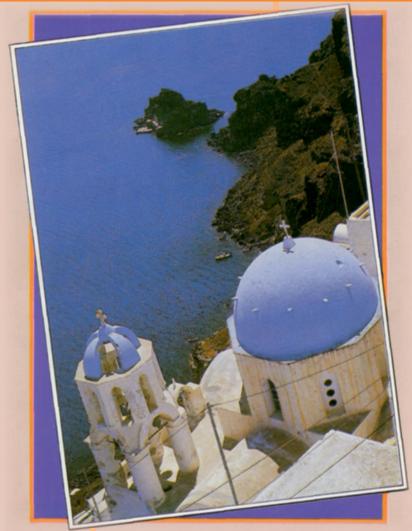
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VOCATIONAL LANGUAGE LEARNING

Γ΄ ΕΠΑ.Λ.

ENGLISH FOR THE HOTEL AND TOURIST TRADE

ΤΟΜΕΑΣ ΔΙΟΙΚΗΣΗΣ ΚΑΙ ΟΙΚΟΝΟΜΙΑΣ

HOTEL AND TOURISM

ΣΤΟΙΧΕΙΑ ΑΡΧΙΚΗΣ ΕΚΔΟΣΗΣ (ΟΜΑΔΑ ΕΡΓΑΣΙΑΣ ΑΓΓΛΙΚΩΝ ΕΙΔΙΚΟΤΗΤΑΣ) -Συντονισμός - Εποπτεία Διαμαντίδου Αγγελική Σχολικός Σύμβουλος Αγγλικών MEd Ντάσιου Παρασκευή Π.Ε. 6 Παναρέτου Αλίκη Π.Ε. 6 Παπακανδεράκη Χαρίκλεια Π.Ε. 3 Εξώφυλλο: Γιώργος Ακρίτας Η συγγραφή του διδακτικού υλικού για το μάθημα Αγγλικών ειδικότητας του τμήματος Ξενοδοχειακών Επιχειρήσεων του τομέα Οικονομίας και Διοίκησης ανα-

τέθηκε στην ομάδα εργασίας σύμφωνα με την υπουργική απόφαση Φ.910.28/ Η 5073/ 24-9-1991 του ΥΠΕΠΘ και μετά από πρόταση του Παιδαγωγικού Ινστιτούτου του τμήματος Τ.Ε.Ε.

ΣΤΟΙΧΕΙΑ ΕΠΑΝΕΚΔΟΣΗΣ

Η επανέκδοση του παρόντος βιβλίου πραγματοποιήθηκε από το Ινστιτούτο Τεχνολογίας Υπολογιστών & Εκδόσεων «Διόφαντος» μέσω ψηφιακής μακέτας.

ΥΠΟΥΡΓΕΙΟ ΠΑΙΔΕΙΑΣ ΚΑΙ ΘΡΗΣΚΕΥΜΑΤΩΝ ΙΝΣΤΙΤΟΥΤΟ ΕΚΠΑΙΔΕΥΤΙΚΗΣ ΠΟΛΙΤΙΚΗΣ

Διαμαντίδου Αγγελική, Ντάσιου Παρασκευή, Παναρέτου Αλίκη, Παπακανδεράκη Χαρίκλεια

Η συγγραφή και η επιστημονική επιμέλεια του βιβλίου πραγματοποιήθηκε υπό την αιγίδα του Παιδαγωγικού Ινστιτούτου

HOTEL AND TOURISM

Ειδικότητα: Υπαλλήλων Τουριστικών Επιχειρήσεων

ΤΟΜΕΑΣ ΔΙΟΙΚΗΣΗΣ ΚΑΙ ΟΙΚΟΝΟΜΙΑΣ

acknowledgemer Συχαριστούμε τον Τό υλικό που πρόθ	Εθνικό Οργαν	ισμό Τουρισμ χώρησε.	.ού (Ε.Ο.Τ.) γι	α το έντυπο κ	αι φωτογραφι

ΠΡΟΛΟΓΟΣ

Σύμφωνα με την υπουργική απόφαση Φ.910.28/Η 5073/ 24-9-1991 του ΥΠΕΠΘ και μετά από πρόταση του Παιδαγωγικού Ινστιτούτου του τμήματος Τ.Ε.Ε. μας ανατέθηκε η συγγραφή διδακτικού υλικού για το μάθημα Αγγλικών ειδικότητας του τμήματος Ξενοδοχειακών Επιχειρήσεων του Τομέα Οικονομίας και Διοίκησης.

Η επιλογή των θεμάτων έγινε με σκοπό να ανταποκριθεί στα ενδιαφέροντα των μαθητών του τμήματος Ξενοδοχειακών Επιχειρήσεων αλλά και να βοηθήσει όσους ασχολούνται με τα τουριστικά επαγγέλματα να εξοικειωθούν με την Αγγλική ορολογία και να εμπεδώσουν τη γλώσσα μέσα από τα κείμενα και τις ασκήσεις.

ENGLISH FOR THE HOTEL AND TOURIST TRADE

English for the Hotel and Tourist Trade is designed for the students of Technical and Vocational Lycea taking Hotel and Tourist Trade courses. It may also prove to be quite useful for trainee and already working hotel reception and restaurant staff and, generally, all those working in the hotel and tourist trade who wish to improve their command of English.

It is a pre-intermediate - intermediate course which aims to familiarise students with the language used to communicate effectively within their career areas.

It provides approximately 90 hours of classroom material in 22 units plus 2 revision units, organised in 5 thematic sections. The student's book includes:

- a variety of reading texts and dialogues
- exercises and controlled communicative activities
- a wide variety of pictures
- a detailed glossary of approximately 2000 words defined in Greek
 The teacher's book includes:
- teaching notes, complete answers to all the questions, scripts of the listening activities as well as suggestions for functional language to use in the role plays.

May 1995

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2	Making reservations	Using telephone language Polite requests Replying to requests. Checking information Making reservations in writing Confirming reservations in writing	Nouns used as adjectives: a three-day holiday Will you? Would you? Can you? Could you? Question tags	37			
3	Checking in	Filling in a registration form. Recognizing words referring to nations, nationalities, languages and foreign currencies. Responding appropriately to different situations	Word formation: Switzerland, Swiss, Swiss Franc, etc.	51			

		Expressing good wishes. Refusing a reservation and offering an alternative. Reporting the actual words Expressing future actions	Reported speech	
4.	Hotel facilities (1)	Making comparisons Providing information about hotels (location, facilities, services, rates) Advertising a hotel in writing	Comparative: adj + er + than more + three or more syllable adj + than Superlative: the + adj + est the most + three or more syllable adj Irregular adj Parallel increase: the + comparativethe + comparative Contrastive markers: whereas, while, but, however etc. Present tense	67
5	Hotel facilities (2)	Asking for and giving information about hotels. Responding appropriately to different situations. Inviting, accepting / declining invitations Making arrangements Offering suggestions and advice	wh- questions Would you like to? Yes, I'd love to. I'm afraid I Shall we meet? You should (I think) you ought to If I were you, I would	83

		Advertising a hotel in writing Describing conference facilities	I'd advise you to Why don't you? I suggest you	
6	Dealing with complaints	Apologizing Promising to take action Complaining to guests Expressing an action or duty which was not performed in the past Arranging for someone else to take action Complaining and	Future tense: Will + infinitive Should + perfect infinitive Causative form: have + object + past participle	99
		responding to complaints in writing		
7	Giving directions and information	Asking the way. Giving directions in the hotel and in the street. Requesting information Providing requested information	wh-questions prepositions of place: along, opposite, behind etc.	113
		Giving unpleasant (negative) information	I'm afraid that I'm sorry	
		Reporting messages	Reported speech	
8.	Checking out and methods of payment	Asking for the rates of exchange Working out the rates of exchange. Presenting the bill and explaining the items the guest does not understand. Dealing with methods of payment. Accepting or refusing payment	How much/many? It is to	133
		by credit card	Prepositions: on, off, up, down	

9.	Taking orders	Ordering breakfast		149
		Understanding the items		
		needed when preparing		
		a. breakfast		
		b. tea		
		Ordering a three		
		- course lunch at a		
		fixed price		
		Ordering drinks		
		Ordering snacks		
		Making polite	Can I/you?	
		requests	Could I/you?	
			May I?	
			I'd like, please.	
			I'll have	
		Expressing offers	Will you?	
			Won't you?	
			Would you like to?	
			Would you like me to?	
			Would you care for?	
			Shall I?	
			What can I get you, sir?	
			What would you like? What will you have?	
			what will you have:	
10.		Taking a reservation and		167
	(1)	seating the guests when		
		they arrive		
		Ordering aperitifs		
		Ordering starters and		
		fish		
		Helping guests order		
		Distinguishing		
		methods of	I	
		cooking	I prefer to + infinitive	
		Expressing preference	I prefer sth to sth else	
			I'd prefer to + infinitive I'd rather + infinitive	
			(without to)	
			Would you rather?	
			Would you prefer?	
		Identifying countable	Countable and	
		and uncountable words	uncountable nouns	
		and uncountable words	uncountable nouns	

		Using articles correctly	A/an - The	
11.	At the restaurant (2)	Ordering the main course Helping guests order Understanding the items needed when laying the table. Ordering wine with the meal Talking about wines Finding out the right wine for a type of food Using similar words with different meaning Ordering dessert and coffee Suggesting an alternative when you do not have the kind of food the guest wants Dealing with guests' requests Asking for the bill and signing for it Recognizing language functions	A glass of wine or a wine glass?	185
		Recommending food and drinks Describing dishes and drinks	I can/could recommend the Perhaps you'd like I'd suggest/recommend May I suggest the? Why don't you try the/a/ some? It consists of It contains It is made from/with/	
		Making comparisons	by + ing Comparative degree Superlative degree	
12.	Responding to complaints	Understanding complaints about the food and service and apologizing Giving explanation	I'm sorry I apologize	205

		promising to take action about the food and service Identifying language functions Dealing with guests' requests for information and service Using different words with similar meaning	Future tense: will + infinitive some-any, quite-rather, enough-too	
13.	Understanding and giving instructions (1)	Understanding and giving instructions for food preparation Understanding ingredients Describing the process of making a particular type of food Recognizing utensils Formulating grammar rules Expressing quantities	imperative much, many, a lot of, plenty (of), (a) little, a bit, (a) few	221
14.	Understanding and giving instructions (2)	Understanding and giving instructions for food preparation Understanding ingredients Describing the process of making a particular type of food Recognizing utensils Writing the process of making tea	imperative Linking devices: First, then next, finally etc.	237
15. R	Revision			249
Secti	ion C: Tourist servi	ces		
16.	Package tours	Asking questions Replying to questions	question words (objects) + aux + subject + inf. of the main verb question words (subjects) + verb? question words	255

		Taking reservation on a flight Writing a text from prompts given. Dealing with telephone enquiries	(subjects) + verb? Passive voice: be + past participle Simple present tense Linking words	
17.	Accommodation and catering	Asking questions Understanding what people are saying and giving appropriate answers Comparing	wh-questions What is it like? Parallel increase: the + comparative	269
		Writing a paragraph from prompts given Completing the missing information in a card	the + comparative	
18	Tourist information	Studying information about a place (location, transportation, weather, etc.) Describing a place using descriptive adjectives, broad outlines and fine details Preparing and giving a talk on a place from notes given Providing requested information Talking and writing about a place with the aim of attracting people to visit it. Replacing Greek words inserted in an English text, with their English equivalents. Translating a paragraph from Greek into English	Prepositions of place	279

19	Itineraries and tours	Preparing and writing itineraries	Simple Present Tense (referring to future events) Prepositions of time and place	291
		Recommending tours and providing information about them. Understanding what people are saying and responding appropriately. Asking and answering questions about planned programmes and tours	place	
		Joining sentences when planning an itinerary.	after/before + gerund or noun then + clause	
		Telling the time using the 12-hour and 24-hour clock. Providing information about trains and train times	on arrival	
20.	Revision			303
SECT	TION D: Jobs in the	hotel and restaurant business a	nd business correspondence	e
21.	Hotel and restaurant personnel	Finding about people working in the hotel and restaurant business. Talking about their activities, skills and qualities. Defining and explaining jobs and duties	Simple Present Tense Male/ female pairs of nouns	311
		Responding appropriately to different situations. Writing a paragraph presenting the job of a receptionist. Building a dialogue between an interviewee and interviewer from given prompts.		

22.	Applying for a job	Reading and understanding job advertisements and letters of application. Understanding and completing a	Layout of an application letter.	325
		curriculum vitae. Forming word derivatives Replying to a job advertisement and an invitation for an interview in writing Giving a (un)favou- rable answer to an application letter Understanding abbreviated forms in advertisements Giving advice	verb-noun-adjective You should/ought to	
		Replacing Greek words, inserted in an English text, with their English equivalents	It would be a good idea etc.	
23.	Letter writing	Understanding the layout of business letters. Reading and writing business letters, telexes and faxes. Providing appropriate expressions used in various types of business letters		345
SECT	FION E: Tourism			
24.	The impact of tourism on a country	Understanding the elements involved in tourism and the impact of tourism on economy		357

environment, culture etc. Providing requested information about a place using notes given. Expressing purpose

so that + clause so as to/in order to/

Completing the missing

to + infinitive

information





UNIT 1

Making Enquiries

Mr Benson is phoning Diana Travel Agency to make enquiries about a trip he wants to take with his family.

Travel agent: Diana Travel.

Good morning. Can I help you?

Customer: Oh, hello. Er... yes. My wife and I are having two weeks holiday this coming summer. We'd like to go to Athens. We'd like to spend a few days in the city and see the sights. Do you think you can arrange this trip together with *sightseeing* for us?

We don't want anything too expensive.

Travel agent: Let me see... Mmm... In this case, I'd recommend a *package* trip by Cosmos 10 Airways which organises *charter* flights. It includes *airfare*, hotel and *tours*.

Customer: If we took this package, how long would we stay in the city?

Travel agent: It's a fourteen-day trip. Ten days in the city and four one-day tours to places of interest outside the city.

Customer: How much does the package cost?

Travel agent: About 300 pounds. This figure, however, doesn't take into account possible increases in airfare.

Customer: That sounds interesting. Could you tell me if the price also includes meals?

Travel agent: No, only breakfast is included in the package.

Customer: I'd like to check another possibility with you.

Travel agent: Certainly.

Customer: I wonder if we could travel on our own and have you make all the necessary **reservations.**

Travel agent: Yes, certainly, but you must bear in mind that the cost would be less, if you took the package trip. You see, the airline gets a special *rate* for the

The Erechtheion, The Caryatides

20

hotel and the tours. Besides, this trip is very popular, because we offer an excellent value. I suggest that you make an early **booking**.

30

Customer: Well, I think I'd like some more information about this package. Can you send me a *brochure* and full details on dates and prices?

Travel agent: Of course, sir. I'll be happy to post it to you today. May I have your name and address, please?

Customer: Benson. Thomas Benson. 208 Surrenden Park, Brighton.

Travel agent: Please don't hesitate to phone if you need any further help.

Customer: Thank you, I won't. Goodbye.

Travel agent: Thank you for calling. Goodbye.

EXERCISE 1

Read the dialogue and answer the following questions:

- 1. Why did Mr Benson phone Diana Travel Agency?
- 2. Where do the Bensons prefer to spend their holidays?
- 3. What does the package trip include?
- 4. What advice does Mr Benson get from the travel agent about his trip?
- 5. How does the travel agent try to convince him?
- 6. Why does the travel agent suggest that Mr Benson book as soon as possible?
- 7. How can Mr Benson get more information about this package?
- 8. What does the travel agent offer to do for Mr. Benson?

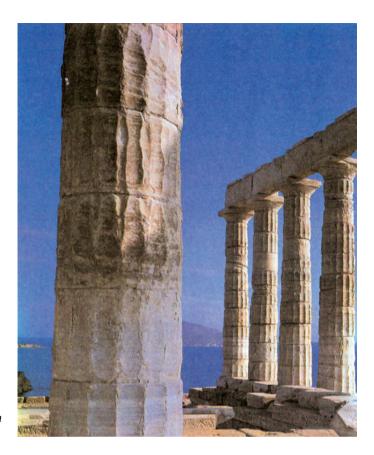
EXERCISE 2

Decide whether the following statements are true or false. Correct the false ones.

- 1. Mr Benson went to the travel agency to make enquiries about a business trip.
- 2. Mr Benson was interested in seeing the capital of Greece.
- 3. The travel agent advises him to choose a trip that is packaged by one of the airline companies.
- 4. The travel agent suggested that his customer leave it to the last minute to book his holiday.
- 5. No meals are included in the package.
- 6. The travel agent suggests to send Mr Benson a brochure.
- 7. If one travels independently, the travel agent can make all the necessary plans, hotel and tour reservations.
- 8. If Mr Benson wants more information, he can contact the travel agency again.

EXERCISE 3

Refer back to the dialogue and find words that mean the same as the following.



The Temple of Posseidon at Sounion

e.g. 1. ask for information answer: make enquiries	(line 1)
2. places of interest worth visiting	(line 7)
3. if that happens	(line 10)
4. advise, suggest	(line 10)
5. contains	(line 11)
6. take into account	(line 24)
7. it is worth the price one has to pay	(line 27)
8. small particular points about	(line 29)

EXERCISE 4

Match the terms in list A with the definitions in list B.

Α	В
1. reservation	a. reservation in advance
2. brochure	b. a trip to see places of interest
3. booking	c. includes the cost of the hotels and sightseeing as well as
	transportation and meals
4. charter flight	d. air ticket
5. tour	e. a small book giving details about a place or services offered for
	advertising purposes
6. package tour	f. someone who makes travel arrangements
7. airfare	g. an arrangement to have a room or a seat held for a person
8. rate	h. not a regular scheduled flight rented for someone
9. travel agent	i. the fixed price according to a standard scale

example: 1. g.

FXF	RC	'IC	F 5
$L\Lambda$ L			

Select the correct term in bold print in the text to complete each of the following sentences ${\sf S}$
e.g. 1. He rang the central station and made a reservation for his wife.

- 2. He made some ______ about the fare schedule.
- 3. If you go on a ______ holiday, everything is arranged in advance.
- 4. He studied a colour ______ to find out about holiday times, dates and prices.
- 5. There are many airlines and many different kinds of ______.
- 6. Holiday companies sell package holidays and need ______ flights to transport their customers.
- 7. In a hotel the monthly _____ are less expensive than the weekly rates.
- 8. If you prefer an individual ______, you can pick the dates, times and places and also your ______ to help you.

EXERCISE 6

Choose nouns from the table which can combine with the verbs make, take, go and give.

enquiry holiday sightseeing information	on a business trip advice reservation trin	booking on a tour
information	trip	on a tour
details	on holidays	

example: make a booking

go on a tour

LANGUAGE PRACTICE

Polite requests (1)

Can I / you...? are used to express a polite request

Could I / you...?

May I...? (very formal)

Examples: Can I help you?

Can you send me a brochure?

 $\label{lem:could} \mbox{Could you tell me if the price also includes meals?}$

May I have your name and address, please?

EXERCISE 7

How would a hotel manager ask his secretary to do the following?

- post the brochure
- phone Diana Travel Agency
- put the correspondence into the filing cabinet
- confirm the reservation
- deal with the complaints

EXERCISE 8

Work in pairs and prepare dialogues for the following situations. Then act them out in the class.

- e.g. 1. Your boss has a lot of things to do. You offer help.
 - A. May I help you, sir?
 - B. No, it's all right. Thank you.
- 2. You need to change some traveller's cheques.
- 3. You want to write down the customer's name.
- 4. You would like to know the code for Sitia, Crete.
- 5. You want to leave a message for your partner in room 105.
- 6. You are speaking on the phone and you can't hear well.
- 7. You are in a restaurant and you want to order some wine.
- 8. You want to ask for a customer's passport.

COMMUNICATION PRACTICE GREETINGS AND INTRODUCTIONS

EXERCISE 9

A. The following titles describe the functions the expressions in the tables below refer to. Choose the most appropriate title for each table.

- * Giving information about your job and the company.
- * Introducing yourself formally.
- * Introducing someone else formally.
- * Formal greetings.
- * Introducing yourself informally.
- * Informal greetings.
- * Introducing someone else informally.

e.g. 1. Formal greetings

A	В
Good morning, Mr How are you?	(I'm) very well, thank you, Mr And how are you?
It's very nice / I'm very pleased to see you (again).	

2.	A	В
	Hello, (name), nice / good to see you (again)	I'm fine, thank you, (name). And how are you?
	How are you?	

3.	A	В
	How do you do?	How do you do?
	My name is	ľm
	Good evening. Let me/ May	Pleased/ nice to meet
	I introduce myself. My	you.
	name is	
	Allow me to introduce	
	myself.	

4.	A	В	
	Hello. I'm	Oh, hello. I'm	

5.	
	I'm with/ I work for/ I work at
	I've been with the company foryears.
	I work in thedepartment.
	I'm the I deal with

5.	A	В	С
	Mr, I'd like to introduce you to Mr	How do you do, Mr	How do you do, Mr
	Mr, may I introduce you to Mr, Mr, I'd like you to meet Mr	I'm very pleased/ delighted to meet you	It's nice to meet you, too.

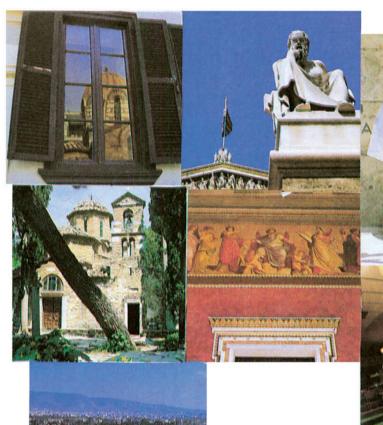
7.	A	В	С
	(Mary), this is (Alice).	Hello, (Alice). Nice / pleased to meet you.	Hi, (Mary). Nice to meet you, too.
	(Alice), this is (Mary).		

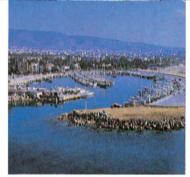
B. ROLE PLAY

What would you say in the following situations? Work in small groups.

- 1. You greet a friend you meet at the bus stop.
- 2. You introduce yourself to the sales manager of your company and give information about your position at work.
- 3. You introduce a customer to your boss.
- 4. You greet a colleague you haven't seen for a while.
- 5. You are introduced to a person at a conference. You reply appropriately.
- 6. You greet your boss you meet outside the elevator.
- 7. You introduce yourself to someone you would like to start conversation with at a conference.
- 8. You introduce a friend to your sister.

A TWO WEEK TRIP IN ATHENS





ATHENS THE CENTRE OF ALL THE CENTRES IN THE WORLD

THE CENTRE OF
ALL THE CENTRES
IN THE WORLD, THE CITY OF THE
OLYMPIC IDEA,
THE CITY OF
ARTISTS, CULTURAL
CHANNEL, THE
PARTHENON OF ALL AND FOR ALL. A
CITY FILLED WITH
CONTRASTS AND
SURPRISES

Write for a free brochure to: Diana Travel Agency, 80 Hythe Road, Brighton England.

WRITING ACTIVITY

CV	CD	CI	SE	10
r. a	rк	t . I	3 P.	

Suppose Mr Benson saw this advertisement in the "Tourism" magazine of the spring issue and wants to find out more about it. Write the letter which he sent to the travel agency, asking for a brochure and details of dates and prices. Refer to the layout of the letter and the useful expressions provided below:

Writing a formal letter.

		Sender's address
		Date
Receiver's address		
Salutation or opening phrase		
	BODY	
Complimentary close Signature		

Salutation	Complimentary close
Dear Sir/ Madam, Dear Mr/ Mrs/ Ms Smith,	Yours faithfully, Yours sincerely,

Making enquiries Useful expressions

With reference to your advertisement in the...

I have seen your advertisement...

I am interested in...

Could/ Can you, please ...?

I would like to receive...

EXERCISE 11

Diana Travel Agency replied to Mr Benson's letter and sent him a brochure which provided full details of dates and prices.

Study the useful expressions below and write the letter which accompanies the brochure.

Replying to enquiries Useful expressions

With reference to your letter of/ enquiry of (date)

In reply to your...

Thank you for your letter of (date) enquiring about...

Thank you for your interest in...

We are pleased to send you/enclose...

We have pleasure in sending...

We look forward to making reservations for you.

LISTENING ACTIVITY

EXERCISE 12

Listen to eight short dialogues and answer these questions.

- a. Where are they?
- b. Who is talking?
- c. What are they talking about?

Syntagma Square

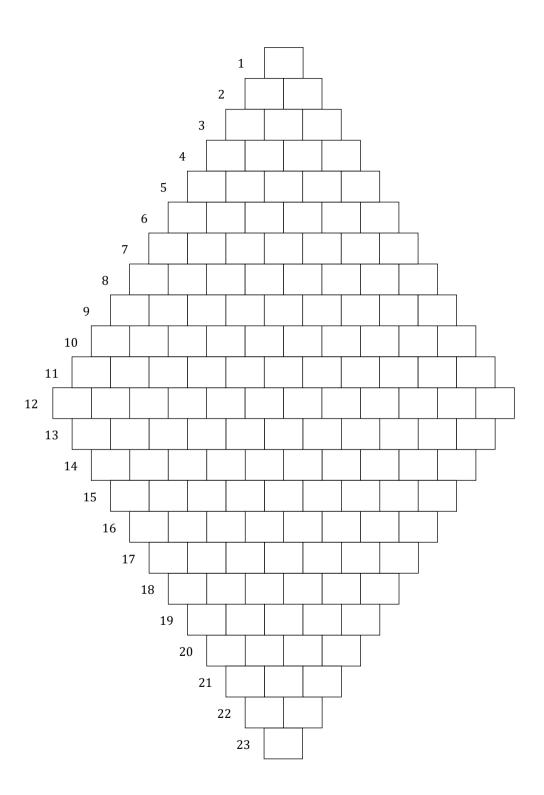


	Who are they?	Who is talking?	What are they talking about?
1			
2			
3			
4			
5			
6			
7			
8			

FUN TIME

Fill in the gaps in the sentences below and solve the rhombus.

1.	Can help you?
2.	Thank you for your interest our cruises.
3.	I'd like to spend a days in Crete.
4.	It's a four-day to Macedonia.
5.	Your travel will make all the necessary arrangements.
6.	I'd rather book on a direct to Athens.
7.	Travel agents sell holidays at low prices.
8.	He asked for a with full details of dates and prices.
9.	is not included in the package.
10.	I'm in a two-week trip in Spetses.
11.	Can you arrange this trip together with for us?
12.	If you travel independently, you have to make all the necessary
13.	I'd like to consider another
14.	I saw this tour in a newspaper.
15.	He went to a travel agent to make about a business trip.
16.	These travel firms charter flights.
17.	Low-cost flights make travel possible for a greater number of people
18.	He wants to across Greece on a bicycle.
19.	I think you should stay in a away from the centre.
20.	The cost is less because he got a special for the hotel.
21.	long will you be staying in Volos?
22.	He's here business.
22	Ho is making anguirios about trip





UNIT 2

Making Reservations

The Bensons decided to travel to Greece independently and have the travel agent make *accommodation* arrangements for them. So the travel agent is phoning the Athenian Hotel to make a reservation on behalf of them.

Telephone operator: Athenian Hotel. Good morning!

Travel agent: Good morning. May I speak to the reception manager, please?

Telephone operator: Just a moment. I'll put you through. Reception manager: Hello. Miss Antoniades speaking.

 $Travel\ agent:\ This\ is\ George\ Palmer\ from\ Diana\ Travel.\ I'd\ like\ to\ make\ a\ reservation\ for$

a family of four.

Reception manager: What accommodation do you require?

Travel agent: I'd like to book two *connecting rooms*, if possible. A *double room* and a *twin-bedded room* with telephone and private bathroom for ten nights, from the 7th of June.

Reception manager: Hold on a moment, please. Let me see if we have the accommodation *available...* 20

Travel agent: Thank you.

Reception manager: (checking the reservation list)

Yes, I can reserve a double room and a twin-bedded room with telephone and shower on the same floor. I'm afraid we haven't got any rooms with bathroom free in June.

Travel agent: All right. That' ll do. How much do you charge for each room?

Reception manager: 50 pounds per night.

The Zappeion

37

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Travel agent: That includes breakfast, doesn't it?

Reception manager: Yes, it does, sir.

Travel agent: Would you, please, see that they are front rooms? Reception manager: Don't worry. They look on to the Acropolis.

Travel agent: What arrangements do you require concerning payment?

Reception manager: You may send a deposit of 300 pounds and settle the balance due of

700 pounds two weeks before the date of arrival.

Travel agent: That's all right.

30

Reception manager: *Upon receipt* of the deposit, we'll *confirm* your reservation.

Travel agent: Thank you. Goodbye.

Reception manager: Thank you, sir. Goodbye.

EXERCISE 1

Read the dialogue and answer the following questions:

- 1. How does the operator tell the caller "I'll connect you now?"
- 2. How does the travel agent introduce himself on the phone?
- 3. How does he ask politely to make a reservation?
- 4. What kind of accommodation does Mr Benson require?
- 5. How does the reception manager tell him to wait on the phone?
- 6. How can the travel agent confirm his reservation?
- 7. When will he be sure that his reservation has been confirmed?

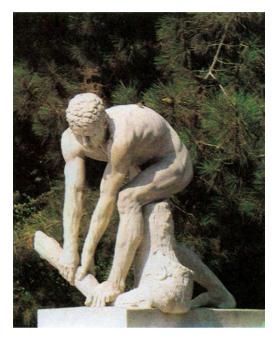
EXERCISE 2

Refer back to the text and find words that mean the same as the following:

e.g.	1. a hotel room to live	(line 2)
	Answer: accommodation	
2.	acting for	(line 3)
3.	need	(line 10)
4.	a room with two single beds	(line 12)
5.	able to be got	(line 15)
6.	able to be got	(line 26)
7.	offer a view of	(line 28)
8.	money one still owes after a part payment	(line 28)
9.	written statement of money received	(line 32)
10.	make certain	(line 32)

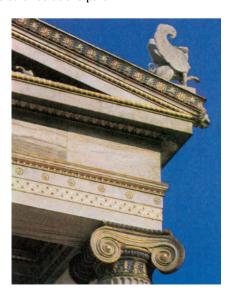
EXERCISE 3

Decide whether the following sentences are true or false. Correct the false ones.



Xylothrafstis

- 1. Mr Benson needs single accommodation.
- 2. The hotel takes down bookings over the phone.
- 3. The travel agent requires rooms that are at the back.
- 4. The price of the room does not include breakfast. All the meals are charged separately.
- 5. The hotel has a lovely view of Lycabettus Hill.
- 6. The double rooms with private bathrooms are not available.
- 7. The travel agent will send a deposit two weeks before the Bensons' arrival.
- 8. The reservation will be confirmed before the balance due is paid.



The Academy of Athens

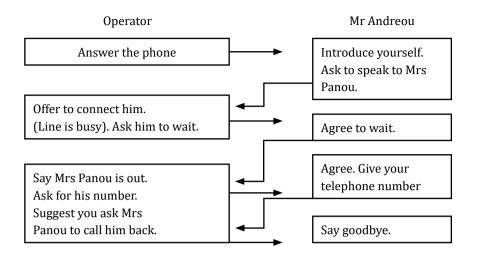
On the phone

Useful expressions

Receiver	Caller
Hello	I'm calling from
Speaking/ This is speaking.	Can/ Could/ May I speak
	to please?
Hold on a moment please.	Good morning, I'd like
Just a moment/ minute. I' ll	to speak to/ talk to
check/ I'll see if he's in.	Is available, please?
I'll put you through to	
his extension.	
I'm afraid the line is	Could you ask to
busy/ engaged.	call me back, please?
The number's ringing for	My number is
you now.	
I'm afraid is out just	Could you give a
now/ away/ not in the	message?
office/ in a meeting.	Can I leave a message
Can I take a message for him?	with you?
I'm sorry. You've got the	
wrong number.	
Can I get Mr. to call	
you back?	
I'll get Mr to ring	
you back.	
I'll take the message/ I'll	
pass this information on.	

A. Guided dialogue

Mr Andreou from Patras is calling the operator of Joy hotel to speak to Mrs Panou. Follow the instructions and act out the dialogue. Work in pairs.



B. Role play

Work in pairs and act out the role play in the following situation.

Student A

You work in the accounts department of a large hotel and you are responsible for answering the phone and putting the caller through to the right person. Someone asks for Mrs Angelou. The line is engaged but it rings the second time.

Student B

You call the accounts department to speak to Mrs Maria Angelou.

EXERCISE 4 _

Choose the correct word from the table below to complete the following sentences:

receiver	area/ dialling code	telephone box
direct	reverse-charge call/	long-distance
directory	collect call	engaged
dial	person to person call	operator

e.g. 1. He phoned the telephone information office and asked the **operator** for his friend's number.

2	2. His number was for three hours.						
	3. He looked in the to find out what her number was.						
4	4. I wanted the call to be paid by my mother, so I asked for a						
5.	5. A call from Greece to London is a call.						
6	6. As soon as the telephone rang, I picked up the						
7.	In order to make	a	call to Patras, you need to know the				
8	In a telephone box	 you have to insert	money before you				
9	In a public place y	ou can make a pho	ne call in a				
			to Mr Crown, the sales manager of the				
	hotel, but he didn'	t answer.					
EX	ERCISE 5						
A . 1	Match the phrasal v	erbs in list A with t	heir definitions in list B.				
	A		В				
1.	put through	a. telephone					
2.	get through	b. disconnect					
3.	ring up	c. reach someon	e by phone				
4.	hold on	d. end a telephor	ne conversation				
5.	cut off	e. connect by tel	ephone				
6.	hang up	f. return a telepl	none call				
7.	call back	g. wait on the tel	ephone				
	4						
e.g	1. e.						
.	1 1 1	1 . 1 1	c n				
В.	Use these phrasal ve	erbs to complete th	e following sentences.				
. ~	1 The mumber was	angagad fan thuas	hours on I				
e.g	1. The number was		Hours so I				
2	couldn't get thr e	_	in an hour or two				
			in an hour or two.				
			when I have more time to talk.				
	The line's busy. Wi		before I could apologise.				
	. While we were talking on the phone, we were His phone isn't working. I can't you						
/٠	ins biione isii t Moi	Kilig. I Call t					

Use the correct phrasal verb or word to replace the underlined phrases in the following text.

A phone call

Yesterday I wanted to make a direct (1) <u>made to another town</u> call to a friend of mine. Unfortunately. I couldn't find her phone number and the (2) <u>number of the town</u> in the (3) <u>phone book</u>, so I asked the operator to (4) <u>connect me</u> by giving her my friend's name and address. The operator told me to (5) <u>wait on the telephone</u> and then she <u>made the</u> phone call by selecting numbers on the telephone.

My friend was already on the phone, so her line was (6) <u>busy</u>. When I (7) <u>reached</u> her at last, she told me that she was busy and I should (8) <u>return a call</u> later and she (9) <u>ended the telephone conversation</u> immediately. When I (10) <u>phoned</u> her an hour later, it took her some time to pick up the (11) <u>part of the telephone held to the ear.</u>

Finally, while we were in the middle of our conversation, we were (12) disconnected. e.g. 1. long-distance.







Kolonaki Square

LANGUAGE PRACTICE

Singular or plural?

a holiday of three days = a three-day holiday
a hotel has ten floors = a ten-floor hotel
day, floor are used as adjectives so they lose s

EXERCISE 7							
Use the above structur	Jse the above structure and finish the following sentences:						
e.g. 1. They had a holid	ay of three weeks.						
It was a three-w	eek holiday.						
2. The boy was twelv	e years old.						
He was							
3. Their journey took	them two days.						
It was							
4. Her walk lasted fiv							
It was							
5. Our tour lasted fou	r days.						
It was							
6. This engine has thi	ree parts.						
It is							
7. Our flight lasted se	ven hours.						
It was							
8. Their tickets cost 1,5 euro.							
They are	They are						
9. There were ten per	rsons in the group.						
It was							
10. The doctors' semin	ar lasted two weeks.						
It was							
11. The hotel has 200	rooms.						
It is							
12. The bottles of wine	e hold five litres.						
They are							
Polite requests (2)							
Will you?	Can also express a request.	Can you?					
Would you?	They are alternatives to	Could you?					
	mey are alternatives to	Journ Journ					
Would you?		Will you?					
Could you?	are more polite than	Can you?					
Gan yourn							

examples: Would you, please, see that they are front rooms?

Will you type this letter, please? Would you post this letter?

EXERCISE 8

A. How do you ask:

- 1. a friend to lend you 5 pounds.
- 2. a customer to wait half an hour.
- 3. a passer-by to tell you the way to the station.
- 4. an applicant to sign the application form.
- 5. a customer to settle the balance due.
- 6. a hotel manager to reserve you a room.
- 7. your brother to switch off the TV.
- 8. your friend to pass the salt.
- 9. your brother to wait a minute.

Replying to requests

Certainly (formal)	I'm afraid not
Yes, of course	I'm sorry, but
All right. / O.K./ Sure	Unfortunately,
Yes, that's no problem	I'm sorry, that isn't possible.

example: - Could you get me some tickets for the theatre tomorrow?

- I'm sorry but there aren't any seats.
- **B.** What would you say in the following situations and what would the responses be? Make short dialogues and act them out with your partner. The replies may be positive or negative.
- 1. you want to change the hour of your meeting.
- 2. you ask somebody to help you fill out a card.
- 3. you ask your travel agent if he recommends the tours of the city.
- 4. you ask the chambermaid to send you two extra towels.
- 5. you ask your partner to show a visitor round the city instead of you.
- 6. you need coins for a pay phone.
 - Ask a passer-by to give you change for one hundred drachmas.
- 7. Ask your secretary to deal with the enquiries before tomorrow morning.

COMMUNICATION PRACTICE

Checking information

Act this dialogue out with your partner and do the following exercises:

- A. Excuse me, I am right in thinking that the seminar starts on Thursday, aren't I?
- B. Yes, that's right.
- A. Oh, good. And it was 8.30, wasn't it?
- B. No, 9.30
- A. I beg your pardon?
- B. It starts at 9.30, not 8.30
- A. Oh? Are you absolutely sure of that?
- B. Oh, yes, quite sure.
- A. And it finishes at two o'clock, doesn't it?
- B. Er... two thirty, actually.
- A. Well, you've been most helpful. Thank you.

EX	Εl	RO	Ľ	SI	7 (4

- **A.** Answer the following questions.
 - 1. How does A ask for confirmation?
 - 2. How does B reply giving confirmation?
 - 3. What does B say to correct A? What else could he say?
 - 4. How does A ask B to repeat something? What else could he say?
 - 5. What expressions does B use to express certainty? What other expressions could he use?
 - 6. How could he express uncertainty?
 - 7. Read this question "Maria Kallas was a great opera singer, wasn't she?" and tick appropriately.

		Falling intonation	Rising intonation
When you are	sure		
	not sure		

B. C	omplete	these	sentences	with	question '	tags.
-------------	---------	-------	-----------	------	------------	-------

e.g. 1. Helen hasn't got a car,		?
answer: has she		
2. Peter missed the plane,		?
3. You were worried.	?	

4. They don't smoke, _____ ?
5. They won't be here soon, _____ ?
6. That isn't her house over there, ____ ?
7. I'm late, ____ ?
8. Your father could help me, ____ ?
9. The play was great, ____ ?
10. You have invited her, ____ ?

C. Pair work

Student A

Ask for the following information in order to verify its accuracy.

(Your voice should go up.)

Student B

Reply by confirming or correcting the information.

- e.g. The banks close at 2.30 o'clock.
- A. The banks close at 2.30 o' clock, don't/they?
- B. That's right.
- A. The bus No 13 goes to Pangrati. (Ampelokipi)
- B. No, it goes to Ampelokipi, actually.
 - Calvou street is around here somewhere.
 - English courses start on Friday. (Monday).
 - The lira is the currency of Portugal. (Italy).
 - Spanish is the national language of Brazil. (Portuguese)
 - Hawaii is an island in the Indian Ocean. (Pacific)
 - Stephanie Graff plays golf very well. (tennis)
 - John Lenon was American. (English).

D. Pair work

Ask your partner to agree with you, using the following prompts. (Your voice should go up as you are not asking real questions).

- e.g. Mary not attractive
- A. Mary is not very attractive, is \she?
- B. No, I'm afraid not.
 - Bill work hard
 - Helen not look very well tonight

- You not know where your sister is
- The film was not interesting
- You not mind if I come early
- He should pass exams
- She not like us
- You can type
- You are happy

WRITING ACTIVITY

Making reservations

EXERCISE 10 ____

Mr Palmer from Diana Travel Agency writes a letter to the reception manager of the Athenian Hotel to book rooms for the Bensons.

Write this letter asking for a double room and a twin-bedded room, with telephone and shower, both on the same floor and on the front.

Useful expressions

I write / am writing to enquire/book/reserve...

I enclose / Please find enclosed a deposit of...

Our deposit of... is enclosed.

We look forward to receiving your receipt and confirmation of the reservation.

Please confirm receipt of my deposit.

EXERCISE 11

Write the letter the reception manager sent to Mr Palmer to confirm his reservation.

Useful expressions

Thank you for your...

With reference to your...

We are pleased to confirm

We confirm

that the reservations have been made

We enclose a receipt for your deposit

We look forward to receiving the balance due...

EXE	R	CI	CF	1	2
\mathbf{r}	N	u	. T.		_

Six people telephone the Directory Enquiries to ask for the dialling code of some of the following cities and towns. While you listen, write down their dialling number.

 1. Oropos
 7. Dublin

 2. Volos
 8. Oslo

 3. Loutraki
 9. Geneva

 4. Saronis
 10. Barcelona

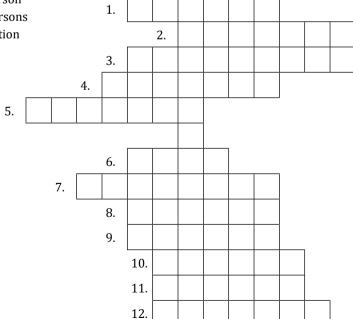
 5. Hania
 11. Luxemburg

 6. Xylocastro
 12. Rome

Fun Time

Can you find the hidden word?

- 1. to ask as price
- 2. not a scheduled flight
- 3. guests ask for rooms there
- 4. the first part of payment of money
- 5. to make sure that a reservation is made
- 6. to reserve a room
- 7. vacations
- 8. to make a journey
- 9. to pay
- 10. a room for one person11. a room for two persons
- 12. to ask for information





UNIT 3

CHECKING IN

Mr Benson *is checking in* at the reception desk, in the Athenian hotel.

Receptionist: Good morning, sir. May I help you?

Mr Benson: Good morning. My name's Thomas Benson. We have a booking for ten nights, as of tonight.

Receptionist: Just a moment, please.

.....

Er... Yes, sir. We have your reservation through Diana Travel. Your room numbers are 408 and 315.

Mr Benson: They aren't on the same floor, are they?

R: No, actually they aren't.

Mr B: That's impossible! I specifically told the travel agent they should be on the same floor. You see, my twins are only 13 and it's necessary that we're near them.

R: I'm sorry about this. Well, I'll see if I can find another room. Mmm, yes. Room 420 is vacant but it's at the back.

Mr B: I suppose that will do.

R: Would you like to register, please? Here's a form for you to fill in, and, may I have your passports?

Mr B: Yes, of course.

.....

R: That's fine, sir. Here are your keys. I'll call the porter to show you to your rooms.

Mr B: Thank you. By the way, is there a laundry service in the hotel?

R: Certainly, sir. You will find information about the hotel services and the use of the phone in the leaflets, in your room.

Mr B: Good. Thank you.

R: I hope you have a most enjoyable stay.

"Kore", from the Acropolis Museum

		_		-
FX.	ĽΝ	<i>ı</i> . I	C.P.	1

A. Supply the missing information on the Registration Form for Mr Benson.

Registration	Card		Athenian Hotel			
First names:			27 Kayatidon st, Athens Greece			
Address: Date of birth Passport nur	: 26 October 19 mber: K. 632489 :: 5th November					
Room No	No of persons	Date of arrival	No of nights	Departure date		
7th June						
	Signature:					

B. If the receptionist filled in the Registration Form for Mr Benson, what questions would he ask Mr Benson?

EXERCISE 2

Read the dialogue and answer the following questions.

- 1. Why does Mr Benson want the hotel rooms to be on the same floor?
- 2. Which of the two rooms did the receptionist replace with room 410?
- 3. What does the receptionist say about room 420?
- 4. What did Mr Benson want to know about hotel services?
- 5. What did the leaflets the receptionist mentioned to Mr Benson include?
- 6. What did the receptionist wish to Mr Benson?
- 7. How will the Bensons find their rooms?

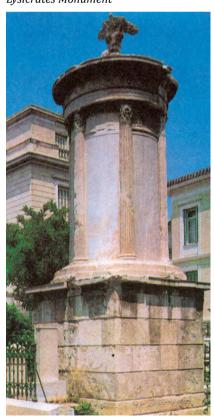
EXERCISE 3 ____

Decide whether the following sentences are true or false. Correct the false ones.

- 1. Mr Benson arrives at the hotel without an advance booking.
- 2. The receptionist cannot deal with Mr Benson's complaint.
- 3. The receptionist filled in the registration card on the Bensons' arrival.
- 4. The receptionist informed the guest of the room rate.
- 5. Mr Benson asked for a leaflet including all the services the hotel can provide.



Lysicrates Monument



Plaka

- 6. The Bensons have booked two rooms for the next three nights.
- 7. Mr Benson looked puzzled by the registration card.
- 8. The Bensons' rooms should be adjoining.

FY	FR	C	CI	F	1

Choose words from the table to complete the following sentences:

vacant	fill in
will do	checked in
leaflets	specifically
key	registered

e.g. 1. Don't forget to leave your **key** at the Reception before you check out.

2.	Thev	at the	hotel	under	false	names
۷.	111Cy	at the	HOLLI	unuci	laise	Hames

- 3. I ______ told you to avoid the main road on your way to the office.
- 4. During high season, there are no ______ hotel rooms in the village.
- 5. Will 5,000 dr do?
 - Yes, that ______ nicely.
- 6. Could you ______ your name on this cheque?
- 7. Illustrated _____ which inform of our hotel facilities are given free to our guests.
- 8. As soon as he arrived, he ______ at the reception desk.

EXERCISE 5 ____

A. Match nations, nationalities and currencies.

	Nations		Nationalities		Currencies
1	The United States	a	Japanese	l	Peseta
2	Great Britain	b	Danish	m	Mark
3	Denmark	С	German	n	Yen
4	Germany	d	Dutch	0	Schilling
5	Japan	e	Spanish	р	Guilder/Florin
6	Portugal	f	French	q	Lire
7	Italy	g	British	r	Escudo
8	Spain	h	Austrian	s	Franc
9	France	i	Italian	t	Krone
10	Austria	j	American	u	Pound
11	The Netherlands	k	Portuguese	v	Dollar

e.g. 1. j. v.

B. Which countries have the following currencies?

Currency	Country
e.g. 1. Zloty	Poland
2. Swiss franc	
3. Peso	
4. Swedish crown/ Krona	
5. Lev	
6. Dinar	
7. Rouble	

C. Fill in the table.

Countr	ies	Citizens	Adjectives	Language
1. Switze	rland			
2.		Norwegian		
3.			Swedish	
4.		Scot		
5. Finland	d			
6.				Chinese
7.			Canadian	
8. Denma	ırk			
9.		Hungarian		
10.			Welsh	
11.				Irish/English
12.		Cypriot		

Now use the above words to make sentences like these:

- He comes from $\underline{\text{Switzerland}}$. He is a $\underline{\text{Swiss}}$, speaks $\underline{\text{Swiss}}$ and always wears a $\underline{\text{Swiss}}$ watch.
- She comes from <u>Scotland</u>. She is a <u>Scot</u>, speaks <u>Scottish</u> and drinks <u>Scotch</u> whisky.

D. Match the currency abbreviations with their full forms.

2.1.10.0011 0110 0011101101	abbreviations
1. Fr	a. Lire
2. Esc	b. Peseta
3. Dr	c. Yen
4. Pta	d. Franc
5. L	e. Drachma
6. £	f. Mark
7. \$	g. Escudo
8. G	h. Guilder/ Florin

9. Y i. Krone

10. Dmj. Swedish Crown11. Sekk. Schilling

12. Sch13. D kr14. Dollar15. D kr16. Dollar17. Dollar18. Dollar19. Dollar</

COMMUNICATION PRACTICE

EXERCISE 6 ____

Good wishes

What wishes do you make:

e.g. 1. for one's stay? Have an enjoyable stay, or Enjoy your stay.

- 2. for success?
- 3. for a trip/time/holiday/flight?
- 4. for Christmas?
- 5 for the New Year?
- 6. for Easter?
- 7. for somebody's nameday?
- 8. for somebody's birthday?
- 9. before drinking?

EXERCISE 7 _____

What can you ask your guest about the following topics?

- 1. Flight
- 2. Weather
- 3. Plans
- 4. Previous visits
- 5. Accommodation
- 6. Visitor's town/country
- e.g. 1. How was your flight?

Did you have a good trip?

EXERCISE 8

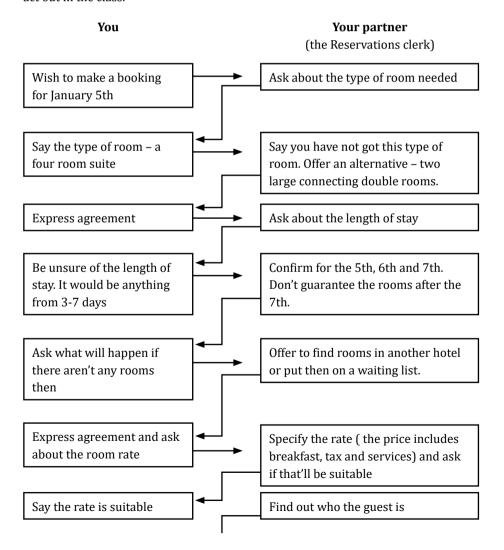
What do you say in the following situations?

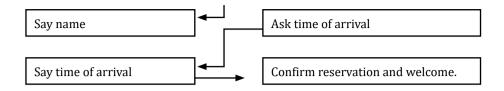
- 1. To welcome a guest to the hotel
- 2. To find out who the client is
- 3. To find out what room type the client wants
- 4. To ask about length of stay
- 5. To accept a booking

- 6. To refuse a booking and offer an alternative
- 7. To give information about prices
- 8. To arrange payment
- 9. To get details of arrival
- 10. To express agreement
- e.g. 1. Welcome to our hotel.
 - We look forward to seeing you/ having you with us (early booking).

EXERCISE 9

Follow the instructions and write the following dialogue. Work with your partner. Then act out in the class.





EXERCISE 10 ____

Role play

In pairs discuss what A and B would say to each other. Think of the exact words they would use and take a role each.

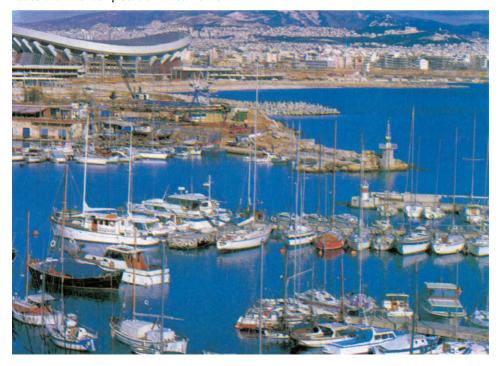
A.

Your name is Mary Kyne. You'd like to book a double room with bath for you and your husband for the weekend of January 25th, 26th and 27th.

As a second possibility, you'd like the weekend of February 6th to the 8th.

You'd like to know **a.** the price **b.** if the hotel allows dogs and **c.** if the hotel has an indoor swimming pool.

Peace and Friendship Stadium. New Faliron



Answer the phone. After checking, you can confirm a booking for the weekend of February 6th to the 8th, as the hotel is fully booked until January 31st.

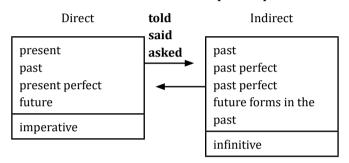
The hotel hasn't got a swimming pool. There's one in the sports centre.

It has a special weekend plan for couples, costing 300 euro to include rooms with full board for three nights.

Dogs are accepted at an additional charge of 3 euro a day.

A deposit of 120 euro is necessary to confirm the booking.

LANGUAGE PRACTICE Reported speech



example: "We have a reservation through Diana Travel".

He said that they had a reservation through Diana Travel.

"Take the first turning on the left".

He told her to take the first turning on the left.

EXERCISE 11 ___

A. Report the actual words.

e g. 1. "I can't keep the appointment tomorrow. I'll phone tonight at 10.00 pm about another appointment", he said.

answer: He said (that) he could not keep the appointment the next day and added he could phone the same day at 10.00 pm about another appointment.

- 2. "I want to speak to the Manager but the line is engaged", she explained.
- 3. "What's your nationality?", I asked her.
- 4. "What country are you from?", he asked them.
- 5. "When will you confirm the dates?", he enquired.
- 6. "We don't have a double room from the 2nd to the 4th of August", he admitted.
- 7. "We found this room very convenient and we would like to book it again", they pointed out.
- 8. "I'm not getting any reply. Can I take a message?", she said.
- 9. "Hold the line, please", she said.
- 10. "Take the escalator to the second floor for the disco", he said.

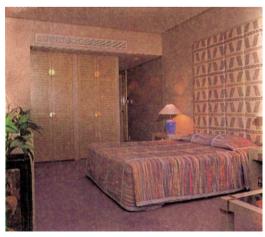
B. What are the actual words?

e.g. 1. Before he accepted a reservation for a group, he wanted to know how many would arrive on Tuesday morning.

answer: How many will arrive on Tuesday morning?

