?

Keywords**Jobs**

Check-in clerk

chef

flight attendant

pilot

porter

receptionist

resort rep

tour guide

tour operator

tourist information officer

travel agent

waiter

Nouns

catering

charter flight

destination

excursion

public sector

retail

shift

tourist attraction

Adjectives

worldwide

UNIT 2. WOLD DESTINATIONS.

Take off

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



2) Match them with the outline map of the country where they are located. What are the names of the countries?



3) 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



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



Pronunciation

Exercise 1. Look at the dictionary transcriptions of some countries and cities.

Exercise 2. Can you find the following places?

- 1. Spain 2. France 3. Japan

4. China 5. Russia

speɪn	'rʌʃə	mə'drɪd
fra:ns	'kænədə	'pærɪs
'lʌndən	'ɪtəli	'hʌŋgəri
'meksɪkəʊ	mɒs'kəʊ	'təʊkɪjəʊ
'tʃaɪnə	'æθənz	'dʒɜ:məni
rəʊm	dʒə'pæn	brə'zɪl

Exercise 3. Identify the other places.

Exercise 4. Listen and identify the ten places you hear.

Exercise 5. Listen again and repeat each place.

Exercise 6. Practice saying the place names from the dictionary transcription.

Exercise 7. How do you know where the stress is in words with more than one syllable?

Listening Where do tourists go?

Exercise 8. 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

2. inbound tourism

3. outbound tourism

a) people leaving their country to take holidays ;

b) people taking holidays in their own country;

c) people entering the country from abroad to take holidays;

Exercise 9. Which countries do you think receive the greatest number of tourists?

Exercise 10. Listen to the numbers. Which one do you hear?

a) 19,000/90,000

c) 13.5/30.5

b) 18 million /1 80 million

d) 15 / 50

Exercise 11. Listen and repeat the numbers.

19 90 18 80 13 30 15 50

Exercise 12. Write down some similar numbers. Do not show them to your partner. Read them to each other. Can you identify them correctly?

Exercise 13. Listen to this presentation describing the top ten country destinations for tourists. Complete the table.

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

Exercise 14. What do you know about the ten countries 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 15. Think about your own country.

- 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 16. Look at the word grid and complete the sentences.

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 _____.

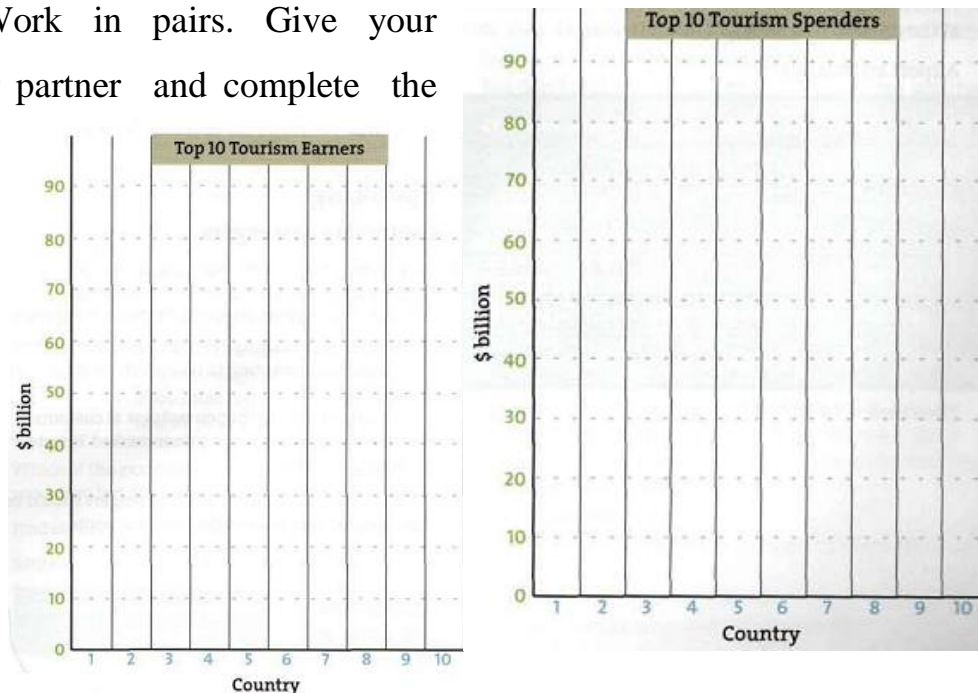
4) The travel agency didn't make a profit last year because the _____ was greater than the _____ from customers.

Exercise 17. Which of these countries do you think are the biggest tourist spenders, and which are the biggest tourist earners?

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

Exercise 18. Work in pairs. Give your information to your partner and complete the blank chart.

Exercise 19. Compare your charts. Identify the countries which receive more from tourism than they spend.



Student A. 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

Student B. 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.

<i>Climate</i>	<i>Natural Features</i>	<i>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 20. Decide which column the words in the list should go in (there may be more than one possibility). You can use an English-English dictionary.

Harbour, castle, damp, music festival, concert, metro, campsite, countryside, nightlife, waterfall, art gallery, temperate, chilly, heritage, coastline.

Exercise 21. Complete the sentences.

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

Exercise 22. Can you think of any other words to add to the table?

Exercise 23. Work with a partner. Use the new words to talk about your region or your favorite 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 24. Answer the questions.

- 1) How can you find out more about the traditions of visitors from some of the countries listed in this unit?
- 2) How can you help tourists to understand local traditions and cultures when they visit other destinations?

Where in the world?

Exercise 25. 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 26. 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.

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 chose 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.

Exercise 27. Which text would you find (1) in a reference book and (2) in an advertisement or brochure?

Languages spot Describing resources and features

Exercise 28. Look at the expressions used to describe resources and features in the text on New Zealand. Does the text on the Balearic Islands use the same expressions?

Exercise 29. Which different expressions does it use to describe the three areas? The verbs listed below will help you identify them.

Float, choose, stretch, provide, offer, boast, love, enjoy.

Exercise 30. The text on the Balearic Islands is trying to attract visitors. One way it does this is to use sentences where the subject is 'you'. Find the sentences using 'you'.

Exercise 31. Use the sentences you identified in previous exercises to help you to write similar sentences for New Zealand.

Example. Floating in the South Pacific Ocean, New Zealand offers the perfect location for an exciting holiday.

Exercise 32. 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 33. Listen to three people talking about their favourite holiday destinations.

Which of the places in the list do they each say is their favourite?

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

a) Liz _____

b) Regula _____

c) Valery _____



Exercise 34. What do they like about each of their favourite places?

Exercise 35. 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 36. 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 37. 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 38. Work in groups. Think of another destination (not your own country or region). Make statements to describe it to the other students in the group.

Can they guess the place in less than ten statements? You get a point for every statement that doesn't lead to a successful guess.

Exercise 39. What do you know about the Seychelles and South Africa?

Writing

Describing a destination

Exercise 39. Write descriptions of two other tourist destinations. Make one a factual description, and the other more like an advertisement or brochure.

SOUTH AFRICA

Location and geographic features

- southern hemisphere
- between Atlantic and Indian Oceans
- 1¼ million square kilometres
- central plateau (or 'veld') with mountains to the south and east
- dramatic coastline and many beaches

Climate

- warm, temperate, and dry
- 65% of the country has less than 50 cm rainfall a year

Tourist attractions

- mountains and fabulous beaches
- vineyards
- wildlife reserves (e.g. Kruger National Park – 137 mammal species, 430 bird species)
- Cape Town – lively city life and culture

Other

- tourism is a major industry
- problem of rising crime in some parts

SEYCHELLES

Location and geographic features

- middle of Indian Ocean
- 1,500 km east of Africa
- 115 islands
- capital is Victoria on island of Mahe

Climate

- tropical oceanic
- only small change in temperature throughout year
- rainfall is low, especially in June, July, and August

Tourist attractions

- fabulous beaches (e.g. at Praslin)
- the climate
- unique flora and fauna, including the giant tortoise
- honeymoon island ('paradise')

Other

- economy relies on tourism
- tourism employs 30% of the workforce

Find out

Exercise 40. Answer the questions.

- 1) What different types of holiday have you had in the past?
- 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 41. Think of a country or a region. It could be your own country or region or a country or region that you know well. Where can you find out more about the place you have chosen as a tourist destination? 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

Exercise 42. Use the information you have found out on the country or region to

- write a factual information sheet
- write a brochure description
- prepare a talk or presentation.

Use pictures and visuals where possible.

Exercise 43. Present your talks in small groups. Listen to each other's talks, make notes, and ask questions.

Grammar Present Simple and Present Continuous

Exercise 44. 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 45. 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 46. Underline the correct verb form in the sentences below.

1. The brochures *often feature* / *are often fearing* 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.

Exercise 47. 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.

Exercise 48. Look at these pairs of sentences and answer the questions.

1. a) I work for Exotic Tours.

Is this temporary or permanent situation?

b) I'm working For Exotic Tours.

Is this temporary or permanent situation?

2. a) We fly to Dubai on Fridays.

Is it a regular event or a plan?

b) We're flying to Dubai on Friday.

Is it a regular event or a plan?

3. a) The 4 p.m. shuttle is leaving.

What time is it?

b) The next shuttle leaves at 4 p. m.

What time is it?

Keywords

Specialist industry terms

domestic tourism

inbound tourism

outbound tourism

tourist flow

Nouns

carnival

cathedral

climate

coastline

countryside

desert

expenditure

Adjectives

remote

spectacular

temperate

unspoilt

harbour

heritage

historic monument

landscape

receipt

temple

theme park

UNIT 3. TOUR OPERATORS

Take off

1. Look at the different package holidays. 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 your partners.



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 buy accommodation or transport?

- | | |
|---------------|----------------|
| a) Six months | c) Two years |
| b) One year | d) Three years |

2) What things does Helga say that people will need money for on a package holiday?

- a) Buying drinks
- b) Buying souvenirs
- c) Car hire
- d) paying for taxis

Exercise 3. According to Helga, what does a tour operators representative, or 'rep', do?

Exercise 4. Helga says that package holidays produce 'peace of mind'. What does she mean?

Reading The role of tour operators

Exercise 5. 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?

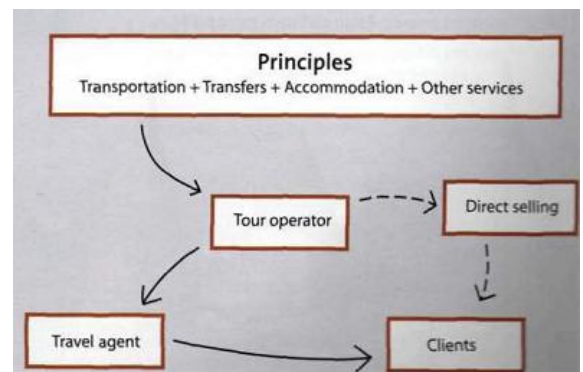
5. Why do you think specialist tour operators prefer to sell direct to their clients?

6. If you could work for one of the four types of tour operator, which would you choose?

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.

It's my job

Exercise 6. Read the text.

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 the place and tell them that they have 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're always smiling. 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. Asian people are very friendly. On Thai Airways

Place	Activity
<input type="checkbox"/> Bagan	Rent a bicycle
<input type="checkbox"/> Bago	Spend some time at the beach
<input type="checkbox"/> Inle	Visit a school of Buddhism
<input type="checkbox"/> Mandalay	Go trekking in the mountains
<input type="checkbox"/> Ngapali	Practise yoga
<input type="checkbox"/> Sittwe	Visit the city's floating markets
<input type="checkbox"/> Thailand	Visit some of the many temples
<input type="checkbox"/> Thandwe	Go horse riding
<input checked="" type="checkbox"/> Yangon	Visit the capital city

the flight attendants always bow when you enter the plane. On European airlines they often stand with their arms crossed. Asian culture is more polite.

Listening The 'Peace in Burma' tour

Begoña's main job is organizing escorted tours of Burma, in south-east Asia.

Exercise 7. Why do you think people visit Burma?

Exercise 8. Listen to Begoña describing one of the tours she organizes. Tick (✓) the places the tour visits, and the activities the tourists can do.

