

New Edition

BASIC SURVIVAL

International Communication for Professional People



SOCIALIZING FOOD&DRINK HOTELS COMMUNICATIONS TRAVEL BUSINESS

PETER VINEY

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TOPIC	UNIT	COMMUNICATION	GRAMMAR AREAS	CULTURE FILE
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■	28 About yourself	Talking about yourself; personal history	past simple: <i>was / were was born; How long?</i>	Degrees
■	29 Phone systems	Getting through on the phone; apologies	<i>when</i> as a connector; <i>want + you + infinitive</i>	Phone systems
■	30 Polite inquiries	Starting conversations; asking about the past	past simple: <i>had, went; was, were</i>	Friendly questions
■	31 Laundry	Checking information; asking about laundry	past simple: <i>took, left, called, told, put</i>	Clothes
■	32 Directory assistance	Asking for information; telephone services	giving instructions	Emergency codes
■ ■	33 Attractions	Describing places; asking about plans	<i>going to</i> future	Attractions
■ ■	34 Suggestions	Apologizing; suggestions; advice	modals: <i>should / will;</i> <i>Why don't you ... ?</i> etc.	Outside office hours
■ ■	35 The menu	Ordering a meal; describing food	<i>I'd like ... / I'll have ...; What would you like?</i>	Food words
■ ■	36 At the table	Receiving food orders; etiquette	requests: <i>could / may / can who / whose;</i> possessive, reflexive pronouns; poss. adjectives	Starting a meal, toasting
■	37 Interests	Leisure interests; likes and dislikes	<i>like / don't like + -ing form;</i> <i>good / bad at + -ing form</i>	Sports
■ ■	38 e-mail	e-mail; the Internet; business messages	instructions	The Internet
■	39 Sales talk	Persuasion; making a sales pitch	passives; superlatives (biggest); was	Brand names
■	40 Flightseeing	Vacations; narrating	past simple narrative; regular / irregular verbs	Flightseeing
■	41 Let's make a deal	Comparing things; business deals	past ability: <i>could / couldn't;</i> <i>more, less, fewer;</i> comparatives (<i>bigger</i>)	Business comparisons
■	42 At the airport	Checking in for flights; security checks	past simple; formulas with present perfect; <i>none, all</i>	Standing in line
■ ■	43 Checking out	Hotel check-out; using credit cards	mixed tense review: <i>did / will / going to</i>	Minibars
■	44 Your cabin	Describing rooms and facilities	<i>looking forward to, hope, won't</i>	Traveling by sea
■	45 Making friends	Starting conversations; becoming friends	<i>so, so far, then;</i> verbs of perception: <i>look, taste</i>	Question intonation
■ ■	46 Souvenirs	Shopping and bargaining	<i>would like;</i> passives; <i>made of / made in</i>	Bargaining
■ ■	47 Good news	Giving and receiving news	<i>ask / tell (someone) to do;</i> <i>going to / have to / want to / need to</i>	Reacting to bad news
■	48 Goodbye	Saying goodbye; thanking someone for help	<i>will / going to</i> future; predicting	Goodbyes

Introducing the course

These are the main characters that you're going to meet in the book. You're going to meet other people too, all of them surviving in English. Enjoy the course.



SIMON CHANG

His name's Simon Chang. He's Canadian. He lives in Vancouver and works for Pacific Rim Cruises. He's an assistant in the marketing department.



PIERRE DUCHAMPS

His name's Pierre Duchamps. He's Canadian. He's from Montreal but works in Vancouver. He's the Beverages Manager at SaveCash Supermarkets.



EDGAR YOUNG

His name's Edgar Young. He's American, but he works in Vancouver in Canada. He works for AmCan Travel. He's the Sales Director.