- 2. He wanted to know if the guest would require transport to the airport the next day.
- 3. He asked how much service charge was included in the prices.
- 4. He told her that she had to pay 5 pounds extra.
- 5. He told him that children stayed free if they were in the same room with their parents.
- 6. The manager pointed them out politely that they could not extend their stay.
- 7. He asked if anyone had arrived that day.
- 8. He wanted to know when the guests were due to arrive.





Twin bedded rooms

- 9. He asked if it was possible to make a long distance call.
- 10. He asked him politely to inform him of the rates for a double room with shower.
- 11. They said that they had enjoyed their stay at the hotel the year before.
- 12. He apologized to her for being late.



EXERCISE 12

A. The examples in the following table are missing. Study the table and the sentences following it and write them as examples in the space provided. Then underline the verbs expressing future action in each sentence.

Tenses	Future actions which:
1. Simple present	are fixed by a timetable or programme (often used by travel agencies) Example:
2. Present continuous (with a time expression)	are fixed by arrangement Example:
3. Going to	are intended Example:
4. Will	a. are decided at the time of speakingExample:b. are neutrally expressed(without intention)Example:
5. Future continuous (instead of present continuous)	a. take place naturally (without intention) in the ordinary course of events. Example: b. are planned or decided Example:
	c. we ask about politely

Example: d. will be in progress at a cetrain time (in the near future) Example:

- Would you like me to give him the letter?
 We'll be staying in the same hotel
- They'll stay for three days
- In Rome, you stay in the Hilton hotel
- "There's no other hotel available besides Bella Vista".
 "Then I'll stay there".
- I'm staying in Rome for a week.
- He's going to stay in Rome.
- How long will you be staying, Madam?
- We'll be staying in the outskirts of the city
- This time next month, I'll be staying with my parents

B. Use the following uses to express actions referring to the future.

1. plane / arrive / 7.00 mm	fixed timetable
2. I / visit / Trade Fair / Thessaloniki	fixed arrangement
3. I'm tired. I / have / early night	intended action
4. When / report / ready?	neutrally expressed action
5. I / telephone / Mary / morning. It's late now	decided at the time of speaking
6. I / see / John. We work in the same office	taking place in the ordinary course of events.
7. What time / leave / Sunday / madam?	asking about future actions politely
8. This time tomorrow / we / watch match	will be in progress at a certain time in the near future
9. They / take / exams / next month	planned (instead of present continuous)

C. Correct the following sentences.

- 1. Its' cold. I'm going to wear my coat.
- 2. Why are you turning on the radio?

- I'm listening to the commentary of the match.
- 3. Are you going to get married next week?
- 4. This time next month, I'm staying in Trieste.
- 5. What time is the play going to begin?
- 6. Would you like me to give Tina the letter? I'll see her at the Conference.
- 7. Don't drop it. It's going to break.

EXERCISE 13 ____

- 8. She has won at the pools. What is she doing with all this money?
- 9. Jack isn't free on Sunday. He'll play squash.

D. What do you say in the following situations?

- 1. You want to know whether your partner aims to attend the seminar next week.
- 2. You have arranged to see your dentist for a check up on Monday morning.
- 3. Your friend feels cold. You decide to go and shut the window.
- 4. You phone to get information about the time the Shopin concert starts.
- 5. Ask very politely if the guest is joining the tour tomorrow.

Listen to the dialogue and fill in the Registration Form.

6. You are looking at your watch and think of your activities in progress at the same time tomorrow.

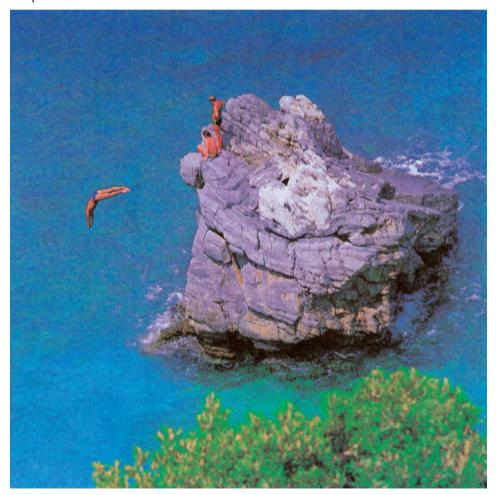
LISTENING ACTIVITY

	First name:Place of birth: Date of birth: 23-4-					
Passport No:_		Nationa	ality:			
Room No	No of persons	Date of arrival	No of nights	Departure date		
		12-1-1995				

Fun Time A. How many citizens can you find in the grid?

Α	P	Е	F	S	W	Е	D	Е	I	M	Е
J	M	0	G	R	Е	Е	K	D	R	Α	Т
I	Т	Е	L	Y	Е	U	W	Α	Α	L	Н
K	S	U	R	Е	P	N	Y	N	Q	Т	I
С	Y	P	R	I	0	Т	С	Е	I	Е	0
U	R	В	S	K	С	L	I	Н	Z	S	P
В	I	I	N	D	I	Α	N	Α	M	Е	I
Α	Α	D	0	F	I	N	N	0	N	Α	Α
N	N	Н	Е	N	I	G	Е	R	I	Α	N
N	0	R	W	Е	G	Ī	Α	N	Q	M	0

Milopotamos



B. Odd-man out.

Which word is the odd one out in each group?

tablecloth
 mirror
 door
 alarm clock
 radio

2. telex payphone keycard dial receiver

3. single twin double suite motel

4. rate tax discount briefcase charge

5. bedspread blanket lamp pillow mattress 6. Mr Ms Mrs Miss Mt



UNIT 4

Hotel Facilities (1)

ATHENIAN HOTEL

This fine deluxe hotel is ideally situated opposite the Acropolis, within walking distance from Plaka, the oldest and most picturesque quarter of Athens, untouched by time. We pride ourselves on offering traditional hospitality in elegant and stylish surroundings.

70 single and double rooms and 7 two-bedroom luxury suites, all fully soundproofed, air-conditioned and exquisitely furnished offer private facilities, radio, telephone, colour TV, minibar and hairdrier.

The Athenian Hotel also boasts of its numerous services: 24-hour room service, hairdressing salon, sauna, news-stand, photography services, laundry and dry cleaning, travel consultant and foreign currency exchange service.

The hotel has two appealing restaurants, famous for the pleasant cosmopolitan atmosphere created by folk and modern music. The delightful "Balcony", with an open air terrace overlooking the city, presents an exclusive variety of typical Greek cuisine matched with sparkling local wines. The superb "Neptune", always filled with a lively crowd of Athenians and foreigners, offers international dishes and distinguished French wine. Another pleasant feature is the cosy and charming piano bar, in a garden setting, which offers a complete range of cocktails.

The auditorium, a modern multifunctional room, is specially designed for conferences, exhibitions and other social events and can accommodate up to 150 persons. Our hotel also runs a courtesy bus service to and from the airport.

But most of all, the Athenian Hotel is proud of its multi-lingual, well-trained and polite staff.

10

20

Read the advertisement and fill in the missing information in the table below:

Hotel type	
Location	
Number of rooms	
Room types	
Facilities	
Services	
Restaurants	
Other features	

EXERCISE 2

- 1. What questions can you ask to get the information you have just completed in the previous exercise?
- e.g. What is the hotel like?
- 2. What information would an employee like to know about the hotel establishment s/he works for?



Athens from the Acropolis

EXERCISE 3

Decide whether the following sentences are true or false and tick appropriately.

		True	False
1	It provides facilities for sports.		
2	The multi-purpose hall has a seating capacity for 100.		
3	It provides a normal standard of services.		
4	You can get a drink sent to your room after midnight.		
5	You can have a hairdrier on request without extra charge.		
6	Both restaurants serve international dishes.		
7	Its cuisine is matched with wine of excellent quality.		
8	The hotel offers evening entertainment.		

EXERCISE 4

Find words in the text that mean the same as the following:

e.g.	1. of very high quality	(line 1)
	answer: deluxe	
2.	placed, located	(line 1)
3.	friendly and generous welcome and	(line 3)
	entertainment of guests	
4.	having style	(line 4)
5.	everything around a place	(line 4)
6.	that sound cannot pass through	(line 6)
7.	very beautifully	(line 6)
8.	talks proudly	(line 8)
9.	attractive, pleasant	(line 11)
10.	of unusually high quality	(line 14)
11.	giving off bubbles	(line 14)
12.	excellent	(line 15)
13.	of high quality or fame	(line 16)
14.	characteristic, typical part	(line 17)
15.	comfortable and warm	(line 17)
16.	having many purposes	(line 19)
17.	given free of charge out of kindness	(line 21)
18.	speaking many languages	(line 23)

EX	FI	20	TC	F	5
Г. А	r. I	SL	. і. Э	Г.	. 7

Hotels are grouped into classes according to the facilities they offer. Tourist Boards classify hotels by giving them stars, so the more facilities a hotel offers, the more stars it gets.

Read the facilities offered in accommodation in the classification table below and tick appropriately.

Fa	cilities	*	**	*	**	***
1.	The hotel offers the highest standards and is ideal if you want the best.					
2.	The hotel offers modest standards of accommodation. Every bedroom has a private washbasin.					
3.	Splendid standards offered and all or at least 3/4 of bedrooms have a private bath or shower and WC en suite.					
4.	All bedrooms have a private washbasin, hot beverages and a TV in the lounge.					
5.	A third of all bedrooms have private bath or shower en suite, hairdrier on request and the use of public telephone.					

EXERCISE 6

A. Match the terms in list A with their definitions in list B.

List A	List B
1. Half-board	a. includes tea and coffee, bread, butter and marmalade
2. Full-board/ American plan	b. you pay for the room only
3. Self-catering	c. breakfast plus one main meal
4. European plan	d. you pay for the room and breakfast
5. Bed and breakfast	e. breakfast plus two main meals
6. English breakfast	f. includes tea and coffee and
	cooked food
7. Continental breakfast	g. no meals and housekeeping are provided

B. Match the terms in list A with their synonyms in list B.

List A	List B
 half-board full-board self-catering European plan Continental plan 	 a. bed and breakfast b. room only c. en pension d. American plan e. demi pension f. modified American plan g. unserviced accommodation

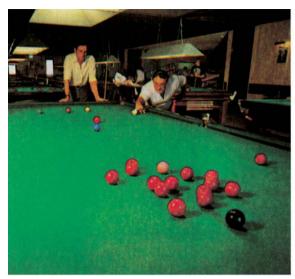
EXERCISE 7

A. Complete the table:

VERB	NOUN	ADJECTIVE
1.		competitive
2. offer		X
3.	accommodation	
4.		situated
5. X	luxury	
6. choose		X
7.	catering/caterer	X
8.	facility/-ies	X
9.		serviced
10. entertain		
11.	surroundings	

B. Choose the right word from the table above to complete the following advertisemen	t.
POLYMNIA Hotel	

1	in magnificent coastal 2	
Polymnia 3	first-class 4	in
5	rooms or self- 6	bungalows.
There is a wide 7	of catering 8	
(self- 9	cold buffet, waiter-served m	eals in the dining hall).
And of course you can tak	te part in the fabulous programme of 10	
with lots of discos, a cal	paret bar, singing and dancing 11	
and regular excursions.		















Hotel facilities

LANGUAGE PRACTICE

A. Making comparisons

1. Comparative

- a. adj **+ er +** than e.g. larger than
- b. more + three or more syllable adjectives + thane.g. more expensive than

Examples: This hotel is larger than ours.

A deluxe hotel is **more expensive** than a 3-star hotel.

2. Superlative

a. the + adj + este.g. the largest (of, in)

b. the most + three or more syllable adjectivese.g. the most expensive

Examples: This is **the largest** hotel in town.

A deluxe hotel is **the most expensive** of all classes.

3. Irregular adjectives

good - better - best

bad - worse - worst

much/ many - more - most

little- less - least

far - farther - farthest

- further - furthest

EXERCISE 8

Study the information provided in the table below and compare the four hotels. Make as many sentences as possible.

* * Omega	* Delta	* * Alpha	* * Olympus
Hotel	* * Hotel	* * Hotel	* * * Hotel
150 rooms	87 rooms	350 rooms	400 rooms
centrally	in pleasant	10 minutes from the airport	near the
located	scenery		sea
restaurant, bar, large car parking	restaurant, bar, tennis court	restaurant, 2 bars, shop	3 restaurants, coffee shop, 2 swimming pools, bar, 4 tennis courts, 4 golf courses, sauna, jacuzzi
280 pounds	320 pounds	470 pounds	520 pounds
per week	per week	per week	per week

Examples: The Omega is the cheapest/the least expensive.

The Omega is bigger than the Delta.

The Olympus is **the best/the most expensive/the most comfortable** of all.

B. Parallel increase

the + comparative... the + comparative

e g. **The more** facilities a hotel offers, **the higher** its class.

The less you pay, **the lower** the service offered.

EXERCISE 9

Use the following cues to make meaningful sentences.

e.g. 1. early / book-low / price

answer: The earlier you book, the lower the price.

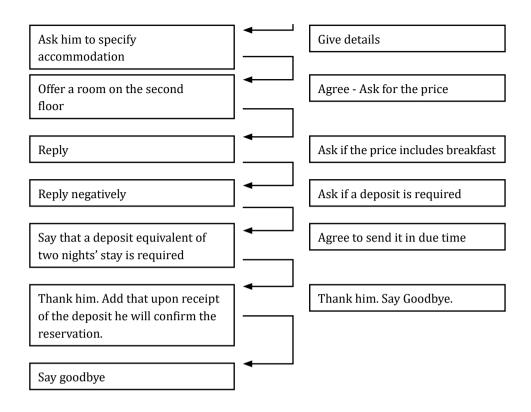
- 2. many / star / hotel / get luxurious / services / offer
- 3. large / hotel much / staff / employ
- 4. high / class high / price
- 5. wide / range / tourist attractions many / tourists / tempt
- 6. experienced / employees / be good / service
- 7. great / number / tourists little generous / attitude / host population
- 8. multi-lingual / staff / be easy / communication / make

EXERCISE 10

Guided dialogue

Suppose you want to book a quiet single room with a shower in the "Athenian" from July 9th to July 18th. Telephone your partner, who takes the role of the receptionist, and make the reservation. Work in pairs.

Your partner		You
Answer the phone Greet.]	Return greeting and explain the purpose of your call.
Ask him to identify himself		Reply
Ask how long he wants to stay.		Reply - Give dates



WRITING ACTIVITY

EXERCISE 11 ___

A. Suppose you are working at a hotel. Since a hotel is a product, you should be able to sell the product. Write a description of the hotel so that guests are tempted to stay in it and use its facilities. Choose phrases from the useful language section.

e.g. The hotel I am working at is a ... offering ... It is situated... and faces... It is preferred by... The rooms are... and... All have...

The restaurant serves...

The roof garden bar offers a view...

There is entertainment every evening including a disco...

The hotel has a health centre...

Convention facilities are also available.

Its spacious congress hall...

Useful language

Phrases qualifying a hotel

Comfortable, distinguished, elegant, first/ top class, three-star, popular, stylish, international, an ideal choice for holiday makers/ businessmen, retaining a personal welcome/ giving personal service, offering pleasant and comfortable surroundings/ traditional and friendly hospitality/ personal attentive service/ high standards of style and comfort, recommended for the standard of its accommodation, etc.

Location

A short distance from..., close to..., not far from..., on the coast/ at the seaside/ in coastal surroundings, within easy reach of the museums, within travel distance of the main shopping areas, view over/ faces a sandy beach/ the crystal clear sea, a 5 minutes' walk/ bus ride from ..., ... kilometres from/ south of, situated in a quiet/ residential/ cosmopolitan/ business/ fashionable/ exclusive area, etc.

Phrases describing rooms and their facilities

Spacious, luxurious, attractive, cosy, overlooking the...,

elegantly/ tastefully/ beautifully furnished, with balcony and beach/ garden view, coffee/ tea making facilities, wall to wall carpeting, colour TV with satellite channel, independent control of the air conditioning, direct dial phone, bedside console controlling the TV, the radio and the room lighting, remote control TV, etc.

Facilities and entertainment

Superb/ indoor/ outdoor restaurant offering all year round delicious seafood specialities, a high standard of exotic/ international cuisine, with banquet capacity of ..., pub-style/ snack/ cocktail/ piano/ poolside/ bar, entertainment including orchestra/ dancing/ floor shows/ a discotheque/ a night club/ roulette, delightful lounge, congress hall accommodating up to .../ equipped with automatic simultaneous translating system for 4 languages, gift/ souvenir shop, shopping arcade, bank branch, beauty parlour, free entrance to health/ fitness centre/ club with gymnasium, sauna, jacuzzi and solarium, tennis courts, swimming pool, jogging track, playground, trampolines, gamesroom, a full range of water sports available such as windsurfing, water ski, sailing, boating, regular shuttle bus service to and from the airport, courtesy transport service to and from the town/ city etc.

Rates

Offers excellent fare and good value for money, children's discounts, no charge for children under.... families are welcome, stay at reduced rates, good deals for retired people, book early and win a voucher worth... for each person, conventions are entitled to discount rates, serves at a reasonable profit, if possible, at a loss, if necessary, provides the maximum facilities at reasonable rates.

B. Write an advertisement of the Plaza Hotel containing the following information.

The Plaza

- * first-class hotel
- * spacious and comfortable bedrooms, self-catering bungalows
- * indoor and outdoor restaurant with international dishes and wines
- * spacious cafeteria and snack bar
- * outstanding view of the bay, situated on rocky cliffs
- * dancing competitions at the hotel disco
- * private sandy beach and swimming pools
- * tennis courts
- * windsurfing, sailing and water skiing
- * children's playground

LISTENING ACTIVITY

EXERCISE 12

Listen to the general manager, Mr P. W. Yates, giving information to a travel agent about the hotel he works at.

a. Fill in the missing information and **b.** correct where there are mistakes in the following table.

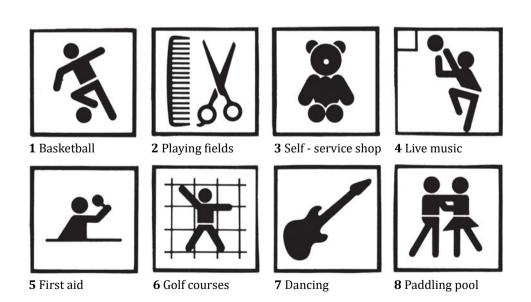


A Greek tavern

Hotel name: Town Hotel * * * * *	C 114
Built in:	General Manager:
Location: kilometres north of Cresto	on
Address: Falmer street, Lankshire, N	WL2
Telephone No:	Area code:
No of rooms: <u>18</u>	
Room rates: Singles: 14 pounds Doubles: pounds Suites: 88-100 pounds	including taxes, service and breakfast
Check out:	
Room service: 9 am - 6 pm	
Laundry and valet service:	

Fun Time

A. The following guide denotes what a holiday centre can offer in terms of sports, pastimes, entertainment and catering facilities. However, by mistake, the titles don't match with the symbols. Write the appropriate title under each symbol.





9 Outdoor heated pool 10 Trampoline





11 Playground



12 Fastfood



13 Beauty parlour



14 Laundry



15 Baby sitting



16 Tennis courts



17 Boating



18 Restaurant



19 Table tennis

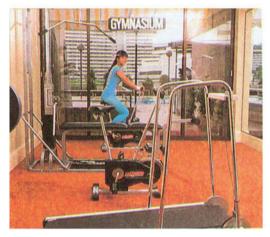


20 Sauna/solarium



Makrynitsa, enterior of a G N T O guest house





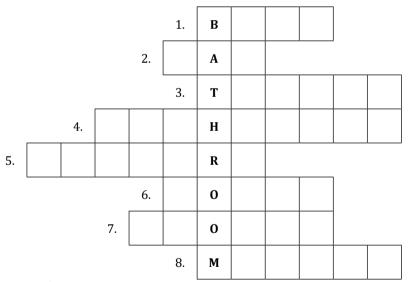
Sports facilities



B. Solve the puzzle:

			1.	В				
		2.		Е				
			3.	D				
	4.			R			1. κο υ	βέρτα
	5.			0			 σεν συρ 	τόνια
6.				0			4. στρ 5. μαξ	ώμα
		7.		M				υλάπα

C. Solve this crossword puzzle.



- 1. μπανιέρα
- 2. βρύση
- 3. τουαλέτα, αποχωρητήριο
- 4. νιπτήρας
- 5. καζανάκι
- 6. πετσέτα
- 7. ντους
- 8. καθρέπτης



UNIT 5

Hotel Facilities (2)

The short texts below include information about some people who are looking for accommodation in Northern Greece to suit their needs.

- 1. Mr Stevens is a businessman whose job involves frequent trips within Europe. He is looking for a place in Thessaloniki to spend a couple of nights before catching a flight to Munich.
- 2. Mrs Spyrou is a lecturer in the Aristoteleion University. As a consultant of a 10-day seminar organised for teachers from Northern Greece, she is looking for a hotel that can host 70 participants and provide conference facilities.
- 3. The Furmston family, Mr and Mrs Furmston, are looking for an exciting seaside place to spend two weeks of their summer holidays. They have four children. Harry, aged 12, is especially keen on sports, while Ken, aged 10, loves swimming. The twins, Beth and Sarah, are four years old.
- 4. Stella and John have been married for 2 years and have no children. They enjoy travelling and visiting new places. They are spending their summer holidays in Greece and are looking for a reasonably priced hotel near or in the city of Thessaloniki.

EXERCISE 1 _

Suppose you want to know more about these people. Ask each one four questions. e.g. Where do you come from ?

The beach of Melani Pelion

Did you go abroad on holiday last year? How many languages can you speak? What do you do? etc.

EXERCISE 2

A. Refer back to the texts and find words that mean the same as the following:

1.	done again and again	(text 1)
2.	two or a few	(text 1)
3.	person who gives professional advice	(text 2)
4.	having a strong interest in, fond of	(text 3)
5.	inexpensive	(text 1)

B. Which of these words collocate with the verb catch?

a bus	one's eye
one's attention	time
fire	a room
a smell	a cold
sight of	fear

one's breath the evening news

e.g. catch a bus

EXERCISE 3

Decide whether the following sentences are true or false. Correct the false ones.

- 1. A triple room with a view would suit the Furmston family.
- 2. Mr Stevens is a businessman wishing to relax for a fortnight in the city of Thessaloniki.
- 3. Stella and John got married two years ago.
- 4. Any comfortable and centrally located hotel would suit Mrs Spyrou.
- 5. A hotel with exceptional facilities for leisure, sport and entertainment would suit the Furmstons.
- 6. Stella and John are interested in luxurious living.

EXERCISE 4

Read the following information referring to four different hotels and decide which one best suits Mr Stevens, Mrs Spyrou, the Furmston family, Stella and John.

A. Electra's

is a quiet family-run hotel situated 15 kilometres away from the centre of Thessaloniki. It is ideal for those who want to combine exciting city life with the peaceful atmosphere of the countryside.

You will feel extremely at home at **Electra's:** the home-made meals, the cosy bedrooms and living-room and most of all, the friendliness of Yannis and Electra, the two owners, make up the warm and pleasant atmosphere you will never forget.

Single room € 35
Double room € 50
including continental breakfast

Children under ten, 50% reduction.









Hotel facilities

B. Halkidiki Holiday Centre

Our elegantly furnished and fully equipped bungalows just a few metres away from the beach, offer you maximum privacy and independence, but you can be sure that in **Halkidiki Holiday Centre**, you will also enjoy first-class service, any time you need it.

Our centre provides facilities of the highest standard you would expect from a top class hotel, including two swimming pools, 10 tennis courts, a 18-hole golf course, a sports field and stables with horse-riding instructors.

Halkidiki Holiday Centre is an ideal place for you to bring your family; we welcome children of all ages and care for them: we provide supervised playrooms, a paddling pool, an adventure playground and trampolines, from nine to seven daily.

So come to **Halkidiki Holiday Centre.** Your family will know you made the right choice.

Number of persons	Weekly half board tariffs		
2	€ 440		
3	€ 558		
4	€ 646		
5+	€ 734		

C. Hermes hotel

Conveniently situated in the centre of Thessaloniki, **Hermes** will offer you a relaxing break from your business life.

The soundproofed rooms have private bathroom, satellite colour TV and 24-hour service. Among other facilities, a sauna, jacuzzi, an appealing restaurant with international dishes and, of course, our evening piano bar and dancing club will ensure you a comfortable and restful stay.

We can also cope with a conference, a convention, a meeting or whatever you call it, since our conference facilities are the most modern and versatile you can find. Favourable reductions on normal rates for participants.

Rooms with bath	Winter	Summer	
Double	€88	€111,5	
Single	€73	€ 94	
Breakfast € 6 per person.			

EXERCISE 5 -

Complete the following dialogue between Mr Stevens and a travel agent and then act it in class.

T.A.: Travel Agent Mr S.: Mr Stevens T.A. Can I help you, sir? Mr S. Yes. I am looking for a hotel to spend a couple of days, not too far from the centre, if possible. T.A. Are you travelling alone? Mr S. T.A. Well. I think the Hermes hotel Mr S. Wouldn't it be very noisy, though? Mr.S. Oh, good. And what sort of facilities do they provide? Mr S. And what about entertainment in the evenings? Mr S. That sounds quite satisfactory to me. Well, I think the Hermes will do fine, then. T.A. Shall I book a single room for you then, sir? Mr S. Yes, and can I have a room with a private bathroom? T.A. _____ Mr S. And can I have meals in my room if I wish to? Mr S. How much would the room be? Mr S. Do you take credit cards? T.A. Yes, certainly. What kind have you got?

EXERCISE 6

Work in pairs and build up a dialogue between either John and the travel agent or Mrs Furmston and the travel agent. Then act them out in class.

e.g. John: My wife and I are visiting Thessaloniki and we are looking for a hotel, hm er... something not too expensive.

Travel agent: Do you want to stay in the city or in the outskirts?

.....

e.g. T.A. Can I help you, madam?

Mrs F. Yes, I'm looking for a hotel at the seaside.

.....



Communication Practice

EXERCISE 7

A. What do you say in the following situations?

e.g. 1. You tell someone not to worry.

Answer: There's nothing to worry about.

- 2. You think you have been cut off.
- 3. You ask on the phone who the other person is.
- 4. You show sympathy to a person who had an unpleasant experience.
- 5. Agree with a statement.
- 6. Answer someone who thanks you.
- 7. Wish that something would (not) happen.
- 8. Show surprise.
- 9. Show interest.
- 10. Send good wishes to a third person.
- 11. Greet a guest and introduce yourself.
- 12. Greet someone you have met once before.

B. Match the phrases in list A with these in list B.

List A	List B
1. By what time would you like me to be there?	a. I've already arranged something else.
2. When shall we meet?	b. No, I don't think so.
3. Are you doing anything tomorrow morning?	c. Yes, I'd love to. Thank you.
4. Couldn't we meet on Friday instead?	d. How about 9.30, outside the Town Hall?
5. I was wondering if you'd like to come to the cinema with me?	e. Er yes Friday seems to be all right.
6. Sorry, I can't tomorrow.	f. That's very nice of him and I'd love to, but it's impossible, I'm afraid. I am already having dinner with Mr Finos.

7. Mr Kouros asked me to phone you to see if you'd like to have dinner with him this evening after the	g. Well, may I suggest 5.00, if that's not too early for you?
meeting.	

a. Complete the following table using the previous expressions.

Inviting	Accepting incitations
Do you happen to be free on Monday?	Yes, I'd like to, very much.
Declining invitations	Making arrangements
I'm sorry, I'm already booked up.	When do you suggest we meet?

With the help of your teacher, write any other expressions you can think of for each of the above functions.

b. Read through the following situations and then take turns making appropriate invitations and accepting or declining them. Remember to arrange when and where to meet.

- 1. You phone a friend of yours to invite him/her to a small cocktail party you are giving at your flat on Friday evening.
- 2. You have been showing a visitor around your company. You have some tickets for the theatre for Sunday evening and you decide to invite him/her.
- 3. You have just made an arrangement with a potential customer and you want to invite him out for a meal tonight.
- 4. You invite your boss and his wife for a small dinner party you are giving at your house for some business friends on Saturday evening.
- 5. You are attending a residential seminar at a hotel with sports facilities with a colleague of yours. Invite him/her to play tennis with you tomorrow afternoon.
- 6. You want to invite a foreign visitor out for a meal. Check if she has any plans and make your invitation. In case she declines, suggest an alternative date.

Role play

You

are the representative of Diana Travel Agency thinking of including the Beauty Hotel in your list of Greek hotels.

Telephone the hotel's manager to find out the features of the hotel (location, transportation, accommodation etc.).

Your partner

answers the representative's questions and gives the relevant information.

Before you take a role each, study carefully the information concerning the Beauty Hotel.

HOTEL BEAUTY

<u>Location:</u> 16 Km from the nearest town. There is a small sand and shingle beach close by. <u>Transportation:</u> Easy access by rail/ coach to the town station and then by local transport/ taxi to the hotel. Beauty's own coach service to the town.

Accommodation: For 90 guests. Extra beds if needed.

Rooms: 51 Floors: 4 Elevators: 2

- 12 single rooms with shower and toilet
- 28 double rooms with bath and toilet
 - 5 suites with bath and toilet
 - 6 studio rooms with shower and toilet

All rooms are equipped with air conditioning, direct dial phone, colour TV. Rooms to be vacated by 12 noon.

Room service: 10 a.m. to 1.00 a.m.

Valet and laundry service: 8 a.m. to 2.00 p.m.

<u>Catering:</u> On a full-board basis with table service/ serve-yourself (July-August) dining room. Half board also available.

Restaurant and Dining room for 90 guests.

facilities: Restaurant for 120 guests, à la carte, with a view of the sea. Its excellent cuisine is matched with a distinguished cellar.

Coffee shop for 90 guests; open for a quick snack or full meal.

Playroom for children with nannies in attendance. Congress hall with conference equipment (3 film projectors, 5 overhead projectors, 4 cassette recorders, a photocopier, equipment for simultaneous interpreting).

Theatre agency.

Car hire.

Beauty salon.

<u>Recreational facilities:</u> 4 tennis courts, swimming pool, paddling pool, gymnasium, jogging track.

Entertainment: Terrace night club with dancing every night.

Casino with roulette table.

Shopping: Leisure shopping complexes.

<u>Children:</u> All ages are welcome, with those under two, free. Babies' carry-cots, pushchairs

and high chairs are available for hire.

LANGUAGE PRACTICE

A. Offering suggestions and advice

You can offer suggestions and advice using the following expressions:

- You should...
- (I think) you ought to...
- If I were you, I would...
- I'd advise you to...
- Why don't you...
- I suggest you...

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Pair work

Read about the needs of the following people and suggest and advise which hotel they should stay at. Choose the most appropriate from the list below, and give reasons.

- A. Hostel
- B. Deluxe hotel
- C. Congress hotel
- D. Holiday village
- E. Motor hotel/motel
- F. Airport hotel
- G. Summer hotel
- H. Commercial hotel

e.g. 1. – I am a businessman going to Florence for a three-day conference. I need a comfortable hotel within easy working distance from the central square.

Answer: You should stay at a commercial hotel, because this type of hotel is often situated in the town centre.

- 2. I am a lorry driver on my way to London. I am looking for a hotel with parking facilities where I can stop for a night's rest.
- 3. I am the representative of a big Japanese company. I'd like to book 200 rooms in a hotel with audiovisual equipment and large meeting facilities for the company's 12th Annual International Congress.
- 4. I am an American student visiting Europe. I'm looking for a cheap place where I can spend a few days. I am travelling alone but I don't mind sharing a room.
- 5. My husband and I are on a fortnight's summer vacation in Greece. We would like a seaside hotel which offers many recreational facilities.
- 6. I'm catching a plane from Heathrow very early tomorrow morning. I would, therefore, like to spend the night in a hotel close to the airport.
- 7. My husband and I are spending a week of our summer holidays in Corfu. Since we have five children, we would prefer self-catering and quite spacious accommodation.
- 8. My wife and I are staying in Paris for several days. We would like to book a double room with private bathroom, telephone and satellite television. We also expect first-class service, and numerous high-quality facilities for maximum comfort and convenience.

B. Contrastive markers

Contrastive markers are used to indicate that comparison or contrast exists between items.

whereas	while	on the contrary
but	although	on the other hand
	however	

examples: **Although** this hotel offers a high standard of facilities, it is rather cheap.

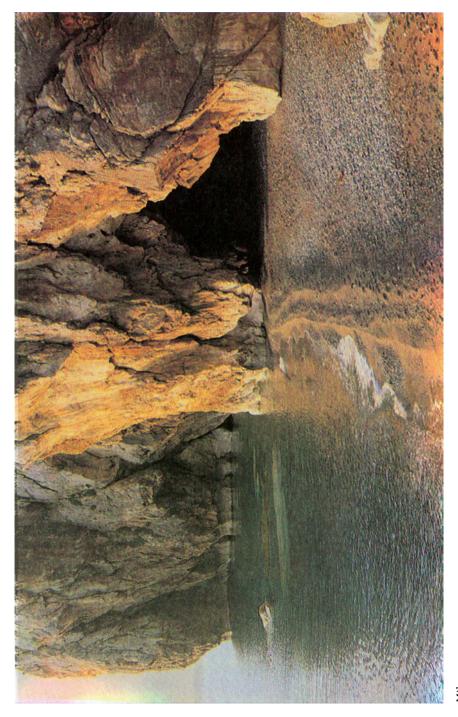
In full board accommodation, room and all meals are included, **whereas** in self-catering accommodation, guests are responsible for getting their own meals.

EXERCISE 10 _____

Study the information given in the tables below and compare the three hotels using contrastive markers.

Delos Hotel

This 350 bedroomed hotel is ideally situated near the airport. It offers basic accommodation, 2 restaurants, wine bar and a comfortable lounge. No private WCs in any room. 30 pounds per night.



Nilos

Aeolis Hotel

Ideally located close to the centre and yet in a quiet area. This small hotel offers a restaurant (breakfast only), a delightful bar, and a small lounge. All rooms have private facilities, radio, colour TV and telephone. 35 pounds per night.

Ithaca Hotel

Situated in pleasant scenery and within walking distance of the sea, this hotel offers 3 superb restaurants, coffee shop and bar, 24-hour room service and free entrance to the Health club, sauna and tennis courts. All the individually designed and luxurious rooms have private facilities, telephone, radio, colour TV and mini bar. 70 pounds per night.

e.g. Although the Aeolis is close to the centre, it is very quiet.

The Delos is the cheapest **but** it does not offer private facilities.

EXERCISE 11 _____

- **A.** Write a short text advertising either a beach hotel or a hotel centrally located. Choose phrases from the useful language section in the previous unit.
- e.g. 1. If you look for luxury, comfort and convenience, the... will definitely make your holiday or business trip an unforgetable one.

 Ideally situated...
 - 2. An ideal hotel for anyone looking for a relaxing holiday in pleasant, coastal surroundings. Situated on a golden sandy beach, 85 kilometres...
- **B.** Mr G. Stevens (128 Horton st, Oxford OX5) wrote a letter to HERMES HOTEL (135 Nikis st., Thessaloniki) to reserve a single room with bath for 2 nights from 3rd to 5th June 1992. He also requested details of their summer rates.

The Reception Manager, Mr G. Karras, replied that they were unable to offer the accommodation requested and offered an alternative (5th to 7th June). He also enclosed a brochure giving details of their summer rates. Write the letter Mr Karras sent Mr Stevens.

LISTENING ACTIVITY

EXERCISE 12 __

Mrs Spyrou is organising a conference to be held at the Hermes Hotel for teachers from Northern Greece. She is telephoning the manager to find out about the conference facilities he can provide.

A. Which of the following items do you think they are going to talk about?

Room rates Hotel location

Duration of conference Size of auditorium

Number of participants Number of conference rooms

Use of TV equipment Translation facilities
Secretarial assistance Exhibition Hall

Use of photocopier Technician to operate the

Hotel activities equipment

B. Listen carefully and tick the technical equipment provided by the Hermes Hotel.

loudspeakers movable writing table film projector interpreting equipment

overhead projector air-conditioning

refreshment facilities acoustics

tape recorder word processor video recorder cordless microphones printer secretarial assistance

slide-projector Television

photocopier

- **C.** Listen again and answer the following questions:
- 1. When will the conference be held?
- 2. How many people does the auditorium seat?
- 3. Where does the manager suggest that the book exhibition be held?
- 4. Does Mrs Spyrou need secretarial assistance?

11. A room with two beds for two persons.

5. What will the participants need during the breaks?

Fun Time

run 11me	
A. Solve the crossword puzzle:	
Across:	
1. There are four tennis	in this hotel.
2. A room for one person.	
3. Hotel employees must be well	•
4. In full-board accommodation all	are included.
5. A set of two or more rooms including a bedroom	n and a sitting room.
6. The place where a hotel is situated.	
7. You can have cooked	with an English breakfast.
Down:	
1. This breakfast doesn't include cooked food.	
3. This hotel provides	or coffee making facilities.
5. All people working in a hotel.	
8. If the hotel improves its services, it will get one	more
9. You can have half - or full	accommodation.
10. Service or advantage giving comfort to its user.	

							8.	
			1.					
	2.							
3.							10.	
		4.						11.
						9.		
5.								
			•		-			
			6.					
				•				
7								

B. Which of the titles in the table correspond to the paragraphs below?

- The bedroom doors are fitted with self-locking devices for the safeguarding of guests'
 property. For these to be effective, guests should see that the door is securely closed
 on all occasions. When leaving the building, the key should always be handed in at the
 porter's desk.
- 2. Rooms are available to guests until 11 a.m. on the day of departure. A further charge may be incurred for later departure.
- 3. Calls made from your room via Telephone Operator are subject to a surcharge. Public coin boxes are available in the Reception Foyer.
- 4. Contact the Reception (Saturday and Sunday no service).
- 5. Cheque cards and most credit cards are acceptable. Other facilities for payment by cheque are available by prior arrangement.
- 6. 7.30 hrs -10.00 hrs (Sundays and Public Holidays 8.00 hrs 10.00 hrs)
- 7. The Reception will be pleased to arrange for early calls. Taxis, letters, messages etc.
- 8. The fire alarm is given by continuous ringing of the alarm bells.
- Articles sent to the hotel in advance or left in the hotel after departure. Money and valuables brought to the hotel, unless deposited at the reception desk expressly for safe custody and a receipt obtained. These cannot be accepted from departing guests.

TITLES: - Self-locking doors

- Restaurant Breakfast
- Laundry Dry cleaning
- Enquiries
- Cheques
- The company cannot accept liability for the loss of damage to guests' property in the following circumstances:
- Fire alarm
- Vacating rooms
- Telephone calls



UNIT 6

DEALING WITH COMPLAINTS

Two tourists staying at the Athenian Hotel bring their complaints to the manager's attention.

Dialogue 1

M.: Manager Mr B.: Mr Benson

M.: Did you ask to see me, Mr Benson?

Mr B.: Well, there is something I'd like to mention to you.

M.: Yes, sir. What seems to be the problem?

Mr B.: Its about the noise the couple in the next room make. They seem to be arguing every night. Their loud voices keep my wife and me awake all night. Could you ask them to be a little more considerate?

M.: I'm terribly sorry you've been disturbed, sir.

I'll have a word with them and I trust it won't happen again. I hope in other respects, you've enjoyed your stay. Haven't you?

Mr B.: Yes. Everything else is fine. Thank you.

Dialogue 2

O.: Operator G.: Guest M.: Manager Mrs B.: Mrs Bell

O.: Athenian Hotel. Good morning. Can I help you?

G.: Good morning. Can you put me through to the Manager's office, please?

O.: Yes, madam, hold on, please... It's ringing for you now.

G.: Thank you.

M.: Petrou speaking.

G.: I'd like to speak to the Manager, please.

M.: Speaking. Can I be of any assistance?

A guest house in Makrynitsa

- Mrs B.: I've just moved into room 401 and it's hot in here. Can you do something about the air conditioning? Oh, and something else. I'd love to watch TV but the picture's blurred.
- M.: I'm so sorry to hear that. We don't have a central air conditioning system, you know. You just have to turn on your unit, yourself. You'll find the turn-on button at the lower right hand side. And I'll send someone up to your room to adjust the TV as soon as possible. Is there anything else?
- Mrs B.: Well, there's not even a bar of soap in the bathroom. I didn't expect these things to happen in a well-run hotel. I wonder if you had this room checked before I moved in.
- M.: I apologize for this, Madam. I always have the rooms thoroughly checked. I'll ask the chambermaid to bring you up some soap right away. Is that all?
- Mrs B.: Well, no. There are not enough coat hangers in the wardrobe.
- M.: I'm very sorry about this, Madam. I'll have some sent up to your room at once.
- Mrs B.: Thank you.

EXERCISE 1	
DILLUICION I	

Read the dialogues and fill in the table below:

	Dialogue 1	Dialogue 2
People making complaints		
Cause of annoyance		
Phrases of apology		
Promise to take action		

EXERCISE 2 ____

Read the dialogues and answer the following questions.

Dialogue 1:

- 1. What does Mr Benson suggest that the manager do?
- 2. What do you think the manager would say to the young couple?
- 3. What inconvenience is caused by the couple's loud voices?

Dialogue 2:

- 4. Is the air conditioning unit out of order in Mrs Bell's room?
- 5. Does the manager himself always check the rooms before the guests move in?

6. Does the manager promise that he, himself, will send some coat hangers up to the room?

EXERCISE 3

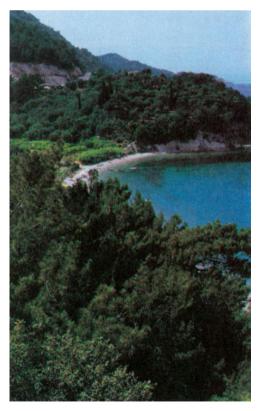
Choose words from the dialogues to replace the words in bold print in the following sentences.

- 1. They are always **quarrelling** with each other over money.
- 2. We should be **thoughtful of** old people.
- 3. In many **points**, the new version of the film is better than the old one.
- 4. The picture on your TV set is **not clear**.
- 5. I'll try to **regulate** the colour on TV by turning this knob.
- 6. Who left this **long piece** of chocolate here?
- 7. You should have searched the drawers **very carefully.**
- 8. I came **immediately** after I had finished work.

Communication Practice

A. Making an apology

In handling complaints, the following expressions are used:



Skiathos

I'm	very so terribly extremely awfully	sorry	about this / that to hear this / that		
I really must apologize for this I do apologize					

- e.g. I apologize for keeping you waiting.
 - I'm so sorry to hear that the noise kept you awake.

B. Promising to take action

The following expressions are used to explain what action we'll take:

	make sure		is brought/sent		
l'll	see	that it			
	ensure	l	doesn't happen again		
I'll ma	ke enquiries abou	t it.			
I'll	send get	someone to	adjust fix/mend/repair regulate etc.		
I'll attend to it right away					
deal with I'll take care of this matter look into					

e.g. I'll look into this personally and see what can be done.

I'll ask Room Service to bring your breakfast right away.

I'll report it to the maintenance engineer and he'll fix it in a short time.

EXERCISE 4 ____

Pair work

Respond to these complains. Apologize and promise to take action.

- e.g. 1. Listen, the air-conditioning doesn't seem to be working well. It's very hot in here. answer: I'm sorry sir. I'll fix it for you and you'll find it cooler before long.
 - 2. Can you do something about the service in this hotel? My breakfast hasn't come although I've called Room Service twice so far. I can't wait all day for it.
 - 3. Look, I really must protest about the condition of my bathroom. When I was

- having a bath I couldn't regulate the shower and I nearly scalded myself. And the towel rail has also come away from the wall at one end.
- 4. Listen. I was woken up at 7.00 by an unwanted wake-up call. Can't you have a word with that absent-minded fellow at the Reception?
- 5. The faucet in the bathroom is dripping and gets on my nerves. There isn't any instant coffee in my room, either.
- 6. I'm sorry to have to say this, but the service in the restaurant is too slow and the food is not good.
- 7. I'm afraid I have a complaint to make about the chambermaid. At 9.30, when I was sleeping, she came into the room to clean it and woke me up.
- 8. How on earth can I do my hair? I can't get my drier to work. I think something's wrong with the socket. Can you ask someone to fix it?
- 9. Can't something be done to fix the heater? This is the third day there's been no hot water in the morning.
- 10. Look, this room could do with a good clean. It hasn't been cleaned since the last guest left.

C. Complaining to guests

The following phrases can be used when you don't approve of the guests' behaviour or when you want to prevent them from doing something.

I'm sorry but

I have to follow the rules
I'll have to ask you to/for...

Do you think it might be possible to ask you to...?

Could we ask you to...?

Would you mind not...ing...?

Our regulations don't permit...

I'm afraid guests aren't allowed (permitted) to...

The hotel has the right to...

I'm afraid we

must have to

will have to

e.g. Could we ask you to settle the account now?

I'm afraid we must ask you to replace the broken items.

I'm afraid we'll have to ask you for payment for the damage you've done.

Would you mind not smoking?

EXERCISE 5

What would you say to the guests in each of the following situations?

e.g. 1. A man insists on having another drink. The barman refuses to serve him. The bar will close in a few minutes.

Answer: I'm afraid the barman is unable to serve you another drink, sir. You see, we're closing in a few minutes.

- 2. A young couple listen to music at such a high volume, late at night, that the guests in the next room are disturbed.
- 3. A man wearing a T-shirt and jeans protests to the night club porter because he doesn't let him in.
- 4. A lady's little son broke a window. The lady seems unwilling to pay for its replacement.
- 5. A lady insists on taking a friend, who is not registered at the hotel, into her room late at night.
- 6. A lady keeps her dog in her room although the hotel regulations don't permit guests to bring animals into the rooms.
- 7. A guest smokes without paying attention to the "No smoking" sign. The other guests seem annoyed with him.
- 8. A sales representative insists on having the bill sent to his company in Munich for settlement.
- 9. A guest is caught red handed while he was removing hotel property from the hotel. You don't want him to stay at the hotel any longer.
- 10. Two friends sharing a room talk at the top of their voices late at night. Their neighbours across the corridor complain about the noise.
- 11. A lady is entering the dining room wearing her bathing suit.

LANGUAGE PRACTICE

A. Expressing an action or a duty which was not performed in the past

We use this grammatical pattern to express an action or a duty which was not performed in the past.

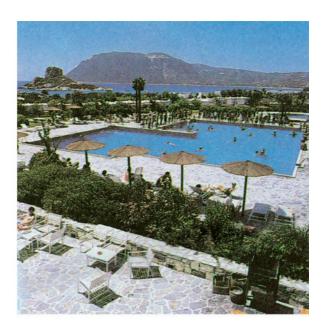
should + perfect infinitive

- e.g. You **should have delivered** the mail but you didn't.
 - They **should have attended** to it right away but they didn't.



Coffee bar

Swimming pool





Hotel room

EXERCISE 6

The front office gave a guest a room which should have been marked down for cleaning. Of course the room is in a terrible mess now and the lady is complaining bitterly to the manager. What should the Housekeeping Department have done after the last guest had left?

e.g. 1. clean/polish floor

answer: They should have cleaned and polished the floor.

- 2. change sheets/ towels
- 3. make beds
- 4. clean bath
- 5. empty ashtray/ wastepaper basket
- 6. wipe mirror

- 7. bring up toilet paper/soap/room service menu
- 8. vacuum carpet
- 9. dust desk/ table
- 10. replace broken bulb/ torn telephone directory
- 11. water plants
- 12. fix faucet dripping

B. Arranging for someone else to take action

The following grammatical pattern is used to get someone else to do something for us.

have + object + past participle

- e g. I'll have your car brought round means:
 - I'll ask some other person to bring your car round.
 - I had the room thoroughly checked before you moved in means:
 - I got someone else to check the room for you.

EXERCISE 7

The manager will ask the Housekeeping Staff to perform the services the customers requested. Rewrite the following sentences using the grammatical pattern above.

The manager will ask the Housekeeping staff:

- 1. to replace the broken light bulb in the bedside lamp
- 2. to clean the dirty curtain
- 3. to vacuum the floor
- 4. to empty the wastepaper basket
- 5. to bring some coat hangers up for the guest
- 6. to change the sheets
- 7. to replace the missing ashtray
- 8. to water the plants
- 9. to dust and polish the table top
- 10. to send up some towels to room 301
- e.g. 1. The manager will have the broken light bulb replaced.
 - 2. He will have the dirty curtain cleaned and so on.

FX	FI	36	'IS	F	Я

Role play 1

Study these roles, prepare the dialogue and act it out with your partner.

Student A

Your name's Mrs Clare Moor. You come as a guest to the hotel. Your secretary booked a single room for you two weeks ago. You discover that there is no reservation in your name and there are no other rooms available. You have no letter confirming your booking. You get angry but then you accept to stay at a nearby hotel.

Student B

You are the receptionist. You ask a. the guest's name, b. when the reservation was made, c. who made it and d. if the guest has got a letter confirming it. Unfortunately, there's no reservation in this name. Apologize. Say there must have been a misunderstanding and, as there are no other rooms available, ask her if she would like you to get her a room in a nearby hotel of similar standard and price and arrange the transfer. Offer a drink while you take care of the matter.

EXERCISE 9

Role play 2

Work in pairs and act out the role play in the following situation:

Student A

You come as a guest to the hotel. Your name's Peterson. You arrive late because your flight was delayed by fog. You discover that the single room you booked for the night and the following night has been let to another guest. You protest saying that you booked the room a month ago and that the delayed flight was not your fault. You accept the receptionist's offer to get you a room in another hotel and to treat you a drink.

Student B

You are the receptionist. You try to explain politely the following: Guests are requested to check before 17.00; otherwise, the room is let to another guest. Mr Peterson was aware of this regulation as it was mentioned in the letter of confirmation. He should have informed the hotel. It is not the responsibility of the hotel if a plane arrives late. There are no vacancies at the moment as all rooms have been occupied by the participants of a large conference. Then you offer to book him a room at the same rates in a nearby hotel and to arrange the transfer. You suggest that he sit in the lounge and have a drink, compliments of the house.

WRITING ACTIVITY

FX	FR	CI	CF	1	n

Pair work Student A

As a guest, write a letter to the hotel manager complaining about the standard of service provided by the hotel during your stay last August.

First, the service at breakfast was slow. You had to wait over half an hour to be served. Secondly, the receptionists always seemed unwilling to answer your questions and didn't know how to treat guests with respect.

Then complain that the prices are considerably increased.

Begin your letter:	End you letter:
Dear Sir, I am writing to complain about the standard of service at your hotel during my stay last August.	I'm sure you will be interested in my remarks.

Student B

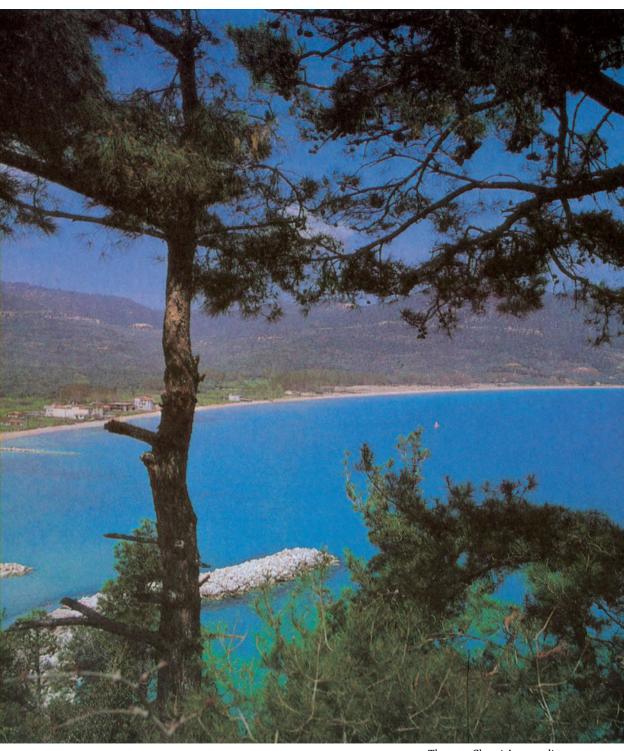
As a hotel manager reply to the guest. Apologize for the inconveniences he put up with during his stay. Explain that many of your long-serving staff in the reception and in the kitchen were ill and you had to take on staff which was not well trained. Say that your prices are normal for a hotel of this standard.

Begin your letter:	End you letter:
Dear Mr, We are always interested in hearing the comments of our guests and we always give them our fullest consideration.	Hoping that you will come back for a further stay, we assure you that we will all do our best to provide our normal standard of service.

LISTENING ACTIVITY

EXERCISE 11 __

Listen to some guests complaining for various reasons and write the number of the rooms where each one stays.



Thassos. Chrysi Ammoudia

Causes of guests' annoyance	Room number	
A faulty socket		
Towels not changed		
Slow Room Service		
Waste pipes blocked		
Something is wrong with the TV set		
Credit cards not acceptable		
Room littered with empty trays		
Music played is very loud		

Fun Time

	C.	1 .	.1		1.
А.	.50	ive	the	1)117	ZZIE:

- 1. To make something broken work again.
- 2. Containing nothing.
- 3. She put the electric plug into the ______.
- 4. Say in an annoyed unhappy way.
- 5. Make shiny by rubbing.
- 6. Accept an idea.
- 7. The room can be reserved on ______ of a small deposit.