Exercise 9. Listen again. Answer the questions.

Which activities can you do in which place?

What is the main problem Begoña has when she tries to get people to go to Burma?

Language spot Asking questions

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.

Exercise 10. Look at the notes below. They were made by a travel agent who is looking for different types of package holiday to sell.

- 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?'

Price include transfers?

'Does the price include transfers?'

- Can you think of any other questions the travel agent might ask?

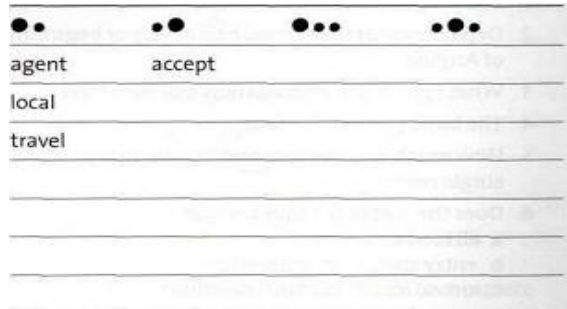
Go to Grammar reference Unit 3.

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?

Pronunciation

Exercise 11. Say the following words. Pay attention to the stress. Is it on the first or second syllable?

accept agent local travel



Exercise 12. Listen to the words. Were you right?

Exercise 13. Listen to the stress pattern in the following words and then write them in the right column in the table.

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

Exercise 14. Practice saying the words in each column.

Speaking Talking to tour operators

Exercise 15. Work with a partner. Student A study the information in the box. Student B, you are the travel agent. Follow the instructions. Then change roles. Student A – a travel agent. Ask your partner about culture and folklore tours to Mexico, use the ideas in the “Tour feature” column of the box to guide you. Student B - a tour operator, use the information in the box to answer your partner’s questions.
Example

Tour operator: Good morning. Can I help you with anything?

Travel agent: Yes, I hope so. I'm a travel agent from (your country/region). I'm looking for tours to...

Student A

You are the tour operator. Use the information in the box to answer your partner's questions.

Tour feature	Tour: Beaches of Kerala (Southern India)
Tour area + type	Beach resort holiday
Air fares	Not included. Client must organize
Transfers	Transfers to and from airport on first and last day included. Private minibus used
Meals	Breakfast & evening meal. Breakfast & lunch on day of departure
Hotels	All hotels locally owned and managed. Maximum size = 24 rooms. All hotels have private gardens and luxury-class services, etc.
Groups (= 7+ people)	Not accepted. Maximum 4 people per booking. No minimum
Discount for groups	None
Travel agent's commission	10%
Brochures	Available next month for next season

Student B

You are a travel agent. Ask the tour operator questions about package holidays to the beaches of Kerala in Southern India. Use the ideas in the 'Tour feature' column of the box below to guide you.

Tour feature	Tour: Mexico and its folklore guided tour
Tour area + type	Culture and folklore circular tour from Mexico City
Air fares	Tourist-class ticket included
Transfers	Transfers to and from airport and all transfers during tour included. Coaches and local taxis used
Meals	All meals included except on the two free days when only breakfast included
Hotels	Only luxury-class international hotels used
Groups (= 12+ people)	Accepted
Discount for groups	7.5% for group 12–20 pax. 9% for groups 20+ pax
Travel agent's commission	9%
Brochures	Will send within 48 hours of receiving address

Exercise 16. Change roles and choose the information from a different tour operator.

Reading An inclusive tour

Tour operators regularly use brochures and the Internet to advertise their package holidays and tours.

Exercise 17. Look at the map of the Baltics. Read through the tour and connect the cities and other places in the order in which they are visited.

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 14th 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:

- 5 nights at first-class hotels
- Daily breakfast
- 1 welcome drink
- Transportation by air-conditioned coach
- Private arrival transfer
- Sightseeing per itinerary
- Local tour guides
- Tax and service charges
- Individual information package (city guides and programs)

Exercise 18. One of your clients is interested in visiting the Baltics. Look at 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 there be a guide on the tour?

Exercise 19. Work with a partner. Student A, you are the client. Student B, you are the travel agent. Ask and answer questions about the Baltics tour. When you have finished, change roles.

Language spot Prepositions of time

Exercise 20. 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
	2007

Exercise 21. Use the correct preposition (at, for, in, on) to complete the itinerary.

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.

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 22. 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 23. You are going to prepare a five-day coach tour of your country or region. To do this, you will need to make decisions about

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.

Exercise 24. Look at these phrases. They are often used by people in discussions.

Asking for suggestions

What can we call the tour?

Have you got any ideas about a name?

Making suggestions

We could call the tour ...

Let's call the tour ...

What about calling the tour ... ?

Agreeing with a suggestion

Yes, OK.

Good idea.

That's fine by me.

Disagreeing with a suggestion

I don't know about that.

I don't think that's a very good idea.

Exercise 25. Work in groups of three or four. Nominate one person to be the secretary. The secretary must write down the decisions about each point you discuss.

Exercise 26. Plan your tour, and make sure that everybody participates in the discussion.

Writing A web page for a package tour

Exercise 27. Use the information from your discussion and write the text for a web page advertising your tour. You can use the web page for the Baltics Tour as a model.

Find out

Exercise 28. Answer the question. Use the Internet or talk to a local travel agent.

- 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 29. 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 Operation in (the name of your country).

The biggest tour operators (the name of your country / region) are (the names of two or three tour operators). There are 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 30. Answer the questions.

- 1) Do you have any friends or family who like going on holiday to places that are completely different from where they live?
- 2) What about you? When you go on holiday, do you like things that are completely new or do you prefer things that are familiar?

Keywords

Nouns	operator	in advance	representative
brochure	Adjectives	in bulk	(‘rep’)
client	domestic	Verbs	tour operator
commission	incoming	include	supplement
direct selling	independent	overnight	transfer
inclusive tour	specialist	package holiday	wholesaler
itinerary	Adverbs	/ tour provider	

UNIT 4. TOURIST MOTIVATIONS

Takeoff

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 made, and the reason.

EXAMPLE *Paris-weekend*
sightseeing trip

Exercise 3. Work in groups. Show each other the trips you wrote down. Can you put the different reasons into categories?

a
I like to be active on holiday – visit museums, galleries, that sort of thing.

c
I want to see as much of the world as possible. I'm meeting up with a bunch of friends next month and we're going hiking in the Himalayas.

b
We spent last Christmas in the mountains outside Kyoto – that's where my son lives now, his wife's Japanese.

d
We go to the beach every summer. I just want to relax and switch off and get some sun.

e
I have to visit our sales offices in Poland and the Netherlands four or five times a year. It's hard work, but I really like Poznań and Rotterdam.

Reading Why do people travel?

Exercise 4. Read the text. How many of the types of trip you listed in Take off can you find?

Exercise 5. Look again at the trips you listed and put them into the categories described in the text.



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).

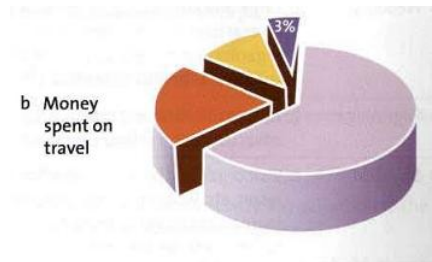
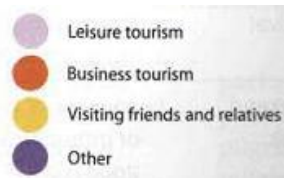
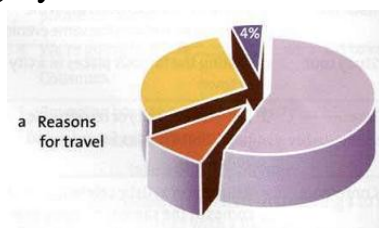
Business tourism includes any travel away from one's main place of residence, for such events as meetings, conferences, and trade fairs. It also includes special trips when workers are given a reward or a 'thank you' for good work (this is known as an incentive tour).

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.

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 6. Listen to a lecture extract and label the percentages for each category.



Exercise 7. Compare the two charts. Why do you think people travelling for leisure and for business spend more money than people travelling for VFR?

Exercise 8. Use the information from the trips you listed in Take off to make a pie chart. How is it different from the chart for British tourists?

Vocabulary Reasons for travel

Exercise 9. Match the words in A with the definitions in B.

A	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 10. Answer the questions.

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

Listening Passenger survey

Exercise 11. Why do you think people would go to these places?

Argentina

Italy

Mecca

Bangkok

London

New York

Edinburgh

Madrid

Pakistan

Exercise 12. Listen to the conversations at an international airport. Where are the travelers going?

Exercise 13. Listen again. Complete the information in the table.

	Where from	Destination	Purpose	Length of stay
1				
2				
3				
4				

Exercise 14. 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 _____ the 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.
5. Are you travelling; _____ trip?

Language spot Talking about reason

Exercise 15. Match the questions in A with the answers in B.

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 16. Which of the questions are asking about reason?

Exercise 17. Link these sentences with *to, for, because, because of, or in case*.

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 18. Which sentence refers to a reason that might happen?

Exercise 19. Complete these sentences spoken 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.

Exercise 20. Use the information in the chart in **Listening 3** to role-play the four dialogues with a partner.

Go to Grammar reference Unit 4.

Pronunciation

Exercise 21. Listen to the underlined part of each country. Are they the same?

Russia

China

Germany

Exercise 22. Say the name of each country. Pay attention to the pronunciation of the part underlined.

Russia /ʃ/	China /tʃ/	Germany /dʒ/
------------	------------	--------------

Exercise 23. Listen to the part of these words in bold, then write the word in the correct column.

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

Where in the world?

Exercise 24. 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 25. Listen to the interview with John Muhoho. Complete the information..

Profile	
Name	John Muhoho
Age
Started in tourism
Started CKC Tours

Exercise 26. 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 27. 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 28. 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	package	long-haul	independent
concrete	authentic	fly-drive	ecotourism

Exercise 29. 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 a 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.

Language spot Describing trends

Exercise 30. 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.
- c) Interest in the traditional two-week sun and sea package holiday fell gradually towards the end of the last century.
- d) Individual tailor-made or independent holidays - such as fly-drive - have steadily become more popular.
- e) Nowadays people are taking shorter yet more diverse holidays.
- f) Long-haul flights are increasing and are making faraway places easier to get to.

Which tense is used in each sentence?

Exercise 31. Can you find any other examples of current trends in the text?

Exercise 32. Divide these verbs into two groups: go up and go down.

rise

grow

fall

decrease

increase

drop

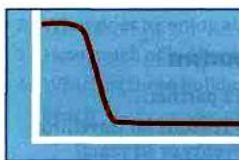
Exercise 33. Put these adverbs in order – from small change to big change.

dramatically

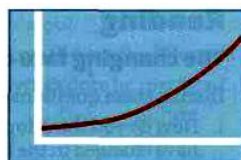
steadily

gradually

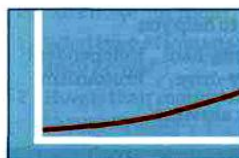
sharply



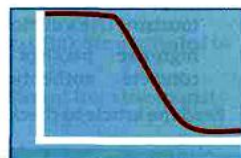
1 package holidays



2 weekend city breaks

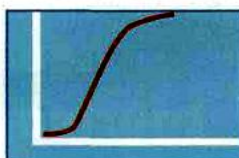


3 long-haul flights

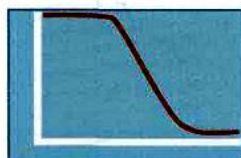


4 beach holidays

...



5 online holiday bookings



6 High Street travel agents

Go

Exercise 34. Use the graphs to write sentences about the current trends in 1-6.

Start each sentence with: The number of

Example: The number of people taking package holidays is decreasing sharply.

to Grammar reference Unit 4.

Find out

Exercise 35. 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?

What are the main reasons why tourists come to your country or region now?

Writing Your country or region

Exercise 36. 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 37. 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 38. Find out what, if anything, your survey says 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.

Exercise 39. Tell your partner and compare answers.

Exercise 40. Look at the two surveys together. Can you identify any trends in tourist motivation?

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

Staff working in tourism must be able to understand the 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.