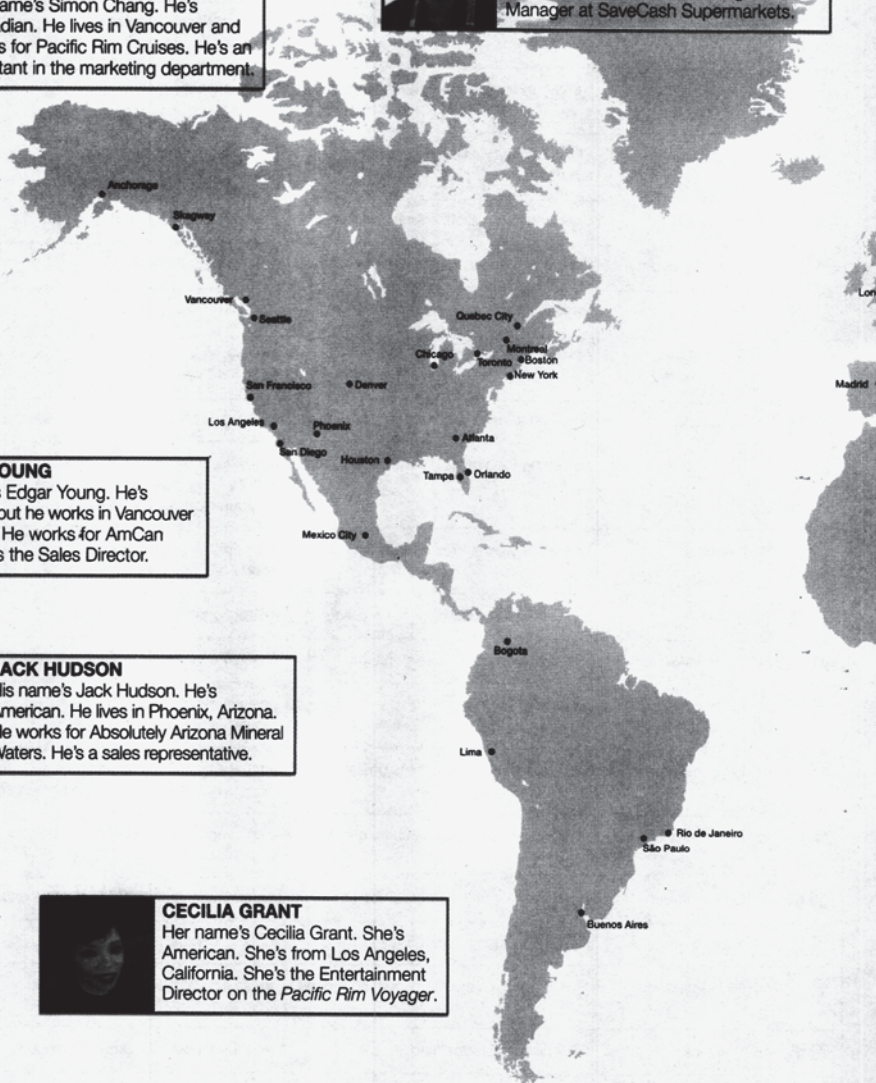
JACK HUDSON

His name's Jack Hudson. He's American. He lives in Phoenix, Arizona. He works for Absolutely Arizona Mineral Waters. He's a sales representative.




CECILIA GRANT


Her name's Cecilia Grant. She's American. She's from Los Angeles, California. She's the Entertainment Director on the *Pacific Rim Voyager*.




emcolev




JOSIE CAMPBELL
Her name's Josie Campbell. She's British, but she lives in Vancouver now. She's an excursions manager for Pacific Rim Cruises.



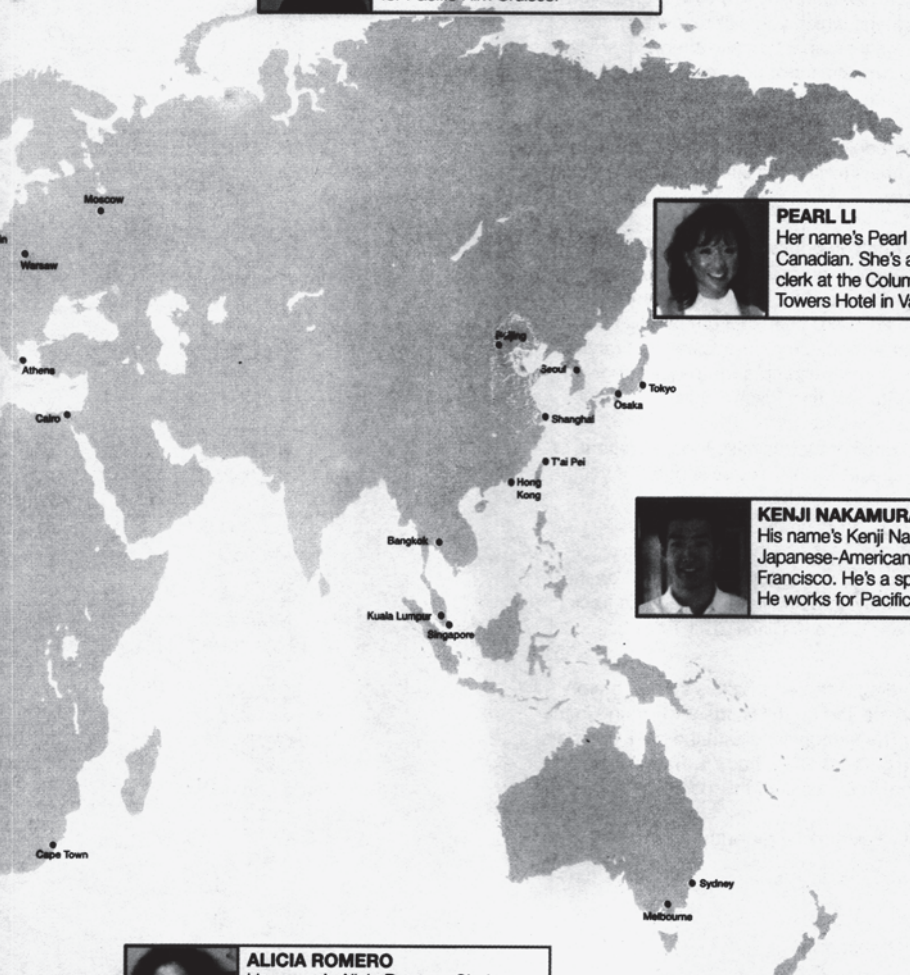
PEARL LI
Her name's Pearl Li. She's Canadian. She's a reception clerk at the Columbia Towers Hotel in Vancouver.