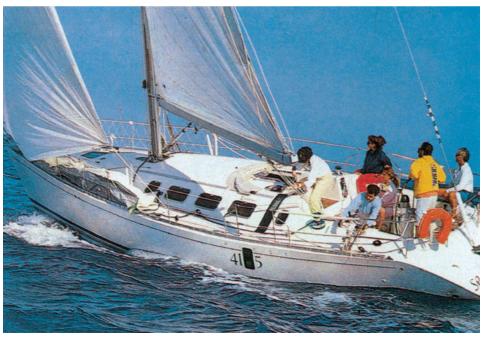
	1.	R		A			
		2.		P	Y		
			3.	0			Т
4.	С			L		N	
			5.	0			Н
			6.	G		Е	
		7.	P	Y			Т

B. How well do you remember words from this unit? Try to find the words.

1. C d
2. 0 _ f
3. M t
4. P i
5. L d
6. A s
7. I t
8. N v

9. T _ r _ _ _ _

1.	The manager will ask the noisy couple to	be more
2.	The manager	_ his most sincere apologies to the angry
	guests.	
3.	Mr Benson said that he would like to _	something to the
	manager.	
4.	It isn't to talk	having a chewing gum in your mouth.
5.	Speak normally. Do not speak	when giving explanations.
6.	The manager asked if he could be of any	•
7.	There should have been	coffee and tea in every room.
8.	The dripping tap is getting on my	·
9.	There was an	ness to clear up after the guest checked out.



How about a cruise?



UNIT 7

GIVING DIRECTIONS AND INFORMATION

Mr Manou is on duty at the reception desk of the Athenian Hotel. He is trying to deal with the guests' needs and requirements.

Guest 1: I'd like to post some cards. Where's the nearest post office?

Mr Manou: As you go out of the hotel through the main entrance, turn right and then take the second turning on the left. It's a tall building on your right. You can't miss it.

Guest 2: I'd like to make a direct long distance call.

Mr Manou: I'm sorry, sir, but long distance calls have to go through the switchboard operator.

Guest 2: I wish you'd move with the times and organise your telephone system!

Guest 3: I'm meeting someone in the Terrace lounge. But I can't find my way there. Mr Manou: Take the lift to the top floor, then turn left and it's at the end of the corridor.

Guest 4: I have to catch an eight o'clock flight tomorrow. How can I get to the East Terminal?

Mr Manou: We have a courtesy coach to the Airport that leaves at 7.00. It takes about a quarter of an hour to get there. Or the hall porter can call a taxi for you at any time you want.

Guest 4: Fine. Please, call me at 5.30 tomorrow morning.

Guest 5: Excuse me. Can you help me? I stumbled on the steps outside the hotel and sprained my ankle. It's begun to swell and it hurts badly. Can you call a doctor, please?

Mr Manou: Yes, but I think I'd better call a taxi to take you into casualty for an X-ray. Guest 5: Oh, good, yes. Thank you.

Santorini

bookings for all the tours. EXERCISE 1 **A.** Read the dialogues and make notes under these headings. Information or service Information or service provided requested the way to the nearest Guest 1: post office Guest 2: Guest 3: Guest 4: Guest 5: Guest 6: **B.** With the help of the notes you made, act out the dialogues with your partner. Correct your mistakes between you, before you check with the complete dialogues (at the beginning of the unit). Finally, repeat the dialogues trying to acquire fluency. EXERCISE 2 Choose words from the dialogues to complete the blanks in the following sentences: e.g. 1. With the **switchboard**, the operator can control all outside calls, so that there is no misunderstanding about the charges. 2. She ______ on a stone and _____ her ankle. 3. She had video equipment installed in the company as she thought she should _____. 4. Please, me at 6.00 a.m., so that I can get the 8 o'clock flight to Rhodes. 5. He broke his leg and she rushed him to 6. She had a terrible toothache and her face began to ______ 7. It's an eight-storeyed office building. You can't _____ it.

Guest 6: I'd like to go on a sightseeing tour. Can I book tickets here?

Mr Manou: You can get tickets from the travel agency on the ground floor. It makes



Santorini Ia G.N.T.O. traditional guest houses



Santorini. Merovigli

- 8. The rules of the hotel do not permit smoking in the ______ on the ground floor.
- 9. My skirt is so long that it covers my _____

Communication Practice

A. Asking the way

The following phrases are used when you ask for directions.

(Excuse me) How can I get to...?

Where is...?

Is there a... around/ near here?
I'm looking for...
Can you direct me to...?

Am I going the right way for ...?

Can you tell me

where the nearest... is? where I will find...?

Is this the right way for ...?

I wonder if you could tell me where...

Examples: How can I get to the Post Office?

Is there a bank near here?

Excuse me. Am I going the right way for the Lobby bar?

I'm looking for the conference room.

Is the phone box somewhere hereabouts?

B. Giving directions in the hotel

The following phrases are used when you direct guests in the hotel.

go walk	along the corridor to your left/ right along to the end of the corridor through the straight down the corridor straight ahead/ on down/ up the stairs	
Go past the Follow the Take the	e sign	
turn right	t/left	down the stairs at the end of the corridor

It is	on the first floor, over there, at the end of opposite behind beside next to
It is	in front of the first door on the right/left
' '	along the end of that corridor on the right o out through the main front entrance u come out of the lift

Examples: - Excuse me. Where's the news-stand?

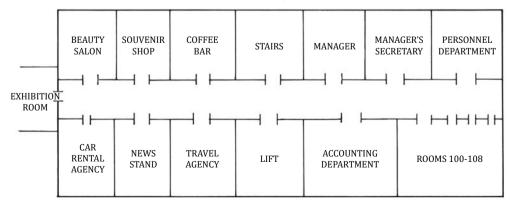
- Along the corridor to your left. Turn right. Go down the stairs and it's just in front of you.
- Where's the TV lounge?
- Along there to your right past the coffee bar.

EXERCISE 3 _

Working in pairs, use the plan of the Athenian Hotel (first floor) to ask the way to various places and give directions.

Examples: - Excuse me. Where's the personnel department?

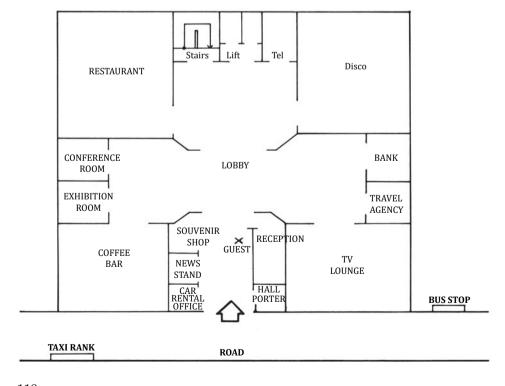
- Go up the stairs to the first floor, turn left along the corridor and it's the third door on your left.
- I'm looking for the souvenir shop.
- Take the lift to the first floor, follow the corridor along to your left and it's on your right next to the coffee bar.
- Excuse me. Where's room 100?
- It's on the first floor. When you come out of the lift, turn right, walk along the corridor and you'll see it on the right.



EXERCISE 4.

Look at this plan of the ground floor of Hermes Hotel and find which of the following sentences are true or false. Correct the false ones.

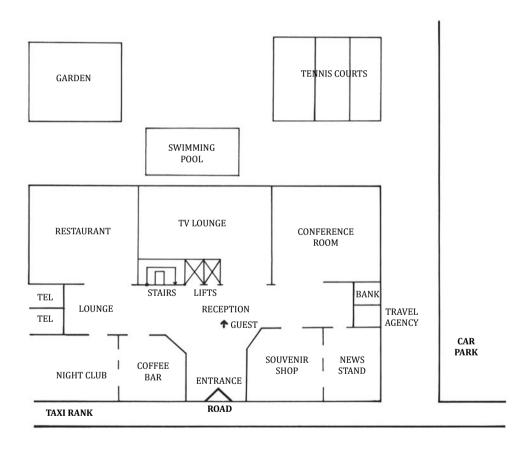
- 1. The car rental office is to the right of the front entrance and faces the porter's office.
- 2. The souvenir shop is behind the news-stand.
- 3. Go outside the front entrance, cross the road, turn left and you'll see the taxi rank on your left.
- 4. Turn right here and the TV lounge is on your right.
- 5. Go along the corridor opposite the front entrance. The lift is facing you at the end of the lobby.
- 6. Go along the corridor facing the main entrance, past the lobby and the restaurant is on the right.
- 7. Turn left and you'll see the coffee bar in front of you.
- 8. Go round the corner on your right and the travel agency is across the lobby facing vou.
- 9. The stairs are to the left of the lift.
- 10. Turn left outside the hotel and the bus stop is on your right.
- 11. Turn left and the exhibition room is facing you at the end of the lobby.
- 12. The travel agency is in front of the bank.



EXERCISE 5 _

You are not sure how to move around on the ground floor of this hotel. Ask your partner to direct you to the: souvenir shop, nightclub, coffee bar, restaurant, telephone box, bank, TV lounge, taxi rank and swimming pool. This drawing will help you.

- e.g. -Is there anywhere here I can get a foreign magazine?
 - -The news-stand is along the corridor past the souvenir shop on the right.



C. Giving directions in the street

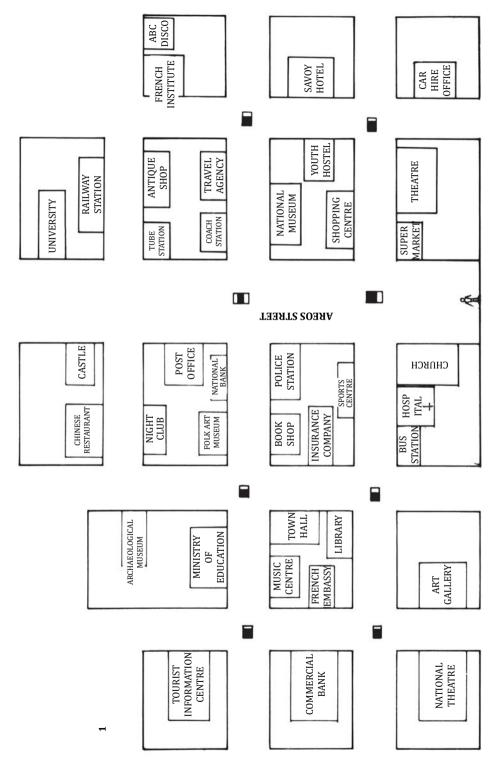
The following phrases are used when we direct people in the street.

go walk carry keep	straight	on down along up	this road	as far as the until you see, come/get to for about km.		
			to the end of th	nis road		
cross of take th	keep on walking cross over this street take the first (turning) on the right/ left past a on your right/ left hand side					
turn ri left	turn right/ at the bank/ (set of) traffic lights/ left junction into street outside the					
	on the corner, next to, opposite, on the right/ left					
it's	half way down a little way along a bit further along/down at the beginning/end of			the street		
	take bus No tostreet get the tube/underground					
when	when you get off the bus/train come out of the station					

- e.g. Excuse me. Could you help me to get to the Folk Art Museum?
 - Walk down this road, past the Department store, and then take the first turning on the right. Turn right at the first junction. Then go straight past the church as far as the Town Hall. Turn left and the Folk Art Museum is half way down the street on the left.

Pair work

You	Your partner
Ask your partner to tell you the way to the: Library, Commercial Bank, ABC Disco, Sports centre, Travel agency, Folk Art Museum, Theatre, Book shop, Railway station, Antique shop and Town Hall.	Give directions with the help of the map (1)



Xenia Palace in Nafplio



Xenia in Lefkada



Xenia Palace in Nafplio

Role play

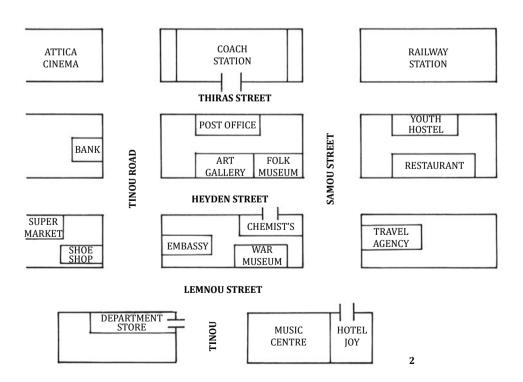
You:

Stop your partner in the street and ask the way to various places following the instructions below.

Your partner:

Give directions with the help of the map (2)

- 1. You are at the Art Gallery. Ask the way to the Department Store.
- 2. You are at the Post Office. Ask the way to the War Museum.
- 3. You are at the Youth Hostel. Ask the way to the Chemist's.
- 4. You are at the Folk Art Museum. Ask the way to the shoe shop.
- 5. You are at the Art Gallery. Ask the way to the Post Office.
- 6. You are at the restaurant. Ask the way to Hotel Joy.
- 7. You are at the Railway Station. Ask the way to the Bank.
- 8. You are at the supermarket. Ask the way to the coach station.



LANGUAGE PRACTICE

A. Giving somebody unpleasant information

I'm afraid... I'm sorry...

e.g. - Can I book a double room for tonight?

- I'm sorry, we're fully booked.

EXERCISE 8

A. Match the sentences in list A with those in list B.

List A	List B
1. Could I speak to Mrs	a. Not completely, I'm
X, please?	afraid.
2. Did you remember to	b. I'm afraid that's
send me that fax?	impossible.
3. Are you happy with	c. I'm afraid I can't
the results?	manage next week at all.
4. Are you free on	d. I'm afraid, I completely
Wednesday?	forgot.
5. I'd need about half	e. I'm afraid, he isn't
percent discount.	available at the moment.
6. Can I book a double	f. I'm sorry, I can't
room for tonight?	accept it. It's the
	policy of the shop.
7. Will you take a	g. I'm sorry, we're full now
personal cheque?	but we can seat you in
	about half an hour.
8. Have you got a	h. I'm sorry, we're fully
table for two?	booked.

Pair work

- **B.** Take turns reading the following sentences and giving unpleasant information using the above expressions.
- 1. Can I book a room for the Christmas weekend?
- 2. Can I speak to the manager?
- 3. The name's Roberts. I booked a single room here for tonight.
- 4. I insist on having two single rooms with a view of the Acropolis.

- 5. I have decided to stay one more night. Will that be okay?
- 6. Will you take a personal cheque?
- 7. Have you got a table for two? We've just arrived in town.
- 8. Room service? I'd like some lunch, please.
- 9. Do you accept dogs?
- 10. My flight is delayed and I don't want to wait around at the airport all day. Could I keep the room this afternoon free of charge?
- 11. I thought you had TV in all your rooms.

B. Reporting messages

EXERCISE 9 ___

As receptionist, report the messages you got for some hotel guests or employees.

- e.g. 1. Please, tell Mrs Smith that I'm very sorry but I'll have to cancel my appointment with her at 8 o'clock. My name is Mrs Plummer.
- answer: Mrs Smith, Mrs Plummer called to say that she was very sorry but she'd have to cancel her appointment with you at 8 o'clock.
- 2. Could you, please, tell my sister that I'll wait for her in the lobby at 5.30 pm?
- 3. Can you please tell Mr Bell to phone Mrs Rocca at 7.00 pm.
- 4. Please tell the chambermaid that I need an extra pillow. Mr Bates, room 301.
- 5. Could you please tell Mr Red that I'm leaving very early tomorrow and I won't be able to see him in the evening? My name's Mrs Conrad.
- 6. I am expecting Mr Simoneti. Could you please tell him that I'll be waiting for him in the Terrace café? My name's Mrs Mauget.
- 7. Can you tell my wife that I'm going to the National Museum and I won't be back until after four?
- 8. Could you tell the porter to call me a taxi at 6.00 am tomorrow? My name's Mrs Lant.
- 9. Could you ask the head receptionist if I can leave my jewellery for safe keeping? My name's Mrs Wagner.
- 10. Can you tell the cashier to prepare my bill and ask him if I can pay by personal cheque? The name's Piaget.
- 11. Could you tell the receptionist that my husband, Mr Bauer, would like to have a 7.30 wake-up call tomorrow morning?

A. Pair work

Student A Ask the following:

1. If the hotel provides a photocopying service.

- 2. Information about sightseeing tours, this week.
- 3. If you can use a tennis court in the sports complex.
- 4. If they have seen a brown leather bag. You think you left it in the lounge.
- 5. If you can speak with the manager.
- 6. If you can have your car washed.
- 7. If there's a doctor in the hotel as it is urgent.
- 8. If you can cash some traveller's cheques
- 9. If it is safe to leave your bracelet and earrings in your room.
- If someone can go to the Chemist's and bring the medicine the doctor prescribed for your migraine.

Student B Answer using these prompts

- 1. No / give / documents / Reception
- 2. Poster / notice board / details / next two weeks
- 3. Yes / book early in the day / very popular.
- 4. No / nothing / handed in / yet
- 5. No / out at the moment / leave / message?
- 6. Yes / keys / hall porter / attend / to it.
- 7. No / call one / quickly / emergency
- 8. Yes / change / cashier's desk
- No / deposit valuables / Reception / not accept responsibility
- 10. Send / porter / room / collect / prescription

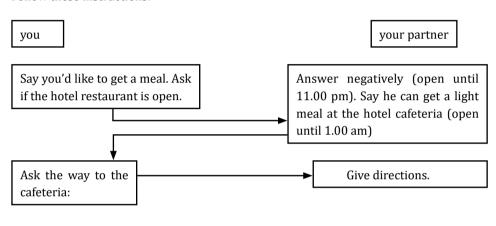


- e.g. 1. A. Does the hotel provide a photocopying service?
 - B. I'm afraid not, sir. But you can give any documents for photocopying at the reception desk.

B. Guided Dialogue

You are a guest at a Hotel. It's 11.45 pm. You come up to the Reception. Talk to your partner, who takes the role of the employee, to find out where you can have a meal at this hour of night.

Follow these instructions:



WRITING ACTIVITY

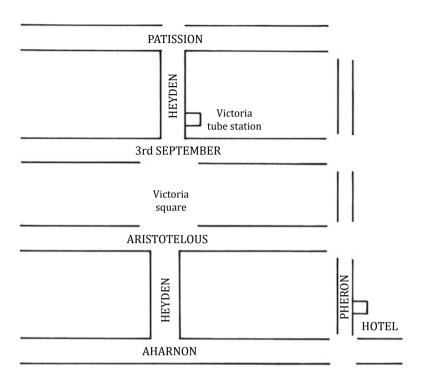
EXERCISE 11.

Write a letter giving directions to a guest how to reach the hotel when he gets off at Victoria tube station.

You can start like this:

Dear sir,

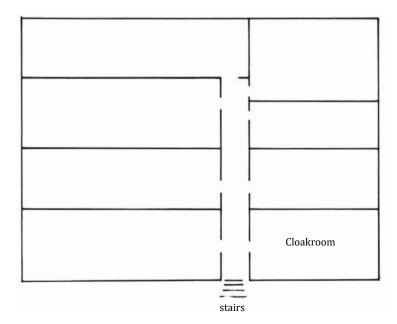
I enclose a map of the area to help you. As you see, the hotel is very near the tube station.

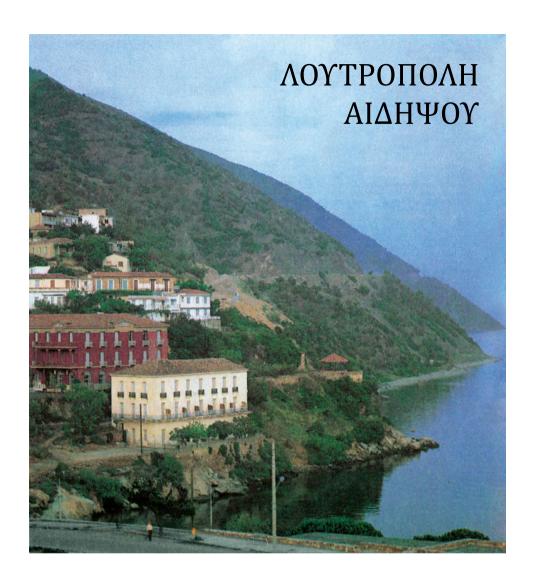


LISTENING ACTIVITY

EXERCISE 12 ___

A. This is the plan of the first floor of Apollon Hotel. Listen to the directions and name the rooms.





B. One of the students gives directions to various places without naming them, with the help of the map included in exercise 6. The other students find which places these directions lead to.

e.g. Go down Areos street. Take the second left, then left again and it is half way down the street on the left.

Answer: Insurance company.

Fun Time

Solve the puzzle:

		1.			R				
		2.			0				_
				3.	U				
	4.				N				
5.					D				
				6.	A				
			7.		В				
		8.			0				
				9.	U				
		10.			Т				

- 1. At this crossing, painted with black and white lines, pedestrians have the right to cross before vehicles.
- 2. From one side to the other.
- 3. Place where roads meet.
- 4. The bottom floor of a building.
- 5. Passage between two rows of room.
- 6. Drivers don't like waiting in traffic.
- 7. Underground electric railway.
- 8. A wide road built for fast long-distance travel; highway.
- 9. Money in use in a country.
- 10. Apparatus at which telephone lines are connected and disconnected.



UNIT 8

CHECKING OUT AND METHODS OF PAYMENT

1st dialogue

Guest: I'm leaving this morning and I'd like to settle my account.

Receptionist: Certainly, madam. What name is it?

Guest: Wagner. Maria Wagner.

Receptionist: Ah, yes. You were in room 313.

Guest: That's right.

Receptionist: Here we are, your bill, Madam.

Guest: Good heavens! Is this the total of my bill? I didn't expect to pay so much money.

It can't be right. I've only been here three nights!

Receptionist: Let me go through it with you. This item here is the basic room rate multiplied by three. These charges are for the three breakfasts you ordered from Room 10 Service. That's for the long distance call you made from your room and here is

the dinner for two you had at the hotel restaurant yesterday.

Guest: Service and VAT* are included in the total, aren't they?

Receptionist: Yes. madam, they are.

Guest: Well, it looks okay, but I must say that your prices are quite high.

Receptionist: I'm sorry, madam, but I can't do anything about it.

Guest: I'll pay with traveller's cheques, if that's all right.

Receptionist: Certainly.

Here's your receipt and your passport. Thank you, madam.

Guest: Thank you and goodbye.

Receptionist: Goodbye and we hope to see you again.

Receptionist. Goodbye and we hope to see you ag

*: Value Added Tax

Vathia. Mani

20

2nd dialogue

Guest: I'm checking out this morni	ng and I'd like to	pay my bill now,	please. The name's
Feliciani, room 401.			

Receptionist: Yes, sir. I'll get it ready for you in a few minutes.

.

Here you are.

Guest: Thank you... I'd like to pay by personal cheque.

Receptionist: Have you got a cheque card?

Guest: No, I haven't.

Receptionist: I'm sorry, but we can't accept a cheque without this card, unless you

telephone your bank and ask them to guarantee the cheque for you.

Guest: Then I'll pay cash. Can I pay in dollars?

Receptionist: Yes, sir. That'll be fine. I'll work out the exchange rate and tell you what the

 $amount\ in\ French\ francs\ is.$

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A. Read the dialogues and fill in the missing information.

	1st dialogue	2nd dialogue
Guest's name		
Room number		
Method of payment		
Items included in the bill		

B. Answer these questions.

- 1. What precautions should you take before you accept a credit card?
- 2. What should you always do before you accept a personal cheque?
- 3. What does VAT stand for?

FX	CT	1	ICI	C 7
r. X	r. F	. 13	1.71	r. /.

Refer back to the text and find words that mean the same as the following:

1st dialogue

· · · · · · · · · · · · · · · · · · ·	
e.g. 1. paying the bill before leaving	(line title)
the hotel	
answer: checking out	
2. pay	(line 1)
3. the complete amount	(line 7)
4. correct	(line 8)
5. examine carefully	(line 9)
6. increased three times	(line 9)
7. rather	(line 15)
8. written statement of money received	(line 19)
2nd dialogue	
9. a card given by a bank promising to	(line 6)
pay out the money written on a customer's cheque.	
10. if not	(line 8)
11. find by calculating	(line 11)
12. the value of money of a country	(line 11)
in comparison to that of another country.	

EXERCISE 3

A. Replace the words in bold print in the following sentences with the phrasal verbs: work out, go through, amount to, fill in, hand in, come off, check in, and check out.

e.g. 1. You must **report your arrival** two hours before the plane leaves.

answer: check in

- 2. Our debts **are equal to** over 940 €.
- 3. **Complete** your name on this cheque.
- 4. **Give by hand** any valuables to the manager for safe keeping.
- 5. The shelf **became disconnected from** the wall.
- 6. I'll examine carefully the amounts again.
- 7. Have you **found by calculating** how much it will all cost?
- 8. He would like to **pay the bill and leave the hotel** before noon.
- B. Which nouns in List B combine best with the verbs in List A?

List A	List B
do	an addition
change	a receipt
cash	foreign currency
settle	calculations

List A	List B
work out write out make pay accept	traveller's cheques the exchange rate a cheque an account cash

e.g. do calculations

EXERCISE 4 _

A. How do we express the following mathematical symbols? Match the symbols in List A with their expressions in List B.

List A	List B		
1.:	a. per cent		
2	b. equals, is equal to		
3. +	c. multiplied by		
4. =	d. minus		
5. x	e. divided by		
6. %	f. plus		

e.g. 1. e.

B. Write out the following numbers in words:

15,296:

35.201:

12.302:

200,377:

2/3:

4.08:

1/2:

12.506:

728,489:

139.05:

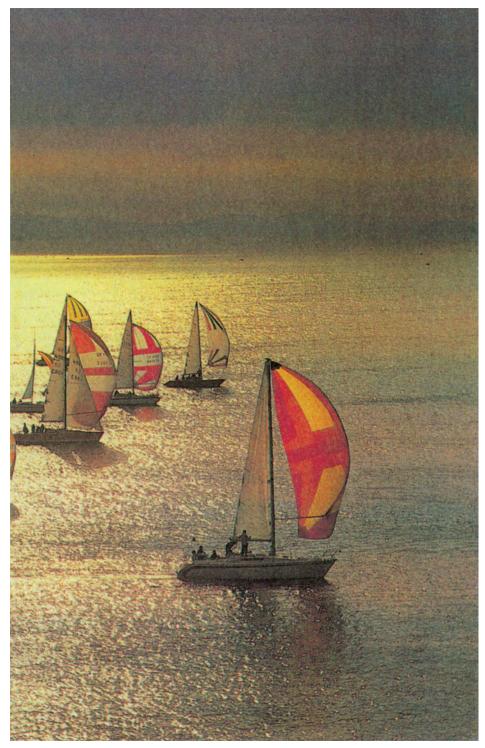
5,700,318: 5/6:

7/8:

3 1/2:

11%:

e.g. 14/18: fourteen eighteenths



Sailing in the Aegean sea

3/4: three quarters

5,280: five thousand two hundred and eighty

2.305: two point three oh five

C. Read the following:

a. 150 + 32 - 95 = 87

b. 6 1/2 x 3= 19 1/2

c. 3/5 + 6/3 = 39/15

d. 820: 2 - 65 = 345

e.g. a. one hundred and fifty plus thirty two minus ninety five equals eighty seven.

Communication Practice

EXERCISE 5

Refer to the following table and take turns asking for the rates of exchange and answering the questions.

e.g. I'd like to change some Italian lira. What's the rate today?/

What rate are you giving?

It's 15.675 dr to a hundred lira.

Rates of Exchange (Drachma)		Useful language
German Mark	118.197	– What's your exchange
Dollar	194.868	rate for the today?
Pound (Sterling)	340.300	– What would you give
French Franc	34.594	me for my please?
Schilling	16.718	– Do you know the rate
Swiss Franc	130.023	of exchange for the?
Belgium Franc	5.693	
Guilder	104.042	- What's the rate of
Krone (Danish Crown)	30.209	exchange for the?
Lire (100)	15.675	– What's today's rate
Peseta	1.866	for the please?
Cyprus Pound	418.965	– For the how much
Krona (Swedish Crown)	32.284	do I get?
		- It's to the

CV	CT		IC		-
H.X	FI	(L .	15	Н.	r

Fill in the missing words in the following dialogue. Choose appropriate words and phrases from the table below:

accept	the other day	expired
receipt	in cash	to pay
've enjoyed	right	long distance call
have	laundry service	of the items
operator	this charge	total amount
hotel services	have a look	do nicely
check out	the cashier	

Recept:	I'd like to 1	now please.	
Guest:	Certainly. Just a moment, please. I'll get your bill from		
	2, sir.		
Recept:	Here you are. That's the 3.	payable at the	
	bottom, here.		
Guest:	Oh, thank you. Let's 4.	at it.	
	Could you explain to me some 5	?	
Recept:	Yes, of course. Anything you like.		
Guest:	What's 6	for? That's a lot of money.	
Recept:	That's for 7	You got some drinks from Room	
	Service, didn't you? You also used the 8.	You	
	had some items of clothing done.		
Guest:	Yes, you're 9	And what about this item here?	
Recept:	It's for the 10	you made without the help of	
	the 11		
Guest:	Ah, yes. I phoned my partner in Melburn 12		
	Okay. It looks right.		
Recept:	How would you like 13.	<u> </u>	
	By credit card. You 14.		
Recept:	We do, sir. If I could 15.	your card for a moment?	
	I'm sorry but this card 16.	a week ago.	
Guest:	Oh! What a nuisance! Then I'll pay 17		
Recept:	That'll 18	_, sir. Just wait a second and I'll give	
	you a 19		
	Here's your receipt. Thank you.		
Guest:	Thank you and goodbye.		
Recept:	Goodbye and we hope you 20	your stay at	
	our hotel.		

After completing the dialogue in the previous exercise, read it, in pairs. Then put the following situations in the right order.

- The guest wants to know if credit cards are acceptable.
- The guest points to items in the bill and asks about them.
- The receptionist checks the validity of the credit card and points out that it is out of date.
- The receptionist explains any points the guest doesn't understand.
- The guest wants to settle the bill and leave the hotel.
- The guest and the receptionist say "thank you" to each other and end their conversation with good-byes and expressions of goodwill.
- The receptionist asks about the method of payment.
- The receptionist accepts payment and hands in a receipt.
- The receptionist promises to prepare the guest's bill.
- The guest offers to pay in cash.
- e.g. 1. The guest wants to settle the bill and leave the hotel.

2. . . .

EXERCISE 8

What do you say in the following situations?

e.g. You want to check out.

I'd like to check out, please. My name's... I was in room...

- 1. You present the bill to the customer and ask if he wants to check it.
- 2. You want to find out how the guest will pay the bill.
- 3. You read the bill and you don't understand some items there.
- 4. You explain items in the bill.
- 5. You accept payment by credit card.
- 6. You are given a credit card which is not valid.
- 7. You ask the guest to wait for his receipt.
- 8. You prepare the bill for a guest who is in a hurry.
- 9. You explain why you don't give a good rate when you change foreign currency.
- 10. You apologize to a guest who has been waiting for you (standing at the Reception desk) for 15 minutes.
- 11. You express the goodwill of the hotel.

EXERCISE 9

What do you say when you hear the following?

e.g. 1. -I have to check out now.

answer: -Just a moment please. I'll get you your bill.

- 2. -I'll pay cash, if that's okay.
- 3. -It's far too much. I'm sure there is a mistake in the bill.

- 4. -Can I pay by credit card?
- 5. -What's this amount here?
- 6. -I refuse to pay this bill! it's much more than I expected.
- 7. -What's the 23,5 € for?
- 8. -Could you have my luggage brought down?
- 9. -Here's my card. I think you'll find it's okay.
- 10. -Thank you for being so helpful.
- 11. -Do you need my passport?

Role play

A. You and your partner study the following notes:

Mr. Santsez stayed in the Athenian Hotel for two nights (room 402). The room rate included breakfast and was $60 \in \text{per night}$. He had dinner for three at the hotel restaurant for $44 \in$, made a direct long distance call to New York charged at $30 \in \text{and}$ ordered some drinks from Room Service charged at $11,7 \in \text{.}$ The hotel added a service charge of 15% to the total of all charges.

B. Look at these roles:

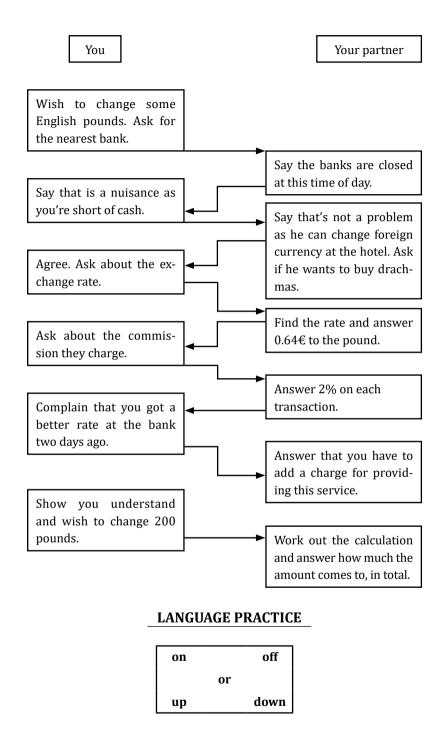
Mr Santsez	Hotel employee
He wants to check out.	He asks for the room
Identifies himself and	number. He presents the
says his room number. He	bill and the items
examines the bill and	included in it. He
asks the hotel employee	explains the point the
about the 15% charge in	guest does not under-
the bill. Then he finds	stand. He accepts pay-
the bill correct and	ment by credit card,
asks to pay by credit	asks for his signature
card as he is short of	and prepares the
cash.	receipt.

C. Take the role of Mr Santsez and that of the hotel employee. Then act out the role play.

EXERCISE 11 _____

Guided dialogue

Take the roles of the guest and the receptionist. Follow these instructions and act out the dialogue.



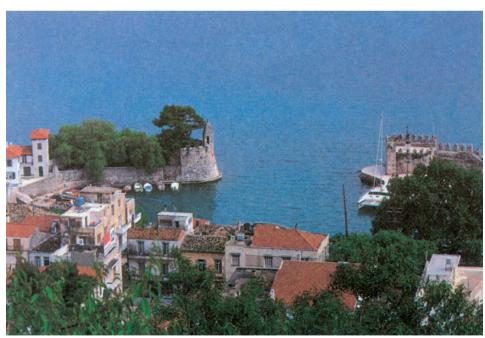
A. Complete the following sentences with **on** or **off.**

e.g. 1. Did you remember to	turn the heater off after you had your bath?
2. Turn	both hot and cold water, if you don't want to scald yourself.
3. I turned the tap	but no water came out.
4. How do you switch	this TV? I'd like to watch my favourite serial.
5. I've just turned the tap	You had left it running.
6 m 1 mrs	

- 6. Turn the TV _____, please. I want to listen to the radio now.
- 7. I can't see. Can you switch the light _____?
- 8. It's very hot here. Turn ______ the air conditioner.
- 9. Remember to switch the lights _____ when you go out.

 10. I have switched the TV _____, but it doesn't work.
- 11. Turn _____ the light I want to sleep.

Nafpaktos

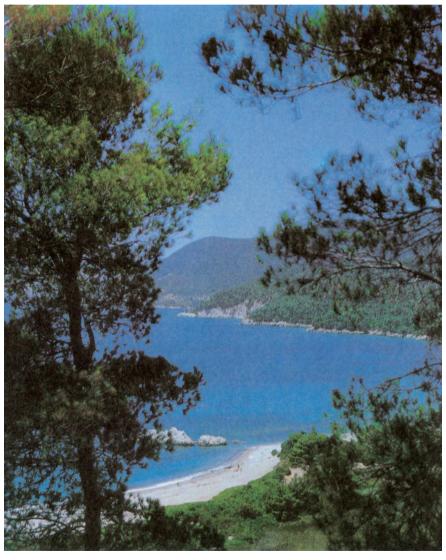


	ng sentences with up or down.
-	idio. Can you turn it up?
2. I can't hear you wit	h all this music. Can you turn the radio?
3. Will you turn	the TV? We may disturb the neighbours.
	the blinds, please. They block the view.
5. It's hot! Can you tui	rn the heating?
6. Pull	the blinds to keep out the light.
7. Turn	the radio. It's very loud.
8. Can you turn	the radio? They're playing my favourite song.
9. It has not been cool	ked yet. Turn the heat.
10. Turn	the heat or the milk will boil over.
	LISTENING ACTIVITY
EXERCISE 13	
A. Listen to a description	on of Crete and fill in the missing information.
Area:	sq km
Population:]	
}	inhabitants per square km
	inhabitants
towns: Chania:	inhabitants
_	Idi: m
Highest mountains:	Idi: m
	Dikti: m
1	untains areas: mm
Weather:	
Main products.	
B. Listen to the tourist a	arrivals in 1985 by nationality and complete this table:
British:	
German:	
American:	
French:	
Italian:	
Austrian:	
Dutch:	
Swedish:	
Swiss:	

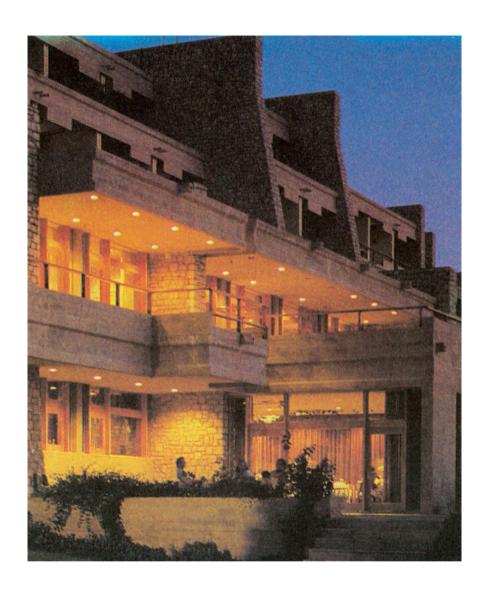
Fun Time

Solve these problems:

- 1. If the bill including 15% VAT comes to 710 €, how much is the bill exclusive of VAT?
- 2. His bill comes to 40 €. Add 12% service charge to this amount. He gives a hundred dollar note. Work out the change that should be given. (1 € to the dollar).
- 3. The bill totals 515 €. He is given a 10% discount. He pays with 600 English pound notes. Calculate the change that should be given. (0,64 € to the pound).



Skopelos







UNIT 9

TAKING ORDERS

Dialogue 1 Room Service Ordering breakfast

Waiter: Room service. May I help you?

Guest: Yes, I'd like to order breakfast for just one person.

Waiter: Yes, madam. What would you like?

Guest: I'd like to start with fresh orange juice. Then ham and a poached egg. No, no, hang on, er, I'll have a soft-boiled egg instead. And cereals, oh no, just skip the cereals. Bring me, please, toast and rolls, butter and apricot jam. Can I have a couple of croissants, too?

Waiter: Certainly, madam. Would you prefer tea or coffee?

Guest: I'd rather have coffee, but with cream please. How long will it take?

Waiter: No more than twenty minutes. Could you give me your name and room number?

EXERCISE 1 ___

Read the dialogue and answer the following questions.

- 1. What is the polite way of saying: -I want, -Do you want?
- 2. How does the guest like her egg?
- 3. Which of these ways of preparing an egg are familiar to you?

hard-boiled soft-boiled or lightly done scrambled poached on both sides or turned over fried: sunny side up or on one side only or easy over

- 4. When will the waiter bring her breakfast?
- 5. What will she spread on the bread?
- 6. Refer to types of jam you know.
- 7. Which words in the dialogue mean:
- a. I prefer
- b. leave out
- c. wait a second

EXERCISE 2 ___

A. Which of the following items, do you think, will be on the breakfast tray? Tick appropriately.

cream jug	
coffee cup	
napkin	
saucer	
tea bag	
wine glass	
tea spoon	
side knife	
egg cup	
hot water jug	
sugar bowl	
coffee pot	V
table spoon	
side plate	
fork	
salt-pepper	
vase with season's flowers	
tea-pot	

B. Which of the following items, do you think, will be on a tea trolley? Tick appropriately. Use your dictionary, if necessary.

e.g.

e.g.

tea cakes	
tea bag	V
tea cosy	
tea cup	
tea pot	
tea spoon	
tea kettle	
tea strainer	
tea caddy	
tea cloth	
tea leaves	
slices of lemon	
lumps of sugar	
lemon juice	
sugar tongs	
cold water jug	





Time for breakfast

Arrange the items the guest ordered under these headings:

Dairy products Beverages Bread

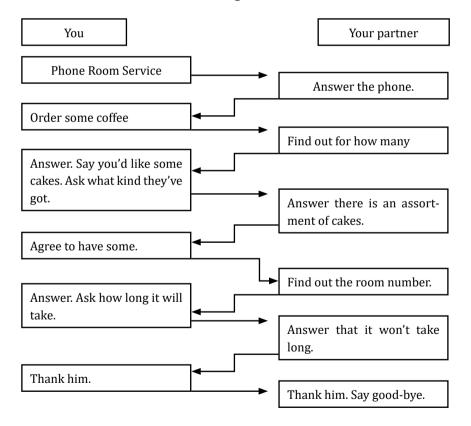
Breakfast accompaniments Cakes and biscuits

Also add under each heading any other items you can think of.

EXERCISE 4

Guided dialogue

Follow the instructions and act out the dialogue.



A. Which adjectives collocate with the following nouns?

NOUS
bread coffee
tea

ADJECTIVES				
black	mouldy			
brown	stale			
corn	strong			
decaffeinated	scented			
fresh	weak			
herbal	white			
iced	whole wheat			
instant				

B. Choose nouns from the table below which combine with the verbs **bake**, and **make**.

bread biscuits	jam omelette
cake	tea
coffee	toast
rolls	



How do you like your egg?

Dialogue 2

At the restaurant Ordering a three-course lunch at a fixed price

Guest: I'll have the set lunch. Could you explain to me what there's for each course, please?

I see that a lot of the menu is in French.

Waiter: For starters, there's a vegetable soup or tuna salad. For the main course, there's steak with chips and beans or roast chicken with roast potatoes, peas and carrots. And for dessert, there's fruit salad or lemon pie; or you can have an assortment of cheeses.

Guest: Okay. I'll have soup to start with and then for the main course I'd like the steak with beans but no chips. Will you make it well-done, please? For dessert, I'd like a lemon pie.

Waiter: Very good, madam. Would you like something to drink?

Guest: A large bottle of beer. See it is well chilled, please.

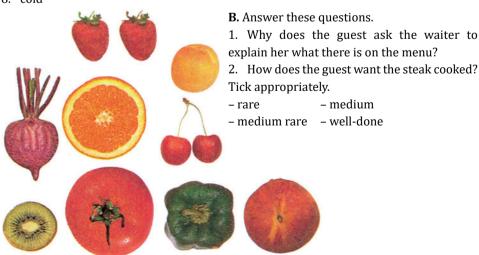
EXERCISE 1

A. Which words in the second dialogue mean the same as the following?

e.g. 1. With a single fixed dish for each course and at a fixed price.

answer: set

- 2. a list of dishes in a meal
- 3. the first part of the meal
- 4. cooked for quite a long time
- 5. sweet food served at the end of the meal
- 6. main part of a meal
- 7. various kinds of the same thing
- 8. cold



Read the dialogue and complete this menu.

(Three courses)	
Price per person e.g. vegetable soup	n 9 €

EXERCISE 3

Arrange the items the guest ordered into categories and give each category a title. Refer to the glossary section, if necessary.

e.g. Soups

vegetable soup

EXERCISE 4

Arrange under the headings **Meat, Fish, Vegetables, Fruit** the following words. Refer to the glossary section, if necessary.

	ı		
mackerel	spinach	pork	mullet
celery	anchovy	peach	avocado
lamb	plum	grapes	turkey
pineapple	duck	beef	sardines
veal	tuna	sausage	beans
cucumber	peas	salmon	date
pear	radishes	cabbage	trout

Meat	Vegetable	Fruit	Fish
sausage	celery	pineapple	mackerel

Make a table d'hôte three-course-menu. Include the following items:

Shellfish cocktail

Fruit salad

Chicken curry

Black forest

Grilled mackerel

Mushroom soup

Pâté de foie gras

Veal roasted with vegetables

Dialogue 3

At the bar Ordering drinks

John: It's my turn to get the drinks this time. What will you have, Alice? Alice: Nothing alcoholic. I'll have a coke with a slice of lemon in it.

John: What are you having, Paul? Paul: A cold bottle of beer, please.

Barman: Would you prefer any particular kind, sir?

Paul: So long as it's cold, any brand will do.

John: What about you, Peter?

Peter: I'd like a dry martini with plenty of ice, please.

John: What would you like Simon? Simon: A whisky for me, please.

Barman: Would you like anything with it, sir?

Simon: No, just straight. John: Make mine on the rocks.

Barman: All right. Thank you. Anything else?

John: No, thank you. Charge this to my room, please.

			_	_	
FX	E.	D	CI	CE	1

Read the dialogue and then repeat the guests' orders without looking at it.

EXERCISE 2

A. Find words in the dialogue that mean the same as the following:

- 1. thin flat piece (cut from something)
- 2. provided that; on condition that
- 3. a class of goods which is the product of a particular company
- 4. without ice or water or other liquid; neat
- 5. with ice but no water

B. Complete the blanks in the following sentences with the words you found in the fi	rst
part of this exercise.	

1	Iust a	of	bread	for	me	nle:	ase
L.	just a .	O1	Dicau	101	IIIC,	pice	asc.

- 2. I always drink my whisky ______ but Mary likes it
- 3. What is your favourite _______ of coffee?
- 4. ______ it's tender, any meat will do.

Match the terms in list A with their definitions in list B.

List A	List B
1. Wine	a. Strong alcoholic beverages where the alcohol content is increased by distillation.
2. Fortified Wines	b. Drinks of two or more spirits mixed together.
3. Liqueur	c. Non-alcoholic beverages that are mixed with alcoholic drinks.
4. Spirits or hard liquor	d. Alcoholic beverages to which additional alcohol has been added.
5. Mixers	e. A beverage fermented from grain containing alcohol of about 5%.
6. Cocktails	f. A strong sweet alcoholic beverage usually served after dinner.
7. Beer	g. A beverage made from grapes containing alcohol, sugar and other substances that give it bouquet and flavour.

e.g. 1.g.

EXERCISE 4

From your own experience, choose the right heading and put it over each list of drinks below.

TABLE WINES MIXERS SPIRITS

LIQUEURS WINES FORTIFIED COCKTAILS

(hard liquor)

Whisky Gin Brandy Rum Cognac Vodka Ouzo Vermouth Sherry Port Madeira Bordeau Burgundy Beaujolais Chablis Retsina

Soda Tonic Ginger ale Coke

Tia Maria Grand Marnier Cointreau Cherry Marascino Amaretto Bloody Mary Manhattan Sangria Martini Tequila

EXERCISE 5 __

Pair work

Student A	Student B
Give these orders	Respond to these orders using the following cues
	<u> </u>
- beer	– bottled or draught?
– can of lemonade	– still or fizzy?
- brandy	- some ginger?
- coke	- some lemon?
– glass of the	- sweet or dry?
house wine	
- gin	- particular brand? some tonic?
– bottle of beer	- small or large?

e.g. –I would like a beer, please.

-Would you like bottled or draught?

Dialogue 4 At the Coffee bar Ordering snacks

Waiter: As you can see, there's a wide choice of sandwiches and snacks and soft drinks.





Light refreshments

What can I get for you and the kids?

Mrs Taylor: A cheese and ham sandwich for me, please, for my daughter a tuna and salad sandwich and for the boys two hamburgers with French fries and two side salads. We'll also have two seven ups and three cokes and for afters a banana milk shake and two chocolate ice-creams.

Waiter: Right. Thank you, madam.

Mrs Taylor: Oh, could you also bring a bit of mustard and some tomato ketchup

with the hamburgers?

Waiter: Certainly, madam.



EXERCISE 1		

Arrange the items Mrs Taylor ordered under these headings:

Side dishes	Spices	Sauces	Desserts

EXERCISE 2

Which words in the dialogue mean the same as the following?

- 1. amount of food smaller than a meal
- 2. containing no alcohol, usually sweet and served cool or iced
- 3. long thin pieces of potato cooked in deep fat; chips
- 4. the part of the meal that comes after the main dish

EXERCISE 3

Correct the following menu by giving each column the right title.

ATHENIAN HOTEL ROOM SERVICE MENU

English Breakfast Orange or grapefruit juice Toast and rolls Butter and honey (or jam) Tea or coffee

Continental Breakfast
Cereals
Orange or grapefruit
juice
Eggs, bacon, sausage
and beans
Toast
Butter and marmalade
Tea or coffee

Cold snacks

Cheeseburger
Beefburger
Toasted sandwiches
Pizza

Hot shacks
Sandwiches
Assortment of cakes
and biscuits

Spirits

Hot chokolate

Milk shakes

Coca cola

Non-alcoholic beverages

Brandy
Vodka
Scotch

EXERCISE 4

Pair work

Make short conversations using the cues below. First study this example:

- 1. -coffee, black or white
 - -How would you like your coffee? Black or white?
 - -I'd like it white, please.

Now continue.

- 2. whisky, soda or straight
- 3. salad, Greek dressing or mayonnaise
- 4. egg, hard boiled or lightly done
- 5. chicken, rice or beans
- 6. steak, creamed potatoes or chips
- 7. apple tart, whipped cream or plain
- 8. steak, rare or well-done

EXERCISE 5

Choose from the following lists the words that best describe the nouns:

MEAT FISH DRINK

mixed	tropical	a fillet
fatty	tender	soft
fresh	smoked	freshwater
iced	white	frozen
lean	tough	strong
saltwater	stiff	still
raw	minced	weak

e.g. Meat: smoked, tough,...

LANGUAGE PRACTICE

A. Polite requests

Can I / you...?
Could I / you...?
May I...? (very formal)
I'd like..., please
I'll have..., please.

Examples: Can/could I have some bread, please?

May I have your name?
I'd like a beer, please.
Could you, please, sign here?

EXERCISE 1_

- **a.** Ask guests politely to give you:
- their room number
- their passport
- **b.** Ask guests politely to:
- sign the bill
- spell their name
- taste the wine
- **c.** Ask employees to do the following:
- prepare the bill for you
- help you lift your suitcase
- tell you when the next train is
- charge the bill to your room
- lend you his/her pencil
- **d.** Order the following items:
- gin and tonic
- beer
- glass of wine
- soda with your scotch
- mint sauce with the pork chop
- **e** . Ask the waiter or the chambermaid to bring you the following:
- soup spoon
- side dish
- bath towel
- clothes hanger
- pillow case

B. Expressing offers politely

Will you...?

Won't you...?

Would you like...?

Would you like me to ...?

Would you care for ...?

Shall I...?

What can I get you, sir?

What would you like?

What will you have?

Examples: Will you have some more wine?

Would you like another glass of wine?

Would you care for some more wine?

Would you like to order now?

Would you like me to bring you something else?

EXERCISE 2 _

Offer to do the following:

- e.g. -show the table to the guest
 - -Would you like to follow me, please? or
 - -Would you like to come with me?
- help a guest whose suitcase is heavy
- get a taxi
- get an aspirin for a guest
- seat the guest near the window
- turn down the air conditioning
- take an order for a drink
- give a guest a table at 9.00
- open the window

EXERCISE 3

Say in a polite way the following:

- e.g.-I want you to charge the bill to my room.
 - -Could you, please, charge the bill to my room? or
 - -I would like you to charge the bill to my room.
 - -I want some spinach.
 - -I want you to help me carry this suitcase.
 - -Where do you want to sit?
 - -I want you to sign here.

- -I want the wine list.
- -I want to have breakfast in my room.
- -Do you want some chips?
- -What do you want to have?
- -I want some tea.
- -Do you want anything else?
- -Do you want salad with the sole?
- -I want to reserve a table for two.
- -Do you want an apple tart?

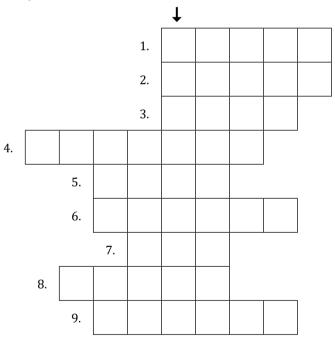
LISTENING ACTIVITY

Fun Time

A. Complete this diagram with words related to vegetables. Then check with your partner to see if you have thought of the same words.



B. Can you find the hidden word?



- 1. Some people prefer whole wheat _____
- 2. Small round loaves of bread for one person.
- 3. Hens lay _____
- 4. Breakfast dish made from grain.
- 5. His mother made a birthday ______ for him.
- 6. A brown drink usually drunk in the morning.
- 7. Fruit boiled in sugar and spread on bread.
- 8. Bread browned at heat.
- 9. Fat made from milk.



UNIT 10

At the Restaurant (1)

Dialogue 1

Taking a reservation and seating the guest

Employee: Good morning. Lucullus Restaurant. May I help you?
Caller: I'd like to reserve a table for this evening at 9.00.

Employee: Certainly. How many for?

Caller: For four people. I'd like to mention that two of them are vegetarians.

Employee: Oh, that's no problem. We serve plenty of non-meat dishes. What name is it?

Caller: Mason.

Employee: All right. A table for four for this evening at 9.00 for Mr Mason. Thank you.

.....

Mr Mason: Good evening. A table for four, please. Waiter: Good evening. Have you got a reservation?

Mr Mason: Yes, the name's Mason.

Waiter: Ah, yes. Could you come this way, please?
Will this table by the window be all right?

Mr Mason: It's fine. Thank you.

EXERCISE 1 ___

A. Read the dialogue and complete the notes the employee took down.

Lucullus Restaurant		
Day: Tuesday, 2nd April		
Number of people:		
Time:		
Name:		

Time for a greek coffee

- **B.** When an employee in a restaurant takes a reservation over the phone, what questions does he ask to find out what the caller wants?
- **C.** Which words in the text mean the same as the following?
- 1. helping to sit
- 2. a person who eats only vegetables, grains, fruit, eggs etc, but no meat or fish
- 3. enough or more than enough

EXERCISE 2	
Complete this dialogue. Act it in pairs.	
Employee:	?
Caller: I'd like to reserve a table for this evening.	
Employee:	?
Caller: Three.	
Employee:	?
Caller: Around 8.00.	
Employee:	?
Caller: Cliff.	
Employee: All right.	·
Thank you,	
Caller: Thank you. Goodbye.	
EXERCISE 3	

Role play

Read these instructions and act the role play in pairs.