Exercise 41. 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 42. 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?

Keywords

Specialist	industry	Nouns	trend
terms		concrete	wedding
business tourism		conference	weekend break
ecotourism		day trip	Adjectives
fam trip (familiarization trip)		fly-drive holiday	authentic
incentive tour		motivation	high-rise
leisure tourism		pilgrimage	long-haul
VFR (visiting friends and relatives)		study tour	
		trade fair	
		trek	

UNIT 5. TRAVEL AGENCIES

Take off

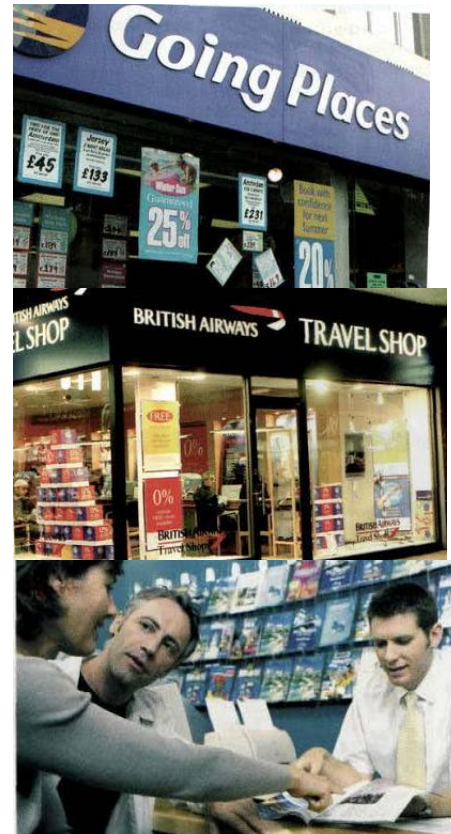
Exercise 1. Answer the questions.

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

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 make money 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



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

Speaker	Product / Service
1.	
2.	
3.	
4.	
5.	

Reading The sales process

Exercise 4. Read the article.

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.
7. 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 ...

Vocabulary Sales terms

Exercise 5. Match the words in the list with their definitions.

advantage

browse

awareness

consultant

benefit

convince

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

Exercise 6. Which words are nouns and which are verbs?

Exercise 7. 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.

Exercise 8. Use your dictionary. Find three more terms in the article. For each one write out the definition from your dictionary. Ask your partner to find the word in the article.

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 a client's needs

Exercise 15. Work in threes. Take turns to be the sales consultant and the 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.

Exercise 16. The sales consultant should complete the initial enquiry form where possible.

Exercise 17. When each conversation is finished, check that the information is correct.

Customer care Identifying needs

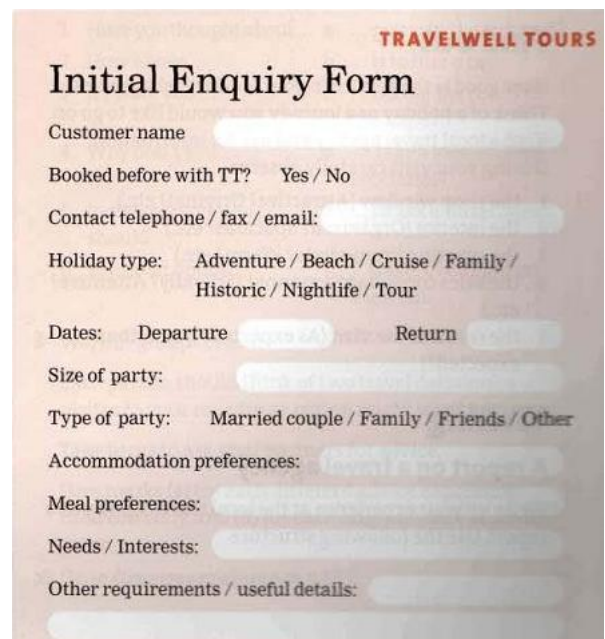
Customer: An individual with a unique set of characteristics who buys or uses tourism products and services. Customers have very different needs and it is a travel agent's job to find out what these are.

Exercise 18. 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 these out?

It's my job. Michaela Cambelová

Exercise 19. Michaela Cambelová works in a busy travel agency in Prague. Think about the stages in the sales process. Find out which stage Michaela is best at.



TRAVELWELL TOURS

Initial Enquiry Form

Customer name:

Booked before with TT? Yes / No

Contact telephone / fax / email:

Holiday type: Adventure / Beach / Cruise / Family / Historic / Nightlife / Tour

Dates: Departure: Return:

Size of party:

Type of party: Married couple / Family / Friends / Other

Accommodation preferences:

Meal preferences:

Needs / Interests:

Other requirements / useful details:

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.

Find out

Exercise 20. 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?)

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

Writing A report on a travel agency

Exercise 21. Write up your experience at the local travel agency as a report. Use the following structure:

Listening Presenting a product

AUSTRALIA TOURS

Tour name	# of days	Destination
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 22. 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 23. 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 24. 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 25. Match the expressions for advice on the left with possible continuations on the right.

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?

Exercise 26. Now do the same with these expressions.

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 27. 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.

Go to Grammar reference Unit 5.

Pronunciation

Exercise 28. Listen to the letters of the alphabet and their pronunciation. Write them in the right column.

Pronunciation						
/eɪ/	/i:/	/e/	/aɪ/	/əʊ/	/u:/	/ɑ:/
a	b	f	i	o	q	r

Exercise 29. Practice saying the letters column by column.

Speaking Suggesting alternatives and making a recommendation

Exercise 30. Work in pairs. Take turns to be the sales consultant and the customers. Act out a conversation in a travel agent's going through the three stages of the sales process you have seen in this unit: establishing rapport, investigating needs, and

presenting possible products. Finish your conversation by getting your partner to spell out their name.

Student A	Student B
<p>You are a sales consultant. Your partner is a customer. Suggest alternatives from the box for the situation the customer describes. Finish by recommending the best option.</p> <p>Situation 1. A trip to the Pyramids and the Nile. A pass to the Formula 1 race at Monaco. A beginner's course in scuba diving. [Your own suggestion]</p> <p>Situation 2. A round-the-world flight. A safari and beach package in Kenya. A cruise around the Caribbean. [Your own suggestion]</p> <p>Situation 3. An opera tour of Germany and Italy. A tour of the Greek Islands. A trip to Patagonia. [Your own suggestion]</p>	<p>You are a customer. Go into the travel agency and ask for advice for each situation. Ask the sales consultant for at least three alternatives for each situation.</p> <p>Situation 1. You are looking for an incentive trip for your company's best worker.</p> <p>Situation 2. You are about to get married and are looking for a place to go on your honeymoon.</p> <p>Situation 3. You and your partner are about to retire and want to celebrate with a special holiday.</p>
<p>2. Now you are the customer. Go into the travel agency and ask for advice for each situation. Ask the sales consultant for at least three alternatives for each situation.</p> <p>Situation 4. You and your friends have just left university. You want to travel together around Canada.</p>	<p>2. Now you are the sales consultant and your partner is the customer. Suggest alternatives from the box for the situation the customer describes. Finish by recommending the best option.</p> <p>Situation 4. A tour of Northern India including a visit to the Taj Mahal. A week in a luxury spa. An eight-day cruise around the Mediterranean [Your own suggestion]</p>

<p>Situation 5. You want a family holiday for you and your wife I husband and your two small children.</p>	<p>Situation 5. A self-drive tour in a motor home. A Greyhound Coach Canada Pass. A pass for the Trans-Canadian railway. [Your own suggestion]</p>
<p>Situation 6. You want a very special holiday for your parents who are about to celebrate their 25th wedding anniversary.</p>	<p>Situation 6. An apartment in a Mediterranean resort. A trip to Disneyland. A holiday in a family resort village like CenterParcs. [Your own suggestion]</p>

Exercise 31. Now think about your own area of the world. Your partner will be a customer who does not know the area at all. Establish rapport, investigate needs, make suitable recommendations, and then present possible products. And don't forget to get your client's name!

Exercise 32. Record your conversation and give it to your teacher to mark for language and pronunciation.

Reading The impact of the Internet.

Many holidays are now sold on the Internet. Travel agencies around the world are worried about this and are trying to explain why they are still important. The American Society of Travel Agents (ASTA) is using the Internet to do this!

Travel agency myths and realities

Myth: Travel agencies are just glorified sellers of airlines tickets.

Reality: Travel agencies are professionals who provide value by helping save time and money. They act as travel consultants, offering personal service for their clients. Clients who turn to an ASTA travel agent want the advice and expertise of a professional who

- Analyses current promotions;
- Explain the small print, such as cancellation charges and restrictions;

- Makes recommendations on travel options;
- Gets problems solved.

Myth: The Internet will replace the need for travel agents.

Reality: When it comes to booking travel, travel agents are experienced professionals. Travel agents sell:

- 87 % of all cruises;
- 81.5 % of all tours and packages;
- 51 % of all airline tickets;
- 47 % of all hotels;
- 45 % of all car rentals.

The Internet is a valuable resource, but it cannot replace the expertise, guidance, and personal service of a travel agent.

Myth: Travel agents do not support use of the Internet.

Reality: Both consumers and travel professionals benefit from the Internet. The Internet gives travelers the ability to shop for attractive offers or packages. It has also helped many travel agencies, hotels, resorts, and other travel-related suppliers to grow by bringing in business through websites.

Myth: Young people do not understand or value the services of travel agent.

Reality: yes, they do. Of course who use travel agents:

- 43 % are age 35-54;
- 33 % are Generation X and Y travelers, age 18 – 34.

One of the winners of ASTA's and Hyatt Hotel's 'Best Practices Program' has made a point to educate students about the adventure of travel and of being a travel agent as a career. This process has made young people aware of the experience required to be a professional travel agent.

Exercise 33. Here are five popular myths about travel agencies.

- 1) all travel agencies are the same so it does not matter which one a client uses;
- 2) because of the Internet, people will not use travel agencies in the future;

- 3) travel agencies are against travel products being on the Internet;
- 4) travel agencies are just shops that sell tickets for planes;
- 5) young people do not use travel agents.

Four of these myths are discussed in the ASTA article. Which four?

Exercise 34. Read the article.

Exercise 35. What is the reality for each myth according to ASTA?

Exercise 36. How would you answer the fifth myth from ASTA's point of view?

Exercise 37. Answer the questions.

- 1) How do you prefer to travel- by car, by coach, by train, by boat...?Why?
- 2) What was the most uncomfortable journey you have ever made? Tell your partner.
- 3) If you could travel around the world, but you couldn't fly, how would you go?

Keywords

Nouns

advantage
advice
awareness
benefit
contact details
feature
foreign currency
initial enquiry form

Adjectives

Skilled

Verbs

browse

convince
establish (rapport)
investigate (needs, requirements)
present (a product)
raise (customer awareness)
product
rapport
requirement
sales consultant
sales process
travel insurance
visa

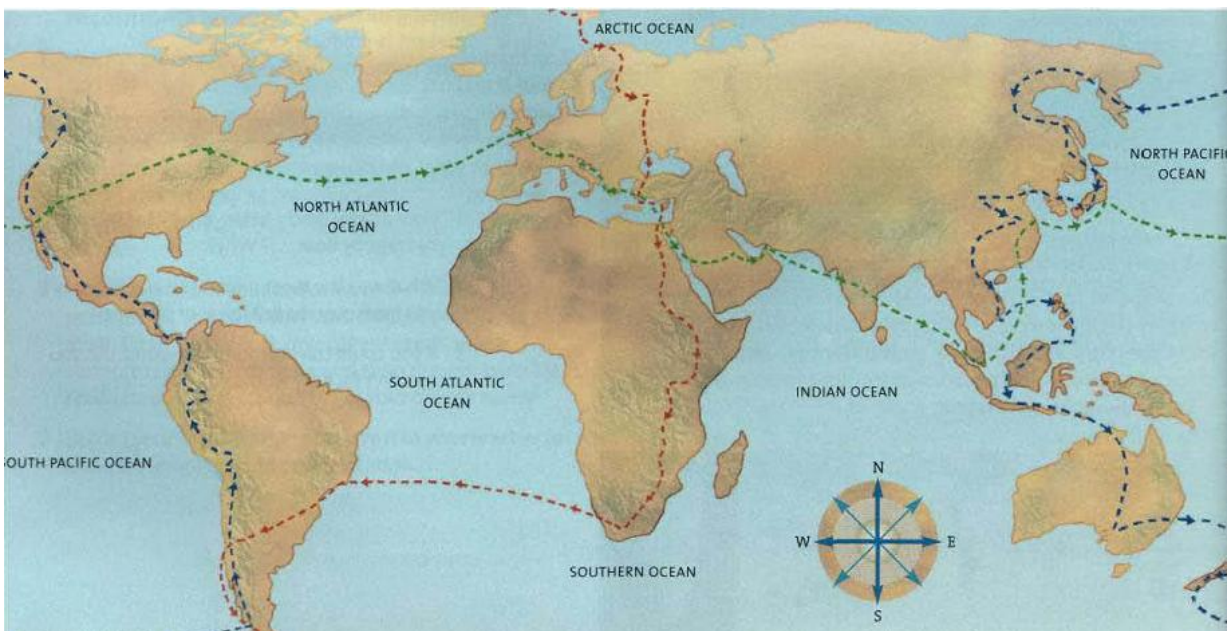
UNIT 6. TRANSPORT IN TOURISM

Takeoff

Exercise 1. Look at the map below. Which countries do each route pass through?




