



HANOI UNIVERSITY OF INDUSTRY
FACULTY OF FOREIGN LANGUAGES

Bui Thi Ngan (Chief author)
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ENGLISH FOR TOURISM AND HOSPITALITY 4

Student's book



SCIENCE AND TECHNICS PUBLISHING HOUSE

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UNIT CONTENTS CHART

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Online materials

Face-to-face class materials

Reading

Writing

Speaking

Language test

An assistant
manager

Service
arrangement

Describe some of
jobs in tourism

Test yourself

Tourist industry

Service

and catering

A concierge's

booking

industry

UNIT CONTENTS CHART

Units	Online materials		
	Vocabulary	Language focus	Listening
Unit 1 Jobs in tourism and hospitality p. 1	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. 12	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. 20	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. 30	Words and phrases related to 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	Sentence arrangement Sentence building	Describe some of jobs in tourism and catering industry	Test yourself

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

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	Sentence arrangement	Describe hotel facilities and	Test yourself

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

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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 students who are studying and going to work in the field of tourism and hospitality. As a component of a blended learning program package, the series is 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. It 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 field: 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 the hotel. 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 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.