KENJI NAKAMURA
His name's Kenji Nakamura. He's Japanese-American. He's from San Francisco. He's a sports manager. He works for Pacific Rim Cruises.



ALICIA ROMERO
Her name's Alicia Romero. She's American. She's from San Diego, California. She's a photographer. She works for Sagebrush Marketing.



1 On board



1.02 Conversation A

Alicia is at San Diego International Airport.

Check-in Clerk: Here's your boarding pass, ma'am.
Flight CG 186 to Vancouver. Seat 29K. Please be at Gate 11 at two thirty.

Alicia: Thank you very much.

1.03 Conversation B

Alicia is on the plane.

Flight Attendant: Good afternoon, ma'am.
What's your seat number?

Alicia: Uh, twenty-nine K.

Flight Attendant: That's on the left side of the airplane.
It's by the window.

Alicia: Thank you.

1.04 Conversation C

Alicia is near her seat.

Alicia: Excuse me. You're in my seat.

Man: Sorry?

Alicia: That's my seat. Twenty-nine K.

Man: This is twenty-eight K.

Alicia: No, it isn't.

Man: Well, where is twenty-eight K?

Alicia: That's twenty-eight K there.

Man: Oh, yes. You're right. It is. Sorry.



CROSSGLOBE

Name of passenger
ROMERO MS. ALICIA

From
SAN DIEGO

To
VANCOUVER

Flight Class Date
Y COACH 23 MAY

Gate number Boarding time Seat number

NO SMOKING



1 Listen to Conversations A to C. Complete Alicia's boarding pass. Then practice the conversations.

2 Listen to a different recording. Complete the boarding information.

Flight Number _____ Gate Number _____
Seat Number _____ Boarding Time _____

Culture File 1 On an airplane

3 Listen to the announcement. Alicia is in the departure lounge. Complete the sentences.

- First, passengers in rows _____ through _____.
- Next, passengers in rows _____ through _____.
- Next, passengers in Business Class, rows _____ through _____.
- Finally, passengers in First Class, rows _____ through _____.

4 Look at Conversations B and C and the picture. Make more conversations with these words.

LANGUAGE BANK

on the left	in the center	on the right
by the window	in the middle	on the aisle
	straight ahead	



2 In-flight meals

1.07 Conversation A

Hiroshi is Japanese. He is on a flight from Tokyo to Vancouver.

Flight Attendant: Fish, chicken or vegetarian?

Hiroshi: What's the fish?

Attendant: It's tuna.

Hiroshi: Chicken, please.

Attendant: Anything to drink?

Hiroshi: Yes. Water, please.

Attendant: Still or sparkling?

Hiroshi: Sorry, I don't understand.

Attendant: This is Evian. It's still. And this is Perrier. It's sparkling.

Hiroshi: Oh, yes. Evian, please.

Attendant: There you go. Enjoy your meal.

1.08 Conversation B

Alicia is flying from San Diego to Vancouver.

Attendant: Tea or coffee?

Alicia: Coffee, please.

Attendant: Regular or decaffeinated?

Alicia: Regular.

Attendant: Cream and sugar?

Alicia: Cream, please. No sugar.

Attendant: There you go.

Alicia: Thank you.

Attendant: For you, sir?

Man: No, thanks. I'm fine.

CROSSGLOBE AIRWAYS

IN-FLIGHT MENU

TOKYO - VANCOUVER

Selection of drinks from the bar:

Water: Still or Sparkling

Soda: Cola, Lemon-Lime, Orange

Mixed salad with French dressing

Chicken, peas & rice

or

Fresh tuna, new potatoes, sweetcorn

or

Vegetarian pasta

Chocolate cake

Tea or coffee (regular or decaffeinated)



Seat 31A: Tuna + cola
Seat 31B: Vegetarian meal + tea
Seat 31C:

1 Complete the notes. Hiroshi is in seat 31C.

Culture File 2 In-flight meals

2 Order a meal and a drink. Use the menu and the pictures.



3 Landing card



1.09 Conversation A

Josie Campbell is British. She is on an airplane flying from Vancouver to San Diego.