Exercise 2. Choose one of the journeys. What type of transport could be used on each stage?

Exercise 3. Which route would you prefer to take? Why? What would you hope to do and see? Exchange ideas with a partner.



Vocabulary Transport words

Exercise 4. Use words from the table to complete the text on 'transport for tourism'.

	Method of travel	Journey types	Transport types	Places and features	Tourism professionals
	Air	flight (long-haul) (short-haul)	airplane / jet light aircraft helicopter	airport terminal runway	pilot flight attendant
	Water	cruise crossing	cruise ship liner ferry hovercraft hydrofoil	port harbour cabin pier	steward purser
	Land	ride journey drive tour	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 on water, and journeys on (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.

Exercise 5. Can you add any more words to the table? Look back at the previous units.

Exercise 6. Which sections would you put these words in?

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

Exercise 7. How do tourists use the different types 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 (e.g. *international flight*);
- 2) at destination only (e.g. *taxi ride from airport*);
- 3) as a main feature of the holiday (e.g. *Sightseeing helicopter ride*);

Exercise 8. Which types of transport have you used? Think about the best and worst journeys you have ever made. Exchange ideas with a partner.

Find out

Exercise 9. 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?

Your country:	Prediction	Actual
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		

Pronunciation

Exercise 10. Look at the words about transport. Listen to their pronunciation. Write three words in each column.

clean	jet	safe
easy	leisure	scenic
ferry	plane	train

Exercise 11. Which column has the shortest vowel sounds?

Exercise 12. Practise the words. Remember to make them short / long as appropriate.

ten /e/	see /i:/	day /ei/
---------	----------	----------

Exercise 13. Now do the same with these words. Listen and write them in the right column.

hat /æ/	arm /ɑ:/	five /aɪ/
---------	----------	-----------

car	fast	harbour
craft	guard	ride
drive	guide	track

Vocabulary Adjectives describing transport

Exercise 14. Find pairs of opposites from the adjectives in the list.

boring	exciting
cheap	expensive
dean	fast
comfortable	punctual
crowded	quiet
dangerous	safe
difficult	slow
dirty	uncomfortable
easy	unpunctual

Exercise 15. Choose three adjectives that describe what is most important for tourists when travelling. Are they different for different types of transport?

Tourists want planes to be _____ and, _____, but they don't want them to be _____.

Language spot Comparing things

Exercise 16. 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 17. 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 18. 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

Go to Grammar reference Unit 6.

Speaking What is most important for tourists when travelling?

Exercise 19. Work in groups. Look at the factors that affect a tourist's enjoyment of a journey. Can you add any more?

At the airport	On a train	On a long coach journey	On a four-hour ferry crossing
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 20. Discuss which you think are the most important features for a tourist on each journey. Put them in order.

Exercise 21. Compare your ideas with other groups. Give arguments why you think your order is correct. The most important thing on a coach journey is...

Comfort is more important than because ...

Customer care Exceeding expectations

Exercise 22. In tourism the most important thing is not just to meet expectations, but to exceed them. Do you agree?

Hotels try to exceed expectations in many ways. How can we exceed expectations in the transport sector? Think about the different transport types - air, sea / river, rail, and road.

Listening Transport systems and cable cars in San Francisco

Exercise 23. Listen to the recorded information line on transport (AmE - transportation) in San Francisco.

Exercise 24. Which of the following transport types does the information line describe?

ferries

cruises

buses

metro

trains

airplanes

helicopter rides

cable cars

bike rental

coach tours

walking tours

car hire

Exercise 25. Complete the information sheet on cable cars.

FACT SHEET First introduced:

Number of lines:

Hours of operation:

Days of operation:

Cost of single journey:

Board at:

Reading

San Francisco transport timetables and schedules

Exercise 26. Look at the three timetables for (a) trips to Alcatraz and Muir Woods. (b) BART trains to and from San Francisco airport, and (c) Amtrak train services between Los Angeles and San Francisco.

a

BLUE AND GOLD TOURS

Alcatraz Visit the famous island prison of Alcatraz, only accessible by ferry

FISHERMAN'S WHARF, PIER 41 (DAILY)

Depart Pier 41		Depart Alcatraz	
9:30 am	12:15 pm	9:50 am	1:15 pm
10:15 am	12:45 pm	10:35 am	1:45 pm
10:45 am	1:15 pm	11:10 am	2:15 pm
11:15 am	1:45 pm	11:45 am	2:45 pm
11:45 am	2:15 pm	12:15 am	3:20 pm
		12:45 pm	3:50 pm
			4:30 pm

Access: SEAT (Sustainable Easy Access Transport) is available for wheelchair users and visitors with a mobility need who are unable to walk up the quarter-mile, 12% grade hill.

Children under 14 must be escorted by an adult.

Only service dogs allowed.

No bicycles or scooters allowed on island.

For Daytime Alcatraz Tours: No service Christmas Day (Dec 25) or New Year's Day (Jan 1)

For Evening Alcatraz Tours: No service Thanksgiving Day (Nov 25), Christmas Day (Dec 25) or New Year's Day (Jan 1)

Muir Woods See the fabulous redwood trees and walk the coastal trails

FISHERMAN'S WHARF, PIER 41 (DAILY)*

9:15 am 2:15 pm

Muir Woods Package includes round-trip bus shuttle or the option to return to Pier 41 via the Sausalito Ferry and 45–60 minutes in the woods

Total tour length approximately 3.5 hours

Muir Woods Tour does not operate during inclement weather; check with ticket booth on day-of for schedule. Service dogs allowed. No bicycles or scooters allowed.

*No service Christmas Day (Dec 25)

b

BART (Bay Area Rapid Transit):
Services between downtown San Francisco and SFO (San Francisco International Airport)

Trains depart every 15 to 20 minutes and take approximately 30 minutes.

		Inbound		Outbound	
		SFO	Powell St	Powell St	SFO
Weekdays	First train	4:10 am	4:39 am	4:57 am	5:27 am
	Last train	11:51 pm	12:20 am	1:04 am	1:34 am
Saturday	First train	6:05 am	6:34 am	6:34 am	7:04 am
	Last train	11:51 pm	12:20 am	1:04 am	1:34 am
Sunday	First train	8:05 am	8:34 am	8:29 am	9:04 am
	Last train	11:51 pm	12:20 am	1:04 am	1:34 am

Notes:
Bicycles are not allowed during rush hours
Free parking is available at most BART stations
Discount fares available to seniors and people with disabilities

c

Amtrak train services
between Los Angeles and San Francisco

Los Angeles	Dep	1:25a	7:45a	10:45a	1:15p
Bakersfield	Arr	4:40a	10:00a	1:00p	3:30p
		#711	#713	#715	#717
Bakersfield	Dep	4:55a	10:15a	1:15p	3:45p
Fresno	Arr	6:46a	12:16p	3:16p	5:46p
Fresno	Dep	6:50a	12:20p	3:20p	5:50p
Stockton	Arr	8:54a	2:26p	5:26p	8:01p
Stockton	Dep	8:58a	2:30p	5:30p	8:05p
Emeryville	Arr	10:43a	4:13p	7:13p	9:48p
Emeryville	Dep	10:47a	4:17p	7:17p	9:52p
San Francisco	Arr	11:20a	4:50p	7:40p	10:15p

Notes: Services operate daily. Bicycles can be carried on all trains.
Buses have some bicycle space but this is limited. Special discounts for frequent riders

Exercise 27. Which trip (or trips)

- 1) is by ferry?
- 2) runs every day?
- 3) involves more than one form of transport?
- 4) provides special transport for people in wheelchairs?
- 5) offers cheaper fares for the elderly or disabled?
- 6) offers cheaper tickets for people who travel a lot?
- 7) allows bicycles?
- 8) does not allow bicycles?
- 9) does not operate in bad weather?
- 10) allows dogs?

Exercise 28. Match the two halves of these exchanges.

- 1) Where does the ferry for Alcatraz leave from?
- 2) Can I take my bicycle on the ferry?
- 3) How frequent are the ferries?
- 4) When is the last ferry back?
- 5) How long does the ferry take?

- a) It leaves at 2.15.
- b) It takes about 20 minutes.
- c) No, they're not allowed.
- d) It departs from Pier 41.
- e) They leave approximately every 30 minutes.

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 29. Can you find other examples of these language areas in the listening on cable cars? Look at the listening script.

Exercise 30. Complete this paragraph giving recorded information on the Alcatraz ferry service.

Ferries for Alcatraz (1) _____ approximately (2) _____ 30 minutes. The first ferry (3) _____ Pier 41 (5) _____ 9:30 a.m., and the last ferry is (6) _____ (7). Return ferries run throughout the day. The last ferry (8) _____ Alcatraz (9) _____ (10) _____ 10 p.m. Services are (11) _____ except for Christmas Day and New Year's Day. You (12) _____ take bicycles or scooters on to the island.

Go to Grammar reference Unit 6.

Speaking Timetable information

Exercise 31. Work in groups. Half of you are tourists asking about cable cars in San Francisco. The other half will ask about Amtrak services from Los Angeles to San Francisco.

Exercise 32. Think of questions you can ask a travel information officer about

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

Exercise 33. Work with someone from the other group and take turns to ask and answer each other's questions. To answer the questions you should refer to the texts, but some of the information will not be there, so you will have to think of a likely answer. Return to your groups and compare answers.

Writing Transport and timetable information

Exercise 34. Prepare a website 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
- A brief description of each of the different types of transport, including advantages, frequency, hours, operation, and any restrictions and regulations.

Where in the world?

Exercise 35. Look at the picture of a modern cruise ship. Find

- 1) five places where passengers can eat or drink;
- 2) four sporting activities passengers can do;
- 3) three places that are suitable for children;
- 4) two places where passengers can dance;

5) one place where you would most like to be.

Exercise 36. Answer the questions.

- 1) Which of the facilities do you think you would use most as a passenger?
- 2) In which of the facilities would you most like to work?
- 3) In which of the facilities would you least like to work?

Listening A cruise ship worker

Exercise 37. Work in pairs. Discuss the questions.

- 1) What do you think it is like to work on a cruise ship?
- 2) What would the living conditions and hours be like?
- 3) What are the advantages and disadvantages of working on a cruise ship?

Exercise 38. Listen to Steve Fairclough from Manchester and answer the questions.

