

### Module 3

#### Contents:

- Making reservations on the phone and by email
- British and American vocabulary
- Travel-related prepositions
- Airport vocabulary
- Travelling by taxi and train
- Picking up a visitor at the airport
- Hotel vocabulary
- Describing a company profile and organizational chart
- Present, past and future tenses to talk about a company
- Describing services, products and processes
- Asking for and giving recommendations and directions
- Renting a car
- At the doctor's
- Shopping for clothes

<p><b>Making reservations by phone</b></p>	<ul style="list-style-type: none"> <li>• I'd like to reserve flight tickets and accommodation for my next trip to Tokyo, leaving on May 1<sup>st</sup> and returning on May 20<sup>th</sup>.</li> <li>• I'm afraid there's no direct flight. The only one on the 1<sup>st</sup> has a stopover in Germany.</li> <li>• Just make sure I don't travel on the red eye (overnight flight).</li> </ul>
<p><b>Making reservations by email</b></p>	<ul style="list-style-type: none"> <li>• I would like to book a single room for myself, for two nights, on a half/full board basis.</li> <li>• I will check in on July 1st at 2 pm and I will check out on July 3rd.</li> <li>• Could you inform me of the hotel rate for a double room?</li> <li>• Would you mind informing me if your hotel offers a shuttle service from the airport to the hotel?</li> <li>• I look forward to receiving an email confirming my booking.</li> </ul>
<p><b>At the travel agency</b></p>	<ul style="list-style-type: none"> <li>• The resorts get overcrowded <u>in</u> high/peak season but are very quiet <u>in</u> low/off season.</li> <li>• Hotel rooms are more expensive <u>in</u> season than <u>out of</u> season.</li> <li>• You will be <u>on</u> flight ALP4896.</li> <li>• You'll have to change planes <u>at</u> Heathrow.</li> </ul>
<p><b>Checking in at the airport</b></p>	<ul style="list-style-type: none"> <li>• Where are you flying to?</li> <li>• Can I have your passport?</li> </ul>

	<ul style="list-style-type: none"> <li>• Would you like a window or an aisle seat?</li> <li>• Your baggage will go straight through to Tokyo.</li> <li>• I will only check the suitcase.</li> <li>• Is my flight on time, delayed or cancelled?</li> <li>• What is the baggage allowance?</li> <li>• I have nothing to declare./ I have a notebook to declare.</li> <li>• I'm travelling on holiday/business.</li> </ul>
<b>Travelling by taxi</b>	<ul style="list-style-type: none"> <li>• Excuse me. Do you know where the nearest taxi rank (British English) / taxi stand (American English) is?</li> <li>• Could you send me a taxi to 123 Lincoln Avenue? I'd like to go to 456 Park Street.</li> <li>• How long will I have to wait?</li> <li>• Is there a flat rate to the Metropolitan Museum or do drivers use the meter?</li> <li>• How far is it from the hotel to the airport?</li> <li>• How long will it take to get to the airport from here?</li> <li>• Thank you for pulling over.</li> <li>• Where to?</li> <li>• Could you take me to the Sheraton Hotel on Park Street?</li> <li>• I'll put your luggage in the boot (British English) / trunk (American English) of the taxi</li> </ul>

	<p>(British and American English)/cab (American English)?</p> <ul style="list-style-type: none"> <li>• I'm in a rush/hurry. Can you take the quickest route, please?</li> <li>• It's faster to take the highway but you have to pay the toll.</li> <li>• Can I pay by credit card?</li> <li>• How much do I owe you?</li> <li>• Could I have a receipt?</li> <li>• Keep the change.</li> </ul>
<b>Travelling by train</b>	<ul style="list-style-type: none"> <li>• What is the train fare?</li> <li>• Where are the ticket collection machines?</li> <li>• Is it a sleeper?</li> <li>• Do I have to change trains?</li> <li>• Where is the buffet car?</li> <li>• Which platform does the train to Brighton leave from?</li> </ul>
<b>Picking up a visitor at the airport</b>	<ul style="list-style-type: none"> <li>• You must be Jane Miller.</li> <li>• "It's a pleasure to meet you". "Likewise".</li> <li>• It's good to finally be able to put a face to a name.</li> <li>• "How was your flight?" "Uneventful/smooth/bumpy".</li> <li>• I'll drop you off at the hotel where you can freshen up. Then, I'll give you a ride to our factory.</li> </ul>