Flight Attendant: Excuse me, ma'am. Are you an American citizen?

Josie: No. No, I'm not.

Flight Attendant: Do you have a visa for the United States?

Josie: Yes, I do.

Flight Attendant: Can you complete this card? It's for immigration.

Josie: All right. Uh, do you have a pen?

Flight Attendant: No, I don't. Sorry.

1.10 Conversation B

Josie: Excuse me, do you have a pen?

Edgar: Yes, I do.

Josie: Uh, can I borrow it?

Edgar: Don't you have one?

Josie: No.

Edgar: Huh ... all right. There you go.

Josie: Thank you.

1.11 Conversation C

Josie: Here's your pen back. Thanks.

Edgar: Are you here on vacation?

Josie: No, I'm not. I'm here on business.

Edgar: Are you British?

Josie: Yes, I am, but I work in Vancouver.

Edgar: I work in Vancouver, too.

Josie: Are you Canadian?

Edgar: No, I'm an American citizen.



U.S. Department of Justice
Immigration and Naturalization Service

OMB 1515-0077

Administrative Number

153496485 10

Welcome to the United States

I-94 Arrival/Departure Record - Instructions
This form must be completed by all persons except U.S. Citizens, returning resident aliens, aliens with immigrant visas, and Canadian Citizens visiting or in transit. Type or print legibly with pen in ALL CAPITAL LETTERS. Use English. Do not write on the back of this form.

This form is in two parts. Please complete both the Arrival Record (Items 1 through 13) and the Departure Record (Items 14 through 17).

When all items are completed, present this form to the U.S. Immigration and Naturalization Service Inspector.

Item 7 - If you are entering the United States by land, enter LAND in this space. If you are entering the United States by ship, enter SEA in this space.

Form I-94 (Rev. 15-88) Y

Administrative Number

153496485 10

Immigration and Naturalization Service
I-94
Arrival Record

1. Family Name		3. Birth Date (Day/Mo/Yr)	
2. First (Given) Name		5. Sex (Male or Female)	
4. Country of Citizenship		7. Airline and Flight Number	
6. Passport Number		9. City Where You Boarded	
8. Country Where You Live		11. Date Issued (Day/Mo/Yr)	
10. City Where Visa Was Issued		13. Address While in the United States (Number and Street)	
12. City and State			

Departure Number

1 **1.12** On the airplane there are instructions on video about the immigration form. Listen to the instructions, and complete the U.S. Arrival Record with true information.

2 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity A

Student 2 - Go to Communication Activity N

Culture File **3** Asking questions

3 Which question or questions do the replies match? Write A, B or C. Then practice Conversation C.

Questions

- A Are you here on vacation?
B Are you here on business?
C Why are you going to San Diego?

Replies

- ___ Yes, I am.
___ No, I'm not. I'm here on business.
___ No, I live in San Diego.
___ I'm in college there.
___ I'm visiting friends.
___ I'm visiting family.
___ It's a business trip.
___ I'm not. I'm changing planes there.

4 Welcome to the U.S.A.

1.13 Conversation A

Immigration Control in San Diego, California.
Listen and practice in groups of three.

Immigration: ... From Taiwan? How long are you staying?

Woman: One week.

Immigration: Fine. Enjoy your stay.

Guard: Step this way. Please stand behind the yellow line ... Please stand behind the yellow line ... Go ahead, ma'am. Booth four ... Step this way ...

Immigration: Good afternoon, ma'am. Your passport, please.

Josie: There you go.

Immigration: How long are you staying in the U.S.A.?

Josie: About two weeks.

Immigration: Thank you ... that's it. Welcome to the United States, and enjoy your stay.

1.14 Conversation B

Guard: Please pick up your bags, and walk through to Customs Control ... Please pick up your bags, and walk through to Customs Control ...

Customs: Welcome to the United States. Where are you traveling from?

Josie: I'm traveling from Vancouver.

Customs: Are you British?

Josie: Yes, I am.

Customs: My grandfather's British! He was born in York. Do you know York?

Josie: Yes, I do. It's a lovely city.

Customs: Do you have any prohibited items?

Josie: No, I don't.

Customs: OK. Enjoy your stay here.

Josie: Thank you.



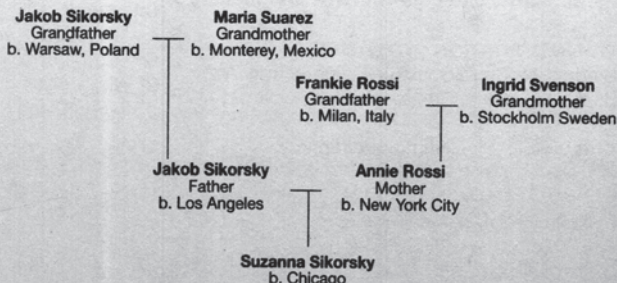
1 1.15 Listen. Number the instructions in the correct order from 1 to 7.