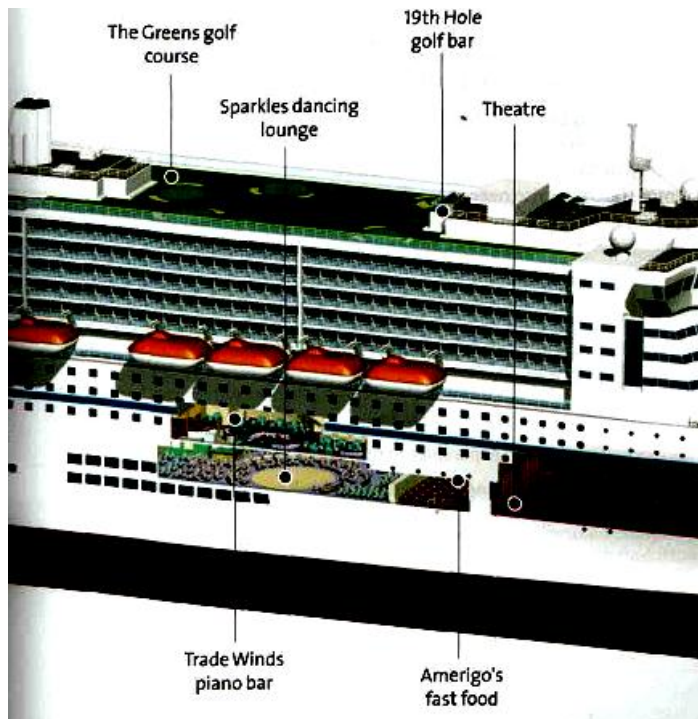
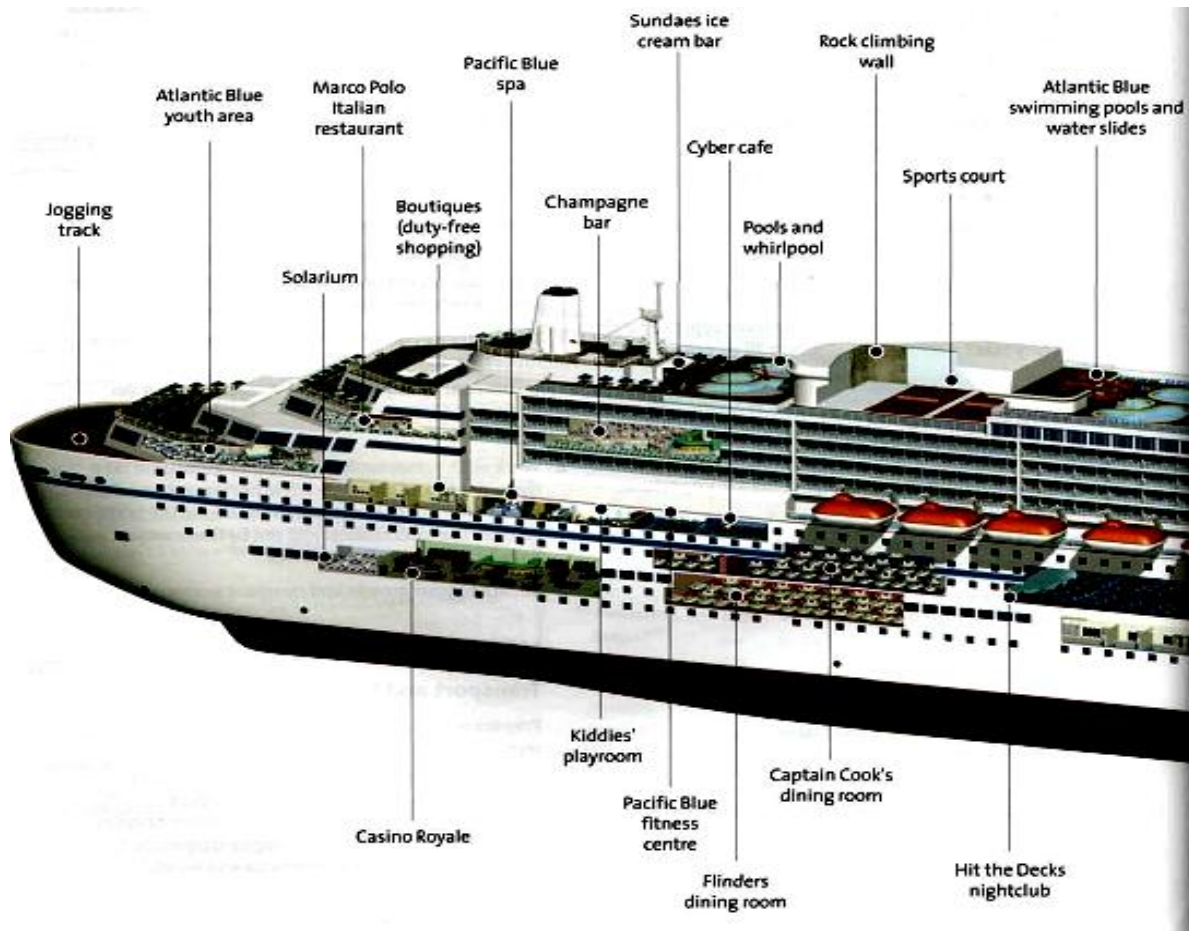
- 1) What jobs and training did he have before working on a cruise ship?
- 2) Apart from a letter, what two things did he send when he applied for a job?
- 3) Where did he join his first cruise ship?
- 4) What does he say are the disadvantages of the job?
- 5) What are the advantages?

Exercise 39. Answer the questions.

1. Have you ever stayed in a hotel or other form of tourist / traveller accommodation? Where and when? What was it like?
2. What do you think are the best and worst jobs in a hotel?

Keywords

Type of transport	yacht		motorway
cable car	Jobs in transport	ticket	(AmE =
cruise ship	conductor	collector	freeway)
ferry	guard	Other nouns	pier
hovercraft	purser	cabin	runway
jeep	steward	carriage	service station
shuttle	terminus	marina	terminal



UNIT 7. HOLIDAYS WITH A DIFFERENCE

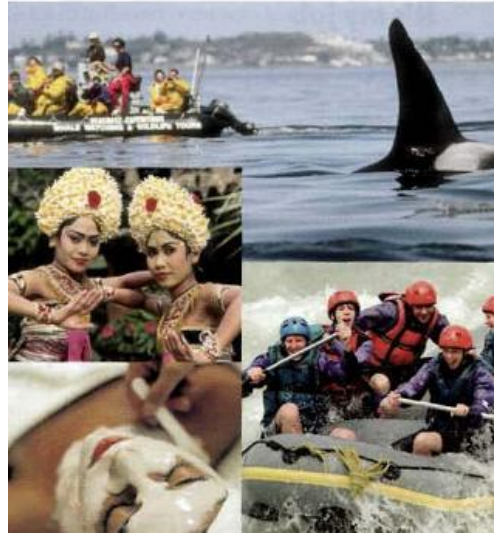
Take off

Exercise 1. What could the two holidaymakers do that is 'different'? Use the pictures at the side to help you.

Exercise 2. Have you ever had a holiday that was 'different'?



FEEL-UP WITH THE SAME OLD HOLIDAY?
WHY NOT TRY SOMETHING DIFFERENT?



Listening At the trade fair

Exercise 3. 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 4. Match the pictures in *Take off* with the categories.

Exercise 5. Which category would each of these words and places be in?

diving	France	Antarctica
expedition	volcanoes	Costa Rica
gastronomic week	biking	white-water
working farm	cattle ranch	spa and health
Mexico	pilgrimage	horse riding

rafting	India	the Caribbean
resorts	ecosystem	sea-life

Exercise 6. Listen to their conversation at the end of the day and check your answers.

Exercise 7. Which holiday do they choose for each category?

Vocabulary Different holiday types

Exercise 8. 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.

Exercise 9. Can you do any similar 'alternative holidays' in your Reading country?

Exercise 10. 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 11. Is it possible to do any of the activities in your city or region?

Reading The Karakoram Experience

Exercise 12. Why is the travel company called the Karakoram Experience?

Exercise 13. How many different adventure activities are mentioned or described in the website?

Exercise 14. What types of scenery and landscape are mentioned?

Exercise 15. 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.

Listening Interview with a mountaineer

Exercise 16. 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

Pakistan

Peru

Tajikistan

Bolivia

Kyrgyzstan

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 17. 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 ____ though ____ ____ ____?

Language spot Asking and talking about experience

Exercise 18. 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 19. Look at the questions you completed Exercise 17. Find three examples of the Present Perfect and two examples of the Past Simple.

Exercise 20. 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 21. Choose one or two of the activities from *Exercise 10*, 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: _____.

Exercise 22. Choose some more activities and adventure holidays. Go found the class and ask different students about their experiences. Tell them about one of the adventure holidays. Try to get them interested in buying it.

Exercise 23. Report back to your partner on what you found out. How much interest was there in the adventure holidays?

Pronunciation

Exercise 24. 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 25. Practise the words for each sound.

Exercise 26. Say one of the words from each group in *Exercise 24*. Your partner will point to the word he / she has heard.

Exercise 27. 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 28. Discuss these questions in groups.

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

Exercise 29. 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.

Speaking Questions on Antarctica

Exercise 30. In pairs, ask each other for information on Antarctic cruises.

Student A

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

- 1) Where do ships leave from?

2) Do we get 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 anyone 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 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?

Reading Cultural differences

Exercise 31. Work in pairs. Look at this list of ‘cultural tips’ for tourists when mixing with Mongolian people. Which do you think 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 32. 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 33. 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 34. 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 35. 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.

Vocabulary Escape and enlightenment holidays

Exercise 36. Choose from these words to label the pictures.

spa

meditation

yoga

shiatsu

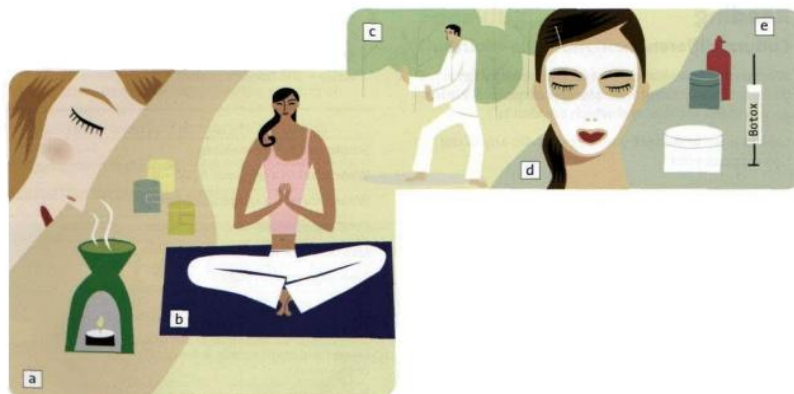
massage

aromatherapy retreat (noun)

t'ai chi

hikes / hiking

anti-aging treatment



Exercise 37. Which two words describe a place rather than an activity? Which activities would take place in them?

Exercise 38. 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 39. 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.

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.

Exercise 40. Think of three different people you know and recommend one of the holidays for each of them.

Language spot Describing service provision

Exercise 41. 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.

1) 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 42. 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 43. 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 44. Write four different types of tourist on separate pieces of paper.

EXAMPLE: *young single male interested in water sports*

Exercise 45. 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 the 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.*

Key words

Activities

aromatherapy
diving
expedition
hillwalking
massage
meditation
mountain climbing
t'ai chi
whale-watching
white-water rafting
windsurfing
yoga

Places

cattle ranch
health farm
retreat
spa

Other nouns

conservation
enlightenment
mountaineer
volcano
wildlife

Adjective

gastronomic

UNIT 8. THE AIRLINE INDUSTRY

Takeoff

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 travel. Listen and mark what they like with a tick , and what they don't like with a cross . If they don't mind, write - .

	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. Check your answers with your partner, and then listen again if you need to.

Exercise 6. Listen again and complete these expressions.

1. I actually _____ to the airport ...
2. And I _____ landing.
3. I _____ taking off.
4. ... and then just rising in the air suddenly. I _____.
5. I _____ the delays.
6. ... being in the airport all day. I _____ that.
7. I _____ waiting to embark.
8. I _____ for luggage.

Language spot 'like' or 'dislike'

Exercise 7. 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 8. We can say *I like ...* or *I quite like ...*, and we can also say *I really like*.

What is the difference?

Exercise 9. 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

Exercise 10. *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 11. What is the difference between the three words?

Exercise 12. 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.

Exercise 13. 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 14. Look at the title of the article. What do you think the article will be about? Choose from the following possibilities.

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 15. Read the article and see if you were right.