Student A

You call the restaurant to make a reservation for Sunday. Your name's Winkler. You want to know what time the restaurant opens. You want a table for five at 8.00. You are given one at 9.00. You accept the offer.

Student B

You answer the phone. The restaurant's hours are 7.00 pm to midnight. Find out what the caller wants. Apologize because there are not tables left for 8.00. Give one at 9.00.

EXERCISE 4 ___

Role play

Take the roles of the customer and the employee and act this dialogue.

Student A

Your name's Bugster. You come in the restaurant. You've got a reservation. You are offered a table near the doorway. You are not pleased (it's draughty). You are offered one in the corner. You accept it.

Student B

Show the guest to the table. Ask if he likes it. As he does not like it, ask him if he'd rather sit in the corner. Say that you'll bring him the menu.

EXERCISE 5 ____

What do you say in the following situations?

e.g. . You give the client information about the restaurant's hours.

answer: We open/close at... We're closed on...

- 2. You refuse a reservation.
- 3. You welcome a guest and help him sit.
- 4. You ask if he's pleased with the table offered.
- 5. You apologize because the table where the guest prefers to sit is reserved.
- 6. You want to find out if he prefers to sit near the window or further back.

Dialogue 2

Ordering aperitifs

Waiter: Good evening. Would you like to have the table d'hôte or the à la carte menu?

Guest 1: We'd rather order à la carte. I fancy having a good meal tonight.

Waiter: Very good, sir. Here are your menu and the wine list. Would you like an aperitif before you order?

Guest 1: Yes, I'll have a gin and tonic please.

Guest 2: A vermouth for me with a dash of soda, please.

Waiter: Very good. Thank you.

Here we are. A vermouth and a gin and tonic.

EXERCISE 1

A. Read the dialogue and answer this question.

What did the guests want added to their drinks?

- **B.** Find which words in the dialogue mean the same as the following:
- e.g. 1. before dinner alcoholic drinks that stimulate the appetite before dinner answer: aperitifs
- 2. a meal (of several prearranged courses) served to all guests at a fixed price
- 3. according to a menu in which each item is priced separately
- 4. like: desire

- 5. a menu of the wines served in a restaurant
- 6. a small amount of something added to food

Choose words referring to wine from the list to complete the following sentences.

cork
corkscrew
ice buckets
room temperature
wine glass
bouquet

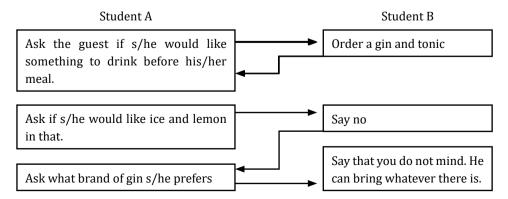
e.g. 1. The sweet and pleasant smell of wine is called **bouquet**.

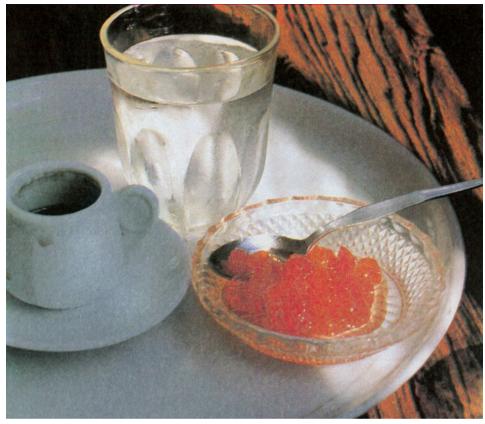
- 2. Red wine is served at .
- 3. A _______ is often bowl-shaped and becomes narrower at the top to hold the ______ of the wine.
- 4. A ______ is fixed into the neck of a bottle to close it tightly.
- 5. A ______ is an apparatus of twisted metal for pulling corks out of bottles.
- 6. We put the bottles of white wine in ______ to keep them cold.
- 7. We fill the wine glass only two thirds full to keep room for the

EXERCISE 3

Guided dialogue

Follow the instructions. Take the roles of the waiter and the guest and act out the dialogue in pairs.





Good morning!

A. Match the words in list B with the quantities in list A.

List A	List B
a dash of	garlic
a dozen of	soda
a kilo of	salt
a pinch of	butter
a chunk of	bread
a litre bottle of	oranges
a loaf of	milk
10 grams of	meat
a spoonful of	eggs
a bar of	chocolate
a slice of	sugar
a clove of	
a lump of	
e.g. a dash of soda	

B. Which of the words below collocate with the nouns **WINE**, **WATER**.

dry	drinkable	sparkling
boiling	iced	mineral
house	rose	table
clear	fresh	running
drinking	white	imported
sweet	hot	chilled

e.g. dry wine

EXERCISE 5

Arrange the words in the following lists into categories and give each category a title.

-Fried cod with garlic	-Lime juice
sauce	-Ravioli
-Lasagne	-Pork chop with mint
-Fried fillets of plaice	sauce
with tartar sauce	-Profiterole
-Feta	-Brandy
-Avocado with shrimps	-Shellfish cocktail
-Veal ragout	-Lamb kebabs
-Brie	-Sherry
-Spaghetti napolitana	-Egg mayonnaise
-Courgettes	-Bitter lemon
-Cheese cake	-Artichokes
-Vermouth	

e.g. Starters

Avocado with shrimps

Dialogue 3

Ordering starters and fish

Waiter: Would you like to order now, sir? Have you chosen what you'd like to start with?

Guest 1: Yes, I'll have the stuffed vine leaves followed by the grilled trout in vinegar sauce.

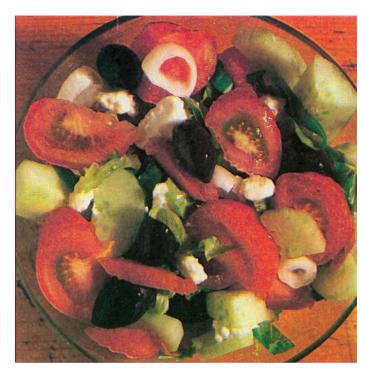
Guest 2: The mixed hors d'oeuvres for me. Then... Can you tell me what the sole à la grecque is exactly?

Waiter: It's fillets of sole lightly fried in olive oil and sprinkled with lemon juice and herbs.

Guest 2: That sounds good. That's what I'll have.

Guest 3: I think I'll have the prawn cocktail.

Waiter: Right. So that's one stuffed vine leaves, one grilled trout, one mixed hors d' oeuvres, one sole à la grecque and one prawn cocktail, thank you.



The famous Greek peasant salad



Fried whitebaits

- **A.** Read the dialogue and answer these questions.
- 1. What did each guest order as a starter?
- 2. What fish did they order?
- 3. Refer to some methods of cooking you know.
- **B.** Find words in the dialogue which mean the same as the following:
- e.g. 1. the first course of a meal

answer: starters

- 2. climbing plant that produces grapes
- 3. cooked over or under direct heat
- 4. river fish related to salmon
- 5. liquid made from sour wine for putting on food
- 6. any of various savoury foods served (as appetizers) in small amounts at the beginning of a meal
- 7. flat fish used as food
- 8. small plants used to improve the taste of food
- 9. shellfish (used for food) like a large shrimp



Fresh vegetables

A. Arrange these items under the headings **Shellfish, Salt water fish, Fresh water fish.** Refer to the glossary section, if necessary.

mussels	lobster	tuna	shrimp
trout	haddoc	prawn	salmon
anchovy	crab	mullet	oysters
white bream	perch	sea perch	sword fish
dentex			

Shellfish	Salt water fish	Fresh water fish
e.g. Mussels		

B. Arrange the items below under the headings **Herbs, Spices.** Refer to the glossary section, if necessary.

pepper	cinnamon
paprica	rosemary
parsley	clove
chilli	oregano
thyme	nutmeg

Herbs	Spices
	e.g. pepper

EXERCISE 3

Use all these words to complete the menu below.

Vegetable cream soup	Lamb chops
Marinated red mullet	Orange sauced carrots
Broccoli	Beer
Cocktails	Grilled trout
Seafood appetizers	Liqueurs
Plaice in wine sauce	Peach
Water melon	Strawberries and cream
Plain white rolls	Veal cutlets

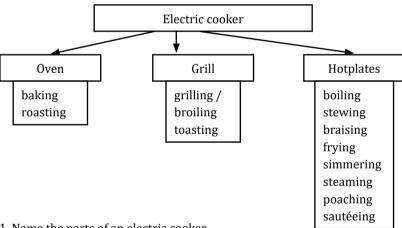
Menu (à la carte)

Starters	Salads	Fish	Charcoal grilled meat
-Mixed hors d'oeuvres	-Hot potato salad	-Sole in butter	-Beef steaks
Fruit	Desserts	Drinks	Bread

Distinguishing methods of cooking

EXERCISE 4 ___

A. Look at this diagram and answer the questions that follow it.



- 1. Name the parts of an electric cooker.
- 2. What is each part used for?
- **B.** Complete the following definitions with the verbs referring to cooking: **boil, grill, fry, stew, and poach.**
- e.g. 1. **stew:** cook food slowly in closed vessel with liquid
- 2. _____: cook in liquid at temperature at which the liquid turns to vapour
- 3. _____ : cook food in very hot oil or fat
- 4. _____: cook food quickly on a metal shelf put under or over a flame or electric heat
- 5. _____: cook (fish, eggs) in small amount of liquid, gently boiling

C. Match the verbs referring to cooking in list A with their definitions in list B.

List A	List B
 steam braise roast 	 a. cook over a fire or in an oven b. cook quickly or fry in a small amount of hot oil or fat c. cook food in a container put in a vessel of boiling water so that the water does not touch the food
4. simmer5. bake6. sauté	d. cook slowly in a covered pot with fat and a little water; stew e. boil slowly and gently f. cook by dry heat in the oven

e.g. 1. c.

ΕX	F	R	CI	S	F	
1.7		П	.	. 7	•	- '

Distinguish the various cooking methods by completing this table.

	dry	in liquid (fat / water)	in the oven	on the hot plates	fast cooking	slow cooking
grill	V		V		V	
simmer						
roast						
bake						
fry						
poach						
stew						
braise						
sauté						

LANGUAGE PRACTICE

A. Expressing preference

To express preference, the following expressions are used:

I prefer to + infinitive something (to something else)

I'd prefer to + inf (more polite than prefer)

I'd rather + inf without to

Would you rather ...?

Would you prefer ...?

(more polite than "Do you prefer?")

Examples: I prefer coffee to tea.

I prefer to drink tea with my meals.

Would you { rather have prefer } tea or coffee?

Coffee, please.

I'd rather have beer than wine.

Would you like to order now? I'd rather order a bit later.

EXERCISE 1 _

a. Practise in pairs using the following cues.

First study this example:

orange/apple

- -Would you like an orange?
- -I'd rather have an apple.

banana/strawberries

boiled egg/fried egg

milk/hot chocolate

bottled wine/a glass of the house wine

hot dog/hamburger

sit near the window/over there in the corner

pay in cash/pay by credit card

starter/order straight away

b. Notice the example and practise in pairs using the following cues:

cheese/dessert

- -Would you rather have cheese or dessert?
- -Cheese, please.

orange juice/grapefruit

fried potatoes/creamed potatoes
ice cream/cheesecake
tomato salad/lettuce salad
Irish coffee/Greek coffee
apple tart/fruit salad chateaubriand/fillet mignon

B. Countable and uncountable nouns

All nouns can be countable or uncountable.

Countable nouns can be counted.

e.g. three apples

Before them we can use a/an, some, many, etc.

e.g. an egg, some artichokes etc.

Uncountable nouns cannot be counted. They have no plural (news is singular) and we cannot use **a/an** before them. We can use **some, the, much** etc.

e.g. salt, some honey, an extra portion

However, many nouns can be used as countable or as uncountable nouns but there is a difference in meaning. For example, when we order, we say **three soups** meaning **three bowls of soup, three vermouths,** meaning **three glasses of vermouth,** etc. We can also see on a menu **cheeses, beers, wines,** meaning that there are several kinds of cheese, beer, wine.

EXERCISE 2

a. Write **a, an** or **some** before these nouns:

soap, idea, jam, sugar, luggage, dish, orange, money, milk, tea, news, jar of honey, loaf of bread, meal, wine.

e.g. some soap

b. Arrange the following nouns under the categories **COUNTABLE**; portion, work, pepper, butter, cauliflower, job, glass of milk, carrot, meat, steak, baggage.

COUNTABLE	UNCOUTABLE
	e.g. work

c. Are the nouns in bold print in the following sentences countable or uncountable? Tick appropriately.

	Count.	Uncount.
1. I lose customers in bad weather .		V
2. The traffic is very heavy at peak hours.		
3. I'd like a second helping .		

	Count.	Uncount.
4. I do a tiring job.		
5. What picturesque scenery!		
6. I found a hair in my soup.		
7. Is money everything?		
8. What a beautiful view!		
9. They never do any work .		
10. I need some information.		
11. I have a business that arranges travel .		
12. Can you give me some advice ?		
13. The travel agent arranged our accommodation .		
14. Is there any fruit in the cupboard?		
C. A/ an - The		
A/ an is used when we do not know which thing we mean. The is used when it is clear which thing or person we mean.		
examples: Is the hotel very far from the centre of the town? When we were in Spetses, we stayed at a small hotel	l.	
EXERCISE 3		
Complete the following sentences with a/an , or the .		
e.g. 1. Here are <u>the</u> menus and <u>the</u> wine list.		
2. Would you like to order aperitif o	r	
starter?		
3. Remember to buyloaf of bread.		
4. I'd like avocado pear, please.		
5. I'll have mushroom soup.		
6. Have you tried house white?		
7. Where's flour I bought?		
8. They ordered fruit and cheese but they didn't eat		fruit.
9. Would you like glass of wine?		
10. I'd like coke,	tonic ar	nd
orange juice.		
LISTENING ACTIVITY		
EXERCISE 1		
Listen to some guests ordering a meal and drinks in a restau	irant and car	nnlata thair
orders.	nant and ton	iibiere men
1 cocktail		
chop with and	1	
on draught	ı	

2					
_		_ and a		_ orar	ngeade
3	!	soup	S		
_		salad			
_	······································				
4			wiches on		hread
1			wich on		
_		sandwiches on			
					51 caa
		01 00			
5.					
		steak			
				_	
	iscuits and				
					and
		of ros	se		
_					
7	·	uices	S		
		mack	erel		
	oast				
2		_ sala	ads,	c	lressing
			Fun Time		
A. He	ere are 5 groups of wo	ds. V	Which word is the odd o	one oi	ut in each group?
1.		1 ^{2.}	_	3. I	
	chicken		cucumber		waiter
	pork		aubergine		maître d'hôtel
	duck		grapefruit		wine waiter
	goose		radishes		chambermaid
	turkey		peppers		head waiter
		_			
4.		1 ⁵		l	
	trout		teaspoon		
	tuna		dish bowl		
	salmon				
	mullet		plate		
	lobster]	jug		

- **B.** Solve the puzzle.
- 1. φασόλια
- 2. σκόρδο
- 3. μελιτζάνα
- 4. καρότα
- 5. ραπανάκι
- 6. λάχανο
- 7. σέλινο 8. αγγούρι
- 9. μανιτάρια

1.				
				L
	2.			

4.

5.

6.

3.

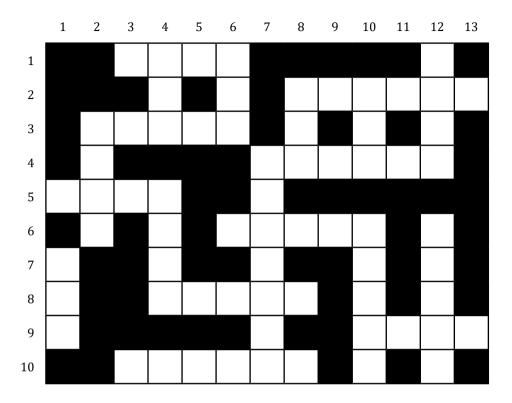
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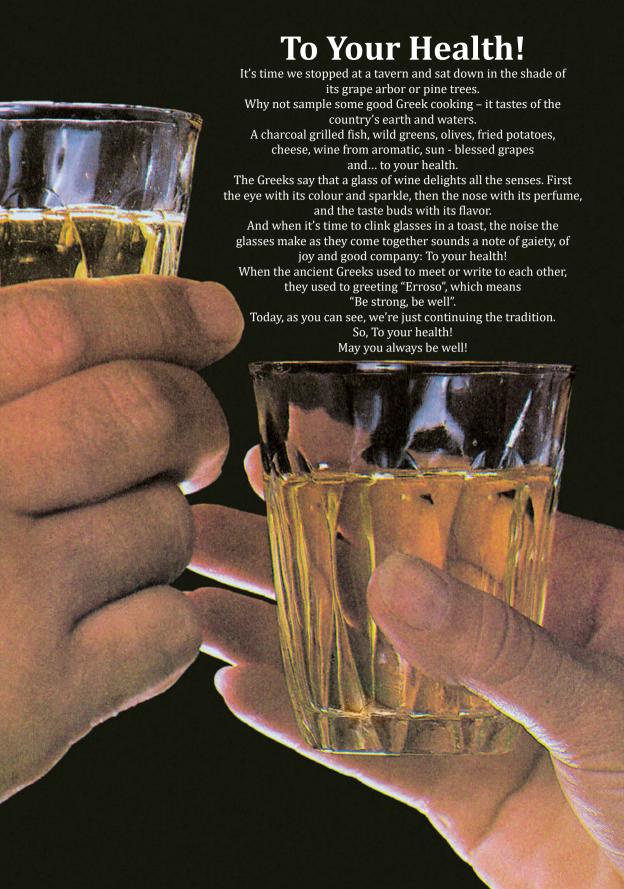
8.

9.

C.

Across	Down
 λεπτή φέτα γαλοπούλα βότκα σολομός αρνί (κρέας) πέστροφα φρούτα αλάτι κέφαλος 	 χοιρινό μοσχάρι (κρέας) είχα, βοδινό (κρέας) αρακάς, μπιζέλι σαρδέλα τσάι ρούμι, φρυγανιά φασόλι, μήλο





UNIT 11

At the Restaurant (2)

Dialogue 1 Ordering the main course

Waiter: Can I take your order now?

Husband: I don't think I'll bother with starters.

What would you recommend for the main course?

Waiter: Why don't you try the roast duckling curry?

Husband: Er... no. It must be a bit spicy for me. I'd rather have a steak. Rare, please. And I'd

like a baked potato to go with it.

Waiter: Fine, sir. Thank you.

Husband: Have you decided what you'll have dear?

Wife: Em, no. I'm still looking at the menu. I don't think I'll have a first course. What local

speciality would you suggest?

Waiter: I'd suggest moussaka. It consists of layers of minced meat, aubergines and courgettes topped with béchamel.

Wife: That sounds nice. I'll have this on your recommendation.

Waiter: Very good. Thank you. Would you like a salad? Husband: I think I'll have a mixed Greek village salad.

Wife: Just lettuce for me, please. I'd rather you didn't put any dressing on it. I prefer it plain.

Waiter: Very good, madam. Thank you.

EXERCISE 1

Read the dialogue and answer the following questions.

- $1\quad \text{a. How does the waiter ask the guest if he's ready to order?}$
 - b. What else could he say?
- 2. How does he recommend a dish to guests?
- 3. How does he explain what moussaka is?

- 4. How does he ask the guest if he wants to order a salad?
- 5. Repeat their orders without looking at the dialogue.

EXERCISE 2

Read the dialogue and find words that mean the same as the following:

e.g. 1. cooked with various spices (usually served with rice)

answer: curry

- 2. containing spices
- 3. is made up of
- 4. cut into very small pieces
- 5. white sauce made with milk, butter, eggs and flour, flavoured with herbs
- 6. sauce for adding to a salad
- 7. without anything added

EXERCISE 3

Laying a table

With the help of your teacher, find where the following items are placed on the table.

- 1. plate
- 2. napkin
- 3. joint knife and fork
- 4. fish knife and fork
- 5. soup spoon
- 6. dessert spoon and fork
- 7. side plate
- 8. side knife
- 9. wine glass

- 10. salt, pepper, vase with flowers, ashtray
- e.g. 1. The plate is placed in front of the guest.
 - 2. The napkin is in the plate nicely folded.
 - 3....



Mousaka

EXERCISE 4

There are some mistakes in this à la carte menu. Correct them and rewrite the menu.

A la carte menu All prices inclusive of service and VAT.

Starters Main courses

Pasticcio Smoked salmon

Spirits Kebabs

Liqueurs Hare stewed with small

onions and spices

Plain boiled rice Sautéed mushrooms
Tomato salad Beef with noodles

Side dishesDrinksConsomméRoquefortLamb on the spitDanish blueStuffed cabbage leavesTable wines

Stuffed tomatoes and peppers

Croquette potatoes

DessertsCheesesVanilla puddingProsciuttoSpinach pieCheddarChocolate pastryCocktails

Veal escalope Mozzarella

EXERCISE 5

A. Which of these adjectives collocate with the nouns **smell** and **taste?**

sweet

bad

nice

bitter

(un) pleasant

mild

sour

strong

e.g. sweet taste

B. Match the cooking processes in list A with the items in list B.

List A	List B
toast roast grill fry poach bake braise steam	meat fish eggs bread vegetables

e.g. toast bread

Dialogue 2 Ordering wine with the meal

Wine waiter: Would you like something to drink?

Mr Rolland: I think we'll have white wine to start with. What do you suggest? Something not very dry.

Wine waiter: "Greek Cava" would do nicely. It's fruity and medium dry.

Mr Rolland: Okay, then. A half bottle of the Cava, please. See that it's well chilled. And for

the main course, a full-bodied red, definitely.

Wine waiter: In that case, may I suggest the house wine? It's very good.

Mr Rolland: Fine. Will you bring us a carafe of the house red? Oh, and can we also have

some iced mineral water, the still kind, not fizzy.

Waiter:	Certainly, sir.

Wine waiter: Was the wine to your liking, sir? Mr Rolland: It was very nice, thank you.

EXERCISE 1

Read the dialogue and answer these questions:

- 1. Refer to the adjectives the waiter uses to describe the wine.
- 2. What kind of wine did Mr Rolland order?
- 3. How does he want the white wine served?
- 4. Do you know how the red wine is best served? (warm cold at room temperature)
- 5. What kind of water did they ask for?

EXERCISE 2

Find words or phrases in the dialogue which mean the same as the following:

e.g. 1. having the flavour of fruit

answer: fruity

- 2. having a rich and full flavour
- 3. glass bottle with a wide neck used to serve wine (or water) at table
- 4. a wine selected by the management
- 5. that comes from a natural spring
- 6. not containing bubbles of gas, non carbonated
- 7. containing bubbles of gas, carbonated
- 8. did you like it?

EXERCISE 3

What kind of wine do you think each item of food goes with? Tick appropriately.

	Aperitifs	White wine	Rosé wine	Re	d*	Dessert wine	Liqueur
				1	2	(sweet)	
Hors d' oeuvres	V						
Pork							
Fish							
Chicken							
Veal							
Beef							
Lamb							
Dessert							
Coffee							
Cheese							

^{*: 1:} Light red 2: Full-bodied

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1.7					-

A glass of wine or a wine glass?

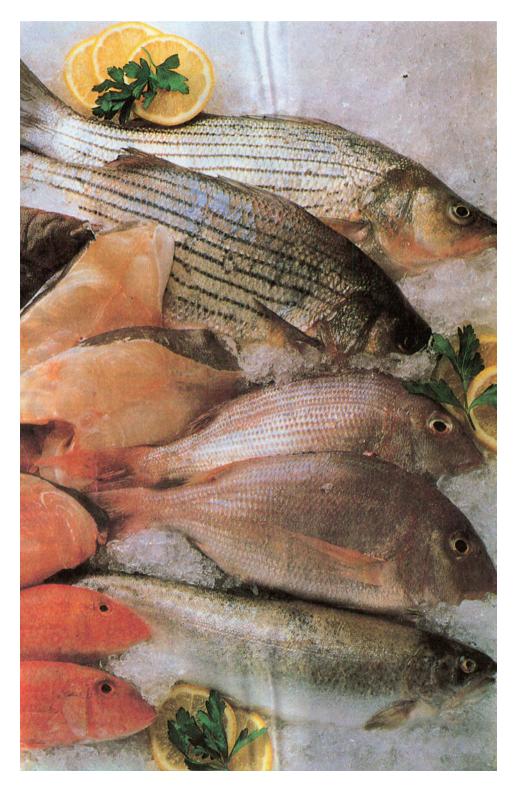
e.g. I'd like a glass of wine.

Can you bring some wine glasses?

A glass of wine is empty while a glass of wine has wine in it.

Correct the sentences that are wrong.

e.g. 1. I'll wash up the jug of milk. Wrong. answer: I'll wash up the milk jug.



- 2. I'm going to the grocer's to buy some tins of biscuits and a can of oil.
- 3. I have invited six people for dinner and I don't know if there are enough glasses of wine for the guests. I'd better get some.
- 4. Shall I stand you a bottle of beer?
- 5. I gave my friend as a present a bottle of perfume and a chocolate box.
- 6. He is collecting match boxes.
- 7. Could you give me a bowl of sugar to put some sugar in it?
- 8. I'd like a wine glass with my fish.
- 9. I need an empty pot of coffee.
- 10. I'd like some butter and honey, but I can't find the jar of honey.

EXERCISE 5

A. Which of the adjectives below combine best with the nouns **drink**, **wine**, **flavour**.

dry	weak	strong
stiff	pleasant	light
fizzy	natural	rich
fortified	full-bodied	artificial
	sparkling	mixed
soft	white	still

B. Choose verbs from the table below that combine best with the nouns **drink**, **water**, **wine**.

drink	pour
fix	produce
make mix	spill

Dialogue 3 Ordering dessert and coffee

Waiter: Is everything all right?

Man: It's delicious.

Waiter: I'm glad you've enjoyed it. Would you like some cheese now? We've got a choice of Camembert, Roquefort, Gruyère...

Man: No, thank you. I think I'll have some dessert. What are you having, dear?

Woman: Oh, no cheese or dessert for me. I've already had too much. Just coffee and a cherry brandy.

Waiter: How would you like your coffee, madam. Black or white?

Woman: I prefer black, but not very strong, please.

Waiter: Certainly, madam. Thank you. What would you have for dessert, sir?

Man: A strawberry tart with whipped cream, please.

Waiter: I'm afraid we haven't got any left.

Man: Okay, I'll have a crème caramel instead, and I'd like an espresso to finish with.

Waiter: Very good, sir. Thank you.

EXERCISE 1

Read the dialogue and answer these questions:

- 1. What does the waiter say to find out if the meal is satisfactory?
- 2. What does the guest say to compliment the waiter?
- 3. How does the waiter respond to the compliment?
- 4. How does the waiter ask if the guests want cheese?
- 5. Why doesn't the woman want cheese or dessert?
- 6. How does the waiter tell the guest that he can't have a strawberry tart?
- 7. How does the woman like her coffee?
- 8. What dessert will the man have?
- 9. What will the man have to finish his meal with?

EXERCISE 2

Which words in the dialogue mean the same as the following?

e.g. 1. having pleasant taste or smell

answer: delicious

- 2. a soft French cheese that is greyish-white outside and pale yellow inside
- 3. a strong French cheese with blue lines in it made from sheep's milk
- 4. hard yellow Swiss cheese with smaller holes and a fuller flavour than Emmenthal
- 5. pie containing a sweet filling
- 6. dessert made with eggs and cream and topped with caramelized sugar
- 7. coffee made by forcing steam through crushed coffee beans

EXERCISE 3

Study the example and suggest alternatives using the cues below:

e.g. 1. salmon/trout

answer: I'm afraid we haven't got any salmon but the trout is very good.

- 2. mayonnaise/wine sauce
- 3. shrimps/calamari
- 4. fillet steak/ pork
- 5. cutlets/escalopes
- 6. melon/water melon
- 7. bottled beer/draught beer
- 8. fresh juice/canned or frozen
- 9. apple pie/lemon pie

EXERCISE 4

Find the opposite of the words in bold print in the following sentences and complete them.

e.g.	. 1. Red wine should be drunk warm , but white wine should be drunk cool .					
2.	. Irish coffee is weak but espresso coffee is					
3.	. The service at lunchtimes is slow but in the evening it is					
4.	This bottled wine is full-bodied red bu	t the house wine				
-	is red.					
	These peaches are sweet but these oran					
6.	The fillet steak was really tender but the	ne pork chop was				
7.	The lamb cutlets were underdone and	the veal escalope was				
8.	The plain white rolls are fresh but the	wholemeal rolls are				
9.	These strawberries are unripe but the	cherries are				
10.	I do not like cooked vegetables, I like _	vegetables.				
11.	This beer is strong. I'd like a	one.				
12.	I never have alcoholic drinks. I always	have				
	drinks.					
13.	The food today was tasty but yesterday	it was				
	EXERCISE 5					
IVIa	tch the questions on the left with the res	polises on the right.				
1.	Could I have an extra fork?	a. It opens at 11.00 and goes on till midnight.				
2.	Can I have some dressing?	b. Lunch is available from 11.30 until				
	G	2.00 p.m.				
3.	When is the restaurant open	c. It's light red. It's very good				
	for lunch?					
4.	We 're short of a knife	d. Yes, I'll bring some, madam.				
5.	What's the house wine like?	e. How many for?				
6.	Can I have the bill? f. Yes, sir. I'll be right back.					
7.	Can I book a table for Sunday? g. I'll get one, sir.					
8.	What are the hours of the bar?	h. I'm sorry, madam, I'll get one.				
9.	What's in that?	j. it contains lettuce, tomatoes and				
		olives in a garlic dressing.				
e g.	1. g.					

Dialogue 4

Asking for the bill and signing for it

Guest 1: Shall we go halves in the bill?

Guest 2: No, no. I'll pay this time. Waiter, will you bring me the bill, please?

Waiter: Yes, sir. I'll be with you in one moment.

Guest 2: What's this for?

Waiter: That's for the beer.

Guest 2: Oh, I see. I'd like you to charge the bill to room 508, Bates. And add 10% for

service, if it's not included in it.

Waiter: Thank you, sir. Would you sign here, please?

EXERCISE 1

Read the dialogue and answer these questions:

- 1. How does the waiter respond to the guest's request for the bill?
- 2. How does the waiter explain an item on the bill?
- 3. How does he ask for the guest's signature?
- 4. Does the guest want to leave a tip for the waiter?

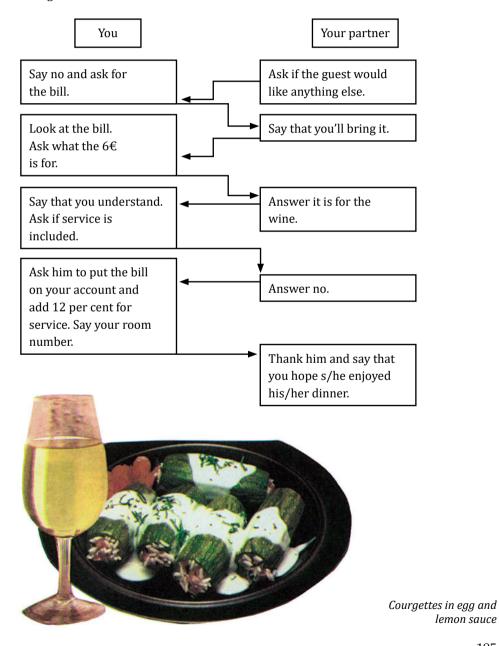


5. Which phrase in the text means: shall we go fifty-fifty in the expenses?

EXERCISE 2

Pair work

Take the roles of the waiter and guest. Follow the instructions below and act out the dialogue.



Language functions

Choose words from the list that best describe the meaning of these sentences.

promise	suggestion
certainty	compliment
request	doubt
comparison	reminder
preference	like

e.g. 1. -I'm not sure if there is. I'll ask in the kitchen.

answer: It expresses doubt.

- 2. -My favourite dish is lasagna with plenty of grated cheese.
- 3. -Would you rather have mayonnaise or French dressing?
- 4. -Bottled beer is more expensive than draught beer.
- 5. -Could I have a table up in front?
- 6. -Why don't you have the roast lamb?
- 7. -Well done. Everything was delicious.
- 8. -Yes, I'm sure. There's a set menu at lunchtime.
- 9. -Make sure you bring the nuts with our drinks.
- 10. -It won't take too long.

EXERCISE 4 _____ Complete this dialogue and then act it out in pairs. Waiter: ______ menu. _____ an aperitif? Guest: Yes, I'll have a dry martini. Waiter: ______. _____to order now? Guest: Yes, I'd like to start with the shrimp cocktail. _____to follow? Waiter: Guest: I think I'll have a steak. Waiter: ___ Guest: Well done, please. Waiter: _____ with your steak? Guest: Chips and peas, please. Waiter: ______ to drink with your meal? Guest: I'd like a bottle of dry white wine. What do you suggest? Waiter: the Golden Cava. It's _____

Guest: Okay, I'll have this. Oh, could you bring some water, please? Waiter:, sir.
you enjoy your meal, sir?
Guest: That was very nice, thank you.
Waiter:you liked it
Guest: I'll have an apple pie with whipped cream, please, and I'd like black coffee to follow Waiter:
Guest: Can I have the bill, please? Waiter:
Guest: I would like it charged to my room, number 402. Waiter: sign ?
LANGUAGE PRACTICE A. Recommending food and drinks to guests
I can/ could recommend the Perhaps, you'd like I'd suggest/ recommend/ the/ a/ some May I suggest the? Why don't you try the/ a/ some?
Example: –I can't decide. What do you recommend? –Perhaps, you'd like some plaice, lightly fried in butter. It's served with fresh asparagus.
EXERCISE 1
Recommend the following items to guests. Support your recommendations.
 e.g. 1. Golden Cava with the chicken answer: May I suggest the Golden Cava with the chicken? It's medium dry and fruity. 2. smoked salmon 3. soufflé 4. house wine 5. chef's salad

6. roast leg of lamb with sautéed beens and carrots

7. crème caramel

B. Describing dishes and drinks

To describe a dish or drink, we use these expressions:

It consists of...

It contains...

made of/ from/ with/ by +ing
cooked with/ stewed with
grilled over charcoal
mixed with
flavoured with (herbs)
browned in (or with)

It is...

It is...

thickened with (flour)
covered with/ coated with
layered with (cheese)
served with (or in)
garnished with
stuffed with

Examples:

This dish <u>is made</u> of sautéed aubergines layered with grated cheese.

French dressing is made of oil and vinegar.

This sauce is made from oil, vinegar and herbs.

This cocktail is gin mixed with Vermouth and served with an olive.

That's fillets of sole fried and served in vinegar sauce.

Chicken Corfu <u>consists</u> of chicken legs <u>served with</u> a creamy sauce and <u>garnished with</u> mushrooms and tiny potatoes.

This sauce contains tomatoes, green peppers and onions.

It is a kind of stew <u>made from</u> beef <u>cooked with</u> carrots and onions and <u>served in</u> a wine sauce with boiled potatoes or rice.

EXERCISE 2 _

Match the items of food on the left with their descriptions on the right.

- 1. kebab
- 2. cauliflower au gratin
- 3. lasagne
- 4. risotto

- a. dish of flat noodles layered with spiced mincemeat
- b. The juice which comes out of meat as it cooks thickened with flour
- c. dish of rice cooked in oil and stock with onions and cheese often served with meat fish or poultry
- d. white sauce made with stock with added cream and egg yolk

- 5. stock
 e. liquid made by boiling meat, bones, fish or vegetables used as a basis for soup, gravy or sauce
 6. gravy
 f. cauliflower browned with bread-crumbs or grated cheese and butter
 7. velouté g. a light dish made from eggs, flour, milk, cheese etc., baked to be eaten at once
 8. soufflé
 h. chunks of meat on a skewer grilled over charcoal
- e. g. 1. h.

EXERCISE 3 _

Describe the following dishes and drinks using the cues.

e.g. 1. Salade niçoise: contain/lettuce/tomatoes/olives/boiled eggs/anchovies/garlic dressing

answer: It contains lettuce, tomatoes ... and anchovies in a garlic dressing.

- 2. Tzatziki: make from/cucumber/garlic/yoghurt/oil/vinegar/salt
- 3. Dolmas: vine leaves or cabbage leaves/stuff/rice/(mincemeat)/onions/spices
- 4. Stifado: hare or veal/stew/small onions/spices
- 5. Souvlakia: skewers of meat/vegetable chunks/grill/charcoal
- 6. Fricassee: pieces of lamb/lettuce/cook together/stock/butter/ serve/ thick white sauce
- 7. Stew: consist/meat/vegetables/cook together/liquid
- 8. Béchamel: white sauce/make with/milk/butter/flour/flavour/herbs
- 9. Sangria: Spanish cold drink/made from/red wine/fruit juice/water
- 10. Manhattan: cocktail/consist of/vermouth/whisky/dash of bitters
- 11. Irish coffee: mix/sugar/whisky/cream/serve/dinner
- 12. Doner kebab: thin lamb slices/flavour/garlic/herbs/cut from a revolving spit
- 13. Caesar salad: contain/garlic/cheese/croutons/lemon juice/oil dressing
- 14. Croquettes: dish/small rounded pieces/minced meat/fish/potatoes/cover/egg/breadcrumbs/cook/deep fat

C. Making comparisons

one syllable adjectives:	adj -er than
	the adj -est
two syllable adjectives:	adj -er than or
	more/less + adj than
	the adj -est or
	the most/least + adj
Longer adjectives:	more/ less + adj than
	the most/least + adj
as (so) adj as	

Irregular adjectives

goodbetterbestbadworseworstmuch/ manymoremostlittlelessleast

far farther/further farthest/furthest

Examples:

Draught beer is cheaper than bottled beer.

Table wine is not as expensive as champagne.

This wine is not as full-bodied as that one.

This is our most expensive dish.

Ouzo is less strong than raki.

They stayed at the most luxurious hotel in the town.

EXERCISE 4

- **A.** Make comparisons.
- 1. fillet steak sirloin steak (tender)
- 2. Greek Champagne French Champagne (expensive)
- 3. Smoked salmon Grilled salmon (tasty)
- 4. French food Indian food (spicy)
- **B.** Put the correct form of the adjectives in parentheses using any other necessary words.
 - 1. The service in Lucullus is (quick) in town.
 - 2. This brand of beer is (popular) beer we serve.
 - 3. Fillet steak is (tough) than sirloin steak.
 - 4. This fish is (good) I've tasted.
 - 5. We are (busy) during the week than at the weekend.
 - 6. It is (good) restaurant in town.
 - 7. It was (delicious) meal I've ever had.
 - 8. It is (comfortable) room in the hotel.
 - 9. He is (polite) barman I've ever met.
- 10. The fish is not (salty) the soup.
- 11. The sole is (fresh) than the plaice.
- 12. Is your soup (cold) mine?

LISTENING ACTIVITY

Listen to three dialogues, where people order food and drinks, and take down their orders. Dialogue 1:

Dialogue 2:

Dialogue 3:

Cyclades. Tinos

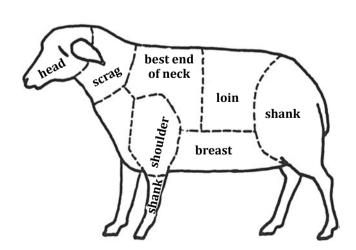


Fun Time

A. Solve the puzzle.

1.				Т		
		2.		A		
			3.	V		
		4.		Е		
	5.			R		
	6.			N		

- 1. The flesh of sheep.
- 2. The flesh of the lamb.
- 3. The flesh of the calf.
- 4. The flesh of the ox.
- 5. The flesh of the pig is ham or _____
- 6. The flesh of the deer.



B. Solve the puzzle and find out all the items you can find on a table.

		1.			R		
			2.		Е		
				3.	S		
	4.				Т		
			5.		A		
			6.		U		
7.					R		
		8.			A		
			9.		N		
				10.	Т		

1.	You need a spoon and a to eat your spaghetti.
2.	You look at the in order to decide what to eat.
3.	Soup is eaten with a
4.	Food is eaten from a
5.	A piece of cloth or paper to clean your hands during a meal.
6.	Tea is served in a
7.	A small plate used for putting a cup on.
8.	He ordered a of wine.
9.	You can cut meat or bread with it.
10.	The waiter brings your food on a



UNIT 12

Responding to Complaints

Waiter: May I have your order now, please? Thomas: Yes, I'll have the lamb cutlets with... Waiter: I'm afraid the lamb cutlets are all gone.

Thomas: Well..., I'll have the pork with celery in egg and lemon sauce instead. And a country Greek salad, please.

Jonathan: And I'll have the sirloin steak and a salad of raw vegetables.

Waiter: How would you like it cooked?

Jonathan: Rare, please. Waiter: All right. Thank you.

.....

Jonathan: How much longer are we going to have to wait for our dinner? We ordered it half an hour ago!

Waiter: I'm sorry, sir, but grilled meat takes some time to cook. I'll see about your order.

.....

Jonathan: This steak is overdone. I asked for it rare. Ugh! And it's very tough and stringy.

Thomas: Why don't you send it back?

Jonathan: Yes, I will, although I don't want to make a fuss.

Waiter!

Waiter: Yes, sir.

Jonathan: I don't like to complain, but I'm not at all happy with my steak.

Waiter: I'm sorry, sir. Can you tell me what the problem is?

Jonathan: Yes. This steak is uneatable.

Waiter: I'm sorry. What's wrong with it exactly, sir?

Jonathan: Well, to start with, it's overcooked and then it's stringy and as tough as leather.

A tavern in Mytilini

Waiter: I'm very sorry about this, sir. I'll change it for you.
Jonathan: Good. Oh, and another thing. This glass has a grease spot on it.
Waiter: I apologize, sir. I'll get you another one.
Jonathan: Waiter! If you don't bring the bill now, we'll have to leave without paying.
Waiter: I'm very sorry, sir. We're short of help tonight. I'll be along in a moment.
Jonathan: Excuse me but you've made a mistake in the bill. This figure isn't right. It mus

t be 1,2 €. We only had one coffee.

Waiter: Oh ... Yes, I see. You' re right. My apologies, sir. I'll correct the amount.

EXERCISE 1

Read the dialogue and complete this grid.

Causes of complaint	Phrases of apology
Explanation given	Promise that action will be taken

EXERCISE 2

Refer back to the dialogue and answer the following questions.

- 1. How does the waiter say that the guest can't have the lamb cutlets?
- 2. What did Thomas order?
- 3. How long did they wait for their dinner before they complained?
- 4. Why does Jonathan say that his steak is uneatable?
- 5. Why does Jonathan hesitate to send his steak back?
- 6. What's wrong with Jonathan's glass?
- 7. What threat does Jonathan use to make the waiter bring the bill?
- 8. Why wasn't the figure in the bill right?
- 9. Does the waiter admit his mistake? What does he say?

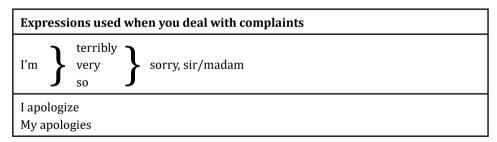
EXERCISE 3

Match the items in list A with the problems they may have in list B.

List A	List B
vegetables	slow
napkin	stale
steak	cracked
knife	flat
yoghurt	uneatable
plate	overripe
buns and biscuits	badly stained
beer	blunt
bananas	burnt
oranges	undrinkable
service	underdone
	sour

e.g. vegetables: burnt, uneatable, underdone

Communication Practice Responding to complaints





Action to be taken about the food and service				
Can I { get bring } you something else?				
I'll { get bring } you another one/ some/ a new one.				
I'll { tell them to have them } prepare another one.				
I'll take it back to the kitchen. have it replaced. change it for you. speak to the chef/ wine waiter. see what the chef/ I can do. see about your order.				
Would you like it cooked a little more?				
I'll be { right back. with you in a moment.				

Explanation g	given
I'm afraid it takes quite a while to prepare	
I'm afraid that well done grilled meat tends to be	e tougher.
Please, excuse us { we're short of help we're short-staffed }	tonight

EXERCISE 4 _

Role play

Student A
Make complaints using the
instructions below.

Student B

Correspond to the complaints using the expressions provided in the tables above.

e.g. 1. -You have almost finished lunch and you still don't have a drinking glass. answer:

Student A: I 've already finished lunch and I still don't have a drinking glass.

Student B: I'm sorry, sir/ madam. I'll get you one immediately.

- 2. -Your plate is cracked
- 3. -There's not enough whipped cream on your apple tart
- 4. -You've been waiting half an hour for the bill
- 5. -You want your cup replaced as there's lipstick on it
- 6. -The spoon you have isn't big enough for eating your soup
- 7. -You have been charged with two beers although you didn't have any

- 8. -The service is slow. It took over half an hour for the wine waiter to come to take your order
- 9. -Your steak is rare although you wanted it well done
- 10. -You are not happy with your coffee. It is too strong.

EXERCISE 5

Pair work

Take turns reading the following complaints and responding appropriately.

e.g. 1. -This napkin is stained.

answer: -I'm sorry, sir. I didn't notice that. I'll bring you a clean one at once.

- 2. -I didn't enjoy this fish. It was rather spicy.
- 3. -This yoghurt is very sour. I think it's off.
- 4. -I just can't eat these peas. They are nearly raw.
- 5. -This soup is too salty. I can't eat it.
- 6. -I ordered breakfast from Room Service half an hour ago and it's not here yet.
- 7. -There isn't enough mayonnaise on the fish.
- 8. -We've almost finished our meal and you've not brought the wine yet.

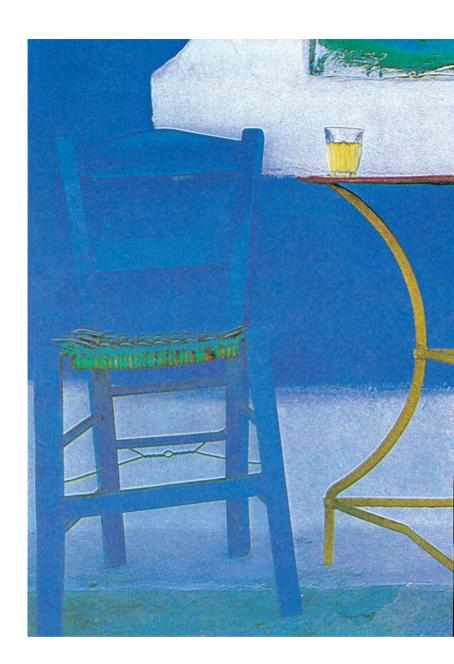
EXERCISE 6

Language functions

Match the sentences in list A with the words that best describe them in list B.

List A	List B
1. – It's rather tough.	warning
2 You should have the marinated red mullet	opinion
3 Look out! It's steaming hot.	gratitude
4 Why don't you turn down the air-conditioning?	apology
I'm freezing.	
5. – I think that there are plenty of vegetarian dishes	dislike
6. – I don't like it. It's almost raw.	complaint
7. – I hope you enjoyed it.	threat
8. – Thank you. You were very helpful.	advice
9. – I'm sorry to say this, but the service is very slow	hope
10. – I'm so sorry.	criticism
11. – If you don't bring the bill now, we'll have to leave	
without paying	

e.g. 1: criticism or complaint



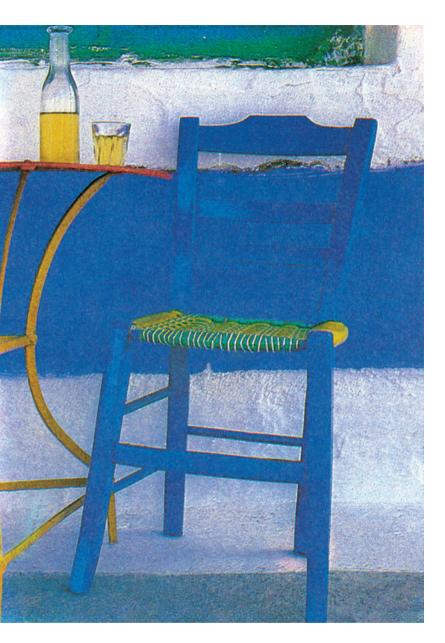
Enjoying the Greek retsina

EXERCISE 7 _

Role play

Both students (A and B) look at the menu below. Then take the roles of the guest and the waiter, follow the instructions and act out the dialogue.

Guest: Attract the waiter's attention and ask for an aperitif.



Waiter: Bring the drink and ask if he is ready to order.

Guest: Order a starter.

Waiter: Bring the starter and ask what he would like next.

Guest: Choose one main dish from the menu and ask the waiter to describe it.

Waiter: Describe it.

Guest: Ask the waiter what he recommends for the main course.

Waiter: Recommend a dish and describe it.

Guest: Order this and a salad.

Waiter: Ask him what he'd like to drink. Name the brands and recommend the house wine.

Guest: Choose and also order some iced mineral water.

Call the waiter and complain about something.

Waiter: Respond appropriately.

.....

Ask if everything was all right.

Guest: Compliment the waiter.

Waiter: Respond appropriately. Ask if he wants anything else.

Guest: Choose a dessert and coffee.

Waiter: Bring them.

Guest: Ask for the bill. Spot a mistake. Waiter: Apologize and offer to correct it.

Guest: Ask if service is included.

Waiter: Give positive answer. Take money. Return with the receipt and change.

MENU

Appetizers	Salads
Giant beans with sausages "Island style".	White cabbage, carrot and
Mussels (cooked with garlic and parsley in olive oil).	olive salad.
Octopus in wine sauce.	Aubergine (egg plant) salad
Kidney and liver, flavoured with herbs and spices,	Beetroot salad
cut from a revolving spit.	Broccoli salad
Lamb's liver in oil and oregano.	

Pasta - Rice	Meats
Spaghetti with pepper and mushroom	Pork chops in wine sauce garnished
sauce	with green beans.
Noodles in a spicy sauce	"Country style" lamb (pieces of lamb,
Lasagne in the oven	vegetables and cheese wrapped in
Rice with green peas and mushrooms	layers of pastry)
	Stewed lamb with potatoes
	Lamb fricassee with lettuce
	Hare ragout (hare cooked with vinegar,
	tomatoes, garlic, herbs and spices in
	olive oil)
	Wild duck with oranges
	Rabbit with raisins

Minced meat	Fish
Tomatoes stuffed with minced meat	Shrimps with spinach and feta cheese.
and rice	Salted cod croquettes
Stuffed aubergines	Squid with rice and red peppers

Desserts
Baked apples stuffed with walnuts and
raisins
Honey puffs
Thin layers of pastry containing chopped
nuts and honey.

Enjoying a meal under the sun



LANGUAGE PRACTICE

A. SOME - ANY

Some (someone, somebody, something, somewhere) is used in positive sentences
and any (anyone, anybody, anything, anywhere) in negative and interrogative
sentences

e.g. I've made **some** tea.

I saw **somebody** following her

He didn't say anything.

We haven't got any cheese.

However, in questions, we use **some** when we expect the answer "yes" or when we offer or ask for things.

e.g. Would you like **some** coffee?

Can I have **some** of these pears?

Any (anyone, anybody, anything, anywhere) can also mean: it doesn't matter which (who, what, where).

e.g. You can catch any of these trains.

You can sit anywhere you like.

Any (anybody, etc.) are often used after if.

e.g. If **any** guests arrive tonight, I'll register them.

EXERCISE 8

Complete the following sentences with: some, someone, somebody, somewhere, any, anyone, anybody, anything, anywhere.

e.g. 1. If **anyone** has **any** complaints, the manager will be pleased to deal with them.

2.	Would you like	to drink?
3.	. The German guests haven't arrived yet, but we are expecting them at	
	moment.	
4.	Would you like	more wine?
5.	Can you give me	_ information about sightseeing tours?
6.	With this special ticket, you can go	you like in the town.
7.	bank can cash	raveller's cheques.
8.	If you need, cal	l the reception.
9.	Put the suitcase down	,

10. I was looking for cheaper.				
11. If there's no water melon we'll have else.				
12. I've just made some tea. Would you like?				
13. Can you give me idea of the cost?				
14. There wasn't at the information desk.				
15. Come day you like.				
B. QUITE - RATHER Quite				
quite + adj such as right, sure, certain, full, empty etc.: completely				
e.g. I'm quite sure. I'm not quite ready to order.				
quite + favourable (positive) adjectives or adverbs: a little more				
e.g. It's quite easy to get to his house. I'm getting on quite well with my boss.				
Rather				
rather + unfavourable (negative) adjectives or adverbs: quite				
e.g. The weather is rather cold. He's driving rather fast				
rather + favourable (positive) adjectives or adverbs: surprisingly/ nicer than expected				
e.g. This film was rather interesting. I'm feeling rather better				
rather + positive or negative adjectives or adverbs of comparative degree				

e.g. It is **rather** more comfortable than that one.

EXERCISE 9	
Complete the following sentences us	ing quite or rather.
e.g. 1. Are you quite sure that he has	checked out?
2. I can't buy it. It's	expensive.
	difficult but the rest
were	easy.
4. He seems	
5. The weather is	windy today.
6. These bungalows are	near the beach.
7. It's	difficult to find the right kind of accommodation
at this time of the year.	
8. I can't buy it. It's	expensive.
9. I don't like him. He's	rude.
10. I don't like him. He's	
11. He was	pleased with the hotel.
12. Mary is	more attractive than her sister.
	Enough
Enough: as much/ many as is nec	eessary
Adjectives and adverbs + enough	
e.g. Can you turn up the radio? It is He doesn't work hard enough	- I
Enough + noun	
e.g. I haven't got enough money to Is there enough dressing on y	- I
Enough without a noun	
e.g. I've had enough. I wouldn't lik	e anything else

A. Join the two sentences into one.

e.g. 1. He cannot go to the beach. It isn't warm enough. answer: It isn't warm enough for him to go to the beach.

