

Contents

Different kinds of people

1	Working in travel and tourism	8
2	Being friendly and helpful	10
3	When in Rome ...	12
4	Dealing with enquiries	14

International travel

5	Different ways of travelling	16
6	Asking questions	18
7	Taking a booking	20
8	The best way to get there	22
9	Around the world	24
10	Organising a trip	26

Phone calls

11	Using the phone	28
12	How may I help you?	30
13	Answering enquiries	32
14	Taking messages	34

Food and drink

15	Good morning!	36
16	Explaining dishes	38
17	May I take your order?	40
18	Drinks, snacks and desserts	42
19	Eating habits	44
20	Welcome to our restaurant!	46

Correspondence

21	Responding to enquiries	48
22	Confirming reservations	50
23	Avoiding mistakes	52
24	We are very sorry ...	54

Accommodation

25	Reservations	56
26	Checking in	58
27	Facilities: Enjoy your stay!	60
28	Giving information	62
29	The best hotel for you ...	64
30	The perfect hotel ...	66

Money

31	How would you like to pay?	68
32	Changing money	70
33	Explaining the bill	72
34	Is service included?	74

Travelling around

35	To and from the airport	76
36	Local knowledge	78
37	Offering and requesting	80
38	Car rental	82
39	Motoring	84
40	The best way to get there	86

Problems

41	Is there anything I can do?	88
42	Dealing with complaints	90
43	Better safe than sorry	92
44	Difficult customers?	94

Attractions and activities

45	Seeing the sights	96
46	Making suggestions and giving advice	98
47	Sun, sea and sand?	100
48	History and folklore	102
49	A nice day out	104
50	The future of tourism	106

Communication activities