<b>At the hotel</b>	<ul style="list-style-type: none"><li>• My name is Jane Miller and I have a reservation for two nights.</li><li>• May I have a form of id, please?</li><li>• Here you go.</li><li>• Could you fill in this form and signing at the bottom?</li><li>• We have you booked in room 567, on the fifth floor.</li><li>• What time does the restaurant open for breakfast?</li><li>• Can I have a wakeup call at 6 am tomorrow?</li><li>• When is the check-out time?</li><li>• Is room service available?</li><li>• I'm afraid the air-conditioning is not working. Could you see to it?</li><li>• Sorry to bother you, but there's no soap in my room.</li><li>• I understand this is not your fault but this room is very noisy. I think someone is playing music loudly next door.</li><li>• There's no hot water in my bathroom.</li><li>• I'm sorry to say this but the toilet won't flush.</li><li>• I hate to tell you this but my room is too hot or cold.</li></ul>
---------------------	---

<b>At the host's office</b>	<ul style="list-style-type: none"> <li>• I'd like to see Mr Andrew Evans. / May I see Mr Evans? / I'm here to see Mr Evans. / I have an appointment with Mr Evans at 10.</li> <li>• Are you scheduled to meet him today?</li> <li>• Why don't you take a seat while I check if he can see you right now?</li> <li>• I'm afraid he is still in a meeting. He'll be available shortly.</li> <li>• Mr Evans will see you now sir. Please, come with me and I will show you to Mr Evans's office.</li> </ul>
<b>Introducing yourself</b>	<ul style="list-style-type: none"> <li>• As you know, I'm one of ABC's regional managers.</li> <li>• I've worked for ABC for ten years/since 2000.</li> <li>• I specialize in...</li> <li>• I deal with...</li> <li>• I am responsible for...</li> <li>• I am in charge of...</li> <li>• I've been recently promoted to</li> </ul>
<b>Describing the company profile</b>	<ul style="list-style-type: none"> <li>• We are in the hospitality business.</li> <li>• We are a leading purveyor of denim in the region.</li> <li>• We are based in Dublin.</li> <li>• Our head office is in New York.</li> <li>• We have plants in Korea and China.</li> <li>• We only operate in our domestic market.</li> </ul>

- We are the market leader.
- We are third in the market.
- We have a 20% market share.
- Our annual turnover is nearly \$10 million.
- We are going to hire or take on 50 engineers as we are planning to expand.
- We are going to launch a new range of products aimed at high-income people.
- Our company has grown to encompass more than 10,000 sales representatives worldwide.
- Our firm has become a powerhouse in the automobile market.
- OPL has established itself as a leader in the apparel retailing industry.
- We are product of our global operation throughout Europe and Africa.
- TDF is regarded as one of the most forward-looking companies in the sector.
- Our company has emerged as one of the most prestigious firms thanks to its high quality controls.
- RTD has a rich history of offering responsive and expeditious customer service to clients.
- We are known for providing cost-effective solutions.

	<ul style="list-style-type: none"> <li>• FTS is unique in that it strives to provide its users with high-end products.</li> </ul>
<b>Talking about the organizational chart</b>	<ul style="list-style-type: none"> <li>• Our organization is hierarchical/flat.</li> <li>• We are headed by the CEO and under him are the CMO, the COO, the CFO and the CIO.</li> <li>• The Vice President of Sales and Marketing reports to the CMO, which means that the CMO is the VP's line manager.</li> <li>• Two directors report to the VP of Sales and Marketing, so the VP has two direct reports.</li> <li>• The COO oversees or supervises Operations.</li> <li>• The Director of Accounting and Finance is in charge of/has control of Finance and Accounting.</li> <li>• The IT area is made up of architecture, applications and service desk.</li> </ul>
<b>Describing services</b>	<ul style="list-style-type: none"> <li>• We offer a comprehensive package for companies interested in outsourcing logistics operations</li> <li>• Our platform provides clients a wide range of pet insurance.</li> <li>• We render tailor-made/effective/optimal solutions for the software engineering industry.</li> <li>• Our consultants can help you design and execute your plans.</li> </ul>