EXERCISE 10

- 2. He can't serve the vegetables. This spoon isn't big enough.
- 3. I can't stay at this hotel. I haven't got enough money.
- 4. We couldn't swim in the pool. The water wasn't clean enough.
- 5. He can't make tea for everyone. There aren't enough cups.
- 6. Four people can't stay in this room. It is not big enough.
- 7. I'll get the drinks this time. I've got enough money.
- 8. I can't work today. I don't feel well enough.
- 9. I can carry the luggage. I'm strong enough.
- 10. I can stay at the Savoy. I'm rich enough.



Spring in Greece



Too much/many: more tha	n is good
e.g. I don't feel well. I had too	much
Too + adjectives: more than	n is wanted/right/necessary
e.g. This soup is too salty (fo	r me) to eat.
I'm too tired to go out.	
B. Make one sentence from th	e two sentences given using too.
e.g. 1. We can't eat the meat. It	
answer: The meat is too tough	
2. I can't drink this coffee. It	is very strong.
3. This spoon is very small. I	
4. I can't eat these peas. They	
5. It's very cold. We can't sit	
6. He can't drink the coffee. I	-
7. He can't drink his tea. This	-
8. I can't sit on this chair. It's	
9. He is very busy. He can't a	•
	y weak. It can't keep me awake.
10. The conee you made is ver	y weak. It can't keep me awake.
C. Complete the following ser	itences with too or enough.
o a 1 Mould von like gome m	owo win o?
e.g. 1Would you like some m	
-No, thank you. I've had	_
3. It's	
5. I'm	money to pay the bill. busy to watch TV now.
6. Laculdu't ask orrowshada.	Dusy to watch I v now.
	to stay for lunch. There weren't
plates.	qualifications to apply for this job.
8. He's	
9. It's	
	rate to wark nome. Greek to make herself understood.
10. one udes not speak	dieek to make hersen understood.

LISTENING ACTIVITY

EXERCISE 11

Listen to what some guests are saying and give appropriate responses.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

Fun Time

What kinds of fruit can you find in the grid?

S	P	Е	A	R	L	Е	M	0	N
0	T	I	P	P	M	Т	P	В	K
В	R	R	N	R	I	W	L	Е	D
P	A	A	A	Е	I	I	U	R	A
Е	X	N	N	W	A	С	M	R	Е
A	Е	Y	A	G	N	P	0	Y	D
С	F	Α	Z	N	Е	Е	R	Т	A
Н	I	Н	D	X	Α	S	R	L	Т
Q	G	R	A	P	Е	S	0	R	Е
0	S	R	I	С	Н	Е	R	R	Y



UNIT 13

Understanding and Giving Instructions (1)

Stuffed Vine Leaves

5-6 servings

- 1/2 kilo long grain rice, washed and strained
- 1/2 kilo fresh or preserved vine leaves
- 2/3 spring (fresh) onions, finely sliced
- 2 tablespoons parsley, finely chopped
- 2 tablespoons dill, finely chopped
- 1 teaspoon mint
- 300 grams olive oil
- juice of one lemon
- salt-pepper

Wash the vine leaves well, scald them with boiling water and place them on a platter. Prepare the stuffing as follows:

Sauté the onions in the olive oil lightly. Add the washed and strained rice, the chopped parsley and dill, the mint, a small amount of water, salt and pepper and let these ingredients cook for about 10 minutes.

Remove from heat and let the mixture cool. Place a teaspoon of the stuffing near the base of the leaf (at the stem end) and fold the stem and both edges of the leaf over the stuffing. Line the bottom of a saucepan with vine leaves and lay the stuffed leaves in circles and in layers. Add some water and lemon juice and cover the last layer of stuffed leaves with an inverted plate to prevent the leaves from coming apart. Cook on medium heat for an hour and a half. Serve cold.

EXERCISE 1 ____

- **A.** Read the ingredients used and the instructions given for making stuffed vine leaves and find words that mean the same as the following:
- e.g. 1. separated (a liquid and solid) by pouring them into a container with very small holes answer: strained
 - 2. treated in such a way that they can be kept a long time
 - 3. cut into thin flat pieces
 - 4. cut into small pieces
 - 5. burn with hot water
 - 6. large flat dish
 - 7. any of the things that are formed into a mixture when making something
 - 8. take to another place
 - 9. part of a plant which supports a leaf
- 10. cover
- 11. put
- 12. put in the opposite position; upside down
- **B.** Answer the following questions.
- 1. Which herbs do we put in the stuffing?
- 2. How long should the stuffing be cooked?
- 3. How long and on how much heat should the stuffed vine leaves be cooked?

EXERCISE 2

Read the recipe for making stuffed vine leaves and match the verbs on the left with the nouns on the right.

VERBS	NOUNS
boil	the rice
scald	the onions
chop	the leaf
strain	water
slice	the leaves
remove	the parsley and dill
fold	the mixture
sauté	

e.g. boil water

EXERCISE 3

Put the following sentences in the proper order to describe the process of making stuffed vine leaves.

- Put a teaspoon of the stuffing near the stem of the leaf
- Cook the mixture for 10 minutes
- Cover the last layer of stuffed leaves with an inverted plate
- Slice the onions
- Add to the onions the rice, herbs, a small amount of water, salt and pepper
- Boil water
- Line the bottom of a pot with vine leaves
- Put the leaves on a dish
- Chop the parsley and dill
- Scald the vine leaves
- Sauté the onions
- Wash and strain the rice
- Fold the leaf over the stuffing
- Add some water and lemon juice
- Place layers of the stuffed leaves in the saucepan
- Serve cold
- Cook for an hour and a half
- Remove the mixture from heat

e.g. 1. Boil water



Stuffed vine leaves

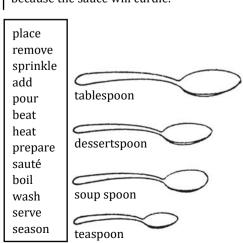
Choose verbs from the list to complete the following recipe:

Lamb Fricassee with field vegetables

1.5 kilos lamb

- 3-4 spring onions, finely chopped
- 1 kilo field vegetables
- 1 teacup olive oil
- 2 eggs
- 2 tablespoons ground dill
- The juice of two lemons
- 2 tablespoons cornflour
- Salt-pepper

1. <i>Heat</i> the oil in a pot and 2
the onions over a medium
fire. Add the lamb which has been cut into
small servings and 3
with salt and pepper. Pour in an amount of
water and let the lamb 4 for
about an hour and a half.
5 the vegetables
very well. 6them
on one side of the pot with the lamb.
7over with the dill
and allow everything to boil for another
20-25 min. 8 the pot from
the fire and 9 the
egg and lemon sauce as follows:
10the egg whites
in a bowl, then, gradually 11
the egg yolks, the cornflour, the
lemon juice and, finally, enough broth from
the meat beating all the time.
12 the egg and lemon
sauce over the food rotating the pot a few
times. 13 hot.
Note: Be careful not to reheat the pot after
the egg and lemon sauce has been added,
because the sauce will curdle.

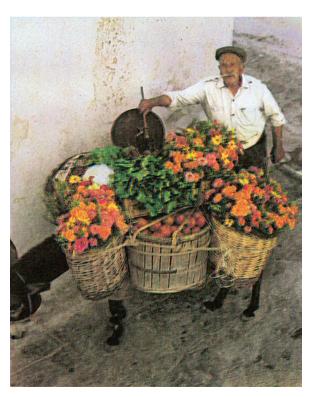


EXERCISE 5

Put the following sentences in the right order to show the correct way to make spaghetti with cream.

- Drop the spaghetti into the pot and stir with a wooden spoon.
- Add the spaghetti. Be careful not to overcook it.
- Melt the butter in a pot over a medium fire.
- Serve hot.
- Then, add the grated cheese and the cream which has been lightly beaten.
- Boil plenty of salted water in a large saucepan.
- Add the ham and the olives and sauté for five minutes.
- When the spaghetti is done, cool it down with fresh water and drain.

e.g. Boil plenty of salted water in a large saucepan.

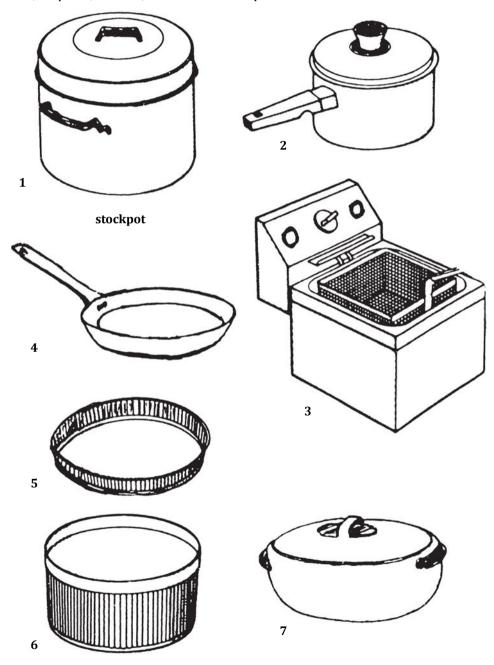


Selling fruit and vegetables in the lanes of a Greek island

Kitchen Utensils

Which picture does each of the following words go with?

Frying pan, kettle, baking tin, stockpot, soufflé dish, deep frier, tart dish, casserole and saucepan







9

EXERCISE 7 _

Which of the words in the previous exercise do the following sentences define?

- 1. deep covered dish in which food can be cooked and served
- 2. flat round metal container with a long handle used for frying food
- 3. deep pan for frying food completely under the surface of oil or fat
- 4. deep round metal cooking pot with a handle and a lid
- 5. container used for boiling meat, bones etc to make stock
- 6. round container with low sides used for baking tarts
- 7. round or square container used for baking food
- 8. round container with high sides used for baking soufflés
- 9. a metal container with a lid, a handle and a spout used for heating and boiling water

e.g. 1. casserole

EXERCISE 8

Match the verbs referring to food preparation with their descriptions on the right. Refer to the glossary section, if necessary.

parboil - put soft fat (melted butter) on

strain – cut into thin flat pieces

slice – move liquid around and mix something into it with a spoon beat – give special taste to food by adding salt, pepper, spices

stir - boil until partly cooked

carve – cut food into small square pieces

grease - separate a liquid from solid by pouring them into a container with

very small holes

brown – mix with regular movements of a spoon, fork etc.

dice – make brown

shell – place finely cut-up food inside a chicken, piece of meat etc, before

cooking

season – cut cooked meat into pieces or cut pieces from a cooked meat

stuff – remove from a shell or similar natural covering (eggs, prawns, peas)

e.g. parboil: boil until partly cooked

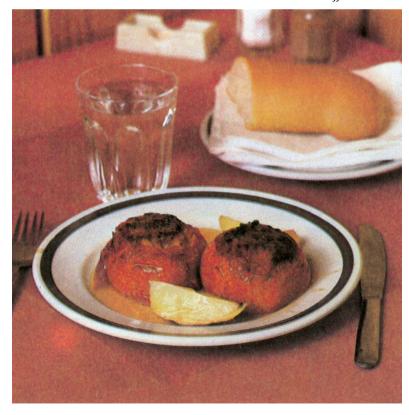
EXERCISE 9

Complete the following sentences with the verbs of the previous exercise.

e.g. 1. **Season** with salt and pepper.

2.		_ the vegetables and serve at once.
3.	Could you please	the cucumber?
4.		the egg whites until they become stiff.
5.		the sugar in your tea.
6.	Shall I	you another slice of turkey?
7.	The carrots should be finely	·
8.	He was busy	peas.
9.		the baking tin with butter before pouring the dough.
10.		the chicken with onion and dill.
11	Firet	the chicken legs in hot fat

Stuffed tomatoes



LANGUAGE PRACTICE

Expressing quantities

Quantities	Countable nouns	Uncountable nouns	Affirmative sentences	Negative Interrogative sentences
much (meaning a large amount of)		V	V as subject of a verb too/so/as + much	V
many (meaning a large number of)	V		V as subject of a verb too/so as+ many	V
a lot of/lots of/ plenty (of) (meaning a great quantity or number)	V	V	V	V (not very usual)
a little, a bit (meaning some but not much, a small amount)		V	V	
a few (meaning some but not many, a small number)	V		V	
little (meaning not enough, nearly nothing)		V	V	
few (meaning not enough, nearly no)	V		V	

Examples: You've put too much sugar in your coffee.

Many say that it is the most expensive restaurant.

I've got **few** eggs. I must buy some.

There isn't **much** wine left in the bottle.

There's **a lot of** salt in my soup.

EXERCISE 10	

- **A.** Look at the diagram and formulate the rules with the help of your teacher.
- e.g.We can use much with uncountable nouns mainly in negative and interrogative sentences. However, it can be used in affirmative sentences if it is the subject of a verb. We also use **too much**, **so much** and **as much** in affirmative sentences.

B.	Complete the following sentences with plent	y (of), many or much.
e.g.	1. I can't make an omelette for lunch, I haven'	t got many eggs.
	I never get bored. There are always	
3.	There areh	otels. We'll find somewhere to stay.
4.	In this quiet town, there isn't	to do.
5.	It didn't cost me	money to furnish this room.
6.	Don't be in a hurry. We've got	of time.
7.	He has got so	money, that he always thinks what to
	do with it.	
8.	We're looking for a petrol station. We have	n't got
	petrol.	
9.	Make sure there is	butter in the fridge.
10.	Come in. There is	room for everyone.
11.	Do you drink	_ milk?
	She doesn't like reading. She hasn't got	
13.	He didn't ask me	questions.
14.	-Would you like some more cake?	
	-No, thank you. I've had	·
C.	Complete the following sentences with (a) lit	ttle, (a) few, a lot of.
e.g.	1. She's very popular. She's got a lot of friend	S.
2.	I can't buy it. I've got very	money.
	She's a nasty girl. That's why she's got	
	I saw Mary days	
	It is such a lively town that	_
	I'm very poor. I have	
	-Would you like some more wine?	
	-Yes, please but only	
8.	My car is very expensive. It uses	
	The theatre was almost empty. There were v	
	there.	, i
10.	She is not a good waitress. She's got	patience with the
	guests.	•
11.	She is on a strict diet. She eats very	·
	Her French is very good. She makes	
	The soup is very salty. You've put	
	There is nothing to do in this town. So	

LISTENING ACTIVITY

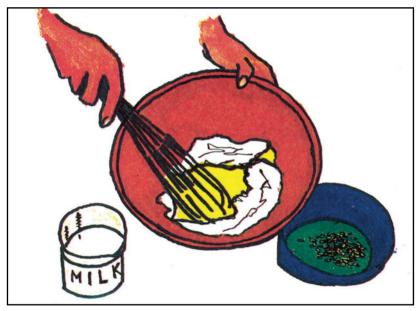
EXERCISE 11

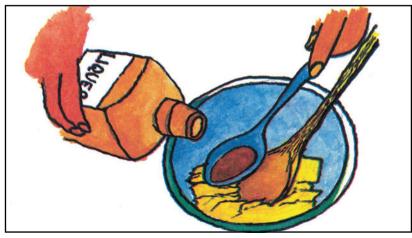
Listen to a chef giving trainees instructions for making crêpes suzettes.

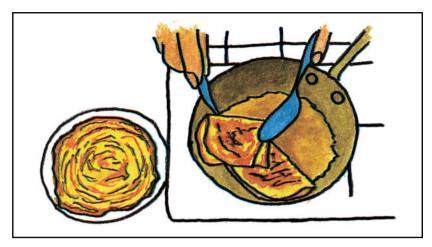
A. Write the ingredients and the utensils used.

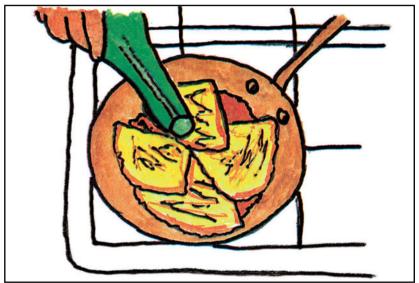
Ingredients	Utensils

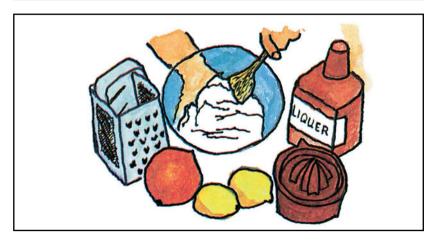
 ${f B.}$ Arrange the pictures according to the instructions given by putting numbers on each picture.

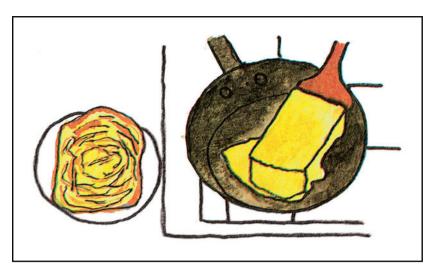










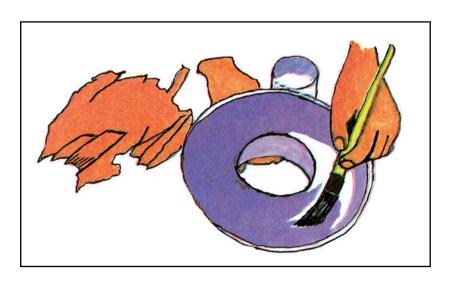


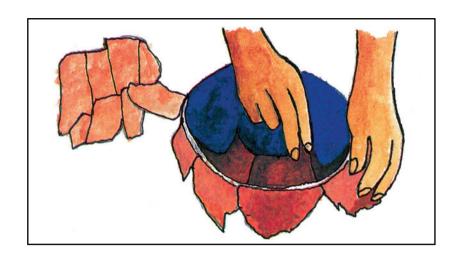
Fun time

Write these instructions under the right picture.

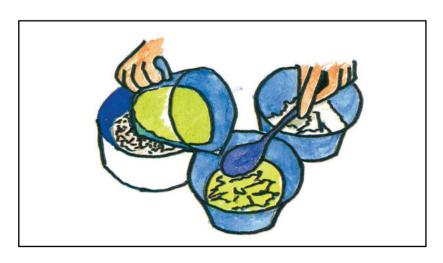
- Separate haddock and cod and add sauce. Mix prawns with remaining sauce.
- Layer the three fish mixtures into the mould, finishing with the haddock.
- Cut out a circle of greaseproof paper and place in a lightly greased ring mould.
- Smooth the surface of the mixture, then carefully fold the smoked salmon over.
- Dissolve the gelatine in hot water, then stir 2 tbsp into each separate mixture.
- Line the lightly greased mould with overlapping thin slices of smoked salmon.

Fish terrine

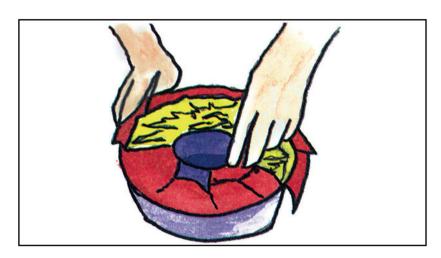














UNIT 14

Understanding and Giving Instructions (2)

TEA CAKES

450g strong plain white flour pinch of salt
50g butter or margarine
2 teasp easy-blend dried yeast
25g caster sugar
50g chopped mixed peel
100g currants
300ml semi-skimmed milk
1 tbsp milk to glaze

Preheat the oven to 200° C. 15 mins before baking tea cakes. Lightly oil 2 baking tins. Sieve the flour and pinch of salt into a large mixing bowl, then add the butter or margarine and rub into flour until mixture resembles fine breadcrumbs.

Sprinkle in the easy-blend dried yeast, then add the caster sugar, chopped mixed peel and currants.

Warm the milk, pour into the mixing 10 bowl and mix to a soft, but not sticky dough. Turn out on to a lightly floured surface and knead for about 5-10 mins, or until smooth. Transfer the dough to a

clean, lightly oiled bowl, cover then leave in a warm place for 1 hr, or until doubled in size. (Do not leave the dough in a draught, or it won't rise).

When the dough has risen, turn out on a lightly floured surface. Using your 20 knuckles, knead the dough well until smooth and elastic. (The more you knead, the lighter your tea cakes will be).

Shape the dough into a 41 cm long roll, then carefully cut into 8 equally sized pieces.

Using your hands, lightly dusted with flour, revolve each piece between your hands to form perfect round.

Place 4 rounds on to each oiled baking tin, then flatten lightly with the palm of 30 your hand. Cover, then leave again in a warm place for 20-30 mins, or until doubled in size. (The dough should spring back when lightly touched with a clean finger).

Brush the tops of the tea cakes with

a little milk, then bake in the oven for 20 mins, or until golden brown and cooked. To test if the tea cakes are cooked lightly tap the base of each – it should sound 40 hollow. Leave the tea cakes to cool.

To serve, split cooled tea cakes in half, toast lightly, then spread them with butter. Serve with home-made strawberry jam. Handy tip: For a change, add to sieved flour, either 1 teasp. ground cinnamon, 1 teasp mixed spice or the grated rind of 1 lemon.

EXERCISE 1 ____

Read the recipe and put the following instructions in the right order.

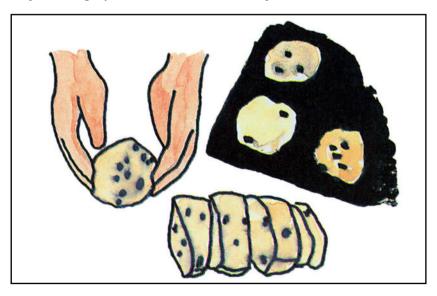
- Lightly dust hands with flour, shape dough into rounds, then place on baking tins.
- Shape the dough into a long roll, then cut into equally-sized portions.
- Add the caster sugar, chopped mixed peel and currants to the mixture in the bowl.
- Turn the dough out on a lightly floured surface. Knead well, using your knuckles.
- Warm the milk, then pour into a mixing bowl and mix to a soft, but not sticky, dough.
- Sieve flour and salt into a bowl, then add fat and rub into flour. Sprinkle in yeast.

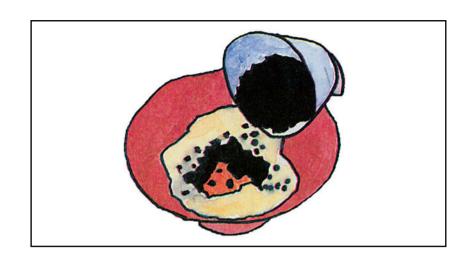
e.g. Sieve flour and salt into a bowl...

EXERCISE 2 _

Put the instructions under the right picture and arrange the pictures in the order they should be.

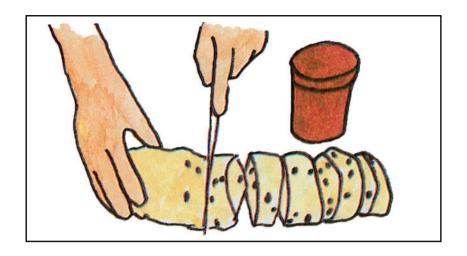
e.g. First picture: Lightly dust hands with flour... This picture should be last.

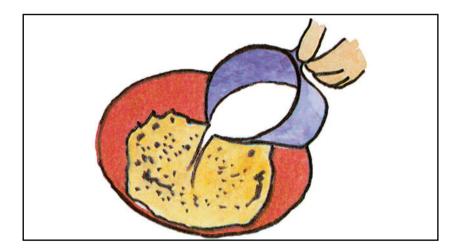












EXERCISE 3 ___

Look at the ingredients used for making tea cakes and find words which mean the same as the following:

e.g. 1. an amount that can be picked between the thumb and a finger answer: pinch $\,$

- 2. mix thoroughly
- 3. substance used for making bread rise
- 4. very fine sugar
- 5. cut into small pieces
- 6. outer covering of certain fruits
- 7. milk from which the cream has been partially removed
- 8. give a shiny surface

EXERCISE 4

Read the instructions for preparing tea cakes and find words which mean the same as the following:

e.g. 1. put through a container made of	(line 3)
a wire or plastic net to separate large and small solid bits	
answer: sieve	
2. staying fixed to anything it touches	(line 11)
3. empty (the contents)	(line 12)
4. finger joints which join the fingers to the hand	(line 21)
5. a loaf	(line 24)
6. covered	(line 26)
7. turn round and round	(line 27)
8. make them not very thick or high	(line 30)
9. move suddenly and quickly	(line 33)
10. being empty inside	(line 41)
11. helpful piece of advice	(line 45)

EXERCISE 5

Match the words found in the recipe on the left with their definitions on the right

ground – move from one place to another

dough – divide in two parts rind – give a particular from

split in half – hit lightly

knead – press dough firmly and repeatedly with the hands

shape – flour mixed with water ready for baking

smooth – without lumps (masses of sth solid); evenly thick
tap – crushed (broken) into very small pieces or powder
transfer – the thick, rather hard, outer covering of certain fruits

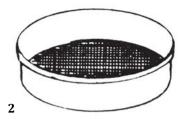
EXERCISE 6

Which picture does each of the following words go with?

Colander, grater, ladle, whisk, wooden spoon, sieve, rolling pin, chopping board and kitchen knife.



1. whisk





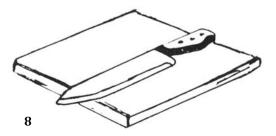




3







FXI		

Which of the words in the previous exercise correspond to the following definitions?

- 1. Instrument for rubbing things in small pieces. It consists of a metal rough or sharp surface.
- 2. Large deep spoon with a long handle used for lifting liquids out of a container.
- 3. Small hand-held apparatus for heating eggs, whipping cream etc.
- 4. Long piece of wood for spreading pastry out flat and thin.
- 5. Container made of wire or plastic net used for separating large and small solid bits or solids from liquids.
- 6. A metal or plastic bowl with many small holes used for separating liquid from food.
- 7. A long thin flat piece of cut wood for chopping food.

e.g. 1. grater

EXERCISE 8

Match the verbs referring to food preparation on the left with their descriptions on the right. Refer to the glossary section, if necessary.

coat - crush into powder or into very small pieces

blend – mix together thoroughly so that the different parts can no longer be separated

chop – cut into very small pieces

sieve – rub food against a rough surface so as to break it into small pieces

knead - cause (liquid) to flow off gradually or completely

roll – press a flour and water mixture firmly and repeatedly with the hands

grind - remove the outer covering from a fruit and vegetable

(ground/ground)

grate – make flat by pressing with a rolling pin or turn over and over or from side to

side

drain - spread a covering (e.g. chocolate) over a surface

peel - put through a sieve

e.g. coat: spread a covering (e.g. chocolate) over a surface

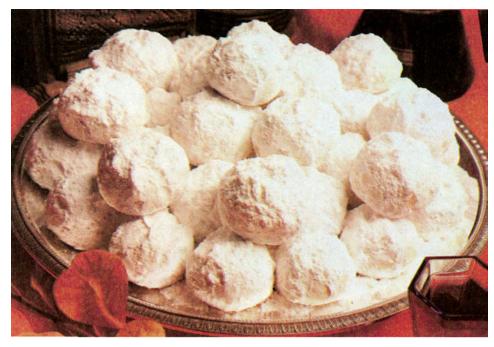
EXERCISE 9

Complete the following sentences with the verbs of the previous exercise.

e.g. 1. These biscuits are **coated** with chocolate.

- 2. She is busy _____ potatoes
- 3. First ______ the sugar, flour, eggs together.
- 4. Boil the cauliflower for twenty minutes. Then______ off the water.
- 5. After peeling _____ the onions and dry them in the oil.
- 6. Finally, add the _____ cheese.

	He the pastry as flat as he could.							
		the dough until smooth the sauce. There are no lumps in it.						
9.	Don't		_ the sauce. There are no lun	aps in it.				
EX	XERCISE 10 _							
	range the follow	-	adings SPICES, HERBS. Refer	to the glossary				
pa	rsley	clove	<u>.</u>					
cinnamon bay l			eaf					
sage chill			i pepper					
dil	11	rose	mary					
nu	ıtmeg	papr	ica					
ma	arjoram							
		Spices	Herbs					
			parsley					
			ı					
EX	XERCISE 11_							
A.	Match the phra	sal verbs on the left with t	their definitions on the right.					
1.	Fold in	a. Put in order						
2.	Clear away	b. Wash the dishes,	plates etc.					
3.	Tidy up	c. Put something to	the place where it is usually	kept				
4. Put away d. Mix something eatable into a mixture, that is to be constant.				to be cooked, by				
		turning over gen	tly with a spoon					
5.	Wash up	e. Remove (dishes)	from a place (table)					
e.g	g. 1. d.							
В.	Complete the fo	ollowing sentences with th	ne phrasal verbs of the exercis	se above.				
1.	We will wash	up after the meal.						
		_	the room	?				
			ieets					
	cupboard.							
4.	Will you	th	ne dinner plates	?				
5.		two egg	gs and then cook gently for fiv	⁄e minutes.				



Kourambiedes, traditional Christmas biscuits



 water boils add sugar/ fill kettle w put kettle o pour into c cover teapo 	milk/ lemon ith water on fire		cea infuses or	r draws)		
B. Knowing the You can start li	_	how to mak	ke tea, write a	a paragraph a	about tea-making.	
Tea making is a Then Next, A Finally,						
		LISTE	NING ACTI	VITY		
EXERCISE 1	3					
A. Listen to a complete this t		ng to traine	es how to p	repare lamb	with lemon sauce, and	
Vegetables Herbs Spices Fats Utensils Time needed						
B. Listen to a of food preparation		g a recipe to	trainees and	l complete it	with verbs referring to	
1000 preparati	011.					
			chops in wi			
					the pork chops. gano. 4	
the a medium heat vegetables as f	e oil in a fryin : 10 minutes Follows. 6	ig pan. 5 on each side	. Add the wir	ne to the por	the pork chops over k chops and prepare the edge of the green beans	
both the carro	ts and the be	ans in small	l sticks and 9	9	them	
WEII. 1U			mem m wall	~1, II		

A. Put the following sentences in the right order and find out the correct way to make tea.

them a												ning to	
13		. 1 5	the potatoes and either 14them in the oven. 16										
tn													
second			rk cho _l	ps wit	n the v	egetat	nes an	и рота	itoes a	na ser	ve tne	m war	m as a
Second	cour	sc.											
						Fun'	Time						
Solve tl	he pu	zzle to	find th	ne hido	len wo								
1. Τρί	φτης												
2. Ko	ύπα												
3. Τρι	υπητά)											
4. Пи													
5. Χτι													
6. Zu													
7. Ζύμ			/7										
		, σκορι	πίζω										
9. Κόα 10. Τα			ooma.	ດນ່									
10. 1α	υλικυ	ι ενυς ι	ραγητι	00									
]				
		1.											
		2							J				
		2.								1			
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		9.											
		10											



UNIT 15

Revision of Language Functions

(Units 9 - 14)

Language functions	Expressions			
Answering the telephone politely	Good evening. Can I help you?			
Asking for the guest's name	May I have your name, please? Who's calling, please?			
Taking a reservation	Who's the reservation for? For how many? For what time?			
Answering questions about time	We close at We stay open from until			
Refusing a reservation.	I'm sorry, we don't have any tables left for this evening. I'm sorry, the restaurant is full.			
Seating guests when they arrive.	I'll show you to your table. Would you like to follow me? Where would you like to sit? Will this table be all right?			

Offering the menu and the wine list. Asking guests if they are ready to order.	Here's the menu and the wine list. Are you ready to order now? Would you like to order now? Have you chosen what you'd like?
Asking for and Taking guests' orders.	What can I get you? What would you like? Would you like a starter/some wine? What would you like to drink/have?
Helping guests order.	Our specialities are Today we've got a choice of You can have
Asking guests how they would like their food cooked	How would you like your steak cooked?
Describing a dish or drink	It's veal cooked with onions and This sauce is made from eggs This cocktail consists of wine, fruit juice and water
Saying that you don't have a kind of food and offering an alternative.	I'm afraid we haven't any, but we have some
Asking guest about their preferences. Expressing preference.	Would you rather have? Would you prefer a table near the window or in the middle of the room? I'd rather I prefer
Recommending food and drinks	Why don't you try? I'd recommend Perhaps you'd like? May I suggest?
Giving information about the wine.	It's red wine from Cefalonia. It's fruity and full-bodied. It's quite dry.
Responding to guests' requests and promising to take action.	Certainly, sir/madam. I'll bring some right away

Asking if everything is all right. Making an offer.	Is everything all night/satisfactory? Would you like anything else? Shall I charge the bill to your room? Would you like me to get you something else?
Making polite requests.	Could I have your credit card? Could you give me your room number? Would you sign here, please?
Responding to complaints about food/service and giving explanations	I'm terribly sorry. The brand we serve is indeed a bit more sour than others. Would you like me to replace it? I'm sorry we're short of help. I'll see about your order. I'm afraid it takes quite a while to prepare. I'm afraid that well-done grilled meat tends to be tougher.
Responding to a praise/compliment.	I'm glad you've enjoyed it.
Making comparisons.	The house wine is drier/lighter than It's service is the quickest in town.
Identifying equipment.	That's a tart dish, a baking tin
Talking about cooking methods.	Brown the chicken legs in hot oil. Sauté the onions. Grill Fry Bake
Talking about food preparation.	Shell the prawns. Peel the potatoes.
Giving and understanding instructions.	Pour in two measures of gin Sieve the flour. Slice the pears.





UNIT 16

PACKAGE TOURS

Travel agents deal in all aspects of travel, such as sale of tickets and land arrangements. In travel agencies, customers ask for advice on matters relating to travel and **purchase** a wide range of tickets and holidays. Travel agents work on **commission** for the business they offer, that is, they get a percentage of the price of a sale which is usually around 10% and keeps the business running.

Some of the services the travel agencies offer are **domestic** and **international** tickets, **accommodation**, **cruises**, **car hire** and **package holidays**. The latter are also known as **package tours**. Here, various elements are included; such as **transportation**, accommodation, meals, entertainment and the services of a **guide** to help with any advice on **sightseeing tours or excursions**.

All the above services and facilities are organised by **tour operators**. Both travel agents and tour operators supply free attractive illustrated **brochures** or **leaflets** which contain details of these holidays. Customers study them to find out about the **resorts**, times, dates and prices.

Tour operators make arrangements for hotel rooms and aircraft seats in advance and **in bulk**. Therefore, they are able to get much lower prices than an individual person would have to pay. When they sell package holidays, they often **charter** flights which only operate for large groups of people with the same **destination** and similar interests.

The cost of a **charter flight** is usually less than that of a **scheduled flight**. A charter flight can be easily **cancelled**, if enough seats are not sold, while the scheduled flight, no 20 matter how many seats are booked, must remain on its **schedule** and **route** fixed in advance.

Most advertisements are for package tours. This is because they always remain one of the best tourism values. The lower prices, which packaging makes possible, offer the opportunity to people from all classes of society to benefit from travelling.

Knossos

10

EXERCISE 1

Read the text and answer the following questions.

- 1. What services do travel agencies sell to the public?
- 2. What profit do travel agents get from their work?
- 3. What is a package tour?
- 4. What is the tour operator's job?
- 5. Mention some of the facilities the tour operators provide to the public.
- 6. What do travel agents use brochures and leaflets for?
- 7. How are tour operators able to give holiday makers special rates?
- 8. What is the difference between a charter flight and a scheduled flight?
- 9. Explain why the cost of air transportation on a package tour is much lower than the fares of a scheduled flight.
- 10. Why do package tours make it possible for many people to travel around?

EXERCISE 2

Refer back to the text and find words that mean the same as the following:

e.g. 1. of one's own country answer: domestic

(line 6)

2. the last of three or more things

	just mentioned	(line 7)
3.	short trips for pleasure	(line 10)
4.	give, provide	(line 12)
5.	with pictures	(line 12)
6.	work	(line 17)
7.	timetable for trains, buses, planes	(line 21)
	etc	
8.	way planned from one place to another	(line 21)

EXERCISE 3

A. Find which words in the text mean the same as the following:

e.g. 1. buying

answer: purchase

- 2. money got in proportion to the amount sold
- 3. coaches, trains, air services, hotels, etc.
- 4. pieces of printed paper advertising sth
- 5. a holiday place
- 6. in large amounts
- 7. a place which is the end of a journey

- 8. profit
- 9. before in time
- 10. say or decide that something won't happen

B. Use the words you found in part A to complete the following sentences.

e.g. 1. They told her that they could't deliver her purchases. 2. The flight had to be ______ owing to bad weather conditions. 3. She sent out the _____ with details of the new railfares. 4. We buy materials at the lowest possible price since we buy everything 5. The cyclists met a lot of difficulties before they arrived at their 6. They decided to spend the weekend at a seaside _____ 7. Except for her salary, she gets a 15% ______ on everything she sells. 8. He has certainly from travelling a year in Europe. 9. The tour operator usually visits places of interest to see what _____ 10. Travel agents reserve transportation months ______ for tours. EXERCISE 4 Refer back to the text and find where the words in bold print refer to. (line 4) e.g. 1.... that is, **they** get a percentage... answer: travel agents 2. The **latter** are also known... (line 7) Here. various elements... (line 8) 4. All the **above** services... (line 11) 5. ... details of **these** holidays... (line 13) 6. ... **they** often charter... (line 17) 7. ... less than **that** of a... (line 19) 8. ... remain on **its** schedule (line 21) This is because... (line 23) 10. ... because **they** always remain (line 23) EXERCISE 5

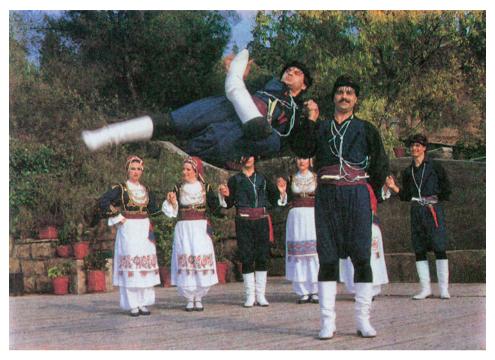
Decide whether the following sentences are true or false. Correct the false ones.

1. Charter flights operate regularly as stated on the timetable.



Rethimno





The Pentozali, a Cretan dance



- 2. Travel agents get commission on all items included in the packages.
- 3. Guides are in charge of arranging specific tours.
- 4. Scheduled flights operate according to demand or need for service.
- 5. Travel is packaged in the form of package holidays.
- 6. Nowadays travel is only for the very wealthy people.
- 7. Scheduled flights have fewer empty places on them than charter flights.
- 8. One of the main things travel agencies sell is guidance, knowledge and convenience.
- 9. Since tour operators buy in bulk, they get better deals from the companies.
- 10. When companies make reservations for many people at the same time, they get higher prices.

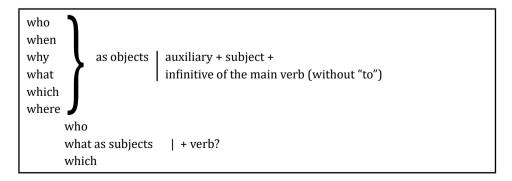
EXERCISE 6 _

Match the verbs in list A with the nouns in list B to make the best possible combinations.

List A	List B
organize	a flight
cancel	a timetable
follow	a purchase
make	a business
plan	facilities
run	an appointment
arrive	a commission
pay	a tour
charter	a schedule
provide	at a destination

LANGUAGE PRACTICE

Asking questions



Examples: What time is it? Where did you go?

When do they arrive? How are you? Who telephoned Mary? What happened? Who lives in that house? Who did you meet yesterday?

EXERCISE 7

Pair work

A. Imagine that you are a travel agent. A customer replies to your questions. Work out the dialogue with your partner, and act it out in the class.

Ask:

e.g. 1. when he would like to go

T.A.: When would you like to go?

Customer: In July. / At Easter. / In two months.

- 2. if he is interested in visiting the capitals of Europe
- 3. how long he plans to stay in the city
- 4. what sorts of things he enjoys doing
- 5. how many days he can afford away from work
- 6. how much he is able to pay
- 7. if he is prepared to pay a deposit
- 8. how he would like to travel
- 9. if he wishes to make an early booking
- 10. when he will confirm the dates
- **B.** Imagine you are a customer interested in visiting France by coach. A travel agent replies to your questions. Work out the dialogue with your partner and act it out in the class.

Ask:

- e.g. 1. if he can arrange a coach tour to France
 - C. Can you arrange a coach tour to France?
 - T.A. Yes. Anything you like. / Certainly. I can do that for you.
 - 2. how long the tour lasts
 - 3. how much it costs
 - 4. if he has to share a room in the hotel
 - 5. if he happens to know if the hotels provide clean and comfortable rooms
 - 6. if they have to travel by night
 - 7. if he has to pay a deposit
 - 8. if he could give him a brochure to study the itinerary and schedule for the tours

				_
FΧ	ГD	CI	CE	Q
1.7	1.1	.	. 71:	"

The following dialogue is between a travel agent and a student. Complete the missing parts using the correct question words.

e.g. S. What do travel agents do?

T.A. They	give advice of	n matters relat	ing to travel	l and sell a v	wide range of	f tickets and
holid	lays.					

S. ?

T.A. Travel agents offer domestic and international tickets, accommodation and package holidays.

S. ______

T.A. Sightseeing tours are usually organised by tour operators.

S. ______

T.A. By sending them colour brochures or leaflets.

S. _____?

T.A. By buying tickets in bulk and in advance.

S. _____?

T.A. They charter flights for people with the same destination and interests.

T.A. A scheduled flight is more expensive than a charter flight.

S. _____?

T.A. The most important reasons for choosing a place to go for a holiday are the scenery, the weather and the facilities provided.

B. Passive Voice

Be + participle

Subject	Verb	Object	A COUNTY MOLECE	
Airlines	sell	seats	ACTIVE VOICE	
Subject	Verb	Agent		

The passive is used to emphasize the action rather than the agent.

examples: Package holidays are known as package tours.

All the above services and facilities **are organised by** tour operators.

A charter flight can be easily cancelled if enough seats are not sold.

No matter how many seats are booked...

EXERCISE 9

Change the following sentences from active into passive voice.

- 1. Travel agencies make sales to retailers.
- 2. Tour operators use several buses to take tourists on trips to interesting places.
- 3. The travel agent can confirm the reservations when he sells the tickets.
- 4. The tour operator has to make arrangements and schedules for the tour bus.
- 5. He set up special accommodation for our group last summer.
- 6. Travel agencies have supplied free attractive brochures.
- 7. He paid the balance of the payment when he collected the ticket.
- 8. The café serves lunch from 12.00 to 15.00.
- 9. The receptionist will deliver the message.
- 10. They made French dressing from olive oil and vinegar.

EXERCISE 10 _____

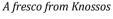
BUYING AN AIR TICKET

Useful expressions

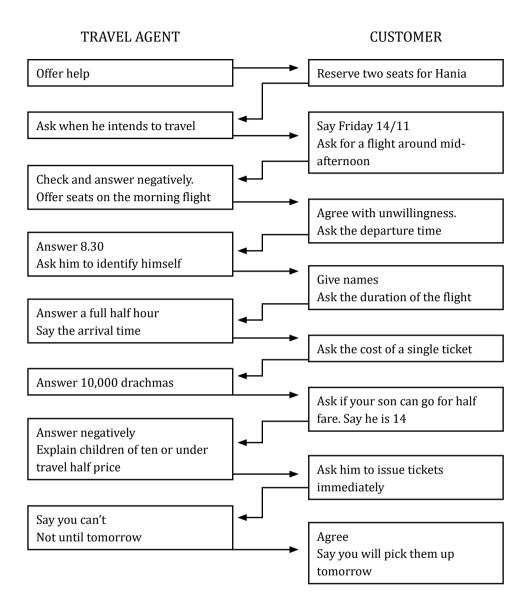
Two singles/ returns to...
Two halves to...
First/ economy class
Departure/ arrival time
Non-smoker
Fare/ Ticket

Guided dialogue

A customer wants to make a reservation on a domestic flight. Follow the instructions and act out the dialogue with your partner.







WRITING ACTIVITY

EXERCISE 11_

Discuss and then write a paragraph about 80 words in length on the following subject: "How do people benefit from travelling"?

The following ideas might help you:

- see beautiful scenery and historic places



A cruise in the Aegean Sea

- meet new people
- make new friends
- get acquainted with new cultures
- relax in pleasant resorts
- escape troubles, tensions, pressures of life
- expand education
- get away from work
- experience a change
- pursue hobbies such as skiing and sailing
- enjoy attractions, museums, theatre, gourmet restaurants, sports activities
- opportunity to remove from a ringing telephone

Use words to link your ideas such as: in addition, furthermore, moreover, etc.

LISTENING ACTIVITY

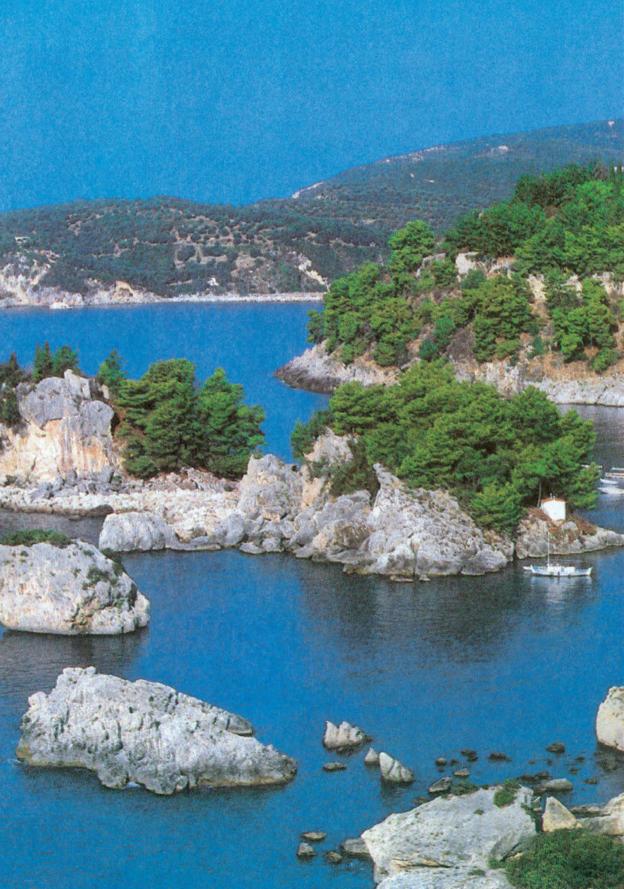
EXERCISE 12
A. Listen to a man making a collect call to a number in a town. While you listen, write
down:
the caller's number:
the caller's name:
the number he is calling:
the person he is calling:
the town:
B. Listen to a man making a phone call to a number in a city. While you listen, write down:
the caller's name:
the number he is calling:
the person he is calling:
the city:

Fun Time

Can you find the hidden word?

					Ţ					
		1.								
				2.						
			3.							
		4.								
				5.						
			6.							
7.										
		8.								
	9.									

- 1. a holiday place
- 2. a travel agent's ______ is usually around 10%
- 3. not a scheduled flight
- 4. tour _____ organise tours
- 5. charter flights are rented to go to a particular _____
- 6. travel agents buy air tickets in ______
- 7. a paper used for advertising purposes
- 8. he offers advice on travel and sells tickets
- 9. he shows interesting sights to tourists.



UNIT 17

Accommodation and Catering

Accommodation and **catering** are two important elements involved in the **tourism** industry.

When tourists arrive at their destination, they expect to find somewhere to stay, eat and drink. Accommodation is characterised as *serviced* accommodation or *self-catering* accommodation. Their main difference is whether or not meals and *housekeeping* are included with the accommodation. When housekeeping is provided, the guests' rooms are cleaned, beds are made and towels are changed. Serviced accommodation can supply:

- a. breakfast
- b. breakfast plus one main meal, known as *half board*
- c. breakfast plus two main meals, known as *full board*.

Generally hotels provide overnight *furnished* and serviced accommodation.

Hotels have changed considerably in recent years. Nowadays, they do not simply offer a place to eat and sleep while on holiday. They have become luxurious providing a whole range of facilities such as restaurants, sports centres, shops, night clubs, discos, and all kinds of entertainment.

According to the facilities the hotels offer, they are grouped into *classes*, so the more facilities the hotel offers, the higher its class.

The simplest way to obtain self-catering accommodation is by renting a room or an apartment.

Tourists who choose self-catering accommodation usually pay less, because less is provided in the way of services.

The catering, which tourists receive on holiday, is very important, because one of the questions people ask to find out if their friends had a nice holiday is: "What was the food like?" The catering establishments range from luxury to basic to suit the taste, needs and *budget* of each tourist.

Parga

Restaurants, fast food restaurants, **cafés, cafeterias and bars,** serve food that ranges from simple **snacks** to elaborate **meals.**

The standard of facilities provided in any accommodation or catering establishment is very important to make the guests' stay both enjoyable and memorable.

EXERCISE 1

- **A.** Read the text and answer the following questions.
- 1. Why are accomodation and catering considered to be important in the tourism industry?
- 2. Distinguish between serviced accommodation and self-catering accommodation.
- 3. What do we mean by the expressions half board and full board?
- 4. How have the hotels changed in recent years?
- 5. How can we classify hotels?
- 6. Refer to catering establishments.
- **B.** Ask the appropriate questions for the answers given below:
- 1. What kind ...?

Food that ranges from simple snacks to elaborate meals.

2. What ...?

By renting a room or an apartment.

3. How ...?

According to the facilities the hotels offer.

4. What ...?

It means providing breakfast plus one main meal.

5. What ...?

Accommodation and catering.

EXERCISE 2

A. Refer back to the text and find words which mean the same as the following:

e.g. 1. associated with	(line 1)
answer: involved in	
2. look for as likely to happen	(line 3)
3. much, a lot	(line 12)
4. places run as businesses	(line 24)
5. vary	(line 24)
6. amount of money available	(line 25)
7. light meals	(line 27)
8. worthy to be remembered	(line 29)

- **B.** Now use the words you found to fill in the blanks in the following sentences:
- e.g. 1. A lot of work is involved in running a hotel.

2.	The amount of leisure time available to an individual has
	increased.

3.	The new restaurant is a well-run	·
4.	The hotel's advertising	for 1992 has been
	considerably reduced.	
5.	In this bar, only	and drinks are served.
6.	The hotel manager	to meet the guests'
	requirements.	
7.	This travel agent specialises in organising	trips
	abroad.	
8.	Hotel prices	according to the season.
E.	VEDCICE 2	

EXERCISE 3

Replace the words in bold print in the following sentences with those of the same meaning in the text. Rewrite the sentences in the space provided.

- e g. 1. They have rented a flat **with furniture already in it.** answer: They have rented a **furnished** flat.
- 2. They made **carefully worked out** preparations for the reception.
- 3. Further information can be **got** from the head office.
- 4. They usually have to do the **cleaning**, **tidying up**, **cooking and washing up for themselves**.
- 5. When on holiday, she always stays in **very fine**, **comfortable** and **expensive** hotels.
- 6. They had to **pick out carefully from** between staying in a hotel or renting a room.
- 7. In our hotel, the sheets and the **pieces of cloth used for drying wet skin** are changed everyday.
- 8. **People staying in a hotel** are requested not to make noise when they arrive late at the hotel.
- 9. Their journey **during the night** tired them out.

EXERCISE 4

Read the text and decide whether the following statements are true or false. Correct the false ones.

- 1. They need accommodation means that they need a roof over their head.
- 2. Luxury hotels provide the most basic facilities.
- 3. They need catering means that they need food and drink.
- 4. Serviced accommodation provides meals and housekeeping.
- 5. In serviced accommodation, guests are responsible for making their own meals.
- 6. The standard of facilities provided by hotels vary widely.
- 7. There is no way for tourists to ensure the standards of facilities they can expect in a hotel.
- 8. The less facilities a hotel offers, the higher its class.

- 9. Serviced accommodation provides facilities and service to match the requirements of tourists.
- 10. All tourists are expected and prepared to pay for serviced accommodation.

Communication Practice

EXERCISE 5 __

A. Match the phrases in list A with the responses in list B. Work in pairs.

List A	List B
1. Don't forget to take your money	a. Yes, I will.
2. Shall I help you with your cases?	b. How do you do?
3. Make sure you lock the door	c. Certainly. Here it is.
4. Will you wait a moment, please?	d. No, I won't.
5. How do you do?	e. Certainly. May I have a pen?
6. How are you?	f. No, thank you. It's all right. I can manage.
7. Could I have my key?	g. Very well, thank you. And you?
8. Could you, please, fill out this card?	h. Unfortunately, I haven't time.



A restaurant at Plaka

B. What do you say when you hear the following? Write your answers in the space provided.

You hear	You say
– Good morning, this is AB Company.	
- I'm afraid he is not available at the moment.	
– I'm afraid the line's engaged.	
- Will you wait a moment, please?	
- What's your opinion of the workers' action?	
- Would you like to have dinner with us?	
– That's very nice of you. Thank you.	
- Can I use your pen?	
– That was a lovely party.	

LANGUAGE PRACTICE

A.

What is... like?

This question asks for a description of someone's personality, of a thing, city, trip, day, the weather, etc.

e.g. -What is Athens like?

-It's the most interesting city I've ever been to.

EXERCISE 6

Pair work

Take turns with your partner to ask and answer about the following items.

- -holiday
- -weather
- -trip
- -stay
- -hotel
- -beach
- -sea
- -staff
- -film

- e.g. A. What was the caravan holiday like?
 - B. A disaster. It rained all the time.

B. Parallel increase

the + comparative... the + comparative

Examples: The more facilities the hotel offers, the higher its class.

The larger the hotel, the more facilities are provided.

The cheaper you pay, the less luxuries you get.

EXERCISE 7

Use the following cues and make meaningful statements according to the examples given above.

e.g. 1. many staff employed - fast service

answer: The more staff employed, the faster the service.

