

UNIT

2

Travel

OVERVIEW ▼

- Vocabulary**
British and American English
- Listening**
A business traveller's priorities
- Language review**
Talking about the future
- Reading**
Air rage
- Skills**
Making arrangements on the telephone
- Case study**
Work, rest and play



Starting up, p. 14

Starting up

A Answer these questions individually. Then compare your answers with a partner.

- 1 How often do you travel by air, rail, road and sea?
- 2 What do you enjoy about travelling? What don't you enjoy?
- 3 Put the following in order of importance to you when you travel.


comfort safety price reliability speed

- 4 Does the order change for different types of travel?

B Choose the correct word from the box to complete the following list of things which irritate people when flying.


seats	trolleys	queues	luggage
room	cancellations	food	jet

- 1 not enough leg
- 2 lost or delayed
- 3 long at check-in
- 4 poor quality and drink
- 5 no baggage available
- 6 overbooking of
- 7 flight delays and
- 8- lag

C  2.1 Listen to three people talking about their travel experiences. Tick the problems in Exercise B that they mention.

Skills, p. 19

Making arrangements on the telephone

A  2.6, 2.7 Philippa Knight, Sales Director at The Fashion Group in New York, makes two telephone calls to Maria Bonetti, a fashion buyer in London. Listen and note: a) the purpose of each call and b) the result.

B  2.6 Listen to the first call again and complete the extract below.


Philippa I'm calling because I'll be in London next week and
.....¹ to see you. I want to tell you
about our new collection.

Maria Great. What²? I'm fairly free next
week, I think.

Philippa³? In the afternoon? Could
.....⁴ then?

Maria Let me look now. Let⁵. Yes, that'd
be no problem at all.⁶ 2 o'clock? Is that OK?

Skills, p. 19

C  **2.7 Listen to the second call again and complete the extract below.**

Receptionist Thank you. I'm putting you through. Hello, I'm afraid she's engaged at the moment.¹ or can I take a message?

Philippa I'll leave a message, please. The thing is, I should be meeting Ms Bonetti at 2 p.m,². My plane was delayed, and I've got to reschedule my appointments. If possible,³ tomorrow.⁴ in the morning.⁵ here at the hotel, please?

Receptionist Certainly. What's the number, please?

Philippa It's⁶.

D Role play these two telephone situations.

1 Student A is a company employee who has arranged to meet Student B, a colleague from one of your subsidiaries. Explain that you cannot keep the appointment, and give a reason. Suggest an alternative day.

2 Student B is on a business trip to Sydney, Australia and wants to stay an extra day. Telephone the Qantas airline office. Talk to the representative, Student A, to arrange a different flight.

Useful language

Answering the phone

Hello, Erik Halse speaking.
Good morning, Madison Ltd.

Making contact

I'd like to speak to Anna Schilling, please.
Could I have the sales department, please?

Identifying yourself

This is / My name's Marta Blanco.
Marta Blanco speaking.

Stating your purpose

I'm calling about ...
The reason I'm calling is ...

Making arrangements

Could we meet on Monday at 10.30?
How / What about April 10th?
Is 11.15 convenient / OK?

Changing arrangements

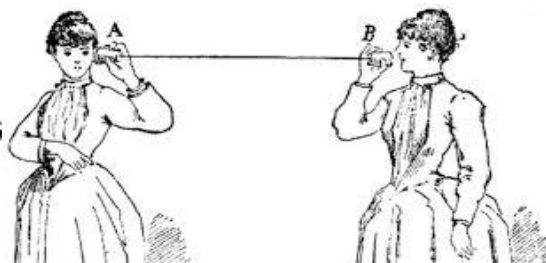
I'm afraid I can't come on Friday. We've got an appointment for 11.00, but I'm afraid something's come up.
Could we fix another time?
I can't make it on ...

Responding

That's fine / OK for me.
Sorry, I can't make it then.
No problem.

Closing

Good. So, I'll see you on the 8th.
Thank you. Goodbye.
Right. / OK then.
That's great, I'll see you ...



Thank you for your attention!

- ninakisin.vps@gmail.com
- konsultacije: utorak od 12:00 do 14:00, kabinet 15