	<ul style="list-style-type: none"> <li>• We specialize in solutions for the video game industry.</li> <li>• One of our strengths is our ability to design effective safety procedures and ensure their compliance with applicable laws.</li> <li>• Our company provides staffing and recruiting services to a variety of company ranging from small to medium sized enterprises.</li> </ul>
<b>Describing products</b>	<ul style="list-style-type: none"> <li>• Our flashlights are made of a flexible and durable silicone body (feature), which allows users to bend, fold and wrap them (function). Therefore, they can be positioned anywhere and it's great in small spaces (benefit).</li> <li>• The case is 20 cm in depth, width, height, length.</li> <li>• The case is 20 cm deep, wide, high, long.</li> <li>• It's 20 cm in diameter.</li> <li>• It is 29,7 cm by 21 cm so it has an area of 623.7 square centimetres.</li> <li>• It is 4 cm by 2 cm by 3 cm, so its volume is 24 cubic centimetres.</li> <li>• It weighs two kilos.</li> <li>• It's two kilos in weight.</li> <li>• It's circular, oval, rectangular, square, L-shaped, star-shaped, etc.</li> </ul>

<b>Describing processes</b>	<ul style="list-style-type: none"> <li>• Our products are manufactured in a factory or plant in China. Then, they are shipped to the United States and stored in a warehouse. They are put together and packed in Iowa and then they are distributed and delivered to our customers.</li> </ul>
<b>Asking for and giving recommendations</b>	<ul style="list-style-type: none"> <li>• Are there any good restaurants in this neighbourhood where I can sample the local cuisine?</li> <li>• Are there any places to visit nearby?</li> <li>• I'm free tomorrow and I'd like to go sightseeing. What places do you recommend?</li> <li>• Where's the best place to go for a night out?</li> <li>• There is a good restaurant just two blocks from here, on Main Street.</li> <li>• I suggest you visit the Museum of Modern Art.</li> <li>• You should definitely visit the Golden Gate Bridge.</li> <li>• The British Museum is a must-visit.</li> <li>• There is a great exhibition at Flamingo art gallery.</li> <li>• The Bastakia Quarter is a good place to go if you are fond of local traditional architecture.</li> <li>• The Deira Spice Souk is famous for its stalls full of spices.</li> </ul>

	<ul style="list-style-type: none"> <li>• It's popular for people who are into nightclubs.</li> <li>• That area is not worth visit,</li> </ul>
<b>Asking for and giving directions</b>	<ul style="list-style-type: none"> <li>• How do I get to the museum?</li> <li>• I'm looking for the train station. Could you tell me how to get there?</li> <li>• How far is the London Eye from here?</li> <li>• How long will it take me to get to the London Bridge?</li> <li>• It's at the corner of Brown Street and Wisteria Lane.</li> <li>• It's about a five-minute walk from here.</li> <li>• It's three blocks ahead.</li> <li>• You need to go straight on for one block.</li> <li>• At the next street, turn left and then take the underpass.</li> <li>• Go on for about 100 metres and then take the first turning on your right.</li> <li>• The bus stop is opposite the bank.</li> <li>• It's at the next traffic light.</li> </ul>
<b>Renting a car</b>	<ul style="list-style-type: none"> <li>• What range of cars do you have?</li> <li>• What type of insurance is included?</li> <li>• What's included in the quoted daily rate?</li> <li>• Can I hire a car one-way?</li> <li>• Is it an automatic or manual?</li> <li>• Can I take the car into another country?</li> </ul>

	<ul style="list-style-type: none"> <li>• Is there a mileage limit?</li> <li>• Do I need to return the car with a full tank?</li> <li>• There are five of us. How many can fit in a mid-sized car?</li> <li>• What number should I call if the car breaks down or if I have an accident?</li> <li>• Where is the nearest gas station (American English) / petrol station (British English)?</li> </ul>
<b>At the doctor's</b>	<p>What the doctor says:</p> <ul style="list-style-type: none"> <li>• What seems to be the trouble? = What has brought you here today?</li> <li>• When did it start?</li> <li>• Do you have any other symptoms?</li> <li>• Have you taken any medicine for it?</li> <li>• Are you allergic to anything?</li> <li>• Where does it hurt exactly?</li> <li>• How long have you had the cough?</li> <li>• I will take your temperature and then I'll do a full examination.</li> <li>• I'm going to check your blood pressure now.</li> <li>• We'll take an X-ray and check your teeth.</li> <li>• Would you lie down on the couch, on your back?</li> <li>• Could you strip to the waist, please?</li> <li>• Please take deep breaths in and out while I check your lungs.</li> </ul>

