



Hanoi University of Industry

English for Tourism and Hospitality 4

Student's book



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A2+

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Unit Contents Chart

Units	Online materials		
	Vocabulary	Language focus	Listening
Unit 1 Jobs in tourism and hospitality <p>p. 1</p>	Words and phrases related to jobs in tourism and catering Words for personalities	Modal verbs Structures Useful expressions for job interviews	Job interview Job duties
Unit 2 Areas at the airport <p>p. 12</p>	Words and phrases related to areas at the airport	Useful expressions for asking for and giving directions	At the check-in desk At the immigration
Unit 3 Departures and arrivals <p>p. 20</p>	Words and phrases related to departures and arrivals	Imperative Present continuous Useful expressions at the check-in desk and the security check	At the check-in desk At security At immigration
Unit 4 Problems at the airport <p>p. 30</p>	Words and phrases related luggage description and flight delays	Passive voice Adjectives Useful expressions for problems at the airport	Lost luggage Missing items Flight delays

Online materials		Face-to-face class materials	
Reading	Writing	Speaking	Language test
An assistant manager Tourist industry A concierge's duties Andrew Sharpe from Jamaica The role of tour operators Different jobs	Sentence arrangement Sentence building Paragraph writing	Describe some of jobs in tourism and catering industry	Test yourself
Getting an airport job No – frills airlines Finding your way in an airport Getting to and from the Airport Low – cost airlines Andrea's vacation	Sentence arrangement Sentence building Sentence completion Gap filling Topic writing	Give instructions about departure procedures Identify different areas at the airport and their functions Ask for and give directions at the airport	Test yourself
Safety rules at the airport Restricted items on board Job descriptions Preparation for traveling abroad International travel rules at the airport First time flying	Sentence arrangement Sentence building Paragraph writing	Make conversations at the check-in desk, security check and immigration office	Test yourself
Flight delays What to do about lost baggage? First aid In-depth travel Tips for avoiding problems at the airport Air passengers' rights	Sentence arrangement Sentence building Questions writing Sentence building	Make conversations to report and describe missing luggage Make conversations about flight delays	Test yourself

UNITS	ONLINE MATERIALS		
	Vocabulary	Language focus	Listening
Unit 5 Hotel services p. 40	Words and phrases about hotel facilities and services	Comparatives and superlatives Comparing equals Useful expressions	Room service Hotel facilities
Unit 6 Hotel reservations p. 51	Words and phrases about reservation inquiries Words and phrases to make, change and cancel reservations	Indirect questions Useful expressions Reservation inquiries Changing and cancelling reservations	Hotel reservations Change and cancel reservations
Unit 7 Special functions p. 61	Facilities and services for businesses Words and phrases for special events	Managing conversation Useful expressions for arranging conferences Useful expressions for arranging banquets	Hotel entertainer Preparation for wedding anniversary Health club Event facilities Event facilities Event facilities
Unit 8 Problems at hotels p. 72	Words and phrases about hotel problems	Past Simple Future simple Useful expressions to make complaints, ask and handle problems at hotels	Room problems Housekeeping problems Restaurant problems

ONLINE MATERIALS		FACE-TO-FACE CLASS MATERIALS	
Reading	Writing	Speaking	Language test
A leaflet A hotel brochure An Ice hotel Hotel descriptions A complaint letter Details of fictional hotels	Sentence arrangement Sentence building Questions writing Sentence rewriting Email writing	Describe hotel facilities and services Make comparisons among hotels	Test yourself
A hotel web page A reservation email A reservation form A reservation email A hotel's reservation policy	Sentence arrangement Sentence building Email completion Email writing	Handle reservation inquiries Change and cancel hotel reservations	Test yourself
Kids' entertainment MGM Grand Special events Abela hotel Hotel Arina Sands Club St. Lucia	Sentence arrangement Sentence building Paragraph completion Conversation completion Email writing	Describe room layouts and seating capacities for special events Arrange special events	Test yourself
Note Letter of complaint Employee handbook Memo	Sentence arrangement Email completion Conversations completion Gap filling Sentence completion Email writing	Handle guests' complaints at hotels	Test yourself

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Editor

Dr. Bui Thi Ngan

PREFACE

English for Tourism and Hospitality series aim to develop the ability to communicate in English for students specialized in Tourism and Hospitality at Hanoi University of Industry. Different from other general English textbooks, the topics and activities designed in the series have been carefully selected to match the interests and meet the needs of the students who are studying and going to work in the fields of tourism and hospitality. As a component of a blended learning program package, the series are used chiefly for face-to-face lessons which operate along with an integrated program of online learning tasks. To address the diversity in the interests, English proficiency levels and learning styles of the student population, excessive care has been taken to allow flexibility in selecting and adapting classroom activities in response to students' current learning needs with high priority placed on speaking skills. A nice mixture of pair, group and individual activities with authentic materials and close-to-real-life situations are intended to stimulate and maintain students' learning motivation throughout the courses.