Exercise 16. Answer the questions

How many million

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

Exercise 17. 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 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.'



Find out

Exercise 18. What is a *carbon offset scheme*? How does it work? (Hint -type 'carbon offset scheme' into an internet search engine like Google.)

Exercise 19. Which air carriers are currently on the US and EU blacklists?

Pronunciation

Exercise 20. Look at the names and codes of these airports. How many do you recognize?

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

Exercise 21. Listen and repeat the pronunciation of the airport codes. Pay special attention to the pronunciation of *t* and *d*.

Exercise 22. Work with a partner. Ask and answer about airport codes.

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

B *It's DAD.*

Exercise 23. Say the following words. Pay special attention to *d* and *t*.

boarding card

take off

code	scheduled
ticket	transport
flight	depart
transit	
airport	

Speaking The air travel route map

Exercise 24. Look at the route map for British Airways. Do you know the names of the countries that correspond to each air travel term? Ask and answer with your partner.

EXAMPLE: **A:** *Which city corresponds to Open-jaw trip?*

B: *Australia.*

Exercise 25. How many terms do you recognize? Work in teams. Choose a term and read the definition to the other team. They must guess which term corresponds to the definition they hear. Take turns to read a definition. The first team with ten correct guesses wins.

Team A. Baggage: Personal possessions taken on to a plane by a passenger, including checked and hand luggage.

Connecting flight: A segment of a flight that requires a passenger to change planes, but not change carriers.

Direct flight: A flight that does not involve a change of flight number.

Fly-Drive package: A package that includes the cost of both the flight and hire of a car at the destination.

Hub: A central airport used as a connecting point to direct passengers to their other destinations. Madrid is the hub for the Spanish airline Iberia.

Non-stop flight: A flight without any stops.

Open-jaw trip: A return air ticket that allows you to fly into a country at one airport, and leave the country by a different airport.

Return trip: an air journey that departs from and arrives back at the same airport.

Stopover: An interruption to a trip lasting twelve or more hours.

Terminal: The airport building that has all the facilities for passengers that are arriving or departing.

Team B. Air ticket: A contract between an air carrier and a passenger that gives the passenger the right to travel on specific flights.

Carrier code: 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.

Code sharing: An agreement between two air carriers that allows the first carrier to use its carrier code on an aircraft operated by the second one.

First class: The best service and highest fare offered by an airline.

Frequent flyer program: A programme offered by airlines that gives frequent travellers points that are valid for free or discounted travel in the future.

Gateway airport: An airport that is the main entry point to a particular region or country.

Overbooking: The strategy airlines use of selling more seats than are available on the plane.

RTW trip: 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.

Scheduled airline: An airline that offers regular flights that depart and arrive at published times.

Transit: Passengers who are waiting to change planes at a hub airport.

Exercise 26. Work in pairs. Choose a term. Tell your partner the term. Your partner must try to explain the term in her / his own words.

Listening Low-cost or traditional?

Exercise 27. 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 28. 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 29. Which type of airline is best for people like Martin in your opinion? Why?

Exercise 30. Which type of airline do you prefer?

Reading Revolution in the skies

Exercise 31. Look at the logos on the aircraft tail fins. Which airlines are they from?

Exercise 32. Are these airlines low-cost (like easy jet) or traditional (like Lufthansa)?

Exercise 33. 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!

Exercise 34. 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 35. Why are low-cost carriers less likely to be interested in long-haul operations?

Vocabulary Low-cost carriers

Exercise 36. 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 37. Use the notes below to produce a questionnaire for an airline.

•	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 with them?

•	Choice of class (business/economy) important?
•	Check-in time – 2 hours before flight too long?

Exercise 38. Ask three or four more questions of your own to complete the survey.

Language spot Asking questions politely

Exercise 39. 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?

Can I ask you where you are going?

Exercise 40. 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?

Exercise 41. Now look at Customer Care, and then use the advice to interview different people in your class.

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

Exercise 42. 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 43. How should you finish a questionnaire? What should you say at the end?

It's my job

Exercise 44. 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 45. 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

Nouns

air ticket
 baggage
 boarding card
 budget airline
 carrier code
 connecting flight
 delay
 direct flight
 emissions
 low-cost carriers

Adjectives

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

UNIT 9. AIRPORT DEPARTURES

Take off

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?

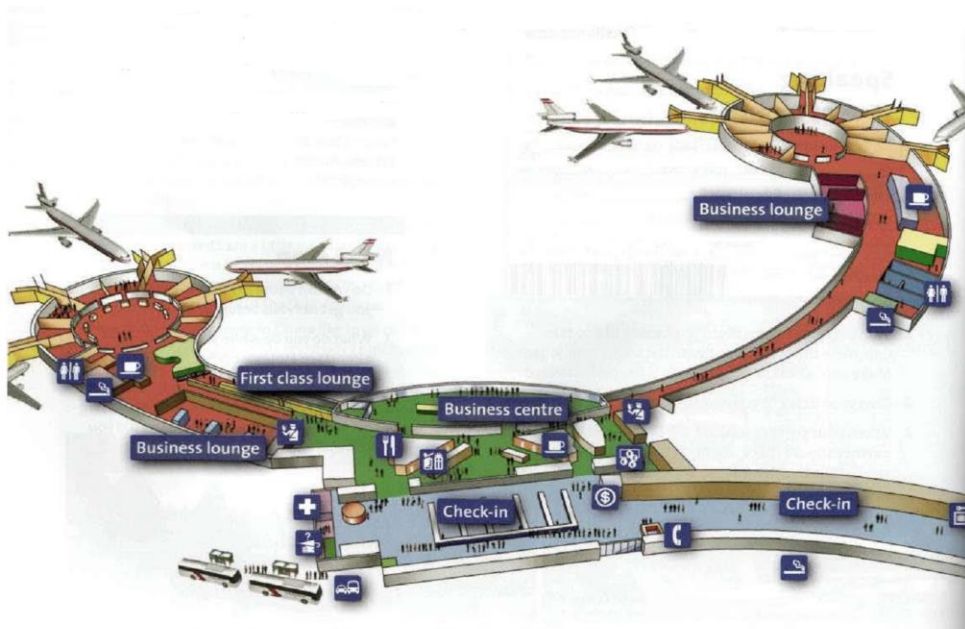
Where in the world?

Exercise 2. Does the plan show the departures level or the arrivals level?

Exercise 3. 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 | e) departure lounge | i) departure gate |
| b) board the plane | f) arrivals hall | j) get off the plane
(disembark) |
| c) security check | g) baggage reclaim | k) customs |
| d) immigration | h) check-in desk | |

Exercise 4. Is the airport similar to your local airport?



Vocabulary Airport facilities and services

Exercise 5. Look at the symbols of airport facilities. What do they represent?

Exercise 6. Which symbol represents a place where:

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

Exercise 7. Match the words in the list with the symbols.

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



y) car rental

Exercise 8. 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 9. Make a list of the different jobs there are in an airport. Which job would you most I least like to do?

Exercise 10. Read the article for people training in tourism and complete the missing sections 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 ...

- 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.

Listening An airport worker

Exercise 11. Ali Ghoshal was born and brought up in Pakistan. He now works at London's Heathrow airport as an aircraft technician as part of the turn-around team. Listen to the interview and answer the questions.

- 1) What does the turn-around team do?
- 2) How many people are in the team?

- 3) Does Ali have any special qualifications?
- 4) What is the main stress in his job?
- 5) What does he like most?
- 6) What does he like least?
- 7) Does he get any special 'perks' or benefits?
- 8) What does he plan to do in the future?

Exercise 12. Listen again 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 13. 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 I tong stay):

Vocabulary Airport language

Exercise 14. Which airport workers are shown in the pictures?

Exercise 15. Complete the questions with the words in the list, and say where each question would be asked.

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?

Exercise 16. Which questions are asked by passengers?

Language spot Responding politely to questions and requests

Exercise 17. Match the following responses by airport workers with the five passenger questions in *Exercise 15*.

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.

Exercise 16. Which expressions are used as more polite alternatives to yes and no?

Exercise 17. Practice the five exchanges in pairs.

Exercise 18. 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?

5) In pairs, practice the four situations above.

Exercise 19. 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.

Go to Grammar reference Unit 9.

Listening Two airport dialogues

Exercise 20. Listen to these two airport dialogues. Where do they take place?

Exercise 21. Note down the flight numbers, gate numbers, and cities that are mentioned.

Exercise 22. 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).

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.

Speaking The check-in and information desks

Exercise 23. 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.

Flight	To	Sched.	Actual	Gate	Seats available
UA900	Frankfurt	08.25	08.25	G7	All
KL605	Amsterdam	10.00	10.00	A8	No window, no front
DL8599	Paris	10.15	10.25	A7	No window, some aisle but not two together. Front only
UA926	Paris	11.30	11.50	G9	Aisle. Window (over wing only)
BA284	London	11.40	13.10	?	All

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).

Flight	From	Sched.	Actual	Gate	Remarks
NZ008	Auckland	12.20	13.45	G	In customs
UA955	London	12.35	12.50	G	In customs / cleared
CX872	Hong Kong	13.35	13.20	A	In customs
UA324	New York	13.50	14.20	A	Landed
V5019	London	14.00	15.30	G	Delayed

Exercise 24. 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 25. What things can go wrong for air passengers? Think about: before boarding, during the flight, after landing.

Exercise 26. 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 ...

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.

Exercise 27. Work in two groups, Group A, read about ‘Denied boarding’ and ‘Cancellation’, Group B, read about ‘Long delays’ and ‘Baggage’.

- 1) Check to see if your answers in Exercise 26 were correct.
- 2) Find out the level of compensation that the airline must provide.

Exercise 28. Explain what you have discovered to a student from the other group.

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.

Incident	Passenger action	Airline action
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 compensation.	Passenger given £1,000 compensation and a 10% discount 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. Can you think of examples of where care and control are needed in an airport?

Exercise 32. What are the safety or security risks in the cartoon?

Exercise 33. What should the member of staff say to the passenger?

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/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.

Language spot Giving orders and stopping people doing something

Exercise 37. Look at the different language areas used in the table below. Which of the examples seem firm but polite, and which seem firm but direct?

Language area	(Giving an order/ instruction)	(Stopping someone doing something)
		
1 Imperative	Take off your jacket!	Don't smoke here!
2 <i>Can you / could you?</i>	Can you take off your jacket?	Can you please not smoke here?
3 <i>I'm sorry / I'm afraid</i>	I'm sorry, but you'll have to take off your jacket.	I'm sorry, but you can't smoke here. or I'm afraid this is a no smoking area.
4 <i>If clause</i>	If you take off your jacket, we can let you through. or If you could just take off your jacket.	If you want to smoke, you'll have to go to the special area.

Exercise 39. Write similar sentences for these situations.

Go to departure gate immediately

Wait behind the yellow line

Go to Grammar reference Unit 9.

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 41. Listen and repeat. Be firm but polite.

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

Airport

staff

baggage handler

cabin crew

ground crew

mechanic

Airport places and procedures

aisle

baggage reclaim

barrier

bureau de change

customs

departure gate

departure lounge

escalator

immigration

lost property

passport control

security check

Other nouns

boarding pass

limousine

passenger flow

scales

seatbelt

trolley

Verb

land

UNIT 10. ACCOMODATION

Take off

Exercise 1. Make a list of different types of tourist accommodation in your country.

Exercise 2. Which of these have you stayed in?

Exercise 3. Tell your partners about the best / worst / most unusual accommodation you have ever stayed in.

Vocabulary Types of accommodation

Exercise 4. Match the pictures to 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.



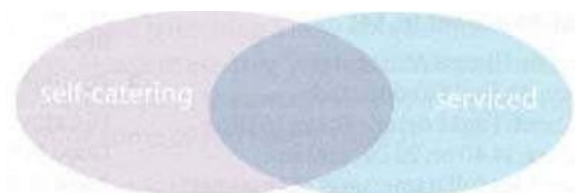
Exercise 5. Which of these types of accommodation do you have in your country?

Exercise 6. Think about each type of accommodation. Is it serviced (meals are provided) or self-catering (you cook your own meals)? Discuss this in pairs or groups and complete the diagram. (Hint: Some types will fit into either category. Put these into the shaded area.)