- 2. high standard/facilities much luxurious accommodation/guests/receive
- 3. little facilities/ hotel/ offer low/ class
- 4. Early/you arrive fast service/get
- 5. High price dear cabin/book
- 6. Many circulars/ agents/ send many customers/ be attracted/ offers
- 7. Much stock/places/agent/book-high commission/get
- 8. Much comfort/ guests/ find much enjoyable/ stay/ be
- 9. Friendly/reception staff much/feel/home
- 10. Little/prepare/pay low/standard/facilities/service
- 11. Large establishment much employed
- 12. Many seats/group/book low/price

WRITING ACTIVITY

EXERCISE 8 ___

Discuss and write a paragraph of 80 words on the topic: "Why does self-catering accommodation remain a popular form of accommodation?"

The following prompts might help you:

- independent
- have more control over their holiday finances
- more control over what they eat and when
- feel more at home
- prefer to live in a home similar to those of the inhabitants of the resort they are visiting
- experience a little of the life of people living at their holiday destination.
- more opportunities to mix with the locals

You can begin like this:

Although tourists who choose self-catering accommodation have to do their own housekeeping...

EXERCISE 9

The following sentences refer to what people said when they were asked what they like eating at fast food restaurants. However, some of the words or letters have been omitted. Work in pairs and guess what the missing words are.

1	т.1.	 1.	e hungry	1 T	.1	1.1	1	. 1	- C	- 1 -	11	4 - 1-1 -

2.	I	not need m	food, but I need	fast.
2	T)		*1 1 1	

- 3. I'm _____ just buying f_____, I'm also b_____ time.
- 4. Fast ______places ______not employ wait ______, so _____prices can ______low___.
- 5. They _____ op____ all day.
- 6. A fast food r_____ knows most people's wants b_____ they arrive. They c____ your food before ____ get there.
- 7. The kitchen isn't in the back of the buil______. It _____ in front _____ and you can w_____ the cooks _____ work.
- 8. I' _____ happ ____ when I see a cl ____ kitchen.

A coffee bar



A dining room



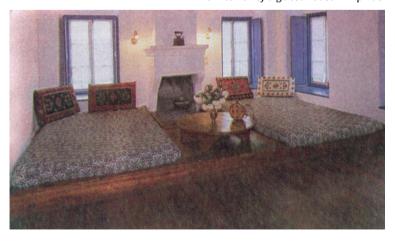
9.	I g	my money wh	en I get my	food, so I	not have to come
	back	second tim	ne. I take al	l of m	m at
	0	_ time. So wh		_ I've eaten one	thing, I can eat the next
	with	a long wait.	•		
10.	I d	have to put _		my best cl_	as when I
		_ into	rest	aurant.	
11.	I don't have to t	alk in low v		_ all the time.	
EX	ERCISE 10				
			Odd-man		
Wh	ich word does n	ot belong in the	category it	is included in?	
A.	wardrobe	В.	swimming	g pools	
	bedside table		parks		
	armchair		lakes		
	caravan		mountain	S	
	bed		rivers		
C.	golf courses	D.	cinemas		
	Z00S		fairground	ds	
	tennis courts		discos		
	leisure centres		beaches a	nd sea	
	ski slopes		night club	S	
E.	hypermarkets	F.	gondolas		
	bazaars		coaches		
	shopping compl	exes	race cours	se	
	festivals		railway		
	duty-free shopp	ing	horse ride	!S	
		LIS	TENING A	ACTIVITY	
гv	EDCICE 11				
EX	ERCISE 11				
List	ten to the dialog	ie and complete	the card:		
N.	AME				
D.	ATE OF BIRTH				
M	ARITAL STATUS				
1					
1					
1					
P	URPOSE OF VISI'	Γ			

Fun Time

How many words can you find in the grid?

Н	F	F	Е	G	J	I	S	С	В	U	Y
A	0	L	U	X	U	R	Y	N	0	A	X
N	0	U	U	R	S	Е	L	F	A	I	R
G	D	V	S	N	N	F	S	Т	R	С	S
С	L	U	В	Е	С	I	A	Т	D	A	К
L	A	Т	0	0	К	Н	S	R	N	N	0
A	D	Т	Н	Е	0	Е	Н	Н	Е	D	A
S	Y	Н	Е	L	D	M	Е	M	Е	A	L
S	Т	0	U	R	I	S	M	P	A	D	I
A	R	U	В	W	I	L	Н	0	I	Y	К
V	I	S	Е	A	Т	N	0	W	I	N	Е
Е	Р	Е	D	В	U	D	G	Е	Т	Р	G

The interior of a guest house in Epirus





UNIT 18

Tourist Information

Some customers, interested in visiting Macedonia, contacted Diana Travel for information. These are extracts from the brochure they were given.

Macedonia

4,000 years of Greek History and Civilization

Thessaloniki – Halkidiki

The traveller who decides to visit this lovely part of Macedonia will be amazed by the wealth and variety of sights, landscapes and lifestyles. The charms of Greece's second city, Thessaloniki (Salonica), combined with the exceptional beauty of the Halkidiki peninsula, make such an impact on first acquaintance, that visitors will surely wish to broaden and deepen their knowledge of the region. Its thousands of years of history have left 10 many traces. Explore this part of Greece, too; get to know it, get to love it.

Thessaloniki

The capital of Macedonia and the second largest city in Greece, named after the sister of Alexander the Great, possesses all the features of a large and modern coastal city which respectfully preserves the remains of a noteworthy past.

Modern Thessaloniki

Today Thessaloniki with its University, International Trade Fair grounds, cultural and artistic life and myriad amusements is a lively modern city with many amenities and points of interest for the visitor. Beautiful green parks with tall trees are scattered throughout the city, offering strollers places to relax and enjoy the surroundings, especially during this midday or afternoon hours.

In the shopping district, in the heart of the town, a wide variety of goods are on sale

Thessaloniki

at very attractive prices: jewellery, leatherware, furs, bronzes and hundreds of gift ideas, along with sweets and all kinds of things to eat.

The visitor should also make a point of seeing some of Thessaloniki's old mansions, archaeological sites, churches and museums, monuments and, of course, the famous White Tower.

20

Events: Every year in September, the International Trade Fair is held in Thessaloniki, exhibiting Greek and foreign products of every description. After the Fair is over, the Greek Film Festival takes place, showing feature and documentary films.

Throughout the year, trade fairs for special interest groups such as Textilia, Agrotica, etc. are organized by the Thessaloniki International Trade Fair administration.

October is the month for the Dimitria, the artistic and cultural events held in honour of the city's patron saint Demetrius, as well as the Greek Song Festival.

Halkidiki

The Halkidiki Peninsula, where the sun, vegetation and the sea reign jointly and in harmony, is set south east of Thessaloniki, in Northern Greece. In the cave of Petralona in Halkidiki, traces of the first people to inhabit Greece were discovered. With their only tool a stone, they lived there for tens of thousands of years.

The Aegean Sea, which laps upon the shores of all three prongs which extend out of Halkidiki (Kassandra, Sithonia and Mount Athos) sends its spray and sea breezes across the geranium-filled courtyards, the stairways and wooden corridors, the streets and churches.

Halkidiki is remarkable for its extensive sandy beaches, small villages, picturesque small harbours, peaceful hamlets and well wooded expanses.

In these surroundings and in hotels providing a high standard of comfort and service, the visitor has a unique opportunity to appreciate the beauty of nature as its best.



Halkidiki

EXERCISE 1

Refer back to the text and answer the following questions.

- 1. Why should one decide to visit Thessaloniki Halkidiki?
- 2. What impact does the first visit to the region have on travellers?
- 3. What are the features of Thessaloniki?
- 4. What can travellers enjoy in the modern city?
- 5. Why would the visitor find hard to resist the temptation to buy something?
- 6. What should the visitor plan to see in Thessaloniki?
- 7. Refer shortly to the events held in Thessaloniki every year.
- 8. Where is the Halkidiki Peninsula situated?
- 9. Which cave in Macedonia is very important, from the point of view of paleological interest and why?
- 10. Why should one visit the Halkidiki Peninsula?

EXERCISE 2

Refer back to the text and find words which mean the same as the following:

e.g. 1. surprised	(line 6)
answer: amazed	
2. impression, effect	(line 9)
3. increase, widen	(line 10)
4. indications of existence	(line 11)
5. spread	(line 19)
6. takes place	(line 28)
7. exist	(line 35)
8. together	(line 35)
9. live in	(line 38)

EXERCISE 3 _____

A. Match the words in list A with their explanations in list B.

e.g. 1. e.

List A	List B
1. landscape	a. pointed projections
2. peninsula	b. small villages
3. amenities	c. large grand houses
4. mansions	d. hit softly with little waves
5. prongs	e. country scenery
6. breeze	f. agreeable features (parks, gardens, hotels etc.)
7. hamlets	g. persons who walk slowly for pleasure
8. lap	h. light gentle wind off sea during day
9. strollers	i. a piece of land surrounded by sea.

B. Use words from list A to complete the following paragraph:

He was amazed by the old 1		and local 2
	of Thessaloniki. He was	also impressed by the middle
3	of the Halkidiki 4	which
offers natural beauty in its co	ountryside with picturesque	villages and peaceful fishermen's
5	where 6	can enjoy the
morning 7	The 8	creates an
atmosphere of unmatched	peace and quiet and the	e variety of coastline make it
possible for bathers to enjo	by a great number of differ	ent places to swim, all of them
9	by crystal-clear water	:
EXERCISE 4		
Make the best combinations e.g. geranium-filled gardens	. Use each word once.	
geranium	woven	mountains
well	located	beaches
hand	traditional	fabrics
perfectly	filled	churches
ideally	sandy	hotel
typically	wooded	ski-centre
fine	decorated	gardens
richly	organised	villages
EXERCISE 5		_

Write as many adjectives as you can, beside these nouns to describe them in the most appealing way. The lists of adjectives below might help you.

Nouns	Adjectives			
atmosphere scenery buildings view beach sea climate city/town people	sandy/pebbly excellent/splendid peaceful/uncrowded lovely/attractive ideal/perfect moderate/mild/warm superb/magnificent beautiful/charming easy going/relaxed world famous	traditional cosmopolitan friendly majestic picturesque breathtaking historical pleasant crystal-clear hospitable exciting		

e.g. cosmopolitan/ relaxed/ friendly/ easy-going/ peaceful/ exciting/ pleasant atmosphere

COMMUNICATION PRACTICE

EXERCISE 6

A. Study these notes to prepare a talk on Rhodes. Then present it to the class.

Location: In the southeastern Aegean Sea, between Crete and Asia

Minor.

How to get there: By boat from Piraeus.

By air from Athens and other international airports.

Weather: Sun shines all the year long, summer extends into other

seasons.

Features of the Wide streets, beautiful buildings, glamorous hotels and shops

new city: full of characteristic items of Rhodian folk art. **Features of the** Narrow lanes, stone mansions, churches, castles.

old town:

Places to see The Knights' Castle, completed in the 14th century and today

(in the old town): reminds us of Crusaders.

The Knights' Hospital, a building of the 12th century, houses

the Archaeological Museum and its rich collection. Folk Art Museum (items of traditional local art). The Palace of the Great Magisters, houses a brilliant

collection of western-type, 16th and 17th century furniture.

Other The Valley of the Butterflies.

interesting Philerimos with its dense pine forest.

areas: Kallithea and Lindos.

The Acropolis of Ancient Lindos (ruins of a Temple of

Apollo and the School of Music).

Cultural Events: Sound and Light performances in the palace of the Great

Magisters (April-October).

Folk dances in the theatre of the old town (June - October).

Transportation: Buses connect the town to the rest of the island.

Travel agencies daily organise visits to archaeological sites

and other sights in the locality.

Amenities: Superb beaches, parks, hotels providing a full range of

conveniences.

B. Make notes of your region and write a short text about it with the aim of attracting people to visit it.

EXERCISE 7

A. Role play

A visitor wants to find out what there is to see in Rhodes, where he is going to spend two nights.

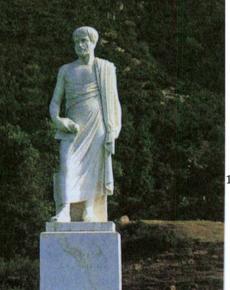




- 1. Aristotelous Square
- 2. The archaeological site of Dion
- 3. Agia Sofia
- 4. Edessa
- 5. Platamonas
- 6. A golden wreath from Vergina
- 7. Detail from a mosaic. Agia Sofia

- 8. Stagira. The statue of Aristotle
- 9. Halkidiki
- 10. Part of the city walls
- 11. Tower of the Greek Telecommunications Organisation
- $12.\,Mount\,Athos$











B.

An inhabitant provides the information requested, trying to persuade him/ her to stay a little longer to see the island properly.

Before you take a role each, think of the words they would use.

LANGUAGE PRACTICE

Prepositions of place

Study these examples:

in	in the area/ Athens/ Englandin the garden/ parkin the museum/ church
on	<pre>on the island/ the south coast on the river on the wall</pre>
to	to the east/ west
fromto	from Greece to France
at	<pre>at the entrance at the end/ edge at the bus-stop</pre>
between	between two hotels

e.g. Central Greece lies in the heart of the mainland.

A coach will take you **from** the hotel **to** the theatre.

EXE	ERCISE 8		
Com	plete the blanks with th	e appropriate prepositions.	
1. `	You can find Athens' sm	ile everywhere	an ancient theatre,
_	a mo	dern exhibition hall,	a sports event, down
1	by the sea, high	a mountain top,	a concert,
;	around the table	a tavernaki,	a spacious square
	or near an ancient sculp	ture.	
2.	Ferry-boats sail	Piraeus	_ all the Greek islands.
3. ′	The ski training centres	which are to be found mainly	Vouliagmeni
		_ certain hotel complexes provide al	
1	fairly popular sport.		
4.	Camping	the open is not permitted.	
5.	Itea lies	the edge of the Valley of Delphi	

6.	Karpenisi is located	the foothills of Mt T	imfristos,
	an altitude of 960 metres.		
7.	Kammena Vourla,	the north, is a popular	spa-resort.
8.	Livadia is built	two hills	the sides of a gorge.
9.	the entrance	to town the Lion of Chaironia	stands
	top of the soldiers' tomb.		
0.	You can go fishing	the river or take a swin	nthe
	beach.		



Rhodes. The Castle of the Knights

EX	E.	D	CI	CI	C	O
r. a	r.	к	t . I	.71	۲.	ч

A. Lots of Greek words have been inserted in the following English text. Replace each of them with the English equivalent.

Corfu town. 1. <u>βρίσκεται</u> on the east. 2. <u>ακτή</u> of the island. 3. <u>Υπάρχουν</u> wide 4. <u>λεωφόροι</u> and large 5. <u>πλατείες</u>; among them the Espianade, which is 6. <u>η μεγαλύτερη και η πιο ωραία</u> in all Greece. There are Byzantine. 7. <u>εκκλησίες</u> and fortresses, Venetian steps and 8. <u>μνημεία</u>. There are also 9. <u>σύγχρονα</u> hotels 10. <u>τα οποία</u> provide visitors with every modern amenity.

Paleokastritsa, 26 km from Corfu town, is a holiday paradise for those 11. <u>που αγαπούν τα κρυστάλλινα νερά, 12. το ψάρεμα και το καλό φαγητό.</u> Its small tavernas 13. <u>σερβίρουν</u> lobsters which 14. <u>οι πελάτες</u> pick out from special tanks 15. <u>όπου</u> they are kept 16. <u>ζωντανοί</u>. Whoever 17. <u>επιθυμεί</u> to enjoy a 18. <u>μοναδική θέα</u> has only to climb up as far as the "Bella Vista", a 19. <u>φυσικό μπαλκόνι 20. που έχει θέα προς</u> the blue expanse of the sea below. From it one can admire a 21. έξοχο ηλιοβασίλεμα.

B. Translate the following paragraph into English:

Τα Ιωάννινα είναι η πιο μεγάλη πόλη στην Ήπειρο και η πρωτεύουσα της περιοχής.

Η πόλη βρίσκεται κατά μήκος των ακτών μιας λίμνης και είναι φημισμένη για την ομορφιά των φυσικών της περιχώρων. Έχει ένα σύγχρονο αρχαιολογικό μουσείο που εκθέτει ευρήματα από όλη την Ήπειρο.

Notes: κατά μήκος των ακτών = along the shores

είναι φημισμένη = is renowned for/ is famous for

εκθέτει: exhibits

LISTENING ACTIVITY

FX	ГD	CI	CE	1	n
Г. А	Г·Г		. 7 F.		w

A. Listen to a guide describing six towns in Macedonia and tick the features of each one.

Features	Edessa	Naoussa	Katerini	Serres	Drama	Kavala
Traditional architecture						
Cataracts						
Flowers and Gardens						
Commercial life						
Mountains and Hills						
Beaches						
Castles						

B. Write other features you listened to and are not included in the table.

Fun Time

Are you good at Geography?

- 1. What is the capital of Scotland?
- 2. Where is the Aswan Dam?
- 3. What is the longest river in South America?
- 4. In which country are the Ural mountains?
- 5. Which is the capital of Finland?
- 6. In which country is Hawaii?
- 7. What is the river in London called?
- 8. Which exotic, tropical country in the heart of Southeast Asia was once known as Siam?
- 9. Which river flows through Germany, Austria, Hungary, Yugoslavia, Bulgaria and Romania before emptying into the Black Sea?
- 10. Which palace near Paris did Louis IV and his nobility live in?
- 11. What are these?

John F. Kennedy in New York.

Leonardo da Vinci in Rome.

Heathrow in London.

Marco Polo in Venice.

12. Which capital in South America is renowned for its Carnival festivities?

Score: 10 - 12 Excellent!

8 - 10 Very Good.

7 - 8 Good.

5 - 6 Fairly Good.

0 - 4 Poor.



UNIT 19

ITINERARIES AND TOURS

A young couple who stay in Thessaloniki went to a travel agency to ask how they could get to the renowned site of Vergina.

T. A.: Good morning. Can I help you?

Woman: I'm here with my husband on holiday. We're impressed by the unique finds from Vergina in the Archaeological Museum of Thessaloniki and we'd like to visit the place. Do you have excursions going to Vergina?

T. A.: Yes, of course, madam. It would be a pleasure. The best way to see Vergina is to join our special full day tour of Central Macedonia.

Woman: Where does this tour go?

T. A.: Well, I'll explain, in detail. We leave Thessaloniki at exactly 8.30 a.m. On arrival in Pella after one hour and a half, we visit the Archaeological museum and then have lunch at a local taverna.

At about one o'clock, we leave for Vergina where we stay from half past two to four. There's a guided tour to the ruins of the ancient palace and the royal tombs. Then we drive to Veria where we stay for two hours, from half past four to half past six. You are free to stroll around the town, set at the foothills of mountain Vermion, or have dinner and relax.

This is the last stop of our tour. We return to Thessaloniki, arriving at eight o'clock, approximately.

Woman: What's included in the tour?

T. A.: The coach fare, the admission fees to the museum and the archaeological site. Lunch is included too, but not the dinner in Veria.

Woman: Where can we pick up the coach?

T. A.: Right in front of our agency.

Nafplion. (Nauplia) Bourtzi

8.30	Depart	Thessaloniki
	Arrive	Lunch
13.00		
	Arrive	
	Depart	
		Veria Dinner (optional)
	Arrive	

Find words in the text which can replace the underlined ones in the following sentences: e.g. They arranged to go on a short trip for pleasure.

answer: an excursion

- 1. The train will arrive in about 25 minutes.
- 2. They <u>walked slowly</u> around the park for two hours.
- 3. He guided us to all the places where something of special interest happened.
- 4. We'll arrange to get you at the hotel.
- 5. Our hotel is placed back from the road.
- 6. We visited the places in the ground where dead persons are buried.
- 7. The entrance fees to the museums are not included in the price.
- 8. We visited the remains of the old temple.
- 9. Patras is well known for its wine and carnival festivities.
- 10. The tour operator made a list of the routes for the tour.

WRITING ACTIVITY

EXERCISE 3

The Bensons want to go to Delphi on a one-day tour. They would like to visit the Delphi Museum, the Sanctuary of Apollo, and the picturesque town of Arachova. They would like to be back at the hotel around 7 o'clock. Make an itinerary for them, bearing in mind that the museum closes at 2.00 p.m.

The following notes will help you:

Via the National Highway:

Thebes → Livadia → Arachova → Delphi

Arachova: attractive hand woven carpets, wine, roast lamb.

Delphi: Museum (Charioteer, statue of Antinoos).

COMMUNICATION PRACTICE

EXERCISE 4

Role play

Booking a tour of Athens

What would these people say to each other? Think of the words they would use and take a role each (in pairs).

Customer	Hall porter
asks: - for advice about things to do in Athens	 suggests they go up Lycabettus Hill first (panoramic view, restaurant, pastry shop), access by funicular (railway).
- what amenities there are in the city	 provides information about amenities (the Acropolis, National Archaeological, Benaki museums etc., art galleries and so on) recommends a half day guided tour to the sights of Athens and the Acropolis as the best way of getting to know the city.
- how much the tour recommended by the hall porter lasts	departure from the hotel: 09.00Arrival: 16.00 (Half-day tour)
- if there is a stop for lunch	-stop for lunch, 1 hour.
- how much the tour costs	– Price: 18 € per person. No additional charge
- if the hall porter could get him two tickets for tomorrow	– asks when he would like to go
	tells him to pick up the tickets at his desk tomorrow morningoffers a brochure of the tour

A. Choose the best answer. e.g. 1. Is there anything else?	a. Anything. b. That's all	
answer: b		
 What's the food like? Please, give me a ring tomorrow See you later. It's the fifth of December today Is everything all right? Don't forget to wake me up in the morning. What was the weather like? B. What language would you use very some and the state of the state		a. Yes, I do. b. Appetizing a. Yes, I will. b. Yes, I do a. Goodbye! b. Hello! a. Yes, it is. It's the sixth. b. That's right. a. Fine, thank you. b. Yes, everything. a. Yes, I will. b. No, I won't. a. Beautiful, clear days. b. They didn't like it.
Advise a colleague to visit the National Gallery.		
2. Agree with someone.		
3. Ask your friend what s/he is worried about.		
4. Answer someone who thanks you.		
5. Express sympathy when you hear something unpleasant.		
6. Ask about something you don't understand.		
7. Answer the telephone politely and ask who		

EXERCISE 5

is on the phone.

8. Tell the caller to wait on the phone and that you'll connect him.	
9. Invite your boss to dinner.	
10. Accept or refuse an invitation made by a friend.	
11. Reply to a request positively or negatively.	
12. Accept an apology.	
13. Reassure a friend who is worried.	

LANGUAGE PRACTICE

A. Prepositions of time

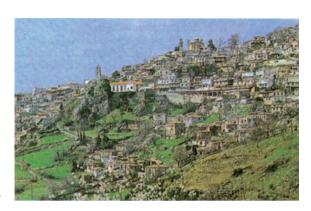
at	at the moment/ at present at night/ midnight/ lunchtime at six o'clock at Christmas/ Easter/ weekends at the age of
on	on Monday on 13th May on Sunday morning/ night/ evening on Christmas Day
in	in September in 1992/ in the 16th century in the morning in the winter in a month/ week

e.g. He'll be back in a week.

The concert starts at 7.30 in the evening.

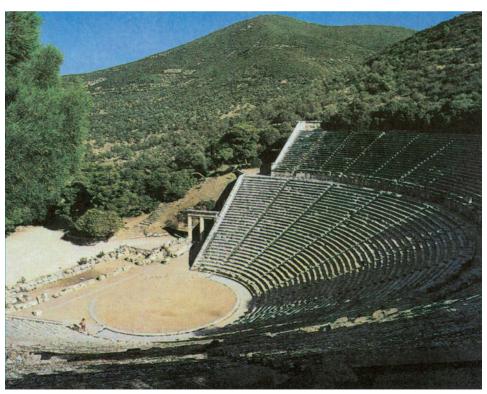






Arahova

The theatre of Epidavros



9.40 Arrival in Aegina (the first capital of Modern Greece)

Visit the temple of Aphaia, a site of particular archaeological interest (optional)

12.20 Arrival in Poros.

Visit Lemonodassos, a picturesque spot where lemon groves grow amidst water-mills. (Lunch at a picturesque taverna)

Time is allowed for lunch not included in the price.

14.30 Arrival in Hydra, a picturesque island with characteristic traditional architecture and local colour. Visit the amphitheatrical town.

Shop for gold and ceramics.

Relax on a splendid beach known as Miramare.

17.00 Ship sails back to Palaio Faliro.

Dinner on board. Relax in one of the comfortable lounges where folklore entertainment is provided.

20.00 Arrival. Transfer by coach to Hotel.

- e.g. -Where does the boat depart from?
 - -What time does the boat sail?
 - -How much time do we spend in Hydra?
 - -How long do we stay in Poros?

C. Joining sentences in itineraries

The following words are used to join sentences when you present an itinerary.

Aegina





Poros

Hydra



after + gerund or noun before

then + clause

on arrival...

e.g. Before visiting the theatre the following morning, we stay overnight in Nafplio.

We see the tombs. Then we visit the museum. After visiting the castle, we spend the rest of the day on the beach.

On arrival, we visit the Temple.

EXERCISE 8

Join the sentences in the following itinerary using the above words.

1st day:

Drive to Corinth. Visit the archaeological site. Proceed to Mycenae. Visit the Lion Gate and the Tomb of Agamemnon. Continuation of the drive to Nafplio. Transfer to hotel. Visit the fortified islet Bourtzi. Lunch. Afternoon at leisure for strolling. Dinner - Overnight. 2nd day:

Set off for Epidavros. Visit the theatre famous for its remarkable acoustics. Start the drive back to Athens.

D. Telling the time

04.00: Oh four hundred hours

5.00: five o'clock or five a.m.

7.05: five past seven or seven oh five

9.45: a quarter to ten or nine forty five

10.35: twenty five to eleven or ten thirty five

12.00: twelve o'clock or twelve hundred hours / midday / noon

15.30: half past three or fifteen thirty

22.05: five minutes past ten or twenty two oh five

24.00: midnight or twenty four hundred hours

EXERCISE 9

Write the following times using the above ways.

8.00	12.30	14.20	18.40	07.00
17.15	20.20	15.05	22.55	

16.45 19.00 22.50 23.00

LISTENING ACTIVITY

EXERCISE 10

A. Listen to two short dialogues between a caller and the information clerk at the train station.

Pay attention on the times of trains to Thebes and Livadia from Athens and complete the following train timetable:

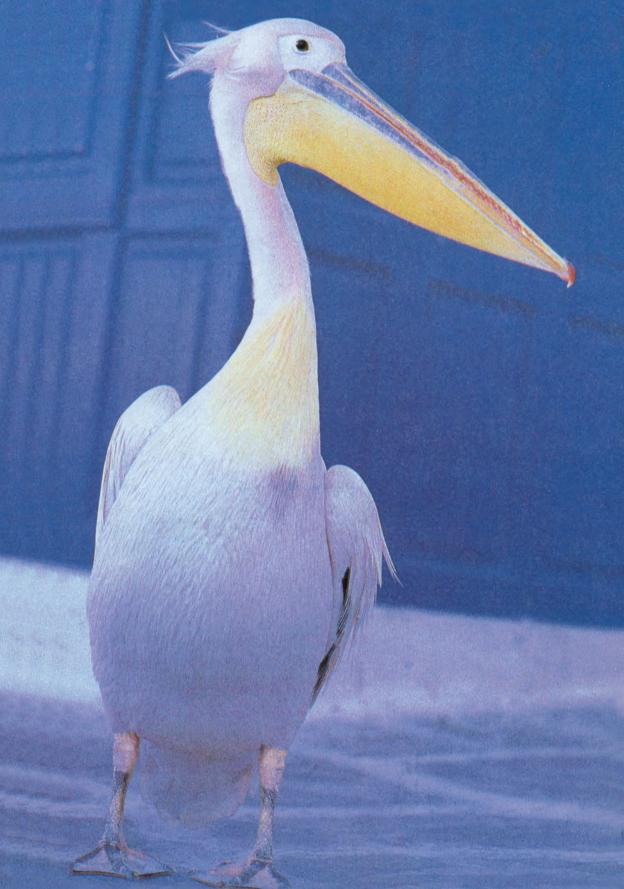
Athens dep		
Thebes arr. 8.58 10.20 14.25 16.58	}	
Thebes dep		
Livadia arr.		
B. Janet, who lives in Paris, has tra-	velled by car to London. She	is telling her friend which
route she took and how long it to	ook her to drive from Paris	to London. Listen to the
dialogue and complete the missing	; information.	
The drive from		
She waited at		
The crossing from Calais to		
The drive from Dover to		hours.
Total hours	i.	
	Fun Time	
Gr	reek Geography Quiz	
1. Which island is the sponge-fisl	hora' ialand?	
2. Which is the largest island of t		
3. Which is the capital of Viotia?	ne Douecanese:	
4. Which town is built up the slop	nes of Mt. Parnassos?	
5. Name a port on the south coast		Libyan Sea facing Africa
6. Name two of the Sporades isla		. Dibyan Sea, lacing hir lea.
7. Name the capital of the Pelopo		
8. Kassandra, Sithonia and Athos		stricts in Macedonia
9. An area which became the cer		
where held there.	or uno momento mome, s	counce of the games that
10. This island lies in the small bay	v opposite Piraeus. Elefsina a	and Megara.
11. Name the capital of Epirus.	, 11	Ü
12. Which island faces the north v	west coast of Epirus and alm	ost opposite the Albanian
frontiers?	•	• •
13. Mytilene is also known as		
14. The cultivation of the mastic gu	ım tree is a source of consider	able wealth for the island.
15. Which island lies at the entran	ce to the Bay of Argos?	
16. Which is the capital of the pref	fecture of Magnesia?	
17. Name a mountain range in Epi	rus.	
18. The capital of Cephalonia.		
Each answer gets one point.		
How many correct answers did voi	u have?	

Score

- 16 -18: Excellent. You know your Geography very well.
- 14 15: Good. You are not supposed to know everything.
- 10 13: You should study more.
- 7 9: Don't compete with others in Geography, unless you buy an atlas.
- 0 6: No comments!



An outdoor café at Patras



UNIT 20

Revision of Language Functions

(Units 1 - 8, 16 - 19)

Language functions	Expressions
Greetings and introductions	How do you do? Pleased to meet you.
Taking a reservation	We can book you a room for nights from to
Confirming a reservation	I've reserved the room for you from to
Refusing a reservation, apologizing and offering an alternative.	I'm sorry. We don't have a room from the to the but we've got the same type of room from the to the
Getting information from the guest about the type of room, length of stay and time of arrival.	Would you like a room with bath? How long / for how many nights do you intend to stay? What time will you be arriving?
Checking information The seminar starts on Thursday, doesn't it?	

Giving information about the hotel and its facilities	It is well located It is situated in a quiet residential district. It faces a tree - lined square. It provides facilities for sports. All rooms have air-conditioning	
Describing room types	There are 70 doubles, 30 singles and 4 suites	
Making enquiries and replying to them.	Can I ask you a question? Could you tell me? When do they arrive? Who telephoned?	
Providing requested information about a place / trip / weather etc.	It is in the Aegean Sea. You can get there by boat. It rained all the time.	
Describing a place	There is a sandy beach The town is picturesque	
Providing information about trains and times	It leaves / departs at It arrives at	
Taking a reservation on a flight	There is a flight in the morning The single ticket costs I can issue the tickets	
Registering guests	Would you like to register? Could you fill in this form? Could you sign here, please? May I have your name / passport?	
Asking guests questions to fill in forms	What's your nationality? How do you spell your surname? When / Where was your passport issued?	
Making polite requests	Can / Could you give me your telephone number? Would / Could you check in before noon?	
Replying to guests' requests positively or negatively.	Certainly. All right. I'm sorry, but	

	I'm afraid this is not possible Unfortunately,	
Giving information about prices	The price / cost would be The price includes The hotel charges for a double room.	
Dealing with payments	I'll get you your bill. How would you like to pay? What kind of credit card have you got? Could I see it?	
Accepting a credit card	That'll do nicely.	
Presenting the bill	Here's your bill It comes to / amounts to / totals The total amount is Would you like to check the bill?	
Explaining items in the bill	That's for the drinks you ordered from room service. It's for a long-distance call.	
Giving information about the rates of exchange.	It's 400 dr to the pound.	
Giving unwelcome (unpleasant) information	I'm sorry, we're fully booked. I'm afraid that the only rooms available are those at the back. I'm afraid your credit card expired a month ago.	
Asking the way	Where is the? How can I get to? Can you direct me to?	
Giving directions around the hotel	Go downstairs, turn left at the end of the corridor. Take the lift to the fourth floor.	
Giving directions around the city	Just turn left/right. Go straight on until The post office is opposite / next to / near	

Inviting, accepting / declining invitations	Are you doing anything tomorrow morning? I was wondering if you'd like to I'd love to (but)	
Making arrangements	Shall we say 8.00 outside the Odeon, if that's all right with you?	
Asking about and expressing preferences	I prefer / Would you prefer? I'd rather / Would you rather?	
Talking and writing about tours and itineraries.	We leave at (time) after spending the night at (place).	
Complaining to guests	I'm afraid we have the right to I'm sorry, but our regulations don't permit I'm sorry, but you aren't allowed to	
Dealing with guests' complaints	Can I be of any assistance? I'm sorry. I'll see to it / it doesn't happen again.	
Dealing with guests' problems	I'll call a doctor for you. I think I'd better call an ambulance to take you to the nearest hospital.	
Making an apology	I'm terribly sorry. I apologize for	
Accepting an apology	That's all right. It doesn't matter.	
Promising to take action	I'll send the porter up right away. I'll bring some immediately. I'll bring one right away. I'll send it up for you.	
Making suggestions	I suggest you You should Perhaps you'd like to	
Giving advice	You ought to see a doctor. You should visit the You'd better not go there	
Making an offer	Let me help you / May I help you? Shall I carry this bag? Would you like me to?	

Getting someone else to do something for the guest	I'll have it sent up immediately.	
Expressing an action or a duty which was not performed in the past	You should have delivered the mail	
Expressing future actions	What time will you be arriving, sir? I'm staying in Rome for a week. They'll stay for three days.	
Reporting a message	Mr X called to say that	
Making comparisons	Our hotel is less expensive than Queen Palace.	
Asking a guest what the matter is	What's wrong? What's the matter? What seems to be the problem?	
Reassuring a guest who is worried.	Don't worry. It's all right.	
Answering someone who thanks you	That's all right/OK It's pleasure Don't mention it. You're welcome.	
Making good wishes	Merry Christmas. Have a good time. Have a pleasant stay. Enjoy yourself.	
Expressing sympathy	I was sorry to hear about this.	
Asking about something you don't understand / hear.	I'm sorry / afraid I don't (quite) understand / didn't catch / hear what you said.	
Asking for clarification or repetition	Pardon? I didn't follow that. Could you repeat it, please? Would you mind saying that again?	
Saying that you understand.	Oh, I see.	

Expressing agreement	Very good. That's fine. That's right.	
Welcoming guests	Welcome to our hotel. We've looking forward to seeing you.	
Saying goodbye to guests	Goodbye. Have a good trip / flight (The guest is checking out) I hope you enjoyed your stay Good night. (At the end of the day).	

ON THE PHONE

Answering the telephone politely	Good morning / afternoon / evening. (Name of Hotel) Can I help you?	
Asking who is on the phone	Who's calling, please?	
Telling the caller to wait on the phone	One moment, please. Hold on, please. The line's busy / engaged.	
Telling the caller that you'll connect him	I'll put you through.	
Telling the caller that the person doesn't answer	I'm sorry there's no answer.	
Asking for repetition	Could you repeat that, please?	
Offering to take a message	Would you like to leave a message?	

JOBS IN THE HOTEL AND RESTAURANT BUSINESS AND BUSINESS CORRESPONDENCE



UNIT 21

HOTEL AND RESTAURANT PERSONNEL

Many people are employed in serviced accommodation. Some of them come into direct contact with the guests to provide them with the services they need. Others work behind the scenes.

The first member of the staff tourists meet inside the hotel is the *hotel receptionist* at the *reception desk*. Hotel receptionists welcome guests, register them, check the reservation, and assign them their rooms. They are also responsible for delivering the guests' messages and mail, which are kept in *pigeonholes* together with the keys.

Other employees, who are important during the reception process, are the *doorman* and the *porter*, *(bellboy)*, supervised by the *hall porter*, *(head porter)*.

The doorman greets the guests at the entrance of the hotel and assists them in and out 10 of cars and taxis and gets transportation for them.

The porters help guests with their luggage, show them to their rooms and usually run errands. Of course, both of them expect *tips*.

Chambermaids are responsible for cleaning and tidying up the guests' rooms. They use *master* keys to have access to the rooms.

In hotel restaurants, the first employee tourists meet is the *head waiter* or *maitre d'hotel* or *hostess*, who greets guests, shows them to their tables and takes their orders. The *waiter* and the *waiter's assistant (busboy)* are also members of the catering staff.

Meals are planned by the *head chef* who also supervises the kitchen staff and especially the *cooks* who do the actual cooking.

In large hotels, guests can order food and *beverages* to be delivered to their rooms through *room service*.

There are also other jobs that are carried out by the staff who are behind the scenes. The hotel's finances are looked after by *accountants*. Nowadays, through the use of

Nisyros

20

new technology, the accounting process is sped up, since accounting payroll, stock control and personnel records are stored in the computer memory.

Computers also facilitate the registration process as it is possible to store all the customers' details.

In addition, the cost of the room, restaurant bills, phone calls made, room service, etc are stored in the computer and printed out as a bill.

30

The staff employed in the *laundry* and *valet* services are responsible for washing clothes and dry-cleaning respectively.

The *maintenance* staff is responsible for the upkeep of the hotel, which involves plumbing, engineering, painting, fixing damages, gardening, etc.

All these employees, whose task is to keep the hotel running smoothly, are recruited by the *personnel staff*.

In very small business, where the staff is limited, workload is shared. However, it is not the number of employers itself which ensures the guests' pleasant stay, but also their friendly attitude, as well as their skills.

EXERCISE 1

Read the text and answer the following questions.

- 1. Refer to the personnel who come into direct contact with the guests and to the personnel who work behind the scenes.
- 2. What duties are involved in a receptionist's job?
- 3. What are the doorman and the porter responsible for?
- 4. What are master keys used for?
- 5. What does a head chef do?
- 6. What does room service provide?
- 7. How has the efficiency of hotel operations been improved through the use of new technology?
- 8. What does the upkeep of the hotel involve?
- 9. What might be hard about working in a hotel?
- 10. What is the most important aspect of a hotel according to the text? Do you agree?
- 11. Would you rather have a boring well-paid job or an interesting but poorly-paid job?

Discussion

EXERCISE 2

Which of these qualities and skills should a person have to work as a receptionist, cook and head chef? Put numbers in the order of importance to you.

Qualities

ambitious punctual efficient conscientious polite confident calm hardworking friendly reliable patient careful charming pleasant responsible willing to learn

Rec.	Cook	H.chef

Skills - Abilities

deal with problems look after people speak foreign languages not panic be talented get on well with colleagues have a good telephone personality talk to people have a good memory have a sense of humour take the initiative be well trained have imagination manage the employees provide smooth service to a large number of people be creative

Rec.	Cook	H.chef

What do you think is most important to you in these jobs?

flexible working hours
long holidays
contact with interesting people
attractive work space
chance to travel
a good salary
a good pension
job satisfaction
good conditions of work
responsibility
security
opportunities for creative work
prospects of promotion

Rec.	Cook	H.chef

EXERCISE 3

Decide whether the following sentences are true or false. Correct the false ones.

- 1. Through the use of new technology, the hotels improve the efficiency of their operations.
- 2. Accountants have direct contact with the guests visiting the hotel.
- 3. You can register the guest and allocate a room by using the computer.
- 4. A customer arriving at the hotel is first greeted by the porter.
- 5. The friendliness of the staff affects the guests' experience.
- 6. Entering the hotel restaurant, you are first greeted by the waiter's assistant.
- 7. You call the laundry service, if you want your clothes dry-cleaned.
- 8. Engineering deals with all the mechanical operations of the hotel.
- 9. Hotels require plumbing repairs.
- 10. The chambermaid is part of the kitchen help.
- 11. The receptionist contributes to the upkeep of the hotel.

EXERCISE 4

A. Find words in the text which mean the same as the following:

e.g	1. record their names	(line 5)
ans	wer: register	
2.	give	(line 6)
3.	tasks	(line 13)
4.	right of using	(line 15)
5.	watches and directs	(line 19)
6.	soft drinks	(line 21)
7.	the list of employees and the amount	(line 25)
	of wages each one is to be paid	

8.	make easy	(line 27)
9.	in the order mentioned	(line 32)
10.	keeping in good order and repair	(line 33)
11.	employed	(line 35)
B. U	se the words you found to complete th	ne following sentences:
1.	We usually meet difficulties to	well-qualified staff.
2.	We spend a lot of money on the	of the hotel.
3.	The chambermaids and the porters w	vill get a rise of 7% and 10%
	·	
4.	The cleaning and electric equipment	the chambermaid's
	work.	
5.	The only means of	to the hotel is along the highway.
6.	I'm very busy. I've got to run an	for my boss.
7.	The food and	manager is the key member of the staff.
		is done by computerized
	accounting machines.	
9.	The cook	the kitchen helpers who peel potatoes, cut
	up vegetables etc.	
10.	The front desk is used to sign in or	the guests of the hotel.
CVI	encice f	
CAI	ERCISE 5	

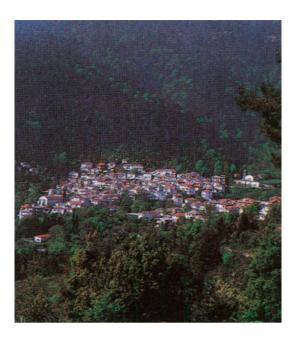
Replace the expressions in bold print in the following sentences with the ones from the table.

keep up	store in
speed up	tidy up
look after	carry out
call for	come into contact

e.g. 1. He **asked for** a taxi.

He called for a taxi.

- 2. They were asked to **put** the rooms **in order** before the guest's departure.
- 3. They had the opportunity to **meet and exchange ideas with** foreigners.
- 4. The new system will cause the registration process to happen faster.
- 5. The computer **keeps** the mass of data in the memory **while not in use.**
- 6. They were **taken good care** during their stay in the hotel.
- 7. They are **making** urgent repairs.
- 8. How do you **keep** this large hotel **in good condition?**



Thassos. Panagia

EXERCISE 6

Combine the verbs in list A with the nouns in list B.

List A	List B
run	a building
issue	a bill
deliver	an errand
recruit	workload
repair	access
have	damages
share	a message
settle	a ticket
maintain	an assistant

e.g. issue a ticket

EX	FR	CI	C	F	ı

Complete the missing words in the passa	age below:
No matter how many e.g. 1. employe	es are, their friendly 2
and skills can ensure the gues	sts' pleasant 3 The
4 opens	the door for you or calls for a taxi if you want to
go out.	
The receptionist will give you any 5	that may come for you
On the way to the restaurant for 6	, you meet the chambermaid
who 7	_you "good morning" while she pushes her car

containing all 8	equipment and supplies to prepare the
rooms.	
Of course, in hotels, the 9	can call 10
if they want to have	a meal in their rooms

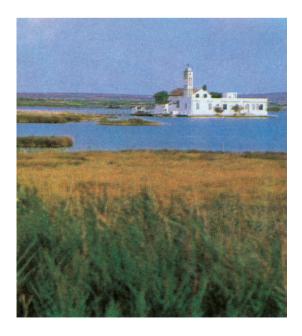
LANGUAGE PRACTICE

Defining or Explaining

A. To define a job, you refer to the person and explain his/ her duties.

Person	Definition or explanation
A chambermaid	cleans the rooms
A secretary	deals with office correspondence
A travel agent	makes travel arrangements
The laundry service	washes clothes
A telephone operator	works a telephone switchboard
A gardener	maintains lawns and gardens
A busboy/ waiter's assistant	cleans the tables and pours water

 ${f B.}$ To define or explain a term, we refer to the group it belongs to and to its special characteristics.



Porto Lagos. The monastery of Ai Nikolas

Term	Group	Characteristics
Room service	is the hotel service	that delivers food and
		beverages to rooms
Traveller's cheque	is the cheque	which one can use abroad
		to get foreign money
A brochure	is a booklet	that is used for advertising
		purposes
Commission	is a percentage of a price	that is paid to travel
		agents for every sale

EX	E.	D	CI	C	F	8
ĽA	Ľ.	n	u	J	Ŀ	O

Define and explain the following terms:

a receptionist the pigeonholes

a porter a tip

a doorman a master key
a cook a package tour
a head chef the registration desk
the valet service maintenance department

EXERCISE 9

Complete the male or female equivalent in the pairs below:

MALE	FEMALE
husband	wife
	air stewardess
host	
	aunt
waiter	
	landlady
manager	
policeman	
barman	
	actress
nephew	

COMMUNICATION PRACTICE

EXERCISE 10

Can you communicate in English?

Read the following instructions and:

- a. write your statements in the space provided
- b. report them to your partner
- c. find what responses your partner makes to these statements
- e.g. 1. Say goodbye at the end of the day.
 - Well, I have to go. Good night.
 - 2. Express a good wish for a trip
 - 3. Say who you are and who you are calling.
 - 4. Ask for information about the morning flight to Rhodes.
 - 5. Offer to help by getting a taxi.
 - 6. Ask about preferences.
 - 7. Ask someone what the matter is.
 - 8. Ask about the food during someone's holidays.
 - 9. Make a good wish for success.
- 10. Say that you don't hear/ understand what someone says. Ask for repetition or clarification.
- 11. Express sympathy

WRITING ACTIVITY

EXERCISE 11

Write a paragraph (80-100 words) giving all necessary information concerning the job of a receptionist. Think about the following before you start writing:

- -duties involved
- -personal qualities
- -skills and qualifications
- -advantages of job
- -disadvantages of job

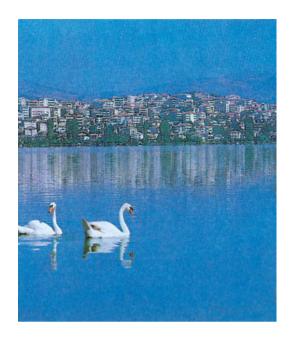
EXERCISE 12

Work with your partner and make all necessary changes and additions to produce a complete dialogue. Then act it out with your partner.

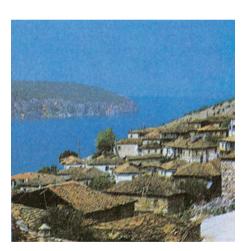
I: interviewer

C: candidate

- I. Why/want/leave/present job.
- C. Company/ not pay/ good salaries./ Like languages



Kastoria. The lake



Prespes



Kilini

320

but/with/company/not get/chance/practise.

- I. If/get/job/how long/expect/work here?
- C. If/work/be/interesting/salary/be/good/like/stay./Know company/grow/there/be/opportunities/promotion.
- I. How/hear/company?
- C. Well/see/advertisements/TV/papers.
- I. What/languages/speak?
- C. Speak/English/Spanish/fluently.
- I. What/find interesting/job?
- C. Enjoy/ meet people and talk/ them.
- I. What/think/be/best professional quality?

EXERCISE 13 _____

C. Not show/ be/ anxious/ when/ something/ go/ wrong/ also/ be/ polite/ difficult customers

LISTENING ACTIVITY

Listen to four people talki	ng about their j	obs and comple	te the missing ir	nformation.		
A B C D						

	A	В	С	D
Job				
Requirements				
Personal Qualities				
Duties				
Salary				
Working hours				

Fun time

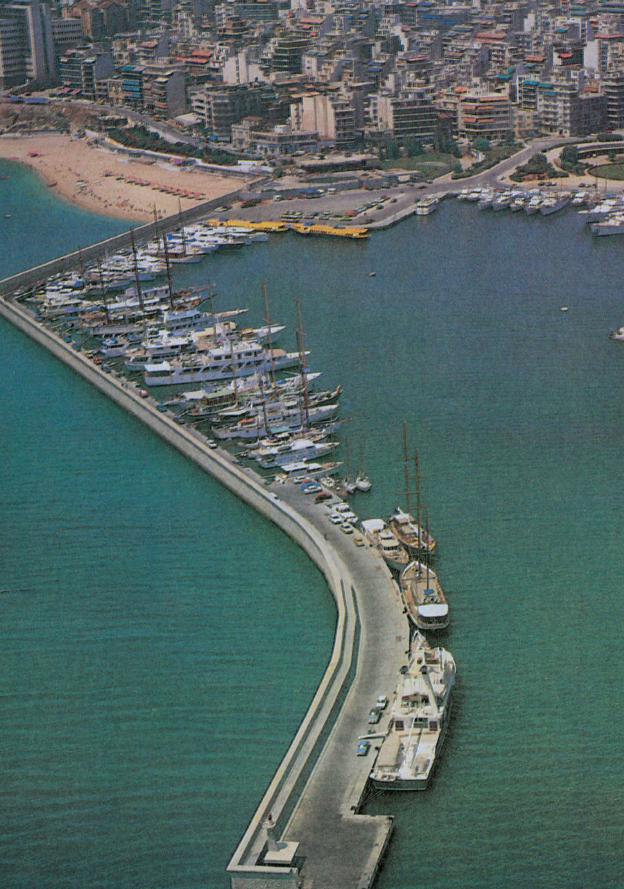
 $\boldsymbol{A.}$ Find the proverbs which are in jumbled order and refer to work.

e.g. 1. of Jack trades all none of master answer: Jack of all trades, master of none.

- 2. want a if you well thing done it yourself do
- 3. hands light make many work
- 4. better practice makes
- 5. work no play all and jack a dull makes boy

B. Write the Greek or the English equivalent expressions.

e.g. δουλειά / επάγγελμα <u>job</u>	
	to lose my job
βρίσκω δουλειά	
ψάχνω δουλειά	
	to do a job
κάνω αίτηση για δουλειά	
	to quit my job
παραιτούμαι από τη δουλειά μο	າບ
δεν έχω δουλειά	
	full-time job
	part-time job
έχω δουλειά/	
είμαι απασχολημένος	
κοιτάω τη δουλειά μου	
τι δουλειά κάνεις;	
με απολύουν από τη δουλειά	



UNIT 22

APPLYING FOR A JOB

Read carefully the advertisement below, and answer the following questions.

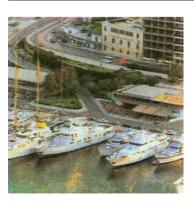
- 1. Refer to the name of the firm which offers the position.
- 2. Indicate the kind of the job offered.
- 3. What personal qualities should a successful candidate have?
- 4. What procedures must be followed for contacting the firm?

RECEPTIONIST

The exclusive, luxurious 150-bedroomed Venus Hotel, situated in the heart of Athens, requires a conscientious, self-motivated, enthusiastic receptionist to carry out all reception duties.

The successful candidate should be formally qualified, experienced in all reception duties and possess excellent communication and organisational skills. Basic word processing knowledge is required and native level fluency in an another language is a distinct advantage.

In return, we offer excellent salary and conditions, together with opportunities for career development. If you feel that you qualify and have a sincere interest, please apply in writing with curriculum vitae complete with recent photograph and reference papers to:



Venus Hotel 20 Areos st., Athens 13540

Piraeus. Zea Marina

Piraeus

68 Praxitelous st., Athens 10415 10th May, 1995

Venus Hotel, 20 Areos st., Athens 13540

Dear Sirs.

With reference to your advertisement in "The News" of 8th May, 1995 for a receptionist in your establishment, I would like to apply for the post.

As you can see from the enclosed curriculum vitae, I have more than seven years' experience in all phases of reception duties. I have also gained wide experience of computerized front office administration. I have a proficient knowledge of the English language and I can speak German and Italian but I cannot write them very well.

If you require further information, I shall be happy to provide it. I can also provide references from my present employer. I am available for an interview at any time convenient to you but would need to have a short notice beforehand.

Yours faithfully,

Maria Kontou

CURRICULUM VITAE

NAME: Maria Kontou

ADDRESS: 68 Praxitelous st.

Athens, 10415

TELEPHONE NUMBER: 8899100

PERSONAL INFORMATION

BIRTH DATE: 26 August 1965 PLACE OF BIRTH: Kalamata MARITAL STATUS: Single

NATIONALITY: Greek

PREVIOUS EXPERIENCE

January 1984 to March 1985: Telephonist

April 1985 to present: Receptionist

Alpha Hotel Microlimano

Piraeus

EDUCATION:

State Technical/Vocational School (1980-1983)

QUALIFICATIONS: Hotel Reception Technical School Diploma

Word processing Certificate (by evening classes)

LANGUAGES: English (fluently spoken and written)

German, Italian (fluently spoken)

REFERENCES: Constantine Anagnostou

Personnel Manager

Alpha Hotel 5 Nikis st.

Piraeus 10432

INTERESTS: Swimming, photography

The layout of an application letter

	Sender's address
Receiver's address or inside address	Date
Salutation	
1st Paragraph: applying for the position Body: 2nd Paragraph: education-qualifications 3rd Paragraph: asking for an interview	
Complimentary close	
Signature a. handwritten b. typed	

Useful expressions

Salutation: Dear Sir, Madam (if you do not know the name of the person you are writing to).

Dear Mr Smith, Dear Ms Smith (addressed to a person whose name is included in the receiver's address).

Dear Sirs, (addressed to the company as a whole).

1st paragraph: Applying for the position

I would like to apply for the position of (job title) advertised in this month's edition of (magazine).

I am writing (to you) concerning your advertisement on (date) in (newspaper) for a (job title) to work in your maintenance department.

I am answering your advertisement for the post of (job title) which appeared in yesterday's (newspaper).

With reference to your advertisement in (newspaper) of (date) for a (job title) in your firm, I should like to be considered an applicant for the position.

I have seen your advertisement in this week's (magazine), and I am interested in (applying for) the post of (job title).