	<ul style="list-style-type: none"><li>• Open your mouth wide and stick out your tongue, please.</li><li>• I think it's food poisoning. Have simple food that's easy on the stomach.</li><li>• I'm afraid you have a mild case of the flu.</li><li>• I'll prescribe some cough medicine. Take two spoonful every 6 hours.</li><li>• Take a pill, three times a day after meals but don't take it for more than 7 days. In a few days the blotches should start to go.</li></ul>
	<p>What the patient says:</p> <ul style="list-style-type: none"><li>• I have a terrible headache, a temperature and a runny nose.</li><li>• I sneeze a lot and have watery eyes.</li><li>• I feel feverish and I'm sweating a lot.</li><li>• I have a bad pain in my neck.</li><li>• My neck is so stiff that I can't turn my head without feeling pain.</li><li>• I feel pins and needles in my waist.</li><li>• I have stomach cramps and feel nauseous.</li><li>• I have a pain in my stomach.</li><li>• I have diarrhea.</li><li>• I have a bad cough and feel short of breath.</li><li>• I'm dizzy.</li><li>• My throat is sore.</li><li>• I've twisted my ankle.</li></ul>

	<ul style="list-style-type: none"> <li>• My foot is badly swollen.</li> <li>• I can't stand on my left foot.</li> <li>• There's a rash on my face.</li> <li>• I have blotches all over my face.</li> <li>• It's very itchy. I can't stop scratching.</li> <li>• I feel a terrible pain in my chest. (strong and sudden discomfort).</li> <li>• I have a stomach-ache (discomfort that may continue for longer than a pain).</li> <li>• My back is aching (hurts).</li> <li>• I was hurt in an accident (injured).</li> </ul>
<b>At a clothes shop</b>	<ul style="list-style-type: none"> <li>• I'm looking for a black shirt that matches these shoes?</li> <li>• What size are you?</li> <li>• Is it in the sale?</li> <li>• When can I try it on?</li> <li>• It's too tight/loose. Can I try the next/previous size?</li> <li>• It fits me (= it's the right size)</li> <li>• It suits me (= it looks good on me)</li> <li>• I'll take it = I'll buy it.</li> <li>• I'll leave it = I won't buy it.</li> </ul>
<b>Checking out of a hotel</b>	<ul style="list-style-type: none"> <li>• Did you enjoy your stay?</li> <li>• I'll add the phone calls and the mineral water to your bill. That comes to \$350.</li> <li>• May I pay <u>by</u> credit card / <u>in</u> cash?</li> </ul>

	<ul style="list-style-type: none"> <li>• Can I have a receipt?</li> <li>• Could I leave my bags here until 5 pm?</li> </ul>
--	---

### Differences between British and American Vocabulary

<b>British</b>	<b>American</b>
booking (noun) – book (verb)	reservation (noun) – reserve (verb)
single ticket	one-way ticket
return ticket	round-trip ticket
stopover	layover
hand luggage	carry-on baggage
queue	line

### Verb tenses

<b>Present tenses</b>	<b>Past tenses</b>	<b>Future tenses</b>
<b>Present simple</b> <ul style="list-style-type: none"> <li>• permanent situations</li> <li>• habits and routines</li> </ul>	<b>Simple past</b> <ul style="list-style-type: none"> <li>• completed past actions</li> <li>• repeated past actions</li> </ul>	<b>Going to</b> <ul style="list-style-type: none"> <li>• plans and intentions</li> <li>• predictions based on evidence</li> </ul>
<b>Present continuous</b> <ul style="list-style-type: none"> <li>• actions happening now</li> <li>• temporary situations</li> <li>• trends and changes</li> <li>• future arrangements</li> </ul>	<b>Past continuous</b> <ul style="list-style-type: none"> <li>• past background information</li> <li>• situation in progress in the past</li> </ul>	<b>Future simple</b> <ul style="list-style-type: none"> <li>• spontaneous or on-the-spot decisions</li> <li>• offers and requests</li> <li>• promises and threats</li> </ul>

	<ul style="list-style-type: none"> <li>• several actions happening at the same time in the past</li> </ul>	<ul style="list-style-type: none"> <li>• future events that will happen inevitably</li> <li>• predictions based on your opinions and beliefs</li> </ul>
<p><b>Present perfect</b></p> <ul style="list-style-type: none"> <li>• actions that started in the past and continue in the present</li> <li>• actions without a time reference</li> <li>• when an event is happening for the first, second, third time, etc.</li> <li>• to connect a past action with a present result</li> </ul>	<p><b>Past perfect</b></p> <ul style="list-style-type: none"> <li>• for one past event that happened before another past event</li> </ul>	