Exercise 7. Now repeat your discussion, but this time categorize the different types of accommodation as

- urban *or* rural
- static *or* mobile.

Make a new diagram for each discussion.



Find out

Exercise 8. Go to 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 9. 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.

Exercise 10. Read 3 three descriptions of the hotels. Which hotel

- is the best for business travellers?
- 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.

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.

Vocabulary Services and facilities

Exercise 11. 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



Exercise 12. 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 13. 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 14. 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*.

Exercise 15. Show your partner your descriptions. Do they know which hotels you are describing?

Go to Grammar reference Unit 10.

Exercise 16. Work in pairs. *Student A*, you are a travel agent.

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.

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.

Exercise 17. Now change roles. *Student B*, you are the travel agent.

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 | Laundry Service
- 24-Hour Front Desk
- Safety Deposit Boxes
- Left Luggage | Storage Facilities
- Cots | Cribs
- Restaurant
- Lounge | Bar

Business Facilities

- Meeting Facilities
- Secretarial Services
- Internet access
- Black & White photocopying
- Fax service
- TV & Video hire

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

It's my job Celina Alvarez Valle

Exercise 18. Read about Celina Alvarez Valle's job.

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!

Listening A place to stay

Exercise 19. Listen to these people asking for accommodation. Which type of accommodation is each speaker looking for?

Speaker	Type	Number /guests	Length of stay	Other details
Richard				
Susan				
Radka				

Exercise 20. Listen again. How many people is each enquiry for, and for how long?

Exercise 21. If necessary, listen a third time and note any specific details of each call.

Accommodation What to do Special offers How to get there

Come to Scotland

Popular locations

- Aberdeen Hotels
- Aviemore Hotels
- Dundee Hotels
- Edinburgh Hotels
- Bed and Breakfast Edinburgh
- Fort William Hotels
- Glasgow Hotels
- Inverness Hotels
- Loch Lomond Hotels
- Oban Hotels and Bed and Breakfast
- Pitlochry Hotels and Guest Houses
- Hotels in St Andrews

Reading **Accommodation in Scotland**

Exercise 22. What types of accommodation would you expect to find in Scotland? Make a list with your partner.

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.

Vocabulary **Describing accommodation: adjectives and nouns**

Exercise 23. You can have *a metropolitan hotel* but you cannot have *a metropolitan cottage*. Why not?

Exercise 24. Match adjectives from A with nouns from B.

A

- 1) five-star
- 2) country
- 3) converted
- 4) budget
- 5) friendly
- 6) metropolitan
- 7) medieval
- 8) modern
- 9) self-catering
- 10) stylish

B

- a) apartment
- b) bed and breakfast
- c) cabin
- d) cottage
- e) farmhouse
- f) guesthouse
- g) hostel
- h) hotel
- i) motel
- j) villa

Exercise 25. Which adjective can describe most nouns ? Which adjectives combine with only one of the nouns?

Exercise 26. How many meaningful combinations can you make with two adjectives and a noun?

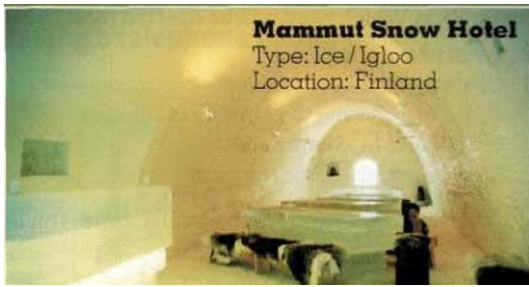
EXAMPLE. There is a huge range of modern, budget hotels in London.

Exercise 27. 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 28. Hotels, guest houses, villas, and campsites are all standard types of accommodation. But what about the unusual? Look at the hotel descriptions and answer the questions.

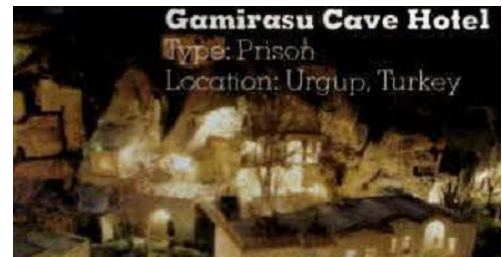
- 1) Which hotel is the most unusual?
- 2) Which hotel would you like to stay in? Why?
- 3) If you can, go to the websites for the hotels and find out more about them.



Mammut Snow Hotel with its arctic surroundings is a unique place. It is an excellent way to experience the coldness of an arctic night. The temperature in the hotel rooms is approximately -5°C , but guests will have a good

night's sleep in a warm Ajungilak sleeping bag. In Mammut Snow Hotel there are 30 double rooms, 2 group rooms for five persons, and a suite.

Gamirasu is the name of an exquisitely restored eighteen-room cave house, in Ayvali Village near Urgup in the heart of Cappadocia, Turkey. In former times housing the cells of a prison, this ancient monastery is steeped in history. A luxurious cave accommodation in a traditional Cappadocian village.



night's sleep in a warm Ajungilak sleeping bag. In Mammut Snow Hotel there are 30 double rooms, 2 group rooms for five persons, and a suite.

Exercise 29. 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 30. 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 31. 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 32. 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.

Exercise 33. Listen again and fill in the missing information.

Pronunciation

Exercise 34. 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 35. Look at the following questions from the telephone reservation. Which word will be stressed most in each?

- 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 36. Practise saying these questions with the stress on the right word.

Customer care Smile on the phone

Exercise 37. Read from Hotel Training manual the information 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 38. 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 39. 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**Exercise 40.** Now change roles.**Exercise 41.** Make up your own caller and accommodation information. You do not need to limit yourselves to hotels. Phone each other and book accommodation.**Keywords****Nouns**

apartment

bed and breakfast

campsite

conference facilities

cottage

country house

direct dial telephone

guest house

Adjectives

air-conditioned

budget

en-suite (facilities)

five-star

metropolitan

self-catering

serviced

hostel

meeting room

refuge

room service

sea view

suite

wake-up call

UNIT 11. RESERVATIONS AND SALES

Take off

Exercise 1. Answer the following questions.

1. Can you name the different travel documents on this page?
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 in the end.



Reading

Holiday bookings – getting the right information

Exercise 2. Make a list of the information a travel agency sales consultant will need to take when a customer makes a booking for a holiday.

Exercise 3. Compare your ideas with the list below. Do you have any ideas that are not in the list?

Exercise 4. The manager uses *etc.* a lot in the memo. What does this mean?

Exercise 5. Substitute *etc.* with groups of examples from the list:

- 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

Memo	
To: all sales staff	Subject: Key reservations data

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.)
- 13) other services (e.g. airport hotel, airport car parking, etc.)
- 14) method of payment (cash, cheque, etc.)
- 15) deposit details

Please also get clients to double check all details before signing the booking form.

Listening Taking a booking

Exercise 6. Listen to a travel agency sales consultant taking a booking and complete the booking form.

Exercise 7. Which key data is still missing? **Exercise 8.** What did the travel agent forget to do before Mrs. Venables signed the form?

Exercise 9. When will Mrs. Venables get her invoice and what must she do then?

Booking reference number
CT806062579TH

Cicerone Travel Service
9 Wilson Court, Bristol

CUSTOMER DETAILS
 first name family name
 address
 daytime tel no evening tel no
 mobile tel no
 email

PARTY DETAILS
 No of people in party Ages of children
 Date of outward journey Date of return journey
 Ticket type

ACCOMMODATION
 name of hotel / resort
 number of rooms
 type of rooms
 meal basis
 Special requirements

 Other services

PAYMENT DETAILS
 Method of payment
 Deposit details

 Customer's signature

 Date of booking

Speaking

Have you decided where to go?

Exercise 10. Work in pairs. A, you are the sales consultant and need to complete the booking form. B, you are the client and should think of all of the holiday details the sales consultant will ask. (Hint: Look at the holidays in Unit 10 and choose the one you like most. Now add the details of your family and you are ready to go!)

Exercise 11. Act out a booking.

Exercise 12. Change roles and act out a new booking, with B as the sales consultant.

Writing Confirming a booking

Exercise 13. 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. (If you cannot send an email, send a letter instead.)

Reading Computer reservation systems

Exercise 14. Tourism is full of abbreviations. For example, do you know what CRSs and GDSs are? Do you know the difference between the two?

Exercise 15. Where can you find out what tourism terms mean?

Exercise 16. Look at the definition 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 a 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.

Vocabulary Reservation systems for tourism

Exercise 17. 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.

Listening The origins of CRSs

Exercise 18. Read the information about Clemen.

Clemen works at the EU de Turismo de Asturias in Spain. She teaches students there how to use computer-based reservation systems like Amadeus or SABRE.

Exercise 19. Listen and complete the table.

Exercise 20. Clemen mentions a fourth CRS – Worldspan. Listen again and make notes about it.

Exercise 21. 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

Find out

Exercise 22. Which of the big four GDSs do your local travel agencies use most - Amadeus, Sabre, Galileo, Worldspan?

Exercise 23. 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.

Exercise 24. Report your findings back to your class.

Reading Abbreviations and codes

Exercise 25. Look at the computer printout for an air fare between Madrid and Paris.

- 1) What are 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?

Exercise 26. 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 | 6) flight type code | 10) passenger type |
| 2) advanced | 7) June | code |
| 3) airline | 8) minimum stay | 11) Sunday |
| 4) check | 9) non-refundable | 12) tariff. |
| 5) euros | | |

Customer care Putting on the pressure

Exercise 27. Read the information about how to satisfy your customer, who makes booking and answer the questions.

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.

- 1) Which of the two statements do you agree with most?
- 2) What would you actually say to the customer in each situation?

LN	FARE BASIS	OW	EUR	RT	PEN	DATES	DAYS	AP	MIN	MAX	AL
03	QKAP7DN1			129	NRF	S26JUN	26JUN+		+SU+		+IB
FCL: QKAP7DN1		TRF: 21 RULE: E270 BK: Q									
PTC: ADT-ADULT		FTC: XAC-SUPER/SPECIAL ADV PURCHASE									
RU. RULE APPLICATION											
IB ECONOMY FARES BETWEEN SPAIN AND CANARY ISLANDS AND EUROPE.											

Reading The small print

Exercise 28. 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 29. 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 30. 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 31. 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 ifpart of the sentence?
- 4) What verb forms are used in the other part of the *if* sentences? (Hint: There are *four* different forms.)

Exercise 32. 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 representative before the end of your holiday,	e) you must allow at least one hour between 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 33. Complete these four pieces of information I 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.

Pronunciation

Exercise 34. Listen to the words and write them in the correct column.

hat /æ/	pay /eɪ/	sit /ɪ/	five /aɪ/
planned	change	in	time

Exercise 35. Look at all the 'hat' words. Compare them with the 'pay' words. What do you notice about the pronunciation of the letter *a*? When is it like 'hat' and when is it like 'pay'?

Exercise 36. Look at all the 'sit' words. Compare them with the 'five' words. What do you notice about the pronunciation of the letter *i*? When is it like 'sit' and when is it like 'five'?

Speaking Explaining booking conditions

Exercise 37. 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 38. 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 39. Read about Huayan Ye and her job.

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 ...

Listening Handing over tickets

Exercise 40. 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 TORONTO YYZ	CARRIER AIRCAN ACD94	FLIGHT # 12AUG	DATE 2395	DEP 1210	ARR OK	STATUS RAS	FARE CL WAI
-- VOID --							
-- VOID --							
RESTRICTIONS NONE			BOOKING REF KMH155.5 HA OERN56.9ERF SADM CDA				
CURRENCY	FARE	TAX	TOTAL				
CAN\$	3851.99	.74	3852.74				

Exercise 41. Listen to the travel agent handing over the ticket. Which of these pieces of information does he confirm with the client?

Exercise 42. What does Mr Bordoni ask the travel agent about?

Exercise 43. 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. Bordoni. 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. Bordoni.

Speaking Checking the details

Exercise 44. 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.

Exercise 45. When your partner is ready, ask for your ticket. Your partner should check all the details with you. Correct any details that are wrong.

Exercise 46. Change roles and take the role of the travel agent.