2nd paragraph: Indicating interest in the job

	· · · · · · · · · · · · · · · · · · ·		
I am interested in My main interest	all aspects of guest care/ hotel operations and	I wish to get a similar post with better prospects/ a post similar to	
is in		the one you are advertising	
The position sounds	 very interesting/ motivating/ challenging just like the kind of work I have been looking for 		
My reason for looking for this post with you is	 to improve my prospects that my present position does not offer opportunity for, advancement / a chance-to use my skills or specialized knowledge of computers/ an opportunity to gain more experience in that my present position has started to become routine 		

3rd paragraph: Convincing the reader of the applicant's qualifications

Explaining the educational preparation that qualifies the applicant for the job Listing the schools attended or courses taken.

As the enclosed CV indicates, I have wide experience in...

I attended/graduated from the (name)/School/College/University...

I have received/obtained a degree in...

I possess a certificate in...

b. Showing the specific things the applicant can do that make him/ her especially fitted for the position.

My work was in the reception desk / house keeping department with some experience in...

My first position was with (name of the Company).

I began work with (name of firm) as (job title).

I took up a position as receptionist / switchboard operator / waiter etc.

I have a good/ excellent knowledge of English.

At (name of company) my duties included (description).

4th paragraph: Asking for an interview and showing willingness to provide references.

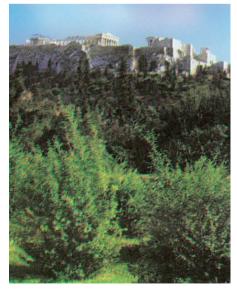
- I would welcome the opportunity to have a personal interview.
- I would be grateful if you could send me further information and application forms.
- References concerning my character and abilities can be obtained from my former employer.
- Please do not hesitate to phone/ let me know/ contact me if you need/ require/ would like more details, I would be glad to supply them.
- I hope you will be able to give my application your favourable consideration.
- I trust/hope you will consider my application favourably and grant me an interview.
- I am looking/look forward to hearing from you (in due course).

Complimentary close:

Yours faithfully, (if you addressed the correspondents as Dear Sir, Dear Madam, Dear Sirs).

Sincerely yours, (if you have begun the letter with the name of the person, e.g. Dear Mr Smith, Dear Ms Smith).

Yours truly, Very truly yours, (common ending of a business letter).







The Acropolis

APPLICATION FOR EMPLOYMENT

(Please print) (If more space is needed please use a separate sheet)

		Date	
Position desired			
Name in full			
First	Middle		Last
Present address	Bldg	Stree	
	ышд	Stree	
City	Country		Phone
Place and date of birth		Age	
Height	Weight	Se	x
Citizenship	Identity card N	,	Passnort N
			. шоорот сти
Religion	So	cial Security N	
Please checkSin	ngleMarried	Divorced	Widow (er)
N. of children	N. of other dej	pendents	
Do you own a car			
How soon can you start work			
Expected monthly salary			
Who referred you to ESR			
In case of emergency notify :			
Name			
Address			
Phone			Photo

EDUCATION SCHOOLING : PRIMARY, SECONDARY, TECHNICAL, UNIVERSITY

From	То	Name	City	Specialization	Degrees or diplomas

POST GRADUATE WORK

From	То	Name	Course correp.	Course Night	Seminar	Subject	Diplomas

LANGUAGES

Spoken		Written		Read				
Very good	Fair	Poor	Very good	Fair	Poor	Very good	Fair	Poor

WORK AND EXPERIENCE

From	То	Employer or enterprise	Address	Position	Sal	ary	Reason for leaving
		enterprise			Starting	Last	

State briefly	, the type of your work	as it was during ye	our last job		
			FERENCES		1
Name	Occupation	A	Address	Phone	ok if contacted
					<u>'</u>
	1		HAD ANY PHYSICA		I
Date	Physical handicaps	Operations	Accidents	Illness	Time lost
Date of last j	physical examination_				
For what pu	rpose ?			Did you pa	iss?
Have you ev	er applied for and rece	ived disability ben	efits from an insu	rance company or	employer ?
lf yes explai	n				
Are you affil	iated with any other co	mpany that requi	res work of you?_	If	yes explain
In what busi	ness, professional or s	cientific associatio	ons do you hold me	embership?	
	sional licenses do you				
Are you now	, or have you ever beer	a member of a po	litical party?	i	if yes explain
do vou have	any hobby ?				
•	any nobby ? c activities have you pa				
	enand your enare time	•			

Have you ever been arre «yes», furnish the follow		y criminal proceeding? if any of the above answers is
Date	Place	Offense
Disposition of the case_		
	FOR THOSE WHO HAVE A	ATTENDED COLLEGE
What honors for scholar	ship were you awarded?	
List honor societies ?		
List names of principal o	college instructors	
Subject of theses		
In what extra curricular	activities did you participate ?	
that misrepresenta dismissal without r	tion /omission of facts called for notice if subsequently employed. I of any and all persons and agree I	questions are true and correct and I understand in this application may be cause for immediate I authorize inquiry with regard to my character, hold such persons harmless with respect to any Applicant's signature
Leave this space empty		
Interviewed for employi	nent by :	
For position of:		
Remarks:		
Applicant fits for position	n of:	
DATE		Interviewer's signature

Match the terms in column A with the definitions in column B.

A	В
1. applicant	a. the person someone works for
2. classified ad	b. written information about a person's
	character, ability, etc.
3. curriculum vitae	c. information concerning marriage
4. employer	d. a position which is not yet filled
5. experience	e. regular monthly pay for a job
6. interview	f. a small advertisement in a
	newspaper
7. marital status	g. knowledge, skill from practice
8. qualifications	h. someone requesting a job
9. references	i. ability and quality that make a
	person suitable for a job
10. salary	j. a meeting to decide whether
	someone fits for a post
11. vacancy	k. data sheet, résumé of one's education
	and past employment

e.g. 1. h.

EXERCISE 2			
	ntences by filling in the	blanks with the correc	t word from the list
below:	, 0		
C.V.	references	applicant	
advertisement	qualifications	experience	
salary	vacancy	employer	
interview	position		
_	are written to firms wher be employed.	e no vacancy exists, but	where the applican t
2. The organization	on offers a competitive		and excellent caree
prospects.	•		
3. The	ga	ained from my previous	positions will enable
	ork required in your com		-
	will give me an		ne convenient to you
during that we	ek.		-
5. An applicant fo	or a position should pro	vide	
	prospective		
	s and character.		
•	uld possess the necessar	У	for filling
	which they are annlying	=	

7. I have been to	old by an acquaintance of i		
	in		
	dvance to a better Isiness administration.		, I need to receive
-	isiness aunimistration.	chould present those	specific qualifications
the applicant		_ should present those	specific qualifications
	ce to the above		I would like to annly
for the job.			, i would like to apply
-	included i	n a letter of application	contains information
	xperience, qualifications a		contains information
about your cz	sperience, quanneacions as	na backgrouna.	
EXERCISE 3			
A. Complete the f	ollowing table:		
VERB	NOUN (action)	NOUN (person)	ADJECTIVE
			supervisory
		trainer	
		trainee	
	employment		
interview			
	n the table above to fill in t nployees need to have goo		rills.
2. The work wa	s done under the	of	the hotel manager.
	ly two new		
_	el there may be a whole te	_	
	the work		
	nd salaries of the people		in tourism can also
benefit other			
	rvous on the day of the		try various relaxation
exercises.		,	
	ective		
	, you should stress your ac wo years of		
	vo years or		
	erefore		
and rational		should be pre	parea to give positive
	nefits the economy of a	country because of it	s capacity to create
	for la		
	sses are prepared to		
word process			
12 Many locals a	ire	hy hotals du	ring the high season

WRITING ACTIVITY

EXERCISE 4

If you addressed a letter to the following persons, write what should be used in the salutation and the complimentary close of the letter.

Person addressed	Salutation	Complimentary close
The Manager	e.g. Dear Sir,	
T. Brown		
Messrs Finn and Jones		
Minos Hotel		
The Secretary		
The Personnel Manager		
Ms Elizabeth Wilson		

EXERCISE 5

The letter below is a letter requesting references, but is not written in the form it should appear. Work with your partner to write it out again correctly. Take special care of the layout, punctuation and paragraphing.

Venus hotel 20 areos street 13540 athens 20th may 1995 Constantine anagnostou personnel manager alpha hotel 5 nikis st piraeus 10432 dear mr anagnostou ms kontou who has ap-plied to our hotel for the post of receptionist has given your name as a reference we shall be thankful for any information you can offer such information will be reviewed in full confidence thanking you for your assistance in this matter yours sincerely alexandros fotiadis personnel manager.

EXERCISE 6

Mr Alexandros Fotiadis, Personnel Manager to Venus Hotel, is writing a letter to Ms M. Kontou to ask her to attend an interview.

Use the prompts below to built up the complete letter. Take special care of its layout. Thank you/letter/apply/position/receptionist/hotel. We/pleased/attend/interview/Monday/12th June/9 a.m. Please/telephone/3632584/let me know/whether or not/you free/attend/interview/this time.

EXERCISE 7

When M. Kontou received the letter inviting her for interview she sent another letter, both out of courtesy and as a confirmation of the arrangements. Read the letter she wrote and try to find and correct the mistakes.

Venus Hotel 20 Areos st. 13540 Athens

Maria Kontou 68 Praxitelous st., Athens 10415

5th June, 1995

Dear sir,

Thank you very much of your letter of 1st June. As I stated in the telephone, I shall be happy to come in an interview in 12th June on 9 a.m.

I look forward for meeting you.

All the best

M. Kontou

EXERCISE 8 ___

Look at the following advertisements in a paper. Write a suitable letter in reply to the one you are interested in and enclose your curriculum vitae.

RECEPTIONIST

Efficient and reliable receptionist required to carry out all reception duties including the operation of our computer, switchboard and Telex.

An excellent grasp of English and German is essential, as are a keen eye for detail and an ability to deal tactfully with people.

Applicants should apply in writing enclosing a detailed CV and quoting reference to: Avra Hotel, Naoussa, 74401 Paros.

RESERVATIONS CLERK

required for busy, dynamic Sounion based hotel.

Excellent organisational skills, efficiency and friendly telephone manner are essential as is an interest in all aspects of guest care and selling.

PC and WP familiarity will be an advantage. Good salary paid.

Apply in writing with current CV to:

Sounion Hotel

151 21 Sounion

HEAD CHEF

A busy, with varied conference facilities, centrally located deluxe hotel urgently requires an experienced and talented head chef to prepare a broad range of Greek and French dishes.

Excellent remuneration package for the right applicant.

Please write or fax with comprehensive CV to:

Delta Hotel, Syntagma square, Athens

WAITERS and ASSISTANT WAITERS

To work in the most prestigious "Nectar" restaurant. The ideal candidates will be at least 24 years of age, have a sound basic training in all restaurant operations and have a minimum of four years experience in luxury hotels or restaurants.

Apply in writing to: "Nectar" restaurant,

Box 385,

Glyfada 185 00

EXERCISE 9 _

Read the letters below and answer the following questions:

- 1. What does each letter aim at?
- 2. What is the addressee of letter B instructed to do?
- 3. What is the reason for turning down the application?
- 4. If you were the addressee of letter A, would you still hope?
- 5. What expressions could be used to give an unfavourable or favourable answer?

HOTEL ERATO 25 Pindou street 104 39 Anixi Greece

19 May 1995

Mr A. Alexiou, 20 Pherron street, 104 37 Athens

Dear Mr Alexiou,

Thank you for your application for the post of maître d'hotel in the catering department in our hotel.

We regret to inform you that the vacancy has already been filled. However, we shall keep your application in our files and contact you when the need arises.

Yours sincerely,

Vera Liakou

Secretary to the Personnel Manager

HOTEL ALEXANDROS 55 Delou street 107 54 Thebes

23 February 1995

Ms A. Vassiliou, 25 Martiou street, 551 21 Aghios Stefanos

Dear Ms Vassiliou,

Thank you for your application of February 18 for the post of Personal Assistant to Mr Manou, our Managing Director.

Mr Manou has asked me to write to you inviting you for an interview at 12.00 on Friday, 28th February.

Will you please come to the reception on the ground floor and ask to be shown to my office? Please, remember to bring with you any certificates or references you have. Meanwhile, would you phone me on Extension 532 to confirm that you will be able to attend the interview?

I look forward to meeting you.

Yours sincerely,

M. Panayiotou (Miss) pp Marios Manou Managing Director

EXERCISE 10 _____

Join phrases from lists A and B and write a letter giving a favourable or unfavourable answer to an application letter. Add suitable openings and endings. Imagine names.

A	В	
Unfortunately, we cannot take your application into consideration	However, we have filed your application and shall contact you, if there is a future opening.	
We are pleased to inform you	that your application seems to meet our requirements.	
You are invited to call for an interview	that you were not successful in your application. We hope	

	you will soon find the position you are looking for.
We regret to tell you that there are no vacancies at the moment	that your application has been accepted.
We are glad to let you know	due to the great number of applications we have received.
We are sorry to tell you	on Friday morning, 12th May at half past nine.

A. Match the abbreviated forms in list A with the words they stand for in list B.

List A	List B
со	vacations
ads	assistant
usl bnfts	manufacturing
clk	accounts
mngr	enclose
asst	curriculum vitae
accnts	advertisements
vacs	company
enc	secretary
C.V.	usual benefits
sec.	clerk
mnfg	manager

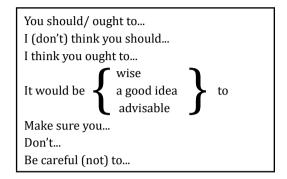
B. Rewrite the following advertisement without being cautions about its length. Wntd sec full-time fr smll co. Gd slry. 5-day week, hrs 08.00-16.00 usl bnfts

e.g. Wanted...

LANGUAGE PRACTICE

Giving Advice

The following expressions are used to give advice.



Examples

- Be sure of the appearance of your letter.
- It would be wise to become familiar with the nature of the position that you can fill in the company.
- A business letter should not be so short as to omit important facts nor be so abrupt that it appears rude.

EXERCISE 12 _

Advise a friend what to bear in mind when:

- a) s/he writes an application letter,
- b) a CV and
- c) gives an interview with the personnel director of a job. The following hints might be of help.

a. When writing an application letter.

- Be brief.
- Include all the things essential to a good letter of application.
- Mention any promotion or advancement you had.
- Include your address.
- Arouse the reader's interest by telling him/her how you learnt about the job.
- Refer to the references you can produce from school, or former/ present employers.
- Never base your appeal on sympathy.

b. When completing a CV.

- Be so arranged that the information is easy to read and understand.
- Give precise information about your experience and education.
- Include personal information.
- Give the full name and address of the people who are willing to serve as references.

c. When giving an interview.

- Avoid discussing any personal grievances.
- Never tell the interviewer how lucky they would be to get you.
- Emphasize any experience you think is relevant to the new job you are looking for.
- Try to get a conversation going.
 Don't just answer Yes or No.
- Try to relax and be yourself.
- Never discuss salary unless you want to stress the fact that it is a secondary consideration.
- Never talk about dissatisfaction with your present job. Instead say that you didn't think you could make full use of your true abilities.
- Don't just answer questions. Ask a few yourself.
- At the end, thank the interviewer for seeing you.

EXERCISE 13 _____

- A. What questions should an interviewer ask a potential candidate?
- B. What questions can an interviewee ask during the interview?

EXERCISE 14

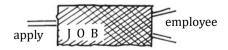
Replace the Greek words in the following passage with their English equivalents.

If you are 1. <u>άνεργος</u>, the best way to find. a. 2. <u>δουλειά</u> is to look at the <u>3. μικρές αγγελίες</u> in a newspaper. If you spot any that seems 4. <u>καλοπληρωμένη</u> you can 5. <u>κάνεις αίτηση για</u> the job. You fill in 6. <u>μια αίτηση</u> and enclose your. 7. <u>βιογραφικό σημείωμα</u>. First, in the letter you try to convince your prospective 8. <u>εργοδότη</u> of your 9. <u>προσόντα</u>. Then you should stress your 10. <u>σπουδές</u>, any extra 11. <u>εκπαίδευση</u> you had and your previous 12. πείρα. Finally, you ask for an 13. <u>συνέντευξη</u> at their convenience and, if possible, you may enclose a 14. συστατική επιστολή from your present employer.

Fun Time

Memory Game

Write as many words as you can remember related to the word job.





UNIT 23

LETTER WRITING

EXERCISE 1

Discussion

- **A.** Why do people who deal with tourism write business letters? e.g. to make reservations
- **B.** What characteristics do you think a good business letter should have?

EXERCISE 2

	1
	2
3	
4	
1st paragraph: purpose 5 2nd paragraph: main content 3rd paragraph: final	
6	
7 Name Position	

Patmos

- **A.** Which of the following elements does each number correspond to?
- salutation
- main body
- date
- sender's address
- receiver's address
- signature
- complimentary close
- **B.** Which part of the letter does each of the following phrases or sentences belong to?
 - 1. I'm looking forward to hearing from you.
 - 2. Sincerely yours,
 - 3. -Dear Sir,
 - 4. -I've seen your advertisement and I'm interested in your daily cruises.
 - 5. -We confirm the reservation of a double room with shower for two nights.
 - 6. -We shall be happy to provide any further information.
 - 7. I am writing to complain about the slow service in the restaurant.
 - 8. -Thank you for your letter of 25th March asking for our illustrated brochure.
 - 9. He always seemed busy and reluctant to answer my questions.
- 10. I would be grateful for a refund.

The address

A. Study this address and put the elements of the address in the right order.

28 Park Road Brighton Sussex BN1 6XA England

the name of the street
the name of the town/ city
the number of the street
the name of the county/ province
the name of the country
the postcode

- **B.** Write the elements of the following addresses in the right order.
- 1. England
 Essex CM 20 2JE
 Harlow 28 Burnt Mill
- 2. 30003 West Melbourne

51 Church street Australia Victoria

3. California

Huntington Beach 15 Westport drive USA

96028

4. Grenoble

53 rue Mallifaud

France

75008

5. Kent

3 Malkin road

CT 27 NS

Canterbury

England

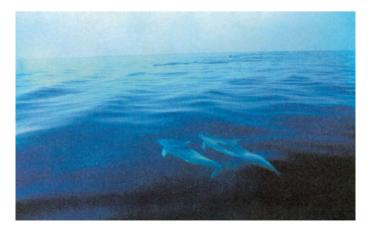
EXERCISE 4 __

The date

The date can be written in various forms. Write the following dates as they should appear in a formal business letter.

e.g. 1. 28/10/92: 28th October, 1992 or 28th October 1992 28 October 1992 or October 28, 1992 or October 28th, 1992

- 2. 5/6/85
- 3. 23/4/90
- 4. 1/2/92
- 5. 2/8/87
- 6. 8/3/90
- 7. 31/12/88
- 8. 11/5/89



WRITING ACTIVITY

A. Sending a letter

EXERCISE 5

The sentences in the main body of the following letter are in jumbled order. Put them in the right order and correct any other mistakes in the layout of the letter.

Peoniou st, 104 Athens 10516 Greece 24/5/1992

Beauty Hotel The Manager Kent CT 27 NS Canterbury England

Dear Mr Manager,

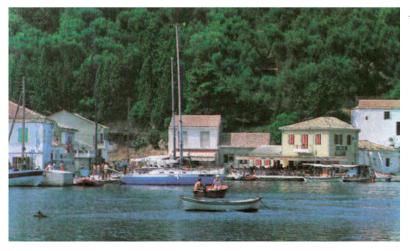
I would like to book the same type of room from 21st to 23rd June. I reserved last week a double room with a bath for three nights, from 4th to 6th June. I would appreciate if you could let me know if this will be acceptable to you. I am writing to ask you if I could change the dates of my booking in your hotel, owing to illness.

Yours sincerely, Mr P. Lambrou

B. Sending a telex

A telex is a desirable and practical means of communication across long distances, because it is rapid and not very expensive.

Since telexes are charged according to length of time of transmission, certain abbreviations are used. However, if you believe that they'll prevent the reader from understanding, you can use the full form of the words.



Paxi

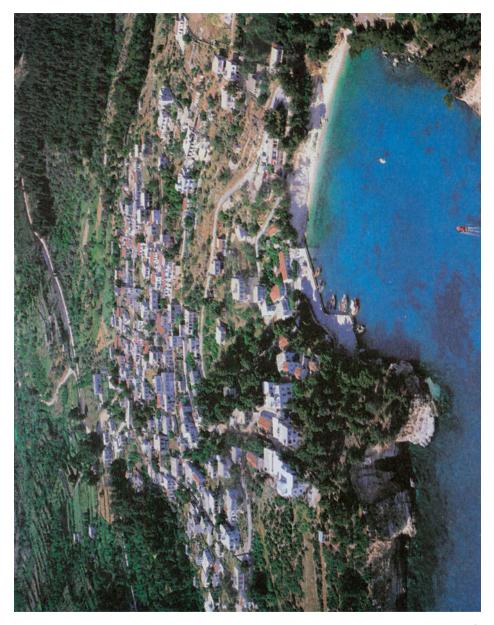
Match the abbreviations in list A with their explanation in list B.

List A	List B
1. +	a. confirm
2. ASAP	b. per person
3. CFM	c. single room without bath or shower
4. DBLB	d. end of message
5. FB	e. with reference to your telex
6. ARA	f. arrival
7. REYT	g. double room with bath
8. PP	h. full board
9. PLS	i. as soon as possible
10. NR	j. please
11. REGDS	k. number
12. SGLN	l. regards
e g. 1. d.	

EXERCISE 7

What do you think these abbreviations stand for? Write the full form of the words.

- e.g. 1. AP: American Plan
- 2. DBLS
- 3. GRP
- 4. TRPB
- 5. YR
- 6. DBLB
- 7. HB
- 8. SUIT
- 9. TLX
- 10. DEP
- 11. HV
- 12. APPROX
- 13. THKS
- 14. JAN



Alonisos

A. Study the telex below and answer the questions.

832473 DN TR 80281 ATN HTL

Brighton 28/01 12.15

ATTN Costas Petrou

RE: MR/S MATTHEWS/ 1 DBLB/ 03-12 MAR

COULD YOU PLS RESERVE FOR MR/S MATTHEWS 1 SNGLB (10 NIGHTS) IN 03 MAR OUT 10 MAR PLS CFM ASAP THKS. P. W. BATES (SALES MANAGER)

- 1. Who is the sender and what is his telex number?
- 2. When was the telex sent?
- 3. Who should deal with the telex?
- 4. Why did Mr Bates send the telex?
- 5. What does Mr Bates ask the Athenian Hotel to do?
- **B.** Write the message of the telex in full form.

EXERCISE 9

P.W. Bates, the sales manager of DIANA TRAVEL (tlx 832473 DN TR) has sent or received the following telex messages. Write a suitable telex.

- 1. On 13/06/92 Diana Travel has requested Ms Agnes Spyrou, the sales manager of Alpha Hotel (tlx 203227 ALP HT), to confirm the reservation of 2 single rooms with shower and 1 double room with bath, half board for Johnes, his wife and children for 3 nights (18-20 August). They've also requested for their rates.
- 2. Alpha Hotel has replied to confirm the reservation for Mr and Mrs Johnes. The room rate is 50 pounds for the double and 35 pounds for the single.
- 3. Diana Travel asks Alpha Hotel if they can provide 15 singles, 8 triples and 10 doubles all with private and conference facilities for the seminar of ESP teachers which will take place in September (20-30) and confirm the soonest possible.

FX	FR	$c_{\mathbf{I}}$	CE	1	O

Read the fax and answer the questions.

FINN AND JONES ADVERTISEMENT LTD 28 Michalakopoulou st, Athens 135 80

FAX TRANSMISSION FAX NO 4536408

ATTENTION: Spyros Alexiou

COMPANY: Avra Hotel, Naoussa, Paros

FROM: Petros Paridis DATE: 5 Dec 1995

TIME MESSAGE SENT: 10 a.m.

NO OF PAGES: 8

Dear Spyros,

Here are our proposals of the new advertising campaign of your establishment. If you need any further details, don't hesitate to be in touch.

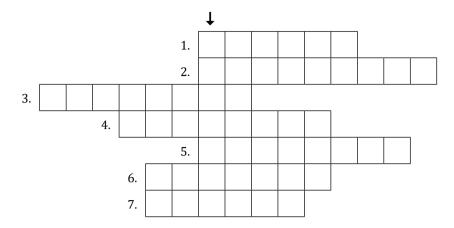
P. Paridis

- 1. Who is the fax for;
- 2. When was the fax sent?
- 3. Why was the fax sent?

FUN TIME

Complete the sentences to solve the puzzle, and find the hidden word.

1.	I if	you could give me some information about your 3-day tours.
2.	With	to your advertisement I am writing to apply for the post.
3.	I am writing to	about the slow service.
4.	I would be	for a refund.
5.	Thank you for your	in our tours.
6.	Please	receipt of my deposit.
7.	We	that we are unable to offer you a double room next week.

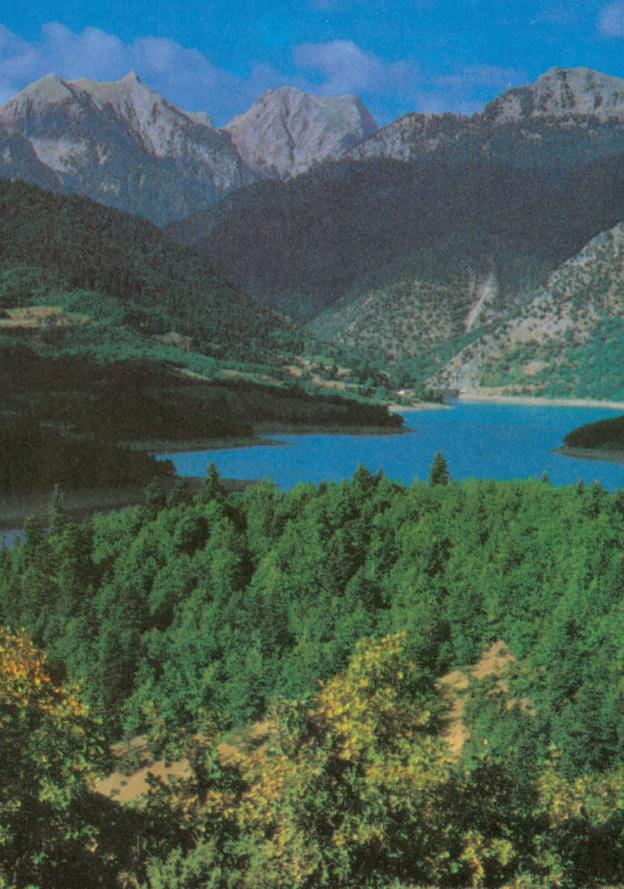


Useful language used in business letters

1. Asking for information	I wonder if you could give me some information about I'm interested in your daily tours, cruises Would you please send me your illustrated brochure and full details of prices? Would you please send me full details of your tours at your earliest convenience?	
2. Replying to requests	With reference to your letter of We have pleasure in sending / we are now pleased to send you	
3. Booking hotel accommodation	I would be \begin{cases} \text{grateful glad} \\ \text{grateful reserve two single rooms for me and from to} \end{cases} \text{Could you, please, reserve accommodation for three couples from} \end{cases}	
Asking for 4. confirmation of booking	Would you confirm the booking and inform us of your terms?	
5. Confirming reservations	Thank you for your letter of With reference to your letter of we are pleased to confirm that the reservation has been made.	
6. Refusing a reservation and offering an alternative	We regret that we are unable to offer you a (single) room from to However, we can offer	

7. Cancelling a room	I'm writing to ask you if you could change the dates of my booking/ cancel my reservation for 1st June.
8. Making complaints	I'm writing to complain about
9. Apologizing	I must I'd like to We really regret that





UNIT 24

THE IMPACT OF TOURISM ON A COUNTRY

Tourism is not a phenomenon of recent times in the world; it has been called the largest growth industry since the end of World War II.

The growth of technological developments in air-transport and the new economical ways of packaging travel and accommodation brought prices down and made travel possible for a greater number of people.

For most people the word *tourism* involves travelling, holidays and sightseeing. *Tourists* are persons who are away from their own home for more than 24 hours, and are travelling for leisure or business purposes. In this way, they are distinguished from *excursionists* or *day-trippers* who are away from home on a temporary and very short term visit.

Tourism can be broken down into two parts: *domestic* and *international tourism*. Domestic tourism means that the country of *origin* and the country of *destination* are the same, whereas international tourism refers to tourists who travel between one country and another.

International tourism has far-reaching political and economical implications. Governments welcome tourism because tourist receipts and expenditures have an important effect on a country's national economy. The foreign exchange which tourism brings in has a beneficial impact on the country's prosperity and balance of payments.

Therefore, governments and tourism developers should invest in tourism in the form of building or improving the *infrastructure* and should prepare themselves for tourists long 20 before they arrive. They should also try to keep the *leakage* from tourism to an absolute minimum so that the profits do not leak away to other countries to pay for workers, goods or materials imported from them.

Tourism promotion is mainly concerned with making potential visitors aware of a particular destination and persuading them to choose it in preference to any other.

Epirus

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10

Therefore, publications which stress the country's attractions are distributed in foreign countries and advertising campaigns are conducted.

It is not usually enough for a country to have beautiful scenery, mild climate, fascinating cities or low prices. A country must pay strict attention to the development of its own tourist facilities (travel and transportation, accommodation and catering, etc.) so that it 30 can attract tourists on a large scale.

The business and organisations, which provide these facilities and offer different services to the traveller, make up what is known as the *tourism industry*.

Furthermore, as a service industry, tourism has the capacity to create job opprtunities for a large number of people of different skills and levels of ability in tourist-related industries. However *seasonality* is a basic characteristic of the working population in tourism, which most countries try to combat.

The environment is a very important factor to tourism since the attractive environment is usually the only thing which tourists look for in a destination. People should take care to ensure that it is properly cared for and preserved, since the impact of tourism on natural 40 environment can be quite harmful. However, the negative effects of tourism on the environment can be minimized through intelligent planning for tourism development and through sensible management of tourists and tourist facilities.

Finally, tourism brings together people who have very little in common. The host population of a region has its own language, customs and traditions and rules and standards of behaviour. Although many claim that the impact of large numbers of tourists arriving at an area can be quite harmful, there are others who believe that tourism can help bridge the gaps the promote understanding between nations and maintain world peace.

Recent tourism trends indicate that the increase in leisure in the form of longer paid holidays and the availability of more disposable income should encourage travel and this 50 should, in turn, open up areas currently excluded from the established tourist routes.

EXERCISE 1 ____

Which paragraphs correspond to the following titles?

- -Types of tourism
- -Future tourism trends
- -The impact of tourism on employment
- -Tourism promotion
- -The impact of tourism on the economy
- -Tourism and communication between people
- -Tourism
- -Investing in tourism
- -The impact of tourism on the environment
- -The tourism industry

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Read the text and complete the following table:

Elements	Beneficial	Negative	Action that
involved	results	results	governments
in	from	from	should
"tourism"	tourism	tourism	take
-travelling			

EXERCISE 3

Read the text and answer the following questions.

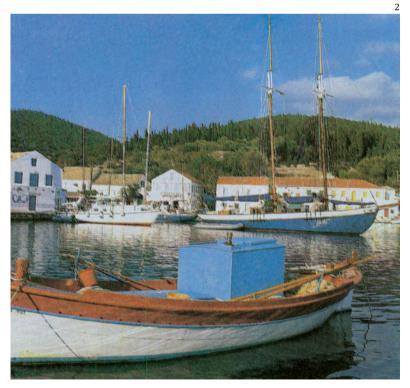
- 1. Which factors made travel possible for a greater number of people?
- 2. What should we take into consideration to think of someone as a tourist?
- 3. Distinguish between a tourist and an excursionist.
- 4. What categories is tourism divided into? Refer to them separately.
- 5. Why do governments encourage tourism?
- 6. What techniques do governments use to promote tourism?
- 7. What should governments do to profit from tourism?
- 8. What does the tourism industry deal with?
- 9. What is the effect of tourism on employment?
- 10. What do you think "seasonality" means?
- 11. In what way, do you think, tourism can harm the environment? How can we control the effects of tourism on the environment?
- 12. What, do you think, are the main attractions for tourists?
- 13. How can tourists badly affect the host population of an area?
- 14. What are the benefits of tourism?
- 15. What impact will the increase in leisure and income have on tourism?

EXERCISE 4

Refer back to the text and find words that mean the same as the following:

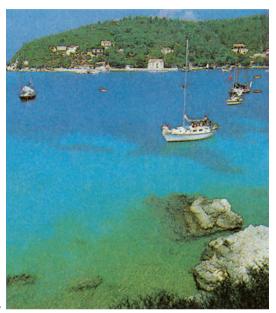
e.g. 1. free time	(line 8)
answer: leisure	
2. lasting only for a limited time	(line 9)
3. divided into	(line 11)
4. having a wide influence	(line 15)
5. effects	(line 15)
6. expenses	(line 16)
7. favourable	(line 18)
8. effect	(line 18)
9. wealth	(line 18)

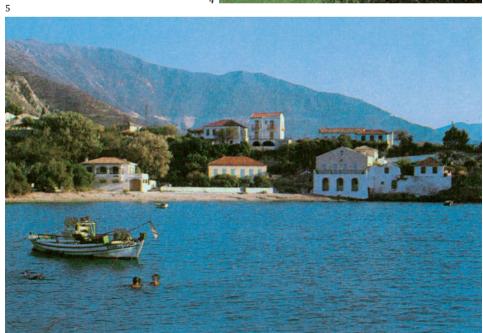






1 Corfu 2 - 5 Cephalonia





10. get away11. possible	(line 22) (line 24)
12. set of actions designed to achieve	(line 27)
a particular purpose	a
13. carried out	(line 27)
14. warm, not cold	(line 28)
15. fight	(line 37)
16. reduced	(line 42)
17. encourage	(line 48)
18. keep	(line 48)
19. tendencies	(line 49)
20. that can be freely used	(line 50)

Match the terms in list A with their definitions in list B.

e.g. 1. f.

List A	List B
1. origin	a. the facilities (roads, water, sewage etc.) that are necessary before tourists arrive
2. destination	b. a person away from home for less than 24 hours
3. infrastructure	c. travelling within the same country
4. leakage	d. a person who travels for leisure or business
5. excursionist	e. the businesses and organisations that provide certain facilities and services for tourists
6. tourist	f. the place a tourist comes from
7. tourism	g. advertising to attract tourists
8. domestic tourism	h. money from tourism that gets away from a country because of imports
9. tourism promotion	i. travelling for a short time for particular purposes
10. tourism industry	j. the place a tourist is going to visit

EXERCISE 6

Decide whether the following sentences are true or false. Correct the false ones.

1. The attractive environment is the only thing which tourists look for in a destination.

- 2. Governments are actively engaged in promoting tourism to their countries with advertising.
- 3. The tourism industry consists of different kinds of businesses that offer different services to tourists.
- 4. All the jobs in tourism require the same kinds of skills.
- 5. Throughout history, people have travelled all over the world for a variety of reasons.
- 6. Tourism brings in foreign exchange and jobs with it.
- 7. All people travel entirely for the purpose of pleasure.
- 8. Tourists are away from their usual residence for less than 24 hours.
- 9. The term "domestic tourism" is used to describe people who travel between one country and another.
- 10. The modern means of rapid and inexpensive transportation played an important role in the growth of tourism.
- 11. Governments should invest in the development of tourist facilities when tourists arrive.
- 12. Very little advertising is carried out by governments to attract visitors
- 13. Tourism broadens the mind and breaks down national barriers.
- 14. Tourism encourages government investment in transport, new roads, water and power supply and construction.

Study the following table and decide whether the following people are travelling for leisure or for business. Put a tick where appropriate.

	Leisure	Business
1. a Greek Orthodox visiting the island of Tinos	V	
2. a couple's two-week holiday in the sun		
3. a manufacturer's travel to exhibit his products		
4. a German student spending a month in Crete		
to study the palace of Knossos		
5. a politician attending a 3-day conference		
6. an elderly woman spending a fortnight in Loutraki		
for the spa waters		
7. a family visiting their relatives in their home town		
8. a day out in another town to watch a football match		

Match the adjectives on the left with the nouns on the right.

Adjectives	Nouns
economical	planning
advertising	tourism
intelligent	exchange
sensible	impact
domestic	campaign
negative	developments
technological	implications
potential	visitors
national	management
foreign	economy

e.g. economical implications

EXERCISE 9

Match the verbs on the left with the nouns on the right.

Verbs	Nouns
provide	an effort
bring down	understanding
have	facilities
make	the environment
encourage	job opportunities
create	prices
promote	a campaign
bridge	the gap
maintain	an impact
conduct	world peace
offer	travel
preserve	services
_	

e.g. provide facilities

Role play

What would A and B say to each other in the following situation? In pairs, take a role each and work out the dialogue.

A.

You are interested in visiting Cefalonia in September. You don't want to spend much money, so you telephone your travel agent and ask for more information. You want to know:

- -how to get there from Athens and how long it will take you
- -where you can stay
- -what you can see
- -what sports facilities are provided

B.

You are a travel agent. Taking all the necessary information from the table below, answer the tourist's questions.

CEFALONIA

How to get to Cefalonia			
×			
Athens	Patras-Sami (4 hours) Killini-Poros (2 hours) Astakos-Ag Efimios (via Ithaca 4 hours)	Athens (Via Patras)	
Number of beds	2,557		
Hotel Types			
Museums	Archaeological Museum Greek Folk Art Museum		
Events	Carnival International choral Festival (in September)		

What to see	The cave of Drogorati The lake of Melissani Mount Ainos
Sport	
Useful information	22.346 0645 22.336 22.355



LANGUAGE PRACTICE

Expressing Purpose

The following expressions are used to indicate purpose.

so that + clause so as to in order to + infinitive to

A country should develop its	so that	it can attract	tourists on a large
tourist facilities	so as to in order to	attract	scale

EXERCISE 11 ___

Use the expressions indicating purpose and the cues given, to make meaningful sentences.

	What is the purpose?
1. Many people/ travel	educate themselves
Certain important facilities/services/tourists/ must exist	cater/their needs

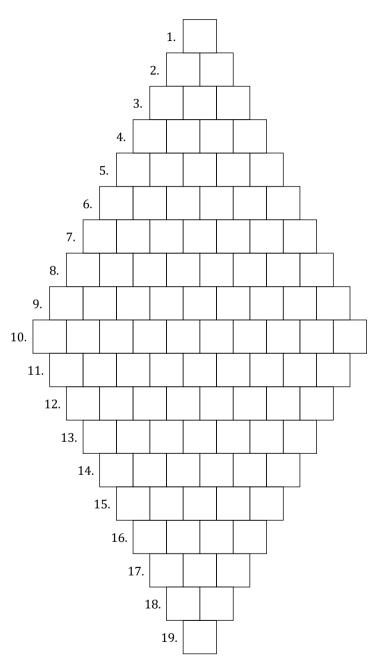
3. Many existing hotels/ be rebuilt	provide more luxurious accommodation/ guests
4. Computers/ be used/ hotel staff	speed up/ registration process
5. Guests/ can speak/ hall porter	order/ ticket/ theatre
6. Visitors/ must be/ manage/	minimise/impact/have/ tourist attractions
7. Countries/ need/ foreign exchange	import/ goods/ materials/services /other countries
8. Country/ must decide/ a campaign of external and internal promotion	develop/ tourism industry
9. Tourism employees/ should have/good customer relations skills	make/ visitors/ feel welcome
10. People travel/meet/each other	discuss/business/some kind

LISTENING ACTIVITY

EXERCISE 12	
Listen to Mr G. Alexiou talking about Greek tourism infras missing information. 1. Tourists visit Greece to:	tructure, and complete this
2. The area with the highest number of beds is:3. The area with the lowest number of beds is:	
4. The most highly- developed area is:5. The most organised camping sites are in:6. Accommodation in Greece is provided in:	

Fun Time

Solve the rhombus:



- 1. Hotel (abbreviated).
- 2. Street (abbreviated).
- 3. You can open your room with it.
- 4. To reserve.
- 5. Tourists usually stay in it.
- 6. A place for holidays.
- 7. Travelling for leisure or business purposes.
- 8. Providing food and drinks.
- 9. Some travel agents ______ holidays in exotic places.
- 10. You can have your meals in it.
- 11. Governments are interested in tourism _______ to attract tourists.
- 12. A woman who serves food.
- 13. A person who travels for leisure or business.
- 14. To go from one country to another for leisure or business purposes.
- 15. A hotel specially built for motorists.
- 16. The place you stay in a hotel.
- 17. Porters usually expect it.
- 18. Mountain (abbreviated).
- 19. Information (abbreviated).



G L O S S A R Y



a bit of (n): λιγάκι a few: μερικοί a glass of wine: ένα ποτήρι κρασί à la carte: μενού στο οποίο πληρώνεις ξεχωριστά για κάθε πιάτο a little: μερικός a lot of: πολύ a wine glass: ένα ποτήρι του κρασιού abroad (n): εξωτερικό abrupt (adj): απότομος absent-minded (adj): αφηρημένος **absolute** (adj): πλήρης **abundant** (adj): άφθονος access (n): πρόσβαση accommodation (n): κατάλυμα, δωμάτιο σε ξενοδοχείο, διαμονή accompaniment (n): συνοδεία accompaniments (n): συνοδευτικά account (n): λογαριασμός accountant (n): λογιστής acoustics (n): ακουστική acquaintance (n): γνωριμία acquire (v): αποκτώ active (adj): δραστήριος, ενεργός actor (n): ηθοποιός actual (adj): πραγματικός add (v): προσθέτω addition (n): πρόσθεση addressee (n): παραλήπτης επιστολής adjoining (rooms) (adj): συνεχόμενα (δωμάτια) adjust (v): ρυθμίζω administration (n): διοίκηση admission (n): είσοδος adorn (v): στολίζω advance booking (n): κράτηση δωματίου εκ των προτέρων advancement (n): προαγωγή, πρόοδος advertisement (n): διαφήμιση, αγγελία advice (n): συμβουλές affect (v): επηρεάζω afters: ό,τι ακολουθεί το κύριο γεύμα agreeable (adj): ευχάριστος air-conditioned (adj): κλιματιζόμενος airfare (n): αεροπορικό εισιτήριο

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air-hostess (n): αεροσυνοδός
air-steward (n): αεροσυνοδός
alcoholic (adj): αλκοολικός, οινοπνευματώδης
alarm (n): συναγερμός
allocate (v): κατανέμω
allow (v): επιτρέπω
along (adv): κατά μήκος
alternative (adj): εναλλακτικός
alternative (n): επιλογή, εκλογή, εναλλακτική λύση,
although (conj): αν και
altitude (n): υψόμετρο
amaze (v): καταπλήσσω
ambition (n): φιλοδοξία
ambitious (adj): φιλόδοξος
amenities (n): πράγματα που κάνουν τη ζωή ευχάριστη (μουσεία, πάρκα, θέατρα
κλπ.)
American plan: σύστημα με το οποίο πληρώνεις για το δωμάτιο, πρωινό και δύο γεύ-
ματα
amidst (prep): μεταξύ
amount to (v): ισούμαι, ισοδυναμώ, ανέρχομαι
amusement (n): διασκέδαση
amusing (adj): διασκεδαστικός
anchovy (n): αντσούγια
ancient (adj): αρχαίος
ankle (n): αστράγαλος
annoyance (n): δυσφορία, στενοχώρια, ενόχληση
annual (adj): ετήσιος
anxious (adj): ανήσυχος
any: κανείς, καθόλου, οποιοσδήποτε, οτιδήποτε
anybody: κανείς
apologize (v): ζητώ συγγνώμη
apology (n): συγγνώμη
apparatus (n): συσκευή
appealing (adj): συγκινητικός, ελκυστικός
appetizer (n): ορεκτικό
appetizing (adj): ορεκτικός
applicant (n): αιτών, υποψήφιος
application (n): αίτηση
appreciate (v): εκτιμώ
approve (v): εγκρίνω
approximately (adv): περίπου
apricot (n): βερύκοκκο
arcade (n): στοά με μαγαζιά
area code (n): κώδικας περιοχής (χρησιμοποιείται πριν από τον αριθμό τηλεφώνου)
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argue (v): συζητώ (διαφωνώντας), φιλονικώ

armchair (n): πολυθρόνα arrange (v): τακτοποιώ

arrival (n): άφιξη art (n): τέχνη

art gallery (n): πινακοθήκη **artichoke** (n): αγγινάρα

articles (n): εμπορεύματα, είδη

artificial (adj): τεχνητός artistic (adj): καλλιτεχνικός

ashtray (n): τασάκι
Asia Minor: Μικρά Ασία
asparagus (n): σπαράγγι
aspect (n): άποψη

assign (v): αναθέτω, δίνω

assist (v): βοηθώ

assistance (n): βοήθεια **assistant** (n): βοηθός **associate with** (v): συνδέω

assortment (n): ποικιλία, συλλογή

assure (v): διαβεβαιώ **at once** (adv): αμέσως

at full blast (n): εν πλήρει δράσει, δυνατά attend (v): παρακολουθώ, προσέχω

attentive (adj): προσεχτικός, περιποιητικός

attitude (n): στάση attract (v): προσελκύω attractive (adj): ελκυστικός aubergine (n): μελιτζάνα

auditorium (n): αίθουσα (θεάτρου, συναυλιών, διαλέξεων)

authentic (adj): αυθεντικός **available** (adj): διαθέσιμος **avenue** (n): λεωφόρος **aware** (adj): ενήμερος



back (adv): πίσω

baggage (n): αποσκευές

bake (v): ψήνω (ψωμί, γλυκά)

baking tin (n): ταψί

balance due (n): χρεωστικό υπόλοιπο balance of payments: ισοζύγιο πληρωμών

banquet (n): συμπόσιο

bar (n): πλάκα (σαπουνιού), μπαρ

barman/ barmaid (n): μπάρμαν/ μπαργούμαν

barrier (n): εμπόδιο bath (n): μπανιέρα bathe (v): λούομαι bather (n): λουσμένος bay (n): κόλπος, δάφνη bazaar (n): παζάρι

(be/ get) acquainted with (v): γνωρίζω

be along (v): είμαι μαζί

be in touch with (v): έχω επαφή με **be keen on** (v): μου αρέσει, λαχταρώ

be short of (money) (v): δεν έχω αρκετά (χρήματα)

beach (n): παραλία **bean** (n): φασόλι **beat** (v): χτυπώ **beauty** (n): ομορφιά

beauty parlour: σαλόνι ομορφιάς bedspread (n): κάλυμμα κρεββατιού

beef (n): βοδινό κρέας beer (n): μπύρα

beetroot (n): παντζάρι

beforehand (adv): εκ των προτέρων

bellboy (n): θυρωρός

beneficial (adj): ευεργετικός

benefit (v, n): ωφελούμαι, όφελος, ευεργέτημα

between (adv): μεταξύ **beverage** (n): ποτό, ρόφημα

bill (n): λογαριασμός birth (n): γέννηση biscuit (n): μπισκότο bit (n): κομματάκι bitter (adj): πικρός

bitterly (adv): πικρά, με δριμύτητα black forest: τούρτα σοκολάτας

blanket (n): κουβέρτα

blast, at full blast: εν πλήρει δράσει

blend (v): συνδυάζομαι, ταιριάζω, αναμιγνύω

bless (v): ευλογώ **blunt** (adj): αμβλύς **blurred** (adj): θαμπός

boast (v): καυχώμαι, υπερηφανεύομαι

boil (v): βράζω

boiled (adj): βρασμένος

bold print (adj, n): με έντονα τυπογραφικά στοιχεία

bone (n): κόκκαλο

book (v): κλείνω (θέση/ δωμάτιο)

booking (n): κλείσιμο (θέσης/ δωματίου)

boring (adj): ανιαρός, πληκτικός

bother (v): ενοχλώ **bottle** (n): μπουκάλι

bottom (n): πυθμένας, πάτος bouquet (n): άρωμα (κρασιού)

bowl (n): μπωλ, κούπα

braise (v): ψήνω κρέας στην κατσαρόλα

brand (n): μάρκα brandy (n): κονιάκ bread (n): ψωμί

breadcrumb (n): ψίχουλο **break down** (v): χαλώ

breathtaking (adj): συναρπαστικός, καταπληκτικός

breeze (n): αύρα, αεράκι,

sea breeze (n): πελαγία αύρα

brie (n): τύπος Γαλλικού τυριού

brief (adj): σύντομος

briefcase (n): χαρτοφύλακας **brilliant** (adj): λαμπερός **broaden** (v): διευρύνω

brochure (n): μπροσούρα, φυλλάδιο

broil (v): ψήνω στη σχάρα broken (adj): σπασμένος

bronze (n): μπρούτζος, μπρούτζινος

broth (n): ζωμός κρέατος

brown (adj, v): σκούρος, καστανός, ροδίζω

brush (n): βούρτσα

Brussels sprouts (n): λαχανάκια Βρυξελλών

budget (n): προϋπολογισμός, **bulb** (n): λαμπτήρας, βολβός **bun** (n): κουλουράκι, τσουρέκι

burn (v): καίω

busboy (n): βοηθός σερβιτόρου

butter (n): βούτυρο **butterfly** (n): πεταλούδα

cabbage (n): λάχανο cake (n): κέικ, γλύκισμα calamari (n): καλαμάρι calculate (v): υπολογίζω calculation (n): υπολογισμός call (v): καλώ, ξυπνώ, τηλεφωνώ caller (n): επισκέπτης calm (adj): ήρεμος

camembert: τύπος μαλακού Γαλλικού τυριού

campaign (n): εκστρατεία

can (n): δοχείο, κουτί κονσέρβας

cancel (v): ακυρώνω candidate (n): υποψήφιος

capacity (n): χωρητικότητα, ικανότητα

cape (n): ακρωτήριο capital (n): πρωτεύουσα carafe (n): καράφα caravan (n): τροχόσπιτο careful (adj): προσεκτικός

carrot (n): καρότο cash (n): μετρητά cashier (n): ταμίας

casserole (n): κατσαρόλα caster sugar (n): ζάχαρη άχνη

castle (n): κάστρο

casualty: Νοσοκομείο ατυχημάτων

cataract (n): καταρράκτης

catch a bus: προλαβαίνω το λεωφορείο

a cold: κρυώνω fire: πιάνω φωτιά

one's attention: τραβώ την προσοχή

one's breath: μου κόβεται η ανάσα, παίρνω ανάσα

sight of: παίρνει (κάποιον, κάτι) το μάτι μου caterer (n): τροφοδότης, υπεύθυνος προμηθειών

catering (n): τροφοδοσία

cauliflower (n): κουνουπίδι cave (n): σπήλαιο

celery (n): σέλινο cellar (n): κελλάρι, κάβα ceramics (n): είδη κεραμικής

cereal (n): δημητριακά, σιτηρά

certainty (n): βεβαιότητα

chambermaid (n): καμαριέρα

chance (n): ευκαιρία, πιθανότητα

channel (n): κανάλι

change (n, v): ρέστα, αλλάζω characterise (v): χαρακτηρίζω

charcoal (n): κάρβουνο

charge (n): επιβάρυνση, δαπάνη **charge** (v): χρεώνω, επιβαρύνω

charioteer (n): ηνίοχος **charm** (n): γοητεία

charming (adj): χαριτωμένος, γοητευτικός

charter (v): ναυλώνω

charter flight (n): ναυλωμένη πτήση

cheap (adj): φτηνός

check in (v): υπογράφω κατά την άφιξη

check out (v): πληρώνω το λογαριασμό και αναχωρώ

cheddar (n): τυρί Αγγλικό τσένταρ

cheerful (adj): χαρούμενος

cheese (n): τυρί

cheeseburger (n): τυροκεφτές cheesecake (n): κέικ τυριού chicken (n): κοτόπουλο

chill (v): παγώνω

chilled (adj): παγωμένος **chilli** (n): ξερή κόκκινη πιπεριά **chip** (n): τσιπ, λεπτή φέτα **chips** (BE): πατάτες τηγανιτές

chocolate pastry (n): γλυκό σοκολάτας

choice (n): επιλογή **choose** (v): διαλέγω

chop (n, v): μπριζόλα, κοτολέττα, κομματιάζω, κόβω

chopping board (n): ξύλινη σανίδα κοπής λαχανικών, ψωμιού, κλπ.

