

Unit objectives

- **Vocabulary: Tour operators**
- **Language focus - Past simple and present perfect**

Vocabulary: Tour operators

4

Tour operators

1



2



4



3



speaking 1 What sort of holidays did your grandparents go on? What changes have taken place in the travel industry in recent years?

Vocabulary: Tour operators, p. 30

vocabulary Tour operators

3 Match these words with their definitions.

- 1 reservations agent
- 2 e-commerce
- 3 tailor-made holidays
- 4 expansion
- 5 downside
- 6 merger
- 7 takeover
- 8 independent concern

- a) disadvantage
- b) someone who books holidays for people
- c) when two companies join to become one
- d) selling goods and services on the internet
- e) single company
- f) when one company buys another
- g) tour package designed for a single client
- h) growth

Market Leader, p. 34, English for International Tourism, p. 32

Language review

Past simple and present perfect

We use the past simple for actions at a particular point in the past.

Last year only 18% of US consumers visited a leading department store.

We use the present perfect for actions linking the present to a point in the past.

We have made a lot of changes since 2003.



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A Which of the following expressions are used with the past simple and which are used with the present perfect? Which are used with both?

in 2003

since 2003

yet

this week

yesterday

ever

recently

last year

six months ago



Market Leader Workbook, p. 17

Language review

A Past simple or present perfect tense? Use the correct form of the verbs to complete the conversation.

- Ken: Geoff! What a surprise! I ... *haven't seen*¹ you for months. Last time we², you³ about to go to Italy. *see meet / be*
- Geoff: That's right, yeah. I⁴ there to retrain the sales staff at our main subsidiary. *go*
- Ken: Mm. What was that like?
- Geoff: Interesting, but tough. I'm not sure I⁵ from the experience yet. *recover*
- Ken: Really? What⁶? *happen*
- Geoff: Well, one of the guys in the team⁷ anything that⁸ like a new idea. *reject / look*
- Ken: I suppose that's what you call 'resistance to change'.
- Geoff: Yeah, exactly. And now to make things worse, he⁹ of the team. *drop out*
- Ken: Well, not a big loss, from what you're saying.
- Geoff: Mm, you're probably right. Anyway. What about you? I've no idea what you¹⁰ up to. *be*
- Ken: Guess what! I¹¹ my job! *change*
- Geoff: What? You¹² Rixon? I don't believe you! *quit*
- Ken: Yep! I¹³ with Lescot since January. *be*
- Geoff: Oh, I know Lescot. Everyone says it's the place to be.
- Ken: I certainly don't regret my decision. Since I¹⁴ working for them, I feel a lot better. And I¹⁵ bungee jumping! *start take up*



English for International Tourism, p. 21

language focus Present perfect and past simple

4 Complete the text with the correct form of the verbs in the box.

open	be	become	decline	enhance
evolve	expand	organise	set up	take



In 1906 Alfred Kuoni*opened*.....¹ a 'Travel Bureau' in Zurich, Switzerland and one year later² his first escorted group tour to Egypt. Over the next fifty years the Kuoni business³ into Europe and⁴ Europe's first travel agency to operate charter flights to Africa. In 1977 Kuoni *organised*.....⁵ the first charter tour around the world and nineteen years later⁶ its own charter airline.

While only two years ago roughly half of Kuoni's turnover⁷ still generated in Switzerland, this⁸ to less than 30 percent today – testimony of Kuoni's strong pan-European presence. In contrast to the other major European operators, Kuoni⁹ its position in markets outside Europe such as the USA and India. Over the last few years, Kuoni¹⁰ into a company with a truly global reach that employs a staff of over 7,700 specialists around the world.



Thank you for your attention!

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