- Go to Booth fifteen.
- Then please take your bags.
- Please show your passport.
- Step right up to the yellow line.
- Proceed to customs control.
- Please step this way, sir.
- But please stand behind it.

Culture File 4 **Origins**


2 Look at Suzanna's family tree and make sentences. Use Vocabulary File 3.

Frankie's her grandfather. He's Italian-American. He was born in Italy.



5 Baggage in hall



1.16  The Baggage Hall at Vancouver International Airport. Alicia's waiting at the carousel. So is Jack Hudson.

Alicia: Pardon me.

Jack: Yes?

Alicia: That's my bag over there, and I can't reach it.

Jack: Which one? This one?

Alicia: No, not that one. The red one.

Jack: Phew! There you go. It's heavy!

Alicia: Oh, and those are my suitcases too.

Jack: Which ones?

Alicia: Those two blue ones and that aluminum one.

Jack: I can't reach them ... just a minute.

Alicia: Please be careful! Don't stand on the carousel.


Jack: Don't worry, ma'am. I'm OK. I can get them.

Alicia: Oh, dear. Are you all right?

Jack: Uh, sure. Are these your suitcases?

Alicia: Well, no. They aren't. Sorry!




1  Look at the words in red and blue in the conversation. Make more conversations with the words below.

LANGUAGE BANK

this	red	bag
that	blue	hard case
these	green	soft case
those	yellow	metal case
	black	backpack
	brown	vanity box
	gray	suitcase
	silver	



2 **1.17**  American states and Canadian provinces have their own flags. What colors are they? Listen to the descriptions and check. Does your state or province have a flag? Describe it.

Culture File **5** States and provinces



6 A ride downtown

1.18 Conversation A

Alicia is at the tourist information booth at Vancouver International Airport.

Alicia: Excuse me ...

Clerk: Can I help you, ma'am?

Alicia: Is there a shuttle bus to downtown Vancouver?

Clerk: Sure. Just go right through those doors. The Airport Express stop is right outside.

Alicia: How much is it?

Clerk: \$12.50.

Alicia: Hmm. I have a lot of baggage. How much is a taxi?

Clerk: How many bags do you have?

Alicia: Four.

Clerk: How many people are there in your party?

Alicia: Just me. I'm traveling alone.

Clerk: Well, a taxi is around \$28.00.

Alicia: OK. Thank you.

Clerk: You're welcome.

1.19 Conversation B

Clerk: Can I help you, sir?

Hiroshi: Yes. Where can I get a taxi downtown?

Clerk: Right outside the terminal. Just follow the signs.

Hiroshi: Thank you.

1.20 Conversation C

Alicia: Excuse me ...

Hiroshi: Yes?

Alicia: I'm taking a cab downtown, too. Do you want to share the ride?

Hiroshi: Sorry? I don't understand. What do you mean?

Alicia: We can take a cab and split the fare.

Hiroshi: What does 'split the fare' mean?

Alicia: Well, I can pay half the cab fare, and you can pay the other half ... fifty / fifty.

Hiroshi: That's a great idea. Thank you.

1 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity B.

You have the meaning of the blue highlighted words.

Student 2 - Go to Communication Activity C.

You have the meaning of the pink highlighted words.

File 6 Transportation from airports

2 Match.

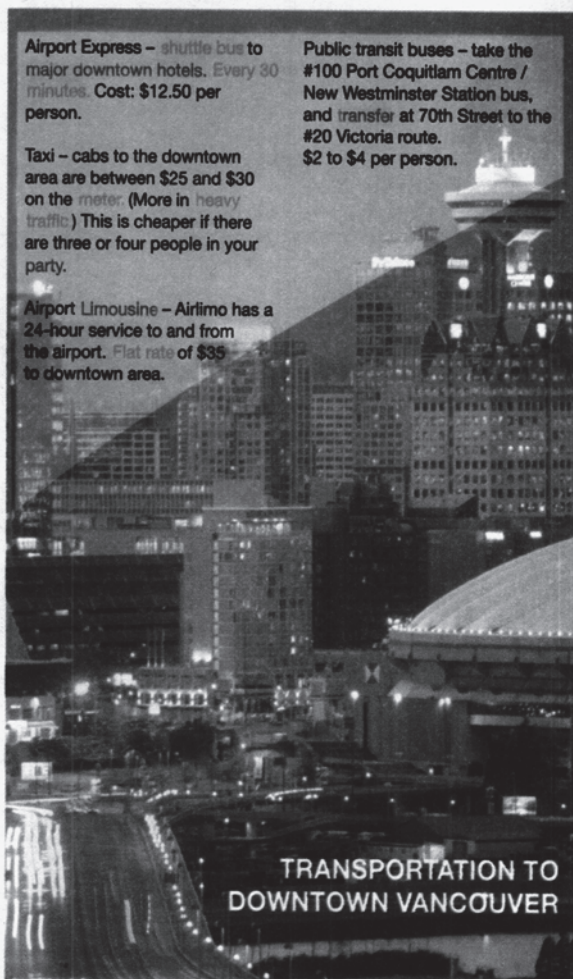
a tenth	33.3%
a quarter	75%
a third	50%
a half	25%
three-quarters	10%

Airport Express – shuttle bus to major downtown hotels. Every 30 minutes. Cost: \$12.50 per person.