chunk (n): μεγάλο κομμάτι cinnamon (n): κανέλλα

circle (n): κύκλος **cistern** (n): καζανάκι **city** (n): μεγαλούπολη

classified advertisements (n): μικρές αγγελίες

classify (v): ταξινομώ, κατατάσσω

clean (adj): καθαρός

clear away (v): παίρνω, καθαρίζω, σηκώνω το τραπέζι

clear up (v): τακτοποιώ **client** (n): πελάτης

cloudy (adj): συννεφιασμένος clove (n): σκελίδα σκόρδου, γαρύφαλλο (μπαχαρικό) coach (n): πούλμαν coast (n): ακτή, παραλία coastline (n): παραλία coastal (adj): παραλιακός, παράκτιος coat (v): επιστρώνω coat-hanger (n): κρεμάστρα ρούχων cocktail (n): κοκτέιλ cod (n): μουρούνα, μπακαλιάρος coffee pot (n): καφετιέρα cognac (n): κονιάκ **coke** (n): κόκα κόλα colander (n): σουρωτήρι collect phone call (n): τηλεφώνημα για το οποίο χρεώνεται ο καλούμενος collection (n): συλλογή combat (v): μάχομαι, αγωνίζομαι come away from (v): ξεκολλώ come off (v): ξεκολλώ, βγαίνω comfort (n): άνεση commercial (adj): εμπορικός commission (n): προμήθεια comparison (n): σύγκριση competition (n): συναγωνισμός, αγώνας competitive (adj): ανταγωνιστικός complain (v): παραπονιέμαι complaint (n): παράπονο complex (n): συγκρότημα, σύμπλεγμα compliment (n, v): συγχαίρω, επαινώ, φιλοφρόνηση, κομπλιμέντο comprehensive (adj): περιεκτικός, ευρύς concerning: όσον αφορά condition (n): κατάσταση conditions (n): συνθήκες conduct (v): διεξάγω conference (n): διάσκεψη confidence (n): εμπιστοσύνη confident (adj): έμπιστος confirm (v): επικυρώνω connect (v): συνδέω connecting room (adj): συνεχόμενο δωμάτιο conscientious (adj): ευσυνείδητος consider (v): θεωρώ considerable (adj): σημαντικός

considerably (adv): σημαντικά, πολύ

considerate (adj): διακριτικός consideration (n): εξέταση consist of (v): αποτελούμαι

console (n): κονσόλα

consommé: κονσομέ, σούπα από ζωμό κρέατος και λαχανικά

construction (n): κατασκευή

consultant (n): σύμβουλος, εμπειρογνώμων contact (n, v): επαφή, έρχομαι σε επαφή με

contain (v): περιέχω **container** (n): δοχείο

contemporary (adj): σύγχρονος

Continental breakfast: Ευρωπαϊκό πρωινό (καφές, τσάι, βούτυρο, μαρμελάδα...) Continental plan: σύστημα με το οποίο πληρώνεις για το δωμάτιο και το πρωινό

contribute (v): συντελώ **convenience** (n): άνεση

convenient (adj): κατάλληλος, βολικός

convention (n): συνέδριο **convince** (v): πείθω

cook (n, v): μάγειρας, μαγειρεύω

cordless (adj): χωρίς καλώδιο, ασύρματο

cork (n): φελλός

corkscrew (n): ανοιχτήρι

corn (n): δημητριακά, καλαμπόκι correspondence (n): αλληλογραφία correspondent (n): επιστολογράφος

corridor (n): διάδρομος cosy (adj): άνετος, ζεστός county (n): κομητεία

countryside (n): (περιοχές στην) ύπαιθρο

courgette (n): κολοκυθάκι

course (n): φαγητό, γήπεδο (γκολφ)

court (n): γήπεδο (π.χ. τέννις)

courtesy (n): ευγένεια, τιμής ένεκεν

courtyard (n): προαύλιο **cover** (v): καλύπτω

crab (n): καβούρι

cracked (adj): ραγισμένος creamed potatoes: πουρές creative (adj): δημιουργικός

crêpes (n): κρέπες

crêpe suzette (n): κρέπα με σάλτσα από βούτυρο και πορτοκάλι που περιχύνουμε με

λικέρ και τη σερβίρουμε φλεγόμενη

crisp (adj): τραγανός **criticism** (n): κριτική

croissant (n): κρουασάν croquette (n): κροκέττα

cross (v): διασχίζω **crossing** (n): διάπλους

croutons (n): κρουτόν (ψωμάκια σε κύβους τηγανισμένα και σερβιρισμένα με σούπα ή

για γαρνίρισμα)

crusader (n): σταυροφόρος

crush (v): λιώνω

crushed (adj): λιωμένος

crystal-clear (adj): κρυστάλλινος

cucumber (n): αγγούρι **cultivation** (n): καλλιέργεια

cup (n): φλυτζάνι **curdle** (v): σβωλιάζω **currency** (n): νόμισμα

curriculum vitae : βιογραφικό σημείωμα

curry (n): τύπος φαγητού που αποτελείται από κρέας, κοτόπουλο κλπ. μαγειρευμένο με

διάφορα καρυκεύματα (συνήθως σερβίρεται με ρύζι)

curve (v): κόβω, τεμαχίζω **currant** (n): σταφίδα **custody** (n): φύλαξη **customer** (n): πελάτης



dairy (n): γαλακτοπωλείο, γαλακτοκομείο

dam (n): φράγμα **damage** (n): ζημιά

Danish blue: τύπος Δανέζικου τυριού

dash (n): πρέζα, στάλα

date (n): ημερομηνία, χουρμάς day-tripper (n): εκδρομέας

deal with (v): αντιμετωπίζω, ασχολούμαι

dear (adj): ακριβός

decaffeinated (adj): χωρίς καφεΐνη

decorate (v): στολίζω **deep frier**: φριτέζα **deepen** (v): εμβαθύνω

deer (n): ελάφι **degree** (n): πτυχίο

delicious (adj): νοστιμώτατος

delightful (adj): γοητευτικός, ευχάριστος

deliver (v): παραδίδω

deluxe (adj): πολυτελής

demi-pension: χρέωση για το δωμάτιο, το πρωινό και ένα γεύμα

denote (v): δηλώνω dense (adj): πυκνός dentex (n): συναγρίδα department (n): τμήμα

department store (n): πολυκατάστημα, μεγάλο κατάστημα

departure (n): αναχώρηση deposit (n): προκαταβολή dessert (n): επιδόρπιο

destination (n): προορισμός detached (adj): απομονωμένος

detail (n): λεπτομέρεια **development** (n): ανάπτυξη **dial** (n): καντράν, ταμπλώ

dial (v): παίρνω αριθμό τηλεφώνου dialling code (n): κωδικός αριθμός

dice (v): κόβω σε κύβους dictate (v): υπαγορεύω

dill (n): άνηθος

direction (n): διεύθυνση disaster (n): καταστροφή discount (n): έκπτωση discover (v): ανακαλύπτω dish (-es) (n): φαγητό, πιάτο dislike (n): αντιπάθεια

disposable (adj): διαθέσιμος dissatisfaction (n): δυσαρέσκεια

dissolve (v): διαλύω **distillation** (n): απόσταξη **distinguish** (v): διακρίνω

distinguished (adj): διακεκριμένος, λαμπρός

district (n): περιοχή **disturb** (v): ενοχλώ **divide** (v): διαιρώ

domestic (adj): εσωτερικός

domestic tourism: εσωτερικός τουρισμός

doorman (n): θυρωρός με στολή

double (v): διπλασιάζω

double room (n): διπλό δωμάτιο

dough (n): ζύμη **dozen** (n): δωδεκάδα **drain** (v): στραγγίζω draught (n): χύμα, από βαρέλι, ρεύμα draughty (adj): με πολλά ρεύματα drenched (adj): λουσμένος, βρεγμένος

dressing (n): σάλτσα **dried yeast** (n): ξερή μαγιά

drinking (n): ποτό **drip** (v): στάζω **drop** (v): ρίχνω

dry (adj): ξηρός, στεγνός

dry cleaning (n): στεγνό καθάρισμα

duck (n): πάπια **duckling** (n): παπάκι

during (prep): κατά τη διάρκεια

dust (v): ξεσκονίζω

duty (n): καθήκον, δασμός duty-free (adj): αφορολόγητος



East (n): ανατολή

East Air Terminal (n): ανατολικός αερολιμένας

eastern (adj): ανατολικός

easy going (adj): ξένοιαστος, ανέμελος, βολικός

economical (adj): οικονομικός

edge (n): άκρη

efficiency (n): ικανότητα **efficient** (adj): ικανός **egg cup** (n): αυγοθήκη

elaborate (adj): λεπτομερής, περίτεχνος, περίπλοκος

electric cooker: ηλεκτρική κουζίνα

elegant (adj): κομψός

elevator (n) (AmE): ανελκυστήρας

employ (v): προσλαμβάνω employee (n): εργαζόμενος employer (n): εργοδότης

empty (adj, v): άδειος, κενός, αδειάζω

enclose (v): εσωκλείω

energy (n): ενεργητικότητα engaged (adj): κατειλημμένος engineering (n): μηχανική enjoyable (adj): ευχάριστος enormous (adj): πελώριος

en pension: χρέωση για το δωμάτιο και πλήρη διατροφή

enquire (v): ζητώ να μάθω

ensure (v): εξασφαλίζω, εγγυώμαι entertainment (n): διασκέδαση

entire (adj): ολόκληρος

entirely (adv): τελείως, εξ ολοκλήρου entitled (adj), be entitled to: δικαιούμαι

entrance (n): είσοδος

epidiascope (n): επιδιασκόπιο equal to (adj, v): ίσος, ίδιος, ισούμαι

equipment (n): εξοπλισμός equipped (adj): εξοπλισμένος

errand (n): θέλημα **escalope** (n): εσκαλόπ **especially** (adv): ιδιαιτέρως

essential (adj): ουσιώδης, απαραίτητος

establishment (n): εγκατάσταση

European plan: σύστημα με το οποίο πληρώνεις μόνο για το δωμάτιο

event (v): γεγονός

exceptional (adj): εξαιρετικός

exchange rate (n): τιμή συναλλάγματος

exhibit (v): εκθέτω

exciting (adj): συναρπαστικός

exclude (v): αποκλείω

exclusive (adj): αποκλειστικός, εκλεκτός

excursionist (n): εκδρομέας

exhibit (v): εκθέτω
exhibition (n): έκθεση
expanse (n): έκταση
expect (v): προσδοκώ
expensive (adj): ακριβός
experience (n): πείρα
expire (v): λήγω, εκπνέω

expiry (n): λήξη

explanation (n): εξήγηση **expression** (n): έκφραση

extend (v): επεκτείνω, εκτείνομαι extensive (adj): εκτεταμένος extract (n): απόσπασμα



fabric (n): ύφασμα, πανί

fabulous (adj): μυθώδης, υπέροχος, θαυμάσιος

face (v): είμαι απέναντι

facilitate (v): διευκολύνω facility (n): άνεση, ευκολία factor (n): παράγοντας

fair (n): έκθεση, εμποροπανήγυρης

fairground (n): υπαίθριος χώρος πανήγυρης

fairly (adv): αρκετά, εντελώς

fame (n): φήμη

familiar (adj): οικείος, γνωστός fan (n): φανατικός οπαδός

fancy (adj): φανταχτερός, πολυτελείας far-reaching (adj): μεγάλης σημασίας fashionable (adj): μοντέρνος, της μόδας

fast (adj): γρήγορος

fat (n): λίπος **faucet** (n): βρύση

faulty (adj): ελαττωματικός favourable (adj): ευνοϊκός

feature (n): χαρακτηριστικό γνώρισμα feature film (n): ταινία μεγάλου μήκους

ferment (v): παθαίνω ζύμωση

festivities (n): εορταστικές εκδηλώσεις

festivity (n): πανήγυρις, γιορτή

few: λίγοι **fig** (n): σύκο

figure (in the bill) (n): αριθμός

fill in (v): συμπληρώνω

fillet (n): φιλέτο **filling** (n): γέμιση

finances (n): τα οικονομικά

find (n): εύρημα **fine** (adj): ωραίος

finely (adv): λεπτά, ψιλά firmly (adv): σταθερά first aid: πρώτες βοήθειες fix (v): στερεώνω, φτιάχνω

fixed (adj): σταθερός fizzy (adj): με ανθρακικό

flair (n): φυσική κλίση, ικανότητα flat (adj): ανούσιος, ξεθυμασμένος

flatten (v): ισιώνω

flavour (n, v): αρωματίζω, άρωμα

flesh (n): σάρκα

flexible (adj): ευέλικτος floor show: θέαμα πίστας

flour (n): αλεύρι

flow (v): ρέω, κυλώ, χύνομαι

fluency (n): ευχέρεια

fog (n): ομίχλη

foggy (adj): ομιχλώδης fold (v): διπλώνω, τυλίγω

folklore (n, adj): λαϊκές παραδόσεις, παραδοσιακός

foothills (n): λόφοι στους πρόποδες βουνού

foreign currency exchange service: υπηρεσία συναλλάγματος

forest (n): δάσος fork (n): πηρούνι formally (adv): τυπικά

former (adj): πρώην, προηγούμενος

fortified wine: κρασί στο οποίο έχει προστεθεί πολύ

αλκοόλ

fortnight (n): δεκαπενθήμερο

fortress (n): κάστρο **found** (v): ιδρύω

French dressing (n): σάλτσα από λάδι ξύδι και μπαχαρικά

French fries (AmE): πατάτες τηγανιτές

frequent (adj): συχνός, τακτικός friendliness (n): φιλικότητα friendly (adj): φιλικός

front (adj): μπροστινός frontier (n): σύνορο fruit (n): φρούτο

fruity (adj): με γεύση φρούτου

fry (v): τηγανίζω **frying pan** (n): τηγάνι

full board (n): πλήρης διατροφή, πληρώνεις για το

δωμάτιο και όλα τα γεύματα

full-bodied wine: κρασί με πλούσια και δυνατή γεύση

funicular (railway) (n): τελεφερίκ furnished (adj): επιπλωμένο

further (adj): μακρύτερα, περισσότερο



gap (n): χάσμα

gardening (n): κηπουρική

garlic (n): σκόρδο

garnish (n, v):γαρνιτούρα, γαρνίρω

generous (adj): γενναιόδωρος, πλούσιος, άφθονος

gently (adv): απαλά giant beans (n): φασόλια γίγαντες **gin** (n): τζιν ginger ale (n): τζιτζιμπύρα (αεριούχο ποτό) glamorous (adj): μυθικός, σαγηνευτικός glass (n): ποτήρι glaze (v): γκλασσάρω, γυαλίζω gloomy (adj): σκοτεινός, μελαγχολικός go fifty-fifty (v): πληρώνω μισά-μισά go halves in the bill (v): πληρώνω μισά-μισά go through (v): εξετάζω golf course (n): γήπεδο γκολφ gondola (n): γόνδολα good heavens (n): Θεέ μου goose (n): χήνα gorge (n): φαράγγι **gourmet** (n): γνώστης του καλού φαγητού και ποτού graciously (adv): πρόσχαρα graduate (n, v): πτυχιούχος, απόφοιτος, αποφοιτώ grain (n): δημητριακά, σπυρί ρυζιού grape (n): σταφύλι grapefruit (n): γκρέιπ-φρουτ **grasp** (n): γνώση grate (v): τρίβω grater (n): τρίφτης gratitude (n): ευγνωμοσύνη gravy (n): σάλτσα από ζωμό κρέατος grease (n, v): λίπος, λαδώνω greaseproof paper (n): λαδόχαρτο greet (v): χαιρετώ greyish (adj): γκριζωπός grievance (n): παράπονο grill (n, v): σχάρα, ψητό σχάρας, ψήνω στη σχάρα **grind** (ground, ground) (v): αλέθω ground (n): έδαφος, γήπεδο group (n, v): ομάδα, κατατάσσω σε ομάδες grove (n): δάσος growth (n): ανάπτυξη guarantee (v, n): εγγυώμαι, εγγύηση guidance (n): καθοδήγηση

guide (n, v): ξεναγός, ξεναγώ **guy** (n): άντρας (λαϊκή)



haddock (n): μπακαλιάρος

hairdressing salon: κομμωτήριο

hairdrier (n): πιστολάκι για στέγνωμα μαλλιών

half (adj): μισός

half board (n): ημιδιατροφή, πληρώνεις για το δωμάτιο, το πρωινό και ένα γεύμα

hall porter (n): θυρωρός

ham (n): χοιρομέρι, χοιρινό, ζαμπόν hamburger (n): μπιφτέκι από κιμά

hamlet (n): χωριουδάκι **hand-hold** (n): λαβή

hand in (v): δίνω, παραδίνω

handle (v): χειρίζομαι

handy (adj): εύχρηστος, χρήσιμος

hang on (v): περίμενε!

hang up (v): κλείνω το τηλέφωνο hard boiled egg: αυγό σφιχτό hardworking (adj): εργατικός

hare (n): λαγός

harmful (adj): βλαβερός

have access to (v): έχω πρόσβαση head chef (n): αρχιμάγειρας head waiter (n): αρχισερβιτόρος

heading (n): επικεφαλίδα heated (adj): θερμαινόμενος helpful (adj): εξυπηρετικός

helping (n): μερίδα **herb** (n): βότανο

herbal (adj): από βότανα **highway** (n): εθνική οδός **hint** (n): υπόδειξη, υπαινιγμός **hold** (v): κάνω, οργανώνω

hold on (v): περιμένω στο τηλέφωνο

hollow (adj): κοίλος

home made (adj): σπιτικός

honey (n): μέλι

honey puffs: λουκουμάδες

honour (n): τιμή **hope** (n): ελπίδα

hors d'oeuvres: ορεκτικά **horse ride** (n): ιππασία

horse-ride instructor (n): δάσκαλος ιππασίας

hospitable (adj): φιλόξενος hospitality (n): φιλοξενία

host (n): οικοδεσπότης, ξεναγός

hostess (n): οικοδέσποινα

house (v): στεγάζω

house wine (n): σπιτικό κρασί

housekeeping (n): φροντίδα σπιτιού

hungry (adj): πεινασμένος



ice (n, v): πάγος, παγώνω, γκλασάρω

ice-cream (n): παγωτό iced (adj): παγωμένος icing (n): γκλασάρισμα

identify (v): αναγνωρίζω, προσδιορίζω την ταυτότητα

ignite (v): ανάβω

immediately (adv): αμέσως impact (n): επίδραση, αντίκτυπο implication (n): συνέπεια, επίπτωση

import (v): εισάγω

imported (adj): εισαγόμενοςimpress (v): εντυπωσιάζωimpression (n): εντύπωση(in) advance: εκ των προτέρων

(in) bulk: χονδρικώς

in due course: στην ώρα του inconvenience (n): ενόχληση include (v): περιλαμβάνω incur (v): προκαλώ, υφίσταμαι independent (adj): ανεξάρτητος

indication (n): ένδειξη industry (n): βιομηχανία infrastructure (n): υποδομή

infuse (v): ζεματίζω φύλλα τσαγιού, ενσταλάζω

ingredient (n): συστατικό inhabit (v): κατοικώ

initiative (n): πρωτοβουλία inquire (v): ζητώ να μάθω

insist (v): επιμένω

install (v): εγκαθιστώ, τοποθετώ

instant (adj): στιγμιαίος

instead (adv): στη θέση, αντί γι' αυτό

instructor (n): δάσκαλος instrument (n): εργαλείο intact (adj): άθικτος interest (n): ενδιαφέρον

interpreting equipment (n): εξοπλισμός διερμηνείας

interrogative (adj): ερωτηματικός

interview (n): συνέντευξη introduce (v): συστήνω invert (v): αναποδογυρίζω

invest (v): επενδύω

involve (v): συνεπάγομαι, περιλαμβάνω

island (n): νησί islet (n): νησάκι issue (n): έκδοση

issue (v): μοιράζω, διανέμω, εκδίδω item (n): πράγμα, σημείο (σε κατάλογο) itinerary (n): δρομολόγιο, οδοιπορικό



jag (n): προεξοχή jam (n): μαρμελάδα jewel (n): κόσμημα jewellery (n): κοσμήματα

job (n): δουλειά

joint (adj): συνδυασμένος

journey (n): ταξίδι jug (n): κανάτα juice (n): χυμός

junction (n): διασταύρωση δρόμων



kebab (n): κεμπάμπ, κρέας σουβλάκι

keep sth. up (v): συντηρώ **kettle** (n): τσαγερό, χύτρα

kidney (n): νεφρό kind (n): είδος knead (ν): ζυμώνω knight (n): ιππότης

knob (n): στρογγυλό κομμάτι (βούτυρο κλπ.)

knock (v): χτυπώ **knowledge** (n): γνώση

knuckle (n): κόμπος, άρθρωση δακτύλων

L

ladle (n): κουτάλα **lake** (n): λίμνη

lamb (n): αρνί, αρνίσιο κρέας lamb kebab: αρνίσιο κεμπάμπ lamb on the spit: αρνί στη σούβλα

landlord/landlady (n): σπιτονοικοκύρης / -ρά

landscape (n): τοπίο

lane (n): δρομίσκος (σε πόλη), μονοπάτι (στην εξοχή)

lap (v): παφλάζω (τα κύματα)

lasagne (n): λαζάνια latter: τελευταίος laundry (n): πλυντήριο lawn (n): γρασίδι, παρτέρι

layer (v): στρώνω layer (n): στρώμα leaf (n): φύλλο

leaflet (n): φυλλάδιο

leakage (n): διαρροή, διαφυγή

leather (n): δέρμα

leatherware (n): δερμάτινα είδη leisure (n): ελεύθερος χρόνος

leisure centre (n): χώρος ανάπαυσης

lemon (n): λεμόνι

lemon grove (n): λεμονοδάσος lemon pie (n): λεμονόπιττα

lengthwise (adv): κατά μήκος, στο μάκρος

let (v): ενοικιάζω, εκμισθώνω

lift (n): βρίσκομαι lift (n): ανελκυστήρας lightly (adv): ελαφρά lightly (adv): ελαφρά

lightly done egg: αυγό μελάτο

like (n): προτίμηση

lime juice (n): χυμός γλυκολέμονου

limited (adj): περιορισμένος

line (v): πλαισιώνω lipstick (n): κραγιόν liqueur (n): λικέρ

liquor (n): οινοπνευματώδες ποτό

litre (n): λίτρο

litter (n, v): σκουπίδια, απορρίματα, προκαλώ ακαταστασία

little: λίγος

live music: ζωντανή μουσική

liver (n): συκώτι loaf (n): καρβέλι lobster (n): αστακός local (adj): τοπικός locality (n): περιοχή located (be): βρίσκομαι

lock (n, v): κλειδώνω, κλειδαριά **look on to** (v): έχουν θέα προς

look forward to (+gerund) (v): προσμένω, ανυπομονώ

lose (v): χάνω **loss** (n): απώλεια

loudspeaker (n): μεγάφωνο

lounge (n): αίθουσα ξενοδοχείου, σαλόνι

lovely (adj): θαυμάσιος **low** (adj): χαμηλός

(luggage) porter (n): αχθοφόρος

lump (of sugar) (n): κομμάτι (ζάχαρης), σβώλος

luxurious (adj): πολυτελής **luxury** (n): πολυτέλεια, χλιδή



mackerel (n): σκουμπρί, κολιός Madeira: μαδέρα, άσπρο κρασί

magister (n): μάγιστρος

magnificent (adj): έξοχος, μεγαλοπρεπής mail (n, v): αλληλογραφία, ταχυδρομώ

main (adj): κύριος, κεντρικός

main course (n): κυρίως πιάτο στο τραπέζι

maintain (v): διατηρώ

maintenance (n): συντήρηση maître d'hotel (n): αρχισερβιτόρος majestic (adj): μεγαλοπρεπής

make enquiries (v): παίρνω πληροφορίες make reservations (v): κάνω κρατήσεις make up of (v): συγκροτώ, αποτελώ

manage (v): καταφέρνω

management (n): διαχείριση, διεύθυνση manager/ress (n): διευθυντής/ -τρία

manner (n): τρόπος **mansion** (n): αρχοντικό

manufacturer (n): κατασκευαστής, βιομήχανος

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many: πολλοί
marinate or marinade (v): βάζω σε μαρινάδα (μίγμα
 από λάδι, ξύδι ή κρασί,
 μπαχαρικά και αρωματικά φυτά)
marital status: οικογενειακή κατάσταση
marjoram (n): ματζουράνα
mark (v): μαρκάρω, σημειώνω
marmalade (n): μαρμελάδα
martini (n): μαρτίνι
master key (n): γενικό αντικλείδι
mastic gum (n): μαστίχα
match (with) (v): ταιριάζω
material (n): υλικό
matter (n): ζήτημα, θέμα
       it doesn't matter: δεν πειράζει
       what's the matter?: τι συμβαίνει;
mattress (n): στρώμα
mavonnaise (n): μαγιονέζα
meal (n): γεύμα
means (n): μέσα
meatball (n): κεφτές
medium (adj): μέτριος
melon (n): πεπόνι
melt (v): λιώνω
member (n): μέλος
memorable (adj): αξέχαστος
memory (n): μνήμη
menu (n): μενού
mess (n): ακαταστασία
message (n): μήνυμα
midday (n): μεσημέρι
mild (adj): ήπιος, γλυκός
milk shake (n): ρόφημα από γάλα, φρούτα ή βανίλια και παγωτό καλά χτυπημένο
minced meat (BrE) / mincemeat (AmE): κιμάς
mineral water: μεταλλικό νερό
minimum (n): ελάχιστο
mint (n): μαϊντανός, μέντα, δυόσμος
minus (n): μείον
mirror (n): καθρέπτης
miss (v): χάνω
missing (adj): παραλειπόμενος, που λείπει
misunderstanding (n): παρεξήγηση
mix (v): αναμιγνύω
mixers (n): μη αλκοολούχα ποτά που ανακατεύονται με οινοπνευματώδη ποτά
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mixture (n): μίγμα

moderate (adj): μέτριος

modified American plan: πληρώνεις για το δωμάτιο, το πρωινό και ένα γεύμα

monument (n): μνημείο **motivate** (v): παρακινώ

motorway (n): αυτοκινητόδρομος

mould (n): μούχλα

mouldy (adj): μουχλιασμένος

mountain (n): βουνό

mountain range (n): οροσειρά **mountainous** (adj): ορεινός

mozzarella (n): μοτσαρέλλα (Ιταλικό τυρί)

much: πολύς, πολλή, πολύ mullet (n): κέφαλος (ψάρι)

multi-functional (adj): για πολλές χρήσεις

multi-lingual (adj): πολύγλωσσος multiply (v): πολλαπλασιάζω

multi-purpose (adj): που χρησιμοποιείται για πολλούς σκοπούς

mushroom (n): μανιτάρι

mussel (n): μύδι

mustard (n): μουστάρδα

N

napkin (n): πετσέτα **narrow** (adj): στενός

nationality (n): εθνικότητα **natural** (adj): φυσικός

neat (adj): σκέτος

negative (adj): αρνητικός

nephew/ niece (n): ανηψιός/ ανηψιά

net (n): δίχτυ

news stand: περίπτερο εφημερίδων non coated (adj): χωρίς επίστρωμα non stick (adj): που δεν κολλάει noodles (n): χυλοπίτες, λαζάνια

north (n): βορράς **northern** (adj): βόρειος

noteworthy (adj): αξιοσημείωτος

nowadays (adv): στην εποχή μας, σήμερα

nuisance (n): ενόχληση, μπελάς

nut (n): καρύδι

nutmeg (n): μοσχοκάρυδο

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obtain (v): κατέχω, αποκτώ

off (adv): μπαγιάτικος (ψάρι, κρέας)

olive (n): ελιά

olive oil (n): ελαιόλαδο omelette (n): ομελέττα omit (v): παραλείπω on behalf of: εκ μέρους

on board (n): είμαι σε πλοίο ή αεροπλάνο

on condition that: υπό τον όρο ότι on request: κατόπιν αιτήσεως

on the rocks (whisky): ουίσκι με πάγο

onion (n): κρεμμύδι

spring onions: φρέσκα κρεμμυδάκια operate (v): λειτουργώ, εργάζομαι

operation (n): λειτουργία

opinion (n): γνώμη

opportunity (n): ευκαιρία opposite to: απέναντι

optional (adj): προαιρετικός

orange (n): πορτοκάλι **order** (v): παραγγέλλω **oregano** (n): ρίγανη **origin** (n): προέλευση

otherwise (adv): διαφορετικά outskirts (n): περίχωρα

ouzo (n): ούζο **oven** (n): φούρνος

overcooked (adj): παραψημένος overhang (v): προεξέχω, κρέμομαι

overhead projector (n): ανακλαστικός προβολέας

overland (adv): διά ξηράς overlap (v): σκεπάζω εν μέρει

overnight (adj): ολονύκτιος, κατά τη διάρκεια της νύχτας

overripe (adj): πολύ ώριμος overtime (n): υπερωρία

ox (n): βόδι

oyster (n): στρείδι



permit (v): επιτρέπω

personality (n): προσωπικότητα

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package trip/tour (n): οργανωμένο ταξίδι (στην τιμή του οποίου περιλαμβάνονται όλα
τα έξοδα)
paddling pool: λιμνούλα σε πάρκο για τα μικρά παιδιά
painting (n): μπογιάτισμα
palm (n): παλάμη, φοίνικας
pancake (n): τηγανίτα, κρέπα
paprica (n): κόκκινο πιπέρι
parboil (v): μισοβράζω
parsley (n): μαϊντανός
participant (n): συμμετέχων
participate (v): συμμετέχω
particular (adj): συγκεκριμένος, ιδιαίτερος
passport (n): διαβατήριο
pasticcio (n): παστίτσιο
pastime (n): διασκέδαση, ευχάριστη απασχόληση
pastry (n): ζύμη
pastry shop (n): ζαχαροπλαστείο
pâte de foie gras: πατέ από συκώτι χήνας
patient (adj): υπομονετικός
patio (n): πλακόστρωτη αυλή
patron (n): προστάτης
patron saint (n): πολιούχος Άγιος
payment (n): πληρωμή
payroll (n): μισθοδοτική κατάσταση
pea (n): μπιζέλι, αρακάς
peace (n): ειρήνη
peaceful (adj): ειρηνικός
peach (n): ροδάκινο
pear (n): αχλάδι
pebble (n): βότσαλο
pebbly (adj): με βοτσαλάκια
peel (n, v): φλούδα, ξεφλουδίζω
peninsula (n): χερσόνησος
pension (n): σύνταξη, πανσιόν
pepper (n): πιπέρι
percentage (n): % ποσοστό, αναλογία
perch (n): πέρκα
perform (v): εκτελώ
perfume (n): άρωμα
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personally (adv): προσωπικά personnel (n): προσωπικό personnel records (n): αρχεία, φάκελλοι προσωπικού persuade (v): πείθω petits fours (n): μικρά γλυκίσματα με φρούτα piazza (n): πλατεία pick somebody up (v): παίρνω κάποιον (με αυτοκίνητο) pick something up (v): παίρνω (κάτι από κάτω) picturesque (adj): γραφικός pigeonhole (n): θυρίδα pillow (n): μαξιλάρι **pinch** (n): πρέζα, ελάχιστη ποσότητα pine (n): πεύκο pineapple (n): ανανάς pint (n): μονάδα μέτρησης υγρών (568 γραμμάρια) plaice (n): γλώσσα (ψάρι) plain (adj): απλός, σκέτος plan (v): σχεδιάζω planning (n): σχεδιασμός platter (n): πιατέλλα pleasant (adj): ευχάριστος plenty of (adj): άφθονος, πλήθος plum (n): δαμάσκηνο plumbing (n): υδραυλικά (κτιρίου) plus (n): συν **poach** (v): φτιάχνω αυγά ποσέ, σιγοβράζω poached (adj): ποσέ point (n): σημείο make a point (v): έχω ως αρχή pointed (adj): αιχμηρός polish (v): γυαλίζω polite (adj): ευγενής **population** (n): πληθυσμός **pork** (n): χοιρινό κρέας **port** (n): λιμάνι, πορτό (κρασί) porter (n): θυρωρός portion (n): μερίδα **position** (n): θέση positive (adj): θετικός possess (v): κατέχω **post** (n): θέση potable (adj): πόσιμος potato (n): πατάτα potential (adj): ενδεχόμενος, δυνατός

poultry (n): πουλερικά

pour (v): χύνω, σερβίρω (ποτό)

prawn (n): καραβίδα

precaution (n): προφύλαξη

precise (adj): ακριβής **prefecture** (n): νομός **prefer** (v): προτιμώ

preference (n): προτίμηση preheat (v): προθερμαίνω preparation (n): προετοιμασία

preserve (v): διατηρώ, διασώζω, συντηρώ

prescribe (v): δίνω συνταγή **prescription** (n): συνταγή

pressure (n): πίεση

prestige (n): γόητρο, κύρος

prestigious (adj) : περίβλεπτος, που προσδίδει γόητρο

prevent (v): εμποδίζω
print (v): εκτυπώνω
printer (n): εκτυπωτής
prior (adj): προηγούμενος

privacy (n): μοναξιά, ησυχία, μυστικότης

proceed (v): προχωρώ, συνεχίζω

process (n): διαδικασία
product (n): προϊόν
profession (n): επάγγελμα

professional (adj): επαγγελματικός, επαγγελματίας

proficient (adj): γνώστης ικανός

profit (n): κέρδος

profiterole (n): προφιτερόλ projection (n): προεξοχή

projection screen (n): οθόνη προβολής **promise** (n, v): υπόσχομαι, υπόσχεση

promote (v): προάγω

promotion (n): προαγωγή, προβολή

prong (n): προεξοχή, the three prongs of Halkidiki: τα τρία πόδια της Χαλκιδικής

proportion (n): αναλογία

prosciutto (n): καπνιστό Ιταλικό ζαμπόν με μπαχαρικά

prospect (n): προοπτική
prosperity (n): ευημερία
protest (v): διαμαρτύρομαι
proud (adj): υπερήφανος

provide (v): προμηθεύω, εφοδιάζω **provided that**: υπό τον όρο ότι

province (n): επαρχία **public** (n): κοινό

pudding (n): πουτίγκα
punctual (adj): ακριβής

purchase (n, v): αγορά, αγοράζω

pursue (v): εκδίδω

put away (v): βάζω στη θέση του

put through (v): συνδέω

put up with (v): ανέχομαι, υποφέρω

puzzled (adj): αμήχανος, προβληματισμένος



qualification (n): προσόν

quite (adv): μάλλον, εντελώς, απολύτως



race course (n): ιπποδρόμιο

rack (n): ράφι

radish (n): ραπανάκι

rail (n): βέργα, κρεμάστρα railway (n): σιδηρόδρομος rainfall (n): βροχόπτωση rainy (adj): βροχερός

raisin (n): σταφίδα

range (n): κλίμακα, ποικιλία **range** (v): ποικίλω, κυμαίνομαι

rank (taxi) (n): πιάτσα

rare (adj): μισοψημένος (με το αίμα του)

rate (n): τιμή

rather (adv): μάλλον

would rather: προτιμώ

raw (adj): ωμός, άψητος **receipt** (n): απόδειξη **receive** (v): λαμβάνω

recent (adj): τελευταίος, πρόσφατος

reception (n): υποδοχή

reception desk (n): ρεσεψιόν, γραφείο υποδοχής

receptionist (n): ρεσεψιονίστας

recipe (n): συνταγή

recommend (v): συνιστώ, συστήνω, προτείνω

recommendation (n): υπόδειξη

record (n, v): κατάλογος, αρχείο, καταγραφή, καταγράφω

recreational facilities (n): ψυχαγωγικά μέσα

recruit (v): προσλαμβάνω

red handed (adv): επ' αυτοφώρω

reduce (v): μειώνω

reference letter: συστατική επιστολή

refuge (n): καταφύγιο **region** (n): περιοχή

register (v): εγγράφω (σε κατάλογο), καταγράφω registration card (n): κάρτα καταγραφής πελατών

regret (v): λυπάμαι
regular (adj): τακτικός
regulation (n): κανονισμός
regulator (n): ρυθμιστής
reheat (v): ξαναζεσταίνω
reign (v): βασιλεύω

relax (v): χαλαρώνω, ηρεμώ relevant (adj): σχετικός reliable (adj): αξιόπιστος remain (v): παραμένω

remains (n): ερείπια, λείψανα remark (n): παρατήρηση

remarkable (adj): αξιόλογος, αξιοσημείωτος

reminder (n): υπόμνηση
remnants (n): υπολείμματα
remove (v): απομακρύνω, αφαιρώ
renowned (adj): ξακουστός, διάσημος
repair (n, n): επισκευή, επισκευάζω
repeatedly (adv): επανειλημμένα

replace (v): αντικαθιστώ

reply (v): απαντώ

reputation (n): υπόληψη, φήμη, όνομα

request (n): παράκληση

require (v): χρειάζομαι, απαιτώ requirement (n): απαίτηση, ανάγκη

resemble (v): μοιάζω **reservation** (n): κράτηση

reservation list (n): κατάλογος κρατήσεων

residence (n): διαμονή

residential (adj): κατοικημένος resist (v): ανθίσταμαι, αντιστέκομαι resort (n): θέρετρο, τόπος διακοπών respect (n): άποψη, σεβασμός

respect (n): αποψη, σεβασμος respectfully (adv): με σεβασμό

respectively (adv): αντίστοιχα

respond (v): απαντώ

response (n): απάντηση, ανταπόκριση

responsible (adj): υπεύθυνος

rest (n): υπόλοιπο retain (v): διατηρώ

retire (v): αποσύρομαι, παραιτούμαι

retrace (v): ξαναγυρίζω πίσω από τον ίδιο δρόμο

return ticket (n): εισιτήριο μετ' επιστροφής

reverse-change call (n): τηλεφώνημα που χρεώνεται ο

καλούμενος

review (v): εξετάζω, ανασκοπώ

revolve (v): περιστρέφω

revolving spit: περιστρεφόμενη σούβλα

reward (n, v): αμοιβή, αμείβω

ride (n): διαδρομή

rind (n): φλούδα (τυριού, μπέικον, καρπουζιού)

ring mould: φόρμα στρογγυλή rise (v): υψώνομαι, ανεβαίνω

river (n): ποταμός

roast (adj, v): ψητός, ψημένος, ψήνω

roll (n): φρατζολάκι, κύλινδρος, στριφογύρισμα

roll (v): στρώνω, απλώνω, στριφογυρίζω

rolling pin (n): πλάστης

roof (n): στέγη

roof-garden (n): κήπος σε ταράτσα

room rate (n): τιμή δωματίου

room temperature (n): θερμοκρασία δωματίου

roquefort (n): τυρί ροκφόρ

rosé: ροζέ (κρασί)

rosemary (n): δενδρολίβανο

rotate (v): περιστρέφω

rough (sea) (adj): φουρτουνιασμένος (θάλασσα), σκληρός, τραχύς

round (n): γύρος, στρογγυλό αντικείμενο

roundabout (n): κυκλική διασταύρωση δρόμων

route (n): πορεία, διαδρομή

row (n): σειρά

royal (adj): βασιλικός

rub (v): τρίβω
ruin (n): ερείπιο
rule (n): κανόνας
rum (n): ρούμι

run (v): διευθύνω, λειτουργώ

running: τρεχούμενος

S

sage (n): φασκόμηλο salary (n): μισθός sale (n): πώληση on sale: που πωλείται, σε τιμή ευκαιρίας salesperson (n): πωλητής, πωλήτρια salmon (n): σολομός salt (n): αλάτι salutation (n): χαιρετισμός sample (n): δείγμα sanctuary (n): ναός, ιερό sandwich (n): σάντουιτς sandy (adj): με άμμο, αμμώδης sardine (n): σαρδέλα satellite (n): δορυφόρος satisfaction (n): ικανοποίηση satisfactory (adj): ικανοποιητικός saucepan (n): κατσαρόλα με χέρι saucer (n): πιατάκι sauna (n): σάουνα sausage (n): λουκάνικο sauté (v): σωτάρω, σωτέ savoury (adj. n): νόστιμος, πικάντικος, μεζές scald (v): ζεματίζω, πλένω με καυτό νερό scatter (v): σκορπίζω scene (n): σκηνή, τόπος scenery (n): τοπίο, θέα scented (adj): μυρωδάτος schedule (v, n): προγραμματίζω, πρόγραμμα scone (n): μικρό κέικ scrambled egg (n): αυγό σφουγγάτο, χτυπημένο αυγό sculpture (n): γλυπτική sea perch (n): σφυρίδα seafood (n): θαλασσινά season (n, v): εποχή, ψήνω, καρυκεύω seasonality (n): εποχικότητα seat (n, v): θέση, καθίζω secretarial (adj): (καθήκοντα) γραμματέως section (n): τμήμα secure (v): εξασφαλίζω security (n): ασφάλεια seed (n): σπόρος

select (v): επιλέγω

self (n): εαυτός semi skimmed (adj): ημίπαχος separate (adj): χωριστός service (v): εξυπηρετώ set lunch (n): καθορισμένο φαγητό set off (v): ξεκινώ set up (v): οργανώνω settle (v): πληρώνω, εξοφλώ settle a bill (v): πληρώνω λογαριασμό sewage (n): αποχέτευση **shape** (v): πλάθω, δίνω σχήμα share (v): μοιράζομαι sharp (adj): κοφτερός, πικάντικος sheet (n): σεντόνι shelf (n): ράφι shell (v): ξεφλουδίζω shellfish (n): θαλασσινά, οστρακοειδή (στρείδια, μύδια, καβούρια κλπ.) **sherry** (n): σέρυ shift (n): βάρδια shine (v): λάμπω shingle (n): βότσαλο shopping (n): ψώνια shore (n): ακτή, όχθη **short of** (adj): ελλιπής short staffed: έλλειψη προσωπικού shortbread (n): μπισκότο που τρίβεται εύκολα **show** (v): δείχνω, συνοδεύω shower (n): ντους shuttle bus (n): λεωφορείο που κάνει κοντινά δρομολόγια side (n): πλευρά side knife (n): μαχαίρι βουτύρου side plate (n): πιάτο ψωμιού **sieve** (n, v): κόσκινο, κοσκινίζω sights (n): αξιοθέατα sightseeing (n): επίσκεψη των αξιοθέατων sign (v): υπογράφω similar (adj): όμοιος simmer (v): σιγοβράζω simultaneous (adj): ταυτόχρονος single room (n): μονό δωμάτιο sirloin steak (n): κόντρα φιλέτο site (n): τοποθεσία situated (be): βρίσκομαι size (n, v): μέγεθος, ταξινομώ κατά μέγεθος

skewer (n): σουβλάκι (για το κρέας) skill (n): δεξιότητα **skin** (n): δέρμα skip (v): πηδώ, παραλείπω slice (n): κομμάτι, φέτα slice (v): κόβω σε φέτες, τεμαχίζω slide projector (n): προβολέας για διαφάνειες slope (n): πλαγιά smooth (adj, v): στρωτός, ομαλός, λείος, στρώνω snack (n): μεζές, φαγητό στο πόδι so long as: εφόσον, υπό την προϋπόθεση social (adj): κοινωνικός socket (n): πρίζα soda (n): σόδα soft (adj): απαλός, μαλακός solarium (n): ηλιόλουτρο sole (n): ψάρι γλώσσα solid (adj, n): συμπαγής, στερεός, στερεό σώμα some: μερικός, -οί somebody: κάποιος someone: κάποιος something: κάτι somewhere: κάπου soufflé dish: σκεύος για σουφλέ soundproofed (adj): με ηχομόνωση sour (adj): ξινός sound (adj, n, v): γερός, βάσιμος, ήχος, ηχώ south (n): νότος **spa** (n): ιαματική πηγή space (n): χώρος spacious (adj): ευρύχωρος sparkling (adj): αφρώδης (κρασί) spatula (n): σπάτουλα specialise (v): εξειδικεύω, εξειδικεύομαι speciality (n): σπεσιαλιτέ specifically (adv): ειδικά specify (v): αναφέρω με λεπτομέρεια spicy (adj): πικάντικος, με καρυκεύματα spill (v): χύνω spinach (n): σπανάκι spinach pie (n): σπανακόπιττα

spirit (n): οινόπνευμα, οινοπνευματώδες ποτό

splendid (adj): έξοχος, υπέροχος

spit (n): σούβλα

split (v): μοιράζω

sponge (n): σφουγγάρι **spoon** (n): κουτάλι

spot (v): διακρίνω, ξεχωρίζω

spout (n): στόμιο **spray** (n): αφρός

sprain (v): στραμπουλώ

spread (v): αλείφω, απλώνω, σκορπίζω

spring back (v): εκτινάσσομαι sprinkle (v): ραντίζω, καταβρέχω

squid (n): καλαμαράκι staff (n): προσωπικό stain (n): λεκές stained: λεκιασμένος stairway (n): σκάλα stale (adj): μπαγιάτικος

standard (n): στάθμη, επίπεδο, (adj): σταθερός

starter (n): πρώτο πιάτο στο τραπέζι

steak (n): μπριζόλα, φιλέτο

steam (n, v): ψήνω στον ατμό, ατμός

steaming hot: καυτός

stem (n): μίσχος

stand (v): κερνάω

stew (v): σιγοβράζω, σιγοψήνω

stick (n): κομματάκι σε σχήμα βέργας, μπαστούνι

stick (v): κολλώ

sticky (adj): κολλώδης stiff (adj): δυνατός (για ποτό)

still (adj): χωρίς ανθρακικό

stimulate (v): ερεθίζω, παρακινώ

stir (v): ανακατεύω

stock (n, v): στοκ, απόθεμα, ζωμός, κονσομέ, γεμίζω

stock control (n): έλεγχος αποθεματικού

stockpot (n): κατσαρόλα σούπας

stone (n): πέτρα

store (v): αποθηκεύω

storey (n), eight storeyed: όροφος, οκταόροφος

straight (adv): ίσια, κατευθείαν, σκέτος

strain (v): σουρώνω, στραγγίζω strawberry (n): φράουλα stringy (adj): ινώδης

stroll (v): κάνω βόλτα stroller (n): περιπατητής stuff (v): παραγεμίζω

stuffed cabbage leaves: λαχανοντολμάδες

stuffed tomatoes and peppers: γεμιστές ντομάτες και πιπεριές

stuffed vine leaves: ντολμαδάκια

stuffing (n): γέμιση

stumble (v): σκοντάφτω

stylish (adj): σικ, κομψός

substance (n): ουσία **suburb** (n): προάστειο

sugar (n): ζάχαρη

suggest (v): προτείνω

suite (n): σουίτα

en suite: στη σειρά

superb (adj): έξοχος, θαυμάσιος

supervise (v): επιβλέπωsupervision (n): επίβλεψηsupervisory (adj): εποπτικός

supply (v): προμηθεύω

surcharge (n, v): επιπλέον χρέωση, χρεώνω επιπλέον

surface (n): επιφάνεια **surgery** (n): χειρουργική **surprise** (n): έκπληξη

surroundings (n): περίχωρα sweet (adj, n): γλυκός, γλυκό

swell (v): πρήζομαι

swelter (v): λειώνω από ζέστη swimming pool (n): πισίνα

switch (n): διακόπτης

switchboard (n): πίνακας, ταμπλώ (τηλεφ.)

switch on (v): ανάβω switch off (v): σβήνω sword fish (n): ξιφίας



tabasco: καυτερή κόκκινη σάλτσα

table d'hôte (n): γεύμα σε καθορισμένη τιμή tablespoon (n): κουτάλι σερβιρίσματος

table-tennis (n): πιγκ-πογκ

tactfully (adv): διακριτικά, με τακτ take down (v): σημειώνω, γράφω

tall (adj): ψηλός

tangerine (n): μανταρίνι

tap (n): βρύση

tape recorder (n): μαγνητόφωνο

tart (n): τάρτα

tart dish: σκεύος για τάρτα

tartar (n): σάλτσα με μαγιονέζα, κρεμμυδάκια, τουρσί και μαϊντανό

taste (n): γεύση

tasteless (adj): άνοστος

tasty (adj): εύγευστος, νόστιμος

tea bag (n): ατομικό φακελάκι με τσάι

tea caddy (n): κουτί τσαγιού

tea cake (n): βούτημα

tea cloth (n): τραπεζομάντηλο tea cosy (n): κάλυμα τσαγιέρας tea cup (n): φλυτζάνι τσαγιού

tea kettle (n): κατσαρόλα που βράζει τσάι

tea leaf (n): φύλλο τσαγιού

tea pot (n): τσαγιέρα

tea-spoon (n): κουταλάκι τσαγιού tea strainer (n): σουρωτήρι

tea trolley (n): τραπεζάκι με ρόδες

tear (v): σχίζω

technological (adj): τεχνολογικός temperature (n): θερμοκρασία temporary (adj): προσωρινός temptation (n): πειρασμός tender (adj): τρυφερός

tennis court (n): γήπεδο τέννις

tension (n): ένταση

terrine (n): πήλινο μαγειρικό σκεύος

thicken (v): πυκνώνω

thoroughly (adv): ολοκληρωτικά, διεξοδικά

thoughtful (adj): σκεφτικός

threat (n): απειλή

through (prep): δια μέσου

thyme (n): θυμάρι

tidy up (v): συγυρίζω, τακτοποιώ

timetable (n): ωρολόγιο πρόγραμμα, χρονοδιάγραμμα

tip (n): φιλοδώρημα, άκρη **tiring** (adj): κουραστικός

toast (n, v): φρυγανιά, φρυγανίζω, ζεσταίνω

tobacco (n): καπνός **toilet** (n): τουαλέτα

tomato ketchup (n): σάλτσα ντομάτας

tomb (n): τάφος

tongs (n): τσιμπίδα

tonic (n): τονωτικό, δυναμωτικό

too: πάρα πολύ, περισσότερο από το κανονικό

top (n): σκεπάζω την κορυφή

topic (n): θέμα

total (v, n): ανέρχομαι, σύνολο

tour (n): ταξίδι, περιοδεία, περιήγηση

town (n): πόλη **towel** (n): πετσέτα **trace** (n): ίχνος

traditional (adj): παραδοσιακός

traffic jam (n): κυκλοφοριακή συμφόρηση traffic lights (n): φωτεινός σηματοδότης

train (v): εκπαιδεύω (πρακτικά)

trainee (n): ασκούμενος trainer (n): εκπαιδευτής transaction (n): συναλλαγή

transfer (v): μεταφέρω, μεταφέρομαι

translate (v): μεταφράζω transmission (n): μετάδοση transportation (n): μεταφορά

travel agency (n): ταξιδιωτικό γραφείο travel agent (n): ταξιδιωτικός πράκτορας traveller's cheque (n): ταξιδιωτική επιταγή

trend (n): τάση **trout** (n): πέστροφα **try** (v): δοκιμάζω

tube (n): υπόγειος σιδηρόδρομος

tuft (n): φούντα, ματσάκι

tuna (n): τόνος

turkey (n): γαλοπούλα

turn on/ off (v): ανάβω, σβήνω

turn out (v): γυρίζω προς τα έξω, αδειάζω, σβήνω **turn up/ down** (v): θυμώνω, χαμηλώνω (την ένταση)

twin (adj): δίδυμος

twin bedded room (n): δωμάτιο με δυο ίδια μονά κρεββάτια



uncertainty (n): αβεβαιότητα uncle/ aunt (n): θείος, θεία

uncountable (adj): μη μετρήσιμος underdone (adj): όχι καλά ψημένος undercooked (adj): όχι καλά ψημένος

understanding (n): κατανόηση

undrinkable (adj): που δεν πίνεται uneatable (adj): που δεν τρώγεται

unique (adj): μοναδικός **unless** (conj): εκτός εάν

unmatched (adj): απαράμιλλος

unripe (adj): άγουρος

unserviced (adj): χωρίς εξυπηρέτηση

unwanted (adj): ανεπιθύμητος

upkeep (n): συντήρηση

upside down: ανάποδα, άνω-κάτω

urgent (adj): επείγων urgently (adv): επειγόντως

utensil (n): σκεύος



vacancy (n): κενό δωμάτιο **vacant** (adj): άδειος, κενός **vacate** (v): εκκενώ, αδειάζω **vacation** (n): διακοπές **valet** (n): θαλαμηπόλος **validity** (n): εγκυρότητα

valley (n): κοιλάδα value (n): αξία variety (n): ποικιλία vary (v): ποικίλω vase (n): βάζο, δοχείο

VAT: Φόρος Προστιθέμενης Αξίας

veal (n): μοσχαρίσιο κρέας
veal ragout: μοσχάρι ραγού
vegetable soup (n): χορτόσουπα
vegetarian (n): χορτοφάγος
vegetation (n): βλάστηση

vehicle (n): όχημα

velouté sauce: σάλτσα βελουτέ, άσπρη σάλτσα που γίνεται με ζωμό κότας,

μοσχαριού ή ψαριού

venison (n): κρέας από ελάφι vermouth (n): βερμούτ

versatile (adj): πολλαπλός, χρήσιμος

version (n): ερμηνεία, εκδοχή

vine (n): κληματαριά vine leaves: αμπελόφυλλα

vinegar (n): ξύδι

vocation (n): επάγγελμα

vocational (adj): επαγγελματικός

vodka (n): βότκα **volume** (n): ένταση **voucher** (n): κουπόνι



wake (v): ξυπνώ

wall to wall carpeting (n): με χαλί από τοίχο σε τοίχο

walnut (n): καρύδι
want (n): επιθυμία
wardrobe (n): ντουλάπα
warning: προειδοποίηση
wash up (ν): πλένω (τα πιάτα)
washbasin (n): νιπτήρας

waste pipe (n): σωλήνας λυμάτων, σωλήνας υπερχειλίσεως

wastepaper basket (n): καλάθι αχρήστων

waterfall (n): καταρράκτης water melon (n): καρπούζι watermill (n): νερόμυλος

weak (adj): αδύνατο, ελαφρύ (ποτό)

wealth (n): πλούτη **weave** (v): υφαίνω **weed** (n): ζιζάνιο

well done (adj): καλοψημένος

west (n): δύση **wet** (adj): υγρός **wheat** (n): σιτάρι

whip (v): χτυπώ (κρέμα, αυγά)

whipping cream (n): χτυπημένη κρέμα

whisk (n): χτυπητήρι (αυγών)

whisky (n): ουίσκι

white bream (n): σαργός

wholemeal (adj): από ακοσκίνιστο, μαύρο σιτάρι whole wheat (adj): από ακοσκίνιστο, μαύρο σιτάρι

wide (adj): ευρύς, πλατύς, φαρδύς

willing (adj): πρόθυμος windy (adj): με αέρα wine (n): κρασί

wines fortified: ενισχυμένα, δυνατά κρασιά

with reference to ...: σχετικά με ...

wood (n): ξύλο, δάσος

wooded (adj): με δάση, δασώδης

wooden spoon (n): ξύλινο κουτάλι

word processor (n): επεξεργαστής κειμένου

work out (v): βρίσκω, υπολογίζω workload (n): φόρτος εργασίας world (n, adj): κόσμος, παγκόσμιος

worry (v): ανησυχώ **worshipper** (n): λάτρης

wrap (v): τυλίγω

wrong (adj): όχι ορθός, εσφαλμένος, χαλασμένος

what's wrong?: τι συμβαίνει;



yolk (n): κρόκος αυγού



zebra crossing (n): διάβαση πεζών

zoo (n): ζωολογικός κήπος

zucchini (AmE) (n): κολοκυθάκι

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