Keywords

Nouns

abbreviation

balance

cancellation

CRS -computerized

reservation system

deposit details

fare

GDS-global

distribution system

Verbs

cancel

confirm

guarantee

issue (a ticket)

retrieve (data)

store (data)

insurance

inventory

key data

maximum stay

meal basis

minimum stay

surcharge

tariff

tax

UNIT 12. MARKETING AND PROMOTION

Take off

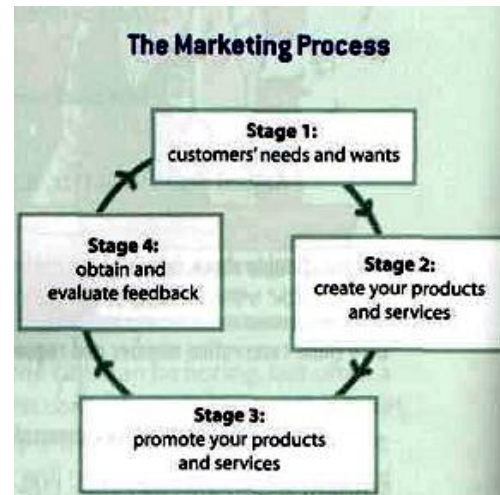
Exercise 1. Make a list of five different products from the tourism industry.

EXAMPLE *a package holiday*

Exercise 2. Think of different ways you could advertise them. Which ones are the most effective?

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.

Vocabulary Marketing terminology

Exercise 3. 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. |

Language spot Verb patterns

Exercise 4. 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 5. What do you think sb and sth mean?

Exercise 6. Now look at these other 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 7. 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 8. 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 9. 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?

Exercise 10. Read about tourism in Newcastle Gateshead. As you read, link the names in the text to the photos.

NewcastleGateshead's Tourist Top 10

Here is an ultimate list of the top 10 'must see' sights in Newcastle Galeshead (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 1 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 speciality shops - all under one roof.

X. Laing Ari 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.

Exercise 11. Which three attractions appeal to you most?

Listening Analysing your product

Exercise 12. A SWOT analysis is a basic technique in marketing. The 'S' means 'Strengths'. Do you know what the other three letters mean?

Exercise 13. 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 14. Listen again and tick (V) the features that she mentions in the table below.

S

- | | |
|---|--------------------------|
| 1. the local people | <input type="checkbox"/> |
| 2. the beauty of the surrounding countryside | <input type="checkbox"/> |
| 3. the quality of the local food | <input type="checkbox"/> |
| 4. the combination of old and new attractions | <input type="checkbox"/> |

O

- | | |
|--------------------------------------|--------------------------|
| 1. the opening of the Gateshead Sage | <input type="checkbox"/> |
|--------------------------------------|--------------------------|

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

Speaking Do you SWOT?

Exercise 15. What sort of strengths and weaknesses, opportunities and threats do cities have? Make a list.

Exercise 16. 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 (S)

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.

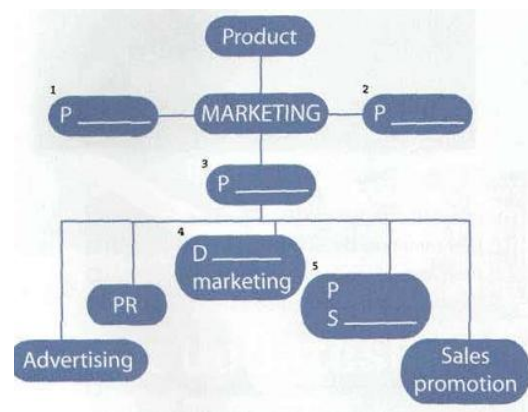
or

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 17. 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 18. Look at the diagram about marketing and promotion. Do you understand any of the terms? Can you fill in any of the gaps?



Exercise 19. Listen to Jean Stewart talking about promotion and complete the diagram.

Exercise 20. 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 21. 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 22. How is tourism promoted in your local area?

1. By a government organization like the NewcastleGateshead Initiative
2. By the private sector- Chamber of Commerce, local tourism associations, etc.
3. By both

Exercise 23. What promotional techniques do your local tourism authorities normally use?

Pronunciation

Exercise 24. Match the words on the left with their pronunciation transcriptions on the right.

Word	Pronunciation transcription
1 advertise	a 'ɪnəvətɪv
2 ancient	b aɪ'dentɪfəɪ
3 campaign	c 'wɪ:kneɪsɪz
4 identify	d 'ædvətaɪz
5 improve	e streŋθs
6 innovative	f 'emʃənt
7 marketing	g 'mɑ:kɪtɪŋ
8 picturesque	h pɪktʃə'resk
9 strengths	i θrets
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.

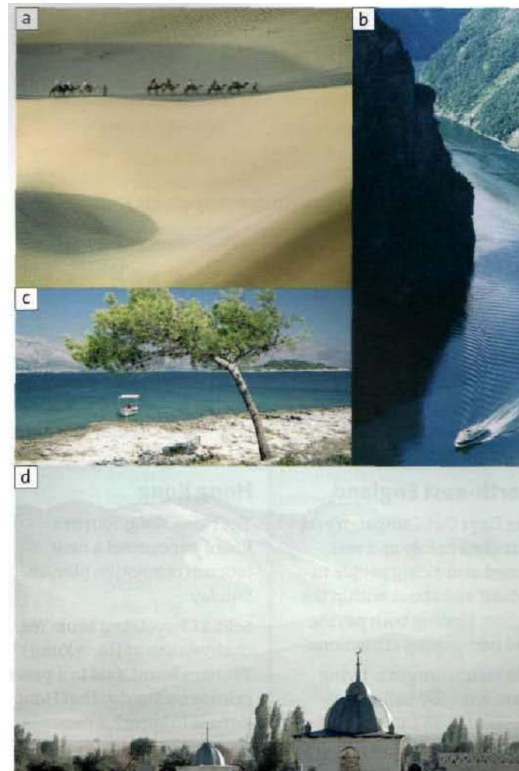
Exercise 27. Listen to the words. How well did you pronounce them?

Exercise 28. Listen and repeat each word. Which do you find easiest / hardest to pronounce well?

Vocabulary The language of advertising

Exercise 29. Match the slogans with the pictures.

1. A green Mediterranean haven
2. Unforgettable Cruises
3. Kyrgyzstan - Breathtaking Natural Beauty
4. Mystical Silk Road Tour



Exercise 30. What does the word nice mean? How do you translate it into your language?

Exercise 31. Substitute the adjectives in the adverts with the word 'nice'. What is the effect?

Exercise 32. Look at adjectives 1-7. For each adjective, find two 'publicity' - *style* adjectives 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 33. 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 31. 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)?

Exercise 32. Make a list of the different aspects of the region that make it attractive to tourists.

Exercise 33. Prepare a web page advertising the region. It will need images as well as text. Which images can you use?

Exercise 34. If you can, make a 'mock-up' of how you would like your web page to appear in real life.

Reading Promotional techniques

Exercise 35. 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 the 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.

Exercise 36. 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 37. 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 38. 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 39. 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 37. 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.

Exercise 38. Present your campaign. Award marks for the campaigns of other groups.

Writing Promotional campaign news

Exercise 39. Write a news item for a web page or a travel magazine describing your campaign. Use the web pages from *Reading* to help you. Think about how you can illustrate the page, and about which links you would put to other useful web pages.

Exercise 40. Make a ‘mock-up’ of your page as you would like it to appear in real life. Better still, if you can, upload your page on to a suitable server and invite colleagues and friends to visit it.

Key words

Nouns

campaign
expectation
marketing
opportunity

Adjectives

ancient
enormous
innovative
luxury

Verbs

advertise
develop

evaluate
identify
improve
market
monitor
research
strength
threat
weakness
picturesque
promotional
tiny

**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. Victorany 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) 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.

- 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 переглянущу 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) sandwiches 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) memoranda b) memorandums c) два варіанта
- 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, ammunition, cases, rounds
 b) rounds, ammunitions, cases, rounds
 c) round, ammunition, case, round
 d) rounds, ammunition, 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 bestest

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 duller**
- 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) highliest **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) -

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

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

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 здивувався, коли я знайшов свою улюблену книжку під столом.
- b) Я був щасливий від того, що знайшов мою дуже потрібну книжку на столі.
- c) Я здивувався, 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 прозвенів дзвоник.
- b) Учні перекладали текст перед дзвінком.
- c) Учні перекладатимуть текст перед тим, як прозвенить дзвоник.
- d) Учні переклали б текст перед тим, як прозвенить 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.

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 зателефонуйте.

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.

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.”

- a) He said to himself that he would work in a bank because his uncle had always worked in one.
- b) He said to himself that I would work in a bank because my uncle had always worked in one.
- c) He said to himself that he will work in a bank because his uncle has always worked in one.
- d) 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, impossibility
- 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 варианты
- 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) obviouse

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

Виберіть правильну відповідь.

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) shown 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.

a) 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.

a) 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.

a) Would have she known, had suggested

b) Has she known, will have suggested

c) Had she known, would have suggested

d) 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.

a) would have been, wouldn't have happened

b) will have been, had not happened

c) will be, didn't have happened

d) would have been, had not happened

57. If the policyholder ... the company before the expiry date, the company ... to terminate the agreement.

a) does not contact, shall be entitled

b) didn't contact, will be entitled

c) wouldn't contact, would have entitled

d) 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**

21. A new private ... station has begun to function.
a) broadcasting **b) broadcasted**
22. It's a bad thing for a child to get used to ... in bed.
a) read **b) reading**
23. The teacher was upset by ... him the truth.
a) our not having told **b) we didn't tell**
24. Whenever they met, her cousin avoided ... at her.
a) to look **b) looking**
25. He followed up this remarkable declaration by ... his head.
a) having shaken **b) shaking**
26. ... the essay, he left it to be checked.
a) Writing **b) Having written**
27. He had found a ... umbrella and didn't know what to do.
a) broken **b) breaking.**
28. The President became used to ... by his opponents.
a) criticize **b) being criticized**
29. Most people enjoy ... to different parts of the world.
a) to travel **b) traveling**
30. The guide promised ... the tourists at the station.
a) to meet **b) meeting**
31. 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**
33. My lawyer advised me ... anything further about the accident.
a) saying **b) not to say**
34. 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.
 a) troubling, been unexpected and attempted
 b) having troubled, to be unexpected and attempted
 c) 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 ...
 a) plunged, not excepting, to be meditating
 b) plunging, not excepted, be meditating
 c) having plunged, not except, meditating
 d) 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 i n 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.

<i>You should</i>	+ infinitive	<i>You should try the Best of Australia tour.</i>
<i>Why don't you</i>	+ infinitive	<i>Why don't you take the full-board option?</i>
<i>You could</i>	+ infinitive	<i>You could look for information on the Internet.</i>
<i>If I were you, I'd</i>	+ infinitive	<i>If I were you, I'd travel in the spring.</i>
<i>Your best option is to</i>	+ infinitive	<i>Your best option is to hire a car.</i>
<i>How about</i>	+ -ing	<i>How about going by bus?</i>
<i>Have you thought about</i>	+ -ing	<i>Have you thought about going by bus?</i>

Unit 6. Comparatives, Describing a timetable

Comparatives

Look at the table below.

Adjective	Comparing two things	Comparing more than two things
One syllable	+ -er, -est	cheap cheaper the cheapest
One syllable ending in -e	+ -r, -st	large larger the largest
One syllable ending in one consonant + 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
Irregular adjectives		good better the best bad worse the worst far farther / further the farthest / the furthest

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 /ike / 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 Northumberland Avenue.

in for a specific street, town, or country, and the countryside in general

The hotel is *in* Northumberland 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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Навчальне видання

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МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ВИВЧЕННЯ ДИСЦИПЛІНИ

ІНОЗЕМНА МОВА

Формат 60×84/8. Ум. др. арк. 18.

Донецький національний університет економіки і торгівлі
імені Михайла Туган-Барановського
50005, Дніпропетровська обл.,
м. Кривий Ріг, вул. Трамвайна, 16.
Свідоцтво суб'єкта видавничої справи ДК № 4929 від 07.07.2015 р.