Taxi – cabs to the downtown area are between \$25 and \$30 on the meter. (More in heavy traffic.) This is cheaper if there are three or four people in your party.

Airport Limousine – Airfimo has a 24-hour service to and from the airport. Flat rate of \$39 to downtown area.

Public transit buses – take the #100 Port Coquitlam Centre / New Westminster Station bus, and transfer at 70th Street to the #20 Victoria route. \$2 to \$4 per person.



TRANSPORTATION TO
DOWNTOWN VANCOUVER

3 Ask and answer:

- How much is the Airport Express shuttle bus / a taxi / a limo / a public transit bus?
- How much is the Airport Express bus for six people?
- Do the airport buses leave every 15 minutes?
- Can you get a limo at night?
- How many bags does Alicia have?
- How many people are in her party?
- Where is Hiroshi going?
- How much is half the cab fare?
- Are taxis more expensive at busy times of day?

7 Hotel check-in



1.21 Conversation A

Vancouver – Alicia is checking in to the Columbia Towers Hotel. Pearl Li is at reception.

Pearl: Good evening, ma'am.

Alicia: Good evening. I want to check in.

Pearl: Do you have a reservation?

Alicia: Yes, I do.

Pearl: What name?

Alicia: Romero. Alicia Romero.

Pearl: Just a moment ... I don't have your name on the computer.

Alicia: Try my company. That's Sagebrush Marketing.

Pearl: Ah, yes. I have it here. Sagebrush Marketing, 1276 Market Street, San Diego. Ms. Romero. A single room for five nights.

Alicia: That's right.

Pearl: And the room's reserved on your Visa card?

Alicia: Yes, it is.

Pearl: Are you paying with that card?

Alicia: Yes, I am.

Pearl: OK. I just need you to complete this registration card.

Alicia: Thank you. Uh, sorry, what's the date today?

Pearl: May 23rd. You're in Room 1631.

1.22 Conversation B

San Diego – Edgar Young is checking in to the Quantity Inn.

Edgar: Do you have a room for three nights?

Clerk: Do you have a reservation?

Edgar: No, I don't.

Clerk: I'm sorry, sir. We're nearly full.

Edgar: You don't have a room, then?

Clerk: Well, we have a small room. It's at the back, right over the kitchen ...



1 Write down:

Your name / Your company's name / Your company's address / A type of credit card / Today's date / A 4-digit room number

Then practice Conversation A, in pairs.

2 Listen to the rest of Edgar's conversation at the hotel, and check (✓) the boxes. What facilities does Edgar's room have?

Facility	Yes	No	Yes	No	
King-size bed	<input type="checkbox"/>	<input type="checkbox"/>	Cable TV	<input type="checkbox"/>	<input type="checkbox"/>
Bath	<input type="checkbox"/>	<input type="checkbox"/>	In-room movies	<input type="checkbox"/>	<input type="checkbox"/>
Shower	<input type="checkbox"/>	<input type="checkbox"/>	Minibar	<input type="checkbox"/>	<input type="checkbox"/>
Internet connection	<input type="checkbox"/>	<input type="checkbox"/>	Room safe	<input type="checkbox"/>	<input type="checkbox"/>

3 Listen again. Find five reasons why the room is not quiet.

4 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity C

Student 2 - Go to Communication Activity P

5 Work with a different student. Ask and answer about the completed registration cards from exercise 4.

What's (his) family name? His family name is (Young).

Culture File 7 Hotel reservations

8 An appointment

1.24 Conversation A

The Columbia Towers administration department.

Jack: Good morning! And how are you today?

Secretary: Good morning. How can I help you?

Jack: Jack Hudson. Absolutely Arizona Mineral Waters.

Here's my card. Can I see the manager?

Secretary: The Catering Manager?

Jack: Yes, is he in?

Secretary: Ms. Alvarez is in. Is she expecting you?

Jack: Uh, no, she isn't.

Secretary: So you don't have an appointment?

Jack: No, I don't, but ...

Secretary: Ms. Alvarez is in a meeting.

Jack: I can wait ...

Secretary: Sorry. She has appointments all day.

1.25 Conversation B

Jack: Can I make an appointment for tomorrow, please?

Secretary: I can't access her appointment diary right now. She has it on her laptop. Can I call you later?