This book, *English for Tourism and Hospitality 4*, is the fourth book in the series, which has been developed for the second-year students majored in Tourism and Hospitality at Hanoi University of Industry who have completed the first three books in the series. This book consists of eight units covering essential topics of the fields: Unit 1 - Jobs in tourism and hospitality, Unit 2 - Areas at the airport, Unit 3 - Departures and arrivals, Unit 4 - Problems at the airport, Unit 5 - Hotel services, Unit 6 - Hotel Reservations, Unit 7 – Special functions, and Unit 8 - Problems at hotels. Each unit comprises two lessons with a warm-up activity and three or four motivational and encouraging pair-work, group-work or individual activities. The distinguishing features of this book are the opportunities created to assist the students to develop their language knowledge and skills needed for communication in English at the workplace.

With all the burning enthusiasm and all-out effort spent on designing this book, it is hoped that teachers and students will be using it with full enjoyment and gaining great success in mastering English for Tourism and Hospitality.

HOW TO USE THE BOOK

The course material package consists of Student's book, Teacher's book, face-to-face class CD and online learning tasks. Before face-to-face lessons, students are required to complete all the related online learning tasks which help develop necessary language knowledge (related vocabulary and structures) and skills for oral interactions and language practices in face-to-face classes. After fulfilling the online learning tasks, students need to go through the online learning checklist to mark all the tasks they have undertaken online and note down any questions or challenges they coped with while doing the tasks. Based on the information collected from online report before the face-to-face lessons and the students' checklist, the class teachers design and select appropriate activities to carry out in the face-to-face lessons. At the end of each unit, students are given time to self-assess their learning, checking whether they have achieved the learning objectives set out for each unit. Such results from the students' self-reflection are also used by the class teachers to evaluate and improve their teaching to meet the students' learning needs. The design of the course is rather flexible since the students can undertake the online learning tasks as many times as they desire and the teachers are enabled to monitor students' learning to design or select suitable activities to scaffold their learning. By the end of the course, students are expected to develop not only English language skills but also exploratory, argumentative, analytical, problem solving, and teamwork skills which are indispensable for their success in study at the university and their future work.

UNIT 1

JOBS IN TOURISM AND HOSPITALITY



AGENDA

- Words for jobs and duties
- Modal verbs: must, have to, should
- Structures: be responsible for/to; be in charge of
- Describe job duties and personal qualities



❖ OVERALL OBJECTIVES:

By the end of this unit, students will be able to:

- talk about different kinds of jobs in tourism and hospitality
- describe job requirements

❖ VOCABULARY

Words for jobs in tourism and hospitality

- | | |
|--|---|
| • bellman (n) / <i>belmən</i> / | • front desk clerk / <i>frʌnt desk kls:rk</i> / |
| • bellhop (n) / <i>'belhɒp</i> / | • travel agent / <i>'trævl 'eidʒənt</i> / |
| • chef (n) / <i>ʃef</i> / | • operations manager / <i>ˌɒpə'reɪʃnz 'mænidʒə(r)</i> / |
| • concierge (n) / <i>'kɒnsiəʒ</i> / | • banquet manager / <i>'bæŋkwɪt 'mænidʒə(r)</i> / |
| • doorman (n) / <i>'dɔ:mən</i> / | • maintenance worker / <i>'meɪntənəns 'wɜ:kə(r)</i> / |
| • housekeeper (n) / <i>'haʊski:pə(r)</i> / | • food and beverage manager |
| • porter (n) / <i>'pɔ:tə(r)</i> / | / <i>'fu:d ənd 'bevərɪdʒ 'mænidʒə(r)</i> / |
| • tour guide / <i>tʊə(r) gaɪd</i> / | • travel sales consultant / <i>'trævl seɪlz kən'saltənt</i> / |