Jack: Uh, sure. You can leave a message at my hotel.

Secretary: Where are you staying?



Jack: I'm staying at the Pioneer Hotel on Granville Street.

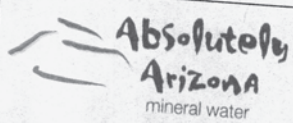

Secretary: So you aren't staying here?

Jack: Here? On my expense account? No way. Are you kidding?

Secretary: Is any time tomorrow OK?

Jack: Sure. Yes. Any time's OK.

	add event		subtract event	remind	every 30 mins.
Password		AngelinaA	Today	Thursday 24 May	View 24 May to 25 May
categories	Friends	Visitors	Hotel bookings	In-company	Personal
Thursday May 24					
9 a.m.	No appointments please!				
10 a.m.	Managers' meeting 10 - 1 + lunch 1 - 2				
11 a.m.					
12 noon					
1 p.m.					
2 p.m.	Dentist: 2:15				
3 p.m.	Video conference: with head office in Toronto				
4 p.m.	Mrs Lee: discuss new coffeebar for swimming pool area				
5 p.m.	Daniella: Elite English Waters PLC				
evening	Meet David: Tennis club				
Friday May 25					
9 a.m.	Tony: From Soprano Soda Waters, New Jersey				
10 a.m.	Mr. Suzuki. Discuss his daughter's wedding reception (July 3rd)				
11 a.m.	Michael: From San Corleone Mineral Water, Italy				
12 noon					
1 p.m.	Lunch: Roger Perrier, From Mineral Waters of France				
2 p.m.					
3 p.m.	Meeting: Hotel brochure for next year				
4 p.m.					
5 p.m.	Buffet: H.A.L. Computer Inc. Annual Conference				
evening	Party: H.A.L. Computer Inc. Annual Conference				

Jack T. Hudson
West Coast Representative

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Tel: (602) 453-0877
Fax: (602) 453-9821
E-mail: jhudson@arizminwat.com

1 Listen to Conversations A and B.

Then ask and answer:

- Does Jack know the catering manager?
- Does the catering manager know him?
- Is she expecting him?
- Does he have an appointment?
- Does she have any appointments today?
- Does the secretary have Ms. Alvarez's appointment diary?
- Who has it? / Where is it?
- Is Jack staying at the Columbia Towers?
- Does Jack have a large expense account?
- Where is he staying?
- Is the Pioneer an expensive hotel?
- Is the Columbia Towers an expensive hotel?

2 Look at the screen from Ms. Alvarez's calendar. When can she see Jack Hudson tomorrow? Ask and answer about her day.

What is she doing at 9 o'clock?
She's meeting Tony from Soprano Soda Waters.

Culture File 8 Appointments

9 Breakfast buffet



1.26 Conversation A

Edgar's in his hotel in San Diego.

Edgar: Good morning.
Hostess: Good morning, sir. Table for one?
Edgar: Please. In the smoking section.
Hostess: There isn't a smoking section, sir.
Edgar: Pardon me?
Hostess: There's no smoking in restaurants in California, sir. Right this way.

1.27 Conversation B

Waiter: Good morning. I'm Juan, and I'm your waiter for today. Tea or coffee?
Edgar: Coffee, please.
Waiter: Can I recommend our buffet? That's \$14.95. Coffee's included.
Edgar: Yes, that's fine. The buffet.
Waiter: It's right over there. Help yourself, and enjoy your breakfast.

1.28 Conversation C

Edgar: Excuse me, is there any more milk?
Waiter: Sure there is. Coming right up.
Edgar: Cornflakes ... Cheerios ... Granola. No. Are there any Rice Krispies?
Waiter: Aren't there any in the bowl?
Edgar: No, there aren't.
Waiter: Then we don't have any Rice Krispies.
Edgar: No Rice Krispies! I don't believe it!
Waiter: Sorry. But it is nine thirty. We serve breakfast from six.



1 1.29 What hot food is on Edgar's plate?

Listen and check (✓) the boxes.

- | | |
|--|---|
| <input type="checkbox"/> bacon | <input type="checkbox"/> scrambled eggs |
| <input type="checkbox"/> fried potatoes | <input type="checkbox"/> fried eggs |
| <input type="checkbox"/> hash browns | <input type="checkbox"/> boiled eggs |
| <input type="checkbox"/> mushrooms | <input type="checkbox"/> ham |
| <input type="checkbox"/> tomatoes | <input type="checkbox"/> sausages |
| <input type="checkbox"/> English muffins | <input type="checkbox"/> French toast |

2 1.30 What cold things are on Edgar's plate?

Listen and check (✓) the boxes.

- | | |
|--|---|
| <input type="checkbox"/> ketchup | <input type="checkbox"/> salt |
| <input type="checkbox"/> barbecue sauce | <input type="checkbox"/> pepper |
| <input type="checkbox"/> maple syrup | <input type="checkbox"/> French mustard |
| <input type="checkbox"/> breakfast rolls | <input type="checkbox"/> milk |
| <input type="checkbox"/> English muffin | <input type="checkbox"/> jam |

3 Ask questions about Edgar's breakfast plate, e.g.

Is there any ketchup? No, there isn't. / Yes, there is.
 Are there any fried eggs? No, there aren't. / Yes, there are.

Culture File 9 Hotel breakfasts



10 Hotel reception

1.31 Conversation A

Pearl Li is the Reception Clerk at the Columbia Towers Hotel in Vancouver.

Alicia: Can you mail these for me?

Pearl: Sure. Where to?

Alicia: Uh, one to France, one to San Diego, two to Boston and one to Toronto, please.

Pearl: OK, one international, three U.S.A. and one to Canada. That's \$4.39 altogether.

Alicia: Here's four fifty.

Pearl: Thank you. That's eleven cents change.

1.32 Conversation B

Woman: Can I leave a message for Alain Charest? He's a guest here.

Pearl: Sure, do you know his room number?

Woman: Uh, no, I don't.

Pearl: That's OK. I can find it.

1.33 Conversation C

Alain: Good morning. Are there any messages for me?
Alain Charest. Room 1132.

Pearl: 1132? Yes, there's one. There you go.

Alain: Thanks. And can you fax this for me?

Pearl: Two pages, to Montreal, (514) 087-9321?

Alain: That's right. Can you charge it to my room?

Pearl: Of course, Mr. Charest.

1.34 Conversation D

Man: Excuse me, I have a problem with my room key.

Pearl: What's the problem, Mr. Park?

Man: It doesn't work. I can't open the door.

Pearl: The black side goes in the slot. Then you swipe it slowly.

Man: I know. And it doesn't work.

Pearl: No problem. I can program a new swipe card for you.



- 1 Look at Conversation A. Make conversations with these place names. Guess a price.
International: *Brazil, The U.K.*
Canada: *Ottawa, Quebec* U.S.A.: *Dallas, Boston*
- 2 Write and address a postcard to a friend.
- 3 Look at Conversation B. Make conversations with this information:
Alicia Romero / she / her room number
Mr. and Mrs. Steinway / they / their room number

- 4 Look at Conversation C. Make conversations with this information:
for us / Mr. and Mrs. Steinway / Room 1819 / 4 pages / New York / (212) 974-4377
- 5 Look at Conversation D. Make a conversation with this information:
room-safe key / safe / blue side / swipe it quickly

Culture File 10 Language in Canada, Titles

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one page
per unit

real-life
dialogs

activities
that get
students
talking



2 In-flight meals

1.28 Conversation A
Hiroshi is Japanese. He is on a flight from Tokyo to Vancouver.

Flight Attendant: Fish, chicken or vegetarian?
Hiroshi: What's the fish?
Attendant: It's tuna.
Hiroshi: Chicken, please.
Attendant: Anything to drink?
Hiroshi: Yes. Water, please.
Attendant: Still or sparkling?
Hiroshi: Sorry, I don't understand.
Attendant: This is Evian. It's still. And this is Premier. It's sparkling.
Hiroshi: Oh, yes. Evian, please.
Attendant: There you go. Enjoy your meal.

1.29 Conversation B
Alicia is flying from San Diego to Vancouver.

Attendant: Tea or coffee?
Alicia: Coffee, please.
Attendant: Regular or decaffeinated?
Alicia: Regular.
Attendant: Cream and sugar?
Alicia: Cream, please. No sugar.
Attendant: There you go.
Alicia: Thank you.
Attendant: For you, sir?
Marc: No, thanks. I'm fine.

CROSSCLOBE AIRWAYS
IN-FLIGHT MENU
TOKYO - VANCOUVER

Selections of drinks from the bar:
Water, still or sparkling
Soft: Cola, Lemon-Lime, Orange
Mixed salad with French dressing
Crackers, peas & rice
or
Fresh fish, meat (poultry, veal) or
Vegetarian pasta
Chocolate cake
Tea or coffee (popular or decaffeinated)

1 Complete the notes. Hiroshi is in seat 31C.
2 Order a meal and a drink. Use the menu and the pictures.

Culture File 2 In-flight meals

Seat 31A: Food + drink
Seat 31B: Vegetarian meal + tea
Seat 31C:

useful
cultural
information
for every
unit

Seven key topic areas



Business



Socializing



Travel



Hotels



Money

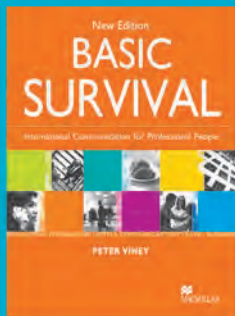


Food and drink



Communications

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